



## London Borough of Enfield

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<b>Report Title</b>	Family Hubs and Start for Life Transformation
<b>Report to</b>	CYP&E Scrutiny Panel
<b>Date of Meeting</b>	11.03.24
<b>Cabinet Member</b>	Cllr Abdul Abdullahi
<b>Executive Director / Director</b>	Tony Theodoulou – Executive Director People Directorate Anne Stoker – Director of Children & Family Services
<b>Report Author</b>	Helen Finnemore
<b>Ward(s) affected</b>	All
<b>Classification</b>	Part 1 Public
<b>Reason for exemption</b>	N/A

### Purpose of Report

1. The purpose of this report is to provide an update on the progress made on the development of Family Hubs and Start for Life services in Enfield.

### Main Considerations for the Panel

2. To note the good progress that has been made in relation to the:
  - opening of Ponders End and Craig Park Youth and Family Hubs
  - mobilisation and commissioning across the six Department of Education funded Start for Life services

### Background

3. Enfield is one of 75 local authority areas receiving funding from the Department of Health and Social Care and the Department of Education, to create Family Hubs and develop its Start for Life offer.

Enfield's funding allocation is £4,321,425 over the three fiscal years from 2022 to 2025. The DfE has produced a very clear framework, specifying how funding is to be spent, please see table 1.

Table 1 – Allocation of funding across the programme's strands

Programme strand	%
Family hubs programme spend	£862,772
Family hubs capital spend	£216,546
Perinatal mental health and parent-infant relationships	£1,380,917
Parenting support	£758,808
Infant feeding support	£655,725
Home learning environment services	£333,348
Publishing 'Start for Life' offers and Parent and Carer Panels	£113,309

4. Developing Family Hubs contributes towards the following Enfield Council's Plan 2023/26 priorities:
  - Priority 2: Strong, healthy, and safe communities; and
  - Priority 3: Thriving children and young people
  
5. Family Hubs are one of the priority areas of work contributing towards delivery of Council's Early Help for All strategy 2020 – 2024. The strategy sets a compelling vision to collaborate with our communities and partners to help everyone in Enfield to be resilient, overcome challenges and lead happy and fulfilling lives. It aims to achieve this vision through focusing on the following three key pillars of work, which underpins our approach to developing Family Hubs:
  - Provide clear information, advice, and support.
  - Empower communities.
  - Establish an effective early help system.
  
6. Enfield's Family Hubs bring together lots of different services for children, young people, and families, making it easier for families to get the help that they need at the right time. Offering help and support from pregnancy up until age 19, or 25 for young people with special educational needs.

## 7. Family Hubs Progress

Enfield has opened two hubs. Ponders End Youth & Family Hub which soft launched at the end of August 2023, with the official launch event taking place on December 13<sup>th</sup>, 2023, following the completion of a programme of building adaptations. These adaptations include the creation of the following:

- a room for 0-5 years delivery ('Stay & Play' and other early years activity); and
- a room for clinical delivery (Health Visiting, Maternity, Perinatal Mental Health, and range of other activity which supports families, children, and young people from conception up until age 19, or 25 for young people with special educational needs and disabilities).

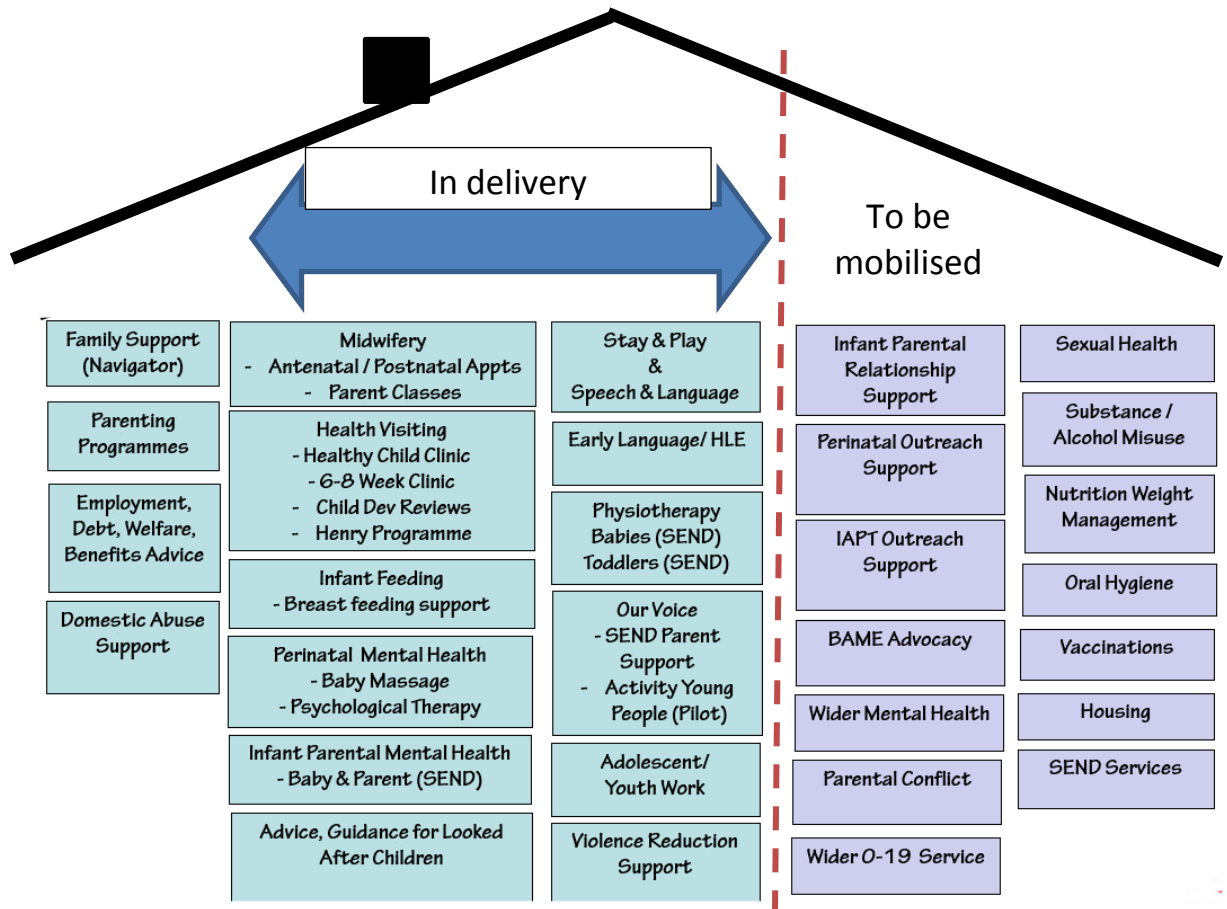
The launch event was a huge success and was very well attended by families and the Council's partners. The Department of Education who also attended the event have acknowledged what a great success the launch was.

### Images from Ponders End Youth and Family Hub Launch

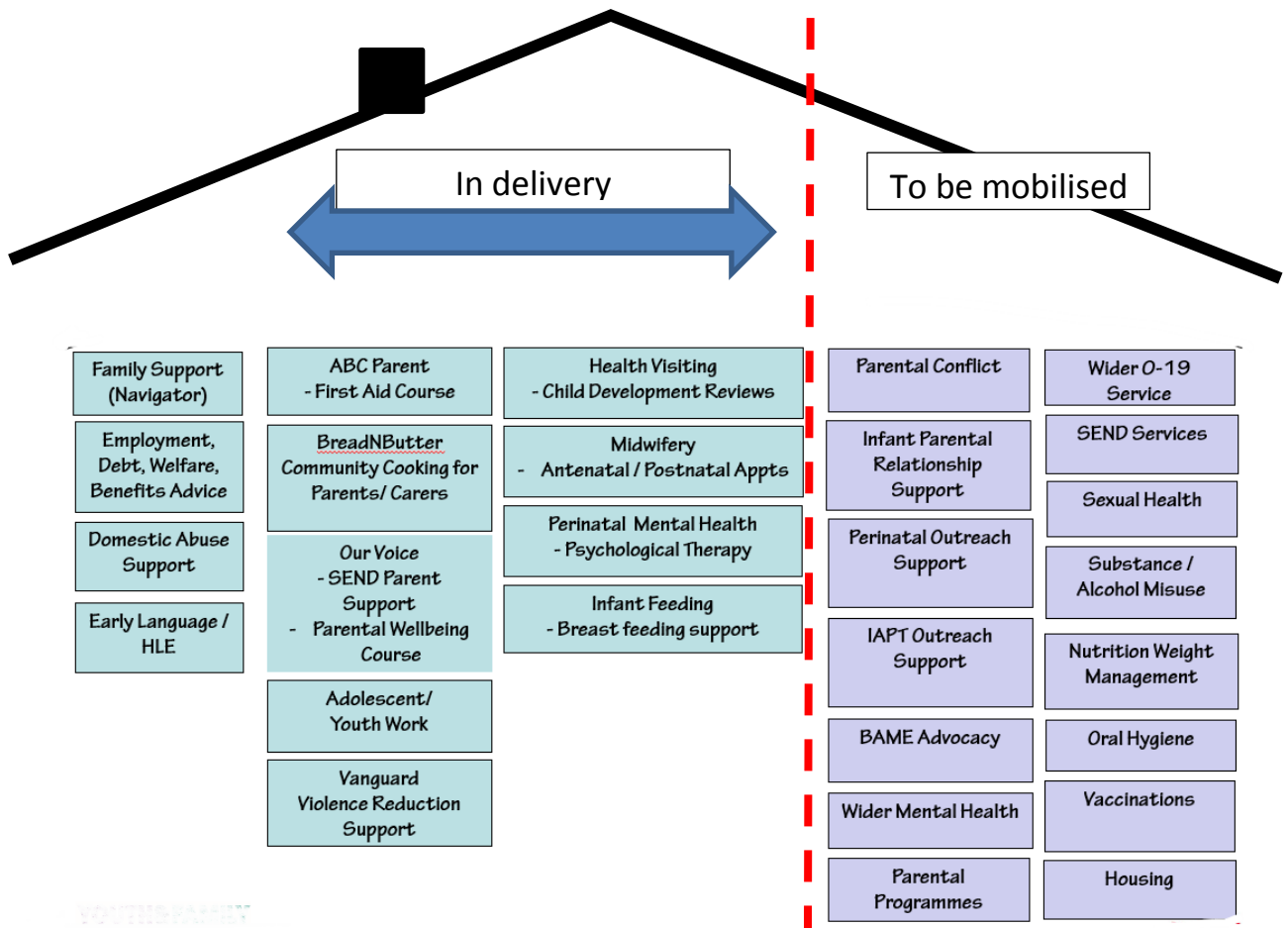


8. Craig Park Youth and Family Hub opened at the beginning of January 2024. Some building modifications have already been completed, with further being planned to enable the delivery of 'Stay and Play' and early years delivery from this site. The launch event for Craig Park Youth and Family Hub is being planned for May 2024, allowing for the completion of these adaptations, and additionally mayoral elections process.
9. Each hub has a Family Navigator whose role is to act as a single point of contact, helping families and young people to navigate and access the early help system and support that is available, additionally signposting families and young people to specialist services should this be required.
10. Youth and Family Hubs service mobilisation is progressing rapidly, with a strong multi agency response and collocated partner offer which includes NHS and VCS partners. This offer will continue to expand and evolve over the over the coming months, with all DfE minimum requirements being met by March 2025. Please refer to the service delivery offer for Ponders End and Craig Park Youth and Family Hubs below, provided on page 4 and 5 respectively.
11. Children Centre provision has already been integrated within Enfield's Family Hub delivery model, with DeBohun, Eldon and Carterhatch Centres set to become Family Hubs, enabling the Council to meet its manifesto pledge to have opened 5 Family Hubs by the summer 2024.

## 12. Ponders End Youth & Family Hub service offer



## 13. Craig Park Youth & Family Hub service offer



## Youth and Family Hub Attendance Numbers

13. Weekly attendance data capturing the numbers of parents/ carers and young people accessing Ponders End and Craig Park Youth and Family Hubs is provided in the tables below.

Significant growth in numbers is anticipated over the next few months as the offer grows and becomes more widely understood by borough families.

*Table 2 – Ponders End Youth and Family Hub Attendance*

<b>Week Commencing</b>	<b>Attendance</b>
15/11 - 17/11/23	125
20/11 - 24/11/23	116
27/11 - 1/12/23	116
04/12 - 8/12/23	109
11/12 - 15/12	152
18/12 - 22/12	49
25/12 - 29/12	15
01/1 - 5/1/24	25
08/1 - 12/1/24	153
15/1 - 19/1/24	119
22/1 - 26/1/24	159
29/1 - 2/2/ 24	166
<b>Total</b>	<b>1,304</b>

*Table 3 – Craig Park Youth and Family Hub Attendance*

<b>Week Commencing</b>	<b>Attendance</b>
1/1 - 5/1/24	27
8/1 - 12/1/24	23
15/1 - 19/1/24	35
22/1 - 26/1/24	53
29/1 - 2/2/24	70
<b>Total</b>	<b>208</b>

## 14. Impact of Youth and Family Hubs

Good evidence is emerging of the difference that Enfield's Youth and Family Hubs are making to the families and young people who are accessing the services through this one-stop-shop hub approach.

The tangible benefits for our families and young people are as follows:

- single-entry point for families and young people to easily access the wide range of services on offer
- physical 'friendly and welcoming' hub open to all families, children and young people, with no appointment required
- Family Hub Navigator on site to support families and young people to access the help and support that they need
- whole-family support approach, making it easier for families to get the help they need at the time that they need it

There are some good examples of practitioners from different services signposting families to other services and support available within the hub, 'Making Every

Contact' count, and additionally families attending an appointment for one service going onto access other services available within the hub. This includes women who have reached out for support for domestic violence, whilst attending health visitor appointments and infant feeding services.

## 15. Case Study

A father recently attended Ponders End Youth and Family Hub with his four young children. The family had just been moved to Enfield from another borough and were living in temporary accommodation. His English language was limited, and he needed help to apply for school places for his children.

He had lived in England for over 20 years and had returned to Afghanistan to bring his family over. This led to him being stuck in Afghanistan for 8 months, due to the political situation in the country. As the maximum period he was allowed to be out of the country was 6 months, this led to his benefits being stopped.

The Family Navigator supported the father by:

- Helping him to complete school applications for his 4 children
- Contacting the Citizens Advice (CA) to make him an appointment in relation to his benefits. The CA are now assisting him to appeal the decision to try and get the benefits reinstated.
- Referring him to the food pantry at the Community Hub, who agreed to provide free food for the first 3 weeks, and gift cards to buy clothes for his children.
- Putting him in touch with an organisation called the Afghan and Central Asia Association, who agreed to assist him with an appeal to challenge a previous decision not to allow his wife to come to the UK, as well as providing support to help integrate him and his family into the community.
- Inviting him to hub coffee mornings, so that his children could engage with other children whilst they were being enrolled in school and enable him to continue to receive emotional support.

### **Outcome of support provided:**

- All 4 children have been registered in a school of the family's choice.
- Family received free food from the food pantry and vouchers for clothes for the children.
- A new application for welfare benefits has been made.
- Father is being supported by an organisation to appeal decision not to allow his wife (children's mother) to come to the UK.

The family are very pleased with the support provided.

## 16. Start for Life funded Strand Update

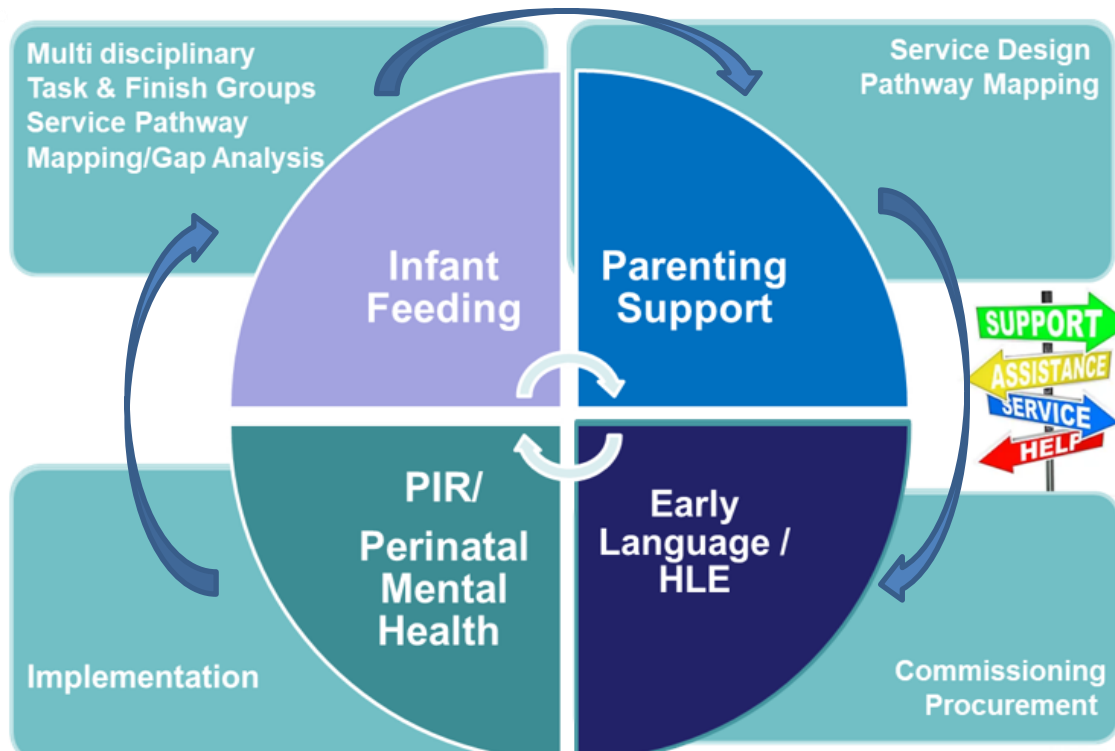
Start for Life services provide support to parents and carers from a child's conception until their second birthday. The Start for Life offer is part of the new Family Hub model of services for children, young people, and families across Enfield.

17. Enfield has been allocated funding to develop the following 6 core service areas:

- i. Parenting Support
- ii. Infant Feeding

- iii. Infant Parental and Perinatal Mental Health
- iv. Early Language & Home Learning Environment (for 3–4-year-olds)
- v. Publish the Start for Life Offer
- vi. Parent Carer Panels

18. Multi-disciplinary Task and Finish Groups have been assembled to conduct service/ pathway mapping and gap analysis, determine service design, commissioning, and oversee the implementation of new services. The diagram below illustrates the approach taken.



**19. Key Start for Life strand progress summary**

*Table 4*

<ul style="list-style-type: none"> <li>• Infant Feeding</li> </ul>	<ul style="list-style-type: none"> <li>• Created a fixed term Strategic Infant Feeding Training Lead post – whose role is to develop, implement and embed Enfield’s local infant feeding system</li> <li>• Established breast feeding drop-in support at our Youth and Family Hubs</li> <li>• Establish a Breastfeeding Peer Support Network Service - by April 2024</li> <li>• Establish breast feeding pump loan scheme – completion by March/April 2024</li> <li>• Create additional tongue tie practitioner capacity to increase tongue tie breast feeding support provision – by May 2024.</li> </ul>
<ul style="list-style-type: none"> <li>• Parenting Support</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive borough wide parenting support mapping exercise and gap analysis</li> </ul>

	<p>undertaken.</p> <ul style="list-style-type: none"> <li>• Publishing of 'Enfield's Early Help Directory 4 All on the Councils website. (Please see page 10)</li> <li>• Parenting programme delivery commenced from Youth and Family Hubs</li> <li>• ABC Parents and other Voluntary Sector Organisations commenced delivery of courses and parenting support from Youth and Family Hubs</li> <li>• Procurement of additional parenting programmes covering pre-birth and up to the age of 2.</li> <li>• Procurement of new Solihull Parenting App – will be available to all borough parents, accessed on the Council's Start for Life web pages from March 2024</li> </ul>
<ul style="list-style-type: none"> <li>• Infant Parental Relationship and Perinatal Mental Health</li> </ul>	<p><b>Perinatal</b></p> <ul style="list-style-type: none"> <li>• Established weekly perinatal baby massage groups at Ponders End</li> <li>• Established weekly nurse led perinatal 1 to 1 appointments at Ponders End Youth and Family Hub</li> <li>• Established psychological 1 to 1 appointments at Craig Park Family Hub</li> <li>• Setting up of perinatal group therapy sessions (April 2024)</li> <li>• Commissioning underway to provide the following services at Ponders End and Craig Park Youth and Family Hubs <ul style="list-style-type: none"> <li>- IAPT Perinatal Support</li> <li>- Perinatal Outreach</li> <li>- Crisis Outreach</li> <li>- BAME Advocacy</li> </ul> </li> </ul> <p><b>Infant Parental Relationship Support</b></p> <ul style="list-style-type: none"> <li>• Expand delivery of Infant Parental Relationship support into Youth and Family Hubs. In the process of recruiting 2 additional psychotherapists to enable service delivery.</li> </ul>
<ul style="list-style-type: none"> <li>• Early Language &amp; Home Learning Environment</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of Early Language and Home Learning Education support to parents and carers of with 3–4-year-olds. <b>(Commenced from November 2023)</b></li> <li>• Provide Early Language and Home Learning resources for parents / carers on the Council's Start for Life web pages. By May 2024</li> </ul>



## Enfield Early Help Directory 4 All



20. Parent/ Carer Panels provide an opportunity for local parents and carers to play a key role in designing and continuously improving Youth & Family Hub services. They make sure that the voice of local parents and carers including those whose voices are seldom heard are listened to, and that services are inclusive and meet the needs of the diverse communities that live in Enfield.
21. The 1st phase of Parent/ Carer Panel recruitment took place in Autumn 2023, which resulted in over 20 parents / carers being onboarded onto the panel.
22. Enfield's Parent / Carer Panel has been set up, with the panel convened twice a month. A Parent Panel Co-ordinator leads this engagement process. Additionally, the Council continues to engage on Family Hubs and Start for Life Services across Enfield's established parent networks.
23. Parent / Carer Panel feedback is helping shape the design of our Family Hubs and our Start for Life Offer. Enfield's Start for Life digital platform and physical brochure was recently reviewed with panel representatives, with changes made and new content being added to the next edition based on panel feedback.

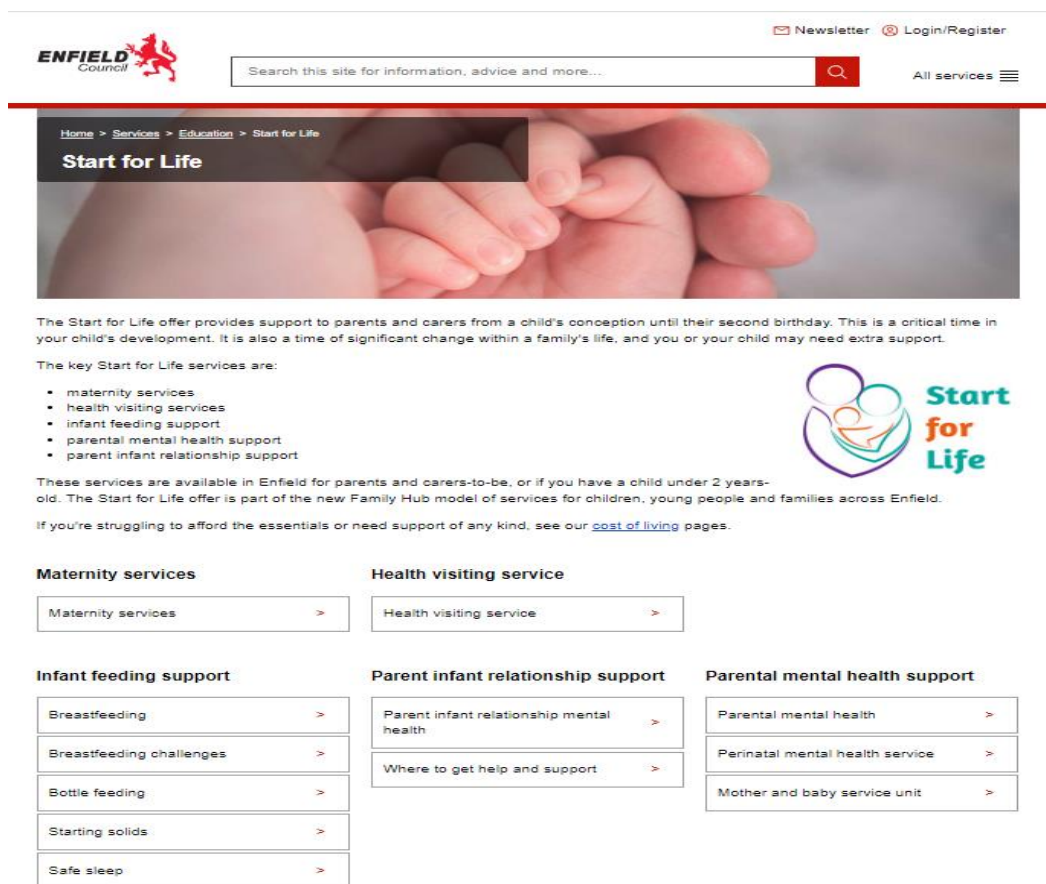
### 24. Enfield's Start for Life Offer

Enfield's 'Start for Life Offer' has been published on the Council's website. The content was developed through a multi-disciplinary Task and Finish Group, with the initial offer published covering the following key Start for Life services:

- maternity services
- health visiting services
- infant feeding support
- parental mental health support
- parent infant relationship support
- SEND local offer

This is an iterative process which will be updated on an ongoing basis, to reflect the growth and evolution of Enfield's Start for Life offer. Over the next few months, the digital offer will be extended to include Parenting Support and Early Language & the Home Learning Environment.

## Enfield's Start for Life Digital Platform



The Start for Life offer provides support to parents and carers from a child's conception until their second birthday. This is a critical time in your child's development. It is also a time of significant change within a family's life, and you or your child may need extra support.

The key Start for Life services are:

- maternity services
- health visiting services
- infant feeding support
- parental mental health support
- parent infant relationship support

These services are available in Enfield for parents and carers-to-be, or if you have a child under 2 years-old. The Start for Life offer is part of the new Family Hub model of services for children, young people and families across Enfield.

If you're struggling to afford the essentials or need support of any kind, see our [cost of living](#) pages.

**Maternity services**

- Maternity services >

**Health visiting service**

- Health visiting service >

**Infant feeding support**

- Breastfeeding >
- Breastfeeding challenges >
- Bottle feeding >
- Starting solids >
- Safe sleep >

**Parent infant relationship support**

- Parent infant relationship mental health >
- Where to get help and support >

**Parental mental health support**

- Parental mental health >
- Perinatal mental health service >
- Mother and baby service unit >

25. Enfield's physical Start for Life brochure has been finalised and will be going to print in February with brochure distribution effective from March 2024 onwards. The brochure will be given to all expectant parents / carers 'to be' during the antenatal appointments process, as well as being available in hubs, children centres, libraries, schools, hospitals, and primary care settings.

## Workforce Training and Development

26. A programme of training and workforce development has commenced, which reflects the need to develop an integrated and whole system wide approach to ensure that the Family Hubs and wider Family Hubs network workforce have the right knowledge and skills mix to provide families with the universal and targeted support that they need and ensure each contact with every family or young person counts. This includes the following:

- MI Training
- Mental Health Training:
  - Navigating Enfield NHS Mental Health Services
  - Spotting signs and symptoms
  - Mental Health First Aid
- Solihull Parenting Approach

- Triple P Baby (Parenting Programme)
- Baby and Us (Parenting Programme)
- Early Language and Home Learning Training for practitioners

## Engagement & Communications Plan and Activities

27. There is a communications and engagement plan in place, with a range of communications activities to ensure that families, young people, and partners know about Enfield's Start for Life offer and the support and services available from Enfield's Youth and Family Hubs and across the borough wide Family Hubs Network.

28. A summary of key communications/ engagement activity is provided below:

- Youth & Family Hub web pages developed on the Council's website.
  - This includes activity schedules for Ponders End and Craig Park Youth and Family Hubs, and Enfield's Children Centre provision which has been integrated into the Family Hub model of delivery.
- Creation of Digital Start for Life Platform
- Creation of Physical Start for Life brochure
- A programme of extensive partner engagement regarding Enfield's Youth and Family Hubs and Start for Life Services. This includes an all-day Early Help Partner Event held on the 18th of September 2023, which was attended by 47 delegates.
- Ponders End Youth and Family Hub Launch Event (December 13<sup>th</sup>)
- Press release in 'Enfield News borough magazine, and external media / press releases
- Youth & Family Hubs emails for Ponders End and Craig Park
- Promotional leaflets for Ponders End and Craig Park which are given out to parents / carers, schools, primary care, early years settings and local community groups
- Youth & Family Hub drop-in tours; get to know your Hub
- A social media campaign, using Twitter and Facebook

## 29. Key Challenges

Challenge	Mitigation
1. Demand from partners to deliver from Ponders End & Craig Park Youth & Family Hubs, is greater than the space available at these sites	<ul style="list-style-type: none"> <li>• Prioritise services delivered to ensure DfE minimum requirements are met.</li> <li>• Effective planning, coordination and full utilisation of rooms and space</li> </ul>
2. Balancing Family Hubs and Youth Activities provision/ delivery. (This includes young people's holiday provision, especially during the summer).	<ul style="list-style-type: none"> <li>• Joint planning and working together to facilitate effective coordination and scheduling of activities.</li> <li>• Where appropriate move activity to alternative location.</li> </ul>
3. Integration of commissioned children centre provision with Youth and Family Hubs in terms of limitation of physical space in children centres located at school sites, which will not absorb the range of services to serve	<ul style="list-style-type: none"> <li>• Develop Thomas Hardy House base for Children and Family Services to host Family Hubs service offer</li> <li>• Consider other community venues</li> <li>• Develop remaining children centre sites into Family Hubs with service</li> </ul>

the needs of parents of children of all ages.	offer only for parents with children from 0-5 years old.
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### 30. Key priorities for the next 12 months

Table 5

Key Priorities	Timeframe
1. Mobilisation of Infant Parental Relationship Service	April 2024
2. Mobilisation of Enfield's Breastfeeding Peer Support Service	March / April 2024
3. Mobilisation of IAPT Support, Perinatal Outreach, Crisis Outreach & BAME Advocacy Support	April / May 2024
4. Completion of phase 1 building adaptations at Craig Park Youth & Family Hub	April / May 2024
5. Official launch opening event for Craig Park Youth & Family Hub	May 2024
6. Deliver phase 2 of the 'Start for Life' digital platform content	Summer 2024
7. Meet the Council's Manifesto Pledge to have opened 5 Family Hubs	Summer 2024
8. Meet all DfE Start for Life minimum requirements at Ponders End and Craig Park Youth & Family Hubs	March 2025
9. Mobilisation of wider Youth & Family Hub offer at Ponders End and Craig Park sites	March 2025
10. Completion of phase 2 building adaptations at Craig Park and Ponders End Youth & Family Hub	March 2025

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