

## **FWC support service monitoring information**

### *Volunteers*

- Total number of volunteers
- New volunteers joining during the quarter
- Number of active volunteers
- Number of volunteer hours
- Number of volunteers per FWC Types of volunteering opportunities and numbers i.e. Family Mentors 4, Administration 3, Early Years 5, Parenting programmes 4, etc
- Details of training that volunteers have undertaken during the quarter Number of volunteers that have moved into employment
- Details of promotional activities to recruit new volunteers
- Feedback from volunteers and FWC staff
- 2 case studies

### *Creche*

- Number of creche's delivered and by FWC
- Total number of hours of creche activity
- Number of active creche workers
- Details of activities that have required Creche support i.e. Parenting programmes 3, group work 5 (please detail the groups), training 3
- Feedback from parents and FWC staff
- 2 case studies

### *FSAs*

- Number of active cases
- Number of cases closed
- Number of step-up/ downs/ referrals to BFFD Number of referrals to partner agencies (please give some examples of which agencies) Number of face-to-face contacts with families
- Number of other (phone, email, etc) contacts with families
- Number of group programmes delivered (please detail if face-to-face or remote)
- Number of EHAs completed
- Number of families supported with FWC registration
- Number of meetings attended
- Number of contacts with partner agencies
- Feedback from families and FWC staff
- 1 case study per FSA

### *EYW/ SENCO's*

- Number of active cases
- Number of families with SEND children supported
- Number of cases closed
- Number of referrals to BFFD
- Number of families support with FWC registration
- Number of referrals to partner agencies (please give some examples of which agencies, including those referred to the Local SEND offer) Number of face-to-face contacts with families
- Number of other (phone, email, etc) contacts with families
- Number of group programmes delivered (please detail if face-to—face or remote)

- Number of EHAs completed
- Number of families supported with FWC registration
- Number of meetings attended
- Number of contacts with partner agencies
- Feedback from families and FWC staff
- 1 case study per EYW

*Staffing*

- Number of staff in post and details
- Number of vacancies and details
- Number of staff absences (long term/ short term, maternity, etc)
- All staff DBS are up-to-date Y/N
- Details of staff training (please give examples)