

How our Advice and Advocacy Service makes a difference



For fifty years, Family Rights Group has worked to support children and families to stay safely together.

Our Advice and Advocacy Service is the only free national specialist advice service for parents, relatives, friends, and kinship carers, who are involved with children's services in England, or need their help.

Our unique service combines legal, social work and co-production expertise to support families when social workers or courts are making decisions about their children.

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Who we help

7,420
enquiries from
6,235 individuals

784,297
visited online
resources

10,600
children advised
about

Mothers
50%

Kinship carers
27%

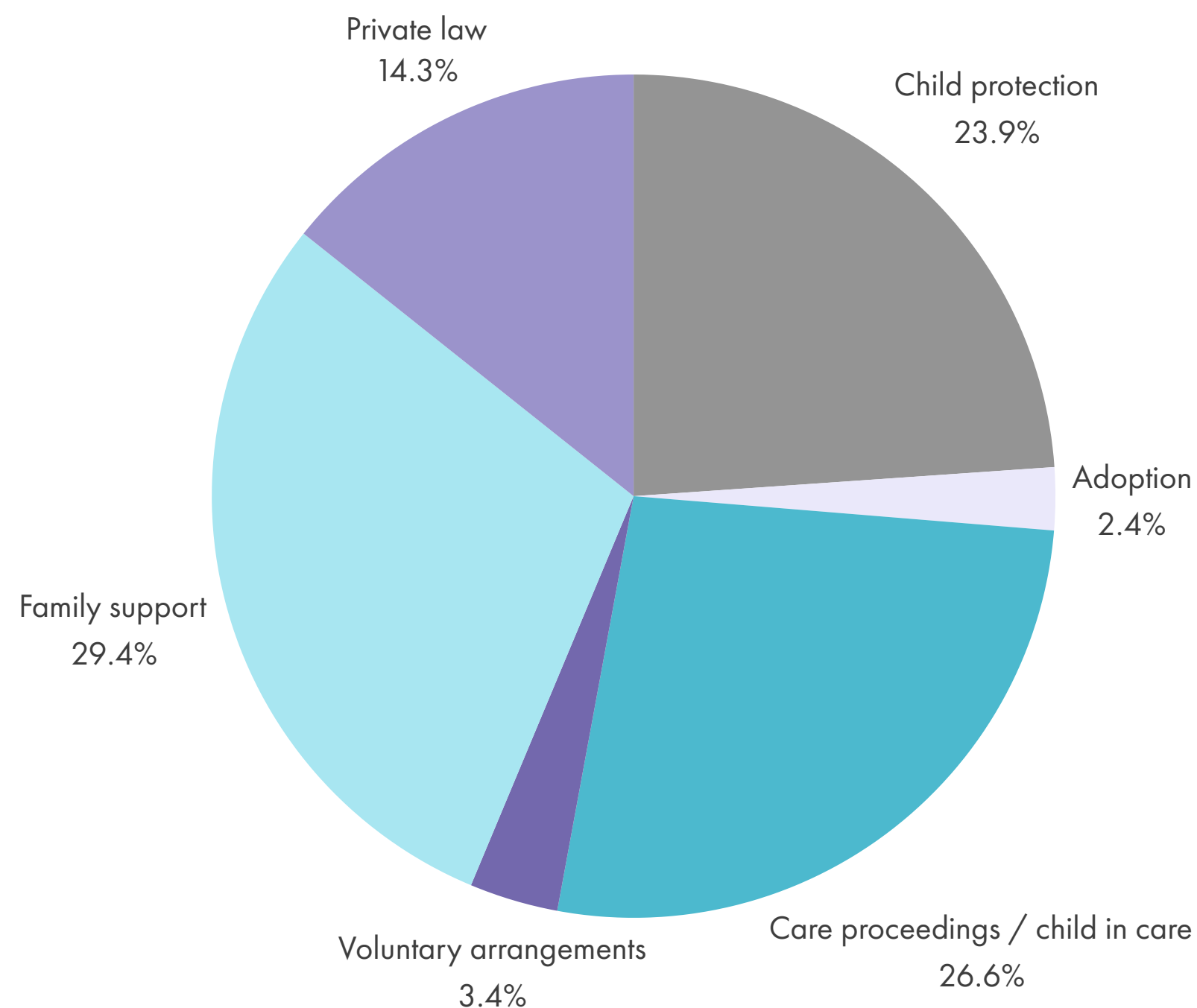
Fathers
17%

Practitioners
4%

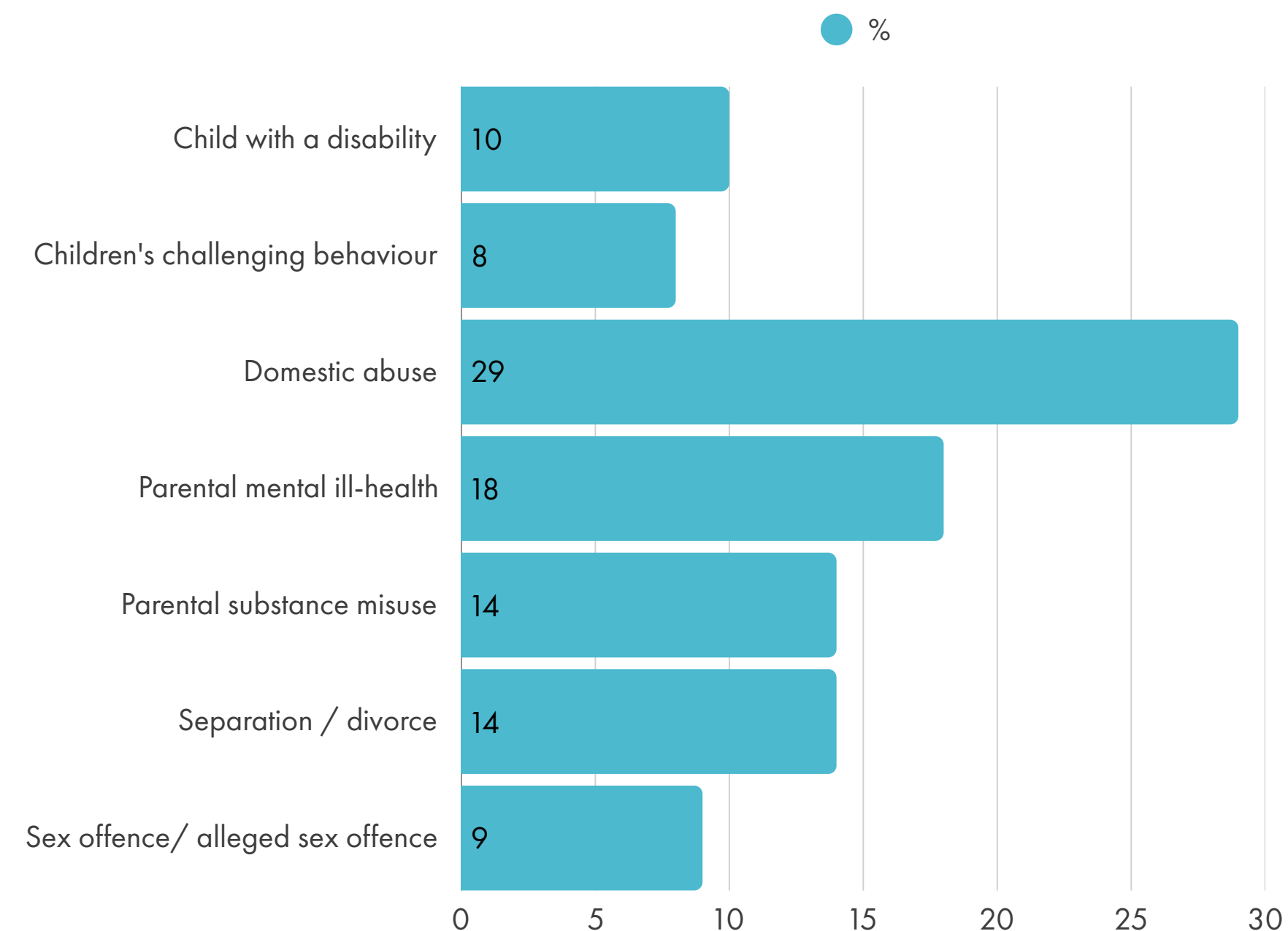
We estimate that we directly advised families about 10,600 children, as on average, each enquiry was in relation to 1.7 children.

67% of all calls and enquiries during the year were from parents and 29% of enquiries were from kinship carers/wider family members. 4% were from practitioners.

What we help with



The enquiries we responded to were in these broad categories



The underlying reasons that the families we advised were involved with children's services

* Note: A voluntary arrangement is when a child's parent, or other person with parental responsibility, has agreed that children's services can act on their behalf by providing accommodation for their child.

How we help

- We help families draw on their strengths, understand their rights and options, make informed decisions and navigate local authority and court systems.
- We support constructive engagement with social workers and other professionals.
- We help prevent problems escalating, including by helping families to get the support they need, and we assist families to address concerns.

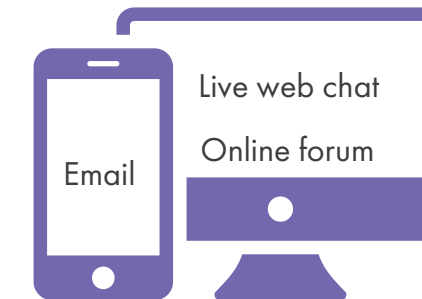
As a result, we help keep children safe within their families and avert unnecessary care proceedings.

We responded to
7,420 enquiries

including:



5,000
calls



2,415 digital
enquiries



We provided 564 families
with self-advocacy support



The difference we make

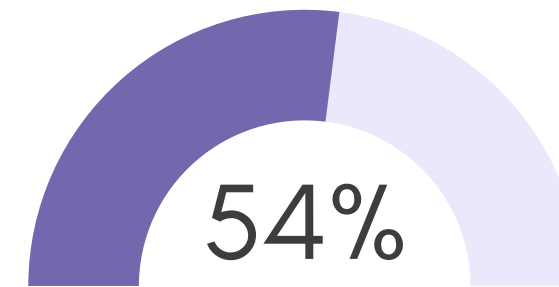
How do
we
know?

Families,

whose children are involved in social
care services

understand their rights,
responsibilities and
options.

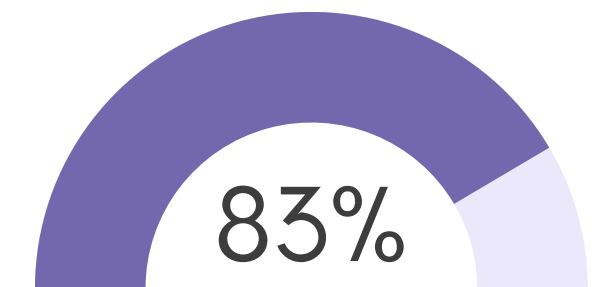
“ Since the call with Family Rights Group, I have
felt better able to work with the social worker/
children's services



4-6 months after the call, 54% of
respondents to our telephone survey
strongly agreed or agreed with this
statement.

I understand the law better as a result of the
support received from Family Rights Group”

Within a week of the call, 83% of
respondents to our telephone survey
strongly agreed or agreed with this
statement.



The difference we make

How do we know?

Families,

whose children are involved in social care services

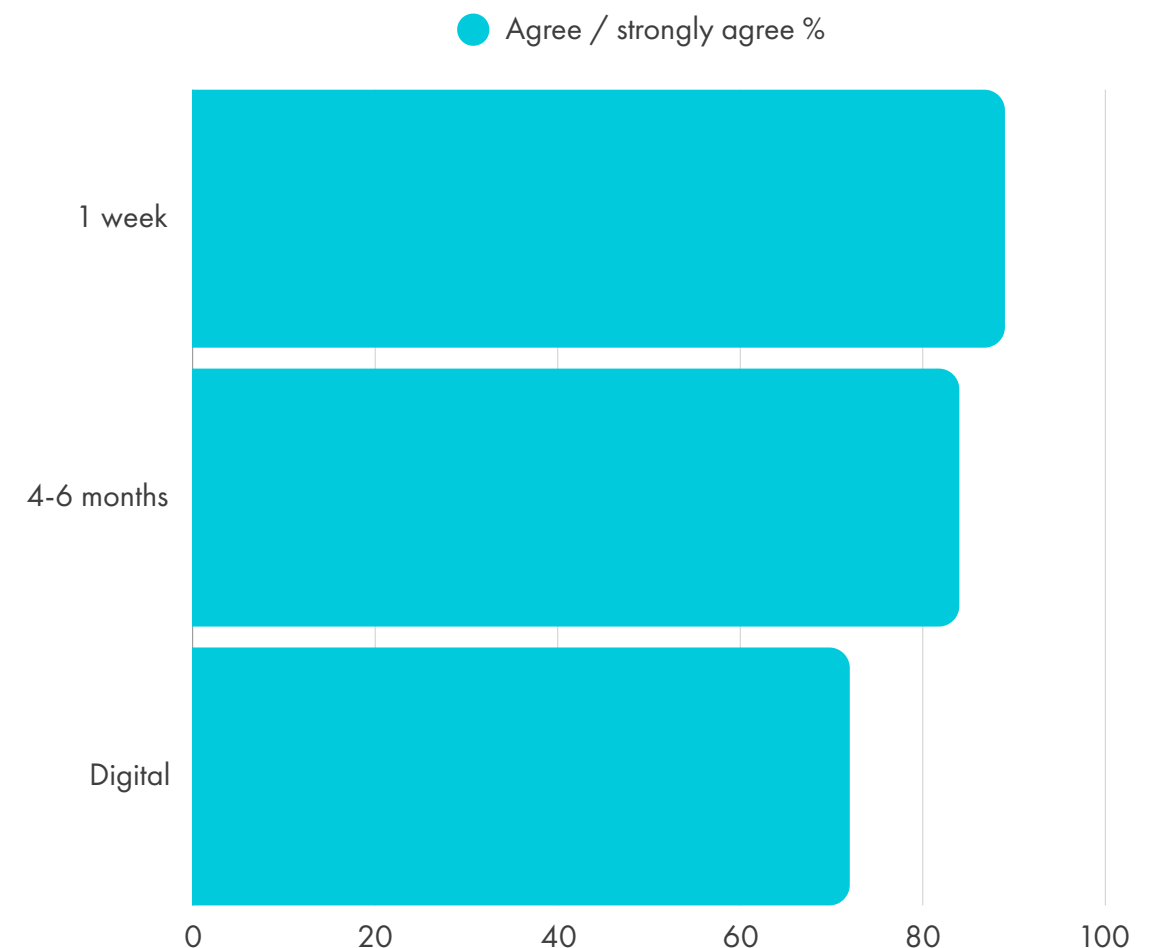
get support and take action.

They:

- are able to draw upon their own resources,
- know where and how to get effective help from children's services, and
- know where to get help from other organisations.

“

I have a better understanding of what I have to do as a result of the call to Family Rights Group



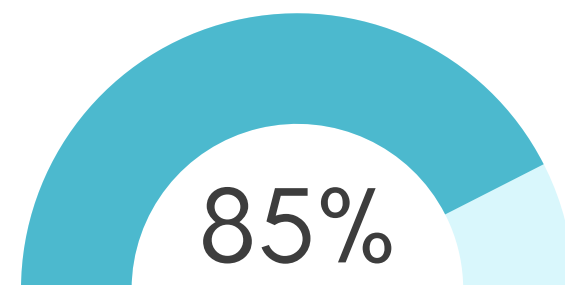
Responses to our telephone advice survey, one week and 4-6 months after the enquiry, and to our digital advice survey.

How do
we
know?

The difference we make

“ The call with Family Rights Group influenced my ability to cope.

Within a week of the call, 85% of respondents to our telephone survey strongly agreed or agreed with this statement.



“ I reached out for advice after an investigation into the care of my children due to the behaviour of their other parent.

The lady I spoke with was amazing at explaining why the social services had put these things in place, giving me advice on my next steps and actually being the first person that I felt listened to me throughout the whole ordeal.

The information she gave me was crucial, to helping me process what had happened and how to make things better.

”
Mother, who called our advice line

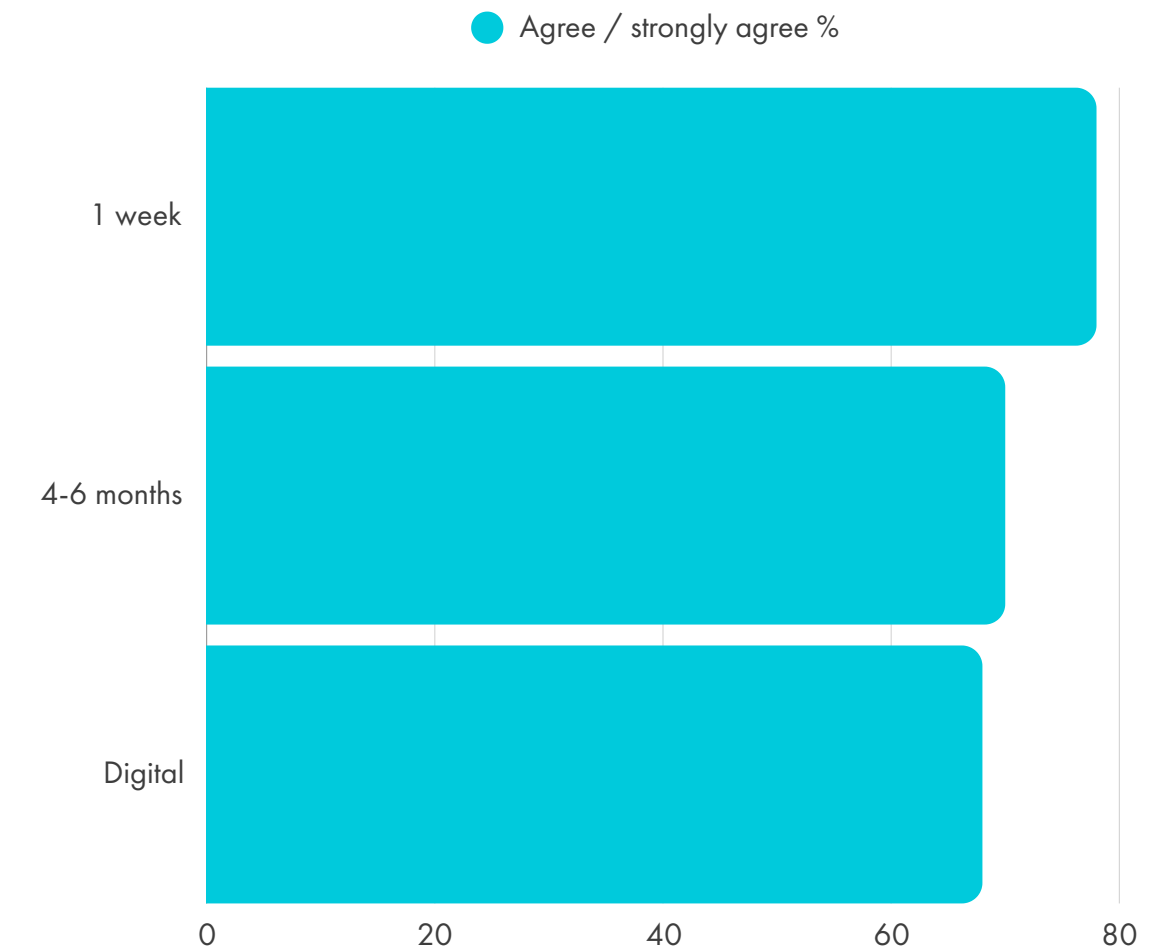
The difference we make

How do
we
know?

Families,
understand how to
navigate the child
welfare system in the
interests of their children.

And, if children can't live safely at home,
how relatives and friends
can become kinship
carers, the legal options
and the consequences.

“ I have a better understanding of children's
services procedures as a result of the call with
Family Rights Group



Responses to our telephone advice survey, one week and 4-6 weeks
after the enquiry, and to our digital advice survey.

The difference we make

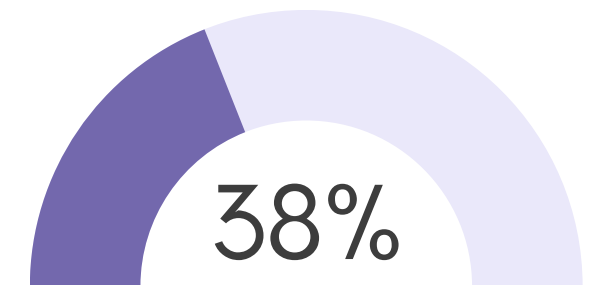
How do we know?

Families achieve positive outcomes for children

- by making a positive difference to local authority plans or services for children, or
- averting from care, or
- by helping families stay in contact with children in care.

“The support I received from Family Rights Group has made a positive difference to the local authority plan, or services for my child

Within 4 - 6 months of the call, 38% of respondents to our telephone survey strongly agreed or agreed with this statement.



“I could not have made it through the two-year dire situation my family was placed in without Family Rights Group information and advice.”

Great-Grandmother who used our service



The difference we make

How do
we
know?

We save public money
by:

- preventing problems from escalating, and
- averting care proceedings and children entering or remaining in the care system.

**Over £12 million saved in public
spending in 2023-24**

Our evaluation model, developed in partnership with New Philanthropy Capital, estimates savings for the state of £23 for every £1 invested in our advice line

For every £1 invested...



... this much is saved



Unfortunately resource constraints mean we can only help 4 in 10 families who contact us, meaning even more public money could be saved.

How to get help from our Advice and Advocacy Service

Free, independent and confidential advice for parents, kinship carers, relatives and friends of children who are involved with children's services in England or need their help. We support families to work with social workers and understand the law, their rights and options.

Our Advice and Advocacy Service includes:

- Online advice – start with our Who?, What?, Why? advice pages. Or see our A-Z, advice sheets, top tips and template letters
- An online forum for parents and an online forum for kinship carers to receive advice, discuss issues and find support from others
- A free telephone advice line open Monday to Friday, 9.30am to 3pm (excluding Bank Holidays), on 0808 801 0366. We can arrange an interpreter if needed
- A webchat service where families can chat online to an adviser and get information and advice
- An advice enquiry form which can be used to ask a question which our advisers will answer by email
- Self-advocacy support to callers to our advice line.



About this report



This document gives highlights from our full Impact Report for 2023-2024.

In the full report you can find all the data that we gathered, together with information on the methodology we used.

[Read the full report](#)



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