

Service user case study template

Name: Adom *

Age: 20

Scheme: Young People Services

Location: Birmingham

Brief overview of the customer's situation:

Adom moved to the UK in 2015 with his father for a better life. Adom doesn't have any family left in Ghana and has no knowledge of who his mother is. As soon as they arrived in the UK they lived in shared accommodation and after 3 months Adom's father passed away due to a heart attack. This was extremely hard on Adom as his father meant the world to him and was his only support. Adom moved in with a friend of his father's however not long after this, he was asked to leave. At 17, Adom was in a country where he didn't have any family or friends, couldn't speak or understand the language and was now left homeless.

Adom was quickly supported by a project which specialised in homeless prevention, welfare benefits and debt. As Adom had been sofa surfing and did not have the right remain in the UK, finding him suitable accommodation was difficult as he was not eligible for benefits.

When did they move into supported housing?

Adom was referred by an external project to Trident Reach and moved into supported accommodation in June 2018.

How did this make a difference to their life? How has their life changed?

Adom had a rocky start with no signs of stability, therefore signing a tenancy with Trident Reach allowed him to feel like he was finally moving forward in life. Adom was allocated with a Support Worker and said that the support he received made such a big difference to his life, as it came at a point where he felt like giving up. When Adom gained a tenancy with Trident Reach he did not have a permanent residency status. This affected him in so many ways and sometimes he was unable to apply for opportunities he was interested in, such as joining the army. He was always interested in helping people within the community.

Due to Adom's residency status he was also unable to apply for public funds; such as Universal Credit and Housing Benefit. Many things were affected by his residency status which made Adom feel extremely stressed and hopeless as he felt as though he was stuck and not moving forward. He was left feeling like an outsider within the UK. Thankfully, he was found by a Islamic based charity called 'National Zakat Foundation', who helped Adom by funding his lawyer's fees and personal expenses.

Amongst all this, Adom was also trying to find himself and what career path he would like to follow. Abdul was interested in joining the army or being a part of the Police force and had attended some

training courses throughout the year. He eventually started college and began an 'employment in construction' course.

Adom finally received his indefinite leave to remain visa in March 2019. He was excited about this as he felt his life was no longer at a standstill. Adom was really eager to acquire his driving license and successfully passed his driving test in August 2019.

We supported Adom in completing his application for housing quite quickly after he received an offer on a property.

Where would they have lived if it wasn't for supported housing? What might have happened to them?

Adom would have probably been sofa surfing/homeless and not achieving what he has done so far.

What does supported housing mean to them?

Supported housing means a lot to Adom as it helped him to achieve what he wants in life. Adom was very grateful for the support he received. He engaged with the support and never once missed an appointment. Adom was always thankful to his Support Worker and Housing Officer who had helped him.