



Hertfordshire
**Family Centre
Service**

The new Hertfordshire Family Centre Service



What is this new service?

From October 2018, you will start to see changes to support for children, young people and their families from pre-birth through to when a child reaches 19. The new Hertfordshire Family Centre Service will bring children's centres, health visiting and school nursing to work together to provide a more joined up service.

We are very excited about the new service and wanted to let all our families know what is happening.

Our names are changing

Children's Centres will be called Family Centres and the staff will be called Family Support staff.

- Health Visitors and School Nurses will be called Public Health Nurses.
- Together we are the Hertfordshire Family Centre Service.
- We have a new logo!

Where can I find you and when will you open?

- We will run services from Family Centres, health clinics and many other community buildings just as we do now.
- Some of the services that we offer to families will run on different days.
- Some of our opening times may change. We will make sure that everyone knows about the changes when we have finalised them.

What age range will services be offered to?

Family Support staff will work with families with children from 0-11 years. We made this change because parents/carers told us that they would like access to support until their children are older.

Our Public Health Nurses (0-5 service) will support families during pregnancy until children are 5 years old.

Then our Public Health Nurses (5- 19 service) will support school aged children to maintain and improve their health so they can get the best out of their education. These nurses will be working in school settings but there will be opportunities for families to be seen in other places such as the Family Centre or at a local health centre.

Everyone will work closely together so that your family gets the help you need all in one place when it makes sense to do that.

What help can I get from this service?

One of the main differences Hertfordshire families will experience is that you will no longer be restricted to accessing services via your designated 'local' Centre. Families will be able to access available services from any Hertfordshire Family Centre, allowing you to fit more sessions and services around busy family life.

Our Family Centre Service will offer a range of different support groups, activities and services for you and your child/children to help them grow and develop well including:

- support during pregnancy including antenatal classes
- new birth visits
- baby feeding support
- 6-8 week check for mums and their babies
- support to live healthy lives
- support to have healthy relationships
- well baby clinics
- family learning activities
- find local parenting courses
- development health reviews at age 1 and 2 years
- support for special educational needs and disabilities (SEND)
- support for parents to return to work, education and volunteering
- vision and hearing screening in reception year
- individual child and family support (on a wide range of issues)
- advice and information e.g. healthy teeth, early education and childcare, sleeping, child illnesses
- advice and information on teenage health for teenagers and parents/carers
- one to one support for teenagers at school on health issues such as exam stress, keeping active, healthy eating

Where will I find information about the Family Centre Service?

We are currently developing a new website and will tell you where to find it in September. It will include information about all the services available from Family Centres, across the whole County.

In September we will give you the opportunity to sign up for email newsletters and new Facebook Pages so that you can be kept up to date with our transitional arrangements during the first few weeks after the new service is introduced.

Please Re-register

Families who are currently registered with Children Centres will need to re-register with the new service. This is to make sure that the new services are compliant with a new law, General Data Protection Regulation (GDPR). We will send out a reminder in September when you can complete a simple online form.

