

# Agenda Item 5

## LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** Health and Wellbeing Board

**Date:** 21/01/2026

**Subject:** Family Hubs Annual Report

**Report author:** Philip Tomsett, Head of Family Hubs

**Responsible Director:** Peter Haylock, Assistant Director Education & SEND

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### SUMMARY

In 2022, the Council outlined its approach to working with a range of partners and residents to support all children, young people, and their families at the earliest opportunity within the H&F Early Intervention Strategy.

Informed by this strategic approach, the strategy sets out the Council's commitment to a Family Hub model so regardless of where a family lives, they will be able to access the same offer of high quality, integrated support.

This report provides an update on the progress developing the borough's Family Hub model and the key highlights achieved in its inaugural year. It includes the future plans for the service to ensure our Family Hubs continue to deliver on the goals set out within the strategy.

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### RECOMMENDATIONS

1. For the board to note and comment on the report (at Appendix 1).

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**Wards Affected:** All

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Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	<i>Provides residents with information on free or low cost resources or activities available within the borough.</i>
Creating a compassionate council	<i>Provides residents with information on a range of services and organisations that support residents with SEND.</i>
Doing things with local residents, not to them	<i>Website and content co-produced and co-designed with residents. Includes information of services that have also been co-produced.</i>

Being ruthlessly financially efficient	<i>A small team with a hugely positive impact of many of our residents lives</i>
Taking pride in H&F	<i>Winner of a national award and promoted widely across the borough.</i>
Rising to the challenge of the climate and ecological emergency	<i>Aligns closely with services and organisations that share these values.</i>

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## Background Papers Used in Preparing This Report

[H&F Early Intervention Strategy 2022-27](#)

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### List of Appendices

Appendix 1 - Hammersmith & Fulham Family Hubs Annual Report 2024/25

# Hammersmith & Fulham Family Hubs

## Annual Report 2024/25

### Contents

1. [Introduction](#)
2. [Context](#)
3. [Services and Support](#)
4. [Key Benefits](#)
5. [Establishing the Family Hub Service](#)
6. [Delivering a Comprehensive Offer](#)
7. [Delivering for our Families](#)
8. [Ensuring Families are Supported to Access the Offer](#)
9. [Key Highlights](#)
10. [Impact](#)
11. [Future Plans](#)
12. [Appendices](#)

### 1.0 Introduction

In 2022, the Council outlined its approach to working with a range of partners and residents to support all children, young people, and their families at the earliest opportunity within the H&F Early Intervention Strategy.

#### [H&F Early Intervention Strategy 2022-27](#)

Informed by this strategic approach, the strategy sets out the Council's commitment to a Family Hub model so regardless of where a family lives, they will be able to access the same offer of high quality, integrated support.

This report provides an update on the progress developing the borough's Family Hub model and the key highlights achieved in its inaugural year. It includes the future plans for the service to ensure our Family Hubs continue to deliver on the goals set out within the strategy.

### 2.0 Context

- 2.1 Hammersmith & Fulham's (H&F) Family Hubs provide a range of services for families with children of all ages, from pre-birth to 19 (or 25 for those with SEND), including ante-natal support, baby and toddler groups, parent classes, counselling, and financial advice. Family Hubs aim to offer a single point of access for families to receive comprehensive support and streamline access

to these services. H&F Family Hubs offer an extensive range of services and support:

### **3.0 Services and Support:**

- **Target Age Range:**

Family Hubs support families with children from pre-birth to 19 years, and up to 25 for those with special educational needs and disabilities (SEND).

- **Comprehensive Support:**

They offer a wide array of services, including ante-natal support, baby groups, after-school clubs and youth clubs, parent classes, counselling services, and financial advice.

- **Early Help:**

They focus on providing support and intervention early to prevent issues from escalating.

- **Team Around the Family:**

Family Hubs operate on a "team around the family" approach, working with families to assess their needs and provide tailored support.

- **Multi-Agency Working:**

They facilitate collaboration between different agencies and professionals to ensure families receive comprehensive support.

- **Community Focus:**

Family Hubs aim to be a central point for residents within the community, offering a welcoming and supportive environment.

### **4.0 Key Benefits:**

- **Accessibility:**

Family Hubs provide a single point of access, making it easier for families to find and receive the support they need.

- **Early Intervention:**

By offering support early on, Family Hubs can help prevent issues from becoming more serious and impacting families.

- **Improved Outcomes:**

They aim to improve outcomes for children, young people, and families by providing access to targeted support and interventions.

- Strengthened Families:

Family Hubs contribute to building stronger, more resilient families by addressing a range of needs.

## **5.0 Establishing the Family Hub Service**

5.1 Our vision is for every child, young person, individual and family to be happy, healthy and to have the opportunity to thrive, supported by an effective and compassionate community network.

5.2 We achieve this through the offer of integrated services delivered by key partners within Family Hub buildings, spoke sites and a virtual offer. The service is further supported by a network of affiliated partners who share the same vision for our children, young people and families.

## **6.0 Delivering a Comprehensive Offer**

6.1 The service ensures a range of universal, free and inclusive activities throughout the year, including targeted support services. Alongside services provided by the local authority (e.g. Education, SEND and Early Help) Family Hubs enables Health, Voluntary & Community Sector partners to also deliver services for families under one roof.

6.2 In addition to the universal and targeted stay and plays, after-school clubs and youth groups delivered over the last year, there were in addition **116** sessions delivered by health colleagues and **1,159** sessions from voluntary & community sector organisations.

## **7.0 Delivering for our Families**

7.1 In the first year of the Family Hub Service there have been **814** registrations with **10,443** children, young people and families attending sessions. **85** sessions are delivered weekly across all sites and a further **23** sessions delivered on a fortnightly or monthly basis: **43** sessions at Old Oak Family Hub, **39** at Tudor Rose Family Hub and **26** at Stephen Wiltshire Centre Family Hub. Families can access additional support and information services through the Family Hub website and socials; within the last year the site has received **161,350** views and there are **1,100** followers of our dedicated social media sites.

7.2 Within the family hubs across the borough, **35%** of activities and services are targeted at the 0-5 age group, **23%** for 6+ age group and **42%** community services. The percentage of families registered at the family hubs and living within the most deprived areas, as defined by Lower Super Output Areas (LSOAs) of the borough is **72%** at Old Oak Family Hub, **59%** at Tudor Rose Family Hub and **30%** at Stephen Wiltshire Centre Family Hub.

## 8.0 Ensuring Families are Supported to Access the Offer

- 8.1 In a recent survey (Spring 2025), **34%** of families were introduced to family hub services by a professional, **30%** recommended the service by family/friends, **21%** by online marketing and **9%** by local schools. 24% were new to family hubs.
- 8.2 The service receives direct referrals from professionals (e.g. GPs, HVs, VCS, School SENCOs/DSLs). Those referred to the service are supported by a dedicated Family Hub Navigator who will support the family access the provision they need. Over the last year the service has received **1,377** requests for services, support and guidance, **105** of which were direct referrals to the Family Navigators.
- 8.3 There are sessions specifically tailored for children and young people with SEND and their families, which are mainly provided at Stephen Wiltshire Family Hub either by hub staff or external partners, such as the specialist football session delivered by Fulham Football Club. **142** sessions were delivered at SWC with **807** CYP attending. A child does not need a diagnosis of SEND to attend the specialist sessions but will have an identified additional need. Staff at Stephen Wiltshire Family Hub work to provide additional SEND services at other hubs.

## 9.0 Key Highlights:

The Family Hubs service have worked hard to act as a central point of contact, bringing together family professionals under one roof, streamlining access to support. These services prioritise early intervention and prevention, aiming to identify and address potential challenges before they escalate. The key highlights and impact of this work is listed below:

- There is a wide range of interventions and support offered by the service, which has been enhanced during 2024/25
- A high number of requests for support/referrals has been received by the service, through a variety of routes and for a range of interventions
- Children, young people and families have achieved positive outcomes, and they feel they benefit from Family Hub support
- Family Hubs deliver or support the delivery of a wide range of successful youth projects
- Family Hub supported low-income families with accessing food, clothing, household essentials and Christmas gifts
- There is an award-winning online offer for families, which is being emulated by other local authorities
- Educational workshops for young people and professionals are high quality and positively received

- Family Hubs work in partnership with Public Health to deliver a range of evidenced based programmes which are of benefit to families
- There is a varied group offer for parents that is meeting participants needs
- Families, young people and partners have opportunities to be involved in local decision making and views are implemented and actioned
- Family Hubs work alongside voluntary and community groups to offer a successful range of activities to all residents, not just families
- Staff have opportunities to develop their knowledge and skills
- External funding has been successfully obtained
- Family Hub buildings are widely used by other services to support families
- All of the Family Hub priorities set out in the 23/24 report for 24/25 have been successfully achieved

#### 10.0 Impact:

**Key highlight:** There is a wide range of interventions and support offered by the service, which has been enhanced during 2024/25

There are now **65** Education, SEND, Health and Voluntary, Community Sector (VCS) services delivering from Family Hubs which provide an extensive range of universal and targeted services. New partners continue to join the Family Hub network of services.

**Key highlight:** A high number of requests for support/referrals has been received by the service, through a variety of routes and for a range of interventions

During the last year, Family Hubs have received **1,377** requests for support of which **105** were referrals for support. Most common support needs include maternity health, housing, immigration, and cost of living support.

**Key highlight:** Children, young people and families have achieved positive outcomes, and they feel they benefit from Family Hub support

**217** parents successfully completed one of the parenting programmes. **24** group programs and **16** topic-specific workshops across **11** Hammersmith and Fulham settings provided. Parents rated the groups and workshops highly, with an average score of **4.65 out of 5**. **100%** (217) of parents reported positive outcomes following the completion of the programme and workshop including:

- Increase in confidence, skills and understanding.
- Learning new parenting skills and strategies
- Have a better understanding of child development and the needs of their child.
- Feel more positive about the future and know where to access support.

- Feel less stressed and less isolated.

**Key highlight:** Family Hubs deliver or support the delivery of a wide range of successful youth projects

Over the last year the number of young people attending family hubs has increased significantly. There were **1074** young people attending **107** sessions delivered by **7** youth providers. Five new youth providers will deliver additional sessions from June 2025.

**Key highlight:** Family Hub supported low-income families with accessing food, clothing, household essentials and miscellaneous gifts

In 2024/25 the Family Hubs have enabled **75** families with benefits advice/employment support, **81** housing advice and **60** immigration advice and support queries. There have been **105** foodbank referrals, and **201** donations provided (clothes, toys, essentials etc). The above is just a few examples of a wider offer of support.

**Key highlight:** There is an award-winning online offer for families, which is being emulated by other local authorities

In October 2024, the H&F Family Hubs were awarded **winners of the Best Local Offer** (England & Wales) Award 2024 (NAFIS). The award also commended our extensive co-production work with local families and young people.

**Key highlight:** Educational sessions for families and their children are high quality and positively received

In a recent family satisfaction survey undertaken in Spring 2025, **100%** of families who responded to the survey and attend group sessions felt that the quality of provision was high. Please see appendices for comments regarding quality of provision.

**Key highlight:** Family Hubs work in partnership with Public Health to deliver a range of programmes which are of benefit to families

There are **44** Family Champions grown from a team of **7** Maternity Champions. Of these, **27** are local Champions, H&F residents (focussing on local health initiatives and local community connection), and **17** are H&F based Public Health university students (supporting event delivery). There are **9** languages spoken by Family Champions.

**Key highlight:** There is a varied group offer for parents that is meeting participants needs

Over the last year there have been **220** regular 0-5 group sessions, **104** 5+ sessions, **142** SEND activities, **1,159** community sessions and, **116** group health sessions delivered from Family Hubs. Parents regularly attend sessions each week, over the year and satisfaction ratings of the Family Hub provision is consistently high.

**Key highlight:** Families, young people and partners have opportunities to be involved in local decision making and views are implemented and actioned

Opportunities include **Family Voices Panel**, **feedback events** for specific groups e.g. young people, Family Hub **partnership meetings**, and a parent/carer **annual survey**. Online content is co-produced with parent representatives at a monthly **Coproduction Hub**. An example includes a recent enhancement of youth provision with young people, service providers and community members all involved in the co-design.

**Key highlight:** Family Hubs work alongside voluntary and community groups to offer a successful range of activities to all residents, not just families

The Family Hub team work with community partners to offer additional **1,159** sessions within the Family Hub buildings with **3,256** residents attending. The offer from the voluntary and community sector includes free community meals, exercise classes, English language classes, housing surgeries and debt counselling services.

**Key highlight:** Staff have opportunities to develop their knowledge and skills

Last year the team were provided training sessions to enhance their knowledge and skills. These included sessions to support new families who now access Family Hubs including immigrant support, homelessness awareness and healthy lifestyle training. See appendices for full list of training provided.

**Key highlight:** External funding has been successfully obtained

H&F Family Hubs will continue to receive transformational funding from DfE to support an approved spend delivery plan. The service have also secured funding for a range of service provision including community meals service, community policing and public health.

**Key highlight:** Family Hub buildings are widely used by other services to support families

In the last year the Family Hub Service have secured the delivery of provision from **61** service providers. The service continually review the offer and approach existing partners to consider enhancing their provision. The Service

is connected to a wider network of **128** delivery partners who operate from other sites in the borough.

**Key highlight:** All of the Family Hub priorities set out in the 23/24 report for 24/25 have been successfully achieved

- To ensure an effective staff structure is in place to deliver on the priorities of the Family Hub Service including recruitment to vacant posts Team manager and Family Navigator
- To provide a welcoming and safe environment for families and residents
- To provide a suitable working environment for service providers including well equipped touch-down spaces and wi-fi
- To develop a PowerApp for registrations, referrals and case load management
- To enhance the youth offer and associated services at each of the Family Hubs
- To extend the range of services delivering from Family Hubs to meet family expectations
- To develop coproduction opportunities including a parent/carer panel co-chaired by parents
- To develop an effective Family Hub online offer that meets family and service expectations

#### **11.0 Future Plans:**

The following areas are taken from the family hubs strategic delivery plan for 2025/26:

- Work collaboratively with Department for Education (DfE) and council colleagues to further develop a national outcomes framework for family hubs and children's centres (Dec 2025),
- Develop and implement a communications strategy for Family Hubs including greater use of online and social media marketing and direct marketing,
- Improve the outreach offer at each family hub, ensuring more families from targeted groups access the family hub offers, particularly at Tudor Rose Family Hub,
- Improve the outdoor and reception areas of the family hubs to ensure they are more welcoming and further improve access,
- Further develop holistic, inclusive, and integrated services for families with children aged 5+ years,

- Strengthen family engagement opportunities and ensure accessibility for new families through closer links with Family Champions and a wider outreach offer,
- Work collaboratively with colleagues to implement the children's social care reforms,
- Enhance the Home Learning Environment (HLE) offer to further assist parental understanding and confidence in supporting child development and school readiness,
- Maintain and expand partnerships with local organisations to continue providing an excellent range of services, based on locality needs assessments,
- Improve access to 'Cost of Living' provision to provide financial advice and guidance for families.

## **12. Appendices**

- I. The Family Hub Launches
- II. Family Hub Registrations and Engagements
- III. Family Hub and Children's Centre Programme
- IV. Family Outreach & Support
- V. User Feedback
- VI. Staff Development
- VII. Family Hub Providers
- VIII. Family Navigator Case Study

### **I. The Family Hub Launches**



In April and May 2024, there were launch events for each of our three family hubs. The events provided local families with a day of activities and entertainment, refreshments and information on local services available for families. We were delighted to see just over 450 people and over 50 service providers across the borough, attend our events.

## II. Family Hub Registrations and Engagements

Since the launch of the family hubs the numbers of children, young people and adults registering at our centres has steadily increased. Promotion of the family hubs services has been a key focus for the team this year. This is achieved through promotional materials at community sites across the borough (e.g. libraries, community centres, surgeries, dentists etc), promotion through our network partnerships (e.g. health visitors, GPs and youth providers), through community events within targeted areas and through online and social media campaigns. The family hub team also work with partner housing associations to promote services through neighbourhood letter drops.

<b>Family Hub Registrations</b>			
<b>Family Hub</b>	<b>No of Families</b>	<b>No of Children</b>	<b>Children with SEND</b>
Old Oak Family Hub	388	565	28
Tudor Rose Family Hub	279	401	23
Stephen Wiltshire Family Hub	147	262	78
<b>Totals</b>	<b>814</b>	<b>1,228</b>	<b>129</b>

The number of families registered at the family hubs and living within the most deprived areas, as defined by Lower Super Output Areas (LSOAs) of the borough are; **72%** at Old Oak Family Hub, **59%** at Tudor Rose Family Hub and **30%** at Stephen Wiltshire Centre Family Hub.

Registered families who have participated in an increasing number of activities provided by local authority and/or partner services has also increased over the year.

<b>Family Hub Participation</b>		
<b>Family Hub</b>	<b>No of participants</b>	<b>Total no of sessions in the year</b>
Old Oak Family Hub	5,405	554
Tudor Rose Family Hub	4,143	407
Stephen Wiltshire Family Hub	895	184
<b>Totals</b>	<b>10,443</b>	<b>1,169</b>

Within the family hubs across the borough, **35%** of activities and services are targeted at the 0-5 age group, **23%** for 6+ age group and **42%** community services.

### III. Family Hub and Children's Centre Programme

The extensive family hub programme has been developed in co-production with residents and service providers. In addition to the 0-5 children's centre, parenting support and health visiting offers, there is now an even more extensive offer available to families. Since the launches of the hubs in Spring 2024, new partners have continued to join the H&F family hub network; including organisations which provide universal and targeted services.

#### Early years services

Families need an integrated offer that provide effective support at the right time. They need access to information and tools to help them care for and interact positively with their babies and children. Families also need joined-up services, which take a whole-family perspective. The Family Hubs and Start for Life programme is well-placed to deliver this joined-up holistic care by providing accessible, integrated maternity, baby and family support. Our family hubs provide an extensive range of early years services including baby sessions, 0-5 learn and plays sessions and a range of guidance on developing home learning environments.

The local Start for Life offer has been a focus for the team this year and a national priority area for the DfE. As well as face to face activities and services provided within the physical hub buildings, it is also a requirement that family hubs have a virtual offer. In Hammersmith & Fulham, there is a dedicated Start for Life section within the family hub website. The content and layout are continually updated and coproduced with parents and services through our Coproduction Hub.

<b>Regular activities for 0-5 age range (non-specialist)</b>			
<b>Family Hub</b>	<b>Activity</b>	<b>No of sessions</b>	<b>Attendance</b>
All Family Hubs	Learn & Play	312	6,240
	OM-POP	156	936
	Baby Group	104	1,104
	Baby Massage	156	1,404
	Music Time	52	780
	Mini Sparks	11	63
<b>Totals</b>		<b>220</b>	<b>4,226</b>

### Youth services

Another key area of the family hubs is the youth offer. Clustered around the after-school clubs, junior and senior youth and sports clubs, there is a range of services targeted at supporting the specific needs of these age groups. In addition to the expanded Harrow Club youth offer in two of the hubs, there is also free football skills training provided by Chelsea and Queens Park Rangers Football Clubs.

Alongside these activities, young people can access a further range of support services including mental health support, alcohol and substance misuse services and sexual health and relationships advice and support. For those young people who are preparing for adulthood there are a range of services available including employability advice drop-ins which are open to all residents aged 16 years plus.

<b>Regular activities for 5+ age range</b>			
<b>Family Hub</b>	<b>Activity</b>	<b>No of sessions</b>	<b>Attendance</b>
Old Oak	Youth Club Juniors	24	409
	Youth Club Seniors	13	120
	Forest School	2	64
	QPR Football Club	52	312
Tudor Rose	Youth Clubs	9	145
	Boys Group CAMHS	2	12
	Drama Club	2	12

<b>Totals</b>		<b>104</b>	<b>1074</b>
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### Special Educational Needs & Disability (SEND) services

Family hubs and children's centres offer fun and interactive sessions for all families and support and welcome children and young people with special educational needs and disabilities. There are also sessions specifically tailored for children and young people with SEND and their families, which are mainly provided at Stephen Wiltshire Family Hub either by hub staff or external partners, such as the specialist football session delivered by Fulham Football Club.

A child does not need a diagnosis of SEND to attend the specialist sessions but will have an identified additional need. Staff at Stephen Wiltshire Family Hub work with staff at the other centres to provide additional SEND services at other hubs.

The Family Hub Navigators at the family hubs provide families an opportunity to discuss their child's needs and jointly develop a family hub support plan. The plan may include services delivered directly from the family hubs or from within the family hub network of services.

<b>Regular SEND activities</b>			
<b>Family Hub</b>	<b>Activity</b>	<b>No of sessions</b>	<b>Attendance</b>
Stephen Wiltshire Centre	SALT	42	211
	Little Explorers 0-5	47	83
	Little Explorers 0-8	25	128
	SEND Holiday Schemes	6	256
	Pip Squeak	4	10
	Stepping Stones	2	16
	Fulham Football club	13	93
Old Oak	Little Explorers	3	10
<b>Totals</b>		<b>142</b>	<b>807</b>

As well as these regular groups, the capital works funded through the Family Hub program alongside our new Changing Places toilet have made the space more accessible for a wider range of community partners to use. As well as the below sessions this has included supervised contact sessions for children, professionals' meetings, team meetings and away days, as well as youth council meetings and parental consultation events being offered to families on an ad-hoc basis through the local authority and our partners.

<b>Other SEND sessions in the hub</b>			
<b>Family Hub</b>	<b>Activity</b>	<b>No of sessions</b>	<b>Attendance</b>
	Autism and other training for parents and professionals (varied providers)	11	120
	Intensive support sessions and EOTAS tuition (schools)	8	43
<b>Totals</b>		<b>19</b>	<b>163</b>

### **Community services**

The family hub team work with community partners to offer additional services. The offer from the voluntary and community sector includes free community meals, exercise classes, English classes, housing surgeries and debt counselling services.

There are also additional one-off sessions provided by community members who offer a range of activities and events at centres.

<b>Regular activities for the community</b>			
<b>Family Hub</b>	<b>Activity</b>	<b>No of sessions</b>	<b>Attendance</b>
Old Oak	Turning Point	104	No data
	Wellbeing Service	104	No data
	H&F Works	104	No data
	Peabody Housing	12	9
	QPR Comm FC	52	300
	Bingo	21	407
	Chair Yoga	20	142
	IT Classes	18	74
	ESOL	52	15
	Mama Haven	7	59
	Dance West	6	27

	Yoga	5	40
	Doorstep Library	52	No data
	Afterschool Club	52	300
	Retirement Group	2	50
Tudor Rose	Turning Point	104	No data
	Wellbeing Service	104	No data
	H&F works	104	No data
	QPR Comm FC	52	300
	Food Cycle	38	655
	Chelsea FC	29	324
	Hestia Hub	23	280
	Keep Fit	18	114
	Sortie Project	8	82
	Women's Trust	5	29
	ESOL	3	15
	Doorstep Library	52	No data
Stephen Wiltshire Family Hub	Housing clinic	6	28
	Art therapy	2	6
<b>Totals</b>		<b>1,159</b>	<b>3,256</b>

<b>Additional Events for the Community</b>			
<b>Family Hub</b>	<b>Activity</b>	<b>No of sessions</b>	<b>Attendance</b>
Old Oak	Wreath Workshops	1	6
	Black History Tea	1	8
	Christmas Event	1	69
	Marketing Workshop	1	10
	Empowerment Workshop	1	7
	Creative Workshop	1	4

<b>Totals</b>		<b>6</b>	<b>104</b>
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### Health services

There is a range of physical and mental health services provided from the family hub buildings including pre-natal, maternity, midwifery and breast-feeding support. There are also targeted health services including Maternity Trauma & Loss Care and Perinatal services. Health services are offered alongside family hub activities such as Learn & Plays and Youth Clubs.

<b>Regular health activities</b>			
<b>Family Hub</b>	<b>Activity</b>	<b>No of sessions</b>	<b>Attendance</b>
All Hubs	Perinatal Support	22 (4+6+4+8)	95 (28+36+16+15)
	Birth & Beyond	4	20
	SALT Workshops and drop ins (excludes specialist SEND sessions above)	38 (2+36)	160 (16+144)
	Talk Matters	2	18
	Breast Feeding	1	12
	CAMHS	13 (1+12)	44 (8+36)
	Oral Health Under 5	36	363
<b>Totals</b>		<b>116</b>	<b>712</b>

The family hubs team also work closely with Public Health Family Champion volunteers who work directly with parents to share ideas and knowledge to support families. Volunteers are also provided with an opportunity to develop their skills and relevant experiences to further their careers.

There are **44** Family Champions from across the borough, the majority of which live in north and central locations, grown from a team of **7** Maternity Champions. Of these, **27** are local Champions, H&F residents (focussing on local health initiatives and local community connection), and **17** are H&F based Public Health university students (supporting event delivery). There are **9** languages spoken by Family Champions.

Valued partners, ASÉ, MACWO, the SORTIE Project have supported the volunteering programmes. The team work with over **80** community and VSCE partners and developed partnerships with maternity, children's and many associated health NHS teams including acute, primary and community.

**6** Family Champions have been enabled to find employment as a direct result of volunteering. This year, more than **2,600** resident health contacts have been created through events, group provision and outreach. In addition, **4** different regular weekly sessions, **4** different regular monthly events and **5** large community events have been successfully delivered, and all of which have been newly created. Volunteers have had the opportunity to benefit from **15** different training topics.

#### IV. Family Outreach & Support

The family hubs team offer outreach and support to families who either request additional support or are referred by other professionals. In cases where families require more targeted support, we work collaboratively with children's early help and social care services to provide the additional support.

The Family Hub Co-ordinators receive each month on average, **526 telephone calls** and **276 emails** from families and service providers, requesting advice and support. This year, there was a **3,960** resident 'footfall' at H&F family hubs, including hubs and spoke sites. This has been a significant increase compared to the previous year.

Over the last year, the service has systematically promoted the universal family support offer with key partners, including schools and health practitioners (GPs, Social Prescribers, Health Visitors etc). As a result, the service has seen a steady rise in referrals from these partners. The Family Hub staff regularly attend Child Health Hub MDTs. Please see Appendices for a Family Hub Navigator case study for an more in depth understanding of the support this role can offer families. There are more case studies available on request.

During the last year, family hubs have received **105** internal referrals for low-level support. Most common support needs include **maternity health, housing, immigration, and cost of living support**. The Family Navigator currently has a caseload of **12 families** (May 2025), who require the support of family hub services and/or more targeted provision. A breakdown of support offered can be seen below:

<b>Support Offered Apr 2024 – Mar 2025</b>	
<b>Area of Support</b>	<b>No of support engagements</b>
Internal Referrals for Low Level Support	105

Benefits Advice/Employment Support	75
2 Year Funded Advice	49
Housing Advice	81
Immigration Advice & Support	60
SEND Advice and Guidance	63
Domestic Violence Support	43
School Support & Applications	28
Infant Feeding (Midwife and Health Visitors)	110
Mother mental health sign posting /CAMHS	42
Foodbank Referrals	105
Donations Provided (Clothes, Toys, Milk etc)	201
Book start Packs Provided	180
Healthy Start Vitamins	172
Food Boxes	63
<b>Total</b>	<b>1,377</b>

In addition to the above, staff processed 7,627 Rose Food Vouchers for eligible residents.

#### V. User Feedback

The service receives feedback from families, children, young people and residents through various established routes. There is a parent/carer panel 'Family Voices' which is co-chaired by a parent, staff attend local community events and meetings to understand local needs, staff organise events within the hubs to collect feedback from various groups e.g., young people, feedback is requested through our partnership meetings with services who deliver from the hubs or are part of the network, user session feedback is encouraged throughout the year and there is a parent/carer annual survey.

In April 2025, an annual survey was undertaken across all three family hubs. Of the 205 survey respondents:

- 45% attended 0-5 provision, 18% attended youth provision, 8% family services, 8% SEND services, 6% adult services, 15% other (e.g. holiday provision).
- 86% had visited the family hub previously and 24% was their first visit.

- 34% found out about family hubs via a professional, 30 via family and friends, 21% via online (website/social media), 9% by a school, 6% other.
- 77% were confident about the family hub offers.
- 97% felt welcome during their visit(s) to family hubs.
- 96% felt their needs were met by the family hub staff/offer.

When asked what families would like to see more/less of, respondents requested more wellbeing sessions, more 0-5 provision, more music, singing and dance sessions, more sessions for postnatal parents, afternoon sessions for 0-5 age group. When asked to add any additional feedback, respondents commented:

*"The Tudor Rose centre is amazing; we have used it so much during my maternity leave. I've had such great support from the team here and made so many friends. I am so grateful for all the classes and enthusiasm of the staff; they are caring and supportive which is exactly what I've needed as a first-time mum"*

*"Randolph and Old Oak both amazing, especially the staff. It's a core for my baby's development"*

*"Excellent service for socialising my little one, OM-POP session also brilliant. Great yoga instructor."*

*"Lovely facilities, kind and helpful staff, thank you [staff names] for everything"*

*"Staff are friendly!"*

*"There's many things for children and they're very welcoming"*

*"[Staff names] in the massage session are very kind and dedicated. My baby enjoys being there very much. Thanks."*

*"Lovely meeting well trained professionals in a relaxed environment."*

*"Didn't feel judged."*

## VI. Staff Development

Last year the team participated in several training sessions to enhance our skills and knowledge. These included:

- PREVENT Training
- Freedom Parenting Programme
- Multi-Agency Safeguarding & Child Protection Level 3
- Safer Recruitment Training
- Designated Safeguarding Lead Training
- Fire Marshall Training

- Eligibility for Legal Aid for Immigration
- PIP Form Filling
- First aid training paediatric
- Shelter training
- DFE EYFS training
- Henry programme training
- Food hygiene Training
- Mandatory LA training – Cyber security
- Healthy Start Training
- Perinatal Mental Health training
- Systemic training
- Evacuation Chair lift training in TR
- People Management Essentials: Manager's Induction
- Power App training
- Money Guiders training
- Team Teach- positive behaviour support de- escalation techniques (SEND)
- Family support Practitioner level 4 training
- Adoption post permanent and the schools' role training
- DV & harmful practices

## VII. Family Hub Providers

Since the launches of the hubs in Spring 2024, new partners have continued to join the H&F family hub network; in particular, organisations providing services with a remit to provide outreach to residents who live in the 30% most deprived areas. The majority of universal and targeted services deliver from Old Oak and Tudor Rose Family Hubs and Community Centres. The majority of SEND services run from Stephen Wiltshire Centre & Family Hub. New services since the launch include:

<b>Family Hub Offer</b>	<b>Provider and Service</b>
<b>Reducing Parental Conflict</b>	- <i>H&amp;F Family Help</i>
<b>Support for separating and separated parents</b>	- <i>H&amp;F Family Help</i>

<b>Debt and welfare advice</b>	<ul style="list-style-type: none"> <li>- <i>Welfare Benefit Advice</i></li> <li>- <i>Citizens Advice</i></li> <li>- <i>Debt Free Kiosks</i></li> <li>- <i>Action on Disability Welfare Benefit advice (SEND)</i></li> </ul>
<b>Start for Life parent-infant mental health (delivered prior to launch of Family Hubs)</b>	<ul style="list-style-type: none"> <li>- <i>Prenatal Birth &amp; Beyond</i></li> <li>- <i>CLCH Health Visitor Checks and Assessments</i></li> <li>- <i>Maternity/Midwifery Support</i></li> </ul>
<b>Mental health services (beyond Start for Life parent-infant mental health)</b>	<ul style="list-style-type: none"> <li>- <i>Perinatal Mental Health Service</i></li> <li>- <i>Perinatal Mental Health Service (SEND)</i></li> <li>- <i>CAMHS 5+ Clinics</i></li> <li>- <i>CAMHS Under 5s</i></li> <li>- <i>Hestia Trauma Support Group</i></li> <li>- <i>Maternity Trauma and Loss Care</i></li> </ul>
<b>Substance (alcohol/drug) misuse support</b>	<ul style="list-style-type: none"> <li>- <i>Turning Point: Drug and Alcohol Wellbeing Service</i></li> </ul>
<b>Stop smoking support</b>	<ul style="list-style-type: none"> <li>- <i>Turning Point Stop Smoking Support</i></li> </ul>
<b>Oral health improvement</b>	<ul style="list-style-type: none"> <li>- <i>CLCH Oral Health Support</i></li> </ul>
<b>Nutrition and weight management</b>	<ul style="list-style-type: none"> <li>- <i>Nourish Hub Outreach</i></li> <li>- <i>HENRY Programme</i></li> <li>- <i>Rose Vouchers</i></li> <li>- <i>Harrow Club</i></li> <li>- <i>Chelsea and QPR FC Programmes</i></li> </ul>
<b>Local authority 0-19 public health services, based on local needs assessments</b>	<ul style="list-style-type: none"> <li>- <i>CLCH/H&amp;F HENRY Programme</i></li> <li>- <i>CLCH Immunisation Support</i></li> <li>- <i>CLCH Oral Health Support</i></li> <li>- <i>CLCH Family Champions</i></li> </ul>
<b>Intensive targeted family support services, including those funded by the Supporting Families programme</b>	<ul style="list-style-type: none"> <li>- <i>H&amp;F Early Years Practitioners Family Sessions</i></li> <li>- <i>H&amp;F Family Hub Navigators</i></li> <li>- <i>H&amp;F Family Hub MDTs</i></li> <li>- <i>H&amp;F Family Hub Outreach</i></li> <li>- <i>H&amp;F Family Help</i></li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>- <i>H&amp;F Housing Surgery</i></li> <li>- <i>Hestia's HSIS Community Hub</i></li> </ul>

	<ul style="list-style-type: none"> <li>- Peabody Trust Surgery</li> </ul>
<b>Youth services</b>	<ul style="list-style-type: none"> <li>- Harrow Youth Club Juniors &amp; Seniors</li> <li>- Community Sexual Health Service</li> <li>- H&amp;F Works Employability Drop-In session (16+)</li> <li>- QPR Football Sessions</li> <li>- Chelsea FC Football Sessions 8-18-year-olds</li> <li>- Bubble and Squeak After School Club</li> <li>- Damien's Community Football Sessions</li> <li>- M&amp;C Foundation Taekwondo</li> <li>- CAMHS Mental Health Support: Boys Club</li> <li>- Morgan Sindall Employability Support</li> <li>- Brain Sparks Holiday Club</li> <li>- Bubble &amp; Squeak Holiday Club</li> <li>- Therapeutic Support Service (VIP)</li> <li>- Non-contact Boxing classes</li> <li>- JK Arts and Crafts Afterschool Club</li> </ul>
<b>Youth Justice Services</b>	<ul style="list-style-type: none"> <li>- H&amp;F Gangs, Violence and Exploitation Unit and Youth Justice Service advice and support</li> </ul>
<b>SEND support and services (inclusive of the Start for Life period)</b>	<ul style="list-style-type: none"> <li>- Shaw Trust - SEND Employability Support</li> <li>- Action on Disability Welfare benefit advice for families with SEND</li> <li>- Fulham Football club Sessions</li> <li>- H&amp;F Stay and Play SEND 0-5 and Under 8 Sessions</li> <li>- SENDIASS advice and support</li> <li>- H&amp;F Special Needs Support Sessions</li> <li>- Parents Active – SEND information, surgeries and focus sessions</li> <li>- Flamingo Chicks dance classes</li> <li>- English National Ballet SEND sessions</li> </ul>
<b>ECEC (Early Childhood Education and Care) and financial support (TFC, UC)</b>	<ul style="list-style-type: none"> <li>- NatWest Finance Workshops</li> <li>- England Money Lending Team Talk for Parents</li> <li>- Morgan Sindall Energy Advice Café</li> <li>- H&amp;F Early Years Childcare Entitlements workshops, advice and support</li> </ul>
<b>Activities for children ages 0-5</b>	<ul style="list-style-type: none"> <li>- Connect and babble baby group</li> <li>- H&amp;F Little Explorers</li> <li>- Baby Massage</li> <li>- OMPOP Parent &amp; Child Yoga and Wellbeing</li> <li>- H&amp;F Learn and Play</li> <li>- Giggles and Wiggles</li> <li>- Singing and Rhyme Sessions</li> </ul>

<b>Birth registration</b>	<ul style="list-style-type: none"> <li>- <i>Not currently offered</i></li> </ul>
<b>Domestic abuse support</b>	<ul style="list-style-type: none"> <li>- <i>Woman's Trust domestic abuse advice and support</i></li> </ul>
<b>Midwifery/maternity</b>	<ul style="list-style-type: none"> <li>- <i>NHS Midwives Antenatal Checks</i></li> </ul>
<b>Health Visiting</b>	<ul style="list-style-type: none"> <li>- <i>CLCH Health Visitors</i></li> </ul>
<b>Parenting Support</b>	<ul style="list-style-type: none"> <li>- <i>H&amp;F Family Help</i></li> <li>- <i>Homestart</i></li> <li>- <i>Action for Change</i></li> <li>- <i>IAPT Improving Access to Psychological Therapies</i></li> <li>- <i>Cygents Autism Parenting Programme</i></li> <li>- <i>UPG Parenting Programmes</i></li> <li>- <i>NHS Perinatal Services Music &amp; Wellbeing Craft Sessions</i></li> <li>- <i>Foodbank Vouchers and Rose Vouchers</i></li> <li>- <i>Foodcycle Community meals</i></li> <li>- <i>H&amp;F ESOL (English for Speakers of Other Languages)</i></li> </ul>
<b>Parent-Infant Relationships and Perinatal Mental Health Support</b>	<ul style="list-style-type: none"> <li>- <i>NHS Perinatal Mental Health Support</i></li> <li>- <i>Homestart</i></li> <li>- <i>Therapist - Psychotherapy for Parents with Children Under 5 Years Old</i></li> </ul>
<b>Early Language and the Home Learning Environment</b>	<ul style="list-style-type: none"> <li>- <i>H&amp;F Learn &amp; Plays</i></li> <li>- <i>H&amp;F Early Years Practitioner Targeted Support</i></li> <li>- <i>UPG Parenting Programmes</i></li> <li>- <i>PH Family Champions</i></li> <li>- <i>H&amp;F Online Tools (advice and guidance)</i></li> <li>- <i>CLCH Speech &amp; Language Therapy advice and support</i></li> <li>- <i>Pip Squeak</i></li> </ul>
<b>Infant Feeding Support</b>	<ul style="list-style-type: none"> <li>- <i>PH Family Champions</i></li> <li>- <i>CLCH Breast Feeding Support (Health Visitors)</i></li> <li>- <i>H&amp;F Breast Feeding Support</i></li> </ul>
<b>Community Support</b>	<ul style="list-style-type: none"> <li>- <i>IT Classes</i></li> <li>- <i>FOOO / The Sortie Project Community Groups</i></li> <li>- <i>Bingo Group</i></li> <li>- <i>Lumi Foundation Chair-Based Yoga</i></li> </ul>

	<ul style="list-style-type: none"> <li>- <i>Peabody Neighbourhood Surgery</i></li> <li>- <i>OORA Zumba</i></li> <li>- <i>HCGA Gardening Group</i></li> <li>- <i>Agewell Pilates</i></li> <li>- <i>Agewell Flexibility</i></li> <li>- <i>Agewell Gentle Keep Fit &amp; Fall Prevention</i></li> </ul>
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## VIII. Family Navigator Case Study

Initial Referral Behavioural issues. Controlling behaviours of child at home, hitting parent and becoming violent towards her. No issues raised at school. Recently moved from US. In education at STF. Mum requesting some support/parenting support. Also referred to CAMHS for CYP input. Referred by GP.

### Assessment

Family hub behaviour takes place only when child is at home, with parents and brother. School reported the child is well behaved and they say she is delightful. The child has the same positive attitude and behaviour when she is outside or with other family members for example her grandparents.

Parent reported child enjoys when everyone is upset and fearful of her. Parent reported when the child is upset, she changes her voice, facial expression, eyes size, and her face looks different. Behaviour changes in seconds and escalates rapidly, with no apparent stressors and triggers.

Parent is fearful as she sees the behaviour escalating and becoming more physical, violent, with hitting, punching, head butting, swearing and using abusive language. Parent is concerned about puberty age when things can escalate even further.

Parent reported unusual habits and behaviour since the child was little and this escalated over the years. Parent reported an eating disorder in her teenage years and attended family support which she found very distressing and feel family therapy is not suitable for her child, she prefers one to one counselling.

Parent worried about school holidays and plan holidays to be spent with other family members at their house as child does not show any sign of distressed behaviour when other adults are around.

### Support required

Parent concerned on the escalation and severity of aggressive behaviour of their 9-year-old daughter. Parent reported the behaviour is mainly targeted towards her and the child appear to have episodes where she cannot manage her emotions. Parent is requesting support to identify possible mental health, access to therapy, professional feedback on behaviour dynamic as targeted towards family members.

**Support requested**

Both parents agreed and gave consent to be referred to West London Action for children and to ask CAMHS to reconsider refusal of original referral. UPG program also considered.

**Support implemented**

Navigator discussed referral and parent's concerns with CAMHS Navigator submitted referral to West London Action for Children, parent was provided with SPEAK CAMHS helpline number, Navigator to keep in contact with family until services are in place.

**Outcome of family hubs support**

Support provided through one-to-one contact where the family could explain and express their concerns at their own pace. Parent appreciated the time spent to listen to her and the opportunity given to communicate all her worries and concerns.

Parent felt reassured with options of support provided by the family hubs, also to have a helpline that can be used by all the family members in case they feel overwhelmed.

Navigator will discuss the family with CAMHS Doctors as they attend family hubs regularly and they may be able to invite parent and child to attend their drop-in sessions. Both parents can access the UPG program where they can share their experiences with other families and have the possibilities to access parenting support. Family discussed at the Family Hubs MDT meetings where other professionals could further offer advice, support and signposting.