



Service user case study template

Name: Rob *

Age: 20

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

Location: Birmingham

Brief overview of the customer's situation:

Rob was due for release from prison and he originally went to an approved probation accommodation site, which meant that after 3 months he would need to source further suitable accommodation and would have been a shared facility. Rob wanted to be rehoused back in Birmingham so that he was closer to his family. Rob required help with sourcing appropriate supported housing as well as support with his financial situation, looking into employment and planning for his future.

When did they move into supported housing?

Over a year ago.

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

The accommodation helped Rob as he was able to move back to Birmingham and be around his family. The shared accommodation had 3 other males who shared the kitchen and bathroom with Rob, which gave him a sense of unity and belonging through his friendship with them. The location made Rob very happy as he was able to make his way to the jobcentre and attend any further appointments with all locations being close to each other. Rob didn't have to worry about travelling too far and the extra expenditure this may have cost him. Rob was also happy that he was around friends and family that were very supportive and ensured he progressed in all aspects of his life.

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

Just by being rehoused in Birmingham, Rob's life changed as this made it easier for him to be close to family and he was also able to have the full support from them, if and when he required. He was also happier within the area as this meant that he felt more comfortable with his surroundings and he felt that there wasn't any immediate risk to him.

What does supported housing mean to them?

Supported accommodation means a lot to Rob as they felt vulnerable at times and the support received helped him to feel that he was able to live their daily life knowing that they had access to appropriate support.