



Service user case study template

Name: David *

Age: 28

Scheme: Young People Services - This scheme aims to help ex-offenders.

Location: Birmingham

Brief overview of the customer's situation:

I felt that Trident Reach helped me to the fullest. They helped me find accommodation and they sourced a bike for me so that I was able to go to appointments on time, as I did not like to catch public transport

When did they move into supported housing?

Almost 1 year ago

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

It had made me feel so happy in life because I now have my own property, I was previously in a hostel so it is nice to know that I no longer have to share. This also prepares me for the big wide world as it helps me become more independent.

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

Sofa surfing with a family member or with a friend.

What does supported housing mean to them?

Supported Housing means so much to me as I can come and go as I please due to my increased independence. I now have my own privacy as I no longer have to share with other people.