

Martin

Martin has been homeless for more than 20 years in Cambridge. He goes from prison to homelessness to supported accommodation but is never able to last very long in accommodation. Martin has schizophrenia and this really impacts on his options if he is unmedicated; it causes him to be paranoid and unpredictable with others.

Martin owes rent arrears and services charges which have accumulated over the years and not yet been repaid.

Martin has a few professionals working with him but they were unaware of what each was doing. Most recently Martin was living in CAS3 accommodation which can only last for 84 days following release from prison.

Martin was referred to Counting Every Adult (CEA) and was accepted. Marie from CEA arranged a meeting to get all his professionals together and make sure everyone was aware of who was working with him, what each was doing, and agree a plan. Martin has a number of trusted people so Marie acts as a co-ordinator, helping agree the plan, making sure it works for Martin.

Taking the Trusted Person approach, the meeting identified that...

- The best ways to work with Martin to help him feel most comfortable include meeting outside so he can smoke a cigarette which makes him feel more relaxed. Also talking to him in 20-minute bursts means it's not too much for him.
- Martin goes to his probation appointments with Rachel and visits Wintercomfort, which is a good place to make contact with him. He has a good relationship with the staff, particularly Eleanor, and he seeks out Wintercomfort when he needs help and support.
- Martin identified that he has issues with his mobile phone so Marie arranged a mobile phone for him, with Eleanor's help.

First steps forward

- Eleanor at Wintercomfort advised Martin to pop down to the local authority housing department to see Jess, his housing officer, where he learned that the local authority has accepted a homelessness duty for him. At the professionals meeting all agreed Martin needs to stay in his local city rather than be offered temporary accommodation elsewhere. This consensus gives more sway for Jess when looking at options not in the "usual" housing pathway. This also means Martin can continue to access the services he needs and is really beginning to engage with.

- Marie has been in contact with Jess subsequently to discuss the terms of his eviction from CAS3 accommodation, which seemed a little harsh. Jess agrees and will offer him local temporary accommodation.
- Martin is struggling with money and would like to get his Universal Credit paid every fortnight rather than monthly, so Marie introduced Rachel at probation to his DWP vulnerable work coach. He should be able to get his Universal Credit paid fortnightly which will help him budget more effectively.

Next steps

- Martin's work coach will be able to help make sure Martin doesn't miss out on tasks on his journal or meetings, which can cause issues with his benefits. The DWP is aware of his complex needs and will allow for this accordingly.
- After a week of being homeless again Martin was placed in temporary accommodation and was referred for a modular home managed by Jimmy's.
- Graham at the dual diagnosis street team is seeing Martin regularly and they have a good relationship. Graham will be taking Martin shopping with money from Street Aid; and Marie will suggest he goes on the Housing First fishing day if that appeals to him.
- Martin is now meeting Rachel at probation regularly and is thinking about things he would like to do in future. When Rachel previously asked him what he might like to do he couldn't think of anything but now he is able to think of things that he would like to do. One idea is a day trip to London to look about, which CEA can fund for him. Martin also really enjoys music and CEA could fund a cheap CD player and some CDs if this is something that he would like.
- Jess (his housing officer) is supporting him to get registered with Home-Link to secure more permanent accommodation.