

## Service user case study template

**Name:** Keiron \*

**Age:** 35

**Scheme:** Young People Services – Young People Exiting Gangs (YPEG).

**Location:** Birmingham

### Brief overview of the customer's situation:

I spent nearly 7 years in prison for a crime I committed in 2012. When it was time for me to be released, I had nowhere to go. I also had no form of identification, current bank account or any source of income.

### When did they move into supported housing?

I was released from prison in March 2019 and with the help of my Support Worker, I was moved into a shared accommodation facility in Birmingham.

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

With the help of my Support Worker I was able to retrieve some form of my identification and use it to open up a bank account, which later allowed me to receive money from the Jobcentre. I am grateful for this support as I did not know how to do any of these things. Also, whilst I was living in the shared accommodation, the YPEG team continued to search for a flat for me to live in. Their search proved successful and I moved into my one bedroom flat at the end of June 2019 and was also gifted a generous move-on starter pack from Marie Calder, Trident Reach's Customer Engagement Officer. Overall, I am very happy with the support received from the service and thankful for their help.

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

Although I have some contact with my family members, I was unable to live with them. Thankfully there was space at the shared house I moved into as I don't know what could have happened to me.

### What does supported housing mean to them?

Having an allocated place to live and call home as well as a Support Worker, that will direct and support me into the right path to help better my life. It's been a positive journey thanks to Trident Reach.