

Household Support Fund 5

Case studies



Introduction

Oldham Council allocated £120,000 of the Household Support Fund for the period 1 April 2024 to 30 September 2024 to the Voluntary, Community, Faith and Social Enterprise (VCFSE) Sector. Working with Action Together, it provided an investment directly in VCFSE groups and organisations who are already working closely with individuals and households in Oldham who are at risk due to the adverse impact of the cost of living crisis. 26 groups and organisations were awarded funding in various amounts.

What is the Household Support Fund (Phase 5)?

The purpose of this fund is to provide a flexible cash first fund which can meet emergency needs for residents before financial challenges escalate. It is aimed at those from communities and in situations where offers from the existing structured system are less trusted, accessible or appropriate. As well as reducing the impact of the cost of living crisis for these residents who already face greater inequality, this will have the added benefit of building trust for future initiatives to work better and reducing the likelihood of those communities needing more expensive interventions further down the line.

In this document are case studies which show the impact of the fund on some of the individuals supported by these organisations:

- Age UK
- All Nations Church
- The All-Sufficient Sanctuary
- Ancora
- The Apostolic Church
- Home-Start
- KaskoSan
- OLCOM
- OPAG
- OPAL
- POINT
- Positive Steps
- Salvation Army
- SAWN
- USSAFF
- Yuvanis Foundation

Age UK Mr. 10996's Story

Situation

Mr. 10996 lives alone with no family or friend input. He also has several health conditions, including struggling with mobility. Mr. 10996 also struggles with self-neglecting, managing self-care and to keep on top of cleaning his property. He relied on a neighbour getting his food shopping but the neighbour can no longer support with this due to deterioration in his own health.

Enablement care has been put in place to support Mr. 10996 with meal prep, medication, personal care and laundry. D.N's have been visiting him daily to dress ulcerated legs. A profiling bed has also been delivered for downstairs living.

PIP Advisor carried out initial home visit and found that Mr. 10996 had very little food in and had no clean clothes to wear. The house was very cluttered and in need of a deep clean. There were piles of soiled clothes on the floor around the home which needed washing. Mr. 10996 stated he felt lonely and isolated. He also has Helpline 24 hour emergency pendant.

Action

The following interventions were made by the Age UK PIP Advisor:

- PIP Advisor referred for a benefit check to check if in receipt of all benefits entitled to
- PIP Advisor did an emergency shop for essential food items (HSF)
- PIP Advisor shopped for some new clothes and underwear (HSF)
- New single bed and bedding mattress protector all needed replacing (HSF)
- PIP Advisor provided a clothes maiden for Care staff to dry washing on
- PIP Advisor set-up Age UK Shopping Service for weekly food shopping
- PIP Advisor arranged a deep-clean through a Local Authority cleaning company, where all staff have had a DBS check
- On day of deep clean, PIP Advisor arranged for Mr. 10996 to attend an Age UK Day Care Centre. Transport and meal provided. Mr. 10996 didn't have to sit in his home whilst cleaning was carried out around him
- Mr. 10996 had X2 two seater sofas, which had been moved to the back of his lounge/dining room to make room for downstairs bed, but it made the room too cluttered and he did not have room to walk around with his frame. PIP Advisor, with consent of Mr. 10996, arranged for Age UK Handyman to move one of the sofas outside and cover it in plastic, as Mr. 10996 said he no longer needed the two sofas and wanted more space. PIP Advisor rang Bulky Bobs Oldham to arrange collection of the sofa

Outcome

- Awaiting outcome of benefit check and benefit entitlement
- Emergency essential food items were provided, this helped Mr. 10996 until he could order full weekly shop from Age UK shopping service
- Mr. 10996 now has some new clothes and underwear which he was able to wear until carers could wash and dry dirty clothes that had accumulated over time
- Mr. 10996 was using a single sleeping bag on the profiling bed as he only had double bedding. The double quilt was trailing on the floor and a possible trip hazard
- Care staff are now able to dry washing on maiden provided by Age UK as there was nowhere to hang washing to dry
- Age UK shopping service will ring Mr. 10996 every week and deliver food shopping. The Age UK shopping service is another pair of eyes and ears in the community. If the Age UK shopping service driver has any concerns when delivering shopping, he will report back to shopping service manager to follow up
- PIP Advisor met a member of staff from the cleaning company at Mr. 10996 home to discuss cleaning needs, ready for the deep clean
- PIP Advisor arranged for Mr. 10996 to be picked up by Age UK transport and taken to Age UK Day Care for the day, whilst the deep clean was carried out. Mr. 10996 had lunch and was taken home at the end of the day
- Bulky Bobs Oldham collected sofa from outside property

Mr. 10996 was pleased with the deep clean and said he would like the cleaning company to clean every fortnight to keep on top of things for him. Enablement care will review Mr. 10996 when their care comes to an end and will discuss if he requires long-term care support going forward.

There is now a big improvement in Mr. 10996's legs, meaning D.N's are not having to go as often.

Due to Mr. 10996 stating he felt lonely and isolated, a referral has been made to the Age UK long-term PIP Service for support with isolation, to support to reengage back into the community with social activities.

All Nations Church

Feedback from the beneficiaries of the support;

“Thank you so much for your help and I thank god for your kindness to help me and my 3 children. I am entirely grateful for your help, and I cannot even find the words to say to you I am truly grateful. Thank you Emma!”

- L

The All Sufficient Sanctuary Family XYZ Story

Situation

Family XYZ were referred to The All Sufficient Sanctuary (TASS), they were a struggling family of four living in Oldham with no access to public funds. A call was made to TASS who were made aware of their predicament.

Family XYZ asked for money to heat their home and to buy food. TASS followed regular protocol for such requests, which involved visit the family in their homes as much as possible to ascertain the severity of their problems.

Action

TASS visited the Family XYZ and discovered that they were a family of four. The house was not just cold; the family were sleeping on the cold floor. They could not afford a bed, let alone heating.

As a result, TASS provided them with; mattresses, duvets, duvets cover, pillows, night wears and warm clothing to keep them warm. Family XYZ was also provided with cash to top up their Gas and electricity. In addition, TASS provided them with food items and other basic items like toiletries etc.

Outcome

Family XYZ are happy and very appreciative of this intervention and are now looking into the future with a renewed hope and vigour. It is such a pleasant and joyful thing when you see people showing so much appreciation for the assistance they have received.

TASS have received a letter of appreciations from the Family XYZ and they have also asked that their appreciation be extended to Action Together and the Local Council for this gesture of goodwill.

“God is faithful”, “You are God sent”, “You guys are amazing”.

- Family XYZ

The All Sufficient Sanctuary Mr. & Mrs. ABC

Situation

Mr. & Mrs. ABC were referred to The All Sufficient Sanctuary (TASS), they are a young couple that gave birth to triplets. Mrs. ABC was pregnant and unemployed when they had met TASS.

Mrs. ABC contacted TASS via their website to ask for help, as they were at breaking point. TASS put a call across to her to get firsthand information from her. They visited Mr. & Mrs. ABC's home to deliver food and to properly assess their situation.

Mr. & Mrs. ABC's family was really struggling, as Mr. ABC was the only one working. As a result this, they had lots of unsettled bills. They were struggling with high electricity and gas bills. According to Mrs. ABC, sometimes, they had to skip meals to enable them settle their high energy bills.

Action

On getting to their home, TASS discovered that Mrs. ABC was heavily pregnant. Two weeks later, Mrs. ABC had triplets. That was the genesis of a huge challenge of taking care of her and her triplets.

Mr. ABC had to stop going to work to assist in taking care of his wife and the triplets. This was by no means, a huge task.

As a results of this, TASS had to step in to help in providing for the parents and the children. For over 3 months, TASS provided food for the parents, milk and other basic needs for the children as the couple has no other means of survival.

Outcome

Mr. & Mrs. ABC are full of joy and appreciation for TASS's help and intervention. Mrs. ABC is always expressing her heartfelt thanks and appreciation for these laudable efforts to make life easier for her and the family.

**"Thank you, Oldham council", "Thank you Action Together",
"Marvelous work", "You did the unthinkable".**

- Mrs. ABC

Ancora DHL's Story

Situation

DLH is a single mum to three children, who Ancora have supported through a few issues since 2021.

She most recently had been sanctioned again, for a lengthy period and needed support with clothing for the family.

Action

Ancora met with DLH and were able to refer her to REEL for some suitable clothing for her and her children.

DLH also mentioned that her washing machine was broken and she needed a replacement. Ancora initially referred to SAWN, but they had no stock, so then made an application to ACTS 435. Once Ancora received the funding, DLH also shared that her fridge-freezer had also broken, and this was more of a priority. On delivery of the fridge-freezer, DLH asked Ancora to come into her home and look at some of the outstanding repairs that needed doing.

After some back and forth, it appeared that although the property was a FCHO flat, it was leased to OMBC as temporary housing. As such, the tenant could not report repairs, only OMBC.

Ancora used HSF monies to support DLH to retrieve her mobile from the pawn shop and have given her a free sim card with free data & minutes. She is now able to appeal her sanction and engage more fully with universal credit requirements. Also, she is able to communicate with agencies more easily, as DLH was using her friend's mobile as contact but was not always with them when calls were made.

Ancora also provided DLH with supermarket vouchers so she could fill her new fridge-freezer with food.

Ancora have referred DLH to other funding streams regarding other items that are needed.

Ancora are supporting DLH with regards to some debt she has, her benefits and also her current housing situation.

Outcome

DLH has been incredibly grateful of Ancora's support again and will endeavour to respond and engage with other agencies on a regular basis.

The Apostolic Church

Feedback from families/individuals The Apostolic Church were able to support with the HSF;

“I am really happy for this. It was at the right time for my need.”

“I thank you for this, to support me and my family.”

“I did not believe until I see it. I am happy.”

“My children are happy we are able to do little shopping for milk and chips for.”

**“I am always sad the way the gas of the house . But this help us to top up during this cold.
Especially for the kids.”**

“This will go a long way for us.”

“ Whaooh! Thank you, thank you, thank you.”

Home-Start M's Story

Situation

M and her two children (4 and 15 months) had been recently offered a flat through First Choice Homes. They had been waiting for rehousing since M and her partner's relationship had broken down, and as a result they were experiencing a lot of conflict which was impacting on the mental health of everyone in the household.

M contacted Home-Start to request support as she was struggling with the emotional and practical implications of settling herself and her children into a new home, which was perfect for their needs. Unfortunately M had very little money due to only being able to work part-time as a nursery nurse and was practically starting from scratch. The flat had no carpets or flooring, and M needed most household item.

Outcome

The Household Support Fund was able to support M's family in paying for essential household items including a bed, and white goods and kitchen essentials.

M and the children have now moved in, and thanks to the Household Support Fund, have made a really positive start to settling into their new life. M and the children's father are now getting on better and are focusing on supporting each other in coparenting the children.

Home-Start N's Story

Situation

N is a single parent to six children (6-month-old baby, 3-year-old twins, a 7-year-old and two teenagers). N speaks very limited English and speaks only a native Ethiopian language which is very difficult to source an interpreter for (Amharic), and a little Swahili, so faces complex barriers to accessing services.

Action

Home-Start supported N and her family to;

- access services in the community
- reduce social isolation
- support the early learning and development needs of the twins within the home
- support N's new relationship with her new baby through encouraging early interactions and sensitivity to baby's needs

N usually just about gets by with this support, but as come September the children needed school uniforms, particularly the older children who had completely grown out of the things they had. N started to really worry about where the money would come from for this.

The Household Support Fund was able to provide funds for school uniforms for children and was able to cover the cost of the children's school uniform essentials for her, including secondary school blazers and shoes.

Outcome

N was extremely relieved. Having this fund available prevented N from needing to make some potentially difficult choices around if she could afford to pay her bills or not, which could have led to her getting into debt and impacted on her mental health, and also the children's as a result of N being stressed and anxious.

KaskoSan

Feedback from Roma families/individuals KaskoSan were able to support with the HSF;

“My wife and I just welcomed our fifth child and I was made redundant at work. Got into a situation where I couldn't pay my bills and I simply was not able to provide for my family. I didn't realise that finding a job is really hard these days. I am really sad that I lost my previous job. Heard about the support at the Oldham Job Centre and they gave me a link where I contacted organisations and KaskoSan replied. It was an absolutely hopeless situation where they came and helped us as well. They also helped with migrating from Tax Credits to Universal Credit, which I was having huge problems with. Glad it's finally sorted. I am really grateful to the team!”

“As the parents of seven children and having no right to work or to claim benefits, we often face food shortages. We live in Oldham for two years and we do not have our residence status sorted. Applied for universal credit but never managed to pass the habitual residence test therefore we are not entitled to any benefits. The hardest thing about it is that we cannot get into work either without the settled status. KaskoSan helped us with both shopping food we like (East European food) and also with a top up on our electric and gas. They came soon after we got in contact.”

“KaskoSan was pushing me to give a video interview but being Gypsy is still a strong stigma and I am scared that me or my family would be targeted, however, I agreed to give feedback in writing anonymously. KaskoSan is the only organisation where I can access support in my mother tongue which is Romani Gypsy language. It is very hard for me to access support through any other organisation. Not only because of the language barrier but also the lack of trust. Although I am a Romanian citizen, my wife and our children do not even speak Romanian, only Romani Gypsy language. The support offered by any other organisation in Oldham is mostly in English, sometimes help is also available in Romanian but since I don't speak it very well I do not access those support services. Via KaskoSan, we also feel included. Thank you for making this support possible!”

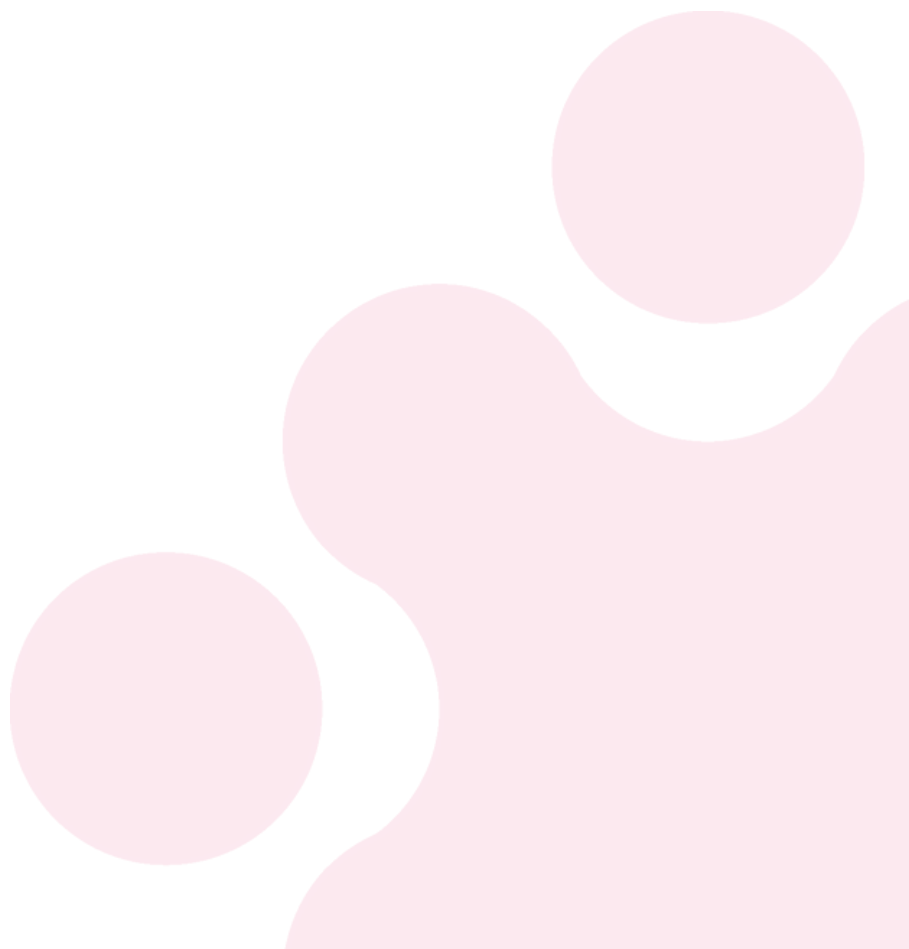


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“My husband works at Park Cake on a zero hour contract for more than two years (prior to that he worked at a local car wash) and we have been in receipt of tax credits as well, however, our regular income has significantly decreased after our tax credit payments were stopped. We were not able to pass the habitual residence test and couldn't sort out universal credit payments, that's when we started facing food shortages. This morning was the third day that my husband and I were unable to provide food for our children and we couldn't top up our electric and gas accounts either while we still need heating overnight. Friends in the Romani speaking community advised of the household support available at KaskoSan. We messaged KaskoSan and we had a volunteer in attendance who took us out shopping to buy food and also topped up our electric account. Moreover, they also helped us understand that our settled status needed to be sorted. As per advice we gathered our council tax bills, bank statements and P45s and now both of us have EU settled status as well as all of our children. Besides universal credit, we also have housing benefit paid now. We are very grateful to the KaskoSan staff for their help.”



Oldham Community Meals Miss KR's Story

Situation

Miss KR is a single mother of 2 (5 and 7 year old) and was referred to Oldham Community Meals (OCM) by the council. Miss KR explained that her 5 year old son is autistic and has been in and out of hospital, which then made her lose her job as she was missing work most of the times. She lost her home and ended up in a temporary accommodation with no money for food and other basic necessities.

We went to deliver food to her and she was in tears and these is the message she sent after

"Thank you so very very much. I am in tears. I did not expect such a big delivery. It will last for at least 2 weeks and we can go to bed without worrying if we will have food the next day. Thank you so very much"

Action

OCM delivered food to her and she was in tears

Outcome

After the delivery, Miss KR was in tears and shared,

"Thank you so very very much. I am in tears. I did not expect such a big delivery. It will last for at least 2 weeks and we can go to bed without worrying if we will have food the next day. Thank you so very much."

- Miss KR

Oldham Community Meals

Feedback from families/individuals OCM were able to support with the HSF;

“Over the many families that have been supported, the general feedback we often receive is the positive impact it has on the families well being both physically and mentally and the relief these food packages bring to them. As we have seen the cost of living rising by the day, even to afford the simplest of meals can be quite challenging.

Most of these families are being referred from the council which shows that the system in place is working. Comparing to past funds, organisations details remained on the council website which meant we kept receiving calls and people asking for food even though grant had finished. We spoke, you listened, we noticed that as soon as we used the last amount of the grants, we did not keep getting referrals which clearly shows that website was also updated.

The families that have been supported have also expressed so much gratitude because once they get in contact, we do take our time to listen, understand their needs, the challenges they are facing and most importantly giving them cultural appropriate food. We support people from all backgrounds and we understand how important this is. We are also aware that some people have serious medical challenges and understanding if they have any allergies or they have a special dietary requirement as they go through treatment is important and we do make sure that they just do not get food parcel for the sake of it but something that they will enjoy and help them according to their needs.

We also do not have a big storage place so most of the items are usually bought when a request is made to make sure that they receive fresh food when it is the perishables but also food that they can freeze to help them for a couple of weeks. We do take time to explain this as many people think its on the go food bank that they call and deliver within minutes, we have also created a system of when the food deliveries can be done so compared to last grants, we find that we are not overwhelmed unlike before so long as the families requesting for food are made aware of how it all works and when the food will be delivered, so overall, it is getting better and better.”

-Report from Oldham Community Meals

Oldham Play Action Group Miss O's Story

Situation

Miss O is a single mum of 2 feeling low and struggling as she was recently declared homeless and placed in temporary accommodation (basic hotel room), with no cooker/microwave only kettle. She was awaiting funds via universal credit.

Action

OPAG met with Miss O in person at the Community Centre to give her a voucher and to see if they could offer any further help. OPAG explained what other organisations offer locally and sign posted Miss O to Ancora for more support with benefits, and their budgeting session.

Outcome

Miss O emailed to say how much she appreciated the voucher and how much it helped, having also been to library to meet Ancora who helped with benefit forms etc. Miss O is now feeling more informed and listened too.

Oldham Play Action Group Family E's Story

Situation

Family E attends the OPAG Holiday and Activities session spoke to OPAG about struggling to buy school uniform, including shoes. OPAG made a referral on their behalf to Oldham Community Wardrobe for shirts and coats.

Action

Family E was given £75 voucher and Miss E said she bought shoes from Asda and used the rest on food shop which lasted two weeks. OPAG collected the clothes package from Oldham Community Wardrobe and Miss E came to pick up the package (uniform).

Miss E was feeling a little isolated and OPAG encouraged her to join art club (free) locally and cook on a budget session with Ancora for new recipes.

Oldam Play Action Group

Feedback from families/individuals OPAL were able to support with the HSF;

“Just want to say a massive thank you to Angela and Opal for the help and support financially over the past few years, it has been such a help and we are so grateful and appreciative for the vouchers we have been given. We would have been struggling more so without it especially with the washing machine when ours stopped working. I can't say thank you enough from me and my Mum.”

“On the income and expenditure there is more going out than there is coming in. Father's partner lost her job and is currently heavily pregnant so can't find more work. It would relieve some pressure before the baby is born in September and the household becomes larger.”

“It will help towards food in the house as we often run low and struggle to manage.”

POINT Oldham Parent Carer Forum

Feedback from parents POINT were able to support with the HSF;

“We were struggling to make ends meet, not having regular meals to ensure that our children were having 3 meals a day . The vouchers that they were given have helped us to buy extra food for our fridges and freezers, that we wouldn’t normally be able to afford. “

“The clothing voucher we were given helped purchase a quality coat for my child to use for school and for the bad weather. My child has only ever had a hoodie or a cheap rain jacket as I were unable financially to buy a quality coat.”

“The cost of living and the sharp price increases impacted several families, causing financial struggles, worried that they might not be able to pay their bills, having to use the money to buy food or essentials for their families. Having the vouchers has eased the anxieties of not falling behind with bills that month.”

“The vouchers are a God send as my child damages their clothes frequently. This is due to their additional needs, meaning that we are buying clothes on a regular basis to replace damaged clothes.”

“The vouchers came at the right time for many families, as they had either been made redundant or their working hours had been reduced, putting a strain on family’s finances.”

The Salvation Army

Feedback from families/individuals The Salvation Army were able to support with the HSF;

“Having the support with school uniform and food has been a life saver, absolutely don’t know what I would have done without it. I was struggling so much and just didn’t know how I would be able to buy them. I have no money, we were able to tell the team we didn’t, and still got the best thing for our children. Thank you!”

“Due to the uniform hub at The Salvation Army, I was able to get my daughter new uniform for her starting reception. This uniform would have cost me about £50. This way, my daughter has new uniform for starting school and I was able to afford to fill my cupboards with food for her.”

“I received support from the uniform hub with uniforms for my two children. Money is tight, especially over the holidays and without help from the hub, I wouldn’t have been able to replace the uniforms they’d grown out of. Pride can’t come into it when you need help, and you don’t feel judged by these guys, just blessed.”

“Thank you for the school uniform that we got for my 5 children. I lost my job 3 weeks before and just couldn’t afford the uniform at the time. I went to The Salvation Army who were able to support me, they were life-savers and invited me to other groups which I now volunteer at.”

SAWN Mr. E's Story

Situation

Mr. E was living in temporary accommodation since January 2024, having moved out of NASS accommodation where he had lived for the last 7 years. Mr. E was unfamiliar with the housing system due to being an asylum seeker and was supported to bid for properties on a weekly basis where he would come down to SAWN Furniture Hub once a week.

Action

Mr. E needed to bid for a suitable property so he could move on with his life, he wanted a home that was his and was struggling in his current accommodation as the other tenants were stealing his food from the communal kitchen, and the police was often in attendance waking him up at all times of the night. This was quite frightening for Mr. E and he was desperate to move out. With support from SAWN, Mr. E started to bid for suitable properties and was successful in being offered a 1 bed flat in a sheltered accommodation scheme.

SAWN accompanied Mr. E to view the property and attended a follow up appointment to sign for the property. SAWN then supported him to sign up for gas and electric and change his address with the benefits office, along with informing Housing Benefit to ensure his rent on his new home was in place on the day of sign up. Mr. E was also supported to book an appointment at Oldham Job Centre regarding access to his Universal Credit account. He had lost his phone and was unable to access his Universal Credit account online. SAWN also rang his GP and requested a medication review as he wasn't managing his diabetes and felt unwell.

Mr. E was supported to access furniture from SAWN Furniture Mill with support from the Household Fund to pay towards the costs. He had no furniture to move into the property, so SAWN provided a furniture pack which consisted of a 3 piece suite, fridge-freezer, washing machine, cooker, bed, wardrobe, drawers, coffee table and tv unit, along with pots and pans and kitchen utensils all items he personally chose himself.

The previous tenant of the property was a smoker and it was in need of redecoration throughout. Housing 21 were unable to provide a decorating grant, so SAWN sourced a workman who decorated the full flat at a very low price that was affordable to Mr. E. SAWN also took Mr. E to a local carpet provider and Mr. E arranged for a carpet fitter to measure and fit affordable carpets throughout. SAWN supported Mr. E throughout the process to help him to understand and feel comfortable with the process.

Outcome

Mr. E is feeling very settled and happy in his new home, he has fully furnished it with furniture he has chosen himself with support from the Household Fund.

His health and wellbeing is being better managed since he has had his medication review, his diabetes was out of control and is now stable.

He has made new friends and has been welcomed into the community of the sheltered scheme.

Mr. E is no longer having sleepless nights, is not being disturbed and he feels relieved that he can access his Universal Credit account online now that this has been resolved.

“I can’t thank these people at SAWN enough, what would I do without them?!

They have helped me financially to put lovely furniture in my new home, I had nothing and they told me that they could access a grant on my behalf to help me buy furniture. I can’t believe this is all mine and I don’t have to share! You people have given me peace of mind and I can’t repay all the kindness you have shown me... I will never leave SAWN you are my family now.

Thank you with all my heart.”

-Mr. E

USSAF Miss F's Story

Situation

Miss F is a mother of 4, and approached Unity School Support for African Families (USSAF) during one of their community meetings. She explained her situation, that she was in the verge of losing hope and life has become unbearable for her and the family.

When engaged further, the Miss F explained that she only works 20 hours a week and that her Universal credit has been reduced. She has been working hard for her children to make sure that they have shelter, food and go to school.

However, increased cost of living had rendered her hopeless. She had over £400 in utility bills and her kids had no appropriate school uniforms. Miss F informed USSAF, that she saw advertisements on their website and decided to reach out for help.

Action

USSAF booked an appointment to visit Miss F at her home in Holts in order to have further discussions and assess her situation and that of the family. During the visit, USSAF found out that Miss F was indeed overburdened with utility bills, since her heating had been switched off for about one and a half months, the family depended on a small electric fan heater for warmth. In addition, USSAF engaged with her children and asked them about their schooling and the hardships they were facing.

After a thorough engagement, USSAF decided to intervene by helping the family reduce their utility bills and also providing school uniforms to the children as it was evident that they were needed. To groom well when going to school, Miss F's two teenage girls were provided with sanitary towels and food.

Outcome

USSAF has been visiting the Miss F's family regularly and the situation has improved.

During their last visit to the family, the Miss F was happy to inform USSAF that she is happy her well being and that of the family life has improved.

She had her heating system restored and the family appreciates that they won't have to worry during the winter.

Her children also expressed the relief they had after receiving food and school uniform. They shared that they feel more comfortable at home and their confidence at school have improved. Seeing their mum happy has also helped to restore joy at their home.

YUVANIS Family A's Story

Situation

Family A (Mr. A, Mrs. A and their 2-year-old boy) was identified for support through a pre-school engagement by one of the Yuvanis volunteers. The family was facing financial difficulties that had impacted their ability to provide basic necessities for their child. The young boy lacked essential provisions, including school supplies, which affected his ability to meet the school's requirements.

Action

To address the family's immediate needs, Yuvanis were able to provide Family A with food and essentials shopping vouchers afforded to them by the Household Support Fund 5. These vouchers made a significant difference, as they allowed the family to reallocate their limited monies toward other essentials. The vouchers helped free up cash that Mr. and Mrs. A could use to purchase school shoes and uniforms, ensuring the child met the school's requirements.

Outcome

The provision of food and shop vouchers had a lasting impact on the child's ability to participate in school. With proper uniform and supplies, the child is now set up for success throughout the school year, meeting all necessary requirements. Family A also benefited from the financial relief, which eased their burden and allowed them to focus on other areas of need.

In addition to the immediate financial support, Mrs. A was made aware of wider services available to her through Yuvanis' own women and toddler sessions. These sessions provide a supportive community and further opportunities for the family. She has already begun to attend these weekly sessions this term and shown interest to continue attending next term.

Discussions have also taken place regarding additional educational resources, ensuring Family A continues to receive any necessary support.

YUVANIS Family B's Story

Situation

Family B (Mr. B, Mrs. B and their newborn baby girl) faced significant challenges during the first few months of their child's life earlier this year. Living in poor conditions above a shop, the family's home had minimal ventilation and possible damp issues, creating an unhealthy environment for their newborn.

Unfortunately, the baby girl had been sick since coming home from the hospital and was placed on antibiotics throughout her early months. This constant illness led to several trips back and forth to the hospital, with the baby overheating a few times due to a lack of equipment to monitor her temperature.

Family B was struggling financially and could not afford the essential tools needed to safeguard their child's health, such as a thermometer or air purifier. Their priority was covering the cost of food and bills, which made it impossible to purchase these items.

Action

Through Yuvan's program, Amazon vouchers were provided to support Family B, and with those, quality thermometer and air purifier were purchased. These tools have now been allowing the Mr. and Mrs. B to monitor their baby's temperature closely and create a healthier living environment within the family home.

Outcome

Since receiving the devices, the Mrs. B has reported that she has noticed a significant improvement in her daughter's health and overall wellbeing. The newborn is sleeping better and has not fallen ill again for the past 3 months, providing immense relief to Mr. and Mrs. B.

They now have peace of mind, knowing they can easily check their baby's temperature and maintain cleaner air in their home.

Having access to these essential tools has prevented unnecessary suffering for the child and provided a sense of security for the parents, allowing them to focus on their daughter's overall care.