



Report to Scrutiny Commission: Family Hubs and Start for Life Programme

Date of meeting: 20 August 2024

Lead director/officer: Damian Elcock

Useful information

- Ward(s) affected: All
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- Report version number: V1

1. Purpose of report

1.1 To update the commission on the progress of the Family Hubs and Start for Life Programme.

2. Summary

2.1 Key Successes between October 2023-June 2024

- Delivery Plan approved
- Positive DfE visit to 2 x Family Hubs mid-June
- Recruitment – Data Analyst; Children's Health Promoter; Digital Engagement Officer
- FH Branding at early adopter CCs
Start for Life offer published
- Multi-discipline working groups well-established and effective
- Early Help staff engaged in & understand benefits
- Workshops/ Briefings– good engagement and high interest
- Digital Beta version ready to go end of June
Easy Peasy app rollout

2.2 Findings from the 'Mapping for Change' needs analysis

Streamline Processes and Information Sharing:

- There is a need for streamlined processes and better information sharing to enhance service delivery, raise awareness of what is on offer and how to access it. This can assist agencies to understand emerging issues and measure performance.
- Share and learn from examples of best practise in the use and deployment of existing digital support services. This can aid in streamlining efforts throughout the Family Hub network.
- Provide integrated systems for information and services to reduce duplication and streamline support.
- Ensure ongoing communication and updates about available services to support better signposting.

Community Engagement and Trust Building:

- Create community navigators from diverse backgrounds to bridge gaps and provide opportunities for peer support.
- Foster trust and build meaningful relationships with community members.
- House community midwives in Family Hubs for stability and accessibility.

- Ensure that services are tailored to the specific needs of different communities and families.
- Address digital literacy and responsible use of social media.
- Implement feedback mechanisms where individuals can regularly provide input on their experiences to help improve service quality over time.

Inclusive and Accessible Services:

- Develop inclusive services that are culturally sensitive and accessible. This should include flexibility around opening hours and hybrid delivery options.
- Provide physically accessible community centres and hubs that are warm and welcoming and can offer spaces for group sessions for different demographics, e.g. women-only, service provider sessions, and private consultations.
- Implement hybrid models combining digital tools that people are familiar with, alongside physical hubs to ensure information and services are accessible to all families.

Comprehensive and Tailored Support:

- Ensure tailored support and resources target both the geographical areas and demographics most in need.
- Services offered should include resources and support that cover nutrition, life skills, parenting and professional development. Service integration should also target youth support, and offer financial advice, appointment assistance, and digital access.
- A focus should be made to increase support and activities for older children, including those with SEND. Collaborative efforts should be made to identify the best locations, operational set-up and activities with young people involved.

Capacity Building:

- Develop capacity-building and training opportunities across the Family Hub network to ensure consistent communication and culturally sensitive support, fostering strong relationship-building.

Partnerships and Collaboration:

- Driving partnerships: Family Hubs should facilitate, strengthen and promote cross-sector partnerships to ensure consistency in the information provided for signposting.
- Use existing community centres' experiences and expertise to identify best practices that might be replicated in other areas.

3. Recommendations

- 3.1 Note this report and accompanying presentation at scrutiny on 20 August for information.

4. Report/Supporting information including options considered:

4.1 Please see attached presentation in appendices that includes all relevant updates in detail.

5. Financial, legal and other implications

5.1 Financial implications

N/A

5.2 Legal implications

N/A

5.3 Climate Change and Carbon Reduction implications

N/A

5.4 Equalities Implications

N/A

5.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

N/A

6. Background information and other papers:

6.1 Leicester City Council is one of 75 local authorities selected by DfE and DHSC as being eligible to receive a share of £300m funding through the Family Hubs and Start for Life programme. Through this programme the aim is to create a system where families with children aged 0 to 19 (or up to 25 with SEND) have a main point of access where they can source a range of help in one place at the right time.

7. Summary of appendices:



August Scrutiny 2024
Family Hubs update.p

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

Yes/No

9. Is this a “key decision”?

Yes/No

10. If a key decision please explain reason