



Family Hub Newsletter

Issue 1 - August 2023

We held our first Parent Carer panel on Thursday 27th July 2023 at the Central Library in Croydon. It was a chance to meet face to face and to explain more about Family Hubs and Start for Life.

We discussed Family Hubs supporting families from pregnancy through early years and later childhood, up to the age of 19 (or 25 for young people with special educational needs and disabilities). Family Hubs will be one-stop-shops where families can access important services. An effective Family Hub acts as a single 'front door', making it easier for families to get the help they need, and to improve the support on offer.



Family Hubs are for families with children of all ages, but with a great Start for Life (from conception to age 2) offer at their core. This includes mental health advice for new mums and dads in the weeks immediately before and after birth, support for parents to build strong relationships with their babies, advice on infant feeding, parenting support, and help and advice on early language and home learning.

We want to work closely with parents and carers to ensure that the services, information, and advice reflects what parents and carers say they want and need. We want to ensure you can access these services easily. Initially Parent Carer



panels will focus on the period from conception to age 2. Your involvement will help in designing and continuously improving family services in Croydon. The panels will meet regularly to help shape and co-design services and review how effective they are. We want parents and carers to enjoy being part of the panels and we are keen to find out how we can make them engaging and enjoyable for parents to keep coming back. Your views really matter.

Family Hubs are a partnership approach, improving the way services work together to support families.

It was great to see our partners also at the event (Mary & Eviah from CUH Maternity services, James

and Victoria from CVA, Sam from the Selhurst Children's centre, Julia from The Family Centre, Catherine from the Health visiting team, Karen from the Support & Intervention Team, Sharon and Carolyn from the Family Hub team at Croydon Council. I would also like to thank Lucy and Joan from Croydon Libraries for hosting the event during a day when they are normally closed.

We were pleased to offer refreshments and a creche facility on the day also – thanks to the creche staff who were available that day. We would especially like to thank the 8 parents who attended the event, and for their participation and enthusiasm to support the new Family Hubs.



We asked, 'What will help make Parent Carer Panels successful?'

Parents and carers said:

- They are keen to attend further meetings – these will be held every 4-8 weeks.
- Morning meetings are preferred for the panels – this is also backed up by recent engagement activity with parents around when is best for them to access services.
- Maximum time for meetings should be 1 – 1.5 hours. No longer than this.
- A newsletter would be useful to send out to keep people updated – we will release a monthly newsletter from now on.
- Training could be offered to parents who are part of the panels (i.e., safeguarding training level 1 & 2, Health & safety, public speaking).
- Parents and carers are concerned about funding cuts
- They feel the panels need to consider accessibility, incentives, SEND
- Our next panel will be on 28th September 2023.
- Venue: suggestions were libraries, Legacy Youth Hub

Thank you to the 8 parents who took part!

Croydon's first Family Hub

What's new?



The first of Croydon's Family Hubs will be at the current Woodlands Children's Centre site. **It will be opening on Thursday 31st August 2023.** There are plans for Croydon to have 3 Family Hubs - 1 in the South, 1 in the North and 1 in Central Croydon.

There will be services offered face to face, online and in the community. At the heart of Family Hubs are services that give babies a great start for life and helping parents build strong relationships with their babies by providing things like parenting classes, midwifery, health visiting, infant feeding advice and perinatal mental health support. New and existing services and partnership arrangements will be developed to extend services to primary and secondary aged children up to the age of 19 (or 25 if SEND).

Family hubs Branding

We are currently developing the branding for Family Hubs in Croydon and are working with a specialist consultancy to develop a co-designed visual identity and messaging that will be created with children, young people, parents and carers and our partners.

We are hugely grateful to count on your involvement in creating the branding for Family Hubs in Croydon. Your views are important to us, and we will be in contact soon to hear more about your ideas. We anticipate this being at the end of August 2023.

What's next?





- **Parent Carer Panel meetings**
 - Thursday 28th September 2023
 - Thursday 23 November 2023
 - Thursday 18th January 2024
- **Consultation on Family Hub branding**
 - Date to be confirmed.

Feedback from parents on their experiences of using Croydon services:

"When I gave birth to my baby at Croydon hospital, the team was helpful and friendly. I was shown by midwives how to feed my baby and how to bond with my new baby by doing skin-to-skin contact. I was also helped with breastfeeding positions and how to latch baby on correctly."

"Meeting the CVA community builder inspired me, and she has assisted me in many ways. I am now working on my passion to build my hairdressing skills."

"I have loved becoming a dad. Croydon services have been largely great. The library and children's centres are great."

"The Health visitor came to my house and was educating, Supportive and helping but stopped when he was 2 months old. I would of like them to continue to check in"

If you would like to be involved in the Family Hubs development, please contact us by email at: familyhubs@croydon.gov.uk

Lois Brooker

