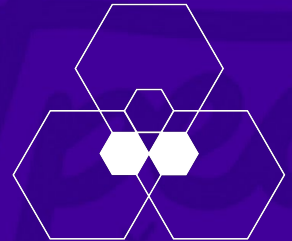


Stockport Family Hubs

Network maturity tool



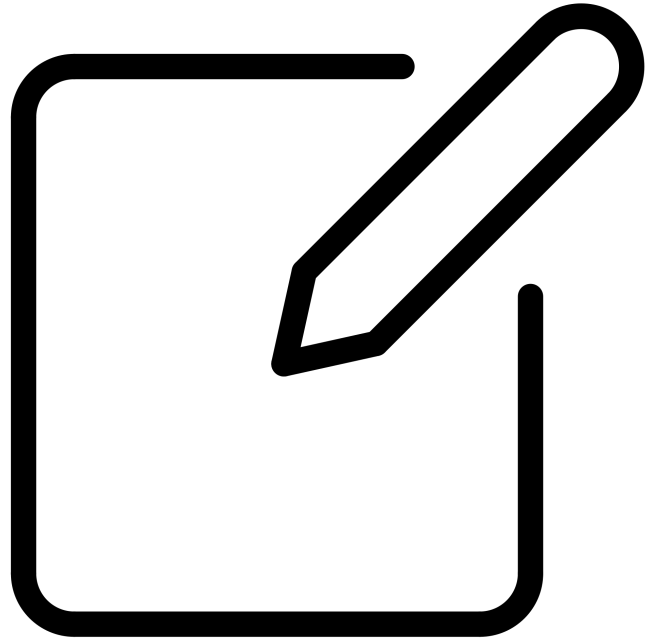


Introduction

This maturity check was designed as part of Stockport's Family Hubs Network & Bridge development.

The core features were identified as those which were present across Family Hubs bridges, and indicated a flourishing and mature network of support around families.

This check can be used to assess the strength and maturity of community-led people, places, services and networks of preventative support around families .



Stockport Family Hubs Bridges

Are

Face to face and digital/phone access points that are safe, trusted and familiar - which do not charge for access. A flexible approach to offering proactive help to families.

Are for

The whole family unit, including grandparents

Are not

A complete open door for everyone, expected to fix or be the experts in everything, but also mustn't turn people away

Are beneficial because

they are more timely, relational, and are where families are in order to signpost to support

Family Hubs Network model



Network

A system of support with people, places and services connected by a shared purpose of supporting families, including peers, family members, friends, VCFSE, employers. They are connected to the wider network and Family Hubs to facilitate access to support, when needed.



Family Hub Teams

Working to both support families directly and to build and strengthen the Network, such as through creating connections, making space to collaborate, providing training, offering access to support



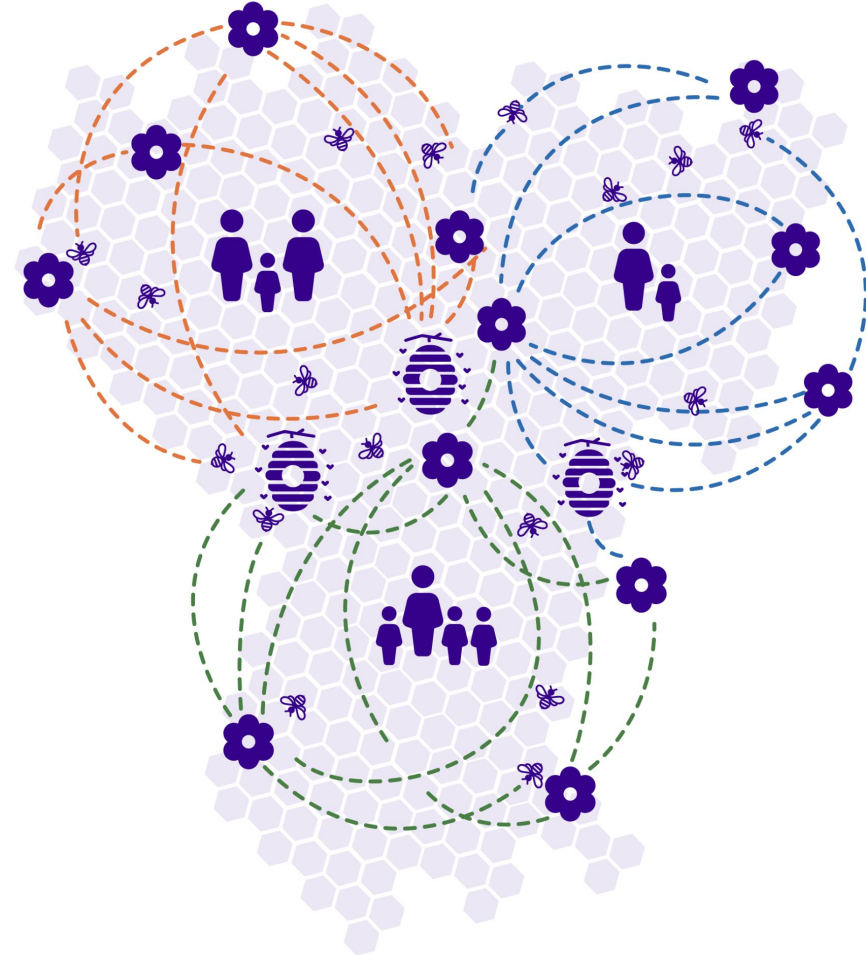
Bridge

A physical access point where families have existing relationships. Providing opportunities for proactive offers of, or connection to, support. Connected to Family Hubs and the wider network of support



Family Hub

Physical and virtual access point / hive for people to operate from, congregate and collaborate



The more this network is connected around families, with a shared workforce culture, the greater the flow of information and access to support and capital to support families live thriving lives

Family Hubs Bridge maturity

The features of the Family Hubs Bridges can be used to assess the maturity of the model and where places, spaces and services can sit as part of the network.

		Beginning	Thriving
Essential to have	Warm and empathetic places	Bridge not welcoming to families	Families and communities regularly use us as a meeting place, where they feel safe, without the need for a 'reason'
	Connected to the local community	No inclusion of communities in work, it's not clear what exists in the community, nor what they might appreciate, enjoy or look for from Bridge support	Communities are leading support incl. Delivering services out of Bridge site
	Connected to the wider service offer	Bridges working totally alone, not receiving or giving support from other services or organisations	Bridges are a place of support and are connected closely to wider services in order to create personal recommendations to wider services
	Common purpose and practice approach	No idea about the Family Hubs Network vision or model	Bridges leading what they want their Family Hub role to look like, delivering a clear purpose & common approaches

Family Hubs Bridge maturity

The features of the Family Hubs Bridges can be used to assess the maturity of the model and where places, spaces and services may sit as part of the network.

		Beginning	Thriving
Important to have	Proactive with making every contact count	Families are ignored when they come in	Bridge teams are curious about families and see their main role as getting to know them and their communities
	Whole family working	Only deliver the service they are designed for i.e. loaning books, appointments for a service	Bridges explore what's happening with families and what their aspirations are, so that they can offer help to the whole family
	Access to a regular modular training offer	Bridges get no support from the family hubs network	Bridges lead the Family hubs network training and decide what their teams need - with support from Family Help teams
	Promoting activities that support families to thrive	No support offer to families	Families and communities are guiding/leading the activities they want and Bridges make this happen

Family Hubs Bridge maturity

The features of the Family Hubs Bridges can be used to assess the maturity of the model and where places, spaces and services may sit as part of the network.

	Beginning	Thriving
Can have Open access	Require appointments or a clear reason for people being there	Anyone can access the Bridge at anytime for a conversation, support or a safe place
Virtual or anonymous spaces	Access dependent on providing personal information, appointments or outlining a 'problem'	A well developed strong virtual space for families to access support



Warm and empathetic places

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 = Not welcoming to families



5 = Families and communities regularly use us as a meeting place, where they feel safe, without the need for a 'reason'

What might help?



Connected to the local community

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 = No inclusion of communities in work, it's not clear what exists in the community, nor what they might appreciate, enjoy or look for from support

5 = **Communities are leading support incl. Delivering services out of Family Hub sites**

What might help?



Connected to the wider service offer

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 = Working totally alone, not receiving or giving support from other services or organisations

5 = **A place of support and are connected closely to wider services in order to create personal recommendations to wider services**

What might help?



Common purpose and practice approach

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 - No idea about the Family Hubs Network vision or model

5 - Bridges leading what they want their Family Hub role to look like, delivering a clear purpose & common approaches

What might help?



Proactive with making every contact count

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 - Families are ignored when they come in

5 - Teams are curious about families and see their main role as getting to know them and their communities

What might help?



Whole family working

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 = Only deliver the service we are designed for i.e. loaning books, appointments for a service

5 = We explore what's happening with families and what their aspirations are, so that they can offer help to the whole family

What might help?



Access to a regular modular training offer

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 - We get no support from the family hubs network or team

5 - We lead the Family hubs training and decide what their teams need - with support from Family Help teams

What might help?



Promoting activities that support families to thrive

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 = No support offer to families

5 = Families and communities are guiding/leading the activities they want and we make this happen

What might help?



Open access

Why is it not
a 0?

Out of 5, my
organisation is a...

Why is it
not a 5?

0 - Require appointments or a
clear reason for people being
there

5 - **Anyone can access us at
anytime for a conversation,
support or a safe place**

What might help?



Virtual or anonymous spaces

Why is it not a 0?

Out of 5, my organisation is a...

Why is it not a 5?

0 - Access dependent on providing personal information, appointments or outlining a 'problem'

5 - **A well developed strong virtual space for families to access support**

What might help?