

On-screen intro text

You are a housing officer and have seen Yazmin twice before. She's 20 years old, pregnant with her first baby, and currently living with her partner in a bedsit. She's vulnerable and you've been trying to find her a better solution.

Watch the video below and then choose how you should respond. Another video will appear based on your decision.

You can try different routes through the scenario and start again as many times as you like.

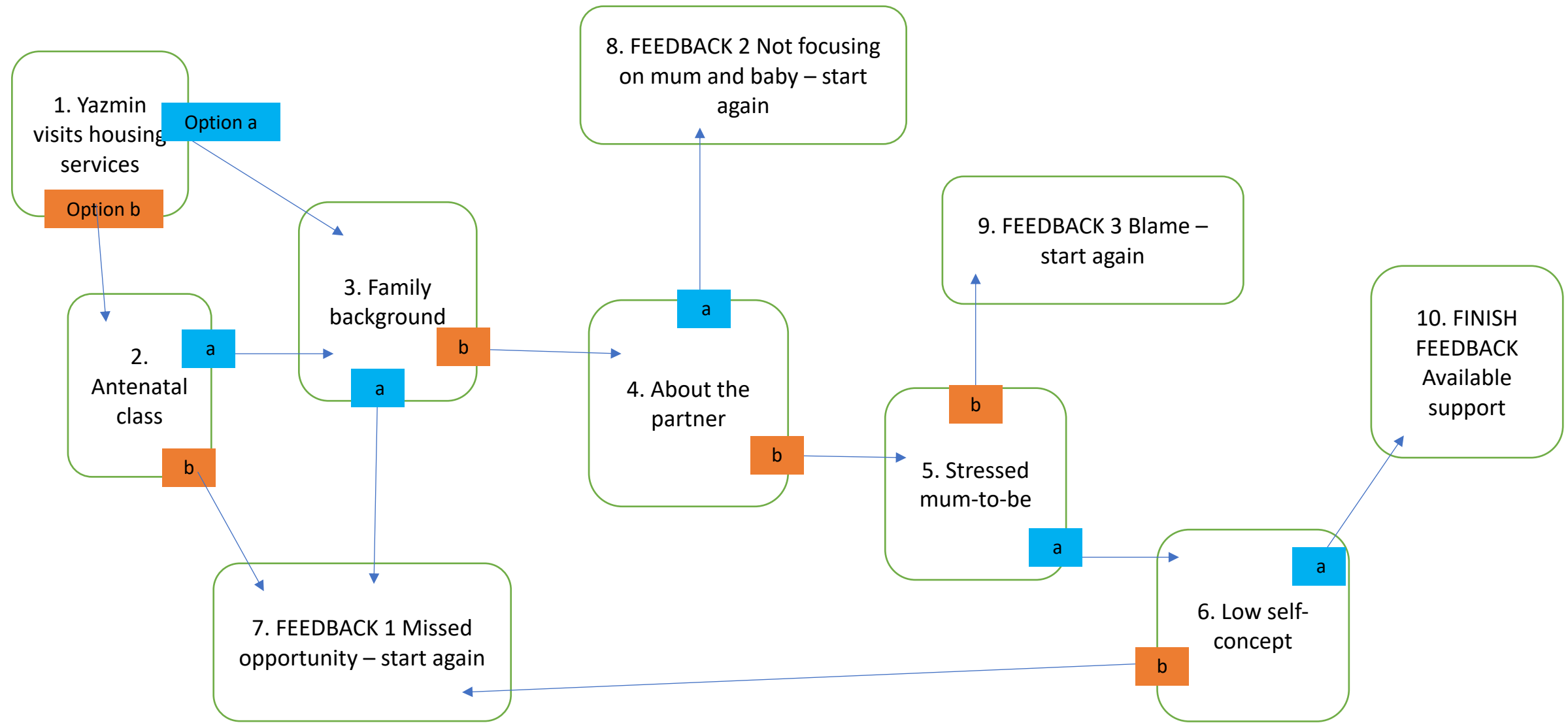
On-screen text after VIDEOS 7, 8 and 9

You have reached the end of this path. Try the scenario again.

On-screen text after VIDEO 10

Well done. You have successfully navigated your way through this scenario.

If you would like to find out where the other decisions would lead you, you can try the scenario again. If not, scroll down to continue.



VIDEO 1. Yazmin visits housing services

VOICEOVER

It's Yazmin's third appointment with you. She's obviously pregnant now and slowly coming out of her shell. From what you can tell, the pregnancy's been a bit tricky so far and she's not had much social support.

DIALOGUE

Housing officer: Hi Yazmin, it's good to see you again. How have things been?

Yazmin: Hello. Yeah, alright I guess. I'm not feeling sick so much, anyway, and can get out more, which is good...

Housing officer: I can see that your bump's starting to show!

Yazmin: Yep. Can't hide it anymore. The women at the antenatal class are well excited but my family... I dunno...

OPTION a: Tell me more about your family. >>VIDEO 3

OPTION b: Tell me more about the antenatal class. >>VIDEO 2

VIDEO 2. Antenatal class

DIALOGUE

Housing officer: *[whistfully]* Ah, those days... I met some of my best friends at my antenatal group. How are you finding it?

Yazmin: It's good – when I make it. My boyfriend thinks it's a waste of time. He doesn't come and thinks I shouldn't bother either. But I need to know what to do, and I've met a couple of women from my neighbourhood.

Housing officer: Don't worry, your mum'll show you what to do.

Yazmin: I *have* been messaging with my mum recently, but we don't speak much and I'm not sure I can trust her.

OPTION a: Tell me more about your family.>> VIDEO 3

OPTION b: Be reassured that she has a good support network. Get on with housing admin. >>VIDEO 7

VIDEO 3. Family background

DIALOGUE

Housing officer: Tell me more about your family. You said you couldn't live with them.

Yazmin: Me and my sister are tight, but it's tricky with my parents and my older brother. I didn't grow up with them. We were taken away when we were kids. My sister got... cut...you know...

Housing officer: Oh I see. How do they feel about the new baby?

Yazmin: My mum's excited about being a grandma. But my dad won't talk to me and my brother's super angry. He said he's going to kill my boyfriend.

OPTION a Be reassured that she has some family support. Focus on the housing issue. >> VIDEO 7

OPTION b How are things with your boyfriend? >> VIDEO 4

VIDEO 4. About the partner

DIALOGUE

Housing officer: How are things with your boyfriend?

Yazmin: Yeah... Well... I dunno... We're still together.

Housing officer: But it's not great? [*gently, tentatively*]

Yazmin: [*Sigh*] They cut the hours at his job, so money's tight. I know he's worried about being a dad as well, as he doesn't really get on with *his* dad. He's just smoking weed a lot so I never know how he's going to be, but he doesn't like me going out without him. Sometimes he's full-on angry and breaks stuff, sometimes he's all zoned out...

Housing officer: If he's harming you in any way there are options we can explore if we need to.

Yazmin: Oh don't tell anyone I told you!

Housing officer: Don't worry, what we talk about is confidential unless anyone's life is in danger.

OPTION a: Is he getting counselling or treatment? >> VIDEO 8

OPTION b: Do you feel you can cope for now? >> VIDEO 5

VIDEO 5. Stressed mum-to-be

DIALOGUE

Housing officer: Do you feel you can cope for now? You look tense.

Yazmin: I just think life'd be so much easier if we didn't have this stupid baby to think about! Just me and him again making a little home, like it used to be.

Housing officer: And home now? Is it somewhere you want to be?

Yazmin: I hate being there. I never know what's going to happen.

Housing officer: Yes, we need to get you a better place to live. You sound really stressed and that's not good for you or the baby.

OPTION a: I find doing yoga helps to keep me calm. >> VIDEO 6

OPTION b: You really are damaging the baby's development. >> VIDEO 9

VIDEO 6. Low self-concept

DIALOGUE

Housing officer: I find doing yoga helps to keep me calm. Baby really doesn't want you to be stressed, but I know it's hard to avoid sometimes.

Yazmin: The poor baby. I'm going to be a useless mother, he's right! I'm already doing it wrong!

Housing officer: Talk to your antenatal class friends. I should think they worry too.

Yazmin: No, they're so much better at this than me. My boyfriend said the baby will get put in care because I won't look after it properly.

Housing officer: It takes a lot to go wrong before that happens. I could talk to my colleagues in social services and find out how they decide to do that if it'll put your mind at rest?

Yazmin: If you think it'd help.

OPTION a: OK, leave it with me. >> VIDEO 10

OPTION b: Well, I'm sure it'll be fine once the baby's born. >> VIDEO 7

VIDEO 7. Feedback 1 – missed opportunity

DIALOGUE

Housing officer: Well, I'm sure it'll be fine once the baby's born. Being a parent comes naturally and your family will come round. Now let's see what options are available for you this week...

VOICEOVER

Your response shut down communications with Yazmin. You made assumptions about her situation and didn't make the most of the opportunity to exercise your professional curiosity and build a relationship of trust. Try the scenario again but this time see what more you can do to find out more about Yazmin's circumstances, recognise her anxiety and gain her confidence.

VIDEO 8. Feedback 2 – Not focusing on mum and baby

DIALOGUE

Housing officer: Is he getting counselling or treatment? He sounds like he's got some issues to work through. Tell him to see his GP.

Yazmin: *[in a small voice]* Oh no, there's no point, he won't listen and he'll know I've been talking about him.

Housing officer: OK, well there's help there if he needs it. Now have you completed that form I gave you last time...

VOICEOVER

Your response shut down communications with Yazmin. Although her boyfriend's problems are affecting Yazmin and could be putting her and her baby at risk, your advice that he gets help took the focus away from mother and baby.

Try the scenario again but this time don't lose your professional curiosity about Yazmin's situation, to recognise her anxiety and gain her confidence.

VIDEO 9. Feedback 3 – Blame

DIALOGUE

Housing officer: You really are damaging the baby's development. I read some stuff about how being stressed when you're pregnant affects the baby's brain. If you don't do something about the situation, your child is sure to have problems growing up.

Yazmin: *[in a small voice]* Oh... well... yes, it's my fault...

Housing officer: I'm doing my best to help you, but really you should just leave him. *[pause – looks at screen, tippy-tap on the computer]* Now, there's a place by the ringroad...

VOICEOVER

Your response has put all the blame on Yazmin and will undermine her confidence in her ability as a mother-to-be. It's true that high cortisol levels in the mother caused by stress can have a negative impact on the developing baby's brain, but many babies and children recover well. The added pressure on Yazmin will not help her stress levels or her self-concept. Try the scenario again but this time recognise her anxiety and gain her confidence.

VIDEO 10. Final feedback

DIALOGUE

Housing officer: OK, leave it with me. I'll get some information together for when we meet again next week.

Yazmin: Thanks.

Housing officer: *[pause – looks at screen, tippy-tap on the computer]* Now, there's a place by the ringroad that's just come up...

VOICEOVER

Yazmin is in good hands. You have showed professional curiosity and taken the opportunities to find out about Yazmin's support network, her situation and her self-concept. This goes a long way to building a relationship of trust and gaining her confidence, so she feels able to disclose abuse if she needs to. Follow this up by sharing what you have learned with other agencies in contact with Yazmin and her boyfriend.