

ROSA's family



Rosa is a single mum. She has 3 children: Ty, Clara and Robin. She is an **ambitious and determined** woman, who works hard to make her dreams come true. She is a caring mum, committed to **helping her children** to become good and ‘whole’ people. Although she has friends and a network of people around her, Rosa **does not trust other people** and prefers to be as self reliant and independent as she can.

STRENGTHS & CHALLENGES

- Loves writing and photography
- Always striving to better herself
- Faith and spirituality are important in her life
- Finds it hard to trust other people

PARENTING
CONFIDENCE



INVOLVEMENT
IN LEARNING



RESILIENCE



“I hope they grow up to be whole and content people, not abusive. There are a lot of broken people out there, I don’t want them to become one of them.”

WORK

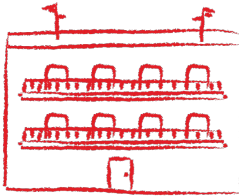
- Freelance Writer
- Part time student

FINANCES



Doing ok

HOUSING



Council Housing

SOCIAL NETWORKS



Manage alone

‘SAVE THE PARENT’
SURVIVAL KIT

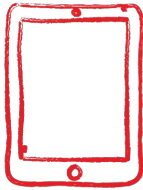
- Watching movies on her iPad
- Watching motivational videos
- Time on her own
- Writing

DIGITAL
DEVICES



3x

Smartphones



3x

Tablets



2x

TVs



1x

Laptop



1x

Playstation



1x

Camera



“I haven’t felt the need to check it [Ty’s use of digital devices] – it isn’t about trust. I think you just have to teach them the best you can and then they can choose for themselves. I am not too sure what he watches on the television, when I go in his room, he changes the channel”.



“I don’t get close to people anymore. I will talk to someone and then they will completely twist what I say. I just keep myself to myself.”



“I like to watch motivational videos every day. Just learning about life and how to be the best version of yourself”.

ROSA, TY, CLARA & ROBIN



Rosa is 31 years old and a single mother. She lives with her 3 children (Ty 14, Clara 6 and Robin 3) in a small council flat. Rosa moved to the UK from Ghana when she was 11. She is fiercely independent and does not trust other people. She has people around her but she doesn't like asking for help. She has withdrawn more lately after the death of her mum who was 'her rock' and taught her everything she knows. Financially, money is tight, but with good budgeting, the family manage. The children get free school meals and Rosa receives income support and housing benefit.

Rosa is a loving and caring mother to her children. She considers it an important part of her job as a parent to help her children become good and whole people. She is a Jehova Witness and religion is an important part of her life. She tries to spend an evening with each of her children talking about God. This is an opportunity for some one-to-one quality time, which they spend talking about faith and about what is going on in the children's lives.

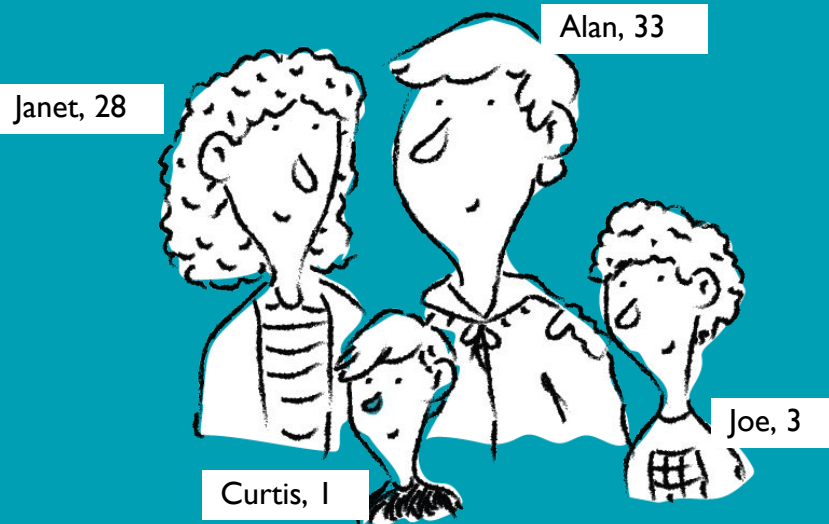
She is not very involved in supporting the children's school learning: Clara, in year 2, does her homework independently; Ty, in secondary school, is 'neither high nor low, more in the middle'; and Robin plays by himself while Rosa is busy with her own work.

Rosa feels there a clear distinction between the 'academic' education you get in school and learning about life - what you need to become a good, whole person. Her hopes for her children are that they grow up respectful, modest and doing whatever makes them happy. She feels she is 'making up for lost time' now in her own education, and so instils the importance of school in all her children.

Rosa failed her GCSEs and so returned to college to gain her A levels then complete a psychology degree. She is now studying for a degree in HR. She is highly ambitious and hardworking. Alongside her studies she is a freelance writer.

The house is neat and clean with a small living room, where Rosa and Robin spend most of their day. He plays on the iPad mostly watching songs and YouTube videos. Rosa watches films and motivational speeches on her iPad, and uses WhatsApp to keep in touch with friends. She recently deleted her Facebook profile as she didn't like other people 'knowing her business'. Ty spends most of his free time on the PlayStation upstairs, watching Netflix or music channels, or snapchatting his school friends. Clara watches TV downstairs most afternoons and looks after Robin, getting him snacks and keeping an eye on him.

JANET's family



Janet and Alan have 2 boys: Joe and Curtis. Both parents work. They are struggling financially and have **no time to spend together as a family**. Janet does not feel safe in her local area and she is **trying to move house**. She dreams of moving to **Norfolk**. Their eldest son, Joe, has autism and is very challenging and unpredictable. Janet and Alan are worried about his aggressive outbursts against both his Dad and younger brother.

STRENGTHS & CHALLENGES

- Actively seeking parenting support and advice
- Struggling financially, even with both parents working
- Joe's autism is difficult for the whole family

PARENTING
CONFIDENCE



INVOLVEMENT
IN LEARNING



RESILIENCE

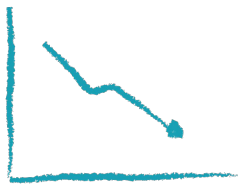


"I said something ain't right and the health visitor referred him. He has signs of autism and signs of a normal child. We're meeting with the paediatrician to find out if he has gone more normal or more autism."

WORK

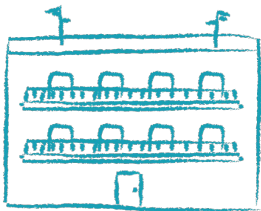
- Janet is a school cleaner
- Alan is a warehouse worker

FINANCES



Struggling

HOUSING



Council Housing

SOCIAL NETWORKS



Small circle
of trusted people

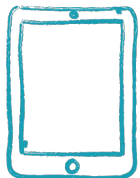
'SAVE THE PARENT'
SURVIVAL KIT

- Time on her own
- Online gambling
- Watching 'I'm a Celebrity... Get Me Out of Here!'

DIGITAL
DEVICES



2x
Smartphones



1x
Tablet



2x
TVs



1x
Wii



"I ask my Nan for money or stuff when I need it because I know she'll give it to me. I think she feels guilty."



"Joe asks Alan to play the Wii sometimes, but he never really does."



"I think I do it [gambling] a bit too much. I would never go into a bookies though, because they're all old in there and they stare at you, and then I would think I'm actually a gambler."

JANET, ALAN JOE & CURTIS



Janet and Alan live with their 2 children, Joe and Curtis in a 2 bed council house. Joe is 3 years old and has recently been diagnosed with autism. He attends a local nursery. Curtis is 1 and stays at home with Janet during the day, and then with Alan in the evenings, when Janet goes to work.

Janet works as a school cleaner for a few hours a week, and Alan works in a warehouse 9 - 5. Both hate their jobs, but, especially for Janet, it is the only time she has out of the house on her own. Janet also has a bad back, which is made worse by the cleaning job. She wants to find another job but struggles to find one as flexible as this one. Janet has struggled with mental health issues in the past, and the combined stress of her job and Joe's behaviour is resurfacing some anxiety and depression.

Financially, the family is struggling and they have been in rent arrears for a number of months. They can't afford luxuries such as "warm boots or watches". Both Janet and Alan gamble regularly and have previously won money, which allowed them to go on holiday as a family: one of their happiest memories. Janet sometimes borrows money from her Nan.

Their working patterns mean they find themselves 'tag' parenting and rarely spend time together. Alan finds it hard to cope with Joe's behaviour and regularly calls Janet at work asking her to come home.

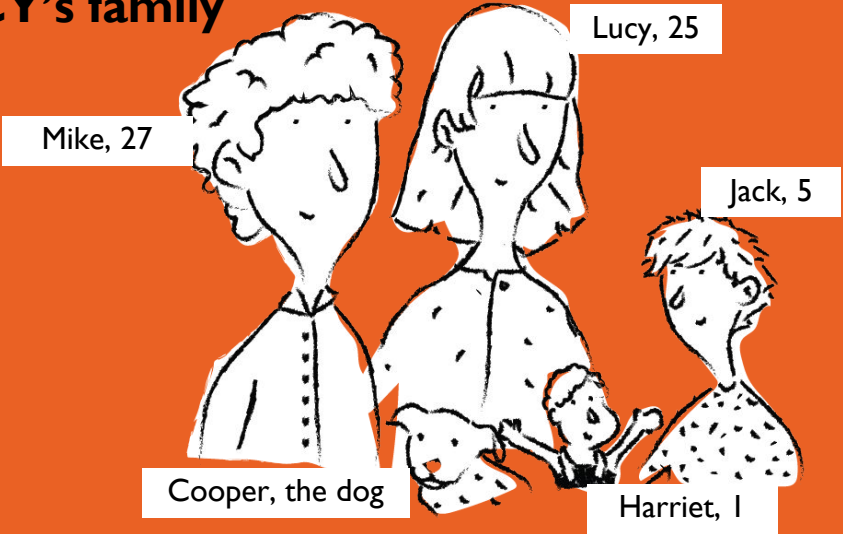
Janet thinks she is a "crap parent" and blames herself for Joe's behaviour and diagnosis. She has asked her GP for parenting classes, particularly for autistic children, but has had no response. Janet does not really think about what she could do to support the children's learning, as Joe's behaviour is so challenging that just managing the 2 boys together takes all of her strength.

The flat is too small for the family, and the boys share a room, but the Council say they cannot give them a bigger place until Joe is 13. Janet would like to move out of the area completely and move to Norfolk, but Alan is reluctant to leave his friends.

Janet never goes out on her own - except to go to work. She is scared to take Joe and Curtis to the park because of local stabbings and muggings. The road is also very busy and she fears Joe will run off into the road.

There are lots of toys around the house and garden but most have been broken by Joe throwing them. He plays with his tablet a lot of the time (watching cartoons and playing games), and on the Wii. He wants to play with his Dad but his Dad isn't interested in computer games.

LUCY's family



Lucy has 2 children, Jack and Harriet, with her partner Mike. She tries to be as **involved in her children's learning** as possible. She says she is 'just a stay at home mum' and has a big job taking care of Harriet, looking after the house and the dog, caring for her 90 year old Nan and supporing her partner Mike, who is going through a difficult period. **Mike is not involved in parenting much at all**, and is currently very frustrated trying to find work. Lucy finds he is spending less and less time at home with the family lately.

STRENGTHS & CHALLENGES

- Has a strong support network in the local area
- Prides herself on budgeting for the family and is savvy with money
- Wants to help Mike find a job and eventually return to work herself

PARENTING
CONFIDENCE



INVOLVEMENT
IN LEARNING



RESILIENCE



“I’m just a stay at home mum. I was always out before I had the kids, always out. But now, I’m tired by 9.”

WORK

- Neither parent is currently working
- Mike has been looking for work for 8 months

FINANCES



Just about managing

HOUSING



Privately Rented

SOCIAL NETWORKS



Well connected

‘SAVE THE PARENT’
SURVIVAL KIT

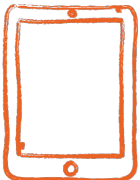
- Calling her mum and best friend
- Keeping the house clean
- A nice slice of bread with butter and jam

DIGITAL
DEVICES



2x

Smartphones



3x

Tablets



1x

TV



1x

Xbox



“I play with toys when daddy isn’t here, but I play with the Xbox when he is here.” - Jack, 5



“You never know what is going to happen. You can’t just keep £10 in your pocket, what if tomorrow I can’t get something they need?”



“I do literally nothing, not even put the TV on. I just want to do nothing. Make a nice slice of bread with butter and jam and do nothing. My favourite things are peace and quiet.”

LUCY, MIKE HARRIET & JACK



Lucy and Mike have 2 children: Harriet and Jack and live in a small 2 bed flat on a busy high street, above a kebab shop.

Lucy is a stay at home mum, and Mike is currently searching for work. He lost his job 8 months ago after a change to his company's DBS policy meant he could no longer work there with a flagged DBS. Looking for work is really getting him down and the family's faltering finances are causing further stress.

Lucy is very close to her parents and grandparents and, having grown up in the local area, she has lots of family and friends close-by. Her parents usually pay for the family's weekly food shop, and their car loan payments. When she goes food shopping with her mum she tries to bulk buy to save money and ensure she has enough, should the family's finances run out for that month.

Jack goes to the primary school across the road. The family moved here 2 years ago, before Jack started school, in order to be in the catchment area for the school, which Lucy heard was a good one. Lucy is a bit worried that Jack is small for his age, and doesn't want him to get picked on at school, but otherwise she thinks he is doing well.

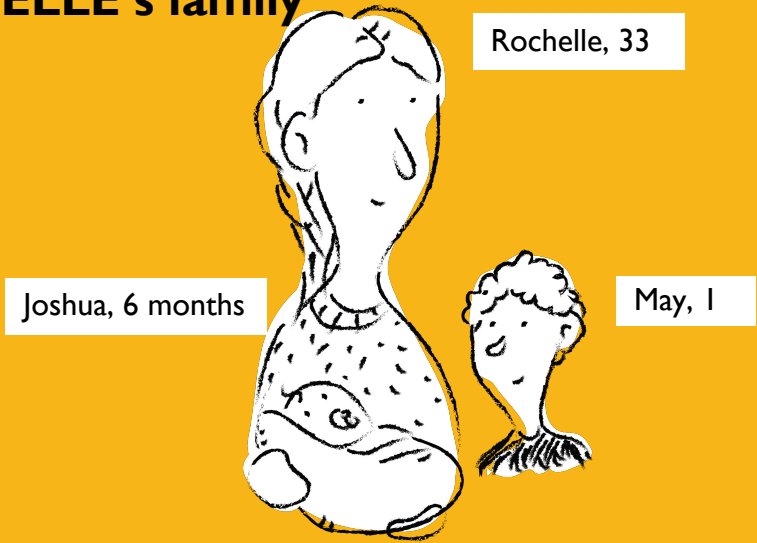
The house is in need of a lot of repairs. The boiler is broken on and off, and the wallpaper is peeling off the walls. The fridge also needs replacing. The space is cramped with all of the family's things, and Cooper the dog too.

Lucy is proud of how she manages money and keeps on top of her responsibilities. She takes care of Harriet during the day, does the school run, cleans and looks after the house, visits her 90-year-old Nan and runs errands for her, and walks the dog. She doesn't get a lot of support from Mike at the moment because he is busy searching for work.

The family come together around the TV in the evenings and sometimes on weekends to watch a film together. If Mike is home in the evenings he plays on the Playstation - usually Grand Theft Auto - and Jack watches. Jack, Lucy and Harriet all have their own iPads. Jack watches superhero videos on his iPad, navigating confidently through hundreds of videos; Lucy uses hers to watch Netflix films and Harriet watches In The Night Garden on her own iPad.

Lucy has tried to find educational games that Harriet and Jack can play together, but can't find any that Jack likes. She has parental filters on his YouTube app, but says they don't always work.

ROCHELLE's family



Rochelle is a single mother with 2 young children: May, 1 and Joshua, 6 months. They are currently living in temporary accommodation after losing their privately rented flat. Rochelle is very positive and resilient and is working hard to bring up May, visit Joshua in hospital (as he was born prematurely) and earn enough money to support the family.

STRENGTHS
& CHALLENGES

- Positive and ambitious for the future
- Knowledge and interest in child development
- Her faith and the Church community is very important to her
- Living in temporary emergency accommodation
- Youngest son, Joshua, is currently in hospital

PARENTING
CONFIDENCE



INVOLVEMENT
IN LEARNING



RESILIENCE

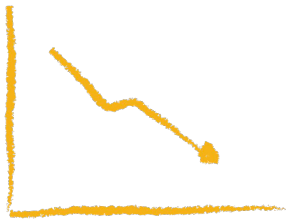


“Sometimes there comes a time in your life when things slow down, and you can’t do the same things. But things will change. I’m very optimistic, it’s not the end of the world. If you are pessimistic it will remain this way”

WORK

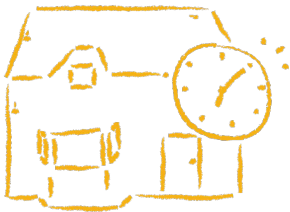
- Works nights as care worker

FINANCES



Struggling

HOUSING



Temporary Housing

SOCIAL NETWORKS



Well connected

‘SAVE THE PARENT’
SURVIVAL KIT

- Calling friends on her phone
- Going to Church
- Watching the news
- Cooking

DIGITAL
DEVICES



1x

Smartphone



“My phone feels very, very important to me. It’s my friend. My phone is my friend. It keeps me updated with information, to communicate, and nursery rhymes for her. So it does a lot of good. If anything happens to it I could cry”



“I would like her to learn everything: everything good. I would say that play is general learning, but not specific at her age. She is trying to explore what this is and what that is.”



“It was a serious issue: a legal issue. I wish I wasn’t involved in this. It happened so quick, so it wasn’t possible to find somewhere else to stay”

ROCHELLE, MAY & JOSHUA



Rochelle is a single mum, taking care of 2 young children: May, who is one, and Joshua who is 6 months old. Joshua is currently in hospital, as he was born very prematurely. Rochelle visits him every morning when she gets home from her night shift to hold him and take him breast milk. The hospital is a thirty minute bus ride way.

The family were evicted from their privately rented accommodation 2 months ago, due to their landlord subletting without Rochelle's knowledge. They are now living in a hotel room until the Council can find them suitable housing.

Rochelle has a strong network of friends in the local area, through her Church. One of her friends is able to babysit May during the nights, when Rochelle goes to her night shift as a care worker for older people with dementia. Rochelle finds this work both physically and emotionally draining. She is struggling financially but is proud to be self reliant and so does not claim all the benefits she is entitled to because she doesn't want to be seen as 'a scrounger'.

Rochelle moved to the UK from Nigeria 7 years ago. She has a degree in accounting and also worked as nurse previously. This has given her a strong knowledge of child development and health. She also loves to learn and reads about parenting regularly online on Netmums. She has also begun researching the best local nurseries for when her daughter begins nursery.

The children's father does not have contact with either of them, and Rochelle doesn't like to talk about him. He also does not contribute financially for either of the children. However, the children's paternal grandfather does see them occasionally.

In the small room where Rochelle and May are living there is not much space to play. Rochelle uses her imagination to make up games for May and she has some toys which she got from a local charity. When Rochelle needs a bit of peace and quiet she will sit May in her high chair and let her watch nursery rhymes on her phone. She used to like to watch cartoons on the TV, but there is no TV in the hotel so Rochelle has to find a new way to distract May to get some time for herself.

May is bubbly and happy. She plays with her toys and pens and paper around the room. She is very curious, which Rochelle encourages as she likes to see her learning about the world in this way.

Rochelle hopes that Joshua will be able to come home soon, but this is dependent on their living situation. Without enough space and a stable place to live he won't be able to come home from hospital.