



# Family Hubs

An introduction to Family Hubs in Leicestershire -  
putting strong families at the heart of our communities



# Overview

- Leicestershire County Council has been **awarded nearly £1 million from the £12 million family hubs transformation fund to set up Family Hubs across Leicestershire**. This is a different funding stream to that which the City Council has.
- **Family Hubs will create ‘one-stop shops’ where families with children and young people (0-19 and up to 25 for young people with SEND) can access a broad and integrated range of early help** to overcome difficulties and build stronger relationships.
- **The hubs will be a mixture of physical and virtual spaces, where people will have easy access to a range of family advice, support services and guidance** on issues such as social care, education, and mental and physical health.
- **A network of ‘family hubs’ will be created across Leicestershire** and while the final number of hubs is yet to be determined we will adopt a ‘hub and spoke’ model where we will have one main hub with spokes supporting local delivery.
- The county’s family hubs are set to be up and **running by spring 2024**.

# Overview

The work of Family Hubs is closely linked to two other national programmes:

- Reducing Parental Conflict. This is a DWP funded/sponsored programme to raise awareness of the impact of unresolved parental conflict on children, and develop practice models to respond to conflict in families
- Supporting Families. This is a DLUHC funded programme to provide targeted early help to families with multiple and complex issues



There are multiple 'workstreams' within the Hub programme which include:

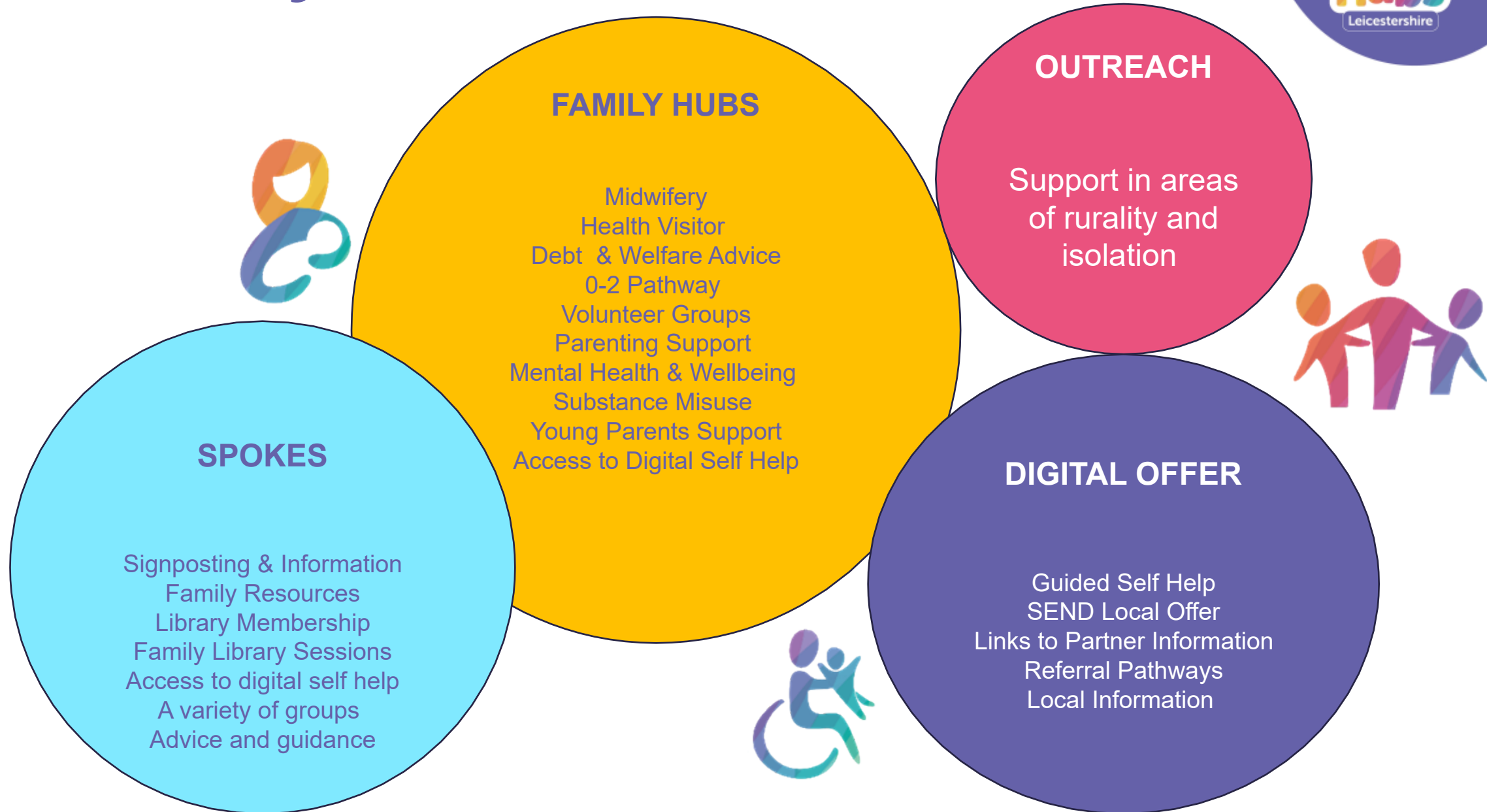
- Start for Life – maternity and early childhood (Priority One)
- Data sharing (link to Supporting Families)
- Workforce development
- On-line and digital offer



# Family Hub Objectives

- ∅ To improve children's lives through supporting families and strengthening family relationships to enable children to thrive, keeping families together, helping them to provide safe and nurturing environments for their children.
- ∅ To make the best use of existing physical spaces and a digital resource, ensuring families can access the right information at the right time to support better outcomes for children and young people.
- ∅ To build relationships and work more effectively with partners to ensure families only need to tell their story once. Services and people then work together to give that family the right guidance and support.
- ∅ To create better and stronger relationships in families by raising awareness of the importance relationships play, their impact on children, and ways to support improvements.
- ∅ To support early years and recognise the importance of this period, prioritising the need to help parents to ensure children have the best start in life and are safe and well.
- ∅ By building and developing connections, we will engage with all communities through targeted outreach to ensure that families are aware and can access a broad and integrated range of support and services in their area.
- ∅ To continue to support families with older children (up to 19 and 25 for young people with SEND) by offering access to trusted resources of information, advice, and guidance.

# Family Hubs in Leicestershire



# How Family Hubs could help – the ‘hub’

Jasmine comes to the Wellbeing Café on a Tuesday. She's able to chat to an adult mental health practitioner about her low mood and anxiety as well as talk to a family worker about struggles she is having with her child's behaviour



Clara is new to coming to the hub to see her parents while she is living with her foster parents for a while. The online video helps her know what to expect in the centre and so it feels less scary.

17-year-old Sammi goes to the Hub for her appointments with the midwife. She also attends the 0-2 Pathway in the same building. Sammi struggles with anxiety, but she has already met the Family Wellbeing Worker running the group at the Hub and is reassured by the familiar surroundings.



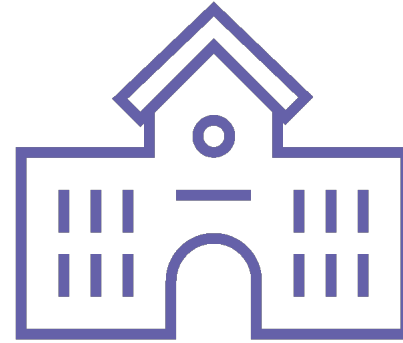
Ella and Nadia bring their twins to breast feeding clinic. They are making new local friends, take advantage of the baby items swap shop. They also know they have access to sanitary items for free and the community fridge which helps them financially. The Health Visitor also tells Nadia about stay and play groups that run from the Hub as she is feeling isolated



Michael has been drug and alcohol free for 3 months however still finds accessing his mental health support appointments vital in his recovery

# How Family Hubs could help – the ‘spoke’

During the library play session Geetika is informed that she can use the computers to help her find work. After she left her abusive partner she hasn't had much help, so the member of staff at the library talked her through the support available to her regarding domestic abuse support and gave her the number for finance and budgeting support



Aasha is finding it hard to heat her flat so uses the library to keep 2-year-old Remi warm. She can borrow story sacks and play resources which helps her not have to pay for things herself. They like to get out of the flat and socialise and the library is their nearest place

Paul takes 6-month-old Charlie to Wiggly Readers at the library. Whilst there he gets help from the librarian to access the Family Hubs website to find out about parent/child groups in the area.



Mo and Jon get housing advice at the District Council. The Housing Officer also signposts them for help around their relationship conflict – potentially avoiding relationship breakdown and negative impact on their children



# How Family Hubs could help – digital

Mia is 16 and just had her baby. On the family hubs website she realises there is a stay and play group running near her and makes a call to book on the next morning

Debbie is a grandma who has her grandson Jake living with her . She uses the hub web space to find out about things he can get involved in to help him socialise, plus she can access support with bringing up a teenager

Marc and John are attending an on-line Triple P Parenting Programme. They feel less judged by not having to sit with other parents and find this way of getting support fits with their work patterns



While Harish is sitting in reception waiting to see his Social Worker he is online using our digital offer looking at the SEND local offer information

16-year -Zarina is using the Family Hub site to find out about who she can talk to about her worries



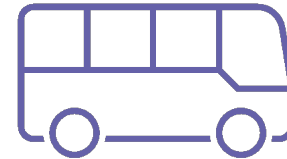
# How Family Hubs could help - outreach

Anita has a community midwifery champion knock on her door to support her to get to her first midwife appointment .

Sarah has just had an assessment completed at home by a Family Worker and this included a Short Breaks assessment for her disabled child. Sarah is going to receive some 1-1 support around boundaries and behaviour and Alex her daughter will receive some short breaks provision in the community



Alexsandra and her children have been housed in their new home in a remote village. An early responder goes out with an interpreter to make sure the family are accessing all the support they need to thrive



The book bus is in the local village and Kian is choosing his books while his mum is picking up some leaflets about One Plus One and how relationships matter

Tricia (Health Visitor), Zahra (Midwife), Jon (Adult MH Practitioner), Hadiyyah (Family Keyworker), Sadie (SEND Family Worker) hold a monthly peer supervision to problem solve and share practice



# Reducing Parental Conflict

- Partnership approach which forms one of the priorities of the Early Help Partnership – multi-agency sub group progressing annual plans and developing a theory of change
- Development of the Leicestershire Practitioner Toolkit
- Over 400 practitioners from a wide range of agencies have either had awareness raising or practice training.
- Development of the Relationships Matter in Leicestershire document which sets out commitment to this agenda

# Relationships Matter

## Why do relationships matter?

Here in Leicestershire, we believe that strong, thriving communities are built by people who have strong, thriving relationships with their partners, children, colleagues, neighbours, and friends. We are stronger together. Our relationships and friendships shape who we are, they are important to our wellbeing and how we cope with life's ups and downs. Safe and supportive relationships in all aspects of life are crucial for both children and adults. Good relationships make us happy. Research shows us that when people feel connected, they are less likely to experience mental and physical health problems.

When we talk about relationships it isn't just about having lots of friends or having a partner, but it is about the quality of all the relationships that we have, for example school children and their teachers, young people and youth workers, friendship groups, adults with a support worker, neighbours, work colleagues. All good relationships are based on trust and respect and an ability to understand each other's points of view, even if we don't agree on everything.

## Family Relationships

In Leicestershire, a group of organisations have been working together to understand the importance of relationships and how strong relationships really support families to do well. This is particularly true at times of change or challenge in our lives – for example relationships can support us through bereavement, starting school and school transitions, changing jobs, pregnancy, and other significant life changes.

We know that children learn about relationships from the adults that are around them. We also know that sometimes we can become 'stuck' with unhelpful thinking in relationships and sometimes this can lead to conflict and argument. Again, the research tells us that conflict and argument between adults in a family can be harmful to children if it is frequent and not resolved. Of course, this doesn't mean that adults shouldn't argue - arguing is normal and can be part of a healthy relationship if both parties are able to compromise and problem solve together. The key is in learning how to communicate better, how to argue better. And children who see parents and carers arguing well are learning problem solving skills of their own.



# Relationships Matter

## Our Vision

We want Leicestershire to be a place where good quality relationships are supported and encouraged to thrive. We want all organisations who work with children and families to be confident in providing relationship support or in providing signposting to other services who can help if help is needed.

The purpose of this document is to encourage thinking and reflect about the quality of relationships whether that be at home, at work, at school. As an Early Help Partnership, we have identified several commitments that we will make to support good quality relationships and strengthen the message that relationships matter in Leicestershire.

## Our Commitment:

- We will continue to work in partnership, alongside children, young people and families to promote the importance of good quality relationships.
- We will support all organisations who work with children and families to access good quality training and information. This will include information and training on trauma informed practice. Trauma informed practice is an approach which understands that when people are exposed to trauma it can have an impact on an individuals' ability to feel safe, develop trusting relationships and may impact on how they behave and respond in different situations.
- We will provide people who work with families with the skills and resources to start conversation about relationship quality with the families they work with.
  - We will develop and share information and resources for families to self-help, alongside clear information about where further help can be found
- We will develop information and guidance so that families and people who work with families, know where they can get further help if it is needed.

# Workforce Development

- A priority under the LLR Prevention and Early Intervention Sub Group
- Early discussions with City and Rutland – development of an early help competency framework
- Recent maternity and early years workshop – identified multi-agency induction programme
- Role of the Family Hubs website to support the workforce – information, pathways, resources



# Family Hubs in Leicestershire



- There will be Family Hubs in each of the district/borough council localities.
- Front facing staff will be specially trained to offer and signpost families to the right support .
- Our funding is not for capital spend; therefore, our focus is about making best use of existing spaces and ensuring all families can access the right information and support needed at the right time for them.
- We are working with Library Services to explore how we can best make use of library facilities. These will become our 'spokes' where staff will be offered a suite of training to support/signpost families (for example, Mental Health First Aid, Trauma Informed Practice, awareness of parental conflict, Making Every Contact Count)
- This will all be supported by the development of a Family Hub website which will become an on-line one-stop-shop of information and resources for both families and professionals.
- Exploring how hubs will be supported by secure tablets in receptions to enable families to access self-help digitally in all spaces they use. Spokes will have a mix of online support via computers or tablets.

	MONTH	SITE
North West Leicestershire	June 2023	Coalville
Harborough District Melton Borough Charnwood Borough Oadby & Wigston Borough Hinckley Borough	July and August 2023	Mkt Harborough Venture House Loughborough West Wigston Magna Hinckley Granville Road
Oadby & Wigston Borough Blaby District Blaby District	September 2023	Wigston Library Braunstone Town Huncoate
Charnwood Borough Charnwood Borough Charnwood Borough Charnwood Borough	October 2023	Syston Library Mountfields Shelthorpe Thurmaston
Hinckley Borough Hinckley Borough Hinckley Borough Hinckley Borough	November 2023	Earl Shilton Bagworth Barwell Hinckley Library
Hinckley Borough Hinckley Borough	December 2023	Lutterworth Library Lutterworth
North West Leicestershire Charnwood Borough North West Leicestershire	January 2024	Castle Donnington Loughborough Library Measham
North West Leicestershire Harborough District North West Leicestershire	February 2024	Moira Broughton Astley Greenhill
County Wide	March 2024	Remaining Library Sites

Family Hub  
opening schedule  
– CFWS Centres  
and Library sites

# Family Hubs in Leicestershire



- **Moving forward**
- Training package for all our first point of contact staff will take place between April and August
- Official Launch of Leicestershire's first hub May 2023
- Family Hubs conference 16th June
- 2 x Community Engagement Workers in post and working with families and partners from Spring 2023
- Maternity Equity project underway in Loughborough from March 2023 - 'Loughborough Maternity Champions' provided by Centre for Fun and Families – exploring barriers to accessing maternity services and early childhood support. Training community champions
- Exploration of new ways of working with Adult Mental Health service begins April 2023
  
- For any comments, feedback or questions please contact us: [familyhubs@leics.gov.uk](mailto:familyhubs@leics.gov.uk)