

# OUR WORK IN LOCAL AUTHORITIES

## Buckinghamshire Council Family Support Service

The service co-ordinates Early Help Support across Buckinghamshire, covering universal support through to targeted level 3 work. The service was looking for a consistent approach across their early help provision and commissioned us to deliver training in parent group delivery as well as one-to-one work with parents.

Since the end of 2020, we have delivered 14 training courses and trained 137 staff from Buckinghamshire Council Family Support Service

in our **10-week Nurturing Programme**, **4-week Talking Teens Programme**, **Working 1:1 with Parents** and our **Understanding Teenagers** training. To evaluate this cross-service training, we administered pre- and post-training surveys in addition to following up with practitioners 3 months after they had completed the training.

We are now also working with the service to develop a programme to reduce parental conflict called **Keeping the Child in Mind**.



99% of practitioners rated the training as useful or very useful.<sup>1</sup>



98% of practitioners would recommend the training to others.<sup>1</sup>



80% of practitioners felt their understanding of the importance of empathy increased as a result of the training.<sup>2</sup>

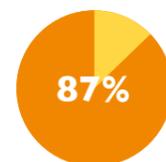


96% of practitioners said the training increased their understanding of what young people need from their parents and other adults.<sup>3</sup>

"The difference between the Family Links approach and programmes compared to others? All the parenting courses talk about positive reframing, but Family Links shows you how to do it. It validates people and gives both parents and children the language to talk about their emotions and to recognise their feelings. Personally, it has improved communication in my family. I believe it's also improved my communication as a manager and as a leader."

Jayne Foster, Family Support Service Team Manager  
Buckinghamshire Council

## 3 months after the training:



87% of practitioners felt the training improved their ability to support parents who have issues or difficulties with their children or teenagers.<sup>4</sup>



90% of practitioners felt the training increased their self-awareness as a practitioner.<sup>4</sup>



91% of practitioners felt the training equipped them with more strategies and approaches to work with parents and their children or teenagers.<sup>4</sup>

<sup>1</sup> Feedback from 137 practitioners across all training <sup>2</sup> Feedback from 67 practitioners who trained in Working 1:1 with Parents and to deliver the 10-week Nurturing Programme <sup>3</sup> Feedback from 39 practitioners who attended Understanding Teenagers training <sup>4</sup> Feedback from 79 practitioners across all training