Service user case study template

Name: Mary *

Age: 18

Scheme: Young People Services – Floating Support.

Location: Birmingham

Brief overview of the customer's situation:

Mary's mother had passed away when she was very young and didn't have a guardian who looked after her, therefore she has been supported in the past by Social Worker's and Counsellors. Prior to Mary moving into supported housing she had been sofa surfing and staying with a friends' mother, however this was arrangement was no longer working out. Since moving into supported accommodation, Mary has been attending college and studying/ training to join the RAF.

When did they move into supported housing?

March 2019.

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

This has made a considerable difference to Mary's life as they have suitable accommodation where she is supported to into maximising her opportunities to study and work for the RAF. The support from staff has enabled Mary to have more of a positive relationship with her friends' mother, who she previously argued with whilst living with them. Her current supported residence is also closer to her college which is of huge benefit to Mary.

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

If Mary didn't move into supported housing, she may have still been sofa surfing or unfortunately would have been made homeless. Mary may also have ended up in a different type of accommodation setting where she may have not received the level of support she is currently getting, leading to a lack of support with budgeting, bills, keeping her tenancy/licence agreement and also supporting Mary to continue her studies.

What does supported housing mean to them?

Somewhere to live, a base to call home and not become and unfortunate statistic if she was made homeless. Mary has been able to make friends who reside within the same supported housing complex, which is good as she could have felt very isolated.