Aspect Housing – Resident Good News Stories and SEA Outcomes

Confidentiality note: All resident names in this document have been changed. Support worker and organisation names remain as recorded in the original submissions.

Resident progress, support interventions, preventative impact and partnership outcomes

1. Daniel Brooks – Supporting Others and Building a Positive Home

Resident: Daniel Brooks

Support Worker: Ruhela

Agencies/organisations involved: Aspect Housing

SEA outcomes met: Independent living skills; positive community participation; tenancy sustainment; improved wellbeing; engagement with support.

Daniel Brooks has made a very positive contribution to life within his Aspect Housing property. With support from Ruhela, Daniel has developed his independent-living skills and has become an active and supportive member of the household.

Daniel regularly helps other residents when needed and takes pride in keeping the communal environment clean and tidy. He has also become involved in gardening and growing vegetables, making a further positive contribution to the property.

Ruhela has supported Daniel through ongoing support sessions, encouraging positive household participation, independent-living skills and constructive relationships with other residents. Daniel has responded by independently helping others and taking greater responsibility for his surroundings.

His positive involvement contributes towards reducing social isolation, household tensions and deterioration in the shared living environment. Taking responsibility for his home and contributing to communal living also strengthens the skills and behaviours required for future independent accommodation.

Daniel describes himself as being “always ready to help,” reflecting the positive attitude recognised by his support worker.

2. Michael Turner – A Supportive Neighbour

Resident: Michael Turner

Support Worker: Omer Mohamed Omer

Agencies/organisations involved: Aspect Housing

SEA outcomes met: Community participation; positive relationships; independent living; engagement with support; tenancy sustainment.

Michael Turner has become a dependable and supportive member of his household.

Supported by Omer Mohamed Omer, Michael regularly helps other residents when they experience practical difficulties. He assists residents to understand letters when their support worker is unavailable, helps with shopping and regularly checks that other people living in the property are okay.

Omer has encouraged Michael's engagement, positive communication and responsible participation within the household. Michael has taken this further through his own initiative and genuine concern for the wellbeing of others.

His peer support can help reduce isolation and practical difficulties experienced by neighbouring residents. At the same time, helping others strengthens Michael's own communication, confidence, responsibility and problem-solving skills.

Michael takes pride in helping others and contributes towards a caring and cooperative household environment.

3. Jordan Ellis – Growing Independence and Responsibility

Resident: Jordan Ellis

Support Worker: Alim Azam

Agencies/organisations involved: Aspect Housing

SEA outcomes met: Independent living; engagement with support; improved wellbeing; tenancy sustainment; move-on readiness; positive relationships.

Jordan Ellis has made positive progress towards greater independence while engaging consistently with support from Alim Azam.

Jordan has become increasingly independent in managing day-to-day responsibilities, attends support sessions consistently and maintains good communication with staff. Jordan also demonstrates a respectful attitude towards other residents and contributes towards keeping the property clean and safe.

Alim has provided regular support focused on independent living, wellbeing, communication and responsible tenancy behaviour. Jordan has responded positively by taking greater personal responsibility for everyday tasks.

This continued engagement helps reduce the risk of tenancy difficulties, deterioration in wellbeing or disengagement from support. It also demonstrates Jordan's increasing ability to manage responsibilities with less reliance on staff.

Jordan has said that they are happy with the support received and feel that positive progress is being made.

4. Anthony Reed – Taking Positive Steps for Better Health

Resident: Anthony Reed

Support Worker: Alim Azam

Agencies/organisations involved: Aspect Housing; healthcare services

SEA outcomes met: Health and wellbeing; engagement with healthcare; self-management; independent living; engagement with support.

Anthony Reed is taking greater responsibility for his health and wellbeing.

Working with Alim Azam, Anthony has openly discussed his health needs and engaged with advice relating to weight management and his CPAP requirements. He has become increasingly receptive to considering practical actions that could improve his health.

Alim has supported Anthony to identify his health needs, discuss appropriate actions and seek professional assistance where required. Anthony has responded by communicating concerns more openly and engaging positively with advice.

Improved engagement with healthcare may reduce the likelihood of health conditions becoming unmanaged or more serious. Taking greater responsibility for his own health also supports longer-term independence and reduces reliance on staff.

The work between Aspect Housing and healthcare services has helped reinforce Anthony's progress towards improved self-management.

5. Peter Morgan – Working Towards Independent Accommodation

Resident: Peter Morgan

Support Worker: Alim Azam

Agencies/organisations involved: Aspect Housing; Birmingham Choice

SEA outcomes met: Move-on readiness; independent living; tenancy-management skills; financial capability; housing engagement; tenancy sustainment.

Peter Morgan is making encouraging progress towards securing more independent accommodation.

With support from Alim Azam, Peter has actively progressed his Birmingham Choice housing application and completed the required caseworker information.

Alongside his housing application, Peter has been developing the practical skills required to maintain a future tenancy, including budgeting, establishing routines and understanding tenancy responsibilities.

Alim has supported Peter with his housing application and independent-living goals, while Peter himself has remained actively engaged, maintained his room to a good standard and demonstrated understanding of tenancy and fire-safety responsibilities.

Preparing carefully for move-on can reduce the risk of future tenancy failure or a return to homelessness. Peter's growing practical knowledge and confidence are strengthening his ability to manage his own accommodation successfully.

Joint engagement between Peter, Aspect Housing and Birmingham Choice is supporting a clear pathway towards independent housing.

6. Samuel Cole – Determination Towards Greater Independence

Resident: Samuel Cole

Support Worker: Alim Azam

Agencies/organisations involved: Aspect Housing

SEA outcomes met: Independent living; health and wellbeing; housing engagement; move-on planning; engagement with support; personal resilience.

Samuel Cole has demonstrated considerable determination in working towards greater independence while managing significant mobility difficulties.

Supported by Alim Azam, Samuel continues to engage with support sessions and remains focused on his personal, independent-living and housing goals.

Alim has worked with Samuel around appropriate housing, independent living and the support required to reflect his physical needs. Samuel has taken an active role by attending support sessions, communicating his needs appropriately and considering housing options better suited to his circumstances.

This planning may reduce the risk of unsuitable accommodation affecting his health, safety or tenancy sustainability. It also increases Samuel's involvement in decisions about his own future.

His continued engagement demonstrates resilience and a strong motivation to improve his circumstances.

7. Adam Hassan – Employment Aspirations and Pride in His Home

Resident: Adam Hassan

Support Worker: Shahed Jahan

Agencies/organisations involved: Aspect Housing; prospective employers

SEA outcomes met: Employability; confidence building; independent living; tenancy sustainment; engagement with support.

Adam Hassan has demonstrated positive progress in both maintaining his accommodation and working towards employment.

With support from Shahed Jahan, Adam consistently keeps his property clean and tidy and takes responsibility for maintaining his living environment.

Adam has also actively applied for employment opportunities and has progressed to the interview stage for roles within acting and retail.

Shahed has supported Adam around his goals, confidence and continued engagement, while Adam has personally undertaken job applications and maintained his accommodation responsibly.

Employment activity and structured goals can reduce inactivity, financial dependence and social isolation. Progress towards work also strengthens Adam's potential financial independence and future move-on readiness.

8. Marcus Green – Community Spirit in Action

Resident: Marcus Green

Support Worker: Omer Mohamed Omer

Agencies/organisations involved: Aspect Housing; healthcare services

SEA outcomes met: Community participation; positive relationships; improved wellbeing; social inclusion; independent living.

Marcus Green has been recognised for the kindness and practical assistance he provides to other residents.

Supported by Omer Mohamed Omer, Marcus regularly goes out of his way to help neighbouring residents who may be experiencing difficulties.

Marcus has accompanied fellow resident Aisha Rahman to appointments, collected medication and, on occasions, used his own money to buy food for residents experiencing financial hardship.

Omer has encouraged positive community living and recognised Marcus's contribution, while Marcus's actions have largely been resident-led and based on his own willingness to help.

His support may reduce isolation, missed healthcare needs and immediate hardship among neighbouring residents. It also demonstrates Marcus's confidence, responsibility and ability to take constructive action independently.

Marcus has said that he enjoys helping others and takes pride in being a positive member of his community.

9. Alex Turner – Responsible and Supportive Community Living

Resident: Alex Turner

Support Worker: Shahed Jahan

Agencies/organisations involved: Aspect Housing

SEA outcomes met: Tenancy sustainment; independent living; community participation; positive relationships; property safety.

Alex Turner has demonstrated a consistently responsible approach towards his accommodation and his neighbours.

With support from Shahed Jahan, Alex maintains his room and property to a high standard and reports maintenance or property concerns promptly.

Shahed has reinforced positive tenancy-management behaviours and communication. Alex has responded by independently maintaining his accommodation, identifying concerns and assisting neighbours when needed.

Good housekeeping and prompt reporting help prevent maintenance problems, property deterioration and tenancy concerns from escalating.

These behaviours demonstrate that Alex is developing the ability to manage a safe and appropriate living environment with increasing independence.

10. David Okoro – Taking Greater Responsibility

Resident: David Okoro

Support Worker: Ibrahim and Jimza Fatima

Agencies/organisations involved: Aspect Housing

SEA outcomes met: Financial capability; tenancy sustainment; independent living; engagement with support; personal responsibility; move-on readiness.

David Okoro has made encouraging progress in taking greater responsibility for his accommodation and financial commitments.

David consistently keeps his room clean, tidy and well maintained. Following discussions with Ibrahim and Jimza Fatima about his service-charge responsibilities, he responded positively and began making regular payments.

The support intervention involved clear discussion about financial responsibilities and expectations. David then took resident-led action by changing his payment behaviour and continuing to maintain his accommodation well.

Addressing payment issues early can reduce the risk of arrears, tenancy instability and future financial difficulties. Managing housing-related payments also develops important financial skills required for independent accommodation.

David has said that he is happy with his progress and appreciates the support provided by staff.

11. Ibrahim Ali – Helping Another Resident Live More Safely

Resident: Ibrahim Ali

Support Worker: Omer Mohamed Omer

Agencies/organisations involved: Aspect Housing; Jobcentre; healthcare services

SEA outcomes met: Community participation; positive relationships; social inclusion; personal safety; engagement with statutory services.

Ibrahim Ali has made an important contribution to another resident's wellbeing through his willingness to provide practical support.

Supported by Omer Mohamed Omer, Ibrahim regularly assists fellow resident Ben Collins with everyday tasks and appointments.

He stays with Ben Collins while he cooks because Ben Collins can sometimes forget that the cooker has been left on. Ibrahim also accompanies him to doctor and Jobcentre appointments and has helped with his PIP application.

Omer has encouraged positive relationships within the household, while Ibrahim has independently chosen to provide practical support.

His assistance may reduce the risks associated with missed appointments, benefit difficulties and household safety. Ibrahim's own confidence, reliability and decision-making skills are also strengthened through taking responsibility and helping another resident.

His support complements the work of Aspect Housing, the Jobcentre and healthcare services.

12. Emma Carter – Working and Saving Towards Move-On

Resident: Emma Carter

Support Worker: Shahed Jahan

Agencies/organisations involved: Aspect Housing; Emma's employer

SEA outcomes met: Employment; financial capability; move-on readiness; independent living; tenancy sustainment.

Emma Carter is making positive progress towards greater financial and practical independence.

Supported by Shahed Jahan, Emma is regularly working shifts and actively saving money towards future accommodation.

She has also made progress with her independent-living skills by preparing her own meals at home more regularly.

Shahed has supported Emma's independent-living and move-on goals, while Emma has taken direct action by maintaining employment, saving earnings and developing household routines.

Employment and saving reduce financial dependency and help prepare Emma for the costs associated with independent accommodation.

Her employment therefore provides an important external pathway towards greater financial independence, while Aspect Housing continues to support her move-on preparation.

13. Michael Carter – Securing Employment with Citizens Advice

Resident: Michael Carter

Support Worker: Sima Ehsani

Agencies/organisations involved: Aspect Housing; Citizens Advice

SEA outcomes met: Employment; independent living; confidence and self-esteem; financial independence; community participation; move-on readiness.

Michael Carter has achieved an important milestone by successfully securing employment as a General Adviser with Citizens Advice.

Supported by Sima Ehsani, Michael has demonstrated determination, resilience and a strong commitment to building a more independent future.

Sima has supported him around his employment and independence goals and encouraged continued progression. Michael himself actively pursued employment opportunities and successfully secured the position through his own effort.

Sustainable employment can reduce financial hardship, inactivity and longer-term dependence on supported accommodation. Paid work also increases Michael's financial independence, confidence and ability to plan towards future move-on.

The opportunity with Citizens Advice, alongside Aspect Housing support, provides a clear pathway towards further personal and professional development.

Michael has said that he feels proud of his achievement and wants to continue developing his career.

14. Daniel Harrington – Major Progress in Health and Recovery

Resident: Daniel Harrington

Support Worker: Mariyah Bibi

Agencies/organisations involved: Aspect Housing; GP and healthcare services; specialist substance-misuse treatment services

SEA outcomes met: Recovery; health and wellbeing; independent living; engagement with specialist services; confidence and self-esteem; personal resilience.

Daniel Harrington has made significant positive changes despite experiencing challenges with his physical and mental health.

With support from Mariyah Bibi, one of Daniel's most important achievements has been stopping his use of illicit drugs and engaging with specialist substance-misuse treatment.

Mariyah has supported Daniel to engage with healthcare and treatment services, recognise his progress and identify positive future goals.

Daniel has taken important personal steps by stopping illicit drug use, engaging with specialist treatment and attending a GP appointment independently, despite previously finding it extremely difficult to attend appointments without support.

Continued recovery and healthcare engagement may reduce the risks associated with substance misuse, deteriorating health, hospital admission and tenancy instability.

Independently attending appointments and managing his recovery are also clear indicators of reduced reliance on staff.

Joint working between Aspect Housing, healthcare professionals and specialist substance-misuse services is supporting Daniel's recovery pathway.

15. Sophie Bennett – Building Confidence to Accept Specialist Support

Resident: Sophie Bennett

Support Worker: Mariyah Bibi

Agencies/organisations involved: Aspect Housing; specialist domestic-abuse support service; healthcare services

SEA outcomes met: Personal safety; health and wellbeing; engagement with specialist services; confidence and self-esteem; benefits and financial inclusion; independent living.

Sophie Bennett has made positive progress in addressing matters affecting her health, wellbeing and independence.

With support from Mariyah Bibi, Sophie has become increasingly open about areas where she needs assistance and has agreed to engage with a specialist domestic-abuse support service.

Mariyah has provided a supportive environment in which Sophie could discuss her needs, consider specialist assistance and continue work relating to her health and benefits.

Sophie has taken direct action by agreeing to engage with the specialist service, discussing her circumstances and continuing to progress her PIP application.

Specialist engagement may reduce safeguarding risks and prevent unresolved difficulties from adversely affecting her wellbeing or housing stability.

Sophie's growing confidence in recognising when she needs support and accessing appropriate services also increases her independence.

Aspect Housing has effectively helped provide a bridge between Sophie and specialist services.

16. James Whitmore – Recovery, Volunteering and Future Ambitions

Resident: James Whitmore

Support Worker: Mariyah Bibi

Agencies/organisations involved: Aspect Housing; CGL; GP and healthcare services; Nishkam Centre

SEA outcomes met: Recovery; health and wellbeing; engagement with specialist services; volunteering and community participation; employability; confidence; independent living.

James Whitmore has made significant progress in engaging with professional support and taking greater responsibility for his health and recovery.

Supported by Mariyah Bibi, James has increased his engagement with his GP, healthcare services and CGL and has agreed to progress with an assessment for a two-week residential alcohol detox programme.

Mariyah has supported James with healthcare engagement, recovery discussions, referrals, volunteering opportunities and future planning.

James himself has attended appointments, engaged with CGL, agreed to progress towards detox assessment and completed an application to volunteer at the Nishkam Centre.

This engagement may reduce alcohol-related health risks, crisis presentations and behaviours that could affect his wellbeing or accommodation.

James is increasingly making decisions about his own recovery and future rather than avoiding services. The combined involvement of Aspect Housing, CGL, healthcare services and Nishkam Centre has created a broader pathway covering recovery, wellbeing and meaningful activity.

17. Thomas Hughes – Taking Steps to Improve Mental Health and Independence

Resident: Thomas Hughes

Support Worker: Mariyah Bibi

Agencies/organisations involved: Aspect Housing; Living Well Consortium; Universal Credit

SEA outcomes met: Mental health and wellbeing; engagement with specialist services; financial inclusion; independent living; benefits management; confidence and self-management.

Thomas Hughes has made positive progress in engaging with support and addressing matters he had previously found difficult to manage independently.

With assistance from Mariyah Bibi, Thomas explored counselling and therapy options and completed a self-referral to the Living Well Consortium.

Mariyah also worked with Thomas around Universal Credit and banking difficulties.

Thomas has taken direct action by completing the mental-health referral, working towards restoring access to online banking and engaging with his Universal Credit responsibilities.

Earlier engagement may prevent mental-health, benefit or financial difficulties from escalating into crisis or tenancy problems.

Thomas is also developing a greater ability to recognise difficulties, communicate concerns and take action before they become unmanageable.

Aspect Housing has helped connect Thomas with the Living Well Consortium while supporting his continued engagement with Universal Credit.

18. Lewis Parker – Rebuilding Stability and Looking Towards the Future

Resident: Lewis Parker

Support Worker: Mariyah Bibi

Agencies/organisations involved: Aspect Housing; GP and mental-health services; HM Courts & Tribunals Service; benefit services

SEA outcomes met: Mental health and wellbeing; financial capability; engagement with statutory services; independent living; employability and training; tenancy stability; community reintegration.

Lewis Parker has made encouraging progress towards rebuilding stability and independence following his release from custody.

With support from Mariyah Bibi, Lewis has gradually become more comfortable discussing his mental health, finances, benefits, healthcare, employment aspirations and longer-term goals.

Mariyah has worked with Lewis across these interconnected areas, including healthcare, identification, banking, court liabilities and future employment goals.

Lewis has taken direct action by engaging with a new GP, providing information for benefit applications, working towards banking and identification requirements and considering training and employment opportunities.

His outstanding court fines were also addressed with HM Courts & Tribunals Service, with an affordable deduction arrangement established through his benefits.

Addressing financial liabilities, healthcare and benefit issues helps reduce the risk of crisis, worsening mental health, financial instability or difficulties sustaining accommodation.

Lewis is beginning to manage responsibilities more effectively and make informed decisions about his future. Collaboration involving Aspect Housing, GP and mental-health services, HMCTS and benefit services has helped address several barriers affecting his successful community reintegration.

Overall SEA Impact

Collectively, the 18 stories demonstrate residents making meaningful progress in areas including independent living, tenancy sustainment, employment, financial capability, health and wellbeing,

recovery, personal safety, move-on readiness, community participation and engagement with external services.

The stories also demonstrate an important preventative role for SEA support. Interventions have helped address issues before they potentially developed into more serious problems involving health deterioration, financial crisis, tenancy breakdown, homelessness, safeguarding concerns, substance-related harm or disengagement from essential services.

A particularly important feature is the distinction between support provided by staff and action subsequently taken by residents themselves. Residents are increasingly attending appointments independently, pursuing employment, managing money, engaging with treatment, maintaining their accommodation, helping neighbours and making decisions about their own future.

The stories also provide evidence of effective partnership working between Aspect Housing and organisations including Citizens Advice, Birmingham Choice, CGL, Nishkam Centre, Living Well Consortium, Jobcentre, HM Courts & Tribunals Service, healthcare services and specialist support agencies.

Together, these examples demonstrate the wider purpose of Supported Exempt Accommodation: helping residents achieve greater stability, reduce risks, build confidence, develop independence and, where appropriate, progress towards successful move-on.