

# Family Hubs



Dorset's  
Family Hub  
network

## *Family Hub Approach*

Family Hubs aim to improve access to, and take up of services for babies, children, young people, and their families, through coordinated multi agency delivery of information and support located in accessible spaces within communities

Family Hubs are for all families living in the Dorset Council area. They provide information and services for families with children from conception to age 18 and up to age 25 for children and young people with SEND.

All families need information or support from time to time, but sometimes it can be difficult to know where to go or who to ask. Family Hubs bring together workers from Dorset Council, Health Services, and Voluntary and Community Organisations in one place. This helps to get the right support as they need it.



## *Family Hub Network Approach*

In developing our approach, we acknowledge and address the particular challenges in accessing support for many families living in more rural areas of the county and those whereby transport / travel is a barrier, by providing an increased number of designated spaces across the county, with systems and processes to support improved coordination across multi-agency delivery partners in response to local need.

We are utilising an Asset Based Community Development (ABCD) approach, recognising the strengths of community-based assets, aiming to building capacity and resource within local areas

We have committed to open at least 8 Family Hubs, with at least one main site in each of the 6 locality area



## *Family Hub Network Approach*

Our localised approach to the development of Family Hubs has been led through the Local Alliance Groups, the operational arm of Dorset's Strategic Alliance for Children and Young People – enabling partnership contribution to design of local approach

Mapped places and spaces where families currently access information and support;

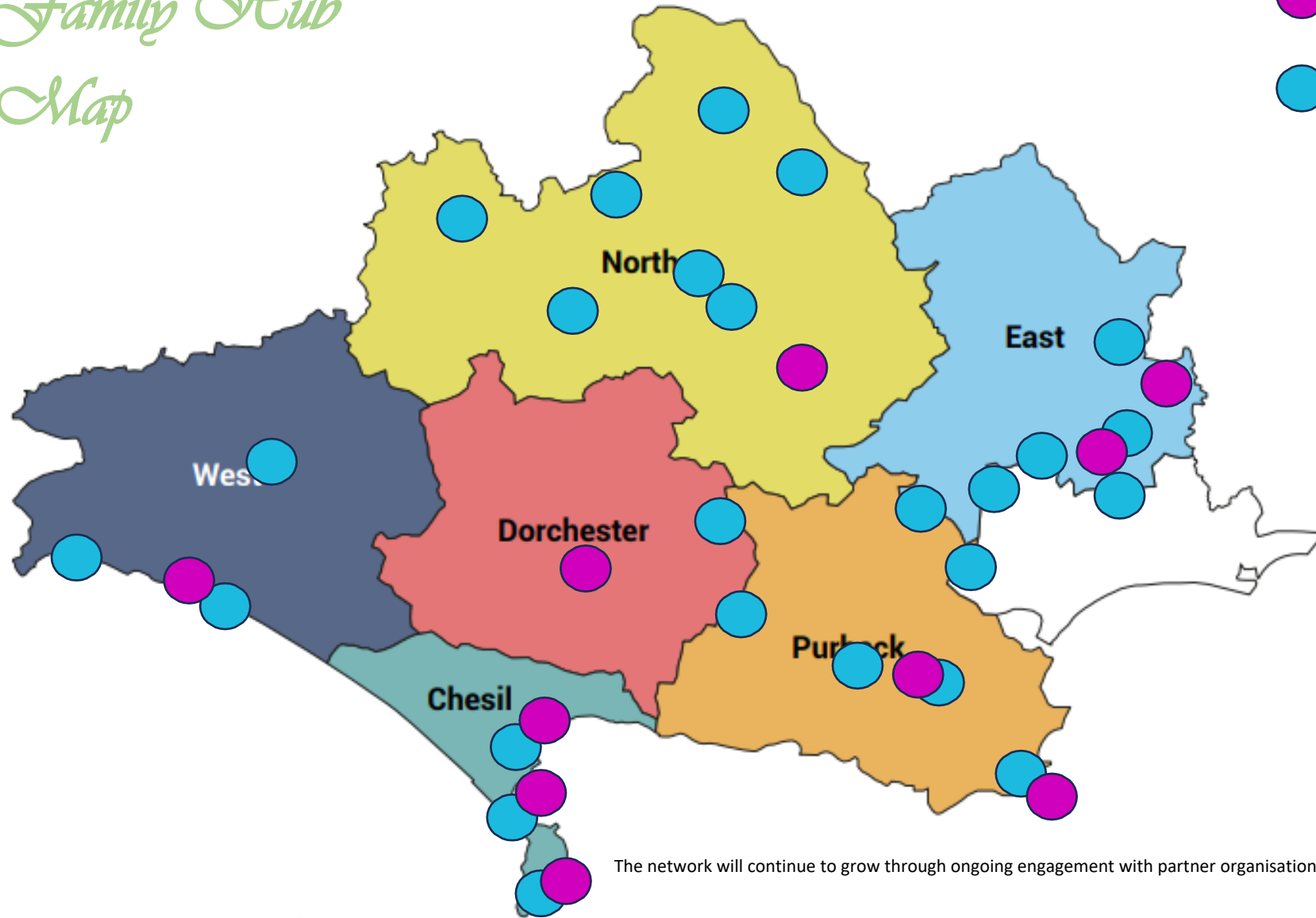
- community owned / managed buildings
- DC managed Libraries and Children's Centre buildings.

Identified main hub sites and opportunities to provide a wider network of accessible spaces to improve access to services, maximising use of council premises and with potential to repurpose some spaces



# Proposed Family Hub Network Map

- Main Hub site
- Community Network Point



The network will continue to grow through ongoing engagement with partner organisations



- ✓ Increase number delivery points across Dorset for integrated children and family services
- ✓ Improve access to, and take up of services for babies, children, young people, and their families
- ✓ Build capacity and resource within local communities through parent and community led provision
- ✓ More effectively coordinate partnership service offer in response to local need
- ✓ Continue to strengthen existing relationships across organisations
- ✓ Make most effective use of Dorset Council asset base



## *Recommendation*

To recommend to Cabinet that the proposed development of Dorset's Family Hub Network be approved, in order to optimise the use of community and council owned premises to facilitate co-location, and to enable place-based delivery of integrated, intergenerational services.

- Work towards a strategic agreement defining arrangements for shared use of premises between Children's and Library services, aligned with the implementation of the Effective Property Services approach across all Dorset Libraries.
- Progress plans to relocate some services from identified children's centres into nearby family hub network points, with option to repurpose in line with the council's asset decision making process.



## *Family Feedback*

*“I had my third child and was really struggling. I did not know what to do, and there was no one around. I walked in here, found support, and felt safe”*

*“The Family hub has definitely made me feel more connected to my local community.”*

*“The Family Hub is not just for families in crisis. You can come for any help you need, even if it's just a chat. Sometimes, a simple conversation can be exactly what you need. The hub provides a wide range of support, and it takes that burden off of trying to find the right services when you're stuck and not sure where to go. It's all here. It's very supportive.”*

*“It has become like a family to us.”*





*rebecca.watson@dorsetcouncil.gov.uk*  
*01305 221764*

