

Support For All Case Study – Elderly lady who had been a victim of anti-social behaviour...

A vulnerable elderly tenant was referred to Support For All (SFA) service by a housing officer due to being a victim of anti-social behaviour (ASB). The SFA support worker:

- Assisted the tenant to report the ASB and complete incident diaries whilst liaising with the housing officer.
- Encouraged the tenant to make regular payments on her rent account to ensure a move could take place.
- Gave assistance in applying for a leisure pass to join the local gym for swimming.
- Got information on registering with a local dentist
- Gave help on reporting repairs
- Wharlotte worked with Chooseahome to ensure the tenant was in the correct banding. She was then placed in Band B and given eligibility for a bungalow due to health reasons. The tenant was eventually offered a 1 bed bungalow where she has settled in well by working with Charlotte.
- A referral to the Access to Social Care team with the tenant's permission, for aids and adaptations to be completed at the new property was made.

The result:

- The support plan is now complete as the tenant is no longer suffering ASB and is very happy in her new bungalow.
- In addition to this the tenant has been able to gain enough confidence to become a member of the SFA Feedback Panel. This gives her the opportunity to meet with new friends as well as have a say in how the service is run. She was instrumental in designing the SFA calendar and won first prize. Her house design is featured in the calendar