

Appendix D:

The feedback below has been provided by a Housing First client who moved into their Housing First tenancy in November 2020. It is written in their own words, and shows the positive impact that a Housing First approach can have for people with multiple disadvantage who have previously been unable to engage with existing services to access the support and help the need.

"I used to be homeless and addicted to a Class A Drugs. Outreach and the adult exclusion team used to visit me when I was rough sleeping. Because I had been on the streets for 20 years, I was seriously underweight and have health problems caused by sleeping rough. Housing First support is brilliant, in the 20 years of rough sleeping I have never come across or been offered anything like this at all.

Two years ago, I didn't want to live because the life I had was so chaotic on the streets, and now I have so much going for me now.

I think the Housing First team are amazing I feel privileged to be a client of Housing First I've had problems with hard drugs e.g. Heroin and homeless since the age of 16 I'm now 45 in a couple of weeks and I never even imagined myself alive let alone living in my own Home ,and have all the support I get from housing first. I've been through Homeless Systems none of them work how housing first works. For my support, my home my furnishings my benefits and my LIFE I THANK YOU HOUSING FIRST. "