

AT A GLANCE:

The case for change



Families Driving Children's Services Reform

The National Families First Partnership Reforms

The national Families First Partnership guidance brings together existing provision into multi-disciplinary Family Help teams. It aims to create a more joined up, family help system where support is coordinated and timely, enabling each child to achieve their best outcomes.

Latest government guidance:

[Families First Partnership programme - GOV.UK](https://www.gov.uk/government/guidance/families-first-partnership-programme)

South Glos family feedback report findings

The purpose of this family feedback report is to bring together evidence from all sources, highlight shared themes with direct family voice, and provide recommendations to guide the design and delivery of the Families First Partnership reforms in South Glos.

Highlights

Across all sources, the message is clear: support works best when it is consistent, coordinated and built on strong relationships. Families benefit from:

- having one trusted practitioner
- good multi-agency communication, and
- support tailored to SEN and neurodiverse needs.

Barriers

Frequent worker changes, poor communication and sudden endings undermine trust and delay the help families need.



Those working with SEN children need better training... Children are not a 'one size fits all.'



Trust is so important. More honesty will happen from families if there's a trusted relationship with one person.



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Key takeaways

Families and the wider public consistently emphasised the importance of trust, continuity and collaboration

Most (over 94%) consider a single practitioner, not repeating their story, and effective multi-agency working to be essential



If agencies worked together in my story, I think it would have made a difference. ”



Key recommendations

- **Relationships & continuity:** Lead Practitioner model; minimise worker changes; ensure warm handovers.
- **Communication & transparency:** Provide clear information and updates about roles, consent, timelines and rights.
- **Multi-disciplinary working:** Regular joint planning; explore shared family profiles.
- **SEN & neurodiversity:** Mandatory training; better access to specialist advice.
- **Children's voice:** Strengthen direct work; focus supervision on lived experience.
- **Beginnings & endings:** Clear from the start and plan structured endings; gather regular feedback.
- **Navigation & thresholds:** Share updated threshold information clearly.
- **VCSE partnerships:** Strengthen links via Family Hubs; signpost to the LIFE website.
- **Parental mental health:** Include wellbeing in plans; improve signposting and specialist input.
- **Wider family networks:** Involve fathers and extended family early; use Family Network Meetings.



Closures are huge - children need months of notice and a proper goodbye. It's important that they don't open up their whole life and not be seen again. ”



See the full report for further detail.