



Case Study - Nicky Brown

I became aware of Hopeful Families through another participant on the programme. When I joined the programme myself, my family mentor spent time looking at my aims and needs. There were no time bound restrictions - she recognised that I needed time to build up trust. After a few appointments, I was able to list areas I needed support with.

- > I needed support with my rent and had the feeling that my landlord was exploiting me
- > I wanted to get regular one-to-one support to help build up my trust in people
- > I needed help to access referrals to children's services
- > I needed to increase my Maths and English skills, as well as CV and employability support.

While on the programme I've received support with writing my CV and guidance on digital inclusion and other training courses. I was given information, advice and guidance on stop smoking services, as well as community links to WESAIL, Richmond Fellowship, NHS recovery courses, NHS live well, weight loss programmes, Dyslexia support & money management support. I had a dyslexia assessment paid for using Hopeful family funds to help my learning needs, and I now have a reasonable adjustment report with a colour overlay to help with my reading and writing.

Support was provided during the pandemic relating to my children's school work. I needed further support with home schooling and so an engagement worker dropped off tools to help with learning. I lost confidence and esteem during this period due to my dyslexia and learning issues so Hopeful Families supported me with equipment for home schooling, such as a tablet grant issued by digitaldevices.com, which also helped access a learning mentor with the school.



Hopeful Families offers opportunities to build hope, confidence and skills for people who are not in work. It is funded by the European Social Fund and the National Lottery Community Fund.



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During the pandemic I received regular calls from the Hopeful Families team, which built up my trust and ensured a safety net was in place during the lockdown. I agreed with my family mentor during lockdown to go out with my children for outings such as walks and bike rides, starting with one per week with garden exercises in between. This increased the number of activities I did with my family and, along with encouragement from my family mentor, I slowly built up my resilience to go outside more and visit other social outlets.

I received support from my local community hub who provided weekly food parcels during lockdown, due to my fears of food running out. Over Christmas Hopeful Families donated Christmas items and food parcels to me and my family, which was really helpful.

I am currently looking at the Reed transfer programme and I am also waiting for the end of lockdown for weekly tutor support courses with Doncaster college. These are online sessions, but after lockdown a local library will be giving weekly mentoring support which I'm interested in joining.

I found the Hopeful Families programme gave me new ideas and helped to build my confidence. I trust my family mentor and feel the support was consistent, not time bound and opened new opportunities to address my issues by both practical support and referrals. I've had more help from my family mentor than any other service. She actually helps me with what is needed and it's been really good.

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