Aspect Housing

Resident Good News Stories

Celebrating progress, resilience and positive SEA outcomes



Grace – Progressing Into Employment and Independent Living

Grace moved into Aspect Housing in November 2025 and remained focused on improving her employment prospects and achieving greater independence. With support, she engaged proactively with Universal Credit and completed two weeks of training as part of her progression towards employment with West Midlands Police. Grace researched the role, prepared for the assessments and practised for her interview. She successfully completed the interview, assessment and vetting processes and secured a full-time position with West Midlands Police. Alongside this, she searched for suitable private rented accommodation as part of her move-on planning. Her commitment, alongside tenancy support and encouragement, has helped her progress towards financial independence and private accommodation.

Support worker: Jimza Fatima

Support involved: Universal Credit and Department for Work and Pensions

Key outcomes: Secured a full-time job offer; completed employment training; passed interview, assessment and vetting; increased confidence and financial independence; developed move-on readiness; progressed towards independent living.



Why this story matters

- Employment progression
- Move-on readiness
- Financial independence
- Positive tenancy support
- Strong resident determination

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Liam – Exploring Training and Employment

Liam entered supported accommodation following homelessness and a family relationship breakdown. He needed help identifying a positive direction and was referred to Jericho to discuss suitable training opportunities. He is now enthusiastic about developing his skills and pursuing his ambitions.

Support worker: Idnan

Key outcomes: Improved motivation and confidence; access to training and employability support; clearer personal goals; progression towards economic independence.



Peter – Connected to Local Healthcare

Peter needed help registering with a GP after moving into supported accommodation. With support, he registered with a local medical practice and attended an NHS health assessment, including routine checks and blood tests. He now has reliable access to primary healthcare and feels more confident managing his health independently.

Support worker: Alim Azam

Key outcomes: Successful GP registration; improved access to healthcare; completion of a health assessment; greater independence.



Marcus – Improving His Health Through Exercise

Marcus wanted to improve his physical and mental wellbeing but needed guidance to access affordable leisure facilities. He was supported to obtain a Birmingham Leisure Card and register at Handsworth Leisure Centre. He is now looking forward to using the gym as part of a healthier and more independent lifestyle.

Support worker: Alim Azam

Key outcomes: Improved access to exercise; increased community participation; improved wellbeing; reduced financial barriers.

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David – Managing His Health and Housing

David has significant eyesight difficulties and needed help accessing healthcare and progressing his housing options. Support was provided to arrange medical appointments, register with an NHS dentist and progress his Birmingham Choice application. He is now engaging consistently with services and feels more confident managing appointments independently.

Support worker: Alim Azam

Key outcomes: Improved management of health needs; access to dental care; increased confidence and independence; progress towards long-term housing.



Martin – Better Connected to Specialist Support

Martin needed help addressing harmful street-based activities and improving his wellbeing. His support worker referred him to Cranstoun Birmingham Navigators and helped him obtain a mobile phone and SIM card. This has improved his ability to communicate with professionals, manage appointments and engage with specialist support.

Support worker: Alim Azam

Key outcomes: Improved access to specialist support; reduced communication barriers; increased service engagement; improved safety and wellbeing.



Amina – Accessing Maternity Care and English Learning

During her pregnancy, Amina needed help accessing maternity services and improving her English. Her support worker completed her Badger Notes referral and helped her prepare for her first maternity appointment. She is now connected with NHS maternity services and has been signposted to English-language learning opportunities.

Support worker: Alim Azam

Key outcomes: Access to maternity care; improved health and wellbeing; increased understanding of services; progress towards greater independence.

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Tomas – Improving His English and Confidence

Tomas wanted to improve his English so he could communicate more confidently, access services and explore future employment. With support, he secured an English assessment and contacted his GP about a health condition. These steps are helping him become more independent and better connected to education and healthcare.

Support worker: Alim Azam

Key outcomes: Access to English-language education; improved communication and confidence; better healthcare access; increased independence.



Adrian – Finding the Right Legal Support

Adrian needed legal guidance concerning family matters and contact with his children. His support worker contacted the Law Society, explained his circumstances and helped him access the appropriate legal advice pathway. He now understands the next steps towards finding suitable representation and feels reassured that the correct process has begun.

Support worker: Alim Azam

Key outcomes: Improved access to legal advice; increased understanding of options; reduced anxiety; support to maintain positive family connections.



Stefan – Taking Control of Gambling Harm

Stefan disclosed that online gambling was affecting his finances, mental health and daily life. With consistent support, he contacted the National Gambling Helpline, removed gambling apps, installed blocking software and self-excluded from gambling services. He is proud of his progress and positive about maintaining his recovery.

Support worker: Bayar Ghafoori

Key outcomes: Reduced gambling-related harm; improved financial resilience; better mental wellbeing; positive engagement with specialist treatment.

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Michael – Rebuilding His Health and Support Network

Following a serious decline in his health linked to alcohol dependency, Michael accepted urgent medical treatment and began engaging positively with support. He was helped to access healthcare, receive essential items and reconnect with his sister overseas. He is now committed to eating regularly, improving personal care and making healthier lifestyle choices.

Support worker: Bayar Ghafoori

Key outcomes: Improved health and wellbeing; reduced self-neglect; increased personal safety; strengthened family support; access to specialist alcohol support.



Adam – Taking a Step Towards Independent Housing

Adam wanted greater housing stability but needed guidance with the application process. With support, he successfully completed and submitted a housing application to Clarendon Housing. This has increased his confidence, motivation and hope for independent living.

Support worker: Alim Azam

Key outcomes: Progress towards move-on; improved understanding of housing options; increased confidence; positive engagement with support.



Daniel – Two Months Free From Alcohol

Following a relationship breakdown, Daniel experienced alcohol dependency, isolation and anxiety about leaving his accommodation. Through regular walks and specialist support, he has now remained alcohol-free for two months and feels more confident going out. He has also been referred for employment support and is planning positively for the future.

Support worker: Idnan

Key outcomes: Sustained recovery; improved wellbeing; reduced isolation; increased community engagement; progression towards training and employment.

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Kamran – Moving Towards Greater Independence

Karman has made considerable progress with his health, communication and independence. With support, he obtained and learned to use a smartphone, improved his engagement with healthcare professionals and completed a housing application and move-on referral. He remains free from substance misuse and is optimistic about moving towards independent accommodation.

Support worker: Mariyah Bibi

Key outcomes: Sustained recovery; improved management of physical and mental health; increased digital and communication skills; progress towards independent living.



Ryan – Renewed Hope Through Consistent Support

Ryan previously struggled with poor mental health, substance misuse, financial management and barriers to healthcare. Through consistent support, he registered with a GP, accessed dental and mental health services, progressed treatment for his hand and improved the management of his Universal Credit. He is now engaging more positively and beginning to consider future employment.

Support worker: Mariyah Bibi

Key outcomes: Restored access to primary healthcare; improved physical and mental health support; improved budgeting arrangements; progression towards employment and independence.



Leanne – Rebuilding Confidence and Independence

Despite considerable personal challenges, Leanne has shown strength and determination in rebuilding her life. She has engaged with healthcare and specialist services, obtained identification, applied for college, accessed employment support and begun planning for independent housing. She also contributes positively to her accommodation by cooking for others and helping maintain communal areas.

Support worker: Mariyah Bibi

Key outcomes: Increased confidence and independence; access to education and employment support; improved life skills; positive community contribution; progress towards safe housing.

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Nadia – Connecting With Adult Social Care

A language barrier had made it difficult for Nadia to explain her circumstances and obtain appropriate assistance. Her support worker used translation technology to communicate with her and successfully arranged for Adult Social Care to assess her needs. She now feels that her circumstances are being recognised and that support is beginning to be put in place.

Support worker: Omer

Key outcomes: Reduced communication barriers; improved access to statutory services; secured Adult Social Care involvement; increased confidence.



Samir – Starting His Learning Journey

Samir wanted to improve his English to increase his confidence, independence and future opportunities. Following discussions about his goals, he was registered for an English course at South and City College Birmingham. He is looking forward to beginning the course and sees it as an important step towards improved communication and employment.

Support worker: Omer

Key outcomes: Access to education; English-language development; increased confidence and motivation; improved training and employment prospects.



Kevin – Celebrating One Month Smoke-Free

Kevin wanted to stop smoking to improve his health and reduce the amount he was spending on cigarettes. His support worker provided nicotine-replacement patches, encouragement and regular check-ins. He has now completed one month without smoking and is motivated to continue.

Support worker: Omer

Key outcomes: Improved physical health; successful smoking-cessation milestone; reduced expenditure; improved wellbeing; increased motivation.

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Harjit – Growing in Health and Independence

Harjit required support to access healthcare, use digital NHS services and engage with employment support. He obtained his NHS number, verified his NHS App, registered with an NHS dentist and engaged with the Restart programme. He now feels more confident managing appointments and accessing services independently.

Support worker: Alim Azam

Key outcomes: Improved digital skills; better access to healthcare and dentistry; increased confidence managing appointments; improved independence.



Steven – Confidently Accessing Medical Care

Steven needed help arranging medical investigations and learning how to travel to appointments independently. With support, he obtained his NHS number, arranged a chest X-ray and understood the public transport route. He now feels more confident about attending appointments and managing his healthcare.

Support worker: Alim Azam

Key outcomes: Improved access to medical care; increased travel confidence; improved appointment management; developed independent-living skills.



Aaron – Taking Action to Improve His Health

Aaron experiences epilepsy, depression, back pain and other health needs. He needed assistance using the online GP system and communicating his concerns. With support, he submitted a detailed appointment request and is now progressing towards a fuller review of his physical and mental health.

Support worker: Alim Azam

Key outcomes: Improved access to physical and mental healthcare; increased digital engagement; clearer communication of health needs; reduced barriers to treatment.

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Good News Story

Aspect Housing

Michael Turner

- Michael Turner has some fantastic news to celebrate.
- After experiencing a great deal of stress because companies were asking him to pay for his SIA training, Michael was guided towards the Jobcentre, where he was able to find the right support and access the appropriate SIA training course for free.
- Michael is extremely happy and grateful that he had the support and guidance to find the right opportunity. Instead of worrying about the cost of the training, he was able to focus on taking the next step towards his career.
- Michaal is now completing his SIA course and has just one week left. He is staying focused, working hard and determined to finish the course successfully. His commitment and positive attitude have been excellent, and with his continued focus, he has every reason to be confident about passing.
- This is a fantastic achievement for Michael and an important step towards his future employment. He should be very proud of how far he has come and the effort he has put into reaching this point.



Supported and guided by:
Hussain Zaman Khan
Support Worker

Congratulations, Michael!
Keep focused, keep believing in yourself, and finish strong.
You can do this!



SUPPORT
The right help makes all the difference.

TRAINING
New skills open doors to new opportunities.

FOCUS
Stay determined and keep moving forward.

SUCCESS
Your hard work today builds a better tomorrow.

Your journey. Your future. We're with you every step of the way.

Name changed for confidentiality reasons.

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Resident Good News Stories

Celebrating positive progress in supported accommodation

1 Hardship Grant Support

A resident supported by Ruhela successfully applied to the Hardship Grant Community Fund. BVSC later confirmed the funding decision, and the grant will help the resident manage a difficult financial period.

Outcome: financial support, reduced hardship, improved wellbeing



Support Worker: Ruhela

2 Housing Register Progress

A resident supported by Ruhela was accepted onto Birmingham's housing register and awarded Band C on 12 August 2026. He is eligible to bid for one-bedroom properties and has already placed his first bid.

Outcome: move-on progress, independence, housing stability



Support Worker: Ruhela

Support that empowers | Opportunities that grow | Homes that change lives | Communities that care

Small steps today, brighter futures together.

Names have been changed or withheld for confidentiality.

Aspect Housing

Resident Good News Stories

Celebrating positive progress in supported accommodation

1 SIA Licence Achievement

A resident supported by Ruhela completed his SIA course and received his Security Industry Authority licence. He is now searching for work, preparing for independent living, and building a more stable future for his daughter.



Outcome: employability, confidence, future planning

Support Worker: Ruhela

2 Growing Together

Residents at one SEA project are getting along like friends and siblings. They have been growing vegetables, cooking healthy meals, and supporting each other to build confidence, life skills, and a stronger sense of community.



Outcome: community, healthy living, practical skills

Support Worker: Ruhela

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Aspect Housing

GOOD NEWS STORIES

CELEBRATING PROGRESS, INDEPENDENCE AND BRIGHTER FUTURES

A POSITIVE STEP TOWARDS UNIVERSITY AND INDEPENDENCE

Resident: Daniel (fictional name)

Age: 28

Support Worker: Bayar Ghafoori

- Housing application submitted with all required documents.
- Engaging with mental health and probation services.
- Registered for University College Birmingham's Clearing Open Day.
- Exploring Strength, Conditioning and Sports Nutrition BSc (Hons).
- Looking forward to a new future and new opportunities.

PARTNERS INVOLVED

- Birmingham City Council / Birmingham Choice
- Birmingham and Solihull Mental Health NHS Foundation Trust
- Birmingham Probation Service
- University College Birmingham



GOOD NEWS OUTCOME

Daniel is building confidence, independence and new opportunities for the future.

Well done, Daniel!

TWO JOB INTERVIEWS AND GROWING INDEPENDENCE

Resident: Maria (fictional name)

Age: 47

Support Worker: Bayar Ghafoori

- Referred to Smart Works Birmingham for one-to-one employment support.
- Help with CVs, job searching, applications and interview preparation.
- On 21 August 2026, Maria secured two job interviews: **Cash Generator and Eminence** (Marketing and Events).
- Motivated, confident and moving closer to her employment goals.

PARTNERS INVOLVED

- Smart Works Birmingham
- Birmingham City Council
- Laurie Pike Health Centre
- MyDentist



GOOD NEWS OUTCOME

Two interviews, more confidence and one step closer to independence.

Well done, Maria!

Every step forward matters. We're proud of you!

Thank you to our residents, support workers and partners for making a positive difference.