



# Borough of Telford and Wrekin

## Health & Wellbeing Board

Thursday 21 March 2024

### Starting Well Update Report 2024

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<b>Cabinet Member:</b>	Cllr Shirley Reynolds - Cabinet Member Early Years, Children and Young People	
<b>Lead Director:</b>	Jo Britton - Executive Director: Children's & Family Services Liz Noakes - Director: Health & Wellbeing Darren Knibbs - Director: Children's Safeguarding & Family Support, Simon Wellman - Director: Education & Skills	
<b>Service Area:</b>	Health & Wellbeing	
<b>Report Author:</b>	Helen Onions – Consultant in Public Health/Deputy Statutory Director of Public Health	
<b>Officer Contact Details:</b>	<b>Tel:</b> <b>01952 381366</b>	<b>Email:</b> helen.onions@telford.gov.uk
<b>Wards Affected:</b>	All Wards	
<b>Key Decision:</b>	Not Key Decision	
<b>Forward Plan:</b>	Not Applicable	
<b>Report considered by:</b>		

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#### 1. Recommendations for decision/noting:

##### 1.1. The HWB is asked to note:

- the programme updates on the starting well priority in terms of: Family Hubs implementation, the Healthy Child Programme and the development of the partnership's Early Help Strategy
- the collaborative work being undertaken across the Integrated Care System to reduce child mortality.

## 2. Purpose of Report

- 2.1. This report provides the HWB with an update on the starting well strategy priority.

## 3. Background

- 3.1. Ensuring that all children and young people in Telford & Wrekin achieve the best start in life has been a Health & Wellbeing Board priority since September 2021. While it is important that every one of our children has the best start in life, poverty and disadvantage creates significant challenges and inequalities for many families. In addition, it is well recognised that the pandemic had a disproportionate impact on children and young people.
- 3.2. The Telford & Wrekin Best Start in Life Early Help (BSIL) Board established in July 2022 steers the agenda, providing governance and oversight to ensure effective partnership planning and service delivery improves outcomes and narrows inequalities. The BSIL Board's three key priority work streams, agreed through partnership engagement, JSNA intelligence and evidence of local demand and pressures on services, are:
  - Start for Life and Family Hubs programme.
  - Healthy weight
  - Social emotional and mental health
- 3.3. The HWB Board agenda for March 2024 includes the healthy weight strategy and the 2024 annual public health report which focusses on the emotional wellbeing of children and young people. As such this starting well update focusses on elements relating to the implementation of Family Hubs, assurance for the Healthy Child Programme and the development of the partnership's Early Help Strategy. An update on Children and Young People's Mental Health Services (BeeU) is also included.
- 3.4. In September 2023 the Integrated Care Board published figures on child deaths in Shropshire, Telford & Wrekin, highlighting local death rates were higher than average.

## 4. Summary of main proposals

- 4.1. Family Hubs transformation is progressing across Telford & Wrekin with the opening of the Oak Family Hub in January in Oakengates, alongside the Silver Birch Hub in Sutton Hill and Walnut Hub in Woodside, which opened in August. Phase two of implementation continues with Hadley Children Centre based at HLC, and Dawley Children Centre based at Dawley Town Hall becoming our 4<sup>th</sup> and 5<sup>th</sup> Hubs. Phase 3 transformation will focus on hubs in Wellington, Donnington and Newport.

4.2. The key elements of the Family Hubs offer, which have been established in partnership with the voluntary and community sector, early years and the NHS are:

- Parenting
- Perinatal Mental Health
- Parent Infant Relationships
- Home Learning Environment
- Infant Feeding
- Parent Carer Panel

4.3. The Family Hub requirements are defined by the Department of Education and include a range of in person and online support activities:

4.3.1. Parent–infant relationships and perinatal mental health support

- Designated welcoming, safe and secure space where parents and carers can speak to practitioners, volunteers, or other peer supporters about their wellbeing and mental health.
- Information leaflets and brochures are available in the family hub to help destigmatise mental health and parent infant relationship difficulties, and to raise awareness of support available (once these become available as part of the National Public Health Campaign).
- Offer antenatal classes (face-to-face and/or online) that include advice on mental health and the importance of early relationships with babies, including support for fathers and co-parents/carers.
- Parents and carers can access face-to-face support for mental health and parent–infant relationships in the family hub through enhancing existing services and/or new offers.

4.3.2. Infant Feeding

- The family hub has a designated welcoming, safe and secure breastfeeding space for mothers to breastfeed and meet other breastfeeding parents.
- Physical information (e.g., leaflets/brochures) is available at the family hub so parents/carers know how to access local support.
- Drop-in infant feeding support sessions/groups are available at the family hub.
- Equipment is available on loan from the family hub for parents who need it (e.g. breast pumps), and staff sensitively support parents to use it.

4.3.3. Public Health

- There are drop-in opportunities in the family hub provided by professionals and local providers of different services available.

4.3.4. Activities for children aged 0-5

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- Family hubs deliver the statutory duty to provide activities for young children (aged 0-5), e.g., interactive play or stay and play sessions and offer antenatal classes (face-to-face and/or online) that include advice on mental health and the importance of early relationships with babies, including support for fathers and co-parents/carers.

### 4.3.5. Domestic Abuse Support

- Private spaces are available to allow victims (adult and/or child) to speak confidentially, to reduce risk associated with disclosing in front of perpetrators.
- Family hubs have awareness-raising information around the hub about local services and the 24/7 domestic abuse helpline, such as posters on toilet doors and/or notice boards, and discreet cards available to pick up.

### 4.3.6. Midwifery/maternity

- The family hub can provide a team base for midwives working in the local area to meet and work across disciplines and agencies.
- Provide clinical and non-clinical space to enable midwifery teams based at the family hub to offer appointments there, with particular emphasis on initial booking appointment.
- There is a confidential environment for assessments to be completed.
- There is connection to vaccination centres (e.g. midwives can refer families to a vaccination centre).
- Referrals to obstetric or other secondary care are available where required.

### 4.3.7. Health Visiting 0-5 (inclusive of the Start for Life period)

- The New Birth Visit is provided in home, and other reviews including mandated offer is available in a family hub (as well as in family homes and other settings)
- Mandated universal reviews are offered face to face as per the Health Visitor Service Model and High Impact Areas
- There is an ability to support confidential discussion.
- Child health clinics are available in the hub.
- Health Visitors are proactive in bringing families with highest needs / poorly served into family hubs for additional support, including group sessions and do this face to face where possible.

### 4.3.8. Parenting Support

- Staff can have sensitive conversations, promote the universal open access parenting support offer and connect families to targeted evidence-based parenting interventions (prioritising those that would benefit most).

- There are integrated multi-agency referral pathways in place for access to peer-support and targeted community-outreach activities, as well as to targeted, evidence-based parenting programmes for new and expectant parents/carers.
- All families should have access to a key contact within the family hub who can help them to understand the parenting support that is available to them.
- They provide initial appropriate information to assist new and expectant parents/carers during their transition to parenthood.
- Staff can have sensitive conversations, promote the universal open access parenting support offer and connect families to targeted evidence-based parenting interventions (prioritising those that would benefit most).
- There are integrated multi-agency referral pathways in place for access to peer-support and targeted community-outreach activities, as well as to targeted, evidence-based parenting programmes for new and expectant parents/carers.

#### 4.3.9. Early Language and the Home Learning Environment

- Access to a key contact in the hub able to provide appropriate information to support parents of pre-schoolers with their HLE, identify need and connect families on to targeted evidence based HLE interventions (prioritising those that would benefit most)

4.4. A data collection process for the Family Hubs implementation is being developed in line with the DfE requirements. The aim is to start demonstrating the impact of the Family Hub offer during 2024-2025. A data Family Hub dashboard will be created to run alongside the Early Help Strategy.

4.5. Promotion of the Family Hubs Offer is available in a published [Family Hubs booklet](#) as well as on the temporary landing site. The Family Hubs website is under construction and is being co-produced with Dandelions, partners and recently shared at a February equalities event represented by five communities and organisations.



## 4.6. Early Help Strategy

4.6.1. Early Help can be described as the total support that improves a family’s resilience and outcomes or reduces the chance of a problem getting worse. The Early Help Operational Board, which reports to the Best Start in Life Early Help Board, has been established to develop the Telford & Wrekin Early Help Partnership Strategy. The Government’s [Early Help System Guide](#) is being used as a toolkit to frame our strategy and the following outline has been developed with partners and is under consultation.

### Telford & Wrekin Early Help Strategy Overview

#### Our Vision

We want Telford and Wrekin to be a place where families are helped at the earliest point, children and young people’s life chances are improved and demand on crisis services is reduced. At every stage of their life children and young people will be kept safe from harm and neglect.

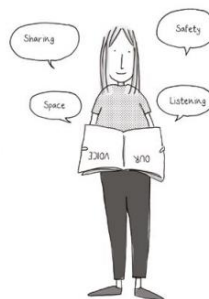
#### Our Objectives

<b>Workforce</b> draft for comment  Our workforce offers a professional family support service which sees early help as everyone’s responsibility, is delivered through a shared practice framework and is recognised for its whole family approach	<b>Family voice and experience</b> draft for comment  We gather and act on feedback from families and engage people with lived experience in service design, governance and quality assurance	<b>Leaders</b> draft for comment  The Best Start in Life Early Help Board is accountable for our early help system and demonstrates our place-based focus on early help, the whole family and whole system working
<b>Community</b> draft for comment  We are improving the way we connect voluntary and community sector activity, family networks and formal early help activity		
		<b>Intelligence-led</b> draft for comment  Our Best Start in Life Early Help Partnership Board is accountable for developing and driving an intelligence-led approach

4.6.2. Co-production with families, professionals and partners is a key component of the Early Help Strategy Development.



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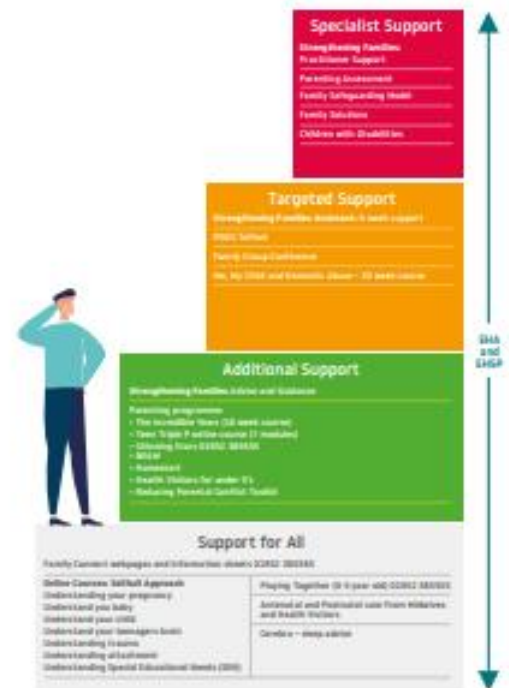
4.6.3. An Early Help engagement workshop is being held on 14<sup>th</sup> March to develop the strategy further and map our current offer, using a model with various levels of parenting support, ranging from support for all to specialist support.

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We would like to invite you to our first Early Help Strategy Workshop to explore the Early Help Offer for Telford and Wrekin. To explore:

- what does our data tell us about families
- what do parents say about services
- what services have we got and where are the gaps.

By pooling our shared knowledge and expertise we hope to agree some key areas for partnerships to focus and develop on for the next three years.



### 4.7. Healthy Child Programme

4.7.1. The nationally prescribed healthy child programme, is a statutory public health service commissioned by the Council and delivered by Shropshire Community Health NHS Trust. This important universal service is offered to all children and families, but with a targeted offer for those with particular needs and risks, it includes the following elements:

- **Health Visiting:** mandated childhood checks (at 10-14 days, 6-8 weeks, 1 years and 2 years), support and advice on breastfeeding and weaning, parenting and school readiness.
- **Family Nurse Partnership:** intensive person-centred care and support for first time teenage parents
- **School Nursing:** National Child Measurement, school health drop-in clinics, sexual health advice and Chat Health support, Asthma Friendly school training

4.7.2. The HCP model includes a schedule of interventions, ranging from universal services to intensive support, offered through two needs-led teams:

- **Community First Team** – offering a community-centred approach aiming to develop and build on community assets and resources, includes School Nurses and Health Visitors
- **Family First Team** - offering targeted support for vulnerable families with complex and/or additional needs, includes Health Visitors, School Nurses and the Family Nurses Partnership.

4.7.3. The nationally mandated HCP checks for children are centrally monitored and included in national outcomes frameworks. These mandated checks are: antenatal checks, new born visits, 6-8 weeks checks, 12 month development check and 2 year olds reviews.

- **Newborn Visits within 10-14 days** - the service consistently achieves good performance, with over 92% of visits delivered within the timeframe July-Sept 2023. In 2022/23 the Telford & Wrekin performance was the highest of all local authorities in the West Midlands.
- **6-8 weeks checks** – 88% of infants received their checks on time during July-Sept 2023, which is well above the national average.
- **12 months development reviews** - delivering these checks has been a challenge in the service and parents often cite being unable to attend due to work commitments as a reason for non-attendance. In response the service is offering more development clinics to increase families opportunities to engage, and the performance is improving - 87.5% of 1 year olds received the checks on time during July-Sept 2023.
- **2-year-old reviews** – 91% of 2 year olds received their checks on time during July-Sept 2023, which is well above the national average.

4.7.4. The Healthy Child Programme is a key part of the Start for Life Family Hubs transformation, including handing out the [Best Start for Life booklet](#), offering universal and mandated contacts with families. The additional S4L funding awarded to the Healthy Child Programme has increased the breastfeeding support given to families and extended the provision of breast pumps.

4.7.5. The Telford & Wrekin Healthy Child Programme plays a key role in safeguarding children and young people on a number of levels, including through face-to-face newborn home visits, multi-agency meetings, risk planning and their contribution to the child exploitation agenda. Our school nursing service was commended by NHS England and the IITCSE Inquiry for the support they offer young people on sexual health, the risk of exploitation and multi-agency work. In response to the IITCSE Inquiry Recommendations the capacity of the Healthy Child Programme nurses has been increased and a CSE Lead has been appointed in the school nursing team.

#### 4.8. Child and Adolescent Mental Health Services (BeeU)

##### 4.8.1. BeeU current service position

Bee U continues to meet the CYP crisis metric of 4 hours and 72 hours and meeting the 1 week urgent and 4 weeks non urgent to treatment for CYP with eating disorders. There continues to be some long waits in the service. Bee U have well developed triage to ensure all high-risk children are seen in a timely



manner, and all other CYP and their families have access to self-help while waiting.

	Longest Wait Days	Longest Wait Weeks	Median Days	Median Weeks
<b>NHS SHROPSHIRE TELFORD AND WREKIN CCG + Telford and Wrekin LA</b>	1549	221	113	16
BeeU ADHD	1549	221	166	24
BeeU ASD Assessment	644	92	199	28
BeeU Assessment	370	53	137	20
BeeU Core Mental Health Team	304	43	93	13
BeeU Learning Disabilities	108	15	59	8
BeeU Medics	472	67	54	8
BeeU North Telford MHST	80	11	17	<
BeeU Physical Health Team	100	14	98	14
BeeU South Telford MHST	107	15	17	<2

#### 4.8.2. Commissioning arrangements

MPFT have entered a contract extension for 2024/25. Additional funding from Mental health investment standard for 2024/25 enables an uplift to support the service to develop and increase staffing with the aim to support more CYP and families and see an in-year reduction for waiting lists and awaiting times for core Bee U assessments and ND assessments. MPFT are currently developing the plans and a system communication will follow by the end March. The key areas including reducing waiting lists. Telford & Wrekin councils commissioning Specialist for mental health is a key member involved within this process.

### 4.9. Child Mortality in Shropshire, Telford & Wrekin

4.9.1. In September 2023 the Integrated Care Board published figures on child deaths in Shropshire, Telford & Wrekin, highlighting that death rates were higher than average. A working party led by the ICB Chief Medical Officer and Executive Director of Nursing and the two local authority Directors of Public Health has been established to develop a coordinated approach to reducing preventable child deaths. Two workshops have been held to discuss action with colleagues across the integrated care system.

## 5. Alternative Options

5.1 Ensuring all children and young people have the best start in life makes a significant contribution to individuals, families and communities. The lack of a consistent approach would adversely impact on multiple agendas and outcomes for the borough including health and care, education, employment and community safety.

## 6. Key Risks

6.1 The Government's Start for Life grant funding to develop family hubs comes to an end in March 2025.

## **7.0 Council Priorities**

7.1 Every child young person and adult lives well in their community.

## **8.0 Financial Implications**

8.1 There are a number of initiatives highlighted in the report which are funded from different sources.

8.2 Healthy Child programme (HCP) is funded from public health grant. The contract value in 2023/24 is around £2.7m and there has been some further investment in supplementary programme initiatives of around £150k this year. The contract is due for renewal in 2025 following a contract extension.

8.3 Start for Life programme/Family Hubs grant funds commenced in 2022/23 with Telford & Wrekin Council receiving a grant award over 3 years of just over £3.1m. The grant received in 2022/23 was £0.75m, with 2023/24 being £1.29m and in 2024/25 £1.09m. To the end of 2023/24 the expectation is that the £2.04m of grant received to date will have been expended with a small amount carried forward into 2024/25. Sustainability of services is being embedded as the programme is rolled out as the grant is only known to be available until and including 24/25. Further consideration will need to be given to the delivery of services and their sustainability if the grant award does not continue beyond 24/25.

8.4 The programmes are expected to deliver within approved financial resources and therefore there are no significant financial implications arising from adopting the recommendations of this report. RP 08/03/24

## **9.0 Legal and HR Implications**

9.1 The government's Family Hubs and Start for Life programme helps meet commitments in "[\*The best start for life: a vision for the 1,001 critical days\*](#)", published as government policy in March 2021. This programme is jointly led by the Department for Education (DfE) and Department of Health and Social Care (DHSC).

The 75 local authorities selected to take part in the programme and to receive funding, including Telford & Wrekin, have had the benefit of government guidance to implement the programme.

## **10.0 Ward Implications**

10.1 All wards are affected, but there are inequalities in outcomes in the more deprived communities.

## **11.0 Health, Social and Economic Implications**

11.1 The Family Hubs transformation and Healthy Child Programme offer key prevention and early help services to families. The enhancement of this preventative support in the community strengthens the borough's early help offer, which in turn should improve outcomes and reduce the demand for healthcare and safeguarding services.

## 12.0 Equality and Diversity Implications

12.1 Ensuring all children and young people get the best start in life and the inequalities agenda are fundamentally linked. As part of this there are equality and diversity dimensions which impact on inequalities and different outcomes experienced across groups of children and young people. For example, those who are looked after, young people who are care experienced, those who live in deprivation or who are social excluded, have special educational needs or are from black or minority ethnic groups.

## 13.0 Climate Change and Environmental Implications

13.1 No specific climate change or environmental implications.

## 14.0 Background Papers

- 1 HWB September 2022 Health & Wellbeing Strategy Refresh Proposals
- 2 HWB September 2021 Telford & Wrekin Inequalities Plan
- 3 HWB March 2023 Best Start in Life

## 15.0 Appendices

## 16.0 Report Sign Off

<b>Signed off by</b>	<b>Date sent</b>	<b>Date signed off</b>	<b>Initials</b>
Director	29/02/2024	06/03/2024	LN
Legal	29/02/2024	29/02/2024	KF
Finance	29/02/2024	08/03/2024	RP