



Salford CVS – Family Hub Navigator Support (AP Case)

**Community Support, Refugee /
Asylum Support, Social Isolation,
Infant Essentials**

Date: January – April 2025



Salford CVS support

Background

AP was referred to the Family Hub Navigator (FHN) service via Early Help, seeking support as a new mother with no access to essential baby items due to her immigration status. She lacked a buggy, formula, clothing, and community connection. She also expressed feelings of loneliness, detachment, and low mood. The referral aimed to address urgent practical needs while also supporting AP to build social connections and access advice related to her immigration status.

Challenge

- AP lacked basic baby equipment and essentials, including a buggy.
- As an asylum seeker, she had limited access to public funds and support.
- She felt isolated, overwhelmed, and was experiencing poor mental health.
- Unaware of her baby's missed health appointments and check-ups.
- Needed immigration support urgently but was facing long waiting times.
- Disconnected from social and cultural networks that could support her.

- Held 9 appointments and 8 follow-up contacts to build rapport and understand AP's needs.
- Referred to Visit from the Stork, which delivered a buggy within a week.
- Referred to Wood Street Mission and Salford Baby Bank for baby clothing and formula.
- Provided details of local peer support groups: Baby Social at Swinton Family Hub and Baby Feeding Peer Support Drop-In.
- Referred to Caribbean and African Health Network (CAHN) for culturally sensitive support and immigration guidance.
- Signposted to Revive Salford Drop-In for urgent immigration legal advice.
- Referred to Warm Hut for cultural activities and family integration.
- Identified a gap in health visitor contact and liaised with the 0-19 Team to ensure mother and baby received overdue check-ups.
- Signposted to Broughton Food Bank for ongoing essential support.

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Outcomes and impact

- AP received a buggy and basic necessities within 5–7 days of initial referral.
- Reconnected with her community by attending baby groups and engaging with other mothers.
- Successfully accessed immigration and cultural support networks (CAHN and Revive).
- Identified and rectified a missed health check for her baby.
- Demonstrated improved wellbeing, expressing gratitude and positive mood changes.
- Enhanced engagement and trust in services – AP is now more open and forward-thinking.

Navigator reflection:

This case reflects the value of consistent, holistic support tailored to the unique needs of asylum-seeking families. With trusted multi-agency partnerships and professional curiosity, Salford CVS was able to offer timely, life-enhancing intervention. This not only addressed AP's material needs but also built the foundation for improved wellbeing and social connection.



Quotes from AP:

Week 2:

“Thank you very much Karl, honestly, you have changed my life. I went to the Stork place and met Kim and she was able to support me. As I speak to you, I have a buggy now... we are outside taking a walk. It is so nice to be outside and doing things. He loves it and doesn't cry when he is in it. I am so happy.”

Week 5:

“I really wish I knew I could get this much support before. It is nice getting out of the home, being around other mothers and people, and seeing him happy in his buggy.”

Week 7:

“Honestly Karl, I was talking to my friend about how happy and changed I feel. Like not everything is getting me down.”

