

Appendix 1

Below is a case study that highlights a positive outcome from the Street Engagement Hub.

R presented at the Street Engagement Hub after being given a referral from the Street Engagement Team. He had been sleeping rough in the city centre for seven years and was also begging daily. R had also been identified as a target customer for the Protect project, aimed at the hardest to reach people in Manchester.

R came to the Hub on several occasions and on the final visit he asked to be housed at the Holiday Inn. This was facilitated the same day and R settled into the hotel.

He accessed benefits and Change Grow Life, which was followed up by the Riverside team at the hotel. The team worked with him to connect him with his GP, mental health services, and gave him new clothes.

After a short time of stabilisation R was ready to move to the supported housing unit that Protect manage. He then moved into a two bedroom flat in the city, where he continues to stay today.

Without the intervention of the Street Engagement Hub R would have continued to live in the city centre outdoors.