

Family Wellbeing Centre Annual Report 2023-24



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1. Overview

1.1 Introduction and context

Brent Council has a well-established Early Help service that Family Wellbeing Centres (FWC) are an integral part of. The FWC provide a universal 'front door' for families to access a wide range of early help and preventative services, including some targeted support.

There is a core service offer across all the FWCs and some variation depending on local needs and what services are delivered in the community. A description of the FWC service offer is detailed in appendix 1 and includes for example health, education, parent/ carer support and family support. There are currently over 130 different family support activities and services available to book online.

FWCs are at the heart of Brent's Early Help community-based offer and are a priority in the Borough Plan (2023-27). The FWCs provide an integrated 'whole family' (for children aged 0-18 years old, and 25 for those with SEND) service, bringing together core health visiting, school nursing, under 5s services, parenting and family support services into a single offer. This arrangement helps the co-ordination and delivery of services for more vulnerable children using contextual safeguarding approaches.

FWCs are open full time with several centres offering early evening youth activities. There is some Saturday opening on rotation across the FWCs to facilitate a support session for families / children with SEND. Each FWC is shaped by a Local Steering Group (LSG) of stakeholders and there is integrated working across Brent's Early Help network to efficiently and effectively respond to the needs of local families using a holistic approach.

The Willow FWC is predominantly a SEND hub providing support services to families of children with SEND using an approach to identify children's needs early and putting in place interventions to prevent an escalation of need. All FWCs have SEND navigators promoting and signposting families to Brent's SEND local offer and other relevant support.

The Willow FWC is co-located with a nursery for children aged 0-4yrs. The nursery is registered to provide full-time care for 98 childcare places. The places are managed flexibly to accommodate the needs of the community. The nursery offers 30 places for Children with a Disability (CWD) and 28 places for Children in Need (CiN). Willow FWC also has enhanced childcare provision offering 12 places to children with Autistic Spectrum Disorder (ASD), on a part-time offer.

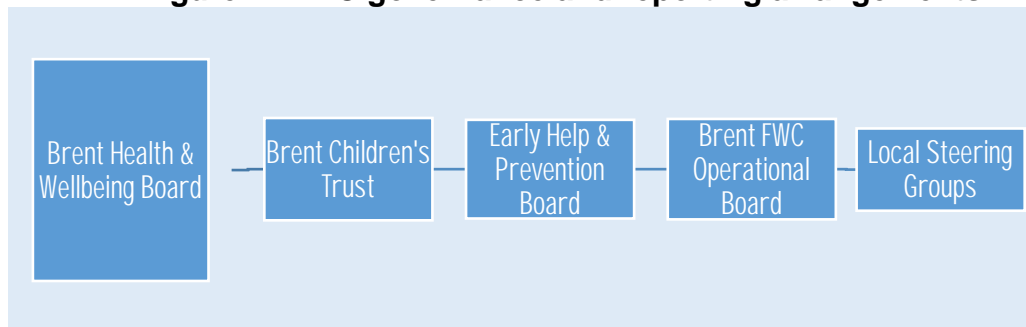
The FWC work closely with Brent Community Hubs to ensure there are effective working relationships in place to support all of Brent's residents. Managers from the respective services meet periodically to review service delivery, update on current developments, and address any partnership working challenges.

1.2 Governance arrangements

The FWC LSG meet quarterly with the exception of Willow and Curzon/ Fawood which have different governance arrangements. The LSG are neighbourhood forums for sharing information, identifying need and support requirements for families and service gaps/ pressures, challenging performance and quality of the FWCs, acting as local

agents for integrating services and drawing in additional resources. The LSG Chairs are elected from the group membership.

Figure 1: FWC governance and reporting arrangements



1.3 Registrations and contacts










Families are required to register online to use the FWC and following registration most services and activities are then available to book online. Timetables are published termly in advance and promoted using the online booking portal and multi-media approaches. Staff and partners continue to promote family registrations and work is ongoing to ensure that contacts providing support to families are captured.

1.4 Headline data for 2023-24

Table 1 gives a summary of the FWC key performance indicators for the 2023-24 financial year. (The full data report is included as appendix 2).

Table 1: Key Performance Indicators 2023-24

No.	Area	Measure	2023/24	2022/23	Difference	Change %
1	Registrations	Number of CYP and adults registering with FWC	12,486	10,767	1,719	16% ↑
2	Reach Contacts	Number of registered services users that have had a contact with FWC	18,113	14,355	3,758	26% ↑
3	Volume Contacts	Number of recorded contacts with registered service users at FWC	142,060	129,491	12,569	10% ↑
4a	Reach Dads	Number of registered dads/ male carers contacted	2,655	2,211	112	20% ↑
4b	Volume Dads	Number of recorded contacts with registered dads/ male carers contacted	16,643	14,835	1,808	12% ↑
5	Triage	Total number of families supported by Triage	2,135	2,132	3	0.1% ↑
6a	Key Worker Support	Total number of Early Help Assessments/ Reviews completed	2,009	1,794	215	12% ↑
6b		Total number of CYP supported (closed and currently open)	1,438	1,427	11	1% ↑

6c		Number of families on FWC waiting list	42	25	17	68% 
6d		Number of individuals on FWC waiting list	73	47	26	55% 
7a	Supporting Families (SF) Programme	Number of SF identified	1,560	1,097	463	42% 
7b		Number of SF with a successful outcome	764	472	292	62% 
8a	Parenting Support	Number of parents completing accredited parenting programmes and workshops	447 *	554	-107	-19% 
8b		Percentage of parents completing accredited parenting programmes	79%	84%	-5%	-6% 
8c		Number of parents attending parenting workshops	567	660	-93	-14% 
9a	School Readiness	Attendance at universal Speech, Language, Communication (SLC) sessions	2,207	2,069	138	7% 
9b		Number of children identified with SLC needs and referred to FWC SLT support	304	360	-56	-16% 
10	Public Health Reach Healthy Start Vitamins	Number of people that have received Healthy Start Vitamins	2,959	N/A	-	-

* Bookings for accredited parenting programmes continue to be high but non-attendance remains an ongoing challenge. A large proportion of non-attendance at parenting programmes is from parents who are referred into programmes by a professional (including Early Help and Social Care). Working with allocated practitioners to support increased parental attendance will be a priority for the new year.

1.5 Triage

The Triage service helps to achieve positive outcomes for children and families who require light touch interventions or short-term pieces of work with families who meet the criteria for Universal (Level 1) & Level 2 support. The common presenting issues to the triage service include:

- Families re-locating from other areas with no resources (i.e. household goods, lack of finances, etc)
- Debt - including utilities, rent, council tax, etc
- Children not in school
- Cost of living related issues
- Housing - overcrowding/ evictions/ disrepairs
- New arrivals - including Ukrainian families, other asylum seekers
- Parents with children who have undiagnosed additional needs who require help to access specialist services.

Demand for the triage service is high and over the past year work has been undertaken to improve recording and data collection and the figure of 2,136 will now be used as baseline going forward. The nature of the support required by families often spans across many areas at once e.g., Housing, Education, Financial instability and as such the length of time (initially approximately 4-6 weeks) that workers are involved with families has increased to 10-12 weeks, or in some cases longer with a small cohort.

The number of families triaged during the year was 2,136. Overall the Triage intervention continues to help prevent needs from escalating and requiring higher level and more costly interventions and achieves positive outcomes for families linked to the presenting issues identified above.

Other support provided by the Triage service includes support to Ukrainian, asylum and refugee families, who have newly arrived in the UK and require support to integrate in the community. A travel access scheme, funded by the Asylum Dispersal Grant, assists those families who are seeking asylum and have limited income to travel to FWCs, maintain appointments with partner agencies or get to health appointments and is made available to families through the FWCs.

Additionally, a pilot programme to support families in crisis was introduced in March 2023, this has proved successful and has been extended to July 2024.

1.6 Family Solutions Key Workers

Early Help targeted offer is delivered through our keyworkers (KW) supporting families with more complex needs across the FWCs. Targeted keyworker support is assessed via Brent Family Front Door (BFFD) which manages safeguarding referrals and identifies cases within the Early Help threshold (applying Brent Threshold criteria).

KW's complete Early Help Assessments (EHA) and undertake reviews to consider the holistic needs of all children within the family. Key workers completed a total of 2009 Early Help Assessment/reviews compared to 1,794 in 2022-2023, an increase of 12%, (see attached family solutions data report for further details). The increase in demand, coupled with recruitment challenges has meant that there have been delays in allocation. However, with management oversight and robust duty systems, families continue to receive support whilst waiting allocation. In April 2024, the targeted Early Help Dashboard went live, providing oversight on caseloads and timescales to further support managers and ensure that there is no drift or delay with open cases.

Table 2 below shows the top 5 reasons for referrals.

Table 2: Reasons for referral

No	Reason
1	Domestic Abuse
2	Behaviour issues
3	Mental health (teens and adults)
4	Parenting capacity
5	Low school attendance.

The supporting families target for payment by results in the 2023-24 financial year was 764 families, this target has been fully achieved. The top 3 areas of concern identified for the supporting families programme during this period are detailed in table 3:

Table 3: SF areas of concern

No	Reason
1	Families impacted by mental health issues 28%
2	Families affected by domestic violence and abuse 27%
3	Children/Young People having education issues 24%

The target set by DfE for 2024-25 is 945 families, this is a 24% increase compared to the previous year. Additional resources and support from partners will be required to ensure successful cases are closed promptly and all relevant evidence is captured for claim submission.

Children and their families receiving support from the FWC are included within the CYP quality assurance programme to ensure that practice is continually reviewed and remains at a good level. Referrals, EHAs and reviews are also dip sampled and reviewed to ensure that threshold and decision making is in accordance with Brent's threshold and CYP practice standards remain consistent and good. Threshold discussions take place regularly with the BFFD management team to ensure that children and families receive the appropriate support at the right level.

Step-up and step-down case practice continues to be reviewed to ensure that the decision to step down is appropriate and that the step down is completed in a timely manner. Early Help attend the weekly transfer meetings to ensure that there is no drift or delay in cases transferring. Dip sampling continues to take place regularly by the Early Help Service Manager. A quarterly step-up/down meeting is chaired by the Director, Early Help & Social Care, to monitor the quality and effectiveness of the step-up/down process and ensure risk is managed appropriately.

1.7 Barnardo's partnership

Barnardo's are commissioned to provide a number of support services that support the FWC delivery model, including crèche provision, volunteering programme, Family Support Assistants and Early Years SENDCO workers. Barnardo's bring added and social value benefits to vulnerable families including for example, the donation and distribution of white goods, mobile devices and data, gifts for children, food donations, access to social trips, a crisis support fund, and support for refugees.

1.7.1 Early Years SENDCO workers

Early Years workers plan and deliver targeted early years focused interventions and group work, such as accredited parenting programmes, Let's Talk sessions supporting children's language development, and advice on infant feeding. Early Years workers help to identify children with additional needs early and quickly, connecting them into appropriate support services. They work closely with the rest of the FWC team to ensure there is a seamless service for vulnerable families. They make welfare calls to identified vulnerable families to check-in on them, promote FWC registration and encourage take-up of services and support.

1.7.2 Family Support Assistants (FSA)

FSA work closely with the Triage Officers and Key Workers to support vulnerable families to access universal services. They offer family befriending and support, facilitate group work, and deliver accredited parenting programmes and other interventions. They complete outreach and home visits to vulnerable families who are not able to access FWC services on site. They make welfare calls to identified vulnerable families to check-in on them, promote registration and encourage take-up of services.

1.7.3 Volunteer programme

Barnardo's delivers a volunteer programme that includes a Volunteer Coordinator. There are over 30 volunteers that support the work of the FWC. Most volunteer during term-time. Volunteers support FWC with for example administration, the crèche, promoting activities/ services, registering families, English conversation groups, delivering parenting programmes and other interventions. The aim is for each FWC to

have a minimum of 3 volunteers allocated to provide additional support, including a Parent Champion.

1.7.4 Parent Champions

The Violence Reduction Unit funds a Parent Champions programme using volunteer parents on the premise that they are best placed to support other parents to find out about childcare and services for families with children of all ages, but particularly focused on families with young people over 10 years old. The Parent Champions have been supporting the FWC with outreach to refugee new arrivals, and homeless families, in temporary accommodation in local hotels to promote FWC registration and take-up of services. There are currently 14 active Parent Champions and funding has been extended to March 2025.

1.7.5 Crèche provision

Barnardo's delivers a crèche service including a crèche coordinator and as and when staff to provide crèches to support programme delivery. For example, crèches are run alongside parenting programmes and other group work to increase accessibility to parents.

1.8 Commissioned partners

The Early Help service commissions Citizens Advice Brent (CAB) and Speech and Language Therapy (SLT) support from CLCH to work as part of the integrated FWC model:

- CAB – advisors are present at each of the FWC one day per week via an appointment-based system. Families can be seen at any of the FWC and can access support via telephone and webchat.
- SLT – promoting age-appropriate development of children's (0-5 years old) Speech Language and Communication (SLC) skills, early identification, and intervention to prevent children's SLC needs escalating and improve children's school readiness.

Other services are also commissioned via Early Help on a smaller scale to increase the range of family support on offer, including:

- HomeStart - parent peer-to-peer support and family befriending service
- Family Friends - parent peer-to-peer support and family befriending service
- Potential Mentoring for CYP
- D'OR Therapy – counselling for CYP and adults
- Emotional Health & Wellbeing Workshops for adults
- EACH - substance misuse advice, guidance and counselling support service for families - note this service came to an end March 2023 and alternatives are being explored
- OurTime – holistic family mental health and wellbeing service using drama and therapeutic reflection to explore sensitive family mental health issues
- Young Carers – Brent Carers Centre provides a range of support services for young carers and their families
- Advance – Independent Domestic Violence Advisors (IDVA) – support domestic abuse victims to become safe and rebuild their lives, represent their voice at a Multi-agency Risk Assessment Conference (MARAC), helping them to navigate the criminal justice process, and work with different agencies to provide wraparound support
- All Child (formerly West London Zone) - supports communities in underserved neighbourhoods in Brent to help CYP build the social, emotional, and academic

skills they need to flourish. All Child are working with 14 schools across Brent and link families they are working with into FWC support services.

1.9 Core services

There are several services that provide a core offer across the FWC including:

- Job Centre Plus Employment Advisors x2
- Citizen's Advice Brent
- Speech and language service – group and 1:1 targeted support
- IDVA
- Connexions PA service
- 0-19 Public Health Nursing services, including Infant Feeding and Brent4life healthy weight teams
- Midwifery services
- CAMHs under 5's service
- Best Start for Life (various programmes).

In addition, Chrysalis deliver a monthly face-to-face drop-in session for families impacted by domestic abuse at Curzon FWC. Chrysalis is funded by the LA to bridge the gap between professionals and survivors of domestic abuse. The following services are available:

- Bowling & Co. – Solicitors
- Brent Housing – DA housing officers
- Asian Women's Resource Centre
- PLIAS resettlement (Phoenix project) – IDVA support for African/ Caribbean women and girls.

1.10 Parenting support

Parenting support is an integral part of the FWC service offer and focuses on equipping parents with the skills, knowledge and confidence to support their CYP wellbeing and development. The FWC deliver a diverse suite of parenting programmes and support that range from universal through to more specialist provision to support parents at differing ages and stages of their children's development and level of need. Programmes include:

- Solihull
- Strengthening Families Strengthening Communities (SFSC) Standard, Prevent, Gangs, Light (also available via e-learning)
- Triple P, Primary & Secondary (also available via e-learning)
- Stepping Stones (support for parents of CYP with SEND)
- Cygnet (for parents of CYP on the autistic spectrum)
- Mellow Parenting, Babies & Toddlers
- Family Transitions – for parents who are divorced or going through separation
- Who's in Charge - aimed at parents whose children are being abusive or violent towards them
- Health, Exercise and Nutrition for the Really Young (HENRY)

- Generation Parent Management Training Oregon (PMTO) – aimed at parents to prevent and reduce mild to severe behaviour problems in young people aged 8-14 at risk of getting involved in serious youth violence.

The FWC offer workshops that provide parents with a 'taster' for the longer programmes and are a good way of generating interest, these workshops focus on topics suitable for parents of toddlers right through to parents of adolescents.

The main issues parents request support with and where positive outcomes are achieved include setting boundaries, behaviour management, conflict between parents and/ or CYP (particularly teenagers), positive approaches to discipline, poor communication, having unrealistic expectations of their CYP (high or low), parent self-care and emotional literacy.

Figure 2: Parents completing the Henry programme



In the 2023-24 the parenting offer expanded to meet the increased demand for Cygnet programme delivery. The co-facilitation of the programme with school partners on school sites has been a particular success. It is hoped that this model can be further expanded to an increased range of programmes in the 2024-25 year. The Cygnet Plus programme for older children will be implemented in 2024-25.

The pilot of Generation Parent Management Training Oregon (GEN PMTO) started during the year. This programme (typically delivered over 14 weeks) is aimed at parents where children aged between 8-14 years old are at risk of serious youth crime or developing a behaviour problem and/ or where these have already begun. The programme provides parents with effective tools to reduce coercive interactions with the aim that this will lead to improved children's mental health and wellbeing and reduce crime, violence, and anti-social behaviour. Recruitment to the programme has been slower than anticipated despite ongoing promotion and outreach to universal and targeted providers. Nonetheless face-to-face and online delivery has begun. The randomised control trial of this intervention will take place in the new year.

As part of the Start for Life programme an external evaluation by Ipsos and partners was commissioned by the DfE to evaluate the impact the Parenting Support Programme (PSP) strand to improve the outcomes of babies and children up-to-2. Brent was part of the evaluation and summary of the findings is detailed below:

Summary of the findings:

- Brent appears to be making good progress against its local theory of change and its underpinning causal assumptions. They have enhanced their PSP offer to parents through existing evidence-based parenting courses, such as

HENRY and Solihull, as well as introducing new parenting programmes, such as Triple P Baby, PAFT, and Preparing for Parenthood. Reflections from staff and families were positive about the new additions to the offer.

- For the children and families pathway, there were signs of the short-term outcomes being achieved and the causal assumptions supported. For example, parents felt more confident and better able to support their child's development. They also described feeling less lonely and more willing to access further support.
- For the workforce pathway, there was evidence that the short-term outcomes were present among staff interviewed, including early evidence to support that recruitment and training is leading to earlier identification of parents' needs. Recruitment also helped to increase resourcing and capacity to deliver activities to families, however, this remains a challenge due to demand.
- For the systems pathway, Brent have so far successfully co-delivered sessions with health partners, and they are also training parent volunteers for peer-led delivery. While the referral process was generally working well, there was room for improvement to better advertise the courses to parents.

1.11 Toy Library

Each FWC has a toy library where families can borrow up to 3 toys for 2 weeks at a time at nil cost. The service is expanding to address local needs and include more toys for SEND and older age CYP.

1.12 SEND support

The centres are inclusive to families with SEND children and specialist support and services include for example:

- CAMHs under 5s service
- Specialist parenting programmes – Cygnet and Stepping Stones
- Supporting Assessment for Autism Route (STAAR)
- Deaf and Hearing Impairment service
- Visual Impairment service
- Speech and Language Therapy (for under 5's)
- Parent peer-support group on Saturday mornings
- Deaf parent peer support group
- Family sign class
- Brent Parent Carer Forum.

The wider FWC service offer is also accessible and for example CAB, targeted early help, and the triage service all support SEND families. The FWC promote the Brent local offer and SEND navigators connect families into appropriate support and/ or refer onto other agencies depending on need. Further partnership is being planned with the inclusion service to strengthen SEND support across the FWC.

1.13 Young Carers Support

Brent Carers Centre were appointed as the commissioned provider for Young Carers support in August 2023. Recruitment challenges have meant that there was a delay in mobilising the support for young carers. The FWC project officer has continued to deliver training to support practitioners in identifying young carers and supporting onward referrals and outreach to schools is ongoing. Brent Carers Centre identified 35 new young carers in the final two quarters of 2023-24.

1.14 Communications plan

A communications plan is in place detailing who, how, when and where we publicise information regarding the FWC. This includes for example posters, leaflets, social media, partnership forums, a video, the website, multi-agency meetings, schools, health, VCS and Police. Most families are connected into FWC support services via a professional they are working with, or via word of mouth from another service user. Improved communications has resulted in an increase in families registering and demand for services.

A focus this year has been on improving communication with schools and this has included for example: attending school cluster meetings, attending school Designated Safeguarding Lead/ SENDCo forums, publicising the offer in the Headteachers bulletin/ Schools Extranet/ Governors termly newsletter, via Key Workers linked to schools, joint outreach to schools to attend coffee mornings, parent workshops, etc and the CYP Wellbeing Alliance network.

Public Health used Start for Life funding to recruit x2 Communication and Engagement Officers for a fixed term to develop an improved promotional campaign including print, digital and social media to raise awareness of breastfeeding and peri-natal mental health services and promote access to and use of FWC by Brent's most least heard from and disadvantaged communities. This includes for example attending community meetings, videos (with translated subtitles), digital ads (with translated versions), printed flyers, posters and promotional maternity packs.

Work continues across the FWC partnership to promote registration and take-up of services and success is reflected by increasing registrations benchmarked against last years data.

2. Local and national initiatives

2.1 Local initiatives

The Early Help service as part of CYP recognises the importance of developing and maintaining robust internal and external partnerships. Collegiate cooperation and relationship building based on trust and a sense of shared objectives with senior officers from other teams in the Council, Health, VCS and Police.

The Early Years teams are working with the 0-19 Public Health service to introduce integrated 2-year checks in Brent, and FWC are an integral part of the process. This will help to identify the most vulnerable families at an early stage and target support as necessary. In 2023-2024 training was rolled out regarding the integrated review process with approximately 150 attendees, however this has not yet translated into an increase in completion figures.

2.2 National initiatives

2.2.1 Supporting Families

The government's 'Supporting Families' (formerly 'Troubled Families') programme is embedded and aligned to the FWC delivery model. The new framework went 'live' in October 2022 and is now well embedded. Training was introduced for managers, key workers, Supporting Families Employment Advisors, triage, and Brent Family Front Door officers, to raise awareness of the changes and to increase the number of families being identified. The target Payment by Results (PbRs) for next year are greatly

increased, so therefore, we are making a push to identify as many families as we can to achieve the PbRs. The programme has been expanded for the next 3 years with stable funding that will enable medium-term planning. Brent's performance on the Supporting Families programme has consistently achieved all government targets during the last 10 years of the programme and the income funds the key workers and commissioned support services for families.

2.2.2 Reducing Parental Conflict

Funding for the DWP Reducing Parental Conflict programme provides relationship support for families ranging from universal to specialist interventions. Brent received £54k during the financial year and this was used to:

- raise awareness of the negative impact of intense and sustained parental conflict on child outcomes via a multiagency training programme
- online resources are available from the Councils' parenting website to support families and practitioners with parental conflict
- Triage workers have been trained to deliver the Triple P Family Transitions parenting programme and will use this in their day-to-day work with parents in conflict.
- 1-to-1 support is also available for parents having challenges with co-parenting related issues.

2.2.3 Family Hubs and Best Start for Life

The Start for Life programme puts Family Hubs (in Brent, the FWC) as the key delivery point for integrating support services from maternity through the early years. Local Family Hub networks consist of both physical and virtual places where services to support families come together, from birth registration to midwifery, health visiting, to mental health support, and parenting courses, to infant feeding advice, parent forums and promoting the offer.

This Government programme helps to ensure the best support is available to families in the first 1,001 days, identified within the report as 6 priority action areas, has made substantial progress in Brent and is on track to meet delivery plan targets as agreed with the DfE. The programme is currently funded until March 2025.

The programme has achieved positive outcomes for families including for example:

- Supporting the development of young children's social, cognitive and linguistic skills
- Improving parent to child bonding and attachment
- Improving parents physical, emotional health and wellbeing
- Giving parents/ carers a voice to shape the family hub and start for life offer, reducing barriers to access, increasing engagement, and take-up of services
- More parents breastfeeding with access to universal support and specialist advice
- Young people accessing a wider range of after-school and holiday activities leading to improved physical, emotional health and wellbeing.

Figure 3: Families attending a Stay & Play session



2.2.4 Mayors Office for Policing and Crime (MOPAC)

The Early Help service successfully bid for £149k from MOPAC to establish a 12-month project, starting November 2022, tackling disproportionality within the Youth Justice Service (YJS). There are two components to the programme:

1. The first is delivered by the Young Brent Foundation (YBF) and seeks to make systems change through the offer of cultural competency training to professionals
2. The second consists of supporting YJS young people from Black, Asian and Minority Ethnic Heritage groups to coproduce activities within FWC. The YJS identified a group of 12 young people to take the work forward. Some of the young people formed a Youth Panel that has advised the YJS Management Board as to their personal experience of the YJS as well as making recommendations for service improvements.

Outcomes from the programme included:

- CYP contributed to the co-design of activities to develop for example: music, production, gym, boxing, hair, beauty, basketball, art, multi-media sessions in their local FWC
- CYP developed new friendships, built their self-esteem and improved their wellbeing from attending the activities
- CYP and their families were connected into the wider family hub offer receiving support for example with cost of living and mental health/ wellbeing related issues
- CYP felt safe, supported and were able to talk about issues that were impacting them such as youth violence, drugs and relationships.

Learning from the programme included:

- CYP want activities that also have educational value i.e. instead of just playing sports, they want opportunities to train towards becoming a Personal Trainer, Sports Coach, or Referee
- CYP want to develop their entrepreneurial skills and know how to set-up their own businesses
- Young women wanted a safe place to come together, without males present, to chat and do activities such as health, beauty, nails, hair, etc
- Some CYP indicated would like to attend the gym or boxing classes, however wanted a mentor, key worker, trusted adult to accompany them, as they lacked the confidence to go alone
- CYP wanted activities that were regular and sustained and not just during school holiday periods or were short term.

3. Successes

Officers have mapped the FWC and Start for Life offers to identify gaps, improve coordination and planning of service delivery between partners, and ensure at least the minimum and some go further elements of the start for life offer is delivered. Specific successes include launching the Parents As First Teacher (PAFT) programme supporting parents with home learning environments to enhance child development, parent to child interaction, family wellbeing and school readiness and achievement through weekly planned activities and home visits. Developing Willow FWC garden using Start for Life capital funding, and expanding infant breast/ feeding advice and support services. There has also been an increase in the numbers of parents completing the Cygnet programme.

There is ongoing appreciation and learning around the role of VCS providers in the FWC. We have worked with 20+ different voluntary providers of varying sizes. The VCS provide a range of activities for all ages: advice and advocacy, domestic abuse, ESOL, fitness for parents, 5-18s after-school and holiday provision, fitness, drama therapy, mentoring, martial arts, entrepreneurship, environmental activities for 6-11s and 12+. Not only are they active in the FWC, but they are also involved in the governance at all levels (Early Help and Prevention Group, FWC Operational Board and Local Steering Groups).

The Pathfinder Youth Panel members have led and coproduced activities and forums that have been accessed by more than 200 CYP across the FWC. These include:

- A Pathfinder Young Women’s Group
- Boss My Scene - four-day videography programme
- Photography – four-day programme with a family celebration event on day 5
- Young men’s group – FWC provide safe space facilities for group discussions and opportunities to explore support needs
- Creative writing groups
- Creative advice and support – individual support for young people aspiring to work in the creative sector
- Family registration days
- Volunteering opportunities
- MOT Check-ups - Mental Health practitioners from Westminster Drugs Project (WDP) and EACH offered individual and group mental health, emotional wellbeing, substance misuse advice and support.

Figure 4: CYP attending a holiday activity



CYP being visible and heard is a strategic priority within the Borough Plan, SEND strategy, CYP Participation and Engagement Strategy, and Brent Young People’s Strategy.

The co-production of activities and the creation of a Youth Panel has enabled CYP to take an active part in improving youth services and influencing strategic decisions. CYP have been involved in the process of creating strategies that improve their childhood experiences and future life chances.

During the Pathfinder programme it was evident from CYP feedback they wanted activities to help them develop skills to improve their education and employment chances. By giving CYP the opportunity to participate, encourage, and value their input, they can be supported to improve outcomes in their adult life.

4. Challenges

Some FWC have high numbers of families on waiting lists to be allocated a Key Worker. Managers have a duty system in place to risk assess and prioritise the waiting lists for Key Worker support. Families are contacted regularly to check-in and offer support. To increase capacity managers review Key Worker cases to ensure that cases can be closed when appropriate and in a timely fashion. The number of families on the waiting list has significantly reduced moving into the new financial year.

Planning services in advance continues to be a challenge, particularly getting some partners to commit a term in advance or committing to specific start dates. Some of these issues are related to staff recruitment and retention issues. To improve planning officers are working with partners to plan for the whole year in advance.

Recruitment and retention continue to be a particular challenge in relation to family support and early years workers. Barnardo's have developed new approaches to recruitment, including reviewing pay-scales. Recruiting Key Workers to fill vacancies is ongoing and where viable agency staff have been moved to payroll and offered fixed-term contracts.

Families continue to present at the FWC significantly impacted by the cost-of-living crisis. Families are triaged and connected into appropriate support as quickly as possible. The Triage service piloted a new Crisis Response fund (Brent Council funded) to provide one off payment to support families in financial crisis. Payments are received promptly. The pilot was successful and will be embedded across the FWC.

5. Key priorities

The key priorities for 2023-24 are detailed below including updates on progress:

1. Implement the Best Start for Life programme – the Start for Life delivery plan has made good progress with regards to implementation across all strands and regular updates are provided to the DfE. A challenge has been to mobilise the contract for low to moderate Perinatal Mental Health with CLCH but this is anticipated to begin November 2024.
2. Implement recommendations from the internal audit of FWC processes, including the FWC registration and booking process – the FWC registration and e-booking processes were simplified to make them simpler for families, internal audit recommendations have mainly been addressed and/ or are in progress.
3. Focus on recruitment and retention of staff to address staffing vacancies and the impact on the wider service – a recruitment strategy was agreed with Barnardo's and a number of vacant posts were filled, Key Worker vacancies were recruited to establishment, but there has since been further staff movement creating gaps in service delivery.

4. Improve engagement with key partners, particularly schools – in general engagement with key partners has improved and a summary of the communications and engagement work is detailed in section 1.1.4.
5. Explore opportunities for more joined up working with partners such as the VCS, Public Health and Housing, to bring in more external resources – the work continues to engage and expand delivery partners, for example there is an expansion of 0-19 health services linked to Start for Life and Unicef Level 3 infant feeding accreditation, more VCS agencies are using the FWC to deliver in local communities, a pilot with Housing Officers based in FWC was trialled but had limited success and another pilot is planned for Autumn term 2024.

The key priorities for 2024-25 are to:

1. Deliver the final year of the Start for Life programme and exit planning
2. Linking to the council's strategic change programme to ensure that FWC improve and evolve to tackle current and emerging challenges in meeting the needs of our local communities, helping to empower communities and build resilience.
3. Increase the number of parents completing accredited parenting programmes and workshops, particularly those referred from CYP practitioners
4. Develop the FWC youth offer linked to the refreshed Youth Strategy and delivery plan.
5. Support the Early Help & Social Care redesign to contribute to the development of a service that is fit for the future.

6. Building and Resources

There are ongoing low level maintenance issues with the FWC buildings that are being addressed via the contract with Facilities Management. Cleaning, gardening and window cleaning services are included as part of the contract. Cleaning schedules have been put in place to detail what should be cleaned and when to help improve cleaning standards. The FWC receive one deep clean per year, at the end of August. A second deep clean is required given the volume of activity taking place and will be planned for spring term 2025.

The key FWC building related issues are:

- Air conditioning needs to be installed at Preston Park, Three Trees, St Raphael's and Willow (first floor) FWC as the temperature in the buildings can exceed recommended levels in the summer months
- Fawood – funding was identified to support the development of an extension at Fawood to increase capacity and move delivery to the ground floor for operational reasons
- Granville – the FWC will move into temporary accommodation (old Brent Start building) in August 2024, delayed from February 2024, for up to a period of up to 2 years. The FWC will eventually be located within a new building in the immediate area.

7. Progress and Outcomes

The progress and outcomes detailed below are updated against the priorities that were agreed by Cabinet when the FWC were established in 2020.

1. *A reduction in referrals to higher level interventions – early intervention and preventative work across FWC and wider Early Help service prevents families’ problems escalating and becoming more complex.*

Progress:

- 447 parents had completed an accredited programme and 567 parents completed workshops during the year.
- 2,136 families received triage support through information, guidance or direct work, or by making an appointment with the most relevant agency depending on needs. The triage service was expanded to include an additional worker supporting asylum seeking families.
- The range of Start for Life funded services and activities has increased supporting parents with their child’s development in the first 1,001 days.

2. *Prevention of family breakdown resulting in entry to care – a strong focus on family support delivered at FWC and wider Early Help Service.*

Progress:

- From April 2023 to March 2024 the Accelerated Support Team supported a total of 164 vulnerable young people identified as being on the edge of care, preventing 95% from entering the care system.
- The number of cases being ‘stepped down’ from children’s social care teams to Early Help services increased by 36% from 2022/23 to 2023/24. In 2023/24 177 children were stepped down compared to 130 in 2022/23.
- There were 191 children stepped up in 2023/24 compared to 156 children in 2022/23, this is an increase of 22%.
- Step-up/ downs are monitored on a quarterly basis by the Director, Integration and Improved Outcomes, with plans in place to encourage further step downs. The Early Help dashboard will also provide an overview and enable identification of which teams are not stepping cases down so further partnerships can be encouraged.

3. *Addressing the growing challenge of serious youth violence – FWC host activities and support for young people and signpost to opportunities elsewhere, linked to the Brent Youth Strategy and delivery plan.*

Progress:

- FWC have worked with local schools to meet young people and work together to co-design activities.
- There has been an increase in young people attending FWC and engaging in a variety of activities, 14% of children’s registrations are young people aged 12-18 years old, 33% children aged 5-11 years old, and 54% of children aged 0-4.
- Expansion of the offer for young people includes sports and sports leadership, arts workshops (animation, photography, comic books, murals), dance and drama workshops.
- Young women attending report developing new friendships and better coping skills in stressful situations.
- A young people’s survey was completed to update their views on the priorities of the Youth Strategy and to capture their voices on what they would like to see delivered in the FWC.

4. *Building capacity in universal services so that they can support children earlier – strong partnerships and commitments are in place with the statutory and third sector to work together to achieve positive outcomes for families via the Early Help strategy and common framework to deliver early help across Brent using a whole family holistic approach.*

Progress:

- In the last financial year, CAB supported 1,402 families with 2,550 issues. The costs of living and housing were the two most significant issues families experienced in the year under review.
- CAB achieved financial gains of £682,293 for 569 families, reduced or wrote off the debt of 230 families by a total of £224,343, and secured or clarified the immigration status of 201 families and/ or their family members.
- CAB advised and guided 127 parents on various employment matters.
- Supported 554 families to secure accommodation or prevent homelessness and referred 107 families to other support services.
- Barnardo's have created added value by providing families with access to white goods, food donations, concert tickets, IT equipment, clothes, books, and Driving Healthy Futures (healthy eating/ cooking sessions and families get food vouchers for participating)
- Little Village work closely with the FWC and support families with babies and young children living in poverty. Via their network of baby banks they pass on pre-loved goods from one family to another – clothes, toys and equipment – so that more babies and young children have the essential things they need to thrive.

5. *Successful delivery of the Healthy Child Programme (0-19) – health visiting, and school nursing services are commissioned by Public Health and delivered across the FWC and other sites.*

Progress:

With the changes and the expansion of the FWC, it has improved access for families to the 0-19 Healthy Child Programme. The services include:

- 0-19 public health service (health visiting and school nursing service) have worked with FWC to obtain UNICEF Baby Friendly stage 3 leading to improved breast-feeding rates
- The Health, Exercise, Nutrition for the Really Young (HENRY) was introduced by Public Health and is co-facilitated by the 0-19 Public health service and FWC staff
- Brent4 Life (weight management team) offer
 - Five week programme to include various sessions such as - Introduction to solids face-to-face sessions, etc
 - 1:1 sessions for families with children under 5 who are overweight
- Infant Feeding Support Clinics in the majority of FWC and a specialist clinic one day a week
- Health Review Clinics established in all FWC

- Safeguarding review clinics are carried out by the 0-19 service face-to-face
- Maternal Early Childhood Sustained Home Visiting (MECSH) vulnerable families are seen by HVs on a 1:1 to offer more support.
- Infant-2-School offered to vulnerable families for children who are 2 weeks to starting school. The support is delivered on a 1:1 basis at home, or the FWC.

Other health services offered in FWC are:

- Vaccination programmes - BCG programmes are delivered at some FWC and plans are to extend these further
- Ante-natal and postnatal midwifery - is provided across 6 centres, at least twice per week. When concerns present, midwives are referring families to the triage worker for additional support which includes access to wider family support - outcomes include: reducing maternal stress, improved self-care, improving the birth experience, increasing awareness of baby blues and where to access appropriate support
- Perinatal mental health service – provided in 6 centres, the service is supporting families to access under 5's activities such as baby massage/ yoga and an emotional wellbeing programme for parents
- Oral health promotion sessions such as supervised tooth brushing are offered in FWCs throughout the year – outcomes include: improved oral health, reduced teeth extraction, families supported to register with local dentists
- Healthy Start programme – supporting vulnerable families on low incomes to access free food, milk and vitamins.

6. *Improved school readiness for children when they enter Reception (aged 4/5 years).*

Progress:

- CLCH are commissioned to work across the FWC to provide Speech and Language Therapy (SLT) support to children. Outcomes include:
 - Ø promoting age-appropriate development of children's (0-5 years old) Speech Language and Communication (SLC) skills
 - Ø early identification and intervention to prevent children's SLC needs escalating
 - Ø improve children's school readiness with respect to their SLC skills
 - Ø increase the skills and confidence of parents, staff and volunteers to encourage children's SLC development, particularly for parents of children with additional needs
 - Ø enable families of children with additional needs to have timely and properly coordinated access to specialist and/ or early intervention services.
- At the FWC 2,207 under 5s received universal SLT support. 304 children were identified as needing specialist SLT support and 68 were referred into the clinical service.
- Parents as First Teachers (PAFT) – Two workers were appointed in December 2023 to support the roll out of the PAFT programme which

supports families of 0-5 with a targeted home visiting support and group interventions in FWCs. In the final quarter of 2023-2024 42 parents were supported through 1:1 home visits and 38 families accessed through group interventions..

- CAMHs Under 5s – a CAMHs under 5s service was established at Willow FWC and provides support to families across the FWC. Families receive support to address issues for their children such as tantrums, sleep problems, behaviour difficulties, separation anxiety, developmental difficulties, parenting difficulties and family relationship issues.
- In partnership with the Library Service the Booktrust Storytime programme is delivered across the FWC giving out free books to families, encouraging parents to read with their children and registering with the libraries. Families are signposted to events at the libraries and vice-versa.
- Parents are encouraged to develop their home Learning environments to support children's development and training/ workshops were provided by the Early Years' service.
- Making it REAL (Raising Early Achievement in Literacy) – Funding through the family hubs and start for life programme enabled 53 practitioners to be trained in REAL in 23-24.
- Parents were supported to understand healthy attachment and their children's developmental milestones.
- There is a continued focus on improving the take-up of the free entitlement to early education in the borough to encourage more children to take advantage of nursery and childminding provision. Staff at the FWC contact families eligible for free entitlement places to encourage take- and promote engagement with the FWC.
- Research has shown that high quality early childhood education and care can have positive and long-lasting impacts on children's education, cognitive, behavioural and social outcomes and play a positive role in raising attainment and closing the gap between outcomes for children from disadvantaged backgrounds and their peers. The last release of data (June 2024) indicated take-up in Brent as of January 2024 was 84.8% for 3- and 4-year-olds, an increase of 5.5% on the previous year. The % take-up of the 2-year entitlement declined to 59.2% - a reduction from 65.4% in the previous year. The introduction of the working families entitlements for children 9+ months will roll out from April 2024. Work is ongoing to raise awareness of the free entitlements to all communities, using a range of marketing / promotional strategies and in particular to reach families who are not accessing the places that they are entitled to. Strong links have been made with partner agencies including health and the VCS to increase reach within the community.

Outcomes

The outcomes and impact achieved for families through the FWC is wide ranging given the diverse range of services on offer. During the year 18,113 families have been supported to achieve outcomes in the following areas:

- Improved family finances and reducing the impact of the cost-of-living crisis

- Improved family nutrition, weight management and access to fresh fruit and vegetables
- Support to stop smoking improving family health and wellbeing
- Improving school attendance and punctuality leading to better educational outcomes
- Improved oral health and reducing teeth extraction for under 5's
- Improved parent/ carer and CYP mental health and wellbeing
- Improved parenting capacity leading to better relationships between parents and their children, reducing children's behavioural problems and better communication
- Reducing negative discipline practices such as smacking and providing parents with alternative approaches
- Improving CYP and parent/ carers emotional literacy
- Reducing substance misuse and its impact on families
- Improved family fitness leading to better wellbeing outcomes
- Increasing asylum seeker engagement with early help and preventative services
- Preventing family problems becoming more complex and entrenched by intervening earlier and providing the right support at the right time
- Preventing family breakdown and children going into care
- Reducing the risk of domestic abuse and improving outcomes for families impacted by domestic abuse
- Improving parents literacy, numeracy and ICT skills
- Reducing parental conflict and the negative impact on families
- Reducing the impact of Adverse Childhood Experiences and trauma
- Increasing families resilience to the impact of multiple disadvantages
- Supporting parents and young people into employment and to access educational and work experience opportunities
- Reducing the impact of caring responsibilities on children
- Reducing social isolation, particularly for new mums
- Improving a range of outcomes for families of children with SEND
- Improving children's school readiness
- Improving CYP attainment, school attendance and engagement with school.

8. Service user feedback

Service user feedback and engagement with families is used to co-produce the FWC delivery model to ensure that services and support offered actively engages families and meets their wide-ranging needs.

A Parent Carer Voice Forum was set-up as part of the Start for Life programme to ensure there was a strong parent voice in shaping the offer. Parents were recruited with children at different ages and stages, children with SEND, dads and pregnant parents to ensure a diverse group and a wide range of views were captured.

Parents are involved with the FWC local governance arrangements and are represented on the LSG and in some cases chair the LSG.

Appendix 1

FWC core service offer	
<p>HEALTH</p> <ul style="list-style-type: none"> · Antenatal and maternity care · Infant feeding support · Health visiting · School nursing · Oral health improvement · Speech and language development · General health, registering with GP, information on local hospitals · Keeping fit and active · Nutrition, weight management, healthy cooking · Information on common childhood illnesses · Immunisations · Parent-Infant Relationships and Perinatal Mental Health Support · Mental health services (beyond Start for Life parent-infant mental health) · Healthy Start vitamin project · Stop smoking support <p>PARENTS & CARERS SUPPORT</p> <ul style="list-style-type: none"> · Dads/ Male Carers support · Employment, including getting ready for work, (CV writing, job searches) · Adult education i.e. ESOL and Maths courses · Debt and welfare advice (claiming benefits, debt management, budgeting) · Housing advice (homelessness, renting) · Legal advice (immigration, employment, marital) · Parent / Carer emotional wellbeing 	<p>EDUCATION</p> <ul style="list-style-type: none"> · Early Childhood Education and Care (ECEC) and financial support (Tax-Free Childcare, Universal Credit childcare) · Early Language and the Home Learning Environment · Applying for a school place · Starting school · Transitions · Improving school attendance · Homework clubs · Education, employment support for young people (13-16, 16+) · Activities for early years/ primary and secondary · Support for families with children with Special Educational Needs and/ or Disabilities (SEND) <p>FAMILY SUPPORT</p> <ul style="list-style-type: none"> · Parenting programmes · Workshops on setting routines and boundaries · Staying safe on computers, phones and at home · Relationship support · Support for separating and separated parents and their children · Intensive targeted family support services, including those funded by the Supporting Families programme · Substance (alcohol/ drug) misuse support · Youth Justice services · Youth services - universal and targeted · Domestic abuse support (adults and children) · Parents as First Teachers (PAFT)

Family Wellbeing Centres Data Report 2023/24

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1. Registrations

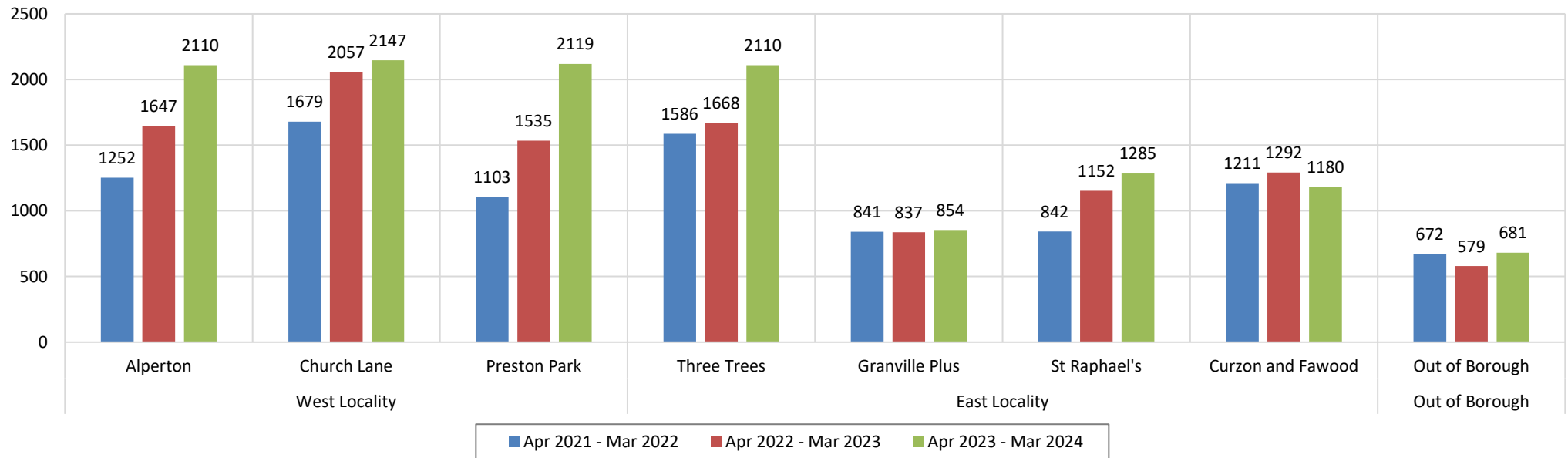
1.1. Registrations - Children and Young People (CYP) and Adults

Number of registrations (CYP and Adults)

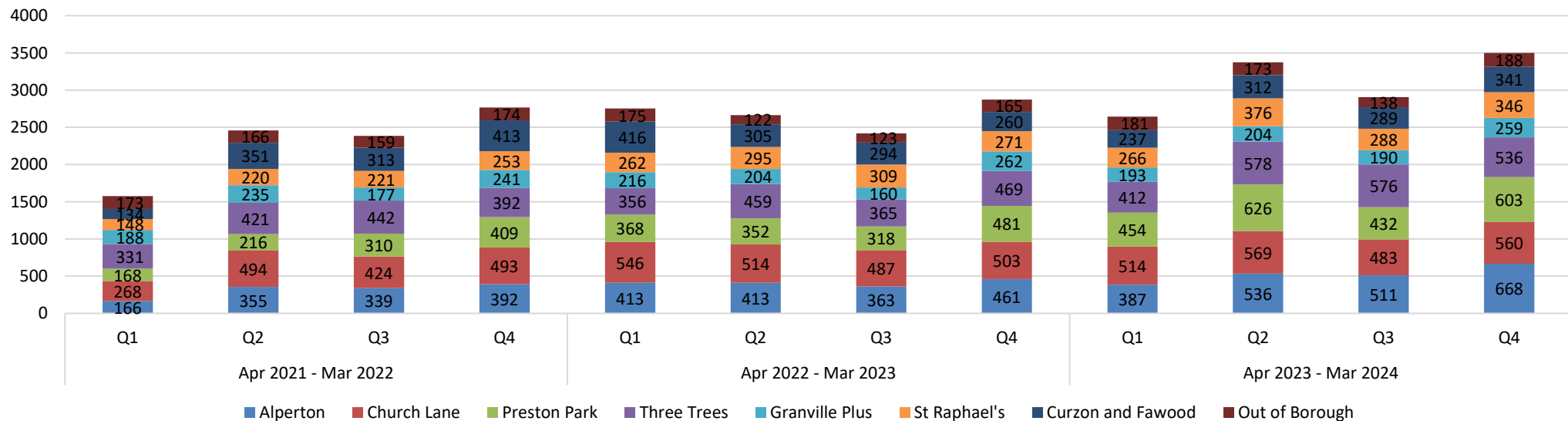
Quarter	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Brent Total	Out of Area	Grand Total
Q1 2023/24	387	514	454	412	193	266	237	2,463	181	2,644
Q1 2022/23	413	546	368	356	216	262	416	2,577	175	2,752
Q1 2021/22	166	268	168	331	188	148	134	1,403	173	1,576
Q1 Difference (2023/24 and 2022/23)	-26	-32	86	56	-23	4	-179	-114	6	-108
Q2 2023/24	536	569	626	578	204	376	312	3,201	173	3,374
Q2 2022/23	413	514	352	459	204	295	305	2,542	122	2,664
Q2 2021/22	355	494	216	421	235	220	351	2,292	166	2,458
Q2 Difference (2023/24 and 2022/23)	123	55	274	119	-	81	7	659	51	710
Q3 2023/24	511	483	432	576	190	288	289	2,769	138	2,907
Q3 2022/23	363	487	318	365	160	309	294	2,296	123	2,419
Q3 2021/22	339	424	310	442	177	221	313	2,226	159	2,385
Q3 Difference (2023/24 and 2022/23)	148	-4	114	211	30	-21	-5	473	15	488
Q4 2023/24	668	560	603	536	259	346	341	3,313	188	3,501
Q4 2022/23	461	503	481	469	262	271	260	2,707	165	2,872
Q4 2021/22	392	493	409	392	241	253	413	2,593	174	2,767
Q4 Difference (2023/24 and 2022/23)	207	57	122	67	-3	75	81	606	23	629
Total 2023/24	2,110	2,147	2,119	2,110	854	1,285	1,180	11,805	681	12,486
Total 2022/23	1,647	2,057	1,535	1,668	837	1,152	1,292	10,188	579	10,767
Total 2021/22	1,252	1,679	1,103	1,586	841	842	1,211	8,514	672	9,186
Total Difference (2023/24 and 2022/23)	463	90	584	442	17	133	-112	1,617	102	1,719

- 2023/24 data extraction date from eStart: Q1 07-Jul-23; Q2 04-Oct-23; Q3 08-Jan-24; Q4 05-Apr-24
- 2022/23 data extraction date from eStart: Q1 04-Jul-22; Q2 03-Oct-22; Q3 09-Jan-23; Q4 06-Apr-23; Total 2022/23 06-Apr-23 (due to variations in data between extraction dates, sub-totals are not added manually to obtain the cumulative YTD total, it is calculated separately)
- 2021/22 data extraction date from eStart: 11-Apr-22; Total new registrations in 2020/21 were 5,221

Registrations (CYP and Adults) by Year



Registrations (CYP and Adults) by Quarter



1.2. Registrations – SEND CYP

Age Group	Period	Alperton	Church Lane	Preston Park	Three Trees	Granville	St Raphael's	Curzon /Fawood	Brent Total	Out of Area	Grand Total
0-5 Years	2023/24	29	40	25	30	9	23	12	168	13	181
	2022/23	21	32	20	23	8	23	30	157	3	160
	2021/22	20	27	14	25	14	23	26	149	8	157
	Difference (2023/24 and 2022/23)	8	8	5	7	1	0	-18	11	10	21
6-11 Years	2023/24	27	22	30	40	11	25	29	184	8	192
	2022/23	15	24	14	23	12	27	36	151	7	158
	2021/22	12	20	10	28	19	21	20	130	4	134
	Difference (2023/24 and 2022/23)	12	-2	16	17	-1	-2	-7	33	1	34
12-18 Years	2023/24	26	22	22	38	7	32	17	164	3	167
	2022/23	10	29	14	17	4	21	22	117	3	120
	2021/22	17	19	6	18	18	13	13	104	2	106
	Difference (2023/24 and 2022/23)	16	-7	8	21	3	11	-5	47	0	47
19-25 Years	2023/24	4	3	6	9	3	8	4	37	1	38
	2022/23	2	1	4	2	0	4	5	18	0	18
	2021/22	2	1	6	2	0	1	2	14	0	14
	Difference (2023/24 and 2022/23)	2	2	2	7	3	4	-1	19	1	20
Grand Total	2023/24	86	87	83	117	30	88	62	553	25	578
	2022/23	48	86	52	65	24	75	93	443	13	456
	2021/22	51	67	36	73	51	58	61	397	14	411
	Total Difference (2023/24 and 2022/23)	38	1	31	52	6	13	-31	110	12	122

- Based on Family Wellbeing Centre (FWC) CRM/Portal registrations where 'disability or long-term illness' is specified as 'Yes', plus eStart registrations not on CRM where SEND has been added. In May 2023, the wording on the CRM/Portal registration form changed to 'disability or additional learning needs'.
- Age groups for 2023/24 data are as at 31-Mar-24
- Age groups for 2022/23 data are as at 31-Mar-23
- Age groups for 2021/22 data are as at 31-Mar-22
- Data extraction dates – 2023/24 on 04-Apr-24; 2022/23 on 11-Apr-23; 2021/22 on 04-Jan-23

2. Contacts – Reach and Volume

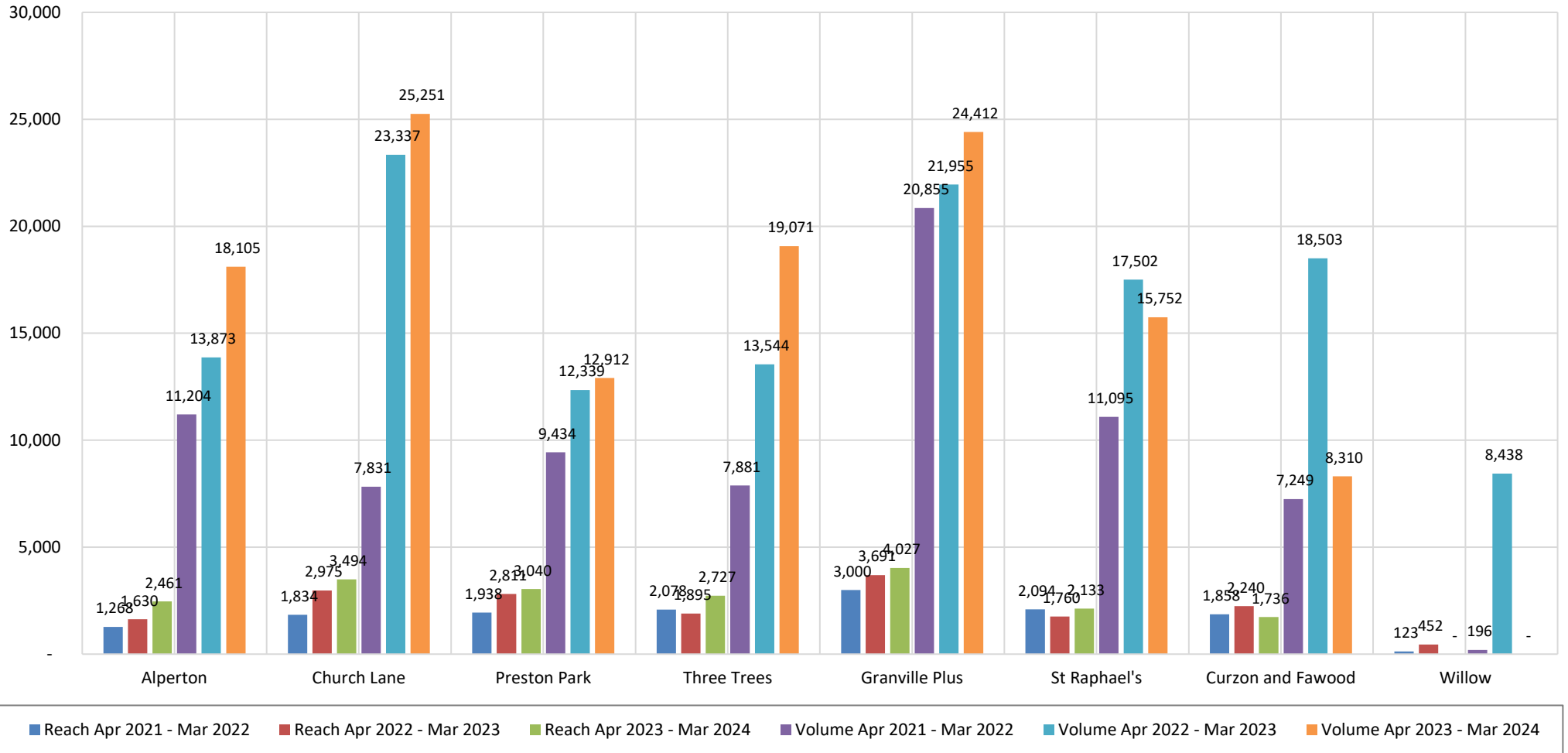
Number of contacts by FWC - Reach and Volume

Type	Quarter	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Willow	Grand Total
Reach	Q1 2023/24	748	1,433	953	986	1,474	692	580	-	6,032
	Q1 2022/23	547	993	745	507	1,599	481	854	222	5,338
	Q1 2021/22	341	359	671	1,015	829	954	810	5	4,749
	Q1 Difference (2023/24 and 2022/23)	201	440	208	479	-125	211	-274	-222	694
Volume	Q1 2023/24	5,033	6,806	2,902	4,794	5,470	4,236	2,512	-	31,753
	Q1 2022/23	3,922	4,002	2,568	1,852	7,006	2,665	4,805	2,704	29,524
	Q1 2021/22	824	839	2,237	1,987	2,971	2,071	1,180	28	12,137
	Q1 Difference (2023/24 and 2022/23)	1,111	2,804	334	2,942	-1,536	1,571	-2,293	-2,704	2,229
Reach	Q2 2023/24	872	1,365	965	1,013	1,547	1,096	622	-	6,368
	Q2 2022/23	601	1,055	692	771	1,435	719	811	179	5,547
	Q2 2021/22	358	603	661	428	1,108	560	604	7	3,971
	Q2 Difference (2023/24 and 2022/23)	271	310	273	242	112	377	-189	-179	821
Volume	Q2 2023/24	4,312	7,188	2,419	4,496	5,482	4,568	1,726	-	30,191
	Q2 2022/23	2,756	5,470	1,821	3,626	4,748	4,706	3,348	1,141	27,616
	Q2 2021/22	2,278	1,693	2,356	1,444	4,675	1,550	1,356	21	15,373
	Q2 Difference (2023/24 and 2022/23)	1,556	1,718	598	870	734	-138	-1,622	-1,141	2,575
Reach	Q3 2023/24	798	1,045	767	972	1,616	775	550	-	5,845
	Q3 2022/23	538	1,272	774	730	1,240	533	838	154	5,311
	Q3 2021/22	499	605	781	576	1,333	535	539	31	4,369
	Q3 Difference (2023/24 and 2022/23)	260	-227	-7	242	376	242	-288	-154	534
Volume	Q3 2023/24	3,457	5,538	2,005	4,024	6,220	4,011	1,331	-	26,586
	Q3 2022/23	3,035	6,596	2,908	3,694	4,040	2,090	4,830	1,688	28,881
	Q3 2021/22	3,885	2,470	2,556	2,292	6,680	2,879	2,442	33	23,237
	Q3 Difference (2023/24 and 2022/23)	422	-1,058	-903	330	2,180	1,921	-3,499	-1,688	-2,295

Reach	Q4 2023/24	951	1,181	717	1,049	1,501	593	667	-	5,863
	Q4 2022/23	702	1,297	1,162	873	1,471	789	899	122	6,484
	Q4 2021/22	562	827	716	651	1,466	651	492	89	4,924
	Q4 Difference (2023/24 and 2022/23)	249	-116	-445	176	30	-196	-232	-122	-621
Volume	Q4 2023/24	3,975	5,687	2,190	4,745	5,729	2,399	2,520	-	27,245
	Q4 2022/23	3,836	6,731	3,026	3,870	5,297	6,012	4,173	826	33,771
	Q4 2021/22	4,217	2,829	2,285	2,158	6,529	4,595	2,271	114	24,998
	Q4 Difference (2023/24 and 2022/23)	139	-1,044	-836	875	432	-3,613	-1,653	-826	-6,526
Reach	Total 2023/24	2,461	3,494	3,040	2,727	4,027	2,133	1,736	-	15,849
	Total 2022/23	1,630	2,975	2,811	1,895	3,691	1,760	2,240	452	14,355
	Total 2021/22	1,268	1,834	1,938	2,078	3,000	2,094	1,858	123	12,345
	Total Difference (2023/24 and 2022/23)	831	519	229	832	336	373	-504	-452	1,494
Volume	Total 2023/24	18,105	25,251	12,912	19,071	24,412	15,752	8,310	-	124,302
	Total 2022/23	13,873	23,337	12,339	13,544	21,955	17,502	18,503	8,438	129,491
	Total 2021/22	11,204	7,831	9,434	7,881	20,855	11,095	7,249	196	75,745
	Total Difference (2023/24 and 2022/23)	4,232	1,914	573	5,527	2,457	-1,750	-10,193	-8,438	-5,189

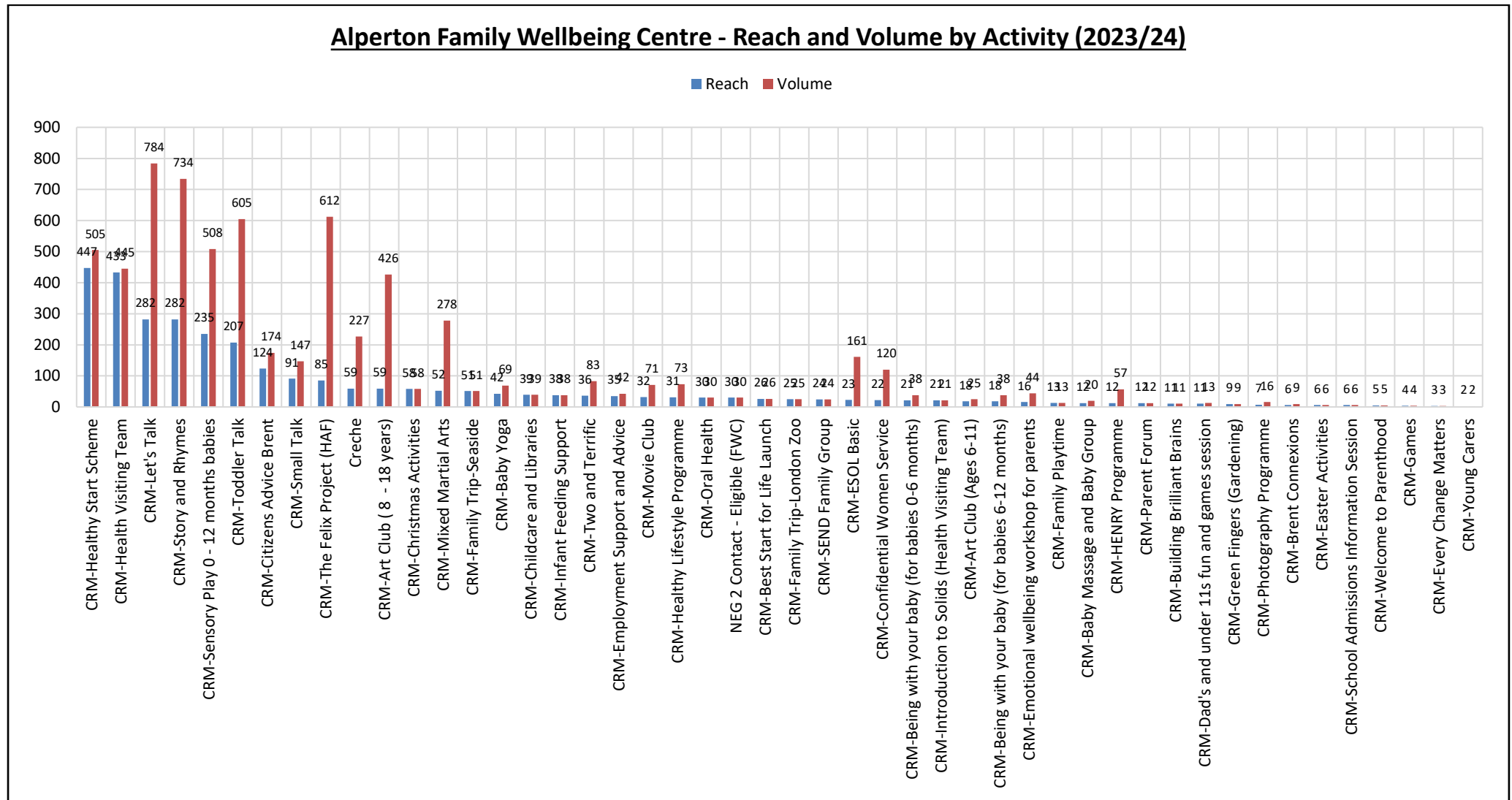
- Reach is the number of individuals that have had a contact within the specified period. Individuals may have had a contact in more than one quarter and by more than one FWC. As such, sub totals are not manually added to get the total Reach figure for the year. This is calculated separately for the year period.
- Volume is the number of times individuals have had a contact within the specified period
- 2023/24 data extraction date from eStart: Q1 07-Jul-23; Q2 09-Oct-23; Q3 08-Jan-24; Q4 05-Apr-24
- 2022/23 data extraction date from eStart: Q1 04-Jul-22; Q2 03-Oct-22; Q3 12-Jan-23; Q4 06-Apr-23; Total 2022/23 06-Apr-23
- 2021/22 data extraction date from eStart: 25-Apr-22

Number of Contacts by FWC - Reach and Volume

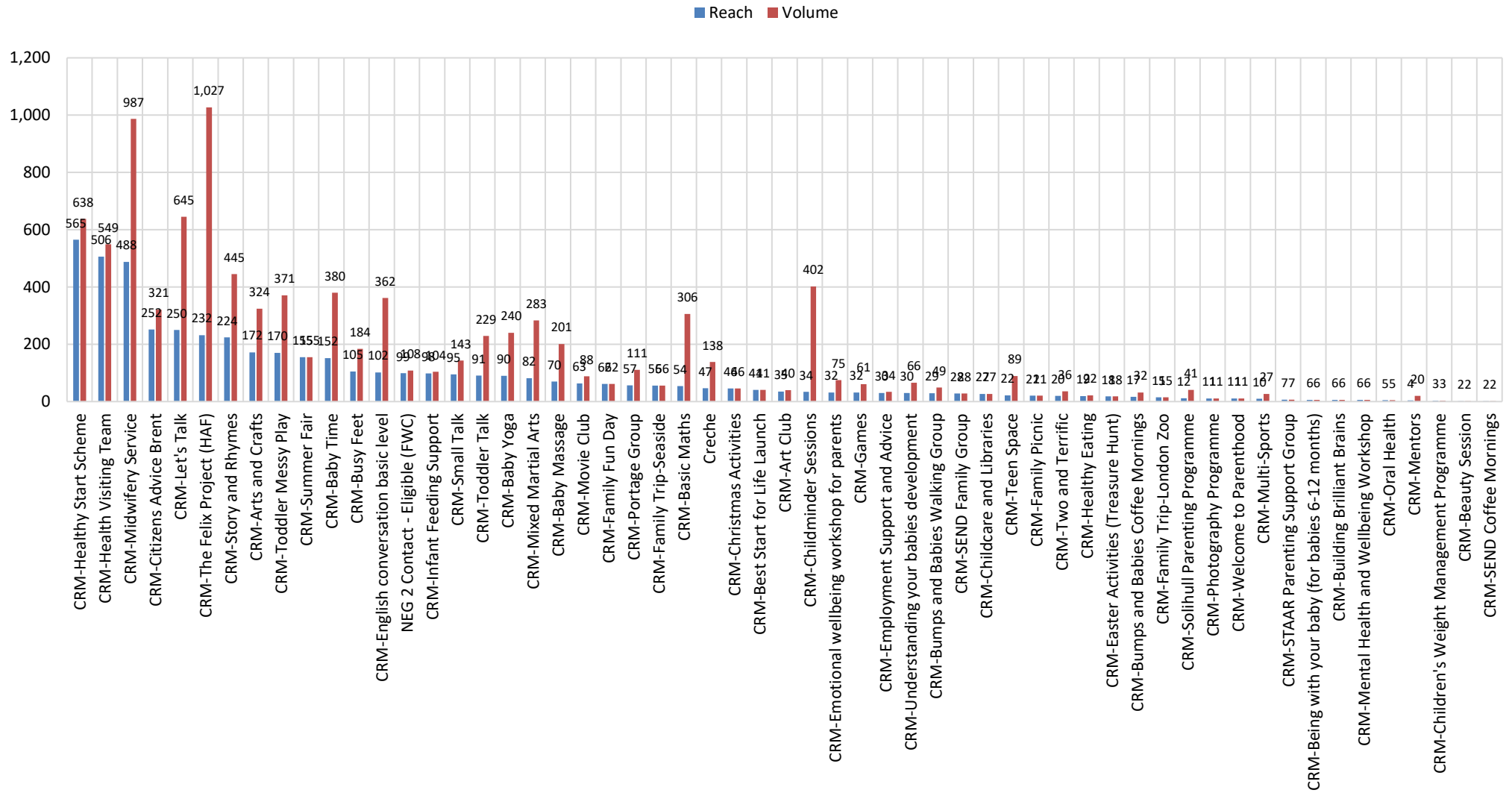


2.1. Contacts – Reach and Volume by Activity

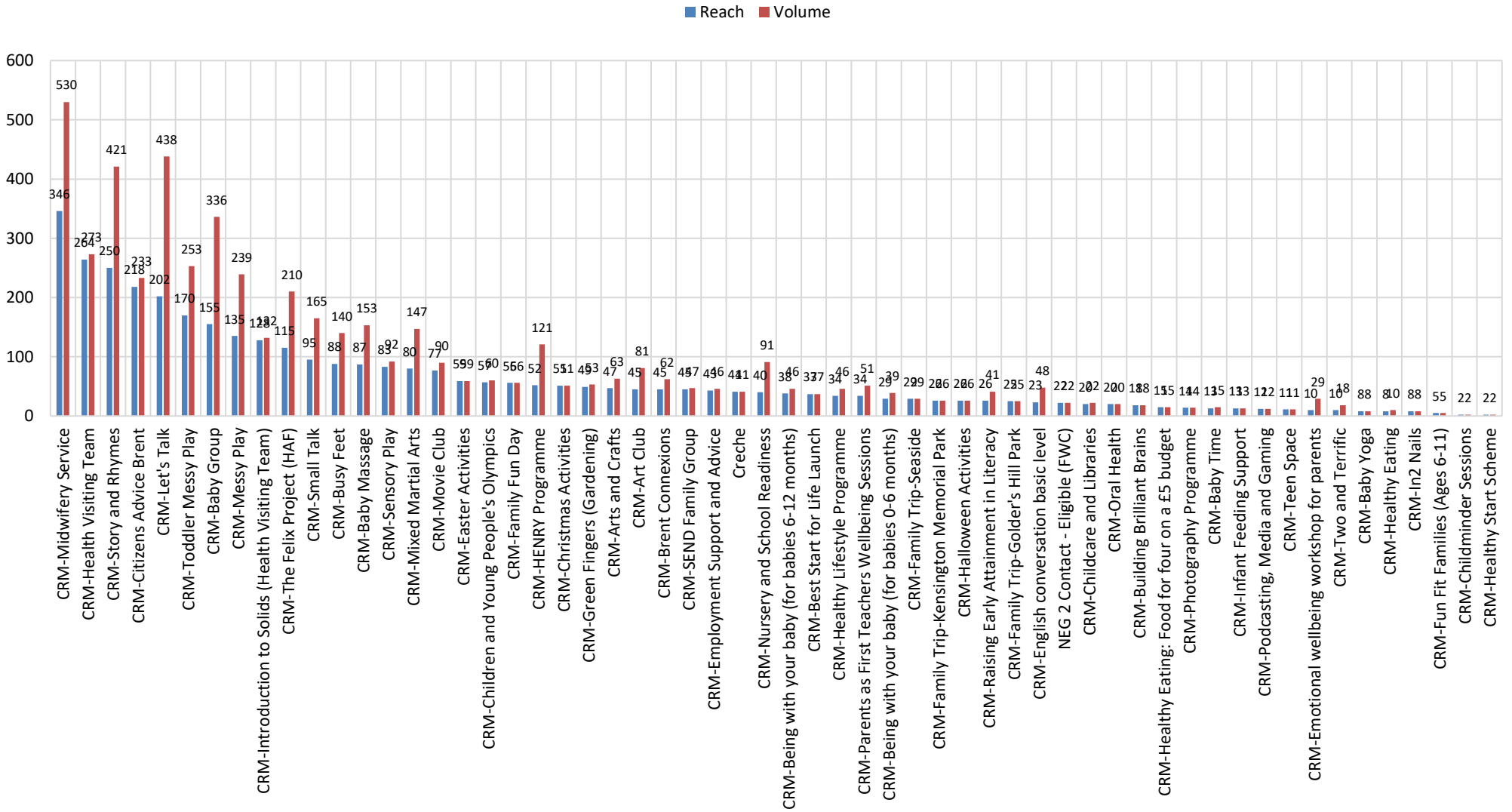
- Based on data extracted from eStart on 05-Apr-24
- In largest to smallest order by reach
- Activity names listed below are directly from eStart. These may not necessarily be the event group that has been used for CRM/Portal



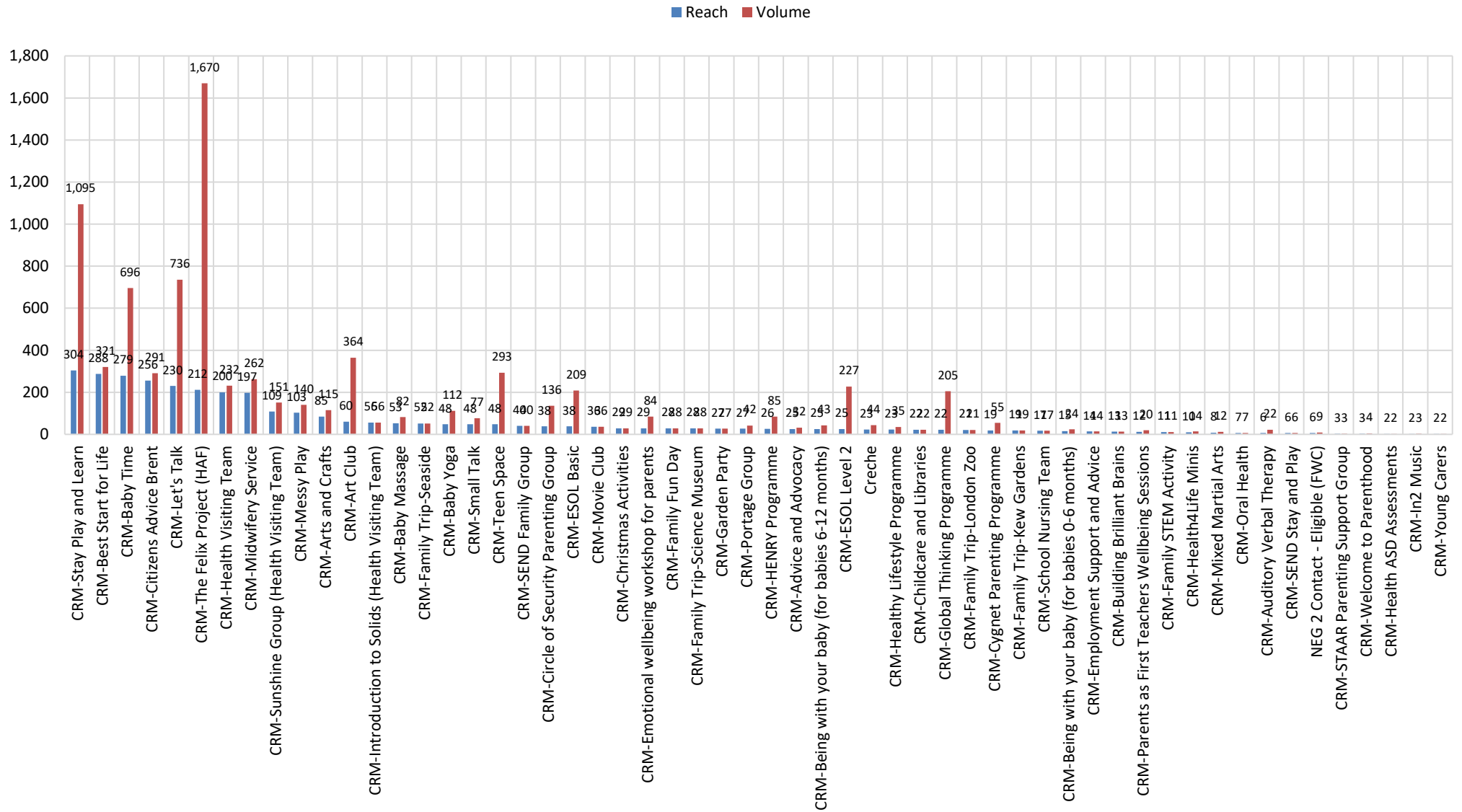
Church Lane Family Wellbeing Centre - Reach and Volume by Activity (2023/24)



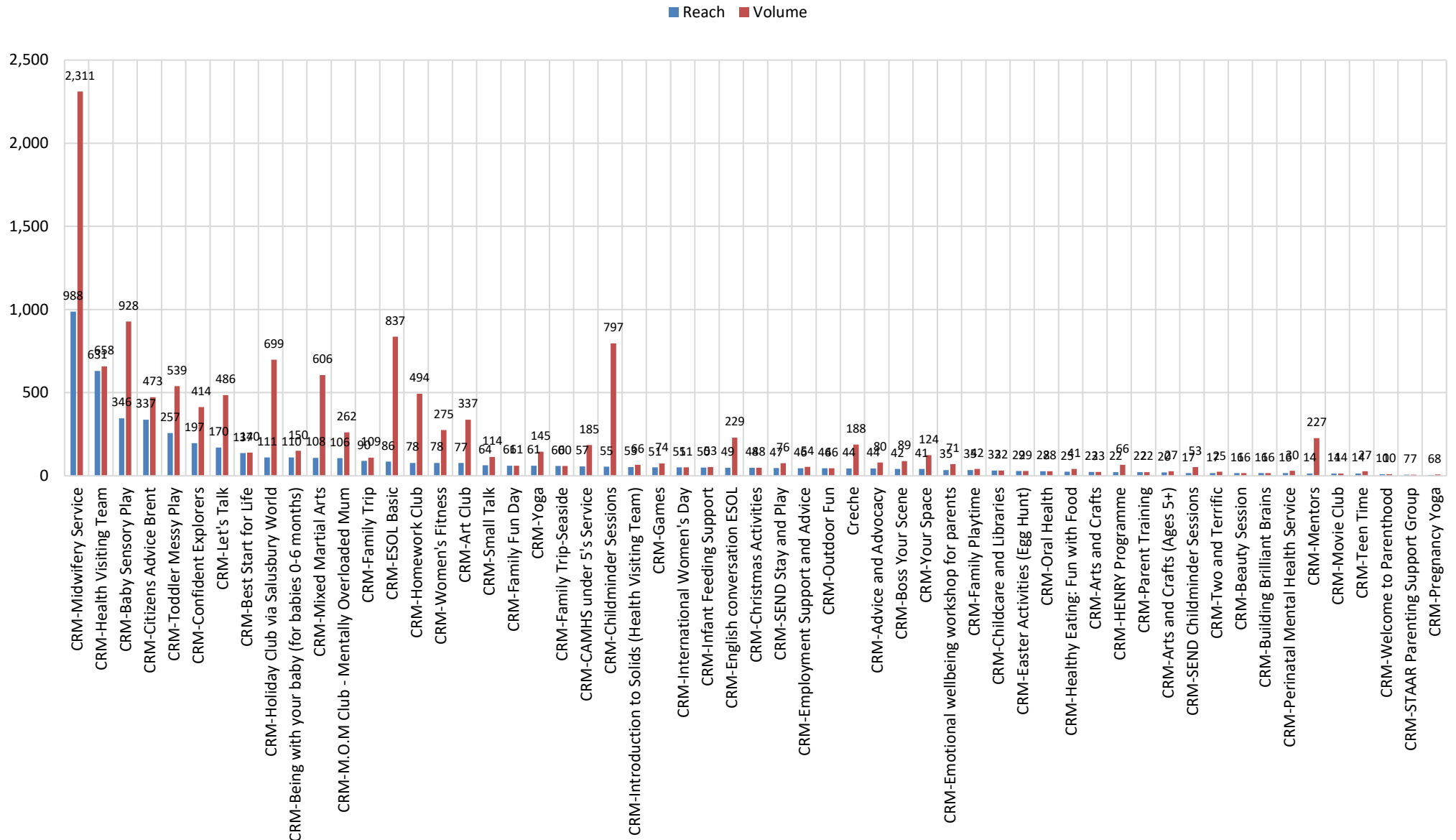
Preston Park Family Wellbeing Centre - Reach and Volume by Activity (2023/24)



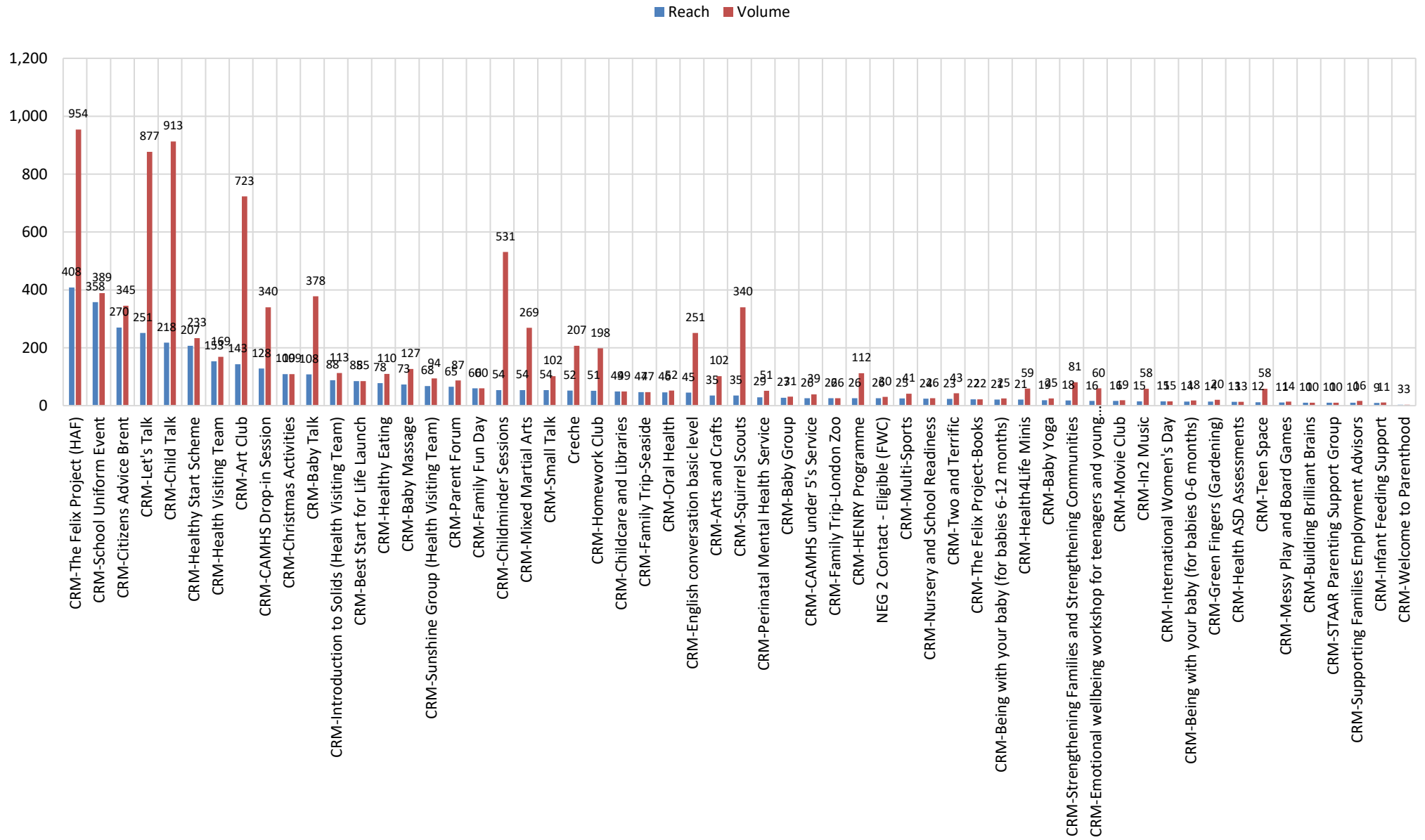
Three Trees Family Wellbeing Centre - Reach and Volume by Activity (2023/24)



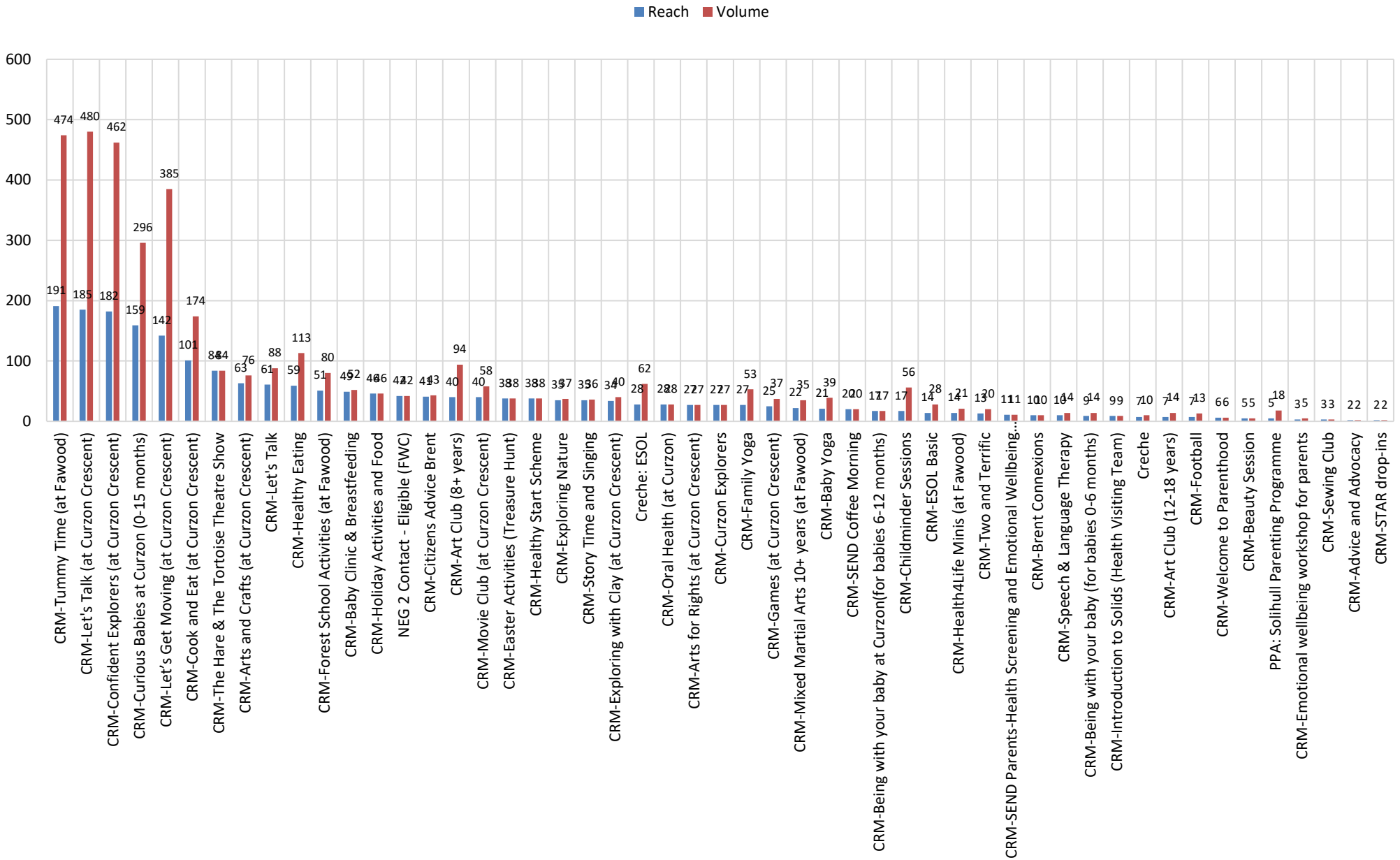
Granville Plus Family Wellbeing Centre - Reach and Volume by Activity (2023/24)



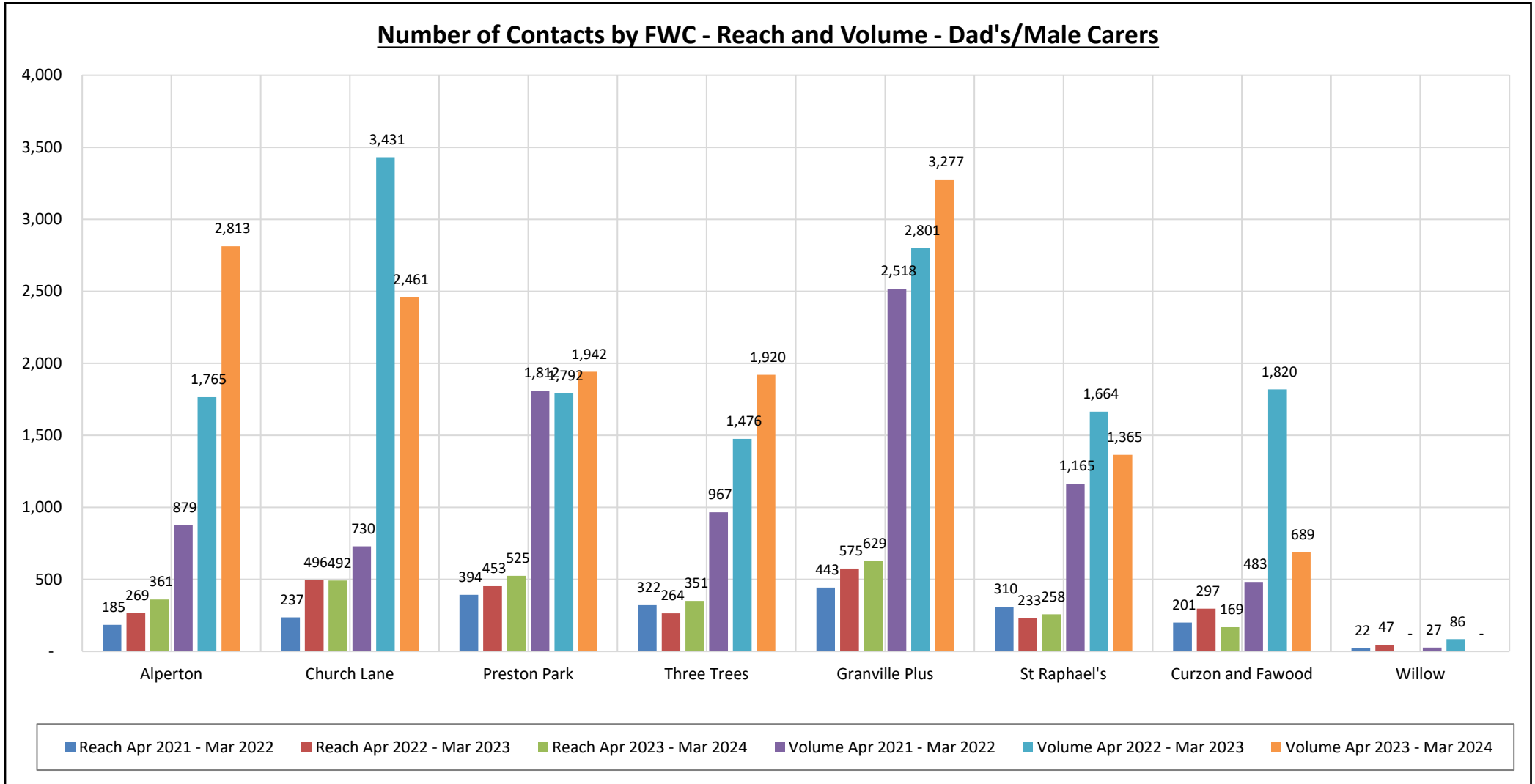
St Raphael's Family Wellbeing Centre - Reach and Volume by Activity (2023/24)



Curzon and Fawood Family Wellbeing Centre - Reach and Volume by Activity (2023/24)

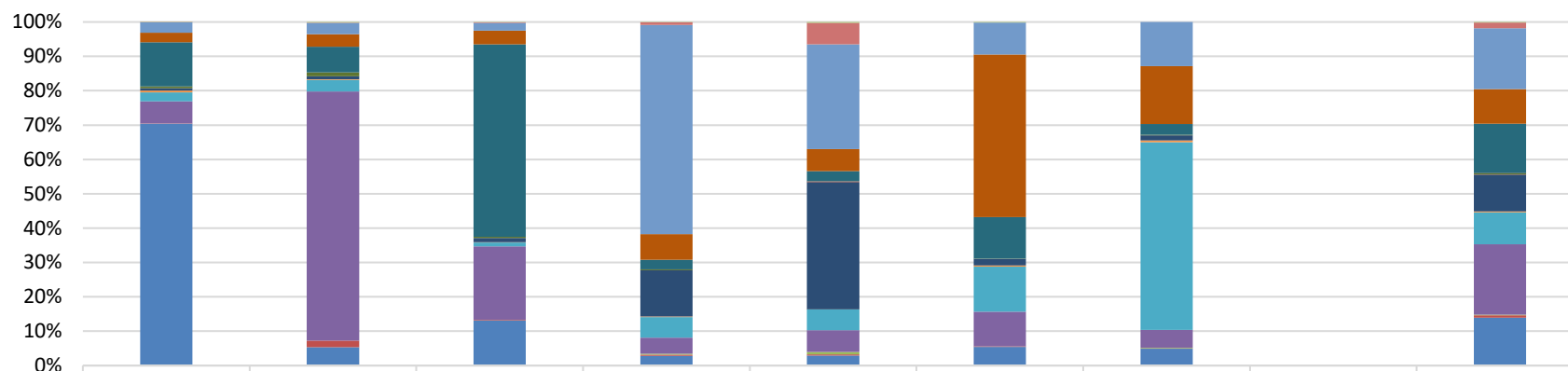


2.2. Contacts – Reach and Volume – Dad’s/Male Carers



2.3. Contacts – Reach – By Area of Residence

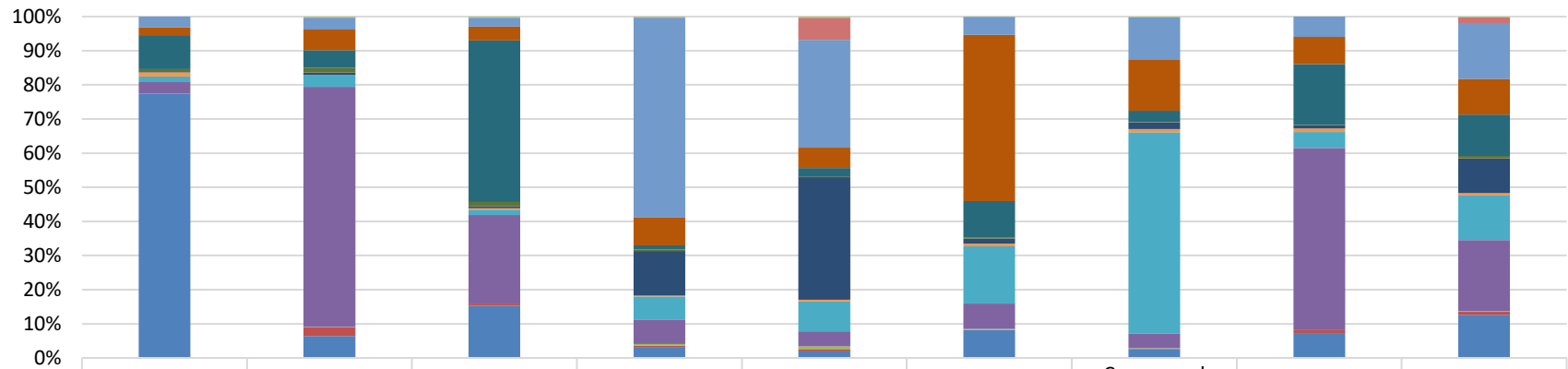
Reach by Area of Residence by FWC (2023/24)



	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon and Fawood	Willow	Grand Total
Beyond surrounding boroughs	1	7	3	2	12	3	0		23
Westminster	1	2	4	22	251	0	0		270
Three Trees FWC	74	114	69	1658	1227	199	223		2835
St Raphaels FWC	69	128	123	202	260	1007	292		1626
Preston Park FWC	316	259	1701	77	115	257	55		2293
Kensington & Chelsea	0	0	0	1	2	0	0		3
Harrow	12	41	12	5	4	2	3		77
Hammersmith & Fulham	0	0	0	2	6	0	0		6
Granville FWC	18	29	36	365	1489	40	26		1719
Ealing	12	5	4	5	3	7	9		45
Curzon Crescent and Fawood FWC	65	119	32	163	244	280	948		1491
Church Lane FWC	157	2523	650	128	255	213	90		3278
Camden	0	0	0	7	28	0	3		36
Barnet	2	67	5	11	12	5	2		103
Alperton FWC	1,731	186	401	76	119	115	85		2243

- Reach by area of residence for each FWC is by the FWC catchments and the surrounding London boroughs. Majority of families seen by the FWCs are within the catchment of each FWC
- Reach is the number of individuals that have had a contact within the specified period. Individuals may have had a contact by more than one FWC, as such, sub totals are not added manually to get the total Reach by area of residence. This is calculated separately. There may be slight variations in reach totals due to data being extracted at different time points
- Based on data extracted on 29-Apr-24

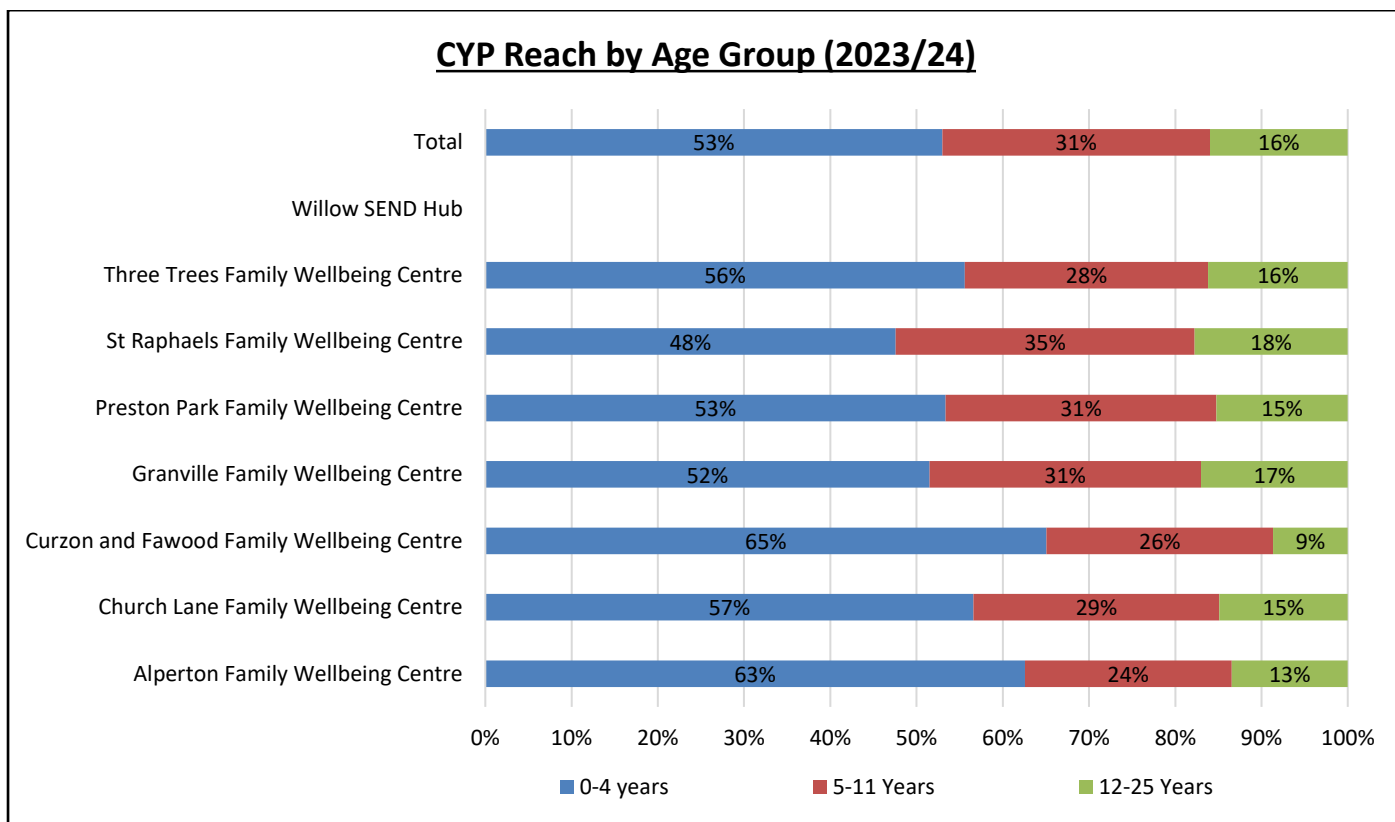
Reach by Area of Residence by FWC (2022/23)



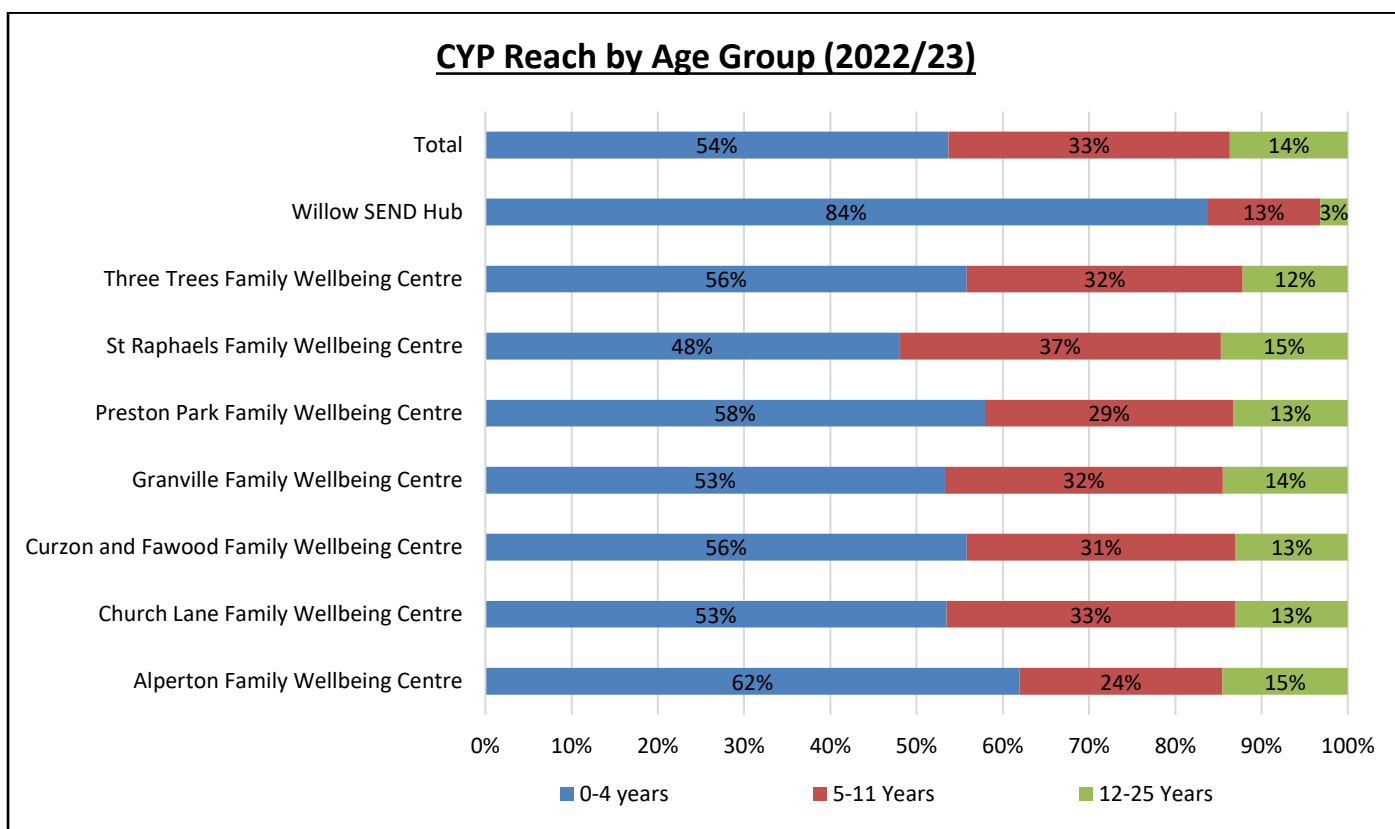
	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon and Fawood	Willow	Grand Total
■ Beyond surrounding boroughs	0	8	9	3	12	1	5	0	31
■ Westminster	0	1	0	4	241	0	0	0	242
■ Three Trees FWC	51	104	74	1113	1171	94	280	27	2350
■ St Raphaels FWC	37	178	115	156	222	856	332	36	1499
■ Preston Park FWC	162	155	1334	22	91	189	74	80	1745
■ Kensington & Chelsea	0	0	0	3	1	0	0	0	4
■ Harrow	10	38	35	5	6	4	2	1	90
■ Hammersmith & Fulham	0	2	0	1	10	0	2	0	12
■ Granville FWC	6	18	16	248	1323	26	42	4	1462
■ Ealing	19	1	12	5	17	15	22	5	92
■ Curzon Crescent and Fawood FWC	27	105	45	129	324	294	1318	21	1881
■ Church Lane FWC	55	2085	733	136	165	132	97	241	2981
■ Camden	0	3	0	10	34	4	3	0	42
■ Barnet	0	77	18	6	20	2	3	4	125
■ Alperton FWC	1260	191	431	62	71	143	58	33	1815

- Reach by area of residence for each FWC is by the FWC catchments and the surrounding London boroughs. Majority of families seen by the FWCs are within the catchment of each FWC
- Reach is the number of individuals that have had a contact within the specified period. Individuals may have had a contact by more than one FWC, as such, sub totals are not added manually to get the total Reach by area of residence. This is calculated separately. There may be slight variations in reach totals due to data being extracted at different time points
- Based on data extracted on 11-Apr-23

2.4. Contacts – Reach – CYP by Age Group

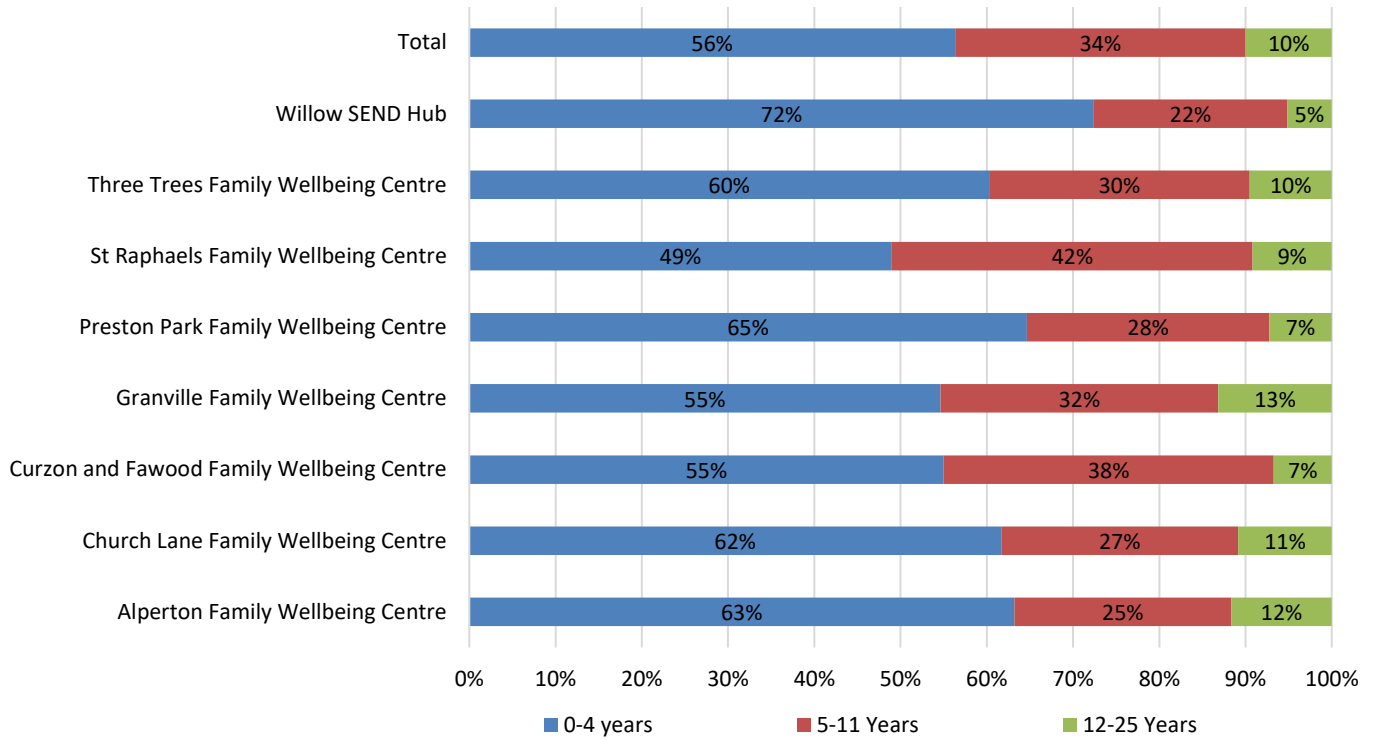


- Proportion out of the total CYP reached by FWC
- Based on data extracted on 05-Apr-24 from eStart



- Proportion out of the total CYP reached by FWC
- Based on data extracted on 06-Apr-23 from eStart

CYP Reach by Age Group (2021/22)



- Proportion out of the total CYP reached by FWC
- Based on data extracted on 25-Apr-22 from eStart

2.5. Contacts – Reach – Ethnicity

2023/24

Ethnicity	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon/ Fawood	Willow	Grand Total	Total FWC registrations (from 01/12/2020 - 31/03/2024)	Percentage Reached (Out of Total FWC Registrations)
ABAN-Bangladeshi	16	29	38	10	36	16	17	-	137	299	46%
AIND-Indian	759	512	628	88	129	133	71	-	1,922	4,134	46%
AOTH-Any Other Asian Background	193	283	210	110	162	116	66	-	905	1,918	47%
APKN-Pakistani	87	164	178	73	126	84	61	-	626	1,182	53%
BAFR-Black - African	144	182	158	211	410	298	351	-	1,430	2,923	49%
BCRB-Black Caribbean	88	147	110	157	192	163	155	-	758	1,484	51%
BOTH-Any Other Black Background	28	29	27	53	101	62	48	-	272	463	59%
CHNE-Chinese	1	19	16	5	9	12	4	-	62	172	36%
MOTH-Any Other Mixed Background	41	72	57	95	129	71	50	-	377	807	47%
MWAS-White and Asian	34	39	39	46	48	23	19	-	193	456	42%
MWBA-White and Black African	11	34	21	56	61	36	41	-	193	400	48%
MWBC-White and Black Caribbean	23	21	15	33	58	24	28	-	171	369	46%
OOTH-Any Other Ethnic Group	158	349	181	246	394	303	158	-	1,454	2,863	51%
Prefer Not to Say	618	845	839	926	1,280	522	393	-	4,357	9,848	44%
WBRI-White - British	78	186	136	237	392	114	110	-	1,036	2,190	47%
WIRI-White - Irish	7	20	14	24	20	8	9	-	76	181	42%
WIRT-Traveller of Irish Heritage	1	-	-	4	-	1	-	-	6	19	32%
WOTH-Any Other White Background	167	527	366	343	476	145	151	-	1,819	3,679	49%
WROM-Gypsy / Roma	7	36	7	10	4	2	4	-	55	87	63%
Total	2,461	3,494	3,040	2,727	4,027	2,133	1,736	-	15,849	33,474	

- Top 3 ethnicity groups highlighted for each FWC

- Reach may include those whose registration dates are before 01-Dec-20 and as such percentages reached out of total FWC registrations should be read with caution

- Subtotals are not manually added to get the total reach by ethnicity as individuals may have had a contact by more than one FWC in the same period. This is calculated separately. There may be slight variations in reach totals due to data being extracted at different time points

- Based on data extracted on 05-Apr-24

2022/2023

Ethnicity	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon/Fawood	Willow	Grand Total	Total FWC registrations (from 01/12/2020 - 31/03/2023)	Percentage Reached (Out of Total FWC Registrations)
ABAN-Bangladeshi	5	28	20	6	32	12	36	3	126	191	66%
AIND-Indian	460	363	528	63	127	88	68	57	1,435	2,281	63%
AOTH-Any Other Asian Background	141	193	192	63	115	74	101	52	755	1,109	68%
APKN-Pakistani	67	148	138	75	78	69	57	24	543	693	78%
BAFR-Black - African	133	199	174	180	381	301	461	29	1,449	1,967	74%
BCRB-Black Caribbean	59	150	97	85	195	131	172	24	710	981	72%
BOTH-Any Other Black Background	16	33	23	51	109	55	74	14	297	297	100%
CHNE-Chinese	9	21	18	1	10	7	11	2	65	104	63%
MOTH-Any Other Mixed Background	31	53	68	64	105	40	63	15	340	487	70%
MWAS-White and Asian	21	31	22	23	40	29	17	4	162	282	57%
MWBA-White and Black African	16	18	21	28	40	26	41	2	153	239	64%
MWBC-White and Black Caribbean	19	18	21	14	46	19	49	8	151	236	64%
OOTH-Any Other Ethnic Group	100	327	222	178	387	207	230	29	1,445	1,815	80%
Prefer Not to Say	408	743	699	690	1,245	463	535	107	4,061	6,332	64%
WBRI-White - British	40	142	95	134	324	87	124	31	811	1,385	59%
WIRI-White - Irish	5	30	8	7	20	7	10	2	75	115	65%
WIRT-Traveller of Irish Heritage	-	1	-	-	-	-	4	-	5	7	71%
WOTH-Any Other White Background	95	449	444	228	442	144	187	49	1,722	2,422	71%
WROM-Gypsy / Roma	5	28	21	5	-	1	-	-	55	47	117%
Total	1,630	2,975	2,811	1,895	3,696	1,760	2,240	452	14,360	20,990	

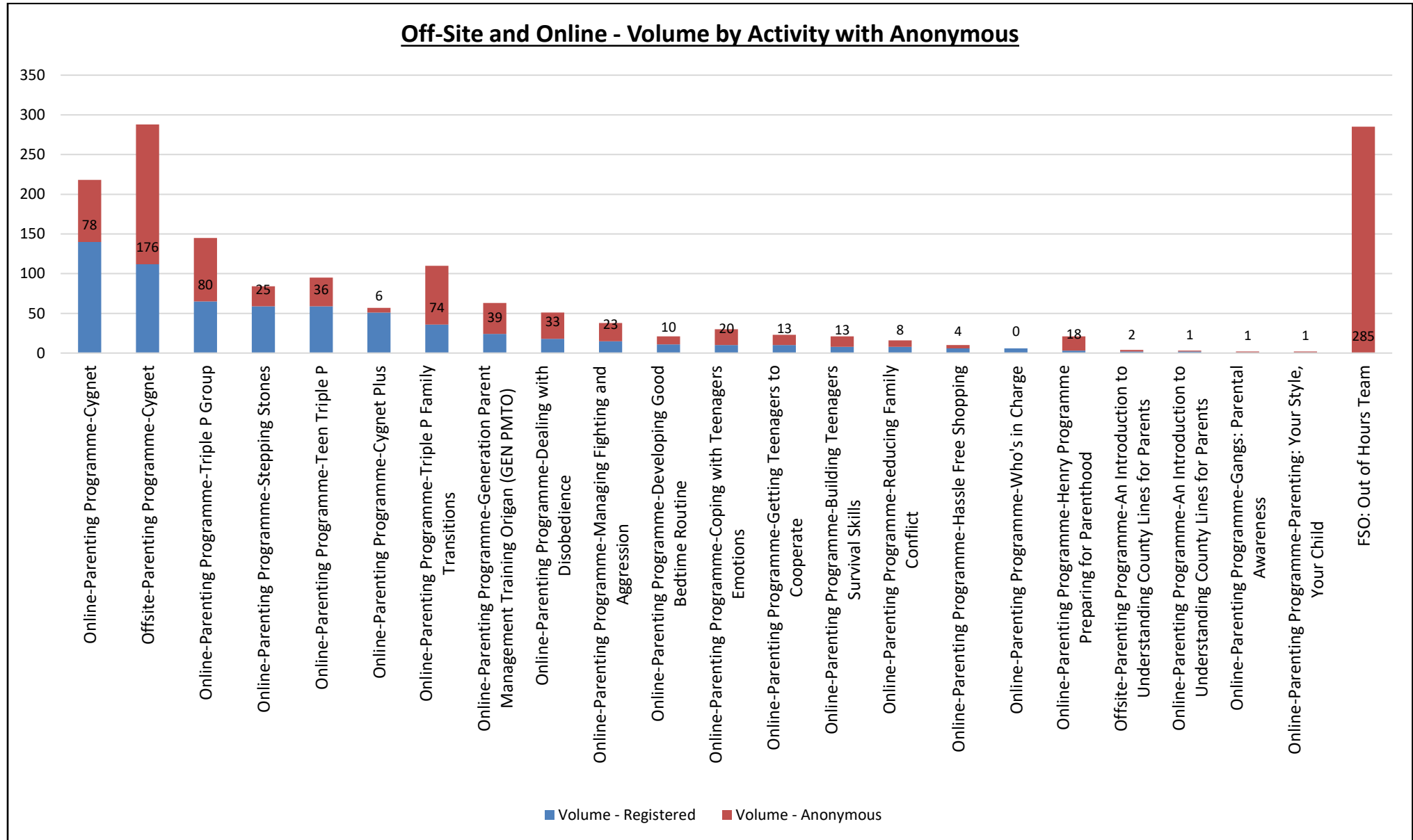
- Top 3 ethnicity groups highlighted for each FWC
- Reach may include those whose registration dates are before 01-Dec-20 and as such percentages reached out of total FWC registrations should be read with caution
- Subtotals are not manually added to get the total reach by ethnicity as individuals may have had a contact by more than one FWC in the same period. This is calculated separately. There may be slight variations in reach totals due to data being extracted at different time points
- Based on data extracted on 06-Apr-23

2.6. Contacts – Reach – SEND CYP

Age Group	Period	Alperton	Church Lane	Preston Park	Three Trees	Granville	St Raphael's	Curzon /Fawood	Brent Total	Out of Area	Grand Total
0-5 Years	2023/24	23	38	22	32	10	21	15	161	2	163
	2022/23	26	36	20	27	15	30	30	184	5	189
	2021/22	13	19	10	19	13	13	18	105	4	109
	Difference (2023/24 and 2022/23)	-3	2	2	5	-5	-9	-15	-23	-3	-26
6-11 Years	2023/24	20	31	25	45	21	34	33	209	8	217
	2022/23	11	25	10	28	14	29	34	151	8	159
	2021/22	7	10	6	14	12	8	16	73	4	77
	Difference (2023/24 and 2022/23)	9	6	15	17	7	5	-1	58	0	58
12-18 Years	2023/24	29	33	18	43	15	32	20	190	4	194
	2022/23	20	25	8	23	16	17	20	129	3	132
	2021/22	12	12	5	11	15	4	9	68	3	71
	Difference (2023/24 and 2022/23)	9	8	10	20	-1	15	0	61	1	62
19-25 Years	2023/24	1	4	7	9	2	8	3	34	1	35
	2022/23	3	0	2	2	0	2	1	10	0	10
	2021/22	2	0	2	2	0	1	0	7	0	7
	Difference (2023/24 and 2022/23)	-2	4	5	7	2	6	2	24	1	25
Grand Total	2023/24	73	106	72	129	48	95	71	594	15	609
	2022/23	60	86	40	80	45	78	85	474	16	490
	2021/22	34	41	23	46	40	26	43	253	11	264
	Total Difference (2023/24 and 2022/23)	13	20	32	49	3	17	-14	120	-1	119

- Based on Family Wellbeing Centre (FWC) CRM/Portal registrations where 'disability or long-term illness' is specified as 'Yes', plus eStart registrations not on CRM where SEND has been added. In May 2023, the wording on the CRM/Portal registration form changed to 'disability or additional learning needs'.
- Reach is by FWC catchment that the registered member is living in
- Age groups for 2023/24 data are as at 31-Mar-24
- Age groups for 2022/23 data are as at 31-Mar-23
- Age groups for 2021/22 data are as at 31-Mar-22
- Data extraction dates – 2023/24 on 04-Apr-24; 2022/23 on 11-Apr-23; 2021/22 on 04-Jan-23

2.7. Contacts – Volume by Activity with Anonymous – Offsite and Online Events



- Out of Hours Team contacts are from 01-Oct-23 to 31-Mar-24
- Parenting programme contacts are from 01-Apr-23 to 31-Mar-24
- Data extraction date – 02-May-24

3. Family Solutions Key Worker Service

Quarter	Total number of assessments completed (EHAs and Reviews)	Open cases (at the end of each quarter)	Cases stepped down from CSC	Cases stepped up to CSC	Cases closed	Cases closed due to non-engagement	Total number of children and young people supported (closed and currently open)
Q1 2023/24	549	655	42	55	190	38	845
Q1 2022/23	447	585	37	37	268	48	853
Q1 2021/22	503	-	44	63	210	54	
Q1 Difference (2023/24 and 2022/23)	102	70	5	18	-78	-10	-8
Q2 2023/24	463	733	57	33	180	25	913
Q2 2022/23	384	427	25	31	161	29	588
Q2 2021/22	477		68	39	172	44	
Q2 Difference (2023/24 and 2022/23)	79	306	32	2	19	-4	325
Q3 2023/24	480	764	49	45	244	24	1008**
Q3 2022/23	426	542	39	37	176	69	718
Q3 2021/22	496		37	24	134	91	
Q3 Difference (2023/24 and 2022/23)	54	222	10	8	68	-45	290**
Q4 2023/24	517	564	29	58	260	9	824**
Q4 2022/23	537	572	29	51	250	92	822
Q4 2021/22	512	633	64	46	239	170	872
Q4 Difference (2023/24 and 2022/23)	-20	-8	0	7	10	-83	2**
Total 2023/24	2009	564*	177	191	874	96	1438**
Total 2022/23	1794	572*	130	156	855	238	1427**
Total 2021/22	1988	633*	213	172	755	359	1388**
Total Difference (2023/24 and 2022/23)	215	-8	47	35	19	-142	11**

- *Open cases at the end of the last quarter

- ** These figures have been corrected – Total number of children and young people supported (closed and currently open). Figures presented in previous reports should be disregarded

FWC Waiting List

Family Wellbeing Centres	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	No. of Individuals	No. of Families	No. of Individuals	No. of Families	No. of Individuals	No. of Families	No. of Individuals	No. of Families
Alperton	19	9	34	20	51	28	13	7
Church Lane	20	10	15	7	9	5	11	7
Curzon/Fawood	15	9	40	17	21	14	3	2
Granville Plus	9	6	5	3	15	8	19	9
Preston Park	4	2	18	9	26	17	5	5
St Raphael's	12	4	10	5	15	6	13	6
Three Trees	6	3	4	3	19	8	9	6
Grand Total	85	43	126	64	156	86	73	42

3.1. Service User Feedback

Period	Scale	0	1	2	3	4	5	6	7	8	9	10	Total
YTD 2023/24	Number	-	-	-	-	-	2	2	4	7	15	89	119*
	Percentage	-	-	-	-	-	2%	2%	3%	6%	13%	75%	
2022/23	Number	-	-	-	-	-	-	-	1	3	4	17	25
	Percentage	-	-	-	-	-	-	-	4%	12%	16%	68%	

Not satisfied

Very satisfied

- *4 skipped this question

Statement	Period	Measure	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree
The BFS worker listened to what your family had to say.	2023/24	Number	1	-	1	14	104
		Percentage	1%	-	1%	12%	87%
	2022/23	Number	-	-	1	1	23
		Percentage	-	-	4%	4%	92%
Your family's ethnicity, culture and religion were considered and respected.	2023/24	Number	1	-	1	17	101
		Percentage	1%	-	1%	14%	84%
	2022/23	Number	-	-	-	1	24
		Percentage	-	-	-	4%	96%
The actions expected of you and your family were made clear.	2023/24	Number	-	-	2	19	99
		Percentage	-	-	2%	16%	83%
	2022/23	Number	-	1	-	-	24
		Percentage	-	4%	-	-	96%
Your family was involved in making decisions through-out the process.	2023/24	Number	-	-	3	24	93
		Percentage	-	-	3%	20%	78%
	2022/23	Number	-	-	-	1	24
		Percentage	-	-	-	4%	96%
If there were challenges in future I would be confident to deal with these	2023/24	Number	-	-	13	28	79
		Percentage	-	-	11%	23%	66%
	2022/23	Number	-	-	-	7	18
		Percentage	-	-	-	28%	72%

- 2023/24 – 120 responded, 3 skipped the questions

4. Portage

Quarter	Total number of assessments completed (EHAs and Reviews)	Open cases (at the end of each quarter)	Cases stepped down from CSC	Cases stepped up to CSC	Cases closed	Cases closed due to non-engagement	Total number of children and young people supported (closed and currently open)
Q1 2023/24	6	18	0	0	2	0	20
Q1 2022/23	9	30	1	1	1	0	31
Q1 Difference	-3	-12	-1	-1	1	0	-11
Q2 2023/24	9	33	0	0	5	0	38
Q2 2022/23	0	23	0	0	2	0	25
Q2 Difference	9	10	0	0	3	0	13
Q3 2023/24	8	26	0	0	12	0	38**
Q3 2022/23	9	23	0	0	9	1	32
Q3 Difference	-1	3	0	0	3	-1	6**
Q4 2023/24	3	15	0	0	3	0	18**
Q4 2022/23	15	34	0	1	0	1	34
Q4 Difference	-12	-19	0	-1	3	-1	-16**
Total 2023/24	26	15*	0	0	22	0	37**
Total 2022/23	33	34*	1	2	12	2	46**
Total Difference (2023/24 and 2022/23)	-7	-19	-1	-2	10	-2	-9**

- *Open cases at the end of the last quarter

- ** These figures have been corrected – Total number of children and young people supported (closed and currently open). Figures presented in previous reports should be disregarded

Portage Waiting List

Portage	No. of Individuals	No. of Families
Q1 2023/24	18	11
Q2 2023/24	19	9
Q3 2023/24	19	9
Q4 2023/24	8	5

5. Triage Service

Total Families Supported

Source	Period	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Grand Total
Brent Family Front Door	2023/24	29	25	26	31	14	8	27	160
	2022/23	2	15	11	7	4	8	6	53
	2021/22	4	2	0	8	0	5	3	22
	Difference (2023/24 and 2022/23)	27	10	15	24	10	0	21	107
Portal	2023/24	90	118	130	127	41	67	105	678
	2022/23	102	85	191	87	30	77	93	665
	2021/22	65	80	40	71	27	29	54	366
	Difference (2023/24 and 2022/23)	-12	33	-61	40	11	-10	12	13
Referred	2023/24	20	6	24	10	32	22	35	149
	2022/23	30	10	21	17	18	29	73	198
	2021/22	12	2	5	6	2	13	27	67
	Difference (2023/24 and 2022/23)	-10	-4	3	-7	14	-7	-38	-49
Waiting List	2023/24	31	13	28	7	10	58	29	176
	2022/23	17	9	18	1	16	32	39	132
	2021/22	15	27	1	0	0	17	11	71
	Difference (2023/24 and 2022/23)	14	4	10	6	-6	26	-10	44
Telephone / Walk in	2023/24	129	52	191	67	144	281	108	972
	2022/23	62	119	380	42	114	206	161	1084
	2021/22	21	33	95	15	81	31	26	302
	Difference (2023/24 and 2022/23)	67	-67	-189	25	30	75	-53	-112
Target Child list	2023/24	0	0	0	0	0	0	0	0
	2022/23	0	0	0	0	0	0	0	0
	2021/22	3	0	0	6	0	4	0	13
	Difference (2023/24 and 2022/23)	0	0	0	0	0	0	0	0
Grand Total	2023/24	299	214	399	242	241	436	304	2135
	2022/23	213	238	621	154	182	352	372	2132
	2021/22	120	144	141	106	110	99	121	841
	Total Difference	86	-24	-222	88	59	84	-68	3

(2023/24 and 2022/23)

- The totals relate to the number of families supported, some families have been counted multiple times where they were previously NFA but returned to Triage for support on different issues. This do not equate to the number of contacts made by Triage – this data is available separately from eStart.

Quarter	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Grand Total
Q1 2023/24	77	64	159	77	75	201	84	737
Q1 2022/23	50	51	168	29	26	57	52	433
Q1 2021/22	20	33	13	14	18	22	9	129
Q1 Difference (2023/24 and 2022/23)	27	13	-9	48	49	144	32	304
Q2 2023/24	69	49	98	56	47	87	84	490
Q2 2022/23	50	50	151	37	41	88	86	503
Q2 2021/22	24	47	11	31	20	18	19	170
Q2 Difference (2023/24 and 2022/23)	26	3	140	6	21	70	67	333
Q3 2023/24	73	51	64	52	55	68	57	420
Q3 2022/23	44	73	128	31	39	78	100	493
Q3 2021/22	32	26	6	29	48	27	29	197
Q3 Difference (2023/24 and 2022/23)	29	-22	-64	21	16	-10	-43	-73
Q4 2023/24	80	50	78	57	64	80	79	488
Q4 2022/23	69	64	174	57	76	129	134	703
Q4 2021/22	44	38	111	32	24	32	64	345
Q4 Difference (2023/24 and 2022/23)	11	-14	-96	0	-12	-49	-55	-215
Total 2023/24	299	214	399	242	241	436	304	2135
Total 2022/23	213	238	621	154	182	352	372	2132
Total 2021/22	120	144	141	106	110	99	121	841
Total Difference (2023/24 and 2022/23)	86	-24	-222	88	59	84	-68	3

Outcomes from Triage

Source	Period	No Further Action	Ongoing	Stepped up	Allocated to Key Worker	Grand Total
Brent Family Front Door	2023/24	53	107	0	0	160
	2022/23	37	16	0	0	53
	2021/22	8	13	1	0	22
	Difference (2023/24 and 2022/23)	16	91	0	0	107
Portal	2023/24	497	181	0	0	678
	2022/23	537	125	3	0	665
	2021/22	294	72	0	0	366
	Difference (2023/24 and 2022/23)	-40	56	-3	0	13
Referred	2023/24	106	43	0	0	149
	2022/23	143	55	0	0	198
	2021/22	46	20	1	0	67
	Difference (2023/24 and 2022/23)	-37	-12	0	0	-49
Waiting List	2023/24	98	78	0	0	176
	2022/23	105	27	0	0	132
	2021/22	59	11	0	1	71
	Difference (2023/24 and 2022/23)	-7	51	0	0	44
Telephone / Walk in	2023/24	796	176	0	0	972
	2022/23	952	132	0	0	1084
	2021/22	249	53	0	0	302
	Difference (2023/24 and 2022/23)	-156	44	0	0	-112
Target Child list	2023/24	0	0	0	0	0
	2022/23	0	0	0	0	0
	2021/22	10	3	0	0	13
	Difference (2023/24 and 2022/23)	0	0	0	0	0
Grand Total	2023/24	1550	585	0	0	2135
	2022/23	1774	355	3	0	2132
	2021/22	666	172	2	1	841
	Total Difference (2023/24 and 2022/23)	-224	230	-3	0	3

Waiting List

Quarter	KW Allocated	Case closed*	Ongoing / Wellbeing Call on Rota basis	NFA (Duty Call)	Grand Total
Q1 2023/24	5	0	25	8	38
Q2 2023/24	21	4	0	18	43
Q3 2023/24	16	3	25	3	47
Q4 2023/24	19	1	25	3	48

6. Early Help Resource Panel

Table 1: Cases presented to panel

Quarter	Cases presented
Q1 2023/24	38
Q1 2022/23	33
Q1 Difference	5
Q2 2023/24	22
Q2 2022/23	32
Q2 Difference	-10
Q3 2023/24	41
Q3 2022/23	38
Q3 Difference	3
Q4 2023/24	31
Q4 2022/23	34
Q4 Difference	-3
Total 2023/24	132
Total 2022/23	137
Total Difference	-5

Table 2: Allocation of approved resources to families

Service	Q1 2023/ 24	Q1 2022/ 23	Q1 Differ ence	Q2 2023/ 24	Q2 2022/ 23	Q2 Differ ence	Q3 2023/ 24	Q3 2022/ 23	Q3 Differ ence	Q4 2023/ 24	Q4 2022/ 23	Q4 Differ ence	Total 2023/ 24	Total 2022/ 23	Total Difference (2023/24 and 2022/23)
Potential Mentoring	13	11	2	7	4	3	11	14	-3	8	13	-5	39	42	-3
Father Figure	0	9	-9	0	4	-4	0	5	-5	0	3	-3	0	21	-21
DOR Therapy	22	28	-6	22	15	7	23	13	10	21	10	11	88	66	22
Covid Pathfinder project	0	1	-1	0	11	-11	0	23	-23	0	10	-10	0	45	-45
Family Lives	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SFEA Supporting Families Employment Advisor	5	6	-1	3	1	2	5	6	-1	1	6	-5	14	19	-5
Hestia (iDVA)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Addaction/Westminster Drug Project (WDP) New Beginnings Substance Misuse team	2	0	2	0	0	0	0	0	0	0	0	0	2	0	2
Connexions PA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CYP Advance Therapist	0	0	0	0	0	0	0	0	0	0	1	-1	0	1	-1
DViP (Perpetrator) RiSE	2	2	0	0	0	0	1	0	1	1	0	1	4	2	2
Early Help IDVA Advance Charity	0	0	0	0	0	0	5	0	5	3	0	3	8	0	8
IAPT (Psychological Therapy)	1	1	0	1	2	-1	2	0	2	0	0	0	4	3	1
Home Start Barnet	2	1	1	0	0	0	0	2	-2	2	0	2	4	3	1
Brent Young & Adults Carers Centre	1	3	-2	0	0	0	2	3	-1	0	0	0	3	6	-3
Our Time aka Kidstime	0	0	0	0	1	-1	1	0	1	0	0	0	1	1	0
Financial support e.g. Nursery fees/ childminder/ DBS/ housing move/ school pick up/ drop off etc./ 'who's in charge'	3	4	-1	0	5	-5	4	4	0	3	1	2	10	14	-4
Grand Total	51	66	-15	33	43	-10	54	70	-16	39	44	-5	177	223	-46

- In some cases more than 1 service is requested and approved

7. Citizen's Advice Bureau

Quarter 4 (Jan-Mar 2024) update:

This quarter (January – March 2024), we held **104 sessions** and dealt with **457 advice requests** across Brent Family Well-being Centres. We supported **398 families** with **643 issues** – around **2 issues per family**. **10%** of the families made repeated advice requests – an increase of 3 % compared to the last quarter. Most families were seen in person (**91%**) and **9%** over the telephone- a 5% swing from Q3. **29%** of families considered themselves disabled or with long-term health conditions, with mental health accounting for **24%** of family with disability

The top 5 main issues presented by the families are Housing (26%), Benefits & Tax Credits (23%), Universal credit (9%), Debt (9%). Immigration & Asylum (8%) and Relationships & Family (8%). The main housing issues are about Private Sector Rented Accommodations (unsuitability and disrepairs) LA homelessness service (Assessments and Challenges) and Social Housing (Conditions/Succession issues). The main Immigration issues are about Family Dependents and Partners, while the main Debt issues are about Council Tax Arrears, Rent Arrears, particularly with families in PSRP and Housing Association properties. We continue to grapple with the impact of the persistent cost-of-living crisis on households' finances, as evidenced in the above top 5 issues

CAB continues to adopt a cash-first approach, ensuring that the household income of the families we support is fully maximised, as evidenced by the total income gained for the families, mainly through ensuring that they claimed all the benefits they are entitled to, particularly Personal Independence Payment claims and helping the families to challenge wrongful decisions, including supporting them with appeals to the First Tier Tribunals

a) Service Activity

Measure	Period	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Willow	Grand Total
Advice requests delivered to the referred and self-referred Parents	2023/24	182	144	184	154	154	190	157	138	1303
	2022/23	173	211	196	213	184	227	226	92	1522
	2021/22	215	226	127	219	181	242	300	34	1544
	Difference (2023/24 and 2022/23)	9	-67	-12	-59	-30	-37	-69	46	-219

Quarter	Number of families seen – One-Off Advice and information Delivered to the referred and self-referred Parents
Q1 2023/24	396
Q1 2022/23	396
Q1 2021/22	606
Q1 Difference (2023/24 and 2022/23)	0
Q2 2023/24	249
Q2 2022/23	426
Q2 2021/22	540
Q2 Difference (2023/24 and 2022/23)	-177
Q3 2023/24	241*
Q3 2022/23	385
Q3 2021/22	398
Q3 Difference (2023/24 and 2022/23)	-144
Q4 2023/24	398
Q4 2022/23	315
Q4 2021/22	
Q4 Difference (2023/24 and 2022/23)	83
Total 2023/24	1284
Total 2022/23	1522
Total 2021/22	1544
Total Difference (2023/24 and 2022/23)	-238

- 2021/22 data does not include quarter 4 data
- *Q3 2023/24 – 241 families seen, but 260 advice requests delivered

Measure	Period	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Willow	Grand Total
Number of families - Number of direct referrals received from FWCs	2022/23	101	131	108	119	118	134	129	63	903
	2021/22	77	40	34	51	46	70	78	0	396
	Difference	24	91	74	68	72	64	51	63	507
Number of appointment slots (1 slot = 30 mins) - Further Appointments required (Complex matters involving casework and more than 1 issue)	2022/23	126	166	126	138	119	154	160	77	1066
	2021/22	186	107	69	149	103	163	203	27	1007
	Difference	-60	59	57	-11	16	-9	-43	50	59

- 2021/22 data does not include quarter 4 data
- Not reported on the 2023/24 returns

b) Financial Gains

Quarter	Total Income Gained
Q1 2023/24	£258,825
Q1 2022/23	£302,565
Q1 2021/22	£288,107
Q1 Difference (2023/24 and 2022/23)	-£43,740
Q2 2023/24	£151,845
Q2 2022/23	£288,306
Q2 2021/22	£456,228
Q2 Difference (2023/24 and 2022/23)	-£136,461
Q3 2023/24	£63,449
Q3 2022/23	£210,614
Q3 2021/22	£305,782
Q3 Difference (2023/24 and 2022/23)	-£147,165
Q4 2023/24	£208,174
Q4 2022/23	£192,855
Q4 2021/22	£0
Q4 Difference (2023/24 and 2022/23)	£15,319
Total 2023/24	£682,293
Total 2022/23	£994,340
Total 2021/22	£1,050,117
Total Difference 2023/24 and 2022/23)	-£312,047

- 2021/22 data does not include quarter 4 data

c) Outcomes

Quarter	No. of families with increased income	No. securing accommodation	No. securing paid employment	No. securing volunteer opportunities	No. taking up accredited learning opportunities	No. of teenage parents sustaining/returning to F/T education	No. securing immigration status	No. coming to CAB/referred to other orgs about other issues
Q1 2023/24	248	18	27	21	5	0	37	79
Q1 2022/23	329	186	92	0	0	0	41	12
Q1 2021/22	324	107	42	0	8	0	85	48
Q1 Difference (2023/24 and 2022/23)	-81	-168	-65	21	5	0	-4	67
Q2 2023/24	No data	No data	No data	No data	No data	No data	No data	No data
Q2 2022/23	309	211	32	0	0	0	34	13
Q2 2021/22	164	122	26	0	0	0	13	5
Q2 Difference	145	89	6	0	0	0	21	8
Q3 2023/24	No data	No data	No data	No data	No data	No data	No data	No data
Q3 2022/23	242	94	64	0	0	0	41	43
Q3 2021/22	167	86	26	0	0	0	25	8
Q3 Difference	75	8	38	0	0	0	16	35
Q4 2023/24	No data	No data	No data	No data	No data	No data	No data	No data
Q4 2022/23	236	21	41	15	5	0	37	63
Q4 2021/22	No data	No data	No data	No data	No data	No data	No data	No data
Q4 Difference	236	21	41	15	5	0	37	63
Total 2023/24	248	18	27	21	5	0	37	79
Total 2022/23	1116	512	229	15	5	0	153	131
Total 2021/22	655	315	94	0	8	0	123	61
Total Difference (2023/24 and 2022/23)	-868	-494	-202	6	0	0	-116	-52

- 2021/22 data does not include quarter 4 data
- No data from Q2 2023/24

8. Speech and Language Therapy

a) Contribution to School readiness

Quarter	Early identification of children with SLCN (number of referrals to FWC SLT)	Number of children discharged with advice provided	Number of Children referred into Core SLT Services	Early Intervention – number of attendances at Let's Talk groups
Q1 2023/24	119	29	19	602
Q1 2022/23	119	29	19	687
Q1 2021/22	65	45	19	250
Q1 Difference (2023/24 and 2022/23)	0	0	0	-85
Q2 2023/24	111	49	11	443
Q2 2022/23	111	49	39	419
Q2 2021/22				
Q2 Difference (2023/24 and 2022/23)	0	0	-28	24
Q3 2023/24	23	17	25	591
Q3 2022/23	68	15	14	449
Q3 2021/22	59	30	8	364
Q3 Difference (2023/24 and 2022/23)	-45	2	11	142
Q4 2023/24	51	10	24	571
Q4 2022/23	62	31	27	514
Q4 2021/22				
Q4 Difference (2023/24 and 2022/23)	-11	-21	-3	57
Total 2023/24	304	105	79	2207
Total 2022/23	360	124	99	2069
Total 2021/22	124	75	27	614
Total Difference (2023/24 and 2022/23)	-56	-19	-20	138

- 2021/22 data does not include quarter 2 or quarter 4 data
- Data for Q1 and Q2 2023/24 that is in red is based on Q1 and Q2 2022/23 submission, as actual data for this period is not available, due to a system change

Quarter 4 (Jan-Mar 2024) update:

b) Let's Talk Groups – (Universal Offer)

- Attendance was similar compared to the last quarter, with a total attendance of **571** across all sessions at all centres. The total in quarter 3 was **591**
- The highest attendance across all centres changed this quarter to Curzon Family Wellbeing Centre
- **25** referrals were made from the group to the Speech and Language Therapist across all centres this quarter
- The service regularly collects feedback from the parent/carers who attend the Let's Talk groups. This quarter thirty parents were asked about what they gain from attending the sessions
- All feedback received was positive, showing enjoyment of sessions. The responses were analysed, and key themes were identified. The most common themes identified by parents were:
 - o The group provides a welcoming, inclusive environment
 - o They enjoy seeing their child make progress
 - o They learn ideas about play and interaction that they then use at home
 - o They use new communication strategies outside of the Let's Talk sessions
 - o They use new communication strategies outside of the Let's Talk sessions
- This feedback demonstrates how Let's Talk plays an important role in contributing to school readiness. A number of the parents said they would like more sessions like this and some commented on wanting the sessions to be a longer duration (currently one hour).

Universal Offer: parent training

Online parent training workshops:

- These were set up in response to requests from the Family Wellbeing Centres for an online offer for parents. The views of parents were sought, and they requested training sessions on typical early speech, language and communication development with tips and advice to develop their own child's talking and communication skills in play and daily routines at home. The SLT FWC team ran two online training sessions for parents on 4th March 2024 which was open to any parents/carers of children aged 0-5 years.
- A total of 31 parents signed up to the training, however only 10 parents opted to attend.
- The parents who attended rated the session as 5/5 in terms of helpfulness. Providing feedback such as:
 - o *"I learned the two languages doesn't affect my child speaking skills"* and
 - o "Playing is learning"

c) Activity and Data

- The number of referrals into the FWC in Q4 has increased with **55** referrals this quarter compared to **23** in Q3
- 33 referrals were made to other services. These included NEG2 via an Early Help Assessment (EHA), Parents as First Teachers (PAFT), Community Paediatrician, Audiology, Health Visiting
- The Community SLT team (including Family Wellbeing Centres) referral form was finalised this quarter and distributed to all relevant agencies. The new form prompts referrers to provide information which ensures the service will be able to triage CYP promptly to the appropriate care pathway

d) Partnership Working

The FWC SLTs continue to contribute to a range of steering and working groups to ensure the inclusion of universal messaging around speech, language and communication needs into a range of projects

Being with Your Baby

- This forms part of a rolling programme jointly facilitated by Family Wellbeing Centre staff and health professionals to support parents of children under 9 months with early learning and parent child relationships.
- This quarter the SLT delivered a session at Three Trees FWC on 26 January and at Alperton FWC on 31 January.

Start for life website page

- The SLT team submitted information about communication development, which is now included on the Brent Start for Life website.

Home Learning Pathway

- The SLTs have contributed to this working group.

Brent Early Years Conference

- The SLT Family Wellbeing Centres team attended both days (2nd and 3rd Feb) of the conference to increase visibility of the communication universal messages by manning a stall promoting the importance of developing communication within the early years and to foster partnership working with a large number of nurseries, childminders, health colleagues and other staff working within the Early Years who were in attendance.
- New partnership links were created through this event e.g. with the Early Talkboost Officer (providing accredited communication training to EY settings through the Best Start for Life funding).
- Advice relating to specific communication development questions was provided to 6 childminders/nurseries.
- 16 EY professionals and 8 health professionals shared contact details to receive electronic versions of the literature on offer to share with the families they work with.

Daniel's Den

- Partnership working with Daniel's Den (voluntary sector) has been prioritized this quarter and dates have been arranged to attend all 12 of the venues in which they run playgroups in April and May to provide advice and support regarding communication development to the families attending. Partnership links led to the online parent training being advertised to and attended by parents linked to this voluntary organisation.

Partnership Outreach meetings

- The SLT FWC team, Childrens and Families Information Service and Triage Services have continued to meet to coordinate effective outreach planning. This has allowed for sharing of information around outreach opportunities and current contacts, sharing of outreach calendars and events to support a collaborative approach to outreach work and joint problem solving around outreach related issues. This has also increased partnership working across these services.

FWC Local Steering Groups

- The SLT FWC team provide written and verbal summaries of their universal and targeted work to Local Steering groups to foster partnership working, contribute to review of the wider Family Wellbeing Centre work, discuss challenges and problem solve these, discuss referral procedures and obtain feedback from other services about the SLT service provided.
- This quarter the the SLT FWC team have attended all steering groups meetings that SLT were invited to:
 - o St Raphael's
 - o Church Lane
 - o Preston Park

e) Outreach Development

This quarter the FWC SLT team have attended a number of outreach events as well as dropping into sessions run by other services with the Family Wellbeing Centres e.g. Busy Feet, Messy Play and Introduction to Solids. These activities have resulted in 49 families receiving early communication messaging and information and 8 children were identified with communication needs and were followed up by the SLT team. See below for more details of outreach events completed

International Women's Day

- The SLT FWC team worked in partnership with other health and community services on week commencing 4th March to support the International Women's Day events at St Raphael's Family Wellbeing Centre. The events allowed the team to promote the SLT services to a new audience, provide universal messages re communication development to those with children under 5yrs and support early identification of communication difficulties. One child was identified through this event at St Raphael's FWC and was invited to access further advice and support from the SLT team.

SUFRA coffee morning

- The SLT FWC team and triage outreach officer facilitated the coffee morning on 23rd Feb to provide information to the 11 adults who had attended the session providing information on the Family Wellbeing Centres, SLT services and providing communication universal messages to those with children. Two children were in attendance, and one was identified as having communication difficulties so was provided with advice on how to access further SLT support as lived in a neighbouring borough.

Our Lady of Grace Primary School

- The SLT FWC team attended a playgroup running at Our Lady of Grace Primary School on 15th March to promote the SLT services with the Family Wellbeing Centres, provide universal key messages re communication development to the families present and to facilitate early identification of children that could benefit from more targeted SLT advice. The staff running the session were also provided with informal training and advice after the session on how to develop a more communication enriching environment and what advice to give parents re issues such as bilingualism during future sessions.
 - o 13 parents were provided with advice and support re the Family Wellbeing centre services and communication development
 - o Advice on bilingualism was the most commonly discussed topic. Approximately half of the families spoken to had not yet registered with the Family Wellbeing Centres and were provided with the information to do so
 - o 3 children were identified with SLCN, one was already known to SLT services and the other two shared contact details for follow up and discussion around onward referral to SLT

Community Wellbeing Project at Bridge Park (associated with SUFRA)

- The SLT FWC team were invited to attend the weekly wellbeing project on 18th March to provide information to families attending on communication development, promote the services available at the FWCs and support early identification of children with communication difficulties.
- 19 families were provided with advice and information
- 3 children were identified as needing follow up by SLT due to communication difficulties reported by their parents.
- Of these 3 CYP
 - o One was school age, so the parent was provided with advice on how to follow up her concerns with the school
 - o One child was a looked after child and under guardianship in another borough so universal communication advice provided to parent to support adult child interaction
 - o One child was followed up after the session with an interpreter to provide advice and discuss a referral to SLT
 - o Two of the families were referred into the FWC triage services, so they could access support other difficulties and issues they were experiencing

- National Storytelling Week – Once upon a Story Sessions
- Two story and early communication advice sessions were run during National Storytelling week (week of 29th Jan) at Kingsbury Library and at Harlesden library
- The SLT FWC team and an outreach officer from Children and Families Information Service were invited to facilitate these sessions and were planned to include a story, songs, use of musical instruments and talk around communication tips and support available at the FWCs and wider Brent services
- These sessions were advertised within the libraries but were standalone sessions not linked to a regularly timetabled session
- The attendance at both sessions was low and only 2 families (3 children) attended at Kingsbury and 1 child at Harlesden library

f) Challenges

- The FWC SLT Assistant who supports the FWC in the running of the Let's Talk Groups, left her post in December 2023. It was anticipated there would be a gap in the delivery of the Let's Talk Groups. The SLT service informed the centre managers and Simon Topping (Family Wellbeing Centre Operational Manager) who requested the running of the groups was covered by the SLTs. The SLTs re-prioritised their workload so they could deliver the Let's Talk sessions for January and February 2024. This resulted in a reduction in the time available for targeted work, outreach and training this quarter. However, this gave an opportunity for therapists to review and refresh the format of the Let's Talk sessions to fully embed the key messages across all the sessions in each FWC
- Continued lack of Early Years Workers (EYWs) within some Family Wellbeing Centres. The longstanding difficulty in recruiting EYWs within the Family Wellbeing Centres is impacting on joint planning and facilitation of the Let's Talk groups and the extent to which early advice and support around communication can be provided to parents within the sessions and across other Family Wellbeing Centre activities. This impacts on the amount of early identification and subsequent onward referrals and preventative working happening with the FWCs. It also impacts on the staffing capacity for joint outreach and partnership working
- FWC Booking system continues to pose a challenge - the booking system and portal is difficult for some parents to access to secure a place at the Let's Talk sessions. Many families from multiple FWC's have mentioned that they are unable to book onto Let's Talk sessions as they are always full (these include parents with children who have Speech and Language difficulties who would benefit from attending the sessions)
- The Portal does not currently have the facility to arrange borough wide parental online training sessions. Therefore, FWC SLTs have had to organise the bookings and send out the links themselves resulting in an additional administrative load
- The Brent FWC SLT team are engaging with a range of partners and across different settings to promote the universal messaging around SLCN, and though families, professionals and other key early years workers often request or express interest in activities this is sometimes not reflected in the up take.

9. Supporting Families Programme Outcomes

New Supporting Families Outcomes – 2023/24

Quarter / Outcomes	Employment	Sustained and Significant Progress	Total
Q1		32	32
1. Getting a good education			
2. Good Early Years Development		2	
3. Improved mental and physical health		16	
4. Promoting recovery and reducing harm from substance misuse			
5. Improved family relationships		2	
6. Children safe from abuse and exploitation		3	
7. Crime prevention & tackling crime		3	
8. Safe from domestic abuse		6	
9. Secure housing			
10. Financial stability			
Q1 Total*		66	66
Q2		57	57
1. Getting a good education			
2. Good Early Years Development		3	
3. Improved mental and physical health		24	
4. Promoting recovery and reducing harm from substance misuse		2	
5. Improved family relationships		1	
6. Children safe from abuse and exploitation		8	
7. Crime prevention & tackling crime		5	
8. Safe from domestic abuse		13	
9. Secure housing		1	
10. Financial stability			
Q2 Total*		199	199
Q3			
1. Getting a good education		60	
2. Good Early Years Development		2	
3. Improved mental and physical health		28	
4. Promoting recovery and reducing harm from substance misuse		2	
5. Improved family relationships		2	
6. Children safe from abuse and exploitation		8	
7. Crime prevention & tackling crime		1	

8. Safe from domestic abuse		20	
9. Secure housing		1	
10. Financial stability			
Q3 Total		124	124
Q4			
1. Getting a good education		277	
2. Good Early Years Development		4	
3. Improved mental and physical health		47	
4. Promoting recovery and reducing harm from substance misuse		2	
5. Improved family relationships		2	
6. Children safe from abuse and exploitation		11	
7. Crime prevention & tackling crime		8	
8. Safe from domestic abuse		21	
9. Secure housing		2	
10. Financial stability		1	
Q4 Total		375	375
Grand Total		764	764

- *Total combines new and old Supporting Families outcomes criteria
- Outcomes Target for 2022-23 – 764 families (100% target achieved)

Old Supporting Families Outcomes – 2023/24

Quarter / Outcomes	Employment	Sustained and Significant Progress	Total
Q1		34	34
Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness			
Children who have not been attending school regularly		2	2
Children who need help		5	5
Families affected by domestic violence and abuse		16	16
Parents and children with a range of health problems		8	8
Parents and young people involved in crime or antisocial behaviour		3	3
Q2		142	142
Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness		3	
Children who have not been attending school regularly		8	
Children who need help		29	
Families affected by domestic violence and abuse		23	
Parents and children with a range of health problems		74	
Parents and young people involved in crime or antisocial behaviour		5	

Old Supporting Families Outcomes - 2022/23

Quarter / Outcomes	Employment	Sustained and Significant Progress	Total
Q1	5	95	100
Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness		2	2
Children who have not been attending school regularly		1	1
Children who need help		15	15
Families affected by domestic violence and abuse	4	26	30
Parents and children with a range of health problems	1	45	46
Parents and young people involved in crime or antisocial behaviour		6	6
Q2	4	112	116
Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness	1	2	3
Children who need help		10	10
Families affected by domestic violence and abuse	2	27	29
Parents and children with a range of health problems		56	56
Parents and young people involved in crime or antisocial behaviour	1	17	18
Q3	4	96	100
Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness	1	1	2
Children who have not been attending school regularly		2	2
Children who need help		11	11
Families affected by domestic violence and abuse	2	34	36
Parents and children with a range of health problems	1	47	48
Parents and young people involved in crime or antisocial behaviour		1	1
Q4	5	151	156
Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness	1	2	3
Children who have not been attending school regularly		4	4
Children who need help		17	17
Families affected by domestic violence and abuse	2	53	55
Parents and children with a range of health problems	2	53	55
Parents and young people involved in crime or antisocial behaviour		22	22
Grand Total	18	454	472

- Outcomes Target for 2022-23 – 472 families (100% target achieved)

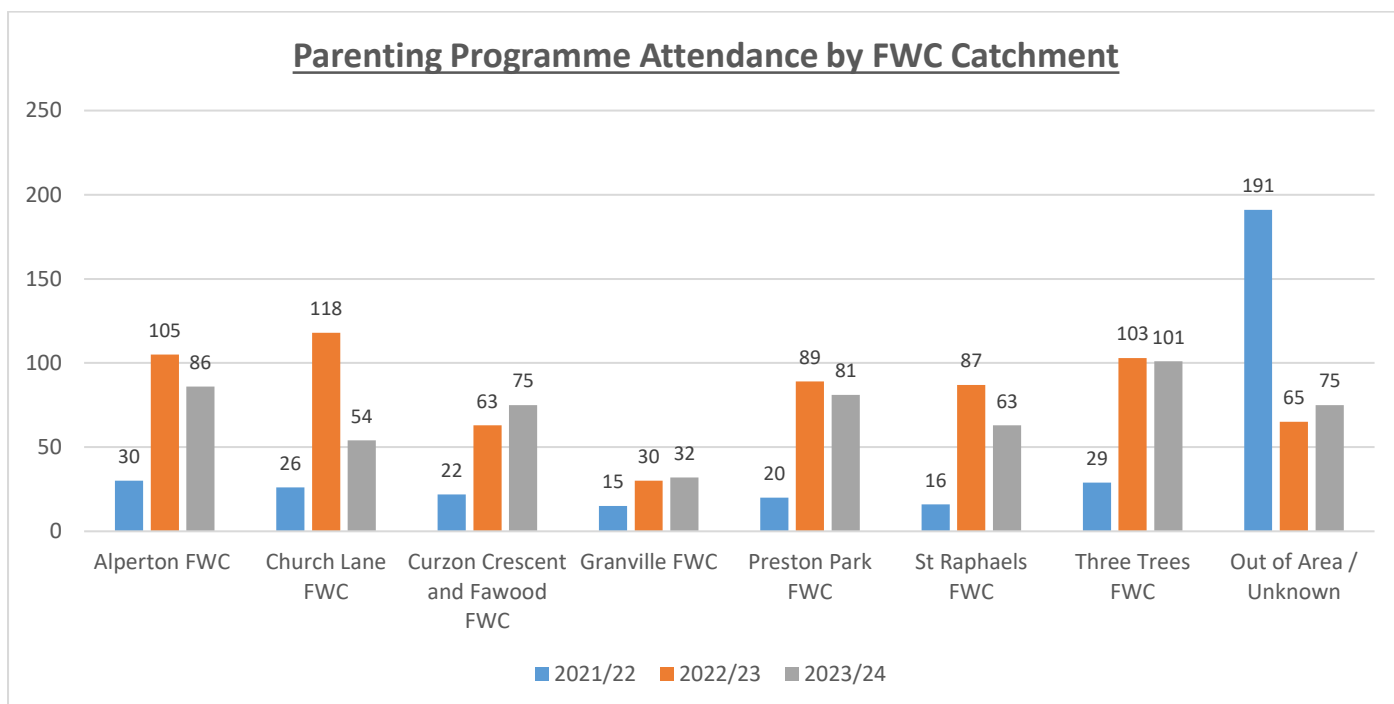
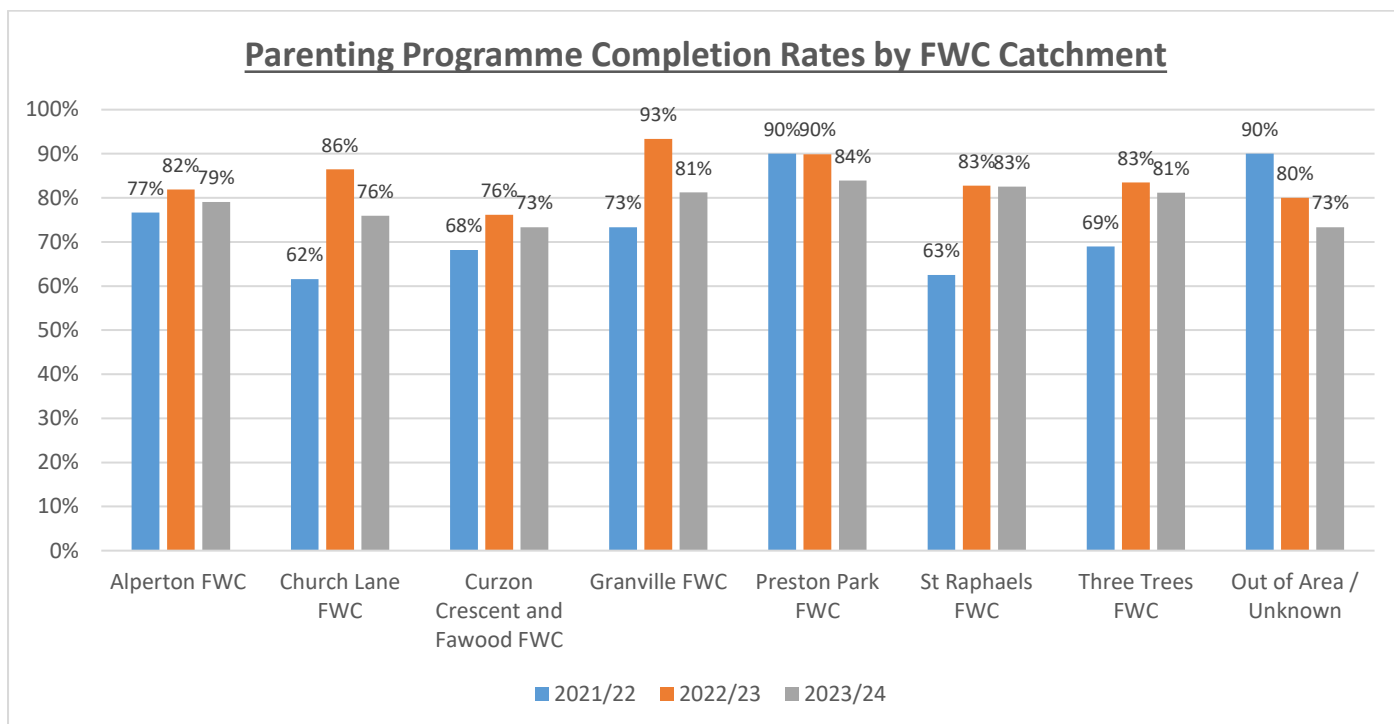
10. Parenting Programmes

	Programme / Workshop	Number of programmes / workshops	Numbers Attending	Numbers Completing	Percentage Completing
Q1	An Introduction to Understanding County Lines for Parents	1	3	3	100%
	Building Teenagers survival Skills	2	5	5	100%
	Coping with Teenagers Emotions	3	7	7	100%
	Cygnet	2	36	21	58%
	Dealing with disobedience	3	23	23	100%
	Developing good bedtime routine	2	4	4	100%
	Gangs: Parental Awareness	1	2	2	100%
	Getting Teenagers to Cooperate	2	3	3	100%
	Hassle Free Shopping	2	3	3	100%
	Managing fighting and aggression	3	5	5	100%
	Parenting: Your Style, Your Child	1	2	2	100%
	Reducing Family Conflict	2	4	4	100%
	Triple P Family Transitions	1	6	3	50%
	Quarter 1 Total		25	103	85
Q2	Building Teenagers survival Skills	1	1	1	100%
	Coping with Teenagers Emotions	2	5	5	100%
	Cygnet	1	7	5	71%
	Dealing with disobedience	2	8	8	100%
	Developing good bedtime routine	2	9	9	100%
	Getting Teenagers to Cooperate	2	3	3	100%
	Hassle Free Shopping	1	2	2	100%
	Henry Programme Preparing For Parenthood	1	5	2	40%
	Henry Programme Right From the Start (under 5's)	2	18	11	61%
	Managing fighting and aggression	2	5	5	100%
	Reducing Family Conflict	2	4	4	100%
	Solihull Approach	1	7	3	43%
	Stepping Stones	1	6	5	83%
	Strengthening Families Strengthening Communities	1	14	8	57%
Triple P Group	1	13	7	54%	
Quarter 2 Total		22	107	78	73%
Q3	Building Teenagers survival Skills	3	9	9	100%
	Coping with Teenagers Emotions	2	5	5	100%
	Cygnet	4	53	40	75%
	Dealing with disobedience	3	14	14	100%
	Developing good bedtime routine	1	4	4	100%
	Getting Teenagers to Cooperate	3	9	9	100%
	Hassle Free Shopping	1	3	3	100%
	Henry Programme Right From the Start (under 5's)	3	37	22	59%
	Managing fighting and aggression	4	18	18	100%
	Reducing Family Conflict	2	3	3	100%
	Stepping Stones	1	6	5	83%

	Strengthening Families Strengthening Communities	1	20	12	60%
	Teen Triple P	1	16	13	81%
	Triple P Family Transitions	1	12	8	67%
	Triple P Group	1	12	8	67%
	Who's in Charge	1	1	1	100%
	Quarter 3 Total	32	222	174	78%
Q4	An Introduction to Understanding County Lines for Parents	1	4	4	100%
	Building Teenagers survival Skills	3	6	6	100%
	Coping with Teenagers Emotions	3	13	13	100%
	Cygnnet	2	27	15	56%
	Cygnnet Plus	1	11	11	100%
	Dealing with disobedience	3	6	6	100%
	Developing good bedtime routine	2	4	4	100%
	Gangs: Parental Awareness	1	8	8	100%
	Generation Parent Management Training Origan (GEN PMTO)	1	6	5	83%
	Getting Teenagers to Cooperate	3	8	8	100%
	Hassle Free Shopping	2	2	2	100%
	Henry Programme Right From the Start (under 5's)	1	9	6	67%
	Managing fighting and aggression	2	10	10	100%
	Reducing Family Conflict	2	5	5	100%
	Solihull Approach	1	9	2	22%
	Triple P Family Transitions	1	7	5	71%
	Quarter 4 Total	29	135	110	81%
Grand Total* 2023-24		108	567	447	79%
Grand Total* 2022-23		120	660	554	84%
Grand Total* 2021-22		41	349	285	82%
Grand Total* 2020-21		20	146	107	73%

- **Includes parents that have attended more than one programme within the period*
- *In total, excluding duplicates, out of the 441 parents that attended 336 completed the accredited parenting programmes in 2023/24 (76%)*
- *Q2 data has been updated, as further data for the period has been submitted since the last Q2 report*
- *Based on attendance data provided as at 19-Apr-24*

Parenting Programme data by FWC Catchment Area



- Includes parents that have attended more than one programme in the period. The count in the above chart therefore includes duplicates
- Based on residency of parent

11. Young Carers

Quarter	Number of Young Carer activities being delivered at Family Wellbeing Centres*	Number of young carers identified	Numbers attending Young Carer activities at Family Wellbeing Centres**
2023/24	2	213	4
2022/23	18	104	42
2021/22	25	80	21
Total Difference (2023/24 and 2022/23)	-16	109	-38

* Includes dates with no attendance attached

** Based on total numbers that have attended - Event Reach by Activity (Registered members only)

Family Wellbeing Centres Triage Service
End of Year Review
2023 - 24

1.1 Triage Overview

Over the year the Triage Service element within Family Wellbeing Centres has grown from strength to strength. The Triage officers continue to provide a rapid response to children, young people and their families at the point of need. Families are encouraged to register with the centres and complete a Getting to Know You form to identify the presenting needs. Once identified the team will then undertake low level interventions which can include: signposting families to services within the FWC's and locally, supporting families to navigate their way through difficult situations by offering practical support including home visits, providing information which supports families to integrate within the community. Alongside undertaking short term focused pieces of work across a range of issues, which improve outcomes and reduce the need for a higher threshold level of intervention. There is growing evidence that demonstrates that some families just need light touch support and information, so that they can make informed choices about what needs to happen next, which in turn leads to them feeling more empowered to sustain improved outcomes.

Work with our partner agencies to increase awareness of the Triage Service offer in particular at Local Steering Group (LSG) Meetings, Outreach events, Team Meetings, has led to closer partnership working, an increase in referrals both ways i.e. referrals to partner agencies and into the Triage Service and more collaborative working across the centres in general. Some Family Wellbeing Centres have seen an increase in the number of registrations of families in particular those who are seeking Asylum and from Refugee communities utilising the service offer, due to work completed by the Triage team.

The identified themes which have emerged during the course of families accessing the Triage service relate to the following needs: Housing, Financial instability, Food Poverty, Debt, SEND Needs, Education & Early Years Settings applications, and access to Family Wellbeing Centre activities as a whole. There has been a rise in queries related to Housing, SEND, Food and Financial instability, Mental/Emotional Wellbeing and Domestic abuse queries over the past year. This in turn has led to the Triage officers working creatively to upskill their knowledge of services, develop links with partners agencies and work to ensure that they are able to provide interventions which meet the needs of families and to signpost to appropriate services in the community where possible. Each centre is unique and families may present with a range of the above themes both in the East and West of the borough.

On the whole there has been an increase in demand for the service, particularly due to the transient population in Brent and those impacted by the cost of living crisis. The Triage officers consistently work with a high volume of families, who may often return to use the service across a range of issues during the course of the year. Due to the success of the service, we have seen an increase in referrals via the BFFD, alongside referrals via the Dynamics Portal. The service has also provided support to assist with Key Worker Waiting list cases, with some cases being closed following Triage service intervention. In the coming year the service will continue to increase its resource base to effectively support children, young people and their families in need and will work consistently to improve outcomes for all at universal level.

1.2 Triage end of year Data - April 2023 – March 2024

The data base below demonstrates families supported over the past year across all Family Wellbeing Centres. Some families may have been counted twice, if they have returned to the service requiring support across another issue within the year. The table demonstrates the work carried out to consistently record Triage interventions accurately across all FWC. The numbers have been bolstered by the work of the Outreach Triage Worker who has supported Ukraine, Asylum and Refugee families to access the service.

Triage Data April 23 - March 2024					
Family Wellbeing Centre	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Alperton	77	69	72	80	298
CCFW	84	84	57	79	304
Church Lane	64	49	51	50	214
Granville	75	47	56	64	242
Preston Park	159	98	64	78	399
St Raphael's	201	87	68	80	436
Three Trees	77	56	52	57	242
	737	490	420	488	2135

Triage Data Source

The data base below provides a detailed breakdown of the source of referrals coming to the Triage Service. There has been a slight increase in the number of Getting to Know you Forms being completed which are picked up via the Dynamics Portal. This is demonstrated across the board where the numbers reflect that in previous year (2022-23) this figure was approx 665. Alongside this there has also been an increase in referrals via the BFFD up from 53 in the previous year. There has also been a decrease in the number of Walk in's and Telephone referrals recorded, from the previous year of approx. 1084. In general the Triage service have supported approx 40 more Key worker waiting list cases that the previous year. This has enabled many of the cases to be maintained at Early Help threshold with some cases being worked to closure.

Triage year end source data April 23 - March 24						
Family Wellbeing Centre	Source				Telephone/Walk In	Total
	BFFD	Portal	Referred	Waiting List		
Alperton	29	90	20	31	128	298
CCFW	27	105	35	29	108	304
Church Lane	25	118	6	13	52	214
Granville	14	41	32	11	144	242
Preston Park	26	130	24	28	191	399
St Raphael's	8	67	22	58	281	436
Three Trees	31	127	10	7	67	242
	160	678	149	177	971	2135

The most common presenting issues to the Triage service are:

- Families unable to afford basic food items or appropriate clothing – 80%
- Housing - overcrowding/evictions/ disrepairs – 70%
- Parents with children who have undiagnosed/diagnosed additional needs, requiring support to access services. – over 60%
- Debt - including utilities, rent, council tax etc – over 30%
- Children not in school - 30%
- New arrivals - including Ukrainian families, other asylum seekers - 25%
- Families re-locating from other areas with no resources (i.e., household goods, lack of finances, etc) – 10%

The nature of the support required by families may span across many areas at once e.g. Housing, Education, Financial instability and the length of time that workers are involved with families has increased. The number of families that have been triaged during April 2023 – March 24 was 2135. The increase in the number of families worked with has not led to a significant increase in the number of families who required higher level interventions. Very few of the families required a step-up to key workers in FWC or social care. This may in part due to threshold levels being maintained appropriately.

A short piece of work was undertaken to better understand the vast difference in the numbers of families accessing the Triage service at FWC's across the borough in previous years. This led to an agreed consensus in the recording of Triage data, which in turn has led to more accurate data capture. Further work is being completed in this area, but the results have demonstrated a more accurate reflection of the work carried out by Triage officers, the interventions undertaken and the threshold level of need which is being maintained by the service.

There has been a steady increase in data recorded on Mosaic by the team, which provides clear insight into the family's journey, where impact and outcomes can be evidenced. The use of an excel spread sheet to capture Triage service data is being revised currently and a move across to recording all data onto Mosaic is imminent. Work with the data team has uncovered many families who meet the supporting families criteria, which can now be included in the data capture to meet Supporting Families targets.

1.3 New initiatives

New initiatives have helped to elevate the resources available to the Triage Team to support Families. These have included:

- Homes for Ukraine Funded Triage Officer post
- Crisis Response Fund applications
- Travel Access Scheme
- Winter Warmer Vouchers
- Triage Young People's offer

These are in addition to the general resources and charitable support available via organisations e.g. Barnardos, Buttle Trust, BBC children in need etc.

Homes for Ukraine Funded Triage Officer post – This post was filled in July 2023 and over 39 families supported during the period July 2023 – March 2024. The post holder met regularly

with the Homes for Ukraine team to provide support to families new to Brent to integrate into the community. They also carried out outreach activities in, the Holiday Inn, Best Western, Igor, Abbots and Euro hotels to support families who are seeking Asylum in the UK. The post holder has left the service in March 24, however following a successful recruitment a new candidate has joined the team on 24th June 2024. In the interim period the existing Triage officers have continued to provide support to Asylum and Refugee families and this has led to an additional 23 families being supported to access Triage, FWC and other local services.

Crisis Response Fund – This scheme has provided Triage Officers access to between £200 - £400.00 for families in Crisis. The criteria for access to this scheme is that families are Brent Residents and are in crisis e.g. Food/fuel poverty, need emergency equipment etc.. Over 200 applications have been made to this fund by the team with over 170 applications being successful.

Travel access scheme - funded by the Asylum Dispersal Grant, has been introduced to assist those families who are seeking asylum and have limited income to travel to Family Wellbeing centres, maintain appointments with partner agencies, get to health appointments etc. There are now 50 oyster cards registered for use with families in need. In addition a further 20 oyster cards have been provided to the Homeless prevention team, who work closely with families who have received a successful decision by the Home Office and need to move quickly out of their hotel accommodation.

Winter Warmers Vouchers – funding was obtained via the Asylum Dispersal Grant to provide additional support to Asylum Seeking families who are in need. £1,200 was secured to purchase 30 vouchers - providing families with an opportunity to purchase additional items of winter clothing needed for them or their children. The scheme has been a success with over 20 families benefiting from this resource.

Triage Young People's offer - The Triage service are working closely with the Youth Service Transformation Lead to explore the expansion of the service to young people. Meetings have begun to better understand how the best ways to carry out the consultation process with young people to co-create a service which they will see themselves accessing when in need.

1.4 Staffing.

There are currently 9 Triage Officers based at 8 of the Family Wellbeing Centres across the borough. At Granville FWC there are two part time post holders, who make up the fulltime position.

Funding was secured from Community and Regeneration Team to recruit an Outreach Triage officer, to work predominantly with Ukraine and Asylum/ Refugee Families. Following a period of recruitment this post was filled in July 2023. The outreach Triage officer left this position in March 24 and following a successful recruitment campaign, a new candidate has accepted the position and started with the team on 24th June 2024. This Triage officer will be based at Willow SEND FWC going forward and will provide support to families accessing this centre alongside outreaching to Ukraine, Asylum and refugee communities locally.

The Triage officers continue to be line managed by the FWC Triage Manager and matrix managed by the FWC Managers.

Vacancies

There is currently no vacancies within the team.

1.5 Team Building

This is now a well established team within the Early Help Service. Team meetings take place on a monthly basis to promote team cohesion, build upon the team values and to ensure that all Triage officers are working across the centres in a unified way.

The team communicate well sharing knowledge of agencies within the Local authority, community partners, charities - both locally and nationally who can provide support, and resources to families in need. Often extending themselves to ensure that families are provided with a good quality service.

The team members are an intricate part of the Family Wellbeing Centre teams and continue to be matrix managed by the Family Wellbeing Centre Managers. In each centre there is a dedicated space where the Triage officers can meet with families. This has enhanced the offer as families are provided with a safe space to explore and unpack their needs.

The team are regularly celebrated at the monthly CYP Good News sessions, through feedback from partner agencies and CYP staff, LSG meetings and via parents feedback forms. The Triage service was featured in the Brent Magazine where a spot light on the Triage service highlight the good outcomes achieved with families who access the service.

1.6 Challenges

- Ø All Triage data is captured on a spread sheet currently, which is not accessible to practitioners outside of the Triage service. The spread sheet is prone to lock to individual users and crash on occasion this has led to a delay in some records being recorded.
- Ø The decision to move all data across to Mosaic has experienced some delay. A business case may need to be put to the operational director in order to gain approval for an appropriate solution to the current systems in place.
- Ø The Triage service on the whole has seen an increase in demand which in turn has led to the Triage officers dealing with a huge volume of families who require support. Access to resources is limited, although the team have come up with creative ways in which to support families. With further cuts in some service provisions e.g. Angel Box – BASCH services, it will become increasingly harder to meet the needs of vulnerable families going forward.
- Ø The Triage service is stretched due to demands within the Family Wellbeing Centres. The officers are providing support across various areas e.g. Supporting Key Worker Waiting list cases, Delivering parenting programmes,
- Ø Due to the upcoming review of the Early Help and Social Care services it is important the change process is managed appropriately to minimise the risk of anxiety and uncertainty.

1.7 Successes

- Ø Crisis Response Fund – the introduction of the Crisis Response Fund has enabled Triage officers to gain access to a small pot of money that can assist families at a time of crisis. There have been over 130 successful applications made to this fund where families have received between £200 - £400.00. Families have been supported to gain white good, clothing, equipment and resources for children.
- Ø Travel Access Scheme – This scheme has provided Asylum and Refugee families access to the Family Wellbeing Centre offer by distributing an Oyster Card. This has led to an increase in uptake of the Family Wellbeing Centre offer, capacity for parents

to attend appointments with partner agencies, reduced financial burden, integration into the community and an increase in Triage service interventions to families in need

- Ø Recruitment – The Homes for Ukraine – Community Generation Team funded a Triage officer position to work predominantly with Ukraine, Asylum and Refugee families. The post was filled in July 2023 and the successful candidate built up a good relationship with partners who were involved in supporting this client group. Over 50 families have been provided with support over an 9 month period.
- Ø Triage officer support to the Key Worker waiting list cases – The Triage officers have been instrumental at providing support to families, in some cases ensuring that the threshold level of need is reduced to the point where cases can be closed.
- Ø Reduction in cases requiring a higher level of involvement - Following Triage service support very few families require a higher level of Early Help intervention. The number of rapid EHA's completed remain low demonstrating that the threshold of need is appropriately maintained across the service.
- Ø Recognition – The Triage team have been regularly celebrated at the Good News Monthly sessions, Brent Magazine article where Sonia Pearce was highlighted for outstanding work completed with a family, Brent Pride of Brent Awards – Pauline Falconer received a commended individual reward – Feedback from partner agencies and other professionals within the CYP service, alongside feedback from families.
- Ø Outreach – The Triage service has worked closely with CFIS team and other partners to attend outreach events in the community. This has led to a slight increase in registrations, families accessing FWC activities, and access to the Triage service overall. More work will be undertaken over the coming year to increase the presence at community events to widen the reach of Family Wellbeing Centres.

1.8 Areas for development

Task	Goal	Time Scale
<p>The Willow SEND FWC – a pilot has taken place over a 6 week period to provide Triage Service support to this centre. A Triage officer was based at the centre on a Tuesday, once a fortnight to provide appointments to families in need. The staff at the FWC are now promoting the Triage service support to families which has resulted in approximately 8 families being supported.</p> <p>The Triage office funded by the Homes for Ukraine team, will be based at this centre to offer support to families and outreach to the local communities across Brent.</p>	Widen the reach of families supported by the Triage service	March 2025
<p>Outcome Star Assessment - The Outcome Star has been adopted as the mechanism of assessment, however this is only completed with a small number of families who access the Triage service. Alternative methods of assessment will need to be explored with the team, in order to effectively assess the impact of the Triage service as a whole.</p>	To demonstrate distance travelled, impact of the Triage service intervention	Dec 24

<p>Supporting Families Data capture – Some families who have accessed support from the Triage service, meet at least 3 criteria categories under the Supporting Families Programme. Closer partnership working with the data team to ensure that this information is being captured and evidence provided of work completed with these families is to be improved over the coming year, so that claims can be put forward by the Triage team.</p>	<p>Improved data capture of families meeting the criteria for Supporting Families programme</p>	<p>Sept 24</p>
<p>Working with young people – This is an area which requires further development as currently parents access the Triage Service, however young people may not see this as a resource for them to also access advice, information and guidance. Three Triage officers have been identified who have an interest in working with young people to carry this work forward and improve our reach to children and young people in general.</p>	<p>Improved access to Triage service for young people</p>	<p>Jan 25</p>

Feedback from parents

“CR really helped me find schools for my children especially the twins as no school would take them”

“MS [the]Triage officer helped us in a child’s school admission, registration with family wellbeing with sessions and solved our doubts”.

“SP has been compassionate and understanding and really listened to my needs and provided me with great support”

“The support helped me to relief from stress I was going through with my family. She supports me through Food bank and other services like Little Village. I and my family appreciate what was done for us”

“The support has helped me and my family to get back on our feet after moving back to London. Having the financial support through food vouchers and funding has been great. It has helped me to pay my bills”.

Feedback from professionals

“I am writing to commend the work of CR and SP who have both been proactive, supportive, and brilliant when making referrals to me for victim support. I have had many referrals from both individuals and information has been passed promptly and accurately affording me enough to work with immediately as opposed to having to gather information myself which could delay support provided to the victims. Both individuals have been able to spot early signs of domestic abuse where actually the abuse is medium level and was noticed with very little indication of abuse to begin with. Both individuals have been brilliant at supporting me to contact victims and offer advice. Both individuals have taken my advice onboard when building support plans and it is much appreciated from the perspective of the victim. Huge commendations! Thank you for all of your hard work. “– Advance IDVA Core Worker.

I have received an email in from Ms A thanking Brent for the support provided. Ms A would like to thank us all for taking the time to listen to her concerns she raised and supporting her and her family. Ms A tells me her son is now accessing learning which has been tailored to his needs and has since been awarded with certificates achievement. This has been a positive impact to the family and improved the relationships at home for all. Ms A would like to thank all involved in supporting her. – Early Help Worker

Thank you for your response the officers have agreed to attend, as they hold such a wealth of knowledge regarding the case and they would bring that richness so to speak. I met the workers last week via teams fantastic work carried out by AS and CC, the family have truly appreciated their input/ kindness and sensitivity towards their plight. – Social Worker