



Creating opportunities for multiagency collaboration through the Family Hubs approach

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Welcome!



We want people to participate but please use the 'raise hand' facility to ask questions and contribute when others are talking.

Please be considerate to others - together we want to create a safe, open and reflective space to learn.

You can turn on live captions on by clicking on the 3 dots at the top of your screen if you need this.

The link to the feedback form will be put in the chat.

Please do take the time to complete it after the session.

Thank you!



What do we mean by multiagency collaboration?

Multiagency collaboration refers to the coordinated effort of professionals from different sectors, such as health, education, social services, and law enforcement, working together to address complex issues. This approach offers a holistic view and integrated support which is crucial when working with families who, at times, have multiple areas of need.

This collaborative approach helps in addressing the multifaceted needs of individuals and communities more effectively than any single agency could achieve alone.



What are the enablers of Multiagency collaboration



Multiagency collaboration can be highly effective when certain enablers are in place. Here are some key factors that facilitate successful collaboration across different agencies:

- 1. Clear Shared Goals and Objectives**
- 2. Effective Communication**
- 3. Strong Leadership and Governance**
- 4. Trust and Mutual Respect**
- 5. Supportive Organisational Culture**
- 6. Training and Development**
- 7. Integrated Information Systems**



Partnership with Families: Peer Support



Homestart – Start for Life peer support service

[Click here](#) to watch the video on
Homestart Norfolk

- ✓ Passionate about positive contribution to health and wellbeing
- ✓ Sharing experiences in a mutual and supportive way
- ✓ Learn and support each other



What are the principles behind Family Hubs?



- Three key delivery principles which are summarised below:
 - **Access**
 - There is a clear, **simple way for families with children of all ages to access help and support** through a Family Hub site and a Family Hub approach.
 - **Connection**
 - Services work together for families, with a **universal ‘front door’, shared outcomes and effective governance.**
 - Professionals work together through **co-location, data-sharing and a common approach** to their work.
 - Families only have to **tell their story once**, the service is more efficient, and families get more effective support.
 - **Statutory services and VCSE partners work together** to get families the help they need.
 - **Relationships**
 - The Family Hub **prioritises strengthening relationships and builds on family strengths.**
 - **Relationships are at the heart of everything** that is delivered in Family Hubs



What is our family hubs approach and Start for Life offer?



Our family hubs approach builds on existing prevention and early help activity, supporting parents and carers of children and young people from conception until they are 19-years-old. We can support families with young people who have special educational needs and/or disabilities, until they are 25-years-old.

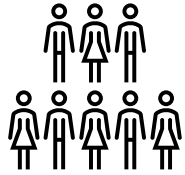
Our vision for our family hubs approach and Start for Life offer supports a shared ambition that Norfolk is a place where all children and young people can flourish.

- Having joined up, enhanced services, connected in ways that make sense for children and families, ensuring families have access to a range of support
- Improving access to support for families from lower socio-economic groups, families of children with SEND, or those from minority groups. Ensuring services are accessible to all families
- Having a skilled and integrated multi-agency family hub workforce
- Creating strong networks surrounding children and families. This is supported by providing opportunities for parents and carers to act as parent champions offering peer support.

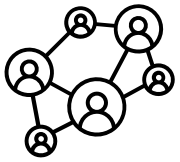


How services and workforce come together through the approach

To effectively deliver the approach there is a reliance on partnerships that implement the core principles of access, connection & relationships through the following approaches:



Core Start for Life & Family Hub workforce: (Early Childhood and Family Services, Healthy Child Service & Community & Partnerships) co-work to deliver core family hub services. They work with the range of wider services to ensure families can access the whole family hub and Start for Life offer.



Family Hub Network: Wider system workforce contributing to our Start for Life and family hubs offer through their prevention and early help delivery. Provision of the non-funded services that are expected to be part of the overall wider offer (minimum expectations) under the family hub ‘umbrella’.



Family & Community: Local and outreach access for families to seek support that is available universally. Connection between the community and family hub and Start for Life offer is facilitated through local relationships and outreach delivery.

Practitioners' perspectives: The impact of operational partnerships

“The integration of the NHSTT service into the family hubs through developing ‘named hub clinicians’ has seen an increase in engagement from colleagues...This has led to a 30% increase in referrals to our pathway overall (and a 60% increase for fathers in the perinatal period)”

Clinician, NHS Talking Therapies

“Together, the Healthy Child Programme and the family hub approach offer a worthwhile and rewarding partnership that unifies resources and offers children in families all-encompassing support. By working together, we can better meet the needs of a varied community and provide environments where children can flourish. Our impact on the community is strengthened by the partners' sense of unity and shared aims.”

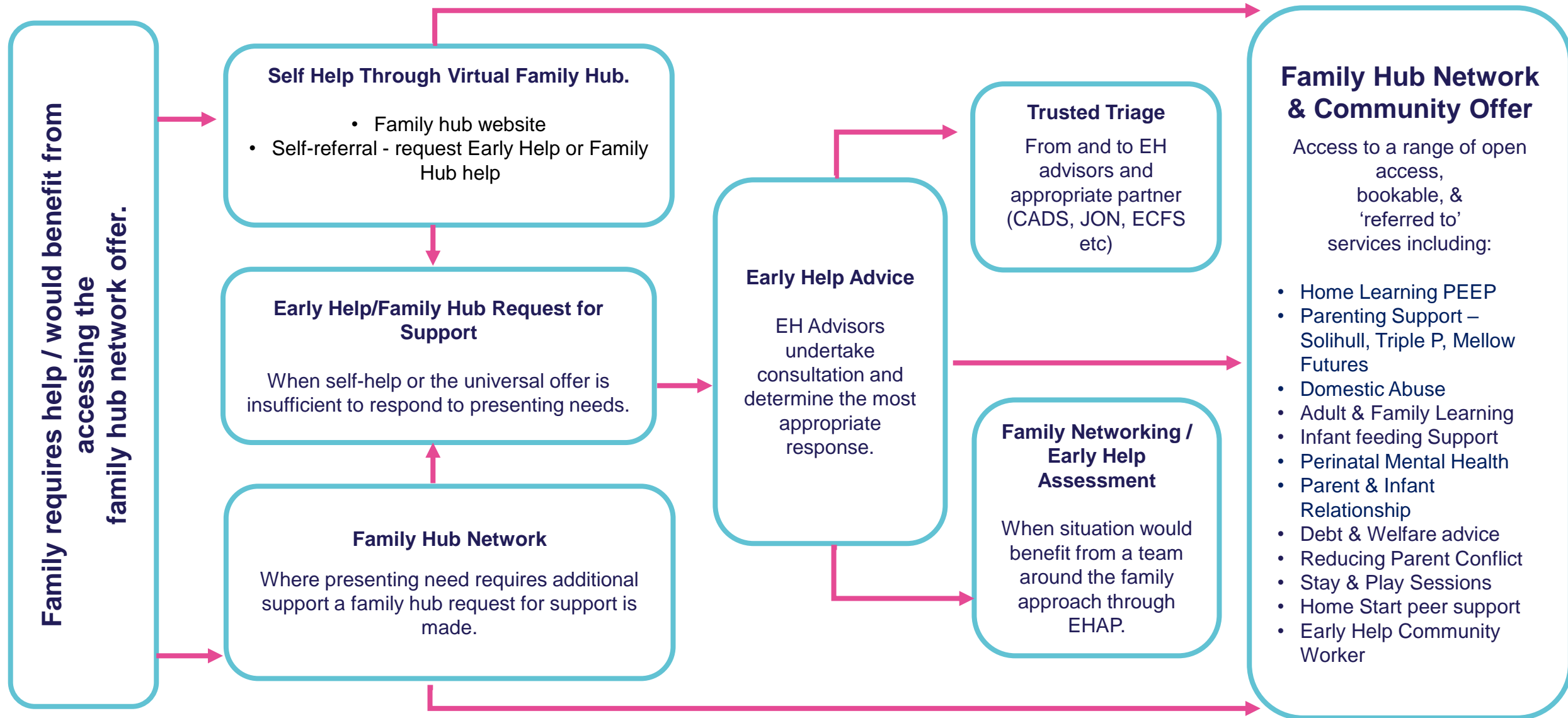
Service Lead – Healthy Child Programme

[Click here](#) to watch the video on Norfolk practitioners' perspective of the Family Hub Approach

“I can personally say that the one door to all services approach makes my job as a midwife so much easier as I don't have to worry about if I'm referring for the wrong thing to the wrong person etc. The hubs offer women so much and are so person-centred adapting to the needs of our women amazingly.”

Safeguarding & Perinatal Mental Health Assistant Midwife

family hub coordinated pathway



Early help assessments and plans

- Working as a wider system to effectively meet need
- No wrong front door with local interface connections
- One plan model owned by the family
- Wider natural network mobilised
- Accessing specialists via case discussion
- Supporting Families outcome framework enables whole family thinking



Family Feedback: The impact of our partnerships



“It’s important you all talk and work together because everyone is different in what they need and not everything will suit everybody or be of any help. You all seem to know what each other are doing and your role for my family. Everything comes together in one big picture”

“Working all together like this should not be underestimated in terms of the support it provides. Having people to talk to but not having to repeat what’s going on in mine and my family’s life over and over again. This has been so much better than when I’ve needed help before”

“I feel like every one of us here could be on the borderline of needing extra help and all of the services coming together can help make a difference and helps prevent us from tipping over the edge.”

[Click here](#) to watch the video on Norfolk parents’ feedback

Questions?



Please let us know what you think



<https://forms.office.com/e/PqVNki3HUA>

