

Client and Caseworker

Scenario 1

The correct answer is

A

Shelter Scotland offers advice – the council must give you a home.

Scenario 2

The correct answer is

C

Shelter Scotland can offer some disrepair support, but not this much disrepair. Also, staying with friends and family could be too crowded.

That's why Shelter Scotland would persuade the council to give the lady a better home.

Scenario 3

The correct answer is

B

The council have acted illegally, by telling the client that they are too young.

After Shelter Scotland called the council, they offered you a home of your own.

Scenario 4

The correct answer is

A

Shelter Scotland tries to resolve people's problems through advice and support rather than providing sleeping bags.

In this instance, the client was offered a cottage in a village close to the town centre the very same day.