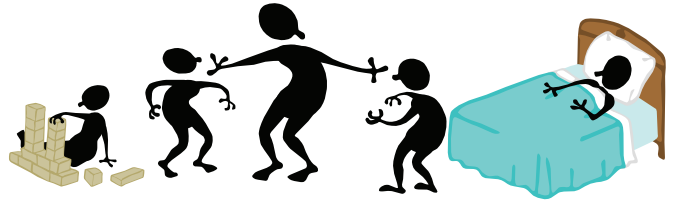


Kelly's Story - an example of ContactPoint in Practice

Kelly is 15. She has 3 younger brothers and sisters. She has to look after her family because her mum is sick (her dad left a few years ago and she doesn't see him any more).



A few adults have been asking her questions but she doesn't want to tell anyone she can't cope. She's also hiding things from her mum (like letters from school) because she doesn't want to worry her. She's scared of what might happen. She doesn't want her family to be split up.

Housing officer

Tim's noticed the family haven't been paying their rent for a while. He's worried about them. If they miss too many payments they might have to move out. He doesn't know that Kelly's mum is ill.



Learning mentor

Jane helps Kelly with her schoolwork. Kelly's been falling behind and not doing her homework. She's also missing lessons. She gets upset sometimes and then teachers call her rude and aggressive. Jane wants to help but doesn't know what's wrong.



Social worker

Paul started helping Kelly and her family when her mum got sick. After a while Kelly told Paul her mum's much better and everything is fine. They agreed he didn't need to help them anymore. Paul didn't know how much work Kelly is doing at home or about problems at school.

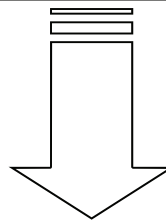


Jane looks on ContactPoint. She sees Paul and Tim's names and job titles. She asks Kelly if it's ok if she contacts them. She explains that there's nothing to worry about, but that there might be things that they could help her together on, and that they won't do anything without telling Kelly.

Tim gets a call from Jane. After checking it is ok with Kelly, Tim talks to Jane.

Kelly is a bit nervous when Jane asks her if she can talk to the others, but Jane explains really clearly how they could help her, and that they wouldn't do anything without talking to her first and letting her know what's happening. Kelly knows that she need help so she agrees.

Even though **Paul** has stopped supporting Kelly, his name is still listed on ContactPoint (it will stay on for a year). Paul gets a call from Jane. After checking it is ok with Kelly, Paul tells Jane about how he was helping the family.



After talking to Tim and Paul, they agree that they should all meet, and that Kelly and her mum should be at the meeting. Kelly and her mum agree.

What happened next...

Jane has been able to come up with a plan to help Kelly with her schoolwork. Now she knows about Kelly's situation at home, they've been able to set different homework deadlines and better times to meet up. Also, because Kelly is getting more help at home, she's a lot happier at school and her behaviour has got better.



Paul was able to get a young carers group involved. He's also arranged for extra help with housework so Kelly doesn't have to do everything.

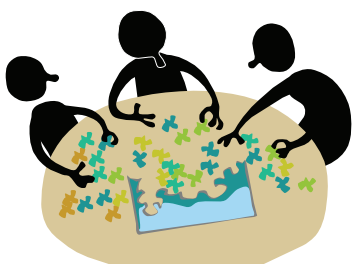
Kelly now understands better what everyone's job is in helping her and about the kind of help and support they can offer her. Kelly is now part of a young carer's group. It's helped her a lot to get to know other young people in her situation. She's also getting a lot more help around the house, so she has time to spend with her friends and is getting back on track with her schoolwork. She's much happier as she's not worrying about everything.



Tim has been able to get help for the family to pay the bills until Kelly's mum is well enough to go back to work. They also came up with a plan about how to catch up with the rent payments they've missed.



Libby works for the **Young Carers Group**. She is now part of the team that is helping Kelly and her family. Her name and phone number is now listed on ContactPoint.



Without ContactPoint, it might have taken these professionals a long time to find each other, or some of them might never have got in touch. This meant that it would have taken much longer to get Kelly and her family the help and support they needed. Kelly's problems could have got a lot more serious by the time they got help.