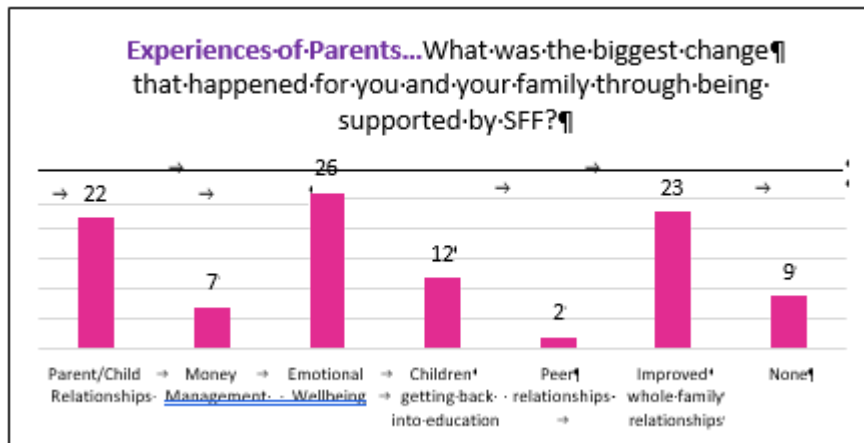


Impact & Analysis of Supporting Families First Service

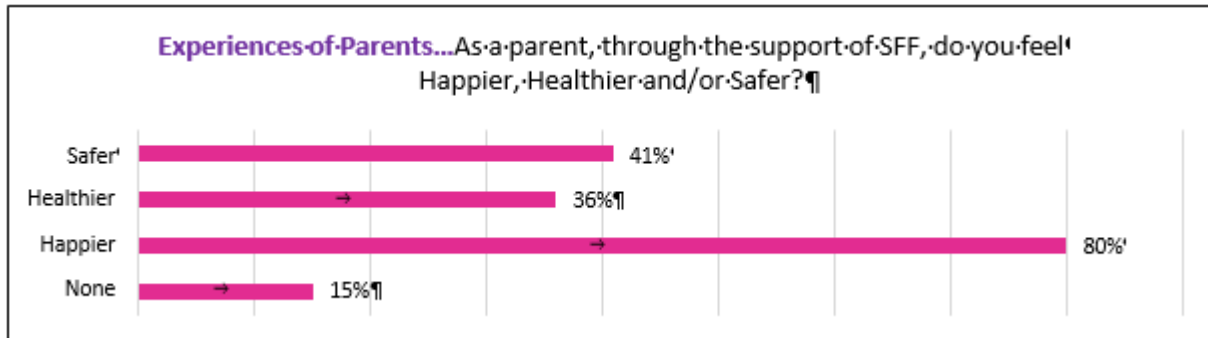
Feedback from Families

Across May 2022 we have undertaken a targeted feedback survey with parents on their experiences of the multi-disciplinary Supporting Families First Service – following case closure to the service. In total we gained feedback from **59 parents**; this report summarises their feedback.

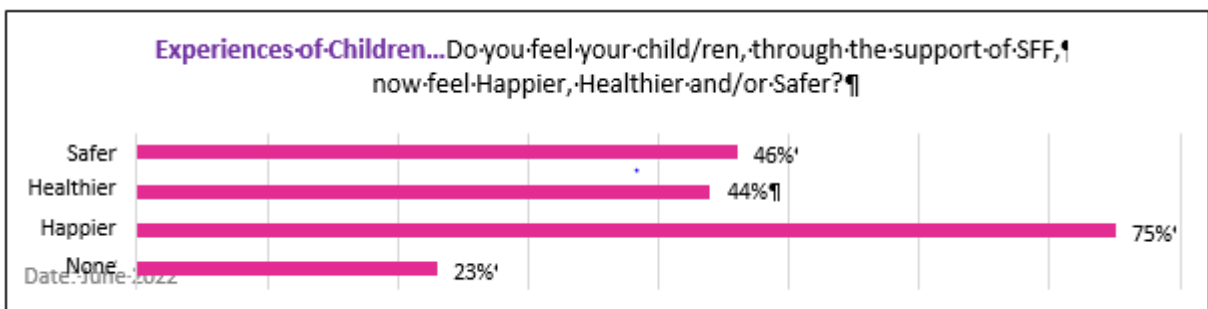
The majority of families identified a range of positive outcomes having been supported by the service, the most significant were parent/child relationships and emotional wellbeing. The lowest response was peer relationships, 9 families reported no change.



Our Vision for children & young people in Worcestershire is for children to be happy, healthy, and safe. Parents reported 80% were happier, 41% felt safer and 36% felt healthier. 15% reported no changes for them as parents.



The majority of families felt there had been positive impact for their families – 75% reporting children were happier, 14 families/23% felt there was no impact for the child.



We can see through the range of feedback from families that the multi-disciplinary Child in Need model of intervention is having a range of impacts for both parents and children

If you could tell the team how you experienced their work/support...what would you tell them?

"I feel that I have received more stability, as Mark has supported R for a good period of time and really helped him"

"I was struggling parent correctly and you all helped me in changing how I do this"

"You also made a big difference in getting things moving at school, so he has the level of support that he needs"

"Amazing!!!"

"You've all been amazing I have never felt judged. I feel supported"

"I am so very happy with the support we have had from SFF team. They have gone above and beyond to help support all family members and how they have helped to bring some stability and happiness back into the family home. They were caring, kind and compassionate"

"I would tell them I am thankful for all the help, knowing there is support out there"

"Visits have been very valuable. Helped get me back on track - support given has been good"

"I have felt 100% supported from my outreach worker, i feel that she has supported me to complete tasks that I know i would have struggled with and helped me look forward to a brighter future"

"That as a family, we have all been supported with dad drinking and the violence, the boys are a lot better and have been supported with knowing right from wrong, we feel more comfortable to put in sanctions"

"It was very difficult to get help we needed in the first instance, it was during Covid, it was difficult to get everyone to listen and under severity of how we were living, but once SFF were involved things quickly moved along and Abi, Social Worker was really helpful and supportive"

If you were to tell another family who was going to start work with SFF, what would you tell them?

“Don't give up, you would recommend having support from SFF. It's a good thing and helpful, they are here to help”

“Take on board what is being said to you, don't get your back up, the support will make a difference”

“Be honest and upfront, don't hide anything because it's no good. No one can help you if you aren't honest. Listen to what they are saying as they are doing it for the right reasons”

“It does help and you shouldn't just assume that it is bad, any help is good help!

“I have had a lot of bad experiences from social services over the past 20 years and this is the first time I've had proper help and support for me and my family”

“Stick at the process – things will happen positively eventually. To be open, honest and be trusting of them”

“Don't think they're here to judge you or take your kids away. I have been massively helped”