



Rough Sleeping Project Team - Case Study

- Entrenched sleeper with a long history of repeat sleeping and in and out of prison with over 80 convictions and deemed “high risk”.
- Known history of threats to staff, violence to others, heavy substance misuse and cuckooing other service users.
- Previous provisions have included private rented (lost on following prison term, a Corner House placement (lost due to violence to staff) and temporary accommodation (TA). Several staff members are known to have been intimidated and working with him was going to be challenging.
- In CoLC TA supported under Housing First since prison release.
- He is known to be difficult to engage, to become easily frustrated and have poor self-management and care skills. Often being under the influence of drugs/alcohol made engagement even more difficult.
- At the time of his last prison release the team made arrangements to meet him at the train station following a return from a prison out of the city. From here we provided TA, and offered continued extensive support.
- The support provided included hands on cleaning, sourcing and delivery of clothing and furniture, assistance with benefits, appointments, and registration with other services, together with help sourcing and collecting medication and support with his mental health. This was very challenging, he felt he had been let down by many services and that he would never be able to manage a property.
- There was a long wait for a match to a suitable tenancy following concerns around his behaviour but with continued working with the team we have been able to demonstrate sustainability and a reduced risk to staff. The last six months have seen an improvement to his self-care, a pride in his TA property, engagement with multiple services, a reduction in his offending and no incidents in respect of unacceptable behaviour or abuse to staff.
- There were many difficulties and frustrations for him and problems that would have usually resulted in unreasonable behaviour or his abandoning and declining to continue to engage but with the trust he had in the team, the continued help, support and assistance he has come a very long way and no longer presents as the person he once did.
- Other agencies cannot believe the change to him, how he presents, and the patience he has practiced as part of his housing journey. He still becomes frustrated from time to time but continues to learn how to manage his frustrations and behave appropriately, he now takes time to calm down and always apologises if he has become angry or frustrated and staff no longer feel intimidated by him. He has now signed his own tenancy and is sustaining it appropriately.