



Coventry City Council

Briefing note

To: The Education and Children's Scrutiny Board (2)

Date: 17.12.2019

Subject: Update on Early Help and Family Hubs

1 Purpose of the Note

- 1.1 To provide a 12 months progress report on the Early Help Offer of the Family Hubs, including information regarding access by children, young people, and their families, and service reach from the Hubs into the wider communities
- 1.2 To provide further data regarding the support for young people accessing the service over 16 years, and the re-referral data
- 1.3 To update on the development of the early help dashboard, including data for those over 19 using the service
- 1.4 Provide an update on the priorities identified in the previous report
- 1.5 To present the Early Help Strategy and embedded transformation plan, which includes the continued development and delivery of the Family Hub model as part of the early help offer

2 Recommendations

- 2.1 The Education and Children's Scrutiny Board (2) are recommended to:
 - 1) Consider the content of the report
 - 2) Identify any further recommendations for the Cabinet Member

3 Information/Background

- 3.1 There are 8 Family Hubs in operation across the city, serving local communities and focusing on delivering early help to children aged 0-19, and up to 24 for young people with Special Educational Needs (SEN) and their families.
- 3.2 The Family hubs have been operational since November 2017 following the Cabinet decision in March 2017 to agree the implementation of Connecting Communities programme, which included the reduction of Children Centres and the redesign of Children services. It was agreed at that time that 8 of the previous Children Centre buildings would become the Family Hubs, and the Local authority would base its newly formed Early Help family support staff within them.
- 3.3 The Family hub practitioners deliver a range of services targeted at families who need early help, and the buildings also host universal services for all families such as well baby clinics, and targeted services such as Coventry Independent Advice service.
- 3.4 Family Hubs are a delivery point in local communities to provide interagency working and they aim to deliver the right help at the right time. Practitioners working from the Family Hubs include Local authority Children Services staff, health visitors, midwives, school

nurses, adult learning, Police community support officers (in East and Central), Coventry Independent Advice Service, and an increasing range of other partners to meet the local needs.

- 3.5 **Access** - Anyone can access the family hubs, and there is a daily “Here to Help” service available for people that come to the centres, phone up or make a “request for early help”. There are also a timetable of activities and services delivered throughout the year that serve as opportunities for children, young people and adults to engage with the Family hub and the early help offer.

- 3.6 Data for the year 2019-2020 indicates the following usage.

	No of children living in the reach area	Total no of children 0-19	Anon count	No of children 0-5 years	No of children 5 -11 years	No of children 11-16 years	No of young people aged 16-19	No of people over 19 years
Aspire (Lower stoke)	8392	959	700	318	100	63	9	437
Wood side (Willenhall)	4252	762	1087	118	109	59	9	437
Pathways (Radford)	15813	1577	2029	455	177	129	31	747
Mosaic (Tile Hill)	12805	2265	2154	457	175	827	32	708
Park Edge (Bell Green)	9156	1158	477	377	108	44	10	608
The Moat (Wood End)	9400	1816	392	551	179	84	15	937
Harmony (Hillfields)	6045	1185	1174	337	157	76	11	578
Families for All (Foleshill)	6033	1419	1283	231	197	118	36	783

- 3.7 From January,2020 there will be a new digital sign in system operating in all family hubs, which will enable more accurate “footfall” data and improvements are being made in the data collection, and analysis process which will enable more accurate performance reporting.

- 3.8 **Request for early help (Jan 2019-Nov2019)** for targeted family support are received as diversions from MASH, by practitioners working with children and young people (schools, health, youth services, Police etc) and from services that are supporting adults where there is a concern raised about the children. They are also generated from self-referrals from families that come into the Family hubs and ask for help or attend one of our engagement activities or other services hosted in the hubs.

Hub/area	No of children 0-16 years living in the reach area (Jan 2019)	No of early help episodes requests Children - Families	Diversions to Family Hubs from MASH resulting in an open episode	Social care to early help teams (step downs)
Aspire (Lower stoke)	8392	320 children 150 families	146 children	35
Woodside (Willenhall)	4252	274 children 136 families	95 children	37
Pathways (Radford)	15813	532 children 263 families	170 children	35
Mosaic (Tile Hill)	12805	402 children 218 families	140 children	31
Park Edge (Bell Green)	9156	368 children 183 families	60 children	20
The Moat (Wood End)	9400	330 children 172 families	80 children	29
Harmony (Hillfields)	6045	166 children 293 families	91 children	3
Families for All (Foleshill)	6033	471 children 211 families	65 children	8
Total numbers	71,896	2863 children 1626 families	847 children	198

3.9 **Staff ratio – families open on an early help plan** – The local authority staff are responsible for a range of the activities delivered through the family, including the multiagency co-ordination and support to children, young people and their families through an Early help assessment and resulting early help plan ([Right Help Right Time](#) level 3).

Hub/area	No of children living in the reach area	Total No of EH episodes (children) started (Dec 2018 – Dec 2019)	No of early help episodes currently open (As of Dec 2019)	No of LA staff who are supporting families with an Early help assessment /plan working in the Family hubs	Average Ratio of “Case load“ (Staff : Families)
Aspire (Lower stoke)	8392	263	110 children 56 families	11 staff members = 7.5(wte ¹)	7.5

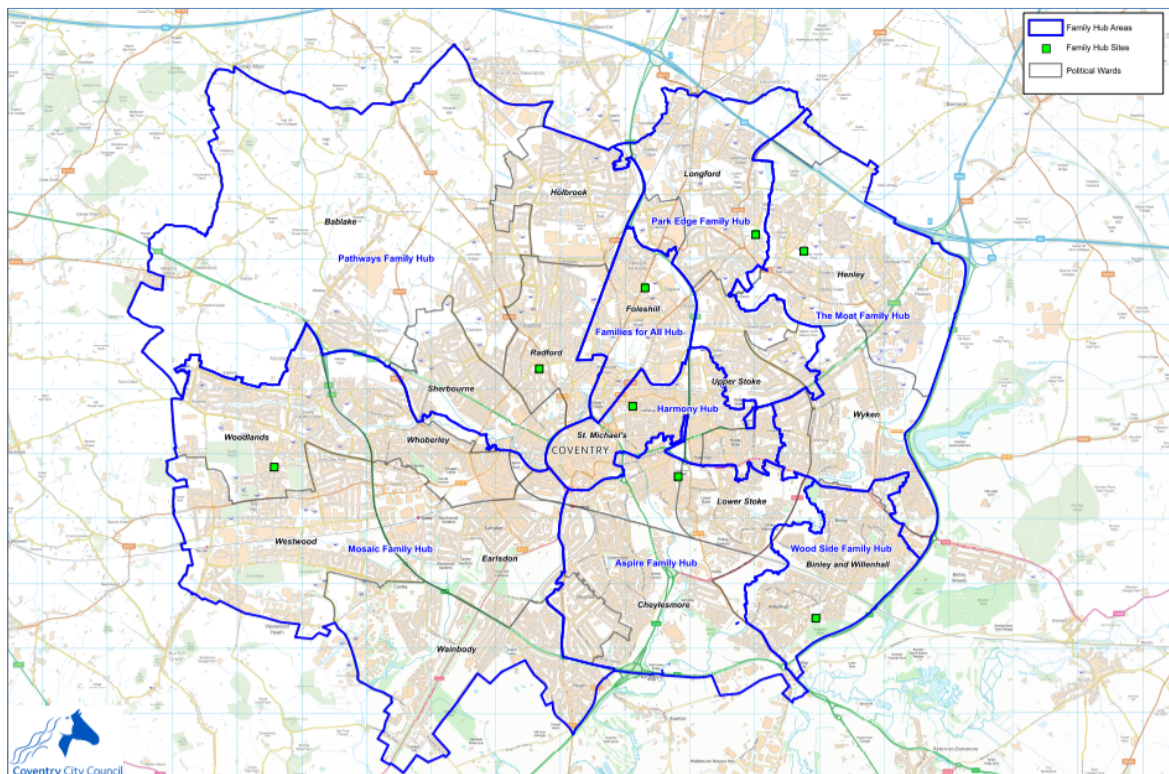
¹ Wte = whole time equivalent

Woodside (Willenhall)	4252	250	159 children 75 families	9 staff members = 8.5 wte	9
Pathways (Radford)	15813	318	168 children 88 families	9 staff members = 7.5 wte	12
Mosaic (Tile Hill)	12805	286	153 children 88 families	10 staff members = 8 wte	11
Park Edge (Bell Green)	9156	173	164 children 73 families	8 staff members = 6.5 wte	11
The Moat (Wood End)	9400	145	126 children 55 families	7 staff members = 6 wte	9
Harmony (Hillfields)	6045	196	99 children 57 families	11 staff members = 9 wte	6.5
Families for All (Foleshill)	6033	111	63 children 32 children	7 staff members = 5.5 wte	6

4 Updates on Priorities identified

- 4.1 The Early Help Partnership has updated their Early Help Strategy (2020-2022), including the Transformation plan is supported and monitored by the Early Help Sub-Group. This plan includes the “blue print” for the consolidation and development of the Family Hub core offer, led by the learning from the Ignite programme, which is ending, to inform the continued development of the Family Model.
- 4.2 The development of a city-wide outcome framework with partners to accurately evidence the reach and impact of the whole of the Early Help offered delivered through that partnership continues to be a priority.
- 4.3 A workforce development strategy is being developed across the Early Help partnership, to ensure consistently good practice. All staff working in the family hubs have been trained in and are using Signs of Safety as the shared practice model, and this has also been provided to many of the partners.
- 4.4 The new early help assessment has been implemented and shared with a range of partners. The Early Help Co-ordinators (EHACs) continue to support the use of the Early Help Assessment and Early Help Plans in schools and will be supporting agencies across the partnership. An increase in the number of families supported across the partnership continues to be a priority and is being progressed through regular communication with partners to support the delivery of the Right Help at the Right Time guidance.
- 4.5 Service user feedback is embedded in practice to ascertain the family experience of Family Hub support. Families are routinely asked for feedback about the help they have received from the Family Hub as part of the Childrens service audit process. A baseline survey has been undertaken with Hub users, both staff from across the partnership and families and the feedback is very positive and will be used to shape our services.
- 4.6 Community engagement continues to be a priority in the delivery of Family Hub activities across the wider reach area to ensure that families can access services in their local community where possible. Outreach services and activities are delivered in the communities according to need, and some of the Family hubs are starting to deliver a “Here to help” service in the local community as well as in the Family hubs.

- 4.7 Requests for early help come from across the city and the Family hubs provide city wide coverage. Access to the Family hubs is closely monitored and outreach initiatives have been developed to help ensure that residents have access to the services.



- 4.8 New initiatives established by the Family hubs include :

- **Wood Side Family Hub** have activated a Here to Help function at the Hagard Community Centre. This occurs once a week for 2 hours alongside the community being able to access free bread. The offer allows the community to access Early Help at a time that is convenient to them. A volunteer works alongside a practitioner from Woodside Family Hub to support the Food Bank based at the Hagard on a Wednesday, and this strengthening the Here to Help offer and connecting families to their local Hub.
- **Families for All Café** To date the cafe have served 2,628 meals from food donated from local supermarkets. The feedback we have received from children and families about the café is wonderful. The most rewarding aspect is when a child / young person is given an opportunity to sample a new food or flavour. This engages their curiosity of the world and can provide a platform to explore different cultures. Parents are asking for recipes because they have become inspired about planning, shopping and cooking meals which they have never experienced before, thus improving physical, emotional and mental well-being.
- **Harmony Family Hub** has established two groups to support the local needs of children and families. The Youth Group was formed following the transition group (This is My Life) that was delivered over the summer holidays. The children who attended the Youth Group expressed an interest in taking part in cooking sessions, sports activities as well as debating local concerns. The Kids Clubs is aimed at local primary children who are unable to find safe places to play in Hillfields. The session allowed the children to voice what they wanted in the session and share any worries relating to the area they live.
- **Pathways Family Hub** has taken positive steps to ensure that the Hub is available and accessible for use by Early Help partner agencies. This includes using the provision outside the working hours. This is a valuable service which has been provided to the young people who are involved with Youth Offending, Health and Youth Services.

- **Aspire** is working in partnership with the Stoke Aldermoor Social Action group and piloted a Breakfast Club during October half term. Detached Youth Work has also taken place in Stoke Aldermoor and Cheylesmore, this has enabled the voice of children to be captured.
- Integrated working with Police has demonstrated effective partnership working with the introduction of a designated PCSO based in the East area (**Park Edge and The Moat**) and this has seen enabled range of needs identified at a very local level resulting in swift responses and intervention being offered to families within the community, such as a targeted intervention for girls at risk of criminal exploitation and involvement in gangs.
- At **The Moat**, staff are running 2 weekly youth groups for identified children in years 6 and 7 where opportunities are provided to engage in a range of group activities that aims to develop and enhance social skills and support self-esteem building.
- There was a very successful package of support made by **Mosaic Family Hub** to children in year 6 (aged 10-11 years) prior to them transitioning to secondary schools, aimed at helping their personal, social and emotional development and helping them to consider ways to keep themselves safe. The Hub delivered sessions for the Young people in partnership with Canley Fire Station, and it was described as a 'fantastic partnership' which inspired future generations of Fire Fighters.

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