

Case Study

Homelessness & Housing Need

Housing Options

A local Housing Officer intervened in a situation where a vulnerable tenant was showing signs of severe depression due to extreme stress caused by benefits sanctions and his inability to find employment. The Housing Officer called in Social Work Services Mental Health specialist to assess the tenant's case, who immediately contacted the police, his GP and also his immediate family to help address the tenant's direct needs. A Social Worker was assigned to the tenant who referred him to Life Links who provided counselling. A referral was made for Housing Options support through Loretto Care, who provide housing support and they connected him with Working Links and liaised with DWP to get benefits reinstated. The Housing Officer successfully applied for discretionary payments to meet the tenant's shortfall in rent.

Loretto Care also referred him to a local allotments project to improve his social links and with the local library to enhance his IT skills through a computer course which also assisted with his job search activities. His property was made safer and more habitable through assistance from Scottish Fire & Rescue Service and a small grant was made to help him re-decorate.

Since the initial intervention, regular reviews have occurred between the tenant, Housing Officer, Housing Support team and Social Worker. The tenant is now much less vulnerable and through this partnership approach he is getting the support he needs, enabling him to secure and retain his tenancy.