

CCG Case Study – March 2021

Families First Support

A referral was made to the SPACE Wellbeing/Families First Panel from the ISCAN Care Coordinator requesting support for the family around finances and support to access community resources.

A Family Intervention Worker (FIW) in the Neighbourhood Hub established a relationship with the family and undertook an initial assessment which identified there had been previous DV that was affecting Mum's mental health, so support was provided with this.

The FIW supported the family to access and engage with a number of services including:

- Finances and budgeting advice, including housing debts and benefits;
- Community grants to help the family purchase items including a cot, and carpet for the children's bedrooms;
- Support to access Home Options & Supporting People team for a move to a bigger, more suitable property;
- Home management advice, including assistance to clear rubbish;
- Access to health services, including mental health support for Mum, SALT for the 3 year old son (who was diagnosed with Autism & ASD), perinatal support, specialist children's nurse, etc;
- Access to education and support for son with additional needs;
- Wishes and feelings support for the 7 year old son was provided by Preventions strand due to him being very emotional and confused about his Dad who he sees now and again;
- The CANS strand supported Mum with some parenting strategies around Autism and ASD.

Current situation – the family are now on Universal Credit and stable with their finances and are managing well, with a payment plan in place for their rent arrears.

The trusted relationship the FIW built with Mum has been crucial to her accessing early intervention support in her local community for a number of complex issues the family faced. This has been key in sustaining engagement and preventing escalation to statutory services.

Key agencies that have been involved:

ACEs strand in Neighbourhood Hub

Supporting People Team

ISCAN Care Coordinator

Newport City Homes

Speech & Language

Primary School and Flying start

Safeguarding Hub & Children's Services

Preventions strand

Floating Support – Lighthouse Project

Mental Health Services

Flying Start Health Visitor

Specialist Nurse, Serrenu Children's Centre

Preventions strand

CANS Strand