

# Family Navigators

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Newham Early Help Partnership



## WE ARE SUPPORTING.



## WE ARE NEWHAM.

### FAMILY NAVIGATORS WILL ASSIST YOU BY

- Signposting** you and your family to services, offers and opportunities
- Connecting** you to support you need, when you need it
- Supporting** you to feel confident in accessing services
- Translation** - all of our Navigators speak a second language, we also have connections to language translation and interpreter services
- Having a regular presence** in key community settings

Scan the QR Code or Click This Link to find out when and where our Family Navigators will be!  
Please note that this schedule is updated weekly



**Here to help Families**  
"সহায়তা নিবেশিত্বের - পরিবারগুলিকে সহায়তা করার জন্য"  
"Family Navigators - pomogamy rodzinom"  
"Orientadores Familiares - Aquí para ayudar as familias"  
"Famille navigatoare - Suntem aici pentru a ajuta familie"  
"உட்புற நடுமைகட்டி-ர்கள் - ஏ-புட்புறமைகளுக்க உதவு இலாகை உ-எதிரார்"  
"Навигатори для родител - допомогать надаязати допомогати родинам"  
"ہمارے نوجوان - ہمارے نوجوان کی مدد کے لیے ہیں"

**Please note:** This is not a referral service, instead Navigators will regularly attend existing organisations, events and sessions out in the community such as Food Hubs, School, GPs, and Libraries locally in Newham and will assist families that they meet at these organisations to connect them to the appropriate support.



# Family Navigators Offer

Navigate

Connect

Support

The Family Navigators are an Outreach Team that sit within Newham's Early Help Partnership, since our launch in June 2022, we have been providing support for families in Newham through our Universal Offer and our **Universal Plus ('Targeted') Offer**.

The aim of the Family Navigator Project is to **help families navigate** the Early Help system and **to connect families to local organisations** in Newham so that parents, carers, children and young people can **access support** that they need, when they need it.

# Family Navigator Role

- **Signposting** to services, offers and opportunities
- **Connecting** Families to support they need, when they need it
- **Working with local** Voluntary, Community and Faith Organisations, Schools, Children's Centres, Health and Adult Social Care Partners
- **Supporting parents** to feel confident in accessing services
- **Translation** – all of our Navigators speak a second language and we have links to languages services
- **Have a regular presence** in key community settings
- **Assisting** families to get practical things done



# Family Navigators – Contingency Hotel Support (Universal Plus/ ‘Targeted’ Offer)

- In July 2022 we began providing support to families at 2 contingency hotels in Newham, one catered and one self-catered hotel accommodation
- At this point it was mostly one VCFs organisation in particular that had been in to support the families; unless a family had come to the attention of the statutory health or social care partners, we were the first Newham Outreach Team to go into the hotels. We were also a very newly created team, and were supporting families through our Universal Offer.
- Our initial aims were to sign up **families to GPs** if they hadn't done so already, support parents with **school applications**, connect parents to **pregnancy and maternity support**, support families access **food and/ or money** support due to destitution and to **advocate for families** for their rights and entitlements
- Our Team of 4 Family Navigators supported the families at the hotels in collaboration with VCFs organisations
- Key needs: **Access to Food, Education, Safeguarding, and Financial Support.**

# Observations, gaps and impact

- **Reluctance from hotel managers for Newham Council teams to be based and seeing families at the hotel**

IMPACT – Families not getting to **access** council offers, not **informed** of support or services, social isolation

- **Slow, delayed and sometimes incorrect documentation** being sent to families (section 98 letters, section 95s, Aspen Cards)

IMPACT – Families without any money at all, risk of **exploitation**, social **isolation** as not able to **access** support or activities

- **Communication between the Home Office and the families** – families not being told where they will be moving to, when they will be moving, or being told they will be moving and then never getting picked up

IMPACT – Families with **no autonomy** and lots of **uncertainty**, impact on **physical and mental wellbeing**, social isolation

- **Local authority Safeguarding teams not being notified of safeguarding incidents** by the hotel

IMPACT – **Safeguarding risks to families** including **children and young people**, when **information is not shared** to statutory teams

- **Families not receiving health, social and educational support** that they need

IMPACT – Impact on physical and mental health, **social and educational wellbeing** of the family

- **Power imbalance of the structure of hotel processes**

IMPACT – **Disempowered**, unsupported families, feeling **without a voice**, feeling **un-welcomed**

- **Complaints about food at the hotel, or lack of access to food**

IMPACT – **physical and emotional health** needs

# What we did

- We welcomed families – making every conversation count!
- In Reach model
- Trauma-informed, whole-family approach
- Collaborated with VCFs services in support and connected families to relevant organisations and activities
- Advocated for families (Migrant Help Aspen cards, hotel conditions or conduct, access to service provisions they are eligible for etc.)
- Co-produced pathways with VCFs and statutory health partners (E.g. the Maternity/Health Visiting/Infant Feeding Pathway and the pathways to support for Early Help Hub, MASH, Welcome Newham and Our Newham Money)
- Developed escalation processes with senior Migrant Help contacts to chase complex cases and delayed Aspen Cards
- Influence on hotels to adopt better practices to safeguarding, food and conduct following reported concerns from families and service professionals

# What Family Navigators In-Reach looks like

## **Physical Presence**

2 Family Navigators visiting the hotels (based on their size, number of families etc.) either once a week or more, varying in durations ranging from 2hrs – the whole day at designated times and days

## **Relational and Trauma-Informed Practice**

Building and maintaining trusting relationships with families, helping them to access support that they need and helping to navigate through their support journey, whether informing families about the School Application Process, or helping families register for a GP. Hand-holding where needed, to ensure they feel supported to access support, listening to and advocating for families

## **Practical Support and assistance**

Providing practical support such as form-filling and applications for ESOL support or advising where the local children's centre is.

## **Collaboration with VCFs partners**

Promoting offers and support from local VCFs organisations (community kitchens, stay and play clubs, clothes donation days), working collaboratively with external colleagues to provide holistic support. E.g. working with Care4Calais to support families fund their TFL applications, birth registrations, or school uniforms.

# Where we are now

- There are now 5 contingency hotels we are supporting families
- Increased trust between families and our services – Families know we are there to support
- Regular Newham Council presence established in the hotels
- Improved relationships with hotel management and therefore increased influence when challenging problematic hotel management structures and conditions – e.g. Food, Safeguarding – we continue to build on this for ongoing improvement
- Robust pathways to support e.g. Under 5s Pathway - Maternity / Health Visiting / Infant Feeding/ Childrens Centre
- Effective collaboration between internal and external partners when supporting families on the ground
- Effective co-production streams, working groups and leadership from across council teams that include VCFs partners who are all invested in supporting families who are seeking asylum in Newham