

Increasing participation by diverse ethnic groups in Stronger Family Services

The purpose of the Stronger Families Service is to ensure that children, young people and their families receive tailored support at the earliest point, from the most appropriate service(s), to enable children and young people to achieve their full potential. The Stronger Families service works together with families to prevent difficulties from escalating and becoming more complex. It is consent based, and time limited.

What was the equality issue?

As a service we have identified that parents from a range of communities and cultures are not aware of, or willing to access support from the Stronger Family's Service and its partner agencies.

Due to families being unaware of or unwilling to access support can in turn lead to children and families sometimes needing more specialist or statutory support whereby their needs could have been met earlier.

How was this addressed?

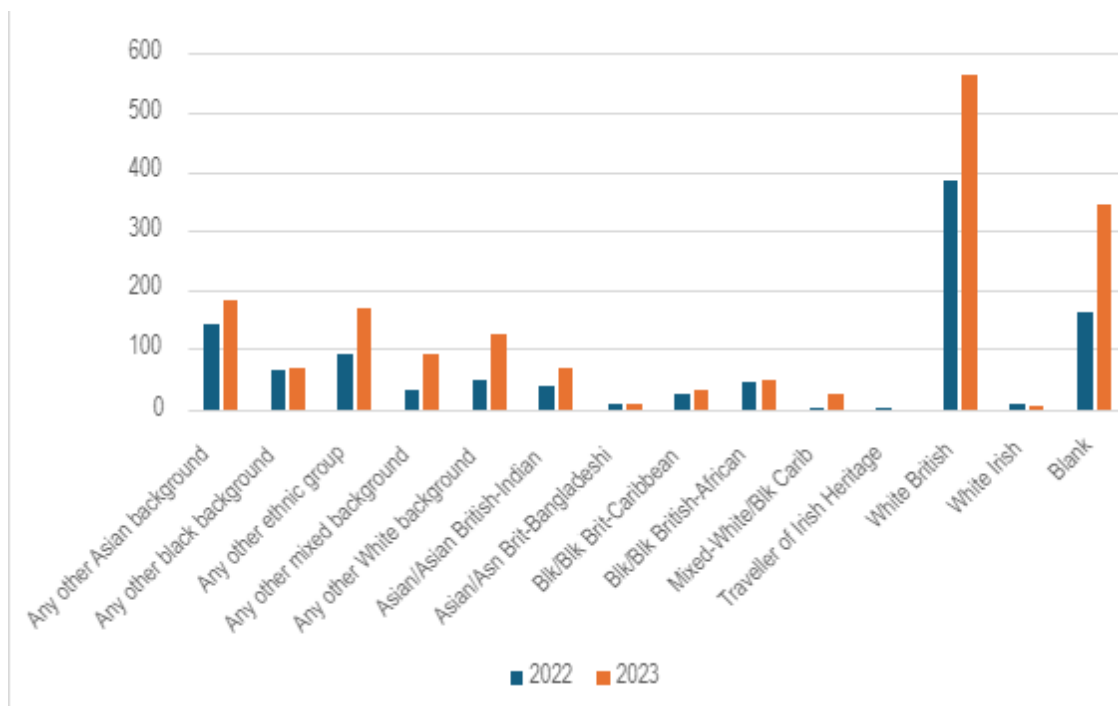
The Service has been actively reaching out to our school partners since Spring 2023. Locality team managers have been contacting schools and working on building positive relationships which then result in being invited to attend community events such as coffee mornings and open evenings.

Partner agencies such as Young Carers and Brilliant Parents are also joining these events.

What was the outcome?

As a result of the service engaging and reaching out to schools and partner agencies, there is now a more joined up approach to ensure parents/carers and young people within a range of communities are aware of support available within Hillingdon.

The following graph shows the increase in participation by diverse ethnic groups from 2022-2023.



Schools are now actively inviting the service into coffee mornings and open evenings which provide an opportunity for parents to watch a brief presentation of the service and then ask questions in an informal setting.

By joining the coffee mornings and open evenings we are able to reach parents/carers and young people at a time that works for them and in a location, they are comfortable in.

Example: On the 07/11/2023 Team 1 manager & a social work apprentice attended a coffee morning which was held within the community house at Yeading Junior School. Approximately 20 parents attended the event and were introduced to the stronger families key working service model, giving examples of the work/support we can offer, how we can signpost to other partner services or charitable organisations.

After the presentation, the opportunity for Q&A's followed.

As a result of conversations, the following was achieved:

1 parent was provided with the information and link to self-refer to talking therapies

1 parent was signposted to Hillingdon website to self-refer to ADS offer

1 parent's details were taken with consent to pass onto DWP work coach