

South Norfolk Early Help Locality

Customer

Mum and eight children, overcrowding in house. Dad has been asked to leave after allegations of abuse.

Issue

- Mum has mental health issues and struggling to cope.
- Over 40 animals in property including 15 snakes which Dad kept and looked after. Contributing to overcrowding of property.
- School holidays approaching, mum and children needed support during holidays as coping with change of circumstances, and can be a stressful time in overcrowded house.

Activity

- A request for support was raised and the following support was put in place for the family:
 - The housing team worked with the landlord to identify how the family could make better use of the space
 - Mum received support from Children's Services around her mental health issues
 - The Youth Advisory Board supported the family to access positive activities for the children during school holidays

So what?

Early Help Hub model meant much quicker identification of partners who could support family. Access to funding and positive activities within days rather than weeks, helped to ensure a quicker and smoother transition downwards from section 47.

Housing situation improved enabling family to stay in accommodation.

Positive activities for children provided relief for mum to have time to develop coping mechanism, and provide a diversion for the children.

Cost savings

Average cost of eviction: approx. £7,000
 Average cost of homeless application: £2,600
 Average cost of taking a child into care: £65,000