

Housing Case Study

Completed by Date	JR – Housing Services January 2018
----------------------	---------------------------------------

Reason(s) referred (what were the concerns)

Client (GB) first came to Housing's attention in 2012, when she was nearly 17 years old and was referred to Housing Needs by the 16+ worker, at this time she was in a care home in Reading via Slough Social Services.

Our records indicate that she remained in Reading at this placement, from 2011 – March 2013 and then moved to another hostel, this time in Northolt until September 2013.

She was placed into The Foyer, Slough in September 2013 by Housing, after we were advised that she needed to move back to Slough by Social Services/The Trust. This placement failed and Ms B left The Foyer to become homeless, despite her being seen by several of the housing team in and around Slough but she would not engage with us.

October 2014 Housing received another referral for Young Persons Hostel accommodation for Ms B, via her 16+ worker, advising that she had been rough sleeping/sofa surfing for the in-between period, she was rehoused in the Slough, YMCA, Chalvey.

June 2015 - It seems Ms B's tenancy at The YMCA also failed and she was found by another Slough Borough Council Housing Team, when they actioned a premises closure order. The Demand Team were asked us to attend to provide housing advice etc to the residents who were being immediately evicted. Ms B was found in the property. The property was being used for illegal purposes. We provided Ms B with a B&B placement until the Monday, as the warrant was actioned on a Friday afternoon, advising that she needed to present at My Council for a homeless assessment. Ms B did not make use of the B&B and did not attend at My Council the following Monday.

We contacted the Team Leader at The Trust, due to concerns about Ms B not being in touch with us, also to express my fears in regard to the people Ms B had been living with, at the property previously, plus her appearance when our officers saw her the previous Friday.

December 2015 – We were advised that Ms B, had been engaging with the local T2 service but she did not wish to engage with Housing.

March 2016 – Client approached housing, with a 'partner', advising they were both homeless, however when they were being interviewed by the homeless officer, the partner got angry and left, Ms B ran after him.

August 2016 – Ms B again approached as homeless with a partner, advising they were sleeping in a tent but they also attended with a worker from the Youth Team. Another referral to Young People Supported Housing Panel was made, however it was refused by all providers, due to previous tenancy issues.

November 2016 – Client again approached as homeless, advising she has been sleeping in a tent previously and has substance addiction issues, plus undiagnosed mental health issues. A homeless application was taken and Ms G placed into temporary housing.

Appendix B

January 2017 – Homeless enquires completed and an 'Agreed' S184 duty decision reached.

As Ms B's homeless decision was only 2 months after her 21st birthday, so we agreed to take a pragmatic approach and housed her under the 'LAC' Allocations scheme into a social housing property, to hopefully provide her with the best chance of success for the future.

Sept 2017 – Ms B - housed into an SBC property. No rent arrears and so far successfully managing.