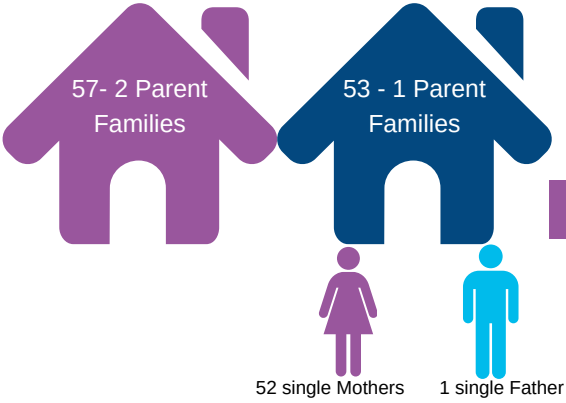


Family Samples 2023/24

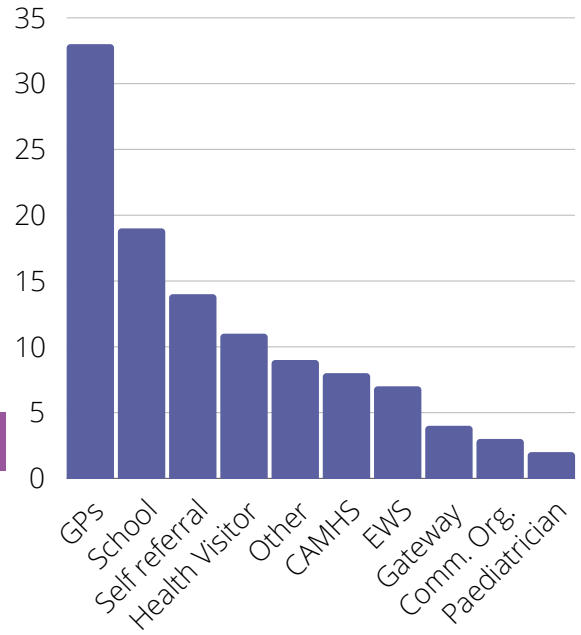


110 family sample questionnaires completed



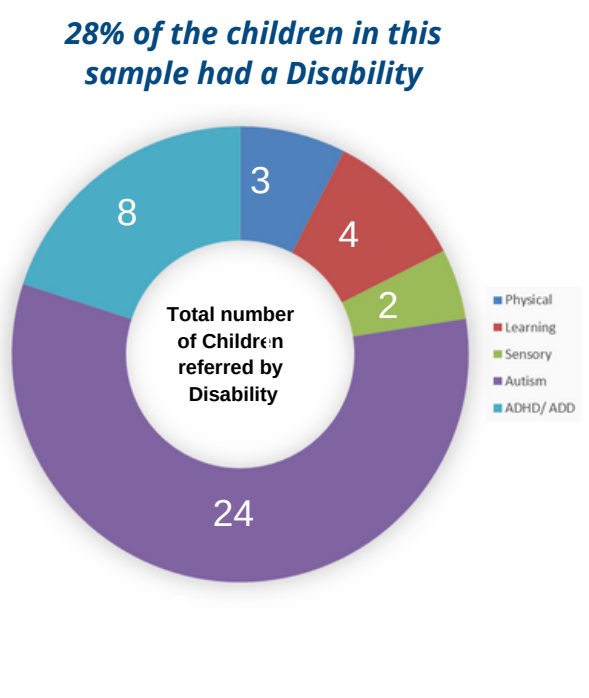
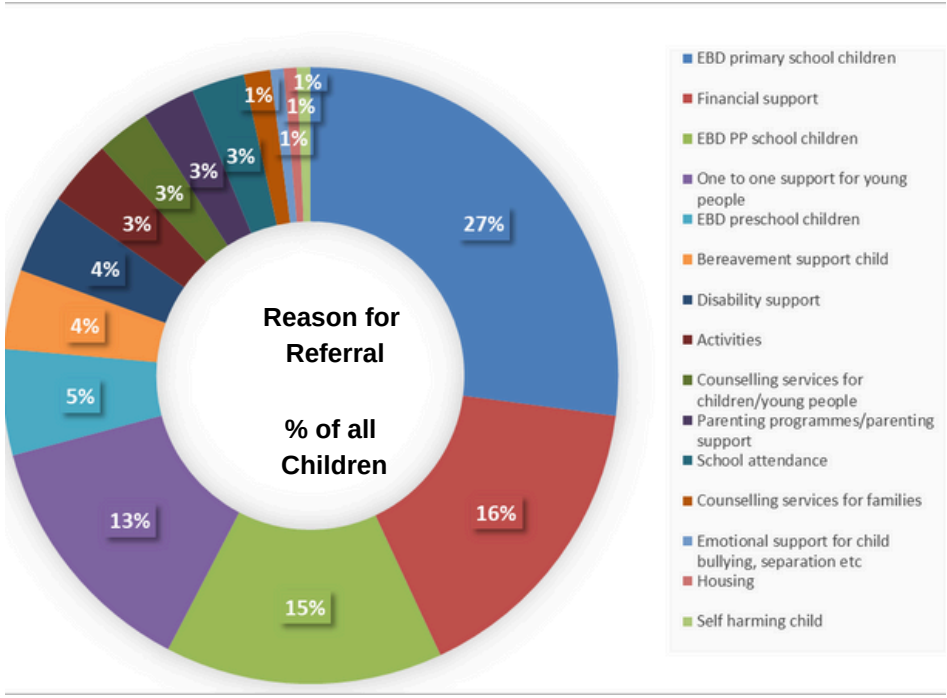
144 Children

Referring Agency

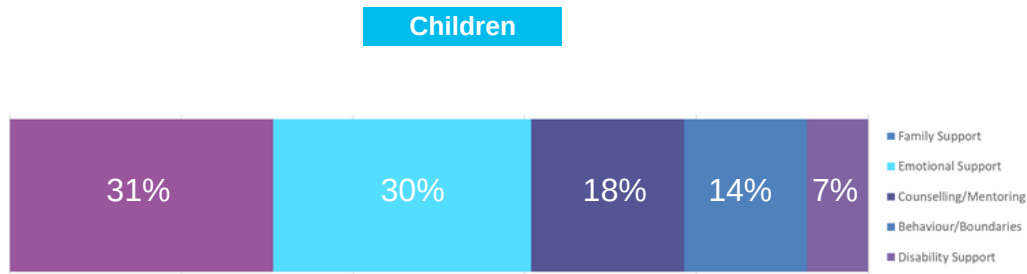
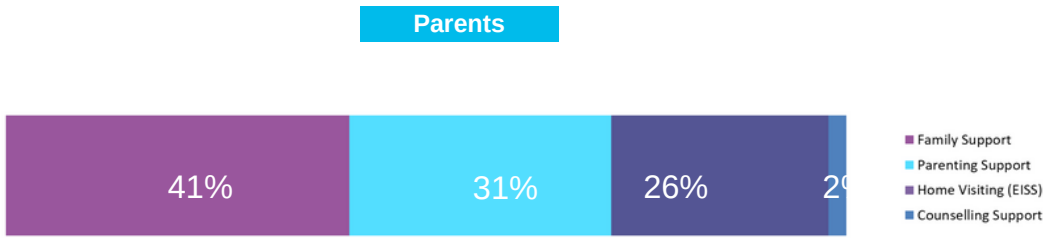
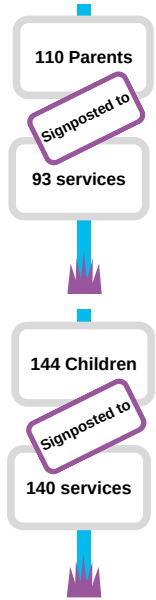


Outcomes of Service Intervention

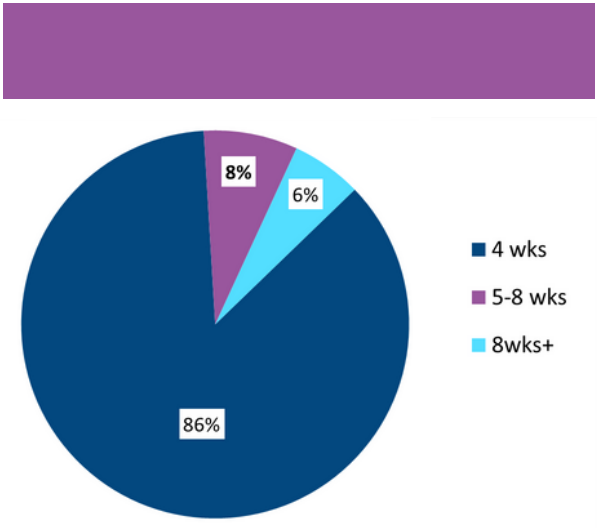
- 99** parents/child did not need referral to statutory Social Services
- 104** parents/child found intervention had a positive outcome
- 106** parents found the process of engaging with a Hub worked well
- 105** parents received written/verbal information and an explanation about the FSH



Signposted Services



- Family Support**
Bereavement
Family Trauma/Breakdown
Childcare / Health Visiting
- Parenting Support**
Parenting Programmes
Financial Support
Housing
- Counselling Support**
1-1 Personal Development
Stress Management
- Emotional Support**
Anxiety
Domestic Violence
Sexual Abuse
- Behaviour/Boundaries**
Challenging Behaviour
School Attendance
Offending



19 parents said there were other services they would have liked to avail off (these included)

- Play Therapy
- CAMHS
- Autism/ADHD Support Groups
- Social Activities
- SureStart in area
- Family Therapies
- AFC Choices
- Asylum Seekers Group

93% Attended Programme

61% Completed Programme

39% Ongoing

7% Not attended due to Waiting Lists, Not ready to engage and No Contact



Did engagement with Hub work well?

Mum felt the service provided by the FSH is excellent. Mum was really surprised at the speed of the service. She felt that it took 'no time' from point of submitting referral to contact being made by hub representative to discuss referral and a service being provided.

Dad was really happy to have received support from the hubs and commented that it couldn't have come at a better time. The support allowed the family to provide essential baby items for their newborn.

I could contact the staff at any time and when I did, I felt listened to and understood.

Mum said she wouldn't have known about Lightworks had she not been referred to the FSH and was grateful for how "easy the process was" and how "quick it all happened".



Did intervention have positive outcomes?

Parent's scored service as **excellent**- "I have seen a real change in my son and how he now handles his anxious thoughts" I cannot thank you enough for all you have done"

Very positive - the house is a lot happier and calmer

The difference is amazing. Child Confidence has grown so much. This service was **amazing**

Speed was essential so the **quick response** by Ark Housing was exactly what the family required

Yes, it has helped child to express his worries a bit more. FSW is **wonderful**.

Both Parent and Young person felt that they **benefited greatly** from the sessions provided. Having a weekly chat about ongoing issues and discussing methods to help cope in specific scenarios helped to achieve positive outcomes for his referral reasons.

Mum advised that she feels **extremely supported** at present by both services and that she can contact services at any point for additional supports.

Aggressive behaviour **reduced significantly** and the child can recognise when they are overloaded and ask for help