

MINUTES OF A MEETING OF THE WALTHAMSTOW FAMILY CHILDREN AND FAMILY CENTRE STRATEGIC BOARD HELD ON TUESDAY 19 JANUARY 2021 AT 10.00 A.M. VIRTUALLY

Present: Carol Frederick (Chair)-LBWF Head of Early Help
 Angela Carter-The Lloyd Park Centre Children’s Charity
 Deketa Daley-NELFT
 Elisha Brett-LBWF Early Help Service
 Helen Crockford-Toy Library
 Helen Currie-Executive Head Teacher Federated CHLHNS
 Judith Kinder-LBWF CFC Officer
 Kelly Pascall-HENRY
 Lorraine Manford-A Sense of Wonder-Children’s Centre Improvement Partner
 Mary Marsh-NELFT Head of Service 0-19
 Maxine Lafayette-LBWF Early Help
 Sade Ajayi-LBWF Early Years
 Sade Alade-LBWF Early Years
 Tess Glenday-LBWF
 Jenna Litherland-Parents’ Forum
 Nicola Ellis-Public Health Consultant

Clerk to the Board: Caroline Russell

Summary of agreements and actions:

Minute reference	Formal agreements and/or actions identified	Named person(s) for action(s) identified	Completion date
5.3.	Children’s Centre Improvement Partner report: Issue report without tracked changes	LM	As soon as possible
6.5.	Digital Inclusion Report: -NE to circulate for all to consider as appropriate. -CC to organise another meeting to consider ‘next steps’	NE/All NE/All	As soon as possible
9.10.	Partner Reports: Carol Frederick to feedback to Cllr Grace Williams and Directors re risks.	Carol Frederick	Ongoing
12.1	Date and Time of Next Meeting: Tuesday 20 April 2021 2pm-Virtually.	All to note/CF+ Governor Services to action	20-04-2021

1. WELCOME AND APOLOGIES FOR ABSENCE

1.1 Welcome

All were welcomed to the meeting and introduced themselves.

1.2. Apologies for Absence

Chair’s Initials:

These were received and accepted from Sheila Gammons (Chair).
Eve McLoughlin, Raymond Wood, Wendy Fields, Michelle Twitchett and
Corinne Clarkson.,

2. DECLARATIONS OF INTEREST

There were no declarations of interest in any of the following agenda items.

3. MINUTES

3.1. Minutes of the Last Meeting Held on 6 October 2020

These were received and agreed to be an accurate record of the meeting,
considered signed.

3.2. Matters Arising

Minute reference	Action	Status update
4.2.	Draft Terms of Reference: Consider any additional representation needed e.g. SEND.	No response from EMcL. RB to liaise with EMcL.
6	Performance Data: Amend format to reflect changes to service delivery.	MT to report to next meeting.
7	UNICEF Accreditation:	Accreditation is ongoing
8.1	Delivery of Outcomes for Best Start in Life: CF/NE/EMcL have met but decisions postponed by lockdown. At NELFT integrated review meetings have been held	Report to next meeting
8.2	Scrutiny Committee Report January 2021: Completed for submission on 21/01/2021.	Completed
8.3.	Liaison with Local Community Voluntary Sector: CF/NE/HCr: Use of the winter grant has been considered and allocated. HCr will share info e.g. LPC and HENRY with users	Ongoing

4. REVISED TERMS OF REFERENCE

It was **AGREED** to adopt the current draft terms of reference for the present.

5. REPORT FROM THE CHILDREN’S CENTRE IMPROVEMENT PARTNER RE THE IMPACT OF COVID ON SERVICES-LORRAINE MANFORD

5.1. Summary Report

This was screen shared by Lorraine re purpose, evidence and findings.

5.2. Verbal Summary

- 5.2.1.** The report was compiled in November/December 2020 following interviews with a range of professionals virtually mainly working in Leytonstone and Chingford. Multiple responses were received relating to:
- The effect of COVID restrictions on activities and service delivery.
 - Challenges with service delivery.

Chair’s Initials:

- Support for practitioners.
- Future services.

5.2.2. Findings:

- Knowledge and confidence have increased re the use of technology.
- Regular virtual meetings are well run and attended.
- Community engagement has been facilitated by LPC e.g. baby bank has been very well supported.
- There has been significant ingenuity and creativity shown in the use of IT devices.
- Existing systems and pathways are working well e.g. re team working and establishment of new contacts in other services and charities. The Early Years' Handbook is very useful.
- For the future robust working from home plans are needed with appropriate equipment available. A mix of strategies is used especially for housebound parents.
- The mix of virtual and face to face meetings used has been successful with good attendance and punctuality and reduced travel time.
- A range of meetings can be virtual e.g. team, supervision, webinar training including question and answer sessions. Parents could be trained in the completion of Learning Books and the service promoted by a range of means.

5.3. Discussion

5.3.1. **MM:** The report is commended. Will email re NELFT points as need to separate staff perceptions from actual arrangements. Staff confidence is increasing in the use of video platforms. Video contact is used as a default means of contact if there are safeguarding considerations. There is some concern re interactions between family members, conduct of assessments and review of procedures. Activities have been developed to be accessible and engaging online (on LBWF website and The Hub)+ Facebook.

MM reported re a pilot with Whipps Cross Hospital re a digital ERed offer for new borns to promote services including toy library, Children and Family Centre Services and other support services. The CAMHS service has reportedly been slow to respond.

5.3.2. **Helen Crockford:** The Toy Library operates slots twice weekly. There is Wood Street ward funding and additional families could be accommodated including those with children with special educational needs.

5.3.3. **Helen Currie:** Loan of physical toys in the home would be very beneficial especially for children who have had good access to IT devices but less familiarity with toys.

5.3.4. **Elisha Brett** noted that existing stock could be supplemented with toys from the Home Visiting Service. She noted that more participation has been seen by Dads e.g, in online baby massage sessions and multiple donations. Use of additional buildings could be considered. Pop up sessions could be delivered in established locations but there is a need to consider SEND support for future lockdowns.

5.3.5. **Nicola Ellis:** The report was commended. Re the comments about CAMHS she could discuss these with the Board. A move to a virtual model should support response times.

ACTION: Issue report without tracked changes.

6. REPORT ON IMPACT OF DIGITAL INCLUSION AND FORWARD COMMUNICATIONS PLAN

- 6.1. **Nicola Ellis and Corinne Clarkson** reported that a Public Health Working Group had met to consider digital inclusion and barriers to it. An item is to be presented to the Childrens' Health and Well Being Board, the priority being to address digital poverty.
- 6.2. A report was screen shared re digital exclusion e.g. re skills, infrastructure, inability to purchase sufficient devices, data or fixed broadband and lack of space in the home to engage virtually.
- 6.3. Information from neighbouring boroughs including LB Tower Hamlets indicates high exclusion of low income households. In LBWF reach and engagement has been affected by COVID especially in more deprived areas.
- 6.4. Re schools and education a greater number of devices have been allocated to support children but more are needed. Older and lower income adults are likely to be most vulnerable to digital exclusion. Poverty is the major indicator of digital exclusion.
- 6.5. Discussion noted that the report is generally positive.
-There have been Local Authority developments re devices for children with provision of hard copy packs and resources for under 5s by the Lloyd Park Charity.
-A local system is need for donation of IT devices.
-Access to broadband is need for inclusion of low income households.
-Posters/paper resources including a helpline number are needed.
-Some funding is available for data support.
- ACTIONS:**
-NE to circulate report for all to consider as appropriate.
-CC to organise a further meeting to consider next steps e.g. face to face and phone support.

7. REPORT ON IMPACT OF DIGITAL INCLUSION AND FORWARD COMMUNICATIONS PLAN-MAXINE LAFAYETTE

- 7.1. Maxine reported regarding:
-Development of the Facebook page.
-Development of the LBWF website to be more child friendly.
-Forward planning re campaigns with each partner.
-Distribution of a postcard to promote the service offer as part of WF News and on the Facebook page as notification.
-Consider use of a poster format for Early Years settings to publicise services (AC) e.g. in the library, town centre and GP services.
-Analysis of the users of Facebook.

8. UPDATE RE RE-COMMISSIONING PLANS AND ENGAGEMENT NEEDS ANALYSIS PLANS-NICOLA ELLIS

- 8.1. Nicola reported regarding extension of the 3 main contracts (HENRY, LPC and NELFT) to the end of June 2022. After this time consideration will be given to recommissioning via a needs assessment to understand needs, what is working well, gaps and the future service model (being considered by an internal working group) including engagement with families.
IT connection lost 11.25-11.40 a.m.

9. PARTNER REPORTS

9.1. Leytonstone Early Help

The service is operating predominantly virtually via zoom or teams. There are doorstep visits if there is a safeguarding risk with the option of office visits if necessary.

9.2. Parents' Forum-Jenna Litherland

This used to meet face to face but is now virtual using Facebook for support.

9.3. Elisha Brett-LBWF Early Help Service

The service is supporting vulnerable children who are not in a setting due to closure. There is information on The Hub. Early Years' home visitors are developing a digital offer for a service to families with complex needs.

9.4. Mary Marsh-NELFT

A restricted service is being offered except for the 6-8 week check to assess maternal mood. The universal offer has reduced but there is clinical triage for health review.

Virtual clinics are operating via a single point of access. Re working with parents communications will be considered. Digital support is being offered via the ERed book hoping for a 70-90% uptake working around the integrated pathway and extended access.

9.5. Sade Alade-LBWF Early Years Leyton

There are no face to face or door step visits. There has been a significant amount of staff absence. Face to face play sessions were being delivered but stopped in January due to high rates of transmission. These may restart in February.

9.6. Helen Currie, Executive Head Teacher CHLHNS

The service has remained open to all children given the lower transmission rate for early years' children. There is a need to consider staff well-being. There are budget difficulties but the service expects to be funded. Constantly changing guidelines and restrictions are a challenge. LBWF are supportive and the nursery schools are open to all including special needs children with Education and Health Care plans. However, adequate funding is needed.

The importance of staff looking after their own well-being was agreed by Carol Frederick in order to be able to continue to support vulnerable families.

9.7. Angela Carter, Lloyd Park Centre Children's Charity

Angela noted the importance of maintaining well-being and good mental health. Multiple staff and families have been affected by COVID. Activities for children and families to do during daily exercise will be posted online.

9.8. Helen Crockford, Manager of Walthamstow Toy Library

There is a campaign to support early years and make representation to the local authority, lead member and MP.

9.9. Elisha Brett, LBWF Early Help Service

With regard to funding there are uncertainties due to government funding not supporting sustainability. A consistent and collective message needs to be sent to

government re the need for people to talk to families. The present restrictions have lasted for nearly a year with staff anxious and stressed.

9.10. Mary Marsh

NELFT are holding similar discussions. The current focus is on crisis but early intervention and educational initiatives continue despite personal tragedies. There is a need to maintain compassion.

ACTION: Carol Frederick to feedback to Cllr Grace Williams and Directors.

10. DEVELOPMENT OF POVERTY INFORMED PRACTICE/WINTER GRANT/SECTION 17 PLANS-SAFE ALADE

10.1. The restrictions have had a significant impact on families. In response, LPC led the Building a Brighter Christmas campaign with LBWF, the Toy Library and Peabody. 467 hampers were distributed to vulnerable families.

10.2. Sade shared a summary regarding use of the winter grant of £100,000 to support families in need. From December 2020 to March 2021 the focus is on food and utility bills with payments made by BACS. Support with food costs was given via Edenred vouchers (email or hard copy). Purchase of winter clothes was also supported.

10.3. Further payments are planned re food, minor electricals together with use of The Pantry at the Paradox Centre, Chingford.
Use of the winter grant represented an outstanding example of service cooperation. Discussions re future poverty have informed practice including use of section 17 funding.

Q. Were food vouchers distributed via education or health? **A.** The COVID winter grant totalling £954,000 included welfare assistance payments such as free school meals vouchers. Children entitled to early years' pupil premium funding only receive vouchers if attending school all day. Snack provision is made of the 15 hour provision.

11. ANY OTHER BUSINESS

There was none.

12. DATE AND TIME OF NEXT MEETING

12.1. Date and Time of Next Meeting

Provisionally, Tuesday April 20 at 2pm virtually.

12.2 Draft Agenda Items to Include

- Welcome and apologies for absence
- Declarations of interest
- Minutes and matters arising from the last meeting held on 19-01-2021.

The meeting closed at 12.30 p.m.

Chair: (print)

..... (sign)

Date:

Chair's Initials:
