**Case Study**



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| **Early Help Project:** | | **Team Around the Family** |
| **Dates Supported** | **From:** | **23/04/24** |
| **To:** | **27/03/25** |
| Please try to fill in this form from the point of view of the people you are working with, and use their own words where possible and relevant. | | |
| **Background** | | |
| **Citizen self-referred to Team around the family having felt overwhelmed with services in place for her children and lack of support for herself. The family had fled domestic abuse and were living in temporary accommodation in one room in a hotel having previously been in refuge accommodation. Citizen was in family court arena with regards to one of her children and this was proving difficult. Another police investigation was in place in concurrent with family court proceedings so there was no doubt citizen was feeling overwhelmed and stressed.** | | |
| (<< text box will expand if needed) | | |
| **What initially mattered to the people we worked with:** | | |
| **Citizen felt confused in what was happening around her and she felt stressed and felt there was no end in sight.**  **Citizen wanted to ensure the children were safe and getting the support relevant to their needs and help with contacting professionals on her behalf** | | |
| (<< text box will expand if needed) | | |
| **What we planned together:** | | |
| **We looked at what services were already in place, and it was established that the citizen did have support such as housing, financial support and youth services. One child was not in education at the time and one was home educated due to her disability.**  **Citizen had sought education for one of the children and was waiting to hear on the application.**  **We discussed putting in place a TAF meeting to look at current services and to identify anything else.**  **Citizen wanted additional support for two of the children due to her feeling that they were supporting mum with regards to her mental health.** | | |
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| **What we actually did. What worked, what didn’t and why:** | | |
| **Referrals were made to young carers for the two children**  **Referrals were made to domestic abuse services for all family members.**  **Referral for counselling support for citizen**  **Unfortunately, domestic abuse services could not support citizen at the time, due to her no longer being at risk. This clearly frustrated the citizen. She was however offered to attend groups with survivors of DA and was able link in with services as and when she needed advice.** | | |
| (<< text box will expand if needed) | | |
| **Risks, issues and barriers we faced. How we dealt with them.** | | |
| **Family court proved challenging with regards to perpetrator’s demands. Citizen was required to prove that child was being educated, under health services and was living comfortably.**  **From the meetings, professionals were very supportive**  **Perpetrator had also contacted the hotel to establish if his child was residing there. Fortunately, as all professionals and staff were aware of the risk, no information was given.** | | |
| (<< text box will expand if needed) | | |
| **Outcomes we achieved**  **What matters now to the people we worked with** | | |
| **All children are doing well and making excellent progress. They are also engaging in youth projects, young carers and one child is excelling in school.**  **The family have moved into a 4 bedroomed property with the support of professionals enabling them to acquire this due to additional needs for each child.**  **Citizen’s mental health has improved.** | | |
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| **Comments, feedback, complaints and compliments** | | |
| **Citizen was grateful of support received and how everyone pulled together around her family. Citizen was constantly reassured and praised of how proactive she was and that she had actually done a great deal herself.** | | |
| (<< text box will expand if needed) | | |
| **Lessons we learned as a service** | | |
| **Working together collaboratively is essential for the family as a whole.** | | |
| (<< text box will expand if needed) | | |