

Family Hubs – Frequently asked questions

Q. What is Early support?

A. Every family can have difficult times at some point. Early Support is working with you and your family to work through the challenges so that small problems don't become big problems. Early Support is for all families and you choose whether you want the support or not.

Q. Why would I want Early Support?

A. There are lots of reasons that families might need Early Support, you might be worried about money, or housing or your benefits or you might need support to help you to gain access to training and employment.

You might be a new parent who needs some support with emotions and feelings, with infant feeding, sleeping and child development.

You might be a young person who needs Early Support to help you to understand difficult feelings, to help you develop skills via mentoring & activities or to improve your confidence, employability and communication skills and self-esteem.

You might be worried about you or your child's physical and mental health and wellbeing or your child's development or behaviour, or because you are caring for a child with a Special Educational Need or a Disability (SEND). You might be worried about your family's diet and healthy eating, or sleep patterns and routines.

You might need support with your relationships and to understand different styles of parenting, support for understanding and dealing with your child or young person's behaviour.

Early Support can offer you the tools to help you to solve challenges that you may face.

Q. What are Family Hubs?

A. Family Hubs are 4 areas within Kirklees, Batley and Spennings, Rural, Dewsbury and Mirfield and Huddersfield. They are a framework for bringing communities and services together for families so that they can get Early Support when and where they need it. A number of buildings and outdoor spaces across each area can be used to deliver those services and activities including four main buildings that are currently called children's centres. They are Dewsbury Moor, Slaithwaite Town Hall, the Chestnut Centre and Birstall & Birkenshaw (Field Head). The Family Hub will be the 'Go to place' for children, young people and families either face to face or via a website and social media platforms.

Q. What services will be delivered?

A. There will be a pathway of services and activities delivered for children, young people and families, from the day that parents know they are having a baby, through to becoming an adult. They will be either face to face in the family home, in a group at an identified building or outdoors in a local play space or park. Some of those activities may be online using virtual technology.

Q. What is the age range for accessing services?

A. The age range is pre-birth through to 19 years of age and up to 25 years if that young adult has a SEND need. There will also be services for parents.

Q. Would universal services be delivered through family hubs if the proposed model was put in place?

A. Yes, we are working very closely with health services to make sure that we have access to midwifery, and health visiting clinics. We want to make sure that we work very closely with Schools, Early Years providers and GP's. Early Support is the support we give to children, young people and families when they might need some additional help. We want to make sure that children, young people and families have access to the support they need at the earliest opportunity to prevent their needs becoming so great they need higher end specialist support further down the line.

Q. Will there be training available for communities e.g., money management, parenting etc.?

A. Yes, we will work with our partners to make sure that we are able to offer support for families about managing finances, support with benefit enquiries and help to support parents and carers to develop personal skills, access training and education and enhance their ability to access employment.

We offer positive parenting programmes now, along with Family Group conferencing and 1-1 family support if you need any help now please contact Early Support Service on 01484 456823 or email EarlySupport@kirklees.gov.uk.

Q. How will children and young people be able to talk to someone about what support they need from the Family Hubs?

A. There will be a range of support available for children and young people through the family hubs. Children and Young people will be able to access family hubs in different ways depending on what their needs are, by attending a drop-in, making a request for themselves or via another service, their school or family. Partners may feel that children and young people need more help, and with their consent, ask the family hub to work with them and their family, they may feel help is needed because they are worried that they are becoming involved anti-social behaviour or crime.

Q. How will the Family Hubs work with organisations providing something to do for children and young people in their community?

A. We are working with partners to coordinate and promote the activities and opportunities available for children, young people and families in our communities. We are all working to ensure all children and young people have access to a range of sports and recreation, play, and creative opportunities in their communities that help them develop physically and emotionally. We will also be out in communities engaging with children and young people where they are, taking services and support to children and young people, as well as making sure they know what is available in the Family Hub and how to access it.

Q. Will the Family Hub model reinforce the Places to go with more capital?

A. There are a number of programs developing facilities across Kirklees, our town centres, our playable spaces and the places for children and young people to go, we are working with these groups to integrate the Family Hub model within these programs.

Q. What is different to what is in place now?

A. We know that there are strengths already in communities, the proposed model aims to build on what is in place now. We will have different organisations and members of the community who work and live locally working together to support children and young people and families where they live.

Q. How can I access services from the Family Hubs?

A. You can talk to a professional for example your midwife, GP, health visitor, child's school or nursery, or you can access services face to face by walking into one of the buildings.

You can telephone or email, there will be dedicated websites and access via social media platforms.

Q. How can I get help now?

A. You can call Early Support Service on 01484 456823 or email EarlySupport@kirklees.gov.uk. We will soon be offering a short form that you can complete which will give us a little bit of information about the kind of support that you need. Please keep an eye out for this on Kirklees Council website.

Q. Are the Family hubs a replacement for Children Centres?

A. No the 'Family Hubs' build on the work of Children's Centres, but change from offering services for families with children under 5 years old to services for families with children pre-birth to adulthood, to include early years activity, school age activity, activities and support for young people and support for parents.

Q. How will you make sure this model is working?

A. We will be asking families that use the services to tell us what has made a difference for them, what has improved in their lives as a result of the services they have accessed.

Q. What timescales are you looking at for rolling out this model?

A. The engagement finishes on the 26th February 2021, we need a few weeks to pull together the findings and produce a report that we will be taking back through the council cabinet process, hoping to be at the cabinet meeting that is held in April. If everything is approved at that point, we will start to implement the model.