

THE HOPE HUB

CASE STUDY

Background

WW is a 45-year-old woman who was referred to the EAS due to experiencing homelessness. WW suffers from addiction and due to this she was evicted from her mother's home. WW was dealing with terminal illness and later bereavement of a family member. WW was a chartered accountant in the past and had owned a home. This was lost due to her descent into alcohol addiction.



When WW first came to us, she was in denial about her alcohol use and her mental health. We assessed the risk and decided to accept her to the EAS for a 6-week period. During this time WW failed to engage and made bad decisions. WW ended up becoming homeless again as a result and was subsequently hospitalised due to her alcohol consumption.

At this time WW's circumstances had changed enough to enable another homeless application to be made. WW expressed a wish to be considered for semi-independent living. The council also asked us if we would consider a placement back at the EAS while applications were put through. Our staff then supported her application to a low support flat with support with Transform Housing and Support and owned by Accent. WW accepted she has some support needs and seemed more willing to engage with support.

Our actions

WW engaged with our employment coach, housing support and drug and alcohol services. She managed to secure a management role in a local shop.

WW has utilised many of the services we provide here at The Hope Hub. She attended our cookery courses and gained new skills. WW worked on her CV with our employment coach. WW sat down with her caseworker and worked out budgets for her new property. The Hope Hub provided a lot of emotional support with her bereavement, and she attended our wellbeing course which she said she found helpful.

How we made a difference

The Hope Hub has continued to support WW to ensure she will maintain this property and engage well with Transform Housing and Support. The Hope Hub has also obtained furniture such as a sofa and bed.

Although WW is still battling with her addiction, the fact she now has housing is a major step in her recovery. Having a safe and secure place to live, gives someone with complex needs, the ability to focus on recovery. It is very hard for someone to engage with services and make healthy decisions when they are homeless. It should be recognised that safe and secure accommodation should be the first step and not the last step when supporting people like WW. Although there is a way to go, there is now a greater chance of success.

"I was in a real state when I first came to The Hope Hub. It was a place I felt safe with people I could trust so I kept coming and they really helped me. I wouldn't have got to where I am without them. Thank you everyone at The Hope Hub. You are kind and made a huge difference to my life."

Quote from WW

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SS is a 31-year-old female who first came to us as she was sofa-surfing with various friends since losing her accommodation. She was unable to stay at her Mum's house because her Mum was terminally ill with cancer. SS was also missing her daughter who was two years old whom had been removed from her care and living with her father. At the time of coming to us SS, had been three years clean from a Class A drug. She had been a victim of cuckooing, had a personality disorder and had just been diagnosed with ADHD. She was also suffering from anxiety and depression and learning difficulties. She asked for help with finding a home for her and her daughter.



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Our actions

We supported SS to complete a homeless application and gather the appropriate documents required by Housing. She was also supported to contact an adviser within drug and alcohol services and her GP who arranged for SS to have counselling as she was self-harming, her self-esteem was rock bottom and she felt she was no good to anyone. The team at The Hope Hub encouraged her to take the small steps needed to start turning her life around. They listened to her and helped her to see the positive changes that she was making. The Hope Hub also supported her with toiletries and food parcels and encouraged her to attend Living Well courses and activities at The Hope Hub. SS was kept informed of the progress of her application for accommodation and we supported her with toiletries and food bags. SS was able to move into supported accommodation as a single person and we supported her with towels, bedding and various pieces of crockery and cutlery. She was still able to see her daughter on a regular basis at a friend's house. SS continues to visit THH when she feels in need of a chat or on occasions a food bag.

How we made a difference

The actions that The Hope Hub supported SS with, have helped her move onto a brighter future. She is in a much happier place and is off the drugs. SS has recently started to undertake on-line courses and is hoping to gain qualifications in English and Maths. She still receives counselling, but this is now only once every six weeks and will soon be finishing. SS is looking forward to a much better future with her daughter and is hoping to be able to bid for a two-bed place when she leaves supported housing so that she can live with her daughter.

"They literally gave me 'hope' when I felt worthless and supported me with everything. I am so grateful."

Quote from SS



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Background

F, a male aged 23, was an ex offender and homeless at a young age and referred to our Emergency Accommodation Service in Camberley. He was banned from seeing his family in Bagshot/Chobham area, his local connection but convinced us he wanted to turn his life around and re-engage with his family.



Our actions

We supported him into our Emergency Accommodation Service in Camberley and he stayed with us successfully as a short term tenant for 8 weeks. He attended all his meals, engaged really well and took up football, his first love again. He commented about how lovely it was to play games in the evening and have proper family meals around a table.

Due to his pro active engagement with us at the Day Services and excellent behaviour at our Emergency Accommodation Service, we were able to support his referral to a permanent move on accommodation for him to Connaught Court, an HMO managed by Surrey Heath Borough Council. After an interview with us, F was accepted and has been doing really well ever since.

How we made a difference

Through our Employment mentoring, F was supported to secure his CSCS Construction card and we mentored him into the construction industry. He is now in full time employment and engages with us if he needs to, but otherwise has been largely independent.

For a young man, F is an excellent example of someone who has been able to turn his life around with the right support around him

The Hope Hub operates a holistic, open to all, person centred and empowered approach to supporting anyone aged 18 plus who is homeless or at risk of becoming so, unemployed, in debt, struggling with mental health and/or addiction and offers a Crisis and Empowerment Service designed to help individuals up skill and move towards training, volunteering and/or employment.

THE HOPE HUB

CASE STUDY

Homeless to
employed to housed

Background

W is a male in his mid-forties. W returned to the UK after a few years working abroad and returned to re-connect with his daughter in Camberley. He had little funds on return. After meeting with Housing to register as homeless and the Job Centre (Department for Work and Pensions), he was advised he didn't meet the habitual residency test (HRT) and both housing and Job Centre were unable to progress his application without further historic proof. This would take many weeks and W accepted that his best option was to try and secure employment after being referred to The Hope Hub for support.



Crisis and Empowerment Support

W made use of our crisis support at our Day Service and was provided with hot food, somewhere to do laundry, shower facilities and get toiletries and a sleeping bag. We also supported him through Empowerment support to secure employment in the retail sector on a full time contract. W was reliable with his work despite having to sleep in the local car park where he felt most safe. He would be waiting for staff to arrive each day to shower, get food and then start work again. During this 5 week period, we were able to secure a benevolent grant at the local Travelodge hotel for a few nights to give him some respite from sleeping in the car park and he was very thankful.

How The Hope Hub made a difference

Whilst W was working and homeless, The Hope Hub provided a safe warm space to access food, washing facilities and helped W apply and search for suitable housing. W demonstrated that hard work and dedication and working closely with THH, enabled him to turn his situation into a positive outcome in a reasonably short period of time. He is now working and living independently and able to see his daughter.

*In his own words,
W said:*

"I was reluctant to get help from The Hope Hub at first, but I couldn't have got through the homeless period without their help, support, knowledge and kindness. It is great now to have got through that awful period and I hope to re-build my life again here. I would like to thank them for all they have done for me and enabling me to secure somewhere safe to live".