

Shaping The Family Hub Virtual Hub

For The Retford Design Site

November 2022

Family Hubs aim to make a positive difference to children, young people and their families by providing joined up, efficient local services which are able to provide the right support at the right time, in the right place.

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.

Crucial to Family Hubs, will be the creation of the **Virtual Family Hub** as this will provide an online tool for children and young people, families, and local partners to access accurate and helpful information and support.

In preparation for the launch of the Retford Design Site in early 2023 we will be using the existing platform managed by Nottinghamshire County Council – **Notts Help Yourself**.

Please complete the 2 part exercise and questions on the next pages.

Your feedback will be incredibly valuable in ensuring the Virtual Family Hub is accessible and easy to navigate,

Thank You

Family Hubs Project Team

COMPLETING THE
QUESTIONS AND
EXERCISE ON THE NEXT
PAGES WILL ENSURE THE
VIRTUAL HUB IS SHAPED
BASED ON LOCAL NEEDS.



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Partner Feedback Part 1

Please complete the exercise and questions below on behalf of your service/ team. Please share your feedback from the perspective as a partner/ service provider and on behalf of the families that you support.

Name of your service and person completing this exercise:

**1. How do you and the families you work with find out about services?
(Examples could include Google, Notts Help Yourself, Particular Websites etc)**

2. Thinking about your own organisations and the families you work with, what would be the key words you/they would use to find services/information?

Please complete the exercise on the next page

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Partner Feedback Part 2

Please complete these instructions:

- Visit Notts Help Yourself at www.nottshelpyourself.org.uk.
- Input a key word that you/ your families would likely use to bring up your service information.

1 How easy is it to use the site?

2 What do you think of the look/layout/visuals on the pages?

3 Did you find the right support/information?

4 Was there any information/services missing?

5 Was the information relevant to Retford?