

Night Shelter, Wisbech

Client Case Studies



*Helping the homeless with love
and support towards independence*



History of the Night Shelter

Opened in January 2011 in Wisbech, the Night Shelter is now a fourteen-bed facility based in Octavia View open to those who need it most.

The Shelter is open from 10pm - 8am, 365 days a year, providing emergency accommodation, basic food and hot drinks provision, shower facilities and additional support for a number of personal issues including assistance with benefits, accommodation, employment, training, and education.

The Shelter initially opened thanks to funding from the Migrant Impact Fund. Our clients came from the migrant community, who have no access to financial support and often find themselves rough sleeping. In April 2012, thanks to further funding from the Homeless Transition fund, we expanded the service to help anyone that has a connection to the Fenland area and act as Fenland's contribution towards the government's 'No Second Night Out Initiative'. Ferry Project now also provides a 'reconnection service' for those that wish to return to their home countries voluntarily.

In January 2015 the Night Shelter relocated to Octavia View in order to have both the hostel and emergency housing services under one roof. We transformed some of the rooms in Octavia View into a dormitory type layout, and have space for fourteen beds.

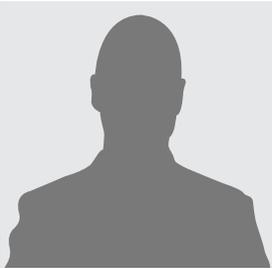
Our clients access the shelter by approaching one of our referral partners which are the Police, Probation, Fenland District Council, and the Rosmini Centre. Referrals are made on a night by night basis with the support staff on shift securing a bed space for the following night if needed.

Client Case Studies

As part of the review of our work we have put together a group of case studies simply to show the range of people that use the shelter and the types of issues that they and the staff have to face together.



Client Case Study 1: 'Mr AA'



AA is 32, single suffering from Epilepsy, blurred vision and dyslexia. Family breakdown left him homeless.

AA was living with his mum, but his step dad had asked him to leave, he came to the Night Shelter for help.

Shockingly, AA was used to eating a single meal a day and although he clearly had issues with eating, he explained he does not suffer from anorexia.

This was the first time AA had lived independently which came as a struggle to him. He could not cook for himself and had poor self-living skills.

AA attended support sessions with his Night Shelter Key Worker, he began eating more regularly whilst in the shelter, had support with filling out his forms and always showed a keene willingness to help staff with the daily cleaning of the shelter.

After 11 nights in the Night Shelter, AA was offered an interview to take residence in the Ferry Project Hostel. He was moved in as soon as a vacancy appeared, here he was able to continue to learn skills towards independent living and have access to 24 hour support and shelter.



Client Case Study 2: 'Mr BB'

BB is 37, Polish, single, undiagnosed depression.

BB was renting accommodation, he was working for a number of agencies which meant he did not receive guaranteed work everyday, leading to a lack of income and inability to pay his rent.

Upon arrival to the Night Shelter, BB was very emotional and embarrassed to find himself in such a distressing situation.

Support sessions with his Key Worker were regular, he opened up to admit he suffers from depression, although undiagnosed due to his reluctance to speak to a doctor about the issue. The support team offered advice and a chat whenever he felt low and wanted to confide in someone.

BB admitted to consuming alcohol when feeling down, which he agreed to address, working with staff the recovery cafe and Inclusion. His progress was monitored and it was clear his alcohol intake had reduced dramatically.

Although this was a difficult period in BB's life, he offered to help clean the Night Shelter every morning. He regularly engaged with staff about his feelings and alcohol intake and continued to apply for jobs.

BB's work increased, his depressed decreased alongside his need to drink, he was able to save enough money to find his own accommodation after two and a half months in the Night Shelter and thank the Ferry Project for their help.



Client Case Study 3: 'Ms CC'

CC is 19, British and single. A referral was made via the One Stop Shop.

CC lived with her mother, one evening an argument broke out and she was asked to leave. She took residence in her sisters accommodation, tensions continued to rise and CC was left without a place to sleep, leaving her homeless.

In desperate need of somewhere to stay, CC approached the One Stop Shop run by Fenland District Council regarding housing, here she was referred to the Night Shelter.

CC opened up during her support sessions, she explained her issues and steps were put in place to address her needs. CC disclosed that she has consistent troubles with an ex partner, he would follow her on the streets, shout verbal abuse and threaten to kill whilst under the influence, she was extremely frightened of him.

Due to the nature of her previous relationship and her vulnerability, CC desperately needed a safe place to stay during the day. Her Key Worker liaised with day support staff to ensure the next space available in the hostel would be hers, a referral form was completed, interview conducted and she was offered a room the same day.

CC thanked the Night Shelter support staff for all their help and support.



Client Case Study 4: 'Mr DD'

DD is 46, divorced and British. He was referred to the Night Shelter by the Police

Whilst SW is a British national, his mother is Danish, so he has actually lived a good part of his life in Denmark.

Whilst he was living in Denmark, he had formed a relationship via Facebook with a lady who lived in Wisbech. This lady had travelled to Denmark a couple of times and they got on very well, so DD decided he would move back to the UK and try and make a life with her.

DD had only been living with her for a few days when the lady in question decided that he wasn't the man for her, and asked the Police to remove him from her house. The Police took him to Octavia View, but as DD wasn't in receipt of benefits, he was referred to the Night Shelter.

DD had many issues. He was a former soldier, and during his initial support session, he told staff that not only had he witnessed the suicide of his closest friend, but two of his colleagues were murdered by the IRA shortly after he had been chatting to them. He also said that his first wife had given birth to twins, but they had died a few hours after their birth.

He also had quite a few medical problems. These included heart disease, pneumonia and a brain tumour. Staff were very helpful and supportive of DD and spent several hours listening to DD as he poured out his problems to them, and several times during these conversations, DD broke down in tears.

An ambulance was called for him one night, as it was feared that his pneumonia had got worse. Eventually, it was decided to move DD to Octavia View on a temporary basis, because of his health and mental issues, until he could be offered a place in British Army Veterans accommodation.

As DD had been referred to the Night Shelter over the Christmas period, it was a couple of weeks before he could move into his Army Veterans' accommodation, but eventually he was able to move in.



Client Case Study 5: 'Mr EE'

EE is a Latvian male, suffering from paralysis. Referral from Police.

EE arrived to the UK during the winter, he had secured a job which was cash in hand and he had a great optimism about his new life. This was short lived. EE's employer was dissatisfied with his work performance, his paralysis limited his capabilities and he could not keep up the same pace as the others in the work place, this was the only day he was allowed to work for the company.

Although EE had brought money with him, this only went so far. EE struggled to afford his rent and was asked to leave his accommodation promptly.

EE was homeless, jobless and desperate.

Sleeping rough became the norm, after three weeks scavenging for food out of supermarket bins, he was spotted sleeping in the public park and reported to the police.

He was referred to the Night Shelter, where a bed was offered.

During support sessions, it became clear just how vulnerable EE was. He suffered from paralysis of the left side of his body and little known English. He had a willingness to work anywhere he could and an exceptional drive to learn, but his limitations were holding him back.

Support staff arranged appointments for EE, he undertook free English lessons which improved his skills slightly. He began volunteering during the day, which allowed him to stay safe and off the streets.

Due to the nature of EE's disability, his limited English and lack of communication skills, his struggle to find appropriate work was increasing. After many conversations with support staff, he agreed it would be best to return to Latvia and he was reconnected a few days later.

NIGHT SHELTER FACT SHEET

Registered Charity No. 1075389



FROM 01/04/2015 TO 31/03/2016

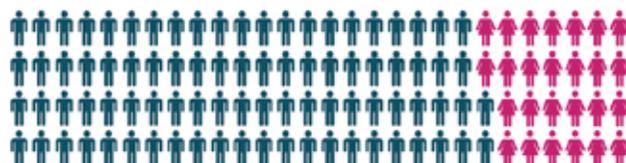
4,627 ACCUMULATED NIGHTS OF SHELTER -
AN AVERAGE OF 12.6 PEOPLE PER NIGHT

3,064 THE TOTAL NIGHTS SHELTER GIVEN
APRIL 2014 - MARCH 2015

4,627 THE TOTAL NIGHTS SHELTER GIVEN
APRIL 2015 - MARCH 2016

THAT'S A RISE OF

50%



112 CLIENTS
GIVEN SHELTER

86 MALES
26 FEMALES

WITH
CLIENTS
FROM



BRITAIN



LITHUANIA



POLAND



LATVIA



HUNGARY



OTHER



80 DID NOT RETURN
TO THE STREET



2 RECONNECTED
(REPATRIATED)



CLIENTS
SUPPORTED WITH:

DRUG ISSUES **23**

ALCOHOL **32**

MENTAL
HEALTH **33**

PHYSICAL
HEALTH **19**

LEARNING
DIFFICULTIES **5**

REDUCING
SELF-HARM **6**



53 INVOLVED IN VOLUNTARY
WORK OR EDUCATION

60

SUCCESSFULLY
SECURED
BENEFITS

55

ENGAGED WITH
DRUG & ALCOHOL
SUPPORT
SERVICES

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