



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough



Telford and Wrekin

**FAMILY HUBS**

# Telford Family Hubs Offer



Funded by  
UK Government



# Why Family Hubs?

**We know that the time from conception to the age of two lays important foundations for children's emotional and physical development. We want to support parents through the early years of a child's life, understanding how challenging it can be.**

All kinds of families face challenges from time to time and by building on families' strengths, drawing on the wider relationships that families have, and on the capacity and potential for support and advice from within local communities, including schools and voluntary organisations Family Hubs make it simpler to get the help that the whole family needs.

Investing in families and making sure they get the support they need from birth through to adulthood helps with children's educational attainment, wellbeing, and life chances, while also improving wider outcomes such as mental health and unemployment. Strong, supportive families make for more stable communities and happier individuals. By helping to establish nurturing, supportive environments for the youngest members of society, family hubs will make it easier for parents and carers to give their children the best start in life.



**Jo Britton**

Executive Director Childrens Services

## What are Family Hubs?

Family Hubs are a place virtually or in your own community that provide signposting and support for all parents and their children.

## Who can access a Family Hub?

There will be a range of services available. Some will be available only to those who have the greatest needs but there will also be services available to any family, child or young person who needs them (for example baby health clinics and adult education classes).

Given that families can face challenges at any time, not just when children are very young, the Family Hub model maintains a focus on the early years but extends family help to families with children aged 0-19 (and up to 25, where there are special educational needs and disabilities).

Parents can contact a family hub and access trusted resources of information, advice and guidance, this might lead to finding the right help online, over the phone or in person, either at the Family Hub or at another site.

## How do I get help from a Family Hub?

Getting help from a Family Hub is simple. You can contact any of the services in this booklet, walk in to a local hub during opening times, you can telephone **01952 385465** or a professional person can refer you. Wherever you live you will be able to get help from one of our Family Hubs.

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### Local Maternity & Neonatal System (LMNS)

Under the Telford & Wrekin Start for Life Project, the Shropshire, Telford & Wrekin Local Maternity & Neonatal System (LMNS) will be working with The Shrewsbury & Telford NHS Trust and Mini First Aid to deliver a robust service user focused model of Antenatal Education that will be available to all birthing people in Telford and Wrekin.

This is a project of two halves, the first being an offer of FREE Baby First Aid and Accident Prevention classes run by the award winning Mini First Aid in community venues around Telford & Wrekin. The Baby First Aid course will teach you how to manage many ailments such as Bumps and Burns, Febrile Seizures, Choking and Bleeding, how to carry out life saving CPR and empower you with knowledge on safe sleep, Sepsis and Meningitis Awareness. The Accident Prevention course will educate you on keeping your home safe and get you thinking about all the things you may never thought could be hazard to a baby or small child!

These courses are due to be launched in July 2023, please email the LMNS Team at [betterbirths.stw@nhs.net](mailto:betterbirths.stw@nhs.net) for more information.

The second half of this project will offer online and a number of face to face Antenatal Education sessions delivered by our local provider The Shrewsbury & Telford NHS Trust to all service users that are currently pregnant and their chosen support partner, within the Telford & Wrekin community.

A vast programme of education will be offered to prepare you for parenthood discussing topics such as Healthy Pregnancy, Perinatal Mental Health, Preparing for Parenthood, Labour & Birth, Caring for Baby and Postnatal Expectations. This is a unique model of Antenatal Education that will also offer tailored bespoke classes to targeted groups identified by Telford & Wrekin Council.

## **Breastfeeding Network**

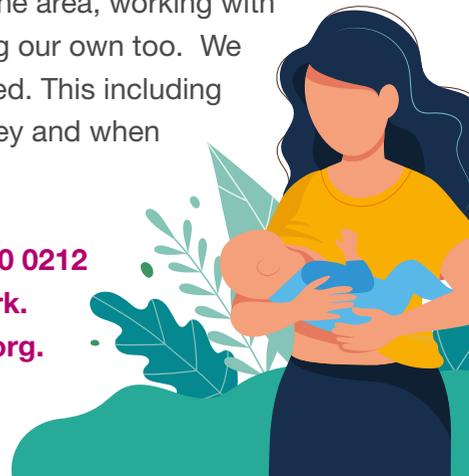
Under the Start for Life project with Telford & Wrekin Council the Breastfeeding Network will improve access to free, up to date, evidence based infant feeding support. Our aim is to help everyone reach their own feeding goals, offering support through any challenges and ensuring people have a safe space to ask questions and meet other families.

We will be offering antenatal classes, both virtual and in person, to women and pregnant people within Telford and Wrekin. Our team of volunteers will also start offering support on the postnatal ward at Princess Royal Hospital alongside establishing more weekly groups within the local community.

We are offering FREE accredited training to more parents who want to become peer supporters, at both Helper and Supporter level as well as training Support Assistants working in the hospital. Our three hour First Milk Matters course will be offered to staff and volunteers working with families including baby group leaders, the strengthening families team, library staff and oral health teams. Books focusing on infant feeding, including breastfeeding and introducing solids, will be available at all nine libraries within Telford and Wrekin.

We promoting breastfeeding support across the area, working with existing organisations and events, and hosting our own too. We want all families to feel supported and informed. This including during pregnancy, throughout a feeding journey and when wanting to move on from breastfeeding.

For further information contact us on **0300 100 0212** or email on **shropshire@breastfeedingnetwork.org.uk** or visit **www.breastfeedingnetwork.org.uk/project/shropshire**



### Health visiting

#### New birth visit

To provide support and signposting for families with a new baby (10-14 days post birth).

#### 6-8 week review

This is in addition to the six week check the GP provides and is around supporting the family and ensuring baby's needs are met.

#### 1 yr development review

Assessment of global development, takes place anytime from 9-15 months.

#### 2 yr development review

Assessment of global development, takes place anytime from 2 to 2 ½ years.

#### Text message support via Chat Health

School Readiness worker who supports early years and parents/carers around issues such as toileting, behaviour, sleep etc.

#### Mums in Mind group

Provided focused support around emotional and mental health and wellbeing.

#### Breastfeeding Support

From day 4 by qualified breastfeeding facilitators.

#### Contact details

Telephone: **0333 358 3328**

Email: **[shropcom.adminleonardst@nhs.net](mailto:shropcom.adminleonardst@nhs.net)**





## Families in Telford

### Families in Telford

This group is specifically tailored for the needs of pregnant ladies, babies and little ones up until they start confidently moving around. Tums and Tinies provides a safe environment for babies to be able to explore and for new mothers to feel confident to be able to talk honestly and openly about their experiences.

There are lots of relaxed conversations about topics such as feeding, sleep problems, milestones, weaning and the impact on relationships. Discussions and activities help parents build their confidence in their abilities and mean they can try new things such as baby-led weaning, in a safe and controlled environment, developing their confidence to try things at home.



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To find out more visit

[www.familiesintelford.co.uk/babyandtoddlergroups](http://www.familiesintelford.co.uk/babyandtoddlergroups)





Telford & Wrekin

## Home Start

Home-Start is a family support charity, established for 34 years, providing help for young families under pressure. We work with families who have at least one child under the age of five and our core offer is weekly, home visiting support from thoroughly trained, vetted and supervised volunteers who are carefully matched with families to meet individual need. Our support is open ended and flexible, we accompany to appointments and signpost as well as home visiting. We have a dedicated teenage parent project

In addition to home visiting, we also offer weekly, term-time group support and regular self-esteem courses. We run two groups from the children's centre at Hadley Learning Community, a teenage parent group at Meeting Point House and a 'Me Time' group at Hollinswood Community Centre. The 'Me Time' group has a focus on mental health/wellbeing and has a creche so parents have some time to themselves to address their issues and gain peer support from each other and our team of volunteers

Our self-esteem courses run from different venues across the borough, they follow a well established programme, initially written for the health service, and are delivered by experienced trainers, attendees always report excellent results at the end of the course. These courses include a creche.



For more information visit

<https://homestarttelfordandwrekin.co.uk>



### Parents Opening Doors (PODS)

PODS is a peer lead charity who support families with a child aged 0-25 who has a disability and/or an additional need. All of our team have real lived experience and are well placed to understand the emotions and difficulties you may be facing.

For families who are expecting a baby or have a child aged one or under we have a support worker who will work with you on a 1-1 basis from the initial identification of there being a disability, be that pre or post birth. The support will take the form of both practical advice and emotional support, with the option of our attendance during meetings and hospital visits. All support will be carried out by a trained support worker with the relevant lived experience to support the family effectively.

Please speak to your midwife or health visitor to be referred into this service or if you prefer families can self refer, please email [support@podstelford.org](mailto:support@podstelford.org)

For those parents requiring a higher level of emotional support, you will be able to access a course of six counselling sessions, enabling you to work through your fears and worries, resulting in improved health and wellbeing. All counselling sessions will be delivered by our own in-house counsellor. Families requiring these sessions will be identified by our Support Worker and other relevant professionals working with the family and referred in.





## Sea Change Listening Space

### Who will be listening?

You will meet with one of our experienced team of counsellors and psychotherapists, who will offer support with any worries or concerns you have about yourself, your baby, or the relationship between you.

### Can I bring my partner or my baby?

Yes, you can bring anyone you'd like to for support, and babies are welcome.

### How many sessions will I be offered and what will they cost?

We provide six sessions, followed by a further six if needed. Sessions are free of charge.

### Where will sessions take place?

Sessions take place in person at the Family Hub, online or by phone. Understanding that more time and support may be needed, there may be an opportunity to extend the number of sessions if required or to be referred into further individual or group support within The Sea Change Trust.

### I'd like to know more.

If you think this might be helpful for you and/or your partner, please ring or e-mail Becky Herbert on 01743 248886, [becky@scpsychotherapy.co.uk](mailto:becky@scpsychotherapy.co.uk).

## Telford & Wrekin Libraries

There are nine libraries located across the borough. They are a safe place where everybody is welcome. We provide the following:

- free library membership from birth;
- a wide range of books for adults and children of all ages and abilities including picture books and board books for our youngest visitors, and a collection of books to help parents/carers with raising a family;
- information and signposting – our staff are always happy to help you find the information you need, or we will signpost you to further help and support;
- Bounce and Rhyme for under 5s – these are free 30 minute singing and rhymes groups that contribute to speech and language development and can also provide peer support for parents/carers. These sessions are currently run in Southwater, Wellington and Newport Libraries. Look out for new sessions for 0-1s starting across the borough in the Autumn; and
- Bookstart Baby for 0-12months – these packs contain a free book, a finger puppet, and advice and information about sharing rhymes and stories with your child. You may receive the pack from your Health Visitor, but if you haven't please ask at your local library. There are also packs for children with additional needs which are supplied on request.



For more information please visit our website  
[www.telford.gov.uk/libraries](http://www.telford.gov.uk/libraries) or you can email us  
[libraryenquiries@telford.gov.uk](mailto:libraryenquiries@telford.gov.uk)



## Triple P

### Positive Parenting Programme for Every Parent Empowering parents, strengthening communities

The Triple P – Positive Parenting Program® is an evidence-based system of parenting interventions unlike any other. It's designed to build parents' skills so they can raise confident, healthy, happy children and teenagers, enjoy stronger family relationships, and create protective, safe environments for their families. Triple P gives parents simple and practical strategies they can adapt to suit their own values, beliefs and needs. For communities, the effects can be widespread and long-lasting: Triple P's programmes (which governments and organisations choose and deliver to suit local needs), can help prevent and treat emotional and conduct problems and mental health issues in children and adolescents, and can help prevent child maltreatment and out-of-home placements. Triple P can also help children perform better academically and improve the home learning environment.

#### What sets Triple P apart?

- Most extensively researched parenting programme in the world.
- Helped more than 4 million children and families.
- Proven across cultures and socioeconomic groups.
- Only programme with a proven population-health approach.

For further information please email

**[strengtheningfamiliesBSO@telford.gov.uk](mailto:strengtheningfamiliesBSO@telford.gov.uk)**

or call **01952 385465**



## Best start for Life – 0-2s booklet

This physical and virtual booklet provides parents of 0-2 year olds in Telford and Wrekin with a way of accessing community support. Within the booklet is details how to sign up for the Family Hubs newsletters so that parents can be kept up to date with what is happening in their area.

The booklet also includes:

- groups for babies of all ages and abilities that are free to access;
- additional information on groups in the area with fees;
- breastfeeding support information;
- government weaning information;
- contact details for services that may be needed in a crisis; and
- baby first aid.



This booklet was designed to be a ‘one stop shop’ for information parents might need in the first year of their baby’s life. It is updated quarterly – with the next update due in October 2023.



For more information please visit our website [www.telford.gov.uk/familyhubs](http://www.telford.gov.uk/familyhubs) or you scan the QR code to download



## **Citizens Advice Telford & Wrekin**

A free ‘Baby Steps’ Money and Advice service is being provided by Citizens Advice Telford and The Wrekin to help local parents before and after pregnancy. We can provide advice on:

- benefits entitlement;
- budgeting and debts;
- childcare options and costs;
- cost-of-living advice including crisis support;
- maternity/paternity employment rights;
- housing issues;
- relationship breakdown and my rights; and
- immigration status and my baby.

Information and advice is available via self-service on our website. Email, phone or face-to-face advice available and we accept referrals from Family Hub partners and local professionals.

All advice is provided by our local team of friendly, qualified advisers and is free, impartial, and confidential.



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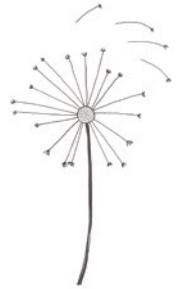
Visit [www.citizensadvice.telfordandthewrekin.org.uk](http://www.citizensadvice.telfordandthewrekin.org.uk)  
for further information or to contact us on **01952 567193**.

## Dandelions – lived experience parent/carer forum

We are the Dandelions. A group of parents who have lived experience of service's and support from Telford & Wrekin Council and are now working along side them to bring about change for other families.

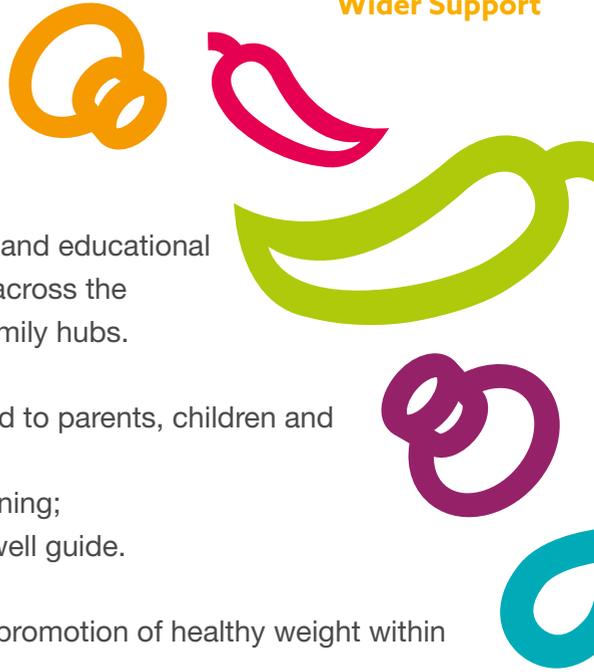
We are involved in co-producing documents with the council, so the voice of the parent is heard. We provide advocacy for parents who need a voice. We provide peer support to families going through similar experiences. We work alongside SEND provision to support families and services.

The  
dandelion



For more information, please email [telfordfamilyhubs@telford.gov.uk](mailto:telfordfamilyhubs@telford.gov.uk)

*"Being part of Dandelions has kind of opened up the future for me. By attending the meetings, working alongside services etc I'm gaining so much more experience than I would in paid work limited to just one role. And this makes me hopeful the experience I'm gaining now on top of the experience and qualifications I had already, will put me in a great position career wise when it is time."*



## Eatwell

Eatwell will provide healthy cooking and educational sessions within community venues across the borough, linked to the opening of family hubs.

A variety of sessions will be delivered to parents, children and families including:

- cooking on a budget;
- 5 a day;
- weaning;
- Eatwell guide.

The Eatwell project will support the promotion of healthy weight within the borough and aims to:

- grow children's and parent's confidence in their own skills and abilities;
- encourage positive interaction between children and parents;
- raise awareness about healthy eating and promote a consistent approach to developing a healthy lifestyle;
- work with local communities to address barriers to healthy eating, such as cooking within a budget; and
- work with partners on the development of community programmes, including Happy, Healthy, Active Holidays.

For further information please contact **01952 380918** or email **[jacqueline.taylor@telford.gov.uk](mailto:jacqueline.taylor@telford.gov.uk)**



## Talking 2s

Parents or carers of two year olds who meet the criteria can apply for a free early learning place to fund childcare sessions for 15 hours per week flexibly, 38 weeks of the year from the term after their second birthday.



To find out more visit [www.telford.gov.uk/talking2s](http://www.telford.gov.uk/talking2s)

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## Talking 3s and 4s

Every three and four year old child is entitled to 15 hours per week of funded early years provision, for 38 weeks per year from the term after their third birthday. This must be taken over a minimum of two days and with a maximum of two childcare providers. Children are eligible at the start of the term following their third birthday until statutory school age, so a child born between:

Children born between	Eligible to start from
1 April - 31 August	Autumn term (starts September)
1 September - 31 December	Spring term (starts January)
1 January - 31 March	Summer term (starts April)

This table shows when a child is eligible for a 3 to 4 year old funded place.



To find out more visit [www.telford.gov.uk/talking3sand4s](http://www.telford.gov.uk/talking3sand4s)

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### 30 hours childcare (3 and 4 year olds)

As many parents/carers may be aware families meeting a specific criteria will be able to claim an additional 15 hours free childcare on top of the existing 15 hours already available to all 3 and 4 year olds.

This additional offer is aimed specifically at those families who meet the criteria below:

- both parents/carers are working (or sole parent in a lone parent family) and each parent earns on average: a weekly minimum wage the equivalent to 16 hours at national minimum wage (NMW) or living wage (NLW) and less than £100,000 per year each;
- both parents are employed but one or both is temporarily away from the workplaces on parental, maternity, paternity, adoption leave or statutory sick pay;
- one parent is employed and the other parent has substantial caring responsibilities based on specific benefits received for caring;
- one parent is employed and one parent is disabled/incapacitated based on specific benefits;
- foster parents who are in paid work outside their role as a foster parent.

You do not need to actually work 16 hours per week but your earnings must meet the minimum equivalent of national minimum or living wage.

All childcare providers registered with Ofsted are able to deliver this funding including childminders and schools with a nursery provision. Each provider will have their own offer and you should discuss this directly with the childcare provider of your choice. To find out more visit

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

## Tax Free Childcare

Tax free childcare is a new government scheme to help working parents with the cost of childcare.

Parents will be able to open an online account, which they can use to pay for childcare from a registered provider.

For every £8 a parent pays in, the government will pay in an extra £2. You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the costs of childcare. This goes up to £1,000 every 3 months if a child is disabled (up to £4,000 a year).



To find out more visit this website  
[www.gov.uk/tax-free-childcare](https://www.gov.uk/tax-free-childcare)



Right help at the right time

## Family Hub Offer – Reducing Parental Conflict

There is strong evidence that conflict between parents, whether together or separated can have a significant negative impact on children’s mental health and long-term life chances. Not all conflict is damaging, but where this is frequent, intense and poorly resolved it can harm children’s outcomes. The Reducing Parental Conflict (RPC) programme is aimed at conflict below the threshold of domestic abuse.

Here in Telford and Wrekin we have been working with Amity Relationships to develop a RPC Toolkit, which our practitioners will be trained to use with parents. We have also been working with Tavistock Relationships to produce an app for parents to access and further training to enhance our RPC offer.

We will be launching our new ‘Between Us’ App which will provide parents with a wider range of exercises, communication tips and easy to understand information on why communication matters, along with interactive videos.

For further information please contact

[telfordfamilyhubs@telford.gov.uk](mailto:telfordfamilyhubs@telford.gov.uk)



# Between Us





To find out more about of the  
Family Hubs Offers please visit our website  
[www.telford.gov.uk/familyhubs](http://www.telford.gov.uk/familyhubs)



Protect, care and invest  
to create a better borough



Right help at the right time