

## Family Worker Case Studies

Please use jargon-free, easy to understand language!

Family Composition (please do not use real names of family members)				
Mum- Angie Dad-Barry Oldest son-Charlie - 17 Son-Josh - 16 Son-Ben - 12 Daughter-Jess - 11 Daughter of Mum's Sister (foster)-Casey - 3				
Criteria matched for troubled families programme				
<b>National Criteria</b>				
(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"/>
<b>Local Criteria</b>		<input checked="" type="checkbox"/>		
<i>List local criteria – School engagement, Anti-Social Behaviour from 2 of the boys</i>				
Summary of the problems the family faced				
<ul style="list-style-type: none"> <li>• Both boys had been involved in Antisocial Behaviour</li> <li>• Josh was achieving below expectation academically and both children had attendance problems</li> <li>• Domestic violence perpetrated in the home</li> <li>• Children were missing their health appointments &amp; not registered with any dentist</li> <li>• Jess was missing a large amount of school</li> <li>• Mum doesn't work and has low level of skills</li> <li>• Dad works late on a night therefore kids were out late</li> <li>• Aggressive dog, not house trained</li> <li>• Hygiene and general health of mainly the boys was poor</li> <li>• Mum spent most of the money on gambling</li> </ul>				
Description of the situation before intervention				
<p>Slight intervention was already in place as Mum was looking after her sister's daughter. Charlie and Ben were both involved in Antisocial behaviour which was having an impact on housing (may be evicted)</p> <p>Charlie smoked Cannabis on a regular basis and always stayed out overnight; mum was unsure of where he was, as Dad works nights and is in bed most of the day the kids were ruling the roost. When Dad was playing a part in the family he was often aggressive, loud and constantly shouting because of the behaviour of the kids and also the relationship with his wife, money wasn't getting spent on daily living, housework was left and Mum was out a lot at the Bingo or other gambling venues.</p>				
Description of the intervention				
Date intervention began...21/01/2013.....				
Date results achieved.....31/04/2014.....				

**Type of/ intensity of intervention**

Intensive family intervention with gradual step down

When I first met with Mum we came up with a plan of what were the most important changes she would like to focus on. This was to get the youngest boy to school as she was due to be fined. We liaised with the school over the next couple of weeks and agreed a reduced timetable plan.

Once our relationship had been established it was easier to talk to mum about putting other plans in place, the next being getting advice for her rent arrears and speak to her landlord regarding the ASB issues. I took mum to C.A.B to get debt advice from an adviser, the agreement was to speak with the landlord and arrange direct debit payments of the arrears and work towards reducing ASB in the area from the boys.

The main culprit of ASB was the oldest boy. He was well known to the police. He had left school and was just hanging around the streets. I met with him to discuss whether he wanted to work, go to college or some sort of training. He was interested in outdoor work, manual labour etc.

I created a CV for him and signed him onto a local programme that supports young people into employment which I played a big role in, helping with application forms and gaining information on local opportunities, the programme also funded a bike for Charlie. I put him forward for an apprenticeship and helped with interview skills etc., he successfully gained the year's apprenticeship. Over the next few months mum had seen a massive difference in him, coming home on a night and just generally less aggressive, this played a part in the ASB reduction as he was "hanging around" with new people.

**Result of intervention**

- Charlie has not committed any crime for the last 5 months & is earning his own money
- Eviction notice is no longer in place
- School attendance has improved with all 3 younger children
- Registered with dentist
- Mum has joined a course in her local centre (Maths & English)
- Barry is still working nights but is less stressed due to the changes around the house
- Angie is managing her money better and doing a lot more round the house
- The family have been stepped down from an intensive plan, still have regular contact with Charlie and make home visits less regular

**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 checked="" type="checkbox"/>

**Have you continued to work with the family?**

Yes

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

See results of intervention

**Additional info/ service user feedback**

Case remains active on a less regular basis, Mum can contact me at any time should she need to.

**Estimated cost savings due to intervention (per annum)***\*Please provide this information if available\**

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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