



Ellie Waide-Mayfield – Service Lead
Family Hubs Network

Family Hubs are about 3 clear principles:

Access

Family Hubs are a clear, simple point of access for help and support.

All families need help at times, and hubs **support families with children of all ages.**

There are places for parents to go, with their children **to access help that might otherwise be too hard to find.**

There is **more help for those who need it most.**

But it is not just about the family going to the hub. Health visiting **still involves home visits.** But **a hub approach means joining things up locally.**

Connection

The purpose of a hub is connection.

Services working together - one “front door”, shared outcomes and effective governance.

Professionals working together - through co-location, data sharing and a common approach. Families only have to tell their story once, the service is more efficient, and families get more effective support.

The state, the community, and charities working together

Relationships

A Family Hub means a family focus; relationships are the key.

Family Hubs prioritise **strengthening the relationships** that carry us all through life, and **building on family strengths, recognising that this is the way to lasting change.**

In a Family Hub, this idea is at the heart of everything that is done.

Lancashire's Family Hub Networks are:

- Welcoming, so families can get help without worry
- Local to you, so it's easier to get the right help for your family
- For children, young people and their families from pre-birth to 25 with SEND
- Online too, so you can find useful information just when you need it
- Where everyone is working better together for families
- Understanding – because things aren't always easy, and we're here for you when you need us





What things are we talking about?

- Information about childcare, school and college
- Help during and after pregnancy
- Helping you to keep safe and look after your family well
- Support for families of children with special educational needs and disabilities
- Advice and guidance on things like housing, money and jobs
- Someone to talk to, someone who is there to listen

Benefits for parents, carers and families

- **Convenience:** more services working in the same places
- **Community:** a local place to go when you are not sure who to ask or what is available to you
- **Making it easier:** a one stop shop so you don't have to repeat the same information time and time again



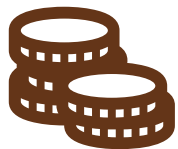
Benefits for children and young people



- **Somewhere to go:** and things to do, including fun activities, learning opportunities and access to the help and services needed.
- **A place where children and young people belong:** where they feel safe and supported; where they can talk to someone; where they will be listened to.
- **More connected to the community:** so, children and young people know what's going; so that they can better understand and participate in the world around them as they grow.

LANCASHIRE
FAMILY
HUBS
NETWORK

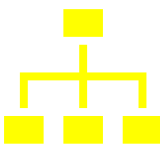
Family Hubs Networks Project



June 2022 Lancashire Council make £1.14m available for the project



A Steering Group is created to have oversight of the project



Sept 2022 Project Team is created

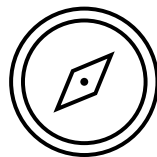
Jan to Mar 2023 team start working in Hyndburn, Pendle and W. Lancashire



Oct to Dec 2022 team start work in Preston, Burnley and Lancaster



Apr to Jun 2023 team start working Chorley, Wyre and Rossendale



Jul to Sep 2023 team start work in S. Ribble, Fylde and Ribble Valley



Sept 2023 The Network is launched and the journey continues.....

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Progress to date



Building on the strength of what we already have in Lancashire

- **Multi-Agency Steering Group** meeting regularly to oversee progress towards milestones
- Extensive **user research** undertaken with families, children/young people, professionals and partners – key principles from feedback drawn out and used in our co-production and planning
- Developing ethos of a '**Family Hubs way of working together**' – driving the evolution of our Multi-Agency Early Help Strategy. Further review of this during the winter/spring 2023/24
- Strong **active networks in all 12 districts** – mapping their local offer and connecting their network of Hubs, Bridges, Signposts and other family support services – Family Hubs blueprint
- Principals guide developed in the form of a '**Playbook**'
- Family Hubs **website**
- Family Hubs **Information Sharing** Service
- Research and development – maximising accessibility through **virtual and technology** support
- **Connect and find** developments in partnership with DfE Growing Up Well programme



Launching our network ambitions with the first group of Family Hubs



Supporting children, young people and families to succeed in Lancashire



- We are developing and co-producing Family Hubs in partnership with all the Early Help and support services who are already transforming lives of children, young people and their families through their work in the local areas.
- Bringing together all partners working locally in our Family Hubs Networks is key to ensuring that when families need help, wherever they go to within the community, all those agencies will be joined up and able to identify and signpost them to the right service.
- We aspire to **add more** Neighbourhood Centres to our network of Family Hubs in 2024, including Morecambe, Poulton, Fleetwood, Preston West, Moor Nook, Walton-le-Dale, Highfield, Eavesdale, Burscough, Clitheroe, Rawtenstall, Burnley Wood, Burnley Central, Nelson and Colne.
- A wide range of partner agencies are adding their facilities to the network of services in local areas as Hubs or Bridges.
- These include all other LCC Neighbourhood Centres which will continue as 'Family Centres' offering a range of family support, services and activities.

Lune Park Family Hub, Skerton, Lancaster

Kirkham Family Hub and The Zone, Fylde

Ribbleton Family Hub, Preston

West Paddock Family Hub (and The Zone), Leyland

Duke Street Family Hub, Chorley

Skelmersdale Family Hub (and The Zone), West Lancashire

The Park Family Hub, Accrington

Maden Family Hub, Bacup

Tay St. Family Hub, Burnley

Brierfield Family Hub, Pendle

The Family Hubs look and feel

We wanted the Family Hubs brand to be fresh, engaging and easily recognisable. We have produced to date:

- A Family Hubs logo and district specific logos
- Posters, flyers and e-vites
- Pull-up banners, feather flags and vinyl signage
- Pens, badges, tote bags, stickers and activity sheets
- Social media and web graphics



You are invited!

**Kirkham Family Hub and The Zone
opens on Monday 25th September!**

Drop in anytime from 10am-6pm to find out more about what's on offer at our Family Hub, and join in with some family friendly activities.

Welcome speeches from 11am.

6 Chapel Walks,
Kirkham, PR4 2TA

Drinks and
nibbles will be
provided!

lancashire.gov.uk

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County Council



Lancashire
County Council



You are welcome to celebrate with us week beginning 25th September 2023

Tay Street Family Hub, Burnley, Thursday 28th September 10am – 6pm

Treasure trail in the centre taking place all day

10-11am – Creative Families workshop with Burnley Youth Theatre

11-12noon – Welcome speech and opening of the Family Hub

12-1pm – Lunch

1-2pm – Baby and You with sensory play, songs and story time

2-3pm – Buggy Boot Camp – pre & post-natal gentle movement session with Burnley Leisure Trust. Infant Massage demonstration.

3-4pm – Tea time with special surprise guest

4-5pm – Multi Sports family activity session with Burnley Leisure Trust and Creative Families workshop with Burnley Youth Theatre

5-6pm – Interactive session for young people with the Targeted Youth Support team

First Aid practical demonstration with mannekins taking place throughout the day with New Era

Treasure trail in the centre taking place all day

21 Tay Street, Burnley, BB11 4BU

We hope to
see you there!



Full day events in every district with an engaging programme to showcase the wide range of services available from the local network

- Family activities
- Taster Sessions
- Local agencies marketplace
- Participation pledges
- User feedback/engagement
- Mapping

Lancashire's Family Hub website on
www.lancashire.gov.uk will be live

Spotlight launch in Preston - Monday 25th at noon



You are invited!

**Ribbleton Family Hub is opening
on Monday 25th September!**

Drop in any time from 10-6pm to find out more about what's on offer at our Family Hubs, and join in with some family-friendly activities.

Welcoming speeches from 12pm.

Ribbleton Hall Drive,
Preston, PR2 6EE

Drinks and
nibbles will be
provided!



Co-located delivery of services at the first Family Hubs from after launch

The six core services below will feature in the delivery plan for an enhanced/integrated programme of delivery at Family Hubs. This is in line with the national specification.

Early Help/Safeguarding children

Infant Feeding

Midwifery

Health Visiting

SEND Support

Mental Health

What this will look like in practice at a Family Hub will include, for example, the following services/ groups/ advice/ drop in facilities being co-delivered by expert partners.

Triple P parenting groups	Talkzone Advice line	Big Cook Little Cook	Healthy relationships courses	Family Group Conference	Baby and Mother Audits
SENDIASS support	Move and Groove groups	Lactation Clinic	Development Matters Groups	Perinatal Listening Contacts	Re-MIND me groups for teens
CANW therapeutic services	Baby Weights and Measurements	Housing Support Advice	Bump Birth and Beyond Antenatal	Movin on Up	Vitamin D
New baby visits at the hub	DWP Employment Advisors	SALT groups	Teen SEND Groups	Family Time	Empowering Parents Courses
Baby and You Group	Family Support Workers	Freedom/ Freedom Flowers	HAF programme	Latch on advice line	Warm and Welcome
Baby Clinics	One stop shop – baby drop ins	Infant Massage	2-2.5yr integrated health checks	Youth Groups	CFW CWD Team
Perinatal Mental Health Team Assessment	Colourful Footsteps Groups	Breastfeeding Advocates	Chat Play and Read	Inside Out Childrens Groups	Parents to Be group

Wider partners in the local 'Family Hubs' Network will be aware of these and are able to signpost the families they work with/encounter, into the Hubs as required.



The components of each of our district Family Hub networks

FAMILY HUBS

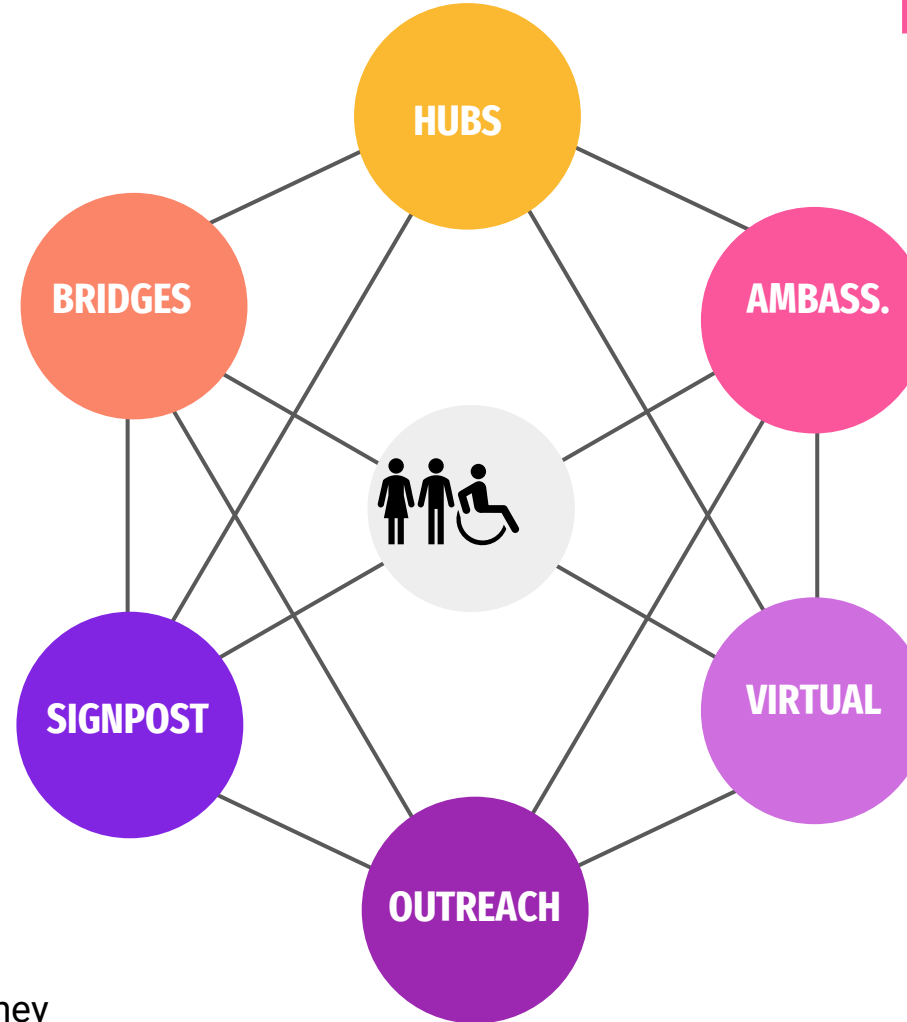
Single access points hosting a wide variety of integrated/ multi-agency family support services including those identified in the national specification for Family Hubs (Annex E/F)

FAMILY HUB BRIDGES

Venues providing safe spaces and services in support of families in a wide variety of settings incl. schools, community venues and leisure centres. Providing practical support, brief interventions, using early help assessments and plans to identify and respond to needs.

FAMILY HUBS SIGNPOSTS

Places, people and services acting as an information network for families, young people and children - warmly directing them to where they can receive wider support or more specialist services within the network.



FAMILY HUBS AMBASSADORS

Key Individuals advocating and telling the story on a day-to-day basis

VIRTUAL + DIGITAL

Services delivery by digital tools including virtual front door

OUTREACH

Children and Families practitioners in health, education and community safety

Schools are Bridges....

Family Hub Bridge

Is the name given to organisations in the network who can support children young people and families to access support, could provide a safe space for service users to get initial information and advice (Virtually or face to face) and may be able to offer an early help assessment and remain as a support while a support plan is in place, supporting children and young people and families at Level 1/2 and or contributing to plans at Level 3/4.



Schools as Bridges – Examples of Existing Work


One school is working with CAB and Housing Standards, providing them with a regular space to meet families, It is badged as Coffee and Chat to reduce stigma and provide services in a place where vulnerable families feel safe.

One Special School is working in partnership with CFW to provide a stay and play session with parents to enable a safe place to address concerns, equip parents with skills and strategies and enable early identification of need.

Some of our schools have been co-hosting parenting sessions with partner agencies to maximise attendance and engagement.

Secondary Schools in Chorley and South Ribble now have linked PCSO's to support prevention of ASB / criminality and to build positive relationships with police.

One school is working with Lancashire Adult Learning to promote aspiration and build relationships and is using it as a vehicle to build confidence for families to access learning to approach more sensitive areas of need such as Mental Health.





How schools can get involved

Schools are already undertaking work with families that intrinsically sits within the Family hub Network way of working; supporting families, bringing in services or support, signposting to help, so now we want to look together at how we build on this; creating strength and sustainability through high quality relationships across each sector.

Be part of the Crew, the 'crew' is a team of local experts who meet regularly to develop the direction and quality of the Family Hub Network in their District, it is vital we have the school voice represented in the crew, capitalising on the incredible amount of knowledge schools hold about our communities.

Share good practice and initiatives – What projects, partnerships or offers do you have already for your children, young people and families? What is working well and how could the network enhance it even more? What could a different partner add?

Provide Peer Support - supporting other schools to set up similar initiatives, this can be light touch in terms of putting them in contact with the right people or more intense leading them through the process

Host partner agencies – By providing a space to house a partner or agency, your families can access services where they feel comfortable and in a way that is more likely to result in appointments being kept and issues being addressed. This could be anything from a one off to a weekly arrangement.

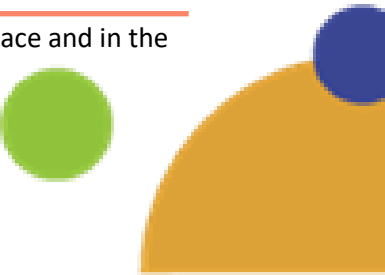
Facilitate Communication – Promoting the work of the network through your communication channels with parents, children and young people; so that The Family Hub Network becomes something all families access, are linked to and can benefit from.

Signpost - Signposting families to the right service / point of access and providing a warm handover so families only have to tell their story once.

Share intelligence and data- schools have so much knowledge about what the reality is like for families on the ground. Communicating back to the crew about pressing issues, strengths, new trends or gaps that have been uncovered, to ensure as a network we meet the real needs of our families.

Schools are already doing this work, and with The Family Hub Network there is a real opportunity to enhance and elevate what is already there, and to widen the lens of what's possible, achievable and sustainable through partnership.

The strength of the Family Hub network will be in our partnership approach to working and how we link families to the right service or support at the right time, in the right place and in the right way. Schools will have their own personalised approach to how they serve the community within which they sit, and their ambition for their children and families.



Thank you for listening!

Any Questions?

All partners have an important and valuable role to play in Family Hubs

- You have a deep insight into your communities and key knowledge about what support families need and access
- You already work closely to understand and meet the needs of children and families in your communities
- You are well placed to recognise challenges and barriers and have the experience and knowledge to help to overcome them
- We need your input into family hubs to help shape them in a way that reflects and meets local need