

Appendix C – Family Hubs:

Family Hubs - Annex F Service expectations

Minimum expectations:

Service available face to face at a family hub:

- Staff in the family hub know what services are provided where locally, and can connect families to services, information and support relevant to a family's specific needs. This will include supporting families to access evidence-based health improvement advice and interventions, and information and advice for parents on children and young people's health and development, including local community resources (both in person and online) and social prescribing opportunities to increase social participation and health/wellbeing outcomes
- Staff in the family hub can connect families to additional or targeted support where needed (as identified by area needs assessments)
- Staff in the family hub promote emotional wellbeing in conjunction with primary/secondary care and school-based support
- There are drop-in opportunities in the family hub provided by professionals and local providers of different services available Service available through the family hub but received elsewhere in the network:
- Staff in the family hub are able to connect families to appropriate support within the network, including to primary and secondary care, wider community health care and specialist services where appropriate and available Virtual services available through the family hub, including static online information and/or interactive virtual services:
- Online family hub presence offers universal materials and information about how to book onto services

Go further

Service available face to face at a family hub:

- There are services and support available located on site in the family hub, provided by trained professionals

Service available through the family hub but received elsewhere in the network:

Not Applicable

Virtual services available through the family hub, including static online information and/or interactive virtual services:

- Online virtual programme on offer, accessible via the family hub

https://assets.publishing.service.gov.uk/media/62f0e6f58fa8f5033718e2a7/Annex_F_-_family_hub_service_expectations.pdf (see Page 18 - Local authority 0-19 public health services, based on local needs assessments - Minimum and go further expectations