

Appendix 1

Family Design Lab project brief and summary plan

May-December 2025

Context

National government reforms are driving transformational change in service delivery for children, young people and families, namely the Families First Partnership Programme and the move to family hubs. The 'Families in the City' programme is the City of London Corporation's (City Corporation) response to these reforms which also incorporates the shift from children's centre services to start for life provision in the City of London.

We want the voices of children, young people and families to be central from the beginning of Families in the City. We also want to work closely with colleagues and professional partners to inform developments. We are launching a Family Design Lab to deliver a co-ordinated approach to this involvement activity

Family Design Lab

Aim: provide a co-ordinated range of involvement activities to ensure the voices of children, young people, parents, carers and professionals are central to informing developments as part of the Families in the City programme.

Objectives:

- launch the design lab in June 2025 through a range of accessible communications
- base the design lab on the Family Information Service website (other web presences or comms to link to this base page)
- run the design lab in the first instance until December 2025 aligned with the delivery timeline of the Families in the City programme
- at least 15 parents or carers join the design lab
- use the lab to deliver a range of involvement activities that enable children, young people, parents, carers and professionals have their voice heard and that their views inform developments within the Families in the City programme
- adhere to data protection legislation and policies
- implement the DCCS reward and recognition for involvement policy (incoming)
- evaluate the design lab and take learnings into future DCCS involvement activities

Stakeholders

Stakeholders include but are not limited to:

- children and young people (including those with special educational needs and disabilities [SEND]), parents and carers in the City of London.
 - Start for Life Children's Voice Group - to merge into the Lab
- City Youth Forum
- Society Links
- Prospect
- City Parent Carer Forum (CPCF)
- Families in the City professional stakeholders

Communications will go out through:

- FIS website
- FIS social media
- City Corporation website
- City Corporation social media tbc
- Resident newsletters
- Stakeholders listed above
- Posters in our three libraries, Golden Lane and Portsoken community centres and Neaman GP practice

We will discuss options to reach young people with colleagues:

- CPCF
- SEND team for children and young people with EHCPs
- participation team for Prospects, Children in Care Council and City Youth Forum
- commissioned youth provider – Society Links

Budget

The Lab will require City Corporation DCCS staff time to set it up and run the activities within it.

The incoming DCCS reward and recognition for involvement policy will be followed for activity with City of London residents and service users under the design lab banner.

The policy sets out levels of activity and levels of reward so some budget will be required if level 3 activities are carried out. The cost of vouchers will be factored in when planning the activities.

The use of a mobile phone to communicate with parents and carers who are members of the design lab will be considered. This will incur a financial cost.

Risk log

Risk	Mitigation
Communications about the design lab cause confusion and anxiety around the changes.	Start with a Families in the City page which explains our evolving programme of work and how the design lab fits in with it. Narrative to include agreed key messages to be checked by Programme Lead.
No residents sign-up to the design lab.	Ensure comms around the design lab is disseminated through all appropriate resident comms channels, including use of Corporate comms. Assess take-up after one week and do another comms push if necessary.
Residents would like financial rewards for their time.	The design lab will follow the incoming DCCS reward and recognition for involvement policy which recognises financial reward for co-production level activity.

Summary action plan

Deadline	Action	Lead	Completed?
13 May	Draft all web and promotional content	HD	Yes
16 May	Edit/proof all text for accessibility and target audience	JK	Yes
21 May	Sign-off text and comms	ID/RT	
23 May	Ensure compliant with data protection protocols and policies	HD	
27 May	Comms to partners and Members to prep them for the launch	HD	
29 May	Set up FIS webpages and get sign-off	PR	
29 May	Agree schedule for FIS social media content	PR	
2 June	Families in the City page goes live	PR	
2 June	Share comms through: FIS website Start for Life group CPCF Residents and Healthwatch newsletters Community centres and libraries	PR ID HD HD HD	
w/c 2 June	Check sign-ups to Lab and reply	HD	
2 June onwards	Plan and deliver range of involvement opportunities through the design lab		