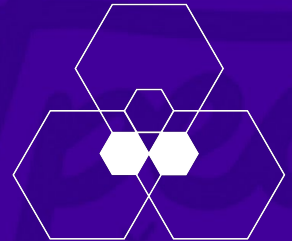


Stockport Family Hubs

Family Hubs

Network approach



Introduction

Since Autumn 2022 Stockport have been developing their Family Hubs network offer, including physical and virtual Family Hubs, Family Hubs Bridges and the network of people that offer trusted support to families in localities.

Across Spring 2024 to Spring 2025 Stockport's existing Family Hubs bridges, communities and Early Family Help teams worked collaboratively to co-define the Bridge approach and identify opportunities to continue to collaborate and build the wider network of support around families in Stockport.

This pack outlines:

The wider context

- GM Live Well
 - Family First for Children reform
-

The Family Hubs Network

- Approach
 - Model
-

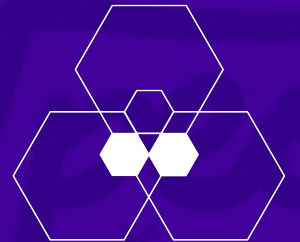
Family Hubs Bridges

- Core features
 - Non-negotiables
 - Maturity models
 - Blueprint
 - Development approaches
-

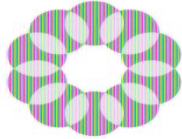
Family Hubs Context

GM Live Well

Families First for Children Reforms



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LIVE
DOING THINGS D
GREATER MANCI

Live Well is GM's movement for community-led health and wellbeing, acting as the catalyst for delivering long held prevention and reform ambitions and accelerating community-led activity.

It will bring about a radical shift in how GM delivers public services and works alongside people and communities their neighbourhoods with a sharp focus on preventative support.

All Neighbourhoods across GM are aligning towards this vision, joining public services with vibrant VCFSE ecosystems to create a single culture of proactive prevention.

There are four key ambitions to this work:

Optimum Neighbourhood Models

Multi-agency teams working on geographical footprints of 30-50k population with a person-centred focus.

Resilient VCFSE & Communities

Growing, supporting & connecting community assets

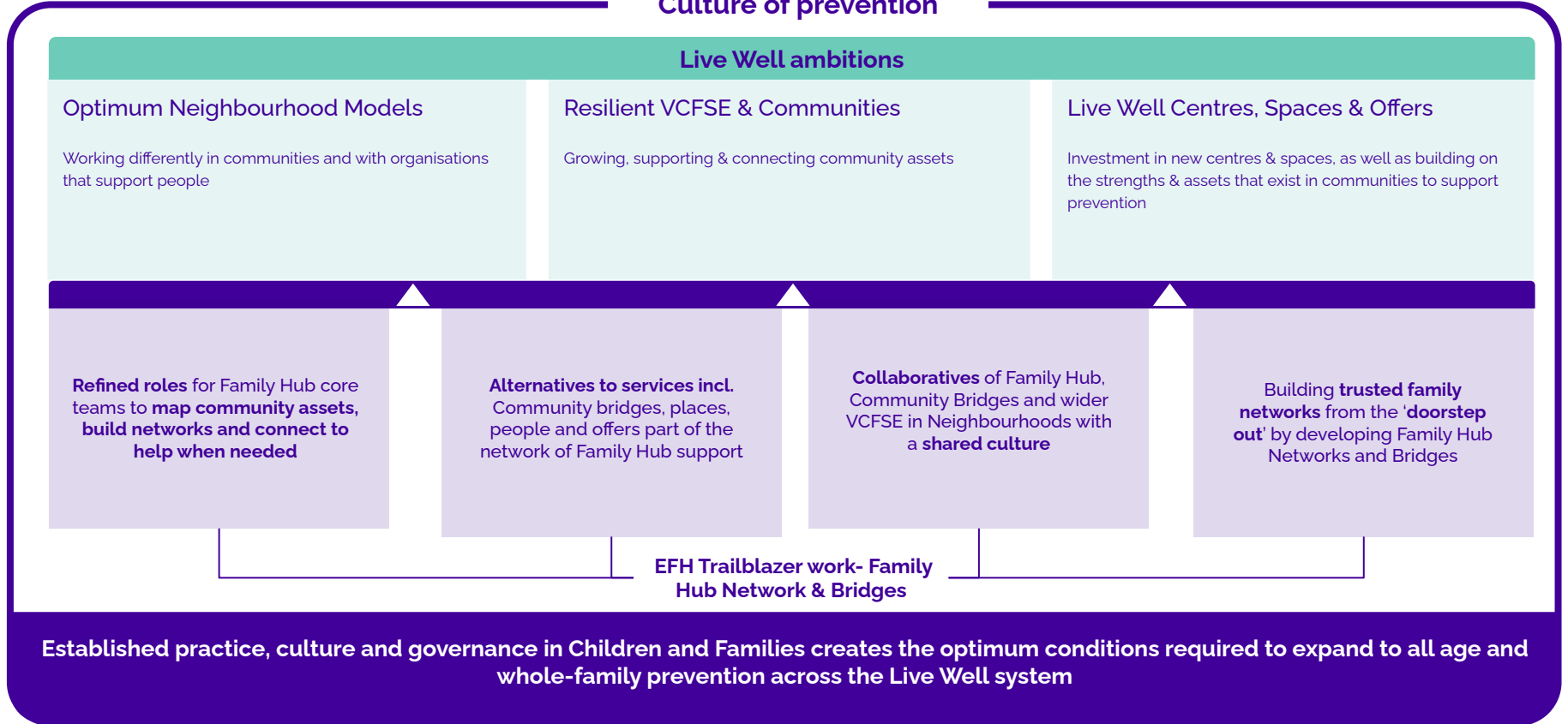
Live Well Centres, Spaces & Offers

Public Services and community support working together to provide a consistent everyday support offer.

Culture of prevention:

Workforce and organisational development geared towards proactivity.

EFH Trailblazer & Stockport's Family Hubs Network: Seeding local Live Well transformation



We are building on brilliant foundations

The time is now.

- We already have lots of brilliant foundations to build upon;
- With our neighbours across Greater Manchester, we are innovating and designing public services for the future – leading the way nationally.

STOCKPORT
LIVE WELL

Stockport Live Well: Our blueprint for creating happy and healthy lives

Stockport Live Well is about working in our neighbourhoods, focussing on the strengths and needs of different areas and redesigning the way we work with people in our communities. It is how we will go further, reaching further into neighbourhoods so that Stockport is the place where everyone can live Happy and Healthy Lives.

Reshaping how and where we work:

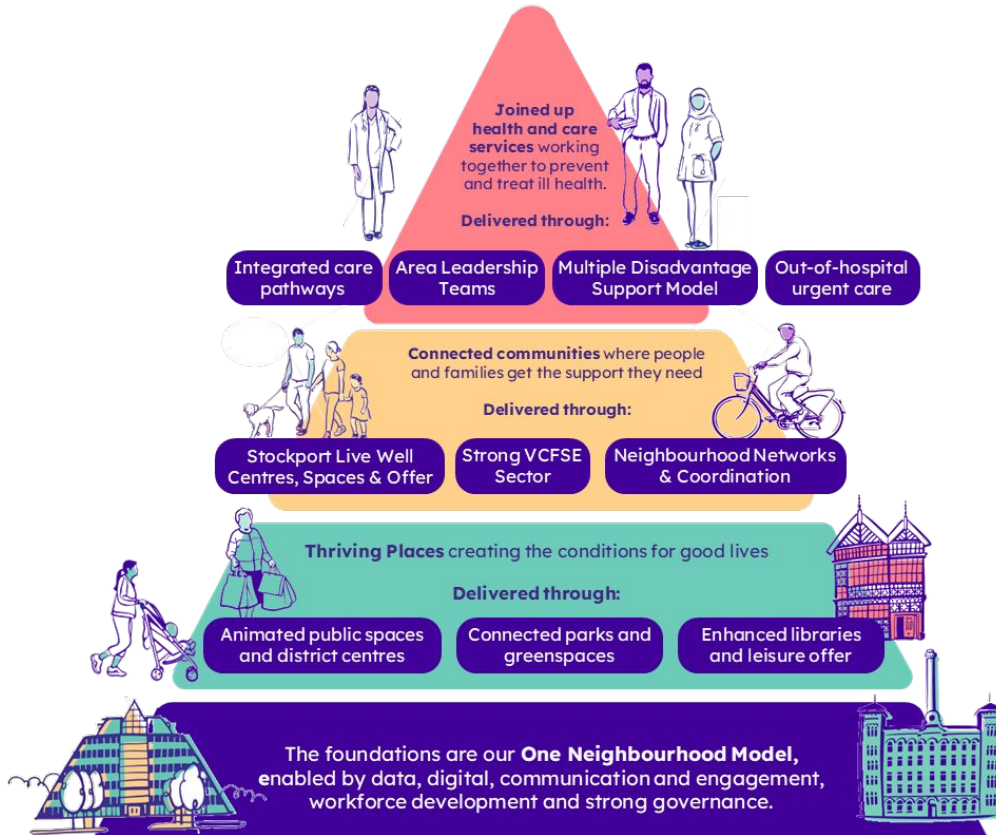
- In **Neighbourhoods** by design, connecting the brilliant community power that exists across Stockport's communities
- With a relentless focus on **prevention**

Working in this way we will:

- 6 • **Achieve a sustained reduction in inequalities**
- **Lead the way nationally** – Achieving brilliant outcomes across employment, education, health and wellbeing for all Stockport residents

STOCKPORT LIVE WELL

Supporting happier, healthier lives *together*



It is not just what we do, it's how we do it:

- 1 Putting people at the heart of what we do
- 2 Working together as one team
- 3 Knowing our community

EFH Trailblazer & Stockport's Family Hubs Network: Seeding national FFCP transformation

Culture of prevention

Families First for Children pillars

Family Help

Community embedded
 Alternatively qualified leads
 FH MDT TAF incl. VCSE & Community & CiN
 Integrated Front Door
 Single assessment of need, drawing in new teams / people as needed

Family Networks

Building support networks with extended family and people around families as the first point of call
 FGDM/FGC
 Kinship Care

Safeguarding Partnerships

Infrastructure of partnerships
 Education as a 4th designated safeguarding partner

Child Protection

Lead Child Protection Practitioner
 MACPT - Police, Health, Education, LA
 Parental engagement
 Collaborative relationship with Family Help teams
 More focus on help than assessment

Refined roles for Family Hub core teams to **map community assets, build networks and connect to help when needed**

Alternatives to services incl. Community bridges, places, people and offers part of the network of Family Hub support

Collaboratives of Family Hubs & Community Bridges in Neighbourhoods with a **shared culture**

Building **trusted family networks** from the **'doorstep out'** by developing Family Hub Networks and Bridges

EFH Trailblazer work

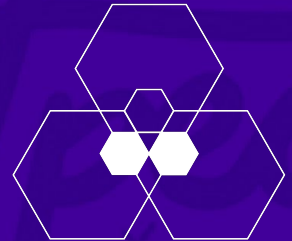
IU support Nov'23 - March '25

Creating established culture, practice and structures in EFH needed for ongoing continuum of prevention support required for Family Hubs, Family Networks, Safeguarding Partnerships & CP reform

Family Hubs Network

Approach

Model



What are Family Hubs

Family hubs bring your services and offers together to create a one stop family support system within neighbourhoods that prioritises prevention

Family Hubs Network

During the development of the Family Hubs bridge model, it was recognised that work to connect families to a system of support was broader than any one physical or virtual place. Work around Family Hubs includes building a network of trusted support in communities that provides access to community, statutory and wider opportunities for families to live well and thrive.

This approach draws from sociological 'Network Theory' concept, which recognises that people's personal communities and relationships act as the most important gateway to strengthen social and cultural opportunities in order to succeed. People's relationships with each other create a flow of information and access to support, and the stronger people's relationships with peers and within their communities, the greater the opportunity to succeed.

Within Stockport's Family Hubs approach, this looks like:

- The development of **physical and virtual Family Hubs**, where support teams are co-located to offer access to statutory support for families, alongside wider community offers being delivered in hubs
- The development of **Family Hubs bridges** in physical places where families access in their communities, starting in Libraries, Life Leisure, Stockport Homes. These bridges both offer the **proactive support and outreach to connect to a wider support offer by Family Hubs teams**
- Consideration about how other physical and virtual places and services might act as bridges incl. schools, nurseries, VCFSE settings etc.
- Consideration about how individual people, especially those closest to families are part of this network of support
- Co-designing ways to strengthen this network across Stockport's communities

A Family Hubs Network does this by shifting...

From this...	To this...
Purpose to prevent risk	Purpose to create joy and opportunities to thrive
Transactional offers to be delivered by services	Understanding and responding to the needs of our communities by working together by being better connected and improving relationships to improve access to support for families
Thinking one team can hold all the answers	Building trust and mutual respect across a relational network of people around and with families to create a equal partnership with Community & Statutory teams
Thinking we know what families need (<i>eligibility, assessment and referrals</i>)	Hearing what families want and enabling access for families in a timely way
Holding power and resource in the public sector from the top down <i>i.e. defining what should be in Family Hubs, delivering Family Hubs bridge training & development, deciding neighbourhood footprints that don't match families definitions</i>	Investing in the VCFSE sector and working locally to embed equal collaboration and providing the best evidence based support possible
Underserved communities not getting support or access to resource	Proactive networks built from the 'doorstep out' in a local area to ensure connection and equal access for all communities

Practice provocations

Am I **assuming** what families need?

Do I know the **assets and offers** that exist locally to families?

Where do I spend most of my **time & energy**?

Am I a champion for **community assets**?

Where are my **strongest relationships**?

Where is **money & resource** invested?

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



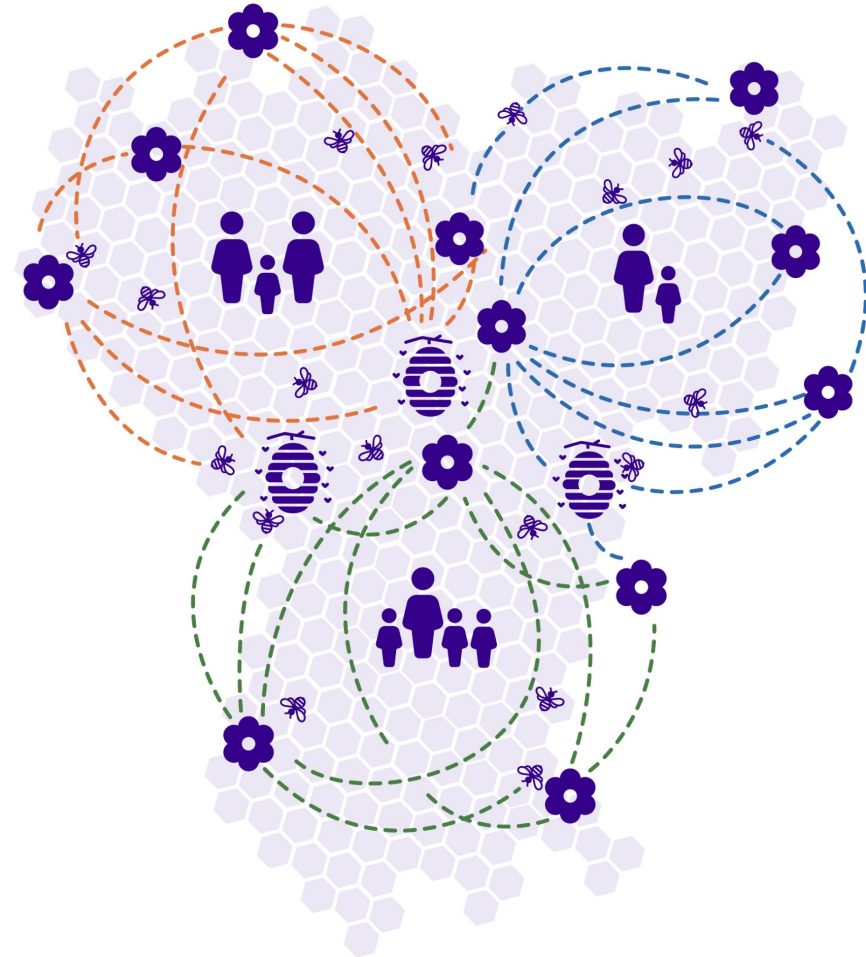
Bridge

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

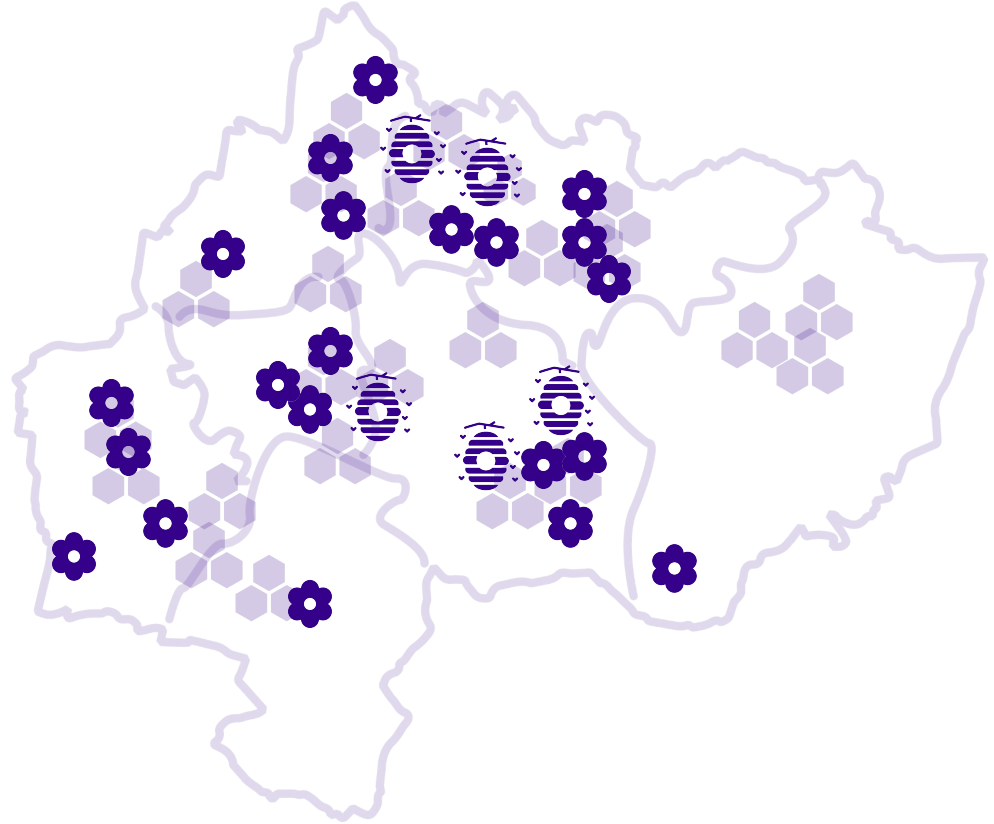


The more this network is connected around families, with a shared workforce culture, the greater the flow of information and access to support and capital to support families live thriving lives

The current network across Stockport

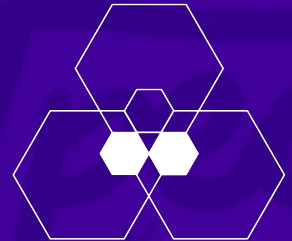
The Family Hubs network is currently growing across Stockport, with the intention to continue to:

- Co-design approaches to engage and connect bridges and the wider network around families
- Onboard new physical bridges
- Identify and build the shared workforce model of proactive engagement, making every contact count (MECC)
- Create the tools, spaces and support needed for the network to continuously collaborate, share information and feel confident in their roles
- Identify opportunities to fill gaps in access to support for families and communities



Family Hubs Bridges

- Core features
- Non-negotiables
- Maturity models
- Blueprint
- Development approaches



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

Bridge core features

Warm and
empathetic
places

Promote
activities that
support
families to
thrive

Connected to
the **local**
community and
wider service
offer

Have a
common
practice and
approach/
principles

Virtual or
anonymous
spaces

Have access to
a **modular and**
flexible training
offer

Are **proactive**
with making
every contact
count

Deliver **clearly**
defined whole
family working

Frontline
leadership
(senior
advocacy and at
all levels)

Open access

Non-negotiables

Can have:

Virtual or anonymous spaces

Open access

Important to have

Access to a **modular and flexible** training offer

Are **proactive** with making every contact count

Delivered **clearly defined** whole family working

Essential to have

Warm and empathetic places

Promote activities that **support families to thrive**

Connected to the **local community** and wider service offer

A **common practice and approach/** principles

Enabled by strong frontline leadership and advocacy at all levels

Family Hubs Bridge Blueprint

Aware

Family visiting bridge, e.g. leisure centre

First Engagement

Bridge Workers make first contact and build relationships

Sustaining Engagement

Sustained, trusted engagement

Exit/Referral

Family is being connected into the Family Hub

Looking for foodbank vouchers



"Who can I turn to for help?"

"I need food vouchers desperately, but there's also a lot else going on for me."

"I like this person, it makes me feel good to speak to them."

"Now that I have my food vouchers, I feel safer and able to tell them what else is going on for me."


"I'm happy to hear from my bridge worker and to go back to them for support."

"It's helpful to hear about what else is available in the community and know that someone can support me to choose."

"I really like the person, they took the time to get to know me and they did their best to help."

"I'm looking forward to meeting my family hub support worker & starting my course - she's called me and sounds really nice."

Offering a warm welcome and a friendly chat



"This person needs something"

"It's part of my role to notice and care about what's happening for people. I might not have all the answers, but that doesn't matter"

"I really want to create a safe space for this person, where they don't feel judged."

"I might know someone who I can connect this family to, I will follow up with them and then get back to the family."

"I will do a bit of research and reach out to the Family Hub, then invite the family back for another chat, so I can talk to them about some options and see what's best for them."

"I have connected them to a lovely support worker, who I already knew, I know they will take good care of the family."

"There is always an open door for them to come back and I will check in with them as well."



Providing modular training & support for consistent relational workforce culture - proactive in MECC

Connecting to a community of practitioners or others doing work in the community

Supporting Provider fairs & the chance for local bridges and organisations to get to know one another

Creating service experience handbooks & directories to support working

Supporting bridge workers incl. in appraisal meetings, so that teams can get support

Promoting comms & resources in bridges to support workers & families know what's available

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
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

Developing the network

Strengths

- Nearly all physical bridges and places are warm and empathetic, working proactively to make every contact count (MECC)
- Strong frontline leadership and commitment to the Family Hubs ethos within Bridges - with more people eager to be involved and connected
- Strong relational practice that exists across Stockport

Opportunities

Ideas to develop the Family Hubs network have been prioritised by Bridges and developed by the Family Hub team:

1 Create a **universal understanding** of the Family Hubs Network approach, with a workforce development offer and clear & consistent comms

Drawing on existing workforce offer being developed
Bridge-led COPs - leading roll out of workbooks, practice standards, principles, case studies etc.
Single access point for information

2. **Understand and develop the enablers** for closer more equitable community working to drive more preventative work

Review models from elsewhere
Develop frontline leadership
Shared risk
Space & resource given to teams to build local relationships & build trust

3. Engage Community Cafes

Hook into existing drop in & pop ups to build relationships, share the offer and spot emerging opportunities for help

4. **Retain & strengthen the clarity and purpose of Family Hubs** alongside the development of **Live Well**

Share learning
Hold & continue to develop C&F best practice

5. Continue to **measure impact** of the network

Family Hubs Outcomes framework further iteration