

**13 September 2023**

**Agenda Item 5**

**REPORT OF THE CORPORATE DIRECTOR FOR CHILDREN AND FAMILIES**

**FAMILY HUB DEVELOPMENTS IN NOTTINGHAMSHIRE**

**Purpose of the Report**

1. To review the progress and next steps for the development and implementation of Family Hubs across Nottinghamshire.

**Information**

**What are Family Hubs?**

2. Family Hubs, as described by the government, offer support from pregnancy, through the child's early years, later childhood and into young adulthood. They are not a statutory function and so the local offer from Family Hubs may vary from area to area. A key aim of Family Hub Networks are to provide a 'front door' to families, offering a 'one-stop shop' of family support services across their social care, education, mental health and physical health needs, with a comprehensive [Start for Life](#) offer for parents and babies at its core, with the underpinning view that families should only need to tell their story once. The Family Hub core offer in Nottinghamshire includes target cohorts and age groups, as well as key themes for service delivery.



Best Start  
for Life



Support  
for  
families  
with  
School  
aged  
children



Young  
People's  
Services



Health  
and  
Wellbeing



Family  
Support  
and  
parenting  
programm  
es



Children  
and Young  
People  
with SEND



Money,  
Training,  
Skills,  
Empleme  
nt and  
Housing  
Support

3. The Family Hub core offer will be provided by a range of existing services and organisations under the banner of local Family Hub Networks. There is no additional funding for Family Hub delivery so the intention is that partners will work together to assess and meet the needs of families through universal, early help and targeted interventions.
4. Each Family Hub Network will be unique and bespoke to the local community it serves and aims to make a positive difference to parents, carers and their children by providing a mix of physical and virtual spaces, as well as outreach, where families can easily access non-judgmental support for the challenges they may be facing.

### **What are Family Hubs aiming to achieve?**

5. The vision for Family Hubs in Nottinghamshire is *‘to build the resilience of families, and driving system change so that Nottinghamshire has joined up, efficient local services which are able to identify families in need and provide the right support at the right time’*.
6. The Department for Education and Department of Health and Social Care have agreed three national principles for Family Hubs:
  - a) **More accessible** – through clearly branded and communicated hub buildings, virtual offers and outreach.
  - b) **Better connected** – Family Hubs drive progress on joining up professionals, services and providers (state, private, voluntary) – through co-location, data sharing, shared outcomes and governance. Moving from services organised for under-fives, to families with children of all ages, reduces fragmentation (even though an emphasis on early years and the ‘Start for Life’ offer will remain).
  - c) **Relationship-centred** – practice in a Family Hub builds on family strengths and looks to improve family relationships to address underlying issues.
7. We will know if Family Hubs in Nottinghamshire are successful by evidencing the following outcomes:
  - a) increased accessibility for families to more of the services they need, through a single point of access,
  - b) increased awareness and uptake of family hub services, including by disadvantaged and vulnerable groups,
  - c) improved experience for families of navigating services and reduced need for families to tell their story more than once,
  - d) increased efficiency for professionals and services and more effective collaboration, leading to improved support for families,
  - e) increased consideration of a whole family’s needs, leading to more appropriate and timely support,
  - f) strengthened relationships within families and between them and professionals.

### **The Family Hub Partnership**

8. The Family Hubs Partnership is a subgroup of the Early Help Executive and has a direct link with the Best Start Partnership as ensuring a best start for life offer is a core element of Family Hub Networks. The group has been meeting since 2021 to start to shape plans for Family Hubs across Nottinghamshire. Membership includes District and Borough Councils, Place Based Partnerships, Voluntary and Community Sector, community and specialist health services,

education, Department for Work and Pensions, Inspire Libraries, and many others. Local governance of partnerships that support children and families are being reviewed and the oversight and development of Family Hubs will be carefully considered as this proceeds.

## **Best Start for Life and Family Hubs**

9. In 2022, the Department for Education pre-selected 75 Local Authorities to take part in the [Family Hubs and Start for Life programme](#). The preselection process used the Income Deprivation Affecting Children Index (IDACI) and selected the highest scoring 25% of councils from 'urban' and 'rural' categories. Nottinghamshire was not preselected however we are using the guidance to help shape local plans and developments.
10. The Family Hubs and Start for Life Programme helps meet commitments in [The Best Start for Life: a vision for the 1,001 critical days](#). The objective of the programme is to join up and enhance services delivered through Family Hubs, ensuring parents and carers can access the support they need when they need it. The programme will:
  - a) Provide support to parents and carers so they are able to nurture their babies and children, improving health and education outcomes for all.
  - b) Contribute to a reduction in inequalities in health and education outcomes for babies, children, and families across England by ensuring that support provided is communicated to all parents and carers, including those who are hardest to reach and/or most in need of it.
  - c) Build the evidence base for what works when it comes to improving health and education outcomes for babies, children, and families in different delivery contexts.

## **Targeting Priority Neighbourhoods**

11. Between one and three Family Hub Networks will be created in each district with all partners fully engaged. These Networks will include at least one main physical Family Hub with several spokes across a locality. These spokes will provide access to a range of services and interventions which could be age or topic specific, including libraries, Young People's Service, Children's Centres, Health Centres, Citizens Advice, Job Centre Plus, Leisure Centres and schools. Spokes will be a mixture of virtual and physical access points including the existing arrangements for telephone advice and referral, local websites, and online resources. Partner agencies will also be able to use the main physical Family Hub and spokes for appointments, clinics, and drop-in sessions.
12. Each Family Hub Network will ensure coverage across a district by carrying out substantial outreach work in target localities and by working with organisations based in priority neighbourhoods. In most cases the main Family Hub site will be located in areas of greatest need, however co-production activities with target groups have identified that families would like to access services that are more accessible for example town centres and on busy bus routes, so the exact locations have yet to be confirmed and consultation activities will further shape decisions.
13. Organisations and council teams involved in Family Hub Networks will be required to provide outreach work to ensure that access to services in target localities and with target groups is addressed. This could include delivery of activities in existing buildings by Council Family Hub teams and other services such as the Family Service and Healthy Family Teams, as well as home visits.

14. It is proposed that all Children’s Centre buildings become Family Hub main sites or spokes. Statutory consultation with residents and stakeholders will begin in Autumn 2023 to change the use of these sites. These buildings will continue to provide services for under 5’s but will also host other services and activities for families with older children. In some cases consultation with families may identify buildings which they prefer to be the Family Hub main site because of accessibility, so plans for roll out of Family Hubs will take feedback into account. Each site will invite partner organisations to provide services from hubs and spokes on a regular or ad hoc basis.

15. Proposed Family Hub Networks by District:

Ashfield	1) Ashfield North (Sutton in Ashfield) 2) Ashfield Central (Kirkby in Ashfield) 3) Ashfield South (Butlers Hill and Broomhill)
Bassetlaw	1) Retford 2) Worksop (Manton) 3) Harworth and Bircotes (including rural villages such as Carlton in Lindrick)
Broxtowe	1) Broxtowe North (Eastwood) 2) Broxtowe South (Chilwell)
Gedling	1) Gedling North (Killisick) 2) Gedling South (Netherfield)
Mansfield	3) Mansfield South East (Oaktree & Ravensdale) 4) Mansfield West (Tichfield & Oakham/Ladybrook) 5) Mansfield North (Mansfield Woodhouse)
Newark and Sherwood	1) Newark (Hawtonville) 2) Sherwood 3) Ollerton
Rushcliffe	1) Rushcliffe

### Progress so far

16. Nottinghamshire has planned a phased roll out of Family Hub Networks starting with several design sites being progressed prior to full roll out in 2024/25.

Family Hub Network Locality	Family Hub Main Delivery Site	Progress
Retford Family Hub Network	Retford Central Children’s Centre	Opened April 2023
Newark Family Hub Network	Hawtonville Children’s Centre	Due to open before April 2024
Sutton in Ashfield Family Hub Network	Summerhouse Children’s Centre and/or Sutton Library (pending further consultation)	Due to open before April 2024
Mansfield South Family Hub Network	Oaktree or Ravensdale Children’s Centre (pending local consultation)	Due to open before April 2024
Gedling South Family Hub Network	Netherfield Children’s Centre (pending local consultation)	Due to open before April 2024

17. The Retford Family Hub main site opened in April 2023, following consultation and co-production activities with young people, families, and local stakeholders. A steering group has been established and a range of organisations are now operating from the site. Further work

is now required to progress joint systems and processes to enable partners to jointly deliver services.

### **Co-production with Families and Stakeholders**

18. The approach in Nottinghamshire is to consult with local families and stakeholders before Family Hub plans take shape within a locality, this is followed by a range of co-production activities with children, young people, parents/carers and professionals. *“Co-production is not just a word, it’s not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them.”*<sup>1</sup>
19. By building in co-production into developments, it is anticipated there will be increased ownership and engagement in Family Hub Networks. Successful co-production:
  - recognises that people who use services have the skills and knowledge to change and improve service delivery.
  - breaks down the barriers between people who use services and professionals.
  - builds on people’s existing capabilities.
  - includes reciprocity (where people get something back for putting something in).
  - encourages mutuality (people working together to achieve shared objectives).
  - works with peer and personal support networks alongside professional networks.
20. The Family Hub model is an integrated service model, not a stand-alone service. Co-production therefore focuses on the journey through the system and not only on individual services such as GPs or social care.
21. Comments from local families about Family Hub developments included:
  - *“The hub is an essential service required in every area, as a parent who has used the services for groups with my baby, I now need it for additional emotional support for my son.*
  - *Would be good to have a Family Hub for support after children turn 5.*
  - *Suggest the opening times and days the hub would be open need to be taken into account to be able to include more dads and the flexibility of accessing services.*
  - *I used the centre for all midwife appointments while expecting my 2 year old and 6 year old. It was amazing to have that space to see the midwife and know they were there if I needed support after birth... It was a fabulous place to meet other parents and we still have a friendship as do our children now.”*
22. The consultation and co-production work in the Retford Family Hub Network has been a substantial piece of work, engaging local partners in the work to ensure underrepresented groups were engaged and using the skills of services such as Youth Services to specifically engage teenagers. A summary of work in Retford is available to view at [Retford and the story so far | Nottinghamshire County Council](#). The work in Retford has been recognised nationally as an example of good practice and has been published by the National Centre for Family Hubs [Participation case example: Nottinghamshire - National Centre for Family Hubs](#).

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<sup>1</sup> Social Care Institute for Excellence (SCIE), 2023

## **Family Hubs and Place Based Partnerships**

23. Place Based Partnerships are supportive of the Family Hub approach and are actively working with Nottinghamshire County Council to confirm locality governance arrangements and to increase the engagement of key partners and services such as social prescribers.
24. Family Hubs use an early help approach and will not only deliver interventions to support children to have the best start in life but will also help to address Place Based Partnership priorities such as young people's mental health and local priorities to reduce health inequalities.

## **Nottinghamshire's Virtual Family Hub**

25. The Department for Education published the Family Hubs Model Framework in August 2022<sup>2</sup> which contains a wide range of ambitions including requirements focusing on access, information, communications and self-help guides. The Family Hubs Partnership and Best Start Partnership are developing a Virtual Family Hub which will include the Best Start for Life Offer.
26. This work will begin in earnest following the appointment of a temporary project officer to lead on co-production with families and stakeholders. It is anticipated that this website will link to existing online information and will be the main 'go to' website for local families trying to find information, advice, and guidance on a wide range of issues.

## **Family Hub Workforce Development**

27. A partnership group has been meeting to explore the workforce development needs of professionals who will be engaged in Family Hub Networks. This could include customer service teams, Jobcentre Plus, library workers, receptionists, school staff etc. It is not intended that these workers are trained as experts in family support, but to be confident and able to help families find the information and support they may need. We understand from local co-production activities that professionals struggle to know what services are available, so it is not surprising that families struggle to navigate a complicated landscape of services and organisations.
28. A range of workforce development opportunities will be made available to staff according to their role and level of contact with families. This will include 'whole family working', 'reducing parental conflict'; as well as webinars and creating and disseminating short film clips of what services provide.
29. The workforce development matrix is being used initially in the Design site areas and will be built on further as work progresses.

## **Next Steps**

30. Progress the phased roll out of Family Hub Networks with all Family Hub Networks in place by April 2025.
31. Launch public consultation with residents and roll out local co-production activities in target localities.

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<sup>2</sup> [Annex E - Family Hub Model Framework \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

32. Further development and refinement of the Best Start for Life Local Offer and the Virtual family Hub working with families to ensure their information and support needs are addressed.
33. Creation of systems and processes to enable families to access a range of services and interventions provided through Family Hub Networks.
34. Further engage schools in the development of Family Hub Networks.
35. Completion of a Family Hubs Outcomes Framework to measure impact and report on progress.
36. Information Sharing Agreements are being progressed to enable the successful implementation of Family Hub Networks and the Best Start for Life Local Offer. This work will enable services to provide integrated support and care, whilst identifying and addressing needs early.

### **Other Options Considered**

37. There is the option to not provide an update on progress for the development of Family Hubs in Nottinghamshire, however, this option was discounted as these hubs help to deliver the best start ambition of the Health and Wellbeing Board's Joint Health and Wellbeing Strategy 2022-26.

### **Reasons for Recommendations**

38. Family Hubs bring together family support services providing support early, when families need them. These include universal and targeted services, including access to the intensive support of a keyworker where appropriate.
39. Family Hubs can support all families, particularly in the first 1,001 days, but they are designed to be particularly accessible to families from lower socio-economic groups, families who have special educational needs or a disability, or those from minority groups who are experiencing exclusion.
40. Family Hub Networks will provide a cross-cutting early help solution to a complex set of problems and risks which face children and families. For this reason, the work to progress Family Hub Networks builds links between many different parts of the system to provide joined-up and holistic services. The Early Intervention Foundation (EIF) has estimated that the cost of late intervention is almost £17 billion a year, suggesting that providing family support early can lessen the demand for statutory intervention or acute services later on. Implementing successful Family Hub Networks will provide early interventions to reduce the burden on statutory and specialist services in the longer term.

### **Statutory and Policy Implications**

41. This report has been compiled after consideration of the implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability, and the environment and, where such implications are material, they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Crime and Disorder Implications**

42. Some of the signs that children and young people may be at greater risk of involvement in crime are present from birth. By using evidence-based practice to target and engage children at risk of poor outcomes, Family Hubs will be able to respond appropriately to these signals of risk and when required provide additional support at the earliest opportunity.

## **Data Protection and Information Governance**

43. Information sharing and General Data Protection Regulation compliance will be central to Family Hub developments and implementations. Information sharing agreements, data protection impact assessments and Privacy Notices will therefore be progressed.

## **Financial Implications**

44. Partners in the delivery of Family Hub Networks will use their own resources to help shape and improve services and interventions for children and families; no additional funding has been provided to support the implementation of Family Hubs.

## **Consultation**

45. Statutory consultation is required to change the use of a Children's Centre building to a Family Hub. Consultation is taking place at a local level for the design site areas and countywide consultation will begin in autumn 2023 ready for the full roll out of Family Hubs to begin from April 2024.

## **Public Sector Equality Duty implications**

46. The creation of Family Hub Networks across Nottinghamshire will not have a negative impact on anyone with protected characteristics. An Equalities Impact Assessment has been drafted and will be updated as plans progress.

## **Safeguarding of Children and Adults at Risk Implications**

47. Safeguarding children and families will continue to be a key priority within Family Hub developments. All partners involved in Family Hubs are asked to access free Nottinghamshire Safeguarding Children training and have policies and procedures to safeguard children and vulnerable adults.

## **Implications for Residents**

48. Successful delivery of Family Hubs will improve a range of outcomes for children and families including emotional health and wellbeing, healthy pregnancy, reducing parental conflict, speech, and language to name but a few.
49. Families will have access to information they need, when they need it: through a digital platform, as well as virtual and telephone offers around the needs of the family.
50. Local families will have an accessible, single point of reference that families can use to navigate local services specifically for babies from conception to 2 years of age.



## RECOMMENDATIONS

The Nottinghamshire Health and Wellbeing Board is asked:

- 1) To acknowledge the work progressed to establish Family Hub Networks in Nottinghamshire.
- 2) To endorse the suggested next steps for the effective roll out of Family Hub Networks across Nottinghamshire.
- 3) To consider whether there are any actions required by the Board in relation to support for the developments and implementation of Family Hubs.

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### **Constitutional Comments (SF 31/08/2023)**

51. This report falls within the remit of the Board for consideration as set out in the Board's Terms of Reference in particular 'To promote and encourage integrated working...' and 'To discuss all issues considered to be relevant to the overall responsibilities' of the Board (Council's Constitution Section 7 Part 2 pg 119).

### **Financial Comments (CDS 05/09/2023)**

52. There are no financial implications arising directly from this report. Partners in the delivery of Family Hub Networks will use their own resources to help shape and improve services and interventions for children and families; no additional funding has been provided to support the implementation of Family Hubs.

### **Background Papers and Published Documents**

53. Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Implementing Family Hubs in Nottinghamshire – report to Children and Young People's Committee on 13<sup>th</sup> December 2021 [Democratic Management System > Meetings \(nottinghamshire.gov.uk\)](#)
- Proposed changes to Retford Central Children's Centre – report to Children and Young People's Committee on 13<sup>th</sup> December 2021 [Democratic Management System > Meetings \(nottinghamshire.gov.uk\)](#)

- Proposed Consultation on the use of Retford Central Children’s Centre – report to Children and Young People’s Committee on 13<sup>th</sup> September 2021 [Retford Central Consultation Report](#)
- Annual Progress Report Best Start Strategy 2022/23 -- Report to the Health and Wellbeing Board July 2023 [Democratic Management System > Meetings \(nottinghamshire.gov.uk\)](#)
- Nottinghamshire Family Hubs Implementation Equalities Impact Assessment November 2021 [Completed Equality Impact Assessments \(EqiAs\) | Nottinghamshire County Council](#)
- Family Hubs Model Framework (Department for Education and Department for Health and Social Care 2022) [Annex E - Family Hub Model Framework \(publishing.service.gov.uk\)](#)
- Family Hub Service Expectations (Department for Education and Department for Health and Social Care 2022) [Family Hub Service Expectations \(publishing.service.gov.uk\)](#)
- Family Hubs and Start for Life Programme Guide (Department for Education and Department for Health and Social Care 2022) [Family Hubs and Start for Life Programme Guide \(publishing.service.gov.uk\)](#)

#### **Electoral Divisions and Members Affected**

- All.