



Family Hubs Service Annual Report 2020

Children & Families Directorate



this is Redcar & Cleveland

Contents

1	Introduction	3
2	Service Context	4
3	COVID-19 Response	7
	Supporting other teams	7
	Adaption of service delivery	7
	COVID safe buildings	9
	Increased digital offer	9
	The Hullabaloo project	11
4	How did we do?	13
	Chat Sing Read	13
	Early Years Parenting Support	14
	HENRY - Healthy Families	15
	HENRY - Starting Solids	16
	Wriggle Read and Rhyme	17
5	What do our families and colleagues say about us?	18
6	Lessons Learned and Summary Statement	20
7	Appendices	21
	Family Hub Leadership Team	21
	Family Hub Structure	22
	Case Studies from Family Hubs	23

1. Introduction

The Family Hub Service, (formerly known as Children Centres), aims to support families with young children. This report provides information about service delivery and the programmes provided between January 2020 to December 2020. It includes information about the service transformation that allowed us to continue to deliver our interventions throughout the challenging time of the COVID-19 pandemic.

The Family Hub service was redesigned during a service review in April 2019 and led to a focus on targeted services for those families in most need. We ceased to deliver child only group interventions such as referral creche and 'Get Ready for Nursery'; and offered more home visiting programmes and interventions which had an emphasis on educating the parents as well as delivering support tailored to the individual needs of the children and families. These interventions include:

- **Chat, Sing and Read** - A package to support attachment, relationships, developmental delay, play role-modelling and support to improve the home learning environment.
- **Early Years Parenting Support** - For 0-5-year olds – providing parents with basic support, guidance and information for example routines and boundaries; choices and consequences. The package of support will be tailored to the individual family's needs.

We also continue to deliver our long-standing sessions including **Wriggle Read and Rhyme (with Book start)**; **HENRY – Healthy Families**; **HENRY – Starting Solids**; **Baby Socials**; **Little Explorers toddler groups** and supporting the **Health Drop In clinics** with our colleagues in the Health visiting service.

The Family Hubs model is delivered as a 'Hub and Spoke' model with a main family hub located in each area providing children and families with an integrated early help prevention offer and satellite hubs where services can be deployed as needed. Each of the Family Hubs brings together council services, including family hub support staff, health visitors, school nurses, targeted intervention officers, careers and NEET Advisors, and key workers. We are privileged to maintain our 12 Family Hubs throughout the borough to continue to deliver services to the families within their own communities.



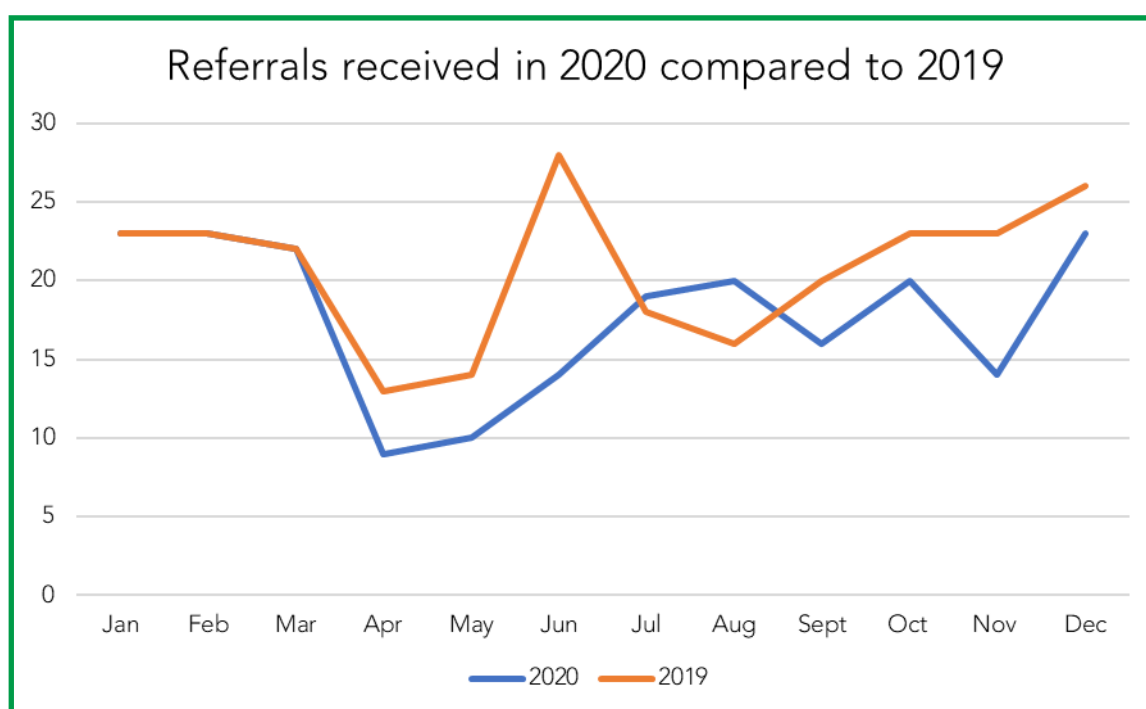
2. Service Context

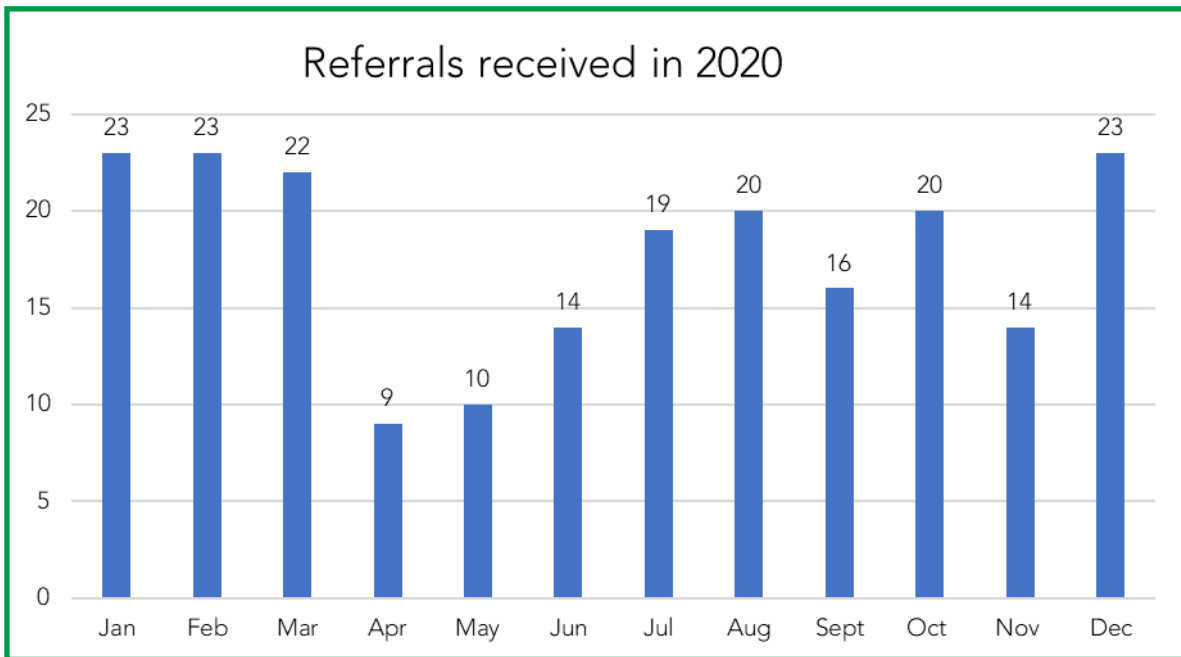
The Family Hub Service brings together staff with a range of staff with early years, parenting support and engagement, breast feeding and healthy eating experience and knowledge; as well as administration skills, to work as a team. The team mainly consists of early years trained practitioners, community engagement practitioners and business administration qualified staff.

Unfortunately, this year we have been hit hard by the COVID-19 pandemic since March 2020 and this has affected our service and its delivery and has significantly impacted on our children and families.

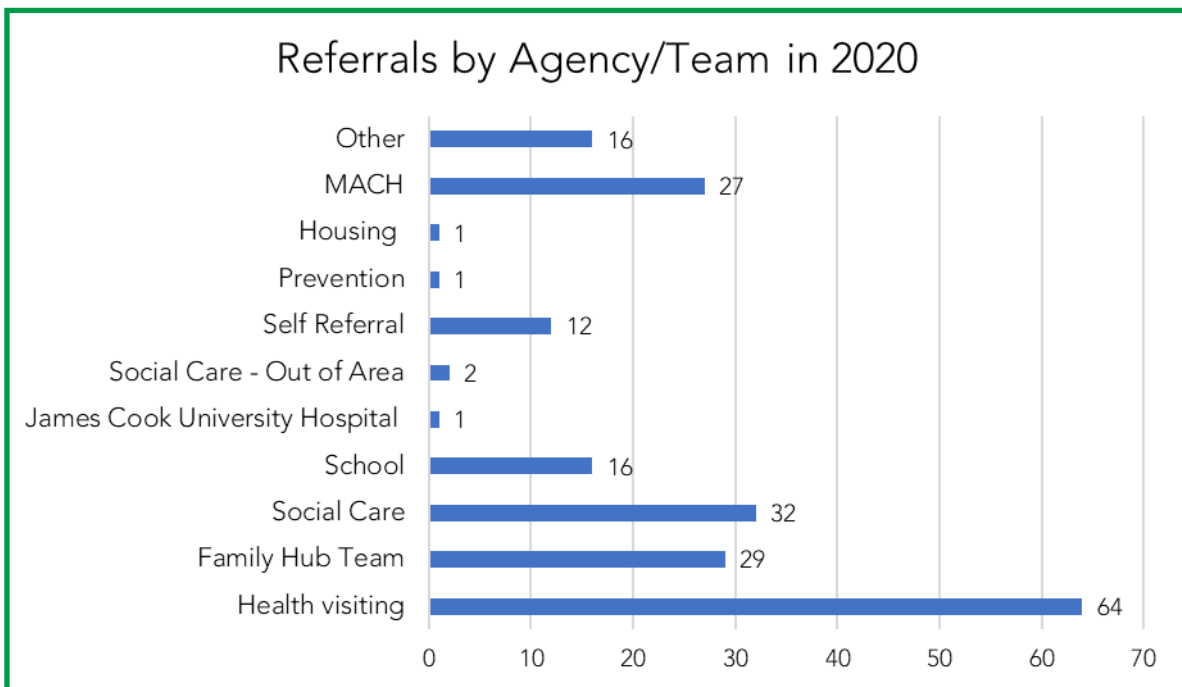
During the period of 1st January 2020 to 31st December 2020, the Family Hub service registered 1116 children and their families and provided interventions and support. This is a 58% reduction in registrations compared to the 2700 children and their families registered over the year of 2019. Unfortunately, due to the pandemic we have been unable to facilitate the universal groups within the centres including our baby socials which run alongside the health visiting clinic drop ins; which allowed us to meet and engage with new parents in the area; but also our targeted programmes for families in need of support. Because of this, it has led to a reduction in registrations for this year.

During the same period of 1st January 2020 to 31st December 2020, we received 213 referrals for 274 different supportive interventions and programmes. This is a 14.5% reduction in referrals compared to 2019.

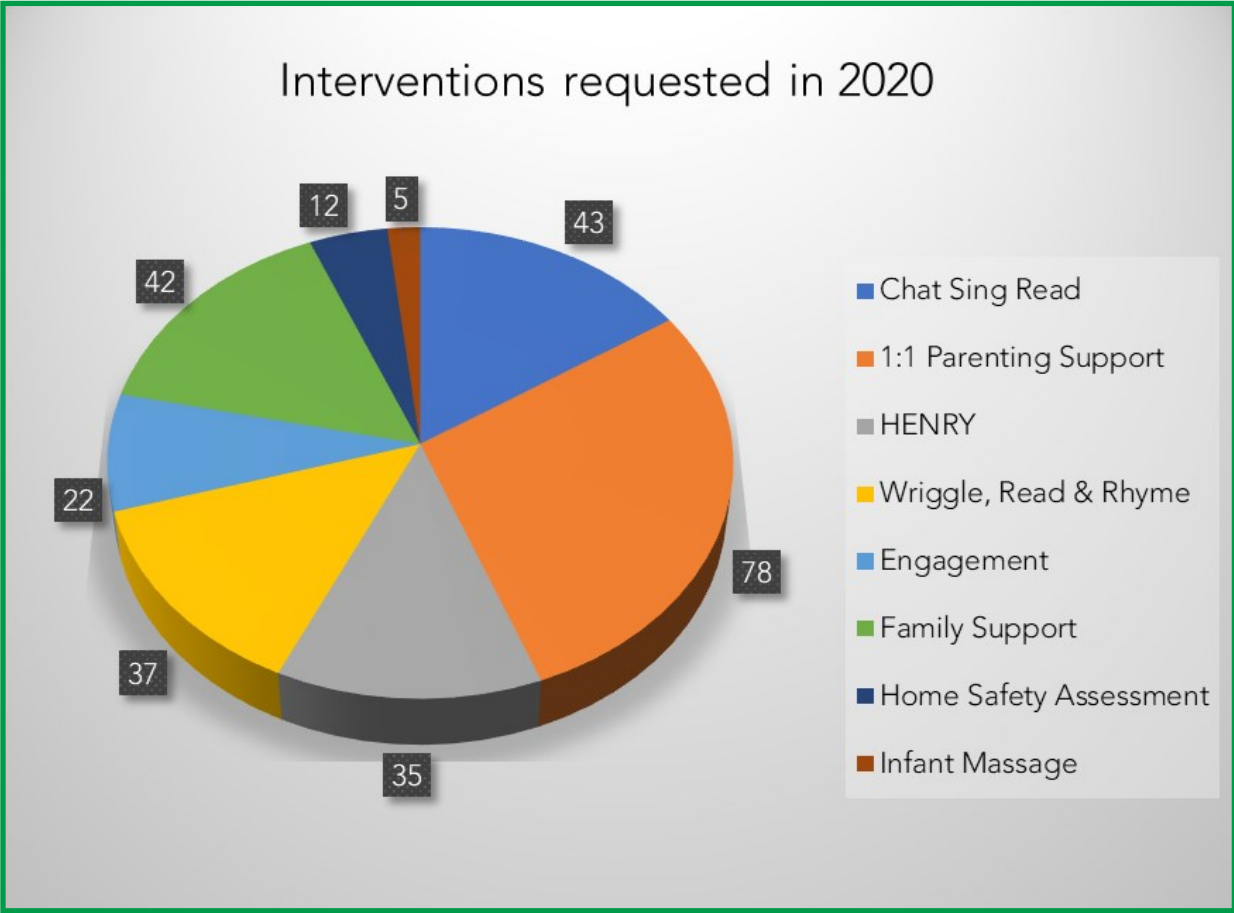




The referrals came from a number of different teams and partners agencies including the health visiting service, prevention team, social care, schools, mental health services and James Cook University Hospital. We also receive referrals from parents themselves through our virtual service.



The interventions requested for the families included support for children to meet their development milestones including early literacy messages, parenting support, guidance around health eating and general family support.



Of the referrals we received into the service, this year we have opened cases on 245 children; and we also actively engaged a further 112 children within our virtual universal offer from July 2020. We actively engaged 71% of those families referred, into an intervention with our staff. Some of the reasons for disengagement have been due to the lack of availability of face-to-face sessions and group interaction for the children.

During 2020, the 'Signs of Safety Framework' continued to be embedded across Children's Services. As a team, we embraced this new way of working and delivered bite size sessions to the workforce around each of the practice standards to support the staff to understand it and how it could enhance and make clear the worries and goals for improving families' lives. We have started to complete group supervisions for both our whole family support cases and also with those families to whom we are providing specific interventions such as Chat, Sing and Read at Home or the early years' parenting programme.

We completed 12 Early Help Assessments throughout the year, and we have started to receive many more referrals through the MACH team via the Early Help Coordinators and step downs from social care this year than in previous years.



3. COVID-19 Response

For most of this year, as with all services, we have been impacted by the COVID-19 pandemic and two national lockdowns. In the beginning, 11 of the 12 family hubs were closed to the public and only one hub remained open to staff who were required to work from a building to provide an essential service, e.g. the Health Visiting Team.

3.1 Supporting other teams

In the early stages of the pandemic, the family hubs staff team were extremely responsive to supporting other teams within the Local Authority. We provided several staff over a number of weeks to support with the 'shielding hub', which was set up to provide telephone support and the assembling and distribution of food parcels to those either identifying as clinical vulnerable or those self-isolating throughout our borough. We also arranged for staff to be available between the months of April to September to support the social work teams with their families as their service became more demanding.

3.2 Adaption of service delivery

Lockdown has been disruptive and challenging for everyone. A recent survey published by Best Beginnings, Home Start and Parent-Infant Foundation found the lockdown made parenting much more difficult for many families; and parents were concerned about the impact the pandemic had on unborn babies, babies and toddlers. *Babies in lockdown: Listening to parents to build back a better, August 2020.* <https://babiesinlockdown.info/download-our-report/>

The survey had 5,474 respondents and these were just some of the findings:

- 68% of parents felt the changes brought about by COVID-19 were affecting their unborn baby, baby or young child.
- 34% of parents believed their babies interaction with them had changed during the lockdown period.
- 61% of parents shared significant concerns about their mental health
- 87% of parents were more anxious as a result of COVID-19 and the lockdown.
- 1/5th noted a change in sleep pattern.

Throughout the year, we have continued to deliver a good level of service; and prior to the 'Babies in lockdown' survey being published, we adapted our interventions to ensure these new parents were supported during lockdown. Family Hubs original service delivery model was delivering several activity groups within the hubs or one to one work in the homes to provide support. This was significantly

affected by COVID restrictions, however the staff team found innovative ways to deliver our services whilst keeping our staff and our families safe. Both leaders and the staffing team have been creative and proactive in communicating and delivering interventions to our client group.

We continued to deliver our one-to-one programmes from gardens, outdoor spaces and whilst walking with families. We changed our ways of working by utilising the available digital platforms such as WhatsApp, Go To Meetings and Microsoft Teams and facilitated one to one support and virtual groups for those families requiring support with healthy eating, weaning and breastfeeding support.



**Family Hub Service
Virtual New Parent's Group**

COME AND JOIN US!
Have you had a baby during lockdown? Come and join us and other new parents, in the area for a relaxed, friendly chat during lockdown every

Thursday 1:00 - 2:00pm

This group is for all families in the Redcar and Cleveland area with a baby under 12 months of age.

For more information and to book your place, please contact us on the number below!

East Cleveland Family Hub: 01287 626158

Redcar Family Hubs: 01642 776030

Play experiences
Rhyme time

We're still here for you...
Come and join us, make new friends and find out about...

Baby brain development
Sensory play
Routines
Weaning advice

this is Redcar & Cleveland

A new parents group was established which replaced our previous face to face baby social groups; this allowed our new parents to access support but also get support from other new mums who were sometimes experiencing the same difficulties. We actively engaged 6 mums and 1 dad to the group who regularly attend. The parents receive health messages and advice and support about their new baby. Our new parent's group requested a WhatsApp group to be able to contact each other outside of the set time of the group. With the support from our Data Protection officer, the WhatsApp group was set up from November 2020.

Unfortunately, our breast-feeding virtual support group did not take off and after months of actively trying to engage parents and advertising, we asked the parents their opinion and the unanimous opinion was they wanted a face to face group. We responded by planning to provide small face to face groups in each of the three locality areas from January 2021, for both new parents and to offer breast-feeding advice, whilst complying with social distancing and other measures to keep our staff and clients safe.



**Family Hub Service
Virtual Breastfeeding Group**

COME AND JOIN US!
As we have missed seeing you all so much in our 'Breast Friends' sessions, the Family Hubs will now be launching virtual breastfeeding groups from the 6th July 2020!

Join us and other breastfeeding families in the area for a relaxed, friendly chat during lockdown!

For more information and to book your place, please contact your local Family Hubs on the numbers listed below!

Mondays
1.00 pm with Val and Emma
Call 07500606851 to book

Wednesdays
10.00 am with Dawn and Emma
Call 07970371685 to book

We're still here for you...

this is Redcar & Cleveland

We also offered a 1:1 tailored package of support to provide practical advice and support for new or vulnerable parents. This intervention is by referral only to ensure those most vulnerable parents get the support they need to ensure their baby thrives.

In recent months, we have reintroduced baby massage sessions which supports bonding and attachment between parent and baby; reduces low mood in parents, helps with sleep routines and colic for babies from 6 weeks – 9 months. This has been delivered virtually, but we have planned to set up a small socially distanced group from January 2021 to offer this face to face.

3.3 COVID Safe Buildings

Between June and October, with the help of the Health and Safety Team, we made ready and signed off 10 family hubs as COVID-19 secure. This included the completion of a robust premises risk assessments for all 10 buildings, the implementation of one way systems, calculating maximum room capacity usage, increased cleaning of the hubs by staffing in areas used, the implementation of the track and trace system, reducing desk spaces in offices, removing furniture and storing the excess, clearing children's rooms, corridors, desk spaces.

This meant that we could start to invite families into our buildings by appointment only, health visiting teams could recommence appointment only health clinics in some hubs, and our partners could commence using our buildings for their one to one appointments, e.g. The Link and Core Assets. All those accessing the buildings were given a clear induction and a copy of our COVID risk assessment. All activities were also risk assessed to ensure everyone was kept safe.



3.4 Increased Digital offer

The Family Hub teams became extremely resourceful and we increased our digital offer to our families over our Facebook pages. As well as health messages, the staff made videos, slide presentations on activities and things to do for families and continue to publish 'our offer' in family hubs. The staff read several stories for families to enjoy, explaining the importance of reading to your child and even to your bump at the earliest stage and how this promotes early language and development in children.

We learned that we reached a significant amount of families through Facebook throughout the pandemic and we currently have 5087 followers. We have started to analyse the reach of our posts and in one video

alone which included a story, we reached over 624 people and had 135 engagements including shares, likes and comments. As part of our communications plan, we are considering the increased use of Facebook to get messages to all of our families and to ask our partners and colleagues to share our service offer on their home pages also.

Some examples of our online offers:

That's not my Angel!
Posted by RCBC Sure Start Redcar Area
255 Views



We are still here for you!
Posted by RCBC Sure Start Redcar Area
616 Views



Play Dough making today :)
Posted by RCBC Sure Start Redcar Area
292 Views



3.5 The Hullabaloo project

Family Hubs were also involved in a project led by Culture and Tourism Service and created by Theatre Hullabaloo. Theatre Hullabaloo is committed to supporting children and their families to ensure creativity is part of everybody's childhood. During the period of lockdown, they were particularly concerned that new babies and their parents and carers are not being able to access the range of play opportunities and classes that would otherwise support new parents to sing, play and bond with their little ones.

With support from the Head of Culture and Tourism and Public Health South Tees, Hullabaloo Baby Play Packs were created. Filled with creative props from rainbow shakers to finger puppets, song sheets to scarves, these packs were designed to bring creative play into the homes of new babies. The packs were made available to new parents and were supported by bitesize digital sessions of a few minutes in length from artists and early years specialists who will give inspiration about how to use the packs to play

Giving new parents the tools to engage creatively with their babies, encouraging reciprocal communication, development of new coordination skills, speech and rhythm and has been shown through research to develop stronger attachment, boost communication and language development and encourage greater levels of positive parenting and better social outcomes for children and families.

The project enhanced the work we are currently doing with families and particularly targeted those babies born in lockdown between April and June 2020. The family hubs staff engaged the parents to take up the pack and encourage them to attend the 'creative bites'. We also offered additional support to those families where additional needs were identified.



The evaluation of the project was as follows:

- 248 families out of 305 families were contacted via telephone – 81%
- 98.7% of those families contacted used the pack with their baby. 100% of the central and west families and 97.1% of east families.
- The most used resource was - 57% used the rattle, 24% used the scarf, 24% used the bell.
- Although only 4% of all families receiving the pack accessed the 'Bitesize sessions', 77% reported an increase in confidence whilst playing with their baby.
- 98% of families said they would use the pack in the future.
- 202 families registered with family hubs – 82%
- 141 families agreed to take part in the COVID research – 57%

Some of the parents commented about how they utilised the pack in the following ways:-

"Used the instruments with the book, singing nursery rhymes."
"The pack was brilliant, well made."
"Playing peekaboo with the scarf"
"Using the sensory items, I didn't know about the sensory items."
"We used it a lot"
"Using the finger puppets and made noises."
"Used all of the pack"
"He loves everything in the box."

The parents stated they improved their confidence in the following ways: -

"It has given me more ideas / activities to play with baby"
"I can see how she interacts with the toys"
"Because its visual, in front of you and easy to access"
"I did some research into sensory play which I would not have done before."
"My baby is now grabbing things"
"They are my 'go to toys'"
"I felt I bonded with my baby."

4. How did we do?

4.1 Chat, Sing and Read at Home

Chat Sing and Read at Home is an adaptation of the Early Words together at two initiative. It aims to improve the home learning environment. Parents are their child's first educators and extensive research has demonstrated how a positive home learning environment can impact on a child's educational success from a very young age.

Playing with children as young as a new-born baby is important for their overall development, learning and wellbeing. Through play, new-borns learn about the world around them and how they can interact with it. New play experiences also help a baby's brain connect and grow. Indicators of a strong home learning environment include parents engaging in play activities with their babies/children, sharing books and stories, singing nursery rhymes etc.

Chat Sing and Read at Home provides parents with the tools they need to play and engage with their children and helps them to understand the importance of it for their overall learning and development.

During the pandemic of 2020, we still received 43 referrals for the Chat Sing Read home visiting programme and completed it with 12 families using virtual platforms. 21 families are still currently undertaking the programme. From the pre and post evaluations of parents who completed this programme, 100 % of families reported an increase in the activities and spending time with their children:

- Enjoy sharing books and stories with my child.
- Singing songs and rhymes
- I understand how important it is for me to talk with my child and I talk to my child about things they are interested in
- Spending time outdoors.



Comments from parents that have completed the course.

“S enjoys books and will go to her toy corner and bring me a book to read to her”

“We enjoy singing and dancing around. The kids enjoyed the big art attack and ended up needing a bath cos there was paint all over, I would never have thought to do this”

“I have grown in confidence in singing and reading with G I’m happy to read with him, daily we make up stories and try to make the noises of the animals. We plan on visiting the library once they are re-opened, we have taken the children a few times before the lockdown and it’s definitely something the children enjoyed”

“T is saying a lot more words now and doesn’t get as frustrated.”

M said that E is now enjoying books and in particular “Dear Zoo” which he likes to read with her most days. M said that E is speaking more and can name the animals in the book.

4.2 Early Years Parenting Support

Our parenting support home visiting programme has been adapted from the family links early years parenting puzzle programme to ensure this programme delivers an individualised package of support for parents. Many parents are struggling with children’s behaviour that has been negatively impacted by the current pandemic and the need for home schooling and being out of a routine. The parenting support programmes includes establishing routines and boundaries including bedtime, choices and consequences.

There has been an increase in the numbers of referrals received this year for parenting support compared to last year from 49 in 2019 to 78 in 2020 and an increase in the ages of the children being referred in.

We completed the parenting support programme with 26 families altogether over the year, with 51 families currently still open to family hubs receiving parenting support.

From the 26 families that received parenting support, 25 completed both a pre- and post-evaluation survey and of those who completed them, 100% reported an improvement in one or more of the following parenting areas:

- I understand my child’s needs – 18 (85%)
- I listen to my child – 14 (61%)
- I praise my child – 14 (65%)
- I have clear ideas about how to manage my child’s difficult behaviour – 23 (100%)
- I understand that I need to nurture myself as well as my child – 18 (85%)

Unfortunately, for 1 family this survey was not collected.

Comments from parents:

- Mam stated that she now uses choices daily with S and limits his iPad/phone use and she said this is now showing as he is less frustrated and angry. Mam also acknowledged that she now knows how important it is to look after herself and especially her mental health.
- S said thank you for all the support that has been given to her. The support has enabled her to see things differently and turn situations around. S does not hesitate to speak to S's dad regarding their shared parenting, whereas before she would just let things go and not address issues or try to change them.
- Working with S has allowed me to look at the longer term picture when considering Hs's immediate needs and behaviours and how these can best be managed (with alternative tools and remedies), rather than falling into a routine of 'dealing with what has come up' there and then, without affecting his longer term behaviour. It has also reinforced for me the need to consider my own reactions, behaviour, stress levels etc, and to try and be more empathetic towards my son's needs and situation.
- T has helped me to understand that I need to change the way I parent to adapt to my children's individual needs this has been an hard journey but all the support T has given about parenting and the effects on my children due to the domestic abuse we endured.
- Having someone to listen and understand our difficulties that wasn't directly involved helped me to understand that after going through difficult times there was brighter times ahead and identifying my positive support networks.
- T was always kind and compassionate and the voice of reason when I couldn't understand how we had ended up where we were. Me and my children are in a much better place now and I am grateful to T for all her help.
- T has supported us with G's behaviour she has supported both myself and J around communication with each other this as brought us together as a family we were both doing different parenting this left G confused and I would get frustrated and angry, T did not judge us and gave us the confidence to parent G on our own. We both have sight impairments and struggled with our relationship. T has supported us as a family and guided us to make the right choices for G.

4.3 HENRY – Healthy Families

The most up to date childhood obesity statistics (2018/2019) for Redcar and Cleveland are concerning. 12.5% of children in reception were classed as obese (including severely obese), as well as 22.1% of children in year 6.

Indicator	R&C	Regional	National
Reception: Prevalence of obesity (including severe obesity)	12.5%	10.8%	9.7%
Year 6: Prevalence of obesity (including severe obesity)	22.1%	22.8%	20.2%

(<https://fingertips.phe.org.uk/profile/child-health-profiles>)

The Family Hub Service have been delivering the HENRY group programme since 2017. HENRY is a unique intervention to support parents and carers to give their child a healthy, happy start in life and tackle child obesity. HENRY's Healthy Families group programme is an 8-week intervention that offers parents a chance to share ideas and gain new skills and tools to address lifestyle issues in a supportive and fun environment. The programme adopts a holistic approach and focuses on five research-identified risk factors for child obesity: parenting efficacy, family lifestyle habits, emotional wellbeing, nutrition and physical activity. The family's will be provided with some fabulous resources that they can use at home with their children.



In 2020, the family hub received 35 referrals for families to complete HENRY. We would normally deliver HENRY in a classroom with the children accessing a creche alongside, mirroring the messages where possible. Due to the pandemic we had to deliver this programme in a variety of different ways, this included a virtual group over Microsoft Teams and also delivered some one-to-one support sessions with families both virtually or over the telephone. This required us to complete some extra training for the one to one delivery to ensure we continued to meet the HENRY standards.

58 families completed the HENRY programme this year and were happy to accept the new delivery style of virtual groups or delivery 1:1 with the family. However, some parents did choose not to take up the course. All

evaluations are sent directly to HENRY to be analysed and a report is sent on an annual basis every 12 months, with the next report will be due in April 2021.

We have had positive outcomes for families in the previous year 2019/2020 which included:-

- 94% reported a healthier family lifestyle,
- 83% reported an improvement in family eating habits,
- 68% of children were now eating more fruit and vegetables.
- Also, parents reported their children were getting more daily active time by the end of the programme increasing from 53% to 90%; and a reduction in screen time in 2-5 year olds, reducing from 86% to 43%.

4.4 HENRY - Starting Solids

Due to already delivering the HENRY programme within our area we were asked to take part in a pilot to deliver HENRY 'Starting Solids' as our weaning programme for children at 6 months. The starting solids programme starts to share key messages and helps to build healthy eating and feeding habits at this critical stage. It shares complementary feeding and guidance. It familiarises babies with a wide range of

tastes and textures to develop long term health food preferences. We look at responsive feeding, building on parent's strengths and supporting parents to introduce solid food successfully through what can be a stressful time. The programme provides a colourful resource for each family to help them continue with their journey.

Since January 2020, we have delivered the programme to 105 parents, again our delivery method changed from physical groups to one to one conversations and then progressed to virtual groups which continued until the end of the year.

Our health visiting colleagues provide information about this programme within their letters to parents when their child is 3-4 months which asks parents to contact the family hubs and book on a session. Unfortunately, during the lockdown period, the number of requests for the programme significantly reduced, but we worked closely with the health visitors and utilised our Facebook page to promote the sessions which then started to increase the attendance at the virtual groups.

4.5 Wriggle Read and Rhyme

We had a reduced amount of families through the programme this year due to COVID-19. This group is usually a face-to-face group running 5 weekly sessions for parents or carers and their children aged between 2 and 4 years old. Each week has a different focus around communication and language development and how parents/carers can support this by improving the home learning environment. Families received some wonderful resources to support the sharing of books, stories and rhymes in the home. The aims of the sessions are to;

- Introduce and encourage a love of books
- Raise awareness with parents and carers on the importance of sharing books stories and rhymes regularly with their child
- Promote communication and positive interaction between parent and child to support development of early language

Although we had 37 referrals, most being received before the pandemic, only 8 families completed the programme, including 4 virtually. Most of the families chose not to access the programme as it was virtual, and they wanted the benefit of meeting with other parents and children. All of the 8 families who did engage in the virtual sessions reported that they increased their confidence in knowing what to do to help with their child's communication and language development.



5. What do our families and colleagues say about us?

We started in July 2020 to capture service user feedback about how we were performing and comments about the service. During Quarter 2 and Quarter 3, July – December 2020, we managed to engage 33 families who had worked with us, to complete the survey.

Here's what some of our families said about us

- I had really good support from the hubs and the hub staff, I miss coming to the centre at Guisborough had a really good atmosphere, I enjoyed baby social, rhyme time, story song and craft and little explorers but I understand through job cuts things have had to change.
- My family hub worker did a lot for me over the phone even though I never met her, I would signpost friends and families with similar problems to the family hubs.
- Everything has gone as well as it could because of lockdown.
- I would signpost my friends and other families to the family hubs as they supported me and my son
- Lovely practitioner helped me and gave me some good advice. Mum said she would signpost friends and families to the hub.
- Keep doing what you are doing its amazing. Angie was my worker and she was amazing.
- My family hub worker has gone the extra mile and has done more than her jobs worth, listening when you needed her to. She has been perfect with B and has given me perfect advice and is a lovely person.
- I thought it was great under the circumstances and done well to deliver over zoom.

We also received some lovely compliments during our work with our families and colleagues ;

Compliments:

Thank you so so much for all your help with LJ and getting his development up to scratch couldn't of done it without you.

New Parents Group - I am enjoying it. The reason I joined was to make new mum friends and I have met S so I am really glad I joined. We are meeting next week for a walk/cuppa.

New mums like me have missed out on any baby care classes so for me the only improvement I can think of is to have topics with ideas and advice planned in advance so mums can attend the topics they find relevant, but this was already mentioned yesterday.

Thank you so much for the help and support you have given us. You always went above and beyond and did more than you had to do.

"I just want to thank you for helping me get some food for my family from the Foodbank, I have 5 children who have been sent home from school to isolate due to being unwell, unfortunately my local food bank that is at Dormanstown is closed and the only one I could access would be impossible for me to get to she came and dropped the food off at my door and was so friendly and helpful. Thank you so much"

She really appreciates that you have put anything she has requested to be printed and sent to her families in the internal post as West area does not have internal post currently, without questioning and being extremely helpful. She really appreciates this – **Family Hub staff**

I just wanted you to know that staff have provided really good information for MASH assessments and Jess was really helpful telephoning a parent who wouldn't answer to the MACH – **Early Help Coordinator**

I just wanted to let you know that we are now distributing vitamins to almost 530 families across Redcar & Cleveland – more than half of these families did not know they were entitled to them. We continue to get around 30 new referrals every week so it continues to grow. Your staff teams have been amazing with their referrals, a great example of partnership working in the virtual world!! We are reaching all these families at a time when family health has never been more important – **South Tees Public Health**

I would like to say that whilst being employed as a Family Support Worker within Redcar & Cleveland, I have had lots of dealings with Grangetown Hub. I have always found them to be extremely professional and informative.

The staff are always friendly and approachable. I know if I require any information with regards to the service they provide I can always ring and speak to the staff which they will provide me with the information needed.

I often attend Little Explorers groups with some of my parents and find this group to be excellent for parents and children. I find it a safe environment for children to explore and enhance their development. I always find that staff will offer advice to parents when needed.

I have also found that parents have provided verbal positive feedback with regards to Henry programme which is ran through the Hub.

I would highly recommend and I do recommend Henry programme and Little Explorers group to any of my families I work with. - **Social care colleague**

6. Lessons Learned and Summary

Statement

Our digital offer throughout the pandemic has allowed us to reach more families than trying to give messages and interventions in small groups or 1:1. Therefore we need to improve and build on our current digital offer of interventions via social media platforms to engage more with our 'universal' families, even after the pandemic.

The Family Hub staff team have shown they are adaptable and flexible in these challenging times moving to more 1:1 support and case work to meet the demand of referrals into this early help service. They have grown and risen to the challenge in innovative ways to try and engage our universal families during lockdown whilst our activity groups have been unable to run in the hubs.

We have learned that we can be more flexible as a service, and staff can work from home and not just from the hub office spaces; but there is a definite need to ensure continued peer support from colleagues as well as information sharing across wider teams and the need for regular 'get togethers' on Microsoft Teams to keep morale up.

Summary Statement by Ellie McFadyen, Family Hubs and Partnerships Manager

This has been an extremely challenging year for our service, but the team has worked hard this year, we have grown and adapted to the changing situations throughout 2020. We have supported other colleagues and ensured the safety of ourselves and them by making our workplaces COVID safe which was no mean feat with 12 buildings across the borough! I would like to thank each and every member of the family hub team for their commitment and enthusiasm in continuing to support our families within our communities to the best of our abilities throughout the pandemic.



Appendix 1 - Family Hub Leadership Team



Ellie McFadyen

Family Hubs and Partnerships Manager



Karen Smith

**Family Hubs
Support
Officer**



Leah Cowen

**Family Hub
Lead Officer
(Greater
Eston Area)**



**Nicola
Wrightson**

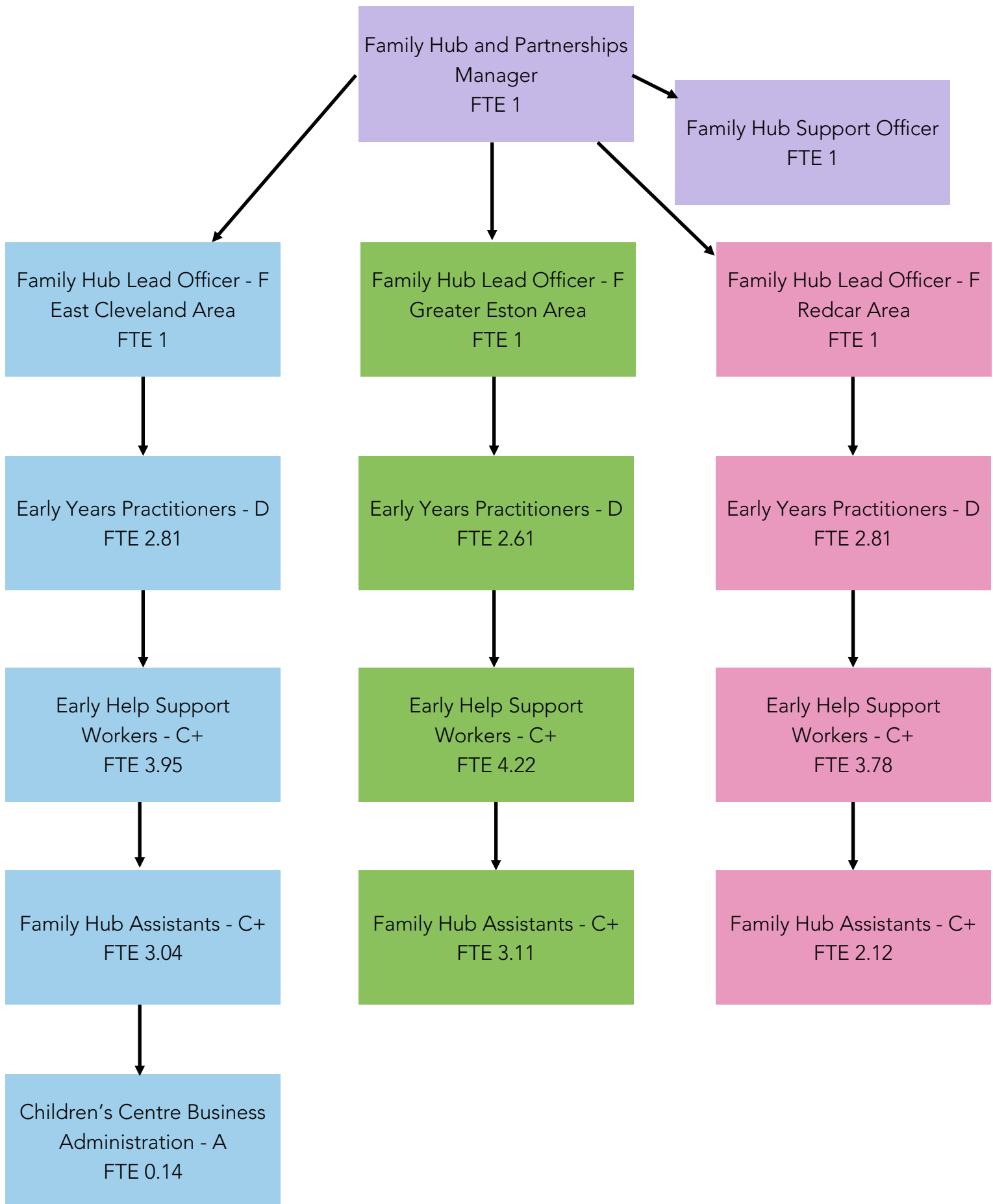
**Family Hub
Lead Officer
(East
Cleveland
Area)**



Tracey Helm

**Family Hub
Lead Officer
(Redcar Area)**

Appendix 2 - Family Hub Structure



Appendix 3 - Case Studies

Case Study 1

A Mongolian family were referred in from the health visiting team reporting Mum and her three children who have asylum status had relocated from Manchester to Redcar after Mum separated from her husband. The family only had support from the Home Office, and the health visitor had reported that mum asked for support to get the family established into the community. The health visitor was worried that the mother was isolated, and the eldest child was sad after moving away from her friends and previous school.

The family hub worker completed the Chat, Sing and Read at Home programme with the youngest children to support with the children's reading and language. This also supported Mum who had a language barrier and spoke very little English. After working with Mum over a number of weeks virtually, mum reported that she had some issues with her current housing. The worker home visited and completed a home safety assessment and found a number of issues that needed dealing with including vermin droppings, mould, rat poison in the kitchen floor, sink dropping from the wall, a leaking boiler, stair carpet pulled away from the stair case amongst other things.

The worker worked closely with the housing provider and within a few months, mum had her kitchen replaced, the vermin disappeared, new boiler was fitted, and all of the identified risks were replaced or fixed. The family completed both the Chat Sing and Read programme and the Wriggle Read and Rhyme programme. Mum engaged in an asylum support group and joined an English class with support from family hubs. Mum now engages with the school around the children and has attended a parents evening since working with family hubs. She now has friends through her support group, people from her local church and she has regular contact with her previous Mongolian community in Manchester.

Mum's comments -

- "You and your work has been so good for me"
- "My family are so happy for your service"
- "My life was so stressful and difficult"

Case Study 2

A family were referred into family hubs for support with parenting her children. Mum reported that she felt her mental health could be having a negative effect on her parenting and the children's behaviour. Mum also needed to find suitable childcare for her youngest child.

The worker made regular telephone calls and provided mum with consistent strategies and discussed the importance of other family members doing the same. Activities and information were given for both children to encourage sharing and positive behaviour. The worker called several nurseries to gain information on times and prices and explored applying for a 2 year old free childcare place for the family.

The children's behaviour improved once mum started to use some of the information and advice around boundaries and routines. Mum found that using the praise and sticker charts, getting down to her child's

level and using eye contact all made a positive impact. Mum also started to feel better now as she makes some time for herself and dad or grandma help by looking after the children. The youngest child will start with a childminder in September 2020 and child A will go to full time school, so Mum will have more time to herself.

Mum scored a 4 in the pre-measure and an 8 in the post measure (more positive).

Mum's comments -

- I feel more confident around using strategies given to support behaviour and now use praise a lot more.
- I now get down to my child's level and I find this really helps.
- I know how important it is for my well-being to make some time for me.
- I'm so thankful of your support given.

Case Study 3

A referral was received through the MACH for 1:1 parenting support for a family to manage their child's difficult behaviours. This included throwing objects with intent, sand, toys, stones and biting a family member. The original referral was sent in through The Link charitable organisation and mum agreed for support.

Family hubs delivered 6 weeks of parenting support over the telephone for approximately 1 hour a session. The worker hand delivered appropriate work sheets to the family each week before the next session. The strategies we covered were – Family Rules, Choices & Consequences, Rewards, Tips for Time Out, Praise and Do's & Don'ts.

Mum states she now knows how to deal with her child's unwanted behaviours. Her confidence in using the strategies has increased and she now feels everything is coming together. Mum tried the best she could and having the 'Time Out' strategy really helped, and the reward jar is working well. She feels the boys are being kinder to each other. Mum has started a new hobby; she has started knitting and made a rug. Mum explained it is very therapeutic.