

Family Wellbeing Centres Data Report 2024/25 (Quarter 4)

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1. Registrations

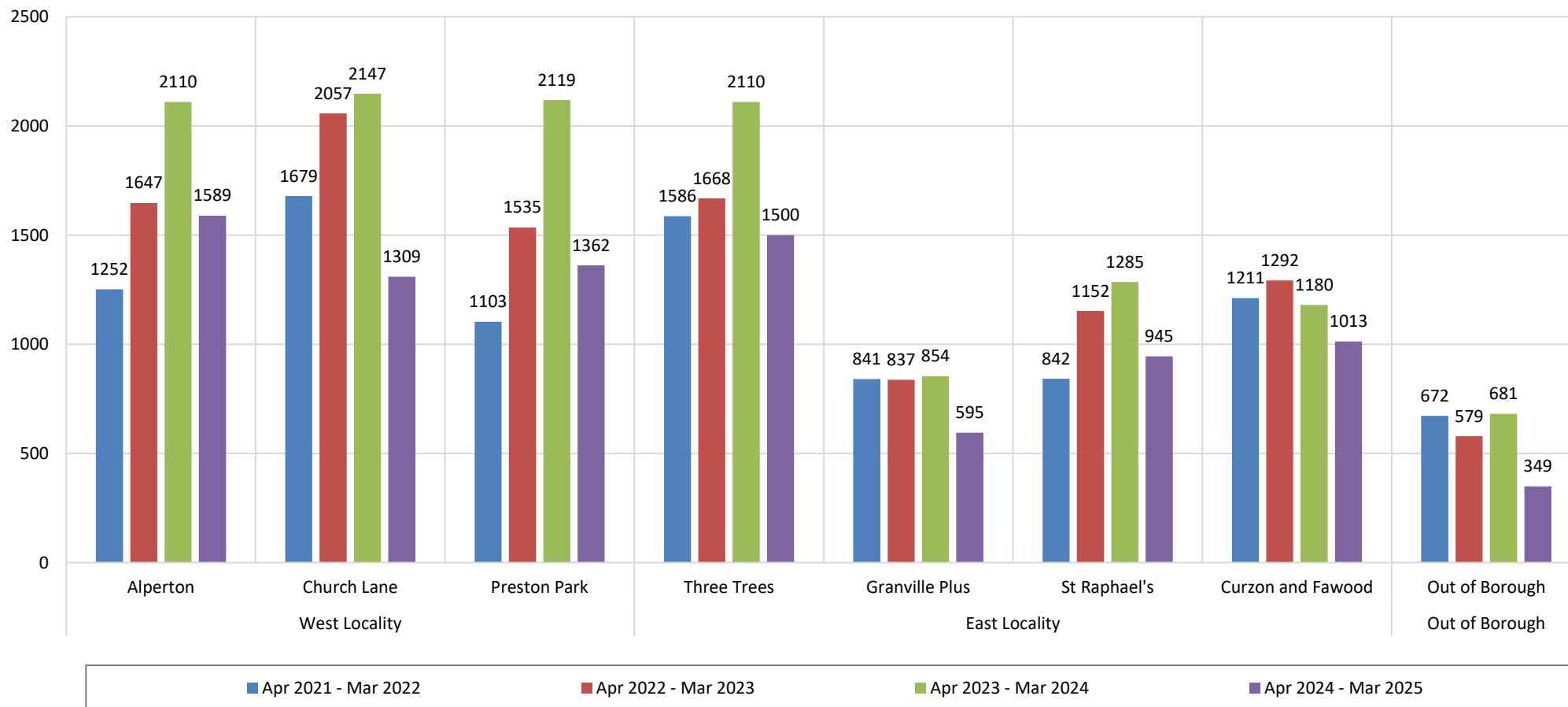
1.1. Registrations - Children and Young People (CYP) and Adults

Number of registrations (CYP and Adults)

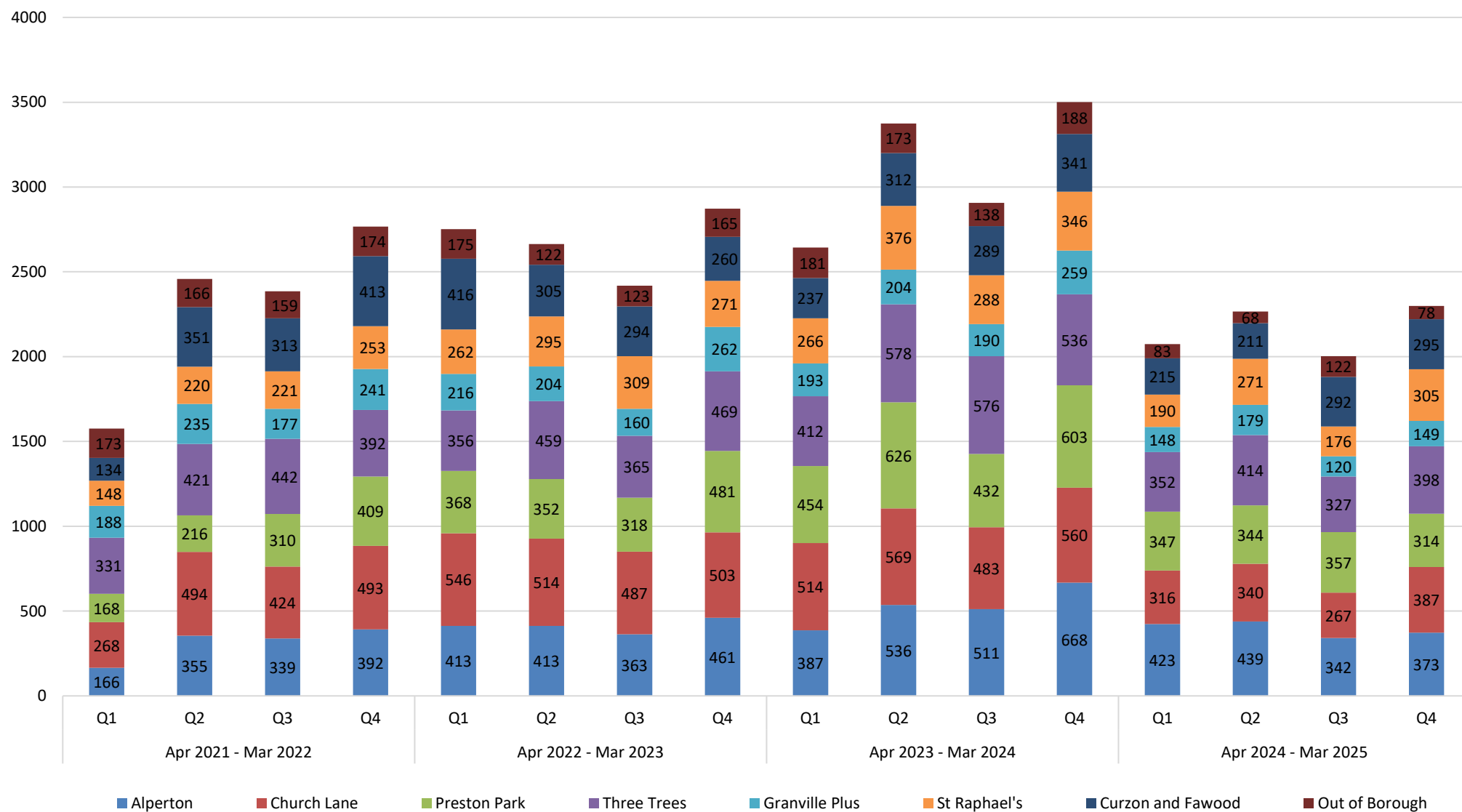
Quarter	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Brent Total	Out of Area	Grand Total
Q1 2024/25	423	316	347	352	148	190	215	1,991	83	2,074
Q1 2023/24	387	514	454	412	193	266	237	2,463	181	2,644
Q1 2022/23	413	546	368	356	216	262	416	2,577	175	2,752
Q1 2021/22	166	268	168	331	188	148	134	1,403	173	1,576
Q1 Difference (2024/25 and 2023/24)	36	-198	-107	-60	-45	-76	-22	-472	-98	-570
Q2 2024/25	439	340	344	414	179	271	211	2,198	68	2,266
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 (2024/25 and 2023/24)	-97	-229	-282	-164	-25	-105	-101	-1,003	-105	-1,108
Q3 2024/25	342	267	357	327	120	176	292	1,881	122	2,003
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 (2024/25 and 2023/24)	-169	-216	-75	-249	-70	-112	3	-888	-16	-904
Q4 2024/25	373	387	314	398	149	305	295	2,221	78	2,299
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 (2024/25 and 2023/24)	-295	-173	-289	-138	-110	-41	-46	-1,092	-110	-1,202
Total 2024/25	1,589	1,309	1,362	1,500	595	945	1,013	8,313	349	8,662
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 (2024/25 and 2023/24)	-521	-838	-757	-610	-259	-340	-167	-3,492	-332	-3,824

- Registrations in quarter 1 2024/25 were lower than expected. This was due to system integration issues in May-24, preventing families from registering
- 2024/25 data extraction date from eStart: Q1 08-Jul-24; Q2 09-Oct-2; Q3 08-Jan-25; Q4 03-Apr-25
- 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
- 2021/22 data extraction date from eStart: 11-Apr-22; Total new registrations in 2020/21 were 5,221
- Due to variations in data between extraction dates, sub-totals are not added manually to obtain the cumulative YTD total, it is calculated separately

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	2024/25	26	21	29	37	10	22	30	175	10	185
	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 (2024/25 and 2023/24)	-3	-19	4	7	1	-1	18	7	-3	4
6-11 Years	2024/25	20	25	19	40	13	18	28	163	5	168
	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 (2024/25 and 2023/24)	-7	3	-11	0	2	-7	-1	-21	-3	-24
12-18 Years	2024/25	26	21	10	36	13	23	19	148	3	151
	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 (2024/25 and 2023/24)	0	-1	-12	-2	6	-9	2	-16	0	-16
19-25 Years	2024/25	7	3	4	7	2	5	3	31	0	31
	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 (2024/25 and 2023/24)	3	0	-2	-2	-1	-3	-1	-6	-1	-7
Grand Total	2024/25	79	70	62	120	38	68	80	517	18	535
	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
	Difference (2024/25 and 2023/24)	-7	-17	-21	3	8	-20	18	-36	-7	-43

- 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 2024/25 data are as at 31-Mar-25
- 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 – 2024/25 on 04-Jun-25; 2023/24 on 04-Apr-24; 2022/23 on 11-Apr-23; 2021/22 on 04-Jan-23*

2. Contacts – Reach and Volume

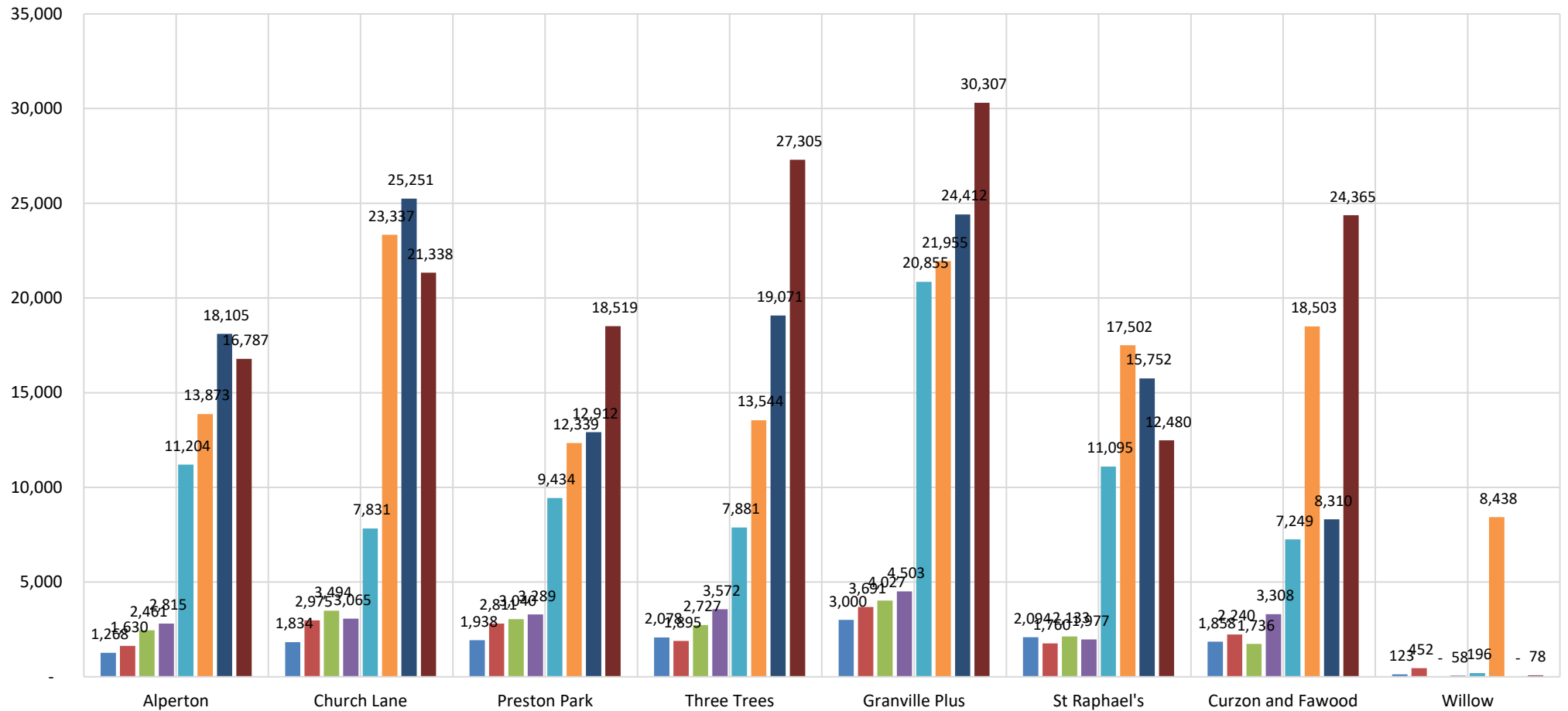
Number of contacts by FWC - Reach and Volume

Type	Quarter	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Willow	Grand Total
Reach	Q1 2024/25	1,015	1,151	888	1,244	1,468	840	908	-	6,521
	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 (2024/25 and 2023/24)	267	-282	-65	258	-6	148	328	-	489
Volume	Q1 2024/25	4,695	5,594	2,951	5,513	5,609	3,552	5,071	-	32,985
	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 (2024/25 and 2023/24)	-338	-1,212	49	719	139	-684	2,559	-	1,232
Reach	Q2 2024/25	1,021	1,212	1,511	1,476	1,766	683	922	11	7,462
	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 (2024/25 and 2023/24)	149	-153	546	463	219	-413	300	11	1,094
Volume	Q2 2024/25	4,500	5,613	6,488	7,038	7,202	2,113	3,092	11	36,057
	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)	188	-1,575	4,069	2,542	1,720	-2,455	1,366	11	5,866
Reach	Q3 2024/25	1,025	874	1,067	1,302	1,662	668	1,152	14	6,820
	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 (2024/25 and 2023/24)	227	-171	300	330	46	-107	602	14	975
Volume	Q3 2024/25	3,799	3,883	4,205	6,885	8,763	3,443	6,687	14	37,679
	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 (2024/25 and 2023/24)	342	-1,655	2,200	2,861	2,543	-568	5,356	14	11,093
Reach	Q4 2024/25	1,124	1,132	1,015	1,449	1,753	710	1,479	-	7,581
	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 (2024/25 and 2023/24)	173	-49	298	400	252	117	812	-	1,718
Volume	Q4 2024/25	3,628	6,082	3,533	6,940	7,369	2,976	7,986	-	38,514
	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 (2024/25 and 2023/24)	-347	395	1,343	2,195	1,640	577	5,466	-	11,269
Reach	Total 2024/25	2,815	3,065	3,289	3,572	4,503	1,977	3,308	58	18,079
	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 (2024/25 and 2023/24)	354	-429	249	845	476	-156	1,572	58	2,230
Volume	Total 2024/25	16,787	21,338	18,519	27,305	30,307	12,480	24,365	78	151,179
	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 (2024/25 and 2023/24)	-1,318	-3,913	5,607	8,234	5,895	-3,272	16,055	78	26,877

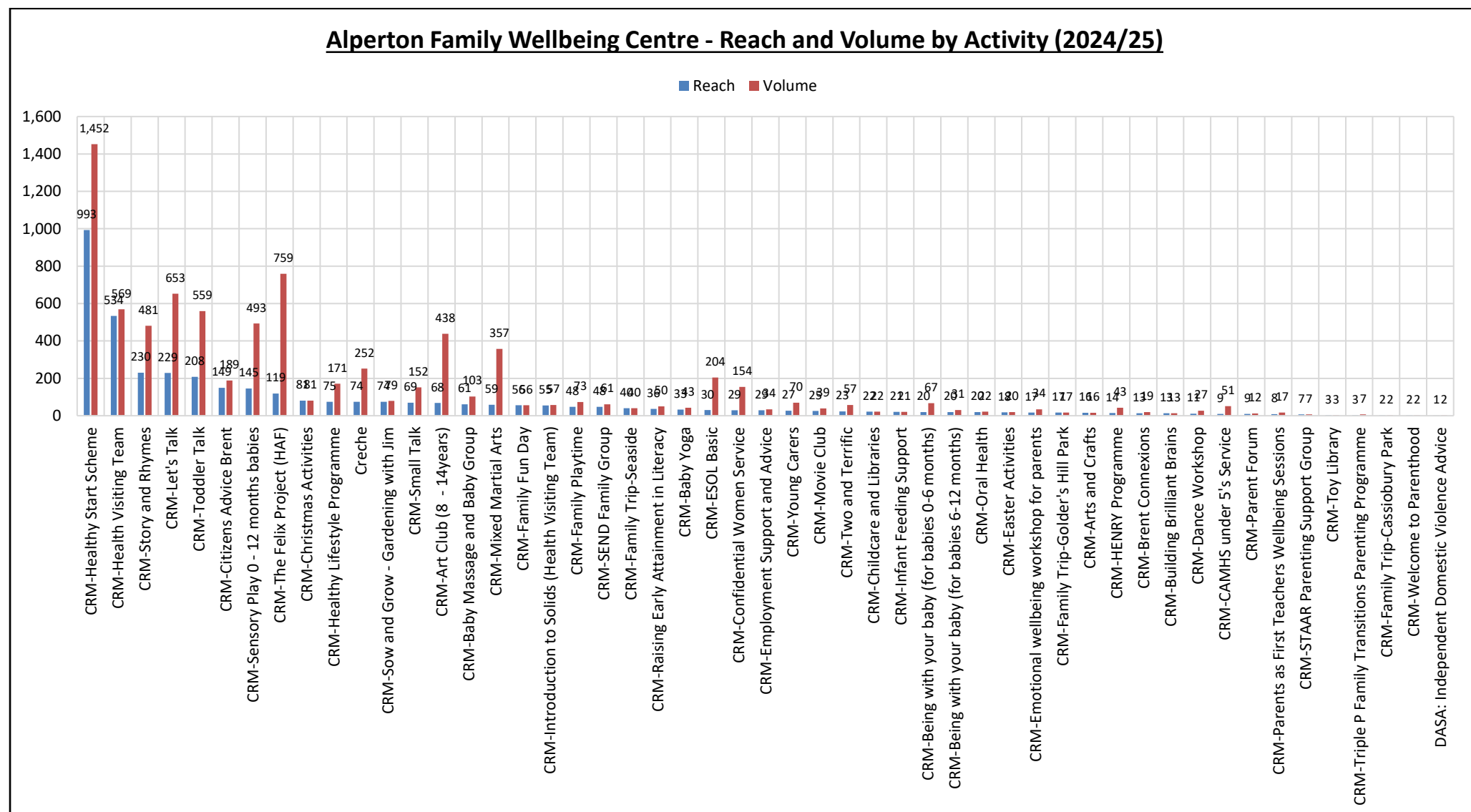
- Reach is the number of individuals that have had a contact within the specified period. Individuals may have had a contact in more than one quarter and by more than one FWC. As such, sub totals are not manually added to get the total Reach figure for the year. This is calculated separately for the year period.
- Volume is the number of times individuals have had a contact within the specified period
- 2024/25 data extraction date from eStart: Q1 08-Jul-24; Q2 09-Oct-24; Q3 08-Jan-25; Q4 03-Apr-25
- 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

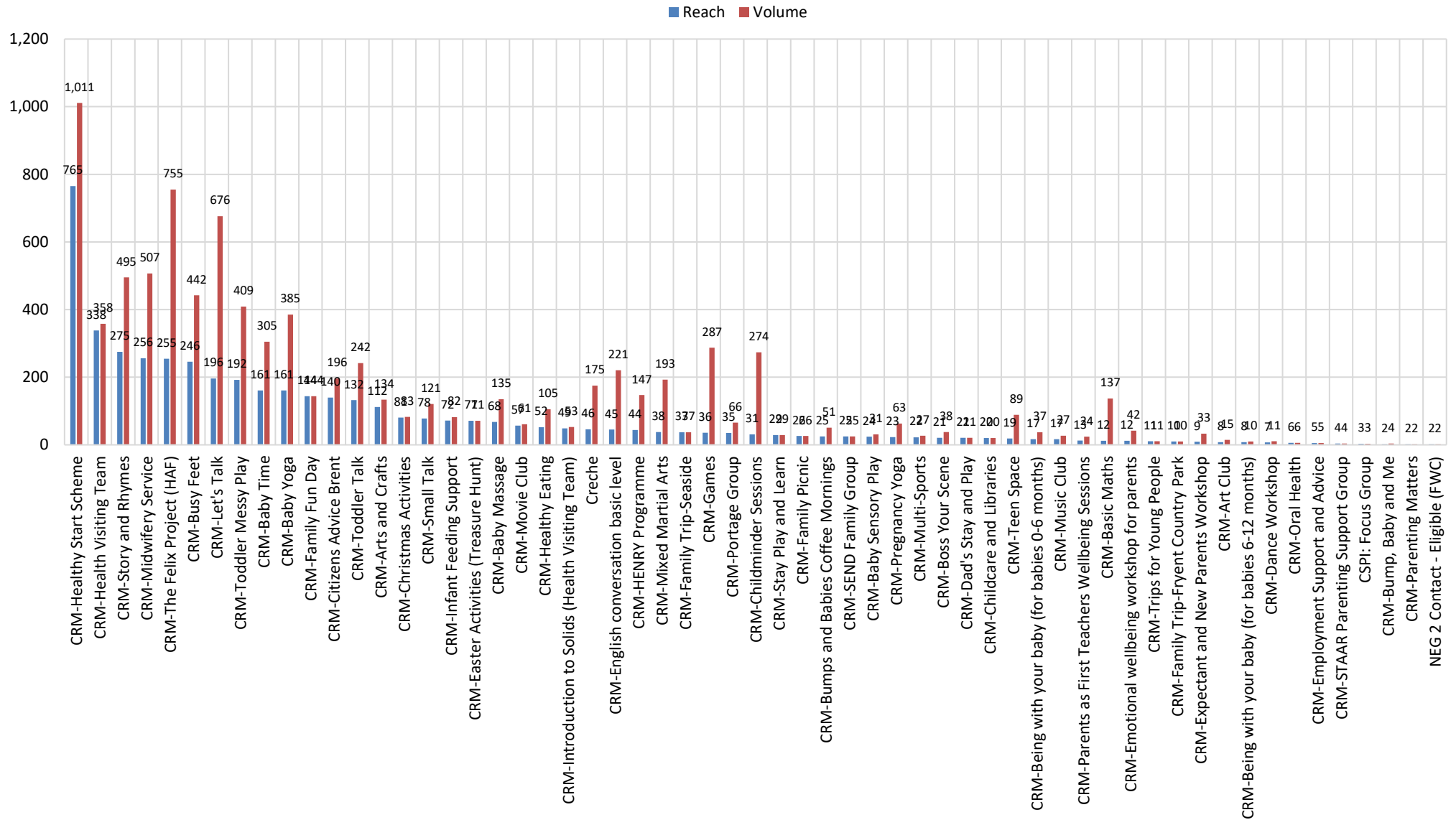


2.1. Contacts – Reach and Volume by Activity

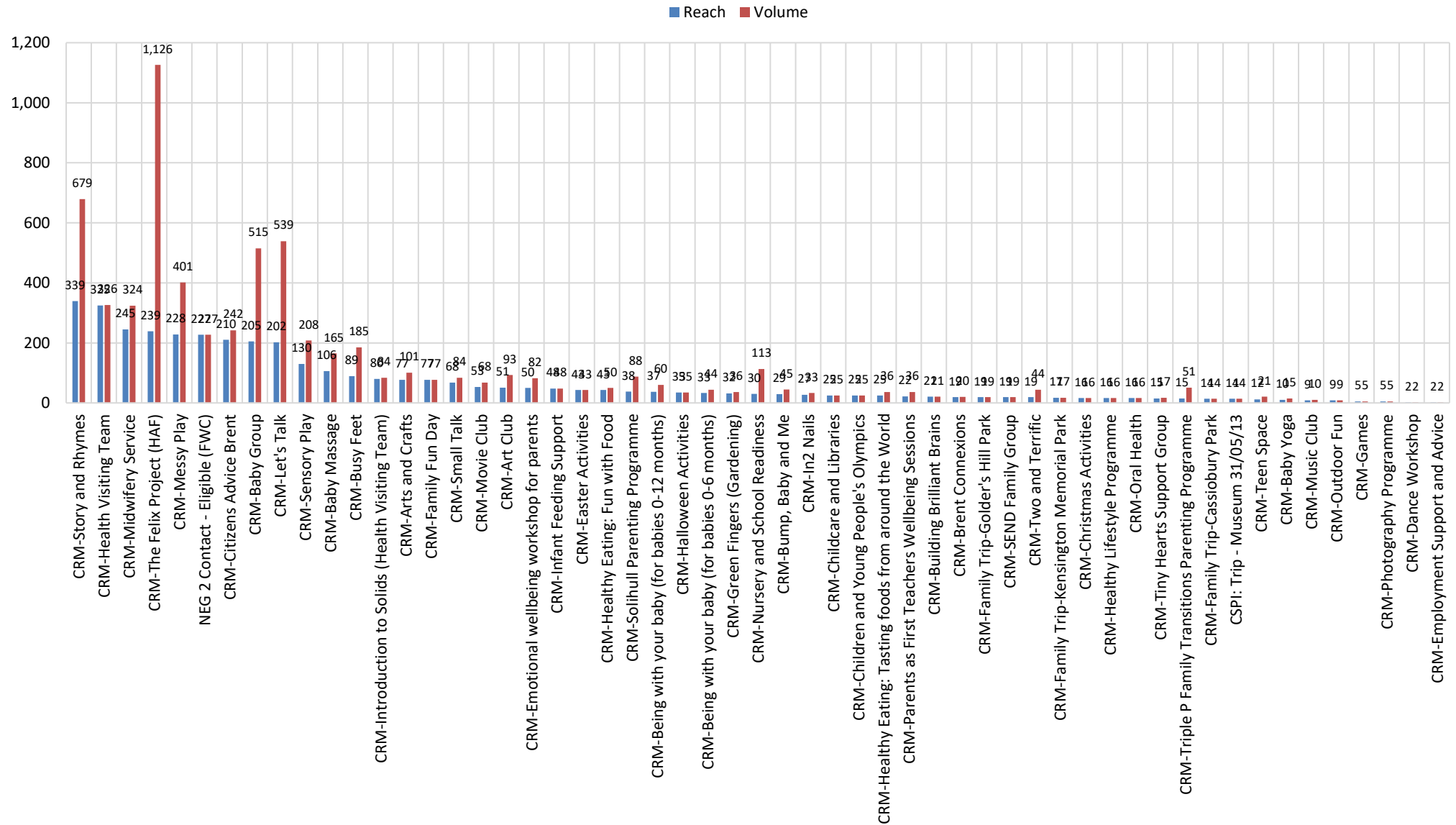
- Based on data extracted from eStart on **03-Jun-25**
- In largest to smallest order by reach
- Activity names listed below are directly from eStart. These may not necessarily be the event group that has been used for CRM/Portal



Church Lane Family Wellbeing Centre - Reach and Volume by Activity (2024/25)

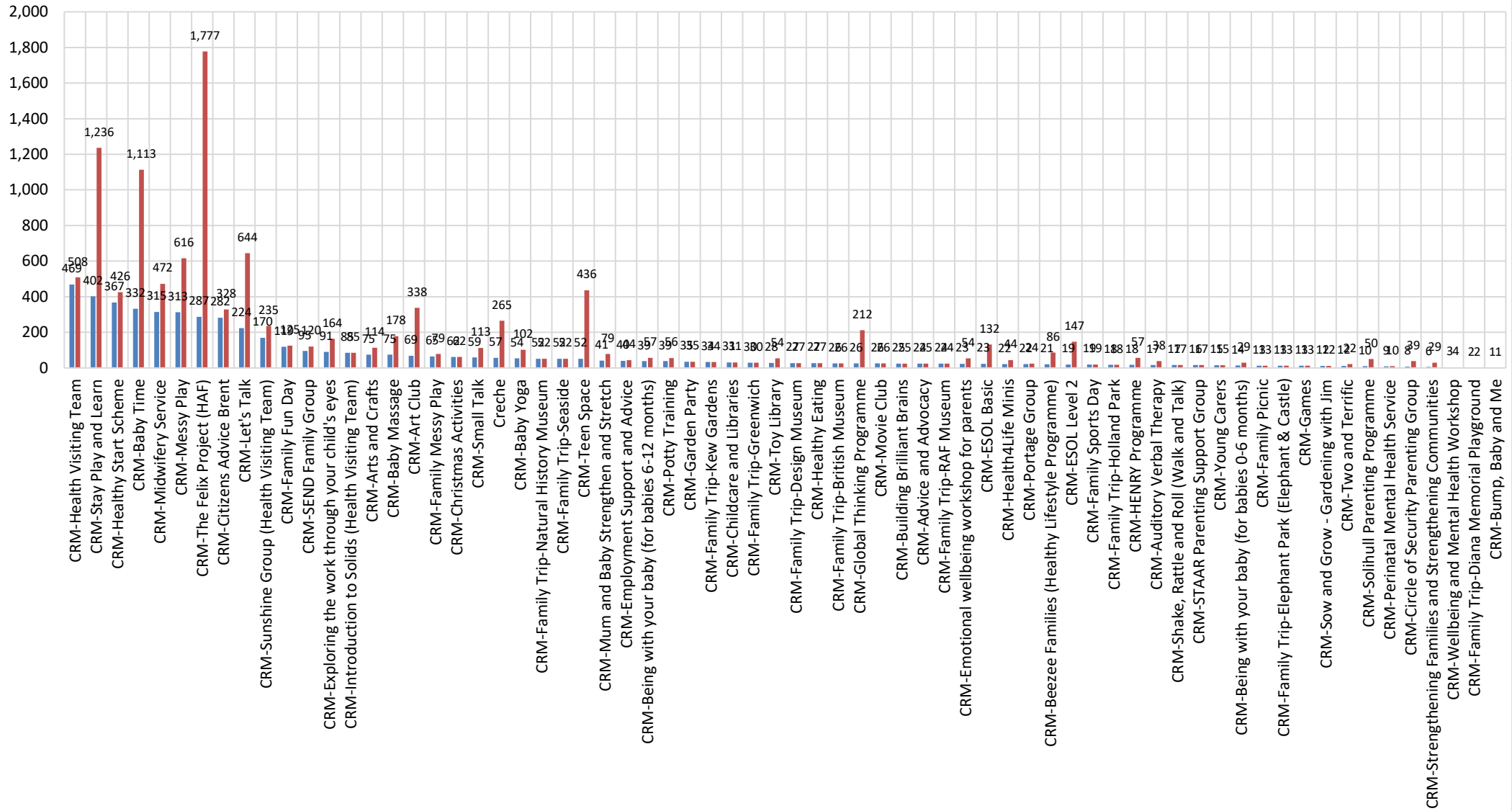


Preston Park Family Wellbeing Centre - Reach and Volume by Activity (2024/25)

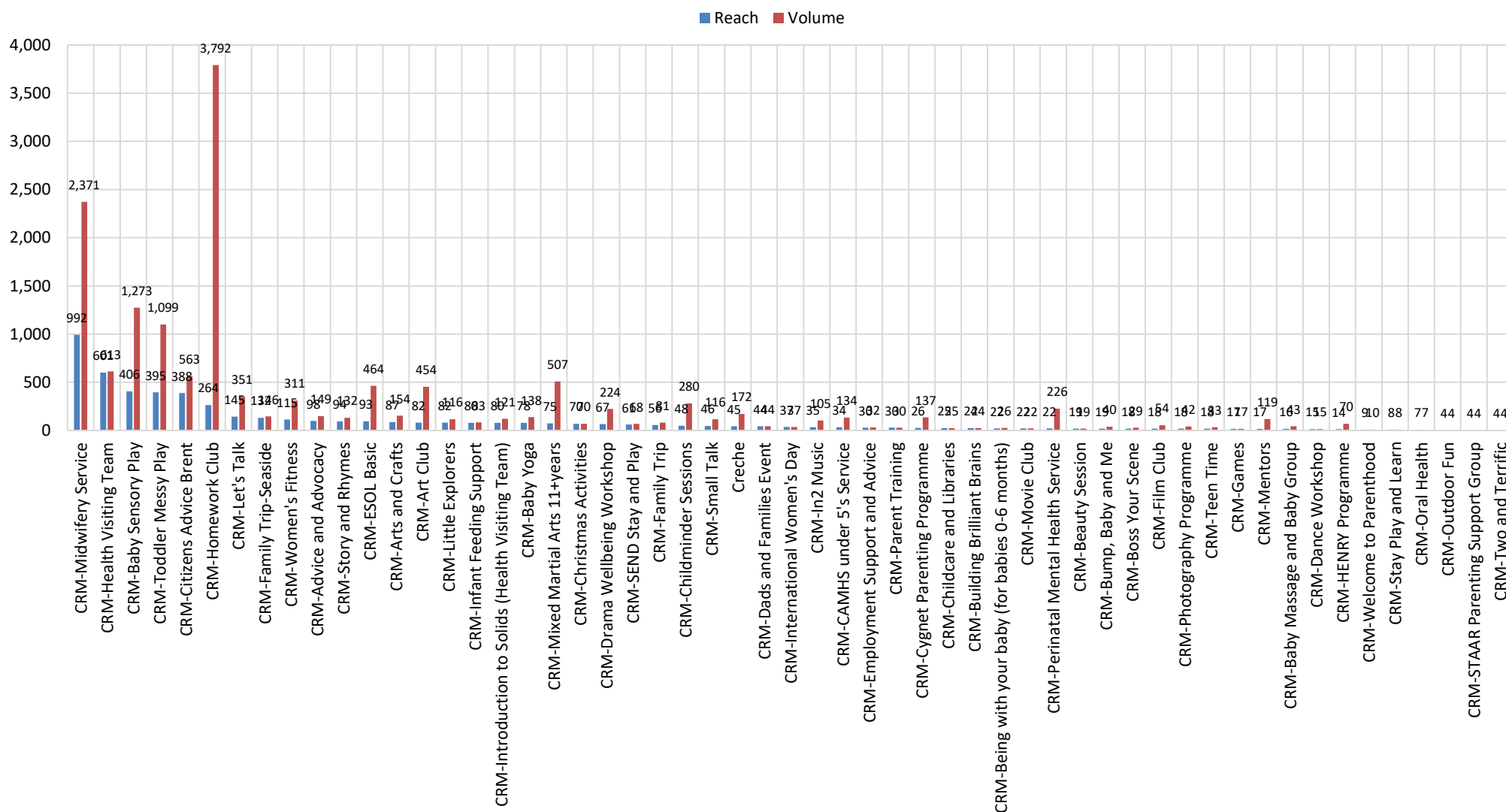


Three Trees Family Wellbeing Centre - Reach and Volume by Activity (2024/25)

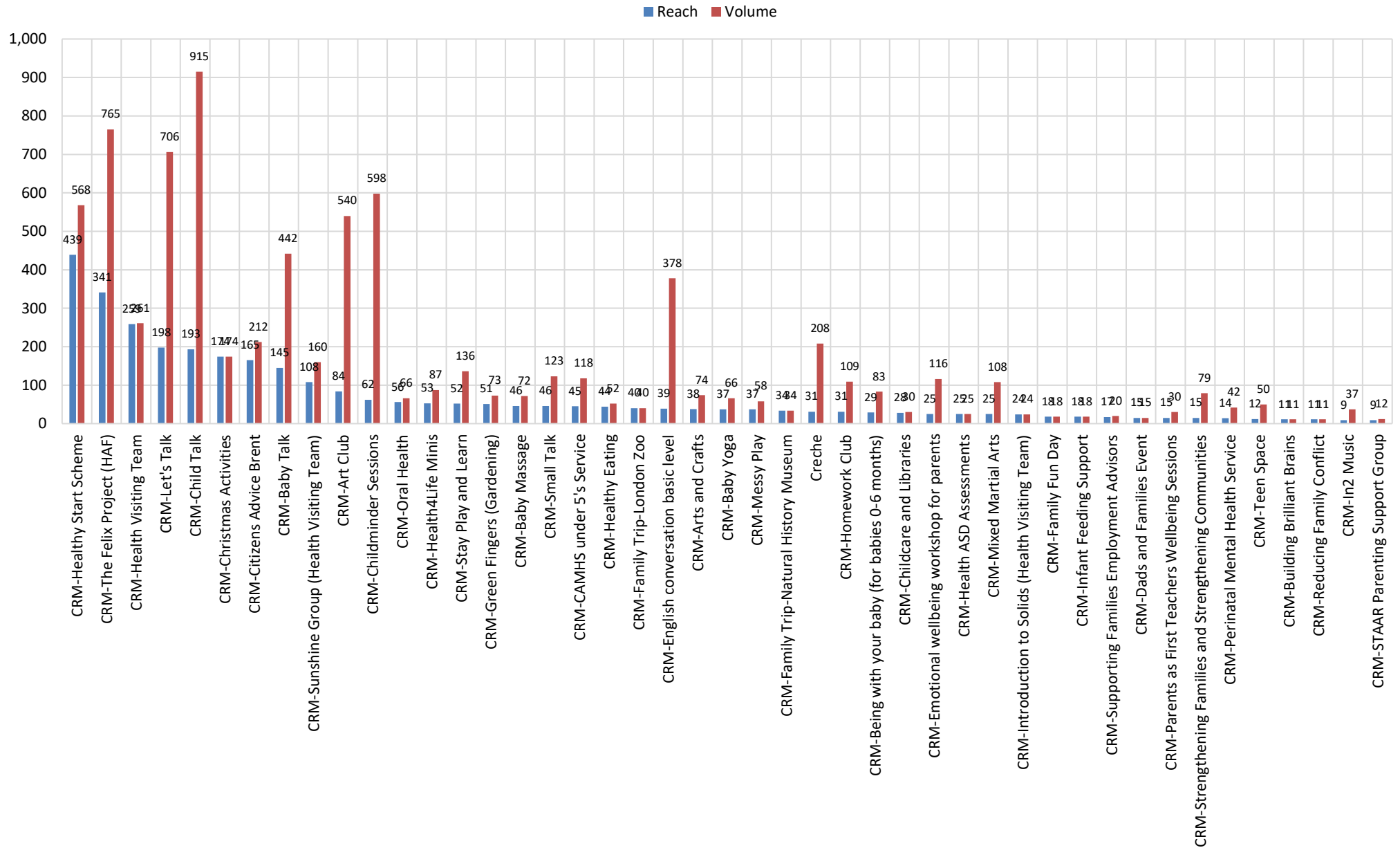
■ Reach ■ Volume



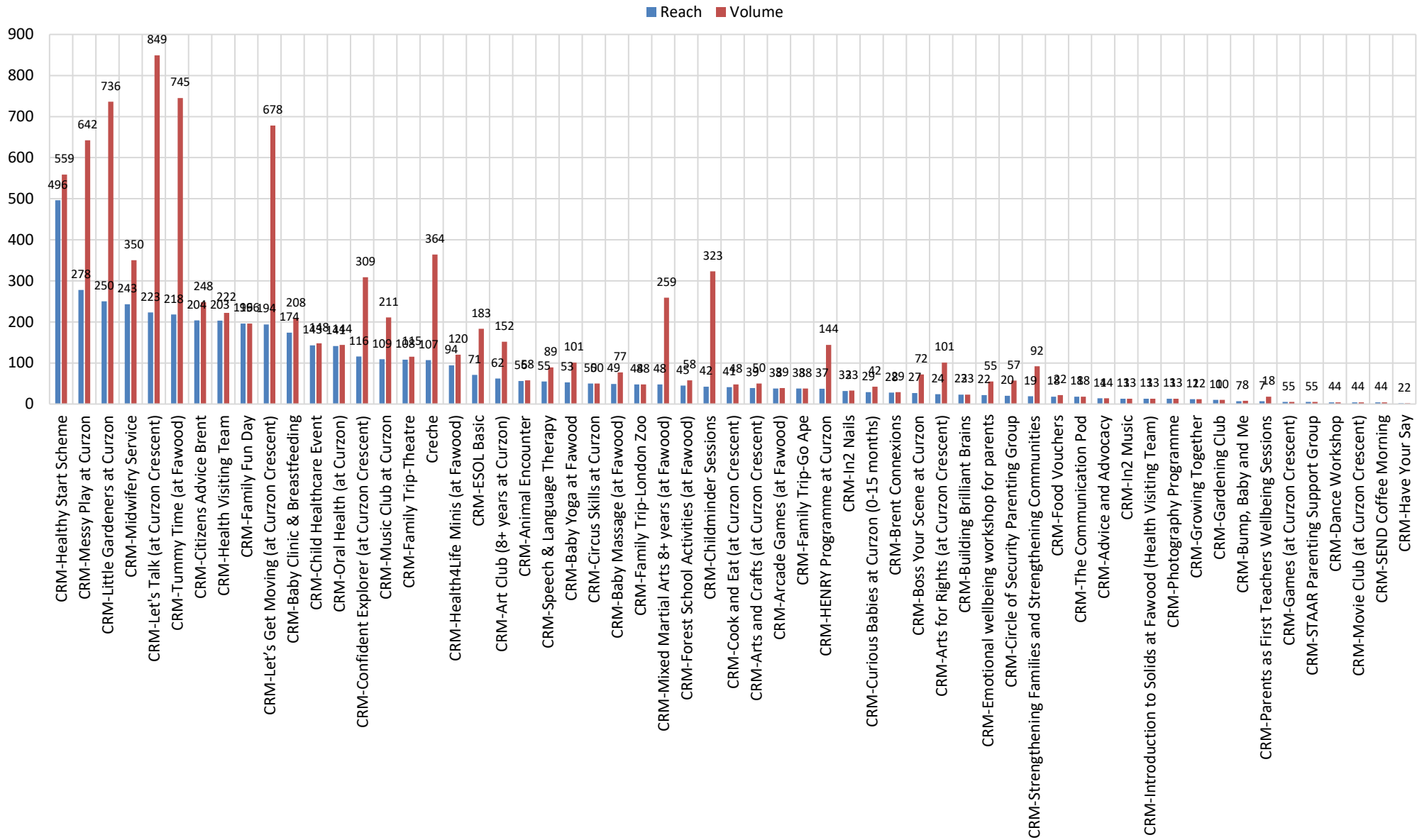
Granville Plus Family Wellbeing Centre - Reach and Volume by Activity (2024/25)



St Raphael's Family Wellbeing Centre - Reach and Volume by Activity (2024/25)

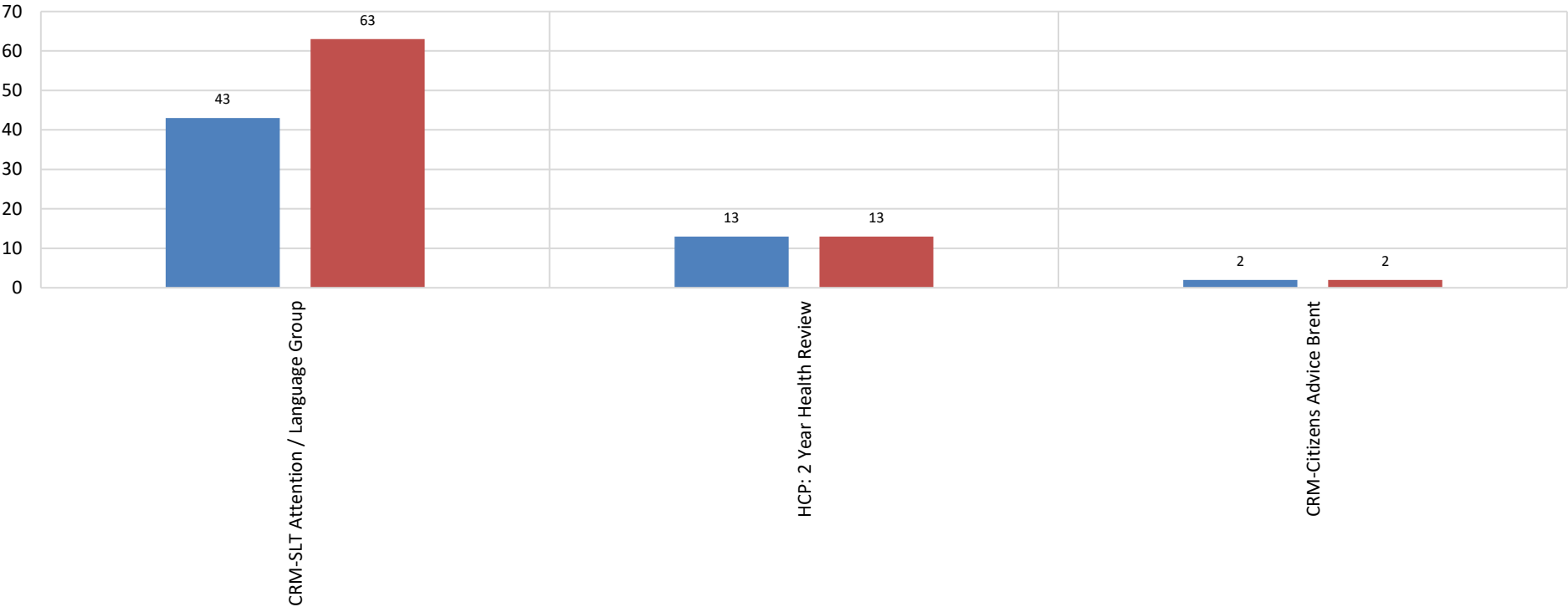


Curzon and Fawood Family Wellbeing Centre - Reach and Volume by Activity (2024/25)

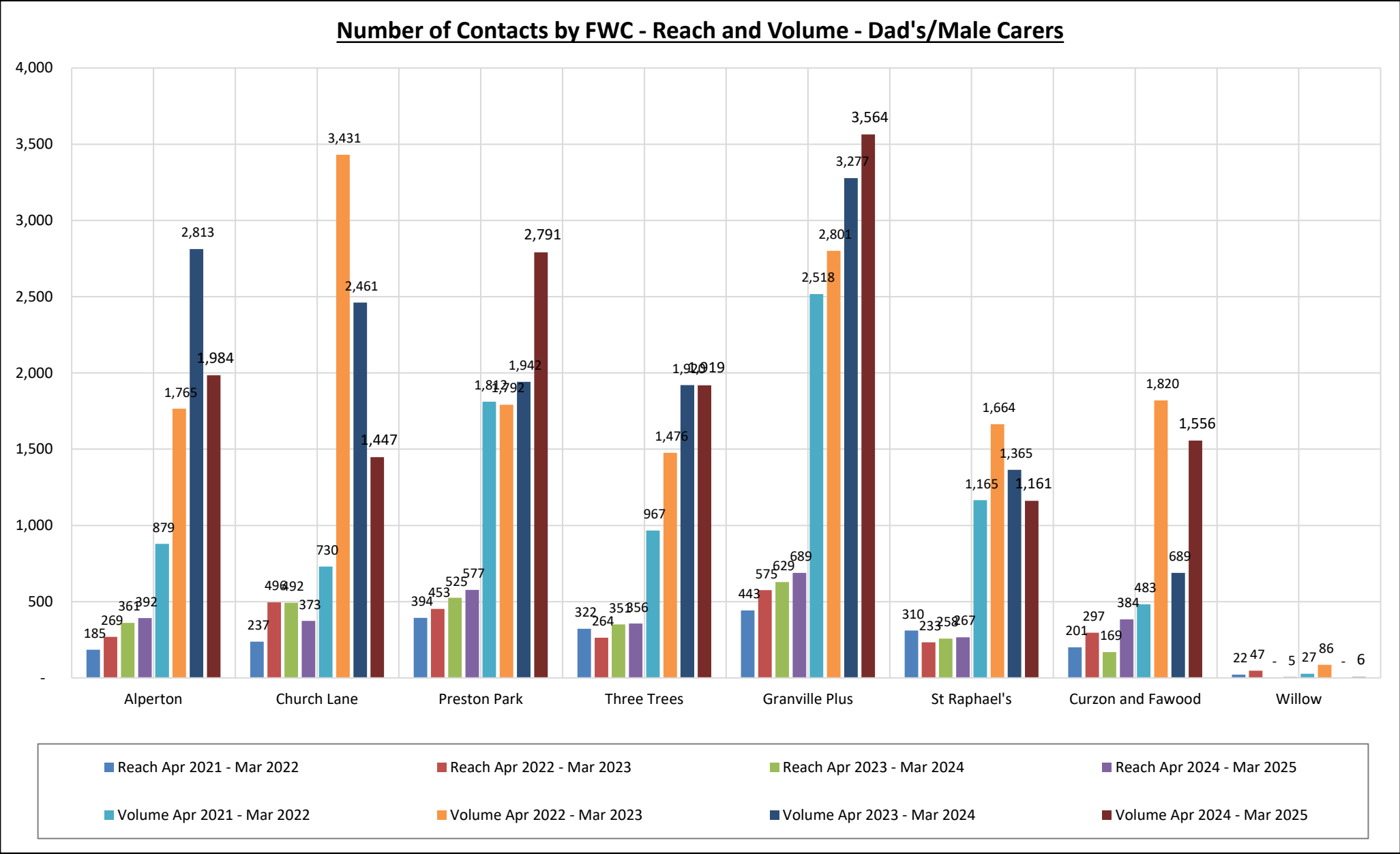


Willow Family Wellbeing Centre - Reach and Volume by Activity (2024/25)

Reach Volume

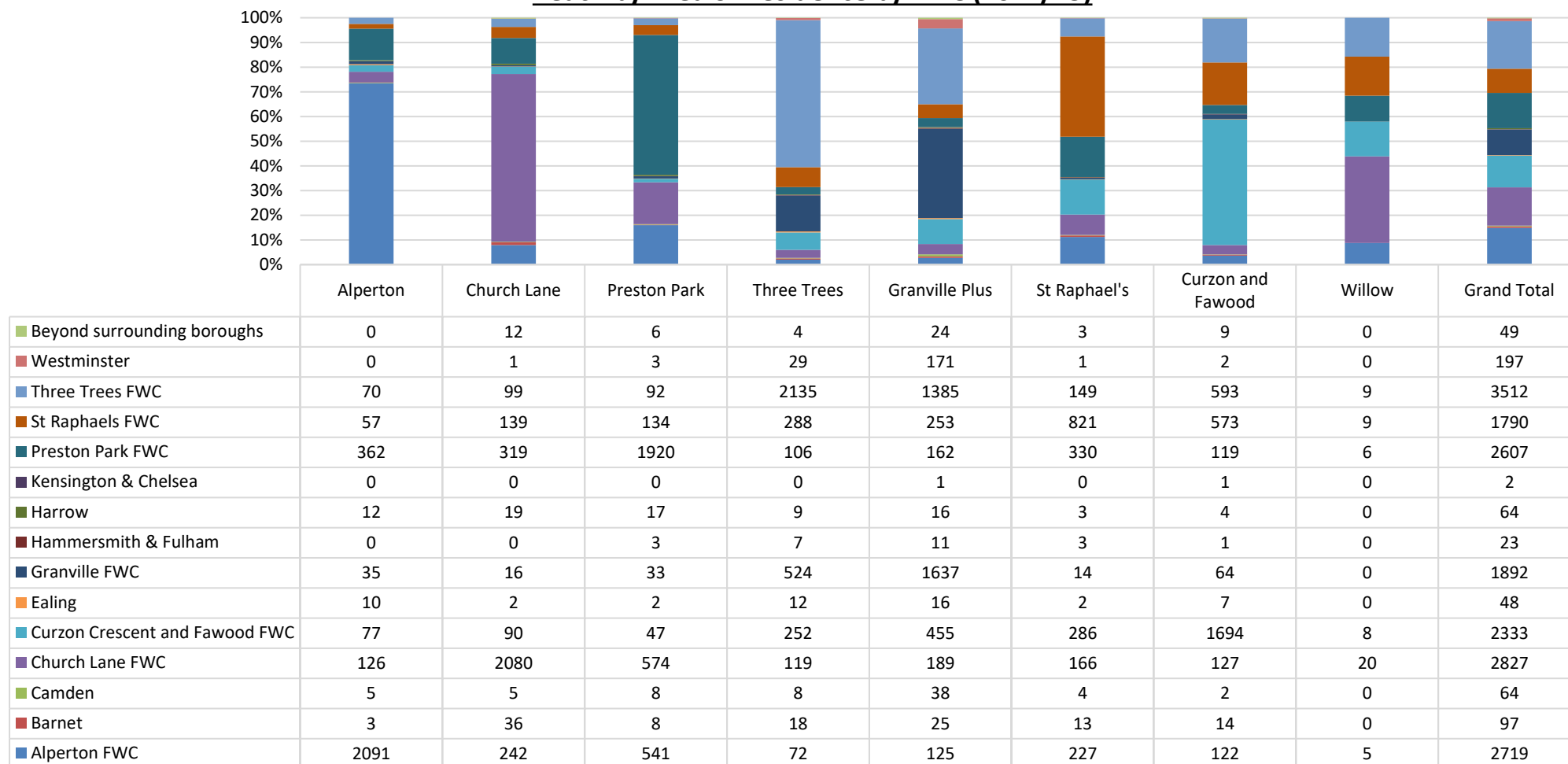


2.2. Contacts – Reach and Volume – Dad’s/Male Carers



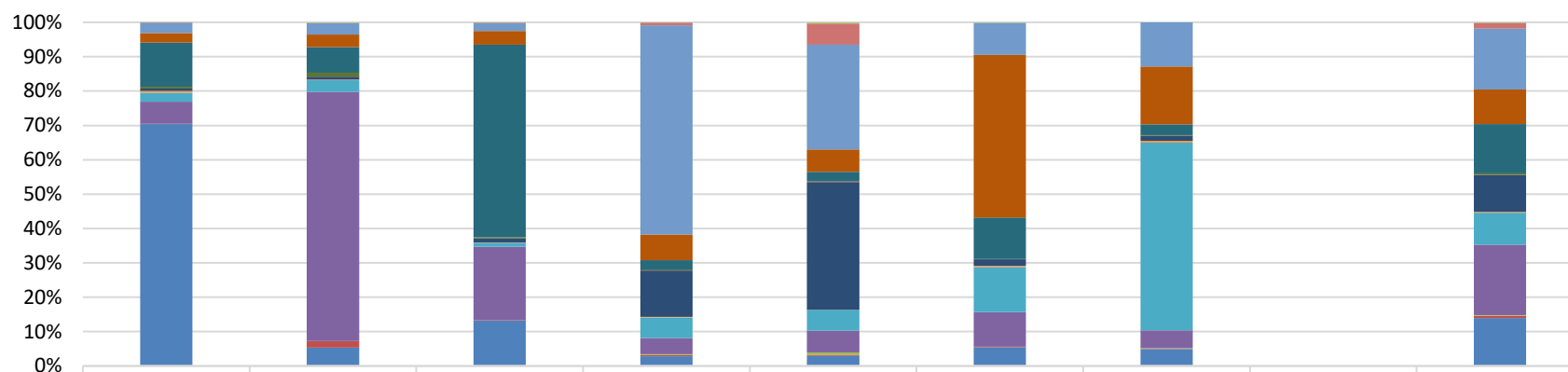
2.3. Contacts – Reach – By Area of Residence

Reach by Area of Residence by FWC (2024/25)



- 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 03-Jun-25

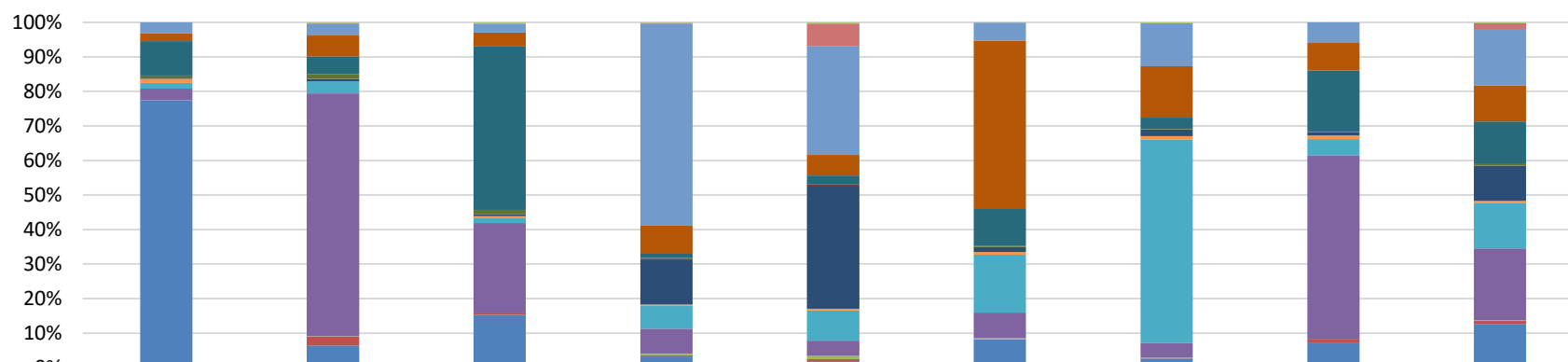
Reach by Area of Residence by FWC (2023/24)



	Alpertion	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
Alpertion 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

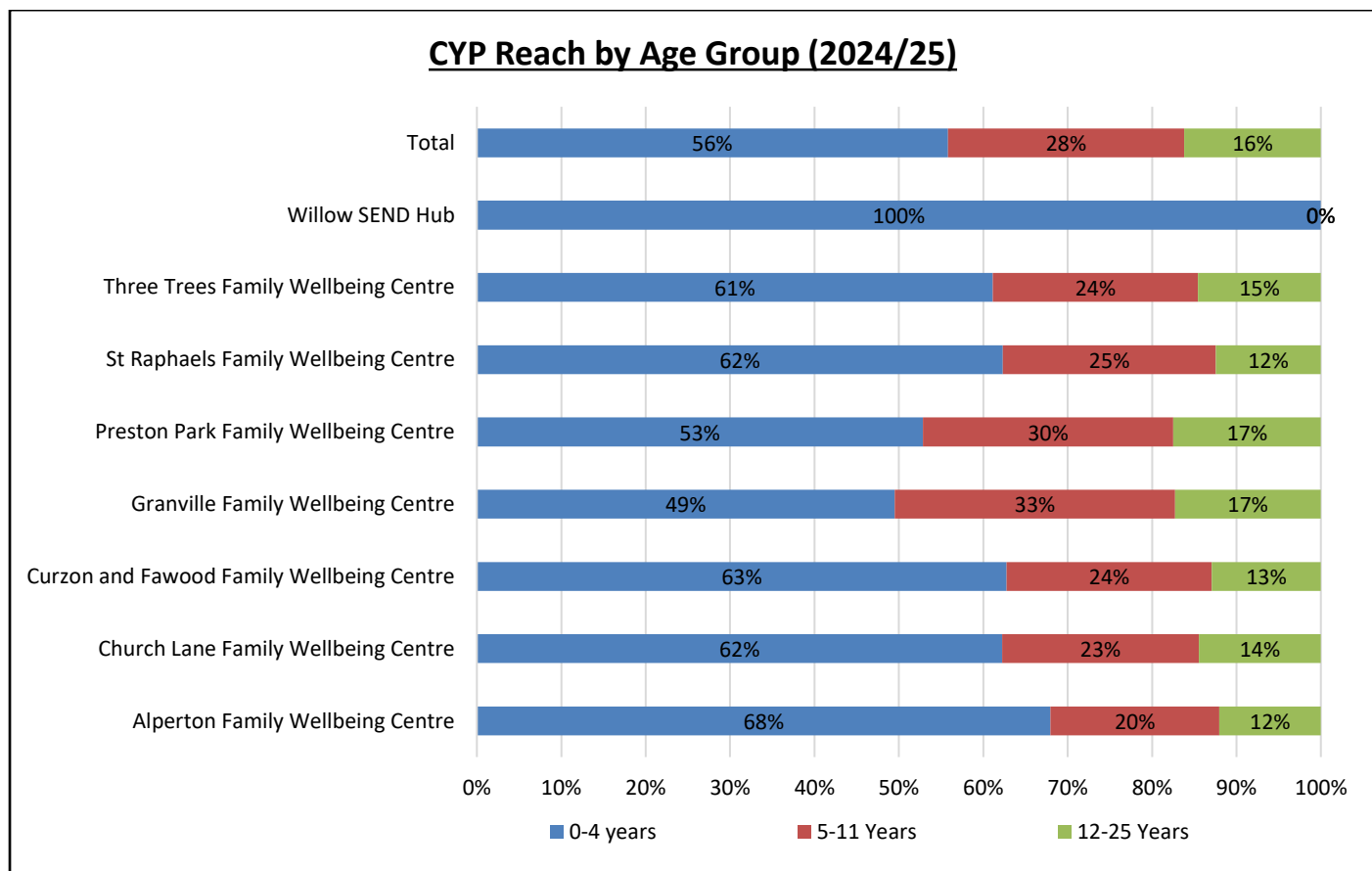
Reach by Area of Residence by FWC (2022/23)



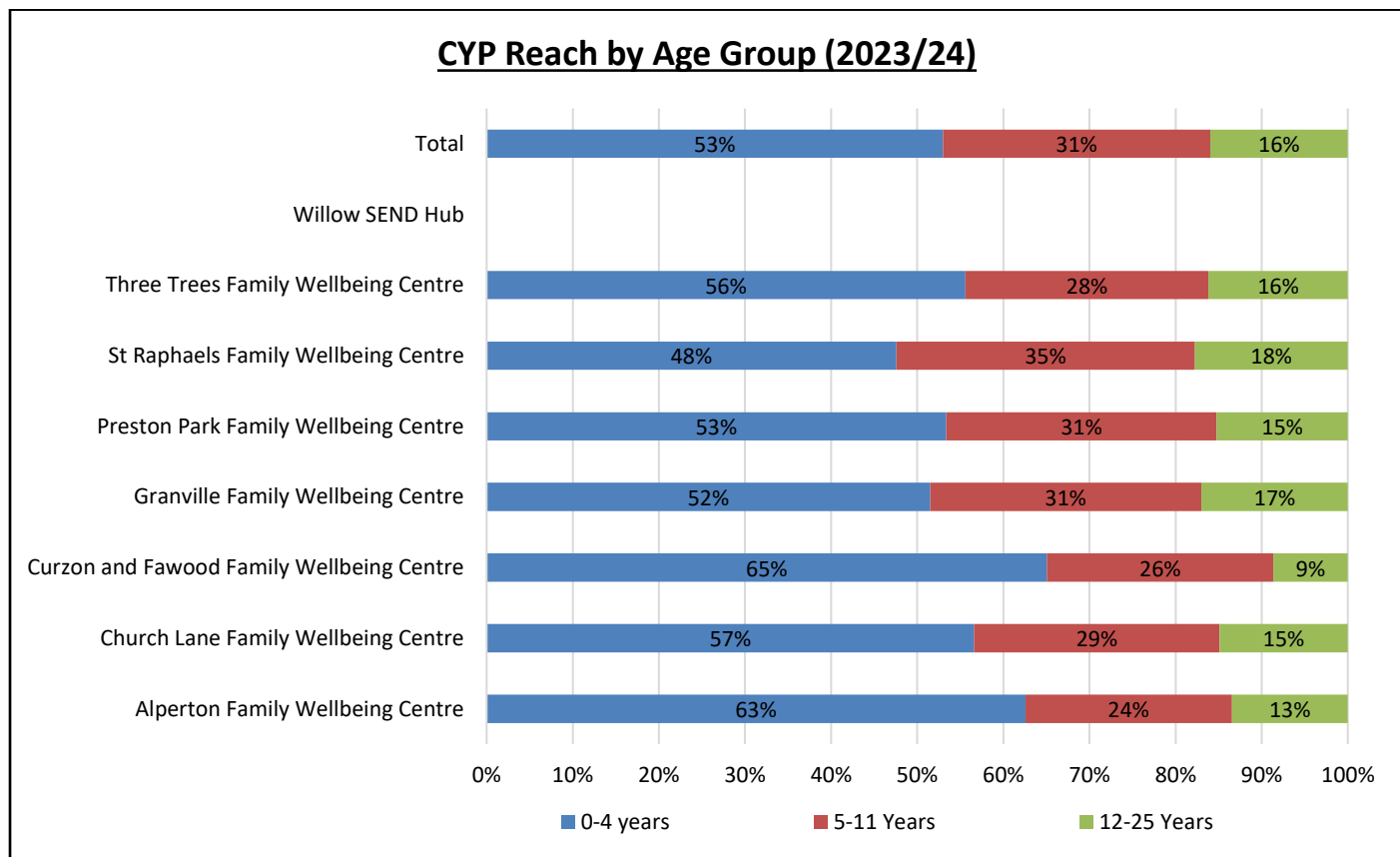
	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon and Fawood	Willow	Grand Total
Beyond surrounding boroughs	0	8	9	3	12	1	5	0	31
Westminster	0	1	0	4	241	0	0	0	242
Three Trees FWC	51	104	74	1113	1171	94	280	27	2350
St Raphaels FWC	37	178	115	156	222	856	332	36	1499
Preston 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

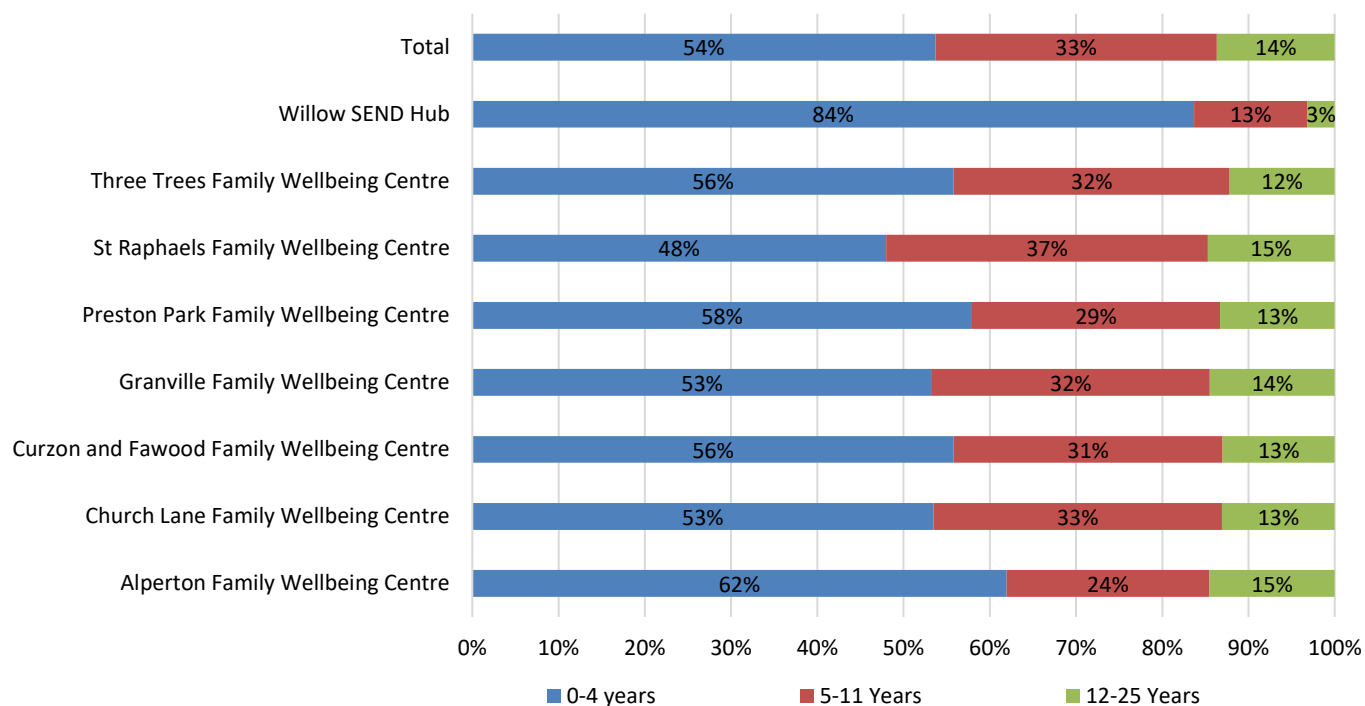


- Proportion out of the total CYP reached by FWC
- Based on data extracted on 02-Jun-25 from eStart



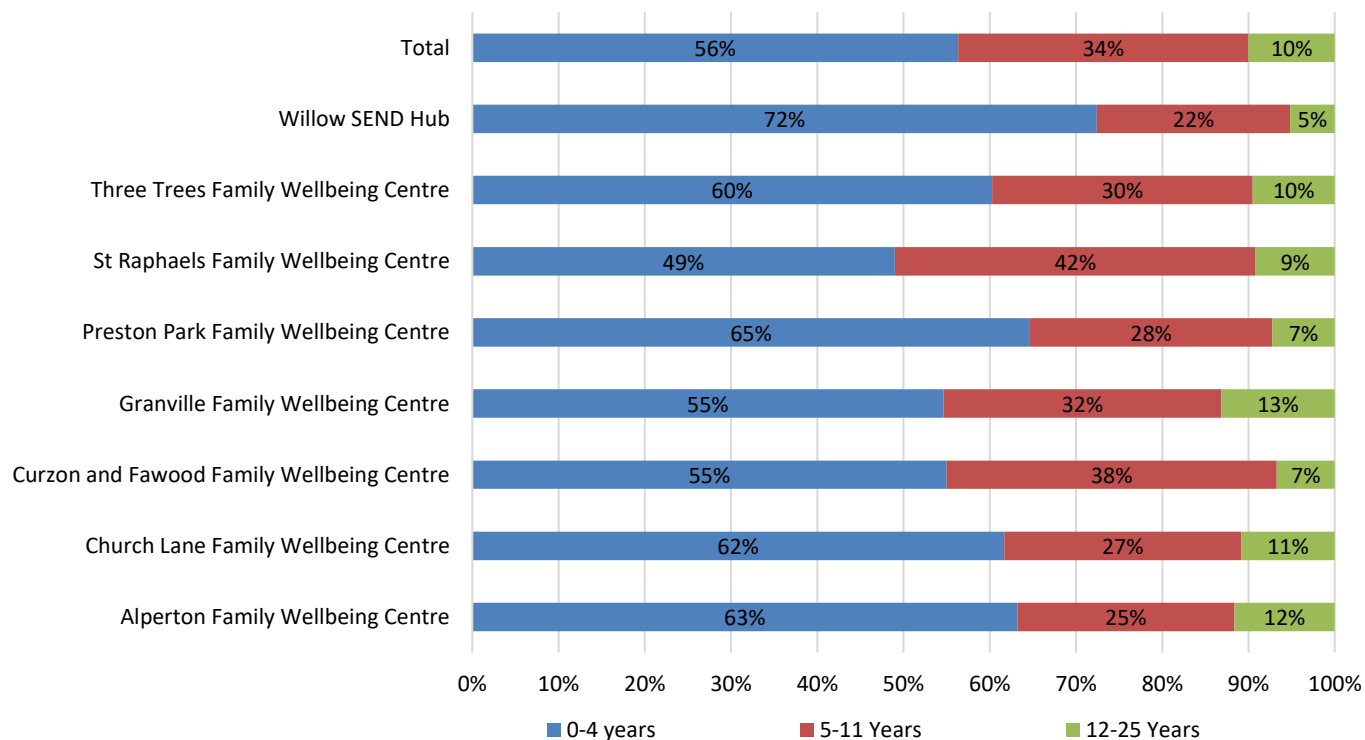
- Proportion out of the total CYP reached by FWC
- Based on data extracted on 05-Apr-24 from eStart

CYP Reach by Age Group (2022/23)



- 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

2024/25

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 - 31/03/2025)	Percentage Reached (Out of Total FWC Registrations)
ABAN-Bangladeshi	25	43	41	46	53	27	40	-	193	379	51%
AIND-Indian	876	567	671	110	152	203	131	8	2,222	5,257	42%
AOTH-Any Other Asian Background	178	218	310	179	226	102	175	3	1,081	2,445	44%
APKN-Pakistani	123	214	203	112	116	101	137	3	783	1,508	52%
BAFR-Black - African	174	204	203	294	512	264	592	5	1,768	3,663	48%
BCRB-Black Caribbean	90	135	105	224	226	141	224	3	868	1,749	50%
BOTH-Any Other Black Background	28	40	29	82	103	44	83	2	325	559	58%
CHNE-Chinese	4	16	13	16	18	12	7	-	65	199	33%
MOTH-Any Other Mixed Background	43	59	74	153	112	61	91	1	449	1,064	42%
MWAS-White and Asian	34	36	34	71	87	16	45	-	264	607	43%
MWBA-White and Black African	20	31	18	72	107	34	69	-	259	535	48%
MWBC-White and Black Caribbean	21	31	26	65	53	30	47	-	206	483	43%
OOTH-Any Other Ethnic Group	187	273	259	362	478	194	398	3	1,769	3,663	48%
Prefer Not to Say	790	701	942	935	1,417	509	731	19	4,893	12,706	39%
WBRI-White - British	99	150	91	387	381	112	231	3	1,174	2,715	43%
WIRI-White - Irish	5	25	11	19	13	15	19	-	87	205	42%
WIRT-Traveller of Irish Heritage	-	1	4	3	4	-	1	-	10	23	43%
WOTH-Any Other White Background	148	322	347	451	448	152	304	8	1,792	4,287	42%
WROM-Gypsy / Roma	3	9	12	2	4	5	7	-	37	104	36%
Total	2,848	3,075	3,393	3,583	4,510	2,022	3,332	58	18,245	42,151	

- 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 03-Jun-25

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

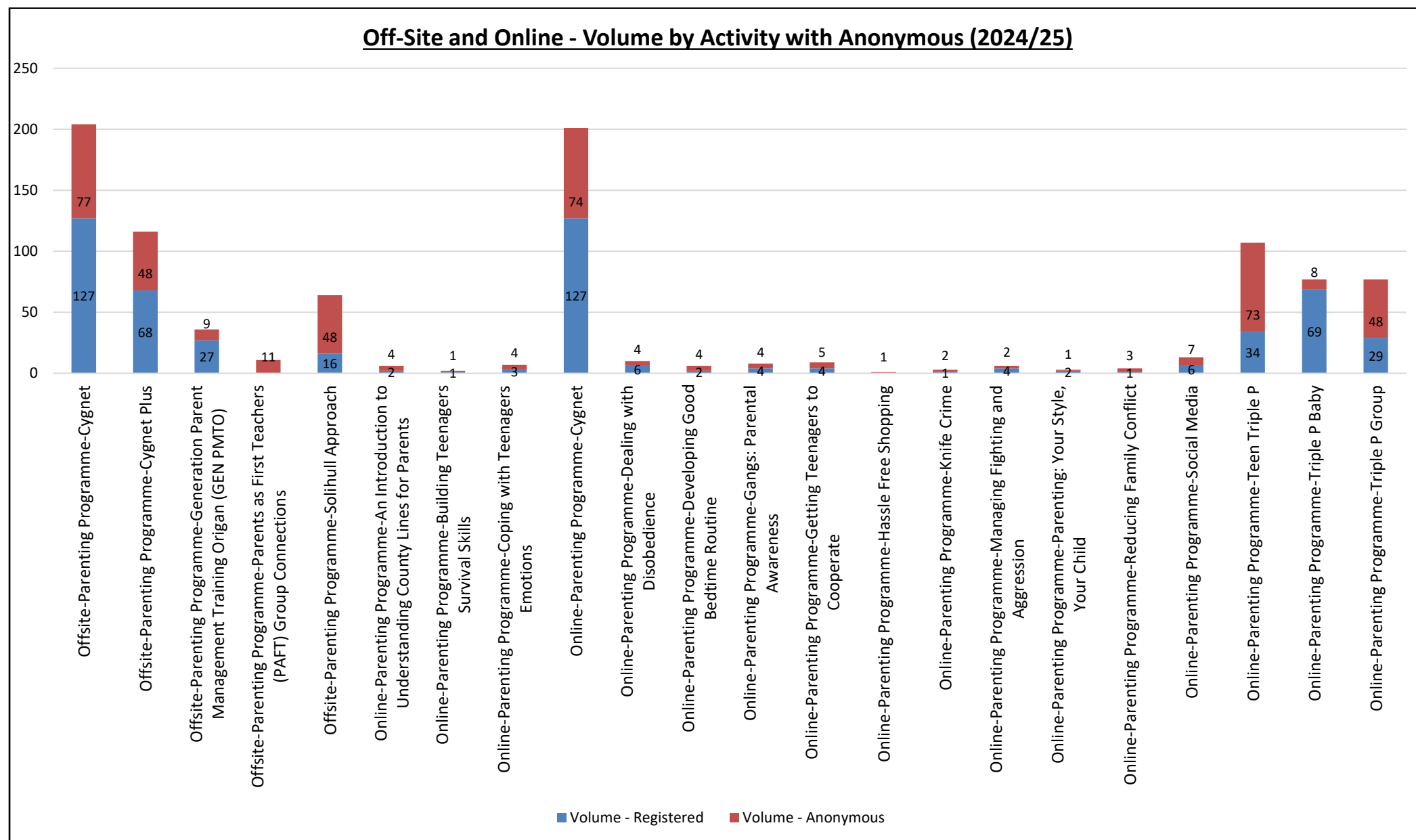
2.6. Contacts – Reach – SEND CYP

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	2024/25	28	27	37	47	16	28	35	218	7	225
	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 (2024/25 and 2023/24)	5	-11	15	15	6	7	20	57	5	62
6-11 Years	2024/25	17	33	19	49	34	18	36	206	8	214
	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 (2024/25 and 2023/24)	-3	2	-6	4	13	-16	3	-3	0	-3
12-18 Years	2024/25	29	18	16	44	23	28	24	182	3	185
	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 (2024/25 and 2023/24)	0	-15	-2	1	8	-4	4	-8	-1	-9
19-25 Years	2024/25	7	2	4	9	2	6	3	33	0	33
	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 (2024/25 and 2023/24)	6	-2	-3	0	0	-2	0	-1	-1	-2
Grand Total	YTD 2024/25	81	80	76	149	75	80	98	639	18	657
	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 (2024/25 and 2023/24)	8	-26	4	20	27	-15	27	45	3	48

- 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 2024/25 data are as at 31-Mar-25
- 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 – 2024/25 on 04-Jun-25; 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



- Data extraction date – 18-Jun-25
- Data for PAFT Group Connections only includes attendance from one register

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 2024/25	513	637	3	59	210	-	847
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 (2024/25 and 2023/24)	-36	-18	-39	4	20		2
Q2 2024/25	512	617	3	33	234	-	851
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 (2024/25 and 2023/24)	49	-116	-54	0	54		-62
Q3 2024/25	572	692	28	52	243	-	935
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 (2024/25 and 2023/24)	92	-72	-21	7	-1		-73
Q4 2024/25	536	637	14	18	239	-	876
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 (2024/25 and 2023/24)	19	73	-15	-40	-21		52
Total 2024/25	2133	637	52	162	926	-	1563
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 (2024/25 and 2023/24)	124	73	-125	-29	52		125

- Data extraction dates for 2024/25: Q1 01-Jul-24 (revised on 01-Oct-24); Q2 01-Oct-24; Q3 06-Jan-25; Q4 02-Apr-25 (open cases) and 06-May-25 (remaining measures)
- *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*
- *'Cases closed due to non-engagement' not captured for 2024/25*
- *Data is for Family Wellbeing Centres only. It does not include Accelerated Support Team or Embedded Family Support*

Key Worker Service Data by Family Wellbeing Centre

Measure	Quarter	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Grand Total
EHAS	Q1 2024/25	22	22	23	33	7	13	22	142
	Q2 2024/25	18	24	31	24	3	9	11	120
	Q3 2024/25	9	26	24	24	10	18	8	119
	Q4 2024/25	13	26	14	43	13	13	10	132
	Total 2024/25	62	98	92	124	33	53	51	513
EHA Reviews	Q1 2024/25	64	64	51	57	49	24	62	371
	Q2 2024/25	79	59	49	65	33	40	67	392
	Q3 2024/25	94	55	47	91	52	58	56	453
	Q4 2024/25	78	64	47	56	65	44	50	404
	Total 2024/25	315	242	194	269	199	166	235	1620
Total number of assessments completed (EHAs and Reviews)	Q1 2024/25	86	86	74	90	56	37	84	513
	Q2 2024/25	97	83	80	89	36	49	78	512
	Q3 2024/25	103	81	71	115	62	76	64	572
	Q4 2024/25	91	90	61	99	78	57	60	536
	Total 2024/25	377	340	286	393	232	219	286	2133
Open cases (at the end of each quarter)	Q1 2024/25	119	99	88	93	82	42	114	637
	Q2 2024/25	119	88	91	112	69	66	72	617
	Q3 2024/25	105	115	60	116	111	114	71	692
	Q4 2024/25	135	105	35	121	106	46	89	637
	Total 2024/25	135	105	35	121	106	46	89	637
Cases stepped down from CSC	Q1 2024/25	0	0	3	1	0	1	2	7
	Q2 2024/25	0	0	0	1	0	0	2	3
	Q3 2024/25	0	11	12	5	0	0	0	28
	Q4 2024/25	2	3	2	5	0	2	0	14
	Total 2024/25	2	14	17	12	0	3	4	52
Cases stepped up to CSC	Q1 2024/25	6	3	25	14	0	5	6	59
	Q2 2024/25	0	6	9	17	0	0	1	33
	Q3 2024/25	12	7	9	14	0	5	5	52
	Q4 2024/25	3	11	2	0	0	2	0	18
	Total 2024/25	21	27	45	45	0	12	12	162

Cases closed	Q1 2024/25	17	34	27	47	23	36	26	210
	Q2 2024/25	24	35	38	32	32	25	48	234
	Q3 2024/25	42	25	51	49	18	27	31	243
	Q4 2024/25	22	38	60	31	40	32	16	239
	Total 2024/25	105	132	176	159	113	120	121	926
Total number of children and young people supported (closed and currently open)	Q1 2024/25	136	133	115	140	105	78	140	847
	Q2 2024/25	143	123	129	144	101	91	120	851
	Q3 2024/25	147	140	111	165	129	141	102	935
	Q4 2024/25	157	143	95	152	146	78	105	876
	Total 2024/25	240	237	211	280	219	166	210	1563

Measure	Quarter	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Grand Total
Number of current open cases where children are over 18*	Q1 2024/25	4	1	6	0	2	3	4	20
	Q2 2024/25	3	1	3	1	1	1	0	10
	Q3 2024/25	1	3	2	2	0	1	0	9
	Q4 2024/25	4	2	0	0	0	1	2	9

- *Dates of births for these children need to be checked on Mosaic

FWC Waiting List

2024/25

	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Family Wellbeing Centres	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	23	12	22	11	19	10	38	18
Church Lane	15	9	1	1	21	9	15	8
Curzon/Fawood	21	12	23	13	9	4	18	10
Granville Plus	6	3	3	1	13	4	3	2
Preston Park	2	1	33	12	6	4	7	5
St Raphael's	7	3	2	2	62	27	21	11
Three Trees	5	5	10	7	33	15	7	4
Grand Total	79	45	94	47	163	73	109	58

- Data extraction date: Q1 01-Jul-24; Q2 01-Oct-24; Q3 08-Jan-25; Q4 02-Apr-25

2023/24

	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Family Wellbeing Centres	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

		Not satisfied										Very satisfied	
Period	Scale	0	1	2	3	4	5	6	7	8	9	10	Total
2024/25	Number	-	-	-	1	1	2	1	4	8	22	84	123
	Percentage	-	-	-	1%	1%	2%	1%	3%	7%	18%	68%	
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%	

- 2024/25 - 3 skipped this question
- 2023/24 - 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.	2024/25	Number	1	1	0	22	102
		Percentage	1%	1%	0%	17%	81%
	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.	2024/25	Number	-	-	1	20	105
		Percentage	-	-	1%	16%	83%
	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.	2024/25	Number	-	1	1	30	94
		Percentage	-	1%	1%	24%	75%
	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.	2024/25	Number	1	2	3	31	89
		Percentage	1%	2%	2%	25%	71%
	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	2024/25	Number	1	2	7	46	70
		Percentage	1%	2%	6%	37%	56%
	2023/24	Number			13	28	79
		Percentage			11%	23%	66%
	2022/23	Number	-	-	-	7	18
		Percentage	-	-	-	28%	72%

- 2024/25 – 126 responded
- 2023/24 – 120 responded, 3 skipped the questions
- 2022/23 – 25 responded

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 2024/25	4	22	0	0	0	-	22
Q1 2023/24	6	18	0	0	2	0	20
Q1 2022/23	9	30	1	1	1	0	31
Q1 Difference (2024/25 and 2023/24)	-2	4	0	0	-2	0	2
Q2 2024/25	5	10	0	0	3	0	13
Q2 2023/24	9	33	0	0	5	0	38
Q2 2022/23	0	23	0	0	2	0	25
Q2 Difference (2024/25 and 2023/24)	-4	-23	0	0	-2	0	-25
Q3 2024/25							
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 2024/25							
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 (YTD) 2024/25	9	10	0	0	3	0	13
Total 2023/24	26	15*	0	0	22	0	37**
Total 2022/23	33	34*	1	2	12	2	46**
Total Difference (YTD 2024/25 and 2023/24)	-17	-5	0	0	-19	0	-24

- *No longer updated from Q3 2024/25 onwards as this service area is no longer part of Early Help*
- *Data extraction dates for 2024/25: Q1 01-Jul-24 (revised on 01-Oct-24); Q2 01-Oct-24*
- **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*
- *'Cases closed due to non-engagement' not captured for 2024/25*

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	2024/25	13	7	12	16	11	5	6	70
	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 (2024/25 and 2023/24)	-16	-18	-14	-15	-3	-3	-21	-90
Portal	2024/25	119	75	132	121	80	77	115	719
	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 (2024/25 and 2023/24)	29	-43	2	-6	39	10	10	41
Referred	2024/25	19	11	13	13	22	15	15	108
	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 (2024/25 and 2023/24)	-1	5	-11	3	-10	-7	-20	-41
Waiting List	2024/25	10	9	13	5	0	28	21	86
	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 (2024/25 and 2023/24)	-21	-4	-15	-2	-10	-30	-8	-90
Telephone / Walk in	2024/25	140	42	153	82	62	165	47	691
	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 (2024/25 and 2023/24)	11	-10	-38	15	-82	-116	-61	-281
Target Child list	2024/25	0	0	0	0	0	0	0	0
	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 (2024/25 and 2023/24)	0	0	0	0	0	0	0	0
Grand Total	2024/25	301	144	323	237	175	290	204	1674
	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 (2024/25 and 2023/24)	2	-70	-76	-5	-66	-146	-100	-461

- 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 2024/25	67	45	91	58	45	74	60	440
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 (2024/25 and 2023/24)	-10	-19	-68	-19	-30	-127	-24	-297
Q2 2024/25	86	38	83	56	55	58	61	437
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 (2024/25 and 2023/24)	17	-11	-15	0	8	-29	-23	-53
Q3 2024/25	69	25	66	45	35	91	47	378
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 (2024/25 and 2023/24)	-4	-26	2	-7	-20	23	-10	-42
Q4 2024/25	79	36	83	78	40	67	36	419
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 (2024/25 and 2023/24)	-1	-14	5	21	-24	-13	-43	-69
Total 2024/25	301	144	323	237	175	290	204	1674
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 (2024/25 and 2023/24)	2	-70	-76	-5	-66	-146	-100	-461

Outcomes from Triage

Source	Period	No Further Action	Ongoing	Stepped up	Allocated to Key Worker	Grand Total
Brent Family Front Door	2024/25	32	38	0	0	70
	2023/24	53	107	0	0	160
	2022/23	37	16	0	0	53
	2021/22	8	13	1	0	22
	Difference (2024/25 and 2023/24)	-21	-69	0	0	-90
Portal	2024/25	492	227	0	0	719
	2023/24	497	181	0	0	678
	2022/23	537	125	3	0	665
	2021/22	294	72	0	0	366
	Difference (2024/25 and 2023/24)	-5	46	0	0	41
Referred	2024/25	52	56	0	0	108
	2023/24	106	43	0	0	149
	2022/23	143	55	0	0	198
	2021/22	46	20	1	0	67
	Difference (2024/25 and 2023/24)	-54	13	0	0	-41
Waiting List	2024/25	45	41	0	0	86
	2023/24	98	78	0	0	176
	2022/23	105	27	0	0	132
	2021/22	59	11	0	1	71
	Difference (2024/25 and 2023/24)	-53	-37	0	0	-90
Telephone / Walk in	2024/25	435	256	0	0	691
	2023/24	796	176	0	0	972
	2022/23	952	132	0	0	1084
	2021/22	249	53	0	0	302
	Difference (2024/25 and 2023/24)	-361	80	0	0	-281
Target Child list	2024/25	0	0	0	0	0
	2023/24	0	0	0	0	0
	2022/23	0	0	0	0	0
	2021/22	10	3	0	0	13
	Difference (2024/25 and 2023/24)	0	0	0	0	0
Grand Total	2024/25	1056	618	0	0	1674
	2023/24	1550	585	0	0	2135
	2022/23	1774	355	3	0	2132
	2021/22	666	172	2	1	841
	Total Difference (2024/25 and 2023/24)	-494	33	0	0	-461

Waiting List

Quarter	KW Allocated	Case closed*	Ongoing / Wellbeing Call on Rota basis	NFA (Duty Call)	Grand Total
Q1 2024/25	8	6	0	18	32
Q2 2024/25	13	3	4	4	24
Q3 2024/25	4	1	9	0	14
Q4 2024/25	6	0	10	0	16

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 2024/25	31
Q1 2023/24	38
Q1 2022/23	33
Q1 Difference (2024/25 and 2023/24)	-7
Q2 2024/25	21
Q2 2023/24	22
Q2 2022/23	32
Q2 Difference (2024/25 and 2023/24)	-1
Q3 2024/25	21
Q3 2023/24	41
Q3 2022/23	38
Q3 Difference (2024/25 and 2023/24)	-20
Q4 2024/25	19
Q4 2023/24	31
Q4 2022/23	34
Q4 Difference (2024/25 and 2023/24)	-12
Total 2024/25	92
Total 2023/24	132
Total 2022/23	137
Total Difference (2024/25 and 2023/24)	-40

Table 2: DOR Therapy – Families supported to address conflict issues within the family

Quarter	Number of families supported to address conflict issues within the family
Q1 2024/25	18
Q2 2024/25	12
Q3 2024/25	15
Q4 2024/25	23
Total 2024/25	68

7. Citizen's Advice Bureau

a) Service Activity

Measure	Period	Alperton	Church Lane	Preston Park	Three Trees	Granville Plus	St Raphael's	Curzon /Fawood	Willow	Grand Total
Number of families seen / Advice requests	2024/25	203	177	177	178	178	191	181	182	1467
	2023/24	179	142	181	153	152	187	154	136	1284
	2022/23	173	211	196	213	184	227	226	92	1522
	2021/22	215	226	127	219	181	242	300	34	1544
	Difference (2024/25 and 2023/24)	24	35	-4	25	26	4	27	46	183

Quarter	Number of families seen / Advice requests – One-Off Advice and information Delivered to the referred and self-referred Parents
Q1 2024/25	395
Q1 2023/24	396
Q1 2022/23	396
Q1 2021/22	606
Q1 Difference (2024/25 and 2023/24)	-1
Q2 2024/25	425
Q2 2023/24	249
Q2 2022/23	426
Q2 2021/22	540
Q2 Difference (2024/25 and 2023/24)	176
Q3 2024/25	319
Q3 2023/24	241
Q3 2022/23	385
Q3 2021/22	398
Q3 Difference (2024/25 and 2023/24)	78
Q4 2024/25	328
Q4 2023/24	398
Q4 2022/23	315
Q4 2021/22	
Q4 Difference (2024/25 and 2023/24)	-70
Total 2024/25	1467
Total 2023/24	1284
Total 2022/23	1522
Total 2021/22	1544
Total Difference (2024/25 and 2023/24)	183

- 2021/22 data does not include quarter 4 data

b) Financial Gains

Quarter	Total Income Gained
Q1 2024/25	£337,493
Q1 2023/24	£258,825
Q1 2022/23	£302,565
Q1 2021/22	£288,107
Q1 Difference (2024/25 and 2023/24)	£78,668
Q2 2024/25	£360,264
Q2 2023/24	£151,845
Q2 2022/23	£288,306
Q2 2021/22	£456,228
Q2 Difference (2024/25 and 2023/24)	£208,419
Q3 2024/25	£336,908
Q3 2023/24	£63,449
Q3 2022/23	£210,614
Q3 2021/22	£305,782
Q3 Difference (2024/25 and 2023/24)	£273,459
Q4 2024/25	£346,304
Q4 2023/24	£208,174
Q4 2022/23	£192,855
Q4 2021/22	£0
Q4 Difference (2024/25 and 2023/24)	£138,130
Total 2024/25	£1,380,969
Total 2023/24	£682,293
Total 2022/23	£994,340
Total 2021/22	£1,050,117
Total Difference (2024/25 and 2023/24)	£698,676

- 2021/22 data does not include quarter 4 data

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 2024/25	55	13	29	750
Q1 2023/24	119	29	19	602
Q1 2022/23	119	29	19	687
Q1 2021/22	65	45	19	250
Q1 Difference (2024/25 and 2023/24)	-64	-16	10	148
Q2 2024/25	51	14	35	541
Q2 2023/24	111	49	11	443
Q2 2022/23	111	49	39	419
Q2 2021/22				
Q2 Difference (2024/25 and 2023/24)	-60	-35	24	98
Q3 2024/25	40	12	26	583
Q3 2023/24	23	17	25	591
Q3 2022/23	68	15	14	449
Q3 2021/22	59	30	8	364
Q3 Difference (2024/25 and 2023/24)	17	-5	1	-8
Q4 2024/25	15	17	50	583
Q4 2023/24	51	10	24	571
Q4 2022/23	62	31	27	514
Q4 2021/22				
Q4 Difference (2024/25 and 2023/24)	-36	7	26	12
Total 2024/25	161	56	140	2457
Total 2023/24	304	105	79	2207
Total 2022/23	360	124	99	2069
Total 2021/22	124	75	27	614
Total Difference (2024/25 and 2023/24)	-143	-49	61	250

- 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

9. Supporting Families Programme Outcomes

Period	Number of families identified	Number of families with a successful outcome	Target	% Target Achieved
2024/25	1441	949	945	100%
2023/24	1560	764	764	100%
2022/23	1097	472	472	100%
Total Difference (2024/25 and 2023/24)	-119	-185	181	

Quarter	1. Getting a good education	2. Good Early Years Development	3. Improved mental and physical health	4. Promoting recovery and reducing harm from substance misuse	5. Improved family relationships	6. Children safe from abuse and exploitation	7. Crime prevention & tackling crime	8. Safe from domestic abuse	9. Secure housing	10. Financial stability	Total
Q1 2024/25	30	4	24	4	11	15	16	14	4	1	123
Q1 2023/24		2	16		2	3	3	6			32
Q1 Difference	30	2	8	4	9	12	13	8	4	1	91
Q2 2024/25	57	9	47	4	7	15	14	31	5	2	191
Q2 2023/24		3	24	2	1	8	5	13	1		57
Q2 Difference	57	6	23	2	6	7	9	18	4	2	134
Q3 2024/25	48	22	99	5	19	28	17	37	5	5	285
Q3 2023/24	60	2	28	2	2	8	1	20	1		124
Q3 Difference	-12	20	71	3	17	20	16	17	4	5	161
Q4 2024/25	58	18	131	7	18	40	17	52	7	2	350
Q4 2023/24	277	4	47	2	2	11	8	21	2	1	375
Q4 Difference	-219	14	84	5	16	29	9	31	5	1	-25
Total 2024/25	193	53	301	20	55	98	64	134	21	10	949
Total 2023/24	337	11	115	6	7	30	17	60	4	1	588
Total Difference (2024/25 and 2023/24)	-144	42	186	14	48	68	47	74	17	9	361
Grand Total 2024/25											949
Grand Total 2023/24											764*
Grand Total Difference (2024/25 and 2023/24)											185

- *Grand Total for 2023/24 combines new and old Supporting Families outcomes criteria – 588 (new) and 176 (old), totalling 764

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

- 2022-23 – 1097 families identified, 472 families with a successful outcome (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	1	2	2	100%
	Coping with Teenagers Emotions	3	7	7	100%
	Cygnnet	2	23	16	70%
	Dealing with disobedience	3	10	10	100%
	Developing good bedtime routine	2	5	5	100%
	Generation Parent Management Training Origan (GEN PMTO)	1	6	6	100%
	Getting Teenagers to Cooperate	3	9	9	100%
	Hassle Free Shopping	1	1	1	100%
	Henry Programme Right From the Start (under 5's)	2	31	17	55%
	Managing fighting and aggression	3	4	4	100%
	Parents as First Teachers (PAFT) - Group Connections	5	30	30	100%
	Reducing Family Conflict	3	4	4	100%
	Strengthening Families Strengthening Communities	1	12	4	33%
	Triple P Baby	1	9	5	56%
	Triple P Family Transitions	1	4	4	100%
	Quarter 1 Total	33	160	127	79%
Q2	Cygnnet Plus	1	12	9	75%
	Developing good bedtime routine	1	1	1	100%
	Managing fighting and aggression	1	2	2	100%
	Parents as First Teachers (PAFT) - Group Connections	7	31	31	100%
	Social Media	1	6	6	100%
	Solihull Approach	1	10	7	70%
	Strengthening Families Strengthening Communities	1	9	6	67%
	Quarter 2 Total	13	71	62	87%
Q3	An Introduction to Understanding County Lines for Parents	1	1	1	100%
	Cygnnet	3	54	25	46%
	Cygnnet Plus	1	8	8	100%
	Gangs: Parental Awareness	1	5	5	100%
	Henry Programme Right From the Start (under 5's)	2	18	8	44%
	Parenting: Your Style, Your Child	1	3	3	100%
	Parents as First Teachers (PAFT) - Group Connections	5	18	18	100%
	Social Media	1	3	3	100%
	Solihull Approach	2	20	11	55%
	Strengthening Families Strengthening Communities Light Violence Prevention	1	20	12	60%
	Teen Triple P	1	17	14	82%
	Triple P Family Transitions	1	8	5	63%

	Triple P Group	1	11	10	91%
	Quarter 3 Total	21	186	123	66%
Q4	An Introduction to Understanding County Lines for Parents	1	2	2	100%
	Cygnet	2	26	14	54%
	Gangs: Parental Awareness	1	3	3	100%
	Henry Programme Right From the Start (under 5's)	1	8	5	63%
	Parents as First Teachers (PAFT) - Group Connections	4	27	27	100%
	Social Media	1	4	4	100%
	Triple P Baby	1	4	4	100%
	Knife Crime	1	3	3	100%
	Quarter 4 Total	12	77	62	81%
Grand Total* 2024-25		79	494	374	76%
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
- Excluding duplicates total –
 - o 2024/25 – 425 parents attended, 314 completed (74%);
 - o 2023/24 - 441 parents attended, 336 completed (76%);
 - o 2022/23 – 446 parents attended, 352 completed (79%);
 - o 2021/22 – 296 parents attended, 236 completed (80%);
 - o 2020/21 – 134 parents attended, 102 completed (76%)
- Quarter 3 2024/25 note - Registers from the Brilliant Parents workshops have not been submitted. As such, numbers presented for this period are lower than actuality

11. Young Carers

Quarter	Number of Young Carer activities being delivered at Family Wellbeing Centres*	Number of young carers identified by the Provider	Numbers attending Young Carer activities at Family Wellbeing Centres**
2024/25	15	144	35
2023/24	2	213	4
2022/23	18	104	42
2021/22	25	80	21
Total Difference (2024/25 and 2023/24)	13	-69	31

* Includes dates with no attendance attached

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