

**Family Intervention Project (FIP) – 01st April 2012 – 30<sup>th</sup> June 2012**

Key achievements:

**Ms X** had wanted a fresh start after having had 3 miscarriages and separating from her husband of 15 years. To her, a fresh start was a new house that wasn't tainted by bad memories. However, due to over £2000 rent arrears this was not possible. After successfully winning an appeal to have her housing benefit backdated, Ms X and her 6 children moved to a new home in May 2012.

**Ms Y's** eldest son (aged 13) would regularly assault his mother. The worker sourced an appropriate anger management course for the child and he is now far calmer with his mother and has learnt new ways to deal with his emotions.

**Ms Z** was the victim of regular domestic violence at the hands of her partner. The worker supported Ms Z through the process of pressing charges with the Police and giving evidence in court. The perpetrator was found guilty and is now on remand in Bedford Prison awaiting sentence.

**Mr X's** partner had died and the family were facing the threat of eviction as the tenancy was in the deceased ladies name. The worker liaised with the family, his line manager and the housing department to ensure the tenancy was transferred to the family.

Case study

**Ms Q** had been referred to the project due to ongoing ASB and rent arrears. The family comprised Ms Q, her 11 year old son who had learning difficulties and her partner Mr X who had been an alcoholic for 20 years.

When the FIP Officer first met with the family, the condition of the home was awful. The little boys' bedroom had a faulty radiator which had been leaking onto the carpet for over 6 months. The result of this was damp and mould all over the bedroom carpet and walls, causing the boys asthma to become unbearable which was affecting his schoolwork.

There was huge conflict within the family due to the pressure caused to them by her partners drinking and they resolved their conflicts by shouting abuse at each other. This impacted on the neighbours.

Steps taken by FIP worker:

- A successful appeal was submitted to the benefits team to have her rent backdated and this resulted in approximately £800 being refunded to the family (see above)
- The council contractors replaced the leaking radiator
- The council contractors treated the mould and damp in the bedroom and completely redecorated it

- The worker liaised with a local charity and organised funding for a new carpet in the boys bedroom
- The worker sourced a new double bed for the boy
- The mother attended a parenting course entitled 'Managing Conflict and Anger Within the Family' which had been sourced by the worker
- The mother attended a parent support group to meet with parents of other children with learning difficulties which had been sourced by the worker
- The worker sourced a drug and alcohol support group for Mr X which resulted in a 10 day stay at a detox centre (he has now been sober since 6<sup>th</sup> June 2012)
- The worker sourced a free training course for Mr X in order to get him a Construction Skills Safety Certificate (CSCS) and he is now actively looking for employment
- The boys' academic ability at school has increased considerably. A place had been allocated to him at Collett School in Hemel (a school for children who have a statement of educational needs), however if he had been assessed by the school 4 months after the intervention by the worker commenced, he would have not been allocated a place due to his far higher levels of ability.
- The number of complaints about the family and their behaviour in the neighbourhood has reduced considerably.