

Appendix 3

MHCLG RSI funded City Assessment Hub

Case Study (anonymised)

Jon was found bedded down in the City of London and brought to the assessment hub at the church hall where he was given some hot food and a warm place to stay for the night. The night coordinator carried out an assessment and established that Jon was over 55 years old and had been evicted from a supported housing association property in a different borough.

Jon attended a nearby day centre the next day for a hot breakfast where staff investigated the circumstances around eviction. They established he was evicted after accruing £15,000 of arrears due to an error with his Housing Benefit, and he had received very little support to address resolve the issue. Jon stated he had become very anxious about his tenancy and had spent his time out volunteering in the community – his way of ‘burying his head in the sand’.

Jon was linked to a Benefits Advisor at the day centre who investigated issues with his current claim and he was supported by St Mungo’s staff to present to the local authority with whom he had a connection and temporary accommodation was sought. Whilst waiting for this, Jon continued to engage with the assessment hub and was supported to obtain a birth certificate and a Freedom Pass, as well as engaging with the activities at the Centre during the day including movie club and music.

Jon is now in accommodation and linked into services to support a similar situation happening again. Jon is enjoying his time there – he is volunteering as a buddy for new residents.