

## Advice Worker Monthly Report: in-centre appointments, December 2020

**Appointments offered:** 60

**Appointments attended:** 54

### Summary

- Housing referrals and housing advice : 22
- Housing placements : 3
- Night-shelter placements : 6
- Housing interventions (liaising with Landlords re suitability, rent reduction, rent payments, disrepair etc): 12
- Income maximisation including grants, freedom passes, DHP applications and foodbank referrals : 9
- Welfare benefit advice : 19
- Immigration advice : 8
- Legal advice: 2
- Bank account opening: 2
- Customer rights advice : 0
- Employment : 1
- Help to get identity documents : 2
- Outreach referrals : 12
- Debt : 2
- Other : 3

### Case Study December

This month, I would like to highlight a slightly unusual case, which demonstrates how the advice office works flexibly with homeless people, other agencies and the public to help resolve crisis situations in whatever way that we can.

We were recently contacted by two members of the public, a husband and wife, who had grown increasingly concerned about a homeless person – Mr K - who they passed regularly outside their local station. They said he was in a very poor condition, not wearing shoes despite the freezing temperatures, and appeared to be incontinent. Staff in the advice office contacted local outreach teams directly, as well as mental health outreach services, to check if Mr K was already known to local services. We were also able to arrange a time for him to come to the centre to have a shower. Initially, outreach teams reported that they had been unable to find Mr K. However, a mental health outreach worker was later able to find and speak with him at his sleep site, and was also able to confirm that he was known to their service. Outreach workers were then also able to find him on a second visit to his sleeping site.

Shortly following this, we were contacted by the members of the public who had originally got in touch with us to cancel the shower, as they were pleased to report that Mr K had been placed in a hotel.