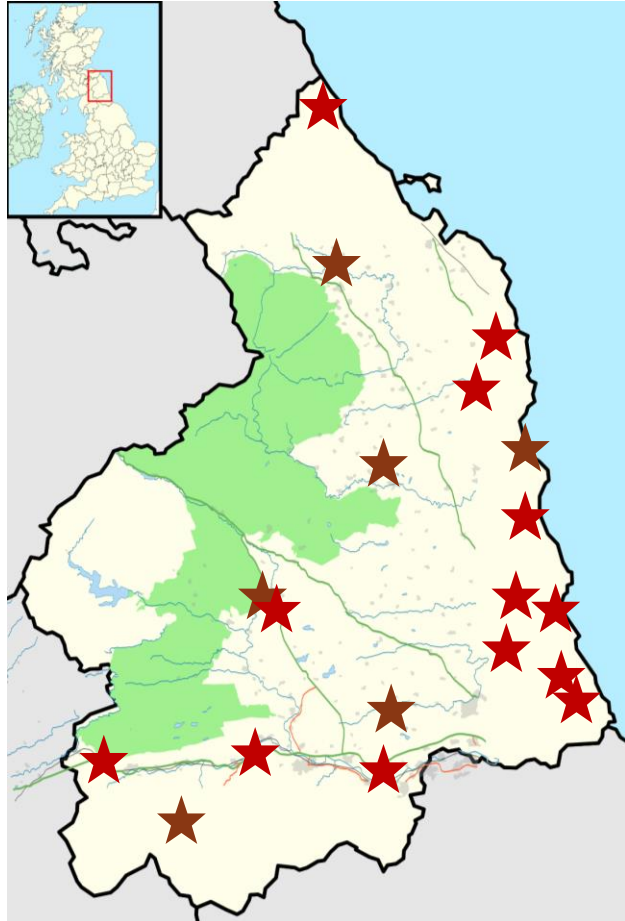


Northumberland Family Hubs Update

January 2024

Northumberland Family Hubs



11 purpose-built Family Hubs:

Central Locality Ashington, Bedlington, Newbiggin

South East Locality Blyth Central, Blyth West

West Locality Prudhoe, Hexham, Haltwhistle

North Locality Berwick, Alnwick, Hadston

7 dedicated outreach points:

Fire Stations Allendale (West), Wooler (North), Rothbury (North), Bellingham (West)

Military Base Albemarle Barracks (West) & RAF Boulmer (North)

Primary Schools Amble (North)

Family Hub Overview

- Started March 2022/Soft launch September 2022: Northumberland one of 75 local authority areas to implement the Family Hub model and one of only 14 local authorities to be awarded Trailblazer status
- Family Hubs as part of integrated family services ensure families with children and young people aged 0-19 receive early help to overcome a range of difficulties and build stronger relationships.
- Effective integration of a range of services and professionals working together as a multi-skilled, multi-disciplinary team, sharing knowledge and expertise, co-locating together wherever possible, co-delivering and creating solutions together
- The key partners and staff involved include the Family Hub / Family Help workforce, the 0-19 Growing Healthy Service (Harrogate & District Foundation Trust), Northumberland Midwifery Services (Northumbria Health Care Trust) Primary Mental Health (Northumbria Health Care Trust), registrars, libraries, education and the voluntary and community sector.

General update

- Restructure in Early Help and Prevention completed, including ending of commissioning arrangements with Action for Children and Barnardos and TUPE of staff to NCC.
- Key Principles : Access, Relationships, Connection
- Locality Integration Events held -240 staff attended the 8 events across Northumberland
- Current 3 year national funding focuses primarily on 0-2, expectation that a range of services will be offered up to 19 (and 25 for those with Special Educational Needs and Disabilities)
- Feedback and co-production via Parent Carer Panels

Prevention and Intervention Pathway

- The Prevention and Intervention Pathway : a consistent, science backed / evidence-based offer for families regardless of which Hub they attend.
- Programmes based on the presenting needs of the population
- Extensive co-design with parents: e.g Brilliant Babies and Learning Together Through Play (LTTP)
- Range of groups offered are valued by parents and children and young people who use them
- Staff can deliver these programmes on an individual basis where helpful and appropriate.
- Some groups can be delivered virtually



[Prevention and Intervention Pathway \(public facing\)](#)

Family Help

- Northumberland's Family Help teams (4 teams, one per locality) are based in Family Hubs, and provide an early help service to families identified as being in need of help (level 2) as defined by threshold of need.
- Working in a 'whole family' approach, staff undertake Early Help Assessments (EHA) with families to agree a clear plan with written actions, outcomes and responsibilities for all family members including the adults.
- Plans are reviewed through Team Around The Family (TAF) meetings chaired by a lead professional. Staff work closely with partners including health visiting, midwifery and other health teams, as well as early years and education. Often, a Supporting Families Employment Adviser will also attend to help the family with any financial issues.
- Family Help Workers also deliver the Intervention programmes from the Prevention and Intervention Programmes.
- Developing young people's offer

Increasing Accessibility by Enhancing the Digital and Virtual Offer

ARGUING BETTER

Disagreements are a normal part of life, and most couples argue from time to time...

This is a FREE online or in-person package which explores:

- Where stress comes
- How stress can affect you
- How to support and listen to each other in difficult times
- How to make arguments constructive
- How to resolve issues

Family Hubs
Here for everyone

SCAN ME

• FIND OUT MORE
• REFER

FREE!

nland.cc/healthyR

Northumberland County Council #nlandfamilyhubs

- To extend the reach to all families, there has been significant investment into enhancing the digital offer to families
- The objective is for families to access services in the way that meets their needs
- For those families experiencing digital poverty, all Hubs have a number of tablets available which have all of the resources built in.
- Health partners can distribute the links to patients and other professionals. A poster with QR codes is available.
- Where appropriate, some groups delivered virtually

NHS

Online courses for parents, parents-to-be, relations & foster carers

The courses, worth over £100, have been prepaid for ALL Northumberland families!

From bump to 19 years Lifetime access

Go to: www.inourplace.co.uk and enter the Access Code: **HADRIAN**

To return to the course(s), go to www.inourplace.co.uk and sign in!

inourplace Northumberland County Council Family Hubs

Solihull Approach @SolihullApproach 197
www.inourplace.co.uk www.solihullapproachparenting.com

For technical support, contact: support@inourplace.co.uk 0121 296 4448 (Mon-Fri, 9am-5pm)

Summer 2023

COMING SOON

DadPad app
Top tips for dads-to-be and dads with new babies

Funded by UK Government

We know, babies don't come with a set of instructions... but DadPad does!

DadPad is for NEW Dads in Northumberland who want to give their child the Best Start in Life.

nland.cc/findfamilyhubs

Northumberland County Council Family Hubs

Infant Feeding Support Groups

* All groups reserve the first 30 minutes for breastfeeding support for babies under 8 weeks

Monday

Cramlington Community Hub (Manor Walks)- 9.30-11.30
Ashington Family Hub - 10.00-11.30



Tuesday

Prudhoe Family Hub - 10.00-11.30
(Alongside Learning Together Through Play)

Wednesday

Blyth West Family Hub - 12.30-14.00



Thursday

Bedlington Family Hub - 10.00-11.30
Alnwick Family Hub - 10.00-11.30
Berwick Family Hub - 13.30-15.00

Friday

Hadston Family Hub - 10.00-11.30
(Alongside Learning Together Through Play)
Haltwhistle Family Hub - 10.00 - 11.30
(Alongside Learning Together Through Play)
Hexham family Hub - 13.00 - 14.30

The Infant Feeding team offer support, whether you're getting started with breastfeeding, starting solids, returning to work and everything else in between. The groups are also a great place to chat with other parents about you & your new addition to the family.

**No Booking
Required**



 @familiesinthenorthumberland  Northumberland County Council  Family Hubs  NHS  Harrgate and District

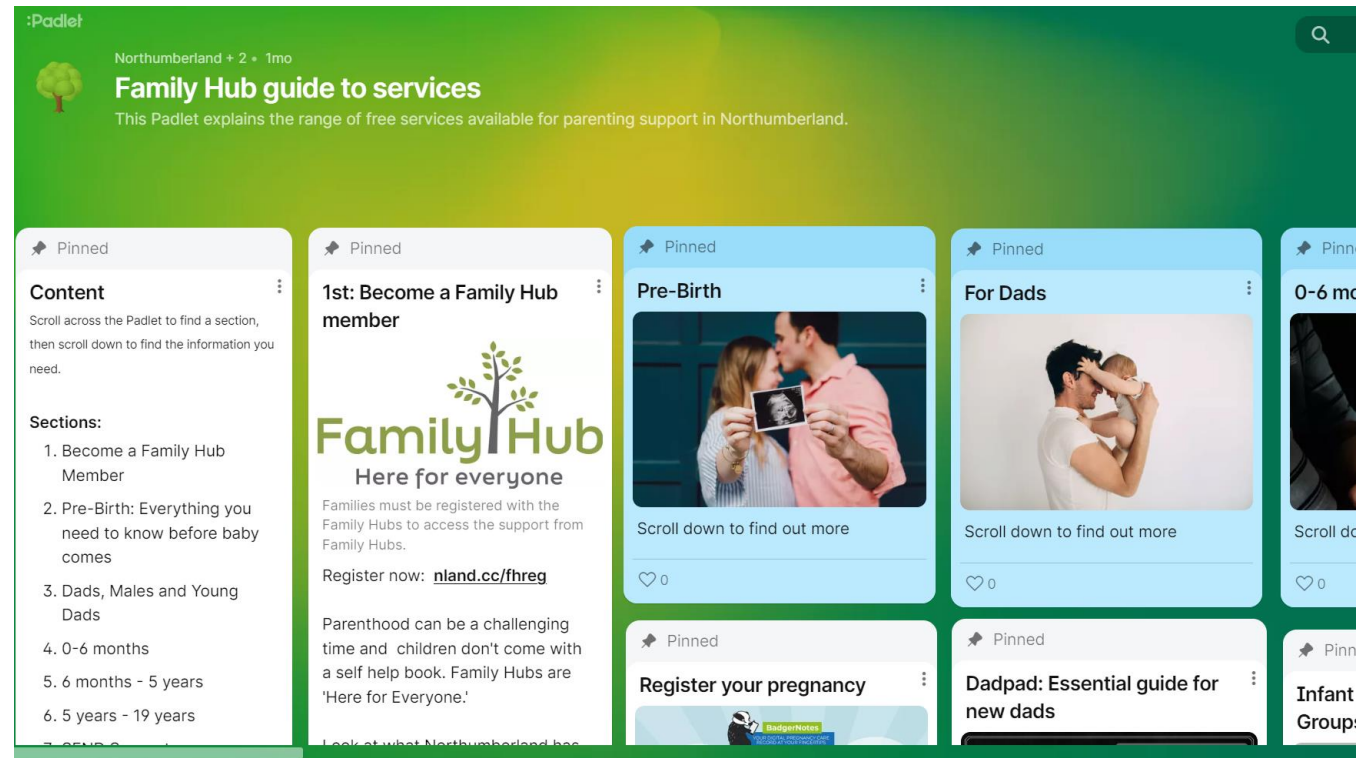
Northumberland Family Hub integration with Health

Engagement with health partners has been extremely positive over the last 18 months:

- Key partners sit on the Family Help Partnership Board
- All workstreams supporting the implementation of Family Hub are either chaired by, or attended by multiple health partners and they have been instrumental in developing the delivery plan for Northumberland
- Health visitors, midwifery and Primary Mental Health are co-located in some Hubs and where this is not possible, there are rooms available for clinical staff to use
- We are now co-delivering HENRY Antenatal, Relax Kids and Charge Up and Hubs are used for Infant Feeding Sessions, Baby Weigh Clinics and other delivery

Northumberland Family Hub integration with Health cont..

- Services for 5-19 mapped across Northumberland – Helping Parents Access Support Services
- Newborn Behaviour Observation Training funded by Family Hubs, all HVs trained as part of the core offer
- Professional network meetings have started in some localities, bringing together health partners and family hub teams
- All services for perinatal mental health and the parent / infant relationships have now been mapped and about to be published



Northumberland Family Hub Links with GPs

- 1009 children referred from GPs into the Early Help Front Door in the last 12 months
- Joint attendance with HDFT to Primary Care Network Meetings to talk about the Family Hub Offer
- Strong links between Community Development Workers and Social Prescribers
- Locality links being made with specific GP practices – this is developing work (see quote)

"In the West we have begun making links with GP Practices to ensure they know of the services we provide and to see how we can work together. At the Bellingham GP Practice this has led to GPs and nurses encouraging new and expecting parents to sign up to Family Hubs in appointments, as well as sending texts out about updates to our service to all parents who are registered at the Practice. We have been invited to the next West GP Time Out session, to deliver a talk about Family Hubs, where we hope to roll out the Bellingham model across the West."

Promotion of Start for Life Offer

Start for Life Publication sent to all GPs, Midwifery and the 0-19 service also have copies:



Eyes on the Baby Project

- Funded by Family Hubs, Public Health and NHCT, Eyes on the Baby is a multi-agency training and evaluation project involving NCC staff and health partners focusing on Sudden Unexplained Death in Infancy (SUDI) to ensure that we can reach vulnerable families with information and support around safe sleep.
- More than 70 colleagues in Birth Registrations, Libraries, Customer Services and Family Hub admin roles completed the EOTB Strand 1 training and attended facilitated Q & A sessions where staff had useful discussions about the training and how it can be implemented in the context of their roles and different interactions with parents and families.
- More than 100 frontline staff have completed the EOTB Strand 2 training and attended a facilitated Q & A session.

Northumberland Family Panels



Background

In the Best Start for Life: a Vision for the 1,001 Critical Days81, the government's Early Years Healthy Development Review highlighted how services and support offered to families in the critical conception to age two period are often disjointed, making it hard for those who need help to navigate what is available to them. In the worst-case scenarios, babies miss out on the best care because parents and carers are unable to access the support they need, or the support they need is not available. Where services are available, they are not always developed with the needs of families in mind.

The rationale behind this specific project is to promote and support the opportunities for parents and carers to interact and become engaged in building a more informed approach in the delivery of programmes to our local families. Our parent / carer panels will be set up with the aspiration of bringing together parents / carers within our local community to further support the development and co-production of our Family Hubs to improve the universal offer in a positive way to involve our families.

Project Aims

How to recruit a diverse and inclusive parent and carer panel

We often hear from the same voices, so it is important to hear from parents and carers who have different lived experiences and represent your locality.

This chapter provides guidance on how to ensure your parent and carer panel represents the diversity within your local population.

How to use co-design to successfully run your parent and carer panel

When engaging with your diverse parents and carers, it is important to think of their needs and involve them early in the process to be able to effectively work together.

This chapter provides guidance on how to engage with parents and carers and wider systems to set up and use a parent and carer panel to co-design services.

How to use the feedback from your parent and carer panel

Once you have successfully run your first panel, it is important to consider how you will use their feedback.

Method

Over the last 6 months we have worked to begin to fulfil the aims of this programme, by working with the identified local community groups. During the project we have begun to collect the feedback, views and opinions of our panels through the use of discussions and consultations. Throughout the project to date, we continue to work with 9 parent / carer panels, these include parents and carers from our local community. The panels are supported by our Community Development Workers from The Family Hub Project Team.

The current number of parents / carers taking part in our Family Panels stands at 47 - the panels varied monthly depending on the members joining our individual panels due to the launch and word of mouth of panel members.

During the project the panels meet on a monthly basis during term time for 1 hour on alternative days depending on the requests of the panel members. Our panels are planned and include an agenda of activities in which all of the members are encouraged to take part in the discussions ensuring that we collect feedback across the range of panel members taking part.

The agenda points are selected from requests linked to the activities identified through the current guidance as well as the individual need of our locality Family Hubs. Information and feedback is collected from each panel, which will support the collection of evidence from the following areas;

- Increasing confidence around independent participation for all parties, thereby facilitating social relationships
- Increasing positive behaviours through sharing skills and the creation of safe environments for those involved
- Improving community cohesion and sense of place within our communities and Family Hubs

Risks

Safeguarding

As this project works alongside our families it is paramount to us that we have robust safeguarding policies and procedures in place and that we ensure all panel members fully understood and adhere to. This includes ensuring that all our staff have DBS as well as a clear understanding of Northumberland County Council safeguarding pathway.

What's Going well

- Established groups – regular attendees across all 4 localities
- Panel members have met wider Family Hub staff so they feel involved in our panels
- Website feedback from parents has affected change already and this has been fed back to panel
- Some panel members join virtually when needed – accessible
- Parents give positive feedback as well as areas for development
- Seeing key themes in feedback across localities from our panel members which helps to build a case to affect change - i.e. health visitors, midwives, padlet feedback
- Most parents keen to progress further with champion model

Areas for further development

- Need to establish robust terms of reference and ground rules. This is to ensure we are ensuring everyone feels listened to and respected by other panel members and have an equal say
- Need to extend reach of panels to recruit wider from seldom heard groups and also new parents to Family Hubs

Reflection

Emerging interim findings from the project are showing positive benefits to working with our parents and carers, the majority of members taking part, have and continue to provide some excellent feedback, views and opinions on how as Family Hubs we can provide the best outcomes for our families and local communities.

Parents and carers have stated that they are enjoying and benefitting from their interactions with Family Hub staff as well as other parents and carers. These panels will hopefully continue to encourage the sharing and collection of feedback to enable all involved, to improve relationships, increase understanding of the universal offer of our Family Hubs.

Interim Project Findings

External Visits

Ofsted/CQC Thematic Review :

Northumberland one of six local authority areas chosen by the DfE to participate in a Thematic Review of Family Hubs nationally. August 2023

Feedback and findings very positive:

- Staff described as passionate, child and family centred, skilled, flexible to meet need, positive, reflective.
- Partnership working: Effective building from a strong base. They especially noted the work with the midwifery and the importance of birth registration in the hub to capture registrations and support early engagement. Good examples eg DWP being offered.
- The family hub offer : inclusive in a range of ways.
- Effective leadership: we know ourselves well and positively model partnership working.
- All feedback from parents extremely positive

Dame Andrea Leadsom: Visit

- Praise for giving children the best start in life, as well as the innovative ways we are ensuring all expecting and new parents have access to the Start for Life Offer.