Case study 1

Family B previously lived in London Borough but due relationship break down, Mum and 2 girls moved to Wales to be closer to family. Family B are originally from Africa and completely unaware of the Bridgend area. Mum was spending every day at home and not accessing the community other than walking the eldest to school and playing in the play park with both children. Mum had no friends or contacts with others except her brother once a month and a daily phone call to other family members and the regular hospital appointments to Great Ormond Street and Bristol.

* We linked the mum up with Digital Wales who supported her with supplying a laptop so she could apply for university, college courses, seek advice on network platforms such as disability rights UK, access some local groups activities through social media platforms.
* We referred mum to BAVO volunteer support team
* We sought childcare options so mum could volunteer and think about university without worrying about childcare needs.
* We arranged a golden HALO ticket for the child with additional needs to access regular swimming sessions and mum to attend a short exercise class each week.
* We supported mum to link in with the food pantries to address wholesome nutritious foods for the children and herself within a small budget
* We referred mum onto a charity supporting with warmth over the winter and mum has had bed linen for herself and the 2 children

Mum is now resilient to be able to seek resources online to help her and help her family to thrive. She has found the confidence and knowledge to independently look for help and is more familiar with the Bridgend area.