



Housing and Building Services Life Stage Case Study

Case Study

Housing and Building Services

Related Outcome

Children and their families engage with services as a preventative approach to tackling disadvantage and abuse; Children/parents & carers/young people receive appropriate and timely health & wellbeing interventions; Children/young people and their families receive appropriate multi agency support.

Progress Update

Being securely housed is fundamental to wellbeing and to enabling positive outcomes. Housing professionals understand that they have a lot they can bring to the outcomes-focused, preventative agenda of Life Stages. Housing officers are front line staff who visit people in their houses and so are in a position to identify the early signs of vulnerable families in need of support. They understand where it would be valuable to join up with other services when they identify possible future issues within a household.

Housing already have some positive examples of preventative, outcomes-focused thinking and have displayed the use of better joined up working. To take forward the good work that has already begun further discussions need to be held with other services around how to ensure that housing professionals are included in preventative discussion and how they can use the early insights they have on a joined up basis.

Related Impact on Individuals / Communities

- Individuals will receive a holistic package of support.
- Individuals will be more comfortable with the support they receive, as opposed to having to deal with numerous agencies, each unaware of what support the other is providing.
- Early intervention can enhance the wellbeing of vulnerable families.
- Individuals who are not receiving the support they require can be identified and referred to appropriate services.

Partners / Agencies involved

Housing professionals and any other relevant services that work with vulnerable families.



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Case Study

Housing (impact on individuals)

Related Outcome

Children and their families engage with services as a preventative approach to tackling disadvantage and abuse; Children/parents & carers/young people receive appropriate and timely health & wellbeing interventions; Children/young people and their families receive appropriate multi agency support.

Progress Update

Housing has already shown some positive examples of preventative, outcomes-focused thinking and has displayed the use of better joined up working.

1. There was a case involving a family comprising mother, son (15 years) and daughter in a two bedroom flat (brother and sister shared one room). The brother was subjected to cyber bullying at school. The Headmaster became aware of the situation and took it to a joint multi tasking meeting at the time. The Mother also contacted housing. Joined up working between Education and Housing resulted in the school providing evidence to allow housing to prioritise the family (outwith normal allocation policy) for larger accommodation.
2. Councillor's enquiry to Housing regarding concerns relating to a couple in Linlithgow thought to be subject to abuse from another family from Livingston. The couple had poor social skills and medical issues. The Livingston family had moved in, taking over the vulnerable tenants home via behaviours and extreme hoarding of furniture. Housing contacted social work, mental health team. The two services worked together to assist the vulnerable couple to remove all excess furniture, provided support to the couple with gate keeping and ensured they were not at risk from families return, or others.

Related Impact on Individuals / Communities

1.
 - A larger property was identified allowing family to remain in same area to support son's education at crucial exam time
 - School could deal with the Cyber bullying
 - Less stress on son to concentrate on his education
 - Increased quality of life for all in family

Hopefully, as the situation was dealt with promptly, swiftly and jointly, there was far less impact on mother and son and no need for any longer term involvement with Council services.



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2.
 - Couple re-established comfort and control in their own home
 - Free from fear
 - Support in place to assist with any tenancy related issue
 - House cleared of clutter and unwanted furniture creating space and reducing fire hazard
 - Livingston Area Housing Office aware of family and their own tenancy

The Livingston family also identified and moved on to another vulnerable single young male in Linlithgow. Housing Officer immediately identified issues, managed case via support and assistance before the problem became too extreme. Assisted tenant to clear bedroom of hoarded unwanted furniture and supported gate keeping.

Unfortunately while there have been 2 very successful outcomes with these cases the problem still presents in how do we manage and prevent the Livingston family targeting and exploiting further vulnerable tenants. Although this case is not fully resolved work is ongoing between internal and external services in a joint approach.

Partners / Agencies involved

Housing, Education, Social Work Mental Health Team.