

Case Studies

Alice:

39 year old mum with 4 children 18, 8, 6, 4

Alice has been separated for a couple of years. As the pandemic hit, Alice was on a sickness payment following a serious illness. A couple of weeks into the first lockdown her sickness payment came to an end, leaving her with no payment. She needed to transfer to the One-Parent Family payment but with welfare offices closed and limited access or knowledge of I.T and the internet it was proving very difficult to transfer to the new payment. At the same time, she was at risk of losing the home that her and her children lived in as her ex-partner had taken her to court to vacate the premises as it was his home. Before Covid she was just about keeping her head above water and now with no payment and everyone at home and bills increasing she needed support.

Alice contacted One Family and she was identified as being particularly vulnerable and in need of help. The askonefamily helpline offered advice and support on moving her payment and housing options. Meanwhile, One Family's Parenting Service had acquired Lidl vouchers and summer activity packs following a fundraising drive by some local primary school teachers. A call was made to Alice and One Family dropped food and supplies to her home. When the staff member delivered the items, Alice looked at what was delivered and started to cry. She was overwhelmed as she relayed her situation to our staff member and that this was her second week without a payment and she had no idea how she was going to feed herself and her children but these vouchers meant she could feed her family. We continued to support Alice throughout the pandemic.

Patricia:

Grandmother in her mid-50s raising her 2 grandchildren on her own.

Patricia was working in the care sector and raising her two young grandchildren. A couple of weeks into pandemic, Patricia was let go from work because she had contracted Covid (her symptoms were mild) and her weekly income was affected. She had been identified by One Family's parenting service as someone needing extra support. A call was made to Patricia and an arrangement made to drop the vouchers into her letter box to avoid contact. The staff member called Patricia back after each drop to ensure she had received the envelope. Patricia was always so emotional as she had little outside support financially or emotionally. She said that having the vouchers meant that she could get the food shop with them and her weekly payment then could go to keep on top of bills and the extra costs involved with everyone isolating in the house.

****Names have been changed to protect parents' identities***