

Salford CVS – Family Hub Navigator Support (ML Case)

**Community Support, Benefits
Navigation, Social Isolation, and
Partnership Referrals**

Date: April - July 2025

Background

ML was referred to the Family Hub Navigator service due to challenges with social isolation, benefits support, and limited connection to the wider community. Support was initiated through a multi-agency referral pathway, with the client engaging in 9 appointments and 6 follow-up contacts.

ML lives with a chronic back condition that limits her mobility. She expressed concerns about her ability to attend groups in person and the pressure this puts on her children, one of whom had become her primary carer. She needed help understanding and accessing entitlements, building community connections, and exploring sustainable support for herself and her family.

Challenge

- ML's chronic back pain limited mobility and social connection.
- Financial insecurity due to inability to work.
- Incorrect or insufficient benefit entitlements.
- A teenage child was taking on caring responsibilities without appropriate support.
- Lack of accessible, culturally informed community connections.
- Desire to explore immigration support for her brother to assist with care.
- Navigating a fragmented network of services and unclear referral outcomes (e.g., Wood Street).



Salford CVS support

- Reviewed household income and supported ML to understand and challenge current benefit status.
- Referred ML to Citizens Advice Bureau for a full benefits review and carer assessment.
- Completed and submitted a Salford Assist application for energy support.
- Liaised with Wood Street Mission (originally referred via Early Help) to confirm application status and secured a January 2025 appointment.
- Referred ML to the Caribbean and African Health Network (CAHN) to explore legal options for her brother to join her in the UK as a primary caregiver.
- Signposted to Warm Hut for culturally sensitive community support and social enrichment.
- Signposted to Salford SCL Youth Services for activities that support her children's wellbeing.
- Discussed long-term options including chronic pain support groups.
- Maintained consistent emotional support, allowing ML to feel heard, express her needs, and begin future planning.

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Outcomes and impact

- ML is now engaged with 4 external services: CAB, CAHN, Salford Assist, and Wood Street.
- She has begun to receive clearer communication, practical support, and is taking steps toward improved financial stability.
- Emotional wellbeing has improved: she is now more expressive and open during sessions.
- A shift from reactive, day-to-day coping to longer-term planning is evident.
- Children have been considered in all aspects of planning, with new support structures being put in place to protect their wellbeing.
- ML has gained awareness of community groups and resources previously unknown to her

Quotes from ML:

“Thank you very much for the advice you have been giving me the last few weeks and just showing me that there are more options out there than I thought.”

“I think having my brother would be a great help to our family. Thank you for even looking into some advice around it.”

“Thank you for always asking how I am doing, I really appreciate it, even if it is normally not too well.”



Navigator reflection:

This case demonstrates the importance of holistic, person-centred support and advocacy, particularly for families living with chronic health conditions and limited social capital. By acting as a connector between services, the Family Hub Navigator role ensured that ML's voice was heard and her specific, culturally informed needs were addressed.



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Making a difference in Salford