



**PEOPLE AT THE
HEART OF OUR PLACE
2023-2025**

WALTHAM FOREST
MY NEIGHBOURHOOD



Waltham Forest

CONTENTS

FOREWORD 03

INTRODUCTION 04

THE IMPERATIVE FOR CHANGE 05

OUR VISION AND PRINCIPLES 06

PEOPLE AT THE HEART OF WALTHAM FOREST 09

OUR AMBITIONS 10

OUR PROMISE TO RESIDENTS 11

WORKING WITH PEOPLE AND FAMILIES 12

PUTTING OUR APPROACH INTO PRACTICE 13

HOW WE WILL MEASURE PROGRESS 20

LOOKING AHEAD 21



FOREWORD:

Waltham Forest is a vibrant place and a thriving borough. It's our people and wonderful communities that make it what it is. Our residents are our greatest asset and everybody has something they can offer their community. At times though, throughout life, people and families need help. When they do, we all have to play our part, so everyone can get the support they need at the right time and in the right ways for them.

People at the Heart of Our Place is our commitment to delivering an improved, sustainable, and accessible offer of support for our residents, so everyone can be safe, well, resilient, as independent as possible, and connected to their communities.

We're a bold and ambitious borough and we've achieved an incredible amount over the last few years in testing times and despite unprecedented financial pressures meaning difficult decisions made to manage resources. We're committed to doing things differently, taking difficult decisions where we must, and changing how we deliver services to achieve the best outcomes for our residents.

Listening to our communities, understanding their experiences, and working together is the only way we can support the needs and aspirations of residents. We will continue to give people more influence over challenges they want to overcome and a greater say over decisions affecting their lives, aligning our priorities with theirs. Through co-creating meaningful solutions together, communities will have more power to shape the decisions and services that affect their lives.

We cannot realise our vision for Waltham Forest without tackling the inequalities and injustice that many residents face. There is a focus on tackling systemic inequality across everything we do, from practical steps to tackle the cost of living crisis, narrowing gaps in outcomes that start early in life and continue through education and into employment, to working with partners to improve health and address health inequalities. Everyone who lives here must have an equal chance to thrive.

Waltham Forest is a borough people are proud to call home, where they feel they belong, and are part of a community. We're a borough where people can have a great start in life, grow up, settle down, and age well. We all help build amazing and resilient communities, keeping one another

safe, joining in celebration and coming together when times are difficult. This is founded on the relationships we build, including those that mean people are connected and not lonely or isolated, and the warm welcome we extend to anyone seeking sanctuary. We all know what it is to feel supported and the energy that brings. With this strategy, and by working collaboratively with our communities and partners, we commit to putting people at the very heart of everything we do.



Councillor Grace Williams,
Leader of Waltham
Forest Council



Councillor Naheed Asghar,
Cabinet Member for Health
and Wellbeing



Councillor Louise Mitchell,
Cabinet Member
for Adults



Councillor Kizzy Gardiner,
Cabinet Member for Children
and Young People

INTRODUCTION

People at the Heart of Our Place is our commitment to ensuring every resident can access the support they need to be safe, well, resilient, independent, and connected.

It is an ambitious strategy for changing how we work to provide the very best support to all people and families.

Delivering this strategy requires us all to come together, with the Council working closely alongside partners, communities, and residents to realise our shared goals.



THE IMPERATIVE FOR CHANGE

This is a time of uncertainty and the need for change is set against a number of interconnected challenges. Whilst we face many complex issues, we have an opportunity to build on our successes and work in new and creative ways to ensure everyone in Waltham Forest gets the right support when they need it.

A Fair and Healthier Waltham Forest (Institute of Health Equity Report) shows how important the conditions in which people live are to health and wellbeing, and how health can be unfairly affected by identity, background and postcode. Access to decent housing, good quality jobs, and being able to make ends meet all have a significant impact on the likelihood of living a healthy life.

Learning and education are a route to progress and unlock opportunities. However, there are disparities in attainment and experiences, often pre-determined from a very young age. Throughout life, everyone should have access to the excellent educational and learning opportunities they need to thrive.

There are some in Waltham Forest who face persistent injustice and inequalities continue to blight lives, limiting the opportunities people need to realise their potential and

enjoy a good quality of life. Many issues are entrenched and need unrelenting focus to tackle.

Abuse, neglect and harm take different forms and have devastating consequences. To protect everyone's right to live in safety, people should know the signs of harm and abuse, and how to speak out. No one should assume someone else will act, safeguarding needs to be everyone's business.

The cost of living crisis is forcing many residents to make desperate choices and hitting the most vulnerable hardest. Council and partner finances are stretched, exacerbated by the need for services rising, the number of people with complex needs growing, and workforce planning pressures. We need a collective response that protects and supports residents.

Accessible support is not always local to where people live, or available at times that work for them. 15-Minute Neighbourhoods can help the Council and partners to act more locally and meet people's needs earlier, and develop capacity in communities to come together and make the positive change they want to see.



OUR VISION AND PRINCIPLES

People at the Heart of Our Place sets out a vision for providing the support people and families in Waltham Forest need, at the right time, in the right place, and in ways that work for them.

We want to bring local people, communities, and partners on board with our vision so we can work together to drive change and achieve our ambitions.



WALTHAM FOREST'S VISION FOR PEOPLE AT THE HEART OF OUR PLACE:

We want everyone in Waltham Forest to receive high quality services and support that is personalised and available at the right time, more locally, and in ways that work for them. Support will be led by people and families, giving them more choice, using a strengths-based approach focused on what they can do, and building capacity and resilience so people can help themselves and each other in their communities. We will ensure strong leadership, working alongside people and families, our communities and partners, so everyone has an equal chance to thrive.

We have identified six principles that will guide our approach and that we will use to put this strategy into practice.

These principles will shape what we do and how we will work to achieve our priorities, driving our vision as we continue to provide the very best support for everyone in Waltham Forest.

**A FAIRER AND
MORE EQUAL
FUTURE**

**SUPPORT THAT
IS ACCESSIBLE**

**CONSIDERING
THE WHOLE
FAMILY**

**PEOPLE AT
THE HEART OF
OUR PLACE**

**EVERY
CONVERSATION
COUNTS**

**BUILDING
QUALITY
RELATIONSHIPS**

**THE RIGHT
HELP AT THE
RIGHT TIME**

OUR VISION AND PRINCIPLES



A fairer and more equal future

We will tackle the root causes of inequality, including by ensuring people and communities can access support and services, addressing drivers of inequality, and meeting these needs through a workforce that represents the borough's communities. We will celebrate the rich and wonderful diversity of people, cultures, and communities.



Support that is accessible

We will improve access to support at every stage of life. This includes having more support that is local and within easy reach of home, communities working together to support each other, and improving access to support and services that people have to travel to and reach in different parts of the borough. It is also about ensuring people know what support and services are available to them and have access to the right information.



Every conversation counts

We will have conversations that build relationships and identify people's strengths and needs in the context of their family, community, circumstances, and experiences. Providing the best support for people and families means we need to know and understand them and have the right conversation at the right time. We need to make sure that every conversation counts, using the contacts we have everyday to encourage and support people and families.



The right help at the right time

We will support people and families through the right action as soon as problems start or where it is likely they will emerge in future. Early support, ensuring the right action at the right time and prevention are everybody's responsibility and everyone has a part to play in promoting the wellbeing of people and families who may have or develop care and support needs.



Building quality relationships

We will build on people's unique strengths and do 'with' not 'to'. Building quality relationships is at the heart of what we do, working with people, families, communities and partners to improve support and achieve the outcomes they, and others, value in their lives. We will help people to help themselves and each other – developing skills and building resilience and relationships.



Considering the whole family

We will work with people and families in a joined-up way, drawing on family strengths, identifying opportunities together, and supporting family members to help each other. This is family in the widest sense, including carers, siblings, friends, neighbours, and communities. We consider the impact of family dynamics and circumstances, and local networks, on people and families.

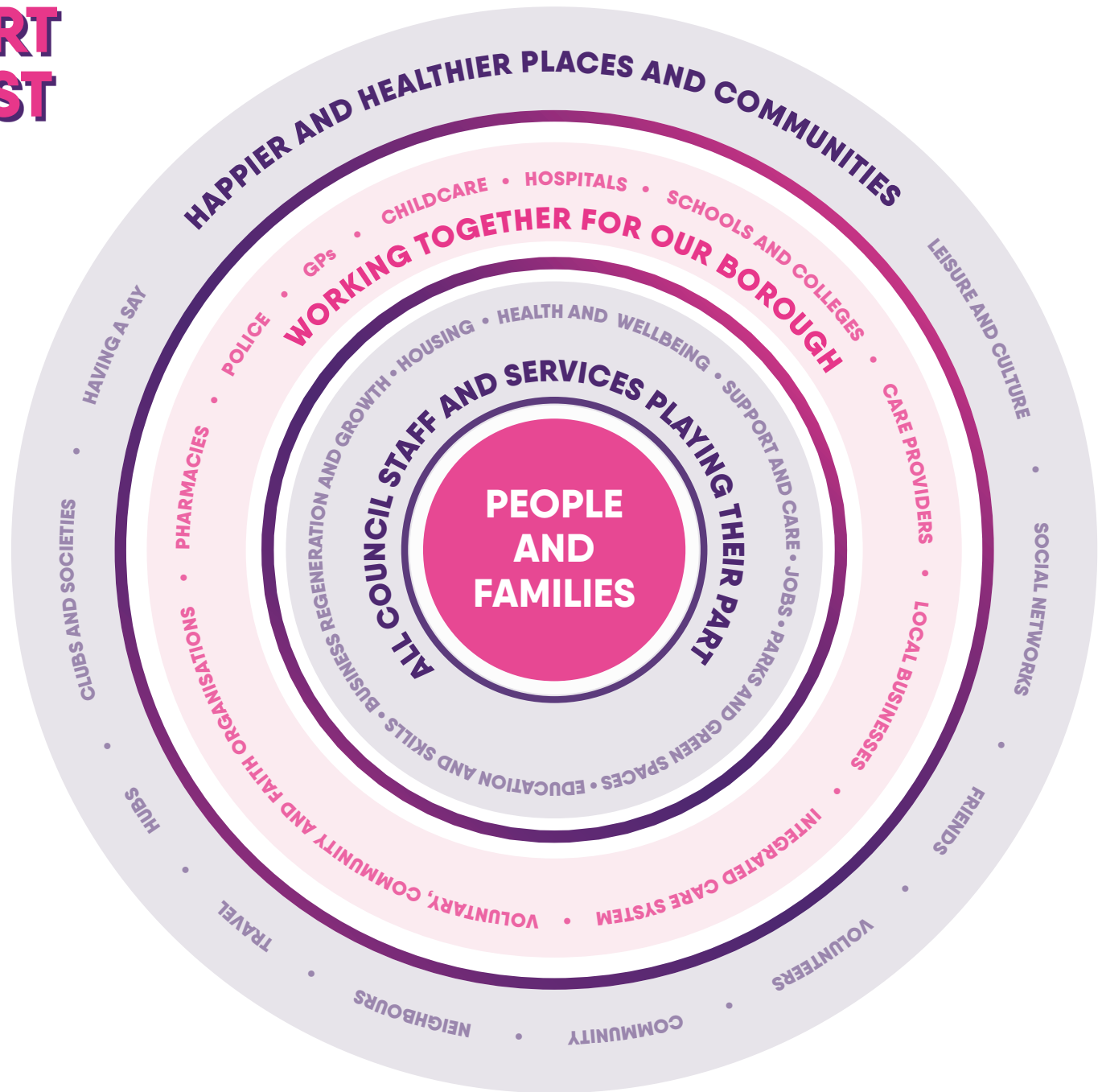
PEOPLE AT THE HEART OF WALTHAM FOREST

In Waltham Forest, everyone plays a part in building happier and healthier communities. People are our greatest asset, and we value their strengths, energy, creativity, and potential.

To build the support people and families need, we have to come together as a system. We have good foundations and strong partnerships, but we all need to do more to meet our ambitions, address local challenges, and tackle the root causes of issues affecting residents.

By working together across the borough, we can better design and tailor services, target our efforts and resources, and ensure the greatest impact. This will mean people and families can access more of the support they need at times and in ways that work for them and make experiences as easy and meaningful as possible.

Working alongside communities and partners, we can achieve our shared ambitions for Waltham Forest and help everyone reach their potential and thrive in life.



OUR AMBITIONS

There is a lot to love about Waltham Forest and we have big aspirations for the borough. Our ambition is for all residents to be safe, well, resilient, independent, and connected. This is grounded in our understanding of the challenges the borough and those who live here are facing, and provides a clear purpose to guide us to achieving the best support for people and families.



Safe

We want everyone to be safe from harm, abuse, neglect, and exploitation. Being and feeling safe is essential for people to enjoy a good quality of life. This means no one should feel unsafe at home and no one should feel scared or threatened by going out. Everyone should know where to get help if they need it, have confidence it will be provided, and trust that safeguarding is everybody's business.



Well

We want everyone to enjoy good physical, mental, financial, and social wellbeing so they can have a good quality of life, fulfilling experiences, and take the opportunities to achieve their aspirations. We must take action on the social determinants of health to reduce health inequalities, and ensure everyone has equal access to early learning and opportunities for learning across the life course to excel in developing the knowledge and skills to be successful in their futures.



Resilient

We want people to have the skills, knowledge, capacity and capability to cope with, manage and reduce whatever challenges arise in their lives and to take opportunities to restore their health and wellness with help from their communities and social networks. We want people to fully participate in communities in ways that are right for them. For those able to, we want work and volunteering to help build personal independence and resilience.



Independent

We want more people to lead as independent a life as possible, realising their ambitions and living their life in the way they want to. We want people to be able to give something back to those who may be more vulnerable.



Connected

We want people to feel a sense of belonging and community connection, to have strong relationships with their neighbours and opportunities to contribute to their local community, helping each other out, coming together to solve problems and trusting one another. We will always take into account support and advice that is available in the family, local networks, and from within the community.

OUR PROMISE TO RESIDENTS

To deliver our ambitions requires a commitment from our staff to drive change. The behaviours we must all adopt reflect what we think putting people at the heart of everything we do is all about. They will shape how we approach everything we do and how we work with and support people and families.



Staff are open, respectful, and willing to learn.

Our staff are led by the needs of the people and families they work with. They strive to practice cultural competency and self-awareness. They are humble, always willing to listen and learn from peoples lived experiences and needs, and take time to reflect on their own beliefs and cultural identity. They work openly and with sensitivity and respect, always ensuring equitable services and support.



Staff are empowered.

We believe leadership can come from anywhere. Staff will be empowered, trusted, and supported to lead, bring fresh thinking, new ideas and champion new ways of working. We know our staff have the potential and ability to create new opportunities to meet need and respond to challenges, and staff will be encouraged to unlock their creativity and to innovate.



Staff are proud and feel valued.

Staff are passionate and keen to develop, apply learning in new contexts, and are always open to new ideas to ensure the best possible outcomes. We will foster a culture of learning, where all staff have opportunities to develop skills and progress in their careers in ways meaningful to them. We want all staff to feel recognised by highlighting the amazing work being done and celebrating their achievements.



Staff from across the Council play their part.

A one Council approach means individual and collective responsibility for providing help and support and a commitment to collaboration with partners and communities. Support is everyone's responsibility and we are all working towards shared ambitions, with all parts of the Council working more effectively together, as a team across every service area and at every level to support people and families.

WORKING WITH PEOPLE AND FAMILIES

Our commitment to put people and families at the heart of everything we do will shape how we deliver on our ambitions for people and families and how we will collaborate and work together. We must continue to develop and improve, including adapting to changing and new expectations, and seizing opportunities to make real change.



A Life Course approach

Taking into account all of the factors over the course of a person's life that can influence health and wellbeing and where the largest difference can be made. This approach promotes equity across communities and helps with tackling inequality.



Keeping people safe

Being proactive and focused, taking decisive action and making difficult decisions to protect people and families, reduce risks of harm and keep them safe, and taking all reasonable steps to effectively meet need. Ensuring timely, efficient, and effective safeguarding is a responsibility everyone shares.



Strengths-based

Building people's strengths, skills, experience and capacity, and investing in supporting people with resources, networks and skills they need to help themselves and each other. Everyone has strengths and everybody has something they can offer the community.



Evidence-based and needs-led

Using data, insight and evidence to provide a better understanding of current and future need, to shape our work and services and support for greatest impact, to promote best practice in everything we do, improve outcomes, and drive efficiencies.



Engagement, collaboration, and co-creation

Strengthening and improving collaboration and building on each other's unique strengths, including our partners and communities. Creating more opportunities for engagement and participation, and help for communities to identify their strengths, skills, and capacities to make change.



Innovation and creativity

Testing approaches and new ways of doing things, finding creative solutions to problems and dealing with challenges, and taking opportunities to pioneer ways of working.

PUTTING OUR APPROACH INTO PRACTICE

We are already putting our approach into practice and shaping the ways that we work to improve outcomes and experiences for people and families across Waltham Forest. We will continue to develop and improve, responding quickly and adapting to changing circumstances and so that we seize opportunities, to make sure we are doing the right things in the right way.



PRINCIPLE:

A fairer and more equal future

Example: Life course learning journey (0-25)



PRINCIPLE:

Support that is accessible

Example: Youth Hubs



PRINCIPLE:

Every conversation counts

Example: A Borough of Sanctuary



PRINCIPLE:

The right help at the right time

Example: Occupational Therapy



PRINCIPLE:

Building quality relationships

Example: Edge of Care



PRINCIPLE:

Considering the whole family

Example: Family Hubs

A FAIRER AND MORE EQUAL FUTURE

Life course learning journey (0-25)



Narrowing the attainment gap and improving outcomes for children and young people living with disadvantage.

We have the aspiration that everyone in Waltham Forest can access excellent learning and educational opportunities throughout life and develop the knowledge and skills to be successful in their futures. We will achieve this through developing a Life Course learning journey that prioritises taking appropriate actions to improve outcomes and narrow attainment gaps and tackle inequalities that deprive people of opportunities and choices.

“We’re narrowing attainment gaps for children and young people at key milestones, and opening education, training, and qualifications opportunities through the life course.

We’re working in partnership and at pace so no child or young person is left behind and people can pursue their dreams and ambitions.”

ASSISTANT DIRECTOR FOR SEND

We are looking where, why and by how much local outcomes vary, going from early years, through primary and secondary education, post 16+, and getting a foothold in life as an adult, so we can develop the right local actions, in the best locations, and close the attainment gap.

Through our capacity as a service provider and commissioner of services, we are working with parents and carers, communities, and partners to take decisive action and work at pace, tackling inequalities in educational attainment and taking steps where people are deprived of opportunities to shape their lives in the way they want.

Education and learning are a route to progress in life and unlock opportunities. We are working towards equality of learning and a narrowing of the gap in terms of educational attainment for all children and young people so everyone has the opportunity to fulfil their potential.

“These sessions have been a perfect way for my child to practice being around people with minimal discomfort, it’s excellent for building social skills without being too intense.

We also have access to excellent support and my child’s needs are constantly accommodated. There is lots of valuable advice and tips.”

PARENT OF AN UNDER 5 AT A STAY AND PLAY SESSION

Friendly, accessible Youth Spaces for young people to relax, have fun and be themselves.

Young people have said how important it is to have safe spaces to spend time in, and we are working hard to make sure Waltham Forest's young people have this close to home in our Space4All Youth Spaces Programme.

Space4All are opening pilot sessions for young people across Waltham Forest, with neighbourhood based locations being used to reach out into communities so young people can access fun, informal activities within easy reach of where they live. This approach allows us to evaluate the best days, times, locations, and the types of activities young people want most, to help create a Youth Provision strategy.

The aim is for Youth provision to be more regular, joined up, and to take place in term times outside of the regular school day and

during the holidays. Young people can relax, meet friends, learn new skills, find their voice, explore themselves and their communities, have fun, and receive support from trained, friendly and skilled youth workers, all in one location.

We are working in partnership with local organisations, including Project Zero, Lymore Gardens, and Worth Unlimited, to create a network of great youth spaces across Waltham Forest so more young people can have fun and receive extra support in their neighbourhood.

Youth Spaces are offering a huge range of opportunities and more safe spaces, attracting and welcoming young people from all over Waltham Forest, helping everyone growing up in the borough to become the best they can be.

SUPPORT THAT IS ACCESSIBLE

Youth Hubs

“

The number one thing young people asked for is a safe space. We're providing exactly what young people have said they want.

Seeing it come to life, and the genuine excitement to be at sessions and a space to relax in, it's really rewarding.”

STREETBASE COORDINATOR

“

I look forward to Thursdays, and I've told all my friends about it. We make food and play around the table, and it's a place for my friends and me to go to and have fun.

I wish it was open more days in the week.”

YOUNG PERSON AT PASTURES YOUTH CENTRE



EVERY CONVERSATION COUNTS

A Borough of Sanctuary



A welcome for everyone who wants to make Waltham Forest their home.

We are instilling a spirit of hospitality by becoming a Borough of Sanctuary and supporting migrants, refugees and sanctuary seekers to make Waltham Forest their home.

We are proud that newly arriving migrants, refugees and sanctuary seekers are welcomed, accepted, and acknowledged as part of our community.

Our staff, community and voluntary sector organisations, partners, and businesses have

“ **There's a real desire to make sure services are approachable and accessible and that all new arrivals are acknowledged and accepted as part of the community straight away. Everyone is welcome in Waltham Forest.** ”

SENIOR PROGRAMME MANAGER, COMMUNITY PARTICIPATION

come together and are living the principles of sanctuary. Waltham Forest's support services are open to those who need them, and an offer of wraparound support, including English lessons, volunteering, employment, and help with advocacy from people with lived experience of migration and of the asylum system, is available.

We are committed to understanding particular experiences and circumstances and ensuring families and individuals are safe, children are in school, and people with precarious immigration status know how to get the help they need.

We are fostering connection, with community events to celebrate friendship and welcome, and to recognise the important contributions from migrants, refugees and sanctuary seekers make as part of our community.

We want more local people and partners to join us on this journey, thinking about what it means to seek sanctuary and how we can all ensure a welcome, safe, and inclusive borough for all.

“ **I cannot hold my gratitude to you for your kind care and sweet support since we arrived in Walthamstow in May, fleeing from the war and destruction in our country, Ukraine.** ”

Every time when we had troubles, I knew I could count on Waltham Forest Council. ”

REFUGEE RESETTLED FROM UKRAINE

Building relationships and using everyday activities to help people to live independently, enjoy a good quality of life, and reach their potential.

Occupational therapy is a unique career, helping people improve their health and wellbeing and enjoy the best quality of life through preventing and overcoming barriers to participation in day-to-day activities they value and enjoy.

Our Occupational Therapists prioritise person-centred care and work with people's strengths to achieve their goals. Through the right therapy, at the right time, they are helping people out of hospital and back into their community quickly and safely.

To maximise impact, choice and shorten waiting times we are successfully recruiting more Occupational Therapists, bucking a national trend. We are also looking at ways to enhance and develop what we can offer,

“ We have more OTs helping people do more of what they need and want.

We're cultivating an environment for growth and learning and improving together so people can live more independently and confidently at home and in their community and admissions and stays in hospital are reduced. ”

CORPORATE DIRECTOR OF ADULT CARE
AND QUALITY STANDARDS

including through an Occupational Therapy apprenticeship scheme for Waltham Forest.

The scheme will not only help expand the therapy offer across the borough, by completing the route to becoming an Occupational Therapist, people can work and study simultaneously, developing a vocational career in a way that works for them. The pathway to delivering the apprenticeships will be unique and varied, with high quality training and education, and opportunities for placements across a variety of clinical settings.

This innovative initiative will ensure more Occupational Therapists with the skills and experience to help people in Waltham Forest live independently, enjoy the best quality of life, and reach their potential.

“ He's a lovely bloke. He listens to my worries and doesn't say 'it's nothing'. He also encourages me to do things that I'm worried about. He's always happy to hear when I have done something and I look forward to telling him about my successes. ”

OLDER RESIDENT RECEIVING OCCUPATIONAL THERAPY

THE RIGHT HELP AT THE RIGHT TIME

Occupational Therapy



BUILDING QUALITY RELATIONSHIPS

Edge of Care



Keeping vulnerable young people safely at home and in their community.

Taking a child into care has a significant impact on them, their family, and their community. The Edge of Care team are passionate about supporting and improving the lives of young people and their families, and wherever possible, keeping young people safely with their family and in their own community.

The team is made up of staff with a range of skills and experience, part of a multi-disciplinary approach with social workers and other agencies, collaborating to identify opportunities for intervention and embedding creative solutions into daily working.

Edge of Care support is family-led, based on an assessment of need, and plans are

“ **The team have a natural ability to reach out to young people and develop a good strong relationship.**

They're professional, focused, and able to promote a sense of wellbeing and identity with young people they work with. ”

EVALUATION OF EDGE OF CARE SERVICE

agreed together, as well as providing help for families to develop problem-solving skills, build resilience, and positive behaviour change.

Families are able to self refer and the team work out of hours so families can get help quickly when they need it. The team also supports young people away from home, with a bus to pick up and drop off and dedicated time in spaces such as a boxing club and gym, where young people are offered a meal and the chance to talk.

This is about testing new ways of working, building trust and relationships, and better understanding the experiences of young people and their families. This all helps families to stay together, safely, and in the best interests of young people.

“ **It's important families, carers and young people feel listened to and that they can reach out.**

We've got the out of hours support service that makes us distinct, we don't stop at 5pm or on a Friday.

The team have a real sense of fulfilment and satisfaction. ”

TEAM MANAGER EDGE OF CARE SERVICE

A one stop shop for families to access the support they need within easy reach of home.

We want all families in Waltham Forest to have access to the services and support they need, building on family strengths.

Family Hubs are a one stop shop for all families, from light touch advice to in-depth support, they are bringing family services together, with professionals working more seamlessly so families only have to tell their story once. Health and housing services, employment support, creative play, parenting programmes, and much more, are all co-located in one place. They offer options for fun and educational activities, within easy reach of home.

Based in neighbourhoods and working with our partners, our Family Hubs provide services and support throughout Waltham Forest, with Hubs and a range of venues that are in familiar, easily accessible locations where people feel safe and comfortable. Support is more easily accessible and available when families need it, at times that work for them.

Family Hubs are strengthening the relationships that carry us all through life. We know families need support and activities no matter the age of their children. Family Hubs support families from pregnancy, through the child's early years and later childhood, and into early adulthood, giving all children the very best possible start in life.

“ Our staff are passionate about giving families the best possible support in their community and share a sense of unity, support, and community building. We're making sure families are at the heart of everything we do. ”

HEAD OF EARLY HELP DELIVERY

“ I was so grateful not to have to tell our story over and over. The worker brought everyone we needed together in one place to save us all the running around and confusion.

I work full time so being able to get advice after hours has been such a blessing. I love bringing my kids to stay and play on a Saturday, its my only chance to meet other parents. ”

PARENT OF YOUNG CHILD ATTENDING A FAMILY HUB

CONSIDERING THE WHOLE FAMILY

Family Hubs



HOW WE WILL MEASURE PROGRESS

We will use this strategy to shape the way we measure our impact, using data and insight more effectively to track progress across our work so we know we are making a difference and where we need to improve.

We will make better use of data to measure how we are achieving against our priorities and demonstrate the impact we are having, including at critical stages of the Life Course where we know the biggest differences can be made.

We will use engagement and participation to understand the problems we are trying to solve. By listening and understanding we will cocreate services and support that reflect the lives of local people and communities.

We will make sure we are using insight to track our progress on tackling inequality, for geographic areas and for people with characteristics or experiences in common. We are prepared to have difficult conversations to create meaningful solutions together.

We know how important it is to show what has changed and allow people to judge successes. We will regularly publish the information we use to develop our actions and monitor progress against our ambitions. We will feed back and act openly so people know where we are making a difference, and share our learning with those around us.



LOOKING AHEAD

This strategy will be delivered through our actions and in collaboration with local people, families, communities, and our partners. We all have a role to play.

Our focus is on improving outcomes and experiences for residents and this shapes the way we approach all aspects of our work. This strategy supports the Council's ambitious Corporate Framework and long-term aims for Waltham Forest and its communities.

The strategy is a first step and builds on the support we and others in Waltham Forest provide. Delivery plans will turn our vision into reality and help us make the greatest impact. We will seize opportunities to ensure everyone in Waltham Forest is safe, well, resilient, independent, and connected.

We will review this strategy at regular intervals and assess progress to make sure it remains right for Waltham Forest and as we learn more from people and families, the support they need and challenges they face.

We will ensure when people and families in Waltham Forest need support, they have the right conversation, and get the right action at the right time, so everyone has the opportunities they need to reach their potential.

We are committed to making sure we put people at the heart of everything we do.

Family Hubs are strengthening the relationships that carry us all through life. We know families need support and activities no matter the age of their children. Family Hubs support families from pregnancy, through the child's early years and later childhood, and into early adulthood, giving all children the very best possible start in life.



