

# Our Merton Family Hub



Connecting families and young people with access to help when and where they need it

The image above reflects feedback gathered from families, young people, community partners and wider services about how they would want to experience, and be part of, Family Hub services here in Merton.

For more information about Family Hubs please visit



[www.merton.gov.uk/familyhubs](http://www.merton.gov.uk/familyhubs)



## Welcome to Merton's Family Hub Workforce Development Day

Friday 20 September 2024 at The Chaucer Centre

# Housekeeping

**Facilitator for the day** - Vikki Cameron, Assistant Head of Children's Services (Merton), South West London Integrated Care System

**Your participation** - We will be using [slido](#) to capture feedback and discussion points, therefore you will need access to a mobile phone.

- We are discouraging opening of laptops, if possible, to ensure full focus and engagement and will be making copy of slide deck available after today's meeting.
- All presentations will have an interactive element, and colleagues will be invited to ask questions by the speakers. Please feel free to raise your hand at this point.

**Comfort facilities**

**Fire alarm**



# Aims & objectives of the day

- To **connect, network, build relationships** and explore opportunities to **strengthen collaborations**.
- To champion competence and confidence among Family Hub Practitioners through introduction to **induction and training opportunities**.
- To explore how we can better use information to **understand the ‘story’** and be more responsive in our service delivery and planning.
- To identify opportunities to further **embed integrated approaches** moving forward.



# Agenda

Timings	Topic	Speaker
09:30 – 09:55	Networking with tea and coffee	
10:00 – 10:20	Introduction to the day & ice-breaker session	Vikki Cameron (SWL ICB)
10:20 – 10:35	Family Hubs in Merton – where are we at?	Elizabeth Fitzpatrick (LBM)
10:35 – 10:55	Partnering with the VCSFE sector	Beau Fadahunsi (Merton Connected)
10:55 – 11:00	Comfort break	
11:00 – 11:40	Supporting our workforce through induction and training	Hazel Nyamajiyah (LBM)
11:40 – 11:55	Navigating the Family Hub digital offer	Charles Valler (LBM)
11:55 – 12:45	Lunch and networking	
12:45 – 13:15	Mental health support for children and young people	Cassim Kaweesa (Kooth)
13:15 – 14:00	Using data to tell a story	Mark Mapstone (LBM) & Zebedee Tonkin (Jigsaw4U)
14:00 – 14:25	Embedding integrated approaches	Carolyn Castle (LBM)
14:25 – 14:30	Close of day	Carolyn Castle & Vikki Cameron

# Integration and connection activity

Please remember to share the name of your service before adding anything!



slido



**What is the name of your service? Can you give us two important facts about your service?**

ⓘ Start presenting to display the poll results on this slide.

slido



**Can you also give us one misconception about your service? Please don't forget to tell us the name of your service.**

ⓘ Start presenting to display the poll results on this slide.



# Family Hubs in Merton - Where are we at?

*Elizabeth Fitzpatrick,  
Director of Education and Early Help  
London Borough of Merton*



# Transformation milestones

## January 2024

Partnership engagement activity (shaping our FH vision, co-location framework, workforce development)

## April – May 2024

Workforce development engagement activity inc audit, task & finish groups mapping of levels & core training.

## May 2024

Mapping of key data and Infrastructure priorities begins (supporting identification of tasks and actions.

## July 2024

Strengthening of partnership arrangements through development of Quality Standards.

## August 2024

First Family Hub Cost of Living Event held at Acacia Family Hub, with over 15 partners attending.

## September 2024

Merton Family Hubs represented at the Big Sports Day

## March 2024

Community locality network meetings established in Phipps & Eastfield areas. Convene monthly.

## May 2024

Focussed engagement with VCFSE sector via 'Merton Connected' to develop collaborations.

## June 2024

Key insights from Merton Family Voice activity shared feeding ongoing transformation.

## August 2024

Co-location activity extended to new partners inc, One You Merton, Merton Therapies

## August 2024

Phipps Bridge Capital works programme completed

## September 2024

TF 1 Transformation Programme ends.



# Transformation into 'business as usual'

**By supporting workforce development**

By championing the learning and development opportunities available, we can ensure that our Merton Family Hub workforce develops the skills, knowledge and behaviours necessary to deliver a consistent experience of support.

**Through a shared commitment to develop the way we share data and information**

Through our work together, we can develop approaches to data and information sharing and in doing so, gain local insights about local need, using these to plan a responsive delivery offer.

**Embedding partnerships and integrated working in our daily approaches**

We can strengthen our collaborations and continue to integrate, enhancing our family hub model. In doing so, we can provide coordinated support to families and advance towards a more developed delivery approach.





# Partnering with the Voluntary, Community, Faith and Social Enterprise Sector

The transformation journey so far

*Beau Fadahunsi, Head of Communities and Volunteering,  
Merton Connected*

20 September 2024



# VCFSE role in supporting Family Hub delivery

- Recognition that our local voluntary sector has a role to play in supporting the delivery of local Family Hub services.
- Particularly in relationship to: Activities for 0-5s, youth services, mental health, debt & welfare advice.
- Youth services, debt & welfare advice, VCFSE sector are significant/primary providers – youth services, Citizen Advice and Law Centre.





# A case study – Ghanaian Parents Association

- Volunteer led & run
- Working with a target demographic group, principally mother of African heritage and their children (Ghanaians, Nigerian, Somali)
- Beneficiaries shy away from engaging with statutory services.
- Meet weekly during term time, provide information and support to mothers, most of who are first generation migrants, to understand and navigate UK systems. As well as social interactions for people who can be relatively isolated.



# Strengths of the VCFSE sector

- Good REACH and community engagement
- Established trusted relationships with local families
- Located in the communities we serve
- Responsive to emerging needs – Community knowledge
- Diverse activities/services and communities
- Community intelligence/data gathering (needs to be more systematic)
- Partnership working – sharing resources
- Cultural diversity
- Creativity, flexibility and adaptable – used to delivering on very limited budgets and adapting to new priorities





# Weaknesses of the VCFSE sector

- Sustainability – short term funding
- Fragmented – not necessarily coordinated services/activities, which can lead to:
  - Duplication and unnecessary competition
  - Variation in quality/quality assurance







# Family Hub Partnership - Challenges

- Possibility of families/communities losing trust
- Short termism – losing funding/changing political agendas
- Referral System – GDPR/privacy
- Embedding mutual respect/trust
- Co-production with sector and community
- Recognition of power imbalance
- Burdensome/disproportionate monitoring and data collection



# Responding to these challenges

- Opening dialogue – series of meetings
- Acknowledging the restraints and limitations of all sectors
- Mutual respect and understanding – recognising we are not on opposing teams, but the same team with a shared vision of improving the lives of residents
- Embedding workforce development & upskilling
- Developing & support quality assurance



# Workforce development

- Encourage VCFSE colleagues to engage in the Family Hub training offer – provision of in-kind support
- Access to quality resources and information
- Emphasis on getting the basics right, providing a firm foundation
- Joint training offers continued opportunities for cross-sector discussion and fertilization.



# Quality assurance

- Ensuring Family Hub partners, whether delivering from a Hub premises or their own venue, can offer a basic level of quality
- Offers reassurance to residents, partners and colleagues
- Criteria to be used for quality assurance still in development, co-producing with the sector, will include robust safeguarding practices (safe recruitment etc) and staff/volunteers undergoing training; public liability, employer indemnity insurance in place etc
- Own venue – venue meets health & safety requirements



# Questions





# 5 minute comfort break

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# Supporting our workforce through induction and training

*Hazel Nyamajiyah, Workforce Development Lead,  
London Borough of Merton*

# What has shaped this work?

Policy guidance and delivery plan commitments

Insights from the Section 11 Reports and MSCP Policy and Training Group

Engagement with key partners - MSCP, health, midwifery, health visiting, children's social care

Youth Services Team Manager's Meeting

Voluntary, community, faith and social enterprise sector organisations

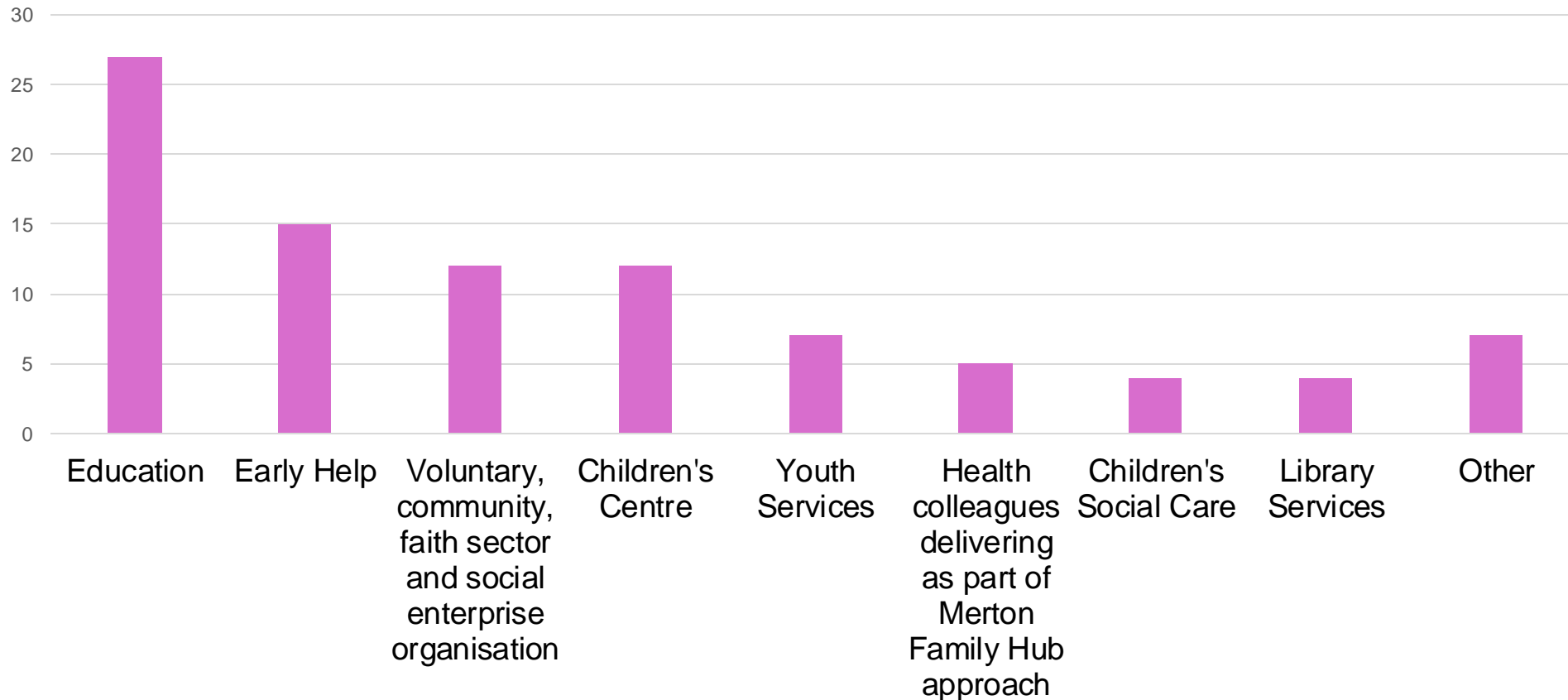
Children's Centre Staff - Workshop

Task and Finish activity

Skills survey



# Workforce skills audit (June 2024)



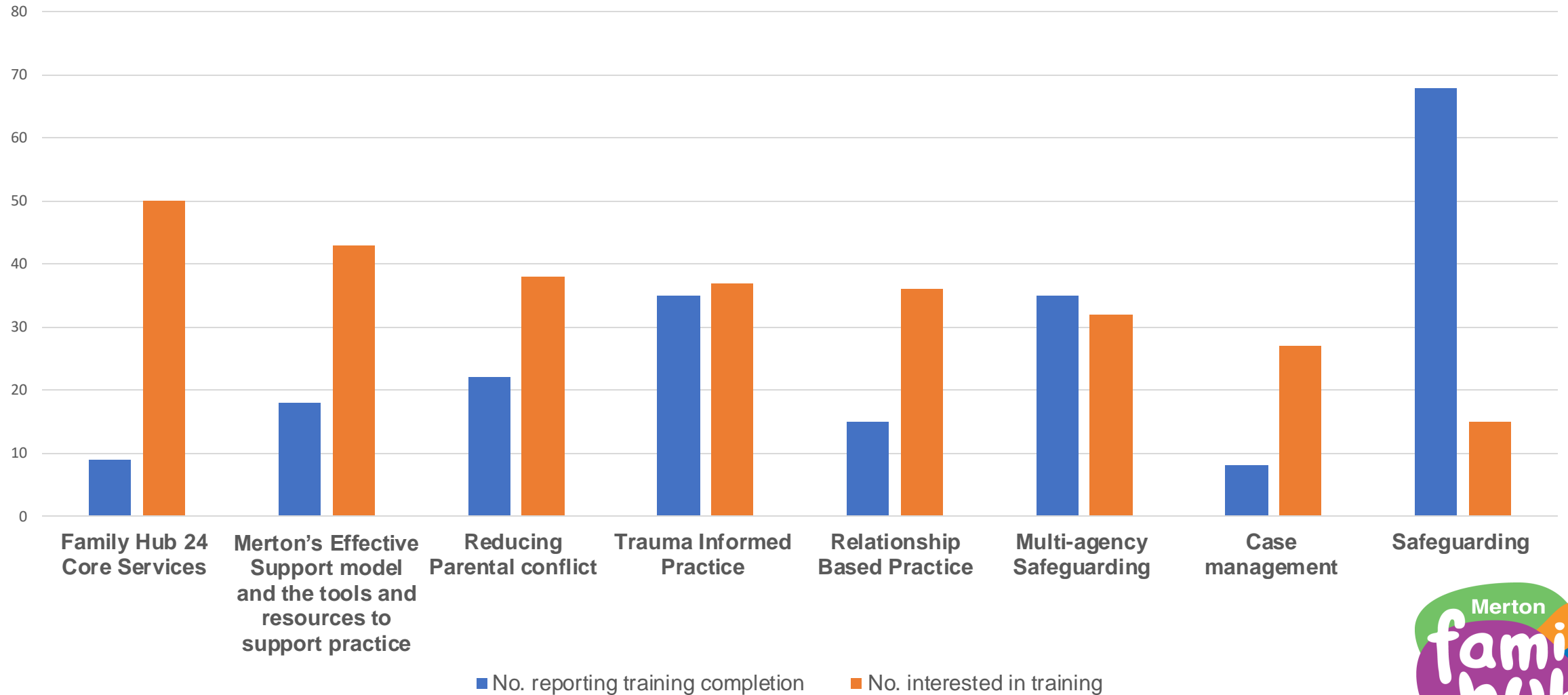
95 responses over 3 weeks

\* Other includes admin, Assessment Planning and Resource Officer, Community Centre and Hub, Education Welfare Officer, Early years Inclusion Officer, GP, Health Visitor, local authority officer, Transformation Lead and Oral Health promotion



# Training completed vs 'interested in'

Training - Undertaken vs Interested



# Key findings from the workforce survey

## High confidence

- Building trust with families (4.4/5), though only 16% completed training
- Safeguarding
- Incorporating the child's voice

## Low confidence

- Awareness of 24 core services
- Multi-agency partnership working
- Trauma-informed practice (TIP)
- Reducing parental conflict (RPC)

## Skills to support development

- Knowledge of available services and signposting
- Supporting families and young people with complex needs
- Therapeutic approaches and interventions
- Leadership and collaboration
- Cultural competence and communication

## Biggest challenge in delivering services as part of a Family Hub

- Partnership and multi-agency collaboration
- Workforce and capacity issues
- Service accessibility and availability
- Data collation

# Challenges raised

- Capacity within the system to support training.
- Mixed understanding of the family hub approach.
- Difficulty in identifying the benefits of the family hub approach where the workforce is overwhelmed by existing challenges.



# Priorities arising from workforce engagement

- **Foster integrated working** by increasing understanding of the Family Hub model and team roles.
- Develop a **multi-agency learning offer**, promoting existing and new training opportunities.
- Leaders and managers should work together to **promote and champion training** opportunities, ensuring a balance between team capacity and development needs.
- Encourage **collaboration by creating opportunities** for services to connect and understand the full Family Hub offer.



**What will we do to address the multi-agency learning and development needs?**



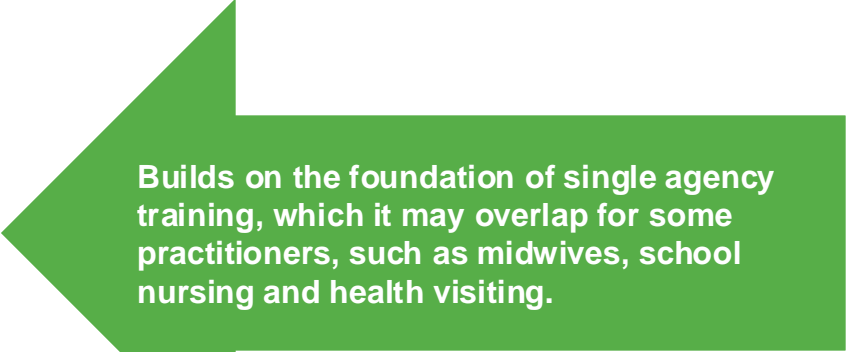
# Tiered approach to Family Hub Partnership training

## ESSENTIAL TRAINING

All practitioners delivering services, as well as those brokering Family Hub services, are encouraged to complete the Family Hubs essential training where this training is not already offered within their organisation.

- Family Hub induction (handbook)
- Bitesize modules
- Effective support training
- Multi-agency/contextual safeguarding
- Relationship-based practice
- Trauma-informed practice

Practitioners should be supported with supervision and multi-agency reflective practice

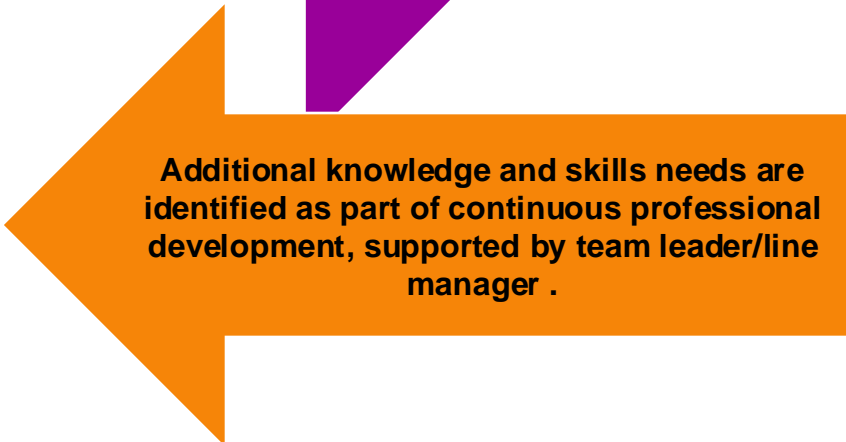



**Builds on the foundation of single agency training, which it may overlap for some practitioners, such as midwives, school nursing and health visiting.**

## BUILDING MORE KNOWLEDGE

Additional multi-agency training can be accessed incrementally as part of continuous professional development. This should align with training needs identified through appraisals, objective setting, and emerging needs within the Early Help system.

- Reducing parental conflict
- Domestic violence and abuse
- Neglect toolkit
- Substance misuse/exploitation
- ICON e-learning
- Smoking Brief intervention
- Health Champion Training
- Mental Health Awareness Training



**Additional knowledge and skills needs are identified as part of continuous professional development, supported by team leader/line manager .**

# Merton Early Help and Family Hub induction handbook

A **consistent and coordinated approach** to supporting new and existing colleagues to familiarise themselves with the Family Hub service offer and understand their role within the system.

Provide a **simplified and clear overview of the Family Hubs** as a concept, training available and case studies to demonstrate whole family working and integrated services.

Presented in two parts, an introductory module and an additional module on the learning and development offer.





**slido**



**How helpful did you find the induction handbook in understanding the Family Hub approach?**

**i** Start presenting to display the poll results on this slide.

**slido**



**What is one thing you would improve or add to the induction resources?**

**i** Start presenting to display the poll results on this slide.

# Benefits of taking up the learning and development offer

A confident and well-equipped workforce



Timely support for families and young people

Cost savings through early intervention



# Group discussion

## Question 1

What specific actions will you take in your service to ensure that you and your colleagues can effectively access the learning and development offer?

## Question 2

What additional resources, tools, or support are needed to strengthen the development of our Family Hubs workforce?





# Navigating the Family Hub digital offer

*Charles Valler, Information Services Manager,  
London Borough of Merton*

# New look information directories

**LONDON BOROUGH OF MERTON Local Directories** Accessibility Log in / Register My Shortlist 0

Family Services Directory SEND Local Offer Young Merton Adult Support Services Directory Family Hub Directory Things to do

What are you looking for today?

## Welcome to Merton Local Directories

Support, services, advice and things to do

- Family Services Directory**  
Support and information for expectant parents and families with children and young people aged 0-19.  
[Activities and leisure](#)  
[Childcare and education](#)  
[Community groups and places](#)  
[Family support and parenting](#)  
[Health and wellbeing](#)  
[Information, advice and support](#)
- SEND Local Offer**  
Support for children and young people with special educational needs and disabilities aged 0-25.  
[Activities and leisure](#)  
[Education and childcare](#)  
[Employment and training](#)  
[Health](#)  
[Preparing for adulthood](#)  
[Social care](#)
- Young Merton**  
Information on services and support for children and young people up to the aged of 25, including care leavers and young people with SEND, who are moving into adulthood and independent living.  
[Education and learning](#)  
[Have a say, Get involved](#)  
[Keeping safe and healthy](#)  
[Local offer for care leavers](#)  
[Things to do](#)
- Adult Support Services Directory**  
Support for adults on employment, education, health, housing, financial advice and things to do in the community.  
[Activities and leisure](#)  
[Health and wellbeing](#)  
[Housing matters](#)  
[How to access help](#)  
[Keeping safe](#)  
[Money matters](#)
- Family Hubs Directory**  
Connecting families and young people with access to help, when and where they need it  
[Family Voice](#)  
[Home life, finances and staying safe](#)  
[Keeping your family healthy](#)  
[Play, youth and family learning](#)  
[SEND support \(Special educational needs and disabilities\)](#)

Feedback

[> Hide this page]



# Family Hub digital directory

**LONDON BOROUGH OF MERTON Local Directories** Accessibility - Log in / Register My Shortlist 0 -

Family Services Directory - SEND Local Offer - Young Merton - Adult Support Services Directory - Family Hub Directory - Things to do

What are you looking for today?

[Home](#)

## Family Hubs Directory

Connecting families and young people with access to help, when and where they need it.

The Merton Family Hub is a place where children, young people and their families can access the support, help and advice they need, at all stages of family life.

Currently the Family Hub Directory includes services running in our Family Hubs and satellite sites, Services in the Start for Life section that are currently available through our Merton Family Hub offer can be identified with the Family Hub logo.

**Start for Life** >

**Home life, finances and staying safe** >

**Keeping your family healthy** >

**Play, youth and family learning** >

**SEND support** >  
Special educational needs and disabilities

**Family Voice** >  
Services that can support you to be heard

**Other useful resources**

**Find out about Family Hubs**  
Locations and more information

**Merton Family Hub leaflets**

[Feedback](#)

[Hide this page](#)





# Start for life offer

The screenshot shows the Merton Local Directories website. At the top, the navigation bar includes the Merton logo, 'Local Directories', and links for 'Accessibility', 'Log in / Register', and 'My Shortlist'. Below this is a secondary navigation bar with links for 'Family Services Directory', 'SEND Local Offer', 'Young Merton', 'Adult Support Services Directory', 'Family Hub Directory', and 'Things to do'. A search bar is positioned below the navigation. The main content area features a large orange banner with the heading 'Start for Life: help for new and expectant parents and carers' and the Merton Family Hub logo. Below the banner, there are five service tiles: 'View all services and information', 'Having a baby' (Midwifery and maternity), 'My baby and me' (Health visiting), 'Feeding my baby' (Infant feeding and breastfeeding support), and 'Mental health support' (Perinatal mental health). A 'SEND support' tile (Special educational needs and disabilities) is also visible. A 'Feedback' button is on the right side, and a 'Hide this page' button is at the bottom right.

**LONDON BOROUGH OF MERTON Local Directories** Accessibility - Log in / Register My Shortlist 0 -

Family Services Directory - SEND Local Offer - Young Merton - Adult Support Services Directory - Family Hub Directory - Things to do

What are you looking for today?

[Home](#) > [Family Hub](#)

## Start for Life: help for new and expectant parents and carers

The Start for Life Directory is made up of services and information aimed at helping you and your child from when you're expecting to the age of two.

Services in this Start for Life section that are currently available through our Merton Family Hub offer can be identified with the Family Hub logo

**View all services and information**

**Having a baby**  
Midwifery and maternity

**My baby and me**  
Health visiting

**Feeding my baby**  
Infant feeding and breastfeeding support

**Mental health support**  
Perinatal mental health

**SEND support**  
Special educational needs and disabilities

Feedback

[<-] Hide this page





# Using the Family Hub directory

**LONDON BOROUGH OF MERTON Local Directories**

Family Services Directory ▾ SEND Local Offer ▾ Young Merton ▾ Adult Support Services Direc

What are you looking for today?

Home > Family Hub

## Play, youth and family learning: Services

Services (22) Information and advice (2)

**Category**

- Play, youth and family learning ×
- Activities for children age 0-5 years (17)
- Early childhood education and care (1)
- Early language and home learning environment (1)
- Play and youth services (3)

**Filter by**

Filter using postcode

Postcode

Supporting people with  Autism (1)

✓ Apply selected  
✗ Remove this filter

Sorted by: Name ▾

**Abbey Children's Centre Service**

Abbey Children's Centre in South Wimbledon offers pregnancy through to the end of their child's reception prams / strollers may not be brought into the children's High Path, SW19 2JY

📞 020 8274 5300 ✉ Email 🌐 Website

**Acacia Adventure Playground**

The Acacia Adventure Playground is for all children and challenging play space where play workers are on site. Facilities include a giant climbing frame, fire pit, tree house. Acacia Centre, 230 Grove Road, Mitcham, CR4 1SD

📞 020 8274 5130 🌐 Website

**Acacia Children's Centre Service**

Monday to Friday

Acacia Children's Centre in Mitcham Eastfields offers pregnancy through to the end of their child's reception prams / strollers may not be brought into the children's 230 Grove Road, Mitcham, CR4 1SD

**LONDON BOROUGH OF MERTON Local Directories**

Accessibility ▾ Log in / Register My Shortlist 0 ▾

Family Services Directory ▾ SEND Local Offer ▾ Young Merton ▾ Adult Support Services Directory ▾ Family Hub Directory ▾ Things to do

What are you looking for today?

Home

## Family Hubs Directory

Connecting families and young people with access to help, when and where they need it.

The Merton Family Hub is a place where children, young people and their families can access the support, help and advice they need, at all stages of family

**LONDON BOROUGH OF MERTON Local Directories**

Accessibility ▾ Log in / Register My Shortlist 0 ▾

Family Services Directory ▾ SEND Local Offer ▾ Young Merton ▾ Adult Support Services Directory ▾ Family Hub Directory ▾ Things to do

What are you looking for today?

Home > Family Hub

## Keeping your family healthy

**View all services and information**

- Health visiting >
- Mental health services >
- Nutrition and weight management >
- Oral health improvement >
- Stop smoking support >
- Health >

**Other useful resources**

- Bitesize training

A-Z [Add or update a listing](#) [Contact us](#) [Cookies](#) [Accessibility Statement](#) [Privacy notice](#) [Legal](#)

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# Activity 1

Let's find a service. Can everyone pull their phone out and find Merton Family Information Support Hubs. First one wins a prize!



# Merton Family Hub webpage

The screenshot shows the top of the Merton Family Hub webpage. It features a purple header with the Merton logo and navigation links for 'Services' and 'News and events'. Below the header is a breadcrumb trail: 'Home > Family support and parenting > Family Hubs'. A search bar is located in the top right corner. The main content area has a green background with the 'Merton family hub' logo. The title 'Family Hubs' is prominently displayed, followed by the tagline 'Connecting families and young people with access to help, when and where they need it.' A 'Contents' section lists six items, with the first three being: 1. What are Family Hubs?, 2. Find your nearest Family Hub, and 3. Digital offer. A 'Related information' box contains links for 'Children's centres' and 'Youth centres'.

LONDON BOROUGH OF  
**MERTON**

Services ▾ News and events ▾

Home > Family support and parenting > Family Hubs

**Family Hubs**

Connecting families and young people with access to help, when and where they need it.

**Contents**

1. What are Family Hubs?
2. [Find your nearest Family Hub](#)
3. [Digital offer](#)
4. [Getting support](#)
5. [What we're doing to develop Family Hubs](#)
6. [FAQs and useful links](#)

**Related information**

- [Children's centres](#)
- [Youth centres](#)

This section of the webpage features a map of Merton titled 'Family Hub buildings'. The map shows 18 numbered locations across the borough. Locations 1a, 1b, 2a, and 2b are highlighted in blue, indicating they are main sites. Locations 3, 10, 15, 16, and 12 are highlighted in green. Locations 4, 5, 6, 7, 8, 9, 11, 13, 14, 17, and 18 are also marked with green circles. Below the map is a table titled 'Main Family Hub sites' which lists the names of the four main sites: 1a (Church Road Children's Centre), 1b (Philips Bridge Youth Centre\*), 2a (Acacia Children's Centre), and 2b (Acacia Adventure Playground). A note explains that there are two main sites and that timetables are being updated to reflect service delivery from these locations. At the bottom, there is a section for 'Family Hub Timetables' with links for 'Family Hub at Acacia Children's Centre Timetable: September - December 2024' and 'Family Hub at Church Road Children's Centre Timetable: September - December 2024'.

**Family Hub buildings**

The map below shows our main Family Hub buildings and current network locations.

**Main Family Hub sites**

There are two main Family Hub sites, from which a number of services are currently delivered. We are working to update our timetables to reflect delivery from each of these locations.

Map reference	Name
1a	<a href="#">Church Road Children's Centre</a>
1b	<a href="#">Philips Bridge Youth Centre*</a>
2a	<a href="#">Acacia Children's Centre</a>
2b	<a href="#">Acacia Adventure Playground</a>

**Family Hub Timetables**

- [Family Hub at Acacia Children's Centre Timetable: September - December 2024](#)
- [Family Hub at Church Road Children's Centre Timetable: September - December 2024](#)



# Activity 2

Who was paying attention 😊...  
Can you find the newly published Family Hub  
timetable for Church Road and tell me what's  
on Wednesday at 1:15 – 3pm?  
First one gets a prize!



# Family Hub Facebook page

Merton Family Hub

to find out more

See insights and ads [Boost post](#)

1 Like Comment Send Share

Comment as Merton Family Hub

Merton Family Hub  
Published by Charles Valler  
August 22 at 9:19 PM

See you tomorrow!  
Our Family Hub cost of living event is THIS Friday 23 August 2024, 10am - 12pm at the Acacia Family Hub.  
This is an open event for all families with children age 0-19 (25 with SEND) living in Merton... See more

Does your family need cost of living support?  
Come to our Cost of Living event on:  
Fri 23 Aug 10am-12pm  
Acacia Family Hub,  
230 Grove Road,  
Mitcham CR4 1SD

See insights and ads [Boost post](#)

How healthy is your Page?  
Complete these actions to keep improving Merton Family Hub.  
Page health: needs work  
Compared to similar Pages with high engagement.

What's on your mind?  
Live video Photo/video Reel

Featured  
Merton Family Hub May 9  
CHILDCARE VACANCIES MAY 2024  
Ofsted registered childcare providers ...

Merton Family Hub April 24  
Sometimes it is hard to find the support you need.

www.facebook.com/MertonFamilyHub





# Family Hub bulletin

**LONDON BOROUGH OF MERTON**

**Family Hub e-news**



The latest news bulletin from your council.

We offer email updates on other topics you may be interested in, just take a moment to [update your preferences](#).

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**Welcome to the latest updates on the Family Hub**



## Lunch and Learn!



**Lunch and Learn**

Over the next year we will be running monthly Lunch and Learn sessions to help support colleagues in their understanding of services that will be part of our Family Hubs.

[Lunch and Learn Timetable](#)

Date	Topic	Presenters
Wednesday 14 March 2024 1pm - 2pm	Supporting Migrant Parents Parenting Support	Alfreda, David Baines, Suzanne Alfreda, Catherine Lee, Tracy and Pamela & Tom (P&T) (Lunch)
Wednesday 10 April 2024 1pm - 2pm	Alcohol	Hannah (The Hub), Dany (The Transformation Office) Frances and John (CHS)
Wednesday 8 May 2024 1pm - 2pm	Welfare and Debt 4848 (CHS)	Veronique (Foodbank, The Transformation Office) Maddison Cheryl and Louise (Ward)
Wednesday 12 June 2024 1pm - 2pm	Child Health Immunisation & Mental Health Services	Clare (Health), Tracy (CHS), Stephanie (Health), Sarah (CHS), Doreen (CHS) and Tracy (CHS)
Wednesday 19 July 2024 1pm - 2pm	4848 (CHS)	Alison (Health) (John Aldred), Alison (CHS) (Alison), Tracy Tracy (Health) (Alison) (Ward)
Wednesday 11 September 2024 1pm - 2pm	Health Services 4848 (CHS)	CHS CHS Tracy (Health) (John Aldred)
Wednesday 16 October 2024 1pm - 2pm	4848 (CHS)	CHS CHS CHS (Support for Specialist services) CHS (Support)
Wednesday 11 December 2024 1pm - 2pm	4848 (CHS)	CHS CHS CHS

Dear Colleagues,

We will be running monthly lunch and learn sessions over the next year to help support colleagues in their understanding of services that will be part of Merton Family Hubs.

Please see the timetable above for details of upcoming sessions. The first session is on 13 March 2024, 1pm - 2pm.

If you have not received an invite and would like one please do email [familyhubs@merton.gov.uk](mailto:familyhubs@merton.gov.uk)

[Lunch and Learn Timetable](#)

And finally... well done to our Transformation Team!



Last Wednesday, Merton Council held a special evening celebrating colleagues at the Pride in Merton awards, held at AFC Wimbledon.

Dozens of incredible colleagues were recognised, celebrated and awarded for their amazing personal, project and team achievements, including our very own Family Hub Transformation Programme, winner of Best Project of the Year!

The work of the Family Hub Transformation Programme is made possible by all of us working together. This award is a reflection of the wonderful partnership that you are all a part of. Thank you, everyone.

[Family Hub Website](#)





# Accessing lunch and learn sessions

## Lunch and Learn!



**Lunch and Learn**

Over the next year we will be running monthly Lunch and Learn sessions to help support colleagues in their understanding of services that will be part of Merton Family Hubs.

**Lunch and Learn Timetable**

Month	Service	Presenters
Wednesday 13 March 2024 1pm - 2pm	-Targeted support -SEND -Parenting Support	FWBS / Short Breaks / Supporting Families Outcomes (Sam Terry) and Parenting Team (Paul Collins)
Wednesday 10 April 2024 1pm - 2pm	-Housing	Housing (Elliot Brunton) Early Help Coordinators (Fiona Perkins and Julie O'Mara)
Wednesday 8 May 2024 1pm - 2pm	-Welfare and Debt -Early Childhood	Wimbledon Foodbank (Tia) Wimbledon Guild (Vanessa Robinson) Childhood (Laura Byrnes)
Wednesday 12 June 2024 1pm - 2pm	-Oral Health -Mental Health Services	Oral Health (Taiwo Oyegunle) Education wellbeing Service (Kelly Cole-Lewis/Annika Clark)
Wednesday 10 July 2024 1pm - 2pm	-Public Health 0-19	Sexual Health (Kate Milsted) Healthy School programme / Early Years Awards (Micheal Wood)
August 2024	Summer Holidays	
Wednesday 11 September 2024 1pm - 2pm	-Youth Services -Youth Justice	(TBC) (TBC) Youth Justice (Malcom Pacey)
Wednesday 9 October 2024 1pm - 2pm	-Health Visiting -Infant Feeding -Perinatal Mental Health	HV/Infant Feeding/Perinatal (Hanan El-Aidouni/Iman Hikal/Nicole Ford)
Wednesday 13 November 2024 1pm - 2pm	-Domestic Abuse -Reducing Parental Conflict -Support for separated parents	DA (Zoe Gallen) RPC / Support for Separated parents (Jess Harraway)
Wednesday 11 December 2024 1pm - 2pm	-Stop Smoking -Substance misuse	Stop smoking (Jess Cox) (TBC)

Dear Colleagues,

We will be running monthly lunch and learn sessions over the next year to help support colleagues in their understanding of services that will be part of Merton Family Hubs.

Please see the timetable above for details of upcoming sessions. The first session is on 13 March 2024, 1pm - 2pm.

If you have not received an invite and would like one please do email [familyhubs@merton.gov.uk](mailto:familyhubs@merton.gov.uk)

**Lunch and Learn Timetable**



## Lunch and Learn

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# Activity 3

Lunch and learn ... find out how you can watch previous episodes of our lunch and learn bitesize overview sessions.



# Are you signed up to Family Hub bulletins?



SCAN ME



Our monthly Family Hub bulletin provides updates to partners and professionals on transformation activity and the service offer (QR code).



# Lunch & networking

Timings	Topic	Speaker
09:30 – 09:55	Networking with tea and coffee	
10:00 – 10:20	Introduction to the day & ice-breaker session	Vikki Cameron (SWL ICB)
10:20 – 10:35	Family Hubs in Merton – where are we at?	Elizabeth Fitzpatrick (LBM)
10:35 – 10:55	Partnering with the VCSFE sector	Beau Fadahunsi (Merton Connected)
10:55 – 11:00	Comfort break	
11:00 – 11:40	Supporting our workforce through induction and training	Hazel Nyamajiyah (LBM)
11:40 – 11:55	Navigating the Family Hub digital offer	Charles Valler (LBM)
11:55 – 12:45	Lunch and networking	
12:45 – 13:15	Mental health support for children and young people	Cassim Kaweesa (Kooth)
13:15 – 14:00	Using data to tell a story	Mark Mapstone (LBM) & Zebedee Tonkin (Jigsaw4U)
14:00 – 14:25	Embedding integrated approaches	Carolyn Castle (LBM)
14:25 – 14:30	Close of day	Carolyn Castle & Vikki Cameron





## Mental health support for children and young people

*Cassim Kaweesa, Engagement Lead – London & South East  
England, Kooth & Julian Bradwell, Regional Director (South),  
Kooth*



®

# kooth



**bacp** | Accredited  
collective mark Service

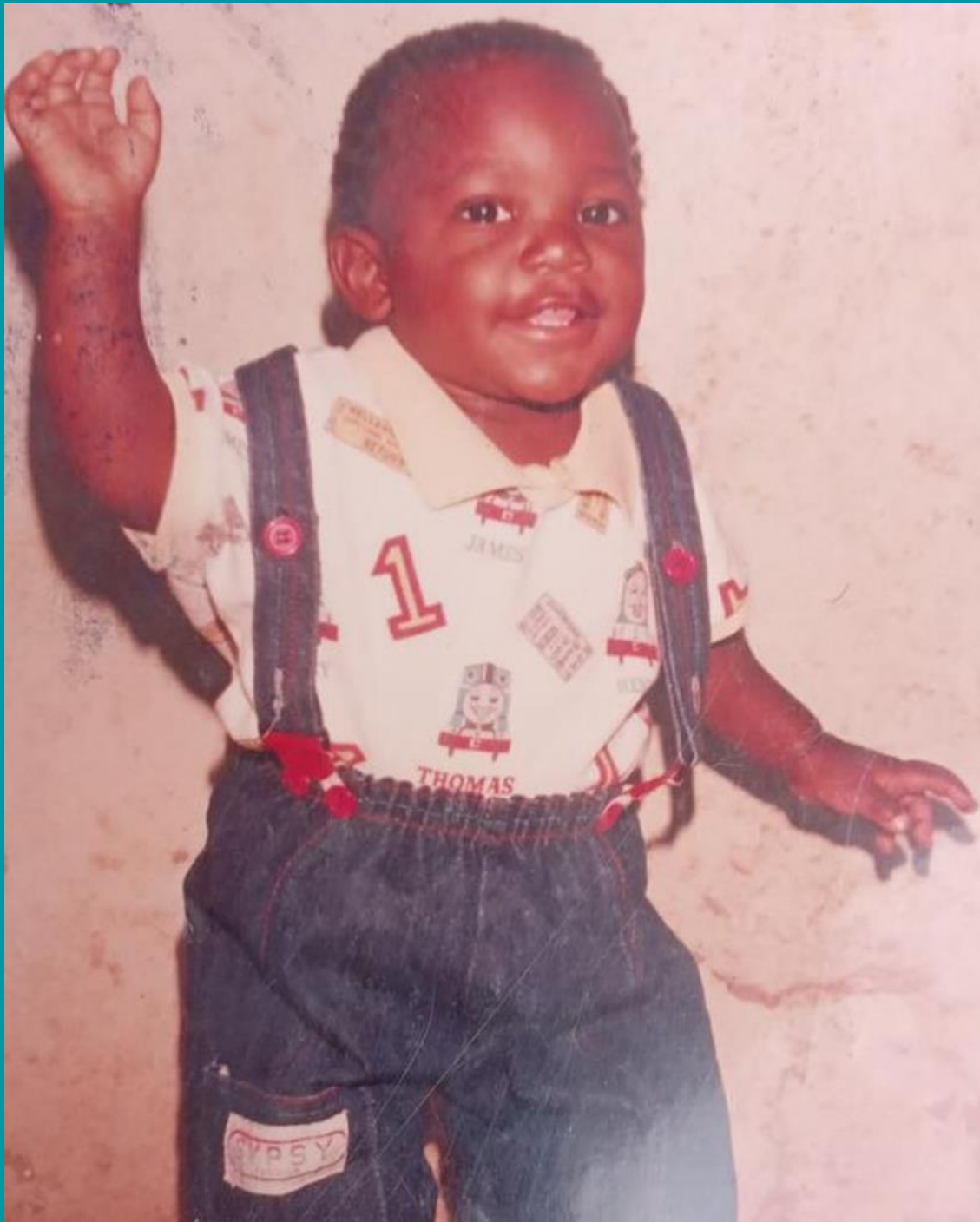
**NHS**  
Providing NHS services

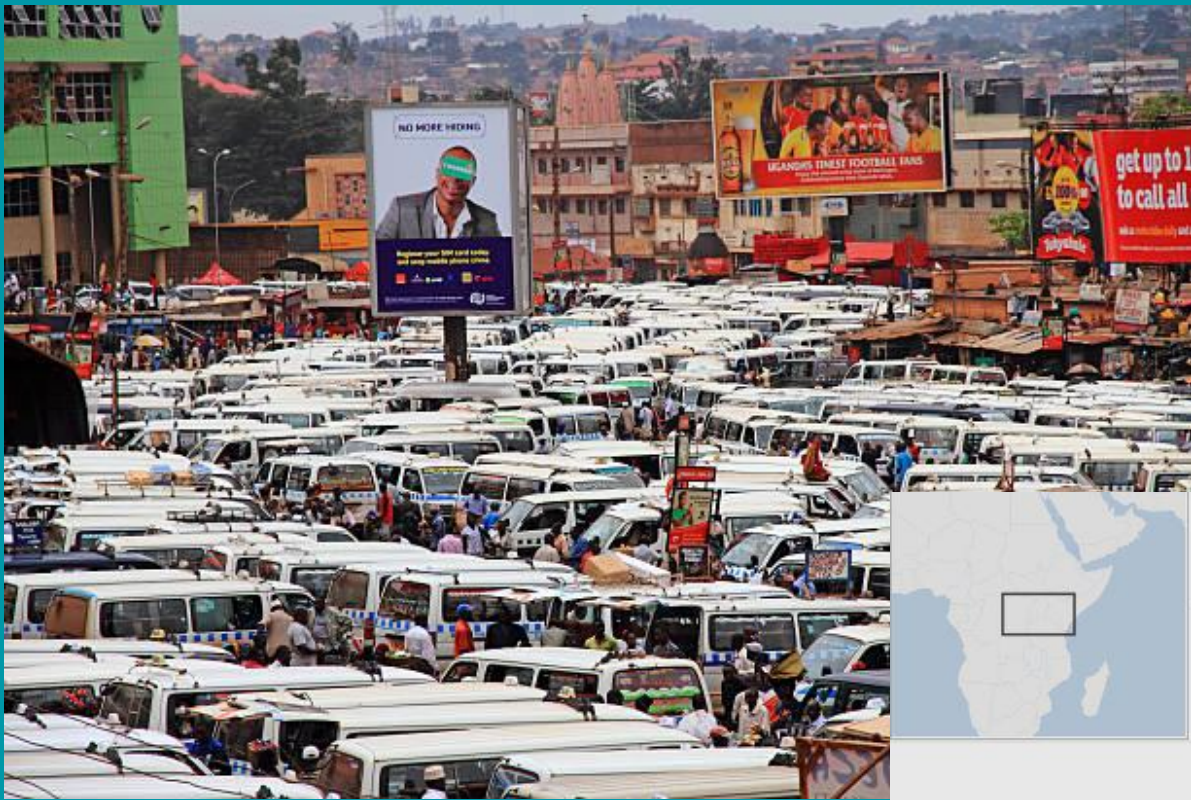


# **Cassim/Cass Kaweesa**

Engagement Lead

South West London and Bucks













1. Born when my mum was 15
2. Moved to the UK and was bullied
3. Dad got stabbed when I was 15
4. Bottom set in school
5. Step family and feeling like an outsider
6. Debt
7. Homeless
8. Depression and Suicide
9. 28 jobs
10. Arrested and tasered
11. Drink driving twice
12. Prostitution



# Who are Kooth?

**Founded in 2001, Kooth is a trusted NHS partner supporting the nation's children and young people**



Local NHS Integrated Care Boards commission us, so that Kooth can **provide free mental health support to 10 - 25 year olds** across SWL. (Merton, Sutton, Richmond, Kingston, Wandsworth, Croydon)



**Accredited  
Service**

Kooth is accredited by the leading professional association for members of the counselling professions in the UK

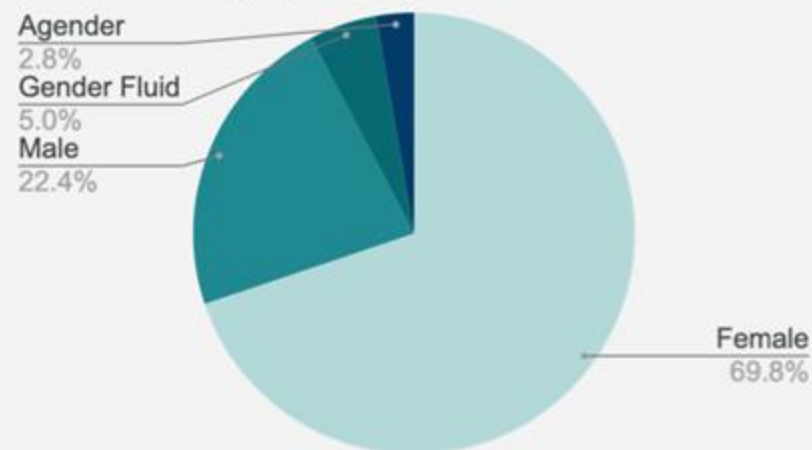
**All our practitioners are real people, not bots**



# What is the demographic breakdown of Kooth users?

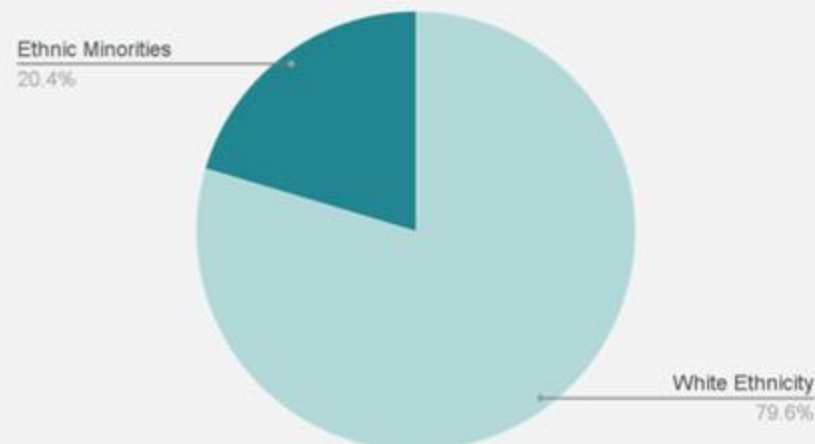
## Gender Breakdown

% of users logging in by gender

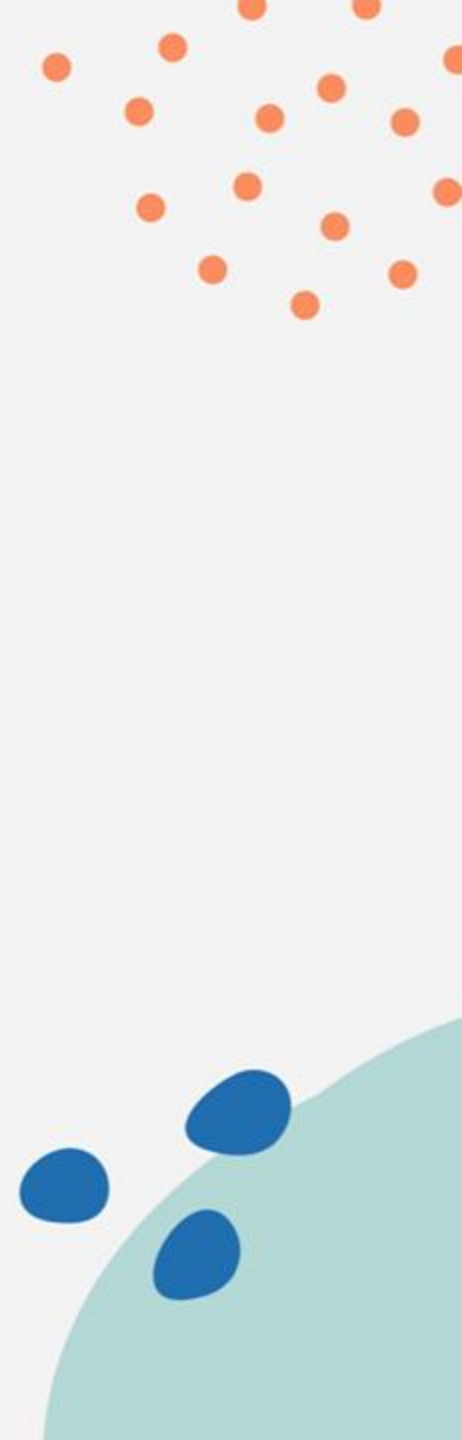


## Ethnicity Breakdown

% of users logging in by ethnicity



**Ethnic minority users account for 20%** of Kooth users, which is significantly higher than the UK proportion of 14%



# Top 10 Presenting Issues in 2021

Kooth practitioners record over 100 presenting issues from chats, messages and content engagements. Here are the 10 most commonly presented issues:

Rank	Presenting Issue	% of all presenting issues users
1	Anxiety/Stress	40%
2	Suicidal Thoughts	26%
3	Self Harm	26%
4	Family Relationships	18%
5	Friendships	14%
6	School/college issues	14%
7	Sadness	11%
8	Eating Difficulties	10%
9	Depression	9%
10	Self Worth	9%



**Free, safe, online, anonymous** counselling and emotional wellbeing support.

Commissioned by local NHS Clinical Commissioning Groups, local councils, charities & businesses.

Founded in 2001, to breakdown stigma attached to mental health services, providing young people with access to safe & anonymous online mental health support.

Our counsellors are trained, qualified & **BACP accredited**



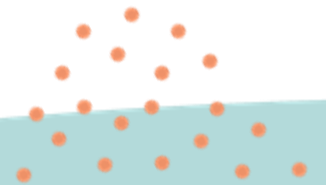
**Completely free**

**No formal referral  
required**

**Our Service Users  
are anonymous to  
us**

**No bullying can  
take place**

**There are no  
barriers or  
thresholds**



# No problem is ever too small at Kooth

If it's on your mind, we're here to help. Some of the feelings or difficulties we can support with could include:

- **Stress**
- **Anxiety**
- **Friendships**
- **Life at home**
- **Exam or coursework pressures**
- **Eating difficulties**
- **Loneliness**
- **Body image concerns**
- **Anger**
- **Confidence**
- **Big changes**
- **Social media**





Our team are available 365 days a year

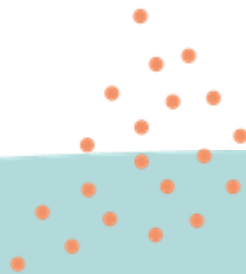
**Live chat with us during the  
following hours:**

Monday - Friday

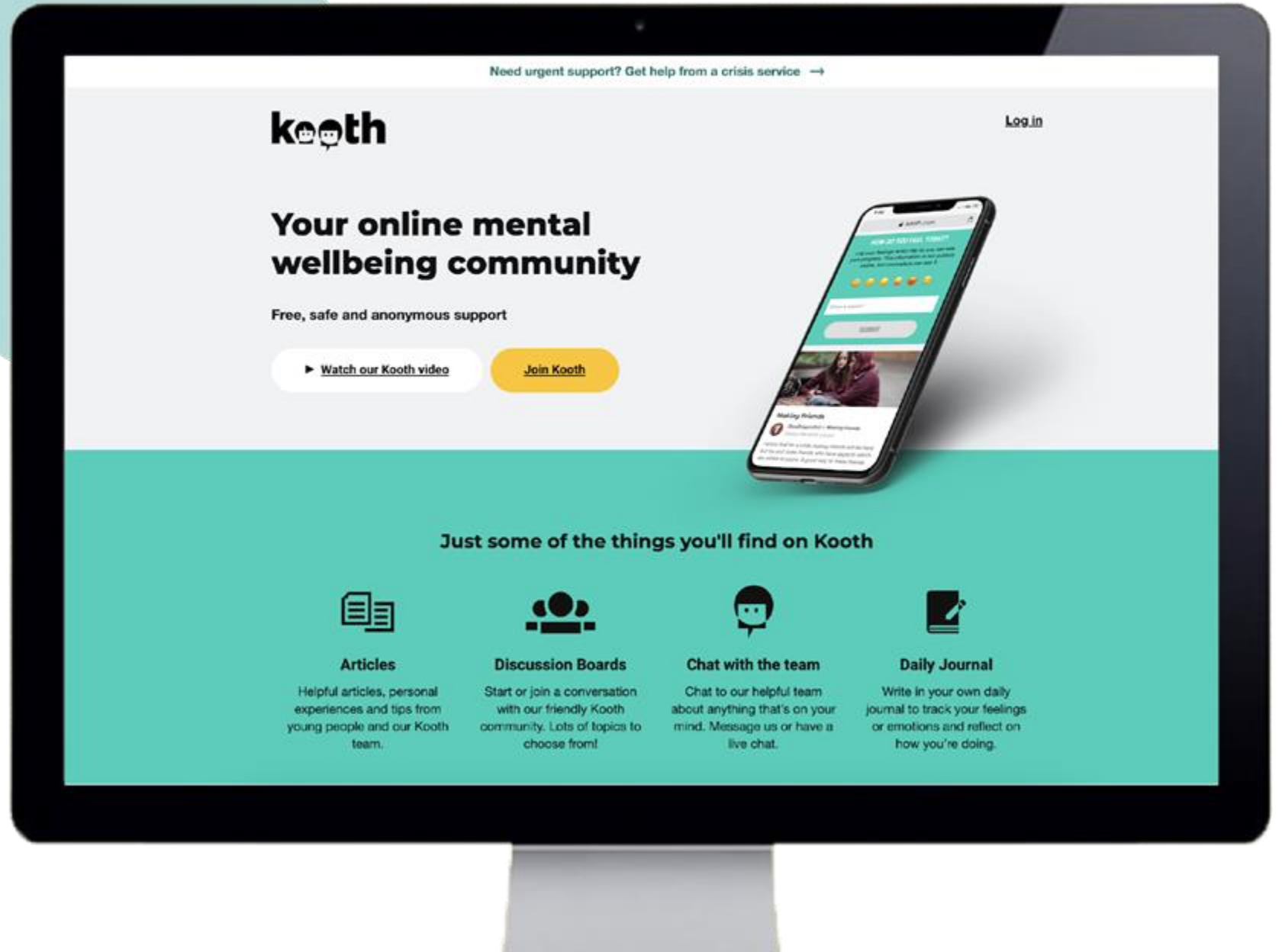
**12pm - 10pm**

Saturday and Sunday

**6pm - 10pm**



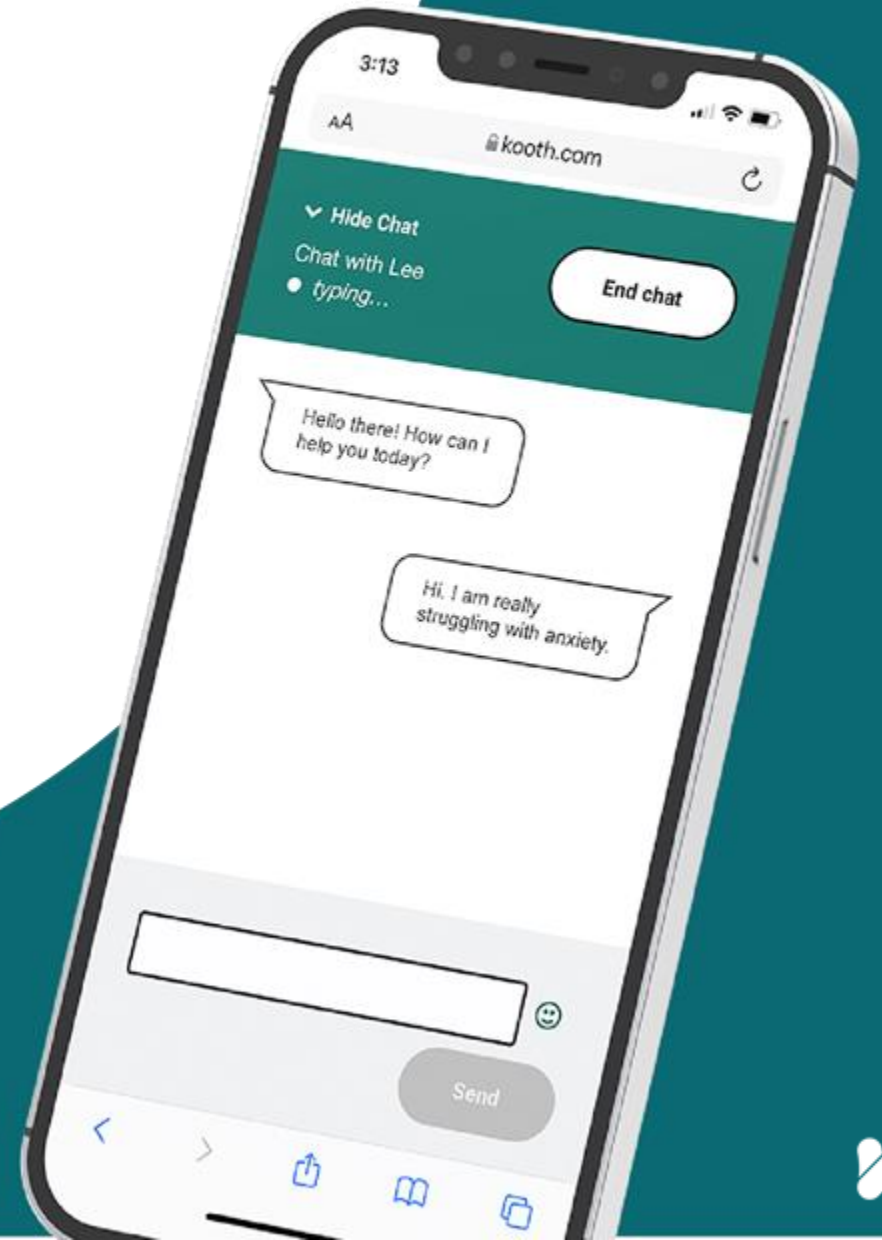
Click on the  
'Join Kooth'  
button to  
get started



# The first 3 chat sessions

When CYP first come to chat, we will talk with them about:

- Understanding a little more about them and their life
- Explore their current difficulties and what's brought them to Kooth
- Thinking together about the best way we can support them
- After the initial assessment chats they are able to choose a named worker



# Safeguarding is always a priority for us

At Kooth, we believe that **safeguarding is everybody's business**. It is a core value amongst all our staff.

We have clear processes for escalating safeguarding concerns, supported by our safeguarding team.




# Adapting our approach to support young people with SEND

We recognise that many young people using Kooth may have special educational needs and disabilities.

In these events, we'll explore with them the different ways we can accommodate their needs in a person-centred and collaborative way that works for them.



A large teal shape on the left side of the slide, with a large orange circle overlapping it.

What your local  
engagement lead  
can offer.

- Professional workshops
- School assemblies
- Group workshops
- Fresher fairs
- Local community events
- Teacher sessions
- Free postal resources
- Parent and carer sessions
- Free access to our digital resources







## Using data to tell a story

*Mark Mapstone, Strategic Lead Service Infrastructure,  
Information and Transformation, London Borough of Merton  
& Zebedee Tonkin, Service Manager, Jigsaw4U*

## **This session will cover:**

- Our ambition for families – capturing data once.
- Our data and information sharing priorities.
- How are we measuring the impact of the services we have in place?
- Themes from the public health dashboard.



# Family Hub Partnership

Building trust & supportive relationships

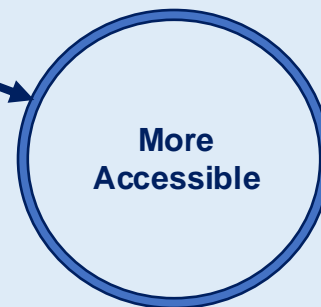
Building networks with peers

Start for Life Offer (first 1001 days)

Co-design & Co-location

Integrated systems & access to shared information

Shared outcomes & Governance



Universal Single Point of Access

Hub Buildings

Online help & support



Face to Face



Virtual



Online Self Service



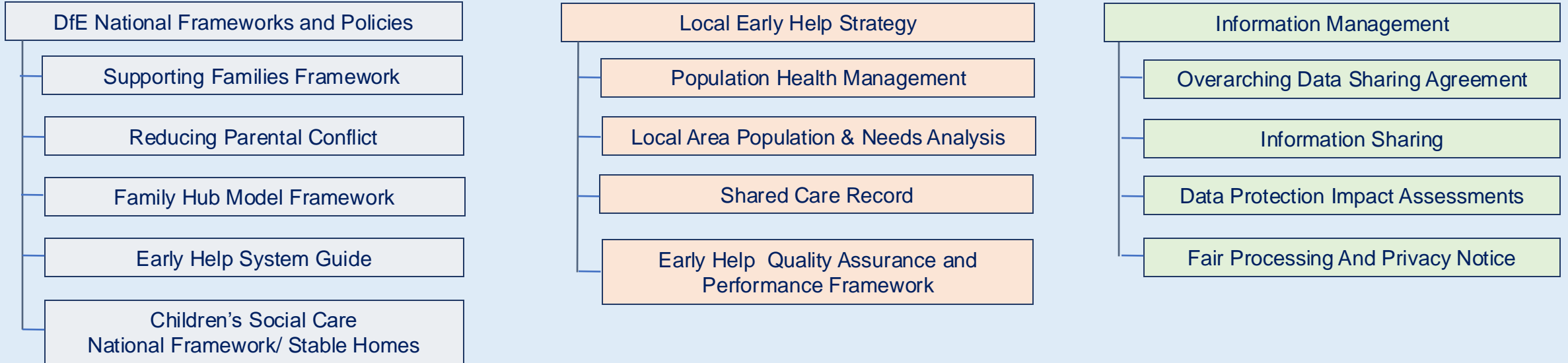
Printed Information



Over the phone or mobile



## Family Hub Partnership – Strategic and Statutory Drivers



## Family Hub Services

Birth Registration

Parenting Support

Midwifery & Maternity

0– 5 Activities

Youth Services Universal & Targeted

Housing

Parent Carer Panels

Health Visiting

Early Childhood Education & Care

Financial Support (Tax-Free & Universal Credit Childcare)

Reducing Parental Conflict

Local Authority 0 – 19 Public Health Services

SEND Support & Services

Intensive Targeted Family Support Services including Supporting Families

Debt & Welfare Advice

Parent-Infant Relationships & Perinatal Mental Health Support

Nutrition & Weight Management

Early Language & the Home Learning Environment

Youth Justice

Support for Separating & Separated Parents

Infant Feeding Support

Domestic Abuse Support

Infant Breastfeeding

Oral Health Improvement

Substance Misuse Support

Mental Health Services beyond Start For Life

Stop Smoking Support



Face to Face



Virtual



Online Self Service



Printed Information



Over the phone or mobile



Visitors

## Is this where we want to be as Merton Family Hubs Partnership?

1. Family voice informs service delivery and future commissioning for whole family working.
2. Information governance enables data sharing across services.
3. Agreed data from partners is accessible for analysis.
4. Our decision making is based on evidence that has been analysed and understood by the partnership.
5. The Early Help and Education Case Management systems meet the needs of the partnership.
6. Develop an options appraisal for a single Case Management system across the partnership
7. Develop local population needs analysis to inform the Early Help strategy.
8. Develop an Early Help performance and quality framework.
9. Use of common assessment tools which reflect the Supporting Families framework.
10. Shared performance indicators to assess the quality of services and address feedback from families.



# Our data and information sharing priorities

1. Review existing data and information sharing arrangements across the partnership and wider Family Hub partnership.
2. Continue to develop information sharing principles across the partnership.
3. Analyse the impact of the Supporting Families Framework for the Family Wellbeing Service.
4. Explore the use of shared systems across the partnership.
5. Develop a Quality Assurance and Performance Framework.



# Outcomes for all children and young people

CHARACTERISTICS: gender, ethnicity, socio-economic status, SEND, EAL etc.



## Safe Personal security

### All children:

- Have secure shelter
- Are physically safe at home, at school and in their community
- Are protected from severe and immediate threats to their health, happiness and learning

### Example indicators:

- Homelessness
- Safeguarding (children in need, child protection plans, looked-after children)
- Absence from school
- Absence from care
- Crime in local area
- Hospital admissions (accidental injury, non-accidental injury)

### Parent/family:

- Domestic abuse
- Extreme poverty
- Imprisonment



## Healthy Physical wellbeing

### All children:

- Are protected from preventable disease
- Are free from chronic illness
- Have healthy lifestyles (nutrition, exercise)
- Have good mental health

### Example indicators:

- Height and weight
- Chronic illness
- Acute illness
- Vaccination
- Nutritional deficiencies
- Child alcohol, tobacco, drug use / exposure
- Environmental factors e.g. pollution levels

### Parent/family:

- Physical and mental health (including maternal during pregnancy)
- Lifestyle (obesity, alcohol, smoking, drug use)



## Happy Social, emotional and personal wellbeing

### All children:

- Have their social needs met (relationships with others)
- Have their emotional needs met (relationship with self)
- Have their personal needs met (mentally stimulated, able to pursue interests)

### Example indicators:

- Attachment
- Mental health
- Behaviour
- Bullying
- Social networks
- Socio-emotional development
- Children's feelings about their safety, health, happiness, learning

### Parent/family:

- Parental mental health
- Employment, earnings
- Parenting skills



## Learning Cognitive & metacognitive development

### All children:

- Are gaining the knowledge and skills they need for later childhood and adult life (academic, practical, socio-emotional & personal)
- Are developing their own interests and talents
- Are learning how to learn

### Example indicators:

- Cognitive development
- Attainment
- NEETs (Not in Education, Employment or Training) post-16
- Absence, exclusion, PRU/APU, homeschooling
- Further Education & Higher Education admissions
- Internet access

### Parent/family:

- Education level
- Employment, earnings
- Home learning environment



## Engaged Feel engaged in a community\*

### All children:

- Are happy with their friendships
- Have family they get on well with and are happy with their family life
- Feel they belong to a group and community
- Have a choice of things to do and places to go in their local area

### Example indicators:

- Presence of strong relationships with adults – related family or professionals – that they can rely on and take them through to adulthood
- Social networks
- Safe and affordable places to go and things to do in their community

### Parent/family:

- Emotional connection
- Quality time together
- Shared experiences and enduring relationships
- Strong relationships and part of a community

INTERCONNECTED

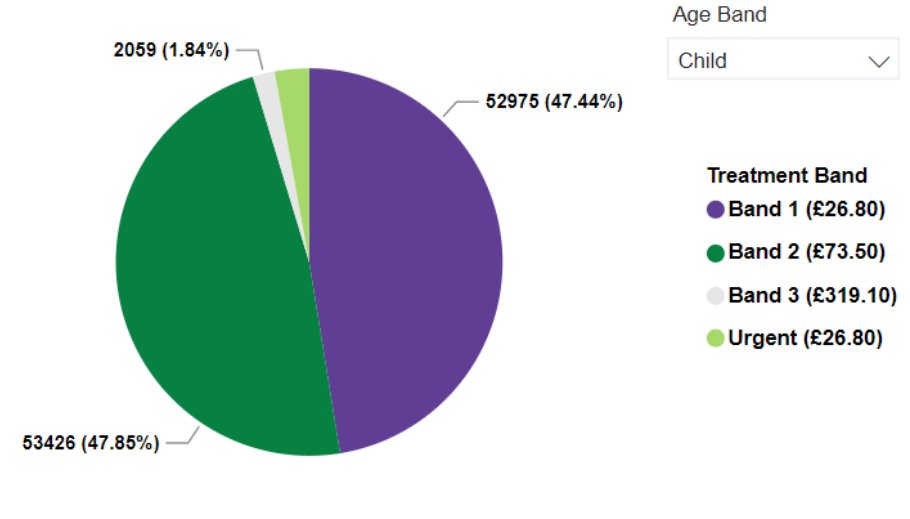
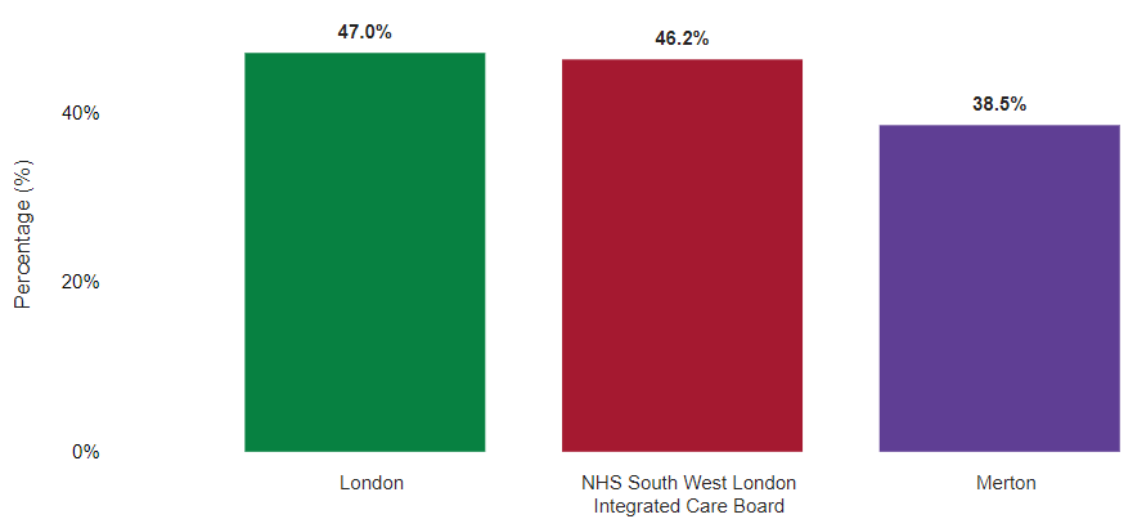
AGE

\*Note that this has been added by the Children's Commissioner

# Themes emerging from recent information sharing

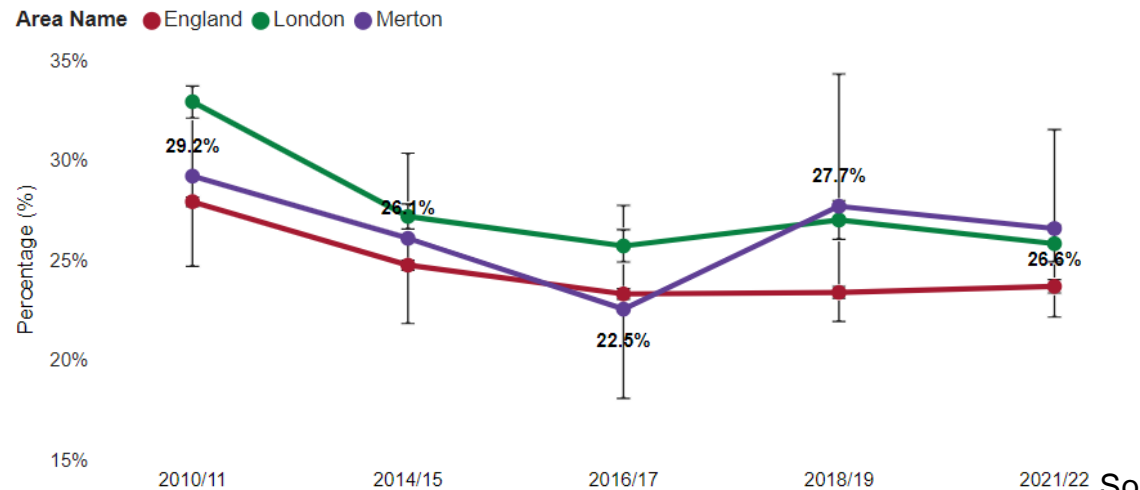
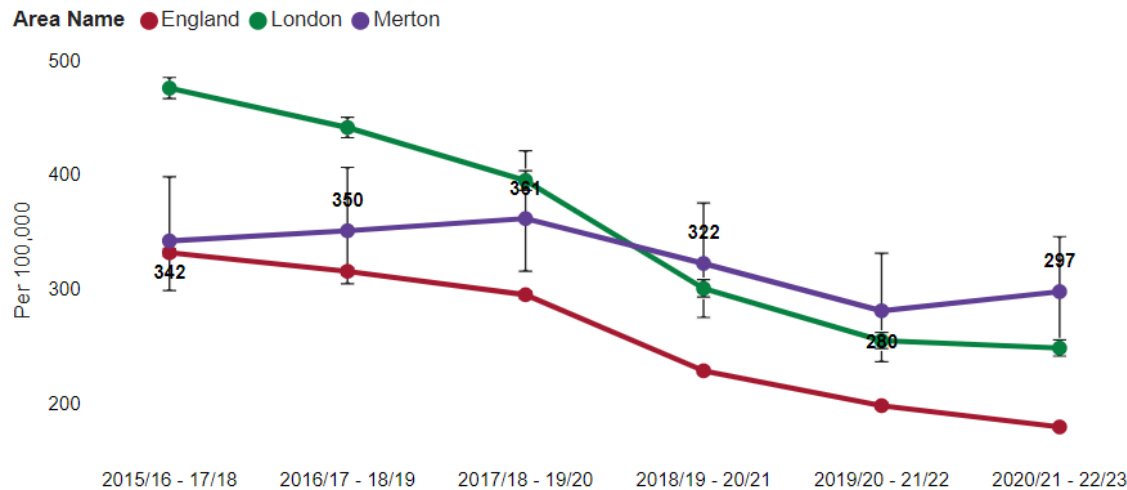
(15) Child patients seen in the previous 12 months, as a percentage of the child population, as at 30<sup>th</sup> June 2023, in Merton, London and South West London ICB boroughs.

(16) Percentage (%) of dental treatment by treatment band in Merton, 2023.



(17) Rate of hospital admissions (per 100,000) for dental caries (0 to 5 years) in Merton, London and England, 2015/16 to 2022/23.

(18) Percentage (%) of 5 year olds with experience of visually obvious dental decay in Merton, London and England, 2010/11 to 2021/22.



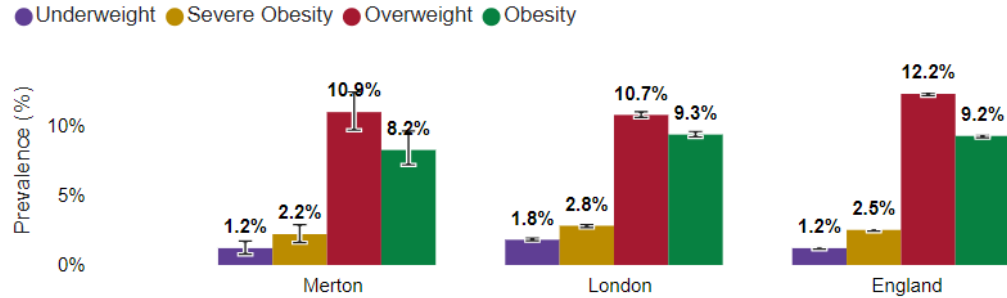
# Themes emerging from recent information sharing

Home

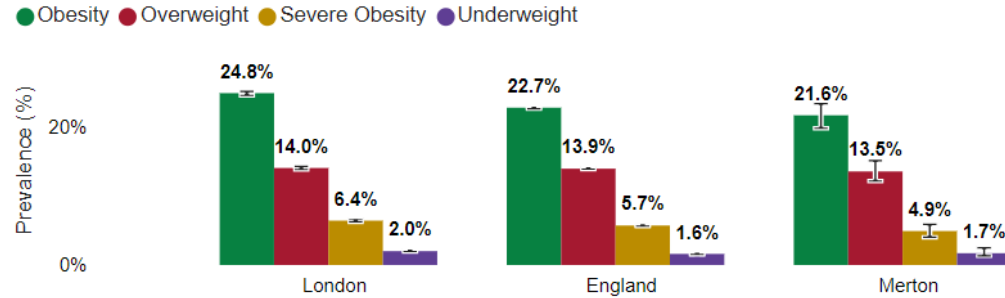
## Start Well - Childhood Healthy Weight

Info

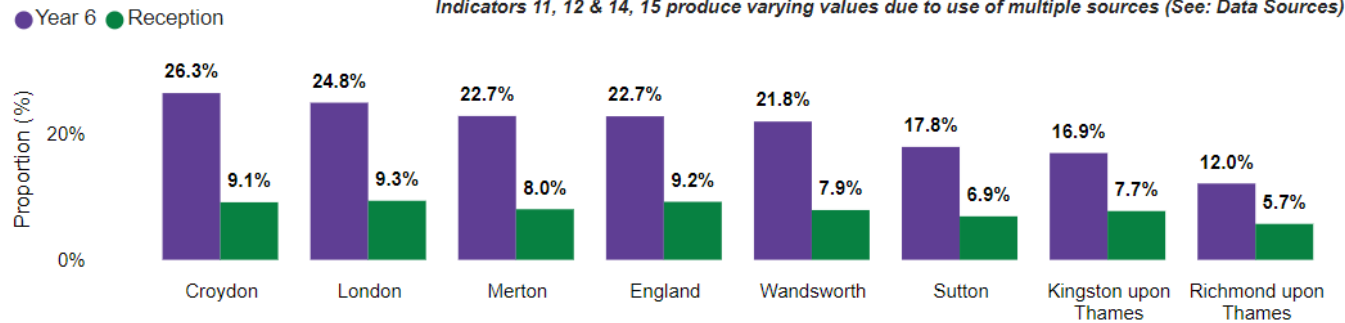
(10) Prevalence (%) of BMI Categories for Children in Reception in Merton, London & England, 2022/23.



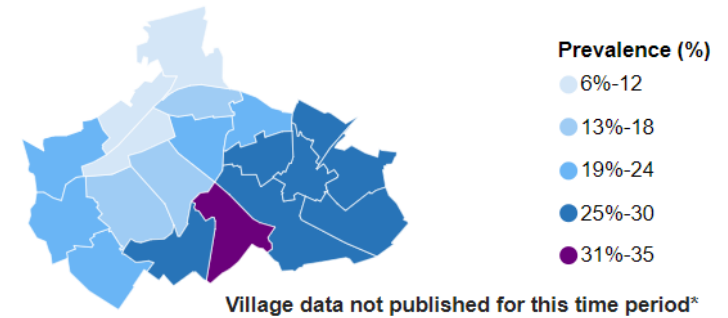
(11) Prevalence (%) of BMI Categories for Children in Year 6 in Merton, London & England, 2022/23.



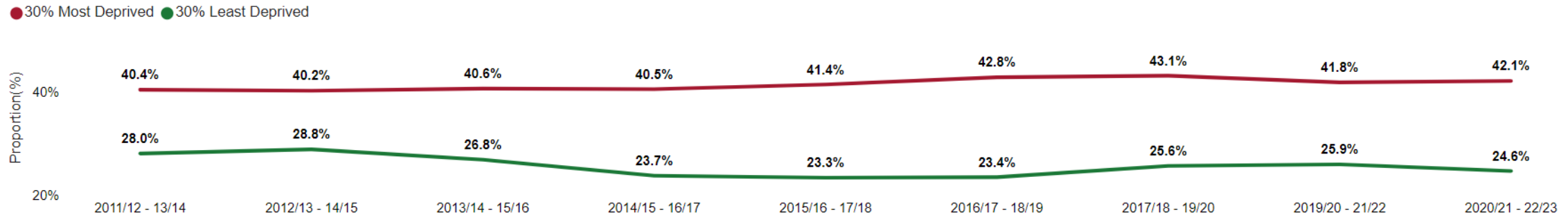
(12) Prevalence (%) of obesity for Children in Reception & Year 6 in Merton, South West London boroughs, London & England, 2022/23.



(13) Map: Prevalence of obesity (including severe obesity) in Year 6, 3-years data combined (2020/21 - 22/23) by Ward.



(14) Proportion (%) of overweight (including obesity) in Year 6 children by 30% Most Deprived and 30% Least Deprived areas of Merton, 2011/12 - 2022/23.



# What's your story?

## Round table discussion

1. How is management information and family feedback used to improve my service area?
2. What evidence do we have to support what we are saying?
3. What strategic ideas do you have to help families tell much of their story once?





# Supporting vulnerable families with complex social, emotional and behavioural needs across South West London since 1997

- 10,101 Individuals supported in 2023/24
- 15,923 one-to-one sessions delivered
- 2,772 Professional meetings attended
- 141 Free activities and events delivered to families



For more info visit: [www.jigsaw4u.org.uk](http://www.jigsaw4u.org.uk)

# Jigsaw4u services

20 active services including:

- Pre/Post Bereavement
- Young Victims of Crime
- Prisoners Families
- Advocacy and Independent Visiting
- Home School Links – Primary Ages
- Therapy in Schools
- Piece of Mind – Anxiety and Depression support
- Who's in Charge – Child to Parent abuse
- The Parent-Child Game
- Helping Hands – DA/DV Support
- Carer's Peer Support
- Missing Young People
- Tenancy Support
- Wilson Wellbeing Centre
- Suicide Support
- Child Exploitation Support
- Therapeutic Life Story Work/Adoption Play Therapy
- Activities4u



For more info visit: [www.jigsaw4u.org.uk](http://www.jigsaw4u.org.uk)

# Wilson Wellbeing

In Partnership with

Jigsaw4u 

[www.wilsonwellbeing.com](http://www.wilsonwellbeing.com)





# Wilson Wellbeing Centre

Managed by Jigsaw4u since April 2023  
Based at The Wilson Hospital, Cranmer Rd, CR4 4TP  
Offering support for the East Merton Community

- Over **4000** community members supported since April 2023
- Ages **4 weeks – 90 years**
- Over **30** different ethnicities
- Over **35** partnered organisations engaged
- **11** Consistently present volunteers accumulatively recording approximately **50+** hours per week
- Feedback consistently reports **100%** of attendees would return to visit again

For more info visit: [www.wilsonwellbeing.com](http://www.wilsonwellbeing.com)



# Services offered at Wilson Wellbeing

- Clothes bank
- Food bank
- Book bank
- Toy bank
- Wellbeing support
- Volunteer opportunities
- Arts & crafts for adults and children –
- Mindful colouring/chats and crafts
- Tea and table games
- Helping hands coffee morning
- Gardening clubs
- Singing for all
- Reggae babies
- Story time for u5's
- Spanish/French conversation classes
- After school clubs -  
Lego/D&D/puzzles/board games





Large Hall and Atrium Spaces



4 Therapeutic Rooms  
Family Room with Play Area



Community Garden



Wilson  
Wellbeing  
In Partnership with  
Jigsaw4u

Merton  
family  
hub



# Wilson Wellbeing

In Partnership with



Every Monday 10:30 - 11:30

**Story Time @Wilson Wellbeing**

Stories, songs & more for pre-schoolers and parents

Contact us to book your free space:  
wilsonwellbeing@jigsaw4u.org.uk  
020 8617 3270

Wilson Wellbeing  
wilsonwellbeing.com  
wilsonwellbeing@jigsaw4u.org.uk  
Wilson Hospital, Mitcham, CR4 4TP

Partnered with Jigsaw4u

Mondays & Tuesdays 14:00 - 16:00

**Smoothie Bikes @Wilson Wellbeing**

Hop on one of our smoothie-bikes and fix yourself a healthy drink free of charge!

Wilson Wellbeing  
wilsonwellbeing.com  
wilsonwellbeing@jigsaw4u.org.uk  
Wilson Hospital, Mitcham, CR4 4TP

Partnered with Jigsaw4u



# Food Bank

*Running Since April 2023*

*Following Trussell Trust Guidelines*

*Drop-in service, **no referral required***



- Supported **504** vulnerable people to date.
- Donations collected weekly from Sainsbury's.
- Additional seasonal donations and spot-funding has been found for to add to our supplies.
- Began this service with a "choose what you'd like" approach
- Adapted to partially bespoke parcels being made up by staff for individuals, due to demand increasing.
- Further adapted to 1 parcel a week maximum per person until we can find additional doners.
- Continue to constantly evaluate this service to ensure it is maintaining effectiveness, meeting the greatest need possible.



# Success Story

Vulnerable Service User with Learning Difficulties came to Wilson Wellbeing in January 2024 for Wellbeing Support. Continued as a regular Food Bank user for the next few months and utilising the Centre on a regular basis. In May, they made a successful application to become a volunteer with us and they have been incredibly supportive with the delivery of services to this day.

## Service User Quotes

*"I think it's really good, some places don't have this and not many don't have a referral process."*

*"It's really helped me for the past year, and I like how I can bring in things I don't use and know it's going to someone who needs it."*

*"So accessible and such a needed service for Mitcham."*

*"Food bank's very helpful, good variety, receive a decent amount regularly."*

*"Met loads of new friends, great Food bank stock, staff are polite good range of activities too"*

*"I will definitely recommend my Friends and Family to the service."*

**Wilson**  
Wellbeing

In Partnership with

**Jigsaw4u** 





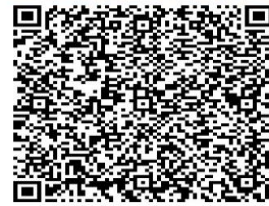


**AGM  
2024**  
Invite

**Wednesday 9<sup>th</sup> October 2024**  
**16:30 – 18:00**

**Park Suite, The Grange Restaurant,  
Beddington Park, London Road,  
Wallington, SM6 7BT**

**DIRECTIONS**



Via Google Maps

**Free Parking and Refreshments Provided, RSVP  
by emailing: [michaelbrown@jigsaw4u.org.uk](mailto:michaelbrown@jigsaw4u.org.uk)**





## Embedding integrated approaches

*Carolyn Castle, Strategic Lead Family Hub Transformation,  
London Borough of Merton*

# A quick recap.....

## ACCESS

- Digital Resources
- Outreach
- Branding

## CONNECTION

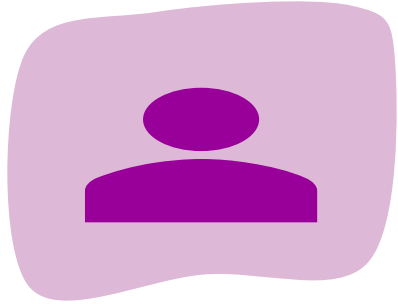
- Collaboration with VCFSE
- Co-location
- Information Sharing

## RELATIONSHIPS

- Induction
- Training
- Shared vision and practices

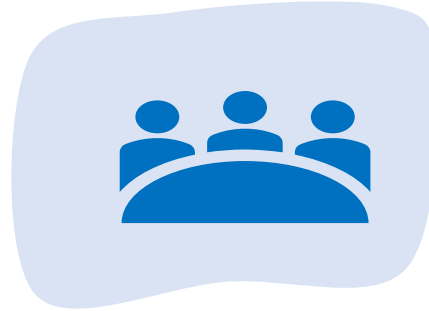


# Integration: What might it look like?



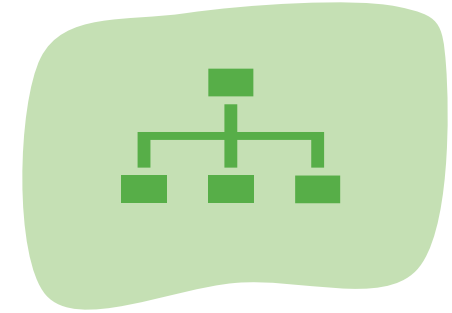
## For practitioners

- Register for training.
- Attend lunch and learns.
- Use induction with new staff.
- Get along to community meetings and forums.
- Share leaflets with families.
- Uphold the FH Vision
- Think about the story behind data.
- Access digital directories



## For services

- Co-locate
- Support development of new skills & knowledge
- Collaborate together
- Embed FH brand
- Share Information and respond to the 'story'



## For systems

- Develop and agree shared outcomes
- Embed sustainable approaches
- Continue to iterate as integration activity progresses.

How was the Merton Family Hub  
Workforce Development Day for  
you?



For more information, please contact:  
[familyhubs@merton.gov.uk](mailto:familyhubs@merton.gov.uk)

[Family Hubs | Merton Council](#)  
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