

## APPENDIX 2

### **Case Study from the Archway Foundation funded to support people suffering from loneliness**

“My Dad used to beat me up and my mum too. I was bullied at school and have never really had any friends. My community nurse introduced me to Archway and it has made such a difference to me. I knew I needed to get out and meet people but I was terrified at the thought of it. Archway has helped me so much. I don't get so depressed now I have people to talk to and I know that others care about what happens to me”. N. 46 year old man.

“I used to be very active and sociable but since my wife died and my health has deteriorated I can't get out unless someone takes me. Archway has been a lifeline, giving me something to look forward to each week and a chance to mix with people of all ages. I've been told I am good at getting some of the quieter ones to join in with conversation, so it feels great to know I'm still some use after all”. P. 79 year old man.

### **Case Study from Donnington Doorstep Family Centre funded to support vulnerable young people.**

A nine year old boy and his five year old sister both live with their mother. He also has two older sisters but they currently are not living at home. Their mother has had many struggles in life including drug misuse and domestic violence spanning over 20 years. Currently the boy has no contact with his father.

The whole family has been receiving support from Doorstep for many years. Their mother has attended parenting courses at Donnington Doorstep but continues to struggle with boundaries with her children. The children have witnessed significant domestic violence in the home and the boy and his sister remain on the Child Protection Register.

The boy struggles in school and often refuses to attend at all. His behaviour has led to multiple exclusions and he was referred to a specialist school. Initially even this provision was unable to cope with his challenging behaviour and he did not attend any school at all for many weeks. During which time he and his mother needed lots of support from Donnington Doorstep.

Since his eighth birthday the boy has been attending the youth provision at Donnington Doorstep on a regular basis. In this provision the service has allocated him a key-worker who works with him one-to-one in activities ranging from arts and crafts to outdoor play or just spending time talking. He has had struggles within the youth setting and staff put in place boundaries while still offering unconditional support to him (including not taking away the service, which he had previously experienced in school and other settings).

During the weeks of exclusion from school his key-worker also worked with him and his mother in the family Drop-in sessions helping to restore some structure and normality to an otherwise disorganised time.

He has a variety of learning and emotional disabilities, which in part, impair his ability to speak about his feelings. Nonetheless, in a non-threatening one-to-one setting he can be quite talkative

Donnington Doorstep staff are heavily involved with school and social services around the family and continue to provide regular support to not only the boy and his mother, but also to his older sisters. His behaviour remains challenging though staff are committed to maintaining a positive relationship with him and offering him positive adult role models

**Case Study from the Parasol Project who are funded to provide inclusive play & leisure activities for disabled children & young people**

(The disability can be either or a combination of Physical, Behavioural or a Learning disability)

Two brothers were referred to Parasol in early December 2012 by their social worker. Parasol had supported them and their brother (who is non disabled) and their sister (who is also disabled) three years earlier when all four were very young (between 4 – 8 years old).

The social worker had not appreciated that the boys condition had worsened in the interim and we had not appreciated that the boys were now wheelchair users and one had a feeding tube.

The first day the boys were with us over the February half term a trainer from the community nursing team came out to see us. By this time both boys had feeding tubes fitted and needed medication at lunchtime. We were trained and signed off on the feeding and medication and the boys spent three days with us without mishap, though staff had to get some feeding tubes and syringes because their Mother had forgotten to put them in the morning.

Neither boys have language but they thoroughly enjoy being part of a group of children and adults where there is always something happening.

The boys spent three days with us each week of the Easter holiday. They had a good time and staff have now got used to the routine of setting the feed pumps – one brother is feed at 11am and 2pm, and the other has his at noon when his brother has water administered by syringe. Both have medication at lunchtime and this all needs recording each time they are given.

We are able to accommodate the boys because the Parasol Manager is not officially with the playscheme but in 'charge' and in the office. This means that she can take responsibility for ensuring the pumps and medication is ready when needed and that they only need one enabler to support the two when they are taking part in activities.

The boys love being part of the group and getting out of the house. Mum is able to spend time with her non-disabled son over the holiday and has respite from the constant round of feeding etc – and their younger sister goes to another relative for the school holidays.

## **APPENDIX 2 continued:**

### **ADVICE CENTRE CASE STUDIES**

Debt is an increasing issue that people are seeking help with. There are a couple of ways the advice centres can help, first by helping them look realistically at their household budgets and how much they are spending. Liaising with their creditors and setting up informal repayment plans.

Another option is to apply for a Debt Relief Order (DRO).

Available from 2009, a DRO is a form of insolvency which is designed to help people who have relatively low debt (less than £15k), little surplus income and few valuable assets - and who have no realistic chance of paying off their debts within a reasonable time.

There are strict rules for applying and anyone with assets worth over £300 or a motor vehicle worth more than £1,000 would not be eligible to apply.

There are disadvantages to a DRO it will appear on your credit rating for 6 years, it may affect some people's ability to get credit in the future and they may not be able to open a bank account.

A DRO will last for a period of 12 months and during which time, any creditor named on the order cannot take any action to recover their money unless they have the courts permission. After which, the individual will be freed of the debts included in the order (unless their circumstances have significantly improved).

Certain debts such as student loans and fines cannot be written off.

DROs don't involve the courts, and are run by The Insolvency Service in partnership with debt advisers known as `approved intermediaries` - the people who actually help individuals apply to the Service for a DRO

### **Debt Case Study from Rose Hill & Donnington Advice Centre**

At RH&DAC they have been working with a woman for some years who has mental health problems. She would buy things that the family did not need or could not afford. With the help from her partner she came into the centre and asked for their help because all of her creditors kept writing to her asking for money that they could not afford to pay.

The staff talked to her about managing the family budgets better and explained how a DRO worked. This had to be explained to her a couple of times due to her mental health problems. It was also emphasised that she could not keep buying things the family did not need.

A couple of days later she came back with her partner and they agreed that the best way forward was to apply for a DRO. The centre applied on her behalf for a charity grant to help pay the cost of the DRO, which is £90. Once all the necessary paperwork had been collected they started the process on line. The next day an email was received to say that her request for a DRO had been agreed. That was nearly a year ago now and she has not been back with any further debt problems.

### **Debt Case Study from Blackbird Leys Neighbourhood Support Service (Agnes Smith Advice Centre)**

One of the centres debt cases had the bailiff's call at the door whilst she was at work but her oldest child was at home. The client contacted the centre and was able to provide relevant information regarding their situation at 4pm on a Friday afternoon to ask for help.

The advisor managed to speak to the bailiff who was prepared not to return to the clients house before 5pm on Monday. In the meantime the client met with the advisor and together they contacted the landlord who agreed to suspend the bailiff until a financial offer could be made.

Within the week the advisor completed the financial statement and after some negotiation with the landlord an agreement was reached on a monthly payment to pay off unpaid rent.

This work enabled the family to stay in their home.

### **Case Studies from Oxford Citizens Advice Bureau**

#### **Case 1**

Mrs A is 80 years old, lives alone and has various health issues. She received a state pension, a small private pension and has a mortgage. After reviewing her circumstances, we successfully applied, on her behalf, for Attendance Allowance, help with her mortgage, and council tax relief.

As a result of this work she is now over £100 a week better off. This has meant she has been able to do some basic household repairs, buy small gifts for her grandchildren and is planning to get involved in a local lunch club.

#### **Case 2**

Client & husband are home owners and have 2 dependent children, and both work full-time. They have a mortgage and a secured loan, and when she presented to us she was due in court the following week as the secured loan company had started possession action.

Clients also had council tax arrears, a tax credit overpayment and non-priority debts of approx £6,000.

We successfully negotiated with secured creditor payments under an SPO (suspended possession order) – meaning that clients were not required to attend court – and drew up a Common Financial Statement to enable the clients to negotiate with other creditors themselves

## **APPENDIX 2 continued**

### **CASE STUDIES FROM OXFORDSHIRE COMMUNITY & VOLUNTARY ACTION (OCVA)**

#### **Save Darfur Football Club**

An amateur football team is giving 22 refugees from Sudan the chance to feel part of the wider community as they start new lives in Oxford.

Players from Save Darfur Football Club enjoy their football, but felt held back in joining local leagues as they couldn't afford their own kit, hire pitches or pay for referees.

Team captain was referred to OCVA by Refugee Resource. He left Sudan in 2003 at 15 when his village was burnt to the ground. He said: 'I went to school when I came here, played football and made friends. I saw lots of guys arriving in Oxford having a terrible time suffering depression and anxiety, so I set up the team to help them interact with others and have a better life.'

OCVA worked with the team captain through the process of putting together a constitution and setting up a bank account so the team could apply for funding to help buy a kit.

OCVA identified several grant-making trusts which help people develop their sporting skills, and helped him to apply online to the Telegraph Sports For You Grants, which subsequently awarded them £1,000.

A simple thing like a kit has helped with social cohesion and rehabilitation for the refugees. The team captain explained: 'When new refugees from Darfur arrive, they join the club and have someone in the community to look up to. The players are very pleased that we have full kits and more people turn up for football games because this has made everybody very happy.'

#### **Oxford Sexual Abuse and Rape Crisis Centre (OSARCC)**

OSARCC contacted OCVA for an objective look at the health of their organisation so they could plan for the future.

OCVA has been working with the charity on a one to one basis and in a number of ways to make sure that it is running as effectively and efficiently as possible, so it may continue to offer support and advice to survivors of sexual abuse.

OCVA provided bespoke training for OSARCC's trustees to look at the charity's constitution, legal responsibilities as trustees, and give them an understanding of the political and economic environment.

This successful session led to a facilitation of an evening looking at their business plan, vision and mission statement, carrying out a SWOT (strengths, weaknesses, opportunities and threats) analysis, and prioritisation of their current and proposed services.

The charity has also requested assistance with their fundraising strategy and two members of staff have successfully completed OCVA's Institute of Leadership & Management accredited courses.

**University Church of St Mary the Virgin in Oxford** has been given the chance to bring its history to life, with the help of volunteers.

Part of a Heritage Lottery funded project was to establish a volunteer programme of 'welcomers', guides and photographers to document the restoration of the building.

Their Heritage Education & Volunteers Officer, contacted OCVA for help in attracting a diverse range of volunteers. OCVA's Volunteer Centre Manager suggested improvements to their volunteer policy and advised on encouraging people from different backgrounds into the role. OCVA's Communications Officer assisted the University Church to publicise the recruitment drive in the media.

'The University Church of St Mary the Virgin is one of England's most historically important churches, and welcomes around 300,000 visitors each year,'

They said that:-

"This new team of volunteers are the first point of contact between the church and its visitors, helping us to tell the story of this magnificent building and of the project."

Thanks to OCVA we had quite a lot of press coverage as well.