



Family Hub Partner Update

[What is a Family Hub?](#)

[Merton's Family Hub Branding](#)

[What are the desired benefits of a Family Hub Approach?](#)

[Family Hub Sites](#)

[Family Hub Services](#)

[Partnership working](#)

[Find out more](#)

[Keeping in touch](#)

What is a Family Hub?

Family Hubs are a place-based way of joining up locally in the planning and delivery of family services. They provide a single access point to a range of services, making it easier for families from conception up until age of 19 (or 25 for young people with special educational needs and disabilities) to get the right help at the right time.

We are working towards delivery of a Family Hub approach which is aligned to the National Family Hub Framework and is structured around three themes: **Access**, **Connection** and **Relationships** and through delivery of the Transformation Programme we will working towards the achievement of **5 Key criteria**:

Access

Key Criteria 1

There is a clear and simple way for families to access help and support through a hub building and approach

Connection

Key Criteria 2

There are services working together for families with a universal 'front door', shared outcomes and effective governance

Key Criteria 3

There are professionals working together, through co-location, data-sharing and a common approach to their work. Families only have to tell their story once, the service is more efficient, with safeguarding at its core, and families get more effective support

Key Criteria 4

Statutory services, the community, charities, and faith sector partners are working together to get families the help they need

Relationship

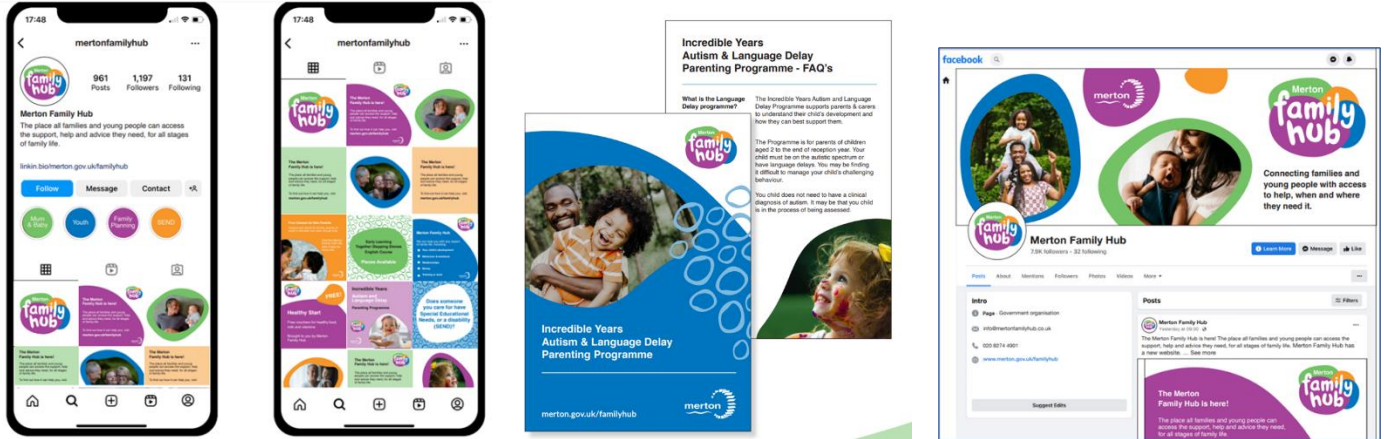
Key Criteria 5

Family Hubs prioritise strengthening the relationships that carry us all through life. They do this by building on family strengths, recognising that this is the way to lasting change.

This idea is at the heart of everything that is done

Merton's Family Hub Branding

We are extremely excited to unveil our Family Hub brand. In Merton children, young people, parents, carers and representative from a range of services have supported us to develop a look and feel for Family Hubs. We'd like to say a big thank you to those that have been involved – we hope that you'll agree that this bright and inviting design will help families and service providers to identify and engage with our Family Hubs.



What are the desired benefits of a Family Hub Approach?

Benefits for organisations:

- raised awareness and visibility of services – better understanding of how to access services for families you are working alongside;
- improved connections with partner organisations who are working towards similar objectives, avoiding duplication and maximising resources;
- access to shared data systems, supporting efficient ways of working;
- training programme for staff working with children and families at all levels in your organisation;
- opportunities for co-location within Family Hub buildings;
- sharing information to understand service user needs and support planning for services – this could be used to support evidencing practice;
- strengthening bids and joint funding applications;
- opportunities for joint working, sharing good practice, networking and collaboration;
- promoting Merton's community assets so that families feel well supported within their local areas and know where to access help.

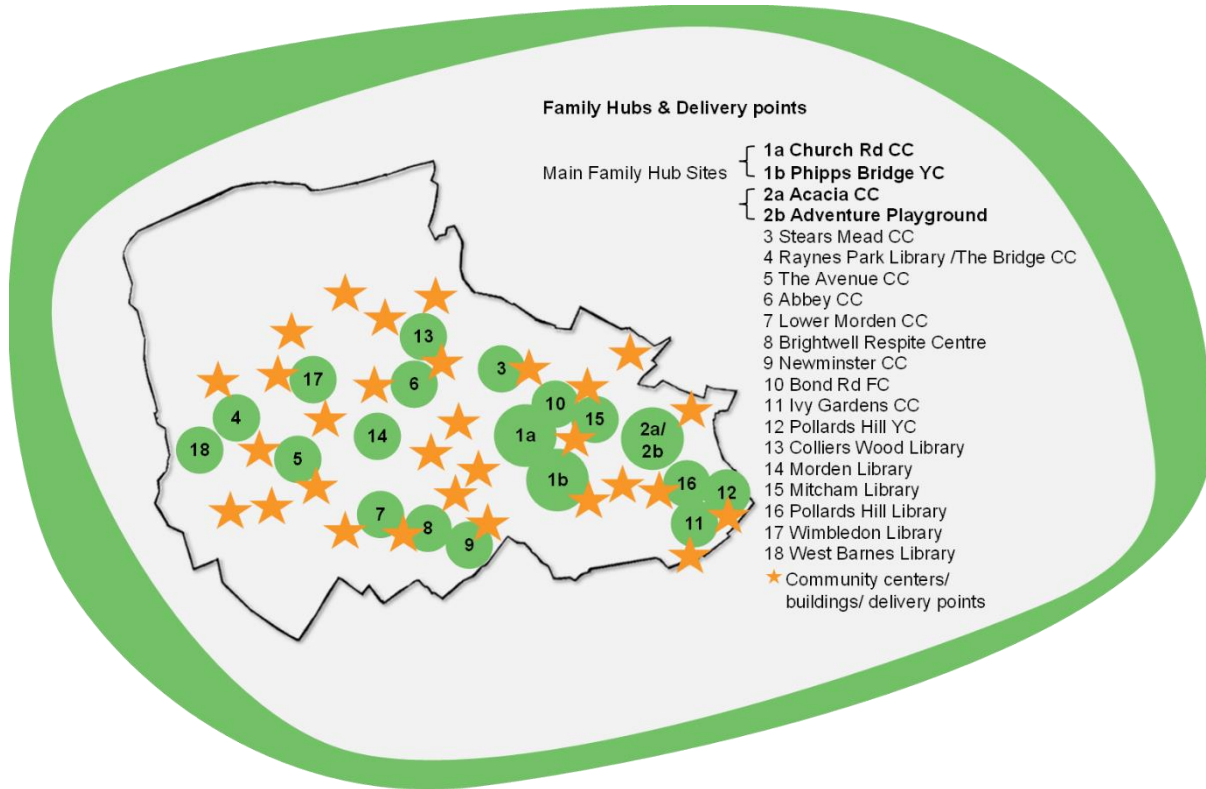
Benefits to families:

- easier access to information and support;
- information and support in one place;
- information and support in a range of formats;
- no need to re-tell story;
- the right help at the right time using organisations families know and trust, that are local to them;
- support and help that makes a difference;
- prevention of escalation of need.

Family Hub Sites

Family Hub buildings must meet a number of specific requirements as outlined by the Department for Education. We are excited to announce that we have identified 2 sites for our first Family Hubs which will be opening in Summer 2023.

In addition to the main sites, we will be providing Family Hub services at a range of delivery points across the borough including children's centres, youth centres, community centres libraries as well as having an online presence.



Family Hub Services

Family Hubs are required to deliver information, advice and support under 24 service areas.

Services can be delivered:

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)
3. Virtually through the family hub, including static online information and/or interactive virtual service

The 24 services areas are:

	Activities for children aged 0-5	ECEC (Early Childhood Education Care) & financial support	Midwifery / Maternity	Debt and welfare advice	Reducing Parental Conflict
Support for separating and separated parents	Health Visiting	SEND Support		Stop smoking support	Domestic Abuse Support
	Intensive targeted family support (SF funded services)		Mental health services	Housing	Youth Services (universal and targeted)
Nutrition and weight management	Oral health improvement	Local authority 0-19 public health services		Substance (alcohol/drug) misuse support	Youth Justice Service
	Early Language and Home Learning Environment	Parenting Support	Parent Infant Relationship/ Perinatal Mental Health	Infant Feeding Support	Birth Registration

Partnership working and getting involved

Over the past few months we have held a series of information sessions, inviting parents, carers and partners to find out more about Family Hub development in Merton.

We welcomed over 75 professionals to our online workshops and were really pleased to hear the enthusiasm and excitement for the opportunities that a Family Hub approach could provide.

The Family Hub approach is built upon collaborative partnership working, and we want to invite partners to contribute to the design and delivery of Family Hubs here in Merton. A **Family Hub Partner Survey** will be sent out to organisation/service leads this week. This information collection will allow us to understand more about your services, how Family Hubs could benefit your organisation and how you could, and would like to contribute to Merton's Family Hub Development

Find out more

If you would like to find out more about the national Family Hub programme, please see the links below

- [National Centre for Family Hubs](#)
- [Family Hubs and Start for Life programme - GOV.UK \(www.gov.uk\)](#)

Keeping in touch

These email bulletins will be sent out every month to keep you up to date with Family Hub developments

If you would like to contact us with any queries, comments or suggestions please contact familyhubs@merton.gov.uk

