

## Penny's Story

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**Local Area Coordinator: Donna Kendall**

**Date story written: 8<sup>th</sup> November 2021**

### **Introduction**

Lauren, a Child and Family social worker, had been supporting Penny and her children after Penny had ended a relationship with the dad of her youngest two children, as he is a perpetrator of domestic violence. Penny had been isolated from her friends and alienated by her ex-partner, and had shared with Lauren that she needed and wanted a fresh start for herself and her children. Lauren invited Donna, a Local Area Coordinator, to a joint visit to introduce her to Penny.

### **Situation**

Penny and Donna had the chance to discuss what was important to Penny and what she would like to create for her future for herself and her young family. Penny was fearful about accessing activities in the community due to the risk that her ex-partner poses, she spoke about feeling more confident to go to new places if accompanied by a supportive person.

The Local Area Coordinator *takes time to get to know people, listening to what matters to them and building a trusting relationship*

### **What happened and what made a difference?**

Donna spoke to Penny about community activities available for her and the children, but Penny explained that she would feel more at ease in a different community, where her ex-partner would not likely look for her. Donna listened to Penny's concerns and suggested another visit at home, to spend the time to get to know each other better. After visiting Penny at home, Donna suggested attending a breakfast at a church in Sketty as this was further from home and Donna knew that the people at the church were incredibly warm and welcoming so was confident that Penny would have a positive experience.

*Acting as a bridge to community* – The Local Area Coordinator builds real relationships with people, the local community and its multiple resources, spotting and creating new opportunities

Penny agreed, and met Donna with her two youngest children at the church for a breakfast. Penny enjoyed the experience and felt pleased that she had taken a step forward in her recovery, reconnecting with people in a public place. Penny talked about feeling more positive for the future, and informed Donna that her faith in people had grown, thanks to spending time in a caring environment.

The individual or family leads but the Local Area Coordinator supports people to *take practical action for change*

**What's next?**

Penny talked to Donna about going again to the breakfast club, and shared that she felt stronger having attended, despite initial feelings of unease and anxiety.

Penny shared that she has been unable to live her life in the way she would have, due to the control her ex-partner imposed on her and the children. Penny talks about looking forward to her future, and is pleased to have her local area coordinator walk alongside her for the journey.

**Has the story been approved by the individual/s to be shared with outside agencies?**

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| Yes | No | TBC |
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