

Family Hub Services Public Consultation

Shaping the Family Hubs and Start for Life Offer in Kent

Consultation Summary

The introduction of Family Hubs in Kent will mean changes to some of the existing services we, and our partners, provide for families and young people.

This document summarises the changes we propose to make and why. This consultation is a way for you to find out how these changes may affect you and how you can have your say.

Full details about the plans outlined in this summary can be found in the full consultation document at www.kent.gov.uk/familyhubservices.

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Have your say

You have until 13 September 2023 to tell us what you think about our proposals.

Complete our online form at www.kent.gov.uk/familyhubservices.

Alternatively, you can fill in a paper form available from children's centres and youth hubs and return it to: **Freepost FAMILY HUB SERVICES CONSULTATION**

We also welcome your feedback by email, letter or phone if you don't want to fill out the questionnaire.

If you have any questions, please contact us on familyhubsfeedback@kent.gov.uk or telephone us on 03000 419292. This number goes to an answering machine which is monitored during office hours.

There will be events across Kent throughout the summer where you can come along to find out more about the consultation and ask us questions. Dates and locations can be found at the back of this document and at: www.kent.gov.uk/familyhubservices.

We are also engaging with young people to make sure their feedback is included.

We want everyone to have a chance to have their say.

Equality, diversity and inclusion are at the heart of our proposals. We are thinking carefully about how we can design our services together with our service users, so that everyone can access the support they need. This includes both where and how services are delivered. This consultation is a vital part of that process, and we want everyone to take part.

If you need any of the information about the consultation in a different format, please email alternativeformats@kent.gov.uk or call 03000 421553 (text relay service number: 18001 03000 421553).



What is a Family Hub?

The development of Family Hubs is part of a national programme. Family Hubs bring together different services, so that families and young people can quickly and easily get the support they need. Professionals from different organisations will work together to provide these services, which means that you won't need to share your information more than once or contact lots of different organisations to get the help you need.

Family Hub services are delivered in three ways:

- **Family Hub sites**
These are buildings where professionals from different services work together to support families.
- **Family Hub outreach service**
This is the delivery of a service which does not take place at a permanent Family Hub building. The service could be provided in other community buildings such as a school or community centre, or part of our digital offer.
- **Family Hub digital service**
This includes websites, virtual services and use of other technology to access help.

The government has set out which services as a minimum must be delivered through Family Hubs. These are:

- parent-infant relationships and mental health support for new parents
- infant feeding support
- parenting support
- support with early language development and the home learning environment
- support for children with special educational needs and disabilities (SEND)
- safeguarding

Local authorities, such as Kent County Council, can develop additional Family Hub services, based on the need in their area. This is what we'd really like your views on in this consultation.

Family Hubs in Kent

Kent has been selected by the government for the national Family Hubs and Start for Life Programme.

This is an exciting opportunity for us, and our partners, to work together to improve the lives of children and families in Kent.

The programme supports us to transform Children's Centre services, Youth Services, Health Visiting and community-based midwifery care.

We know that to reduce health inequalities, and improve the health and wellbeing of residents, we need to work more closely with our partners. By focusing on the early years of childhood development, we know that we can improve the opportunities for later in life.



By co-locating services at Family Hub sites, and by expanding our outreach and digital services, we can support those most in need.

Our recent Community Services consultation (see www.kent.gov.uk/communityservicesconsultation) proposed a reduction in the number of council-owned buildings currently being used to deliver services for families and young people. This is a result of the financial pressures we face. The introduction of Family Hubs gives us the opportunity to think about 'what' services are offered and how. We'll look at the results of both consultations together before we make decisions on 'what' should be offered and 'where'. These decisions are due to take place in winter 2023.

We aim to:

- Offer support to all parents and carers: from the early stages of preparing to become a parent, and throughout the child's first two years
- Reduce inequalities in health, wellbeing, and education
- Create a supported, capable workforce who work in partnership with families
- Ensure families are listened to
- Provide targeted, timely and accessible support to those in greatest need
- Support teenagers as they move into adulthood
- Provide services based on evidence and need

Co-designing our services

Design and evaluation will be an ongoing part of the way we work with our partners and with residents. The needs of families and young people will be at the centre of how we develop our services. To do this we will have an ongoing programme of engagement, which will allow the people who need our services to have their say in how those services work. This is known as co-design.

Which services in Kent will be affected

There will be changes to how you access the services currently provided by:

- Children's Centres
- Youth Hubs and community youth provision
- Health Visiting services
- Community-based midwifery care
- Community organisations

These individual services will be brought together to create a Family Hub countywide service for ages 0-19, and up to 25 for young people with special education needs and disabilities (SEND). The aim is to provide a clearer, more convenient and consistent way for you to access the support you need.

This will allow us, and our partners, to work together as a 'Family Hub network'. This means we can give greater support to children and their families where and when it is needed most. Your feedback will help us to decide exactly how we achieve this.

The government has said there are things we must do as part of Family Hubs, including:

- Develop early language skills through the Home Learning Environment
- Preparation and support for pregnancy and parenthood
- Enhanced infant feeding support
- Introduce a Family Hub digital offer
- Implement a new range of outreach support
- Improve and diversify our information, advice, and support
- Integrate our recording and reporting
- Co-design and evaluation
- Workforce development

There are also things we are proposing to do as part of Family Hubs and these are the things we would like your views on. This includes:

- Education for parents on child and young people's development
- Activities for children aged 0-5 years
- Activities for older children and young people
- Information, advice and guidance about support services for children and young people with Special Education Needs and Disabilities (SEND)
- Information and signposting to mental health services (children and adults)
- Support for parents/carers of adolescents (teenagers)
- Online safety for children and young people
- Support for young people with substance misuse (alcohol/drugs)
- Domestic abuse support
- Debt and welfare advice
- Signposting to information to support separating and separated parents

Proposed changes to Kent Commissioned Youth Services

We are proposing to stop funding the youth provision which is run by non-KCC organisations. This is due to the financial pressures we are facing. This means that some activities and clubs would stop unless the organisations are able to find alternative funding. There is a list at the back of this document which shows the activities and clubs we would stop funding.

We will continue with youth provision which is run by KCC, which would remain a mix of activity at KCC centres and outreach locations. We also recognise there are a wide range of youth activities already available in communities e.g., local sports clubs.

We will also develop community-based youth work by supporting existing or new local volunteer-led groups. We will develop services specifically for families of young people, targeting where there is greatest need.

Kent Family Hub sites

A Family Hub site is a building where families and young people can go to get the support they need. Professionals from different services will work together in the same space (this is sometimes called 'co-location') to support families. This means the help you will receive will be more joined-up and you may not need to contact different organisations or share the same information more than once.

Where will the Kent Family Hub sites be?

Our Family Hub service will be delivered through a mix of Family Hub sites, outreach, and online services.

We will make a decision in winter 2023 about where the Family Hub sites will be located. We'll use the information gathered from this consultation, and also our recent Community Services consultation, to do this. The Community Services consultation included a proposal to reduce the number of Kent County Council buildings used to deliver services for families and young people. This includes Children's Centres and Youth Hubs.

You can read more at:

www.kent.gov.uk/communityservicesconsultation.



As a result of both consultations, some of the locations where you currently access services may change or be replaced with outreach services in other community buildings.

Kent Family Hub outreach service

'Outreach' is when services take place in different locations in the community, not from a Family Hub building. This could be in other community buildings or as part of our digital offer.

Outreach is already, and will continue to be, a very important part of our services for families and young people. Our Family Hub outreach will include services delivered through community venues; these venues may include libraries, schools, leisure centres and local community events. It could also include our Family Hub professionals attending community groups that are already established (such as playgroups and youth clubs) to provide support and information.

We also hope to identify opportunities to develop new community-led groups where there is a need, and to support their development by working alongside our partners.

Using your feedback, we plan to design a Family Hub outreach service that can reach people, including those who have had difficulty accessing our services in the past and in areas where we know the need is greatest.

We need your views on the types of support that you might like to see in your local community. We also want to understand what you already attend, what other types of services and support you need, and how you prefer them to be delivered.

We know that the need for support is different from district to district, and we want to tailor our services to reflect this.

Kent Family Hubs digital service

This service will be easy to access and clear to understand.

Our digital service will include:

- **online services** that users can access at a time and place to suit them, such as videos, website content and booking an appointment online.
- **virtual services** that users can access live at specific times, such as online appointments and learning programmes.

These digital services will be available from a Family Hub website, where the information can all be found in one place, regardless of which organisation in the Family Hub network is providing the service.

We want to create a digital service that is designed for your needs. So, by taking part in this consultation, you can help us to understand what would be most helpful to you, and what things might make it difficult for you to use online services.

When the changes will happen

This consultation closes on 13th September 2023. We will then analyse the feedback and use it to help us make decisions about the changes.

The new Family Hub service will take some time to implement, with some changes happening sooner than others.

We plan to announce the locations of the Family Hub sites in winter 2023, along with the dates when changes will begin to happen. You will be able to find this information at www.kent.gov.uk/familyhubservices.

What it will cost the council

The annual cost to the council for delivering the current Children's Centres and youth services covered in this consultation is £11.5m (excluding building costs).

The estimated annual cost for delivering the Family Hub service is £9.1m (excluding building costs and future inflation). This is an estimated saving of approximately £2.4m.

To support the delivery of the new Family Hub service, the council will receive a one-off government grant of £11m over the next three years. £3m of this grant has already been received, with a further £5m due in 2023, and £3m in 2024.

A full cost analysis can be found in the full consultation document at www.kent.gov.uk/familyhubservices.



How we will know we are getting it right

Your views

Your views, given through this consultation and throughout the process as we develop our Family Hubs, will be listened to. We want to know what is and isn't working for you so we can make our services better.

We are testing our ideas

We are working with Millmead Children's Centre in Margate and Seashells Children's Centre in Sheerness to trial some of our plans for how Family Hubs could work. The trial ends in September 2023 and the data gathered during this time will inform any changes we make.

We will carefully monitor our performance

The government has set out what we need to measure and the results we should focus on achieving. We have also identified additional areas that we will monitor to make sure we are making a difference to the most vulnerable children, young people and families in Kent.

Better reporting

Our vision is to work towards integrating assessments with our partners, recording and reporting processes for all families with children 0-2 years. This way of working has the potential to help professionals spend more high-quality time with families and less time on administration. This will also give us a clearer picture of how well we are providing services, and which areas need further improvement.



List of Engagement Events

There will be events across Kent throughout the summer where you can come along to find out more about the consultation and ask us questions. These events are shown in the table below. For more details, please visit www.kent.gov.uk/familyhubservices.

District	Date	Location	Time
Ashford	08/08/2023	Bandstand, High St, Ashford TN24 8SA	12:00 - 15:00
Ashford	09/08/2023	Singleton Village Hall, Hoxton close, TN23 5LB	10:00 – 14:00
Canterbury	02/08/2023	Poppy Childrens Centre, Herne Bay CT6 5RG	10:00 - 12:00
Canterbury	17/08/2023	Riverside, Kingsmead Rd, Canterbury CT2 7PH	10:00 - 14:00
Dartford	02/08/2023	Dartford Central Park, Cranford Rd, Dartford DA1 1JP	13:00 - 15:00
Dartford	21/08/2023	Swanscombe Park, Park Rd, Swanscombe, DA10 0JU	10:00 - 14:00
Dover	10/08/2023	School field next to Sunflower Children's Centre, Adelaide Rd, Eythorne, Dover, CT15 4AN	13:00 – 15:00
Dover	15/08/2023	School field next to Samphire Children's Centre, St Davids Ave, Dover CT17 9HJ	11:00 – 13:00
Folkestone & Hythe	10/08/2023	Castle Hill School, Sidney St, Folkestone CT19 6HG	11:00 - 13:00
Folkestone & Hythe	30/08/2023	Mundella Playing field, Black Bull Rd, Folkestone CT19 5QX	14:00 - 17:00
Gravesham	22/08/2023	Woodlands Park, Dashwood Rd, Gravesend DA11 7LY	14:30 - 16:30
Gravesham	24/08/2023	Riverside Children's Centre (outside), Dickens Rd, Gravesend DA12 2JY	10:00 - 12:00
Maidstone	02/08/2023	Surrenden Field (King George VI Playing Field), Surrenden Road, Staplehurst, TN12 0LX	11:00 - 16:00
Maidstone	23/08/2023	Sunshine Children's Centre, Stagshaw Cl, Maidstone ME15 6TL	11:00 - 12:00
Sevenoaks	03/08/2023	Swanley Park, New Barn Rd, Swanley, BR8 7PW	10:00 - 14:00
Sevenoaks	04/08/2023	Edenbridge Children's Centre, High St, Edenbridge TN8 5AB	14:00 - 15:00
Swale	09/08/2023	Beaches Childrens Centre, Isle of Sheppey, ME12 4NA	10:00 - 11:30
Swale	16/08/2023	Milton School, Sittingbourne, ME10 2EE	10:00 - 12:00
Thanet	04/08/2023	Salmestone Primary School, College Rd, Margate CT9 4DB	10:00 - 14:00
Thanet	22/08/2023	Dame Janet Primary Academy, Newington Rd, Newington, Ramsgate CT12 6QY	10:00 - 14:00

District	Date	Location	Time
Tonbridge & Malling	31/07/2023	East Malling Centre, Chapman Way, ME19 6SD	10:30 - 14:00
Tonbridge & Malling	14/08/2023	Tonbridge Park, Tonbridge TN9 1HR	12:00 – 15:00
Tunbridge Wells	27/07/2023	Calverley Park, Mount Pleasant Avenue, Tunbridge Wells TN1 1QY	11.00 – 14.00
Tunbridge Wells	01/08/2023	Market Square, Town centre, TN1 2SS <i>Followed by (same day)</i> Calverley Park, Mount Pleasant Avenue, Tunbridge Wells TN1 1QY	12:00 - 14:00 16:30 - 18:30

List of Kent Commissioned Youth Services

This list shows the activities and clubs we would stop funding.

Activities and clubs that may stop:

Ashford district - activity provider: The Canterbury Academy

- Tenterden - Highbury Hall youth sessions and Skate Project
- Ashford Stanhope - Girls netball
- Ashford John Wallis – Boxing, Tennis and basketball, British Sign Language
- Ashford Sk8side - Girls Skate project and other activities
- Detached community work - Bockhanger and McDonalds

Canterbury district - activity provider: The Canterbury Academy

- Pyuxis (Sun and Mon)
- Riverside - Youth session (Wed), Neuro diverse group (Thurs) and volunteer group (Tues)
- Spring Lane - Youth club (Tues, Wed & Thurs)
- Canterbury bike project (not solely funded by KCC, so may not be impacted)
- Detached community work - City Centre, Sturry Road, Wincheap, Thanington, Hales Place and Westgate (Thurs – rotates around various locations)

Dartford district - activity provider: Play Place

- Bean - Recreation Ground - Juniors (Tues)
- Darenth - Hillrise Park - Seniors (Tues)
- Stone - Stone Baptist Church - Junior and Seniors youth clubs (Weds)
- Homework Heroes - Seniors (Weds and Thurs)
- Stone Recreation Ground - Juniors (Thurs)
- Stone Pavilion – Junior and Senior youth club (Fri)
- Knockhall - Greenhithe Community Centre - Junior Club (Thurs) Temple Hill - Playground – Mixed age

Dover district - activity provider: Pie Factory

- Aylesham - Junior youth club, Senior youth club (Tues)
- Biggin Hall - Youth session (Wed)
- Linwood - Youth Hub session (Thurs)
- Astor School - Youth session (Thurs)

Folkestone and Hythe district - activity provider: Salus

- Hythe - Youth Centre - Juniors (Mon) Senior club (Weds) Junior club (Fri) Shepway Autism Support Group - All age (Fri)
- New Romney - Phase 2 - Junior club (Thurs)
- Detached work - Various District wide
- Safety in Action - Local schools - District wide
- D of E (Duke of Edinburgh) Awards
- Residential Junior and Senior Leaders courses

Gravesham district - activity provider: The Grand

- Gravesend - Youth Job Club (Mon), GYG Gone Wild (Mon), Mini GYGers (Tues), GYG Glam (Tues and Wed), GYG Performers (Wed), GYG Creative (Wed), Higham Youth Club (Wed), GYG Committee (Thurs), Active Listening Service
- Cobham Youth Club - Friday

Maidstone district - activity provider: Salus

- Sutton Valence - Village Hall - Junior youth club (Mon)
- Shepway – Youth and Community Centre - Junior club and Senior Youth club (Tues) Junior club and Senior club - (Fri) Olympia Boxing (Fri) one to one and small group work sessions
- Parkwood - Youth Centre - Junior club and Senior club (Thurs)
- Signs of Safety - District wide annual activity to focus on transition from Primary to Secondary education

Sevenoaks district – activity provider: West Kent Extra

- Sevenoaks - The Hope Church, Youth Group (Tues)
- Swanley - The Junction, St Marys Road Youth Group (Fri) and Nurture Group (Tues)
- West Kingsdown - Youth Group (Wed)
- Edenbridge - Eden Centre youth group, House (Tues, Wed & Fri), 8-12s session, Olympia Boxing (Thurs) and Nurture Group (Thurs)
- Dunton Green Pavilion - (Mon)
- Westerham - Youth session (Fri), Olympia Boxing (Wed)

Swale district – activity provider: Southern Housing

- Faversham Baptist Church - Disability Youth Club (Mon)
- Sheerness Healthy Living Centre – Absolute Arts youth club (Mon)
- Newington – Youth club (Tues)
- Sheerness County Youth Centre – Sheerness Seniors Youth Club (Tues)
- Rushenden – Youth club (Wed)
- Thistle Hill - Detached provision (Wed)
- Faversham Baptist Church – 812 youth club (Thurs)
- Sheerness Youth Centre – Youth club (Thurs)
- Teynham – Detached provision (Thurs)
- Faversham Recreation Ground – Detached (Fri)
- Swale – School work (various)

Thanet district - activity provider: Pie Factory

- Ramsgate Youth Centre - Bike Project (Mon), The Live Room (Mon), ACT! Youth Volunteer Group (Tues), Band Room (Tues), Junior youth club (Thurs), Open Arms (Fri)
- The Pavilion Youth & Community Café - Youth café sessions (Tues, Thurs and Fri)
- Parent and Child group (Wed, all age)
- Detached Community work - Streets based in Ramsgate (Fri)

Tonbridge and Malling district – activity provider: Salus

- Ditton - Junior youth club and Senior youth club (Mon)
- Snodland - Junior youth club and Senior youth club (Wed)
- East Malling / Larkfield - Junior youth club and Senior youth club (Thurs)
- Detached sessions in Larkfield – Larkfield skate park and other locations when required
- Signs of Safety - District wide annual activity to focus on transition from Primary to Secondary education

Tunbridge Wells district – activity provider: Salus

- Paddock Wood - Junior youth club and outreach (Mon)
- Rusthall - Detached sessions (Tues)
- Langton Green - youth club (Tues)
- Cranbrook - Junior and Senior mixed youth club and outreach (Thurs)
- Sherwood - Detached sessions
- Safety in Action - annual activity for year 6 students to focus on the transition from primary to secondary school