

Colin

Colin suffered a brain injury about 10 years ago that left him with cognitive issues. He is very forgetful so is unable to manage his treatments, attend appointments without support, or properly manage his nutrition and prepare food. Colin is also unable to read or write.

Colin has liver disease as a result of prolonged alcohol use.

Colin is also vulnerable to exploitation because he is unable to protect himself from others who would try to befriend him; then take his money.

Colin was evicted from his social housing accommodation due to anti-social behaviour as a result of a neighbour making unfounded complaints that Colin was playing loud music and using cannabis. **It was later discovered that the neighbour has since made the same complaints about the new tenant.** After that, Colin was placed in temporary accommodation.

Previously Colin lived for a long time in supported accommodation. He was moved in to his social housing accommodation with little support despite him saying this was important. Colin remained in contact with his support worker, Flo, from the supported accommodation when he had moved out as he felt he could go to her and she always listened. Flo is his trusted person.

The local authority decided that Colin had made himself intentionally homeless due to the alleged anti-social behaviour, and after an extended period in temporary accommodation he had to leave. Colin needed accommodation with low level support, due to his health conditions.

Flo was technically no longer Colin's support worker; however she kept an eye on how things were going for him. Flo tried to appeal the intentionally homeless decision but this was refused. Colin's housing officer tried to find other supported accommodation and Flo was the link to Colin to seek his views on where he would like to go and what he needed. It was difficult for Flo to give a lot of time to Colin as she is not directly working with him.

The Counting Every Adult (CEA) team accepted the case to support the trusted person (Flo) to break down the systemic barriers that both she and Colin were facing. Marie (the CEA coordinator) was allocated the case and quickly arranged a professionals meeting to discuss the needs of Colin, asking professionals to help provide solutions to the issues. Marie made sure the social worker attended despite Colin's case being closed. Marie liaised with the new accommodation provider to speed up the process and make sure that they understood the urgency of his situation.

In Colin's case, Flo needed some support to overcome barriers that she was facing and support to take a more direct approach with services that didn't want to help as, on paper, Colin did not meet their criteria. Flo was repeatedly told that Colin was on a waiting list and would be looked at in due course. Flo also benefited from being linked to services she was not already aware, which were identified by Marie.

Marie made contact with the agencies that needed to be involved to meet the needs identified by Colin and Flo. Marie arranged professional meetings where a list of actions for each person involved was agreed. She then followed up to make they were completed.

There were various challenges in this case. Social care said Colin had no care and support needs, so closed his case. They identified he needed supported accommodation but offered no advice on what this should be. Colin had been in temporary accommodation for nearly 9 months and the local

authority had to give him a date to leave. The supported accommodation they identified accepted the referral but said Colin's case would be looked at 'in due course' with no timeframe offered.

Colin has now been offered a his own flat with a local housing company that provides support to help him manage his tenancy, attend appointments, deal with correspondence and bills, and make sure he has the correct food and items that he needs. He has been referred to Headway (the brain injury charity) and the process of putting his benefits back in place is underway.

As a result of the Marie supporting Flo, Flo's manager allowed her to spend more time supporting Colin to get things in place as there was an end result in sight. The professionals meeting made sure that Colin's situation was understood by everyone and professionals were able to come up with solutions and put them into action.