

The Impact of your Donations



Every donation helps to provide support from the Family Support Adviser (was Schools' Hardship Worker) to a family in crisis. Project Cost: £30,000 yearly

In 2025, 56 families have been seen and 335 issues dealt with:

- Benefits/Tax Credits/Universal credit 136
- Housing 57
- Referral to Foodbanks and other charities 41
- Education 26
- Financial services and capability, debt, tax, legal 38
- Consumer goods, travel, transport, utilities 16
- Relationships/family/divorce 12
- Health & Community Care 6
- Employment 3

Income gained or money saved for these 56 families is more than £150,000

Case Study 1:

A single parent was struggling financially and only able to work 16 hours a week around school hours. English is not the first language; the client was very nervous and very worried about the cost of Christmas especially. The client was helped to access support towards energy costs, retail vouchers and some presents for their child. The help has removed the stress and the client is much better able to access the support available.

Case Study 2

A client came in an emergency situation having had to leave the parental home and facing immediate homelessness. The client was very emotional and very vulnerable because of past life experiences. The client was put in touch with the Council housing team and helped to find a suitable house to share with a friend. A safeguarding referral was also made. This client is now suitably housed and supported by the Council. The client feels safe and secure and is happy, positive and more confident about the future.

Name change

We have re-named the post title to 'Family Support Adviser' - we were finding that the use of Schools' Hardship Worker was a barrier to some people who would have benefitted from the service.

This is a joint project between STARF, Foodbank and Citizens Advice New Forest.

If you would like to help support families in crisis, you can donate through our website (starf.uk) – every pound you give goes directly to support families