

Gordon

Gordon had been employed in the same job for 25 years and lost his job as a result of a traumatic incident at the end of 2020. This initiated a decline in Gordon's mental health and there was an increase in his alcohol use.

Gordon was renting a flat but stopped paying rent to his private landlord following his dismissal from work. This led to him being evicted for non-payment of rent.

Gordon is not entitled to claim benefits for a month due to his previous earnings. He currently has no income. Gordon has been liaising with the Job Centre in preparation for when his claim can go live. There are two workers at the Job Centre that he has positive relationships with - Dave and Carey. They are his Trusted People.

Gordon was referred to Counting Every Adult (CEA) team as Dave and Carey did not know how to support Gordon in his current situation and felt that they had exhausted their options internally.

CEA accepted the case to try to support the Trusted People and break down the systemic barriers Gordon was facing.

Kelly picked up the case and swiftly made contact with the Local Authority housing department to find out how much they knew about Gordon's situation. It turned out Gordon had made a homeless application and been placed into temporary accommodation. This ended when the placement became aware that Gordon was not receiving housing benefit (because Gordon told them this).

Kelly arranged a professionals meeting to ensure that relevant information, including dates of eligibility to claim benefits, were shared. Then a plan to support Gordon could be formulated. During this meeting tasks were set and agreed to. Kelly made sure she followed these up.

The Local Authority required copies of Gordon's bank statements to progress with his case, which were provided through Carey at the Job Centre. Unfortunately, due to unexplained outgoings on the statement, the LA maintained the stance that they would not offer further temporary accommodation until they could be assured that Gordon could afford the charges. Kelly suggested various alternatives however these were not pursued by the Housing Officer. The Housing Officer then went on leave.

Kelly continued to liaise with the Trusted People and they maintained contact with Gordon, checking on his welfare and state of mind. Kelly passed on various contact details for support with mental health should Gordon wish to access them. She also made contact with the Housing Officer's Team Leader (as the housing officer was on leave) but gained no response after several attempts. At this time Gordon was staying at a friend's house.

Kelly tried many times to speak with someone at the local authority but to no avail. She then discussed a referral to the Task and Target forum with Gordon's Trusted People, explaining the purpose of the meeting as they were unaware of its existence. They agreed this was the best route to access support through the local authority.

Kelly immediately referred Gordon and discussed his case with the Task & Target forum. She made it clear that any progress needed to be shared with Gordon's Trusted People and shared their contact details with the relevant people.

Unfortunately, Gordon is yet to be offered further temporary accommodation. He has not been found rough sleeping by the outreach team. Kelly has asked everyone involved to try to pin down Gordon's location when they have contact him, and she has been assured that an offer of temp will be made once he is found.

Kelly informed Dave and Carey about Emmaus as an option for accommodation, as they were unaware of this service. Kelly explained the service and how to refer into it, and supported Dave and Carey to help Gordon to apply.

Kelly was able to offer Carey and Dave suggestions of other services Gordon could access as they had limited knowledge of what was available in the area for people experiencing multiple disadvantage. This included services for support with alcohol use and gambling. Gordon did not wish to access most of these services at this time, but Kelly did escort Gordon to visit one of the services as he was anxious and neither Carey nor Dave were unavailable.

There have been various challenges in this case. The first being maintaining communication with Gordon. Gordon prefers to use his Universal Credit journal to communicate with Carey and Dave, which often means there is uncertainty around whether he has read the messages and there can be a wait to get a response. Using text messages has started to help.

A huge challenge in progressing this case has been the lack of communication from some services. Kelly has had to continually chase for contact and updates and feed these back to Carey and Dave so Gordon can be informed. Carey and Dave have been given all relevant contact information for workers involved and have themselves tried on many occasions to seek information, however responses have been minimal.

Kelly has met with Gordon at his request and been able to facilitate a visit to a relevant service. This worked well, as Gordon experiences paranoia but has got to know Kelly enough to trust her and accept her involvement in supporting him.