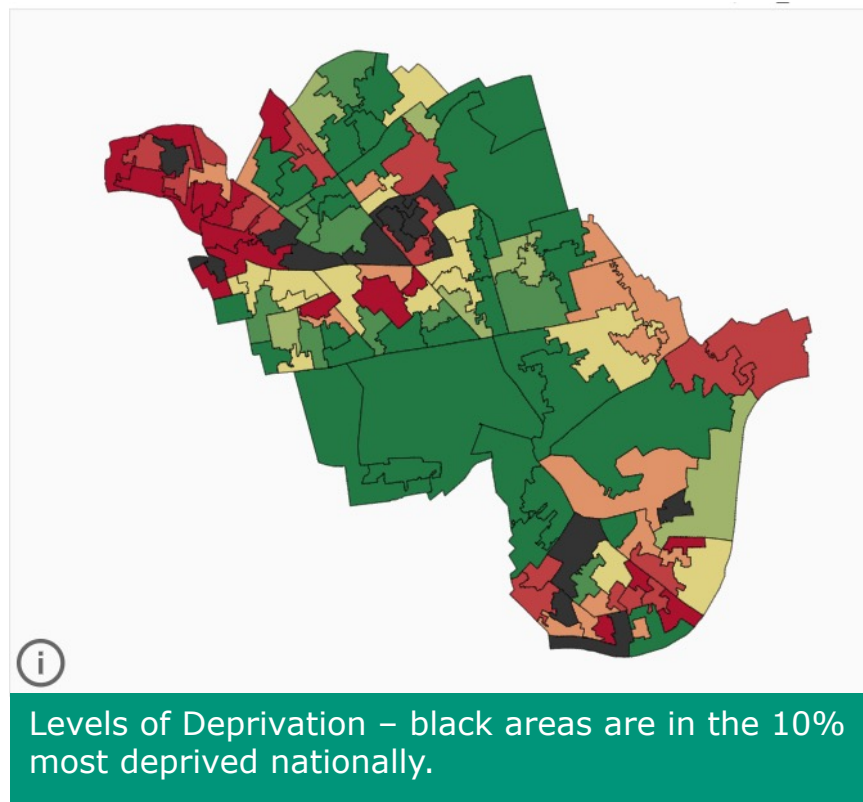


Our journey towards integration

The development of Family Hubs in
Westminster

About Westminster

- Population 248,000
- 18% are children 0-18
- Small and densely populated
- Highly diverse: 47% of residents born outside the UK, significant numbers of children speak Arabic or Bengali at home
- Significant mobility – more people relocate from Westminster to other parts of the UK than arrive. Recent reductions in child population.
- Westminster local areas among the most and least deprived in England: 34 areas are in the 20% most income deprived
- Unemployment rates in Church Street twice as high as those for Westminster



Family Hubs – our foundations

- Strong partnerships across services for children and families with a mature and growing Early Help Partnership Board
- Wider ambitions to develop hubs
- Backing from leaders: Health and Wellbeing Board and corporate ambitions for hub approaches
- Partnership Early Help Strategy – shared behaviours and single practice model to create an Early Help System
- Shared ambitions to take integration to another level
- Supporting Families agenda – opportunities to accelerate

Family Hubs – our vision

A more integrated workforce: A ‘virtual’ network of providers working with children 0 – 19 years, who share a single approach to working with families across a given area / neighbourhood. It will bring together early intervention work delivered by the wide spectrum of early help services.

A physical building: repurposing of existing locations provide the opportunity to bring families into a physical building, a focal point in the community where they can access help and information. The centres also provide a space to co-ordinate a range of services which can be delivered at venues across the locality.

“Whole family working”, “Lead Professionals” “Everyone is an early help worker”

Family Hubs – ingredients for integration

- Identifying sites at centre of areas with highest need
- Developing Integrated Leadership Teams - a shared vision, mission and principles to move from partnership working to integration
- A shared workforce development programme
- Testing new roles: The Family Navigator
- Agreeing shared outcomes: baseline from staff and community
- Information Sharing and digital tools
- Joining the dots – universal services, Pre-birth to Five pathway redesign, the youth agenda, transitions, Bi-borough working
- Communications and branding

Integration in action: Bessborough 0-19 Family Hub

- Building on existing partnerships
- Developing our Integrated Leadership Team
- Building design
- Coordinated support for families

Integration in action: Working with asylum seeking families

- The challenge (numbers and added impact of COVID)
- The role of the Family Hub
- Partnership in action
- Team Around the Hotel: Growing the early help system

Integration in action: The family's experience

- 13 year old girl living with adult sibling and both parents. Referrer concerned by mother's reports of emotional abuse from father who had memory issues. Worry for impact on daughter
- After family navigator took case it emerged that father had rapidly deteriorating form of dementia; difficult relationship between mother and daughter; mental health concerns for the teenager
- Family navigator became a focal point of contact for family in a network that came to include school, school nurse, adult social care, hospital teams, dementia nurses, befriending services during a painful time of loss and accepting change. Mother and daughter now both feeling more positive and communication has improved.

Integration – Next Steps

- Open third permanent Family Hub site
- Coordinate with parallel pre-birth to five pathway to develop and embed practice model
- Relaunch workforce development programme
- Continue to develop outcomes framework to define and respond to impact
- Review our models in light of COVID recovery
- Develop tools to better target families most in need of support
- Engage with and learn from nationwide Family Hub development