

# Working Together to...

Reduce the barriers to accessing Family Support and Childcare in Glasgow East  
**CHANGE Hub**

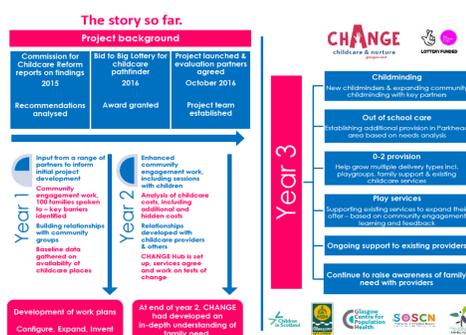


The CHANGE Hub's purpose is to lead change at a local level addressing the barriers that families told the project they have experienced when trying to access childcare. These included prohibitive costs of childcare, lack of flexibility of hours, being unable to access local information easily, feelings of isolation and lack of confidence. The CHANGE Hub covers Tollcross/West Shettleston, Parkhead/ Dalmarnock, Calton/Bridgeton.

**Aim: CHANGE Hub will reduce barriers and increase the accessibility of childcare and family support in a way that fits the needs of families by 50 places in the project area by October 2020.**

## Method

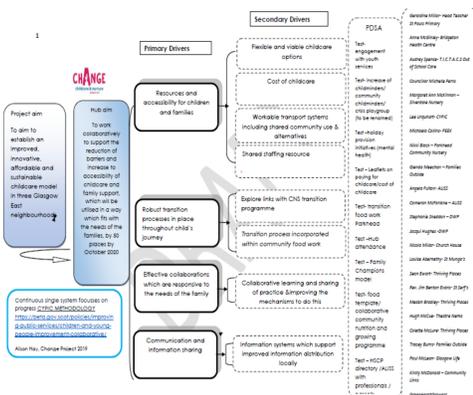
- CHANGE is a 4yr Lottery Community Fund project.
- CHANGE Hub co-created change ideas with families. 18 months of community engagement informed the CHANGE Hub partners where the gaps are for families in the community and informed changes that would improve community support for families.
- CHANGE Hub brings together organisations working with families to share ideas, concerns, good practice and innovation using Improvement Methodology to develop change ideas, understand and evidence impact.
- We used tools such as 3-step Framework, The Hertzberg Model and Productive Circle of Discomfort – Circle of Influence, to get to the heart of change together.



## Process Change

As a result of what families told us our change ideas developed over 5 key areas:

- Family Support
- Mental Health and Wellbeing
- Family champions (formal /informal)
- Access to quality affordable meals for families
- Access to information



## Achievements

- Sharing of knowledge and good practice across partners to make the pathway to accessing information more accessible.
- Development of a low-cost quality food template identifying existing community resources to enhance the opportunity for local people and communities such as schools and out of school care (OOSC) to collaborate in innovative ways to increase access to affordable quality food for families.
- Developing resilience. This resulted in increasing uptake of holiday provision from 5 to 90 families using a model of family support which focuses on children's mental health, well-being and resilience within a whole school and community approach.
- Working with key contributors at a community and strategic level to develop a range of deliverable family supports in the provision of a childcare service designed to respond to families at the right time to enable them to access the wider support they need.
- Collaborating to increase childminding and OOSC provision in the area.
- Formal and informal family champions who have faced barriers themselves and a commitment to driving change forward using their experiences.

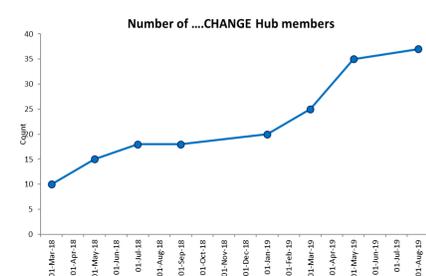
## Key Learning Points

- Having a shared focus and purpose that is valued by all involved.
- Recruiting Family Champions and working in genuine partnership with them.
- Space and opportunity for collaboration; meeting and reflecting on what is working and sharing ideas and innovations so we can support change that will 'stick' in our communities.
- People and commitment is key. It takes time to develop consistency of collaboration.
- Forming working groups first with an agreed focus which then feeds into core membership of the Hub worked to galvanize ownership, stability and consistency across Hub membership.

## Results

Our family of measures included improvement in attendance at holiday provision and this has seen an increase from 5 to 90 families over the period of 1 year with approx. 40 children taking part in community growing activities. Specific to our overall aim, we continue to work collaboratively towards creation of sustainable family support and childcare places during term time by 50 places, laying pathways to increase access to family support childminding and seeing an increase in OOSC places.

This run chart shows a key process measure and shows the increase in CHANGE Hub membership from 10 to 37 members.



Representation is wide reflecting the diverse range of needs within the community and includes third and voluntary sector, childminding and OOSC organisations, primary schools, nurseries, Health and Social Care Partnership (HSCP) and community learning and development colleagues.



A recognised strength of the Hub is that it has secured attendance by key, local influencers who have "bought into" the purpose and how their involvement will increase positive outcomes for local families.

The involvement of such key influencers has led to a sense of a movement, and a positive change rather than a project per se.

"The Hub has to operate visibly and in real time.... people are wary of short-term projects which could have impeded engagement so being visible was key. Making it clear we're here to facilitate partnerships...There are no hidden agendas. We are all singing from same hymn sheet and want to work together". (Stakeholder)

## Conclusions

From the outset the CHANGE project has been driven by the need for longer-term impact with the focus on creating and facilitating effective, sustainable collaborations among local providers. It is hoped that these partnerships, strengthened by the community Hub, will continue to reap benefits for the local community past the funding period: "It comes across that they want to make a long-lasting difference, also that they recognise that they'll not be there forever, so opening doors for other organisations that are there longer term. They are not trying to duplicate or step on toes; they are trying to facilitate effective partnerships". (Stakeholder)

## Scale / Spread

- Food test -operating in 3 services in West Shettleston /Tollcross now scaled up to include 3 services in Parkhead and 1 in Dalmarnock. Scope of testing being extended to the Food Template being incorporated into the ALISS information sharing system.
- Making information easier -conjunction with strategic and community partners testing mechanism to support HSCP to incorporate information interface between ALISS and NHS Inform to increase Health Visitor (HV) onsite referrals with families to provide them with the support they need and map any gaps in provision. ALISS app now on HV mobile phones.
- Right time for families -collaboration with key contributors at a community and strategic level to scope deliverable options to test for "crisis" crèche/playgroup.