

## Case Study Preformat

**Title of the case study/ Project Name: Reconnection 1/12/17**

MN – Successful Reconnection to LA

**Key contact: Name, Job Title, Name, Email Address and Telephone Number**

**What did you do?**

*Provide a brief outline/overview of an individual case study (detail the background and what the intervention was)*

- MN was referred to the Reconnection Service after it was established that he had no local connection to Cardiff.
- We carried out an assessment of individual need and risk, where his housing history was ascertained.
- It became evident that his local connection was in Bridgend where he had been living with his mother.
- Reconnection Team worked with MN to establish his background history and it quickly became evident that he had left due to unresolved differences with his mother, where she issued him with an eviction order.
- We established that MN departed his mother's property on 12<sup>th</sup> November 2017 and made his way to the City of Cardiff.
- We further liaised with **Bridgend Council (Homeless Team)** to ascertain whether MN had presented to them and to get an accurate address history to date.
- It transpired that MN had received a housing assessment, but this was closed as he had taken up residence with his mother.
- MN was advised he was referred to us in Reconnection for help and support, he can make the choice to return to his local authority and we would support him to establish contact and a travel warrant.

- MN opted to return to **his local authority**.

#### What resources were used?

*Provide a brief outline/overview of financial, staff, partnership, in-kind resources required to undertake the project*

- MN Supported to access a food parcel from the Huggard Kitchen for his journey back to Bridgend as he hadn't eaten and stated he was hungry.
- MN supported by reconnection staff by offering light snack and hot drink. Whilst he was being assessed.
- Reconnection staff supported MN to the train station to collect his tickets and direct him to the appropriate platform.
- Reconnection liaised with HANR Outreach team for a "travel warrant", enabling MN to return to Bridgend.
- MN was supported to complete a "feedback questionnaire" for the reconnection team.

*Joint working with any other agencies etc*

- Reconnection team supported MN to contact **Bridgend Council** to ascertain information in relation to his housing situation / address history.
- MN Supported to access a food parcel from the **Huggard Day Centre** for his journey back to Bridgend as he hadn't eaten and was hungry.
- MN supported by Reconnection staff by offering light snack and hot drink
- Reconnection liaised with **HANR Outreach** staff for a travel warrant, enabling MN to return to Bridgend.
- MN was supported to complete a "feedback questionnaire" for the Reconnection team.

#### What has changed as a result of the project?

*What has been the benefit? What difference has it made to the individual?*

- MN was re-directed back to his **local authority** in Bridgend Council for a "housing assessment", this being his preferred choice.
- Contact made with Bridgend Housing Team who informed us MN has presented.
- MN presented on the 14<sup>th</sup> November 2017, where he **was assessed and given a 73 duty**, he was allocated a place in a "backpacker's hostel" in the Bridgend Borough.

- MN was also given a **support worker** who will work with him to find suitable accommodation
- Information received that MN is now waiting to view a “studio flat “within **the Bridgend Borough**.
- MN will receive ongoing support from his **local authority**.

### **Feedback and Evaluation**

*Please include a quote(s) or a range of feedback from participant(s) / Partnership agency / your own feedback.  
Lessons learned.*

- It was clear that on assessment that MN was clearly affected by the altercation between mother and son as MN stated that it had a profound effect on his mental health causing him stress.
- MN stated that he knew he needed to make positive changes and that maybe this was a start and the way forward.
- MN was made aware that he will be supported by his local authority who will work with him, helping and supporting to enable him to make informed choices and have more control over his future / housing options.
- MN expressed his gratitude to the Reconnection staff and completed a feedback questionnaire, contained within feedback annex.

Reconnection to LA

LH



- LH presented at HOC April 2017 and was referred to us in Cardiff Reconnection Service
- LH local connection was clearly identified as Wolverhampton. He has been residing in PRS in
- Wolverhampton as a lodger from six years. It was also the area he was born and brought up in.
- LH had been advised to leave his private tenancy by the Police as his landlord had been charged and arrested for keeping illegal animals in the property. The property was in a very poor condition.
- LH had come to stay in Cardiff with a friend instead of taking the advice of the police.
- It was established that LH suffered from anxiety and depression which had worsened after the loss of his tenancy.
- Cardiff Reconnection Service contacted LH's local authority, to confirm that support and accommodation would be made available to him if he was to return. They were aware of the incident due to previous police contact.
- LH was supported by Cardiff Reconnection Service to attend a GP, to acquire medication for his mental health and a sick note.
- LH was advised and supported by Cardiff Reconnection Service to consider his options in terms of attempting to access private rented accommodation in Cardiff, or to return in a supportive and planned way to Wolverhampton, where his local authority, have already agreed to help him.
- LH was supported to attend the train station, a checked was purchased as he return to Wolverhampton. Reconnection Service, sought confirmation that he had presented to Wolverhampton local authority.

## Case Study Proforma

**Title of the case study/ Project Name:**

GN- Positive Other – Successful Reassessment

**Key contact: Name, Job Title, Name, Email Address and Telephone Number**

**What did you do?**

***Provide a brief outline/overview of an individual case study (detail the background and what the intervention was)***

- This gentleman was referred to Reconnection service today; after it was felt that he had no local connection.
- We conducted an initial assessment of individual need, where his housing history in particular was considered.
- In consideration of his risk, we sourced information from probation services in Ebbw Vale; we ascertained
- Client has a history of sex offences/ convictions, he has also been placed on the sex offenders register for 7 years.
- We further liaised with Gwent probation so we were able to ascertain a more descriptive picture of the offences to date
- GN was given Reconnection Service EOS on Huggard floor space, all risk elements was shared with GN's consent, and he was worked with two staff to ensure safety measures and risk.
- It transpired that GN had a local connection in Ebbw Vale Gwent, but was unable to return to the matrimonial home he once shared because of his arrest for sexual offences involving children.
- Phone call made by us in reconnection to his local authority and it was given consideration and they agreed he would be accepted by them.
- GN would not have returned without our advice and contact with his local connection to establish accommodation for him, he needed **our support to** establish his rights.
- The address history was documented, submitted as third party evidence and GN was supported to be reassessed in his local area.
- Many phone calls to his local authority to challenge their initial thought on the duty for him

- This reassessment was successful and now GN has been given temporary accommodation (hostel) within his local authority.
- GM will not receive ongoing support in his local area.

#### What resources were used?

##### *Joint working with any other agencies etc*

- GN was given printed city map and free food provision print outs, for in and around the City of Cardiff from the Reconnection Team.
- Reconnection advised of the **Salvation Army Bus Project**.
- Referral to Gateway to allocate Floor space in **Huggard Hostel** for the night and continuing nights.
- GN was supported to access **Wallich Night Shelter, Solutions** drop in service, for shower and toiletries
- Supported/advised to visit **Jenny (Huggard Advocate)** for help/advice to apply for benefits.
- Liaised with **PPU** to inform them of assessment/outcome, keep them up-to-date (networking).

- Reconnection staff further liaised with **Blaenau Gwent Housing/ Homeless Team** to ascertain local connection/duty and to collate accurate address history.
- Liaised with **HANR Outreach** team for travel warrant to relocate back to local authority.
- Reconnection team Supported to complete a “feedback questionnaire.
- We followed up on his **new accommodation** and he moved in and settled with no issues
- . Case closed – positive outcome.

#### **What has changed as a result of the project?**

- GN was re-directed back to his local authority in Blaenau Gwent, where he was provided with temporary accommodation, placed in a hostel.
- Full maximised entitlement to benefits giving him choice’s of services required.
- A sense of identity and purpose living back within his local community.

- Assigned to a support worker for help with his preferred needs.
- A chance of a new start!

### **Feedback and Evaluation**

GN was very cooperative throughout the process of his engagement with the reconnection team; he showed respect and gratitude to all staff.

At first point of contact GN was very apprehensive on returning to his local authority, saying, "he didn't think he could return," due to his difficult circumstances and seemed very doubtful, but after engaging with the reconnection team who worked/supported GN to make informed choices, he was then given an option to return and, felt that this was in his best interests - long term.

GN has now been accommodated in a hostel on a temporary basis, where he continues to make steady progress, until he can be further re-assessed and hopefully move into alternative accommodation to suit his needs/requirements.

GN happy to reconnect with his local authority and thanked Reconnection staff for all their help and support.



## Case Study Performa

**Title of the case study/ Project Name: Cardiff Reconnection Service Q3 17/18**

SB - Positive Other – Successful Reassessment

**Key contact: Name, Job Title, Name, Email Address and Telephone Number**

### What did you do?

*Provide a brief outline/overview of an individual case study (detail the background and what the intervention was)*

- SB was referred to the Reconnection Service after it was felt he had no local connection to the Cardiff Area.
- We conducted an initial assessment of individual need and risk, where his housing history in particular was considered.
- In consideration of his risk we sourced information from Probation Services in Cardiff, Norwich and Bath. SB has a history of mental health and alcohol related issues, he has also been placed on the sex offenders register for previous convictions.
- We further liaised with the Cardiff Public Protection Unit in order to ensure SB's safety and the safety of others. SB was also given Reconnection Service EOS on Huggard floor space. All risk was shared with SB's consent and he was worked with by two staff at all time in Reconnection Service due to his risk.
- Reconnection Team worked with SB and PPU to establish a more accurate address history for SB. It quickly transpired that his life has been very transient and that he had not held any stable accommodation in many years. This process took several days as SB was very guarded and reluctant to disclose information about him.
- The address history was documented, submitted as third party evidence to the local authority and SB was supported to be reassessed.
- This reassessment was successful and SB is now accommodated as a non-priority individual, and will transition into a hostel in Cardiff when one becomes available.

## What resources were used?

*Provide a brief outline/overview of financial, staff, partnership, in-kind resources required to undertake the project*

- SB was given printed **city map** and **free food provision leaflets**, for in and around the City of Cardiff from the **Reconnection Team**.
- SB was supported to access **clothing** items as on interview he appeared to be wet and cold – this provision was offered with liaison with **HANR Outreach** staff time.
- **Floor space** was booked in **Huggard Hostel** for the night and continuing nights.
- SB was supported to access **Wallich Night Shelter, Solutions** drop in service, for **shower and toiletries**
- Was supported to register with the **GP, Kay Saunders** – Doctor for the homeless, **Butetown Medical Centre**.
- Supported to contact **Department of Work and Pensions** to ensure **maintenance of Universal Credit payments**.
- **Reconnection Team** accessed **risk information** and **address history** from **Norwich and Bath Probation Services** and **Cardiff Public Protection Unit**, this was crucial to ensure the safety of SB and others around him and the success of his reassessment.
- SB was **supported by two members of staff at all times** due to history of sexual assault against females and aggression towards staff

*Joint working with any other agencies etc*

- SB was supported to access **clothing** items as on interview he appeared to be wet and cold – this provision was offered with liaison with **HANR Outreach** staff time.
- **Floor space** was booked in **Huggard Hostel** for the night and continuing nights.
- SB was supported to access **Wallich Night Shelter, Solutions** drop in service, for **shower and toiletries**
- Was supported to register with the **GP, Kay Saunders** – Doctor for the homeless, **Butetown Medical Centre**.
- Supported to contact **Department of Work and Pensions** to ensure **maintenance of Universal Credit payments**.
- Day to day contact was maintained with **Jenny Buckley Day Centre Advocate** and **Rachel Woods Huggard EOS Advocate** in order to **monitor SB's behaviour and manage concerns**.
- **Reconnection Team** accessed **risk information** and **address history** from **Norwich and Bath Probation Services** and **Cardiff Public Protection Unit**, this was crucial to ensure the safety of SB and others around him and the success of his reassessment.

## What has changed as a result of the project?

*What has been the benefit? What difference has it made to the individual?*

- SB was re-directed to through **Cardiff Council Housing Options** in order to have a new housing assessment with a more accurate address history.
- SB was then given a **local connection** to Cardiff.
- Contact made with Bath Probation to inform them SB **has now secured emergency accommodation** and the ability to access transitional hostel accommodation in Cardiff.
- SB continues to engage effectively with all required agencies including Huggard EOS Rachel Woods and PPU.
- He will transition into a hostel placement when one becomes available.
- Case closed as – Positive Other – **Successful Reassessment.**

## Feedback and Evaluation

*Please include a quote(s) or a range of feedback from participant(s) / Partnership agency / your own feedback. Lessons learned.*

- SB has been very polite and co-operative with all Reconnection staff; he continues to make steady progress in his EOS placement and will shortly transition into a hostel.
- SB is aware that he will now be supported by other services will continue to work with him, helping and supporting with a desire to empower him to make the best choices and to have more control over his future.
- Please see Annex – Client Feedback Surveys attached.

**TSA Cardiff Reconnection Service  
Statistical Reporting  
Q3, Q4 2015/2016, Q1 - Q4 2016/2017 & Q1, Q2, Q3 2017/2018**

	Qtr 3 (Nov-Dec)	Qtr 4 (Jan-Mar)	Qtr 1 (Apr-Jun)	Qtr 2 (Jul-Sept)	Qtr 3 (Oct-Dec)	Qtr 4 (Jan-Mar)	Qtr 1 (Apr-Jun)	Qtr 2 (Jul-Sept)
Number of clients referred to Reconnection Service	32	43	23	23	29	52	54	52
Number of clients who chose to engage with the service	28	36	19	22	26	43	51	50
Number of clients who did not present to the service	4	7	4	1	3	9	3	2
Number of potential Reconnect clients referred or engaged with via Huggard, Bus Project, Breakfast Run, or other outreach surgery	Not recorded	Not recorded	Not recorded	35	57	88	89	81
	Qtr 3 (Nov-Dec)	Qtr 4 (Jan-Mar)	Qtr 1 (Apr-Jun)	Qtr 2 (Jul-Sept)	Qtr 3 (Oct - Dec)	Qtr 4 (Jan - Mar)	Qtr 1 (Apr-Jun)	Qtr 2 (Jul-Sept)
Number of clients reconnected to friends and family	6	10	5	7	5	6	9	7
Number of clients reconnect to make presentation at own LA	5	5	5	5	6	9	11	14
Number of clients supported to move into private rented accommodation	2	2	0	1	1	3	12	4
Number of clients offered other supported accommodation via waiver/reassessment/other	5	9	6	5	8	10	6	15
<b>Total</b>	<b>18</b>	<b>26</b>	<b>16</b>	<b>18</b>	<b>20</b>	<b>28</b>	<b>38</b>	<b>40</b>
Other - prison/hospital	1	0	1	0	1	4	2	2
Case ongoing, into next quarter	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Did not engage to reconnection stage	9	10	2	4	5	7	10	8
	Qtr 3 (Nov-Dec)	Qtr 4 (Jan-Mar)	Qtr 1 (Apr-June)	Qtr 2 (Jul-Sept)	Qtr 3 (Oct - Dec)	Qtr 4 (Jan - Mar)	Qtr 1 (Apr-Jun)	Qtr 2 (Jul-Sept)
Number of wavers submitted	2	6	5	4	1	3	3	5
Waver Outcome – Accepted Indefinitely	2	5	4	2	0	2	1	0
Waver Outcome – Accepted Temporarily	0	0	0	1	1	1	2	5
Waver Rejected	0	1	1	1	0	0	0	0

Qtr 3 (Oct-Dec)	Total
39	347
31	306
8	41
62	412
Qtr 3 (Oct-Dec)	Total
12	67
7	67
1	26
4	68
24	228
1	12
4	
2	57
Qtr 3 (Oct-Dec)	Total
0	29
0	16
0	10
0	3