

Short Case Studies - November

While we see new people in need of help every day, we also work with a lot of people we know well. The better we know clients, often the more effective the work we do can be.

A former client, Mary, who we have not seen for a year or so got back in touch recently needing assistance. While we are always glad to welcome back old faces, it is difficult to learn things have not worked out. Mary was having difficulty in her accommodation, as she was feeling threatened by other tenants who were behaving badly in the communal areas. Appreciating that everyone needs to feel safe in their home, we worked to find somewhere else for Mary to live, taking into account her understandable desire to share with fewer people. We were able to find another property through one of the landlords we have a working relationship with, and Mary is now settled in.

We also saw another client we have been working with for a long time, William. In November, we have mainly been working on trying to secure accommodation that will be more appropriate for William's needs, as he has complex health problems. He is living independently right now but is struggling. We managed to get a care package in place for William which will thankfully start this month and are also busy submitting documents to the council in the hope that we can help him to access sheltered accommodation in the longer term.

Another long term regular, Bob, has found himself sofa surfing after his last tenancy ended. We have been helping him to make a homelessness application. Knowing Bob so well, we can much more easily explain to the council why he is vulnerable and what kind of assistance we know that he needs.