

1 in 5 Child Poverty Conference: Tackling Stigma and Inequality

Friday 27th April



Community Help & Advice Service

Family Support & Advice Service


What is the Family Support & Advice Service?



- Specialist Advice specifically for parents and guardians within the school setting
- We provide Free, Impartial and Confidential Advice on
 - Income Maximisation
 - Welfare Rights
 - Debt management
 - Housing Issues
 - Financial Education
- Holistic approach – Further Support Referral Process

Development

Breaking down barriers to access the service

- Building relationships – referral process
- Parent Day/ Evenings
- School fairs and events
- Parent Council Meetings
- Social Media
- Newsletters
- Leaflet distribution




Leyla's Story

- 33 year old single mum with 2 primary age children
- English not her first language
- Application for Free School Meals had been refused
- She works 16 Hours Per Week on minimum wage
- She received Child Benefit, Child Tax Credit & Working Tax Credit
- Previous domestic violence and subsequent homelessness
- Rents a 2 bed private flat for £650.00 per month
- At risk of eviction due to failure to pay rent
- Refused Housing Benefit and council tax reduction despite her low income
- Leyla decided her family have no beds and they sleep on the floor



How CHAI helped Leyla

- CHAI ran a full benefit check for Leyla
- Helped her reapply and challenge previous Housing Benefit decision – Backdated payment of £360.00 with ongoing award of £335.50 p/m
- Referred for a Housing Support Worker
- Applied for Community Care Grant for beds, mattresses and sofa
- Helped client apply for free school meals
- Clients annual income was boosted by £8287.83



Why it works

- Early intervention – reducing risk
- Holistic support and advice for all needs (employability, support and advice)
- Research highlighting income impacting education attainment levels
- Increases the likelihood of parents accessing advice
- A comfortable approachable setting for parents – convenient
- CHAI has provided expertise advice and support for over 20 years
- CHAI is accredited to Type III, in the three Competences of Housing, Money and Welfare Benefits, defined by the Scottish Government's Scottish National Standards

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Feedback

"This is a much-needed service at our School. It is invaluable knowing we can direct our parents to this service and someone will be there to listen, advise and support them. It is a discrete and supportive service where parents are given advice in a warm and familiar environment. Due to it running inside the school building, and during the school day, it is convenient and accessible for many parents to use"

Head Teacher, Elaine Honeyman - Dalry Primary School

Financial Outcomes

CHAI has boosted the total income of families by £273,111.