

## EQIA Submission Draft Working Template

If required, this template is for use prior to completing your EQIA Submission in the EQIA App.

You can use it to understand what information is needed beforehand to complete an EQIA submission online, and also as a way to collaborate with others who may be involved with the EQIA.

Note: You can upload this into the App when complete if it contains more detailed information than the App asks for and you wish to retain this detail.

### Section A

<b>1. Name of Activity (EQIA Title):</b>	Developing Kent's Family Hubs
<b>2. Directorate</b>	Children, Young People and Education
<b>3. Responsible Service/Division</b>	Integrated Children's Services

### Accountability and Responsibility

<b>4. Officer completing EQIA</b> Note: This should be the name of the officer who will be submitting the EQIA onto the App.	Hema Birdi Assistant Director – Adolescents and Open Access, Eastern Division
<b>5. Head of Service</b> Note: This should be the Head of Service who will be approving your submitted EQIA.	Hema Birdi Assistant Director – Adolescents and Open Access, Eastern Division Hema Birdi
<b>6. Director of Service</b> Note: This should be the name of your responsible director.	Stuart Collins Director of Integrated Children's Services, North and West Kent and Strategic Lead for Early Help and Preventative Services

### The type of Activity you are undertaking

7. What type of activity are you undertaking?	
Tick if Yes	Activity Type
YES	<b>Service Change</b> – operational changes in the way we deliver the service to people.
No	<b>Service Redesign</b> – restructure, new operating model or changes to ways of working
YES	<b>Project/Programme</b> – includes limited delivery of change activity, including partnership projects, external funding projects and capital projects.
No	<b>Commissioning/Procurement</b> – means commissioning activity which requires commercial judgement.
YES	<b>Strategy /Policy</b> – includes review, refresh or creating a new document
	<b>Other</b> – Please add details of any other activity type here.

**8. Aims and Objectives and Equality Recommendations** – Note: You will be asked to give a brief description of the aims and objectives of your activity in this section of the App, along with the Equality recommendations. You may use this section to also add any context you feel may be required.

Since the inception of EHPS in 2015, Kent County Council (KCC) has been able to maintain a comprehensive Open Access offer, including both universal and targeted provision, delivered through internal staff and settings and commissioned services across 0-19 years.

Open Access services work closely with partners including public health services such as Health Visiting services through co-location. There are also currently two Commissioned Children's Centre in Kent (Millmead and Seashells) and 12 district-based commissioned youth service contracts.

In his budget announcement in October 2021, the then Chancellor, Rishi Sunak, outlined his plans for the roll out of a national Family Hubs programme launching the programme in November 2021. The programme is led by the

Department for Education (DfE) in collaboration with the Department of Health and Social Care (DHSc) to ensure there is policy integration at national level to develop an enhanced multiagency partnership. The framework was developed following the Early Years Healthy Development Review published in 2021 (The Best Start for Life, A Vision for the 1001 Critical Days). The in-depth research and engagement was conducted by a review team including parents, carers, sector professionals, volunteers and academics.

KCC is committed to the implementation of Family Hubs in Kent as part of its ambition to deliver the best outcomes for all, children, young people, and their families, delivering services identified through the Family Hub guidance.

The DfE launched the national Family Hub Programme Framework in August 2022 alongside an application for 75 Local Authorities to apply for transformation funding to create multiagency community-based provision. Kent was identified as one of the eligible Local Authorities for funding aligned to the Family Hub and Best Start for Life strategy.

The Family Hub framework incorporates a core offer of Start for Life multiagency services for families and wider expectations of service delivery. This would require a transformation of existing services within the current operating model to ensure a clear multiagency partnership ranging from:

- Co-location of Midwifery and Health Visiting and Local Authority services
- Joint parenting support services with a increased access to information and guidance from the antenatal stage including support for families with babies and children requiring additional support needs
- Youth services
- Family Support services including Domestic Abuse, support for separated parents
- Mental Health services

Family Hubs are intended to deliver family support services from pregnancy, through the child's early years and later childhood, adolescence and into early adulthood until they reach the age of 19 (or up to 25 for young people with special educational needs and disabilities).

A Family Hub is a system-wide, multi-agency model, providing high-quality, whole-family, joined up family support services and is centred around 3 key principles:

- **Access:** There is a clear, simple way for families to access help and support through a digital and virtual offer, outreach activity and, in some specific locations, accessing a physical family hub building.
- **Connectivity:** There are multi-agency services working together to provide a universal and targeted offer for families, 0-19 (up to 25 for SEND). There are professionals working together, through co-location, data sharing and a common approach (joint governance) to their work. The model is supported by the need for families to only have to tell their story once, with services being more efficient, and families receiving more effective support. This also involves statutory services, the community, charities, and faith sector partners working 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.

Through our engagement with staff and service users our learning from the pandemic has shown us the strengths and areas for development for our services. Some services are best delivered in the community, while other services require fixed buildings. Digital services are valued and have been embraced but access to digital infrastructure is inconsistent across Kent and there is a need to retain face to face interactions. As such services must work in partnership and remain flexible to community needs.

The Family Hub Framework has service users at the heart of the design of services. The requirement is to ensure there is Parent Carer feedback which shapes new service design to ensure babies, children, young people and families are at the heart of service design. This expectation involves parents and carers being part of the co-design and evaluation of services. The Transformation activity will be reliant on the feedback from parents and carers to help shape the services with all detailed proposals being subject to further engagement and formal decision-making (which will be informed by a separate updated EqIA).

The Council's Strategic Reset Programme has set new Council wide ambitions and aims for how the Council will operate in the future. Aligned to the Strategic Reset Programme and the Interim Strategic Plan, the Family Hub Model aims to achieve:

- A more targeted open access offer
- An enhanced digital offer across universal provision
- More productive and efficient ways of working using technology and digital solutions
- A greater quality of experience for service users, residents, and staff, informed by a more in depth understanding of what communities need and managing the demand facing the council
- The best use of our data, assets, and trading companies. Value for money
- A potential reduction in overall assets within Kent County Council

The analysis from the available evidence suggests that the development and implementation of Family Hubs in Kent may have impacts for all protected characteristic groups due to the mixed client base:

- Age
- Disability
- Sex
- Race
- Religion and Beliefs
- Pregnancy and Maternity
- Carer Responsibilities

At this stage of the process, with detailed delivery plans and proposals still pending, it not possible to undertake a full assessment but in view of the positive approach and expected service improvements that could be delivered through the adoption and potential implementation of a Family Hub Model, the impacts are expected to be positive.

Certain individual service arrangements within the model may at the proposal stage involve changes that could potentially have negative impacts (in theory) but these will be fully scoped and considered at the proposal development stage.

A key part of ensuring a wider range of parent carer involvement in co-design should include family feedback from a diverse range of families. The Family Hub framework includes the development of a stronger digital and outreach presence. This should be designed with feedback from service users.

The proposed Family Hubs Model is a community-based model where:

1. A fundamental principle of the model is to ensure that all children, young people, and families are able to access these services, through a range of mechanisms and spaces.
2. It is therefore key to the success of this principle that the model does not discriminate against any group or individual and provides an inclusive offer and environment for service users to access the support they need.
  - Family Hubs provide a multi-agency model working across a range of services and needs
  - With a focus on whole family working across 0-19 (and up to 25 for SEND).
  - With evidence-based targeting of services to provide additional support to vulnerable families.
  - Delivered in places and spaces which best supports the communities they serve.
  - Is relevant across all protected groups.
  - In addition, we will consider health and safety and communication implications for service users, partners, and staff.

Subject to the Strategic decision to adopt Family Hubs and progress with transformation scoping and proposal development, we want to design Kent's Family Hub model so that it achieves the positive impacts outlined in the aims and objectives of the project above, which have been set out in Central Government's framework for the Family Hubs Model: to improve access to and visibility of services, advice and guidance; connect children, families and young people with a network of services and support mechanisms; and embed ways of working, which build on the strengths

of families, children and young people in support them to achieve the best start in life and positive futures.

## Section B – Evidence

*Note: For questions 9, 10 & 11 at least one of these must be a 'Yes'. You can continue working on the EQIA in the App, but you will not be able to submit it for approval without this information.*

<p><b>9. Do you have data related to the protected groups of the people impacted by this activity?</b> <i>Answer: Yes/No</i></p>	<p>No</p>
<p><b>10. Is it possible to get the data in a timely and cost effective way?</b> <i>Answer: Yes/No</i></p>	<p>No</p>
<p><b>11. Is there national evidence/data that you can use?</b> <i>Answer: Yes/No</i></p>	<p>YES  <a href="#">Planning Early Childhood Services in 2020: Learning from Practice and Research in Children’s Centres and Family Hubs</a>   <a href="#">Family Hubs Network Limited – Written Evidence (PSC0052)</a>   <a href="#">Family Hubs Network Knowledge Base</a>   <a href="#">The Best Start for Life: Early Years Healthy Development Review Report</a>   <a href="#">Westminster Family Hubs (Local Gov Article)</a></p>
<p><b>12. Have you consulted with Stakeholders?</b> <i>Answer: Yes/No</i> <i>Stakeholders are those who have a stake or interest in your project which could be residents, service users, staff, members, statutory and other organisations, VCSE partners etc.</i></p>	<p>With Midwifery and health visiting partners</p>
<p><b>13. Who have you involved, consulted and engaged with?</b> <i>Please give details in the box provided. This may be details of those you have already involved, consulted and engaged with or who you intend to do so with in the future. If the answer to question 12 is 'No', please explain why.</i></p>	
<p>Informal engagement will be taking place with staff, service users and partners to explore the themes and aims of a Family Hub Model in Kent. Following this proposal we will have engagement with service users. This engagement will inform the proposals put into consultation.</p> <p>Staff engagement has included information sessions, with a guest speaker from the Anna Freud Centre, who have been appointed by the DfE to support the implementation of Family Hubs across England. Further Area-Based engagement sessions have taken place with Open Access staff and a Lets Talk Kent platform has been set-up to take feedback directly from Open Access staff.</p> <p>A full 10-week consultation will be conducted to provide an opportunity for detailed feedback to be provided on the proposed Family Hub Model in Kent. During this consultation period, there will be opportunities to actively engage with a number of partner and stakeholder groups, to ensure that extensive feedback is received, to further shape the proposals.</p>	
<p><b>14. Has there been a previous equality analysis (EQIA) in the last 3 years?</b> <i>Answer: Yes/No</i></p>	<p>No</p>

<b>15. Do you have evidence/data that can help you understand the potential impact of your activity?</b> <i>Answer: Yes/No</i>		Yes	
<b>Uploading Evidence/Data/related information into the App</b> <i>Note: At this point, you will be asked to upload the evidence/ data and related information that you feel should sit alongside the EQIA that can help understand the potential impact of your activity. Please ensure that you have this information to upload as the Equality analysis cannot be sent for approval without this.</i>			
<b>Section C – Impact</b>			
<b>16. Who may be impacted by the activity? Select all that apply.</b>			
Service users/clients <i>Answer: Yes/No</i>	Yes	Residents/Communities/Citizens <i>Answer: Yes/No</i>	Yes
Staff/Volunteers <i>Answer: Yes/No</i>	No		
<b>17. Are there any positive impacts for all or any of the protected groups as a result of the activity that you are doing?</b> <i>Answer: Yes/No</i>			Yes
<b>18. Please give details of Positive Impacts</b>			
<p>The principles and framework for the Family Hubs model, as set out by central government, are built based on improving user experience by:</p> <p>1. increasing access to a wider range of services in one place or under one shared umbrella; 2. improving the interface and join-up between services; and 3. having services working within practice that builds on strengths and puts families at the centre of services.</p> <p>We want Kent’s Family Hub Model to provide visible services with:</p> <ul style="list-style-type: none"> <li>• Better navigation of services, information, advice, and guidance – through an improved, easy to use digital presence.</li> <li>• Skilled practitioners offering high quality support to children, young people, and families.</li> <li>• Improved partnership working and co-location opportunities.</li> <li>• Better visibility of services within the community through increased outreach delivery in places/spaces where young people, children and families are and not solely from within our buildings.</li> <li>• Access to a wider range of support services.</li> <li>• Improved opportunities to shape services and their delivery, through an enhanced focus on coproduction and volunteering as part of a cycle of continuous improvement.</li> <li>• Enhanced levels of ‘targeted support’ for our most vulnerable families, including those open to Children’s Social Work Services and Intensive Early Help Units.</li> </ul> <p>The positive impacts that we anticipate:</p> <p><b>Service Users/Clients</b></p> <ul style="list-style-type: none"> <li>• Introduction of the Family Hub Model will enable service users/clients to access services at Family Hubs in their local community.</li> <li>• The Family Hubs Model could benefit service users/clients who would not traditionally access KCC Open Access sites for a variety of reasons, including travel, e.g., if living in rural location where transport is limited to attend venues but would be more inclined to access provision if it were offered in the form of outreach at a community point nearer to their home.</li> <li>• Further development of digital and virtual services could provide greater choice and flexibility for children and young people and parents/carers allowing access to information and services at times and in ways that are</li> </ul>			

convenient to service users.

- Streamlining of information and links to services across full age range 0-19(25) yrs to ensure services are easy to navigate.

### Staff and Volunteers

- Staff will be key to delivering services in the Family Hub Model and work across all districts. The changes mean that some staff will become more community outreach based and will need to be supported through this transition.
- Through the development of the Family Hub model, we want to improve our work with the voluntary sector and develop our reach into communities to increase the role of volunteers in service delivery. We recognise the importance of community wisdom and want to develop opportunities for service users becoming befrienders/ambassadors; devising and running self-help groups with support provided from Family Hubs to achieve this.
- To develop senior youth participants in becoming volunteers within the group; identifying a wider pool of professional volunteers who could bring a range of life experience and skills to mentor and benefit disaffected young people.

### Residents/Communities/Citizens

- The Family Hub Model is community based and outward, public facing which will build community cohesion and empowerment for vibrant communities where citizens thrive.
- We value service users with lived experiences and want to develop coproduction practices to help shape the design of services.
- Family Hubs will develop the excellent work of the Local Children’s Partnership Group by strengthening the partnership for greater ownership across all agencies including the third sector and local groups to enhance the offer.
- Working with the LCPG to support innovation and local initiatives to meet both individual and local need through Early Help Grants.
- Youth council and youth participation activities
- Partnership service user groups such as Maternity Voices
- The Family Hubs Model will work to support residents to access services at earliest opportunity, reducing the need for intensive support and/or statutory intervention in the future.
- Working with residents to improve the use of outside space to help reduce anti-social behaviour and improve mental health and wellbeing of residents and communities.

## Negative Impacts and Mitigating Actions

The questions in this section help to think through positive and negative impacts for people affected by your activity. Please use the Evidence you have referred to in Section B and explain the data as part of your answer.

### 19. Negative Impacts and Mitigating actions for Age

a) Are there negative impacts for age? Answer: Yes/No (If yes, please also complete sections b, c, and d).	Yes
b) Details of Negative Impacts for Age	The Family Hub model is a 0-19 model some age groups with a focus on early years and adolescence some age groups may receive less focus
c) Mitigating Actions for age	A focus for services across all age groups
d) Responsible Officer for Mitigating Actions - Age	Stuart Collins

### 20. Negative Impacts and Mitigating actions for Disability

a) Are there negative impacts for Disability? Answer: Yes/No (If yes, please also complete	No
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<i>sections b, c, and d).</i>	
<b>b) Details of Negative Impacts for Disability</b>	n/a
<b>c) Mitigating Actions for Disability</b>	n/a
<b>d) Responsible Officer for Mitigating Actions - Disability</b>	
<b>21. Negative Impacts and Mitigating actions for Sex</b>	
<b>a) Are there negative impacts for Sex? Answer: Yes/No (If yes, please also complete sections b, c, and d).</b>	n/a
<b>b) Details of Negative Impacts for Sex</b>	n/a
<b>c) Mitigating Actions for Sex</b>	n/a
<b>d) Responsible Officer for Mitigating Actions - Sex</b>	
<b>22. Negative Impacts and Mitigating actions for Gender identity/transgender</b>	
<b>a) Are there negative impacts for Gender identity/transgender? Answer: Yes/No (If yes, please also complete sections b, c, and d).</b>	n/a
<b>b) Details of Negative Impacts for Gender identity/transgender</b>	n/a
<b>c) Mitigating actions for Gender identity/transgender</b>	n/a
<b>d) Responsible Officer for Mitigating Actions - Gender identity/transgender</b>	n/a
<b>23. Negative Impacts and Mitigating actions for Race</b>	
<b>a) Are there negative impacts for Race? Answer: Yes/No (If yes, please also complete sections b, c, and d).</b>	n/a
<b>b) Details of Negative Impacts for Race</b>	n/a
<b>c) Mitigating Actions for Race</b>	n/a
<b>d) Responsible Officer for Mitigating Actions - Race</b>	
<b>24. Negative Impacts and Mitigating actions for Religion and belief</b>	
<b>a) Are there negative impacts for Religion and Belief? Answer: Yes/No (If yes, please also complete sections b, c, and d).</b>	n/a
<b>b) Details of Negative Impacts for Religion and belief</b>	n/a
<b>c) Mitigating Actions for Religion and belief</b>	n/a
<b>d) Responsible Officer for Mitigating Actions - Religion and belief</b>	
<b>25. Negative Impacts and Mitigating actions for Sexual Orientation</b>	
<b>a) Are there negative impacts for sexual orientation. Answer: Yes/No (If yes, please also complete sections b, c, and d).</b>	n/a
<b>b) Details of Negative Impacts for Sexual Orientation</b>	n/a
<b>c) Mitigating Actions for Sexual Orientation</b>	n/a
<b>d) Responsible Officer for Mitigating Actions - Sexual Orientation</b>	n/a
<b>26. Negative Impacts and Mitigating actions for Pregnancy and Maternity</b>	

a) Are there negative impacts for Pregnancy and Maternity? Answer: Yes/No (If yes, please also complete sections b, c, and d).	No
b) Details of Negative Impacts for Pregnancy and Maternity	n/a
c) Mitigating Actions for Pregnancy and Maternity	n/a
d) Responsible Officer for Mitigating Actions - Pregnancy and Maternity	
<b>27. Negative Impacts and Mitigating actions for marriage and civil partnerships</b>	
a) Are there negative impacts for Marriage and Civil Partnerships? Answer: Yes/No (If yes, please also complete sections b, c, and d).	No
b) Details of Negative Impacts for Marriage and Civil Partnerships	n/a
c) Mitigating Actions for Marriage and Civil Partnerships	n/a
d) Responsible Officer for Mitigating Actions - Marriage and Civil Partnerships	n/a
<b>28. Negative Impacts and Mitigating actions for Carer's responsibilities</b>	
a) Are there negative impacts for Carer's responsibilities? Answer: Yes/No (If yes, please also complete sections b, c, and d).	No
b) Details of Negative Impacts for Carer's Responsibilities	n/a
c) Mitigating Actions for Carer's responsibilities	n/a
d) Responsible Officer for Mitigating Actions - Carer's Responsibilities	