

Problem/need: Need for early intervention, holistic joined-up support to meet all needs (incl. intergenerational), easy access to and communication about a network of support, data sharing, cost savings.

Goal: To make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can be.

Inputs

Strong partnerships and political commitment, funding and staff will be key inputs to deliver:

- Governance through Dorset Council Transformation Board (implementation) and Strategic Alliance for Children, Young People and Families (operational)
- Dorset Children Thrive (strengths-based approach)
- Local Alliance Groups – needs assessments, bringing in local assets, devolving some governance responsibilities
- Digital change programme
- Co-production of service offer with a wide range of partners
- Workforce development programme
- Family Law Pathfinder Pilot
- Ongoing feedback loops to learn & adapt

Activities

- **Co-production with the community to consolidate & repurpose public & voluntary sector estate to deliver FH**
- Co-production of BI tools for early identification of families
- Co-production of digital offer with families
- **Extended workforce and volunteer development – knowledge development and understanding of pathways to access knowledge**
- **Updated ways of working strategy, including new working venues in community spaces**
- **Co-delivery and co-ownership of services across LA partners, the voluntary and community sector, families and community**
- **Delivery of a person-centred approach tailored to individual needs**
- **Shift to delivering the majority of end-to-end services online and reprofiling of the workforce accordingly**
- **FHs design as ‘one stop shop’ for anyone and any need**
- **Asset-based community development approach**
- **Whole family safeguarding from preventative approaches to specialist services (learning disability, housing, drug & alcohol, adult social care, MH, domestic abuse)**
- **Work with family court (Family Law Pathfinder) on reducing parental conflict**

Outputs

- **Estate repurposed to deliver FH**
- **8-11 Family Hubs (3 models of FHs)**
- **Pilot FH in one locality**
- **Improved extended workforce and volunteer skills and knowledge**
- **Excellent online support offer**
- **Everyone delivering services to families is able to work together and share information electronically**
- **BI tools used as conversation starters and tools to support families before they ask for help**
- **BI tools are used to design offer based on identified local needs**
- **Way of working is person-centred and tailored to service users needs**
- **Integrated workforce & services**
- **Networks of support services in local communities**
- **FHs are the first point of call for families needing any type of support – including intergenerational needs**
- **FHs are universal community spaces**
- **Delivery model including community-asset building programme**
- **Whole-family joined-up services addressing social, emotional, physical and financial needs**
- **Peer support amongst families in FHs**
- **Swifter and more effective care plans for children and/or more support and stability for families**

Outcomes

Workforce

- Regular and effective information & intelligence sharing across agencies
- Good spaces for the workforce to work, which make them feel valued and are catalysts for peer support
- Have a strong understanding of available services and support available, effectively signpost & support families
- Understand strengths within the community and take an asset-based community development approach
- Greater efficiency and more time spent on direct work, through better systems

Families

- Proactive identification of families incl before they ask for help
- Early intervention & easy access to support
- Intervention at all stages of the child’s journey incl. de-escalation
- Families receive the right support at the first encounter, online and in physical places
- Families easily access multiple services and don’t have to re-tell their story
- Effective and cost-effective whole-family interventions across the 0-19 range
- Reducing parental conflict
- Friendships and support networks developed in FHs, outside of professional support, contributing to de-escalation and crisis avoidance

Children (where separated from families)

- Continued sense of identity
- FH as safe places and where contact can take place
- Effective delivery of restorative approaches

System

- Greater engagement and involvement of staff across agencies in the delivery of services to families
- Information governance and consent arrangements,
- More effective commissioning
- Shared funding arrangements, increased income generation ability, cost reductions, cost avoidance and financial efficiencies (e.g. through online delivery).
- Sustainability and resilience of the FH model

Impacts

Children

- Have the best start in life
- Safe from harm and with the help they need
- Have friends
- Healthy and active lives
- Prepared for adult life
- Feel they can have their say/ are listened to
- Enjoy growing up in Dorset
- Have a settled and happy education which enables them to fulfil their potential

Families

- Increased social mobility, improved education, wellbeing and economic outcomes across the life course
- Improved wellbeing as a result of having a community space (FH) and friends/people they can turn to for support

Assumptions

- Partners and communities want to engage in the same activities.
- LA is the system leader and it will take time to develop community ownership
- Banding, marketing and social media will be needed and will help to communicate changes and offer to families
- Families will be willing to use more services online

Risks

- Workforce resist the culture change, high rate of turnover, organisations continue with old delivery models, incl. acceptable waiting lists based on risk
- Corporate and market challenges around the cost and speed on capital work to repurpose the estate
- Restrictions around availability of existing built environment for FH
- Availability, skills and finance to create an online offer to match the programme’s ambition
- Speed and ability of partners to commit to colocation, and willingness to pay