



Department
for Education

Family Hub Model Framework

**Annex to the Family Hubs Local
Transformation Fund application guide**

November 2021

Family Hub Model Framework

We have published this “first draft” family hub framework alongside the application guide for the Family Hubs: Local Transformation Fund. The framework provides further information to local authorities (LAs) bidding for transformation funding. LAs applying to the fund should use the framework to assess themselves against a common set of criteria, and to understand what they are expected to achieve with the funding. We would expect LAs as part of their applications to set objectives which fit within the framework – and which will then be used by DfE to monitor and evaluate transformation fund projects. Further information on the selection criteria and eligibility for the fund can be found in the application guide.

The framework has been developed by the DfE with input from the Department for Levelling Up, Housing and Communities (DLUHC) and the Department for Health and Social Care, and tested with LAs.

The framework is not intended to be used in isolation. We would expect LAs to use the framework alongside the guidance and tools that they are already using to help transform their services. For example, [The best start for Life: A vision for the 1001 critical days](#), DLUHC’s Supporting Families [Early Help System Guide](#) and the [Reducing Parental Conflict Planning Tool](#).

We expect the framework to develop and iterate further. We plan to review and update it periodically to ensure it reflects the latest evidence on effective family hub characteristics, including the learning we derive from the fund.

	Delivery Area	Key Criteria	Sub-criteria	Level 1: Basic Model	Level 2: Developed Model
Row	ACCESS	1. There is a clear, simple way for families to access help and support through a hub building and approach	1.1 Comms, information and brand	<p>There are accessible comms based around the family hub network, its way of working and its offer to parents, carers and families; (which includes as a minimum a Start For Life offer.)</p> <p>The area is using clear branding for the family hub network going beyond 0 to 5s and including services for older children and young people. Customer survey data shows that some families are aware of the brand and have a positive association.</p> <p>Local Family Information Service includes information on the family hub network.</p>	<p>There are examples of methods of communication being discontinued or changed if they prove to be ineffective.</p> <p>There are examples of families accessing up-to-date and accurate family hub service information in a range of ways (for example, digital, social media, physical leaflets, Family Information Service) with appropriate support to do so where this is needed.</p> <p>The area is using clear branding going beyond 0 to 5s on all or nearly all services in the family hub network. Customer survey data shows that the vast majority of families are aware of the brand and have a positive association.</p>

Row			1.2 Single access point	<p>There is a physical place a family can visit and speak to a trained staff member face to face who will provide them with straightforward information or advice on a wide range of family issues spanning the 0-19 age range and refer them appropriately to further services across the 0-19 age range if they need more targeted or specialist support.</p> <p>There is also a virtual place that a family can visit to access information on the advice and support available across the 0-19 age range (for example, a designated web page).</p> <p>Customer satisfaction is being measured (for example, customer satisfaction surveys).</p>	<p>The customer journey is central to the design and delivery of the family hub network and there are established mechanisms for reviewing this and making improvements so that families experience a smooth journey through the process.</p> <p>Single physical and virtual access points are in place and their use embedded across the family hub network.</p> <p>Customer user data and evidence is gathered to measure the extent to which families know how to navigate local services through the family hub network and how to get help, and whether they feel their needs have been met.</p> <p>Customer user data should, where available, include demographic data and cohort-level data (for example, families with a social worker).</p>
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Row			1.3 Outreach	<p>There is an operating model that has been or will be put in place for the family hub network to proactively engage harder to reach families, families in rural areas, families with complex needs, families where children have SEND, families where children have a social worker, or where family members are experiencing physical or mental health issues.</p> <p>There is a commitment to put in place an outreach model that is focussed on overcoming any stigma associated with accessing services.</p>	<p>There is an effective family hub outreach service which uses a range of evidence-based outreach methods (for example, intensive home visiting to engage harder to reach families).</p> <p>Family hub networks in larger and rural areas have an 'outreach' service where they go to smaller villages and communities that may not be close to a permanent hub building.</p>
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Row			1.4 Family friendly culture	<p>Services within the family hub network are accessible in several ways, (for example, virtual, physical, via outreach services and community venues) and there is an active emphasis on openness, welcome, and whole family working. The family hub welcomes all types of family.</p>	<p>Maintaining a 'family friendly culture' is central to design and delivery of the services within the family hub network.</p> <p>Customer user data and evidence is gathered to measure the extent to which all types of families feel valued and welcomed, enjoy using family hub provision, and can articulate the difference that family hub services have made to them and their family.</p> <p>Customer user data is gathered on the strength of the user experience, (for example, to measure if families are more able to find and access the right help, engage, stay engaged, and be supported to a positive outcome).</p> <p>Customer user data and evidence is gathered and used to evolve the family hub environment and services to make them more family friendly.</p> <p>Customer user data should, where available, include demographic data and cohort-level data (for example, families with a social worker).</p>
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			1.5 Accessibility and equality	Accessibility of family hub services across protected characteristics is assessed and strategies developed to improve.	Services across the family hub network gather and share a range of evidence and data to ensure that families in priority groups, including those with protected characteristics, are accessing services through the family hub network and feel their needs are being met, and that the impact of services on individual families is effectively monitored.
Row			1.6 Going beyond Start for Life and 0-5	<p>The family hub network offers access to support for families with children of all ages (0 to 19), including the ante-natal period and vulnerable children and young people, and staff feel confident engaging with families, children and young people across this age range.</p> <p>Customer user data or evidence is gathered to assess the extent to which families know that a) they can access a wide range of services from 0-19 through the family hub network, and b) have confidence that the family hub staff will be knowledgeable and help them to access whatever service they need.</p>	<p>The family hub network provides an extensive range of services across the 0 to 19 age range.</p> <p>Customer user data or evidence is gathered to assess the extent to which families a) view family hubs as places that provide services for children of all ages, b) are confident that family hub staff will be knowledgeable and help them to access whatever service they need, and c) use the family hub network as their default mode of access for family services across the 0 to 19 age range.</p>

Row	CONNECTION	<p>2. There are services working together for families with a universal 'front door', shared outcomes and effective governance.</p>	2.1 Co-location	<p>Co-located services tend to be statutory and for under 5s; however, there are some 0-19 family services co-located in family hub buildings.</p> <p>There is a co-location review or strategy underway to determine amongst education, health and social care partners the future balance of co-location within family hubs and necessary plans for change.</p>	<p>There is an extensive range of statutory and non-statutory services co-located within family hub buildings, including the majority of 0-5 services, these services span education, health, social care, Supporting Families and other areas.</p> <p>Main hub buildings are supplemented, where appropriate, by 'spokes' such as linked or outreach sites.</p> <p>The environment within the family hub is appropriate to the different age groups and resources are appropriately located to take account of different users' needs.</p>
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Row			2.2 Governance and Leadership	<p>Functional governance arrangements are in place and are becoming established, with agencies delivering services through the family hub committed to better understanding the demand for services, the family experience and how to embed an early intervention approach delivered through the family hub network locally.</p> <p>A more joined-up approach to the services which can or could be accessed through the family hub network is championed by some local advocates, reflecting that progress can still be made on service integration.</p> <p>Some senior leaders give a consistent message about the importance of a more joined-up approach to family hub services, and have started work on further service integration.</p>	<p>An effective multi-agency board owns the family hub strategy and leads delivery confidently across local agencies.</p> <p>The board also performs, or is closely linked to, strategic oversight of other core functions of integrated early help i.e. Supporting Families.</p> <p>The board includes parent, carer or family representatives. There is also a role for the single, identifiable leader of the Start for Life offer.</p> <p>Governance structures enable different agencies to take collective responsibility, share risks and jointly invest in the family hub network.</p> <p>Service managers working in or through the family hub network understand the governance structure and how it relates to them.</p> <p>Senior leaders, including local politicians, speak with 'one voice' on the importance of joined-up family hub services, and are advocates and champions for the delivery of the local strategy and</p>
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					local vision for the family hub network.
Row			2.3 Commissioning and funding	<p>Single agencies are currently responsible for commissioning services but there is commitment to develop an outcome-based joint-commissioning framework between different agencies for the services which are or could be accessed through the family hub network locally. The framework is in the development phase and includes partners from education, health and social care in its development.</p>	<p>There is a joint commissioning plan between the local authority and partners such as health commissioners for the services accessed through the family hub network. It is extensive, routine, formally agreed, and covers the majority of family hub services.</p> <p>The family hub network pools together budgets from a range of funding sources such as the LA, health commissioners and potentially other public sector partners.</p> <p>The family hub network is a key priority in the local budget-setting process.</p> <p>All decisions about commissioning or redesigning the family hub network take account of the strength of the evidence-base.</p>

Row			2.4 Outcomes	Services that are part of the family hub network share an initial theory-of-change and outcomes framework and there is commitment to develop this further.	<p>Clear theory-of-change about how family hub inputs and outputs relate to target outcomes and impacts and the key risk and protective factors that influence child development.</p> <p>Different agencies delivering services through the family hub have a clear view of which parts of the family hub network are working well and use this to inform strategy and service development, and take action to improve underperformance.</p>
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Row			<p>2.5 Evidence-led practice, evaluation and quality improvement</p>	<p>Local strategic needs assessments include some limited data on family needs.</p> <p>Family feedback data collected and collated on experiences of using family hub services.</p> <p>Occasional use of evidence-based programmes and services, but these are not the core of local family hub services.</p> <p>Regular family hub network staff and professional time for reflective practice and learning from past experience and projects.</p>	<p>Evidence-based programmes and interventions are at the core of family hub service provision, and are delivered with fidelity</p> <p>Regular family hub network staff training and learning and development on delivering evidence-based programmes and interventions</p> <p>Robust and up-to-date multi-agency data (for example, health, education, social care) on families is routinely analysed, covering population needs and service use, based on data from across the family hub network. The analysis is routinely used (as it pertains to family hubs) to identify target groups, design services, agree priorities, forecast trends and plan, set strategy, and influence wider family and community strategies.</p> <p>Routine monitoring and tracking of family hub service performance using valid and reliable outcome metrics, and linking with caseload data, children social care data, and data from local and national partners</p> <p>Proven effectiveness of family hub services at improving child and</p>
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family outcomes, with findings published.

Regular reviews of the latest evidence-base on family hub practice, programme and intervention effectiveness.

Regular events, forums and supervision time for professionals and staff to reflect on practice and learn from projects and pieces of work as part of the family hub network.

Local evaluation evidence for family hubs and their constituent services is regularly reviewed at operational, management and strategic level and leads to improvements and refinement of practice, services and interventions.

Established evaluation partners that offer independent scrutiny and review of the family hub network.

Regular benchmarking and learning exercises with other local authorities with family hubs, including data and outcome benchmarking.

Row		<p>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, and families get more effective support.</p>	3.1 Data sharing	<p>The family hub has a data sharing agreement in place (or is within scope of an existing agreement) so that data from across the family hub network is being exchanged to inform their whole family working.</p> <p>There is broad senior commitment and a strategic dialogue underway to improve data sharing to benefit the family hub through and widening existing or creating new agreements amongst education, health and social care partners.</p>	<p>Family hubs meet the standards of Level 3, 4 or 5 of the Early Help System Guide's Data Maturity Model.</p>
Row			3.2 Case management	<p>Agencies delivering family hub services have case management system(s) in place which allow for accurate whole family case recording.</p>	<p>A common case management system or interoperability between case management systems, which includes the case management elements set out in the Early Help System Guide, is used across the family hub network.</p>

Row			<p>3.3 Common assessment</p>	<p>There is a clear process in place and used across the family hub to assess need and connect families to other services.</p> <p>There is senior commitment and work underway to roll out a formal coordinated common assessment process and referral processes more broadly across the family hub network (for example, hub outcomes link to broader outcomes set locally through the Supporting Families Outcomes Plan).</p>	<p>Across the family hub network there is a clear, consistent and aligned process for identifying need and risk and providing appropriate support at an early stage within an agreed common assessment approach.</p> <p>Practitioners across all agencies in the family hub network use the agreed approach to ensure effective targeting.</p> <p>There is active monitoring of impact at individual case level using valid and reliable measurement tools, including tracking over time of any paths between family hub and wider universal or specialist services.</p>
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Row		<p>4. Statutory services, the community, charities, and faith sector partners are working together to get families the help they need.</p>	<p>4.1 Co-location with third sector / community</p>	<p>There are agreements in place for family hubs to signpost and refer families to relevant voluntary and community sector and peer support offers.</p> <p>There is senior commitment and a strategy underway to grow voluntary and community sector involvement in the family hub network, including considering co-location.</p>	<p>Third sector, community and faith sector partners and education settings that work through the family hub network are working in a whole family way.</p> <p>There is improved connectivity between third sector, community, faith sector and education setting activity and other statutory services delivered through the family hub network</p> <p>There is a strategy to grow and support voluntary and community sector organisations and education settings working towards shared outcomes with the family hub network, not just the partnerships themselves.</p>
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Row			4.2 Integration and referral	<p>There is join-up between different agencies in the family hub network and a commitment to developing integrated referral pathways so that families can access services when they need them.</p>	<p>Comprehensive, integrated referral pathways are used for a full range of family hub services.</p> <p>Referral pathways include third sector, community and faith sector partners and education settings.</p> <p>Pathways have been revised to take account of impact, user feedback and new evidence on what works.</p> <p>Integrated monitoring systems are used across family hub services to target interventions to families with different needs identified in the local needs assessment.</p> <p>Services are flexed to respond to demand using live data.</p>
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Row			<p>4.3 Community ownership and co-production</p>	<p>Some ad-hoc resident and parent or carer engagement exercises are undertaken to ask families about their interest in using existing local services that fall within the scope of family hubs (for example, statutory consultation on service re-design).</p> <p>Families can submit complaints or complements on accessing and using family hub services.</p>	<p>Families and young people co-design family hub services and programmes by being on relevant governance and partnership boards.</p> <p>Families and young people participate in the delivery of family hub services or programmes (for example, peer support programmes, volunteer-led programmes)</p> <p>Families and young people act as champions and advocates for family hub services.</p> <p>Families and young people are routinely involved in planning and directing their family hub service pathways and sources of support.</p> <p>Some small-scale budgets may be available for families and young people to use to fund family hub services and support, or participatory budgeting is undertaken routinely.</p>
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Row	RELATIONSHIPS	<p>5. Family hubs prioritise strengthening the relationships that carry us all through life, and building on family strengths, recognising that this is the way to lasting change. This idea is at the heart of everything that is done.</p>	<p>5.1 Relational Practice model</p>	<p>There is an expectation, understood by all family hub staff, to work in a whole-family way that prioritises strengthening relationships and building on families' strengths.</p> <p>There is senior commitment and a plan to develop this further.</p>	<p>Professionals across the family hub network engage families and build high-quality, trusting, relationships with them – this is supported by customer feedback and outcomes data.</p> <p>Support provided through the family hub network builds on families' strengths, drawing on the wider relationships that families have, and on the capacity and potential for support and advice from within local communities, including education settings and voluntary organisations.</p> <p>Where appropriate, families have a consistent point of contact in the family hub to help build a trusted relationship.</p>
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Row			5.2 Training and development	<p>There is a commitment to and an initial version of a multi-agency workforce development plan which helps all partners in the family hub network understand and identify need early, and work in a whole family way; and a plan to develop this further.</p>	<p>It is widely understood locally what workforce diversity, capacity, skills and knowledge is required to impact on child and family outcomes through a family hub model.</p> <p>There is an agreed and high-quality training and supervision offer which supports the family hub network's workforce to apply the latest evidence to their practice.</p> <p>The family hub network has a learning culture, and feedback informs future training and practice across agencies.</p> <p>There are development pathways for existing staff, to support retention and ensure areas are growing the staff they will need in the future.</p>
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