

FEEDBACK FROM FAMILIES

“The one to one support has helped me rebuild my relationship with my daughter.”

“My children are happier because I am more relaxed and organised, they are more settled at school and home.”

“The support has helped me feel better about myself and everything has fallen into place - we have a more settled home.”

“I got support I didn't know I needed. One to one support made me realise that I could speak to people about what was going on for myself and my child. I feel like I was given a boost to do things.”



For more information on one to one support contact:

Shetland Family Centre,
SIC Children's Services,
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One to One Support

FREE one to one support for families across Shetland



**Your goals. Our support.
Real progress.**



What we do

Relationships:

We work closely with families on a one to one journey for up to 12 weeks, providing tailored support based on your individual needs. Our priority is to build strong, trusting relationships with you, as this lays the foundation for meaningful and effective support. By creating a safe and respectful space where you feel heard and valued, we foster trust through empathy, active listening, and consistent communication. This approach empowers you to engage more openly and confidently in your journey toward greater independence and wellbeing.

Help Families Identify Goals:

One of the key tools we use in this service is the Outcomes Star - a practical and visual resource that helps both us and your family to clearly see where things are going well and where additional support may be needed. It provides a shared framework for understanding progress and identifying areas for growth, making support more focused and collaborative.

Outcomes Star

Key features of the Outcomes Star:

Collaboration: The outcomes star encourages collaboration between families and the support workers. Families are actively involved in assessing their progress and setting their own goals for change.

Visual Progress Tracking: The tool provides a visual "star" diagram where the points on the star represent each of the key areas. Over time, this visual representation helps families and workers track change and see where more support may be needed.

Strengths-Based Approach: The outcomes star focuses not just on the challenges your family may face, but also on their strengths, helping to empower families and highlight positive changes, no matter how small.

Flexible and Person-Centered: It is adaptable to the unique needs of each family, making it suitable for a variety of contexts.

Holistic Assessment: The tool covers a wide range of domains that affect family life, including areas such as:

- Physical health
- Your well being
- Meeting emotional needs
- Keeping your children safe
- Social networks
- Education & learning
- Boundaries & behaviour
- Family routine
- Home & money
- Progress to work

