



North Tyneside Council

Briefing note

APPENDIX 2

To: North Tyneside's Health and Wellbeing Board

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Date: October 2022

Title of Briefing: Delivering and developing a local Family Hub and Start for Life offer

Purpose of briefing: Summarise the national guidance on the objectives and delivery of Family Hubs

Ensure appropriate join-up with other relevant local activity including the emerging Community Hub model.

1. Background:

[A Family Hub and Start for Life Programme Guide](#) has been produced for the 75 local authorities receiving additional investment to transform their services into a family hub model. Funded authorities should open Hubs and offer family support from 2023 with recognition that they will not meet all the minimum expectations at this stage. All minimum expectations should be met by the end of the three-year programme – end of 2024/25.

Although North Tyneside has not received national Family Hub funding, the Authority did receive a share of 73K from the 'Building back better Recovery Fund' from the DFE. This was a joint bid with Stockton, based on our current Family Hub offer, and we were asked

to develop a self-assessment framework and Stockton developed a regional support group.

North Tyneside partners have already begun to map current provision and consider current gaps in our local Family Hub offer, in addition to some consultation with families. Therefore, the national guidance is timely and will be useful to benchmark our current approach against the national expectations.

The approach going forward will be to use the service expectations and model frameworks from the national guidance and assess locally how to improve outcomes most effectively for babies, children and families and reduce inequalities in outcomes, experiences, and access to services in North Tyneside.

2. Local Context

2.1. Strategic link – Equally Well

North Tyneside's Joint Health and Well Being Strategy 2021-2025, Equally Well: A healthier, fairer future for North Tyneside sets out our system wide local priorities for improving the health and wellbeing of our population and reflects the evidence in our local JSNA. Equally Well is available to view by [clicking here](#)

The Family Hub Model will support two key impact areas of Equally Well which the Children and Young Person's Partnership has responsibility for delivering:

1. Give every child the best start in life
2. Enable all children, young people, and adults to maximise their capabilities and have control over their lives

Equally Well has a focus on reducing health inequalities, therefore it is essential our approach to Family Hubs focuses on how to identify, reach and support our most vulnerable families and communities, including those who do not usually engage.

Currently North Tyneside's former Children's Centres (Riverside, Shiremoor and Howdon) are operating as Family Hubs with recognition that the future offer needs to be strengthened and widely publicised, in line with the national timetable as set out above.

Our model will also need to incorporate the possibility of a SEND Early Years Assessment Centre of Excellence at the Riverside Centre. The aim of the Assessment Centre is to ensure that children get assessments in an independent unit and those children who are able to can attend mainstream school, rather than special schools. The model is still being developed.

2.2. Community Hubs

North Tyneside Cabinet has a long-established commitment to implementing a Community Hub model as part of the Council's Customer Service Programme. The idea of a Community Hub is that it is a one stop shop for the community, offering not only advice and information, but services and activities that meet the need of residents.

The Covid-19 pandemic highlighted the changing way that residents use and access Council buildings and services which mean that teams must adapt to meet changing needs. In addition, the current Cost of Living crisis has uncovered further needs and opportunities that could be met through community hubs. An Officer Team is developing the Community Hub model and it is important that Family Hubs are referenced and a key component of this offer.

3. National Guidance: Family Hub objectives

Family hubs should offer non-stigmatising support to families from conception and two, and to those with children of all ages, which is 0-19 or up to 25 for those with special educational needs and disabilities (SEND), with a great Start for Life offer at their core.

Family Hubs will:

- provide support to parents and carers so they can nurture their babies and children, improving health and education outcomes for all
- 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
- 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

3.1 Family hub network

A family hub network is the totality of sites, partners, and physical, virtual, outreach services that are connected to the family hub. The family hub is the main site, however, some services may be based in other connected sites. Family hub buildings with co-located professionals and services are a feature of the family hub model, but

not where this compromises the offer to families in a location/area.

4. National Guidance: Family Hub Principles and Model Framework

The following principles are key to the family hub model:

- More accessible
- Better connected
- More relationship-centred

Family Hubs are a way of delivering the Supporting Families vision of an effective early help system.

Family Hubs should be designed and delivered according to the national Family Hub Model Framework. We have developed a **North Tyneside self-assessment spreadsheet** to benchmark our current approach which partners are currently using to assess our position against the national guidance.

Family Hubs should provide:

- Join-up of local partners involved in the early years and family support system – including local authorities, NHS, safeguarding, voluntary, community, faith and charity sector partners
- Strong local leadership and a commitment across partners to prioritise the early years, and support families with children of all ages.
- A skilled workforce working in integrated ways to provide families with universal and targeted support.
- Continuity of care between professionals and peer supporters, facilitated by the appropriate person for the family, to ensure families receive a seamless offer of support and do not have to repeat their story.
- Consultation with families, including young people, parents, and carers, to codesign and improve services.
- Ensure safeguarding underpins all aspects of Start for Life and family services delivered through family hubs, as set out in 'Working Together to Safeguard Children'.
- Provide high quality and evidence-based support.

In addition, the guidance advises:

Health and social care integration: joining up care for people, places and populations. Local areas should ensure that system-wide planning takes place so that all programmes and services in an Integrated Care System (ICS) area are working towards shared outcomes for families.

Building on other programmes and investments e.g. Early Help System transformation or with other funding sources, such as Reducing Parental Conflict support

5. National Guidance: Family Hub Service Expectations

Creating a consistent offer to families is a key objective of the Family Hub approach. Services should be available to families in the following three ways:

1. Face-to-face at a family hub
2. Through the family hub but received elsewhere in the network (for example, via outreach, at a youth centre, a clinical setting such as a maternity hub, a voluntary and community sector (VCS) organisation or a faith setting) virtually through the family hub, including static online information and/or
3. Interactive virtual service

National guidance sets out minimum service expectations and we have developed a further self-assessment around service expectations.

6. National Guidance: Local Needs Assessment

There is an expectation for a local population needs assessment to be carried out as local delivery models develop in the first year, or local areas should be able to demonstrate that such a process has recently been carried out.

The local needs assessment should consider the wants and needs of different parents and carers (taking considerations such as age, deprivation status, ethnicity, substance misuse, domestic violence and other protected characteristics on board), and the barriers they may face to accessing services.

The scope of this needs assessment should reflect the scope of the family hubs programme: from conception through to age 19, or up to 25 for those with SEND; and the outcomes for babies, children, young people and families which family hubs are intended to achieve.

Currently data and intelligence on children, young people and families is held across different services and agencies. The Children and Young Person's partnership will need to ensure there is a comprehensive understanding of needs to inform the development of Family Hubs.