

# Integrating Families and Community Together Team (InFaCT)

Our impact and social value

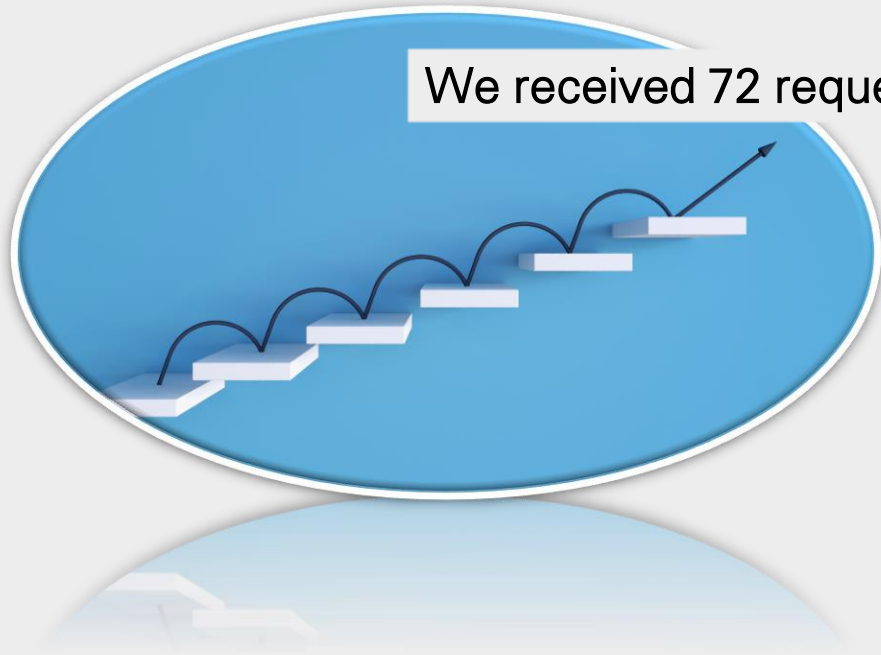
2023/2024 Financial Year



## Integrating Families & Community Together Team (InFaCT)



At the end of the 2023/24 financial year, InFaCT completed its first full year as children's services community and place-based project, finalising the transition from the telephone-based advice line that had operated because of (and during) Covid, through to 2022/23.



We received 72 requests for our direct support work



92% of these requests were closed with a successful outcome i.e. where InFaCT was able to source a solution to the problem or need.

Themes of support need for families were:

(Cost of living) benefits, grants, household goods, food banks, food vouchers, education and learning, employment, school uniform, children's toys, housing.

(Wellbeing) parenting support, child and adult counselling, disabilities and additional needs, sports and exercise.

(Socialising) activities, hobbies, groups, social isolation.





Within our networking and coproduction theme, we worked with local wildlife and outdoor spaces enthusiasts to develop a summer programme of outdoor activities for young people; we collaborated with key partners across the local authority, third sector and voluntary community groups, to create the first children, young people and family focused (cypf) networking forum; and we were engaging a local business with education services to explore employment, apprenticeship and work experience opportunities for young people.



## What do people say about our service?

**Our service feedback tells us that we are a “go to for so many queries and help with families and schools”, that we offer “effective quick support” and “good knowledge of what was needed for a family”, and that we are “invaluable” to signpost/refer individuals to”.**