



Dear Parents & Carers

We hope this message finds you well.

Hillingdon Children's Services are currently undergoing an exciting transformation, guided by new national direction from the **Family First Partnership Programme (FFP)**. This initiative is designed to reshape how we provide help, support, and protection—ensuring that every family receives the right support at the right time. A key focus is on **early intervention**, helping families before challenges escalate into crisis.

As part of this transformation, we are committed to working **with** families—not just **for** them. That's why we're reaching out to parents and carers who have previously worked with **Stronger Families key workers** or **Children's Social Care social workers**. Your insights are incredibly valuable in helping us understand what has worked well and where we can improve.

You can choose how you'd like to take part—whether through a one-off phone call or by joining our **Parent Consultation Group**, led by **Helen Smith**, Head of Transformation for Social Care Delivery. This group will provide a safe and welcoming space to share your experiences and help shape future services.

Key points about the group:

- A safe, inclusive, and respectful environment for open discussion.
- Honest and transparent communication to ensure **you** feel comfortable sharing your views.
- Meetings arranged at convenient times, with options to join in person (likely at **Uxbridge Family Hub**) or online via **Microsoft Teams**.
- A two-way process where you will be encouraged to actively participate and influence planning and decision-making.
- Your personal and individual feedback will directly improve service development levels.
- Timely updates will be sent on the outcomes of consultations, including how your views have been considered.
- Participation is entirely voluntary—you decide how much or how little you would like to be involved.
- The group will focus on identifying themes for service improvement, rather than commenting on individual staff members.

If you're interested or would like to find out more, please contact Helen Smith by email at **hsmith@hillington.gov.uk** or by phone on **07595 288063**.

Thank you for considering this opportunity to help us make a difference—together.

Warm regards,

Helen Smith

Head of Transformation – Social Care Delivery
Children's Services