

**Families  
First**



**ISLINGTON**

# **DATA FROM EXIT INTERVIEWS WITH FORMER SERVICE USERS MARCH 2015**

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## Background

**As part of Families First service user involvement plan and for us to capture the difference our work makes, 45 former service users were contacted by telephone and asked for their opinions on the service they had received .**

**16 families agreed to take part in the exit interviews.**

## Background

- **Families were randomly called.**
- **Aside from ensuring that cases did not close straight from referral, there was no other attempt to filter the sample.**
- **Cases had been closed to the service within the previous 6 months.**

## Challenges ;

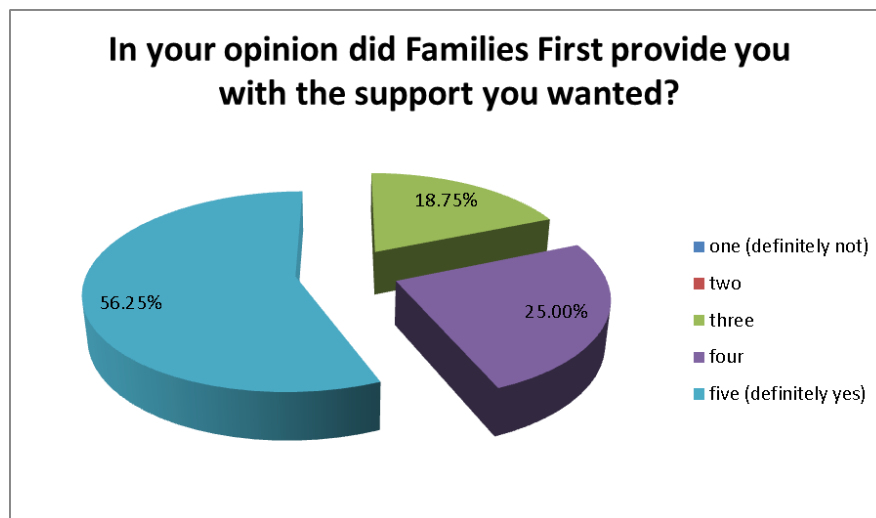
- **Engagement:** The interviews were with former service users, some of the cases had closed a few months ago and it was challenging for families to give specifics on work that had been completed.
- **More regular exit interviews** would be useful to capture specific data although this is a challenge given constraints on staff time.
- **Families who felt that they received a good service** are more likely to provide feedback which may affect the results.

## Language barriers

- **Families who experience difficulties with spoken English were not interviewed as part of this exercise . This will require additional resource, not available at this time.**

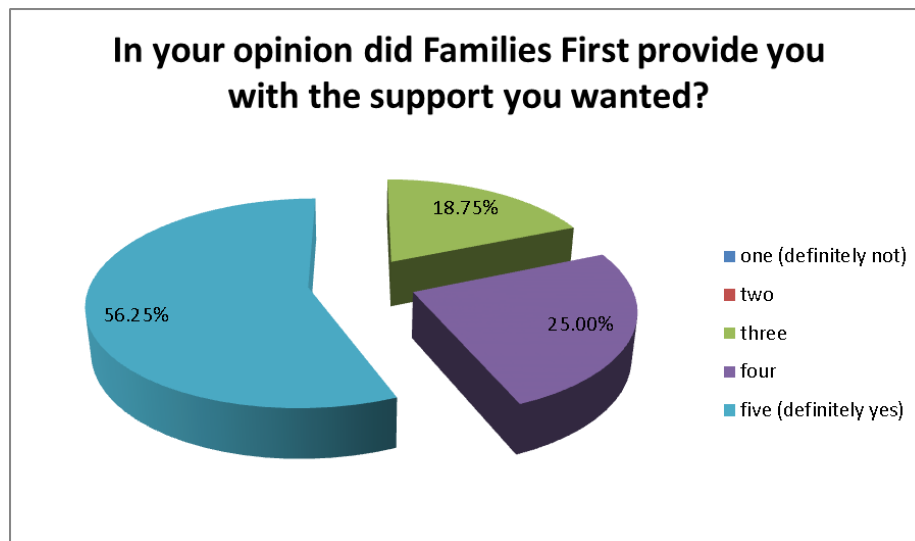
## In your opinion did Families First provide you with the support you wanted?

one (definitely not)	two	three	four	five (definitely yes)	Total
0	0	3	4	9	16



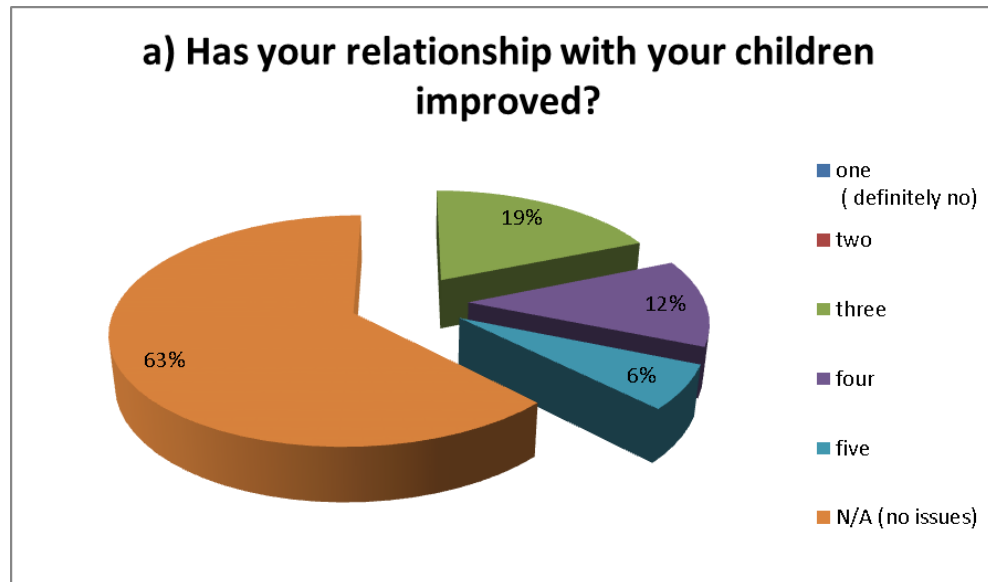
## Did you feel you had a say in planning the work?

one (definitely not)	two	three	four	five (definitely yes)	Total
0	0	3	4	9	16



## If there were issues around family dynamics a. Has your relationship with your children improved?

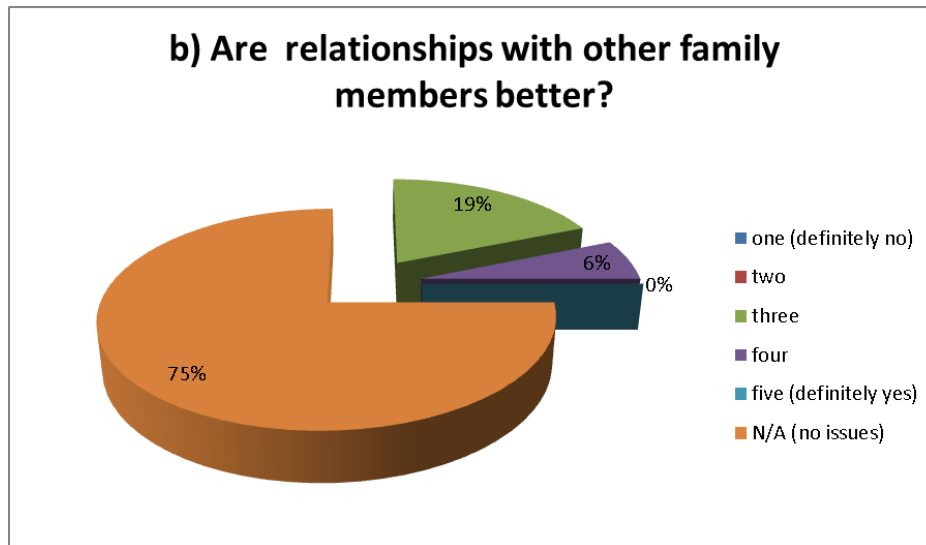
one (definitely no)	two	three	four	five (definitely yes)	N/A	Total
0	0	3	2	1	10	16





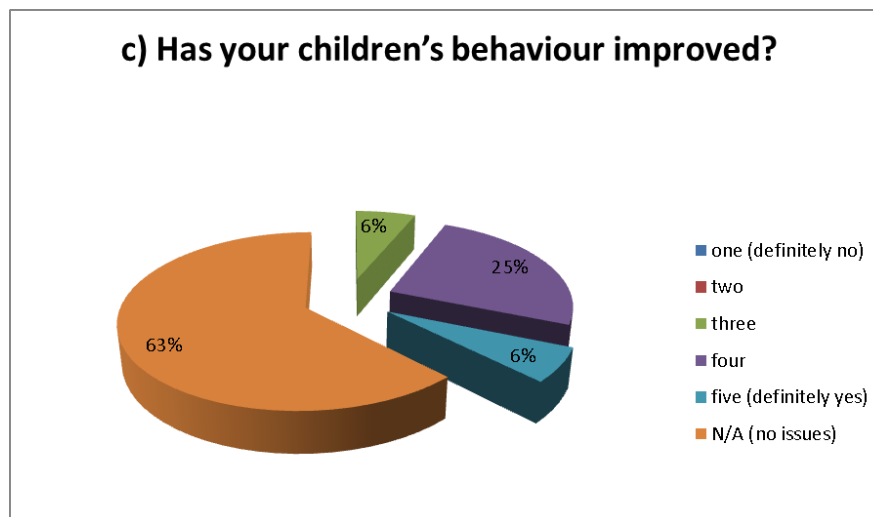
## b. Are relationships with other family members better?

one (definitely no)	two	three	four	five (definitely yes)	N/A	Total
0	0	3	1	0	12	16



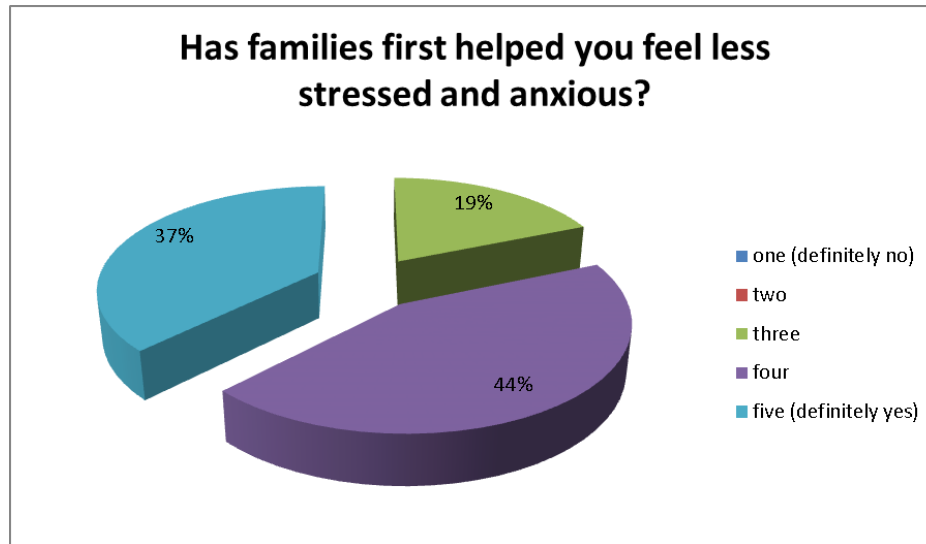
## c. Has your children's behaviour improved?

one (definitely no)	two	three	four	five (definitely yes)	N/A	Total
0	0	1	4	1	10	16



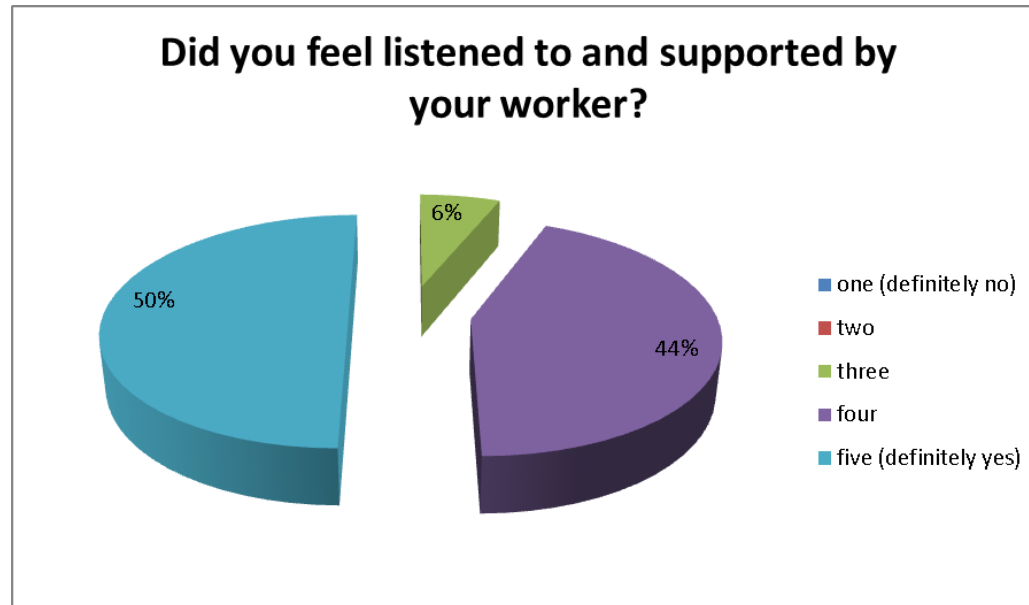
# Has families first helped you feel less stressed and anxious?

one (definitely no)	two	three	four	five (definitely yes)	Total
0	0	3	7	6	16



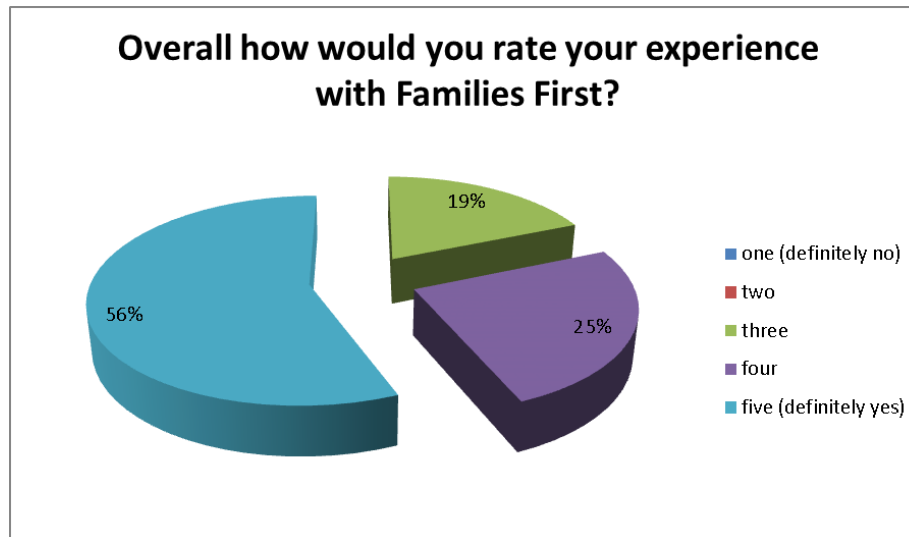
## Did you feel listened to and supported by your worker?

one (definitely no)	two	three	four	five (definitely yes)	Total
0	0	1	7	8	16



## Overall how would you rate your experience with Families First?

one (terrible )	two (not good)	three (fine)	four (good)	five (excellent)	Total
0	0	3	4	9	16



## Findings

- We are getting it right! (generally)
- 81% of the families that responded to the exit interviews scored 4 or 5 as an overall experience, indicating they thought the service was good or excellent. (This corresponds with findings in 2013 and in August 2014 ).
- There was no negative feedback on staff or the service in general, which shows a significant improvement on our previous performance.

## What are our strengths?

**94%** of those families interviewed felt that they were well supported and listened to by staff.

As a result of developing an effective working relationship, families felt that they had moved on and were happy to recommend the service.

**81%** felt less stressed and anxious even though for 3 families their situation, ( regarding housing ) had not substantially changed. They felt more able to cope.

## Areas for improvement

### Engagement?

There were 3 families (19 %) who were neutral about the support they received and the reasons were...

One family were unable to engage effectively because of complications in keeping appointments (the family have said they would contact if they need help again).

One family felt that the service was ok but that there had not been a substantial change (this is in relation to housing).

One family were neutral because they did not engage with Families First due to their mental health issues, (this case has now been referred on to IFIT).

There was no actual negative feedback on staff or the service overall.



## Where to next?

- Qualitative information has been included in this report to allow Managers to feedback to staff where they are doing well and also where there is scope for improvement.
- Is there a need to re look at how we manage expectations and have difficult conversations? E.g. housing issues? Is this a staff training need?

## What next?

- Whilst the survey captures positive and negative feedback, how does it help us shape our service?
  1. Feedback is given to FSW and managers to help shape practice.
  2. Moving towards co-production; where Service users are involved from beginning to end in a process...
- look to include those families who said in the exit interviews that they would be interested in helping us improve the service.

## What next?

E.g. recruitment, service users being involved in writing JD's, shortlisting and interviewing. Service users took part in the recent recruitment for staff but only at the interview stage.

Former Service users (now volunteers) are currently involved in reviewing Family Action HR policies and practices.

- Are we as a service ready to consider that service users should be steering and shaping the service directly with stake holders?

## What next in terms of capturing the impact of the service?....Broaden the scope of interviews ....

**Targeted exit interviews to see how we are doing ?**

Look at :

- Specific areas of support e.g. how effective are we in working with families experiencing DV? Should this type of interview be more in depth and qualitative?
- Specific families: e.g. interview those families where there maybe a language barrier.
- Filter the sample so that we capture feedback on all staff?

## Method of capturing exit data.

- Are 1:1 telephone interviews the most efficient and user friendly way of capturing feedback?
- Would an online exit interview capture more specific data and also enable families to speak more freely?
- Given the constraints on staff time would online interviews be more efficient?
- Could service user volunteers actually undertake the exit interviews and feedback to managers and staff?

## What next in terms of service development?

- Are we as a service ready to consider that service users should be steering and shaping the service directly with stake holders?
- What does this look like? Commissioning meetings, input on policy, ways of working. Review and editor rights on publicity, communications.
- Service users attending team meetings and Management meetings and raising issues, open scrutiny on all aspects of the work that we do.

## Moving forward :

- Specific opportunities for volunteering using current as well as former service users.
- e.g. Ambassador roles in outreach, receptionist.
- Which offer learning opportunities for service users, as well as service users directly supporting the service.
- Peer review: Workers assessing their colleagues casework and impact on families.