

## Appendix B

### Summarised Case Studies

The case studies below are a sample of summarised cases studies the Service collects on a monthly basis directly from Family Support workers. The aim of the summarised case studies is to give a 'flavour' of the work taking place and some of the outcomes for families as a result of this work. The case studies are organised around the key issues presented by the families.

#### ***Debt and Finances***

- Joint work between District and SLF staff to postpone bailiffs coming in until the FSW could support the family to tidy the house in order to find the required paperwork. Rent arrears now resolved.
- Family has historically had a lot of debt issues that they haven't addressed. Dad has now acknowledged the need to deal with the debt and agreed to attend the CAB debt advice service. The home was also in a terrible state and relationships within the home were not good. With support and practical help (from the FSW) the family are now maintaining a better standard of cleanliness in the house and relationships have improved enormously.
- Family served a Notice of Seeking Possession for rent arrears, with SLF intervention there is now a payment plan in place and family is no longer going to court.
- Family at risk of eviction due to rubbish in garden that had accumulated over a number of year. FSW supported the family to clear rubbish therefore removing risk of eviction.
- Single mum, 2 children (5 and 7) with significant rent and council tax arrears. Established that she had been entitled to benefits whilst working and secured a rebate which significantly reduced her rent arrears, also successfully got discretionary housing grant. Children had previously had low attendance at school and were regularly late. During the last 4 weeks of school were on time every day (bar one) and attended every day (bar two).

#### ***Education and Employment***

- Unemployed Father (for last 7-8 years) now successfully in 20 hour employment. Also commencing his training to volunteer for 20:20 mentoring.
- Historically disengaged mother with very low confidence, high levels of anxiety for which she self medicates with alcohol. Now engages well with SLF Worker,

has attended her first good thinking programme appointment and also summer activities with other families.

- A family had been unsuccessfully home schooling their child for some time. The child and family have been provided with support and the child is now back in mainstream education.
- Mother who had been out of employment for a long time and had previously showed no interest in gaining employment. FSW worked with Mother as part of family work, supported her to attend a job interview and subsequently secured the job.
- 11 year old boy had not completed more than 3 school days per week for the last year. Since support from SLF he completed the last 4 weeks of school (before the summer holidays) with no unauthorised absences.

### ***Other***

- Young Person had been involved in ASB in neighbourhood for some time. Since SLF intervention has started reports of ASB has stopped and his behavior is significantly improved in the house and community.
- Family in which father has just finished a detox from Heroin. He spoke to the FSW and said that without the last push from our service he wouldn't have been able to do it. He is now beginning counselling and with the support of SLF is being reassessed by his CPN for a further mental health diagnosis.