

We're Making a difference...

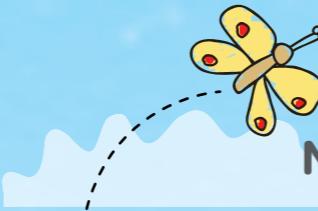


NHS
Nottinghamshire Healthcare
NHS Foundation Trust



North Notts
College
PART OF RNN GROUP

Commissioned by:



Nottinghamshire Children's Centre Services Impact Report

May 2017



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Written and compiled by Jo Dunsford, Transformation and Quality Service Manager and Karon Foulkes, General Manager - May 2017



"A ground breaking partnership of expert children and family service providers"

Welcome to Nottinghamshire Children's Centre Services

Nottinghamshire Children and Families Partnership (NCFP) is a ground breaking partnership of expert children and family service providers commissioned by Nottinghamshire County Council to develop and deliver Children's Centre services.

Our unique combination of experience from the health, education and voluntary sectors enables us to deliver a transformational service driven by our shared mission:

**"We're strengthening families,
building communities &
making a difference..."**

This impact report has been created using the statistics and analysis from a range of evaluative tools and feedback. It highlights key aspects of the work undertaken since contract commencement in June 2013 by the Nottinghamshire Children and Families Partnership. It aims to celebrate our successes, highlight what works in order to inform our ongoing service provision and demonstrate the significant difference Children's Centre services make.

The consortium consists of:



**Nottinghamshire Healthcare
NHS Foundation Trust**

Nottinghamshire Healthcare NHS Foundation Trust:
brings together universal, targeted and specialist services
for adults and children and the security of a large
statutory agency with an excellent reputation for staff
relationships and leadership.



**Building
stronger
families**

Family Action: a national voluntary organisation that
brings a fresh approach to supporting parents through
family support and early intervention. Its creative thinking
in meeting local needs through sourcing additional
funding and partnership with community groups allow us
to maximise funding opportunities throughout the County.



North Nottinghamshire College (RNN Group): adds a
unique dimension in allowing us to take an informed
approach to matching the training and education needs
of our communities to the county's main adult and family
learning providers.

Meeting Places... Smiley faces



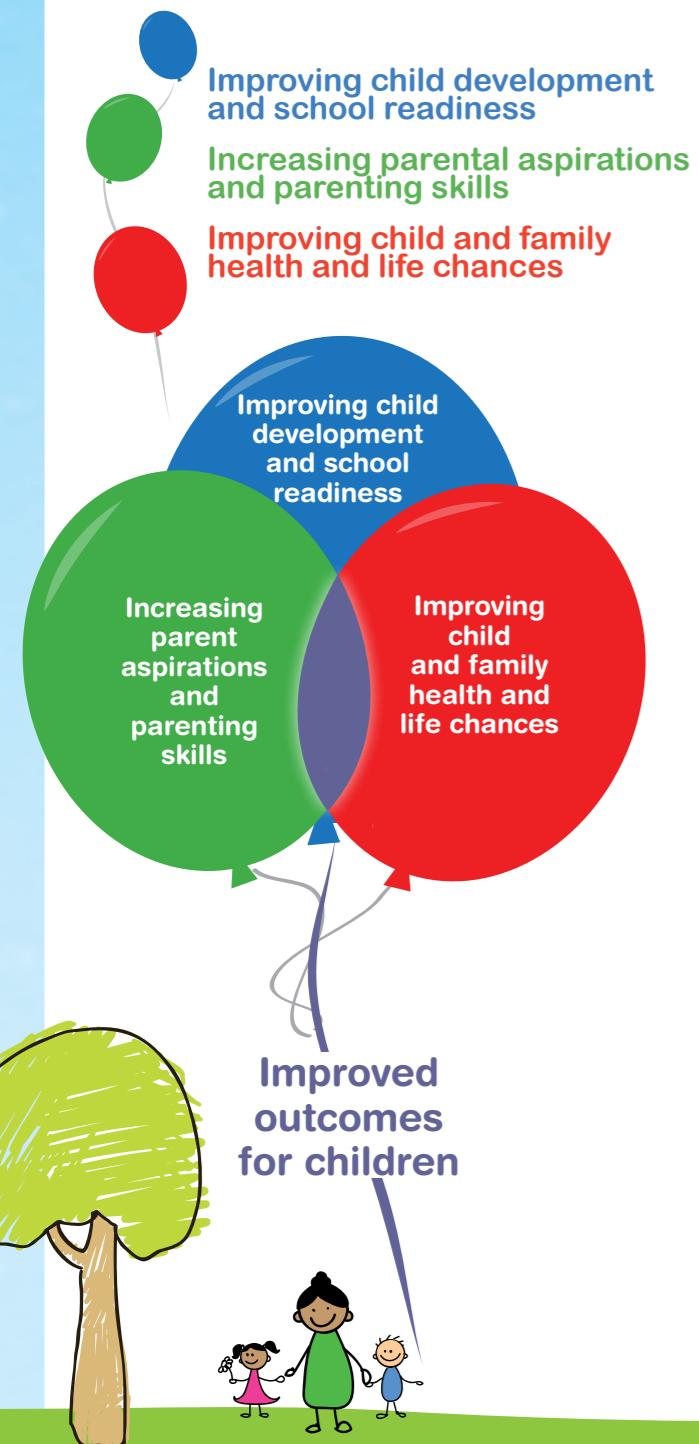
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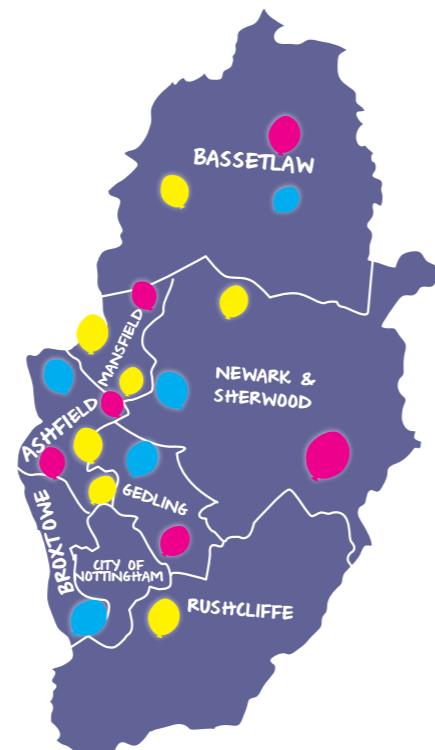
National Context

Children's Centre provision is governed by the Childcare Act 2006. Nationally the provision of children centres has been reviewed and adapted by Local Authorities according to resources and local need. The government will be consulting on the role of Children's Centres in 2017 to inform the social justice green paper due later in the year.

The current Sure Start Children's Centres statutory guidance for local authorities, commissioners of local health services and Jobcentre Plus (Department of Education 2013) determines the core purpose of Children's Centres to be:



Nottinghamshire Context



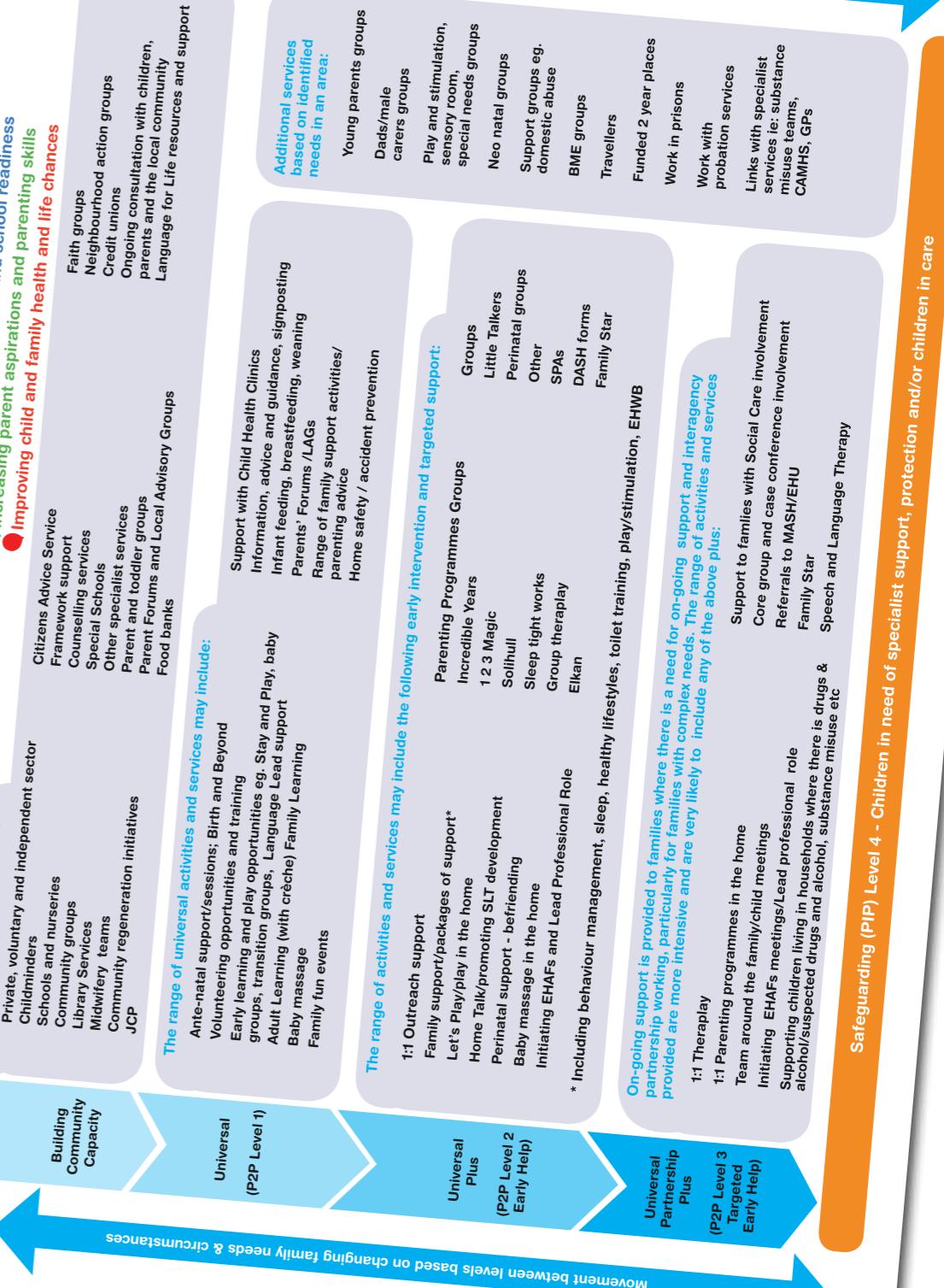
We provide a range of services and support for young children and their families which align with the ambition and priorities of Nottinghamshire County Council's Children, Young People and Families Plan and the Nottinghamshire Health and Wellbeing Strategy, together with Nottinghamshire's:

- Parenting Strategy 2015-2017
- The Pathway to Provision
- Closing the Gap Strategy
- Working Together to Tackle Child Poverty Strategy
- The Concerning Behaviours Pathway
- The SEND Local Offer
- The Family Outcomes Plan

...and all our services are informed by Nottinghamshire's Joint Strategic Needs Assessment.

Core Offer of Nottinghamshire's Children's Centres (Under 5s)

Core Purpose : To improve outcomes for children through :



1. Engaging Parents

"NCFP shows year on year increase in the numbers of children under 5 who have received a service."

NCFP Children's Centres have a proven successful approach to engaging children and families in accessing services and also in planning and delivering services and we highly value their input and involvement.

Identifying and reaching out to families

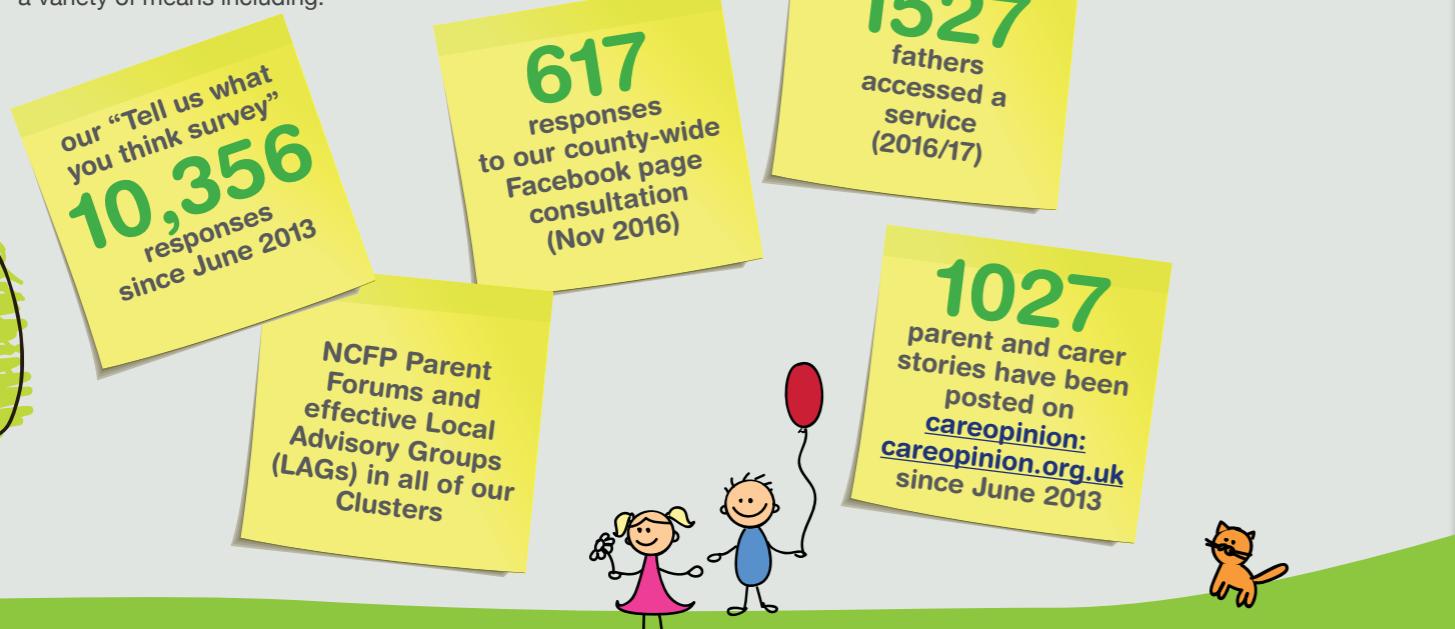
We use a range of approaches to identify, target, reach out to and support the most disadvantaged families and have found numerous ways to break down barriers to engagement, including:

- ✓ Creating an inclusive and welcoming environment
- ✓ Supporting particularly socially isolated parents by bringing them in to the centre
- ✓ Offering one to one support in the family home or at a place where the family feel comfortable
- ✓ Having targeted services or groups for families with specific needs
- ✓ Developing a range of volunteering opportunities

Parental involvement in our service design and delivery

In addition to engaging families with our services, we have increased the numbers of parents and children actively involved in influencing service design and delivery through feedback initiatives, consultation and providing transparent responses.

We have sought parents' views through a variety of means including:



What have we done?

30,306

children under 5 received a service from Children's Centres (2016/17)

3 out of 4

children under 5 who live in a low income households received a service (2016/17)

We provided services to **543** teenage parents (2016/17)

We completed one to one work with **885** children (2016/17)

9% of all children seen were from BME groups (2016/17)

We provided services to **2437** lone parents (2016/17)



What difference have we made?

"The centre has really helped me."

"I am more confident, I have achieved a lot by volunteering at the centre, being part of the parent's forum and doing adult learning courses."

"They have helped me to be where I am today."

Case Study

One of hundreds of stories, just like this one...

One mum with depression says:

"It was very daunting at first before I entered the Children's Centre, as I didn't know what to expect and thought people would think I wasn't good enough to be a mum."

Everything seemed to change when I walked through the doors, the staff and the other parents welcomed me with open arms and once I got speaking to them I realised I wasn't doing this parent thing alone!

I could write pages and pages of all the wonderful things that I have achieved - and what the centre services and staff have done for me - and I can truly say that if it wasn't for all this then my life, and my children's lives, would be a very different story."

(Based on 10,356 responses)

96%

of parents said they now knew who to speak to if they were scared or worried about anything

98%

of parents consistently report feeling listened to

96%

of parents state they have been shown respect and dignity

2. Partnership Working

Effective partnership working has been central to ensuring we identify those families with babies and young children who are considered to be at risk of poorer outcomes and in need of additional support. Our Children's Centre services are at the heart of the community, where families highly value being able to access a range of services including a health practitioner, housing officer or other person involved in their care and support.

What have we done?

- Over the past four years we have :**
- ✓ built upon our extensive local partnerships to create new joint working arrangements across statutory, voluntary and private sectors
- ✓ developed highly effective data and information sharing arrangements with key partners, including an integrated record keeping system with health visitors and other health providers (SystmOne)
- ✓ had a range of partners represented on our Children's Centre Local Advisory Groups
- ✓ played an active role in Nottinghamshire County Council's Locality Management Partnership Groups
- ✓ regularly instigated and chaired multi-disciplinary team around the child meetings

What difference have we made?



Case Study

A spotlight on one of our many initiatives...

'Friends Together' group, Mansfield

The 'Friends Together' group was established in October 2014 following local discussions and data analysis that identified an increasing Eastern European population in the Ravensdale and Forest Town area of Mansfield. A local Polish Childminding Service was identified, led by a very committed and enthusiastic husband and wife team, who were approached with the idea of working together to establish a group in the children's centre.

The 'Friends Together' group was created initially as a central hub for Eastern European families to:

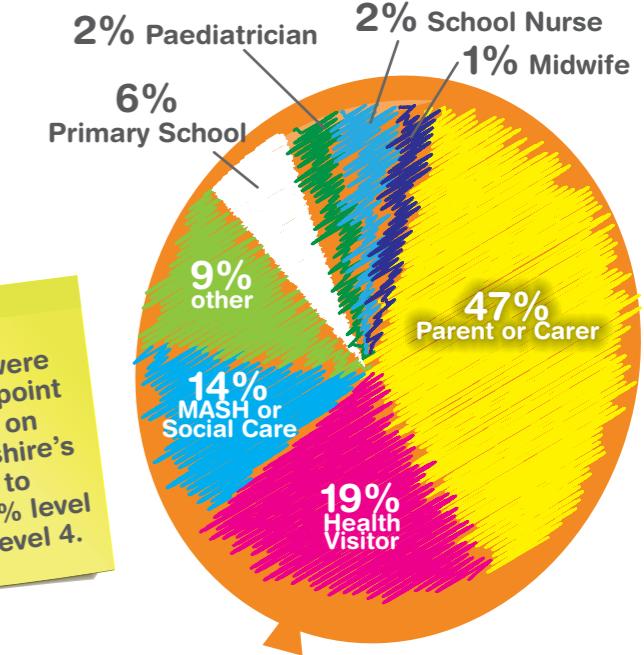
- establish friendships
- play with their children with quality play activities
- access support with completing forms and translating information,
- access support in gaining a school and/or nursery placement.
- Receive information, advice and guidance about local services and the support available to them

An average of 18 adults and 21 children attend each week from 7 nationalities. The group celebrates families' local festivals and they sing Hello and Goodbye in the 7 languages spoken at the end of every session.

3. Health & Family Support

Poverty, unsuitable and insecure housing, isolation, domestic violence, lone parenthood, and being a young parent can challenge a parent's ability to cope. NCFP provides support to those families under stress at the earliest stage.

Main Referral Sources for Family Support



Top FIVE main presenting reasons at point of referral to NCFP 2016/17:

1. Parenting skills, including: boundary setting, routines, sleep and play, language development
2. Child behaviour
3. Mental health and well-being of the parent
4. Emotional health and wellbeing of the child
5. Domestic violence

70% were at level 2 at point of referral on Nottinghamshire's Pathway to Provision, 14% level 3 and 16% level 4.

National challenges:

61% of British parents describe parenting as 'fairly' or 'very difficult'

Domestic abuse will affect **1 in 4 women** and **1 in 6 men** in their lifetime
(source: Crime in England and Wales 2004/05)

Perinatal mental health problems affected up to **20%** of women at some point during the perinatal period
(The Costs of Perinatal Mental Health Problems).

Over 50,000 children in England were identified as needing protection from **abuse** last year (DFE 2016)

Low breastfeeding rates lead to an increased risk of illness
(UNICEF, Preventing Disease Saving Resources 2012)

22.1% of reception children were either **obese (9.3%) or overweight (2015/16)**

NCFP tackling the issues:

Since 2013 NCFP has received over **12,000 referrals** for targeted support
78% were for 1:1 family support and help with parenting

2016/17

370 referrals to MARAC involved families with children under 5

221 referrals for support from NCFP's Footsteps programme for parents who are at low to medium risk of **perinatal mental health** issues

355 children who were known to social care were referred for **additional support** from the family support teams

3,278 adults and babies attended NCFP led **breastfeeding groups or received advice**

5,115 children under 5, and their families, received **healthy eating or physical exercise advice** or activity

4. Health & Family Support continued...

What have we done?

We offer a range of universal and targeted health and family support services that align with the Nottinghamshire Family and Parenting Strategy 2015-2017 - and support local Public Health agendas.

These include:

- ✓ Parenting and family support in the home, through group work and in response to identified strengths and risk factors within individual families.
- ✓ Targeted evidence-based early intervention programmes which help families make accelerated progress in improving outcomes, thus reducing the need for, and cost of statutory interventions.
- ✓ Linking with specialist services for families where there are the most complex health or social care needs.
- ✓ A range of groups, activities, advice and information to support health and well-being, and encourage young children and their families to make healthy lifestyle choices.

Incredible Years Parenting Programme

Incredible Years is an evidenced based parenting programme delivered in all Children's Centres. It is a 12 week course which aims to promote positive parenting and improve parent-child relationships.

"Incredible Years has been tested in randomised control studies with children diagnosed with conduct disorder and Attention Deficit Disorder, and a symptom reduction in behaviour was noted."

331
people completed
Incredible Years
(2015/17)
potentially SAVING the
public purse
£27,180,727
over the next
18 years

£
saving
£225,000

'There are large lifetime costs associated with conduct disorder, ranging from £75,000 to £225,000 per child.'

"Cumulative costs of publicly resourced services for those with conduct disorders in childhood are around 10 times higher (£91,854 in 2009/2010 prices) than for those with no childhood behavioral problems (£9,737 in 2009/2010 prices)"



£
saving
£31,500

Sleep Tight Programme

We know that sleep deprivation can have a serious impact on a child's emotional, physical and mental health.

The "Sleep Tight" programme is an accredited and manualised programme developed by the Children's Sleep Charity and offered on either a one to one or group basis offered across our Children's Centres.

Independent evaluation shows our courses deliver a statistical effect for settling, night waking, sleeping in parents' bed, and parents up at night.

On average, children had 2.5 hours more sleep per night after the intervention. Parents reported changes in family life and child's daytime behaviour.

**350 attendees
at a sleep course
on average a year.
Costs saved of
two GP visits in
a year (excluding
medication costs) =
£31,500 saved**



The cost of one domestic violence case over 12 months is
£20,000
(Audit Commission 2011)

£
saving
£180,000

Domestic Abuse - Freedom Programme®

The Nottinghamshire Joint Strategic Needs Assessment states that over 27,000 people across Nottinghamshire have experienced domestic abuse in the previous 12 months.

We consider that early intervention is vital and want to ensure we support children and their families as much as we can. We therefore work in partnership with local specialist agencies who offer support to women affected by Domestic Abuse and deliver the Freedom Programme® and Hands are not for Hurting. The Freedom Programme® has been shown to help women identify potential abusive behaviours. Over 90 women attend sessions each year.

"If this course prevented just 10% of attendees from forming a relationship with an abuser, the saving from just 1 year's cohort would be over £180,000 every year."



£
saving
£537,030

221 were referred to the Footsteps scheme 2016/17 realising a potential direct financial benefit of
£537,030

Perinatal Footsteps

NCFP's Footsteps perinatal service has been implemented using Family Action's Perinatal Support Service programme. It provides early intervention, low intensity services for those with low to moderate level diagnosed mental health issues or who are at risk of developing perinatal mental illness.

The services are provided by a specifically trained team of volunteer befrienders who have experience of parenthood and sometimes have received help from the service themselves.

Research commissioned by Family Action found that services can deliver financial benefit of around £2,430 for each woman receiving support.



100%
of Children Centre
clusters are
distribution points
for Healthy Start
Vitamins

FaB Plus

The Families and Babies Plus project (FaB Plus) commenced in June 2014 and has established itself as part of the provision within all Nottinghamshire hospitals with facilities for premature babies.

The service not only registers families with the local Children's Centre, but also carries out work with families whilst on the ward focused on play and stimulation together with work on bonding and attachment.

£
saving
£57,030

"If only a quarter of attendees leave the Intensive Care Unit a day early, due to better support and confidence, it leads to a direct saving of £34,000 to the hospital"



To date over
12 Family Days
sessions have been
held with an average
of **20-25 fathers**
attending each session



4. Health & Family Support continued...

What have we done?



Infant Feeding

Low breastfeeding rates in the UK lead to an increased incidence of illness that has a significant cost to the health service (UNICEF).

NCFP Children's Centres play a vital public health role in supporting mums to continue to breastfeed in Nottinghamshire including:

- ✓ Providing venues and staffing for BABES breastfeeding support groups
- ✓ Successfully gained UNICEF baby friendly accreditation in 2015
- ✓ Training breastfeeding peer supporters

Keeping safe

Avoidable injuries in children and young people are a serious public health issue and a leading cause of death and hospital admission for children. The impact and consequences of avoidable injuries are major contributors to health inequalities with children from the most disadvantaged backgrounds at significantly increased risk.

Avoidable childhood injuries carry significant costs to the economy, the NHS and children and families.

"Childhood accidents cost the NHS over £275 million a year."

£ saving
£11,481

Case Study

Just one story of a life saved due to training...

"Two months after my first aid training my worst fear came true... My son was happily sat in his high chair next to his dad, I was pottering around the house. suddenly my other half shouted "he's choking". Without thinking, I immediately put into action all the skills I had learned at Sure Start. I calmly took my son, wheezing out his high chair and dislodged a piece of toast - what an unbelievable relief!! These courses are invaluable and a necessity to all new parents."

Children from the poorest homes are:

- 13 x more likely to die in an accident**
- 21 x more likely to die as a pedestrian on the roads**
- 38 x more likely to die in a house fire**

614 parents attended a 'save a baby's life' type course 2016/17
If just 5% of skills were put into practice this would prevent £11,481 in costs to the acute trusts

Healthy Eating and Exercise

We have offered a range of groups and activities to support weaning and healthy eating choices, and promote physical activity to over 5000 children and their parents in 2016/17.

These activities help parents to improve their feeding practices, as well as the diets and physical activity habits of their infants.

Case Study

Sound bite: Mini Olympics (23 adults and 29 children completed the project)

The primary aim of The Mini Olympics project was to promote the 5 Olympic and Paralympic values. Following the project:

- ✓ 87% had a better knowledge and understanding of health issues
- ✓ 91.3% felt that communication between parent/carer and child has improved throughout the course
- ✓ 100% planned to do more activities as a family
- ✓ 100% felt they had a more positive attitude to learning
- ✓ 100% intended to adopt a healthier lifestyle



What difference have we made?

To measure the impact of our family support work we use the Family Outcomes Star tool as an outcomes measure. Family Outcomes Star provides an effective and accessible method of gathering and presenting statistical data that demonstrates progress against intended outcomes and strengthens our work with families. Each family choose two or three areas to focus on such as family routines or progress to work with 1 being stuck and 10 being effective parenting. Work was completed with 543 families in 2016/17 and the measures of the start during and after support is mapped below:

'I now have a calmer home, more respect, calmer children. I am calmer, know how to deal with situations and we play more!' (parent-post course feedback)

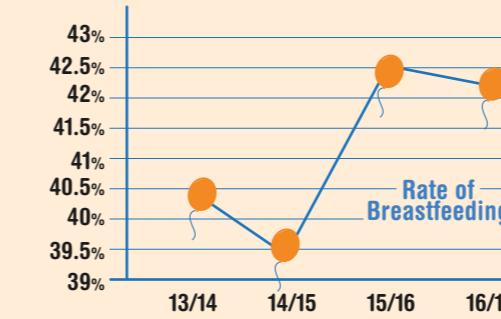
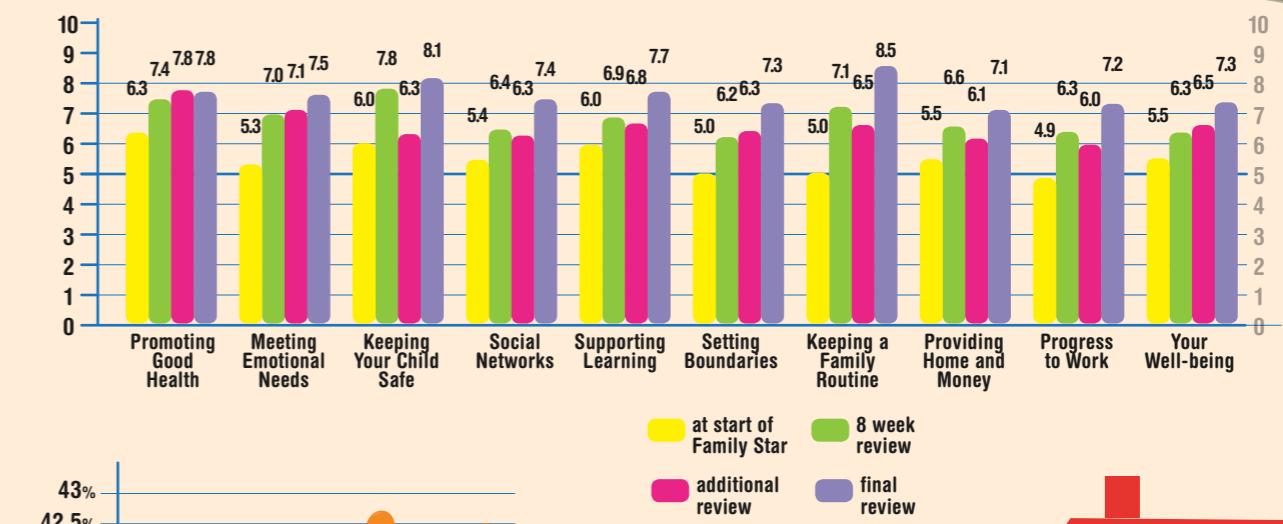
Troubled Families:

- 126** families 'turned around' with NCFP Children's Centre's Family Support
- 9** continuous employment
- 117** significant and sustained progress

In 2016/17
1197

parents took part in an evidence based parenting course

80% completed in full.



We have contributed to a **3%** increase in breastfeeding rates at 6-8 weeks from 2014/15 to present.



Work in Prisons:

- 54** fathers attended at least once, with **36** successfully completing the course, improving their chances of being a successful parent on release.

Healthy Eating:
We have played a significant contribution to children in Nottinghamshire having better than average levels of obesity.

7.5% of children aged 4-5 years compared to **9.1%** nationally in 2016

5. Early Years Attainment



As key providers of early childhood services we appreciate the value of providing high quality early learning and play opportunities both within our centres and outdoors and recognise the impact they have on early years' children's development and longer term outcomes. This is particularly important in areas of higher deprivation where it is well documented that children from economically disadvantaged backgrounds often emerge from school with substantially lower levels of educational attainment, mental health and behaviour.

We have an outstanding national profile for our impact on whole system changes to supporting children with Speech Language and Communication Needs, leading the successful multi-agency Language for Life Strategy in Nottinghamshire. Our award-winning team of Speech and Language Therapists support a wide range of practitioners in health and across the early years education sector, and support parents to promote early identification of children at risk of Speech, Language and Communication Needs and to build community capacity in developing all children's language skills.

Why are we needed?

National challenges:

By the end of primary school, pupils receiving free school meals are almost 3 times behind their more affluent peers

Children with early language delay from the most disadvantaged backgrounds are the least likely to catch up - impacting on mental health and behaviour

The communication environment at home is a more important predictor of language development at age 2 than social background

By 3 years old, poorer children are estimated to be 9 months behind children from more wealthy backgrounds

NCFP tackling the issues 2016/17:

24,390 children received a service from NCFP that focussed on their school readiness – the gap is closing in Nottinghamshire

NCFP SLT team and Healthy Family Team collaboration ensured 14% of all 2 year olds were identified for additional support for their early language skills, rising to 25% in areas of disadvantage

800 children referred to NCFP Hometalk scheme - 85% achieved their language goals

Each year, around 300 of Nottinghamshire's most vulnerable children with high level Speech, Language and Communication Needs (SLCNs) who do not access mainstream services are supported at home/nursery by NCFP Speech and Language Therapists

£ saving
£4m+

Average economic benefit for investment in early education programmes is 2.5 times the initial investment...

...for our early years offer this equates to a benefit of £6.75 million for a cost of £2.7 million



What have we done?

We have delivered a range of training to support children's speech, language and communication needs including universal free training for all early years practitioners and a pathway for early years practitioners to achieve a Level 3 qualification as Language Lead. In addition, we have offered a wide variety of groups and services to support young children's development and early years.

Home Talk

Home Talk is a nationally recognised and trademarked home-visiting service created and offered by Nottinghamshire Children's Centres for parents/carers of 2-year-old children with delayed language development but whose delay does not meet local speech and language therapy (SLT) service criteria. An evaluation of the service shows that:

75% accelerated rate

75% of the children's language skills developed at an accelerated rate and had caught up with age expectations by 3 years of age, even though they lived in areas of high social disadvantage.

1/3 identified early

Around one-third of children had ongoing speech, language and communication needs; these needs were identified early, and families were helped to access specialist services.

decreased parenting stress

The proportion of parents/carers with high levels of parenting stress decreased and they were helped to access other appropriate child and family services.

Elklan parent training course

An evaluation (currently being reviewed by a peer-reviewed scientific journal) of Elklan Let's Talk with Under 5's, a parent group training course which leads to a Level 1 qualification for participants, showed that training delivered by the NCFP SLT team in an NCFP Sure Start Children's Centre led to:

- ✓ significant changes in children's home learning environments
- ✓ meaningful improvements in the language skills of some children with speech, language and communication needs

Universal Groups

Within our children's centre areas we recognise the importance of offering universal activities that provide parents with an opportunity to meet other parents and encourage parental engagement with their children in early play and learning activities, particularly as many parents locally say they feel socially isolated and alone, or are unsure of how to interact and play with their child. Universal sessions often become a stepping stone to further activities and services, including more targeted services where a need is identified.

Research by the DfE, looking at the impact of Children's Centres, found that there were "significant positive effects of Stay and Play and of organised activities on the early years Home Learning Environment (improvements), mother health (improvements) and parental distress (reductions) were found, suggesting that such practical activities involving parents and children may be of general benefit for specific outcomes".

What's On Guides
are available online and inside every Children's Centre Cluster



5. Early Years Attainment

continued...

Forest Schools

In order to help all our early years children develop into confident and curious learners who go on to achieve well and reach good levels of development, we offer our Forest Schools Programme as one of several activities to support children's early learning and development both in the Children's Centres and also in local settings and schools. Nottinghamshire has led the way nationally by being the first County to have all children centre groups as Forest School accredited.

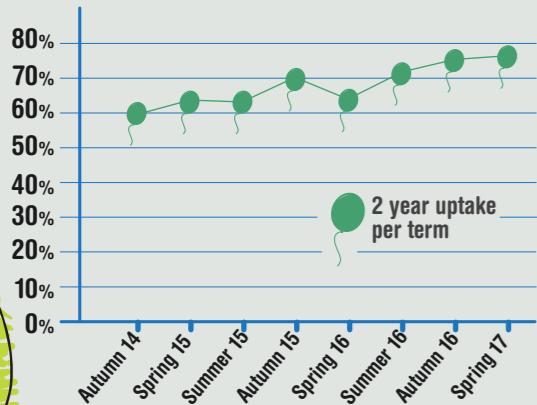
The areas of benefit identified by a number of studies reflect the outcomes associated with Forest School:

- ✓ Increased self-esteem and self-confidence
- ✓ Improved social skills
- ✓ The development of language and communication skills
- ✓ Improved physical motor skills
- ✓ Improved motivation and concentration
- ✓ Increased knowledge and understanding of the environment

"Forest School has been really successful for our boys with attention difficulties. It has captured their imagination and the pleasure has been evident on their faces. We would love more Forest Schools" (Newstead Nursery)

Funded Places for 2 year olds

NCFP's strategy for promoting two year places and supporting uptake has significantly increased the % of children taking up their entitlement year on year over the past three years.

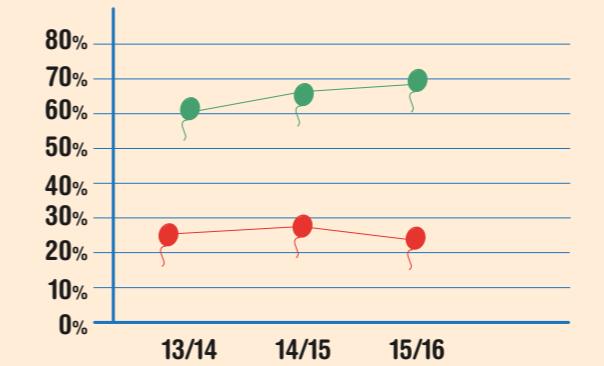


What have we done?



What difference have we made?

The innovative NCFP SLT team have developed new ways of working and services to build community capacity to support all children's speech, language and communication development. These have been actively supported and further enhanced by our well qualified and creative Early Years Workforce who have offered a wide range of early learning and development opportunities. This has contributed to long-term improvements in children's overall Good Level of Development and Communication Language and Literacy Development/Personal Social and Emotional Development in particular in the Early Years Foundation Stage Profile.



- a good level of development
- Free School Meals (SM) gap



Case Study

"For nearly two years I have been attending the GET group with my grandson 'K' who is 3 years old and has Angelmans Syndrome and suffers with epilepsy. He has intellectual disability and is non-verbal.

K and I enjoy it, and very much look forward to going. He loves the activities set out, and I feel he makes continuous progress by coming every week.

Support and advice are always on hand, even at emotional times and on a couple of occasions they have been our saving grace!"

"Early years speech and language support through the Early Years teams in Children's Centres is strong and easily accessible. These teams support the swift identification of children's needs and this reassures parents and carers that their children will access the necessary support." (CQC and Ofsted 2016)

Elkhan parent training - most parents reported positive changes
in their child's communication, particularly in attention skills.

Parents and carers reported that they changed their everyday activities and routine with their child, meaning the home communication environment was improved

A survey of 72 parents and carers showed that 90% found Talking Together leaflets with information and advice on child language development "helpful" or "very helpful"

In 2016/17 practitioners attended **725** places on Language Lead network training courses

16

17

6. Adult and Family Learning

Why we are needed?

For NCFP, adult learning describes a broad range of learning that brings together local parents in children's centre reach areas to address a particular need, help them to acquire a new skill, become healthier or learn how to support their own families and communities.

This type of learning is sometimes not accredited but is an important part of the wider learning continuum. Non-accredited courses are often the stepping stone to those that are accredited and usually involve exams or course work etc and result in a qualification. They are often a means of re-introducing parents to learning, helping them to overcome their fears linked to previous educational experiences and support achievement of "softer" outcomes.

National challenges:

Around 1 in 6 adults in the UK struggle with reading and writing and 1 in 4 find maths difficult

One third of adults have **not done any learning** since leaving full time education

More than a quarter of adults aged 16-65 have low literacy or numeracy skills or both (OECD, 2016)

A survey of parents of babies at 7 months and under found that **64% of parents never share books** with their babies - **57% do not own** a single baby book

Source: ICM and NIACE Family Learning Works

NCFP tackling the issues 2016/17:

322 parents undertook an accredited level 1 or 2 course

73% of parents said they had very little confidence when starting their course within a NCFP Children's Centre falling to 6% at the end

34% of parents were not in any form of employment or volunteering falling to 30.5% by the end of the course

599 parents attended a family learning course with their child ranging from Fun with Maths to Cheap and Cheerful Play

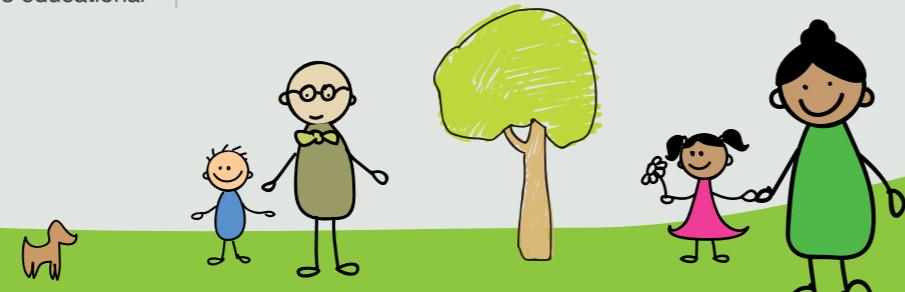
What have we done?

We have worked with a range of adult learning providers who offer diverse provision for adults, including both accredited and non-accredited courses, delivered in our Children's Centres or in local community centres.

Family Learning

Our Children's Centres understand that family learning is an effective way of providing adults with the skills and knowledge to support their child's learning through play as well as providing a non-threatening route back into learning for adults. It is a good way of encouraging those who might not consider joining a traditional adult education class to engage with learning – often because they are motivated by wanting to help their children. Research has shown parental involvement in a child's learning has more of an impact on a child's educational

outcomes than any other demographic measure (Feinstein and Symons, 1999). Likewise it improves the prospects of parents/carers to progress on to further education or employment as it improves parental confidence, social skills and likelihood of progressing on to further study, as well as significant improvements in parental literacy and numeracy. (NIACE Family Learning Works: The Inquiry into Family Learning in England and Wales 2013)



Case Study

Family Learning: 'Holiday Hub'

For many children and families on low incomes, school holidays can be a difficult time due to parents working while caring for children, the cost of childcare and the increased costs of feeding the family in the absence of free school meals.

Holiday Hub is a Family Action led project which provides a structured programme of fun learning activities, supported free play, educational trips and nutritious, communal food activities with families.

Holiday Hub was delivered at four Children's Centres throughout Nottinghamshire during the 2016 Easter and Summer Holidays.

45 adults and 74 children attended and feedback, as follows:

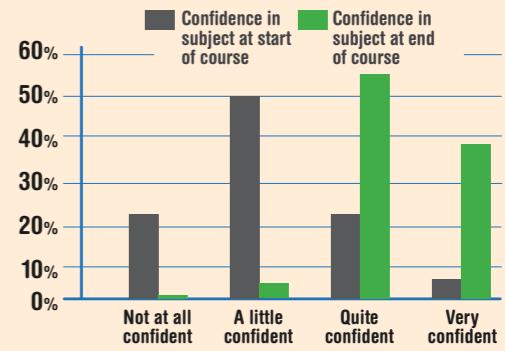
- 76% described the food as more healthy than they would usually eat
- 100% felt more confident to make healthy meals and snacks with their children
- 69% felt Holiday Hub had helped their family eat regular meals
- 69% stated Holiday Hub had helped financially
- 58% said Holiday Hub had helped them individually to eat regular meals
- 51% stated it had helped their children eat regular meals
- 100% stated they felt less stressed about what to do with the children during the school holidays
- 100% said it had helped their family have fun together

£ saving
£98,000

According to a new research approach examining the economic and social effects of part-time adult learning for NIACE, participating in part-time adult learning courses has significantly positive effects on individual well-being - including health, employability, social relationships and the likelihood of taking up voluntary work - The research also found that for adults, participating in two part-time courses during a single year will lead to:

- ✓ improvements in health, which has a value of £148 to the individual
- ✓ a greater likelihood of finding a job and/or staying in a job, which has a value of £224 to the individual
- ✓ better social relationships, which has a value of £658 to the individual
- ✓ a greater likelihood that people volunteer on a regular basis, which has a value of £130 to the individual

What difference have we made?



During 2016/17 1695 parents/carers participated in a range of accredited, non-accredited and family learning courses through NCFP across the county (some will have attended more than one course). 89% or 1507 completed the course.

At commencement

- 430 (28%) were in receipt of benefits
- 539 (34%) were not in any form of employment

On completion of the course

- 3.5% of the 539 not employed at the start of the course, secured employment, Further Education course or volunteering when asked whether their circumstances had changed.
- 94% were quite or very confident in the subject - compared to 26% at the start.

7. Volunteering

What have we done?

NCFP has offered a comprehensive, high quality volunteer training programme, ongoing support and a range of volunteering opportunities which have been approved through our Investors in Volunteers Accreditation:

- ✓ breastfeeding peer support
- ✓ perinatal befrienders
- ✓ volunteer supervision and mentoring
- ✓ supported seeking work and returning to work
- ✓ supported accessing training and adult learning

The support offered by breastfeeding peer supporters and perinatal befrienders may be social, emotional or practical but importantly it is mutually offered and reciprocal, allowing peers to benefit from the support whether they are giving or receiving it.

What difference have we made?

334 volunteers, on average, are contributing to and benefiting from work in Children's Centres every year

150+ breastfeeding peer support volunteers have been trained

50 of those completing the training have gained a level 2 qualification in peer support skills (breastfeeding)

7 have gone onto become Infant Feeding Supporters employed by Nottinghamshire Healthcare NHS Foundation trust

772 individuals have been registered as trained volunteers over the past four years

Over the past four years there have been an average of **334** volunteers registered each year - with **1/3 active** every month

All our Children's Centres are recognised by the 'Investors in Volunteers' quality mark

£ saving
£120,120

334 volunteers a year contribute over 11,440 hours of work to Children Centres worth over £120,120

"The biggest achievement is that I've developed as a person. I now know that one day I can develop a career and help others."

Case Study

Real life-changing stories from just two of our 334 volunteers...

"I know how hard it is when you have a small baby and you're not feeling your best. You know you should brave the world but instead you do the school run and end up going back home with the baby and not really feeling like you're achieving anything. You doubt yourself and you worry about how the children are progressing. I must say I have completed work with two families and am so pleased how the befriending has gone. To see the parents of the children grow in confidence and start to attend the sessions at the centre regularly and see the children come on so much. It's been an absolute pleasure to be a part of that and I can't recommend perinatal befriending highly enough."

"I applied for a Midday Supervisor job and was supported by the Children's Centre with references and interview techniques. I started there on a temporary basis in Jan 2016 but still attended the Children's Centre to offer support in clinic and other groups. The staff have been supportive, worked with me, developed my confidence and recently helped me apply for a permanent post within a different local school."

I feel I have been really supported to move on with my life, earn money and to get a permanent post. It's almost been a two year journey but I am really pleased to have come this far."

Nottinghamshire Children and Families Partnership (NCFP) describes high quality Children's Centre services as those which are:

"Safe, effective and respond to the needs and preferences of children and families within Nottinghamshire."

Why is it needed?

Our Quality Standards and Assessment Framework (QSAF) drives continuous improvements in the delivery of the highest quality Children's Centre services with the overall aim of improving outcomes for children and their families.

What have we done?

100% of our Children's Centres have achieved:

- ✓ Investing in Volunteers Accreditation
- ✓ Nottinghamshire Healthy Years Status
- ✓ UNICEF Baby Friendly Accreditation
- ✓ NCFP Equality, Diversity and Inclusion Award (based on Stephen Lawrence Standards)
- ✓ NCFP Early Years Quality Mark
- ✓ Forest School Accreditation



We have achieved a **98%** service quality rating, with **98%** of parents 'extremely likely' or 'likely' to recommend our service in The Friends and Family Test score

8. Quality Improvement

Continued...

Audits

Case Audits:

1024
case audits have been undertaken over the last three years - including Family Support, Home Talk and Speech and Language Therapy

Of 532 family support cases audited, 68.4% were graded as 'good' and above

Observations of practice:

We have increased the number of practice observations that have taken place over the last two years, from 90 in 2015/16, to 138 in 2016/17

A key part of our quality assurance works includes observations of practice by Leads and Managers

Quality Assurance Visits:

18 two day Quality Assurance visits to Children's Centres by the NCFP Quality Assurance and Improvement Group have taken place, measuring standards against the Children's Centre Ofsted Framework 2014

Recognition For NCFP Children's Centres

NCFP is proud of the national and local recognition that services and staff have received

BEST PRACTICE NATIONALLY

The Language for Life Strategy has been recognised as best practice nationally in The Royal College of Speech and Language Therapy (RCSLT) Better Communication report (2012), the Communication Trust Talking About a Generation report (2017), RCSLT case studies of best practice in public health approaches to SLT (2017), and the final report of the Communication Champion for children (2011)

INNOVATOR OF THE YEAR

Sue Hillier, NCFP, Innovator of the Year in Nottinghamshire Healthcare NHS Foundation Trust OSCARS awards

HIGHLY COMMENDED

Jane Young, NCFP SLT Service Lead, was Highly Commended in the Communication Champion category for her work in leading services for children's speech, language and communication in the county, and for leading the Language For Life strategy

PROMISING PRACTICE

Home Talk Programme has been recognised by Centre for Excellence and Outcomes (C4EO) as an example of Promising Practice which leads to significantly improved outcomes for children

67%
of OFSTED inspections had a 'good' or above rating which is above the national average of **56%** (Ofsted 2015)



NCFP is extremely proud of its Children's Centre services and the wealth of stories, testimonies, photographs and data which powerfully evidence and celebrate the significant positive difference we have made to the lives of many young children and their families across Nottinghamshire.

A deep and enduring level of trust...

We have successfully blended play and learning, with adult learning, health and family support services to provide an accessible, interdependent, holistic service. As long-standing, well known and highly regarded service providers, we have built a deep and enduring level of trust within the hearts of many communities. Our offer of both universal and needs led targeted services, has significantly reduced the stigma for families in accessing and engaging with early intervention work.

Inspired and inspiring commitment...

Our strong commitment to partnership working combined with our embedded culture of integrated service delivery through highly qualified multi-professional teams has encouraged flexibility and inclusiveness. Likewise, our proven ability to balance evidenced based practice, performance management and accountability with innovation and creativity, has ensured our services are inspired by, and inspiring for the ambitions of service users, staff and local communities whilst supporting the County Council's agendas.

Tenacious and resourceful...

We have been tenacious and resourceful in responding to changing children's, families' and communities' needs whilst working flexibly to support shifting local and national landscapes and diminishing/challenging financial resources. We have an unwavering desire and determination to continue to put young children and their families at the heart of all we do and hope our impact report has illustrated that it is our integrated, multi-faceted service that has successfully provided a comprehensive web of support for children and families. In turn, we are confident this has made a significant difference to the life chances of many children across Nottinghamshire and which will continue to impact on cycles of deprivation and disadvantage over time.

Review and re-mapping our services...

We recognise that the future of Children's Centres is uncertain, both at a national and local level. However we look forward to working closely with Nottinghamshire County Council as our commissioners, to review and re-map our service in the hope that we can continue to offer a non-stigmatising, broad ranging, early intervention service for those who need it most within the resource available, and so will continue to support our mission:

"We're **strengthening** families,
building communities &
making a **difference**..."



9. The Future