



# The Proposed Family Hub Service Easy Read Background Document



## **Why are we doing this public consultation?**

We are carrying out a second stage public consultation to gather your views about our proposed Family Hub Service. This second stage of consultation builds on the first stage of the consultation that was undertaken between January and March 2020 which gathered views on the aims and principles of the proposed new model. We are consulting now because based on your responses to the first stage of consultation, we have reviewed and developed our proposals further for the Family Hub Service. We have developed more details of what the new model would look like in practice and we want to know what you think of it.

What you tell us now will be used, along with the feedback from the first stage of consultation, to shape our final proposed model for the Family Hub Service. We want to make sure that it reflects public opinion as far as possible.

We would ask you to review the documents we have prepared to give you information about the proposed Family Hub Service which can be found on the AfCInfo webpage: <https://rbwm.afcinfo.org.uk/pages/local-offer/information-and-advice/send-consultation-hub-and-resource-bank/consultations>

We would then like you to complete our survey- the link to the survey can be found here: <http://surveys.achievingforchildren.org.uk/s/RBWM-Family-Hubs>

## **What is the proposed Family Hub Service?**

The new proposed model would bring together services being run by children's centres, youth centres, the parenting service, health visitors, school nurses and the family resilience service so that residents can get all the help they need, coordinated by the Family Hub Service.

The service would prioritise those children, young people and families most in need of help. We would do this by being flexible and responsive and delivering services where they are needed, rather than at a specific site. This means we could deliver Family Hub Services at a main hub or a sub-venue, in the community or in a family home.

The proposed model would aim to establish two main Family Hubs that would act as coordination sites - one in Windsor and one in Maidenhead. In addition, there would be a number of sub-venues across both areas. The main hubs would be the larger centres where the majority of our Family Hub Service workforce would be based. The sub-venues would be the other sites where we deliver Family Hub Services, but where there is only limited office space for our staff.

All families would continue to receive a service from the Family Hub Service if the model was agreed, as the provision of universal health services will carry on as it does currently. Family Hub Services would be delivered at some different locations - either at one of the retained sites, in the community, or in your home.

We would no longer deliver universal stay and play sessions as part of the Family Hub Service officer but we would work with the local community and voluntary sector to identify those groups and/or individuals who are willing and able to run sessions that could be accessed by any children, young people and families. We would provide advice and guidance to enable them to establish sessions. This could include supporting parents to deliver sessions and/ or support themselves where possible.

We would also develop a directory of resources which will include local organisations offering universal and targeted support. We would use this to signpost children, young people and families to the support they need in the wider community. The intention would be to make the directory easy to navigate and we would seek to provide additional online resources including self-help tools which have become more prevalent during the current pandemic.

## What services would be delivered?

The Family Hub Service would deliver a full programme of activities in various venues across their community area including universal health provision, school nursing, specific sessions and groups for targeted vulnerable families, parenting support, and opportunities for early years learning and development by continuing to host a range of activities and groups from the independent and private sector.

The universal health provision that is currently delivered would continue- this would enable us to identify families who need additional help and offer them targeted support at an earlier stage. Families with a low level of need would be signposted to other appropriate groups or service providers in their area that could provide support (not including universal health visiting services which would remain accessible to all). This would free up resources to enable the Family Hub Service to strengthen the focus on families with the greatest need.

Some examples of the programmes we would deliver are set out below:

Universal	Preventative	Targeted	Specialist
Full Health Visiting "Healthy Child" programme	One to one baby massage for parents at risk of postnatal depression	Triple P (positive parenting Programme)	Joey Nurture group for young children at risk of exclusion
School Nursing "National Childhood Measurement Programme"	Access to "Baby Incredible Years" course for young or vulnerable mums of young babies	Esteem groups for young people who are unable to access mainstream youth/ Leisure services	"Valu" programme for young people using drugs and alcohol
Access to Health Visitor run new baby "Nurture Groups"	Family Links groups for Asian families	Parents as First Teachers home learning support	Freedom programme for victims of domestic abuse

## Where would the Family Hub Service be delivered?

Services would be delivered from:

- a main Family Hub (one in Windsor and one in Maidenhead) - larger sites where the majority of our Family Hub Service workforce would be based
- a Family Hub sub-venue (multiple across Windsor and Maidenhead) - other sites where we deliver Family Hub Services but where there is only limited office space for our staff
- the community (in a church hall, library or cafe)
- outreach (in someone's home, at an identified hotspot)

Delivery would be less focused on one particular location but rather targeted at where the need is greatest. Family Hubs and Family Hub sub-venues would be used for some service delivery but much would take place in the community or via outreach. This would allow the service to be more flexible and responsive to what families really need.

To achieve this, we would be reviewing the existing sites that we use to deliver services. Our proposal would mean that some sites would remain but some sites would no longer be used. The details of which sites we propose to keep and those we would propose not to use in the new model, are set out in the detailed background document which can be found on the AfCInfo webpage (link included above). We are proposing to keep the sites that are:

- well used by residents
- best equipped to meet the future needs of the service
- located close to areas of relative deprivation
- well-placed for public transport or with good parking facilities
- wheelchair and pushchair accessible
- able to offer good value for money in terms of rental costs
- aligned with the RBWM new climate and environmental strategy

## How would the Family Hub model be staffed?

We would have fully integrated teams working within our Family Hub Service. This would likely include: family hub leads, family hub coordinators, family hub support workers, family coaches, and youth workers (please note the details of the staffing model would not be finalised until after the second stage of consultation).

The staff would work as a team to support the needs of the whole family with input from other key stakeholders, including health visitors.

This would require change to the service which would involve all members of staff and we would expect a reduction in staffing numbers. This is because we would require a smaller number of workers because the focus would be on need rather than maintaining poorly-attended drop in sessions or maintaining buildings. However we would aim to retain the talent, skills and experience of our specialist workers.

The final details of these staffing changes will not be finalised until the whole proposed model has been approved.

## Why are we proposing these changes?

Achieving for Children, who deliver children’s services in Windsor and Maidenhead on behalf of the council, decided to review local early help services based on national research which suggested that the Family Hub model would better meet the needs of children, young people and families. The aims and benefits of the proposed Family Hub Service are set out below:

Aim	Benefit
<b>Strengthen the focus on children, young people and families that most need support, at an earlier stage</b>	We want to make sure we are able to give support to those families that most need it. By targeting our support we would be able to help families to become more resilient so that they do not need statutory social care involvement. It would also reduce the time that vulnerable families have to wait for support
<b>Build on the success of the Healthy Child Programme by continuing to deliver a universal health visiting service that can be accessed by all families</b>	All families would continue to get access to universal health services. Our health visitors would support all expectant and new parents and then would be able to refer any families that are experiencing difficulties to the Family Hub Service for additional support
<b>Adopt a flexible approach to service delivery whereby the focus is more on delivering services where they are needed rather than at a single location</b>	<p>The traditional model of service delivery based around fixed sites is no longer considered effective as it requires our staff to be responsible for a considerable amount of buildings maintenance. This means they have less time to provide support to our children, young people and families</p> <p>The move to a more flexible and responsive approach would enable us to bring services to those that need them i.e. in the community and in the home. The needs of families are not always the same and often change over time. It is therefore extremely important we deliver a service that is able to respond to these needs in a new way so that families that need support are able to access it more readily, in a location that best suits them</p> <p>This would also mean we are in a position to set up flexible and time limited outreach services on a smaller, more local scale when intelligence suggests this is required in particular e.g. work on knife crime</p>
<b>Support local communities so that they can develop universal provision</b>	The new model would provide an opportunity for local communities to get more involved in the delivery of universal provision such as playgroups or youth clubs. We would provide advice and guidance to these groups to enable them to establish provision. This could include helping them to identify possible sites to deliver their sessions or groups, potentially in any sites that we decide we no longer need to use
<b>Ensuring our early help services provide value for money</b>	The new proposed model would allow us to use our early help services budget in a way that enables us to have the most positive impact. The current delivery of services means we have to use our limited resources for maintaining buildings and staffing sites that are not fit for purpose or well

	used. The Family Hub Service model would enable us to ensure more of the budget is directly used to benefit children, young people and families.
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## How can you get involved?

There are a number of ways to get involved in the second stage of the consultation.

- Complete the eight week online survey having read the background information contained in this document and the FAQs which can be found on the AfCInfo page: <https://rbwm.afcinfo.org.uk/pages/local-offer/information-and-advice/send-consultation-hub-and-resource-bank/consultations> (paper copies of the survey can be requested via the dedicated inbox set up for the consultation: [familyhubs@achievingforchildren.org.uk](mailto:familyhubs@achievingforchildren.org.uk)). The survey will be open from Thursday 23 July until Thursday 17 September 2020.
- Submit a question, query or comment to the dedicated inbox set up for the consultation at: [familyhubs@achievingforchildren.org.uk](mailto:familyhubs@achievingforchildren.org.uk).
- Request an invite to attend a virtual drop in session via the dedicated inbox set up for the consultation: [familyhubs@achievingforchildren.org.uk](mailto:familyhubs@achievingforchildren.org.uk). The dates and times are:
  - Friday 7 August 2020 at 5 to 6pm
  - Friday 21 August 2020 at 1 to 2pm
  - Friday 4 September 2020 at 9 to 10am
  - Monday 14 September 2020 at 3 to 4pm

## What will be the next steps after the second stage of the consultation?

Once the second stage of the consultation is completed, we will take time to analyse the feedback and responses we have received. This will be considered, along with the feedback from the first stage of the consultation, and on the basis of this, we will develop the final Family Hub model proposal which will be considered by Cabinet in October 2020. Should this be approved, then we would begin the implementation. This would involve taking action with regard to the sites we would retain and those for which we would discontinue the leases for. We would also review the staffing model to ensure it aligns with the new model.

We would aim to have the new model in place by March 2021.

## What would proposed Family Hub Service look like in practice?

We have prepared a number of case studies to show what the proposed service would look like if it was approved. As the service is only a proposal, these are not based on real people, but instead, have been developed to give an indication of what the service would look like.

### Case study 1

Sarah used to attend a children's centre to go to stay and play sessions with her 2 year old son, William. Following the creation of the new Family Hub Service, the children's centre she used to attend closed and the stay and play sessions ended.

The new Family Hub Service workers identified a Family Hub Service site still within walkable distance for Sarah where she could attend the universal health service sessions to check William's progress. They also helped her to find local playgroup sessions delivered in the community by voluntary groups where she was able to meet other parents. With other parents she met at the play group sessions, she set up her own drop-in play sessions, having received advice and guidance from Achieving for Children.

### Case study 2

Nevaeh is a new mum to 6 week old Paolo who recently moved to Maidenhead with her partner. She received home visits from our health visiting service to check on her and on Paolo. Through these visits, our workers identified that Nevaeh was suffering from postnatal depression. She was referred to our Family Hub Service and received support to manage her mental wellbeing at the main Family Hub Service site in Maidenhead. The service was also able to identify stay and play sessions delivered in the local community near where she lived which she started to attend. This enabled her to make new friends in the areas and helped her to gain confidence and to feel much better.

### Case study 3

Holly, who is 16, knew about her local youth centre, but didn't used to go to drop in sessions. She had been struggling with her sexuality for some time. She became aware of online activities being delivered during COVID-19 via Achieving for Children's social media channels. While viewing some of the online activities, she found out about the support that the Family Hub Service provide to young people- including those who are Lesbian, Gay, Bi-sexual or Transgender (LGBT). She contacted the Family Hub Service and they were able to provide her with one-to-one support to help her to come to terms with her sexuality and come out to her family. We put her in touch with a local LGBT support group which she attends, and she now provides mentoring to younger members of the group and has made lots of new friends.

### Case study 4

Sarah and Jeff live in Windsor and have a 13 year old son, called Matthew, and a 12 week old daughter called Sasha. They received a scheduled visit from their health visitor at which they said they were struggling to cope with the demands of a new baby and with Matthew, who they suspected may have been getting involved with a gang and who was displaying challenging behaviour. They were referred to the Family Hub Service who were able to come to their home to help them to deal with the issues they were facing. Our health visiting service supported them in terms of managing with a new baby, we enrolled them on a parenting programme to enable them to develop strategies to better manage Matthew's behaviour and we provided one-to-one support for Matthew to divert him away from risky behaviours. He is now an active member of the local Scout troop, is demonstrating better behaviour, and he is no longer involved with the gang.