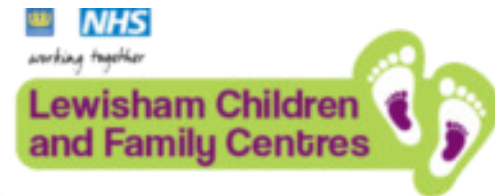


**EARLY YEARS ALLIANCE**

# **Lewisham Children and Family Centres**

**ANNUAL REPORT  
2021-2022**



# 2021- 2022 - Our headline statistics

## During 2021-2022 we had:

- **68460** individual contacts with families
- **24164** individual users of our website and exceeded our blog post view target of 3000 by **292%** with 7909 views
- **1638** followers on Facebook and **1195** followers on Instagram
- Received **584** referrals for 1:1 support or targeted programmes
- Achieved **96%** of outcomes we set with our families
- **Met or exceeded target attendance numbers on 90% of our programmes** – for example
  - Little Explorers session of **1012** against target of 288
  - Baby Massage **246** attendees against target of 48
- **756** families accessed Vitamin D through our centres



# About Early Years Alliance

**Early Years Alliance (the Alliance)** is a national educational charity established in 1961. Delivering community-based services for children and families across Lewisham for over 60 years, we have a strong local presence.

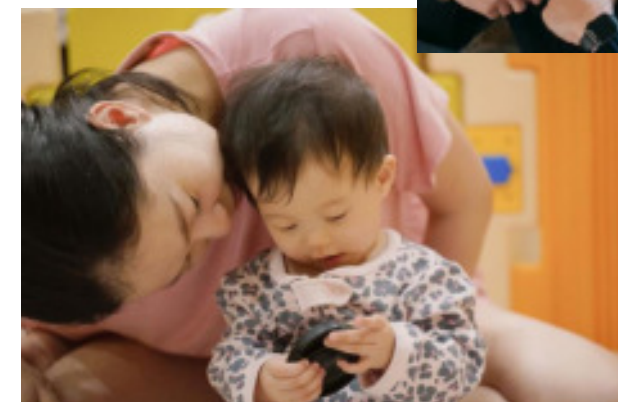
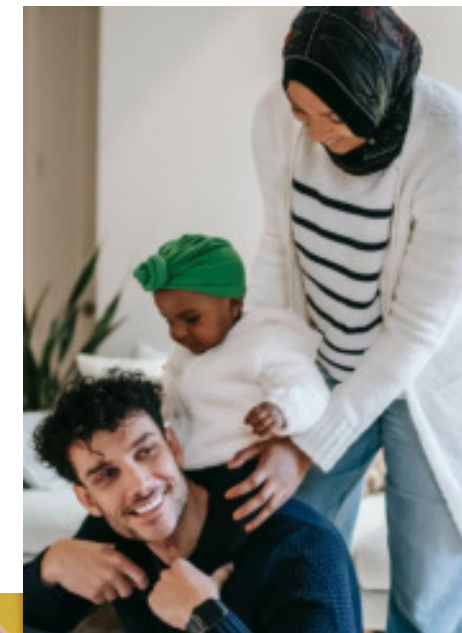
**Our mission is to ensure that all children, regardless of background, are given the best possible start in life.**



The Alliance have been commissioned to deliver services in Children's Centres in Lewisham since April 2017. This includes delivery of a wide range of universal stay and play sessions, as well as parenting courses, programmes and workshops, a 1:1 family support service, a domestic abuse recovery service, and an outreach service into local schools, parks and community spaces.

# Children & Family Centres – Our Approach

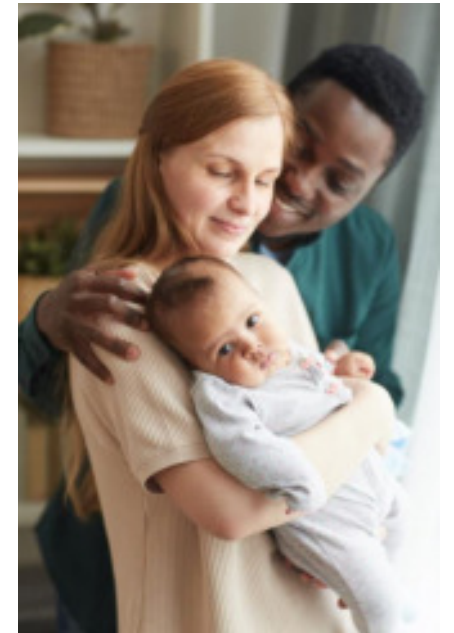
- In Lewisham Children and Family Centres provided by Early Years Alliance, we have actively shaped our universal offer around the **1001 days** for many years, to ensure that those vital formative first years are embedded in all our work with families to give them that best start in life.
- We use **Five to Thrive** as the framework to raise parental awareness of the science of brain development to support attachment and attunement between parent/carer and child.
- Based on a model of **progressive universalism**, we provide open-access services for all children and families, with some additional enhanced programmes for those families who need extra support.



# Children & Family Centres – Key Priorities

## **During 2021-2022, we focused delivery on some key priorities:**

- Providing services for families who have had a new baby during Covid to reduce isolation and give peer support, access to information from a skilled and knowledgeable team
- Ensuring we provided a blended model of face-to-face and online services and programmes to enable as wide an access to services as possible
- Continuing delivery of our range of parenting programmes at all levels
- Continuing delivery of domestic abuse recovery programmes for children, including piloting an innovative programme for children under 4
- Developing and rolling out our new Family Practitioner 1:1 support service
- Continuing to expand our website and social media to reach more families digitally in a range of different ways



**We kept our centres open throughout the year and reached out into the community as other services started to re-open, while ensuring we responded to changing Covid regulations, keeping our service users safe, supported and connected.**

# Our delivery sites

We deliver in our 3 key Children's Centre sites:

**Bellingham**

**Evelyn**

**Ladywell**



"this is a perfect place, we need these places"



We also deliver in schools, parks and community spaces to reach families across the borough.

# Universal Programmes – an overview

**We continued to focus the universal sessions in centres primarily for parents with babies under 6 months, during the first part of 2021, increasing to 18 months as the year progressed.**

Our sessions offered parents who hadn't had much exposure to groups or support networks due to Covid an opportunity to come together to lessen the isolation many told us they were feeling.

[Listen to families talk about how we help combat isolation and prevent problems through our universal services:](#)



"The children's centres are a great resource for me as a first time mum. The support and activities have helped me so much. My little one really enjoys things like Little Explorers and Baby Massage, I enjoy the chance to meet other parents as well"

We offer evidence-based courses as part of our universal offer, including HENRY workshops and courses, Triple P parenting discussion groups and IAIM evidence-based Baby Massage courses. We have a strong focus on outdoor learning, and we are also working with Greenwich University to develop the evidence-base for **Owl Babies**, and **64** families benefited from attending this in the past year.

[Find out more about OWL Babies on our webpage.](#)

# Universal Programmes – HENRY

**As part of our strategy to combat obesity, we commissioned HENRY to train our staff in 2020.**



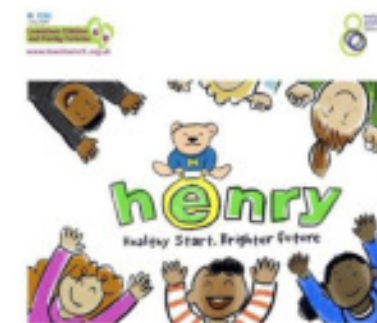
**HENRY** is a course and a series of workshops to support parents to make positive and healthy life choices. During 2021- 2022 **190** families benefited from HENRY groups.

Our Outreach Team delivered workshops in school and the community to promote messages on healthy eating with **73** families attending Creative Chef Workshops.

" I am trying to become more physically active, do more healthy thinking about myself and what I can accomplish in my day-to-day "

" I learnt to be confident, strong and positive. And you should also think and care about yourself as well."

"I learnt such a lot about guided choices, active listening and how to play with my baby and the reward system, how to introduce solid foods to my baby, really useful information."



At Lewisham Children & Family Centres we are passionate about babies and children having the best possible start in life.

Our HENRY programmes support the whole family to make positive lifestyle changes, create healthier and happier homes, build healthier communities and give all children a healthy start.



[Download our Info Sheet for details.](#)



# Universal Programmes – parent/carer feedback



"What a lovely course to attend. Wonderful teacher, very thorough and explains all the techniques very well. It was a joy to attend. Especially loved the questions session at the end of every session. "

Baby Massage Feedback

**916 individuals have benefited from attending our weekly Little Explorers sessions, this is what they said they will continue to do at home:**

"Sing nursery rhymes including the songs I learned at little explorers"

"Say her name often, cuddle her"

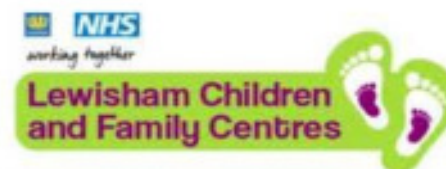
"Playing with everyday objects and rhymes/songs."

"Reading different types of books, art activities, use shaving cream to pretend brushing teeth of toys"

"Following little ones play interests."

"Reading books, playing barefoot on the ground"

[Watch our video to find out what parents and carers say about our OWL Babies course](#)



To find out more about OWL Babies  
Or how you can access a course  
Contact us through our website at  
[www.lewishamcfc.org.uk](http://www.lewishamcfc.org.uk)

# Universal Programmes – Outreach

Our pro-active outreach team have also been going to community spaces to take information and services to where parents already are and enable wider access.

Outreach includes service delivery in schools, hostels, parks, community spaces and this year in the refugee hotel in Lee.

The team have been working with partners such as the Family Information Service (FIS) to deliver online 'coffee morning' style workshops to families on topical issues such as choosing childcare or accessing key benefits.



- **35** courses/ workshops delivered in **17** venues in the community.
- **56 families** offered light touch support to access services
- **79 families** attended FIS coffee mornings
- **92 individuals** accessed Outdoor Explorers in Forster Park

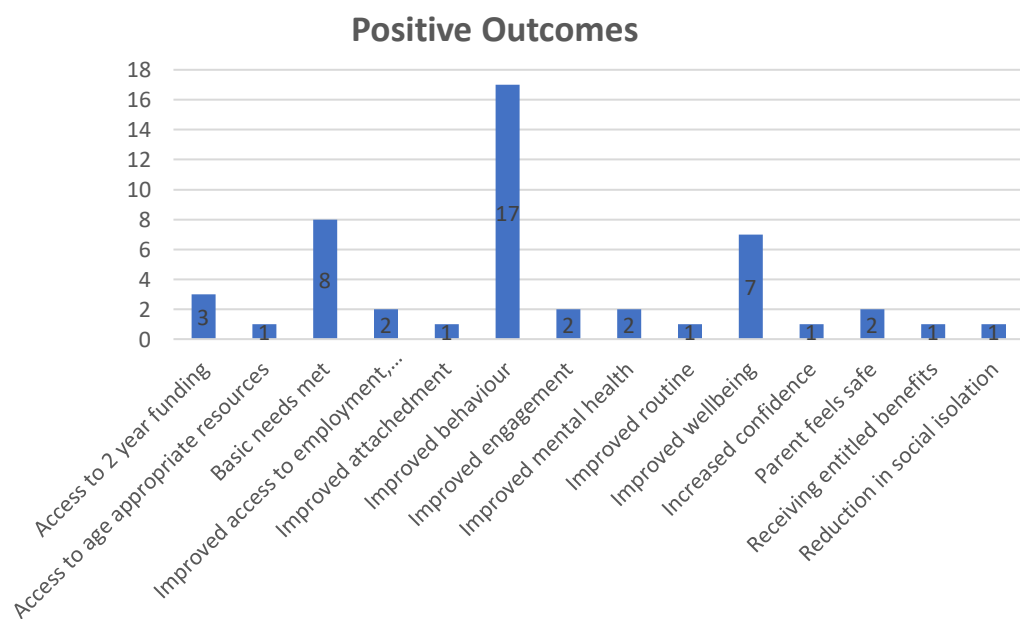


**Story Sacks Sessions**  
 Come and join us to learn fun new ways to support your child's language development.  
 FREE  
 Portland House, 30 Old Road, Lewisham, SE13 5SZ  
 Mondays 21st, 28th February & 7th March  
 10.00am - 11.00am  
 Learn how sharing books and stories with your baby or child creates lifelong readers.  
 FREE Activity in the Community Room  
 For babies and children under 5

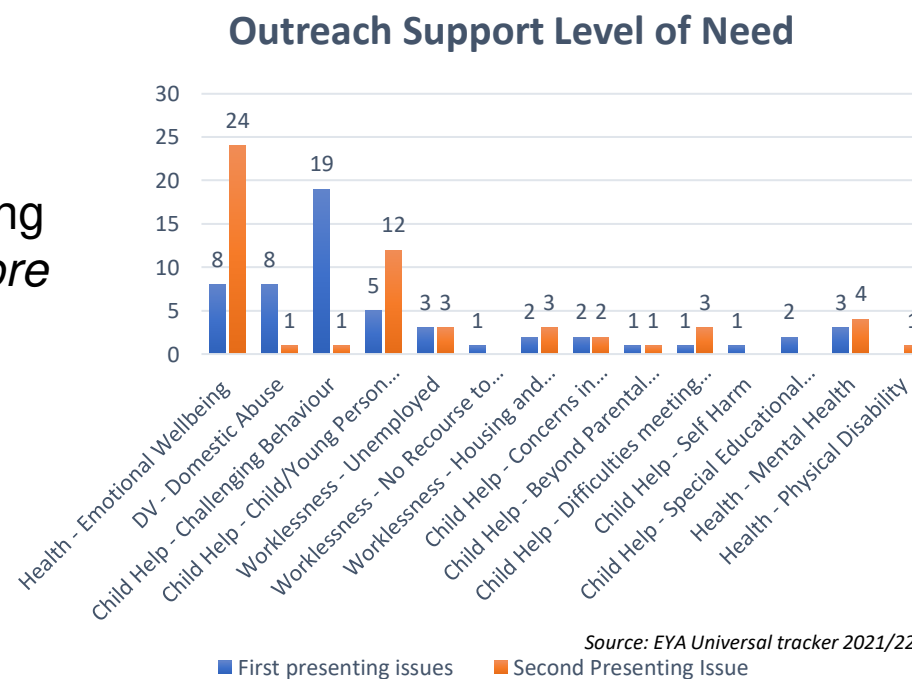
**Outdoor Explorers**  
 Would you like to foster a love of nature in your child, and have fun outdoors in all weathers and seasons?  
 FREE Face to face Sessions for children aged 3-6 to 4-6pm.  
 Tuesdays 1st, 8th, 15th, 22nd February and 1st March  
 10.00am - 11.00am  
 Outdoor Learning Area, Forster Memorial Park, Whitefoot Lane SE6 1JL.  
 Dress for the weather!  
 All resources provided - and if you need wet weather gear for your child let us know, and we can provide it.  
 Refreshments provided too.  
 We look forward to meeting you soon!  
 Book your place via this Eventbrite link:  
 www.eventbrite.co.uk/e/outdoor-explorers-and-face-to-face-120000  
 Forster Memorial Park, Lewisham, SE13 5SZ

# Universal Programmes – Outreach

Our Outreach Workers support families to access services in community venues, including in schools: services such as foodbanks, basic resources projects, parenting programmes, FEEE (nursery offers), mental health and wellbeing support, employment and benefit support, form filling and referrals into other local services. Many of the families supported have at least two presenting issues (*from the governments ‘Supported Families criteria’*) and achieved positive outcomes.



- **56** of the families had two presenting issues or *more*
- **87%** were supported to achieve positive outcomes



# Universal Programmes – Triple P Parenting

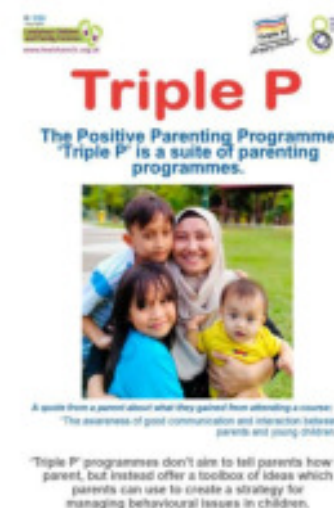
**As part of our Early Intervention and Prevention strategy we have developed and expanded our evidence-based parenting delivery of Triple P as part of our universal offer during 2021-2022.**

**A total of 206 Individuals** accessed support through our Triple P suite of programmes:

- **62** Individuals completed **Triple P Level 4 group**
- **102** Individuals attended **Discussion groups**
- **42** Individuals accessed support through the **1:1 'triage' Feel Positive about Parenting** session

**We enhanced accessibility** through rotating the centre of delivery around the borough, including in schools, and by offering daytime and evening courses, and a blended mix of face to face and online courses.

“The non-judgemental supportive space created by the facilitators and other parents felt normalising and reassuring of my parenting concerns. The honest interactions with other parents was my favourite part of the process.”



[Download our Info Sheet for details.](#)

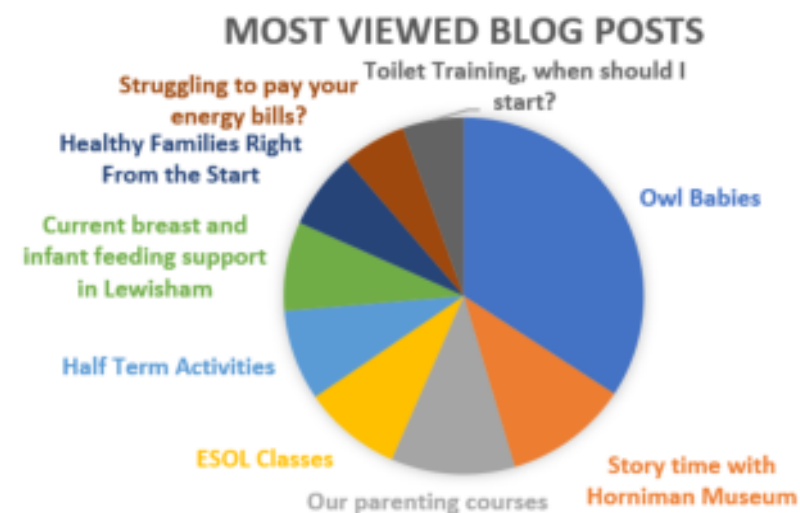
# Digital access and reach

- Our comprehensive website with timetables, blog, information, links to other services and delivery of borough updates received **24164** new unique visits and **79** online enquiries.
- We had **7640** blog post views, exceeding our target of 3000 by **292%** with [OWL Babies](#), [Toilet Training](#) and [Struggling with your Energy Bills](#) blogs being amongst the most popular.
- Our active social media pages have **1638** follows on [Facebook](#) and **1195** on [Instagram](#) with each post reaching an average of **174** users.

For more information about our sessions, services and courses please visit our website at: [www.lewishamcfc.org.uk](http://www.lewishamcfc.org.uk)

You can also find us on social media

 @lewishamcfc
  @lewishamchildrencentres



# Digital access and reach

**We have a comprehensive online offer enabling greater flexibility of access for families to our programmes, information and support.**

- We have a significant offer of courses and workshops offered online with **305 parents** accessing our courses online.
- We have made space available in our centres for families who have wi-fi or data issues or barriers at home to enable access to services online
- Headphones are supplied to parents for home access if they are needed for participants in our more targeted programmes
- We developed safeguarding protocols and procedures and training for staff to ensure safe online delivery with vulnerable families
- We supported **an additional 39 families** to access targeted support - picked up through the 79 'contact us' enquiries received via our website



# Targeted Programmes - overview

**Based on our model of progressive universalism, in addition to the bedrock of universal services for all children and families, we also provide some enhanced and targeted services for those families who need additional support.**

Our aim with these enhanced services is to give support as early as possible, to prevent escalation of need, prevent referrals to Family Thrive and Children's Social Care, and support families on the CAMHS Waiting List.

All referrals for our services are completed online via our [professionals referral form](#) or sent to our secure email [Lewisham.Secure@eyalliance.org.uk](mailto:Lewisham.Secure@eyalliance.org.uk)

This includes:

- 1:1 Family Practitioner Service
- Parenting Programmes – Triple P, Incredible Years and more
- Domestic Abuse recovery programmes - CODA , CODA Under 4s, Freedom

**Find out more about these services and programmes [here.](#)**

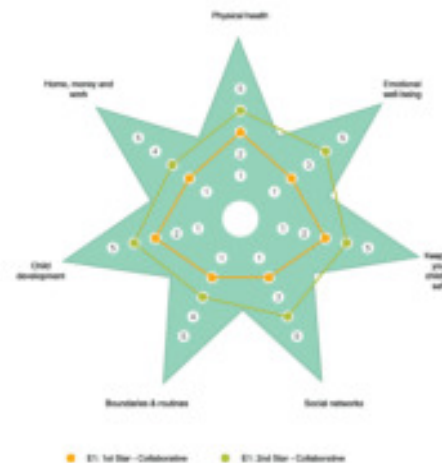


# Targeted support - Family Practitioner Service

In early 2021, the Commissioning Team asked us to reshape our family support offer to work at a lower level than we had previously. The new service is positioned below the level of support provided by the LA, through the newly formed Family Thrive team, and as part of the tiered approach of the borough to supporting families in need of additional help. After a period of restructure and recruitment, we fully launched the new Family Practitioner Service in July 2021.



Our new service sits within the I-Thrive Framework at the 'Getting Advice and Getting Help' stages and uses a 6-8 week intervention model.



We use the Family Star Early Years as a tool for assessing and evidencing outcomes.

Family Practitioners support families particularly when isolated and/or new to the borough to access children’s centres, health services, SEN support, nursery and school, and work to offer solutions to practical needs, linking to local services such as food banks, emergency resources, medical services and families with no recourse to public funds. [Download our Info Sheet for details.](#)



# Family Practitioner Service – parental feedback

"I felt ashamed and embarrassed to reach out and get that support, but she always encouraged me and it's like a weight has lifted off my shoulder"

"The practitioner was reliable and consistent - doing what they said they would do and letting me know if it couldn't be done"

Some families participated in a review of year one of the service. They all spoke very highly of the skills and qualities of the practitioners who supported them and greatly valued the practical and emotional support they received. They identified the "magic ingredients" that impacted their lives.

"They really listened - and showed that they had heard me"

"You were a lifeline to me during the weeks you were supporting me. My GP is great, and we have a very good relationship, but they are so busy and can hardly get an appointment. Having you there to talk to every week without any judgement was a life saver."

"They showed warmth, empathy and understanding – were non-judgmental and cared about my family."

"They treated me as an important human being."

# Targeted support - CYP IAPT Parenting

**With additional funding from CCG, the EYA CYP IAPT offer is focused on supporting parents to meet their child's needs and improving behaviour for children with serious/high risk behavioural problems, conduct disorders such as oppositional defiance disorder, and where ADHD might be a suspected or a diagnosed issue.**

We work closely with Lewisham CAMHS to offer support to parents' pre-assessment and to those on their waiting list awaiting treatment.

**68 participants** received CYP IAPT parenting support during the year.

## **Programmes provided are:**

- **Incredible Years** - 12-week group for parents of children aged 4-11 years delivered online and in person
- **PIPT** (Personalised Individual Parent Training) - Intensive 1:1 support delivered over 6 sessions to parents and children aged 4-8 years

A flyer for 'Therapeutic Parenting Programmes'. It features the title in large green letters, a quote from a parent: 'I feel less alone, it's helpful to know it's not just us' - quote from parent. Below the quote is a photograph of a woman and a young boy sitting at a table, looking at a document together. At the bottom, there is a list of conditions supported by the programmes.

**Therapeutic Parenting Programmes**

*"I feel less alone, it's helpful to know it's not just us"*  
- quote from parent

These programmes support parents to meet their child's needs and improve behaviour for children with:

- serious, high risk or distressing behaviours
- conduct disorders
- oppositional defiance disorder
- and where ADHD might be suspected or diagnosed

[Download our Info Sheet for details.](#)

# Targeted support - CYP IAPT Parenting

"I felt I wasn't believed before, it gave me confidence"

"Before I came onto these sessions, I used to think there was something wrong with my child but after coming onto these sessions I learnt something about myself"

"My wife and I had a fantastic experience. What a fantastic service you provide, I can't thank you enough"

In January 2022, we received new funding through Health Education England, to train additional Parenting Therapists and we will also introduce a new **Systemic Family Practice** service as part of our offer in 2022.



"I feel less alone, it's helpful to know it's not just us"

# Targeted support - Domestic Abuse Recovery

**We help families access specific domestic abuse services and a range of group activities within our own Centres. Our focus is on supporting children and families who have experienced domestic abuse through their recovery.**

**Our main programmes are:**

- **Freedom** – a group for women who are at risk, have experienced or are experiencing Domestic Abuse, also delivered as 1:1 offer
- **CODA** – a therapeutic programme for children aged 4 and over who have experienced abuse, which also supports mothers, also delivered as 1:1 offer

We have delivered to **86 families this year** through our children's centre offer, with additional families supported through funding as part of the CADA and the WWCSC borough-wide projects.

A poster titled 'Domestic Abuse Recovery Offer'. At the top left is the logo for 'Local Children and Family Centres' and at the top right is the 'early years alliance' logo. The title 'Domestic Abuse Recovery Offer' is in green. Below the title is a drawing of a family: a woman, a man, and a child, with speech bubbles above them containing the words 'Dad', 'Mum', and 'I'm feeling better'. Below the drawing, there is a paragraph of text and a bulleted list.

We help families access a range of domestic abuse services to meet their needs, and also provide some recovery programmes directly:

- **Freedom Programme:** a group for women who have experienced domestic abuse
- **CODA:** a therapeutic programme for children who have experienced domestic abuse, which also supports their mothers

[Download our Info Sheet for details.](#)

# Targeted support - Domestic Abuse Recovery

## PROFESSIONALS' PORTAL

This Portal was developed by Early Years Alliance via the Lewisham Home Office-funded Children Affected by Domestic Abuse (CADA) project, the Early Years Alliance Professionals' Portal provides a 'one-stop shop' for professionals.

The Portal can be accessed via the following link:

<https://www.lewishamcfc.org.uk/professionals/>

For access to the portal please email

[lou.neville-ball@eyalliance.org.uk](mailto:lou.neville-ball@eyalliance.org.uk)



In early 2022 the staff team trained in a new programme – VOICE, and this fully inclusive programme will be added to our delivery offer during 2022.

[Watch our YouTube Video on CODAS Impact](#)



[Freedom Programme: service users talk about impact](#)

Find out more by visiting our website



[www.lewishamcfc.org.uk](http://www.lewishamcfc.org.uk)

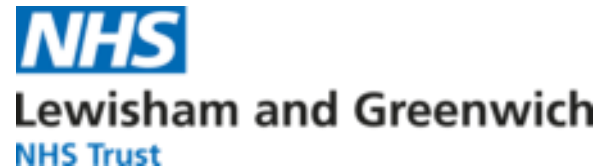
Videoscribe produced by ImpactMatters

# Partnerships

**Our strong partnerships with the following organisations enable parents to access a wide range of services for their families through the children's centres.**

- Health visiting
  - Perinatal Mental Health and Midwifery
  - CAMHS
  - SALT
  - Mental Health Schools Team
  - Educational Psychologists
  - Local Authority SEND teams
  - Family Information Service
  - MIND
  - Athena, AVA
  - Horniman Museum
- and many others...

“Alliance colleagues are keen to seize opportunities to improve and enhance services available to local families, embracing opportunities to work in partnership with others.”  
COMMISSIONER



# Staff Development

**All training and staff development is delivered to embed our approach to 1001 days; enhance our work to support children's recovery from domestic abuse; develop our outdoor learning and school readiness programmes; increase the breadth of our parenting offer; enable greater inclusion.**

Staff have been trained in the following last year:

- Solihull - the first Five Years
- Triple P Group Level 4
- CODA Under 4's programme
- Five to Thrive
- Breastfeeding awareness
- Outdoor Learning
- Sexual Orientation and Gender Identity Awareness
- IAIM Facilitator Training for Baby Massage
- VOICE Domestic Abuse Programme



# Our Key Priorities for 2022-2023

- Aligning our services with the evolving Family Hubs framework
- **Continuing to deliver services for families, particularly during crucial first 1001 days**
- Re-focusing on the 0-5 Pathway, working with Health Visitors and other partners
- **Supporting families facing poverty, including food and fuel poverty**
- Supporting refugees as part of the Lewisham Borough of Sanctuary
- **Participating in the Lewisham Borough of Culture Programme**
- Supporting children's early language and communication as part of the Best Start in Speech, Language and Communication Strategy for the borough
- **Developing services for children with SEND in partnership with Portage and others**
- Developing and improving our Family Practitioner Service, working alongside Family Thrive
- **Continuing to deliver programmes that support children and families who have experienced domestic abuse, including roll-out of the new CODA Under 4s and VOICE Programmes**
- Expanding CYP IAPT offer to include Systemic Family Therapy, working closely with CAMHS
- **Continuing to deliver our blended offer to families, supporting Covid recovery, and responding to evolving local needs**



# Thank you for reading our Annual Report 2021-2022

For more information about our sessions, services and courses please

visit our website at: [www.lewishamcfc.org.uk](http://www.lewishamcfc.org.uk)

text or leave a message for us on: 07377 724243

email us at: [enquiries@lewishamcfc.org.uk](mailto:enquiries@lewishamcfc.org.uk)

or use the 'Contact Us' form on our website

You can also find us on social media

 @lewishamcfc  @lewishamchildrencentres

Click on to our national website Family Hubs page [www.eyalliance.org.uk/family-hubs](http://www.eyalliance.org.uk/family-hubs)  
to see how Early Years Alliance can be a partner in the development and delivery of family hubs in Lewisham

