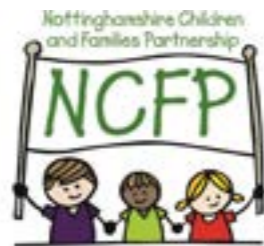
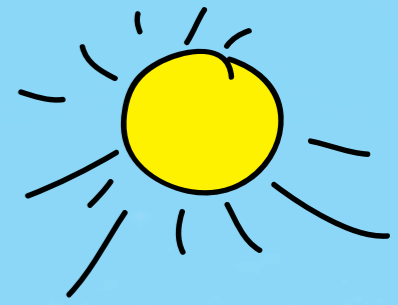



We're Making a difference...



NHS
Nottinghamshire Healthcare
NHS Foundation Trust



North Notts
College
PART OF RNN GROUP

Commissioned by:
 **Nottinghamshire**
County Council



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

We're
Making a
difference...



“The leadership and management team is inspirational.”

OfSTED - October 2018

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 2018/19 has been created using the statistics and analysis from a range of evaluative tools and feedback. It highlights key aspects of the work undertaken over the past 12 months by the Nottinghamshire Children and Families Partnership. Our performance indicators changed in September 2018 to be more 'outcomes focussed', so a full year effect is used in some cases. The report 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: brings together universal, targeted and specialist services for adults and children and the security of a large statutory agency.



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.

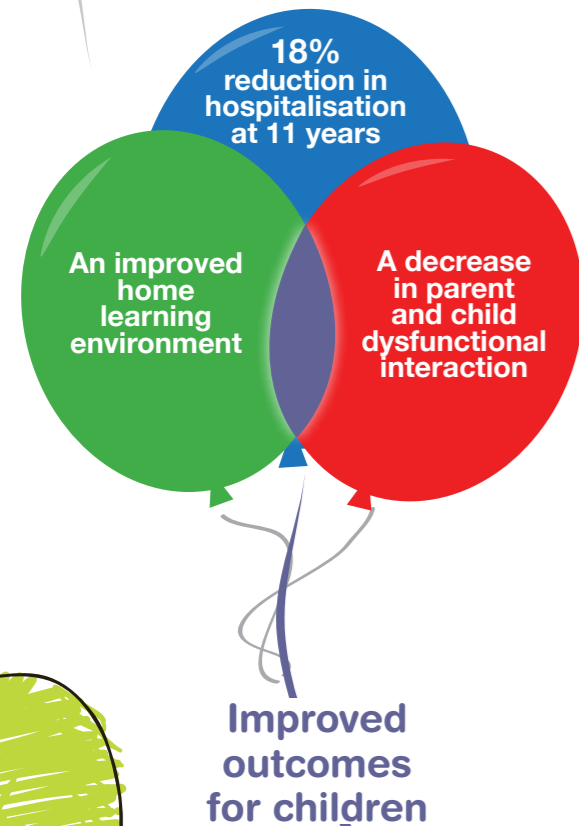


National Context

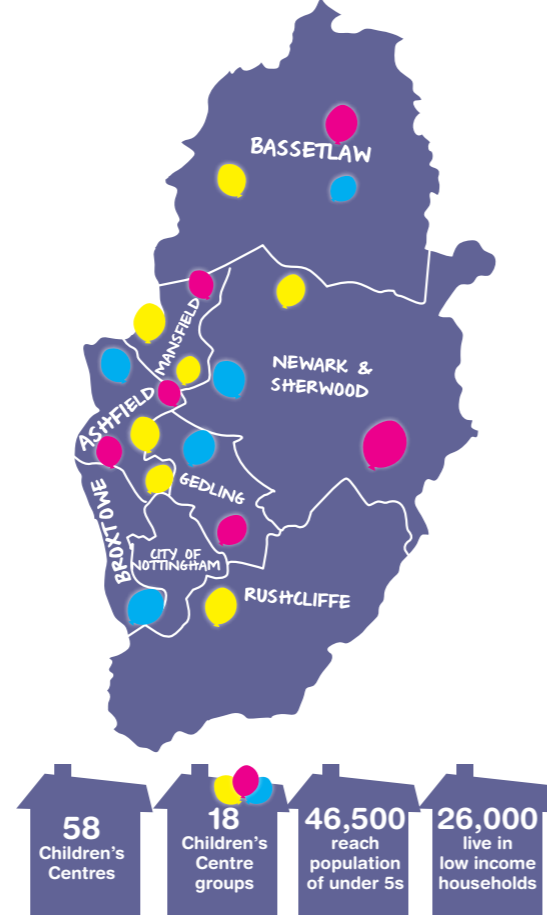
Children's Centre provision is governed by the Childcare Act 2006. Nationally the provision of children centres has been reviewed and adapted by Local Authorities according to resources and local need. The government has commissioned the Early Intervention Foundation to carry out a review of what works in Children's Centre services during 2019.

The most recent national research by the Evaluation of Children's Centres in England (DoE 2015) and Institute for Fiscal Studies (IFF 2019) showed children who received Children's Centre Services had:

- Significant reduction in hospitalisations among children by the time they finish primary school.
- An improved home learning environment.
- Increased the quality of child and parent interaction.



Nottinghamshire Context



Nottinghamshire Children's Centres continue to provide level 2 and level 3 interventions (as defined by Nottinghamshire County Council's Pathway to Provision) for parents to be, children under five years old - and their families. Since June 2018 the service has become more targeted, working with families most at risk of poor outcomes;

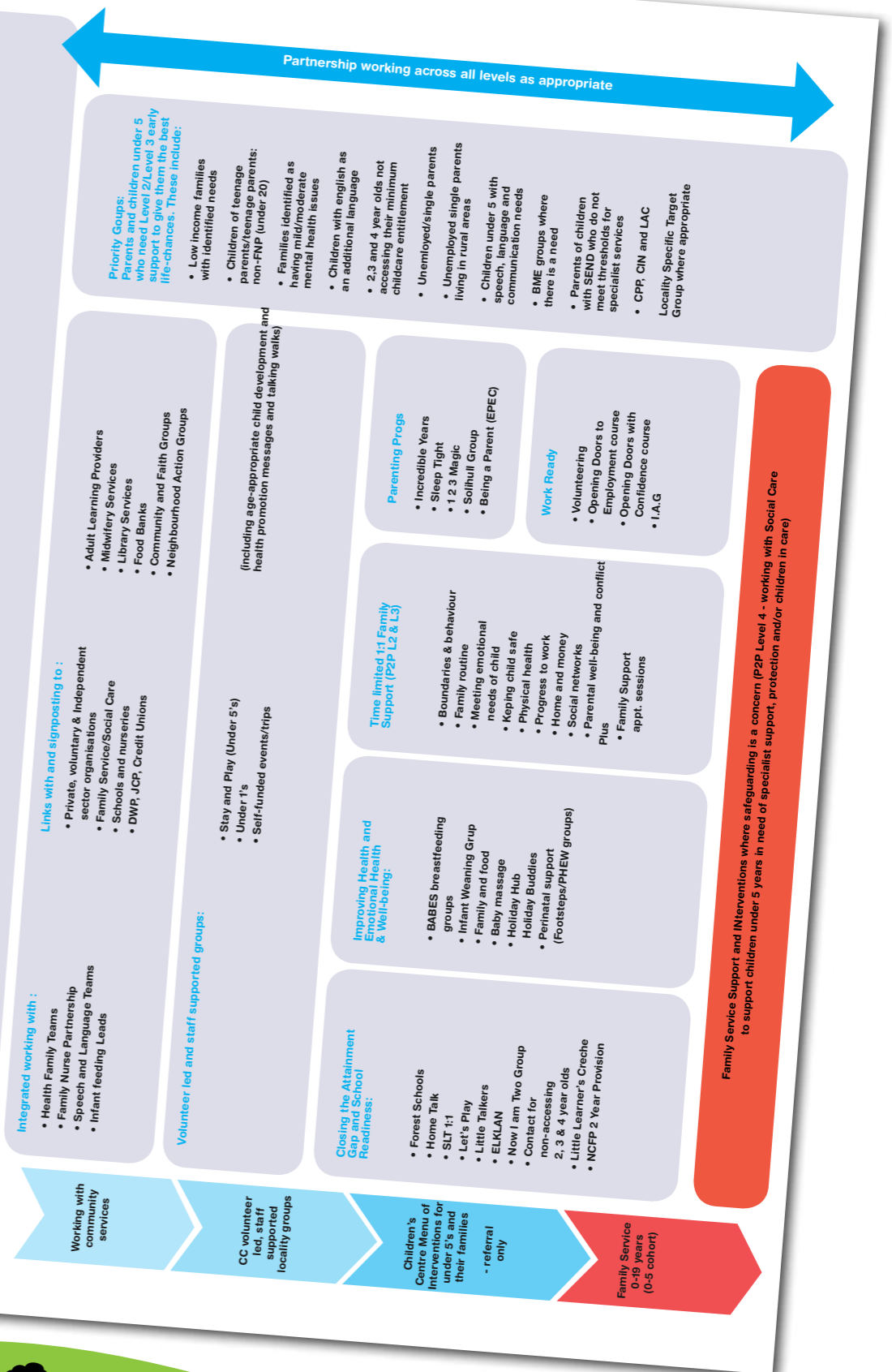
Nottinghamshire's Children's Centres have four core purposes;

- Children achieve a good level of development, are ready for school and are effectively supported to close the attainment gap
- Parents are job ready with increased aspiration for themselves and their children
- Improved health, emotional health and well-being of children and parents
- Early identification and prevention of risk of harm.

Core Offer of Children's Centres for children under 5 and their families (Aug 2018)

Core Purpose : Children's Centre Services will contribute to the following outcomes:

- Children achieve a good level of development, are ready for school and are effectively supported to close the attainment gap
- Parents are job-ready with increased aspiration for themselves and their children
- Improved health and emotional health and well-being of children and parents
- Early identification and prevention of risk of harm



1. Engaging parents

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.

What have we done?

21,487

children under 5 received a targeted service from Children's Centres (2018/19)

Almost 2 out of 3 0-3 years received a service. (2018/19)

We provided targeted services to 303 teenage parents (2018/19)

We completed 3,265 programmes of support (2018/19)

4,260 of all children seen were from BME groups (2018/19)

We provided services to 2,437 lone parents (2018/19)

233 dads either self-referred or were referred by the Healthy Family Team for targeted work. (Sept - March 19)

416 parent and carer stories have been posted on careopinion.org.uk (2018/19)

12,651 followers on Facebook (March 2019)

4,144 questionnaires were completed about the impact of our service since Sept 2018.

"I am proud of myself for the changes I have made."

"I know how to do a CV and what to expect in an interview."

"I don't think I would be as confident and be the parent I am, without this support."

What difference have we made?

Case Study

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

"Since receiving the first call and the offer of help from the Children's Centres, my husband and I noticed a huge change to our family lifestyle.

We first contacted the Children's Centre because we felt out of our depth with our son's behaviour and sleep routine, but with a couple of visits from Lynn this had all changed. Lynn supplied me with sleep charts and some great tips for keeping our son in his own room all night - which was a huge success. Without Lynn's promise of a return visit I don't think we would have had the willpower to follow it through, but we did.

It has since meant that both our children are in bed at a reasonable time, giving us both time to wind down and relax, and also have our own bed back at night.

The support for my son's behaviour has too been incredible, I have learned ways to deal with his anger and tantrums, without getting myself angry or too upset. My son has also

"I actually feel like my son now loves me..."

come to understand that he can't get his own way.

The support from the Children's Centre has also meant that my son and I can now enjoy a better relationship. I actually feel like he now loves me and we can understand each other more, knowing what we both need and expect from each other.

SureStart is the only kind of help or support I have received and without it we would still be struggling as a family.

99% SERVICE QUALITY RATING

98% would recommend our service to family and friends

99.2% of parents state they have been shown respect and dignity

(Based on 1,124 responses)

2. Intervention at the earliest point



What difference have we made?

We work closely with partner agencies to ensure we identify families with young children and babies who may be in need of additional support. Our aim is to provide support and guidance at the earliest stage.

Case Study

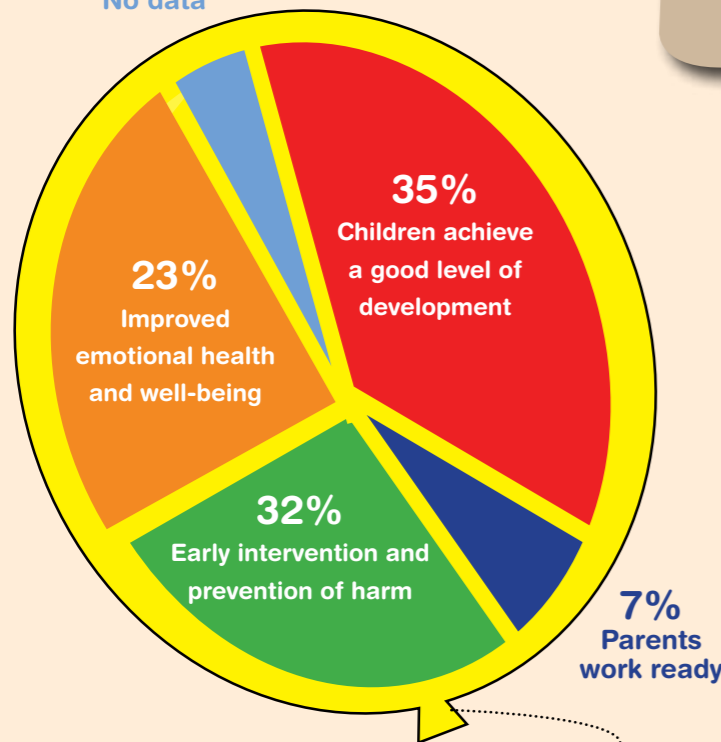
A spotlight on one of our many initiatives...

Kerry has helped me huge amounts in many aspects of my life, parenting, mental health worries and advice.

I can't thank her enough and I don't know what I would have done without that contact/relationship where I felt I could of gone to Kerry if I was worried/concerned about anything.



3%
No data



Need at Point of Referral
Sept 2018 - March 2019

TOP FIVE

referral sources
to NCFP 2018/19:

1. Parents and carers
2. Healthy Family Teams
3. Schools and PVI settings
4. Early Help Unit
5. MASH and Social Care

Case Study

A spotlight on one of our many initiatives...

"I first walked through the door in September as a new mum with my six week old baby.

I first started coming to baby group as it gave me a reason to get out of the house after rough nights of constant feeds.

I was always greeted by a friendly smile and reassuring words. It gave me ideas of activities and toys we could do at home. We have been to Babes groups which is a lovely relaxed group. When M was 10 weeks old we did Baby Massage followed by Baby Yoga - Both these sessions gave me confidence, bonding time with M and the opportunity to meet other mums.

In January we started Tiny Talkers as I wanted to do a group where we could do signing, we did this at Woodhouse. It was so much fun and we still practice the songs at home. I am so grateful to Sure Start for giving M the best foundations."

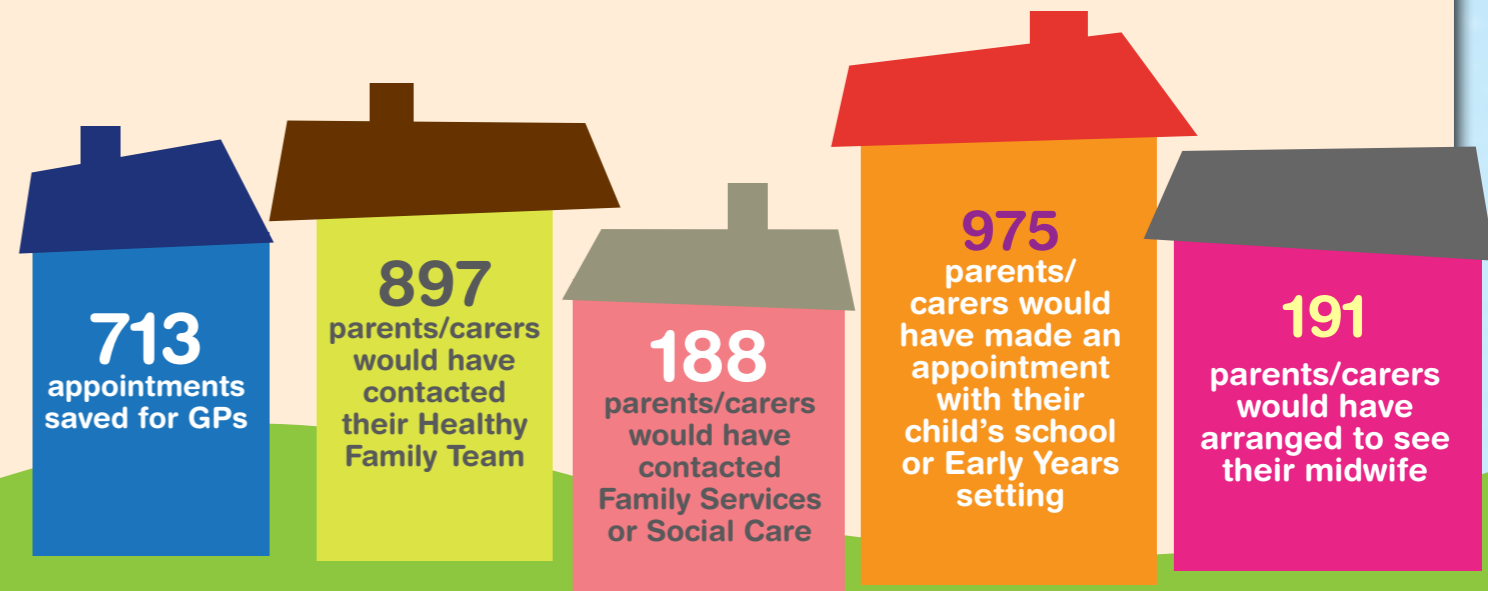


82% were at level 2 at point of referral on Nottinghamshire's Pathway to Provision, 18% level 3 and 9% level 4.

7,347 referrals
Sept - March.
Based on our experience to date we would expect

12,594
for targeted service over 12 months

As part of our feedback we asked service users which **services they would have needed to access** if the Children's Centre not been there...



3. Health and emotional health & well being



What have we done?

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.

We have offered a range of targeted services to support children and parents' health and emotional health and wellbeing. Our core offer:

- ✓ BABES Breastfeeding groups
- ✓ Infant weaning group
- ✓ Family and Food
- ✓ Baby Massage
- ✓ Holiday Hub/Holiday Buddies
- ✓ Perinatal support (Footsteps/PHEW groups)
- ✓ Healthy Vitamins distribution points

"I found coming to BABES group whilst pregnant really useful. I was able to get breastfeeding advice as well as help with being a new mum."



Breastfeeding has risen from a low of 39.5% in 2014/15 to **42%** in 2018/19

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

Our weekly Babes Breastfeeding Groups are run by trained peer support volunteers and are attended by mums to be and breastfeeding mums.

93% felt closer to their child/family and had stronger family relationships

93% said their skills and confidence as a parent had improved

90% reported improved emotional health and well-being



560 parents and babies attended BABES group (Sept 2018 - March 2019)

96% mums felt they had bonded more closely with their baby

88% felt they received practical guidance and support about breastfeeding

42% said they breastfed for longer due to attending the group

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

Infant Weaning Group

Our weaning group provides a social and learning opportunity for parents/carers of babies aged between two and six months old.

280 parents attended a weaning group (Sept 2018 - March 2019)

99% increased their knowledge, skills and confidence in how to wean their baby and make healthy, safe food choices

98% increased their knowledge and understanding of the importance of portion sizes and healthy diets

83% reported it encouraged their child to explore new flavours and textures

"It was very useful to learn about the baby-led system of weaning and about the ways how to help your baby if he or she is choking."



3. Health and emotional health & well being continued...



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.

In addition, the befrienders run Parental Health and Emotional Wellbeing groups (PHEW) with a view to reducing social isolation and building confidence.

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

110 parents received perinatal support (Sept 2018 - March 2019)

96% stated it supported their own emotional health and well-being

96% felt closer to their child/family and had built stronger family relationships

"I wish every woman experiencing low mood/perinatal mental health could access this service as it has helped me enormously."



Baby Massage

Baby massage is a way for parents/carers to bond and relax and care for their baby.

We offer a five week programme for parents/carers of babies from eight weeks to six months old.

765 parents/carers and babies attended a baby massage programme (Sept 2018 - March 2019)

97% felt closer to their baby

91% had improved personal emotional health and well-being

92% helped them to read their baby's body language and cues and respond appropriately

"I thought I would feel awkward and I never realised how much my baby would love and respond to it. He loved the singing and the interaction and I loved the bonding."

"It has helped my child's digestive system and bowel habits. She always is relaxed for the rest of the day after massage."



Family and Food

Family and Food is a six week programme delivered in partnership with the Everyone Health Community Engagement Co-ordinator (CENCO). The courses focuses on:

- ✓ Portion sizes and sugar, salt and fat content
- ✓ Cooking food safely
- ✓ Shopping for value and food labelling
- ✓ Meal planning and budgeting
- ✓ Cooking a meal together

92 parents/carers and children under 5 attended a Family and Food Group (Sept 2018 - March 2019)

96% increased their knowledge, skills and understanding of how to prepare healthy meals for their child

100% increased their knowledge and understanding of the importance of portion sizes and healthy diets

96% said it encouraged their child to explore new flavours and textures

78% changed their shopping habits and the food they buy so that it is healthier

"Very informative and lots of good tips for shopping and cooking (to reduce amount of sugar, fats etc.) in food buying or making from scratch."

Holiday Hub and Holiday Buddies

Holiday times can be challenging for families, in particular those who are vulnerable or on a low income.

The lack of free school meals, regular social contact and play opportunities can create stress and pressure for families, often leading to financial, social and nutritional challenges.

Holiday Hub and Holiday Buddies are both designed to engage with families during school holidays in order to reduce holiday hunger.

67% worried less about money

89% increased their knowledge, skills and confidence in how to make healthy, safe food choices

85% of children explored new flavours and textures

62% changed their shopping habits and the food they buy so that it is healthier.

"Definitely helped me get through the week financially. Even I can have something to eat this week as I usually go without so they can eat."

332 parents/carers, children and young people attended Holiday Hub or Holiday Buddies (Sept 2018 - March 2019)

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

7.5% of children aged four to five years compared to **9.1%** nationally in 2016

4. Child development and school readiness



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.

Our Core Offer:

- ✓ Forest Schools
- ✓ Home Talk
- ✓ Speech and Language Therapy (SLT) 1:1
- ✓ Let's Play
- ✓ Little Talkers
- ✓ ELKLAN
- ✓ Now I Am Two Group
- ✓ Little Learners Crèche
- ✓ NCFP 2 Year Provision
- ✓ Language Lead Accreditation

2289 children under five and their parents attended a school readiness intervention (Sept 2018 - March 2019)

94% made changes at home to help support their child's development

90% said it had helped their child's overall learning, language and development

What have we done?

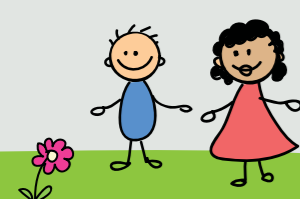
Forest Schools

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. This is 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 centres 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

"He has really enjoyed freedom to explore outdoors and trying new activities that are easy to replicate at home."



What have we done?

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 two-year-old children with delayed language development.

NCFP's Speech and Language team are proud that research recently published in the peer reviewed journal, 'Child Language, Teaching and Therapy', investigates for the first time therapy delivered by highly skilled early years practitioners who are supervised by Speech and Language Therapists. The research showed that our Home Talk service:

- may be associated with accelerated language development for some two-year-olds with language delay;
- may help identify two-year-olds with previously undetected wider needs, and facilitate early access to the further support

they need.

98% had new play ideas to help their child talk

90% shared books and sang songs and rhymes more with their child

98% of the children had less screen time

"The biggest difference is that my child is now trying a lot more with single words. For myself - understanding to speak more clearly to her, and giving her more time to answer back."

Speech and Language Therapy 1:1 Support

One to one speech and language therapy support is offered to children aged up to three years (before they access their three year funded nursery placement) who meet the current criteria for Specialist SLT and who either:

- have a history of not being taken by their parents/carers to appointments with community health services;
- are not likely to be taken to a community SLT appointment

92% parents stated they have changed things at home to help support their child's development

92% of parents felt their child listens, understands and/or talks better

96% of parents said it has given them new play ideas to help their child talk

The work of the NCFP SLT team has been recognised as best practice in two nationally influential reports - "Bercow -10 years on" and in the Early Intervention Foundation SLCN Maturity Matrix.

"K is now using lots more words, trying to put two to four words together. Before he was only using sounds."



4. Child development and school readiness continued...

What have we done?

Let's Play

Let's Play is a semi-structured one to one outreach service usually delivered in the home by qualified early years professionals which focusses on supporting parents to play and interact with their children and understand their child's developmental ages and stages.

175 children were supported through a Let's Play (Sep 18 to March 19).

98% said they have changed things at home to help support their child's development

95% said they have changed the way they interact and play with their child to help their learning and development

93% understand the expected level of their child's development

65% said that the programme had helped to has improved their child's behaviour

"He would just watch everyone playing before, now he has confidence to go and play."



Impact statement from a Social Worker about Let's Play

I was the allocated Social Worker for child LP who was subject to a child protection plan. A request was made following support from the Children's Centre Family Support Worker for Let's Play work to be undertaken within the family home. Hayley was allocated this piece of work.

The parents really welcomed and valued this support. They enjoyed the sessions and felt it gave them different ideas as to what they could achieve within the family home. They spoke positively about how the child enjoyed playing, although not the play dough session!

The play sessions have encouraged mum to consider accessing the library stay and play session and the working relationship developed with Hayley has been the driver for them to consider services within the community that they hadn't considered before. It developed their confidence and skills, confidence being an area that the parents particularly struggled with.



Little Talkers

Little Talkers is a semi-structured programme to support Early Years Practitioners to deliver language focused and fun group sessions for families and their children.

477 children under five and their parents attended Little Talkers (Sept 2018 - March 2019)

91% said the programme helped them to understand how their child learns to talk

96% said it helped them to understand how to support their child's communication skills

90% said it has supported them to share books and sing songs and rhymes more with their child.

78% reported their child had less screen time



Case Study

A spotlight on one of our many initiatives...

"Myself and my 18 month old twins were invited to the Little Talkers session at **Manton Children's Centre**.

We attended sessions over five weeks and really enjoyed them. The staff gave us different tips each week to try with my children at home and some signs to use to go along with words.

Although my boys were shy when they first enter the room they soon came round when it was time to get the bubbles out each week and they both joined in with some of the words from the song Tiny Tim. They also act out the sessions at home with their dad and big sister getting them all to sit in a circle and do what's in the tin which they sing all the time and the hello song.

The group helped the boys lots as they have now started to say more words. One of the staff members also gave me information on up and coming events and courses that are going to be happening soon in the Centre."

84% stated the programme has helped to develop their relationship with their child

98% of parents reported their child had increased in self-confidence and independence

94% said their child has made new friends and developed their social skills

96% observed an improvement in the children's gross and fine motor skills

4. Child development and school readiness continued...

Elklan parent training course

Elklan is a Level 1 accredited course to support parents and volunteers in early identification and intervention for children's speech, language and communication needs (SLCN), and aims to improve their confidence and effectiveness in supporting children's SLC

An evaluation of the programme showed that training delivered by the NCFP SLT team in a Children's Centre led to:

- ✓ Significant changes in the children's home learning environment
- ✓ Meaningful improvement in the language skills of some children with speech, language and communication needs

91% said their child listens, understands and/or talks better

95% of parents said it helped them to understand how their child learns to talk

100% shared more books and sang songs and rhymes more with their child

81% reported that their child has less screen time

Nottinghamshire's Early Years Language Lead workforce development system

This has been developed and is supported by NCFP Speech and Language Therapists. This year it has gained interest from The Sutton Trust as a proven way to ensure training is embedded into practice in the longer term.

Research from Nottinghamshire Trent University and subsequent Early Education Journal article highlighted the effectiveness of the approach - "there is a need for practitioners to get to know about SLC needs in their local landscapes and what funding streams may be available to support these. The success of the Language Lead Approach in Nottinghamshire shows that this can be done and done sustainably."



What have we done?

Now I am two

Now I Am Two is a child focussed group for all 18 month – three year olds and their parents - to support in getting them ready for nursery. Particularly those two year olds who are eligible for a funded place.

143 children attended a Now I Am Two group to help them be ready for nursery (Sept 2018 - March 2019)

98% parents saw an improvement in their child's self-confidence and independence

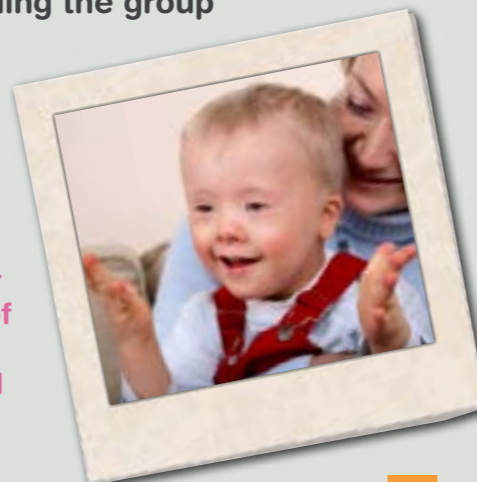
99% stated it helped their child to make new friends and develop their social skills

83% said it helped their child to be ready to start nursery

83% parents reported they felt their child would settle better in nursery as a result of attending the group



"I have a better understanding of how my child's brain works and how to support his language development better"



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

In 2018/19 practitioners attended **725** places on Language Lead network training courses



"He is more confident to be away from me. We had some separation anxiety at the beginning but staff were brilliant with him and he settled immediately."

Case Study

A spotlight on one of our many initiatives...

When L*** was six weeks old I moved back to the local area, I started to go to baby group every Thursday, I loved it, made some lovely friends and Karen and Paula was always there to give advice. At 20 weeks old L*** had a seizure and continued to have them. I felt vulnerable and was a little afraid to take L*** out for what people would say and stop and stare. after a week or so I started back at baby group, I felt safe here, the support I got was amazing. My life then took a turn for the worse, my mum had a massive life changing stroke which she now relies on everyone for all aspects of daily living, mum was my support and over night it had been taken away I had no one to ask for help and advice due to mum's illness it caused family problems so I also lost connection with my family Karen and Paula helped me through the darkest days. you can read a million books but they don't tell you how to play with your child listen to your child and understand your child when ever I needed some one to talk to or needed advice they have always smiled and helped me.

Little Learner's Crèche

Parental feedback and local knowledge states that one of the key barriers to parents/carers participating in targeted interventions such as parenting programmes and training and learning activities is the lack of appropriate and timely childcare which supports the needs of their family. Crèche provision is therefore an integral part of the services we offer in Children's Centres enabling parents to attend early support targeted interventions and our Little Learners crèches are facilitated by qualified and experienced Early Years Practitioners.

508 children under five have attended one of our Little Learners Crèches (Sept 2018 - March 2019)

94% of parents stated Little Learners helped to develop their child's self-confidence and independence

98% said their child had made new friends and developed their social skills

82% of parents stated they felt more confident about leaving their child with others

90% said their child felt more confident at being left with others

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"

4. Child development and school readiness continued...

NCFP Two Year Settings

As key providers of early childhood services we recognise the value of providing high quality early learning and play opportunities within our centres and the impact they have on early years' children's development and longer term outcomes.

NCFP two year childcare provision is led by qualified Early Years Practitioners in purpose built environments. To create a culture of excellence where all children can succeed, practitioners ensure that the curriculum provides a broad range of learning opportunities that ultimately support children to make progress towards the EYFS.

93% would recommend our settings to other parents

95% said our settings are good early years settings for their child to be looked after and cared for by

95% said we had done a good job in helping their child's development

Ofsted Inseptions

Two of our childcare settings had an inspection between September 2018 and March 2019.

In October 2018 The Ashfield North East Children's Centre childcare setting based at the Summerhouse Children's Centre was judged to be **'outstanding'** in areas; the highest possible rating, following its inspection.

The inspectors praised the team's excellent leadership saying, "The leadership and management team are passionate about providing the highest quality care and education they can."

The quality of teaching and learning impressed the Ofsted inspectors who commented that "staff make highly accurate assessments of children's learning and know the children exceptionally well", and that they have "a high level of awareness of children's different needs and capabilities."

They added, "All children, including those who have special educational needs and/or disabilities and those who speak English as an additional language make exceptionally good progress."



93% said they felt we have communicated well with them about their child's development

93% said they felt that could talk to us about their child if they wanted to

90% said we had given them some ideas to do at home to help their child's learning

95% said their child had been happy in our setting

In January 2019 Sherwood East Childcare celebrated a **"good"** rating in all areas of its Ofsted Inspection.

The report, published in February 2019 stated:

"This unique childcare provision cares solely for funded two-year-old children. Staff share the management team's ethos and are passionate about providing children and their families with good-quality early years experiences."

It went on to say "Staff support children's communication and language skills extremely well. They use superb methods to help children excel in their speaking skills."

As a result of the success in these two inspections, all three of NCFP childcare settings have now been rated as good and above, with Ashfield District Childcare receiving a **"good"** grading in November 2017.



Supporting Children with Additional Needs

We aim to ensure all of our services, groups and activities are inclusive and in many of our sessions we offer dedicated space to support sensory play, including some with a sensory room/area which is a special, quiet space with a range of stimulating equipment to help us explore the world using all of our senses. It provides an environment for both learning and relaxation.

In addition, many centres offer specific groups for families with children with additional needs to provide the space for children to play safely and for parents to meet others, share experiences and have access to wider networks and information.

"Helped greatly with A's development in every way, the difference in this last year shows immensely."

Proud Mummy."



What have we done?

What difference have we made?

"H has gained more confidence her talking has massively improved with the singing she does, her social/sharing skills are brilliant."

Case Study

"For nearly two years I have been attending the GET group with my grandson 'K' who is three 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!"



5. Work readiness

What have we done?

A key element of the Children's Centre core offer is supporting parents to return to work, with the aim of improving life chances

Our Core Offer:

- ✓ Volunteering opportunities
- ✓ Opening Doors to Employment Course
- ✓ Opening Doors with Confidence Course
- ✓ Information, Advice and Guidance
- ✓ Signposting to local adult learning courses and e-learning

443 adults attended a ready for work core offer intervention (Sept 2018 - March 2019)

92% developed greater skill and confidence to undertake/gain a qualification

58% reported the course helped them to look for or gain employment

51% applied for a better job or get improved pay/hours of work

Volunteering

NCFP has offered a comprehensive, high quality volunteer training programme, ongoing support and a range of volunteering opportunities

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

EPEC, Being a Parent

"I have just finished co-delivering the first Being a Parent Course at the Ollerton Children's Centre.

This course has definitely changed my family, and since sharing it with others I can see the positive impact it has."



- 225** volunteers, active between Sept 2018 - March 2019, on average contributed to and benefited from work in Children's Centres every year
- 74** active breastfeeding peer support volunteers
- 52** of those completing the training have gained a level 2 qualification in peer support skills (breastfeeding)
- 35** active Footsteps Perinatal supporters
- 19** parent group leaders trained to deliver EPEC Being a Parent course
- 84** led universal volunteer groups

Case Study

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

"Alex started her volunteering the week following the end of the volunteer training course and has been volunteering weekly delivering the Stay and Play and Under 1's groups. She really has a flair for running the groups and is getting on really well with the other volunteers delivering the sessions. She has attended the Opening Doors with Confidence course from November - December 2018 and her confidence has grown visibly. She is planning on attending the Opening Doors to Employment in January 2019 and has IAG booked in to discuss starting an NVQ in Child and Adult Workforce with the hope of starting a career for the first time. She has been an unemployed home maker for 14 years and is pleased to be finally doing something for herself." (Community Development Worker)

"C went on to attend the Breastfeeding Peer Support course at Eastwood Children's Centre following the completion of the core volunteer training. She has already supported mums in BABES and feels really good about this new role in her life. She has attended the Opening Doors with Confidence course at Eastwood Children's Centre and is planning to attend the Opening Doors to Employment course in January 2019. C's confidence has grown since starting this course, she has had family support and is continuing to have support around specific areas, but she reports that she is excited about being a breastfeeding peer supporter. She said that she has really enjoyed learning again. C has a job at weekends but is hoping her volunteering will steer her in the direction of a career she enjoys, rather than one that is convenient for the family life. She has made new friends on the volunteer training course, and continued these through the other courses she has attended too".

Opening Doors to Employment

Opening Doors to Employment is a new four week programme designed to support parents in returning to work which has only been offered in Children's Centres since September 2018.

Key elements include:

46 parents completed the course within the first six months of it being offered by the Children's Centres

97% developed greater skill and confidence to undertake/gain a qualification

85% reported it helped them to look for or gain employment

85% applied for a better job or get improved pay/hours of work

81% said it gave them an understanding of the type of questions they might be asked at an interview and how to structure an answer

81% said it gave them greater skills and confidence in completing an application form effectively

94% increased their confidence and skills in searching for a job

88% said it helped them write an effective personal statement

The opening Doors to Employment course helped
85%
to seek or find employment



5. Work readiness continued...

What have we done?

Opening Doors with Confidence

A new six week course to help increase parent confidence using a range of tools and activities to help learners identify their own reasons for their lack of confidence, increase their self-awareness and provide them with the strategies necessary to make a positive change in behaviour. This will hopefully be the first step in building aspirations to move forward onto their pathway into employment.



105 parents/carers attended the programme
(Sept 2018 to March 2019)

92% developed greater skills and confidence
to undertake/gain a qualification

74% parents said the course has help them
to look for or gain employment

62% parents stated the course has helped them to apply
for a better job or get improved pay/hours of work

95% said the course helped them to feel more confident
about themselves and increased their sense of self belief

95% felt more confident to attend further groups
or courses to support them or their family

**“Great strategies. Made me think I may
go back to work sooner that I thought.”**

Information, Advice and Guidance Appointment Sessions

Since September 2018, weekly appointment sessions have been available in all clusters for parents to receive information, advice and guidance regarding returning to work or adult learning opportunities.

96% said it had increased
knowledge and confidence
about how to look and apply
for a college course or job

43% said it helped them
to gain employment

74% stated it helped them to
access training/college course



100% said it:

**Increased their confidence and skills
in searching for a job or college
course and helped them to:**

- ✓ identify and list their own skills and abilities to help them apply for a job or college course
- ✓ Greater skills and confidence in completing an application form effectively
- ✓ Write an effective personal statement
- ✓ Know what steps they need to take to go for the career they want
- ✓ Have a plan of action to help them get where they want to be

**225 volunteers
contribute over
45,000 hours a
year to Children's
Centres worth
approx
£540,000**



What have we done?

Under 1s

2,862 parents/carers and under 1s attended our Under 1s volunteer led, universal group between Sept 2018 and March 2019

The key focus of the Under 1's group is:

- ✓ to provide a safe space for new parents
- ✓ to meet others, socialise and play with their baby
- ✓ to offer ideas on how they can help their child's development and provide opportunity for parents to ask advice and guidance about a range of issues and themes
- ✓ to identify families who may be in need of additional support

As a result of attending the group:

96% said they had developed a
greater knowledge and understanding
of their child's development, their
needs and the things they need to
be healthy and happy

96% developed skills and
confidence as a parent

98% felt they had chance to ask
advice and questions about a range of
topics to support them as a parent

**Based on Sept
2018 to March
2019 attendance
we expect to see
8,329
parents and children
at our universal
groups in a year**



Stay and Play

NCFP Stay and Play sessions are volunteer led groups available in all Children's Centre clusters and are open to all parents/carers with children under five. The purpose of Stay and Play is to offer a high quality provision within a safe, informative, and stimulating environment which is welcoming and supportive to all.

The opportunity to talk with parents, carers and children about their parenting and other needs and refer to targeted services where appropriate.

**912 parents/carers together with
1085 children under five attended
our Stay and Play session between
Sept 2018 and March 2019**

93% said they developed a greater
knowledge and understanding
of their child's development,
their needs and the things they
need to be healthy and happy

91% said they developed skills
and confidence as a parent

97% said it gave them chance to ask
advice and questions about a range of
topics to support them as a parent

63% of attendees accessed
another Children's Centre service

**“To all the staff at Prospect Kilton
I just wanted to thank you all
for the hard work you do.**

**Since the day we walked through
the door when R was only eight
weeks old you showed me that
there was light at the end of the
tunnel and things would get better!
R has turned into a such wonderful
character and you guys have helped
her grow from strength to strength.
I will be forever grateful!”**



6. Family support and parenting

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.

Our Core Offer:

1:1 Family Support to help with:

- ✓ Boundaries and behaviour
- ✓ Family routine
- ✓ Meeting emotional needs of child
- ✓ Keeping child safe
- ✓ Physical health
- ✓ Progress to work
- ✓ Home and money
- ✓ Social networks
- ✓ Parental wellbeing and conflict Plus

Parenting Programmes

- Incredible Years
- Sleep Tight
- 1 2 3 Magic
- Solihull Group
- Being a Parent (EPEC)

Weekly Family Appointment Sessions are available in all clusters to either assess need or to receive a brief intervention

What have we done?

99% felt more confident in keeping their child/children healthy

94% felt more confident in managing their own emotional health and well-being

99% felt more confident in supporting and meeting their child's emotional health and well-being

98% felt more confident in keeping their child safe

75% had more friends and social networks

96% more confident in helping their child's learning

94% more confident in setting boundaries and managing their child's behaviour

95% more confident at putting effective family routines in to place

93% more confident in managing their money and housing matters

67% more ready and able to work

In total, 1,360 children and their families completed 1-1 Family Support (April 2018 - March 2019)

664 parents/carers attended a parenting programme (April 2018 - March 2019)

What difference have we made?

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 Defecit Disorder, and a symptom reduction in behaviour was noted."

Sleep Tight Programme & Sleep Clinics

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.

Parents reported changes in family life and child's daytime behaviour.

69 parents/carers attended a Sleep Tight programme and 57 attended a sleep clinic.

90% reported improved night time routines and sleep



To measure results in sleep clinic Sleep Index Scores are used. This is an eight point scale, easy to use and developed by Quine (1991). Four factors are rated – settling problems, night waking problems, parents up at night and the child in parental bed. The minimum score is '0' and maximum score is '8'."

This is completed with every family as support commences and when support has finished. Following the sleep intervention, not only have the hours of sleep increased for the families involved, but the amount of hours the sleep has increased by has grown gradually too. This may be due to sleep practitioners becoming more confident in sleep support and the extra training received in coaching and motivational goal setting.



"Having sleep support has improved my child's sleep pattern and improved all the families emotion health and well-being."

Parents and carers receiving sleep intervention gain 2.5 hours more sleep

Incredible Years shows a cost benefit ratio of £37 saved for every £ spent

6. Family support and parenting continued...

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.

“It has helped me so much and helped me to get my head round so many things and steer me in the right direction.”

Solihull Parenting Programme

The Solihull Approach is based on an integration of well-established theories and has a strong emphasis on practice. The model incorporates three concepts of containment, reciprocity and behaviour management.

77 parents/carers completed a Solihull Parenting Programme September 2018 to March 2019.

92% of parents said they felt more confident in managing their own emotional health and well-being

92% said they were more confident in supporting and meeting their child's emotional health and well-being

What have we done?

115 parents/carers completed the Freedom Programme September 2018 and March 2019

97% knew how to keep their child safe

97% could support their child's emotional health and wellbeing better

86% felt the group had helped their own emotional health and well-being

“The programme has been brilliant it is so useful to be reminded that every time we speak and act we are modelling behaviour it is definitely a good course.”

79% said they felt more confident in setting boundaries and managing their child's behaviour

97% felt more confident at putting effective family routines in to place

What difference have we made?

1 2 3 Magic

An evidenced based parenting programme that focusses on.

- ✓ Helping children manage own feelings as well as understanding and responding to the emotions of others.
- ✓ Strengthening parents and child relationships.
- ✓ Giving parents appropriate behaviour management strategies by reducing harsh discipline and increasing positive behaviour management.
- ✓ Supporting establishing appropriate routines.
- ✓ Giving tools for supporting challenging behaviour of children who are showing signs of or had a diagnosis of ASD or ADHD.

108 parents/carers completed 1 2 3 Magic. Of those who completed a questionnaire:

95% of parents stated the programme helped them to feel more confident in setting boundaries and managing their child's behaviour

95% said they felt more confidence in putting effective family routines in place

“This 123 magic is very helpful. I have started to put all this in place and all my children are helping with this and it has seemed to make an improvement in all behaviours in my house/family.”

Behaviour management support was offered using strategies from the 123 magic parenting programme including:

The impact of the interventions:

- ✓ Mums confidence has increased as she has made and seen positive improvements in A's behaviour.
- ✓ Mum has actively implemented effective behaviour management strategies.

Case Study

Mum is feeling more confident in implementing behaviour management strategies and is aware of a variety of effective strategies that she can implement with positive results.

Mum said that “she feels much better and happier in herself” and said she felt “every parent should do the 123 Magic parenting programme as it is simple to implement with positive results”. She re-evaluated her family star score and gave herself a 9 as a result of the difference she had made in managing A's behaviour.

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)

6. Family support and parenting continued...

Keeping safe

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.”

In England and Wales avoidable injuries are the second most common cause of childhood death (age 1–4) and results in substantial long term disability. The impact and consequences of avoidable injuries are major contributors to health inequalities amongst children from the most disadvantaged backgrounds. To help address these inequalities in Nottinghamshire, Children’s Centres within the Mansfield District have been involved in the child home safety equipment scheme pilot since November 2017. This pilot project is funded by Mansfield District Council and involves Children’s Centres Family Support Workers referring into the scheme due to their access to the most vulnerable families. This referral is made to the fitting team within Mansfield District Council, who will visit the family home and fit this equipment at no cost.

The learning from this pilot has been used to inform the roll out of the project to the rest of Nottinghamshire.

This project was launched on 1st April 2019 with training for staff cascading throughout the county and referrals into the scheme starting on the 1st June 2019.

Save a Baby’s Life

We offer a “Save a Baby’s Life” course, often as the final week of the weaning group.

Over 150 parents attended Save a Baby Life course (Sept 2018 to March 2019)

“I used first aid on my child. I went out and he scraped his head and to get a cold compress for his head i was calmly doing it and before would have panicked.”

“The course gave me the confidence to know what to do if my child is choking/unconscious.”

Children from the poorest homes are 38 x more likely to die in a house fire



What have we done?

Being a Parent Parenting Programme (Empowering Parents, Empowering Communities EPEC)

The “Being a Parent” Parenting Programme is delivered by specially trained parents for parents. It gives families peer to peer support to share the challenges of “being a parent”. It aims to improve child development and outcomes, parenting, family resilience and social capital.

100% of those who completed a questionnaire said that the programme helped them to feel more confident in:

- ✓ supporting and meeting their child’s emotional health and well-being
- ✓ keeping their child safe
- ✓ helping their child’s learning
- ✓ setting boundaries and managing their child’s behaviour
- ✓ putting effective family routines in to place
- ✓ managing their money and housing matters

“I feel armed with a range of strategies to support me and my child as he develops and grows up. I feel much more able to look after myself and able to identify and communicate my own needs and look after my son better.”

What difference have we made?

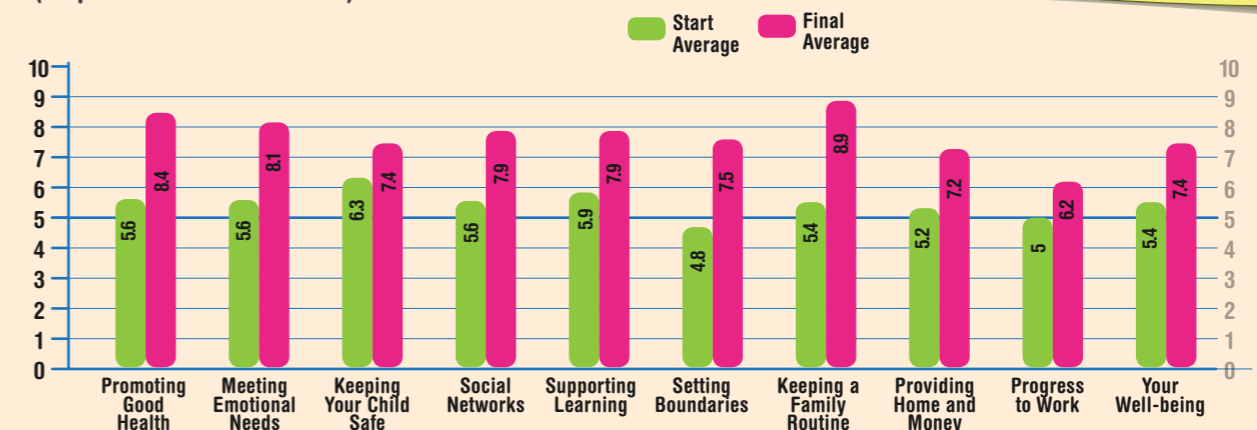
Family Stars

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 chooses 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 1360 families in 2018/19 and the measures of the start during and after support is mapped below:

“My family support worker has helped me so much to believe in myself, built my confidence and support me to build a better relationship with the children.”

Troubled Families: 224 families ‘turned around’ with NCFP Children’s Centre’s Family Support rising from 182 in 2017/18 and 126 in 2016/17

Chart to show start and finish score of how parent confidence changes during 1-1 family support using the Family Star (Sept 2018 - March 2019)



569 Family Stars have been started Sept 2018 - March 2019 426 were completed.