

## **Client A**

### **Reason for Referral: Bereavement**

Escalated to homelessness; unemployment; domestic violence; diagnosis of undiagnosed ADHD, autism, extreme depression, suicidal ideation.

### **Referred from: GP**

Support to individual: Client A young lady age 20

Lived with her mum, mum passed away unexpectedly and suddenly. Mum had complained of stomach pains, was admitted to hospital, due to covid restrictions client A could not attend with her mum. Within a few hours mum had sadly passed away and client A received the phone call. Client A contacted her father who advised he was not actually her biological father and felt now, that he should not support A, any longer. A, older brother serving prison sentence for drug offences, A has no other family.

A and mum were living in social housing under mums name, contract could not be continued by A, due to non-understanding of tenancy, timescale and finances, A became homeless and "sofa surfing". This led to A becoming a victim of coercive behaviour and domestic violence by a new partner and his family. A, lost her employment and independence of finances, along with her and her mums belongings and memories.

### **Outcomes Achieved:**

Has left the domestic violence relationship

Moved to new area in a private rental flat

Is working full time

Has a diagnosis of ADHD and Autism, which is supported and medicated.

Developing finance and budgeting skills

Looking at further Training opportunities

Arranging visits to mums friends to build up a book of memories, with photos and stories.

Bereavement support

## **Benefits brought through LAC involvement:**

Being able to meet face to face, distantly through lockdown. Going for walks and talking, access to safe spaces.

Felt able to be open and heard, advocacy input

Support with securing private rental accommodation in readiness for A to leave relationship.

Build trust with people including PCSO & GP

Linked with housing and welfare rights support

A, feeling positive about change

Being able to speak about bereavement, support to meet mums friends build up memories.

Introduction to a new area and safe spaces

Undertaken new opportunities such as woodland sessions to build on confidence and skills, further opportunities in training, well-being such as cycling, walking and socialising.

Being part of a support group for women and developing the group and supporting other women as they join.

Feelings of having a purpose and feeling part of community and having trusted social connections

## **Client M**

M, an 82-year-old female, living alone in the local area. M was diagnosed with asthma, stage 3 COPD and mobility issues following a fall in late 2019. M's only family was one son who lived abroad.

M enjoyed a good daily routine and social life before Covid. Pre Covid and lockdown's, M attended, each morning a health club with pool, she would swim and socialise with friends she had made there. Since Covid, M had stopped driving.

Through lockdown, M had lost interest in keeping contact with friends, by phone etc. She felt her health conditions were worsening. M was of low mood and felt isolated and lonely. Her son and next-door neighbour were very concerned.

M's neighbour expressed her concern for M at a local community group, enquiring about social services intervention. The group leader suggested contacting the Local Area Coordinator to get information and support. Phone call from the neighbour, and with M's consent arranged a visit. M was happy for me to speak with her son and neighbour.

### **Issues & Goals**

M's son was very worried about his mum. He expressed concerns about her mental health and noted that previously when she was presenting as this low without motivation, she had a long stay at a mental health provision. She had in the past used alcohol and prescription drugs, to cope with how she was feeling. He was worried about relapse.

He was anxious that she was not cooking or eating meals, and not taking medication, as she should. As he lived abroad and there was no other family, or support network, he felt that his mum would be better placed in a nursing home, so that she could be looked after, meals prepared, and medication monitored. He wanted to pursue a referral for a care home with social services.

M's neighbour felt that advice on an assessment for a package of support was needed, so that M could stay at her home but have carer's call to meet her needs.

On visiting M, it was apparent that she was nervous about meeting me. I explained that I was there for her, and wanted her to be at ease, and that she could chat as much or as little as she wanted. Time wasn't an issue; I could come and visit again, and we could get to know each other. This was about M, and her having the opportunity to be listened to, and being supported.

M rang me the next day, she said that she would like me to visit again. Over the next few weeks, I called regularly to see her. She opened-up a lot about how Covid had affected her, she had lost her routine, a lot of motivation and was worried about going out of her home again. She said that she hadn't been eating, so she understood why her son and neighbour were worried. She said herself, that she knew that by not eating, she would waste away.

She said that she had felt that life was over for her. She was aware that her son wanted her to be in a nursing home, she said she couldn't face

that, and it was causing her a lot of worry, she would rather die soon than have to go through that. After some weeks of getting to know M, and building a rapport, we had a significant moment.

M said, "You told me that my life doesn't have to be over, and that I can still have a good life, even though some things have changed, I think you may be right, can you help me then?"

At this point, M started to build a plan with my support. Her initial goals were to build her strength, gain some weight. Start to go out again and re-connect with friends.

We took it one step at a time. With me alongside, M learned how to arrange a 'doorstep' food delivery. She spoke to the GP, who prescribed nutritional supplements and a change of some medication. She arranged with support, pharmacy deliveries. M started to present as stronger, happier, and motivated.

I chatted to M about various social groups over the weeks, and offered that when she was ready, I would go along with her to any that appealed. M decided on the local knitting group. We attended twice together, she loved it, and connected with other members. I was unable to attend the following week. M attended by herself, she phoned me straight after, excited to tell me. She was so pleased with herself.

From this point onwards M went from strength to strength. Attending other social groups and going back out locally.

I had a phone call from her son, grateful and shocked at the difference in his mum. He said that he honestly had felt that she needed to be cared for, he had been so worried. He said that he felt much less stressed, as she now rings him most days to let him know what she has achieved.

M's progress was amazing, she even started to drive again. She resumed hair and nail appointments and met up with friends she hadn't seen since Covid.

## **Solutions**

The solutions were reached by having the time to build a relationship with M. Listen to her thoughts, worries, and wishes. Get to know her likes and dislikes and have the time to support her in her goals. Some solutions were practical, such as showing her how to use her iPad and let her know about resources such as 'home delivery', being alongside

her, as she did her first order. Supporting her with the initial GP conversations etc.

Other Solutions were community focussed, using the Community assets, such as groups and individuals, to enhance M's quality of life.

Introducing her to these things, until she was confident to access them alone. The solutions led to M feeling empowered, confident, and motivated to take on day to day tasks, personal care and social and wellbeing activities independently.

### **Results and Benefits**

The results positive and there were many benefits. For M, she reported that she felt like herself again, happy. She now had things to look forward to and she had her confidence back. She felt good that she had built herself back up. She was managing well at home, independently. She had a good social life. She was motivated to do things that made her feel good.

“I'm not religious, but if I was, I would think God had sent you to me, you've helped me to be happy again, I was so frightened that my life was over”

The other positives have been that through her personal progress and development, M told others about groups, the LAC service, community assets and shared her story. This has empowered and encouraged others to seek LAC advice intervention and support, earlier than they may have, thus preventing an escalation of issues. M's Son and neighbour both stated that they felt less worried and stressed, also encouraged that there was a council service like this, and that their initial worries and concerns had been taken on-board and the right solutions found. They tell others about their experience and the service.

The LAC intervention meant that there was no additional time or financial pressures on council and other services, in terms of assessments and provision of a care package/care home, mental health appointments/support/interventions etc.

# COMMUNITY DEVELOPMENT

## A CUT ABOVE

### Domestic Violence Awareness with local Hairdressers/ Beauticians

## OVERVIEW

### Project Background and Description

*Within our Local Area Coordinator role, we recognise that hairdressers, barbers and beauty therapists are an integral part of our communities, wellbeing, knowledge and referrals are passed on for support for their clients.*

*These professionals are in a position of privilege with their clients, not only physically but also someone trusted to talk to or confide in. These businesses know us, as LACs in our community and where we can work together to support each other.*

### Project Scope

*The purpose of this project is to develop active learning and awareness of different sorts of domestic violence, not just physical, but emotional, financial and controlling behaviors. Then to work with local businesses to support their learning and understanding, to encourage someone to make a report, escape abuse and signposting to leading support organisations. Also bringing the businesses together to support each other and identify any further needs or training. Appointment cards similar to hairdresser cards will be available for clients to keep but will be specific for a service of support to meet with the person at an agreed time and date at the hairdresser. The barcode on the appointment card is also the contact number for support.*

*Work under # You are not alone - Safer Swansea and NPT project.*

## Who is involved

*Local Area Coordinators – Kirstie Richards, Natalia Kudla, Alison Davies*  
*Senior engagement and policy officer Neath Police Station – Lisa Potterton*  
*Principal Officer – Social Services NPTCBC – Maria Selby*  
*Consultant Social Worker – Eleri Cawsey*  
*Deputy Team Manager – Gemma Swinford*  
*Autism Spectrum Disorder And Neuro Diversity Disorder Lead – Ceri Low*  
*PCSO's – Sam Brookman, Jessica Ford*  
*Live Fear Free*  
*Calan DVS*  
*Womens Aid*  
*Womens Refuge*

## Delivery

*Local Area Coordinator introduction of services and partners to each Hairdresser / beautician in Cluster*  
*Information packs handed to each business, this includes:*

- You are not alone leaflet,*
- Emergency contact business cards*
- Hairdresser disguised appointment card for support*
- Hand Sanitizer with disguised support contact number for support.*
- Coordination of meetings to bring businesses together and develop further training and support.*
- To date **24 hairdressing salons** are engaged in the project*

# Information packs

**#YouAreNotAlone** North Wales Domestic Abuse Services

### What can YOU do?

We do not want you to look for or identify victims of domestic abuse, we would just like to provide you with some knowledge and information that you can share if a client chooses to disclose information to you.

In such cases, you can provide the telephone number of Live Fear Free: 0808 80 10 800 a 24 hour free and confidential helpline. This number is included within the barcode of the appointment cards that are included in this pack. The number is concealed within the code to keep it anonymous, the card could be held within any client's bag/wallet without raising suspicion from a partner.

**Live Fear Free Helpline**  
0808 80 10 800  
call • text • live chat • email

Your next appointment  
date: \_\_\_\_\_ time: \_\_\_\_\_  
day: \_\_\_\_\_ time: \_\_\_\_\_  
date: \_\_\_\_\_ time: \_\_\_\_\_  
address: \_\_\_\_\_

All calls to the Live Fear Free helpline are confidential and are taken by fully trained & highly experienced staff. Calls are free and will not show up on any phone bill including the major mobile networks. Helpline workers can provide emotional support and provide callers with practical information about accessing further services in the local area. Details of local services are included in your pack for reference.

**Thank you for supporting this initiative**

For further details on this scheme or to request more helpline cards please contact [communitysafety@npt.gov.uk](mailto:communitysafety@npt.gov.uk)

**#YouAreNotAlone** North Wales Domestic Abuse Services

### What is Domestic Abuse?

Domestic Abuse is the actual or threatened physical, emotional, psychological, sexual or financial abuse of a person by a partner, family member or someone with whom there is, or has been, a close relationship.

**ABUSE IN RELATIONSHIPS CAN HAPPEN TO ANYONE.**

It's not normal, it's never OK and definitely not part of a healthy relationship. Some people think that relationship abuse is just about violence, or physically forcing somebody to do something they don't want to - but that isn't true. Abuse can be emotional and verbal, and can include physical or sexual abuse. All types are serious and they're never OK.

If a relationship leaves someone feeling scared, intimidated or controlled, it's possible it is an abusive relationship. There's never an excuse for domestic abuse. Anger, jealousy, alcohol or wanting to protect the other person - none of these are excuses.

When we're talking about domestic abuse, we mean an abuse of power and control between two people. You don't have to be in an intimate relationship to experience abuse nor does it matter what sexuality or gender the person identifies as. Domestic abuse can also occur between family members of any age, parents, children or siblings.

**Live Fear Free 24 hour Free Helpline 0808 80 10 800**

**Live Fear Free**  
0808 80 10 800

Confidential support and information on domestic abuse, sexual violence and violence against women in Wales

**Llinell Gymorth Byw Heb Ofn**  
Gwybodaeth a chefnogaeth cyfrinachol wrthych trais domestig, trais rhywiol a thrais yn eiddyn marched i'ng Nghymru

**In an emergency always dial 999**

<b>calan</b> www.calandvs.org.uk	01639 622356
<b>thrive</b> www.thrive.org.uk	01639 894864
<b>Hafan Cymru</b> www.hafancymru.co.uk	01639 622353
<b>New Pathways</b> www.newpathways.org.uk	01685 379 310
<b>Devis Cymru</b> www.devis.wales	

Merch Ddeddf Cenedlaethol Port Talbot (Newcastle) Cam. Ddeddf Domestig



**Safer Neath Port Talbot**  
**IN AN EMERGENCY ALWAYS CALL 999**

**POLICE 24 HOUR NON-EMERGENCY NUMBER**  
**101**  
**RHIF DI-ARGYFWNG 24 AWR YR HEDDLU**

**FFONIWICH 999 MEWN ARGYFWNG BOB AMSER**

**Mwy Diogel Castell-Nedd Port Talbot**

**DOMESTIC ABUSE AND SEXUAL VIOLENCE**  
 Domestic abuse and sexual violence can happen to anyone at any stage of their lives. If you are experiencing this you are not to blame and you are not alone, help is available.

Live Text Free Wales 24hr helpline	0808 80 10 800
Dyn Weis Support for women	0808 081 0321 support@dynweis.org
Distresspart Nobody Abuse for teens	0800 500 0000 0800 500 0000
Stalking National helpline	0808 802 0300 stalkinghelpline.org
Respect Support and advice for perpetrators	0808 802 4040 info@respecthelpline.org.uk
Galop LGBT+ support	0800 999 5428 help@galop.org.uk

If you are in immediate danger please call 999

Your next appointment...

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Telephone: \_\_\_\_\_



## Next Steps – Further training/ support identified

*To involve and develop Autism awareness and training and develop specialised opening times to support clients. Demonstrate the understanding of Autism training that has been developed by Autism wales.org in conjunction with welsh Government and National Autism leads.*

*To develop further with:*

- *Mobile hairdressers*
- *Other local businesses*
- *Gardner's*
- *Trades people who may enter properties*

## **Community Focussed School**

Having been approached by the Head and a Local Councillor from a local primary school the Local Area Coordinator was asked to help them *achieve their ambition of becoming a Community Focussed School. The LAC suggested a community based partnership comprising of* individuals from Education, Social Services, Housing, Community Police, the Third Sector and our Faith community that will aim to ascertain the needs of our residents (through community engagement and consultation) as well as identifying its strengths and needs. This will enable us to not only develop opportunities that will address the identified needs, but will also avoid duplication. The aim will be to provide opportunities for the wider community to utilise the Schools facilities ideally outside of School working hours. Using an Asset Based Approach to develop positive wellbeing opportunities for the residents of Sandfields, we are confident that the school has a vital role to play in making our community more connected, engaging and resilient. In addition, the meetings are used to connect our communities through encouraging joint working, information sharing and strengthening community networks.

## **Library of Things**

Built on the success of the Tuesday morning library drop in, it was identified that there was a clear need for volunteering opportunities in the community (specifically those with mental health, older people and/or disabled) to engage in tangible, meaningful volunteering that will give them a sense of purpose and belonging. Having met with Benthyc Cymru CIC and with the local public library becoming increasingly

important following Covid; it was agreed that a Library of Things would be beneficial to the community. The purpose was focused on somewhere where local residents would be able to borrow items, additional to books, such as a drill, power-washer, cooking equipment or any other large, expensive items that people may use on a short term basis instead of having to purchase them. The project will be volunteer led, initially supported by the Local Area Coordinator and library staff with training provided by Benthylg (Wales Borrowing CIC). The aim will be to develop further links with the local Primary School in order to encourage parents to volunteer with the project and/or borrow the equipment that will not only help the community economically (cost of living crisis) but also help reduce items going to landfill, thus helping supporting a circular economy. Money has been secured through local community partnership work (additional money to follow once project is fully active) to purchase the first tranche of equipment and has recently been launched.

### **Growing Together - Feelgood Fridays**

Skewen Feelgood Fridays Project brings people together on a weekly basis to alleviate isolation and loneliness, improve health and wellbeing both physical and emotional, create new friendships and provide a natural mutual supportive environment.

The project aims to increase individuals' confidence and self-esteem by positive sessions and make the attendees feel good about themselves. A programme of activities focusing on fun and positivity was designed through feedback and workshops from people living in the area.

The ultimate aim of the project is to use natural community support at an early stage preventing individuals needing statutory support services in the future. The project is being developed and run by local volunteers working alongside the Local Area Coordinator, delivering weekly session with a rolling programme of activities focusing on health, learning and social opportunities.



