

Changing Futures

— Stoke-on-Trent —

Case Study: Partnership Working

Peter* spent a considerable amount of his childhood in the care system and has a history of self-harm, he has a formal diagnosis of Emotionally Unstable Personality Disorder (EUPD) which often acts as a barrier to him accessing the support he needs. Peter has spent a significant amount of time in custody and prison and has stated that he *wanted* to go back to prison prior to Changing Futures involvement. Peter has lived in hostel accommodation before, but this came to an end due to threats made towards a partner he met whilst living there, which led to his eviction. Peter has also spent considerable time in temporary accommodation, such as bed and breakfasts. Peter is currently sleeping on the sofa of a friend, who is also staying in temporary accommodation (therefore Peter is potentially putting his friends accommodation at risk).

The main goal and priority for Peter is to find suitable accommodation, once he has a permanent home he then wishes to seek support form services to address his mental wellbeing. When Peter is feeling well and has regained confidence his goal is to obtain his CSCS card with a view to returning to work, having already completed level two in health and safety.

Peter has recently been refused accommodation by a temporary provider due to potential risk to other residents. Due to the effects of EUPD, as well as his drug use, Peter struggles to keep to appointments with services as prescribed by his traditional support plan. As a consequence of this not only are Peter's needs not being met, he is also not able to demonstrate the 'commitment' services wish to see to provide an offer of supported accommodation, in addition to being perceived as too high risk.

By coordinating and maintaining effective communications between the various organisations involved in Peter's support a level of consistency in support was able to be provided for Peter that was not present before. Purely by providing this level of consistency Peter has gathered the motivation and confidence to advocate for himself in terms of finding a property. Shortly after Changing Futures became involved, Peter contacted several private landlords himself and was successful in securing an offer of accommodation. Peter's case coordinator supported him to move into the property and due to his personal budget, was able to provide a deposit as well as essential items such as bedding.

Outcome for Peter

Peter is now sustaining his tenancy well and has started to attend regular workshops to address his mental wellbeing. He is now two steps closer to working towards his CSCS card in preparation for future employment having expressed interest in the construction industry. Peter's case coordinator has noticed a significant improvement in Peter's general wellbeing in terms of his stress levels and outlook, or to put it another way Peter is now coping much better than before. In addition to this Peter now hopes to restore contact with his children through social services having not had contact with them for a number of years.

Learning

- Partnership working and effective communications achieve better outcomes for our customers, as well as delivering a cost and time benefit to services.
- By providing an effective support network positive change to the customers motivation was observed and demonstrated.
- Personal budgets enable services to provide an additional level of support that is effective in creating sustainability for our customers.
- Risk information can, and does, act as a significant barrier to customers accessing the services they need, therefore accuracy and context are of the utmost importance.
- Traditional support plans don't work for everybody and can sometimes act as a barrier themselves, providing flexibility can overcome this.

** Customer name has been changed to protect identity.*