

Family Hub Toolkit: Evaluation Tools

Evaluation Framework for Family Hubs

Purpose:

To track impact, strengthen services, and celebrate stories — balancing hard data with relational outcomes.

Area	What to Measure	Example Questions/Indicators
Family Reach	How many families are engaging? Who are they?	- Number of unique families supported - Demographic breakdown (age, ethnicity, family structure, postcode reach)
Service Outcomes	How are lives improving through Hub services?	- Increase in school readiness - Improved mental health and wellbeing - Parents/carers gaining employment or training - Families accessing support earlier
Volunteer and Peer Engagement	How are volunteers involved? How strong is peer support?	- Number of active volunteers - Number of families moving into volunteering or peer leadership roles
Partnership Strength	How strong are collaborations with churches, faith groups, and other partners?	- Number of active partnerships - Quality of partnership (rated through short feedback surveys)
Relational Outcomes (Faith-Friendly Focus)	How are belonging, hope, and resilience being built?	- % of families who say they feel more connected to their community - % of families who report feeling more hopeful about the future - % of volunteers/staff who report growing in relational connection with families
Stories and Testimonials	What personal stories illustrate impact?	- Case studies gathered yearly - Short family or volunteer

testimonials collected
quarterly

Notes:

- Gather both numbers and stories (quantitative and qualitative)
- Review quarterly if possible, with an annual deep-dive evaluation

Faith-Friendly Family Feedback Survey Template

Purpose:

To capture practical, emotional, and relational experiences of families using the Family Hub.

Family Hub Feedback Survey

Thank you for being part of our Family Hub community. We would love to hear about your experience so we can continue to grow and support families well.

1. 1. How welcome did you feel when you first came to the Hub?
2. 2. Has the Family Hub helped you feel more connected to your local community?
3. 3. Have you made new friendships or connections through the Family Hub?
4. 4. What activities, groups, or services have you been involved with?
5. 5. In what ways has coming to the Hub made life easier or better for you or your family?
6. 6. Do you feel more hopeful about the future since engaging with the Hub?
7. 7. Is there anything we could do differently to make the Family Hub even better?
8. 8. Any other comments, thoughts, or stories you would like to share?

Tips for Using This Survey:

- Offer paper, online, or simple one-to-one "conversation" versions depending on the family
- Keep it optional, easy, and warm ("Help us learn and grow together")
- Allow anonymous submissions if families prefer
- Regularly summarise and share what has been learned back with families ("You said, we did" approach)