

Family Hubs - Growing Up Well: Local Area Partner (Round 3)

**Expression of Interest Webinar
March 2022**



Department
for Education

Agenda

Time

Item

13:00-13.02

Welcome

13.02-13.10

Introduction to the Family Hubs programme and the
Family Hubs – Growing Up Well project

13.10-13.40

Information sharing digital solutions

13.40-13.42

LA Partner opportunity – key information, timeline, and next
steps

13.42-14.00

Q&A

14.00

Close



Family Hubs Policy

- Family hubs are a way of joining up locally to improve access to services, the connections between families, professionals, services, and providers, and putting relationships at the heart of family help.
- Family hubs bring together services for children of all ages, with a great Start for Life offer at their core.
- Manifesto commitment to ‘champion’ the family hub model

Essex have taken a health focused model and co-commissioned Virgin Care and Barnardo’s to deliver their public health and children’s centre services.

Isle of Wight describes their Family Hub offer as a ‘one-stop shop’ and have commissioned Barnardo’s to provide services.



Family Hubs Principles

Access

Family Hubs are a clear, simple point of access for help and support.

- Support families with children of all ages
- Access help that might otherwise be too hard to find
- More help for those who need it most
- Still involves home visits/outreach - but a hub approach means joining things up locally

Connection

The purpose of a hub is connection.

- Services working together - one “front door”, shared outcomes and effective governance
- Professionals working together - co-location, data sharing and a common approach
- The state, the community, and charities working together

Relationships

A family hub means a family focus; relationships are the key.

- Strengthening the relationships that carry us all through life, and building on family strengths, recognising that this is the way to lasting change



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[Family hub model framework](#) sets out more detail

Family Hubs Programme



Champion the model and develop best practice



Build the evidence base



Digital and data innovations



Funding to support transformation



Start for Life & Family Hubs £300m (including Transformation Fund 2)

At the Autumn Budget, the Government committed £300m* for 75 upper-tier local authorities to deliver start for life and family help services over the next three financial years. This will be an important step in delivering 'The Best Start for Life: A vision for the 1,001 critical days' and meeting the Government's manifesto commitment on family hubs.

The package will contain funding for the following components up to April 2025. DfE lead family hubs & parenting; DHSC lead other parts



£82m to create a network of Family Hubs (75 LAs)



£10m to publish Start for Life offer (75 LAs)



£50m for parenting programmes (75 LAs)

Additional **£24m**** for HLE recovery programmes (75 LAs)



£100m for infant-parent mental health support (75 LAs)



£50m for breastfeeding support (75 LAs)



£10m for workforce pilots (smaller no. of LAs)



*This funding is in addition to the £12m previously announced for the Family Hubs Transformation Fund
** This forms part of the £153 million of new funding announced in June '21 to aid educational recovery

Family Hubs – Investment

The £82M investment into Family Hubs in 2021-22 builds on existing £39.5m investment to champion family hubs, which includes:

- a **£12 million Family Hubs Transformation Fund 1** which will support at least 12 local authorities in England to transform to a family hub model of service delivery.
- **grants to accelerate the opening of family hubs across all regions** of the country (£3.24M)
- a **new national centre for family hubs** to provide expert advice and guidance –run by the Anna Freud Centre for Children and Families which opened in May 2021.
- data and digital products **‘Family Hubs - Growing Up Well’** to support the practical implementation of family hubs by helping local professionals to share information more effectively and to improve how families access and navigate services.



Family Hubs – Growing Up Well project

This project will develop data and digital solutions to improve how professionals across education, health and social care services work with families with children of all ages.

It aims to address two key complex issues:

- **Information sharing strand** – improving how information is shared between professionals in a family hub network (Bristol, Lancashire and Suffolk LAs);
- **Family experience strand** – improving how family's access and navigate services (Salford and Tower Hamlets LAs)

As part of delivering the access and connection principles on slide 4, an effective family hub should act as a **single universal 'front door'** for all services for families, making it easier for families to navigate what can be a complex system.

The solution ***connect a family to support*** is intended to support family hub networks to execute the function of the universal front door for services for families. The ***connecting professionals to each other*** solution is intended to support this function and wider connectivity and workflow within the network.

The solutions we are developing are replicable and scalable so that they can be used by many local authorities across the country.



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Agile delivery

Discovery

Exploring the problem space
Autumn 2021 - completed

Alpha

Testing options with hypotheses with our current LA partners
December 2021 – May 2022

Validation

Rapid exercise to validate user needs with LA Partners
May 2022

Beta (private / public)

Building and refining options
May 2022 – March 2023

Live

Continuously improving (not funded)
April 2023 – March 2024



Information Sharing Digital Solutions

Discovery

We ran a discovery process with Bristol and Lancashire Local authorities, exploring the question of:

“How might we help professionals supporting children and families share information so that they can save time and help families to receive the right support at the right time?”

We conducted user research with professionals within each LA who deliver core family support services within family hub/children’s centre type models. We also conducted technical analysis of the systems currently in use with our partner LAs.

Professionals we researched with in Discovery

- Family support workers
- Strengthening families workers
- Triage/call centre staff
- Nursery teachers/heads
- Health visitors
- Speech & language therapists
- Designated Safeguarding Leads
- Parenting practitioners
- Childminders
- First Response Team
- SEND Coordinator
- School nurses



User Needs

Our discovery process led us to the following overarching user needs:

1.



I need to build a complete picture of the family, so that I can offer support that best suits them

2.



I need confidence that I'm doing everything in my power to protect a vulnerable child or family

3.



I need to feel certain I have documented everything required so that I have met my obligations and can prove it

4.



I need to understand what our local data is telling me, so that I can plan to support our families



Education professionals



Family support practitioners



Triage professionals



Health professionals



User needs continued

We also discovered many distinct pain points that professionals have around information sharing. The two most prominent ones, which we made the decision to attempt to solve at our alpha were:

1. It can be difficult to identify and get in touch with the right professionals in order to find out more about the family.
2. Professionals receive vague referrals with little contextual or background information. This means they need to do follow up 'detective work'. This can happen because there is a lack of clarity around the referral process for those who are referring into services.

Through an ideation process, we came up with two distinct ideas to take forward and test out at alpha, each aiming to solve one of these pain points and meet our overarching user needs:

1. A product that will **connect a family to support**.
2. A **connecting professionals to each other** product



1. Connecting a family to support – Vision Board



VISION

The '**Connecting a family to support**' product is an **online digital form**, which will allow professionals to request support for a child or family they are working with, from their local authority. The form will help professionals to **capture their concern**, and also support the local authority experts with **connecting** the request for support to the **right people**.



TARGET GROUP

Professionals who work with or may interact with a child, e.g. professionals in Health, teaching, law enforcement, etc. (Those who make a request for support).

Professionals working within a LA who are supporting children and families. (Those who receive a request for support).



NEEDS

Professionals need to build a complete picture of a family, so they can offer support that best suits them:

I need to be able to focus on certain types of cases, so that I can prioritise and support those who have higher levels of need.

I need to understand about a child's medical history and the professionals who have been involved.

Professionals need confidence they are doing everything in their power to protect a vulnerable child or family:

I need to know if there are any safeguarding concerns or risks in that family.



PRODUCT

An **online form**, replacing the need to download word documents or pdfs.

A **line of questioning** that helps you paint a picture of the child and their history.

A more **useable** form

Investigate a **mechanism** to show users how many questions they have left to complete.

Investigate a (mechanism) to **send the completed form** directly to a local authority.

In the future, we'd like a user to be able to save and continue, the capability to collect quantitative data to improve the performance of the form and to upload supporting evidence.



LOCAL AUTHORITY STRATEGIC GOALS

Improve efficiency, reducing time spent understanding a request for support.

Giving Local authority professionals quality data to enable better decision making, hence providing the best possible support to families.



Request early help and support from Children's Services

This service is for professionals to request additional support for a child they are working with.

! Do not use this service if you believe the child is being harmed or is in immediate danger. Call the police on 999 instead.

To use this service, you will need:

- consent from the parent or guardian to refer the child for a targeted service
- an understanding of the child's needs and the [services they may be eligible for](#)
- to have satisfied yourself that they meet the [thresholds for a targeted service](#)
- the details (including contact details) of the child being referred

[Start now >](#)



2. Connecting professionals to each other – Vision Board



Our **connecting professionals product** will provide the **history** of the **interactions** a child or family has had with child services, and how to **contact** the individuals who have worked with the child. It will provide just enough information to allow the next person working with the child to **understand what has gone before**. This is to allow for an **informed decision** on next steps, through rich conversations with experts who have interacted with the child



TARGET GROUP

Professionals working within a LA who are supporting children and families.



NEEDS

Professionals need to build a complete picture of a family, so they can offer support that best suits them:

- Support is needed from other professionals to build this picture.
- They need to know of any safeguarding concerns or risks
- They need to know and understand what fellow practitioners have done in the past, along with the outcomes.
- They need to easily find all info relevant to a child's case to feel confident in the actions they are taking

Professionals need confidence they are doing everything in their power to protect a vulnerable child or family:

- They need to give families suitable support and not duplicate what other professionals have done in the past



PRODUCT

An **online history** of when a child/family has been involved with a family hub or other services around a child

What the **type** of interaction (e.g. hospital visit), when it occurred.

Contact details of the previous professionals who have supported a family, such as those that work in healthcare, education, law enforcement and family support)

This will be used - initially by **healthcare professionals** and **family support workers** in the family hub setting in Local Authorities



LOCAL AUTHORITY STRATEGIC GOALS

To provide the best possible support & reduce the need for intervention further down the line. It will do this by:

Improving efficiency, reducing time spent investigating a child's history.

Connecting multiple data feeds from different systems giving professionals a single view of a child.

Giving professionals quality data.

Enabling interactions between different professionals.



[Back to results](#)

Fred Bloggs

Last updated: 22nd Jan 2022

Date of birth	10 Feb 2018 (age 4)
Unique identifier	746-987-3432
Gender	Male
Ethnic group	White
Address	12 Compton Street, Townsville, Countyville, DR34 5TO

Professional support timeline

[Fred's contact details](#)

[Education](#)

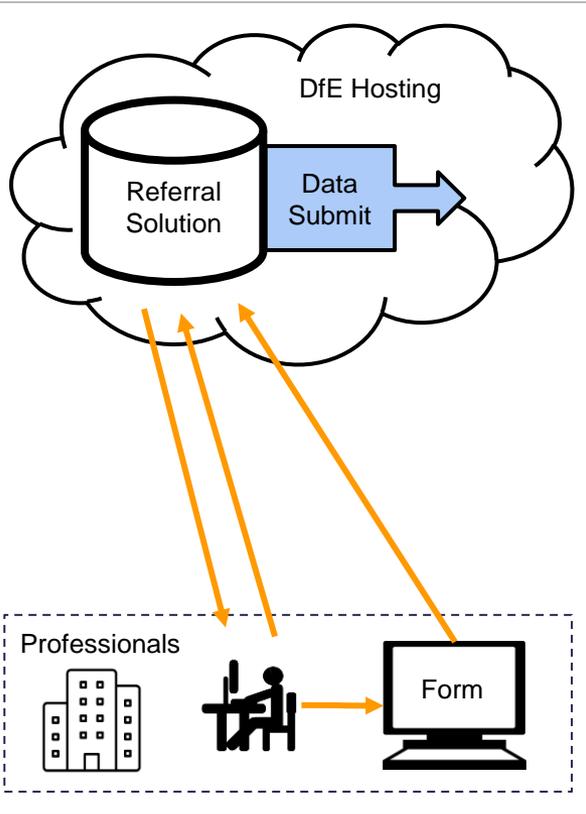
[Registered GP](#)

Profession ▲	Name and contact †	Organisation †	Date of contact †
Health	N/A 0580 223123	St Thomas Hospital	20 Feb 2020
Social care	Tracy Smith 07745 999999	Arthur Daily Centre	20 Feb 2020

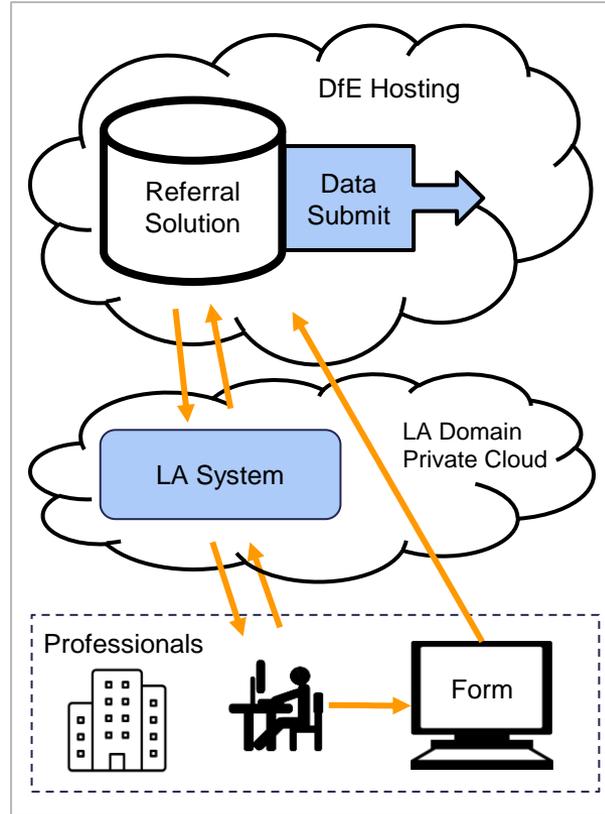


Technical Solution Options: Connecting a family to support

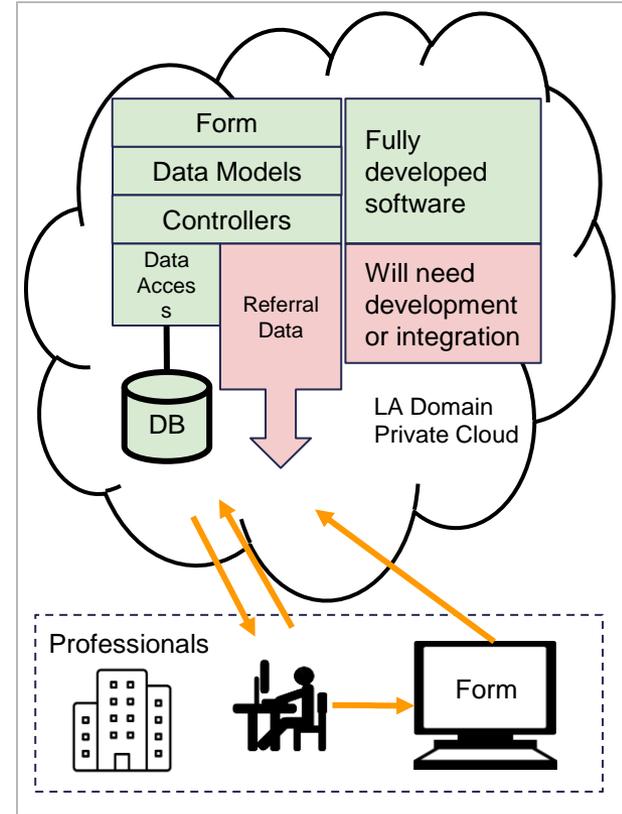
Model 1



Model 2

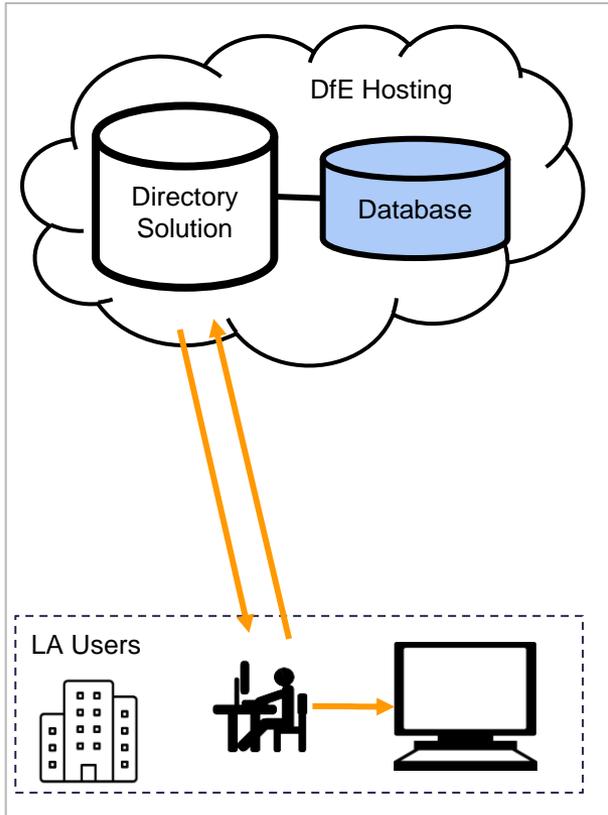


Model 3

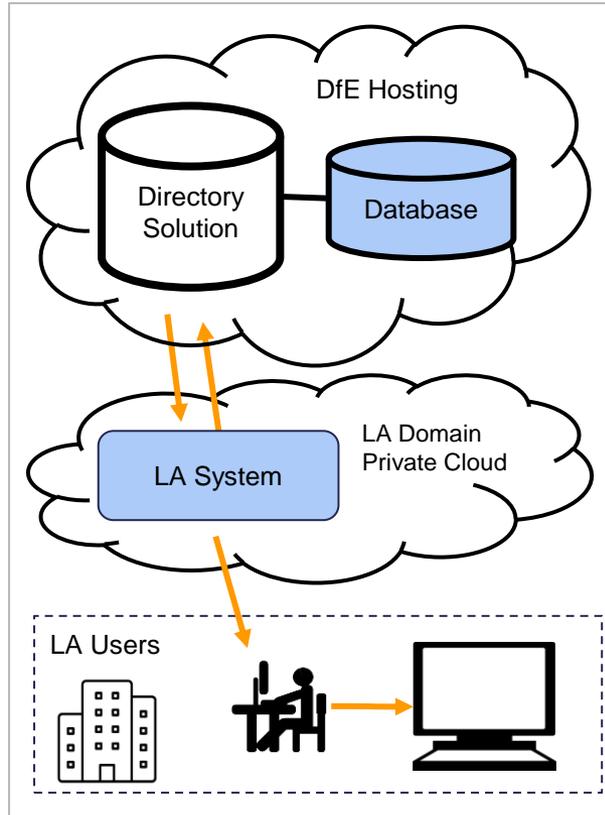


Technical Solution Options: Connecting professionals to each other

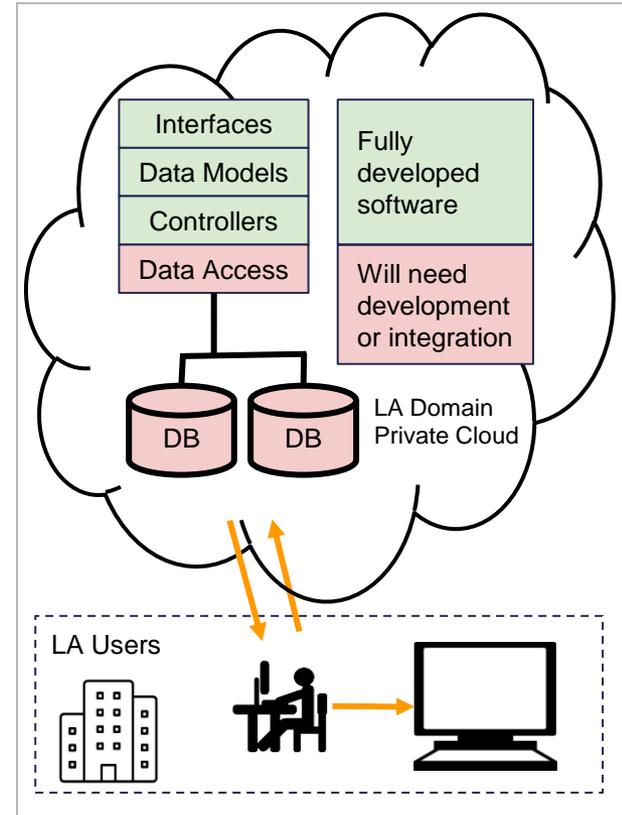
Model 1



Model 2



Model 3



LA Partner Opportunity

- We are now seeking to recruit **up to six new LAs** to partner with us on the **information sharing** work strand.
- It is important that LAs demonstrate that their **needs are similar** to those already identified in the discovery/alpha LAs and that they also hold the **technical infrastructure and resource** to run a successful beta.
- We will undertake **validation** activities with the successful LAs to understand their information sharing needs and challenges, and to validate our *connect a family to support* and *connecting professionals to each other* solutions.
- This will form part of a wider **beta phase** that will test, embed, and iterate the solutions locally. LA partners will be able to set a preference in their application to work with us on one or both of these solutions.
- We are looking to continue the **partnership** approach that we have taken with existing LA partners. The role will involve working closely with the project team during the beta phase; providing dedicated resource to act as a **embedded member of the team** to lead and coordinate local delivery; supporting stakeholder and user engagement; sharing local data; engaging in the beta and live phases of the project.



Local authority minimum criteria

General Criteria

- ✓ Top tier LA
- ✓ The information sharing user needs identified are similar to your own
- ✓ A desire to implement and test either or both solutions
- ✓ Solutions are an upgrade to existing systems / practices
- ✓ Senior stakeholder buy-in (DCS and DPH)
- ✓ Sign or committed to sign the Local digital declaration
- ✓ Willing to share information on how funding is used locally to deliver services
- ✓ Technical specification – see page 13-15 in the guidance



How will we select local authorities?

Stage 1 – Pass or Fail Qualifying

To be eligible for funding, LAs must meet all the minimum criteria to proceed to the assessment stage (Stage 2).

Stage 2 – Scoring methodology

LAs will be ranked using the following and the top 15 LAs will proceed into stage 3:

- **Level of need:** LAs with highest IDACI average rank will score the highest
- **Rurality:** At least 20% of LAs proceeding to stage 3 are rural-based
- **Workstrand preference:** we will bring in a minimum of 50% of LAs per work strand to proceed to stage 3

Stage 3 – Contextual Factors

A mixed policy and digital team within DfE will examine top 15 applications with consideration to following to determine strategic fit:

- Evidence of relevant information sharing user need(s)
- Evidence of technical infrastructure and resource requirements
- Geographic and demographic balance
- Rural and urban classification
- Child population and potential reach of benefits for vulnerable and disadvantaged children and young people.
- Current and future involvement in Government- and non-Government funded programmes/projects
- Local digital and data transformation programmes and other Major intervention programmes
- Family Hubs



Funding

- Local capacity and transformation grant – total value approx. £1.7m
- Each LA will receive up to £10k to support staffing and resource for the beta phase (including validation)
- Further funding for implementation will be subject to local funding requirements and costed plans approved by DfE
- DfE reserve the right to not distribute the full funding pot.



Timeline

Milestones	Dates (subject to change)
Bid round for Round 3 opens	21 March 2022
Bid round for Round 3 closes	10 April 2022
Assessment of EOI applications	April 2022
LAs informed of outcome	April 2022
First funding instalment to successful LAs and commencement of beta phase (including validation)	April / May 2022
New LA partners announced by DfE (after local elections)	Summer 2022
Beta phase (including validation) to build and test solutions with users in partner LAs	May 2022 – March 2023
Live phase to continue to iterate and make improvements to the solutions with partner LAs (unfunded)	April 2023 – March 2024



Local Elections

DfE will be placing an **embargo** on all LAs from:

- publicly disclosing their application; and
- successful LAs from publicly disclosing their partnership with the DfE, until after the local elections in summer 2022.

The DfE will announce successful LAs in the summer 2022.

Failure to adhere to this may result in your application being withdrawn from this process or funding/partnership terminated without appeal.



Question and Answer session

Further questions? please send them to:
project.growingupwell@education.gov.uk



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1. If you have any questions or queries about this opportunity, please send an email with your query and contact details to the enquiry mailbox at: project.growingupwell@education.gov.uk.
 2. The DfE will publish and circulate a FAQ to LAs – based on questions asked today and sent to the mailbox – on **4 April** on National Centre for Family Hubs website
 3. All EOI applications must be sent to above mailbox by **23:59 on 10 April**.

