

The Children's Fund:

# What you said about services

NECF has been asking children, young people and families what they think of Children's Fund services, what they like and don't like and what differences services made to them.

The Children's Fund has developed lots of different services across every area of the country. NECF has worked in 16 areas – both in towns and in the countryside – and we found that it doesn't matter where people live, or the things they would like help with, people usually want the same things from services they use.

Do you agree with the things we've included here?

Do your services work in these ways?

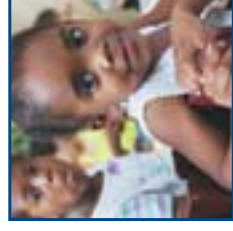
Open up to find out what you've told us



National Evaluation of The Children's Fund

The Children's Fund:

# you said...



## You want services that help the whole family

*...So many benefits on so many levels, it was nice for the adults to be together, for the kids to be together and to be challenged to do activities and to work as teams...*

*I think there should be groups like that going on where we can all have a coffee, have a chat... Because you do feel like there's only you.*

*My son's definitely gained from mixing with other brothers and sisters who are in a similar situation to him. So that's good because... he was very resentful of his sister for a long time.*

*Even my husband, he goes out with some of the fathers, he's never had other fathers to talk to, so he has now.*

*It gives me time to have some rest and that, which I rarely get.*



## You want project workers you can trust and who respect and listen to you

*You can talk about your problems... there are these people who are there especially for you and whatever you say, it will remain secret.*

*The staff are funny yet strict as well, like you can have a right laugh with them...*

*Kate is very good at making everyone feel welcome and valued.*



## You want services to be flexible and respond to you as individuals

*Because I'm dyslexic so I needed a little extra help outside of school to get me on top. And I feel that [service] has gave me that extra boost.*

*Subjects that I don't have in school they teach me, like about my culture and my background and stuff which helped me.*



## You want help when problems happen

*If there's a problem I give her a call and she tells me what to do. If she needs to meet me, she meets me.*

*Seeta is always in touch, asking you know, how is everything... I can ring her and tell her that I've got problems and she will just ring up or talk to the child.*

*The service has always been there for me. Every time that I requested the help... Every time that I felt the need - I had a problem - I just called them and they tried to address the issues and problems.*



### You want to be involved in the planning and development of services

*It is up to us to want to do the project or not. They don't force us into anything we don't want to do ...they always take what you think into account and they change it if you want it changed.*

*We decide together what we're going to do and stuff.*

*The service staff ask what sort of activities we would like and they are good at listening.*



### You want services that are here to stay

*But what they usually do, like they've done it before, they say 'oh there's a load of money'... they build your hopes up high and then you're let back down. That's what they always seem to do.*

*The other thing is the funding, you know, we're not quite sure if we have funding or not... that's a worry ...That's why he only comes here four days and has like one day at after school club. So I got my foot in the door there just in case something happens because we're not sure... It's not stable.*

*I don't know whether it's going to be in the Summer or not in the Summer and that's, you know, not very good, not good for the children.*



### You want opportunities to meet others in similar situations

*They like the company, as I said, of people that they're meeting there... you know, their own kind of people, travelling children.*

*Normally... she would run away and come and cling to us, but because she felt confident and everybody... it was her people.*

*...and I like to talk with the other women...socialise and talking and laugh and joke.*



### You want services that offer new experiences

*It's given us some sort of ideas where we could take them*

*Colouring, there's lots of toys and things to do and every time we come here there's lots of new things for you to enjoy and everything.*

*If I didn't come here, I would be at home watching TV.*

*We go on trips on the holidays, we go on big trips like a theme park in the summer, somewhere far, far away*





PHOTOGRAPHY: [WWW.JOHNIRDSALL.CO.UK](http://WWW.JOHNIRDSALL.CO.UK)

We have told services, organisations, councils and Government about the things you've told us. We've told them what you liked, how services have made a difference to your lives and what else might have helped. We've also talked to people providing services and people planning them locally, so that we can understand what everybody thinks. For these people, the important issues can be about different things than they are for those who use services. For example, they might be about how to reach a balance between what children and families want and what the Government or council is asking them to do.

The Government has listened to what we have told them and it will help them decide what to do as they change services for children and families. You can find out about the Government's plans at [www.everychildmatters.gov.uk](http://www.everychildmatters.gov.uk) where there are special sections just for parents and for children and young people.

We hope that your local services can learn from what you have told us as well. Please share this report with them if it will help you talk to them.

*NECF would like to say thank you to all the children, young people and families who gave their time to the research!*

More copies can be found at [www.ne-cf.org/whatyousaid](http://www.ne-cf.org/whatyousaid)