

Appendix B Case Study

A mother with a 12yr old daughter, had fled an abusive relationship and made an approach to KSAS assistance scheme with no food, insufficient clothing, serious rent arrears and suffering depression. The child was not attending school due to not having clothes that could fit her. KSAS supplied cash for emergency food. Clothing vouchers, a seven day food parcel and energy vouchers were also issued. The service signposted her to specialist Floating Support who set about assessing her needs, worked with the local housing benefit office to arrange back payment of benefit and reduce rent arrears. They further negotiated a reduction in rent with landlord. A CAF was set up to ensure support for the mother and child across agencies.

In assessing her needs, KSAS became aware that in the midst of this crisis, the applicant was also the sole carer for her elderly parents. Her parents, themselves vulnerable as the mother had a chronic illness and the father a terminal illness, were also in crisis and at risk of homelessness as a result of harassment due to their ethnicity.

It was clear this household was under considerable strain. Without help with her own issues and those of daughter and those of her parents, her ability to continue caring for herself, her daughter and her parents was in jeopardy. KSAS awarded food and energy to the parents and again signposted to floating support to help the older couple.

Outcome

This intervention including the signposting to supporting agencies prevented the customer losing her home and get the help she needed to manage her own affairs. KSAS provided immediate support with provision of food and clothing which protected the health of the customers and allowed the daughter to return to school and stabilise their living arrangements.

Her parent's health was protected by being supported with food, energy and equipment. With the assistance of Floating Support both households were made safe from eviction and the customer recovered sufficiently to continue as Carer for her parents allowing them to continue to live independently in the community without any statutory involvement.

Cost to KSAS

Cost of food, clothing, energy, furniture and equipment for the mother and child was £747.12p. Cost to support parents was £304.32.

Potential savings to KCC statutory services

- £2,551 per week for a child's residential home placement, or
- £818 per week for a child taken into care, or
- £555 per week for a child's foster care placement;
- £457 per week Social Care support for people with mental health
- £687 per week for Social Care support for people with physical disabilities, or
- £282 per week for Social Care support for older people