

Nottinghamshire Family Hub Network



Helping families get the right support at the right time

Newsletter

Edition 2

September 2024

Family Hub Networks are coming to Nottinghamshire

In March 2024, Nottinghamshire County Council Cabinet agreed to roll out Family Hub Networks across Nottinghamshire. These Hubs will bring organisations together such as council teams, the NHS and community partners to provide joined up services for families as early as possible.

We will be changing Children's Centre buildings into Family Hubs, offering services for families from pregnancy through to a young person's 18th birthday by April 2025.

Our first networks have just been launched in Retford, Newark and Sutton in Ashfield. Family Hub Networks will be launched in Netherfield and Mansfield South & East in September 2024.



This newsletter is for local parents, carers and those who work with families in Nottinghamshire and aims to keep people updated with plans and developments. This newsletter also provides us an opportunity to get your views and ideas for how you think Family Hub Networks can be delivered with lots of local organisations working together to identify and meet the needs of families.



Cllr Sinead Anderson and Cllr Tracey Taylor at the Family Hub launch at Sutton Library.

Cllr Tracey Taylor
Portfolio Holder for Children
and Families at the Retford
Family Hub launch.



Cllr Tracey Taylor
Portfolio Holder for
Children and Families at the
Newark Family Hub launch



Changes to the Nottinghamshire Children's Centre Service

During this year, you'll see changes to the Children's Centre Service as we increase our age range, working with families with older children, not just under 5's. We'll be working with other teams and organisations and extending some of our current services.

You'll still be able to get the same support from the Children's Centre Service as we change to Family Hubs because we are still prioritising our work with families from pregnancy to 4 years.

All our team members will stay the same, but you may see more people working with us, as we start to increase our age range. Our publicity and signs at the buildings will change too.

For information about our services and how to find us
www.nottinghamshire.gov.uk/childrenscentreservice



Co-production feedback from mini surveys

We carried out some short surveys at the start of the year and we now have the results! These findings provide useful insights into the needs and preferences of families in Nottinghamshire, helping inform the ongoing development and improvement of Family Hubs.

“The proposed Family Hubs will be a great way for families to find out details of what is available in the community for them - making them warm, welcoming and accessible is key.”

- Quote from a Family Hub network partner.

Partners survey highlights

Across Nottinghamshire, partners who live and work in the county value strong community engagement, accessible green spaces, and supportive services like Children’s Centre services and the Healthy Family Team. However, they suggest improvements in school links, mental health support, communication between services, and more rural and leisure services. Enhanced support for SEND and better coordination among services are also suggested to improve family and community wellbeing.



Parents and carers survey highlights

Positive feedback across the county highlighted children’s centre services, green spaces, safe and accessible local services, friendly communities and libraries. These elements were consistently praised for enhancing the quality of life and fostering a supportive community environment. Parents and carers also told us that they prefer social media to find out about local events, closely followed by word of mouth.

Suggested improvements included offering more groups for young children, safer, cleaner environments in some areas, better access to health services including mental health support, addressing antisocial behaviour and increasing special educational needs and disabilities (SEND) provision.

Young people's survey highlights



In the young people's survey, 205 respondents shared their valuable insights. Most responses were from Broxtowe; unfortunately we didn't receive any responses from young people in Mansfield so we'll be doing some more work in the district.

Here's a summary of the positive feedback and suggestions for improvement:

Ashfield:

Facilities (23%) and people (17%) were highly appreciated. Suggested improvements include more bus stops, better parks, free Wi-Fi and enhanced services.

Bassetlaw:

Shops and schools were well-liked. A closer youth club was suggested.

Broxtowe:

Parks (25%) and shops (23%) were favourites. Improvements suggested were better sports facilities and cleaner surroundings.

Gedling: Young people told us the people (34%) and the shops (19%) were the things they liked about living in Gedling. Suggestions included better parks, improved education and anti-vaping measures.

Newark and Sherwood:

Parks (29%) and schools (16%) were appreciated. More activities and a cleaner environment were suggested.

Rushcliffe:

Young people told us they liked the people (22%) and youth clubs (20%) in Rushcliffe. Suggested improvements included better sports facilities, education, pavements and parks.

Overall, the feedback highlights the positive aspects of each area and provides constructive suggestions for making them even better!



Branding update

Our new Family Hub Network branding has now been finalised. Thanks to those of you who told us your preferences and shared your ideas. We are now starting to update our publicity, webpages, and social media. We hope that these images will eventually become a well-recognised trusted brand for services that families associate positively with.



Embracing local partnerships

Family Hub Networks will be successful if we have the right services working together for the benefit of families.

We are always looking for potential delivery partners especially across the local voluntary and community sector. We also want to team up with organisations which help to improve emotional health and wellbeing, and services who support children with additional needs; parents and carers tell us these are their top two priorities.

If you want to find out more, please get in touch with Una Daniel - Family Hub Development Manager
una.daniel@nottsc.gov.uk





How can I get help from the Family Hub Network?

Not all Children's Centre teams have changed to Family Hub teams yet so they will continue to work primarily with families with children under 5. The Family Hub Networks launched in July and September this year will support families from 0-19. There are already services who can support families who have children and young people of school age across Nottinghamshire, please contact us for help.

Each network will include at least one main physical building and other access points across districts. Some of these might be in schools or libraries as well as online. There are a wide range of ways to get in touch with us.

Families:

Call: 0300 500 8080

Children's Centre/Family Hub teams

(Walk in, call, email or complete [online form](#). More information at [Find your nearest children's centre service/family hub team | Nottinghamshire County Council](#)

Early Help Unit

[Nottshelpyourself | The Early Help Unit](#)

Professionals:

Professional service requests – a new process is being developed and will be tested in Bassetlaw, and Newark and Sherwood from September. Professionals should use one of the current processes for now.

Professionals can sign up for regular updates about by contacting

Childrens.FrontDoorProject@nottsc.gov.uk

- Early Help assessment form [Revised Early Help and Assessment Form \(EHAF\) | Nottinghamshire County Council](#)
- Children's Centre Service/Family Hub referral process from pregnancy to 4 years
[Make a referral | Nottinghamshire County Council](#) or contact your nearest team by phone or email.
- If you work in Bassetlaw or Newark and Sherwood you can also seek advice before making a referral from the Early Help advisor
 - **Bassetlaw**
EHA.Bassetlaw@nottsc.gov.uk
 - **Newark and Sherwood EHA**
NewarkandSherwood@nottsc.gov.uk



Get Involved

There are lots of opportunities to get involved:

If you live or work in Nottinghamshire, contact your local team to get involved, contact your local team to get involved in local activities and events.

Ashfield

FHAshfield@nottsc.gov.uk

Bassetlaw

FHBassetlaw@nottsc.gov.uk

Broxtowe

FHBroxtowe@nottsc.gov.uk

Gedling

FHGedling@nottsc.gov.uk

Mansfield

FHMansfield@nottsc.gov.uk

Newark and Sherwood

fhnewarksherwood@nottsc.gov.uk

Rushcliffe

FHRushcliffe@nottsc.gov.uk

We include more opportunities on our [Get Involved](#) webpage. This page also includes findings from previous co-production activity.

Volunteering opportunities are also available with Family Hub/Children's Centre teams. Why not have a look at our webpage to find out more [Volunteering in Children's Centres and Family Hubs | Nottinghamshire County Council](#)

Keeping up to date with Family Hub Network news

Do you want to be added to our mailing list to get future copies of the newsletter?

Please sign up to the 'Notts Children's Centre Service Newsletter' (the name is due to change to 'Family Hubs'). If you already receive the Children's Centre Service Newsletter, you will automatically receive future Family Hub Network Newsletters. You will be able to opt out at anytime. [Sign up to our e-bulletins | Nottinghamshire County Council](#)

You can also follow the [Families Information Service](#) on social media to keep up to date on our developments.

- **Facebook**
[Nottinghamshire Families Information Service](#) or search 'Nottinghamshire Families Information Service'.
- **Instagram**
[Nottinghamshire Families Information Service](#) (@nottsfis)

