



Family Hubs Networks

Lancashire Health & Wellbeing Board May 2023

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Lancashire Family Hub Networks



Lancashire County Council has allocated funding to implement a Family Hub network lead by the Programme Office and alongside **families, district councils, charitable, faith, voluntary and statutory service partners across the county.**

Lancashire Family Hub Networks follow the National Family Hub Framework led by the Department for Education.



Department
for Education

The Lancashire Family Hub Networks will:

- Bring services together to improve access, improve the connections between families, professionals, services, and providers, and put relationships at the heart of family support
- Offer support to families from conception to age 19 or up to age 25 for those with Special Educational Needs and Disabilities (SEND), with the Best Start for Life offer at their core
- Build on what is already being delivered providing an integrated, universal family support service where mothers, fathers, carers, children, young people and families can access the early help and support they need to build stronger and more resilient families

For families to receive the best support, services need to be joined up and integrated in their approaches. Trusted relationships should sit at the heart of this so that family members know who to turn to and all partners collaborate well

COMPONENTS FOR DISTRICT FAMILY HUB NETWORK – NOT JUST A BUILDING

FAMILY HUBS

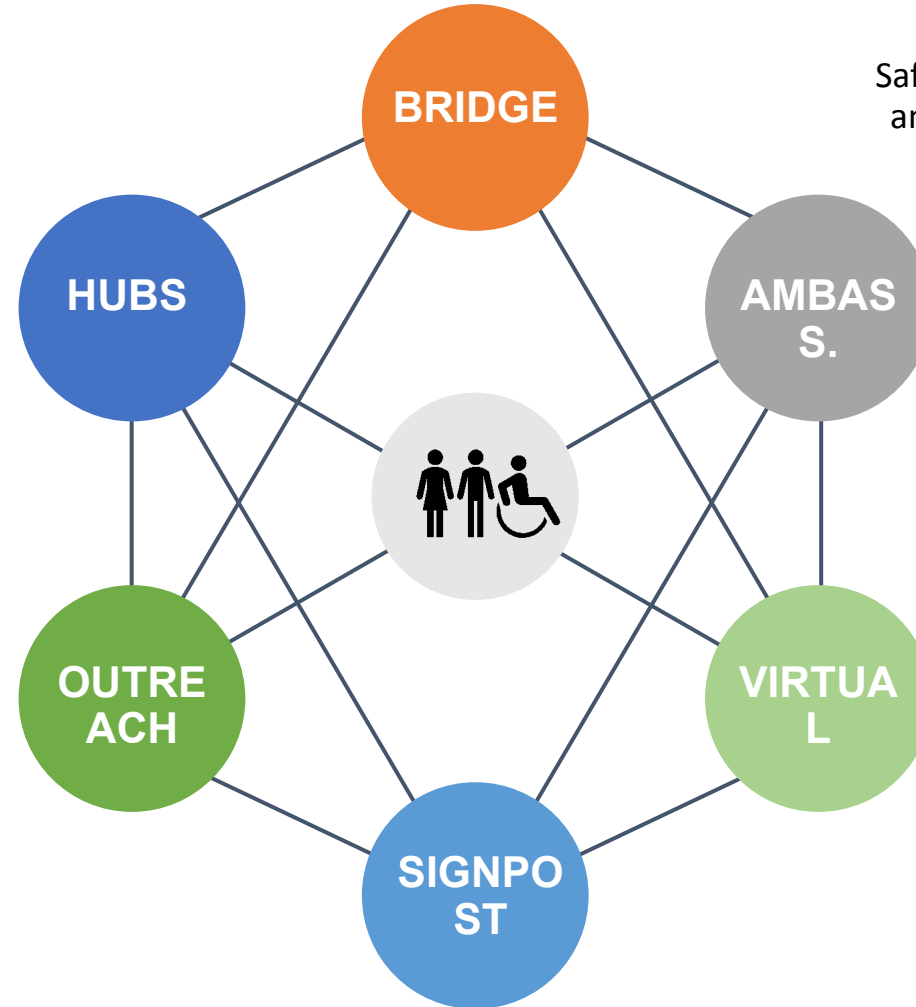
Single access point for relevant services

OUTREACH

Children and Families practitioners in health, education and community safety

FAMILY HUBS SIGNPOST

Information network for families, young people and children



FAMILY HUB BRIDGES

Safe spaces for families incl. community and leisure centres, brief interventions

FAMILY HUBS AMBASSADOR

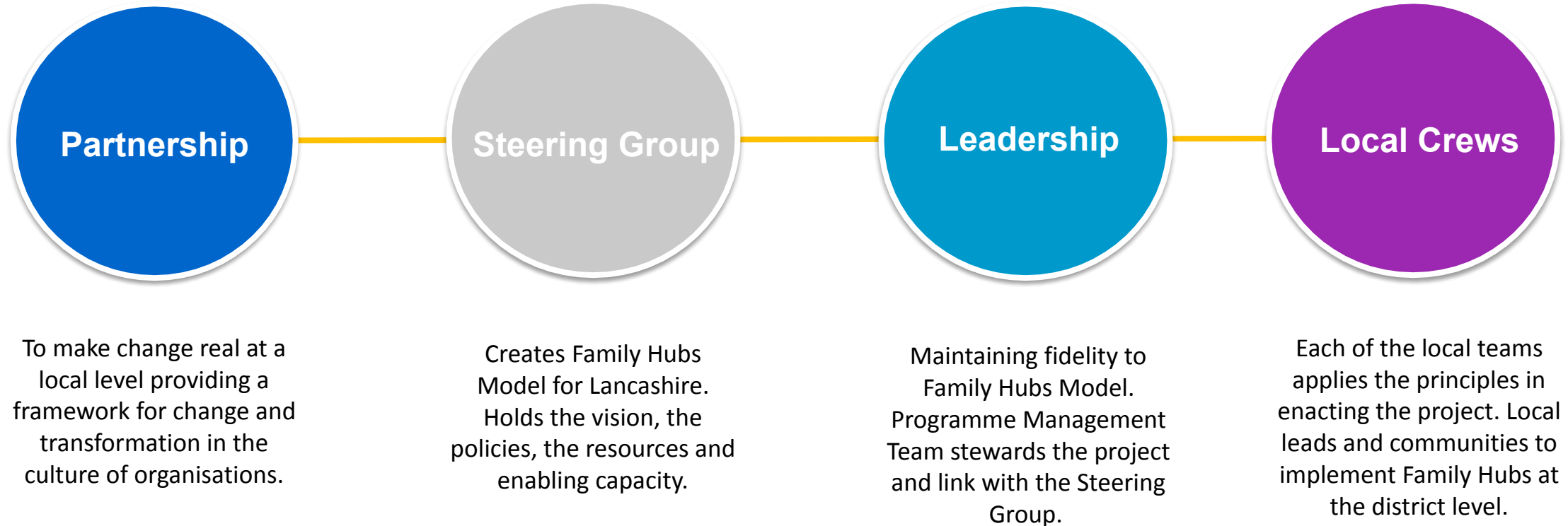
Individuals advocating and telling the story in a day-to-day bases

VIRTUAL +

Services delivery by digital tools

Who is involved with Family Hubs Network Implementation?

Family Hubs Partnership Pledge and Governance



The Importance of District Crews

- Well placed to respond to local community needs and support the implementation of Family Hub Networks.
- Brings together members of different services to work towards the goal of developing Family Hub Networks is the start of the partnership work which will form the basis of all future developments.
- Every community is unique, with specific characteristics, and needs. In each area there is a diverse range of support provided for families that builds on and connects the good practice happening already.
- Local Crews are closest to their community and will be best placed to understand its features and local conditions. Using this local understanding to develop a shared vision means it is relevant and meaningful for all who live and work in the area.



LANCASHIRE FAMILY HUBS NETWORKS APPROACH



We have started in areas which are in recognised areas of need- IDACI (Income deprivation affecting children index) and numbers of children impacted



4 phases to co-design a District Family Hubs Network (Mobilise, Engage, Reconfigure, Deliver)



Lancashire Family Hubs is happening in a rolling wave for all districts over a two-year period – 3-month cycle of input from programme team



We promote a common and open collaborative digital space so crews, organisations and sectors can share practices and ideas and learn from each other on how to co-design a District Family Hubs Network



Working with Districts

| No. | Group | Districts | 2022 | | | 2023 | | | | | | | | |
|-----|-------|-----------------|--------|--------|--------|--------|--------|--------|------|------|------|-----|-----|-----|
| | | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep |
| 1 | A | Preston | Yellow | Yellow | Yellow | | | | | | | | | |
| 2 | | Burnley | Yellow | Yellow | Yellow | | | | | | | | | |
| 3 | | Lancaster | Yellow | Yellow | Yellow | | | | | | | | | |
| 4 | B | Hyndburn | | | | Purple | Purple | Purple | | | | | | |
| 5 | | Pendle | | | | Purple | Purple | Purple | | | | | | |
| 6 | | West Lancashire | | | | Purple | Purple | Purple | | | | | | |
| 7 | C | Chorley | | | | | | | Blue | Blue | Blue | | | |
| 8 | | Wyre | | | | | | | Blue | Blue | Blue | | | |
| 9 | | Rossendale | | | | | | | Blue | Blue | Blue | | | |
| 10 | D | South Ribble | | | | | | | | | | Red | Red | Red |
| 11 | | Fylde | | | | | | | | | | Red | Red | Red |
| 12 | | Ribble Valley | | | | | | | | | | Red | Red | Red |

Annex F - Updated April 2023

| Family Hubs Services - Minimum Expectation - Lancashire CFW - Annex F | Face to Face in FH | FH and elsewhere in Network | Go Further |
|---|--------------------|-----------------------------|------------|
| Activities for children 0-5 | . | N/A | |
| Birth registration | | N/A | |
| Debt & Welfare Advice | . | . | |
| Domestic abuse Support | . | . | |
| Early Language and Home Environment | . | . | |
| Health Visiting (0-5) | . | . | |
| Housing | . | . | |
| Infant Feeding | | | |
| Intensive Targeted FS Services | . | . | |
| LA 0-19 Public Health Services | . | . | |
| Mental Health services | . | . | |
| Midwifery/Maternity | . | . | |
| Nutrition and Weight Management | | . | . |
| Oral Health | . | . | . |
| Parent-Infant Relationship & Perinatal MH Support | | | |
| Parenting Support | | | N/A |
| Reducing Parental conflict | . | . | |
| SEND Support and Services | . | . | |
| Stop Smoking | . | . | |
| Substance Misuse | . | . | |
| Support for Separating/Separated Parents | . | . | |
| Youth Justice | . | . | |
| Youth Services - Universal & Targeted | . | . | |

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1096773/Annex_F_-_family_hub_service_expectations.pdf

RAG System

Already being delivered across our Network of Neighbourhood Centres through CFW and partners. It allows us to continue doing what we are doing and once the Networks have been established we can build on the 'Go Further' offer

We are working developing this offer across Lancs. This can be done through engagement with partners, co-location of services, through Task & Finish groups e.g Mental Health is a complex picture and goes beyond Perinatal Mental Health including Young People & Adults. Midwifery & Maternity delivery through the network differs in each district and our Health Enabler is working on bringing this piece of work together

Requires further action to ensure that we meet the minimum offer. This will be done following the user research through service design workshops in mid January and through linking in with Public Health Commissions. Improving Oral Health will be a priority for crews





Digital Products

Family Hubs Information Sharing Service

Dashboards **Data Feed**

| | | | |
|------------------------|-----------------------|------------------|-------------------------|
| Free School Meals Flag | Exclusion Flag | NEET Flag | Education Establishment |
| 2 Year Old FEE (Y/N) | SEND (Y/N) | CME Flag | Key Dates of Contact |
| EHA/CAF Open/Closed | Dates Open to Service | Risk/Hazard Flag | EHE Flag |

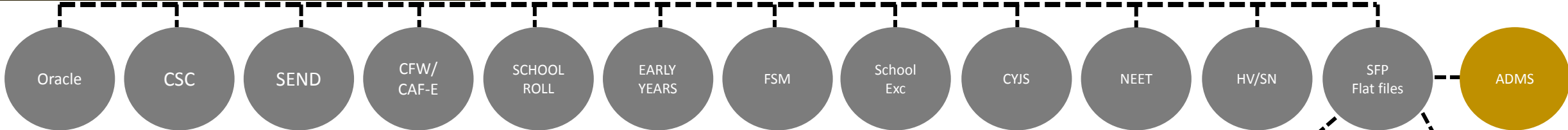
SFP Safeguarding **Portals**

Connecting Relationships

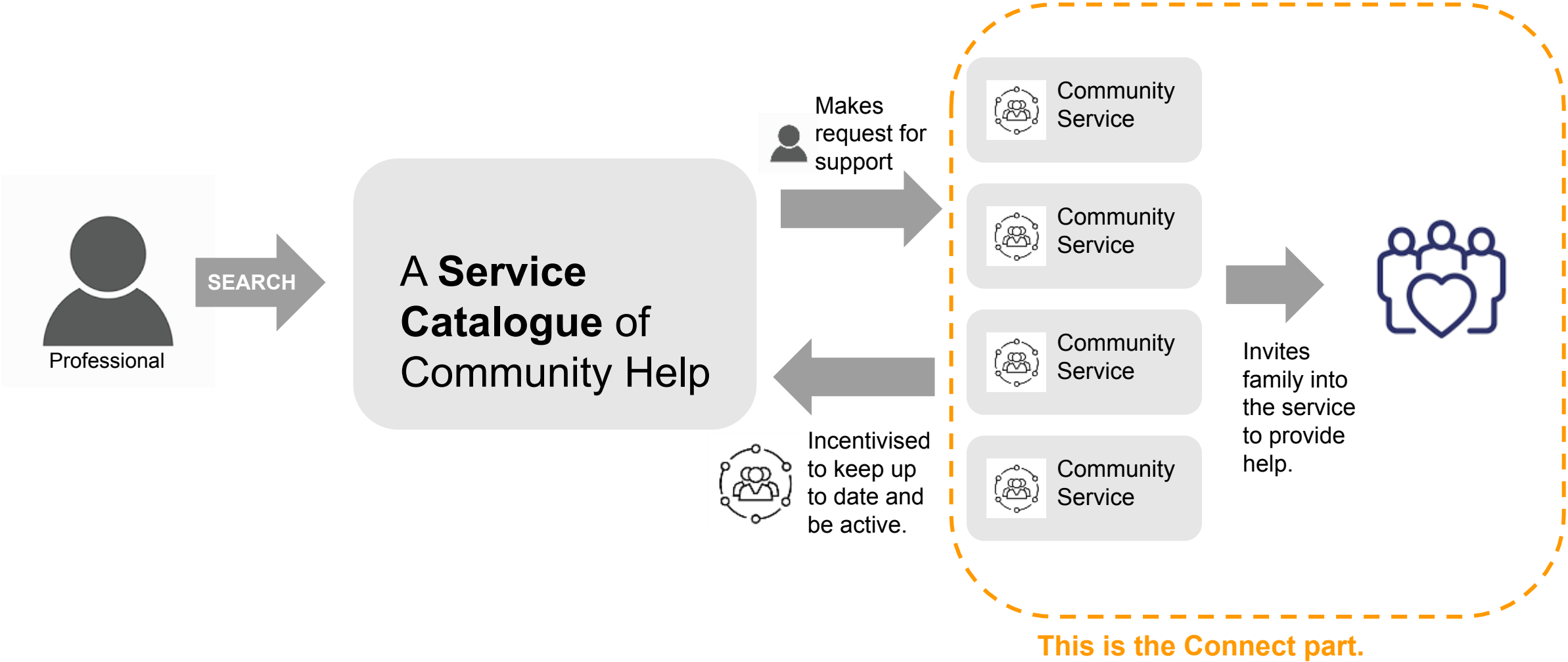
Golden Record

Connecting Professionals

Data Feeds: Creating the Record



Connecting Families to Support...



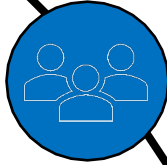


Milestones & Insights

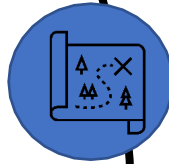


| Milestone | Description | Preston, Lancaster & Burnley | Hyndburn, Pendle & W Lancs | Chorley, Rossendale & Wyre | Month or sprint |
|-----------|--|------------------------------|--|---|---------------------------|
| 1 | Assemble Crew to focus on tasks, understand the role and work with Programme team | | | Chorley 1 st meeting held Rossendale & Wyre booked in | 1 |
| 2 | Review the JSNA/IDACI and other available data (Operational management reports) and identify key features which FHs can address and commence UR | | | | 2 |
| 3 | Review building and organisational assets against Annex F and build links with community-based assets mapped to Annex F | | WIP – crew meetings next week for completion | | 2 |
| 4 | Blueprint the assets map and share with partners and build consensus on map and commitment to work together | | WIP – crew meetings next week for completion | | 3 |
| 5 | Understand how the UR and data triangulate to identify pain points in the current integrated system and understand local user requirements for change to the ways of working | | | | 4 |
| 6 | Capture organisational details of those making up the network and share into FIND / Connect | | Dependent upon Beta phase | | Dependent upon Beta phase |
| 7 | Build picture of and or redefine the referral pathways/requests for support and build in future plans for Connect and Find tools | | | | 5 |
| 8 | Implement signage | | | | 6 |
| 9 | Communicate to children's parents and families the overall network and how to access support | | | | 7 |
| 10 | Continuous improvement based on feedback on gaps, painpoints and challenges | | | | 8-24 |

Insights from User Research & Crews



- Crews want to be communicated with more regularly
- Crews want to meet Face to Face
- Crews want to learn from Local, Regional and National Practice
- Crew attendance needs to be more consistent and be a smaller group of people from core services who are able to 'do'.
- Crew leaders to invite new crew members and keep an eye on attendance



- Outreach to be a priority when building network
- Ambassadors and Outreach are evolving and will look very different in each district.
- Task & Finish groups on a number of areas to be considered e.g Young People, Mental Health, Perinatal Mental Health, Domestic Abuse & SEND – led by enablers



- Capturing Family Voices needs to be continuous
- Recommendations for Family Voice Forums coming through loud and clear so that families can be involved in co production
- Networking days for partners in districts need to be established and regular

