



YMCA

**Family Work
First for Families
Welcome Pack**

Welcome

First for Families is a service provided by YMCA North Staffordshire and funded by your local City Council.

You have been referred by your Health Visitor in order for you to access some additional help.

Three Family Coaches, **Neil Harper**, **Sandra Pendleton** and **Sheila Williams**, are available to provide Parents and their children (0-5 years) with help and support when things become difficult.

Your Family Coach will visit you in your home and help you with many things such as:

- Promoting awareness of local services and organisations
- Making sure you are registered with school, playgroups, doctors and other universal services
- To support positive parenting and signpost to appropriate services if necessary
- Accompanying you to an appointment if requested

You can also access this service through your local Children's Centre or by contacting:

Neil	07539 893 305
Sandra	07793 299 228
Sheila	07741 265 021

Introduction

YMCA North Staffordshire is committed to providing you with high quality care and support which is non-discriminatory and easy to access. We are committed to working with you on issues around access to universal services. However, if you require additional, more specialist support, we will work to ensure you are appropriately referred.

Your Family Coach will:

- Discuss a plan with you for the support you have requested
- Explain our complaints procedure to you and provide you with a copy of our complaints form
- Discuss the need with you for our service to share your details with the Commissioning Team at Stoke City Council

If for any reason you have concerns about this please make your Family Coach aware.

We would also be grateful if you could help us to improve our service by completing our Service User Feedback Form which you will find at the back of this pack.

If you wish to contact the YMCA about this service please email

alison.odonovan@ymcans.org.uk

Service Feedback

YMCA North Staffordshire is committed to providing you with high quality care and support which is non-discriminatory and easy to access.

At your Initial Meeting			
How satisfied were you with your Family Coach? (Please tick)			
Extremely:	Quite:	Not Very:	Not at all:

	Yes	No	To some extent
Did your Family Coach support you in identifying issues you were concerned about?			
Are you happy with the proposed action plan?			
Did your Family Coach provide you with all the information you felt you needed?			

Comments:

How satisfied have you been with the service you have received? (Please tick)

Extremely:	Quite:	Not Very:	Not at all:
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	Yes	No	To some extent
Did your Family Coach help you to meet the needs you identified?			
Has the service provided given you more confidence as a parent?			
Have you gained new skills and coping strategies to face future problems that may arise?			
Would you recommend this service?			

Comments: (Any comments can be made in confidence. Feedback enables us to improve the quality of service we provide to families and to respond to suggestions)