

# Hertfordshire Family Centre Service



Public Health Nursing (PHN), who provide Health Visiting and School Nursing services, and Children's Centres will be re-launched from 1st October 2018 as the Family Centre Service.

Future updates will only be sent to those who have subscribed to our Partner Newsletter. To subscribe please click on the sign up button below



## Introduction to the Family Centre Service

Public Health Nursing (PHN), who provide Health Visiting and School Nursing services, and Children’s Centres will be re-launched from 1st October 2018 as the Family Centre Service

The Children’s Centre service will be known as the Family Support Service (FSS) and will work closely with PHN to deliver the Hertfordshire Family Centre Service. The providers who have been awarded the contracts for the revised service are::

- Hertfordshire Community NHS Trust - Public Health Nursing across the whole County
- Hertsmere Leisure – South and West Quadrants - Family Support Service
- One YMCA – East Quadrant – Family Support Service
- Barnardo’s – North Quadrant – Family Support Service

We at Barnardo’s, Hertfordshire Community NHS Trust, Hertsmere Leisure and One YMCA are all extremely excited to be working together to bring the new Family Centre Service vision to life.

The vision is that every Hertfordshire child has the best possible start in life to give them the best opportunities throughout their education and working lives and to enable them to become healthy, resilient adults and able to contribute to their community. Together we want children, young people and their families to thrive, to achieve the best physical, psychological, emotional, social, health and educational outcomes, and to be as independent as possible.

To achieve this we believe that early help for families and enabling a healthy start for children and young people through the delivery of an aligned Service is a way of working which will improve outcomes for children, give families timely access to advice and support, and make efficiencies in service provision.

### Family Centre Vision

That every Hertfordshire child has the best possible start in life to give them the best opportunities throughout their education and working lives and to enable them to become healthy, resilient adults and able to contribute to their community.



<b>Who will deliver the service?</b>	<p><b>Public Health Nursing Service</b> Health Visiting Team (0 - 5 years) and School Nursing Team (5 - 19years)</p> <p><b>Family Support Service</b> Family Support Team (antenatal - 11 years) targeted support and <b>Early Start Team</b> (specific universal and emerging needs intervention)</p> 	<b>Outcome measures</b>	<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">   <b>INCREASED</b> Breastfeeding rates                 </div> <div style="text-align: center;">   <b>REDUCTION</b> in smoking                 </div> <div style="text-align: center;">   <b>IMPROVED</b> oral health                 </div> <div style="text-align: center;">   <b>SUPPORT FOR</b> young parents                 </div> </div>
<b>How will it be delivered?</b>	<p>In a <b>SEAMLESS PARTNERSHIP</b> approach that reduces duplication</p> <p>Through a <b>FLEXIBLE WORKFORCE</b> that fits around the needs of families</p> <p>In an <b>ACCESSIBLE</b> and <b>RESPONSIVE</b> way</p> 		<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">   <b>HEALTHIER</b> diets                 </div> <div style="text-align: center;">   <b>REDUCTION</b> in obesity rates                 </div> <div style="text-align: center;">   <b>IMPROVED</b> parenting skills                 </div> <div style="text-align: center;">   <b>SATISFACTION</b> for parents with the Family Centre Service                 </div> </div>
<b>What will be delivered?</b>	<p>The <b>Public Health Nurse Service</b> is based on a 4-5-6 model. There are 4 levels of intervention, with both <b>Health Visiting</b> and <b>School Nursing</b> having its own 5 reviews/contacts and 6 high impact areas.</p> <p><b>Family Support Service</b> will be delivered through 2 teams: <b>Early Start Team</b> providing universal needs information, advice and guidance, universal and emerging needs programme and Public Health universal and early help activities. <b>Family Support Team</b> providing needs led 1-1 and group targeted interventions.</p>		<div style="text-align: center;">   <b>REDUCTION</b> for children on CP and CIN needs                 </div> <div style="text-align: center;">   <b>INCREASE</b> in 2,3,4 year olds accessing free early education                 </div> <div style="text-align: center;">   <b>INCREASED</b> achievement rates for all children                 </div> <div style="text-align: center;">   <b>SUPPORT FOR</b> families with additional needs                 </div>

## Family Centre Service

The Family Centre Service will be a locally driven, needs led service from pre-birth through to age 19 (Family Support 0 – 11 years, Public Health Nursing 0 – 19 years and up to 25 for young people with special educational needs and disability [SEND]), which will consist of a consistent Public Health universal offer e.g. breastfeeding groups, Introducing Solids workshops and a core universal programme of activities e.g. Stay & Play, under one's groups, across the county for all families. To support families who face difficulties at some point in their child's childhood, the service will also offer , targeted support through 1-1 and group packages of support, tailored to the needs of families. This standard offer will ensure that all families can access the same level of support across the county, although the frequency and method of delivery could be different depending on local need.

In addition, each district will offer a programme of activities targeted sessions or courses that will respond to specific needs of families .The Family Centres Service will continue to identify local needs and work to address these needs as flexibly and locally as possible, and in partnership, ensuring children, young people and their families are at the heart of the service delivery in their community.

## Public Health Nursing

The current Health Visiting and School Nursing services which are run by HCT will be known as Public Health Nursing (0-5 years) and Public Health Nursing (5-19 years).

The 0-5 years service will deliver the five mandated universal core contacts, (ante-natal, new baby, 6 week check, 1 year old assessment, 2 year old assessment) and the targeted universal plus and universal partnership plus (including safeguarding children), through service delivery, through ten skill mixed teams and in partnership with Family Support Service staff.

The 5-19 years' service will continue to support children and young people throughout their time in primary and secondary education.

For children aged 5-11 years, the PHN service will work alongside the Family Support Service to provide holistic support to children and families.

HCT has completed its workforce consultation for all Public Health Nursing staff, including required skill mix and recruitment, and the ten district teams are being finalised to reflect the new workforce structure. The PHN Community Nursery Nurses are completing their training and competencies to deliver one and two year health reviews. In the 5-19 teams, a group of staff are being developed as associate practitioners to support children and young people across a range of care pathways, for example emotional health and wellbeing and healthy lifestyles.

HCT has now offered permanent roles to all qualifying specialist community public health nurses in the 0-5 years service, starting in September 2018. The Trust has also recruited ten specialist community public health nurse students for 0-5 years and families to commence training in September 2018 and is in the process of selecting candidates for the 5-19 years programme.

## Two new PHN initiatives

We are implementing Newborn Observation (NBO) training for 0 to fives. The NBO is a relationship building tool which is interactive and family-centered and involves parents as partners in each. It helps to build positive interactions between parents and infants as well as a partnership between parents and the practitioners they interact with. All our public health teams will be full trained in the model by the end of November.

The Lancaster Model is being rolled out across Hertfordshire by the 5-19 years service. The model - via an electronic health needs assessment - enables the identification and analysis of health needs, trends and issues for each of the Family Centre Service areas. Services will work together with parents/carers, preschools and schools on a local basis to address and provide information and support where needed.

## Family Support Service

- Early Start and Family Support and Emerging Needs
- Increased age range - Supporting families from the antenatal phase through to the end of primary phase (year 6) at age 11. Ongoing support post-5 years of age will continue as appropriate, working with schools and Local Schools Partnerships following the Families First approach of the right service offering the right support at the right time.
- Consistent offer across the county and families can choose which venue suits their needs
- Still using the current Children's Centre premises and community venues to deliver services locally
- Governance model to include partners and service users
- Increased role in supporting families whose children have special educational needs and/or disabilities
- Part of the wider Families First approach to early help

## Working in partnership with local Schools and early education settings

As Children Centre providers we already work in partnership with local schools and early education settings and this partnership is crucial to the current and future service delivery.

As we transform into the Family Centre Service we want to reassure our School and early education partners that we will continue to work with them post October 2018,

## Workforce transformation

Hertfordshire County Council's Family Centre Service Specification requires a 'step change' in service provision with the introduction of a new delivery model. This involves:

- The new service operating as a countywide provision cross Hertfordshire, delivered through 4 geographical quadrants, which will be divided by districts. Within each district there will be one main delivery 'hub' with opening hours from 8.00 am – 6.00 pm. Each district having a number of Satellite bases.
- A commitment from Family Support Services and Public Health Nursing Providers to work in a cohesive and aligned partnership and to collectively deliver a unified Family Centre Service.

## Key dates including service training dates

To deliver the new service specification within the funding available, Barnardo's, Hertsmere Leisure and One YMCA are proposing to reorganise the workforce. Obviously this is an unsettling time for all the Children's Centre teams and as such we would appreciate your understanding during the coming months.

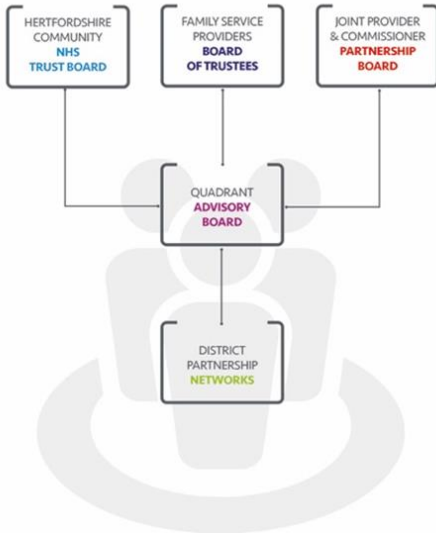
The timeline for the reorganisation has recently been shared with the Children's Centre teams, please see below for key dates:-

- 3<sup>rd</sup> September - Collective consultation on staffing structure opens
- **1<sup>st</sup> October – New Family Centre Service begins (No Family Support Services running)**
- 3<sup>rd</sup> October - Collective consultation closes
- 5<sup>th</sup> October – Consultation outcome
- 5<sup>th</sup> October – Selection process begins
- End of October / early November – Selection process ends
- **12<sup>th</sup> – 16<sup>th</sup> November – Closure week for all Family Centre Service staff (induction into new roles and training). Reduced PHN service during this week.**

Due to the levels of complexities and significant change required as we transition to one new service we will need to close/reduce the service offer as outlined above. On those dates, safeguarding support will still be in place and available. The PHN duty line will also be provided.

## How can you be involved?

### Family Centre Service Governance Structure



Hertfordshire Children's Centres have a strong track record of working closely with local partners and families to shape service provision. Barnardo's, Hertsmere Leisure, One YMCA and Hertfordshire Community NHS Trust would all welcome the opportunity to build on this strong partnership working through establishing new Advisory Boards and Partnership Networks.

At a more local level, the plan is to set up District Partnership Networks. These networks would enable a more local focus on emerging needs and the development of new services, as well as an opportunity for partners to share updates about their own services.

We are also working closely with both Children Services and Public Health Commissioners and we meet regularly with them as we move through the mobilisation phase.

We look forward to meeting and engaging with local partners, we will be holding a series of launch events across Hertfordshire for partners in mid November, dates and venues will follow.

## Parent and Child Voice

As providers, we are all committed to ensuring that parents and carers have a range of ways to contribute to shaping their local Family Centre Service, these include:-

- o verbal feedback to Family Centre Service staff,
- o via Facebook with the use of Survey Monkey,
- o Question of the Moment (a range of fun, interactive activities)

In time, we would also like to trial the use of technologies such as Facebook Live Q&A's to set up Parent Forums. It is envisaged that it would be undertaken in the evening, allowing parents to get involved without needing to find childcare or having to travel.

## Contact details

As our key partners, we are sure that you will have some question for us, during this mobilisation period. Please contact us using the email addresses below with any questions or enquires.

- South and West Quadrant enquires - Hertsmere Leisure [partnerenquires@hertsmereleisure.co.uk](mailto:partnerenquires@hertsmereleisure.co.uk)
- East Quadrant enquires - YMCA – [partnerenquires@oneymca.org](mailto:partnerenquires@oneymca.org)
- North Quadrant enquires - Barnardos – [partnerenquires@Barnardos.org.uk](mailto:partnerenquires@Barnardos.org.uk)
- PHN – HCT – [hct.engagement@nhs.net](mailto:hct.engagement@nhs.net)

In our next newsletter which will answer some of your questions.

**Future updates will only be sent to those who have subscribed to our Partner Newsletter. To subscribe please click on the signup button below**

[SUBSCRIBE TO  
PARTNER  
NEWSLETTER](#)

