

CASE STUDY



Miss A, a member of the public contacted the advice line initially requiring advice and support.

Miss A had left an abusive relationship and fled along with her two young children ages 4 and 5. She had been provided shared emergency accommodation whilst the Local Authority assessed her case. Due to COVID-19, she was currently furloughed, struggling financially, and receiving food parcels and donations from her children's school. However, due to her moving out of the area she was no longer entitled to these.

We arranged for food parcels/donations to be delivered to her accommodation whilst she was staying in Luton and provided her with locations where she could attend local food banks and soup kitchens in the area. We completed referrals for her to engage with services around the domestic abuse she experienced and community groups to allow her to meet others.

Miss A eventually decided she wanted to return to her original location as this is where she felt more comfortable. She has support, built good relationships with colleagues and the children's school, and has a job and a local connection to the area. Miss A was conscious that her children would need to go back to school and came to the decision to keep them in the same schools as before rather than making a fresh start.

Based on her decision a referral was completed to her local authority and advocacy was provided with the homeless department regarding her case. The service was able to arrange for her to stay in a B&B that same day. A referral was completed for an IDVA (Independence Domestic Violence Advocate) to support her around the domestic violence and create a robust safety plan.

Miss A returned to the area, and we stayed in regular contact for a period of one month until she was settled. Miss A has since been contacted for a courtesy call, and it's been several months since we last spoke. Miss A is now in her own temporary accommodation with her children. This is close enough to the school which the children attended before, so they have not had to do a transfer. She returned to her employment from being furloughed. Miss A is happy with the outcome as she is now bidding and hopes to have her own property soon.

Her ex-partner has not been in contact since she has returned, she was also signposted by IDVA and has completed courses such as the Freedom Programme which aims to help women understand what has happened and have awareness of warning sign and tactics.



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