



Case Study – Empowerment

Taking Part is a third sector organisation working across Shropshire and Telford and Wrekin which offers advocacy advice and support for people with learning disabilities. The following is a case study where after discussing the issues with “Helen” and safeguarding colleagues a safeguarding concern was not raised because Helen had already decided to remove herself from the risky situation and other ways of helping were put in place instead.

Helen, has mild learning disabilities, contacted My Choice (information, advice and advocacy service for adults in Telford & Wrekin) as was finding it hard to cope with things at home with her family. Helen left home with no belongings and initially went to stay with another family member away from the area.

This was only temporary therefore Helen asked for help to look at her options for moving on and finding accommodation. Helen asked about what help was available if she felt threatened or vulnerable. Advice was given about this including when and how to contact the police either through the non-emergency route (101) or via the emergency number. Taking Part talked to Helen about her problems and what could be done including information about the Domestic Abuse Helpline; Housing Options including the Women's Refuge and Thrive for information and support regarding accommodation.

Initially Helen was apprehensive about moving forward from her situation and was grateful for the information and support from My Choice.

Taking Part followed up the initial support with phone calls which revealed:

- Helen was positive about going forward.
- She had been in contact with someone regarding her homeless application and was now aware she would be able to receive full housing benefit.
- Following a phone call to the Domestic Abuse Helpline Helen accessed one to one support and attended the Freedom Programme.
- The adult was supported by the Domestic Abuse Advisor and went to the police and logged what happened.
- A joint meeting was arranged with the Police, Adult Social Care, the Domestic Abuse Advisor and a Community Support Officer (CSO). This resulted in the CSO arranging to call in every week to check things were OK.
- Help with housing was being progressed.
- Support was in place to enable Helen to get an injunction.

Helen felt more confident about her future was grateful for the support and information provided - this enabled her to take action to keep herself safe.