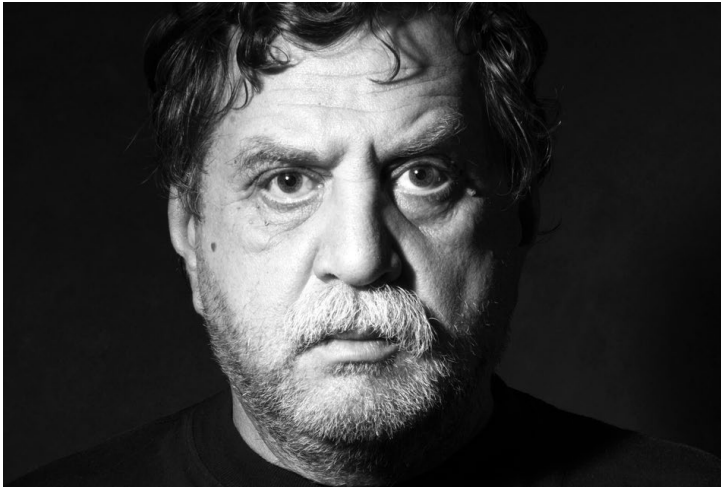


Case Study:

CT, 54, homeless

Reason for homelessness:

Eviction due to non-payment of rent



CT has been homeless for many years. He lived with his mother and succeeded to the tenancy but was evicted for non-payment of rent. When accessing Hope 4 services, CT declined services and support and had no interaction with other visitors to the Hope 4 centre and didn't want to talk about the past, present or future.

Staff at Hope4 and from Rugby Borough Council (RBC) would endeavour to engage with CT, helping him to access services including accommodation. They provided pictures and details of potential homes, offered accompanied visits, provided reassurance that help would be given with furniture, carpets, budgeting and settling in.

CT continued to resist help to accommodate him, until the onset of COVID-19. CT realised

that the services he accessed would no longer be available to him and unfortunately, his only accommodation, the night shelter, had closed.

Staff from RBC worked with Hope4 to encourage CT to accept a placement in a local hotel – a small room, set away from the rest, providing reassurances around costs and with provision of food.

CT had no income, was not registered with a GP, and had no family or social support network.

RBC recognised that to sustain accommodation, a quick and effective alternative was required. Outreach and in-reach work continued to work with CT to maintain his motivation and to build his confidence to stay in his accommodation. CT was given a self-contained accommodation and partner agencies helped to furnish the flat too.

An Outreach Officer took CT to the flat and he moved in immediately. The Pathway Team have continued to support CT but on a slow progressive basis, applying for benefits, providing a television, social interaction, health checks, encouragement around food and diet and ensuring he still goes out and about for a form of exercise.

