

Blaenau Gwent Children and Communities Grant - Legacy Fund

Early Intervention Family Support Case Study

Date: 15/10/2020

Who Was the Lead Programme?

Dad's Support Worker

Family Composition:

Dad

Grandad

Child

Referral Source:

Health Visitor

Description of support provided: (How Much?)

The initial referral was received at the beginning of July and derived from discussions with the Family Support Worker and Health Visitor. It was quickly established that during the February of 2020, the child's mother moved out of the family home due to a breakdown in her relationship with Dad. Despite moving out of the property and no longer caring for her son, she was still in receipt of child benefit and working tax credits relating to the child.

Grandad and Dad, who live together, had expressed that although they were more than prepared to care for the child, they were getting no financial support for doing so and they started to struggle financially. Both disclosed that they also struggled with reading and writing and were not in a position to seek support and apply for the appropriate benefits. In addition to this Grandad is partially deaf and not confident communicating on the phone.

We met with Grandad initially at Cefn Golau Hub to discuss what mattered to the family and what support we could offer. Dad was not confident enough to attend and was cautious of asking for help. We worked with Grandad over two appointments to establish the issues and devise a support plan. We contacted Citizens Advice Bureau on the family's behalf for advice to determine what benefits the family are entitled too.

Further to this, Grandad voiced concerns over the child not being potty trained, explaining that he never did this for his son as his wife was still alive at the time, and that so he and his son were not really sure where to start with this. We put the family

into contact with their Family Support Worker from Flying Start who are now continuing to support with regards to this issue.

After receiving advice from Citizens Advice Bureau, we contacted the Department of Work and Pensions on the family's behalf and received an application for child benefit. We supported the family to complete this and submitted it once completed. We held further conversations around the application for working tax credit and supported Dad to complete this application via the telephone.

Dad has now informed us that the benefits issues have been resolved and that they are due to receive payments (including back payments) for the correct benefits. Further to this Dad feels that his son is making progress in regards to his potty training, he stated that although he does continue to have accidents he is getting better. We have provided continued verbal support in regards to this via the phone.

The Health Visitor confirmed that funding has been received for to pay for school uniform for the child and has contacted the Head Teacher of the Primary school in preparation for the child starting school. Dad was concerned about the family's financial worries and being able to afford the uniform and expressed his gratitude for the support.

Both Dad and Grandad are now hoping that the child will be in a position to start with childcare in the next term and feel that they have received all the support they need from us and that their needs have been met.

Other Agencies Involved:

Citizens Advice Bureau
Department of Work and Pensions
Flying Start – Family Support Worker
Flying Start Health Visitor

Any Problems or Challenges?

- The child's biological mother has moved out of the home and is not in a position to support him any longer
- The child's main care givers both have literacy issues and struggle with basic reading and writing
- The child's grandfather is partially deaf and struggled to communicate via the telephone
- The child's grandfather has impaired mobility and is diabetic
- Both Dad and Grandad fall into the clinically vulnerable category and have huge anxieties around coronavirus.
- The family unit is heavily reliant on benefits

Outcome of Family Support Worker Intervention:

- The family are now receiving the correct benefits they are entitled too, specifically child benefit and working tax credits. This derived from the support received in contacting Citizens Advice Bureau and the Department of Work and Pensions. Financially the family are now better off and they have reported this has made a huge difference to them and managing their household.
- The family are now receiving the support needed for the child from Flying Start in regards to potty training. This is moving them closer to getting the child started in childcare.
- The family have received funding to purchase uniform for the child to start childcare.
- Both Dad and Grandad have developed a strong working relationship with both Dads Support Workers and are confident to contact the project if they require support.

Quote from Dad / Grandad:

“There isn’t much help out there is there for people like us”

“Nice to have someone to talk to about these issues”