

Insights from SSBC: Improving Access to
Diverse Communities

The Family Mentor Service

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The Local Context
in Nottingham



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The Family Mentor
Service



Census 2021 data

- 42.7% of the Nottingham population are from ethnic minority groups.
- 8.9% of Nottingham's households have no one speaking English as a main language at home.
- 78.9% of those with a main language other than English speak English well or very well, 21.1% cannot speak English or cannot speak English well.

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The Local Context in Nottingham

Translated resources support equitable access to information:

[An information pack for new fathers](#)

[A guide to pregnancy and parenting during Ramadan](#)

Community-based commissioning:

- Involves local communities in service design and delivery
- Ensures services meet the local needs and are culturally relevant
- Builds on the assets in the local community
- Supports community development

“Children at the heart,
parents leading the way,
supported and guided by experts.”

Local parents requested

- Ongoing emotional support and reassurance
- Expertise around parenting

Parents' preferred format for this service

- Home-visiting service
- Delivered by peers
- Non-judgmental

Family Mentor Service is run by three local CVS organisations.

Family Mentor recruitment and training

- Widely advertised vacancies in local communities via local publications, social media, and word of mouth
- Encourage applications from all social and ethnic backgrounds
- Selection based on aptitude rather than work experience or prior education
- Unique assessment process involving group and individual work to evaluate the ability of candidates
- On-the job training provided
- Includes accredited training at Level 2 (equivalent to GCSE)

Family Mentors

- Build trusted relationships with families
- Deliver Small Steps at Home, an evidence-based manualised programme of preventative health advice and child development support
- Deliver community activities and groups such as Cook & Play
- Provide signposting to other services



Small Steps at Home

Helping your child to grow up happy, healthy and confident.



Workforce survey

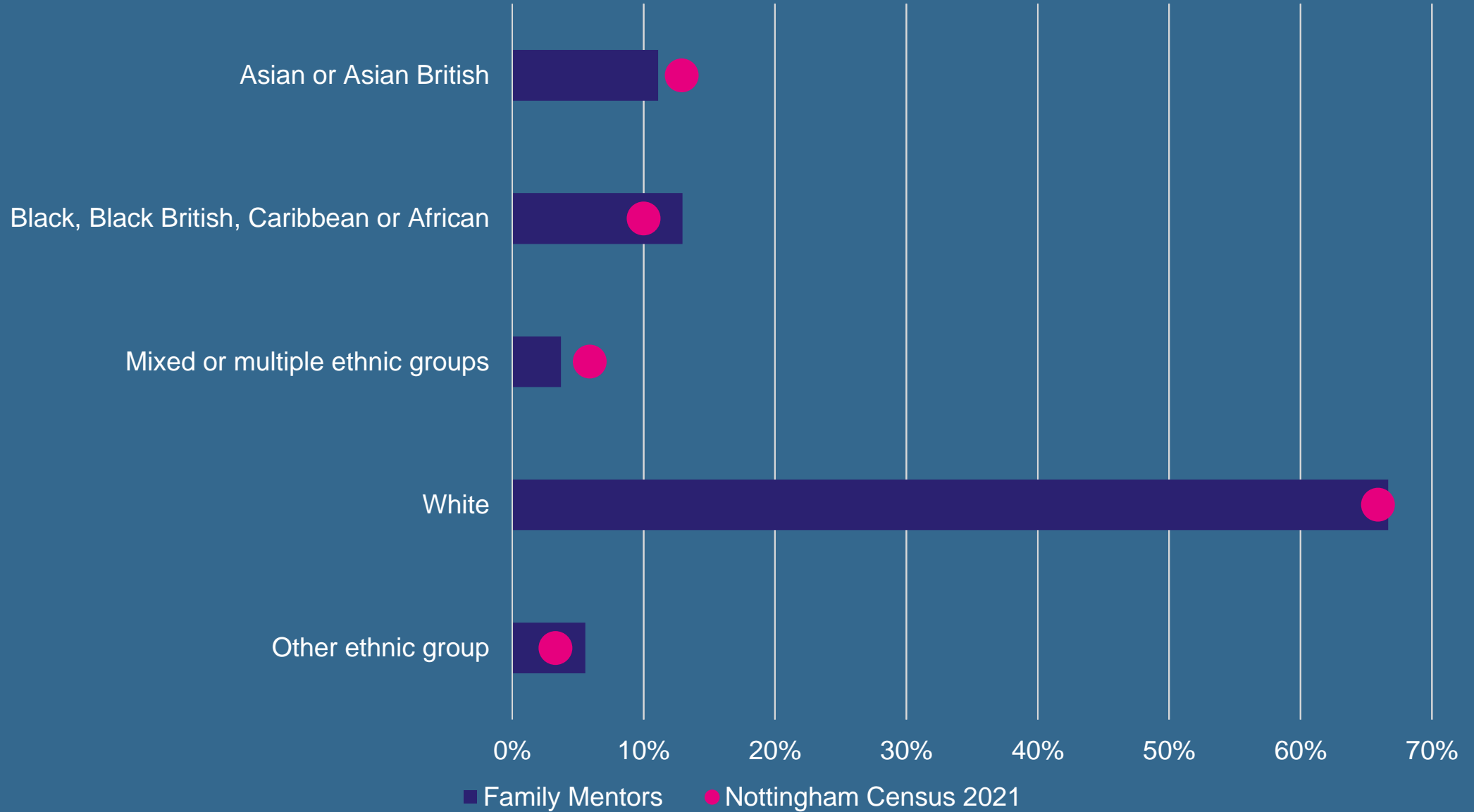
- Aimed at understanding the impact of Family Mentor employment on building community capacity and aspiration
- Conducted from July to August 2023
- Received 54 responses



**98% of Family Mentors
live in Nottingham**

“I wanted to support the community and engage parents to make a difference in parents and children’s lives.”

Ethnicity profile of Family Mentor Workforce vs. Nottingham Census 2021



Among the surveyed Family Mentors, 14 non-English languages are spoken, including:

- Polish
- Urdu
- Arabic
- Romanian

These languages are some of the most common minority languages in Nottingham.

“I'm so glad to get a Family Mentor. I'm new in the UK, I can't speak English I just [u]nderstand a little bit of it and I've found SSBC services amazing delivered in my own language”



**94% of Family Mentors
are parents themselves**

March
2024

Nottingham City NHS Health Start Data



Key

- People Eligible- 4441
- People Claiming the Digital Scheme- 3293
- People missing out- 1148

4441

- 74% of Family Mentors work less than 30 hours per week.
- Part-time working facilitates a Family Mentor's own childcare needs.

“This role has massively affected my life, and my family's! [...]

I get to have breakfast with my family and be home for tea also.”



17% of Family Mentors
had a Family Mentor
themselves

“I also wanted to make that
difference to another family that
my Mentor gave to me.”



**32% of Family Mentors
volunteered with one of
the Family Mentor
Service providers or
SSBC**

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The Family Mentor Service



**28% of Family Mentors
had done paid work
before but not in the
last 12 months**



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7% of Family Mentors
had never done paid
work before becoming
a Family Mentor

The Family Mentor role gives the opportunity for personal and professional development.

- Early childhood development knowledge
- Building relationships with families
- Transferable knowledge and skills
- Personal development, particularly confidence

Family Mentors feel their training and work experiences prepared them for a range of future job opportunities.

- Within the field of early child development
- Outside of their current field, such as education, healthcare, and social services
- Aspirational jobs, including roles that would require further training or education

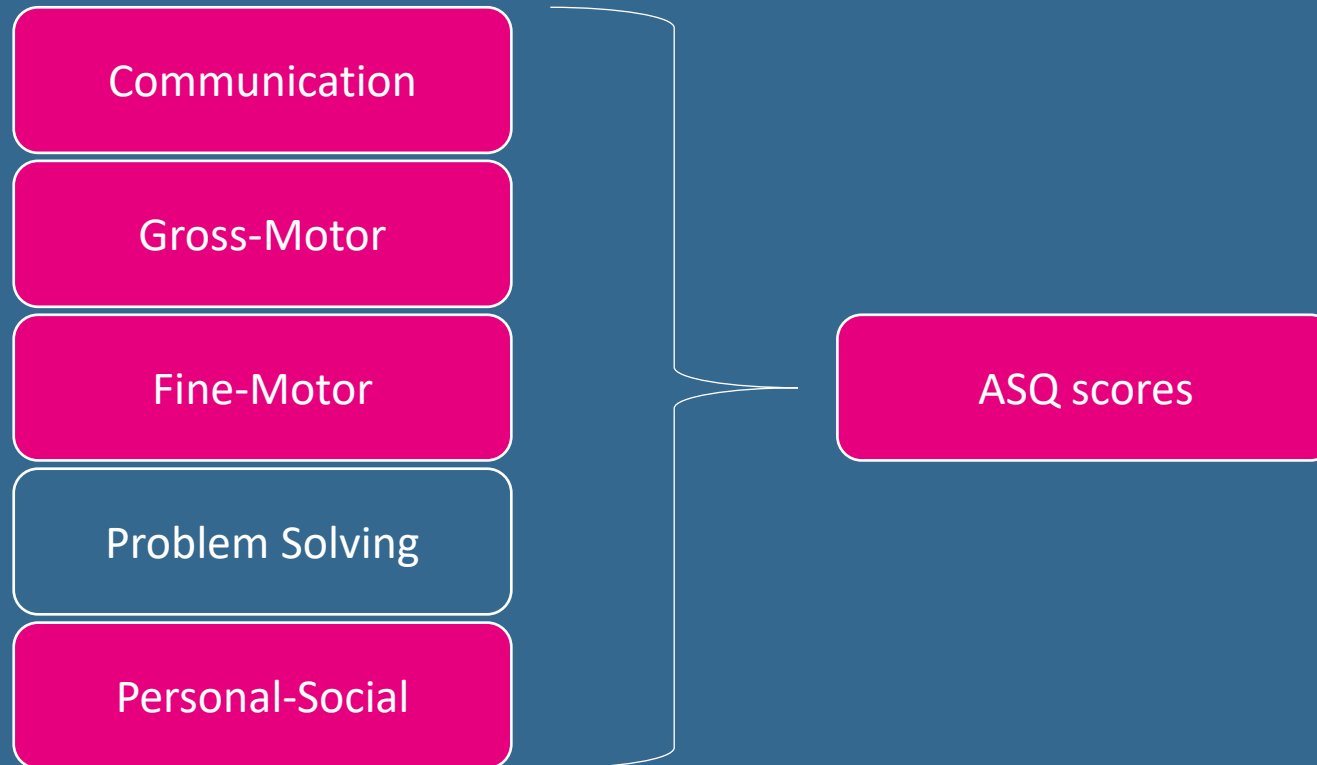
“I feel like this job has also given me the confidence to explore further education with the intention of trying to do a job more psychology-based working with families and children helping with behavioural Issues.”

- Currently, 1056 children are signed up for the Family Mentor Service, which means that 40% of eligible families living in the four SSBC wards engage with the Service.
- Family Mentors have delivered Small Steps at Home or community groups to 5328 individual children, totalling 111,668 interactions.
- Higher percentages of Asian/Asian British and Black/African/Caribbean/Black British children benefit from the service compared to White British children.
 - 35.1% White British
 - 36.6% Asian/Asian British
 - 48.4% Black/African/Caribbean/Black British
- Non-English-speaking families in one of Nottingham City's Primary Care Networks rated Family Mentors as one of the services most easy to access.

Independent evaluations by Nottingham Trent University show positive impacts for children and families.

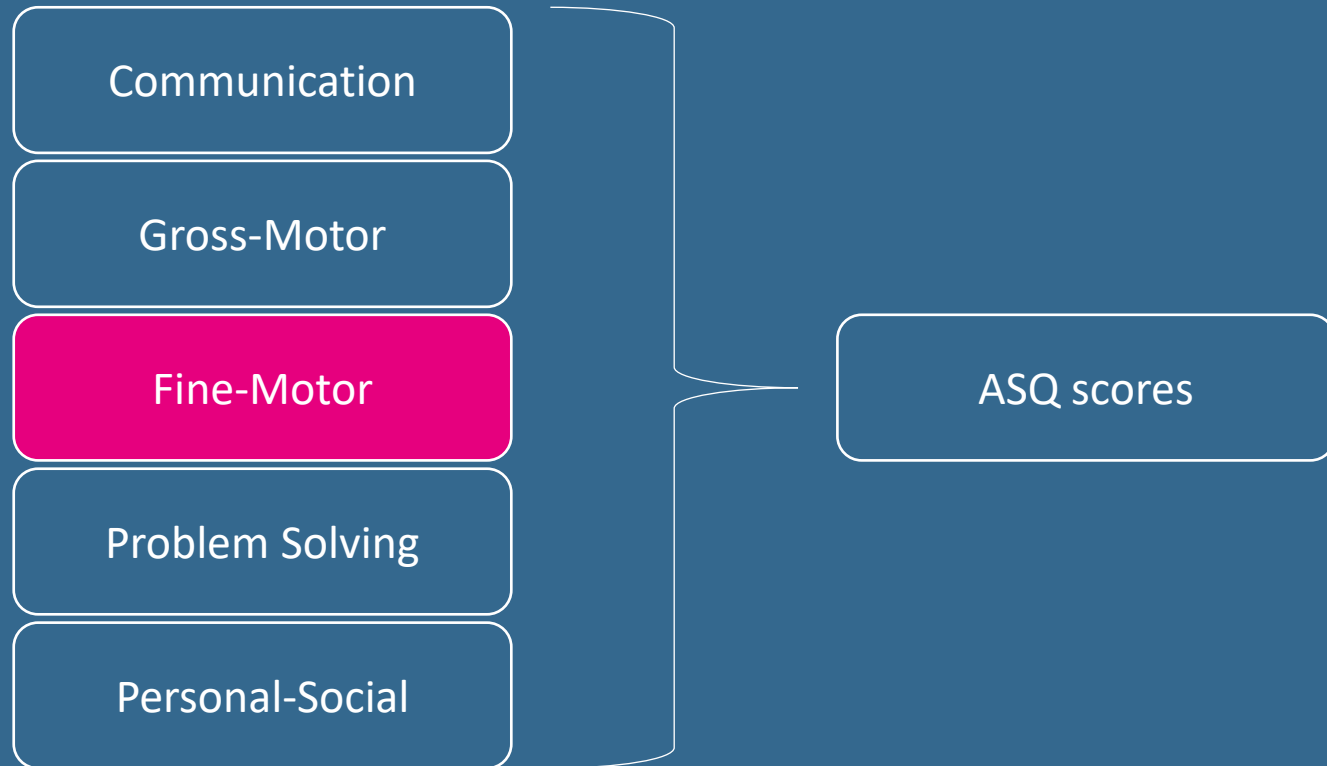
- All interviewed parents would recommend the Family Mentor Service to a friend or family member if they were eligible.
- Parent-reported improvements in
 - Wellbeing and confidence of both parents and children
 - Children eating healthier food options
 - Children's sleeping routines and behaviours

- Staff-reported improvements in
 - Children's confidence, language and communication, and English for children with another first language
 - Parent-child relationships, and more interactions between children and parents
 - Parents being more safety conscious



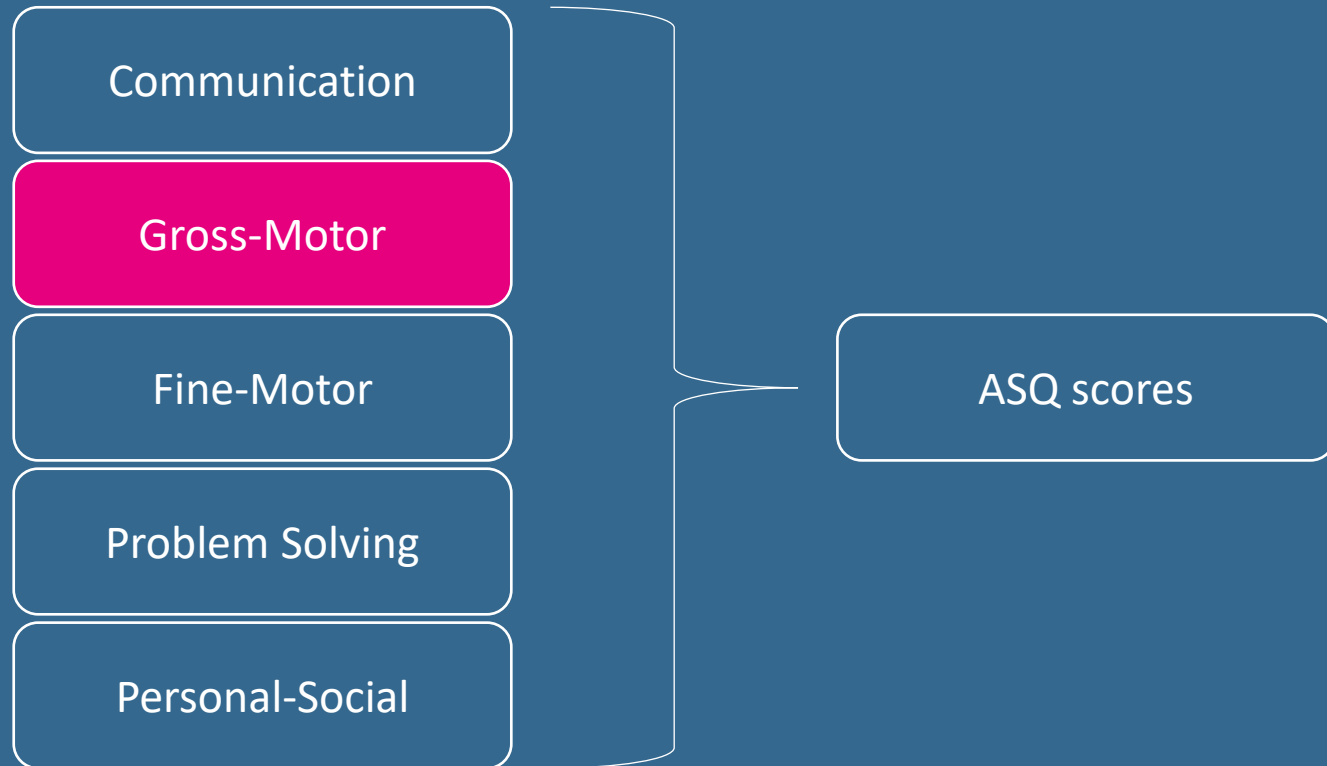
24-month ASQ scores

Children who participated for more than 18 months in Small Steps at Home had the highest mean scores.



24-month ASQ scores

An increase in Small Steps at Home visits is correlated with a statistically significant increase in this subdomain.



12-month ASQ scores

An increase in Small Steps at Home visits is correlated with a statistically significant increase in this subdomain.

Legacy building

- Family Mentor Service won the Social Value Award in the 2023 Nottingham and Nottinghamshire Integrated Care Board Health and Care Awards.
- Family Mentor Service has been awarded additional funding through a successful bid to the Nottingham and Nottinghamshire Integrated Care System's Health Inequalities and Innovation Investment Fund.
- The Family Mentor Service will be a targeted-selective intervention for families identified in collaboration with Midwifery, Children's Public Health 0-19 Nursing Service and other health practitioners with a focus on the earliest stage of a baby's life from birth to twelve months.

Thank you!

