

Partner: Ashiana Network
Commissioner: CGL Newham
Project: Emma Project

Case Study

I was referred to the Emma Project by CGL Newham, Drugs and Alcohol service in January 2017. I felt very comfortable with my keyworker so much so, I eventually told him that my substance misuse was due to what was happening in my marriage. On April 10th my husband was arrested by the police for violently abusing me. I wanted to take action but my husband's friend had visited me, telling me to drop the charges. He was then released. I found it very difficult to leave. I specifically remember, on July 2017 he was granted Leave to Remain. This changed everything. It was in a matter of days that he threw me on the streets.

I received immediate support from CGL Newham who contacted several organisations. I was assessed and housed by the Emma Project the following Wednesday. I was so thankful!

I remember having 11p to my name when I moved in. My support worker assisted me with multiple financial issues. My ESA was wrongfully sanctioned before moving into the refuge. My support worker worked tirelessly to provide supporting documents and attended the court appeal. I won the case and I am waiting for a back payment. I was very anxious up until the court date but I felt confident in my case because my support was here. My support worker and all the staff are assets to the organisation.

I faced severe damage to my right eye because of the violence I faced. With the help of the service, I was able to see an eye specialist. I felt comfortable knowing my support worker attended all my first time appointments with her. She came to everything; seeing psychiatrists, and computer classes.

I feel safe at the refuge. I experienced pressure from drug dealers who hang out near my chemist. I felt safe to disclose this to staff. As a result, staff accompanied me to the chemist until I was able to change to a new chemist, even nearer to the refuge.

Staff are always going above and beyond. I received ongoing emotional support too. I feel like with staff, I can think out loud. I never have to wait until an assigned key work time as staff are often flexible to provide both emotional and practical support whenever I need it.

I am working on my drug addiction with the help of the refuge and nearby drug and alcohol services. I feel like all the current services work as one team, which is great for me. My mental health is much better and it's because of the non-judgemental and friendly environment here at refuge. Staff have supported me to stop taking crack.

I have been here since August 2018 so now my support worker and I are working on my move on plan. We have contacted the council in my chosen borough and have discussed other options such as Sheltered Housing. I am feeling optimistic about my future. What Emma has done for me, I cannot explain how grateful I am.