

APPENDIX 5

CASE STUDY - Reconnection

On the 25th October, 2010, a Czech family consisting of parents and five children aged 13, 12, 11, 10, and 9 yrs old became known to the Housing Options Service. They had become homeless and had managed to stay with friends over the weekend, but due to overcrowding, had been asked to leave.

The father had not worked since March, 2010 and was not in receipt of any welfare benefits. He was advised that he was not eligible and social services were contacted to help provide accommodation for the family with a view to them returning to Czechoslovakia. The family were booked into temporary accommodation and Adult Social Care and Housing Options began joint working to get the family repatriated.

The children's passports had been sent to support the family's claim for Tax Credits, so they needed to be returned. This proved difficult, as once a claim has started it cannot be stopped and they would not release the documents. We contacted UKBA who tried to intervene on our behalf but, they too were unsuccessful in retrieving the passports.

The family were now staying in temporary accommodation and were being supported there with the help of social services and by Peterborough Streets and the Salvation Army who very generously provided food parcels.

On the 8th November, staff at Housing Options took the father and the children to the Czech Embassy to obtain temporary passports. These were issued on the same day.

The family were able to travel back to Czechoslovakia on the 10th November, 2010.

This demonstrates the power of partnership working between Housing Options, Social Services, UKBA, Peterborough Streets and the Salvation Army.

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