

## Case Study 2 - Q2, year 2

A client came to the Citizens Advice drop-in for advice on getting somewhere to live. They were homeless and had been rough sleeping around Barnsley for some time and were receiving some support from a local person who'd been helping them with temporary accommodation and food.

The client had a history of chronic mental health issues including depression and anxiety which have been compounded by being homeless. They were estranged from their family and knew no one else in the area that could help them get settled accommodation.

The client wanted to know if they could get housed somewhere in Barnsley and if so, how to go about making a successful application. The adviser assessed the client's situation to first of all see if they would qualify for help under homelessness law – they did. The adviser then went through the steps of the homelessness application process with the client and advised that BMBC should class them as homeless, as having a priority need due to extensive mental health issues (which could be verified), that the client wasn't homeless due to their own actions and that there was a local connection to the Barnsley area.

All this meant there was a duty for the client to be provided with at least some temporary accommodation while the BMBC housing team looked into the homelessness application in more detail.

Following the above advice, the client was able to make a successful homeless application to BMBC. The outcome being an initial temporary stay at a bed and breakfast then a tenancy at a supported living accommodation. This means the client is no longer homeless, has more stability and security in their life and will have a support worker provided through their supported living accommodation.