

Developing Family Hub Networks in Devon.

February/March 2024.



Devon's Proposed Early Help Family Hub Approach

How Family Hubs will Support the Children's Services System

Family Hubs



Working with families and partners to build and maintain resilient communities, access to universal services and activities to help families to become safely self-sufficient, these will include health visiting and midwifery services.



Identify



Offer



Targeted Early Help

Accessed through the front door, targeted Early Help services will provide assessment plans and interventions beneath statutory thresholds to promote resilience. Targeted Early Help will support step down from Social Work and work with schools and partners to reduce need for statutory services.



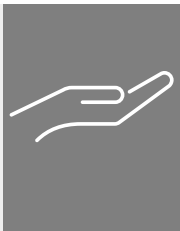
Statutory



A targeted Early Help service will make it easier to access and improve the oversight of statutory social work services when they are required. The single front door / MASH process will triage the pathways for families in need of help and support.

Specialists

Specialist services such as drug and alcohol services, Edge of Care services, Youth Justice, mental health in schools, Family Group Conferencing, FearFree, 0-25 team



The Family Hub Vision

The Goal – Access/Connection/Relationship

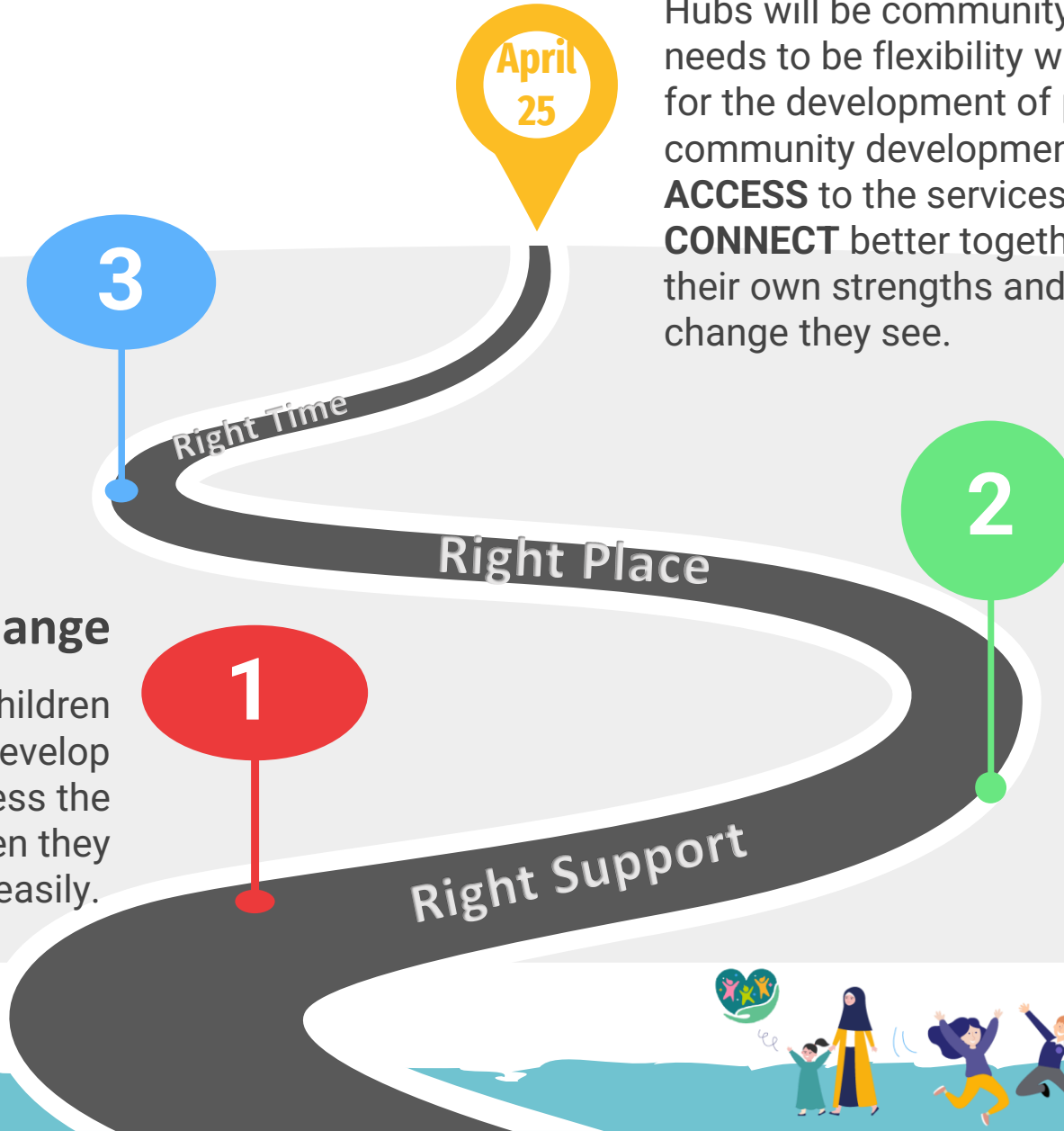
Hubs will be community based and needs led so there needs to be flexibility within our transitional year to allow for the development of place-based service and community development. Families will have better **ACCESS** to the services they need. Agencies will **CONNECT** better together. Families will build and develop their own strengths and **RELATIONSHIPS** to sustain the change they see.

Planning Implimentation

Family Hubs will build on this and become part of the continuum of support for children, young people and families in Devon, complimented by a virtual response.

Building Consensus for Change

In partnership with Action for Children We want to play our part to help develop spaces where families can access the range of support they need, when they need it easily.



Developing an Approach Together

We know there are lots of organisations in Devon engaged in developing and delivering hub approaches that bring together a range of offers. We will link better together and develop together. SEND and school readiness will be a key priority.



From Children's Centre to Family Hubs – The Journey

2018 – 2024

Action for Children was commissioned in 2018 to deliver Children's Centre services.

The contract was designed to provide targeted support to families with children aged 0-8, accessed only by referral and for families who were identified as having a high level of complex needs.

Phasing change in early 2024

Support to families with complex needs will still be provided through the in-house Family Intervention Team.

They have expanded from February 2024 and will now be providing targeted support to families with children aged 0-19.

Staff with the right skills have been seconded from Action for Children to enable this phased approach.

From April 2024

Action for Children will be working with the Council and our partners to develop the Family Hub Network throughout 2024-2025.

The main focus of the developing Family Hubs is to improve access to services and improve the connections between families, professionals and services.

Putting relationships at the heart of family support and removing barriers to access.

What will change?

Children's Centres have been a service on their own. Family Hubs will be a network of services which will include the Family Intervention Team, Public Health Nursing, Youth Services and many more.

Action for Children will be tasked with working with communities to build bespoke services suited to the individual area. Building on and enhancing what is already existing.



Service User and Staff Engagement 2023

Parents tell us they want somewhere to go when they needed support (virtual or in person) but with a person to talk to / respond to them, not an answering machine.

Staff want to see universal support available and accessible across Devon. It will look different in different places.

Many parents said they would be happy to volunteer to help support other parents in their communities.

Parents want to feel they are welcomed. They would like a choice around how they access support (digital, phone and face-to-face).

Support for Mental Health (parent and child) and SEND was seen as a major priority for the families we spoke to.

Staff valued the training available to them in Devon and wanted this to be across agencies.

Staff highlighted that there were too many data bases and a lack of information sharing.

Distance between office bases, and agencies working only from their own sites was cited as a reason for lack of partnership working. Staff felt that having a hub or central location would help to improve this.

Waiting lists from other agencies was seen as a major barrier. Especially mental health support services and speech and language support.

There is a need for more drop-in support and activity-based sessions for children with SEND needs.



Area Mapping

To find the most appropriate positioning for the locality Family Hub Network bases and outreach spaces we have mapped Devon looking at the following key indicators.

Need Indicators:

- Deprivations indices using both IDACI* and IMD*
- Population size as a whole
- Child population 0-17 – and as a percentage of total population.
- Travel links
- Mapping of services available in each area (statutory and community based)
- Local knowledge of partners
- Previous feedback from families

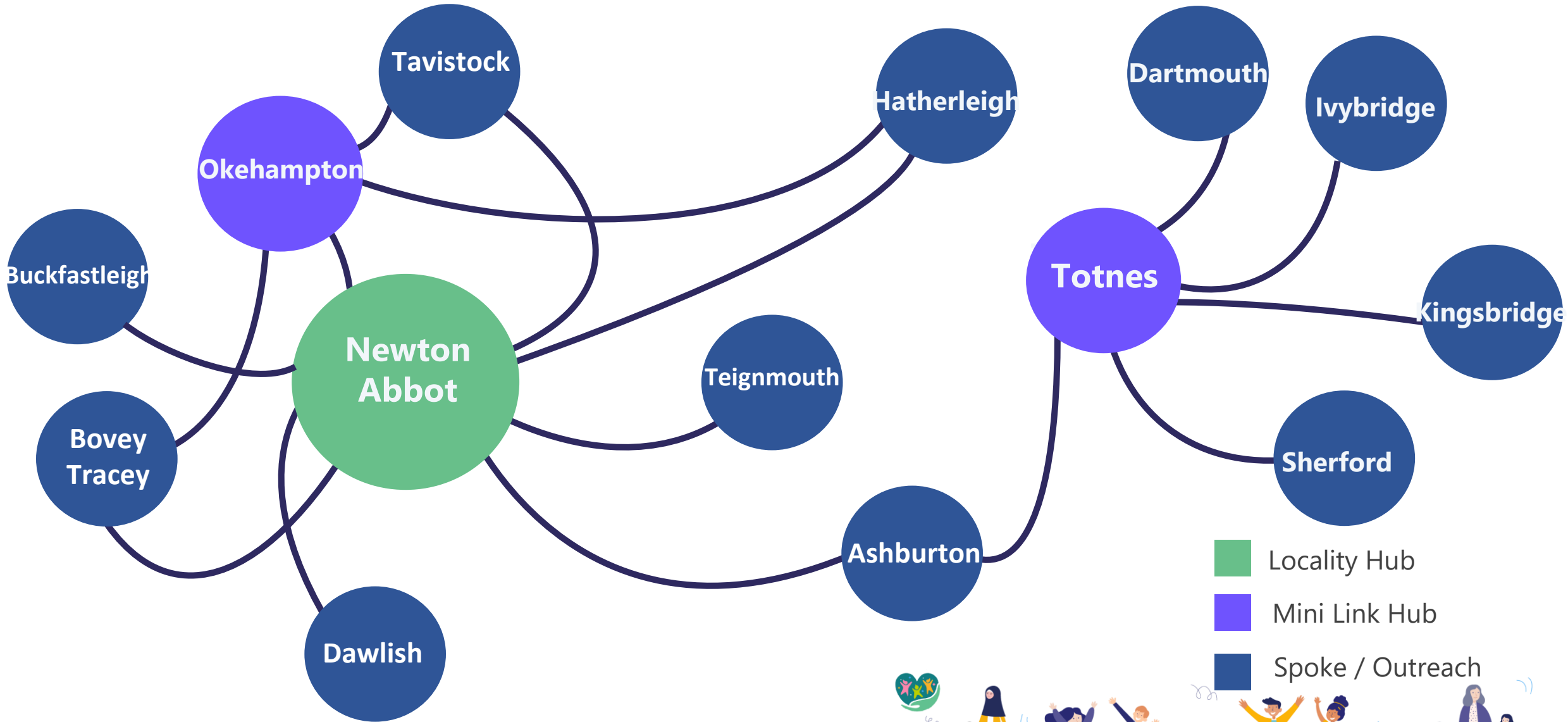
*The Income Deprivation Affecting Children Index (IDACI) and Indices of Multiple Deprivation (IMD)




Possible Buildings Available:

- We have mapped the position of the current childrens centres and other One Public Estate and community use premises.
- We are working with communities to find the places where families tend to go, including Libraries community buildings, schools, churches etc
- We need to consider delivery spaces for outreach, group work and office spaces for multiple agencies to use / share.



Emerging Best Place Planning – South and West

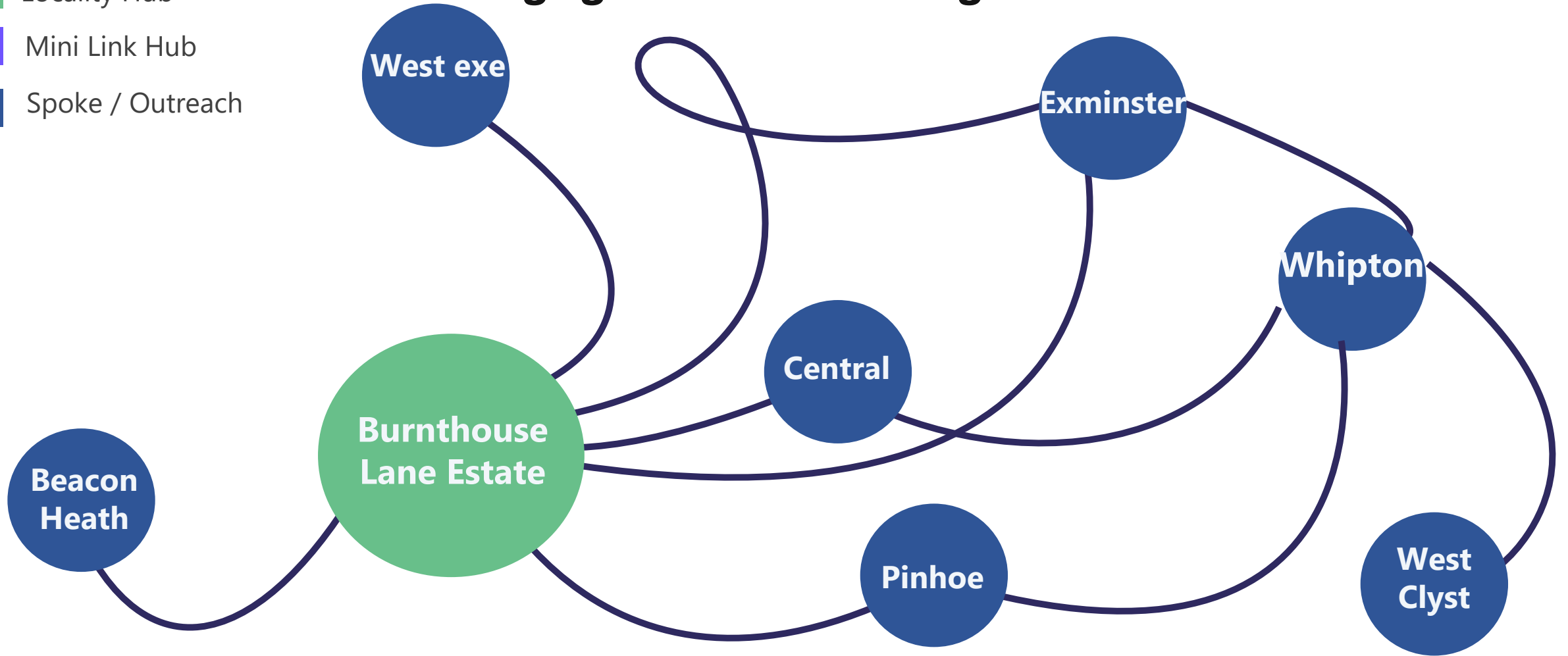


-  Locality Hub
-  Mini Link Hub
-  Spoke / Outreach

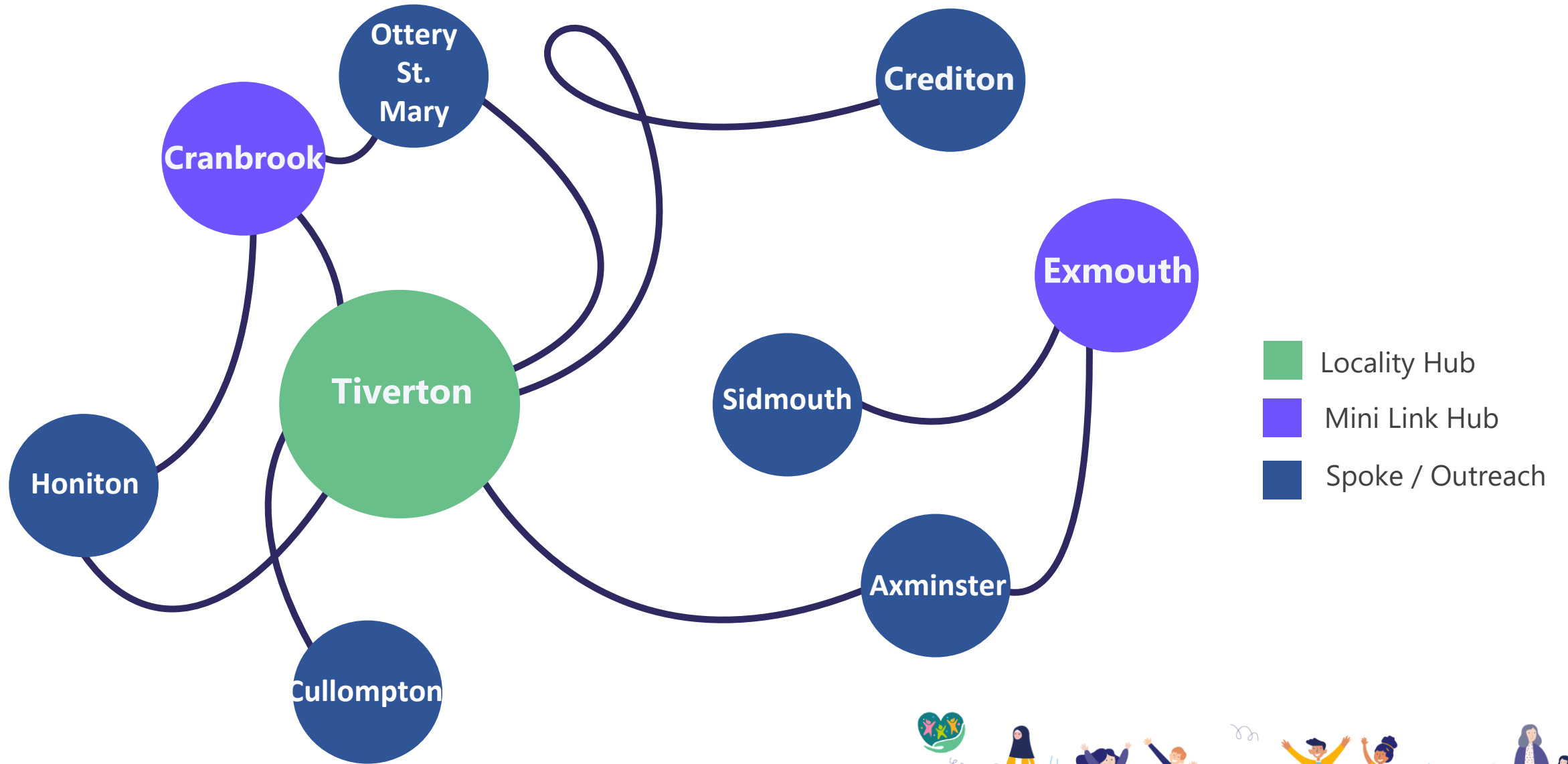


Emerging Best Place Planning – Exeter

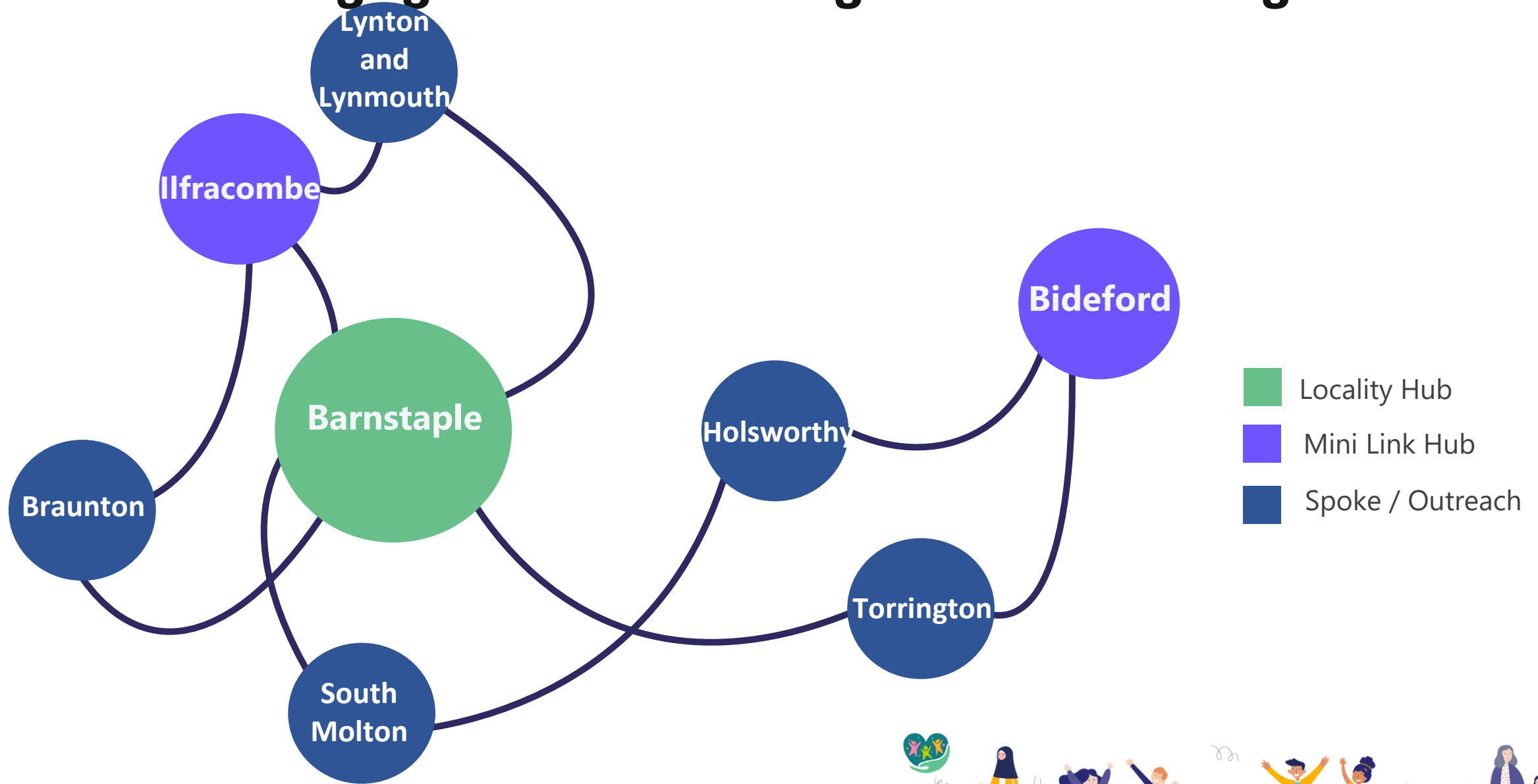
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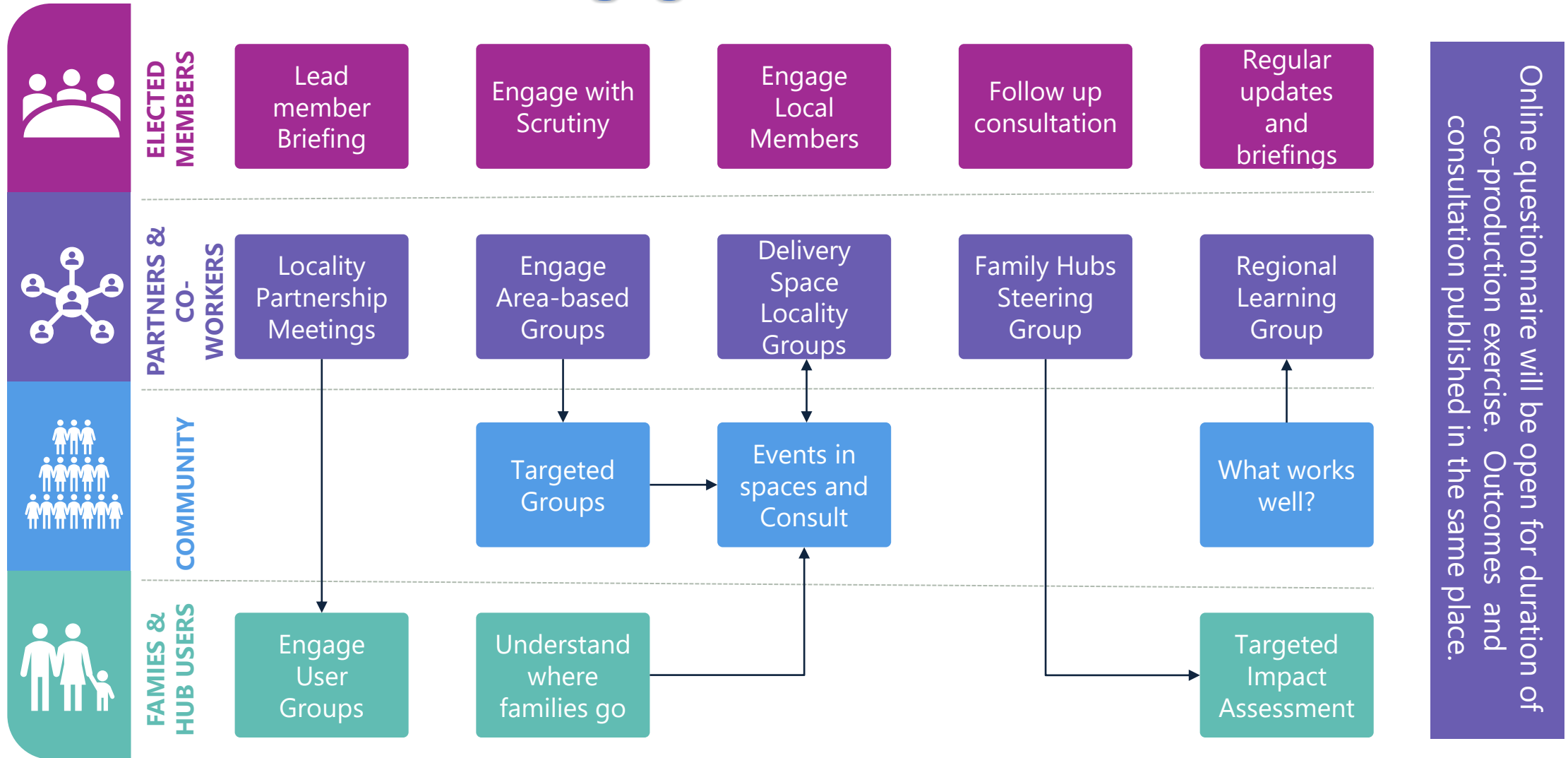
Emerging Best Place Planning – Mid and East



Emerging Best Place Planning – North and Torrington



Consultation and Engagement Plan



Interim contacts for Family Hubs

If you would have previously referred to a Children's Centre or if you feel that a family you are working with would benefit from a multi-agency approach through a Family hub network you can call the current hub numbers for discussion with an Action for Children member of staff.

Teignbridge Family HUB – **01626 354657**

West Devon Family HUB – **01822 614210**

South Hams Family HUB – **01803 847626**

Exeter Family HUB – **01392 277205**

East Devon Family HUB – **01395 226789**

Mid Devon Family HUB – **01884 250449**

Torridge Family HUB – **03300 415494**

Barnstaple Family HUB – **03300 415493**

Ilfracombe Family HUB – **03300 415493**

Alternatively you can complete or support a family to complete an online request form so that they can speak to someone from Action for Children. [Devon Family HUBS - Parent Carer Request for Contact \(smartsurvey.co.uk\)](https://smartsurvey.co.uk)

Early Help processes remain the same and will link with Family Hubs [Early Help information - Devon Safeguarding Children Partnership \(devonscp.org.uk\)](https://devonscp.org.uk)

Our Family Hubs web page will be kept up to date with FAQs, and ways of contacting Family Hub staff, and links to helpful resources. [Devon family hubs - Devon Safeguarding Children Partnership \(devonscp.org.uk\)](https://devonscp.org.uk)

