

**Are You Struggling To Manage?  
Do You Live In Swale, Kent?**

**Do You Require Multicultural Food?  
Diversity House Can Help You!**

**Contact Diversity House**

**For any enquiries**

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# HSF CASE STUDIES

MULTICULTURAL FOOD & OTHER Interventions

## ABSTRACT

Swale Borough Council provided funding to a number of local organisations, including Diversity House, to administer the Household Support Fund. The money allowed the organisation, which has been providing food to people and families from different backgrounds since 2010, to improve this service.

## DIVERSITY HOUSE

*Note: For confidentiality, the names and some non-essential details in this case study are fictitious. The experiences described are real and reflect the support provided by Diversity House.*

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## Case Study One

### **“How a Young Black Male Who Legally Came to Britain Under the Government's Care Scheme Got Back His Zeal to Live and Thrive Through Multicultural Food Support”.**

#### **Introduction:**

Today I will describe how the HSF multicultural food programme aided a young black male from Africa who went by the alias "Kiki" to get over his early obstacles, obtain employment, and eventually give his time to help others. Kiki was legally brought to the UK by a care agency under the government's care scheme, where he was intended to work as a Carer. However, the care agency could not grant him any work hours, leaving him stranded without a means of support and sustenance.

Even though the promised job did not materialise, Kiki escaped the problematic food poverty and other circumstances brought on by being trafficked, albeit legally, to Britain because Diversity House was available to provide food and other household necessities thanks to funding from HSF.

In this case study, I will show you the entire process that Kiki followed to access the HSF multicultural food and support programme.

#### **Setting the scene:**

##### **Kiki's Problem**

Kiki is a 34-year-old black man who is unmarried and legally sponsored by a care agency to work as a care support worker. After arriving in the UK, the anticipated employment, however, did not materialise. As a result, Kiki was left alone, without a job, a way to pay his rent or buy food to eat. When his predicament was brought up at the local Church he attends every Sunday, he was directed to Diversity House's multicultural meal programme, which Swale Borough Council funds through the HSF initiative.

On arrival at Diversity House, he was welcomed, and an *in-depth needs assessment was carried out to identify his needs and how these could be best met.*

### **The results emanating from Kiki's use of the HSF support:**

The following results outlined below came about as a result of Kiki's use of the multicultural food and support program funded by SBC through the HSF program:

Kiki's dietary requirement was noted;

*He was asked to complete Diversity House's in-house food and household voucher, enabling the charity to keep note of the beneficiaries of the HSF program. Following this, Kiki was provided with an initial multicultural food box. After that, he was given some household items (portable radiator, duvet, etc.) and toiletries. Kiki became a regular at the charity and received weekly food parcels. He also joined the warm hub, which provides warm cooked meals, warm and cosy space and opportunities to socialise and make friends at the centre. Kiki was encouraged to use the many activities at the centre, such as IT and internet café, community integration and citizenship sessions, wellbeing space, job search, and life and social skills sessions. It was identified that due to the circumstance that he went through at the hands of his sponsor, Kiki's self-esteem had taken a turn for the worse, so he had sessions with the Centre's in-house counsellor, helping him to talk through his ordeal and regain his feelings of self-worth.*

*Although the HSF program was specifically to meet the food need of those that needed help with food but Diversity House's mission is to empower individuals, families and communities to take control of their own lives rather than creating the feelings of reliance and dependency. In line with the organisation's mission, Kiki was assigned a mentor and a coach to help him through job search whilst still receiving multicultural food boxes from us.*

*Kiki was encouraged to apply for jobs within the care homes and was supported through mock interviews. Kiki's confidence and self-esteem improved through the empathy, care and love shown to him by all at the Centre.*

*Kiki has gained employment at a care home in Medway and in line with the clauses of the Government's Care Scheme.*

*Kiki apart from gaining employment, now gives his time to Diversity House and to his local Church. According to him –*

*"Giving my time to support others is the only way that I can say thank for the love and support that I received during the dark months. I cannot say thank you enough. Through the food boxes received from Diversity House, I was and still able to feed myself and gain the zeal to look for a job to support myself. I do not want to be a burden on others and society". (Kiki – HSF beneficiary)*

**Note:** *For confidentiality, the names and some non-essential details in this case study are fictitious. The experiences described are real and reflect the support provided by Diversity House.*

## Case Study Two

### **“How a mother and three of her sons found love for reading and writing through multicultural food support”.**

#### **Introduction**

Lulu (pseudonym) is a 73-year-old single mum of three grown adult men from the travelling and gypsy background. This family live in one of the Borough's ward of pockets of deprivation – Murston. Lulu did not have any form of education and hence while her children were growing up, she did not bother to encourage them to attend school since she did not understand the need nor importance of education. To crown it all, the three boys (now adult men) are diagnosed as having learning disability.

The three adult men live at home with their mother and engage in seasonal work picking fruits. This has been their occupation for a number of years.

#### **Setting the scene:**

Lulu and her boys came to know about Diversity House during the period of the national census. Lulu and the three members of her family could not read or write, therefore, it made sense that they should attend Diversity House which was the Census Support Centre. It was in the process of attending the Centre to register themselves for the census that they became aware of the support available to them at Diversity House. Also, the youngest boy in the family was referred to Diversity House for support by Sittingbourne DWP - JOBCENTRE.

#### **Lulu's Family Problems:**

As noted above, Lulu is a pensioner, living with her three unemployed adult sons with learning disabilities. They live in social housing and have to pay their bills and support themselves through the various benefits that they receive. Coupled with this, Lulu have some health issues and her memory is not how it use to be, so, she frequently needs to be reminded to attend her appointments at Medway hospital.

#### **"Is It All About Food"?**

It was imperative to set this scene to enable the reader to Visualise the depth of Lulu's problems which were made worse due to the cost of living and its impact on her ability to provide adequate food for her family.

Lulu's story has to do with the European/mainstream food boxes that she received regularly from Diversity House to feed her boys. However, it goes beyond this because from engaging with the Centre, Lulu and her boys found another extended family to help them through most of the other issues confronting them, such as having to navigate the repeat prescription system that is now online, among others. However, this case study is not all about food support through HSF. It is about supporting people with dignity and equipping them with the skills and ability to help themselves, and it is about giving food but using it as a tool to fight dependency and the spirit of entitlement which is rife in society today.

### **Outcome from the HSF Program**

The outcome for Lulu and her family using the HSF scheme is multifaceted as demonstrated below:

- Needs assessments were carried out for the whole members of the family.
- Identification of needs and plan put in place to meet the identified needs
- Weekly food boxes were made available to the family.
- Two of the sons were encouraged to attend the Centre and to enroll for the ESOL sessions.
- Using Arts and Crafts, they were introduced to writing and reading
- One of the sons is working as a farm hand, which is a positive outcome
- Two of the sons are attending the IT sessions to be digitally included
- Lulu is getting the support she needs. She attends regular coffee mornings at the Centre and she also comes in to talk to the volunteer Doctor for second opinions and support for her health and wellbeing.

**Note:** *For confidentiality, the names and some non-essential details in this case study are fictitious. The experiences described are real and reflect the support provided by Diversity House.*

## Case Study Three

### “What’s in A Name?”

#### Introduction

Boy (alias) is a 56-year-old from the travelling community. He lives on his own at the Murston Caravan Park and does seasonal fruit picking as his only source of income. He was referred to Diversity House by another Gypsy family when he told them about his food crisis. Unlike the other three Gypsy men that told him about the Multicultural food programme at Diversity House, Boy can read and write.

#### Outcome of his engagement with the HSF programme:

- Boy has been receiving regular food box (European/mainstream) from the Centre;
- Boy attends the regular coffee mornings and weekly ESOL to improve his mental wellbeing, socialisation and communication skills;
- He is also volunteering at the Milton Creek Park and is being mentored by the Ranger to gain tangible transferrable skills
- He is currently working and needs the food box to supplement his weekly food purchases.

**Note:** For confidentiality, the names and some non-essential details in this case study are fictitious. The experiences described are real and reflect the support provided by Diversity House.

## Case Study Four

### “From Stay-at-Home Granny to Social Diva”

#### Introduction

This case study describes how a 74-year-old Bulgarian granny with a Zimmer frame through accessing the multicultural food programme at Diversity House was able to beat isolation, and loneliness and gain a network of supportive friends.

Cinch (pseudonym) was lives all alone in a quiet cul-de-sac in Sittingbourne and away from her daughter’s family. However, she acts as a childminder for her daughter’s children when they are on holidays. Apart from looking her grandchildren during the holidays, Cinch is usually on her own. She reported that she feels lonely and isolated. She commented that the little income she gets from her pension does not go far enough, paying her house rent, electricity and gas, therefore, sometimes she goes without food. Cinch was made aware of the food programme by a neighbour and she came in the first instance to see if it is something that she could use.

According to Cinch:

*“The first day that I came to the Centre for food, I thought that it was going to be difficult to and that I made not be given what I needed. Also, I felt very awkward and embarrassed to ask for food. But the two ladies that I met at the Centre made me feel at home. They welcomed me as if I was their long-lost family member and urged me to ask for whatever that I need. Because of the warmth and kindness that I found here, I decided to join other activities. I am a regular at the ESOL class, Armchair Yoga, cookery class and sewing sessions. For me, it is no longer about food, it is about friendship and socialising”. (Cinch – Bulgarian Granny)*



## **Outcome from the HSF programme**

- Cinch is a regular recipient of the multicultural food box
- She now accesses other wellbeing activities at Diversity House
- She has reported improved eating habits and consequently her sleeping has improved.
- She has formed good friendships with others at the Centre and goes out for coffee in the Town Centre with her new friends.

## **Conclusion**

Many individuals and families have benefitted from the multicultural food support enhanced through the funding from the HSF program.

The two case studies are a few of the lives that have been touched by the food and other assistance provided for members of the diverse communities. Diversity House multicultural food support could not have reached many people without the support of SBC's funding through the HSF scheme. However, the funding was used wisely by Diversity House as it matched the food support with other life and social skills opportunities in order to avert the culture of dependency among the people.

## Appendix One – Sample of Food Boxes and

*Figure 1 Food box for take away*



*Figure 2 A recipient of the food box being shown the content of the Food Box*



*Figure 3 People are welcome to tea/coffee while waiting for their food boxes to be packed*



*Figure 4 From food boxes to cooking at Diversity House Centre*





*Figure 5 Food box recipients are welcome to hot meals at the warm hub*



*Figure 6 Food box recipients are invited to cooking sessions at the Centre*



*Figure 7 All eats together at the Centre and take away are encouraged*



*Figure 8 Fresh fruits, vegetables, etc. are given to food box recipients courtesy of our local farmers*





*Figure 9 waste not - fresh vegetable provision for food box recipients*





Figure 10 Food banks for dogs and cats included too.

Do you want a dog to go to sleep hungry?

# DOG FOODBANK

Are there times when you can barely afford to feed your animal?

We will be able to provide free dog food for a limited time

Please sir may I have some more?

**diversityHOUSE**  
CENTRE FOR INNOVATION, DEVELOPMENT AND EMPLOYMENT  
HUMANITY. DIVERSITY. RESPECT.

**Find us at: Diversity House  
ISP House  
Sittingbourne/Kent  
ME10 3EG**

Thank you so much!!

**KEEP YOUR DOG HAPPY AND HEALTHY THIS SUMMER**

**Monday-Friday 9am-5pm**

Understanding the agony that dogs endure as a result of food shortages is challenging, this is why you should consider the thought of paying a visit to the dog foodbank. This will give a hungry dog an opportunity to experience happiness