

2023- 2024

Family Hubs and Children's Centre Service Annual Report



This report is an overview of support provided to local families and carers with children aged 0 to 5 years through Family Hubs and Children's Centres, Families' Information Service and Portage.



As part of the Council's vision for Thriving, Healthy Households, we aim to improve outcomes for young children and their families, with a particular focus on the most disadvantaged families, in order to reduce inequalities in child development and school readiness.

This is achieved by delivering a structured range of Universal and Targeted Services across three key areas:

1. Child Development and Early Learning
2. Family Development and Support
3. Health and Wellbeing



Overview

In Hillingdon, there are two Family Hubs and ten Children's Centres across the Borough, grouped into 3 Localities, defined as North (Above the A40: Ruislip, Harefield, Northwood & Ickenham), South East (Hayes & Heathrow Villages) and South West (Uxbridge, Hillingdon, West Drayton & Yiewsley).

The Portage Service provides educational home-visiting for pre-school children who have significant special educational needs and disabilities (SEND).

The Families' Information Service (FIS) provides information, advice and assistance to families with a child or young person up to the age of 20 (25 if they have a disability).

Data 2023-2024

*Data compared to 22/23



Individual Family Attendance
*Increase by 1.5k



Total attendances
*Increase by 6K



New families registering
*decrease by 865



Priority Families attending
*Increase of 8.3%



Referrals for additional group work and 1-2-1 support



Children on a Stronger Families Plan



Portage Families gaining support



Contacts for Families' Information Service

97% of families would recommend the Children's Centre Service

Summary

There continues to be an increase in families accessing services and an increase supporting those who need it most. There has been a reduction in families registering due to 'catching up' post Covid. Additional support is primarily around parenting support, support for children with a developmental delay and mental health support. Over 90% of those needing additional 1-2-1 support with a Family Development Worker are already registered with the Children's Centres.

Child Development and Early Learning

Early Years sessions are planned using the Early Years Foundation Stage Framework, which sets standards for the learning, development and care of children from birth to 5 years old.

Skilled practitioners use their knowledge of child development to support children to continue to develop and identify additional learning and support where needed and referral into Targeted Services.



Further develop a cohesive service offer for children with a developmental delay and/or children with SEND

Attention Hillingdon: 43 courses with 241 children completing the course (5 out of 8 weeks) and 230 progressing from starting point. Increased our offer post Covid to offer an additional 120 spaces per year. We have made changes to our delivery model to make it more flexible for working parents.

Language for Life: worked closely with the Speech and Language team to develop this 4 week course, which focuses on giving parents the tools to support language development at home. Last week of the course is done in partnership with a Speech and Language therapist.

Little Tasters: Developed in response to evidenced need with Health partners to support children to develop their senses as they experience different tastes and textures of foods (part of the ASD pathway)

Recently developed a Stay and Play group for children with **complex needs** and another group for children with **Downs Syndrome**, delivered by the Portage Team, in response to evidenced need.



22,560 attendances at Stay and Play or Baby groups, delivered in all Children's Centres. 98% of families agree sessions have supported their child's development with social skills

"I would recommend Portage to any family who needs that support not just for their child for the parents too. With portage the development of my son was outstanding but the support and caring side for the parents was excellent" Family being supported by Portage

Staff gained accredited training to deliver Forest School, now available in all 3 localities



'It helped my son's speech, social interaction, physical skills and taking risks. Everything about Forest School is amazing!'

Health and Wellbeing



13,227 visits to the **midwife**
5,482 attendances at **physical activity groups**
5,180 visits to **baby weighing clinic**
1,386 families received **oral health** information
1,103 visits to gain **breastfeeding** support
730 attendances to **specialist mental health** services

Five to Thirve

We trained 78 staff/partners in Five to Thrive and continue to share the key messages of attachment and co-regulation with families.

CAMHS Under 5's Service has moved into the two Family Hubs, working alongside staff to identify children who would benefit from early intervention.



Talking Therapies continue to run Wellbeing for Mums struggling to cope with the adjustment to parenthood, feeling low, isolated, anxious or emotionally overwhelmed. The group is now available across the borough with creche to make it more accessible for parents

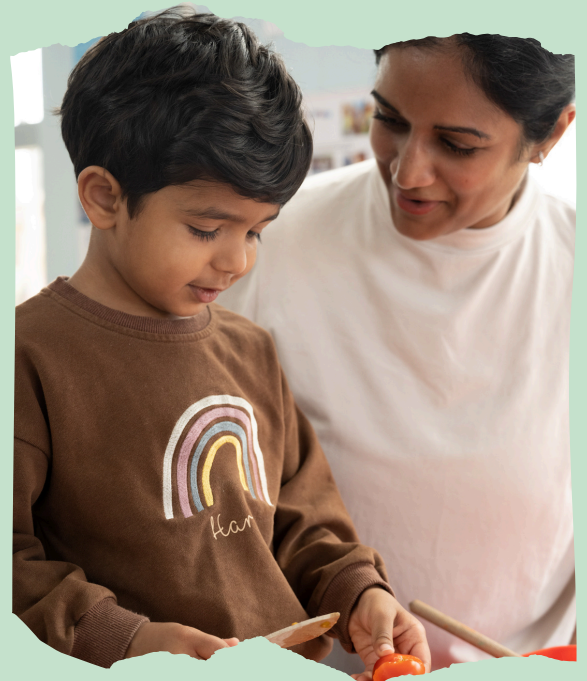
Be Inspired is back to face to face, supporting mums with confidence and self-esteem.

A few examples of feedback from physical activity sessions:

- "My son gained a benefit of more physical and outdoor activity during winter"
- "Staff always talk about the benefit of being outdoors"
- "... Play outside of the home and going to outdoors regularly have helped mine and his mental health/sleep"



410 food boxes given out in Hayes at Christmas and Easter "Thank you so much, such a great mix of fresh vegetables! not something I can always afford"



Family Support



64% of families took up two year funding

48 Families In Need referrals approved for funding

£183k financial gains in 23/24 for families getting P3 support

FIS attended **144** events, spoke to **1510** families sharing a range of information from funding for childcare to the SEND Local Offer.

“You helped me with getting my rent increase so I can stay in my property and do not have to go down the homeless route again”
Parent gaining support from P3

Parent support:

- Parenting support made more flexible to include weekend and evening sessions to support working parents.
- Delivered 4 Family Links accredited parenting courses, developed online workshops on a range of topics.
- Delivered parenting courses for parents with children on the ASD pathway, including 4 Early Bird courses, where 100% of parents report an increased confidence in understanding of the child's autism and an increase in confidence/parenting. And 16 Duckling online course, with 147 parents. We also launched new Autism Parent Support Group.



Engaging seldom heard families:

- Holiday & Food Programme events delivered in all 3 localities last Summer, Christmas and Easter. engaging families with older children.
- We now have 3 weekly outreach Stay & Plays in the Hayes area- Stay City hotel alongside the Asylum HV, McMillan Early Years Centre and William Byrd school, to support families in the Heathrow Villages.
- Monthly session at Bell Farm International Café, sharing key health messages.
- Regular outreach in toddler groups, libraries, soft play centres, community events, schools and SEND events
- 14 parents attended the ESOL course, with 86% successfully meeting all learning objectives.
- Two Floristry sessions in Harefield engaged families with a mix of Irish Traveller, English Gypsy and Showman communities.



SEND Local Offer Website now includes a user friendly way for residents to provide feedback.

We have developed a SEND Local Offer newsletter which has been distributed to a small cohort of parents and carers whilst in its pilot stage.

A few highlights...



Dame Andrea Leadsom Visited Uxbridge Family Hub to view our Start for Life and Family Hub Services



Hayes Family Hub opened in January 2024 and welcomed 916 families in the first 3 months

One of the many lovely emails we receive:

I am a new mum and we have started going to our local Children's Centre when my daughter was 6 weeks old. I was craving for some social interaction and it was so lovely to meet other mums and babies. The staff were so warm and welcoming and they made me feel at ease instantly. My daughter has become more alert and engaging and I feel so grateful to have met those lovely mums find this community. I feel happier and calmer and I really look forward to the days of our playgroups. They have been so beneficial for us mentally, socially, and educationally.

I will definitely recommend these groups to any mums in the area - thank you team! We are so grateful! Mum, 13.12.23



Annual service development day!

The day enabled staff to gain a better understanding of family support from the Stronger Families Service, Hillingdon Youth Offer and Brilliant Parents. Staff also gained input around: Portage small steps, communication and sensory play; the new early years entitlement & wrap around; building confidence in having challenging conversations and observational skills when working with parents and babies, led by Perinatal Mental Health,

Minister Andrea said that she really valued the conversations with individual families and partners and could see the impact our services have had in their lives. She also congratulated us on the breadth of our offer.

Expansion of the Early Years Entitlement

From April 2024 working families with two year olds were entitled for 15 hours of funded childcare a week. The team worked with parents, childcare providers to promote and encourage awareness and applications, resulting in a take-up that was higher than the national average!



Viv Bird receives Hillingdon Hall of Fame Award!



Filming of the new Family Hubs Video

Thank you

To the staff and partners for your expertise, skill and commitment. Your impact is evidenced in the positive feedback that we receive from families (that is too great to contain in this report!)