



HM Government

# **Annex F: Family Hub Service Expectations**

**Family Hubs and Start for Life  
Programme guide**

**August 2022**

The Family Hubs and Start for Life Programme is jointly overseen by the Department of Health and Social Care and the Department for Education.

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## Overview

This annex lists the core services we expect you to deliver through your family hubs and sets out the minimum expectations of the services which are not receiving additional investment through this programme. The delivery expectations of the funded services are included in the main programme guide. These core services do not represent an exhaustive list and you can choose to deliver other services outside of these, according to local need.

This annex also sets out options to go further in the delivery of these services. The more mature your existing family hub provision, the more we will expect you to sign up to 'go further'. We have explained how we intend services to be available to families in the following three ways:

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 services

## Glossary

**Ages 0–19 (or 25 with special educational needs and disabilities - SEND)** – this includes during pregnancy through to families with children up to age 19 or up to 25 for those young people continuing to access support via the statutory SEND system.

# Services

## 1. Activities for children aged 0-5

### Minimum expectations

#### **Service available face to face at a family hub:**

- Family hubs deliver the statutory duty to provide activities for young children (aged 0-5) for example, interactive play or stay and play sessions

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal materials and information about how to book onto services

### Go further

#### **Service available face-to-face at a family hub:**

- Multi-disciplinary professionals are present and offering support at stay and play sessions, building capacity of other family hub staff running the session, to support better identification of need and eliminating the need for referrals in some instances

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- N/A

## 2. Birth registration

### Minimum expectations

#### Service available face to face at a family hub:

1. N/A

#### Service available through the family hub but received elsewhere in the network:

2. N/A

#### Virtual services available through the family hub, including static online information and/or interactive virtual services:

3. Online family hub presence offers universal materials and information about how to book onto services

### Go further

#### Service available face to face at a family hub:

- All families have the option to register a birth at their local family hub (local authority discretion on frequency of availability)
- Family hubs are the primary location for birth registrations in the local authority. The majority of birth registrations take place at the family hub, where it is appropriate to do so

#### Service available through the family hub but received elsewhere in the network:

- N/A

#### Virtual services available through the family hub, including static online information and/or interactive virtual services:

- N/A

### 3. Debt and welfare advice

#### Minimum expectations

##### **Service available face to face at a family hub:**

- Staff in the family hub are able to provide guidance about financial support available and can connect to further support if required

##### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub are able to connect to appropriate support within the network, including VCS organisations such as Money Helper, Acas, Step Change, Citizens Advice, Christians Against Poverty

##### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal materials and information about how to book onto services

#### Go further

##### **Service available face to face at a family hub:**

- Where funded by Supporting Families, there is a Supporting Families Employment Advisor co-located at the family hub who can provide employment and welfare advice, and signpost to national and local debt services
- There are VCS organisations, such as Gateway, co-located on site in the family hub to offer debt advice

##### **Service available through the family hub but received elsewhere in the network:**

- N/A

##### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme on offer, accessible via the family hub

## 4. Domestic abuse support

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub are aware of the Domestic Abuse Statutory Guidance, are trauma informed, and can distinguish between parental conflict and domestic abuse, recognise signs of all forms of domestic abuse (including coercive control), the impact of this abuse on victims (adult and child, including where children see, hear or experience the effects of domestic abuse). Staff in the family hub are also aware of key risk points, such as pregnancy and ending an abusive relationship
- The family hub has a robust staff safety policy to ensure that the safety of victims (adult and children) and staff members is prioritised. Staff consider how to prevent perpetrators and victims accessing services through family hubs at the same time and know what to do if someone is in immediate danger and /or if a safeguarding referral is needed
- Staff in the family hub have a good understanding of the support services available locally and are able to connect adult and child victims to specialist domestic abuse services (including VCS organisations) either on site or within the family hub network, as well as support from other agencies such as health, police, housing and/or local safe accommodation
- Private spaces are available to allow victim (adult and/or child) to speak confidentially, to reduce risk associated with disclosing in front of perpetrators
- Family hubs have awareness-raising information around the hub about local services and the 24/7 domestic abuse helpline, such as posters on toilet doors, or on notice boards, or discreet cards available to pick up
- Staff can also, where appropriate and available, connect perpetrators to relevant support. In making referrals, the safety of victims/children is paramount at all times

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub are able to connect adult/child victims and, where appropriate, perpetrators to appropriate support within the network. This may include specialist domestic abuse services (including VCS organisations) as well as support from other agencies such as health, housing and/or local safe accommodation. In making referrals the safety of victims/children is paramount at all times

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal information about domestic abuse and how to access help and support and/or book onto services
- Online information is created with the locally commissioned domestic abuse service and provides clear advice about what to do if a victim of domestic abuse is in immediate danger, as well as links to local and national support such as helplines/text services and refuge support

**Go further**

**Service available face to face at a family hub:**

- There is an independent domestic abuse specialist worker co-located on site at the family hub who can identify, risk assess and support victims and connect them to specialist services within the family hub network as required
- Where appropriate, services reflect the Violence Against Women and Girls National Statement of Expectations commissioning toolkit

**Service available through the family hub but received elsewhere in the network:**

- N/A

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme on offer, accessible via the family hub
- Online family hub presence includes resources for friends and family members



## **5. Early language and the home learning environment**

This programme includes additional investment in early language and the home learning environment. Please see the main programme guide for expectations and go further options.

## 6. Early Childhood Education and Care (ECEC) and financial support (Tax-Free Childcare, Universal Credit childcare)

### Minimum expectations

#### Service available face to face at a family hub:

- Staff in the family hub deliver the statutory duty to provide families with information about their entitlements, including universal 15 hours, 15 hours entitlement for disadvantaged 2-year-olds, 30 hours, Universal Credit childcare offer and Tax-Free Childcare.
- Family hub staff work in the community, with other family-facing professionals and network partners, to proactively identify families and engage with those who may benefit from the early years entitlements, such as disadvantaged and No Recourse to Public Funds (NRPF) households, by promoting educational benefits of take up (particularly 15 hour offers)
- Where needed, staff in the family hub facilitate and support families to apply for the early education entitlements

#### Service available through the family hub but received elsewhere in the network:

- Partners in the family hub network who work in the community identify families and refer them to the family hub to engage with those who may benefit from early years entitlements, such as disadvantaged and NRPF households

#### Virtual services available through the family hub, including static online information and/or interactive virtual services:

- Online family hub presence offers universal materials on the different government childcare offers, as well as information on how to access these offers and how to find a provider
- Staff at the family hub are aware of and connect claimants to the Childcare Choices, gov.uk and universal credit websites
- The family hub online presence signposts families to Childcare Choices website

### Go further

#### Service available face to face at a family hub:

- There is a childcare subsidies specialist on site at the family hub to help and guide parents with childcare

**Service available through the family hub but received elsewhere in the network:**

- There is join-up between the family hub and Early Years Stronger Practice Hubs to make other local early years providers aware of their offer of support

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- N/A

## 7. Health visiting 0-5 (inclusive of the Start for Life period)

### Minimum expectations

#### **Service available face to face at a family hub:**

- Mandated Universal reviews are offered face to face as per the Health Visitor Service Model and High Impact Areas
- The New Birth Visit is provided in home, and other reviews (including mandated offer) are available in a family hub (as well as in family homes and other settings)
- The Making Every Contact Count approach is followed (e.g. benefits, housing, contraception services, fathers' worker, community kitchens, breastfeeding support, introduction of solids/healthy weight/nutrition, mental health support, smoking cessation, Citizens Advice Bureau and voluntary, (including peer support))
- There is an ability to support confidential discussion. Child health clinics are available
- Health visitors are proactive in bringing families with highest needs / poorly served into family hubs for additional support, including group sessions, and do this face to face where possible
- There is early intervention and identification of additional or complex needs; joint case arrangements with other services embedded with Early Help/Supporting Families or referral targeted / specialist services
- Personalised or tailored interventions are determined by need with clearly defined roles and responsibilities and multi-professional care pathways (e.g. healthy weight utilises health visiting support, dietician, play therapy, walking group)

#### **Service available through the family hub but received elsewhere in the network:**

- There is outreach to the community, including well-defined population needs assessments and community activities to support a safe and effective universal offer (which safeguards all parties, ie families and workers)
- There are personalised / targeted / specialist interventions including referral pathways to the most appropriate professional in the family hub or elsewhere in the locality such as child development assessment or community health service to complete the work
- Outreach also supports targeted work, by multi-agency professionals and volunteers, for families / localities where access is otherwise unlikely. Health visitors proactively engage with families most in need or otherwise marginalised
- Offer is available in a range of settings across families' homes and community settings e.g. child health clinic

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Parents and carers can access information and other guidance for common concerns (e.g. feeding, sleeping, crying, toileting, illnesses) online at any time of day or night
- Information is provided in multi-media formats to deliver a modern, innovative and user-centred evidenced approach
- The virtual offer can help improve accessibility (for example other languages including sign language, cultural barriers)
- Parents are aware of how to contact the health visitor via telephone or digital approaches
- The local authority is cognisant of digital poverty/exclusion and takes steps to mitigate

**Go further**

**Service available face to face at a family hub:**

- The health visitor is a leader of strong integration of services and support
- There are drop in/child health clinics
- There are stay and play, speech and language therapy groups, psychology support for specific groups (to support sensitive and responsive caregiving) via the family hub or connection to wider offer

**Service available through the family hub but received elsewhere in the network:**

- Work is undertaken to integrate services and build community resilience

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- There is online/blended access to expertise available to support child or family needs
- There are strong multi-professional/agency early warning processes and risk management case load assessments (or recovery planning) to prioritise families with higher needs

## 8. Housing

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub have a good understanding of housing issues that families may be facing and are able to connect families to appropriate housing support services within the network

#### **Service available through the family hub but received elsewhere in the network:**

- There is a mechanism for families, particularly those at risk of homelessness, to be connected to wider local housing services within the hub network and/or VCS organisations who can offer more specific or specialist housing advice to families

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- The online family hub presence offers universal materials and information about how to find and access local housing support services

### Go further

#### **Service available face to face at a family hub:**

- There is specialist VCS and/or local authority housing staff on site at the family hub at certain times. Where eligible and needed, specialist housing staff will liaise with the landlord or housing service to escalate the issue.

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online/virtual support is available at certain times and accessible via the family hub

## **9. Infant Feeding Support**

This programme includes additional investment in infant feeding support. Please see the main programme guide for expectations and go further options.

## 10. Intensive targeted family support services, including those funded by the Supporting Families programme

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub, and those linked to the hub, regardless of specialism, know how to ask questions to explore the wider needs families may have and can connect families to the right support for their needs. Where there are multiple needs, they may act as lead practitioner themselves or instigate the Early Help process to ensure one is identified (in line with the workforce table in the Early Help System Guide)
- Staff in the family hub can connect families to targeted services, including those funded by the Supporting Families programme, whether on site in the family hub or elsewhere in the network

#### **Service available through the family hub but received elsewhere in the network:**

- Support for families is accessible via the family hub and provided wherever and whenever is most effective for their support needs, for example in the family's home. Lead Practitioners and members of the team around the family should determine with the family which locations are best for the delivery of support

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hubs presence offers materials and information about the local authority's early help offer and how to access it
- Online family hub offer includes a way for families to access targeted support for example to speak to a family hub practitioner virtually to flag concerns about multiple complex problems
- A clear referral pathway into the early help offer and wider children's services (including safeguarding) is available on the website

### Go further

#### **Service available face to face at a family hub:**

- Targeted family support services, including those funded by the Supporting Families programme, are strongly associated with or co-located in the hub, and use it for direct work where this is best for the family



**Service available through the family hub but received elsewhere in the network:**

- N/A

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- N/A

## 11. Local authority 0-19 public health services, based on local needs assessments

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub know what services are provided where locally, and can connect families to services, information and support relevant to a family's specific needs. This will include supporting families to access evidence-based health improvement advice and interventions, and information and advice for parents on children and young people's health and development, including local community resources (both in person and online) and social prescribing opportunities to increase social participation and health/wellbeing outcomes
- Staff in the family hub can connect families to additional or targeted support where needed (as identified by area needs assessments)
- Staff in the family hub promote emotional wellbeing in conjunction with primary/secondary care and school-based support
- There are drop-in opportunities in the family hub provided by professionals and local providers of different services available

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub are able to connect families to appropriate support within the network, including to primary and secondary care, wider community health care and specialist services where appropriate and available

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal materials and information about how to book onto services

### Go further

#### **Service available face to face at a family hub:**

- There are services and support available located on site in the family hub, provided by trained professionals

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme on offer, accessible via the family hub

## 12. Mental health services (beyond Start for Life parent-infant mental health)

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub have an understanding of mental health issues, including early intervention and emotional/wellbeing support, and are able to connect to appropriate support within the network
- Staff in the family hub ensure equal consideration of mental health needs alongside other needs such as physical health (parity of esteem)

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub have an understanding of mental health issues, including early intervention and emotional/wellbeing support, and are able to connect to appropriate support within the network and local area

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online Family Hub presence offers universal materials, connecting to online self-help materials e.g. Every Mind Matters website and information about how to book onto services or self-refer (where available)

### Go further

#### **Service available face to face at a family hub:**

- Mental health support services are co-located in the family hub (both NHS commissioned support and lower-level emotional/wellbeing support)
- A mental health lead based in the hub with additional training and clear responsibility for mental health support is available to provide face to face support for families

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme on offer, accessible via the family hub

## 13. Midwifery/maternity

### Minimum expectations

#### **Service available face to face at a family hub:**

- Family hubs can provide a team base for midwives working in the local area to meet and work across disciplines and agencies
- They provide clinical and non-clinical space to enable midwifery teams to be based there and to offer appointments there, with particular emphasis on initial booking appointment
- There is a confidential environment for assessments to be completed
- There is connection to vaccination centres
- Referrals to obstetric or other secondary care are available where required
- Family hubs provide expectant parents with the ability to access a range of locally available appropriate birth options

#### **Service available through the family hub but received elsewhere in the network:**

- There is an offer of one-to-one home visits for families where appropriate. Some Midwifery appointments are held in non-clinical community settings

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- The website and communication channels show up to date appointment and drop-in clinics for families to access
- Virtual (including telephone appointments) are available

### Go further

#### **Service available face to face at a family hub:**

- There is care continuity between midwifery and health visiting through joint-working, improved sharing of information and/or focus on postnatal handover. If appropriate to include face-to-face handover from the midwife to the health visitor with the parent/carer
- Hubs provide facilities to offer intrapartum care to women who make an informed choice to birth outside of an obstetric unit
- There are new-born hearing screenings offered
- Drop-in sessions, peer support, and classes are available, as opposed to just appointments
- Post-natal contraception is made available, and advice on contraception methods
- There are vaccinations offered

- There are good referral pathways and inter-agency working, e.g., with breastfeeding services, smoking cessation and perinatal mental health services, general family support services and agencies such as housing, domestic violence, and social work. These processes will be supported by one or more key contacts available to the family who are able to provide continuous support and connect them to additional or specialist services where required. The right key contact will depend on the circumstances but could be a member of the multidisciplinary skill mix team under the clinical leadership of health professionals

**Service available through the family hub but received elsewhere in the network:**

- There is additional midwifery support, for example demonstrating basic baby care and safety, and targeted work for those with identified needs by the most appropriate professional in the multi-agency team
- There is outreach antenatal care (including necessary equipment)

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Access to virtual midwifery services is available out of hours (for example chat or telephone). If the query is urgent or raises a safeguarding/health concern, it is ensured that appropriate connecting and referral pathways are in place

## 14. Nutrition and weight management

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub are aware of what healthy weight and weight management services are available locally and nationally for early years, children, families, and parents/carers (via adult services), have knowledge of the eligibility criteria for these services and are able to connect families to them
- Staff in the family hub are able to raise the topic of weight and able to talk about healthier weight in an informed and sensitive way
- Staff are able to signpost to government healthy eating guidance (the Eatwell Guide and 5-a-day)

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub are aware of healthy weight and weight management services available locally and nationally, and able to connect children and/or their parents/carers living with overweight and obesity to appropriate services or support within the network

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal materials and information on healthy weight and weight management services for children and their parents / carers living with overweight and obesity, including services available locally and nationally and ways in which people access these services
- Online family hub presence links to government healthy eating guidance (the Eatwell Guide and 5-a-day)

### Go further

#### **Service available face to face at a family hub:**

- Drop-in opportunities are available with local child and family, and adult, obesity prevention weight management service providers
- If appropriate, for adults, face-to-face conversations with trained healthy weight coaches to support behaviour change and onward connection to services available locally and nationally. For children, the healthy weight coach will connect a parent who is concerned about their child's growth to a healthcare professional such as the school nurse or GP

**Service available through the family hub but received elsewhere in the network:**

- N/A

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- If appropriate, for adults, remote conversations with trained healthy weight coaches to support behaviour change and onward connection to services available locally and nationally



## 15. Oral health improvement

### Minimum expectations

#### Service available face to face at a family hub:

- There is a member of staff in the family hub who is designated as an oral health improvement champion. They will:
  - understand the current local dental service landscape and provide proactive support to enable families to access appropriate NHS dental services, including community dental services, and are taking on new NHS patients for routine and urgent care
  - provide advice and support to parents and carers on keeping children's mouths healthy (diet, oral hygiene, fluoride)
  - advocate for oral health improvement with other professionals/settings, for example health visitors, GPs, schools etc to make sure that every contact counts
  - ensure that the family hub environment facilitates good oral health for all families, for example drinking water provided and promoted, healthy eating policies that limit food and drink containing sugar between meals, etc.
  - encourage parents to have their children attend those early years settings that provide supervised tooth brushing programmes where available

#### Service available through the family hub but received elsewhere in the network:

- N/A

#### Virtual services available through the family hub, including static online information and/or interactive virtual services:

- Online family hub presence offers universal materials, signposting to online oral health improvement materials embedded within the resource sections of Delivering Better Oral Health (fourth edition), relevant oral health and dental content on nhs.uk, and relevant oral health and dental content, such as how to find NHS dental services and other supporting information, for example, NHS dental charge exemption categories on gov.uk and NHS.uk

### Go further

#### Service available face to face at a family hub:

- The family hub provides free or subsidised toothpaste packs for 0–5-year-olds
- Local oral health improvement teams that work with children and vulnerable communities located on site at the family hub

**Service available through the family hub but received elsewhere in the network:**

- The oral health improvement champion supports early years settings to become supervised toothbrushing settings, providing coordination, guidance and governance support
- There is an active referral service to connect parents with young children to early years settings that provide supervised tooth brushing programmes

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual support on offer to families, accessible via the family hub

## **16. Parent-Infant Relationships and Perinatal Mental Health Support**

This programme includes additional investment in parent-infant relationships and perinatal mental health support. Please see the main programme guide for expectations and go further options.

## **17. Parenting Support**

This programme includes additional investment in parenting support. Please see the main programme guide for expectations and go further options.

## 18. Reducing Parental Conflict

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub are aware of the evidence on the impact of parental conflict, can identify it, can distinguish it from domestic abuse, and provide universal level support and initial early support (conversations with a trained practitioner - level 2), providing or connecting to moderate support (structured support from a trained practitioner - level 3) where required, whether this is on or off site. This support is available to parents who are together, separating or separated

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub can connect parents to moderate support (structured support from a trained practitioner - level 3)

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Universal support available virtually e.g. information, apps, videos, and practitioners are available to offer early and moderate support virtually

### Go further

#### **Service available face to face at a family hub:**

- Staff in the family hub are able to connect parents to specialist interventions (level 4) whether on or off site
- Separate advice and support is available for young people whose parents are experiencing conflict

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub can connect parents to specialist interventions (level 4)

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Specialist intensive support is available virtually in Reducing Parental Conflict funded LAs, where this works for parents

## 19. SEND support and services (inclusive of the Start for Life period)

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub, including Start for Life staff, are knowledgeable about SEND services and the requirements set out in the SEND Code of Practice. They can connect families to appropriate support and services
- SEND information advice and support (SENDIAS) (mandatory service) may be physically located within the hub buildings. Staff can make referrals to appropriate services within the hub network, such as portage and SEND-appropriate parenting programmes
- Staff understand how they relate to professionals in education settings (including early years and further education), Start for Life services and those within statutory services (health and social care), and can support families in interactions with these professionals
- Staff in the family hub can inform parents of their rights to request a social care assessment or carers' assessment, or make a referral on their behalf, where appropriate
- Staff in the family hub can make families aware of Education Health and Care (EHC) request procedure, where appropriate and necessary, and can explain the process and the effect of having an EHC plan on their child's support
- Information is available in an accessible format and addresses wider accessibility needs for parents of SEND children e.g. the need to make reasonable adjustments
- Services such as the 0-19 Healthy Child Programme should be fully involved in the additional needs/SEND notification process to the LA/Designated Clinical Officer

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub can connect families to SEND services within the family hub network. Services should align closely with both the SEND local offer and the support ordinarily available to those with SEND in nursery and early education settings, as well as schools and further education. Wider services within the family hub may include SEND-appropriate parenting support delivered by partners, peer support groups for parents, respite provision, support for siblings, specialist health services (via appropriate local referral pathways)
- Families are able to access services provided by local partners including health in line with the statutory requirements on those services

### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal materials and information about how to book onto services
- SEND Local Offer is available online (statutory requirement) via the family hub online presence
- Online information is available in an accessible format and addresses wider accessibility needs for parents of SEND children e.g. the need to make reasonable adjustments

### **Go further**

#### **Service available face to face at a family hub:**

- Parent-carer forum (different from the Start for Life Parent and Carer Panel) is located at the family hub, if appropriate (this needs to be a decision taken by the parent-carer forum)
- Parent-carer informal peer support groups are located in the family hub where they choose to be
- Respite provision is available for SEND families at the family hub, where appropriate and if the building is suitable
- Staff in the family hub can support parents in applying for an EHC assessment and complete the forms if necessary. Staff in the family hub can liaise with school on behalf of families (either directly or via SENDIAS team) to ensure support is being delivered in accordance with the Code of Practice and that parents understand how support is organised for their child

#### **Service available through the family hub but received elsewhere in the network:**

- There is a dynamic process of maintaining the SEND local offer which captures and details all relevant services via the family hub network, so that families experience a single point of contact which provides comprehensive information on all services available to them and their child in relation to their SEND needs
- The family hub connects to a wide range of partners and relevant services, including those co-produced by parents, carers and families themselves, so that families receive services from all partners via the hub network, which are dynamic and responsive to their needs

### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme on offer, accessible via the family hub
- Services made available through the virtual hub are fed into the Local Offer and feedback is reported through the Local Offer mechanism to commissioners,

creating a dynamic process where services are shaped by and respond to local need, as identified by parents, carers and families themselves



## 20. Stop smoking support

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub know what stop smoking services are provided locally, where these are available, and can connect families to these services
- For families attending a first healthcare appointment at the family hub, staff will ask individuals about their smoking status and that of others in the household
- Staff in the family hub are trained in delivering Very Brief Advice on smoking to parents identified as smokers

#### **Service available through the family hub but received elsewhere in the network:**

1. Staff in the family hub are able to connect families to appropriate local stop smoking support, including signposting to information on specialist services

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

2. Online family hub presence offers universal materials and information about how to access stop smoking services

### Go further

#### **Service available face to face at a family hub:**

- Drop-in opportunities with trained stop smoking advisers are available
- Stop smoking support and services provided by trained smoking advisers are available on site in the family hub, including individual, group and family-based treatment programmes
- Specialist smoking in pregnancy advisers available on site at designated times of the week, with links to midwifery services

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online/remote (e.g. telephone or video call) stop smoking support available, accessible via the family hub

## 21. Substance (alcohol/drug) misuse support

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub are trained to have an awareness in identifying parental substance misuse and young people's substance misuse and know who the right agencies are to connect children, young people and families to
- Staff in the family hub can provide information, online and in-person, about substance misuse, the effects of parental substance misuse upon children, harm reduction information, and types of support available to the individual/family
- There is a staff member in the family hub that supports families affected by parental substance misuse and/or young people that are using substances in accessing the full range of services to meet their needs (this would not necessarily have to be a substance misuse specific worker)

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub have an understanding of substance misuse issues and are able to connect to appropriate support within the network

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online Family Hub presence offers universal materials and information about substance misuse, the effects of parental substance misuse upon children, harm reduction information, types of support available to the individual/family, how to book onto services, how to contact local drug and alcohol services commissioned by their local authority, and who to contact in an emergency

### Go further

#### **Service available face to face at a family hub:**

- A substance misuse practitioner working from the family hub (not necessarily full-time), so people can access treatment in a non-stigmatising and discreet environment, feel safe to bring young children to appointments and can attend whole-family interventions which can be delivered from the hubs
- A young people's substance misuse practitioner working from the family hub (not necessarily full-time), recognising that targeted and specialist substances misuse interventions for young people are different to that for adults - related to factors such as age-appropriateness of the support offered, identification, and the patterns of, substance use problems

- Substance misuse treatment workers based full time in the family hub who are trained in delivering whole-family substance misuse interventions and reducing parental conflict to deliver permanent whole-family substance misuse support from the hub, working holistically with all relevant agencies operating within the hub network

**Service available through the family hub but received elsewhere in the network:**

- N/A

**Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme/support on offer, accessible via the family hub

## 22. Support for separating and separated parents

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub understand the impact of parental separation and relationship breakdown on children, and can connect parents to appropriate services and support to ensure outcomes for their children are front and centre when agreeing child arrangements
- Staff in the family hub can connect parents to mediation (including the current voucher scheme), to separated parents information programmes (SPIPs) and other services, where safe and appropriate, to help avoid the cost and potential trauma associated with going through the court process

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub can connect parents to mediation (including the current voucher scheme), to separated parents information programmes (SPIPs) and other local or virtual services, where safe and appropriate, to help parents avoid the cost and trauma associated with going through the court process

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal materials and information about how to book onto services

### Go further

#### **Service available face to face at a family hub:**

- The family hub to develop strong working links with local family courts and mediation providers to explore the possibility of providing hub-based mediation or other services in support of separating parents, such as shared parenting programmes

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme on offer, accessible via the family hub

## 23. Youth justice services

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub or linked to the hub, regardless of specialism, know how to ask questions to explore the risk factors which may contribute to the potential offending behaviour and how to connect children and their families to the right support for their needs

#### **Service available through the family hub but received elsewhere in the network:**

- Targeted youth support services are accessible through the family hub, where eligibility criteria is met, including youth focused early intervention initiatives

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- N/A

### Go further

#### **Service available face to face at a family hub:**

- Targeted youth support services are strongly associated with, or co-located in, the family hub, and use the family hub for direct work where this is best for the family

#### **Service available through the family hub but received elsewhere in the network:**

- N/A

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- N/A

## 24. Youth services - universal and targeted

### Minimum expectations

#### **Service available face to face at a family hub:**

- Staff in the family hub are aware of and able to refer young people to universal youth services, such as youth clubs, sports and other specific activity clubs, homework clubs and Uniformed Youth Groups (scouts/guides)
- Where appropriate, staff in family hubs should connect families to available targeted youth services such as prevention sessions or support for Not in Education, Employment or Training (NEET) young people or specialist support for young people at risk of abuse or exploitation

#### **Service available through the family hub but received elsewhere in the network:**

- Staff in the family hub are able to refer to appropriate youth services within the network

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online family hub presence offers universal materials and information about how to book onto services

### Go further

#### **Service available face to face at a family hub:**

- Qualified youth workers are co-located in family hubs and able to provide immediate and specialist intervention, as well as signposting to positive activities/youth services in the community

#### **Service available through the family hub but received elsewhere in the network:**

- New facilities funded through the Youth Investment Fund could provide a site within the family hub network for the delivery of a range of family hub services, tailored to ensure relevance and accessibility to the local community

#### **Virtual services available through the family hub, including static online information and/or interactive virtual services:**

- Online virtual programme on offer, accessible via the family hub



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