

## Appendix 6: outcomes case studies

<b>Outcomes Case Study 1 – Hanover Housing Sheltered Scheme</b>	
<b>Background information</b>	
<p>Mr A is 72 years old and was living in a first floor sheltered accommodation flat with Hanover Housing. He started to have mobility problems, became unwell and was diagnosed with a life limiting condition. Prior to this, client had been very active.</p> <p>In partnership with Hanover Housing, Mr A has transferred to ground floor accommodation to enable his greater independence.</p>	

<b>Economic Wellbeing</b>	
Maximise income, including receipt of the right benefits	Mr A receives all relevant retirement & disability benefits plus full housing benefit and council tax
Reduce overall debt	Family help with managing finances
<b>Enjoy and Achieve</b>	
Participate in chosen leisure/cultural/faith/informal learning activities	Attends day care locally
Establish contact with external service/family/friends	Has been supported to maintain contact with a network of family, friends and health care professionals
<b>Be Healthy</b>	
Better manage physical health	Mr A's transfer to ground floor accommodation has had a positive impact as he is now able to get out and about with help from family
Better manage mental health	The transfer to ground floor accommodation has also had a positive impact on his mental health for the same reasons.
Better manage independent living as a result of assistive technology/aids and adaptations	Mr A has had a level access shower and grab rails fitted, together with ramped access to his flat which has enabled greater independence both within and outside his flat.
<b>Make a Positive Contribution</b>	
Greater choice and/or involvement and/or control at service level and within the wider community	Client has choice over level of service provided by housing provider & medical services and participation within the wider community

## Outcomes Case Study 2 – Carr-Gomm Halton Road Service

### Background information

C was referred to Carr-Gomm by his parents in the summer of 2008. C is a 29 year old man with learning disabilities who had been living at home with his parents. C was accessing Social Services, had a social worker, attending a variety of voluntary agencies and undertaking voluntary work. C and his family wished to develop further independence and take the move to independent living and to secure suitable housing for him. C was assessed by staff as needing support around all of his life skills, budgeting, managing correspondence, accessing social activities and to safeguard against offending behaviour.

In the past, C had some difficulties with relationships and had some intervention/involvement from police. C can on occasion form inappropriate relationships with female peers and needs support to develop his friendships. C is vulnerable and needs assistance with safeguarding from peers at the services he attends.

C has been living at the service for 8 months now and visits his parents only for a few hours a week, having integrated well into the scheme and working well towards greater independence.

It is envisaged C's support next year will be weighted towards move on and will be working with C to raise appropriate support plans around securing general housing with floating support.

<b>Economic Wellbeing</b>	
Maximise income, including receipt of the right benefits	<p>When C moved into the service, he was supported to contact the Benefits Agency to inform them of his change in address, as it had been established C was already in receipt of his correct benefits.</p> <p>C was also supported to apply for housing and council tax benefit and submit any required documentation at the local direct link office.</p>
Obtain paid work/participate in paid work	<p>When C moved into the service he was already participating in paid work and has been supported to continue with that work. C thoroughly enjoys working one day a week, as this has added to his confidence and self esteem and he feels he is making a positive contribution to society.</p>

<b>Enjoy and Achieve</b>	
Participate in chosen training and/or education, and where applicable achieve desired qualifications	C has participated in in-house training, including equal opportunities training and a choosing staff workshop. Following this C has been involved in the staff recruitment process. C requested to be nominated as designated tenant representative for the service and, since being voted in during July, is now accessing training to fulfil the role.
Participate in chosen work like/voluntary/unpaid work activities	When C moved into the service he was already participating in voluntary work 3 days per week. C is currently being supported to become involved with Halton Voluntary Action and look for alternative voluntary work as one of his voluntary placements has now ended.
Establish contact with external service/family/friends	C has regular contact with his family and friends, and attends Empower on a regular basis. C has been on numerous holidays and trips with Empower and participates one night per week in a leisure activity. C is being supported to continue healthy relationships with his female friends.
<b>Stay Safe</b>	
Maintain accommodation and avoid eviction	C is supported to ensure his rent is paid on time via housing benefit, and with setting up a weekly standing order for his personal contribution towards his rent. This support is giving C a better understanding around budgeting and developing his life skills in regards to looking to move on in the future.
Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others	Staff, through relationship advice and guidance, monitor C's relationships with his female friends. C has needed support to deal with a number of incidents, including dealing with the police regarding these matters. Incidents are becoming less frequent and staff continually monitor this through weekly support sessions. C is now considering developing his own PCP (person centred planning) support plan accessing Carr-Gomm's PCP facilitator.
<b>Make a Positive Contribution</b>	
Greater choice and/or	C is successfully managing his first tenancy

involvement and/or control at service level and within the wider community	with staff support. His life skills and budgeting have improved and he has settled into the service well. C has developed friendships, both within the service and in the wider community. C has participated positively at service level and has recently been voted by the other clients at the service as the client house representative, this involves listening to the clients views and concerns and advocating on behalf of the clients. This has brought C a lot of confidence and has added to his self esteem and independence.
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**Outcomes Case Study 3 – Carr-Gomm Teenage Parent Service**

**Background information**

X is an 18 year old new mother who was referred to the service by her health visitor who had concerns about her living environment. X was staying with her two month old baby and partner in her partner's parent's home. There were issues around alcohol, conflict and violent behaviour towards X from her in-laws. X fled this environment and went to stay with her own mother but had to share a single bed with her sister and her baby.

Therefore the goal on her support plan was to secure safe, independent accommodation for herself, her partner and their two month old baby. X had been registered with some housing associations for a couple of years with no offers of accommodation forthcoming. X was supported by Carr-Gomm for approximately 6 months and within 4 weeks of applying to Halton Housing Trust she had been made an offer of accommodation via the nominations process, which she accepted.

X was not aware that she was eligible to apply for a Community Care Grant and was supported with this process. X was turned down and offered a loan instead, did not feel she had the confidence to fight the decision and was supported to lodge an appeal. When this was turned down X asked Carr-Gomm to advocate on her behalf and an appeal made to the Independent Review Service. She was eventually awarded over £700 via a grant as the initial decision not to award it was deemed to be wrong. Without the advice from Carr-Gomm floating support service X may have had to get in to debt or take out credit to furnish her house and definitely would not have appealed.

At the time of sign off X had settled very well into her new home, she had completely furnished and decorated it and had coped very well with moving to an unfamiliar area. The family are doing extremely well.

<b>Economic Wellbeing</b>	
Maximise income, including receipt of the right benefits	X was not in receipt of child tax credits, and was not sure how to claim housing and council tax benefit. X was supported to complete and submit the relevant forms for these benefits and they went into payment correctly. X was also advised how to apply for a Community Care Grant and what she could claim it for, and was assisted with the form filling and provided with a supporting letter. X needed to open a bank account and Carr-Gomm provided information on basic bank accounts to enable X to choose the most appropriate one for her. X now has the knowledge and confidence to deal with claims for benefits.
Reduce overall debt	When X initially moved into her own property she owed a small amount of arrears on the rent that housing benefit would not cover. X was supported to agree an arrangement with her landlord to enable the arrears to be paid off weekly.
<b>Enjoy and Achieve</b>	
Establish contact with external services	Initial meetings between X and Carr-Gomm took place in a neutral community based venue at Brookvale Children's Centre, and this also introduced X to the services and facilities available there. Carr-Gomm arranged an appointment at the Direct Link with a Homeless Prevention Officer from Housing Solutions who accepted X for the Rent Bond Scheme in order to obtain a privately rented property of her own choice if required. Carr Gomm also advised X of all the registered social landlords, assisted with the application form filling, provided with letters of support and accompanied to the subsequent housing interviews.
<b>Be Healthy</b>	
Better manage physical health	X has been encouraged to maintain links with her health visitor.
<b>Stay Safe</b>	
Maintain accommodation and avoid eviction	Carr-Gomm worked closely with X to ensure her rent and council tax was being paid on time via benefits, that her utilities were set up correctly and that she had payment cards for her meters. X's budgeting skills improved and she did not get into any adverse credit
Better manage self harm, avoid causing harm to others,	X is now safely away from her previous living environment where she was involved in conflict with

minimise harm/risk of harm from others	her in-laws (verbal aggression and alcohol abuse). Her relationship with her partner is strengthened by them living together as a family unit with their baby.
<b>Make a Positive Contribution</b>	
Greater choice and/or involvement and/or control at service level and within the wider community	X is no longer being supported by Carr-Gomm and has successfully completed her programme of support. X is successfully maintaining her first tenancy, she keeps in contact with her housing provider and is capable of identifying and dealing with any issues regarding her accommodation. X has settled well into her new area, and her baby is thriving and will be attending the local nursery when she is old enough.

### Outcomes Case Study 4 – YMCA

#### **Background information**

Z was referred to the YMCA by the Homeless Team after being asked to leave his brother's property. On interviewing Z, YMCA discovered he was currently living in a park and in the last year had lost both grandparents who had been his carers since the age of one.

Z presented as a pleasant young man with mild learning difficulties. He advised YMCA that he attended a school for individuals with additional learning needs and was under Social Services Children's Disability Team until the age of sixteen.

<b>Economic Wellbeing</b>	
Maximise income, including receipt of the right benefits	Z has been supported to ensure he is receiving all appropriate benefits.
<b>Enjoy and Achieve</b>	
Participate in chosen training and/or education, and where applicable achieve desired qualifications	YMCA Foyer contacted the jobcentre on behalf of Z regarding the A4E training course he was due to commence. YMCA felt the A4E course would be intimidating for Z due to his learning disabilities and negotiated with the jobcentre for Z to transfer to the YMCA Learning Power Award (LPA) where he is working very well with all staff involved. Z is working very hard on this course and is well on track for the qualification. Z regularly attends YMCA Skills for Life training, to assist him with his basic skills.
Participate in chosen	Z has attended Positive Activities For

leisure/cultural/faith/informal learning activities	Young People (PAYP) activities, within Halton YMCA, including DJ sessions, cooking sessions and social events.
Establish contact with external service/family/friends	Z has been referred to Social Services Adult Learning Disability Team, has attended an assessment and is currently awaiting the outcome of this assessment. Z is being supported by YMCA regarding this referral and it is being monitored closely.
<b>Be Healthy</b>	
Better manage physical health	Z attends regular keep fit sessions as part of his PAYP activities
<b>Stay Safe</b>	
Maintain accommodation and avoid eviction	Z has acquired basic life skills and been given advice on budgeting which enabled him to maintain his accommodation.
<b>Make a Positive Contribution</b>	
Greater choice and/or involvement and/or control at service level and within the wider community	Z's participation in PAYP has resulted in his improved self confidence which is benefiting him in all aspects of his life.

### Outcomes Case Study 5 – YMCA

#### **Background information**

C was referred for accommodation at the YMCA by Connexions. C had a turbulent relationship with his family and was not in contact with his Mum. He had been staying with a friend but due to his mental health problems, had to give up the flat making him homeless.

C had issues with his confidence and self esteem and had been self harming for some time. C had past involvement with the Mental Health Team but had no recent contact. C presented as a vulnerable young man who was willing to access support to deal with his problems and become involved with activities to develop his confidence and self esteem.

<b>Economic Wellbeing</b>	
Maximise income, including receipt of the right benefits	C has been supported to ensure all benefits are in place.

<b>Enjoy and Achieve</b>	
Participate in chosen training and/or education, and where applicable achieve desired qualifications	C has attended training sessions and Positive Activities For Young People (PAYP) and participated in motivation and confidence building sessions. C has enrolled on the YMCA Learning Power Award (LPA) programme.
Participate in chosen leisure/cultural/faith/informal learning activities	C was encouraged to attend several fun activities for self development.
Participate in chosen work like/voluntary/unpaid work activities	C has participated in voluntary work, attending community clean up days on two occasions
<b>Be Healthy</b>	
Better manage physical health	C is a member of a local gymnasium and attends on a regular basis.
Better manage mental health	C has been referred back to the Mental Health team to address the issues relating to lack of self esteem and confidence
<b>Stay Safe</b>	
Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others	Through his involvement with the Mental Health team C is beginning to address his issues around self harm
<b>Make a Positive Contribution</b>	
Greater choice and/or involvement and/or control at service level and within the wider community	<p>C has been actively involved in the YMCA Residents Committee and attended a Lakeside Residential arranged by the Committee. Through this involvement, C has become an advocate for other residents.</p> <p>C together with another resident made a successful application to the Youth Bank for funding to take a residents' group on a physical activity day.</p> <p>Along with other residents, C recently took part in a 'clean up day' at a local community centre with other YMCA residents.</p> <p>C is now presenting as a much more confident young man who makes a positive contribution to the local community</p>



