

**MINUTES OF A MEETING OF THE WALTHAM FOREST CHILDREN AND FAMILY CENTRE STRATEGIC BOARD HELD ON TUESDAY 20 APRIL 2021 AT 2PM VIA TEAMS**

Present: Sheila Gammans (Chair)-Peabody Housing Trust (SG)

**Attendees:**

Tess Glenday (TG)  
 Corinne Clarkson (CC)  
 Mary Marsh, Head of Targeted Services and Service Development (MM)  
 Lorraine Manford, Improvement Partner (LM)  
 Ropa Matibenga (RM)  
 Sade Alade (SA)  
 Maxine Lafayette (ML)  
 Angela Carter, LPC Children’s Charity (AC)  
 Eve McCloughlin, LBWF (EMcL)  
 Kelly Pascall Manager HENRY(KP)  
 Nicola Ellis, Public Health Consultant (NE)  
 Elisha Brett, Early Years’ Team (EB)  
 Helen Crockford, Walthamstow Toy Library Manager (HC)  
 Helen Currie, FANS Executive Head Teacher (HC)  
 Michelle Twitchett, Data Analyst (MT)  
 Wendy Fields, LPC Children’s Charity (WF)  
 Marc Bassot (part), LBWF Commissioning Manager (MB)  
 Sade Ajaye, LBWF Early Years (SA)  
 Connie Wou, Shadowing Nicola Ellis (CW)  
 Judith Kinder, LBWF Children Family Centre Officer (JK)  
 Suna Paniyiotou (SP)  
 Carol Frederick LBWF (CF)  
 Jenna Litherland WF Parent Forum

Clerk to the Governors: Caroline Russell

**Summary of agreements and actions:**

Minute reference	Formal agreements and/or actions identified	Named person(s) for action(s) identified	Completion date
14	Date and Time of Next Meeting: Tuesday 6 July 2021-2-4pm via Teams. JK to send Teams link prior to meeting to attendees.	JK, all to note	06-07-2021

**1. WELCOME AND APOLOGIES FOR ABSENCE**

1.1 Welcome

All were welcomed to the meeting by the Chair and asked to mute when not speaking.

1.2 Apologies for Absence

Apologies for absence were received and accepted from Raymond Wood.

Chair’s Initials:

**2. NOTICE OF ANY OTHER BUSINESS/CONFIDENTIAL ITEMS**

There was none.

**3. DECLARATIONS OF INTEREST**

3.1 There were no declarations made pertaining to any of the agenda items for this meeting.

**4. MINUTES**

4.1 Minutes of the Last Meeting Held on 19-01-2021

These were received and accepted subject to noting deletion proposed by Elisha Brett to Clerk. The minutes are considered signed for e-retention by LBWF.

4.2. Matters Arising

Minute reference	Action	Status update
5.3	Children’s Centre Improvement Partner Report: This has been issued by LM	Completed
6.5	Additional Inclusion Report: NE has circulated this.	Completed
9.10.	Partner Reports: There are regular meetings with Cllr Grace Williams and feedback to Scrutiny Board re COVID risks. IT problems during lockdown were reported by EMcL.	Ongoing

**5. DASHBOARD DATA REPORT-MT**

5.1. Data Report for Quarters 1-3

This shows overall reach by area population and numbers registered which have increased by 2% over the last year. The ‘engaged’ figures do not show numbers of children formerly assumed to be attending a setting elsewhere in the borough. The numbers shown are children seen in a CFC setting in the borough, face to face restrictions allowing or by virtual contact. 0-2 year data has increased by 2% and there is a provisional 4% increase for this quarter.

5.2. Lockdown

During lockdown activity ideas and videos were accessed by Facebook but not reflected in the figures. Early Zoom sessions were not captured so the figures do not reflect some contacts made.

5.3. Family Support-Universal +

The data shows the number of children supported in quarters 1-3. This is lower than the year before but significant contact was made given the circumstances. Foodbank and babybank referrals have increased significantly with information reported re the Christmas campaign and location of claimants. Virtual sessions were run by LPCC.

5.4. HENRY Data

This reflects the number of children seen in each area with 616 children seen including 480 re infant feeding and 216 re healthy weight. Oral health and speech and language referrals were also noted.

**Q. EMcL:** Re repeated use by vulnerable families, does the data reflect that? **A.**

Chair’s Initials:
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Not done for quarters 1-3 but can be reported for the whole year by super output area. **EMcL:** That would be useful as a key target. **MT:** Will be analysed by super output area. Repeated use was formerly 3+ times.

**Q.** Re data excluding 3-4 year olds-what would it be for previous years? **A.** Could be provided. **Q.** Is NELFT data reported? **A.** Not provided yet but expected by the end of the year. **WF:** Average usage can be analysed from e-start data. Our action planning focuses on the poorest communities. **CF:** We expect to be able to report more fully once services resume more fully..

## **6. UPDATE ON HENRY-KELLY PASCALL**

6.1. A report was screen shared summarising the autumn offer by team (infant feeding, speech and language, healthy families). There has been sustained support to families including 1:1 work and online workshops and support. The speech and language team offered initial assessment and intervention with use of video calls. Healthy families work continues on a virtual basis.

6.2. Remote service delivery continued during lockdown including infant feeding, speech and language, partner work with NELFT. Engagement in 2021 increased with good quality training offered. Re the summer term teams are keen to maintain the universal offer with face to face contact where possible and safe. Initial access is by helpline with sessions advised across the borough. There are weekly sessions in Centres and in parks. There is partner work with health colleagues.

## **7. VERBAL REPORT BY MARC BASSOT**

7.1. Re contract monitoring HENRY have provided all information expected during the year. Regular meetings have been established with Early Help and Public Health. Quarterly monitoring meetings continue and the information provided was sufficient to see that the majority of services continue online with good outcomes delivered.

## **8. LPC OVERVIEW-ANGELA CARTER-REPORT SCREEN SHARED**

8.1. Since April 2020 the service has continued to provide 1:1 support for families on caseload especially where vulnerable. Contact has been maintained via report fortnightly to CF including re post-natal support, developmental delays, one to one support and 2 year old reviews.

8.2. Daycare settings were closed at the start of the pandemic but 350 screenings were made to families and referrals made to babybank, foodbank and Citizen's Advice Bureau. There were initial challenges regarding working from home but families have been supported as well as possible. A virtual timetable of support has been devised to prioritise services. There were some face to face services from July for expectant mothers and young children.

8.3. Online information is provided re EYFS, eligibility checks and there is support for activities re speech and language delays and activities for expectant mums. There have been online Dads sessions, also healthy eating, arts and crafts, music and movement, stories and rhymes. Parents have engaged and given positive feedback. Baby bank has reached significant numbers each week with support provided across the borough.

8.4. There has been grant aid given for specific support re toys, newborn packs and relief of digital poverty. This has helped the service to get to know families with help given at the pace of the family.

- 8.5. There has been successful work with Peabody Trust cohorts 1 and 2 with an early years teacher successful in supporting children. There have also been prioritised sessions for targeted and vulnerable families referred to us including support for mental health.

**SG:** Case studies are being reported to the Board.

It was noted that a contract monitoring report had been circulated by Marc Bassot re LPCC performance in advance of the meeting. (Marc had left the meeting at this point so was unable to go through) .

**9. HEALTHY CHILD PROGRAMME-CORRINE CLARKSON SCREEN SHARED MARCH 2020 TO PRESENT**

- 9.1. Health service mandatory checks were suspended for a period with staff redeployed. A single point of access has been used to centralise contact and there is a weekly COVID response meeting.

- 9.2. Restrictions were eased in August with a move to fortnightly recovery meetings. Mandatory reviews were resumed and there has been screening for low maternal mood. There was a return to virtual delivery in the 2<sup>nd</sup> national lockdown with the contract extended to 2022.

- 9.3. There has been voluntary deployment re vaccination with suspension of performance monitoring. Performance data has been received but there have been significant work force retention issues.

- 9.4. The recovery phase was noted with resumption of services and data being monitored.

**10. REPORT RE TARGETTED SERVICES-MARY MARSH SCREEN SHARED**

- 10.1. Workforce issues have been challenging with COVID expected to be endemic and ongoing support needed. Redeployment was hard with a difficult transition re working from home. Procedures have been rewritten to enable virtual working following government directives.

- 10.2. 6-8 week checks have been reinstated with an increase in maternal health issues noted. Support has been provided as far as possible given reduced staffing and long-term absences due to secondment to COVID wards.

- 10.3. Targeted support has been given following clinical triage with over 3,000 families contacted. There has been significant impact re safeguarding on domestic violence and mental health. Urgent contacts have been made which have disrupted other workloads. There has been a return to work of traumatised staff. The backlog has taken its toll on a tired workforce. There has been an increase in enquiries from the local MP and from parents with access problems to a limited team. However, the service has adapted and changed significantly with partnership work developed to integrate services. Parents have accessed by a range of means with health visitor support. There was face to face contact with 100% of 2 year olds. Reviews have now been reinstated and contact is back at 80% although parents may not access the offer for a range of reasons.

- 10.4. Staff wellbeing is paramount with a flexible programme offered. The last year

has strengthened partnership relationships with thanks to commissioners in public health.

- 10.5. **SA:** Noted the challenges posed by the pandemic with the support provided commended.**MM:** Staff personal traumas are recognised including illness and bereavement. **CC** noted the significant impact on families and clinicians re redeployment into frontline services. The recent situation has been unprecedented and difficult for staff so service provision has been re-evaluated with regular performance management monitoring now suspended.

## 11. PUBLIC HEALTH CONSULTANT-NICOLA ELLIS

- 11.1. There has been parental feedback re engagement to re-commission effective Services. This is being delivered by MEL following research interviews with families and focus groups.

- 11.2. Parents can register and leave comments online. There is work re data sources to understand the current needs of families.  
-There is a focus on guidance and policies.  
-The Healthy Child programme provides re-commissioning guidance which is being evaluated and integrated with a view to developing service specifications from June 2021. Conversations are being held with providers with thanks to all for service support so far.

- 11.3. **SA** noted personal childcare problems and updates provided by LB Islington and a detailed childcare sufficiency assessment online.  
She asked what comparable information is being provided by LBWF.  
**EMcL:** A childcare sufficiency assessment is being done and should be completed this term. No providers have been lost but there are some gaps re early education places. Some settings have reduced their numbers in order to enforce social distancing. The website will be updated in due course.

## 12. UPDATE ON COMMUNICATION PLAN-CORINNE CLARKSON

- 12.1. **ML:** The C and FC website is being updated continuously. The last Communications Group agreed to revamp the LBWF website with links sent to members to feedback re client needs. More photos and videos are needed to put online with the use of stock images being considered.
- 12.2. A communications plan is in draft form and a template has been sent. All of the communications group need to be involved with a focus each month on a particular theme. We are trying to secure feedback from parents re what works and what doesn't.
- 12.3. The Children's Commissioner has launched a consultation with children 4+. There are age specific categories with an easy read and adult survey. Children's voices would be welcome so help to communicate with stakeholders to obtain this would be welcome. The annual survey is being worked on, feedback has been incorporated.  
**EB: Q.** Is the insight team making a voucher offer? **A.** Yes, it relates to the MEL research initiative.  
**EMcL:** Could we offer a draw to incentivise responses? **A.** Yes.

## 13. TWO AND THREE YEAR OLD EARLY EDUCATION-EMcL

- 13.1. EMcL screenshared information re provision for 2, 3 and 4 year old Free Early Educational Entitlement places. There was 90% take up of these in January 2021 with numbers now increasing to be comparable to last year. EMcL considered that work is needed to increase take up to be comparable to that of LBWF's nearest statistical neighbours.
- 13.2. Actions proposed to increase take up were noted including an e-newsletter to parents. These included targeted work with eligible families and families living in areas of higher deprivation, 'golden tickets' to eligible families on DWP lists, work with charities, online updates, parent champions' programme, development of new communications materials and local ward level data. An assessment will be carried out during the summer term to show current uptake of FEEE places.
- 13.3. **HC:** Referred to experience in LB Tower Hamlets re take up of am and pm Nursery places with am provision to be increased as a result as more popular with parents.  
**EMcL:** Acknowledged the issue made noting that there is work with providers to encourage flexible provision that meets the needs of families. She accepted that pm places are not popular.  
**NE: Q.** How frequently is DWP eligibility data updated and its impact on families?  
**EMcL:** Received termly. The number of eligible families in LBWF has reduced recently. The impact of COVID will be shared once known. Increased uptake in eligibility for healthy start vouchers was noted.  
**SA:** Noted that LB Islington has found an insufficiency of affordable childcare for two 2 year olds and of full time nursery places.  
**EMcL:** In LBWF the predominant gaps are for babies and two year olds in particular. She noted that the CSA update is not yet in the public domain.  
**CF:** The information shared is raw data but what is needed is a breakdown of where places are to provide that information to parents who need it and to the commissioned providers so that they can be aware when working with parents.  
**EMcL:** The new IT system does ask providers for that information and we will share data where we have it.

#### 14. **DATE AND AGENDA ITEMS FOR THE NEXT MEETING**

- 14.1. Date and Time of Next Meeting  
Tuesday 6 July 2021-2-4pm via Teams  
**ACTION:** JK to notify attendees prior to meeting.
- 14.2. Draft Agenda Items to Include  
-Welcome/apologies for absence.  
-Declarations of interest.  
-Minutes and matters arising from the last meeting held on 20-04-2021  
-Partner Reports.  
-Update re Re-commissioning Plans and Engagement Needs Analysis.  
-Communication plan update.  
-Premises report  
-Performance analysis report  
-Date and Time of Next Meeting + draft agenda items.

#### 15. **ANY OTHER BUSINESS**

There was none.

The meeting closed at 4.10 p.m.

**Reports e-circulated to clerk re digital exclusion, take up of FEEE, NELFT Covid**

**Timeline for CFC, HENRY Better Start update, CFC Lloyd Park COVID report, Best start services.**