



Cwm Taf Case Studies 2017



CWM TAF CASE STUDIES 2017

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Please note all names have been changed to protect the identities of our service users.

Forward



Cllr Rhys Lewis – Chair of the Cwm Taf Regional Collaborative Committee

As the Chair of Cwm Taf Regional Collaborative Committee, it is my pleasure to present this collection of case studies which showcase the valuable impact of the Supporting People programme across Merthyr Tydfil and Rhondda Cynon Taf. During 2017, the schemes funded through the Supporting People programme have provided tenancy-related support to those who may have otherwise found themselves facing

eviction and homelessness. The programme clearly contributes to the mental and physical wellbeing of its recipients by ensuring they have suitable and sustainable housing; and the fiscal value of the savings made to our front-line services is also apparent through the estimated cost-savings you'll see included. I am delighted to see that Supporting People services are having such a positive impact on the lives of service users and their families. I look forward to continued work to prevent homelessness throughout Cwm Taf, providing individuals and families safe and secure tenancies in homes that allow them to prosper and flourish'.

Potential cost savings have been estimated using the Unit Cost Database Version 1.4 created by the New Economy Greater Manchester which can be accessed at: <http://www.neweconomymanchester.com/ourwork/research-evaluation-cost-benefit-analysis/cost-benefit-analysis/unit-cost-database>

People with Criminal Offending History

Provider: Hafod Care

Scheme: Complex Needs Floating Support

Robert, 24, Rhondda Cynon Taf

Background:- Robert was involved in gang / drug culture resulting in a custodial sentence. Upon release from Prison Robert realised he needed to change his ways or he believed he would end up dead. Robert returned to his family home but soon realised escaping his past was not easy and he felt that a move away from the area and the right support was his only option. When Robert moved into the scheme, he was in receipt of no form of income / benefits and had never had a tenancy of his own. Robert was supported to access services to help address his mental health and substance issues. Robert has been drug-free since moving into supported housing.

Support Received:- Robert has been having support to understand correspondence, phone calls, cleaning, cooking and managing his tenancy. He has disclosed to staff several times that if it wasn't for the support he has received he would either be dead or in prison. Robert is currently attending a men's group which involves socialising and preparing to return to the work place. He also attends a gardening group, a walking group and a gym programme.

Outcomes Achieved:-

Robert feels that he is able to keep his home and himself safe and secure. He has applied for ESA and has been successfully claiming this entitlement. He has also opened a bank account. Robert doesn't feel ready for employment at this time but this is something he discusses regularly with his Probation officer and support worker. He pays his rent regularly, abides by house rules and maintains his home to a good standard. Robert attends the gym 1- 2 times per week, which makes him feel physically and mentally better. He feels much better since living in supported accommodation. He is not watching over his shoulder like he used to. He's now taking medication for his anxiety".

Future Plans:- Robert would like to be able to live independently and secure full time employment.

Estimated Cost Savings:-

- Crime reduction upwards of **£33750**
- Mental health savings upwards of **£830**
- Homelessness savings upwards of **£3000**

Provider: ADREF

Scheme: New Start Scheme (offending behaviour)

Peter, 74, Merthyr Tydfil

Background:- Peter was referred to Adref's floating support scheme as he was leaving prison and was looking likely to be difficult to place in a suitable property due to his advanced age (74) and previous inability to maintain a tenancy. He had been sentenced to 7 years (served 2 years) after being convicted of arson at his previous property, which caused a further complication. People with Peter's type of offence are often difficult to rehouse. When he went to prison Peter had few belongings that had survived the fire.

Support Received:- Tenancy Support Officers liaised with MTCBC and Social Services staff, in order to set up a tenancy for Peter the moment he left prison. This was achieved and the Tenancy Support Officer met Peter from the prison, and, having sourced some furniture and essential items, delivered him to his new home. The Tenancy Support Officer had Peter's utilities set up prior to him going to the property. The Tenancy Support Officer arranged for Peter to be given food hampers to help him manage over the holiday period (this was 12th of December). He then set about the task of getting Peter's benefits set up, which was not straightforward as he was in receipt of DLA for the remainder of his life, and this had to be evidenced and backed up by prison staff who were reluctant to help. Eventually within two weeks of Peter leaving custody, all his entitled benefits were back in place. Throughout the support period Peter was encouraged to avoid offending behaviour, three years after support started Peter has not re-offended.

Outcomes Achieved:-

Peter is in his own accommodation after leaving custody and he has settled down without any incidents. He has not caused or been involved in any issues amongst other residents. Thanks to staff organising Peter's benefits once he left prison, and advising him about savings and paying bills on time, he now has a significant amount of savings and manages his money easily. Since leaving prison, Peter was encouraged to engage with his landlord, and contact them if he had an issue. Thanks to staff encouraging him to do so during this support period his tenancy has stayed in good shape. Peter has had issues with his mental health, due to his isolation from his family, however due to staff involvement and encouragement to involve himself with other people, Peter's mental health has improved and he is in good shape mentally. Peter was in poor health after leaving custody. However with support, he has been able to get treatment from his GP and specialist, in order for him to maintain his health at its current (healthy to a certain degree considering his age 75) level.

Future Plans:- Due to Peter's advanced age, he does not plan too far ahead, but he has ambitions to go on a long holiday, and now has the savings to do so should he wish.

Estimated Cost Savings:-

- Due to Supporting People's intervention Peter was saved from returning to prison. Originally he had the opinion that he would be better off in prison. Average cost across all prisons, including central costs (costs per prisoner per annum) **£34,840**
- Residential care for older people - average gross weekly expenditure per person, **£379.**
- Homelessness advice and support - cost of a homelessness prevention or housing options scheme that leads to successful prevention of homelessness **£699.**



Provider: Gwalia / Pobl

**Scheme: Castle House Project
Jack, 36, Rhondda Cynon Taf**

Background:- Jack was subject to a violent family surrounding growing up, which he believes led him to his anger issues, lack of accommodation and criminal history. Jack has not experienced permanent accommodation since childhood and as an adult, he has struggled with obtaining a place to live as he has been in and out of prison, various hostels, family homes and ex partners' houses. A relationship with his ex-partner broke down leaving both partners as single parents, to which he had trouble communicating with his child due to the relationship and substance misuse issues. Jack was also diagnosed with ADHD and later on cancer during one spell in prison, to which he received treatment and eventually overcame the illness. He has now been in remission for 3 ½ years but must attend check-up appointments every 3 months. Jack was placed in the Mill Street hostel for several months before he was referred into the Castle House project for the second time.

Support Received:- When Jack arrived at the Castle House project, he was suffering with mental health, physical health, substance misuse issues, relationship issues, tenancy issues and finance issues. He needed support to get into a routine of taking his medication regularly, as well as support with dealing with his past illness and the cancer check-ups. Jack had already cut down his alcohol intake and was monitoring it independently successfully. Jack was dealing with a bad relationship breakdown with his ex-partner for over 5 years. This had a severe effect on his mental health and ADHD, leaving Jack struggling to manage himself on a day-to-day basis. Jack was also struggling to maintain contact with his teenage son from a previous relationship and also his immediate relatives due to his offending behaviour and substance misuse issues. Jack had some independent living skills but needed support with cooking. He also needed support to manage his own tenancy as he had had minimal experience in the past, he felt like he could not do it alone. Jack was also struggling with money, not claiming the appropriate benefits and his arrears with past court cases needed to be dealt with.

Outcomes Achieved:-

- Jack feels safe in the Castle House Project and in the surrounding areas, despite having trouble with a neighbour. He wants to find a tenancy of his own within the surrounding areas, close to his family, where he feels safe.
- Jack was not taking his medication as regularly as he should be, with the help from staff explaining to him the importance of his medication; Jack is now taking it at appropriate times on a regular basis. Jack was also supported to attend regular cancer check-ups and encouraged in the overall recovery from cancer within the project, including supporting his fitness and muscle exercises. Jack was also offered the support to receive help to be able to cope with memories of childhood in the form of counselling. He was supported to continue to monitor his alcohol intake successfully. Jack was also encouraged to manage his ADHD and behaviour more appropriately.
- Jack was supported to deal with his long-term relationship breakdown and supported to go to court concerning events surrounding this. Jack is also now having regular contact with his immediate family and his teenage son, even going on weekends away with them, he is continuing to build on these relationships.

- Jack is now able to shop and cook healthy meals for himself and improved his personal hygiene.
- Jack is now confident he can manage his own tenancy.
- Jack had his benefits (ESA and PIP) sorted out with the support from staff. He had his arrears from previous court cases sorted out and payment plans set up. He is now paying these regularly. Jack has also attended budgeting courses as he was not confident managing his money and opened a savings account in the bank to save for his own tenancy.
- Jack has attended various training courses while at the Castle House Project including budgeting and fire safety

Jack is due to go to court in October concerning his ex-partner from the long-term relationship breakdown. In the meantime, he has been to view a property close to his family. He has put in an application for funding and will hopefully put in application in for the property soon.

Estimated Cost Savings:-

- Anti-social behaviour (costs the Police and Local Authority approximately **£500** per incident)
- Offending (one year in prison costs the Criminal Justice System approximately **£3,785**)
- Incident of Crime (costs the police approximately **£1,648** per incident)
- Alcohol misuse (costs the NHS approximately **£1,800** per year per dependent drinker)
- Ambulance services (average cost of call out to the NHS is **£216** per incident)
- A&E attendance (costs the NHS approximately **£109** per incident)
- Mental health inpatients, specialist, hospital (average cost to the NHS per bed day **£429** all)
- Mental health outpatients, hospital attendance (average cost to NHS per attendance **£140**)
- Counselling services in primary medical care (cost NHS approximately £50 per hour **£50** all)
- Rough sleepers (average annual local authority expenditure per individual **£7,900**)

Provider: Gwalia Care and support
Scheme: Complex needs floating support
Henry, 46, Rhondda Cynon Taf

Background:- Henry was released from Prison in February 2017, and on the 14th July he was allocated a property in South Wales. He was residing in approved premises in Wrexham before moving down to South Wales. This has been a very challenging time for Henry. A lot of support was required to help him to resettle into the community and also to get him the benefits he was entitled to.

Support Received:-

Support was required to receive benefit payments as he was claiming universal credit and was under sanction. This made it very difficult to get his rent paid and also for him to have money to buy food and essential items. Henry was supported to access foodbank vouchers to address his immediate needs. He was supported to communicate with his landlord concerning delays in rent payments. Henry's tenancy support officer regularly contacted Universal Credit for updates concerning payments. He also helped Henry to resettle into the community, make an application to the Discretionary Assistance Fund to purchase a cooker and essential furniture for his new home. Henry was supported to engage with the probation service and to keep all his appointments. He was supported to engage with other agencies with regard to getting back into work, keep appointments with the job centre, attend a world mental health day and engage with Communities For Work.

Outcomes Achieved:-

- Henry has started to work with Communities for Work and is looking forward to getting back into work as soon as he can. CFW will provide support with regard to training and education.
- Henry is now feeling more settled in the community and support is still ongoing at this time to help him further integrate into the community.
- Henry is now in receipt of a qualifying benefit and is expecting full payment soon
- Henry is engaging with all the relevant agencies to get back into work.
- Due to non-payment of rent due to a Universal Credit sanction, there was a risk to his tenancy. This has now been resolved and Henry is liaising with his landlord.
- For Henry to continue to engage with the support that is being provided and for Henry to resettle into the community and continue to engage with the relevant agency relevant to his support needs to achieve this goal.

Estimated Cost Savings:-

- Average cost across all prisons, including central costs (costs per prisoner per annum)"
£34840.
- Crime - average cost per incident of crime, across all types of crime (fiscal, economic and social values) **£663.**

- Homelessness advice and support - cost of a homelessness prevention or housing options scheme that leads to successful prevention of homelessness **£669**.



People Over 55 with Support Needs
Provider: Age Connects Morgannwg
Support at Home
William, 73, Merthyr Tydfil

Background:- Before intervention of services from Age Connects Morgannwg (ACM), William was living in one bedroom flat which was not meeting his needs as a result of physical decline. He had previously had a stroke and had a history of alcohol usage. He was becoming more dependent on alcohol due to the negative situation surrounding his accommodation. William was finding immense difficulty in being independently mobile in the flat; it was very small and no longer suitable for his needs since he required the use of a wheelchair. The accommodation had a negative impact on his mental health and overall well-being. He became further isolated and unable to maintain accommodation responsibilities so his flat became unkempt. William was smoking heavily and he was neglecting his physical and hygiene needs. His commitment to medical appointments was also affected. His relationships with family and significant others was impacted upon because he became angry and frustrated with his circumstances and living situation.

Support Received:- Multi agency working with housing departments and the Community Outreach Team assisted with the process of rehousing William into appropriate and safe accommodation within a supported complex. The Scheme Manager was contacted by the ACM Support Worker and William was able to view a more suitable and adapted flat in the complex.

In line with current housing association policies, the accommodation he was living in had to be of an appropriate standard before any new tenancy was signed for. Continued support from the ACM Support Worker and further discussions with William allowed him to discuss his choices; he went on to collaborate with family and friends and sourced an affordable means of cleaning and decorating the flat. The Housing Association accepted the standard the flat after it had been cleaned and newly decorated and the new tenancy in the supported complex was signed for.

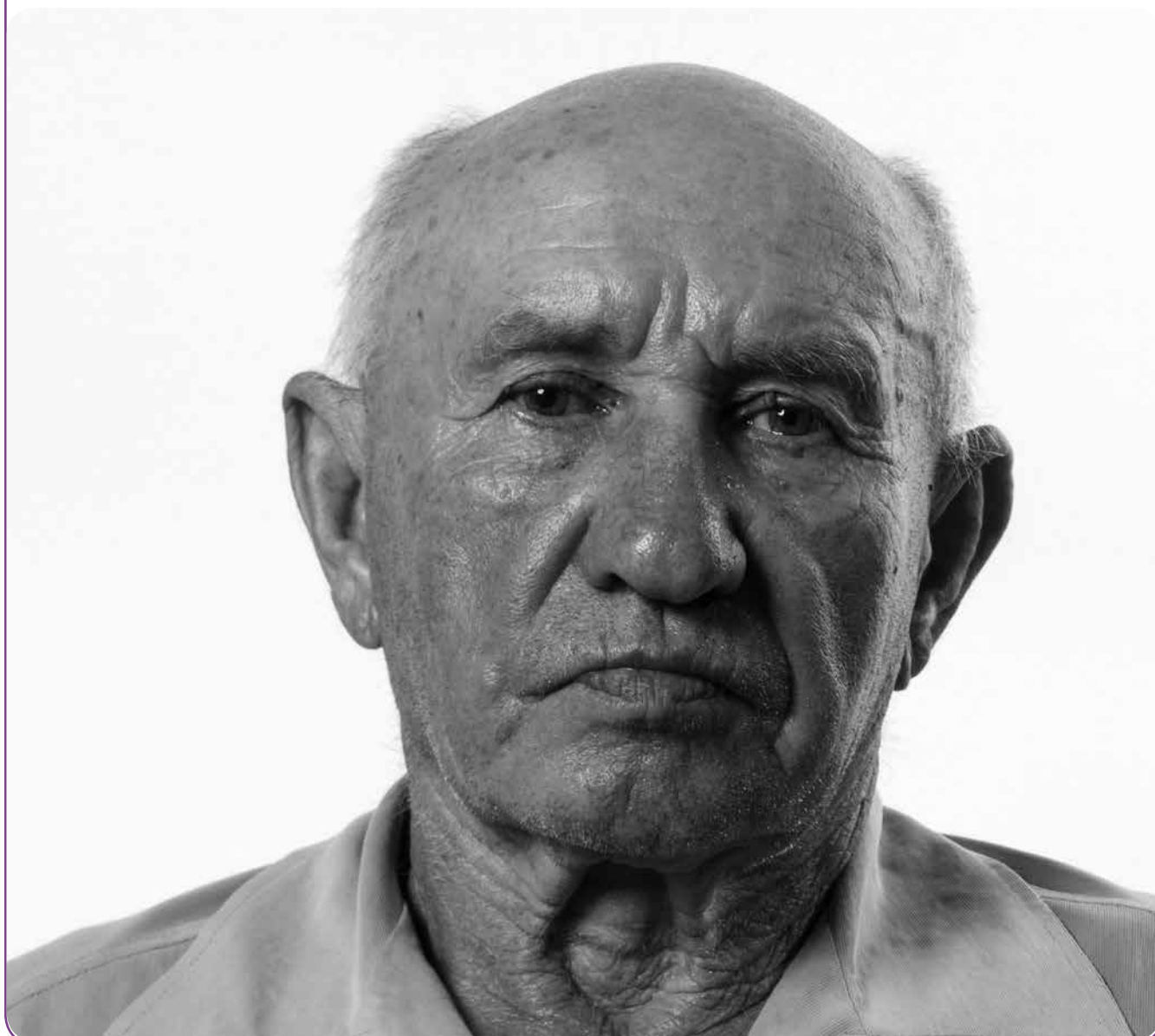
Outcomes Achieved:- William is currently managing his alcohol usage and has significantly reduced his daily intake; as a result he has been visited regularly by his siblings. Intervention with agencies such as the rehabilitation team and the provision of home care services is positively contributing to William's mobility, standards of hygiene and overall well-being. The new accommodation is sustainable and long term management is positive. The supported housing complex allows him to feel safe and secure and has promoted his independence.

The relocation has also improved his confidence and overall well-being with significant signs of engagement with all professionals and other tenants in the complex. William is now part of the community and social isolation is reduced. The new accommodation in the supported complex safeguards all aspects of safety for William. Now that William has been supported to set up direct debits and pay his bills, he isn't worried about managing his money or getting into debt.

The new accommodation has allowed William to feel safe and secure and to be independent in his own home which has had a positive impact on his mental health. As a result of the new accommodation, William is more able to be independent in his flat. With support from the rehabilitation team, his confidence has increased and his mobility and physical requirements are now more effectively progressed and maintained. Hygiene needs are also being maintained with the help of the care team. Supported accommodation provides an ongoing and long term service for William so the risk of homelessness is significantly reduced.

Prevention:-

- Alcohol misuse - estimated annual cost to the NHS of alcohol dependency, per year per dependent drinker, **£2,015**; social value **£1,565**
- Average cost of service provision for people suffering from mental health disorders, per person per year, including dementia (all ages, including children, adolescents and adults) - fiscal and economic costs: **£4,420** per person, per year).
- Homelessness advice and support - cost of a homelessness prevention or housing options scheme that leads to successful prevention of homelessness **£699**.



People with Substance Misuse Issues

Provider: Pobl Group - Gwalia

Scheme: Castle House Project

Alfie, 28, Rhondda Cynon Taf

Background:- Alfie is a single male with alcohol and substance misuse problems, mental health issues, and issues with finance and his tenancy. Alfie spent over 2 years in prison, followed by several weeks in the Mandaville Hostel. He has been in and out of unsecure accommodation for years, which is what led him to his offending behaviour. When Alfie arrived at the Castle House Project he felt low and alone. He was struggling with his mental health, alcohol misuse, substance misuse, tenancy issues and finance issues. Alfie desperately wanted to get out of the lifestyle he was in and needed help making better and healthier choices. Alfie was dealing with family relationships and a romantic relationship that had just broken down.

Support Received:-

- Alfie needed support to manage his finances, including prioritising and paying bills and addressing his various debts and arrears. He also needed support to maintain his tenancy, having had little previous experience.
- Alfie was supported to register and regularly attend appointments with professionals to help him deal with his mental health and his drug and alcohol issues; this included the local doctor and counsellor. He was prescribed various medications to help him with his issues. While at the Castle House Project, Alfie was encouraged to eat healthy foods and live a healthy lifestyle. He attended regular healthy cooking sessions and discovered a passion for cooking
- Alfie was supported to contact his family and build on the relationships he had with them. He now visits them on a regular basis, attending activities and meals. He is also coping better with the circumstances that revolve around his ex-partner after asking for help and advice from staff.
- Alfie received support to apply for the benefits he was entitled to including Employment and Support Allowance (ESA). He received support and guidance to prioritise and pay his bills regularly, including his utilities. Furthermore, he received support to address his arrears and debt from several places including court fines, housing benefit and the job centre. These are all now being paid.
- Alfie received support and encouragement on attending a two week training course for a PTS rail qualification. He received the support he needed to revise daily and finally complete and pass the course.

Outcomes Achieved:-

- Alfie now feels safe at the Castle House Project and in the surrounding community; he is working on his anxiety issues and does not always feel anxious when going outside.
- Alfie was shown by staff how everything worked in his flat, how to keep it clean and tidy and what to do if any maintenance was needed
- Alfie can now live more independently as he has been supported to look after himself. Alfie also enjoyed attending regular healthy cooking sessions at the Castle House Project.
- Alfie now does regular weekly volunteering on the rails, using his PTS card, with the hope that it will lead into employment in the future.

Future Plans:- Alfie wants to gain permanent employment in the rail industry and move into his own tenancy. He wants to keep on track and continue to live a prison and drug free lifestyle.

Staying at The Castle House Project costs approximately **£818.18** per month - 5 months = **£4,090.90**

Estimated Cost Savings:-

- Anti-social behaviour (costs the Police and Local Authority approximately **£500** per incident)
- Offending (one year in prison costs the Criminal Justice System approximately **£3,785**)
- Incident of Crime (costs the police approximately **£1,648** per incident)
- Alcohol misuse (costs the NHS approximately **£642** per person)
- Alcohol misuse (costs the NHS **£1800** per annum, per dependent drinker)
- Ambulance services (average cost of call out to the NHS is **£216** per incident)
- A&E attendance (costs the NHS approximately **£109** per incident)
- Mental health inpatients, specialist, hospital (average cost to the NHS per bed day **£429** all)
- Mental health outpatients, hospital attendance (average cost to NHS per attendance **£140**)
- Counselling services in primary medical care (cost NHS approximately **£50** per hour)
- Rough sleepers (average annual local authority expenditure per individual **£7,900**)

Provider: Gwalia / Pobl
Scheme: Castle House Project
John, 54, Rhondda Cynon Taf

Background:- John is a single man who is highly alcohol dependent. He also suffers with memory loss issues and back problems. John has moved around a lot, including being street homeless for several weeks in the past. John was placed at the Mill Street Hostel for several months before coming to the Castle House Project, where he has been residing for almost a year.

When John came to the Castle House Project, his health was deteriorating. He was not receiving much support from outside agencies and was alcohol dependent, drinking every day. John was also struggling to maintain contact with his family and needed help and support to manage his personal hygiene and independent living skills, including shopping at an appropriate store and cooking meals for himself and not eating takeaway each night. John also needed support to manage his tenancy, as he had minimal experience from his past. John also needed support to manage his finances, as his benefits were not correct and he was not prioritising bills.

Support Received and Outcomes Achieved:-

- John feels safe in the Castle House Project and in the surrounding areas. He wants to find a tenancy of his own within the surrounding areas, close to his family, where he feels safe.
- John was supported to engage with relevant health professionals that would support him with his physical and dependent issues. This included registering him with a local doctor and referring him to the Community Drug and Alcohol Team to help him manage his drinking.
- John now has regular contact with his family after being encouraged to contact them.
- John was encouraged to work on his personal hygiene and supported to do a shop at an appropriate store during the beginning of support. He was also taught how to cook meals for himself and attended regular communal healthy eating activities. John was also supported to gain the free bus pass he was entitled to, so he could travel freely.
- John was supported to keep his flat clean and tidy and taught how to use the utility pre-payment cards.
- John was supported to manage and prioritise his bills as well as sort out the benefits he was entitled to, such as Employment Support Allowance (ESA) and the Personal Independence Payment (PIP).
- John attended a variety of training courses during his time at the Castle House Project including Budgeting and Fire safety.

Staying at The Castle House Project costs approximately **£818.18** per month - 12 Months = **£9,818.16**

Estimated Cost Savings:-

- Alcohol misuse (estimated cost of **£1,800** to the NHS per year per dependent drinker)
- Ambulance services (average cost of call out to the NHS per incident **£216**)
- A&E attendance (all scenarios costs the NHS approximately **£109** per incident)
- Hospital inpatients (average cost to the NHS per episode **£1,807**)
- Hospital outpatients (average cost to the NHS per outpatient attendance **£111**)
- Hospital day cases (average cost to the NHS per episode **£689**)
- Rough sleepers (average annual local authority expenditure per individual **£7,900**)



People with Mental Health Needs
Provider: Hafod Care Association Limited
Scheme: Complex Needs Floating Support
Linda, 52, Rhondda Cynon Taf

Background:- Linda was diagnosed with severe anxiety and depression, with low self-worth and was living in very poor conditions, equivalent to homelessness which was due to her divorce and loss of her job. Linda sofa-surfed for years at her parent's house where her Dad and younger brother live and at other acquaintances' homes. She was abused by both relatives mentally, physically and financially. The whole combination had a huge effect on her mental health and wellbeing leading her to resort to the misuse of alcohol as a way of coping with life.

Support Received:- A stable home environment was necessary (supported shared accommodation) which was finally provided to Linda and it addressed most of these issues. After having received personalised support with Hafod Care and support to access mental health interventions from other agencies, Linda improved her self-esteem which enabled her to achieve most of her goals as set on her individual support plan. She is now in a position to move on and live independently. Minimum support will still benefit her in addressing her alcohol issues and Drink Wise Age Well are giving her continuous support with evident good results. She received support with budgeting skills and now manages her money much better. She has gained the confidence to be involved with the community and actively takes part in Hafod tenant participation events.

Outcomes Received:- She is now managing her accommodation following intensive support i.e the paying of bills, reporting faults, house management etc. She has also gained confidence and she even takes the lead with the health and safety issues in the house, assisting her co-tenants.

Linda successfully completed her GRAMO (Get Ready and Move-On) course, which she says equipped her with skills, knowledge and more useful information which she will apply when moving on to live independently. She feels ready to move on with dreams and aspirations of what she will do in her future.

Linda carries out the Health & Safety checks and community alarm tests independently. She reports any faults that may compromise the Health & Safety of herself and others.

The budgeting skills and planning has helped her in her aim to start to save money and stay out of debt. Linda is planning to get back to work soon as she gets her own place to live. She complies with her tenancy and she is always up to date with her rent, as she would always prefer to make advance payments in order to avoid falling to debt.

Linda enjoys and likes to be engaged with walk and talk groups, which Hafod care provides every last Thursday of the month.

Linda has managed to reduce her alcohol intake and is still working to reduce further. Her Drink Wise Age Well worker is pleased with her progress and they continue to work together towards Linda's goals.

Future Plans:- Linda's main future plan is to get back to work. She always talks about getting back to do the similar job she used to do while she worked for Loreal in Talbot Green as a cleaner and First Aider. She really loved her job and is desperate to return to work.

Estimated Cost Savings:-

- Employment and economy - **£13,300**
- Health – Alcohol - **£2,015** (fiscal) **£1,565** (fiscal)
- Homelessness – upwards of **£3,000**



Provider: Rhondda Housing Association
Scheme: Homelessness Intervention Project (HIP)
Matt, 35, Rhondda Cynon Taf

Background:- Matt was staying at a mental health hospital and although his mental health had improved he was unable to leave hospital due to a lack of accommodation suitable for his physical needs. Matt had never lived independently in the past.

Support received:- Matt received support to settle into his new home once suitable housing had been identified. Support ensured that he set up regular payment plans for his utility bills and applied for the appropriate benefits. Through support Matt was referred to a computer skills course. Matt has settled into his accommodation and is learning to cook meals for himself, go shopping and attend health appointments independently. He has set up a residents committee and has organised activities with other residents in the flats where he lives.

Outcomes Achieved:-

Matt has started attending computer classes, manages his benefits and budgeting effectively, has his own home and is no longer residing in an institutional setting. Matt's physical health has improved now that he has suitable accommodation. He's noticed an improvement in his mental wellbeing, is able to live independently and make own choices.

Outcomes Achieved:-

Matt would like to improve his skills by attending training and education classes. He would also like to find work eventually.

Estimated Costs Prevented:-

- Average gross weekly expenditure on supporting adults with a physical disability in residential care, England - **£892**
- Social worker - adult services: cost per hour, with qualification costs - **£59**

Families with Support Needs

Provider: Rhondda Housing Association

Scheme: Homelessness Intervention Project (HIP)

Leighton, 55, RCT

Background:- Leighton was referred to HIP as he was due to be evicted in 4 days' time for rent arrears of £3066. This was due to the family being subject to the benefit cap and receiving only 50p per week Housing Benefit. Leighton has a partner and 5 children. The family had a history of poor engagement with services.

Support received:- Leighton was supported to attend court to request a suspension of eviction. The case was adjourned to enable time for the family to work with support to resolve benefit issues and make appropriate interventions to sustain their tenancy. With support Leighton applied for Disability Living Allowance for one of their children which was awarded at £55.65 / week. The benefit cap was lifted once the family were in receipt of DLA and they now receive housing benefit of £91/ week which covers the rent for their home. The family were supported to set up an affordable payment plan with their landlord to pay off the arrears.

Outcomes Achieved:-

- The tenancy has been sustained while the family continue to make payments towards their arrears.
- The family are better off financially and are now able to focus on family life and providing a safe home for their children.
- Home Start have signed the family off as they are no longer concerned about the children's housing situation
- The family have engaged well with the services. The family are now living free from threat of eviction. Leighton is managing his benefits and budgeting effectively

Estimated Costs Prevented:-

- Prevention of Eviction - **£6,680**
- Homelessness application - average one-off and on-going costs associated with statutory homelessness - **£2,501**
- Temporary Accommodations - **£162** / week
- Cost of housing advice funded through the Legal Services Commission - **£174**
- Cost of securing a new private tenancy through a rent deposit/guarantee scheme - **£294**
- Average cost of administering a decision on a homelessness application - **£375**
- Process costs involved in concluding a local authority's statutory homelessness duty, following re-housing of the client - **£375**

Future Plans:- Leighton plans to continue living with his family in their home free from the threat of eviction

Single Parent families with Support Needs

Provider: ADREF

Scheme: Welfare Benefits Reform Scheme

Debbie, 27, Merthyr Tydfil

Background:- Debbie was referred to Adref Floating Support via Garth Villas (Adref's Hostel). Debbie had recently given birth and required a suitable home to provide for herself and her new born child. Debbie was sofa surfing and on occasions found herself without anywhere to stay with her new born child. Debbie had previously left her home leaving her two other children behind. They now reside with their grandparents and are under the care of Local Authority Social Services. Debbie has found herself homeless on a few occasions, due to getting into unstable relationships.

Support received:- Debbie's Tenancy Support Officer supported her to obtain a suitable 2 bed property where she now resides with her youngest child. All relevant benefits are set up and effective budgeting is in place. Debbie is liaising well with social services and all 3 children have now been taken off the children protection register and minimum input is in place with Social Services. The 2 boys continue to reside with their grandparents and visit on a regular basis with overnight stays. Throughout support Debbie has been encouraged to refrain from entering into inappropriate relationships, and she continues to reside in her own property preventing homelessness. Debbie still receives support and continues to work well with all professionals.

Outcomes Achieved:-

- Debbie is now living in a suitable environment for her circumstances and feels safe as a result.
- She has been assisted to set up her own tenancy and to realise the pitfalls of allowing other people to reside there with her. She now feels able to gate-keep her own property and not put her tenancy at risk.

Future Plans:- Debbie's future plan is to have a safe and settled home for her and her children and to have no involvement with Social Services.

Estimated Costs Prevented:-

Supporting People's intervention could potentially be saving the Local Authority **£117** per week for 'housing a homeless household in hostel provision'. It would also be fair to assume that if Debbie had continued to sofa surf her young child would have been taken into care at a cost of **£2,501** per year to the local authority.

Provider: Gwalia Care and support
Scheme: Complex Needs Floating Support
Jessica, 26, Rhondda Cynon Taf

Background:- Jessica was struggling with paying bedroom tax and went into arrears. Trying to clear her rent arrears had left other bills such as gas, electric, water and TV unpaid. The constant red bills coming through the door had a detrimental effect on Jessica's mental health. Jessica worked on a part-time basis but was phoning in sick more often than not and started isolating herself at home which was having an effect on her daughter who missed a lot of school. Jessica then received an eviction notice from her landlord.

Support received:- Jessica's tenancy support officer assisted Jessica to attend a doctor's appointment to discuss her health and wellbeing. Jessica was supported to apply for discretionary housing and requested the rent arrears be cleared due to Jessica receiving an eviction notice. The tenancy support officer also supported Jessica to liaise with utility companies, apply for PIP and devise a budget plan. Her tenancy support officer liaised with Jessica's boss around the amount of sickness Jessica was taking and supported her to make and attended a meeting with the school regarding her daughters absence.

Outcomes Achieved:-

- A medication Review took place and Jessica was prescribed new medication and a referral to the mental health team was made.
- Jessica was awarded discretionary housing and her rent arrears were cleared. Jessica's Landlord withdrew the eviction notice. Payment plans were put in place to help Jessica with arrears and future utility bills and Jessica was supported to create and adhere to a budget plan.
- Jessica was awarded PIP and used her back payment to clear the arrears on her utility bills. As Jessica was awarded PIP she was also entitled to working tax credit disability premium, Jessica used the back payment from this to buy herself a car for easier travel to work.
- Jessica's employer has given Jessica a quiet room where she can go to if she is feeling stressed, agitated or overwhelmed.
- The headmistress now understands Jessica's mental health and provides extra support when needed to ensure her daughter has a good education.

Future Plans:- Jessica is hoping for financial security so that she may buy her own house in the future and to work full-time once her daughter attends comprehensive school.

Estimated Costs Prevented:-

- Average fiscal cost of a simple repossession **£6,680**
- Homelessness advice and support - cost of a homelessness prevention or housing options scheme that leads to successful prevention of homelessness **£699**
- "Disability Living Allowance (HISTORIC) Care component: highest" **£82**

- “Personal Independence Payment Daily living component: enhanced” **£82**
- Average cost of service provision for adults suffering from depression and/or anxiety disorders, per person per year - fiscal and economic costs **£977**
- Counselling services in primary medical care, cost per hour **£52**
- School-based emotional learning programme - cost of delivery, per child per year **£148**



Provider: ADREF

Scheme: LATSS (Local Authority Tenancy Support scheme)

Jane, 22, Merthyr Tydfil

Background:- Jane was referred to Adref Floating Support via the local housing association as she was in rent arrears and the house was in disrepair. Jane is a single parent with two young children one is of school age the other preschool.

Support received:- Jane was encouraged to liaise with Social Services, MVH and Adref floating support, to prevent eviction. Her tenancy support officer assisted Jane to budget more effectively and set up a cleaning rota to support with weekly and daily cleaning activities. Once arrears and cleaning rotas were sustainable Jane started to focus on her education. With Adref's help, Jane enrolled in college. Her Tenancy Support Officer assisted Jane to obtain a child care space in the college nursery to enable her to enrol on a course. Jane completed one year in college and is planning on returning to complete the second year. Jane's goal in life was to become a lawyer to benefit her and the two children and be able to stand on her own two feet.

Outcomes achieved:- Jane was assisted to research educational courses and enrol in college. She has since excelled in her course, and continues to do well. She was also assisted to look into and secure child care for her two children.

Future plans:- Jane is now in the third year of her course, and her future aspirations are to pass her course and go into the legal profession, possibly as a lawyer.

Estimated Costs Prevented:-

- Average fiscal cost of a complex eviction **£7,276**
- Child into local authority foster care: overall cost (cost per week) **£722**

Women Experiencing Domestic Abuse

Provider: ADREF

Scheme: LATSS (Local Authority Tenancy Support Scheme)

Florence, 26, Merthyr Tydfil

Background:- Florence was assisted by Adref to move into social housing, after a relationship with her partner had broken down, when he became violent towards her. During this time they were both living in a privately rented tenancy next door to his mother. Florence had always harboured a desire to work and support herself to live independently.

Support received:- About a year after support began, Florence and her two young sons were assisted by Adref to move to a more suitable property. Once her youngest son started school, Florence completed a hairdressing course. After assistance was given by Adref, Florence gained part-time employment in the tea rooms at Cyfartha Castle. Florence now lives with her new partner who also works full time with Merthyr Tydfil County Borough Council.

Outcomes Achieved:- With encouragement and advice from ADREF staff, Florence was eventually able to find employment after being advised about educational courses.

Florence now works part-time and is in a relationship with someone who is also in full-time employment.

Florence now lives in a suitable tenancy and is able to manage the property with minimal involvement from Adref staff.

Florence now has a good job and wants her and her partner to be able to look after her family without struggling and without having to rely on state benefits, she is currently well on her way to achieving this, as her partner has a full-time job as well.

Estimated Costs Prevented:-

- Fiscal and economic benefit from a workless claimant entering work **£9,163**
- Temporary accommodation - average weekly cost of housing a homeless household in hostel accommodation **£117** per week.

Young People with Support Needs

Provider: Gwalia

Scheme: Duffryn House

Kariem, RCT , 17

Background:- Kariem lived in Sudan and left unaccompanied in June 2015. He arrived in Italy then Paris in April 2016 and ended up in Calais then Britain in 2017. He is currently seeking asylum in Britain and attends appointment with the home office. When he arrived at Duffryn house he could not really speak or understand much of the English Language.

Support received:- Kariem receives support from the 16+ Team who provide him with a weekly allowance for food etc. Staff at Duffryn house support him to budget his weekly finances and to access the local community to shop and to access transport. Staff support Kariem to access English classes at a local college and support him with any homework given. Kariem has received support to register with a local GP, dentist and opticians. Kariem has also been playing football in Cardiff with a Sudanese football team. Support staff supported Kariem to access the local Mosque to ensure he could continue with his religious commitments. Kariem also has support to access the communal areas in the project where he cooks his Sudanese dishes and allows the other young people to get involved.

Outcomes Achieved:-

- Kariem has learnt to budget his weekly finances and prioritise his expenditures. Kariem has developed his knowledge of the English language. He can now communicate more effectively with staff, other young people and outside agencies. Kariem is now comfortable communicating without using google translate!
- As a result of accessing health and social care Kariem is a fit and healthy young man.
- Kariem has built some great relationships with the other young people at the project and staff. Kariem has taught the staff and young people a lot about his culture and involved them in making delicious Sudanese dishes.
- Kariem has been able to continue practicing his religion and has been able to continue playing football with a Sudanese football team; this has encouraged him to keep fit and healthy but to also build relationships with the community.
- Kariem's living skills have improved greatly, he manages his room and communal areas well, he takes part in all activities within the project and attends all appointments. Kariem manages his money well, feels safe in his surroundings and attends English Lessons at a local college.

Future Plans:- Kariem is unable to work as he does not have the documents to state that he is allowed be employed in the UK. He plays football regularly and cooks healthy meals, feels mentally well and plans to obtain documents to seek Asylum in Britain so he can remain safe, well and healthy.

Provider: Gwalia Care and Support
Scheme: Duffryn House
Liam, 21, Rhondda Cynon Taf

Background:- Liam was referred to Duffryn following a relationship breakdown with his mum. Liam had no independent living skills which meant he would benefit from support before having his own tenancy within the community.

Support received:- Liam has received support around how to manage his own income, engaging with training providers, managing a tenancy and around his health and wellbeing. Liam began engaging in support from day one, this gave him the advantage of developing his life skills and becoming more independent faster. Liam engaged in activities within the project, attended appointments and addressed his mental health.

Outcomes Achieved:-

- As a result of Liam addressing his mental health needs it gave him confidence, further motivation and helped with his communication.
- Liam independently made bids on properties on home finder and after five months of residing at Duffryn House he was finally offered a tenancy with Trivallis. Liam was excited to take his next step to becoming independent and to use the skills that he gained through support.
- Liam moved into his property in September and is now engaging in floating support to ensure he begins independent living in a positive way.
- Liam is happy and feels safe in his new property.
- Liam is attending a training programme with The Princes Trust and is engaging with Communities for Work. He has engaged with Communities for Work to explore job opportunities for future employment. Liam also attends any job fayres that take place in the local area. Liam is enthusiastic and will attend any open days/courses that he is interested in
- Liam is able to manage a budget and not get into arrears. Liam is receiving floating support to help manage his new tenancy
- Liam has good physical health and enjoys taking part in outdoor activities
- Liam suffers with anxiety and depression but manages it well with medication. Liam also doesn't let his mental health affect him from taking on any tasks or doing any day-to-day activities.

Future Plans:- Liam's future plans are to maintain his new tenancy independently and make it his long term home. Liam would like to build his relationship with his family and gain employment in the security industry.

Provider: Action for Children
Scheme: Youth Support Team
Annabelle, 18, Rhondda Cynon Taf

Background:- Annabelle's mother died when she was 14 and she went to live with her Grandmother. Their relationship broke down and she moved into The Grange before securing her 1st tenancy aged 17. Annabelle needed to learn a range of independent living skills to enable her to manage her tenancy. She was initially at college studying hairdressing at the start of the tenancy, but anti-social behaviour issues in the tenancy prevented her from concentrating on her studies. She then started an unhealthy relationship with a young person who used drugs and she became pregnant.

Support received:- One of the first things Action for Children did was to change Annabelle's bills into her own name as originally they were registered in the name of the head of social services who was acting as guarantor because Annabelle was only 17. This was preventing Annabelle claiming 'HelpU' Water rate reduction etc. She was supported to register with a local doctor and accompanied to her initial appointment. Annabelle was supported to formulate and maintain a household budgeting list in order to remain debt free. She was also supported to acquire various household items including bedding, a vacuum cleaner, dishes, curtain poles etc. Annabelle was assisted to complete and submit new Housing Benefit and Council Tax reduction forms when she turned 18 and her support worker liaised with the local council to ensure this was backdated so no debt was incurred. Annabelle was assisted and supported to report incidents and to liaise with social services, her housing provider and police regarding severe anti-social behaviour issues in her block of flats. Eventually she was placed back onto the housing register and moved into a 2 bedroomed flat in preparation for birth of her son. Annabelle was assisted and supported to re-register with another doctor in her new locality. Her support worker put in a Team Around the Family referral to ensure Annabelle had some support after tenancy support ended; who eventually provided carpet for the lounge in her permanent home. Annabelle's support worker worked alongside Team Around the Family to assist and support her to report all defects in the new tenancy to her Housing Association as the flat had both rising and penetrative damp issues. Her support worker also put in a complaint to the housing association to ensure that she was permanently 'decamped' into another two bedroomed flat that was fit to live in. Annabelle was supported to acquire a range of baby items from charitable donations. She was also supported to complete and submit Warm Home Scheme discount application for discount on her electric bills (worth £140).

Outcomes Achieved:-

- Annabelle felt extremely unsafe in her first tenancy due to ASB issues such as all night partying and drug use. Following support she was moved and felt safer, and was then supported to move again to a property free of rising and penetrative damp. She is now in a quiet/comfortable tenancy fit for both her and her new baby son. She has no contact with the baby's father because he is still misusing drugs and would be a threat to her son.
- Annabelle is now in a quiet two bedroomed flat that is free from defects and is currently turning this into a comfortable, well equipped home for both her and her son

- To her credit, Annabelle has taken on board all advice given about budgeting and has remained debt free, paying all her bills regularly. She has independently applied for both Child Benefit and Child Tax Credits.
- Annabelle was supported to register with a doctor twice. When she moved again she independently registered with a new doctor.

Future Plans:- Annabelle is currently only focussing on being a good mother and to creating a well-equipped comfortable home. TAF and PAFT are involved (Parents as first teachers) to help her with this goal. In future she would like to get a job so that she can provide for herself and her son. Annabelle was supported for 1 year.



People with Physical and or Sensory Needs

Provider: Merthyr Valleys Homes

Scheme: Floating Support

Iris, 77, Merthyr Tydfil

Background:- Iris lost her hearing at the age of 14 after contracting meningitis. Her treatment at that time left her with a fear of doctors and hospitals which resulted in her deafness never being properly assessed or treated. She learned to lip read and that is how she has continued to live her day to day life never letting anyone know that she was actually deaf. The scheme officer noted that workmen were having difficulty gaining access to her property so he visited her and whilst there realised her TV was turned up to a volume of over 100 and she also had subtitles on. Her neighbours had never complained about the noise.

Support received:- The scheme officer made a referral to Social Services and the Adult Sensory team for health assessment and also referred Iris to the COTS team for a home assessment to help with aids within her home. The sensory team attended her home and brought equipment that detected Iris could hear sounds that were pitched at a very high level. Her home was fitted with a bell/alarm and this was the first thing she heard in over 60 years. Her home has been fitted with a specialist fire alarm and the fire service is now aware of her situation. Specialist headphones and other equipment that now enables Iris to have conversations with people, hear her doorbell and also hear her TV on sound level 22. As a result she now has started to socialise with other residents, attend the knitting club in the communal hall and is teaching other residents to crochet. Her biggest highlight is actually being able to hear her favourite show X Factor for the first time.

Outcomes Achieved:- Iris can hear sounds for the first time in over 60 years which has enabled her to socialise and join in Communal Hall activities. She is now more involved in her local community and with her neighbours. She has stronger relationships with friends and family as a result of her improved communication. This has relieved pressure on family members, enhanced Iris's feeling of safety within her home and supported her to live independently for longer in her accommodation.

Iris feels much safer now that she can hear the doorbell, smoke alarms etc.

Future Plans:- Iris would like to engage more in her local community and make friends. Her involvement in the knitting group and showing people how to crochet is helping build her confidence and bring her out of her shell.

Provider: Citizens Advice Merthyr Tydfil

Scheme: Welfare Reform

David, 60, Merthyr Tydfil

Background:- David lives with his wife in housing association property. He has anxiety and depression, right knee disability and has recently been diagnosed with dementia. This has meant that he can no longer work or complete daily activities reliably and safely. David was claiming Employment and Support Allowance (ESA) and Disability Living Allowance (DLA) - High Mobility of £58 per week. David's wife stated due his care needs that they needed some further financial help but did not know where to start.

Support provided:- David was given specialist advice regarding DLA and Personal Independence Payment (PIP) with the risks attached to transferring from one benefit to the other through migration. David was supported through the in depth benefit information, rules, regulations and process.

Once David received the above advice, it allowed him and his wife to make an informed decision on whether to request the migration to PIP and subsequently end their current DLA award. David chose to start the process but needed practical assistance completing the in depth PIP application form. The PIP application form was completed with David using our specialist knowledge and was submitted to DWP. In the meantime David was supported and referred internally to the Money Advice Service (MAS). David had pension income and was given the chance to take a lump sum payment by the pension provider. This could have had implications on their benefit income due to differing pension income and therefore was important to check first.

Outcomes Achieved:- After all of the above advice, David chose to draw down their pension which suited their situation best and David confirmed they were satisfied with the result. David then had a decision from PIP which awarded them Enhanced Daily Living and Enhanced Mobility £141.10 per week for the maximum term of 10 years. This is the highest award that can be given, for the longest length of time. This award of PIP in succession gave David's wife entitlement to claim Carers Allowance of £62.70 per week which she went on to claim. Extra entitlement through the above benefits meant David's housing benefit increased from £71.20 per week to full entitlement of £86.00 per week.

David has gained extra financial support through disability benefit allowing them to spend money on items/activities to enable them have better lifestyle and manage their health. David now has increased finances and housing benefit making their housing cost lower and easier to manage. David now has lower anxiety and can focus on managing his mental health without the distraction of finances

Financial gains secured for service user:-

PIP= £7,337.20

PIP= £73,372

Carers Allowance= £3260.40

Carers Allowance= £32,604

Housing Benefit= £769.60

Housing Benefit= £7,696
Total= £11,368.20 per year

This gain in financial support has meant David's wife can now afford to care for her husband full time without needing to request health or social service assistance. The financial support has also meant the couple can concentrate on David's health and progress rather than their financial situation and how they are going to cope in future.

Estimated Costs Prevented:-

- Nursing care for older people - average gross weekly expenditure per person= **£480** per week (fiscal) saving.
- Average cost of service provision for adults suffering from depression and/or anxiety disorders, per person per year - fiscal and economic costs= **£977** per year (fiscal) saving.
- • Average cost of service provision for people suffering from mental health disorders, per person per year, including dementia (all ages, including children, adolescents and adults) - fiscal and economic costs = **£2197** per year (fiscal) saving.

Future Plans:- David needs no further advice or assistance currently however, his wife's health is also deteriorating and will potentially be making a claim for Personal Independence Payment herself in future. David's wife stated she will be back in contact once she has started the PIP process.



Provider: Adref Ltd

Scheme: Tenancy Support Scheme

Mitchell, 50, Rhondda Cynon Taf

Background:- Mitchell was referred for support by the staff at RCT's Housing Advice Centre. Mitchell and his family had been served an eviction notice for their privately rented property due to their landlord having to sell all of his assets. Following an accident, Mitchell was left disabled and housebound. He is totally reliant on his wife who is his full time career. Due to the severity of his disability a purpose built property was required and Rhondda Housing, a local Housing Association re-designed an original plan for two semi-detached properties to be altered and made into a five bedroom bungalow which would fully meet the families need.

The build took a lot longer than originally anticipated, during which time Adref supported Mitchell to liaise with Housing Advice Centre, Rhondda Housing and Saville's (the agents dealing with the landlord's affairs). On several occasions Mitchell was assisted to extend the eviction as Mitchell was fearful that he and his family would be homeless. Adref supported Mitchell and his family to understand homelessness law and talked him through the possibility of having to access emergency accommodation. Mitchell stated that *'without Adref's support he would not have known how he would have managed to deal with the situation he was in'*.

Eventually the bungalow was ready and Adref supported Mitchell with all aspects of the move, this included supporting him to access transport for himself as due to his disability and size he was not able to use a regular taxi firm. His tenancy support officer supported him to book community transport which was paid for by Adref's Noreen Davies Fund. Adref also supported Mitchell to apply for a Discretionary Housing Benefit Payment to pay for a removal firm, without this support Mitchell said he really didn't know how he would have managed to pay for the service.

Support provided:- Adref supported Mitchell to apply for dual housing benefit for both properties which prevented rent arrears accruing. Assistance was given to notify Local Authority about his change of address as this could have affected his housing benefit application. Once Mitchell was adequately housed, Adref assisted the family with a significant amount of debt that they had. Adref supported him to contact Citezen's Advice who do not usually carry out home visits for debt, however, due to the severity of Mitchell's disability they agreed to meet with him at his home in order for the debt recovery order to be completed. At the end of support Mitchell stated that *'support had been amazing and he could not have managed without it'..*

Outcomes Achieved:-

- Mitchell and his family now feel safe and secure in their home which meets their needs.
- Mitchell's debts are now being addressed through the debt recovery order which is a relief for him. Mitchell has a household budget and has set up instructions with his bank to make sure his bills are paid and he doesn't get into arrears.
- Mitchell now receives home visits from a chiropodist and other specialists despite previously being told this was not possible. This ensures Mitchell stays as healthy as is possible. Mitchell's GP has now visited him at his home and prescribed anti-depressants

to address his mental health.

- Mitchell is now happily living in a new adapted property that is suitable for his needs. He is able to leave the property in his wheel chair and engage with activities within the community. When Adref completed the service end review Mitchell stated the following;

“Support has been amazing and I could not have managed without it”.

Estimated Costs Prevented:-

- Mitchell did not have to go into residential care - Average gross weekly expenditure on supporting adults with a physical disability in residential care - **£920** per week.
- Mitchell no longer required a social worker - Social worker - adult services: cost per hour, with qualification costs - **£59** per hour.
- We managed to move the family before they were evicted - Average fiscal cost of a complex eviction - **£7,276** per incident.
- The family did not need to go into temporary accommodation as a result of our intervention - Temporary accommodation - average weekly cost of housing a homeless household in hostel accommodation - **£117** per week.
- Mitchell did not miss any more inpatient appointments - Hospital inpatients - average cost per episode (elective and non-elective admissions) **£1863** per visit.
- Home visits were arranged so Mitchell did not miss any more Hospital outpatients - average cost per outpatient attendance - **£114** per visit.



Provider: Adref Ltd

Scheme: Tenancy Support Scheme

Nancy, 50, Rhondda Cynon Taf

Background:- Nancy was referred to us by her social worker, she had been living in a private rented 3 bedroom house for 10 years with an upstairs bathroom. She had no mobility so was basically living on a settee, she could not manage the stairs to access the bathroom so was urinating where she was lying. She had no heating and her cooker & fridge were ruined due to dampness of the property. Nancy's doctor had refused to visit because of the state of the property. Nancy is Deaf and has limited movement in her hands.

Support provided:- Nancy's support workers managed to get her cleaned up and some warm bedding, clothing and a chemical toilet put next to her living space. Adref then got her full entitled benefits in place. Nancy's tenancy support officer contacted Environmental Health who eventually served a notice that she had to leave property as it was in disrepair. Nancy then had to move into a care home as there was no suitable accommodation available for her. She was looked after and was visited by a doctor. After many communications with the Housing department, Nancy was offered a brand new ground floor flat. As she did not have any personal belongings or furniture we applied for a grant from the Discretionary Assistance Fund, which was successful. We also sourced some second hand furniture from a staff member's family. It could be said that Supporting People's help negated quite a lot of the need for additional social care. With her Tenancy Support Officer's assistance and advice, Nancy now has support networks in place and continues to live independently.

Outcomes Achieved:-

- Nancy is now living in a safe environment. If she had been left to her own devices, it is doubtful she would still be alive.
- With staff's help, Nancy now has her full entitlement of benefits, and has been taught by staff to budget her income, using online accounts etc. She has become adept at using the same method to order food and essential products online as well.
- Thanks to the tenacity of Adref staff, Nancy has now been treated for her conditions and has been given the correct support for her extremely poor health. Nancy was living in a completely unsuitable property for her needs. The property was in a state of disrepair and poor hygiene. However since she moved, things are completely different and Nancy now has the tools to assist her to manage her accommodation adequately.
- Again with support from Adref staff, Nancy has now got the correct help for her medical conditions and is managing well.

Future Plans:- Nancy never thought she would see this far into her future at the time Adref got involved, but she now lives her life without the stress she once had to endure. Her future plans are quite modest in as much as she can now fend for herself, and enjoys doing so.

Estimated Costs Prevented:-

- SP Prevention saved the NHS **£233** per incident for ambulance call outs and **£117** per A&E attendance. GPs would not call to the property as poor condition of property.
- SP prevention in this case meant that Nancy only stayed in care for 4 weeks, as the tenancy support officer secured a property within a short time which saved further costs for care.
- Cost of weekly stay in residential care is **£359**.
- Supporting People prevention saved an average one-off and on-going costs associated with statutory homelessness of - **£2,724**.



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