

Fairer Aberdeen Fund Annual Report 2016-17



FAIRER ABERDEEN PRIORITY THEMES AND KEY ACTIONS

MAXIMISING INCOME

Provide access to affordable financial services and products and coordinated provision of quality advice and information services

GETTING PEOPLE INTO WORK

Access to support and skills needed to return to work, including initial engagement, personal development activity and in work support

IMPROVING HEALTH & WELLBEING

Reduce health inequalities; improve mental health and wellbeing; and increase access to affordable healthy food

BUILDING STRONGER COMMUNITIES

Improve access to services in regeneration areas and support community involvement and participation

INCREASING SKILLS AND CREATIVITY

Support learning and creative opportunities, improve literacy and encourage volunteering

25,778

people
supported

£1.625m

invested

45

funded
projects

1070

volunteers

134,713

hours of
volunteering
time

£1.85m

value of
volunteering



COMMUNITY ENGAGEMENT



“Being on the Fairer Aberdeen Board is an important role; it involves a lot of money and has a big impact on the City. We need to represent our own communities but also see the bigger picture.”



Regeneration Matters is a forum of community representatives from all the regeneration and priority neighbourhoods in Aberdeen City who have been meeting since November 2006 and are active in identifying and addressing issues around poverty and deprivation. The group meets monthly and as well as discussions on particular issues they also have the opportunity to share information about each of their neighbourhoods and feedback on any meetings or conferences they have attended.

Regeneration Matters also manage the Community Support Fund on behalf of the Fairer Aberdeen Board, to support communications, training, community capacity building and community involvement in regeneration. Over the year this funded printing and delivery costs for community magazines in 7 of the regeneration areas, Fersands Youth Work research, promoting Torry Older People’s Network, Reiki training, Cummings Park Flat open day and promotional material for NUART Aberdeen, the street art festival.

Regeneration Matters elect 7 of its members to act as community representatives on the Fairer Aberdeen Board, alongside 3 representatives from the Civic Forum.

PARTICIPATORY BUDGETING



Funding was allocated to undertake a Participatory Budgeting (PB) process, which is a way for local people to have a direct say in how funds can be used to address local needs. A successful funding bid to the Community Choices Fund, and an additional contribution from Aberdeen City Health and Social Care Partnership meant a total of £25,000 was available.

A steering group was set up to organise the event, made up of community representatives and partner organisations. It was decided to hold the event in Froghall, Powis, and Sunnybank, as this is an area with pockets of deprivation that doesn’t usually benefit from funding directed at priority neighbourhoods.

The voting day was held on the 29th of October at Sunnybank School. 60 people attended and 25 were eligible to vote. Of the 20 proposals that went through to the voting stage 12 were successful in receiving enough votes to be awarded funding, these were:

- Sunnybank Improvements, Friends of Sunnybank Park
- Cycle Repairs @Man shed, Froghall Community Centre
- Froghall Community Garden, Froghall Community Centre
- Graffiti Art Work, Froghall Community Centre
- Lily Pad Coffee Shop, Froghall Community Centre
- Community Café , Powis Community Centre
- Community Centre Decorating, Powis Community Centre
- Community Games Room, Powis Community Centre
- Community Centre Decorating, Powis Community Centre
- Ping Pong Powis, Powis Residents Group
- Tooled Up – Powis in Bloom, Powis Residents Group
- Get Fit Outside, Sunnybank Community Centre
- Wheels Are Fun, Sunnybank Community Centre

“

It gives people the chance to directly influence how funding is allocated.”



The Fairer Aberdeen Fund is allocated by Aberdeen City Council to tackle poverty and deprivation. The Fund is dispersed and managed by the Fairer Aberdeen Board, a sub group of the Community Planning Partnership, made up of representatives from the regeneration areas, the Civic Forum, the Council, NHS Grampian, Police Scotland and ACVO (Aberdeen Council of Voluntary Organisations). In 2016-17 funding of £1,650,000 was made available to support work in regeneration areas and across the City with vulnerable groups and individuals, fitting with the main priorities decided by the Board.

Funding was awarded to 45 projects within the main programme, as well as a Community Support Fund to support community engagement, an Employment Support Fund to support costs associated with getting people back into work, and a Participatory Budgeting event.

Grants ranged from £200 to £158,000 in value. A total of 25,778 people were involved in, or benefited from, funded initiatives, 4,995 of them were under 16 years old. 1,070 volunteers contributed 134,713 hours of volunteering time with a value of almost £1.9m*, more than doubling the value of the Fund.

*Volunteering time is generally valued as the average hourly pay rate in the area, in Aberdeen this was £13.73. (Office of National Statistics, the Annual Survey of Hours and Earnings (ASHE))



The Fund focuses on neighbourhoods that fall within the most deprived 0-15% in Scotland, according to the Scottish Index of Multiple Deprivation, as well as supporting vulnerable groups and individuals across the City.

PRIORITY NEIGHBOURHOODS

- Cummings Park**
- Middlefield**
- Northfield**
- Seaton**
- Tillydrone**
- Torry**
- Woodside**

PRIORITY GROUPS

- People living in poverty**
- Lone parents and families with children**
- Unemployed people**
- Children and young people**
- People with health issues**
- Older people**
- Minority groups with an identified need**



“PB is community empowerment at its best.”

Jenny Laing, Council Leader

“Overall, a great success; feedback from those participating was very positive, and even with slightly lower numbers than expected, there was a real buzz at the event with people networking and interacting enthusiastically. It was great to see the Minister for Communities and Housing, as well as the Council Leader attending.”

Alan Budge, PB Partners

MAXIMISING INCOME

AIMS | Provide access to affordable financial services and products and coordinated provision of quality advice and information

2,883 people received money advice or income maximisation advice, with a total financial gain of £3,031,494, an average of £1,051 per person

5,982 adults and 2,393 juniors saved with credit unions, depositing £1,103,978 in savings and 3,319 affordable loans totalling £2,235,714

405 tonnes of free Fareshare produce distributed, the equivalent of 81,000 food parcels or 964,285 meals

1,454 referrals to the Cash in Your Pocket database, which supports people to access the financial inclusion support they need

3,111 food bank beneficiaries signposted to other agencies for support



Food banks provide support and access to a range of services and advice as well as emergency food for those in crisis

The funded initiatives which contributed to these achievements through the year are:

Cash In Your Pocket (CIYP) acts as a central hub for the operation of its financial inclusion partners, delivering a one-stop referral system to allow access to the full range of organisations that can assist with financial inclusion issues, and coordinating provision.

Money Management for Women provides help and advice with money management, budgeting, benefits and debt, to women who are clients of Grampian Women's Aid.

Aberdeen Illness and Disability Advice Service offers confidential, independent and impartial financial advice to anyone affected by illness, disability or a long term health condition.

Food Poverty Action Aberdeen provides food for those in food poverty, as well as coordination and networking between organisations involved in food bank work. They also provide support to address issues around health and well-being, financial capability and employment.

Financial Capability at the Foodbank provides financial health-checks and budgeting advice, including welfare benefits advice, to beneficiaries using the CFINE Food Bank.

North East Scotland Credit Union (NESCU) and St Machar Credit Union improve access to affordable financial services and products and develop credit union membership, by

providing and promoting easy access savings accounts for adults and juniors and low cost loans within the community.

CAB Money Advice Outreach Project provides advice and information using community centres as drop-in centres and for appointments, assisting clients to maximise their income from welfare benefits and to reduce levels of debt.

Care and Repair provides advice and financial assistance to older people and people with disabilities, to maximise household income and raise charitable funding on behalf of individuals to carry out repairs, improvements and adaptations to the home.

19,073 people benefited and a total of 351 volunteers contributed 84,247 hours of volunteer time

“Pauline was unexpectedly admitted to hospital. Prior to hospital admission, she worked part-time, receiving Working Tax Credits. Pauline lived in a 3rd floor council flat with her 3 children aged 14, 9 and 7. Told by her employer she was not entitled to sick pay. Pauline was extremely worried about her rent and how she was going to manage on a reduced income. Physically she was unable to manage the stairs to her flat, causing delay with hospital discharge.

After picking up a CIYP leaflet, available in the ward, Pauline decided to contact CIYP for help.

On receiving the referral, CIYP immediately made onward referrals to both Aberdeen Illness and Disability Advice Service (AIDAS) and the Disabled Persons Housing Service to provide help with benefits and housing.

Pauline was visited in hospital 4 days later. Claim forms for Employment & Support Allowance (ESA) and Housing Benefit were completed and steps taken to advise HMRC of the change in circumstances. ESA of £73.10 per week was awarded, along with full Housing Benefit.

Within one week of discharge from hospital, Pauline was re-housed and able to move into a ground floor flat, suitable for the needs of herself and her family.”

Cash In Your Pocket

“Now that I don’t have financial worries on top of my worries about my health I can concentrate on getting well again.”

FINANCIAL CAPABILITY AT THE FOOD BANK

Client A visited the food bank and became very hostile when asked if he needed help. He had negative experiences dealing with the authorities and felt the world was against him. The questions they were asking seemed to him to be intrusive and not relevant to helping him. He had missed a medical appointment with the DWP and was at risk of losing his benefits.

Often people will be worked up emotionally, feeling they have to fight the system. Sometimes a cup of tea and a chat gets the problems out in the open and we can explain we are independent and here to help. Empathy goes a long way.

After various long phone calls I succeeded in getting his benefits reinstated and getting him the health care he needed. After becoming exposed to drugs in the hostel I contacted his housing officer and expressed my concern. That day he was moved into his own property and we helped him get furniture and other items to build his new home.

He still comes to visit me and I’m happy to see the improvement in his mental health. He has a foundation to build his life on now.

FOOD POVERTY ACTION ABERDEEN



“There has been consistently high demand for emergency food across the City. The partnership has continued to grow and expand both in terms of membership and distribution, with currently 63 members. CFINE’s food bank distributed over 10,000 food parcels last year, with 1,100 distributed in May 2016 alone.

The amount of FareShare produce made available across Aberdeen has increased in the last year. 405 tonnes, equivalent to 964,285 meals, was generated over the period, and was distributed to community organisations and charities in regeneration areas and other disadvantaged, vulnerable, low income groups. Based on a modest estimate of 1kg = £3 the value of the produce was £1,417,500.

CFINE continues to support a small army of volunteers from many different backgrounds, with differing needs, talents and abilities. Volunteers are the back-bone of CFINE, over 250 have given their time and energy in the last year, including adults with learning difficulties, young people, long term unemployed, and people with mental health issues. The benefits of volunteering in a supportive, person-centred environment contribute to social inclusion and employability, with access to other services such as financial capability advice, food hygiene and first aid training, and cooking classes.”

GETTING PEOPLE INTO WORK

AIMS | Access to support and skills needed to return to work, including initial engagement, personal development activity and in work support

14 access centres in areas of high unemployment offered weekly employment support drop in sessions

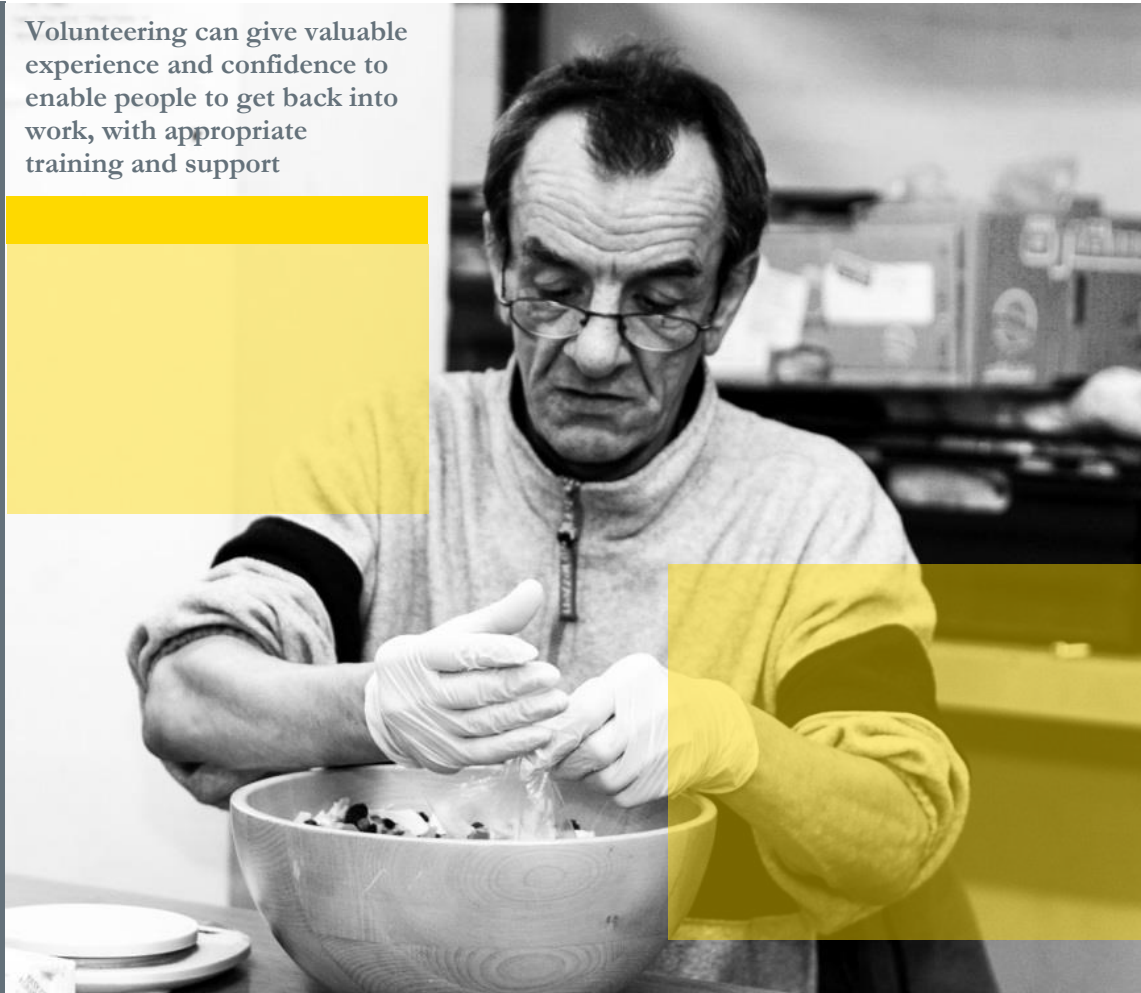
314 people moved into work

Over 100 people accessed a support fund to help overcome financial barriers, providing clothing for interviews, transport, training and qualifications

137 young people were involved in activities designed to increase their opportunities to move into positive destinations

75 young people moved onto employment, education or training

Volunteering can give valuable experience and confidence to enable people to get back into work, with appropriate training and support



The funded initiatives which contributed to these achievements through the year are:

Pathways supports residents of regeneration/ priority areas into employment by providing tailored support for people from the first stages of job seeking through to securing and maintaining employment. They identify and encourage participation of hard to reach residents in priority areas through weekly drop-ins, work clubs, established links with partner agencies and individually tailored one to one Keyworker support.

shmuTRAIN (Station House Media Unit) offers comprehensive employability support and skills

development training to young people aged 14-19, using community & digital media to engage young people, increase motivation and develop core skills such as confidence, communication and team work, and to support young people to move on to a positive destination.

Prince's Trust Team Programme provides a 12 week personal, social and employability skills development programme for participants aged 16-25 who are disadvantaged, with a high proportion having complex needs including offending behaviour, drug

and alcohol issues, behavioural issues, problems with literacy, numeracy, mental health and homelessness.

NESS (North East Sensory Services) Employment Service provides an employment service to blind, visually impaired, deaf or hard of hearing people who live in Aberdeen City. They provide specialist support enabling people to access relevant employment, education and training opportunities and to sustain opportunities which have already been accessed.

746 participants were involved and 11 volunteers contributed 810 hours of volunteer time

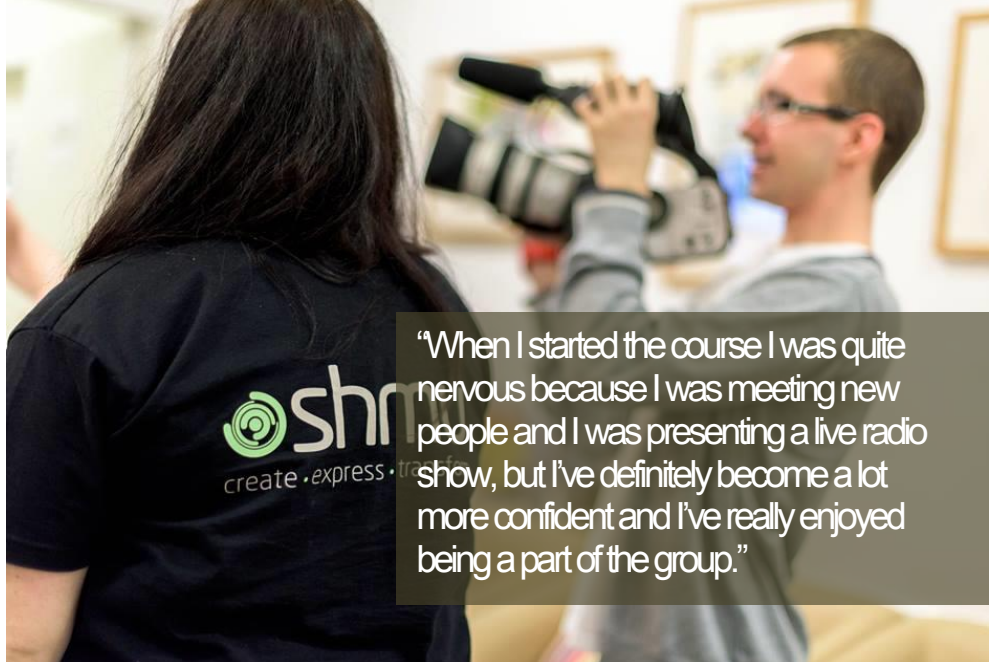


“Pathways helped me find the job I needed to suit my family situation.

This has made our lives better in more ways than one.”

Pathways client

shmutRAIN



“When I started the course I was quite nervous because I was meeting new people and I was presenting a live radio show, but I’ve definitely become a lot more confident and I’ve really enjoyed being a part of the group.”

“This funding has enabled shmu (Station House Media Unit) to continue to develop the 10-year, £2.4million initiative, that supports 14-19yr olds in Aberdeen who are in, or likely to fall into, the Opportunities for All/MCMC category to develop the skills they need to progress on to a positive destination. The project, in its eighth year, works with young people in the Early Interventions group (Senior Phase) and in the Positive Transitions group (16-19).

To date the project has now supported 288 pupils within Early Interventions and successfully helped 255 pupils move on to positive destinations (89% success rate), and 254 trainees within Positive Transitions have been supported with 217 moving on to positive destinations (85% success rate).

Across both strands, we have recorded an overall success rate of 87% of young people moving on to positive destinations over the eight years that the initiative has been operational.”

“NESS (North East Sensory Services) continues to offer the only specialist employment service to hearing impaired and Deaf people, as well as to visually impaired and blind people living in Aberdeen City.

Over the year 71 clients have received support, 2 of these moved into work and 26 were supported to retain work or look at alternative options.

This has, by far, been the most challenging period in the history of NESS Employment Project. The downturn in the oil industry in Aberdeen has impacted greatly on our clients, who are already facing significant barriers into work. There has been a distinct lack of jobs and people who were made redundant and displaced from the oil industry have accepted job roles they may not have normally taken up, meaning there are fewer opportunities available. The competition for available jobs has been greater than ever, making it particularly hard for our clients to successfully gain employment. The need for this service is possibly greater than it has ever been to date.”



Newsletter Spring 2016



Rio Carnival themed drummers entertain at the NESS Spring Ball

NESS

IMPROVING HEALTH AND WELLBEING

AIMS | Reduce health inequalities; improve mental health and wellbeing; and increase access to affordable healthy food

63 Community Food Outlets operated in local communities, 35 of them in Sheltered Housing complexes, and 405 tonnes of free food was distributed to 124 organisations through FareShare

30 families in regeneration areas were supported to prevent further crisis and family breakdown, and 6 families no longer required Social Work support

573 people accessed 4,995 sessions of counselling provision, 200 of them were under 16 years old, and counselling was provided in 7 regeneration areas

172 volunteers were recruited, trained and supported to provide meals, laundry and showering facilities to rough sleepers 4 times a week

43 vulnerable people took part in a recovery programme based on community involvement, personal development, wellbeing and employability skills



Tuk In aims to promote healthy eating and provide affordable food from surplus produce. On its first outing it helped deliver outreach youth work in Fersands, where soup and bananas were enjoyed on a chilly evening

The funded initiatives which contributed to these achievements through the year are:

Aberdeen Foyer Reach delivers personal, social, wellbeing and employability skills development programmes, aimed at participants who are in recovery from any long term condition e.g. substance misuse, mental illness or physical illness.

Befriend A Child provide accessible group activities for children involved in the Befriend A Child scheme.

Home-Start coordinate home visiting support to families identified as at risk and hard to reach, working to prevent further crisis and family breakdown.

CFINE (Community Food Initiatives North East) maintain and develop Community Food Outlets to provide healthy, affordable food and raise awareness of healthy cooking and eating.

Cyrenians Street Alternatives provides a volunteer led service offering practical support to people in Aberdeen City who are sleeping rough or who have no access to cooking or personal care facilities.

Healthy Roots maintain and develop the community-run Manor Park.

Mental Health Aberdeen and Pathways to Wellbeing provide locally based, easily accessible counselling services across all the regeneration areas,

Printfield Feel Good Project and Tillydrone Health & Well Being Project provide Complementary Health sessions to increase relaxation and wellbeing.

Seaton Recovery Project provides support to those recovering from alcohol/drug misuse and access to specialist support services

1,083 people benefited and 277 volunteers contributed 9,773 hours of volunteer time

“A Health Visitor referred the family, a young Mum and 2 year old child, after she had concerns about their isolation and the fact that Mum was in the care system growing up and had just moved from temporary accommodation into a permanent address. Volunteer support was put in place and she was the only person mum was interacting with. We managed to access a Me2 place for the child and that has been going well. Mum was very reluctant to engage with Speech and Language Therapists but with the support of her volunteer she was able to successfully do this and mum has been implementing the advice from them so that the child’s speech has improved significantly. Mum and the volunteer have such a close relationship that when they both felt things had been achieved they were able to have a discussion about support ending as all the needs for this family have been achieved.”

Home-Start



“I now feel confident in myself and don't believe I could have managed this without the help of ACIS Youth.”

“Over the years we have given much data on how we feel this project has been evolving – instead it seemed more relevant to let some of the young people ‘speak’ to you on how they feel they benefit from ACIS Youth. So below are some comments written by young people themselves:

I have a new goal of meeting new people and not to worry about what people say about me.

Helped me work out my gender.

Helped me understand the relationships in my family.

A great service which has given me a judgement free outlet to express my feelings and concerns - also very adaptable and understanding of situations.

They've been amazing and helped me so much.

Fantastic, I felt supported throughout and it gave me relief and freedom to speak about anything.

It was wonderful and made me feel like I had a place I could go when I was upset.

It's been a place where I can talk without fear of being judged or criticised. Really liked the counsellor - she's very nice.

Excellent service, an amazing counsellor who has changed my life.”

ABERDEEN CYRENIANS



“As in previous years, Street Alternatives opened every day over the festive period, including public holidays, to compensate for the gap in food services available in the City when other services close. With this extended service we are able to provide further opportunities for service users to access personal care facilities, seek assistance from an Advice, Information and Support worker; and get the benefit of regular social interaction with staff and volunteers they know, at a time where this can be especially crucial.

Extended service at Christmas can only happen with a huge increase of volunteer hours, new volunteers, and the extra coordination to make it all happen.”



BUILDING STRONGER COMMUNITIES

AIMS | Improve access to services in regeneration areas and support community involvement and participation

Community Flats in Cummings Park, Seaton and Tillydrone and Middlefield Youth Flat were funded and used by a number of organisations to deliver services within the areas

2,005 people participated in activities and services provided in Community Projects and Flats

14,993 attendances to use facilities in funded Community Flats including phone, computers, making enquiries and getting information

1,525 young people under 16 years old took part in activities

1,144 hours of additional police patrols engaging with sex workers reducing numbers of calls to the Police regarding on street prostitution in the City Centre and Seaton



Outreach Youth Work in Fersands

The funded initiatives which contributed to these achievements through the year are:

Cummings Park Community Flat, Printfield Community Project Tillydrone Community Flat and Seaton Community Flat provide resources for community activity; venues for a range of organisations that offer support, information and advice; and support community capacity building and adult learning.

Fersands Family Centre Family Support Worker and Twos Group provides a safe, welcoming and stimulating environment to deliver good quality play and learning experiences to encourage motivation, and enthusiastic learning.

Middlefield Youth Flat and Under 11s work supports young people, especially those with low self-esteem and lack of confidence.

Fersands Youth Work Support provides a wide range of youth work services to encourage young people to experience new activities, gain new skills, build relationships and learn about health issues, employment and other issues relevant to them.

Police Scotland Operation Begonia provides dedicated, directed patrols with the aim of tackling prostitution; by encountering, identifying and engaging with both on and off street sex industry workers.

SHMU Community Reintegration Support Service works with ex-offenders, following their release, to create strong, supportive community networks and develop effective community based multi-agency working.

Tillydrone ACT Attack provides drama classes as a means to help promote a sense of value, self-worth, and self-confidence in young people, and give them an appreciation of Arts, drama and music while having fun and enjoying themselves.

Aberdeen Lads Club Big Bang Drumming Group provides percussion workshops for young people, to create a performance band to enhance participants' confidence, self-esteem and social skills.

Choices Relationship Revolution delivers an early intervention programme to break the cycle of gender based violence and sexual exploitation and to raise awareness, challenge prejudice and stereotypes amongst young people.

3,014 participants were involved and 169 volunteers contributed 8,121 hours of volunteer time

“Local residents see the flat as a one stop advice shop and come in seeking help and advice for their problems. We refer to a great number of other agencies. Our free phone line really proves a lifeline for many residents. Residents phone about medical appointments, housing issues or benefit queries. This service has been used 382 times within the last year.

Pathways have been using the flat as a base to meet Seaton residents to help them with creating their CVs, job search and job applications, whilst also identifying training needs and helping with appropriate funding. Pathways have continued to support many Seaton residents back to work.”

STAR Flat, Seaton



“The younger ones have really enjoyed cooking, when we get food from CFINE they come up with recipes to use whatever we get.” *Middlefield Youth Flat*



COMMUNITY REINTEGRATION



“Within the prison setting, 63 prisoners have engaged personally with services to create media through radio and our prison magazine, sharing information with their peers within the prison.

MAP participants are now in our community post-release, and have media focussed skills and wish to ‘give something back’. We have eleven participants currently making music, creating radio and adding interviews to the prison based magazine to show what opportunities are available and encouraging their peers in the prison to become involved in new positive journeys of change themselves. We are really pleased that so many are continuing to engage in the community and giving something back positively.

To date, only two of the participants who are being supported by our CIS worker have been returned to serve further custodial sentences.”

INCREASING SKILLS AND CREATIVITY

AIMS | Support learning and creative opportunities, improve literacy and encourage volunteering

136 people were involved in producing community media, including 16 editions of community magazines in 7 regeneration areas, and weekly community radio programmes

91 young people were involved in producing youth media, 22 of them secured a Saltire Award and 10 moved on to employment

231 people took part in classes to promote positive parenting including cooking, first aid and support with financial issues

445 older people were supported to use technology and engage online and 150 learning sessions were delivered

598 young people under 16 years old took part in activities

shmu Community Media develops skills and builds community capacity



The funded initiatives which contributed to these achievements through the year are:

SHMU Connecting Communities Through Community Media supports the production of community media in regeneration areas, exploring and addressing local community issues and developing skills by providing training and support, developing opportunities for underrepresented voices to be heard across the city; creating a wide range of benefits for individuals and communities, fostering a spirit of engagement and partnership working; developing transferrable skills in participants; and contributing towards increased social capital.

SHMU Youth Media provides creative opportunities for young people (between the age of 12-19), primarily from the regeneration areas of Aberdeen, to train and take part in all aspects of the production of regular radio programmes

Silver City Surfers provide one to one computer tutoring for over 55s in the City Centre, and Northfield/Cummings Park areas, so they can confidently learn how to use the computer and surf the internet safely in a welcoming and social environment.

St Machar Parent Support Project Positive Lifestyles provides support to young parents, helping them identify issues and to engage with the relevant agencies before they reach crisis point, preventing future long term need for statutory services.

WEA Reach Out provides literacy opportunities for non-traditional learners, which are accessible and inclusive and appropriate to learner needs, offering flexible literacy programmes and routes to volunteering and employment.

1,862 participants were involved and 262 volunteers contributed 31,762 hours of volunteer time

"I knew nothing about computers when I came to Silver Surfers. The tutors are brilliant and I have learned a lot. I am elderly and I only wish I knew about the Surfers before. It has totally opened up a new interest for me. I only hope it continues for many years."

Silver City Surfers



ST MACHAR PARENT SUPPORT

"The mums have taken part in cooking sessions learning how to make cheap meals from scratch, making cheap soups and stews and puddings that they can do with their children.

Choices also came to meet with the women to speak about relationships and domestic violence and how they can access support if they ever find themselves in that situation.

Pathways have been valuable for our service users, helping them with CVs and looking for employment. We also refer to their counselling service, which is delivered within our building, so our clients find it easier to access.

We provide a crèche when there is a need for this, crèches are still key to allow the mums to participate in the group as it is breaking down the barriers preventing them from attending."



COMMUNITY NEWSLETTERS

seatonscene
Winter 2016



In this issue:

- REGENERATION MATTERS
- POCKET PARKS
- FRIENDS OF SEATON PARK
- OUR PLACE, OUR PRIORITIES

www.abmu.org.uk/press

woodside
free press
Winter Edition 2016



Green Spaces in Fersands
Woodside Burgh Hall
Woodside 125

Torry's Vision
Spring 2016



In this issue:

- ABERDEEN HARBOUR EXPANSION
- PARTICIPATORY BUDGETING
- TORRY SQUAD
- PLAY MEMORIES OF TORRY
- TORRY COMMUNITY COUNCIL

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The questions they were asking seemed to be intrusive to him and not relevant to his problems. He had missed a medical appointment with the DWP and was at risk of losing his benefit...

...after various long phone calls we succeeded in getting his benefits reinstated and getting him the health care he needed.



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