

Appendix B - Analysis of Think Family Feedback

CATEGORY	COMMENT	SUGGESTIONS FOR IMPROVEMENT FROM FAMILIES / ORGANISATIONS
<p>IMPROVE ACCESS / OPEN TO ALL FAMILIES</p>	<p>Services to be open to all families</p> <p>Everything helped situation / lots of support received</p> <p>Always having worker on hand – is there when parents need support</p> <p>Locality a priority, easily accessible venues – non stigmatised</p> <p>Still some services appear hard to reach</p> <p>Services provided should be responsive and in cases where the particular threshold or criteria is not met, people should be signposted to another service for the provision of support</p> <p>Not just 9 to 5 services</p> <p>Don't label families</p> <p>Take account of the views of children</p> <p>Need to change culture – start doing with parents</p> <p>Some services you don't know are out there</p>	<p>Services should be held in a safe, neutral, accessible welcoming environment and not just offered 9 to 5</p> <p>Detailed information should be provided on all the services provided through the Think Family programme</p> <p>Look to set up regular meetings with families / parents / children to ensure they are listened to and make sure they are aware of what support they can access</p> <p>Local services are needed in the community as a lot of parents have to search and travel to access services</p> <p>Deliver services earlier</p> <p>Involve teenagers in courses to help with anger management, choices and consequences</p> <p>Parenting programmes to be longer due to learning new skills.</p>

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	<p>A lot of parents struggle to get the right support</p> <p>Parents have to search and be moved on to other services i.e not listened too</p> <p>Service open to all families, very important</p> <p>One worker not always works due to availability</p> <p>travel cost to access facilities and support</p> <p>If done early helps with other children</p> <p>Funding for crèche - reduced attendance</p> <p>Word of mouth improves attendance</p> <p>Stigma – must be a bad parent if attend parenting course – needs name changing</p> <p>Family support works for parents and children</p> <p>Early intervention is key, support should be for whole family</p> <p>Everyone should have opportunity to do parenting course</p>	
<p>RAISE AWARENESS</p>	<p>Raise awareness to public and professionals through promoting and marketing the services</p>	<p>Need for more publicity / marketing / support including the self referral process - one document that is easy to</p>

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	<p>Should be opt in services</p> <p>Understanding and knowledge of services is limited</p> <p>Information for parents / professionals that makes it easier to understand what services are available</p> <p>Clearer information on how to refer into Think Family services</p> <p>Schools are instrumental in the promotion of the Think Family services</p> <p>Letting people know – available to everyone</p> <p>Use different ways to communicate</p> <p>Raising awareness of the self-referral process is an issue and needs further development / advertising;</p> <p>Better communication;</p> <p>Children with older children struggle to get support, due to not having information, e.g where to go – schools to have the information on what support is needed and where to get it</p> <p>Early intervention should be introduced as early as during pregnancy and nursery provision</p> <p>Enjoyed parenting courses / confidence boosted /</p>	<p>understand that goes to all homes / professionals – for example, Hartbeat magazine which is circulated Townwide. Leaflets / posters etc as an accompaniment / advertise in GP surgeries / nurseries / community centres / churches</p> <p>Contact details for the different services</p> <p>Communicate to hard to reach families</p> <p>Better advertising of multi-agency services is an area that needs to be developed</p> <p><u>Schools:-</u></p> <p>Drop in sessions in school for young people / use of leaflets in schools</p> <p>Information should be sent to families earlier</p> <p>Information on the services and how they can be accessed should be included in school induction packs</p> <p>School assemblies for information on services to explain to young people</p> <p>School website / parent groups – texts for information</p> <p><u>Midwives:-</u></p>
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	<p>helped deal with problems / was well explained / improves communication skills / helps other relationships</p>	<p>Information should be handed out by midwives</p>
<p>CO-ORDINATION OF SERVICES</p>	<p>Services need to communicate with each other and be co-ordinated</p> <p>Early identification / intervention is essential</p> <p>Use of the Common Assessment Framework</p> <p>School could hold a parent meeting with Team around the Primary School, so the schools can promote</p> <p>Care co-ordination</p> <p>Key worker system</p> <p>Not hard to reach families but hard to reach services</p> <p>What are Think Family services? Is it an ethos or services?</p> <p>Services tailored around family</p> <p>Access to knowledge from key worker to other services, knowledge you may not have</p> <p>Team around the school was good offered training</p>	<p>Individuals should be acknowledged as the expert in their own situation as opposed to the service provider</p> <p>Build on the experiences of parents who had undertaken different programmes, ie parenting programmes, be utilised by training the parents to deliver future programmes and share their experiences with other parents. Should be rewarded with an accreditation</p> <p>Linkages to health (GP's in particular) needs to be strengthened to ensure effective signposting is in place to make sure all the family's needs are met.</p> <p>Link to the Families Information Service Hartlepool (FISH) / marketing of FISH</p> <p>Better co-ordination of multi-agency services is an area that needs to be developed</p> <p>More volunteers needed</p> <p>Team around the Primary School should have greater responsibility</p> <p>More awareness of the Common Assessment Framework</p> <p>Useful having services all in one place</p>

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	<p>courses, after school activities, housing, parenting programmes</p>	
<p>MAINTAIN CONTACT</p>	<p>Need to know someone is there should you need support in the future</p> <p>Parents who have received support through Team around the Schools – contact, speak to parents that may require this service;</p> <p>Better use of resources i.e staffing / multi-agency – one person to co-ordinate</p>	<p>Introduce a help-line number, drop in sessions, catch up meetings and/ or text messages to keep in touch with families who access Think Family services</p> <p>emails / telephone calls / texts / social networks / person to check</p> <p>Three month review post closure</p> <p>News letters for families that have had previous contact;</p> <p>Feed back forms to gather views to inform future work;</p> <p>Survey to include the views of the children</p> <p>Use Team around the school to maintain contact</p> <p>Covering letters could help with follow on support</p>