

Family Worker Case Studies

Family Composition (please do not use real names of family members)				
Mum – Sharon, 50 Dad – William, 46 Daughter 1 – Sarah, 25 Son 1 – Ben, 21 Daughter 2 – Anne, 15				
Criteria matched for troubled families programme				
National Criteria				
(a) Crime/ASB	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(b) Education	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(c) Benefits	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
		<input type="checkbox"/>		
Local Criteria				
Summary of the problems the family faced				
<ul style="list-style-type: none"> • ASB being caused by Ben within the local community. • Long running and ongoing neighbourhood disputes between family and another household in the immediate vicinity of the home, long running involvement by Registered Social Landlord as a result. • Ben has mild learning difficulties and often failed to understand how his behaviours impact upon others • Anne has poor school attendance (below 85%) • Sarah suffers from considerable learning difficulties. Anne is often required to act as a carer for her elder sister often resulting Anne becoming socially isolated. This has resulted in Anne developing social anxieties • Mum currently taking medication for bi-polar disorder which often affects her capacity to parent her children • Anne suffering from low levels of self confidence 				
Description of the situation before intervention				
<p>Prior to intervention the family were experiencing several difficulties. Mum was suffering from bi-polar disorder which was being made worse by an ongoing dispute with neighbours. The family had attempted to move home but this was not possible due to rent arrears. Due to this situation the Registered Social Landlord and the Police had been in contact with the family inside the previous year in an attempt to manage and resolve these disputes. Mum felt trapped and this had impacted upon her ability to parent her children. Ben's behaviours in the community were problematic, he was known to the Anti-Social Behaviour team. Ben's learning delay meant he was more comfortable associating with younger children, subsequently he was viewed in the community as being a negative influence upon them, and he frequently experienced bullying by elder children and young adults. Mum's mental state often meant that Anne was required to care for her elder sister who had significant learning disabilities. This had resulted in Anne's school attendance dropping below 85%. This had also lead to Anne becoming socially isolated from peers, she was presenting as severely lacking in confidence and did not engage in any social activities outside of school. Anne also stated that she has suffered bullying in school for several years. Anne's weight had now started to become a cause for concern, her social anxieties had now progressed to a point that she was not willing to eat food in front of other people.</p>				

Description of the intervention

Date intervention began...November 2012.....

Date results achieved.....September 2013.....

Type of/ intensity of intervention

Intensive family intervention with gradual step down

Upon meeting the family it was identified that although we would support the family as a whole, one to one support would be given to the youngest member of the family Anne. Mum felt that Anne's role as a young carer often meant she missed out on living a teenage life and was socially isolated. Due to being the victim of bullying for many years, Anne's self-esteem was at an all-time low, lacking confidence and also felt her voice was often unheard. This impacted on her emotional wellbeing resulting in a fear of eating in public. The Children's Society Worker spent time building up a relationship with Anne. Anne was given support to improve her school attendance with her overall goal being permission to attend the school prom. The two passions in Anne's life were her family and her animals. The Children's Society together with Anne's school supported her in obtaining information and details of further education in Animal care. Anne was also supported to access a local young carers group. The worker focused on Anne's strengths, taking things one step at a time to empower her.

Work was done with Ben on a 1:1 basis around his Anti-Social behaviour and his empathy towards others within the community. Support, advice and guidance was also given to all family members with regards as to how to manage the ongoing neighbourhood disputes that had caused the family so much distress over recent years.

Result of intervention

- Anne's school attendance improved to above 90%
- Anne started to engage in social activities outside of the family home with peers
- Anne's social anxieties have improved, she is now willing to eat not just in front of others but in public places, her physical health is no longer a cause for concern as a result.
- Anne has successfully left school and started college, she feels empowered and has taken to these steps with guidance rather than support
- Ben's ASB has ceased
- The long running neighbourhood dispute has now been resolved. Both families still remain at their addresses but there is no longer conflict. The registered social landlord has closed the case and there has been no further police involvement
- Mum is still diagnosed as bi-polar. She has however reported that since intervention her mental health has improved significantly and she can now see a brighter future

Statement of Outcomes.

Which *Payment by Results* indicator was met?

(a) Crime/ASB reduction	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(b) School attendance	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(c) Employment	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Have you continued to work with the family?

No

Have any progress been made against wider outcomes (including local criteria)?

See results of intervention

Additional info/ service user feedback

Mum has stated that she can't believe how much progress the family has made during intervention and that a year before intervention finished she "was ready to give up".

Internal assessment questionnaires had Anne scoring her own happiness as 2.9 out of 5 prior to intervention and as 4.7 out of 5 post intervention

Estimated cost savings due to intervention (per annum)

No ASB team involvement

No police involvement

No RSL involvement

Concerns that Anne would become NEET are no longer relevant

Media

Would the family or key worker be willing to talk about their experiences (anonymously if necessary)?

Yes

No

Area and contact number for case study author

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