

FAMILY HUB STRATEGY 2023-25

OVERVIEW AND BACKGROUND

- 1. The Government has committed to provide Family Hubs in every region of England as a means of providing integrated family services via a central access point. Family Hubs provide families with children aged 0-19 (and up to 25 for SEND) somewhere they know they can go if they need information, advice or guidance for family, relationship, health and other issues.
- 2. The National Centre for Family Hubs was launched in May 2021, led by the Anna Freud Centre and funded by the DfE, to support the upscaling of Family Hubs nationally. Furthermore, the Early Years Healthy Development Review Report The Best Start for Life, led by Dame Andrea Leadsom MP, champions Family Hubs as a place where families can access support in the early years of their child's life, through the delivery of a specific Start for Life offer, incorporating access to Maternity and Health services, alongside support for parenting and reducing parental conflict.
- 3. In August 2022 the Government published the Family Hubs and Start for Life programme guide for the 75 local authority areas funded in 2022-25, to establish their Family Hubs and Start for Life Offer. Hillingdon was not eligible to bid for funding due to the advances already made locally, in establishing Uxbridge Family Hub in December 2021 and work underway to deliver a second Family Hub in Hayes, due March 2023.
- 4. The Government has also published the Family Hub Framework which sets out expectations for service delivery under three delivery areas of access, connection and relationships, to which multiple key success criteria are aligned. As Hillingdon is not currently in receipt of government funding, there is no requirement to adhere to the framework; however, it provides a useful tool for measuring success of the Family Hub programme locally and will support future funding applications as and when they arise.
- 5. It is not yet clear if or when funding will be made available to the remaining 75 local authorities; however, the emphasis on services for families with children aged 0-19 (and up to 25 for SEND) requires local authorities to evolve services from the children's centre offer focussed on babies, young children and their families, to deliver an integrated service that supports the whole family. This may in turn lead to a change in the legislation surrounding children's centres and their core purpose.

- 6. It is proposed that in Hillingdon, the children's centre core purpose, start for life offer and family hub service offer will be delivered by the Child and Development Service in Community Hubs and additional local delivery points.
- 7. This paper outlines a strategy to develop Family Hubs in Hillingdon, integrating services across the disciplines of Maternity, Health, Education, Social Care and the Voluntary Sector under the principles of Early Help and Intervention, to provide accessible services to families at their point of need. The offer will link support for the whole family where there are children and young people up to the age of 19 (25 for those with SEND), acknowledging the impact of the right support and care, in the right place, at the right time on the future lives of young people.

PRINCIPLES

- 8. The Family Hubs Network has been championing Family Hubs since 2010. Based on extensive research and their engagement with Local Authorities already delivering integrated Early Help services through Family Hubs, they have developed a set of core principles that characterise Family Hubs, and the systems they are part of:
 - An understanding of the importance of Early Help and prevention.
 - Families with children aged **0-19** (and up to **25** for **SEND**) have somewhere they know they can go if they need information, advice or guidance for family, relationship and other issues.
 - Superb provision for children's early years (0-5) so their families get whatever help they need to give them the best start in life and ensure they are school-ready.
 - **Integrated** health and public health priorities, such as health visiting and maternity, with social services and Supporting Families programmes.
 - A central access point to services and support, connected to all other delivery sites in the area.
 - A relational culture embodied by everyone who works in the Hub.
 - A whole-family approach which focuses on disadvantaged and vulnerable children.
 - Parents can access relationship support when there is conflict, to help and rebuild an existing relationship or during and after separation
 - The voluntary sector and wider community make an extensive and vital contribution.
- 9. It is also proposed that the following **local Hillingdon principles** are defined and agreed:
 - Family Hubs will deliver programmes that are data driven and respond to community needs and can be accessed in ways that best meet resident needs, either in person at a hub or community venue, or online.
 - Locally available services are extremely important and will be provided through borough-wide delivery points no more than 30 minutes' walk or 1.5 miles distance from a resident's home.

- Hillingdon residents will have equal access to information, advice, and support wherever they live in the borough, ensuring information is communicated and accessible in a range of formats including digitally to meet resident needs.
- It is important that all hubs should provide a dedicated safe outdoor space for children to support their play and learning and optimise opportunities for children to be physically active and increase their fitness levels, in response to the growing number of children now recorded as overweight and/or obese at aged 5 and 11 years.
- Delivery of a coherent Best Start for Life offer providing seamless, multi-agency support for families with babies and young children ensuring adherence to the overarching principles.
- Prioritise support and access to children and young people with Special Educational Needs and Disabilities and their families, through the early identification of need and provision of a range of early intervention services.
- Provision of a digital "kiosk" in each Hub, supporting residents to be self-serving and resilient. This will be supported by skilled, knowledgeable staff who can support people to access on-line services, complete forms, pay bills, search for information and to engage with and embrace new technology.
- Integration with health services will be supported through the provision of clinical spaces within the community, enabling residents to access a range of services, such as midwifery, immunisations, counselling, sexual health clinics, locally to where they live.
- Family Hubs should evoke generational change. Supporting communities to become more resilient and less reliant on services, that they can tell their story once and be signposted to the most appropriate support. They are educational, inspiring, and enjoyable spaces.
- Family Hubs will benefit from a combined staffing model, drawn from a range of service areas and led by an identified lead agency, that maximises staff knowledge and skills to the benefit of the resident. Staffing, building maintenance, financial envelope and stakeholders charges will need to be consulted upon and agreed with internal and external partners.
- 10. Key to effective delivery is that the Family Hub offer is not constrained by assets, but data driven. Delivery points will be agreed alongside the data for each locality to ensure service delivery has excellent geographical coverage in line with the principles of early intervention and 'reach into' communities.
- 11. The programme in each locality will be data driven and bespoke to the area, delivered from the hub and a range of touch points according to the community need, resources and facilities required.

LOCAL CONTEXT

- 12. Family Hubs provide the framework to deliver services in an integrated way and cement existing partnerships across services, to the benefit of children and families. Central to the concept of Family Hubs is a shared understanding of what a Family Hub is.
- 13. Whilst it may be appropriate to develop new spaces for services to be co-located and more accessible, many Family Hub models make use of existing community facilities, extending and adapting them as needed. Family Hubs may also be virtual, bringing together teams from a range of disciplines to create a multi-agency network that may operate from any number of delivery sites. For adolescents and youth work it may be more appropriate to have a flexible community-based model that can target areas as necessary.
- 14. The Family Hubs model in Hillingdon will build upon existing services in place to support families in the early years, by evolving the children's centre offer to support older children and young people, integrating with a wider range of delivery partners thereby increasing the range of support and services available to children and families.
- 15. Hillingdon Council already delivers a wide range of services to families pre-birth to 5 years through its network of 16 children's centres; these centres working in collaboration with partners from maternity services, health visiting, adult education, and voluntary sector organisations, provide a core offer of services for all families to access. Targeted support for more vulnerable families and those with identified needs is also provided by specialist services including, perinatal mental health services, Children's Integrated Therapy services and Children's Social Care Services.
- 16. Services for young people are delivered through the Council's Universal Youth service and Adolescent Development Service; in addition, there are uniformed groups and community-based activities and sports clubs in some parts of the borough.
- 17. The School Nursing element of the 0-19 Healthy Child Service provides support to children and young people in primary and secondary phases of education, with a focus on health screening for weight, hearing, and vision in primary and drop-in advice sessions at secondary phase.
- 18. The Family Hub model will therefore establish a coordinated and integrated way of working across services and disciplines to ensure that services already in existence work together to support children, young people, and their families and to identify gaps in provision and respond accordingly.
- 19. Utilising the Children and Young People workstream of the Hillingdon Health and Care Partnership (HHCP), Family Hubs in Hillingdon will ensure that they are responding to the identified priorities of the population, including mental health and SEND; in addition, extensive analysis of data at borough-wide and ward levels across a range of key indicators (primary care, health inequalities, social care, education, youth offending and crime) will enable the service to understand in detail the needs of specific locales and communities, identify delivery priorities and be proactive in its response.

- 20. Furthermore, alignment with the Stronger Families model of early help will strengthen support for the most vulnerable families by intervening at an early stage and in doing so reduce the demand for statutory intervention, thus ensuring that Health and Social Care resources are being used as effectively as possible.
- 21. There are programmes commissioned specifically to support parents of young people, from these programmes some parents themselves become champions and then become instrumental in supporting other parents in their communities. The increased use of social media platforms has also helped with communicating what's on offer and has increased engagement.
- 22. Families with children and young people with special educational needs and disabilities (SEND) can access support services through a range of mechanisms, including children's centres and Portage for very young children, the SEND keyworking service, charitable organisations such as CASS and HACS, and the Children with Disabilities Service. The SEND Advisory Service provides advice and support to educational settings to meet children's needs, as well as providing parenting workshops and courses to upskill and empower parents.
- 23. The Early Health Notifications Panel (EHN) has recently been created to consider all statutory notifications from Health partners regarding children under 5 years of age who are likely to have long term educational or developmental needs. This enables early identification of need and appropriate support to be provided to the family, and ultimately should lea d to more effective school place planning for children with complex needs.
- 24. Central to the success of the Family Hub model is the core dataset that enables services to build a comprehensive picture of the needs prevalent within the community and extrapolate the priority areas to be attended to. The development of a comprehensive needs analysis, combined with local knowledge and engagement with residents will inform the decision making for the location of Family Hubs and linked delivery points and determine the key priorities for service delivery in each area.

CURRENT CHILDREN'S CENTRE SERVICE DELIVERY

- 25. Hillingdon children's centres deliver services aligned to the core purpose for children's centres established in the DfE Statutory Guidance of 2013, providing support to improve outcomes for young children and their families and reducing inequalities between families in greatest need and their peers in:
 - Child development and school readiness
 - Parenting aspirations and parenting skills; and,
 - Child and family health and life chances
- 26. Principally the service provides information, support and guidance, alongside activities for parents-to-be and children and their families from pre-birth through to 5 years of age.

- 27. Children's centres are statutory in law as defined in the Childcare Act 2006, and the local authority is required to consult when opening or closing a centre, or when making significant changes to the services provided.
- 28. The centres are organised in three geographical localities: North, South-West and South-East. The population of children and young people is higher in the south of the borough, with Townfield and Yeading have the highest percentage of children (under 16 years old) in low-income families.
- 29. Townfield was the most deprived ward overall in Hillingdon in 2019 compared to the other wards and West Drayton and Yeading have LSOA's ranked among the top 10% most deprived in the country when considering the indices of depravation linked to children (IDACI 2019). NB: not all data is yet available in the new ward profiles.
- 30. Data for the summer term 2022 (April and August 2022) shows children's centres **registered 2,992 new families** with the programme, 30% of whom self-identified as from priority groups. During the same period **6,147 unique families** engaged with services, generating a total of **26,630 family attendances**.
- 31. Alongside the universal offer, the service focuses on providing targeted support for those in greatest need, through a range of specialist interventions and activities. An area of particular focus is support for children with Speech, Language and Communication needs. Between April and August 2022, the service delivered **Attention Hillingdon** (an 8-week small group programme to develop children's attention and listening, and communication skills) in every locality with **125 children completed at least 80% of the course.** 100% of children made progress from their starting point.
- 32. Similarly, between April and August 2022, in response to the pandemic, the service has focussed on **supporting transition and children's self-help skills** resulting in **457 attendances** at sessions that specifically support this area of development. A new course, **Ready to Go**, was developed to support parents and children who have not previously been in a childcare setting to transition well into nursery. This allowed the children to develop self-help skills, attention and listening, explore new foods and develop good routines. This course ran in all three localities and parents have been given support to encourage their child's independence.
- 33. The service works closely with both Maternity services and the Health Visiting service, with children's centres providing community locations to deliver key maternal and child health services. Between April and August 2022, this included antenatal clinics (3,975 attendances), postnatal clinics (1,494 attendances), child weighing clinics (1,225 attendances), infant feeding support groups (524 attendances), development reviews at age 8 months and 2 ½ years (718 attendances), as well as groups to support fussy eaters and weaning.
- 34. There is also a strong focus on supporting maternal mental health, particularly in the perinatal period and the services work collaboratively with **Perinatal Mental Health** and **IAPT services** in providing support to mothers and their young babies during this critical period (112 attendances).

35. Evolving the service to provide support to children and families across the 0-19 age range in collaboration with Council services and community partners in line with the Family Hub framework, will enhance the service offer and enable greater collaboration and joint working across the sector.

PROPOSED FAMILY HUBS SERVICE DELIVERY OFFER

36. It is anticipated that each Family Hub Network would work initially with a core group of partners; from this the network will develop links with voluntary sector groups and wider community services, such as local schools, faith groups and other key partners invested in the community.

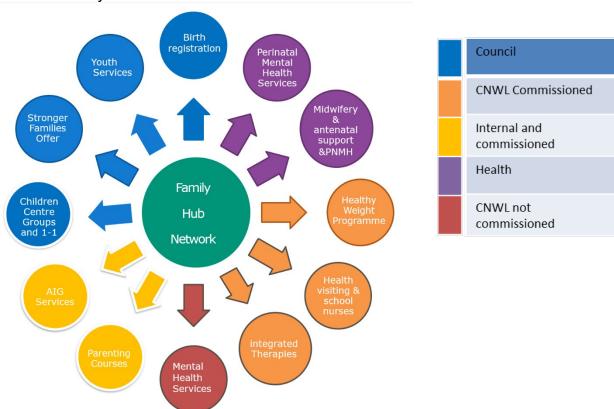


Figure 1.1 Examples of Family Hub services and linked delivery partners

- 37. It should also be remembered that support to families does not need nor should be solely buildings-based delivery. A combination of community, building or centre based as well as virtual services will broaden the strength and breadth of the offer.
- 38. Figure 1.1 shows the broad range of services that will be delivered in Family Hubs and the linked delivery partners across the Council and health. This is expanded in table 1.1.
- 39. It is anticipated that each Family Hub would work initially with a core group of partners to deliver a core service offer; in addition, a flexible, bespoke service offer in will be developed though links with voluntary sector groups and wider community services,

such as local schools, faith groups and other key partners invested in the local community.

FAMILY HUBS SERVICE DELIVERY SITES

- 40. Table 1.2 shows the proposed hubs and delivery points for service delivery. As previously stated, the programme in each locality will be data driven and bespoke to the area, delivered from the hub and a range of touch points according to the community need and facilities required.
- 41. This strategy identifies six locality hubs delivering targeted programmes as well as further delivery points across the borough, to ensure geographical coverage. Some delivery points will continue to be within existing children's centres with other points being community resources, libraries etc.
- 42. The development of Family Hubs is an iterative process and as hubs are rolled out across the borough there will be an increase in use and service delivery from these locations as the offer evolves to bring together a wider range of services for children and young people aged 0-19. This may enable the Council to further review and reduce the children's centre estate in consultation with residents.

FINANCIAL IMPLICATIONS

- 43. Whilst much of the children's centre budget is allocated to staffing resource required to deliver services, there are potential savings linked to running costs e.g., utilities, cleaning, facilities management, for centres identified for disposal in the proposed model.
- 44. Given that most sites are physically co-located or leased from a community partner, on relinquishing the site these would either be returned to the leaseholder or in the case of maintained schools, offered to the school to enhance their education provision. However, two sites namely Barra Hall and Nestles Avenue would be returned to the Council for a decision on their future use or disposal.
- 45. It is also important to note that several of the services that are currently delivered from Uxbridge Family Hub, children's centres and in community resources are wholly or in part funded by the Public Health grant. These include Health Visiting, P3 advice service, and the ADS targeted programmes KISS, LINK and SORTED.

NEXT STEPS

46. Should council ratify the Family Hubs strategy then a Family Hubs Delivery Group will be established to oversee the implementation of the strategy and development of Family Hub networks across Hillingdon. This group will be responsible for ensuring collaboration with community services and partners and co-production of the service offer with children, young people and families, in local communities.

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TABLE 1.1 PROPOSED FAMILY HUB SERVICE DELIVERY OFFER

SERVICE	CORE	FLEXI	PROVIDER	AGE
Midwifery/ Perinatal MH	 Midwifery – antenatal and postnatal clinics Breastfeeding support 	 Specialist Infant Feeding clinic Neo-natal clinic Post-Natal Support Groups Perinatal Mental Health 1-1 support 	CNWL/THH	Prebirth/ New-born
Health Visiting	 Advice line Antenatal & post-natal groups Mandated health reviews & contacts Child weighing clinics Weekend clinics for working families Breastfeeding support groups Tooth-brushing, bottle to cup & weaning workshops Healthy Eating workshops Parental mental health support & listening visits Accident prevention & home safety Childhood illness & First Aid workshops Healthy Start vitamin promotion Childhood immunisation promotion 	 Dietetic clinics Enhanced Bottle to cup swap, toothbrushing 1-2-1 Specialist Infant Feeding clinic CDC – MDTA & B reviews Specialist SEND Health Visitor Safeguarding (CIN/CP) Parenting Support & workshops 	CNWL (Contractual)	0-5
School Nursing	 Hearing & vision screening NCMP Healthy Eating workshops Secondary school drops in Childhood immunisation promotion Primary School Clinics Incident/accident prevention Oral health promotion Parent/Teacher drop ins 	 EHE community drop-in clinic Thematic sessions as needs arise Specialist Nurses Autism Nurse Healthy Weight Intervention Programme 5-11 Enuresis clinics Safeguarding (CIN/CP) 	CNWL (Contractual)	5-19
Healthy Weight Programme	 Healthy walks/club Forest School Healthy eating/cooking for families Training and awareness to communities/schools Parent advice drop in Young person's drop in 	 Healthy weight programme (family focussed) Targeted groups 	CNWL (Contractual)	All age

Mental Health	 CAMHS Kooth Offer CAMHS Website CAMHS MHST Drop In's (Family Hubs and Schools) 	 Talking Therapies (1-2-1 sessions, wellbeing in pregnancy and wellbeing for mums) PNMH (as above) Play Therapy Training offer (Children Centres, Schools) CAMHS 0-5 Service CAMHS (Tier 3) 	CNWL (Non contractual) VCS Richmond Fellowship	All age
Children Centres (Groups/1-1)	 Your Bump and Beyond – antenatal classes Breastfeeding support Weaning workshops Brush for Life – oral health promotion Stay and Play groups Baby Massage Focussed sessions - messy play, music sessions, story time Play to Learn groups Language for Life Information sessions e.g. nursery funding etc. 1:1 advice sessions (debt/housing/benefits) Transition – 1-1 & groups Targeted Family Groups Adult learning courses 	Portage Attention Hillingdon Small talk (SLCN) 1-2-1 family support Nurturing Beginnings Be inspired Bespoke group sessions based on need	LBH P3 Learn Hillingdon VCS	0-5
Parenting Programmes	 Employability skills Health Education Sessions Bespoke workshops & courses Parenting courses Topic based parenting workshops 	 Targeted parenting workshops and courses, e.g. Early Bird, SFSC Reducing parental conflict 	CNWL (Non contractual) Brilliant Parenting	All age
Information and Advice	 FIS & outreach P3 Providing opportunities for work experience and apprenticeship placements Adult Education inc. ESOL Volunteering programme Employment advice and support 	 Specialist Advice Services re. Benefits, Housing, Debt Local Offer for families with children with SEND (0-25) Sexual health, drug, and alcohol IAG Teenage workshops CCE/contextual Harm 	LBH Commission ed Services VCS CNWL (Contractual) LBH	All age
ADS/Youth Services	 Boys and Young Men Group Girls and Young Women Group Emotional Health and Wellbeing - LINK 	 Thematic Workshops (keeping safe, bullying, etc) Mentoring 	LBH	10-19

	 Peer Leadership Programme - AIMS Transition Support - TSP Sexual Health and Wellbeing -KISS Substance Use and Misuse -SORTED Domestic Abuse Group 			
Integrated Therapies	 CITS Advice Line CITS Website / social media Language Link - screening assessment of reception age children CITS support for children's centre groups e.g. sensory groups, tummy time, stay and plays CITS advice clinic (u5's) 	 CITS training programme for professionals Targeted groups run by school staff supported by CITS Multitherapy assessments (CDC) Serial Casting CPIPS Initial CITS Assessments Dysphagia Therapy for pre-schoolers EHCP Therapy (Schools) Language Link planning meeting with the SLT and schools 	CNWL (contractual)	0-19
Stronger Families	Reducing Parental Conflict Sessions	Key workingParenting support1-1 work with Child/Young Person	LBH	All age
Registrars	Regular birth registration sessions		LBH	Newborn
MAPS		1-1 work with Child/Young Person & family	LBH	All age

TABLE 1.2 PROPOSED LOCATIONS OF FAMILY HUBS AND DELIVERY POINTS

North Harefield	Community outreach	Hub: Harefield CC* Community outreach including weekends at St Mary's.	Combine the use of the existing space within the local library to create a community hub
	outreach including weekends at St	including weekends at St	library to create a community
			*Harefield CC to be retained
	•	This hub will offer a mobile youth programme	until any remodelling of the library is agreed and completed.
North Ruislip & Northwood	Coteford CC South Ruislip CC	Hub: Ruislip YPC, Bury Street This hub will offer a	The Wren Centre, Northwood and or Northwood Hills library and Ruislip Manor Library will be utilised alongside the library
Northwood	outreach programme	buildings-based Youth programme.	offer to deliver parts of the locality hub programme.
	base, church playgroups	Additional delivery points: Wren Centre – South Ruislip Ruislip Manor Library Northwood Hills Library	*Northwood Hills Library will support geographic reach in long term, following updates outlined in library strategy.
		Community outreach programme including RAF base, church playgroups	
	Hub	Hub: Uxbridge Family Hub	Colham Manor CC will continue to deliver the 0-5
Uxbridge & Cowley	CC Oak Farm CC	This hub offers a buildings-based youth programme	programme as well as be linked the Child Development Centre at THH and continue the Perinatal Mental health work.
		Additional delivery points: Colham Manor CC* Oak Farm CC	
Southwest West Drayton & Yiewsley	Yiewsley CC	Hub: West Drayton Leisure Centre	*Cherry Lane to be retained as an outreach point into the Heathrow Villages.

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	ı 5	This hub will offer a	
	•	buildings-based youth	
	Traveller site and	programme	
	Heathrow		
	Villages	Additional delivery	
		points:	
		Cherry Lane CC*	
		Yiewsley CC	
		Community outreach	
		programme including	
		Traveller site and	
		Heathrow Villages, linked	
		to Mobile Library and	
		Transporter Community	
		Bus	
Southeast	Belmore CC	Hub: The Asha Centre	*Yeading to be retained as an
	Charville CC		outreach point into the Glencoe
Yeading	Yeading CC	This hub will offer a	Road Estate.
Hayes Park		mobile youth	
		programme	*Charville CC and library have
			limited footprints but could work
		Additional delivery	well in collaboration. There is
		points:	potential to consider the library
		Yeading CC*	footprint and internal
		Charville CC* into the	remodelling to enable a wider
		library	range of service delivery.
Southeast	Barra Hall CC	Hub: Botwell Leisure	Botwell Library within the
	McMillan CC		leisure centre could be
Hayes Town	Nestles Avenue	,	expanded to include child &
			family development services
	Pinkwell CC		alongside the library activity.
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		,	*Pinkwell CC will be retained as
	Community	-	an outreach point into the
	outreach	Pinkwell CC*	Heathrow Villages.
	programme		
	including	Community outreach	
	Heathrow	programme including	
	Villages	Heathrow Villages, linked	
		to Mobile Library and	
		Transporter Community	
İ		Bus	

TABLE1.3 PROPOSED FUTURE USE OF CHILDREN'S CENTRE BUILIDNGS

Locality	Centre	Status	Proposed action
North	Coteford CC	Maintained School	Propose to close and release back to school
	Harefield CC	Maintained School	Proposed to retain until remodelled library space is available, then release back to the school
	South Ruislip CC	LBH Estate	Proposed to retain
Southwest	Cherry Lane CC	Maintained School	Proposed to retain
	Colham Manor CC	Maintained School	Proposed to retain
	Cowley CC	Leased from Academy Trust	Propose to close and release back to school
	Oak Farm CC	Foundation School	Proposed to retain
	Uxbridge Family Hub	Located within Civic Centre	Proposed to retain
	Yiewsley CC	Leased from Baptist Church	Proposed to retain
South East	The Asha Centre	Leased from Uxbridge college	New Family Hub in final stages of development
	Barra Hall CC	LBH Estate	Propose to close and return to Council for decision on future use or disposal
	Belmore CC	LBH Estate	Propose to close and offer to school
	Charville CC	Leased from Academy Trust	Proposed to retain until remodelled library space is available then release back to the school
	McMillan CC	Maintained School	Propose to close and release back to school
	Nestles Avenue CC	LBH Estate	Propose to close and return to Council for decision on future use or disposal
	Pinkwell CC	LBH Estate	Proposed to retain
	Yeading CC	Maintained School	Proposed to retain