



Case Study - Rita Reynold

I was referred to Hopeful Families through my local Job Centre to help with a number of barriers I was facing, and also to receive information, advice and guidance to help my personal situation. A big barrier in my life was having no home or household items, or any savings for a rent deposit. Money was tight as I was on Job Seekers Allowance, and for a while I was sofa surfing (staying with friends and relatives while attempting to find permanent accommodation) and looking for work.

I wasn't getting many job interviews so felt I needed more employability support. Hopeful Families helped to organise some appointments for me with a life coach to help me fine tune my employment options. Soon after this I was issued with a laptop which was key for me and helped me develop a more consistent approach at staying in touch and applying for more jobs. I soon secured a job, and had met my main objective of finding work. Hopeful Families made me aware that I could claim any mileage or travel costs to get to the appointments.

Hopeful Families provided me with information, advice and guidance on housing options available to me, which gave me clarity on my rights and what support services were available to me, such as rent deposit schemes. My family mentor contacted Housing Aid at Wakefield District Housing and completed the assessment for assistance to support me getting accommodation. I had an assessment and am now able to bid on Wakefield District Housing properties and I have access to the Guaranteed Rent Scheme.

A referral was made to Money Smart in Wakefield to support my financial issues. There were some old council tax debts I had so I agreed to the referral with the aim of finding a solution to my debts. I created a list of financial incomings and outgoings to enable me to get support and apply for further grant access. The Money Smart service also offers energy efficiency advice so I could stay informed on sustainable energy for when I got my own home.



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.



“

Thanks to Hopeful Families I have completed my CV and as well as my Better Off In Work Calculation to assess whether there is a financial benefit in me moving into work, which I am.

I would not have gained work had I not had the support of Hopeful Families who provided me with access to a computer. I was struggling to apply for work on my mobile phone, but through my family mentor identifying a need for a laptop and purchasing one I was very grateful and found it much easier to update my CV and register to online job searching platforms. Honestly, everything changed. Once I got this, my life flipped. I had been depressed. I felt I had nothing, but now I have everything to live for.

I felt less isolated and had a social network to help my drive. I was able to stay in touch with people which helped to build my trust.

I now have a private rented cottage, which I am sharing with my new partner. Living together will alleviate some of the financial burdens I've had in the past. Since starting work and meeting someone new and getting a property, my wellbeing is much better and I feel really motivated and happy. I really appreciate all the help Hopeful families gave to me, even just talking to them gave me confidence as I was able to share problems at a time when I could not stop worrying about things.'

”



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.