

Appendix 2: Case Study

Client A experienced a prolonged period of rough sleeping, living in a tent with a pet near a rural landmark. This situation arose after the loss of stable housing and addiction to alcohol, which followed the removal of Client A's children from their care. The client had previously been a victim of domestic abuse from a former partner, and these traumatic experiences contributed to a significant decline in mental health.

During this challenging time, Client A began engaging with local outreach and support services, including a key worker and specialist agencies. Initially, temporary accommodation was provided in a shared house, but the client chose to leave due to the presence of others who were drinking, as they were actively working to reduce their own alcohol consumption. The client was then placed in a supported accommodation project, where further engagement and assessment took place. Throughout this period, Client A received ongoing support for substance use, both through specialist services and their own determination to make positive changes.

A turning point came when Telford & Wrekin Council provided Client A with a home under the Rough Sleeping Accommodation Programme. This initiative offered not only a safe and stable place to live, but also personalized support tailored to the client's needs. With this foundation, Client A was able to rebuild their life. They now have their baby living with them, have regained access to their other children, and continue to make remarkable progress in all areas of their life.

This case highlights the importance of a home along with trauma-informed, person-centered approaches in supporting individuals with complex needs. Client A's journey is a testament to resilience and the transformative impact of stable housing and holistic support.



Video showing Client A Journey:

https://youtu.be/IVcNDEITQzI?si=zo_2SgK9acgVfF0Y