

Westminster Health & Wellbeing Board

Date:	15 September 2016
Classification:	General Release
Title:	Family Hubs
Report of:	Cabinet Member for Adults and Public Health; Cabinet Member for Children and Young People
Wards Involved:	All
Policy Context:	<i>Healthier City, Healthier Lives: Joint Health & Wellbeing Strategy 2012-2016</i> priority one: every child has the best start in life
Financial Summary:	N/A
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1. Executive Summary

- 1.1. This report outlines the proposed direction of travel for developing a series of new Family Hubs that will improve access to preventative services (both universal and targeted). The services provided from these hubs will support families to understand and make effective changes that ultimately improve their health and wellbeing.
- 1.2. We outline below the proposed objectives for the new Family Hubs, the outcomes they will look to achieve, the services they will offer to families, and the next steps needed to move towards implementation.

2. Recommendations

- 2.1. The Board is invited to:

- Endorse the proposed direction of travel and commit to a joint programme of work to develop a detailed specification for the services that will be delivered as part of the new Family Hubs
- Consider how GPs can be closely involved in the development of the new Family Hubs and, in particular, how the new service offer could provide a single pathway for them to identify and support at risk families

3. Key Matters for the Board

- 3.1. The proposed Family Hubs will be a ‘virtual’ network of providers working with children 0 – 19 years, who share a single approach to working with families across a given area. All providers will be working to a shared purpose and outcomes framework. It is proposed that this network of provision will bring together the Early Help (including Troubled Families) offer from Children’s Services, the Health Visiting and Family Nurse Partnership offers from Public Health, the joint Child and Adolescent Mental Health Service (CAMHS) offer from Central London CCG (CLCCG) and West London CCG (WLCCG) and Public Health, and the offer from GPs.
- 3.2. We will use our existing children’s centre hub buildings to strengthen this integration and partnership working across commissioned and directly delivered services by Children’s Services, Public Health, Housing and the CLCCG and WLCCG. This will provide the opportunity to bring families into a physical building, a focal point in the community where they can access help and information. The centre will also provide a space co-ordinate a range of services which will be delivered at venues across the locality.
- 3.3. The aim will be, through the network, to identify families with complex needs as early as possible, no matter what service they first come into contact with. This will make sure that any contact with a practitioner in the network will lead to the right intervention at the right time, with greater accountability across all agencies for identifying need earlier; leading to families understanding and making effective changes that ultimately improve their health and wellbeing.

Proposed outcomes

- 3.4. The key outcomes that the Family Hubs will look to achieve will be to:
- Reduce referrals to higher level interventions, including CAMHs, social care, GP consultations, youth justice, and Housing Options, by reaching families earlier and working with families to make lasting change.
 - Prevent family breakdown that results in children and young people being received into care or entering the criminal justice system.

- Promote strong and resilient parents, with support to gain employment.
- Improve outcomes for children and young people across health and well-being indicators. These will include obesity, breastfeeding rates, oral health, immunisations, emotional well-being of adolescents.

Outline offer from the new hubs

3.5. To achieve these outcomes, it is proposed that the following core offer – integrating Children’s Services, Public Health and CCG activity – is provided from each of the hubs:

- Integrated early years support for parents, consisting of: antenatal care, health visiting and child health clinics and early learning opportunities. Aimed at identifying families with complex needs much earlier.
- One-stop access for universal services, such as birth registrations, re-enforcing the ‘hub’ as the go to place for help.
- Parenting interventions with a new focus on relational support. This will be co-ordinated from within the hub and delivered across the area. Westminster is one of 12 local authorities piloting a new ‘family offer’ to support the couple relationship.
- Outreach to the harder to engage families.
- Access to first line mental health support – IAPT and CAMHs.
- Employment support offering meetings with the employment coach.
- Housing advice – test the co-location of Housing Options in one of the hubs from September.
- Information about childcare – all providers will promote the free early education places at two years.
- Adult education – ESOL and preparation for employment.
- Develop of community asset-based approaches – for instance, the development of peer support programmes for breastfeeding and parenting support

Implementation

3.6. To achieve the integration that is needed we will develop a shared outcomes and operating model across all early help providers - health visiting, school health services, children’s centres, commissioned services, children’s social care, housing and employment staff and wider partners for example schools, police,

CAMHs and the voluntary sector. This will be underpinned by better data sharing, one assessment process across all agencies, one family plan with structured progress monitoring and accountability (rather than a multitude of plans held in different agencies) closer integration between family work and employment support and opportunities.

3.7. In the short term, and alongside this wider systems change, we will implement a number of quicker changes to deliver immediate improvements to how preventative services are accessed:

- We will improve communication between practitioners working with 0-19 year olds, including early help social workers, school health services and health visitors. This should include the introduction of a new 'universal assessment tool' that all front-line workers use to capture actionable information and identify specific concerns or 'red flags' to enable fast tracking to a specialist intervention service where required.
- We will make the three new 0-19 Family Hubs one of the key locations in the community from which the School Health Teams as an agile and efficient workforce will be able to work from when they are not based in schools. The Family Hubs will provide touch-down office space and private consultation space which will ensure that the School Health service is an integral part of the partnership of providers working with children, young people and families and will contribute to improve early identification of needs and access to preventative support.
- We will provide a training package to all frontline workers operating in and around the new Family Hubs to embed expectations that all practitioners take responsibility and feel accountable for acting in the best interest of children, young people and families no matter who they are employed by. This training would be based on the ethos behind the Focus on Practice training undertaken by social workers and rolled out with the launch of the new Hubs.

Timetable

Date	Activity
2016/17	New early help hubs open with immediate improvements (outlined above) implemented
Summer / autumn 2016	Shared outcomes and operating model developed across all early help providers - health visiting, school health services, children's centres, commissioned services, children's social care, housing and employment staff and wider partners
Autumn/winter	First elements of new service offer become operational with rolling

2016/17	implementation of the full operating model
Autumn/winter 2016/17	New school health services commissioned
Autumn/winter 2016/17	New Health Visiting service commissioned
Spring 2019	Fully integrated 0-19 service offer operational

4. Legal Implications

4.1 None at this time.

5. Financial Implications

5.1 None at this time.

**If you have any queries about this Report or wish to inspect any of the
Background Papers please contact:**

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APPENDICES:

None

BACKGROUND PAPERS:

None