

CASE STUDY

Referred to Catalyst via housing, Family A had been evicted from a local authority property for anti-social behaviours and high levels of criminality. They had previously rented private accommodation which became problematic resulting in the family becoming homeless. This led to the family being accommodated in a local authority homeless hostel. After a period of resettlement work the family were offered temporary accommodation if they were willing to engage with Catalyst.

The family had the support from numerous statutory services. The 3 children all had differing issues with education, including high levels of truancy, behavioural issues and being educated outside of mainstream education. The children had previously been assessed as Children in Need and thus allocated support services through Childrens Services. One of the family also has mental health issues which required an impatient stay in the local CAMHS unit. This was just the tip of the iceberg and the families engagement with services had been historically problematic over several years.

When Catalyst became involved the family quickly began to make significant improvements in their engagement with agencies and commented how beneficial they found the structured level of support being offered. The Key Worker collated information and organised a support meeting in which all agencies working with the family were involved in agreeing a Support Contract for the family. This eliminated the elements of duplicated interventions and promoted the best support package for the family to engage with all agencies with the aim for a reduction in service requirement.

The interventions undertaken by Catalyst have provided a basis for the family and support services to share relevant information and work together. This has empowered the family to make significant changes over a period of several months and enabled them to achieve agreed goals outlined in the Support Contract. There has been evidenced improvements in school attendance, a significant reduction in anti-social behaviour, a reported and observed increase in parenting capacity and a reduction of interventions from other agencies involved. For the first time in several years the family have also maintained the conditions of their tenancy agreement and have begun to take real pride in their home.

Feedback from all involved has been very positive, with one agency commenting that the family are “unrecognisable” to where they were prior to the support plan being in place. The grandmother of the family has also thanked the key worker on several occasions stating “I now feel as though I have my daughter back”.

The Catalyst key worker:

- ensured all services were working to agreed goals so that underlying causes of problems were dealt with in a coordinated way
- worked with the family as a whole – ensuring the needs of all were being addressed
- set targets and boundaries for the family to change behaviour and laid down clear consequences for non-compliance.