

The logo for Kent Family Hub, featuring the text "Kent Family Hub" in white, bold, sans-serif font, centered within a circular gradient background that transitions from dark blue to purple.

Kent
Family
Hub



Kent Family Hub Core Offer





0-19 (25 SEND) Core Offer for Family Hubs

The Kent Family Hub offer is to support children, young people and their families and consists of the core services below;

1. Infant feeding
2. Parenting support
3. Home learning environment
4. Perinatal mental health
5. Education for parents on child development
6. Activities for children aged 0-5
7. Activities for older children and young people
8. Information, advice, guidance about support services for children and young people with special educational needs and disabilities (SEND)
9. Information and signposting to mental health services (children and adults)
10. Support for parents/carers of adolescents (teenagers)
11. Online safety for children and young people

Including additional areas of specialist advice and support:

12. Support for young people with substance misuse (alcohol/drugs)
13. Domestic abuse support
14. Debt and welfare advice
15. Signposting to information to support separating and separated parents

This offer has been developed and agreed by Family Hub District Managers, Digital Manager and Partnership and Participation Manager and is an internal document only. The offer described relates to the core delivery of 0-19 (25 SEND) services by KCC Family Hub staff and volunteers, including joint delivery with partners.



Infant Feeding

Baby
Friendly
Initiative
(BFI)

Breast
Pump Loan
Scheme

Midwifery
Services

Health
Visitor
Services

Digital Offer

Embedded
Practice

Baby Friendly Initiative (BFI)

The UNICEF Baby Friendly Initiative (BFI) accreditation supports breastfeeding, responsive infant feeding and nurtures parent-infant relationships. Family Hubs work with health partners to provide up-to-date guidance ensuring families consistently receive high-quality information and care, helping improve outcomes for babies and young children across Kent.

Breast Pump Loan Scheme

Family Hubs are a distribution point for breast pumps, where mothers meet one of the following criteria:

- Eligible for the Healthy start scheme
- Premature birth
- Infant/s with ill health
- Mother is receiving feeding support from a health or social care professional.

Midwifery Services

Family Hubs provide venues for the delivery of midwifery services including antenatal courses.

Health Visiting

Family Hubs provide venues and can support the delivery of health visiting services including infant feeding and introducing solid foods.

Digital Offer

Kent family Hub website signposts to sites such as:

- <https://www.besideyoukent.co.uk/>
- <https://family.kentcht.nhs.uk/baby/you-and-your-baby-birth-to-1-year/feeding-your-baby/>
- <https://family.kentcht.nhs.uk/baby/you-and-your-baby-birth-to-1-year/introducing-solid-foods/>
- <https://www.nhs.uk/start-for-life/baby/weaning/>
- <https://www.healthystart.nhs.uk/frequently-asked-questions/applying-for-healthy-start-faqs/>

Embedded Practice

Infant feeding is embedded within all interactions with parents of 0-2 years of age supporting the Best Start in Life programme.



Parenting Support

Baby,
Family and
You

Solihull
Programmes

Parenting
Support and
Advice
Drop-in

Walk-ins

District
Conversations/
Focused
Support

Digital Offer

Baby, Family and You (based on Triple P for Baby)

This is an evidence based course open to all parents who are either expecting a baby or who have a baby in its first year. Baby, Family and You helps parents and carers navigate the challenges that come with having a new baby. The course provides a toolbox of proven, positive strategies with a variety of practical ways to promote baby's development, build a stronger bond and support their emotional and physical health.

Solihull Programmes

- Understanding pregnancy, labour, birth and your baby- A 5 week antenatal journey to parenthood. It is for anyone expecting a baby and anyone around the mother, e.g. father, partner, grandparents, birth partner, etc.
- Understanding your baby- A 6 week postnatal course for any parent of a child aged 0- 6 months
- Understanding your child: from toddler to teenager- A 10 week parent group aimed at anyone with a child aged 6 months to 19 years. The group can be customised for parents of children with Autism, Attention Deficit Hyperactivity Disorder (ADHD) and disabilities including learning disabilities using the specific addendum. These tailored groups will be run according to district need and in line with other SEND parenting support available to families in the district.

Parenting Support and Advice Drop In

This a regular session where any parent or carer can attend for discussion and advice on any of the 15 core services provided by Kent Family Hub. These can be delivered at different times and/or venues to support district needs.

Walk – ins

Family Hub teams will respond to any presenting parents when they walk in for advice or support, and utilise the family hub offer to meet the need. These will be considered to be an ‘in person’ District Conversation following the same signposting guidance.

District Conversation/Focused Support

Please see information in ‘pathways and access to the Family Hub offer’ section of this document.

Digital offer

A range of parenting topics is offered via:

The Kent Family Hub website <https://www.kent.gov.uk/education-and-children/kent-family-hub> covers topics such as:

- Setting boundaries for your child
- Dealing with tantrums
- Support your child's speech and language development
- Information on becoming a dad
- Mental health and family relationships

The Kent Community Health Foundation Trust Kent Family website <https://family.kentcht.nhs.uk/> links to online Solihull courses such as:

- Understanding pregnancy, labour, birth and your baby: including a course for female same-sex couples.
- Understanding your baby, including courses for parents caring for a preterm or sick baby in hospital.
- Understanding your child from toddler to teenager
- Understanding your child with additional needs.
- Moving up to secondary school for children with additional needs -
- Understanding your child's feelings (a taster course),
- Understanding your child's mental health and wellbeing
- Understanding the impact of the pandemic on your teenager
Understanding your teenager's brain: and a course for teenagers themselves.
- Understanding your relationships:

These courses help to develop parent skills. They are available in 15 to 20-minute chunks, perfect for busy parents and carers. Families can visit www.inourplace.co.uk and register for a free account with the access code 'Invicta'. Courses can be completed at an individual's own pace.



Home Learning Environment (HLE)

The
Communication
Tree

Little
Talkers

Making It
Real

Bookstart
Little
Bookworms

Digital Offer

District
Conversations/
Focused
Support

The Communication Tree

A 4 week, referral only, highly structured course for children aged 2 plus that sits within the Balanced System. Each week parents will be given information to increase parents' knowledge and understanding around the roots of a child's communication development, different types of communication and how to support its development.

Little Talkers

A 6 week course for children aged 2-5 years that sits within the Balanced System. It is for those children who may have difficulties understanding or using language, where their speech is unclear or where there are weak attention skills.

Making it Real

A targeted evidence- based intervention aimed at children aged 2-4 years. The Making it Real programme is designed to increase parental confidence in supporting their child's literacy development in and around their home, with the aim of getting the parent and child prepared for when they start school.

Bookstart Little Bookworms

A BookTrust early years targeted offer for 1-2 year olds and 3-4 year olds. It includes a free book pack and dual language books for those living in the most deprived areas.

Digital offer

A range of HLE topics is offered via:

The Kent Family Hub website <https://www.kent.gov.uk/education-and-children/kent-family-hub> and the EasyPeasy app [EasyPeasy](#) | [Kent County Council](#)

Information is also available via the the Kent Community Health Foundation Trust Kent Family website <https://family.kentcht.nhs.uk>

[Born to move](#) | [Kent Community Health NHS Foundation Trust](#) is threaded throughout delivery.

District Conversation/Focused Support

Please see information in 'pathways and access to the Family Hub offer' section of this document.



Perinatal Mental Health

0-5 Activities

Perinatal
Parenting
Courses

Partnership
Work

Specialist
Spaces

Chill and
Chat

0-5 Activities and Perinatal Parenting courses

Perinatal mental health feeds through all interactions with parents who are pregnant or with a child up to 2yrs, however it is more prevalent in the following groups and services:

- Baby Group
- Baby Massage
- Stay and Play
- Perinatal parenting courses

Partnership Work and Specialist Spaces

- Family Hubs provides space for Health visitors and Midwifery services
- Spaces provided with Family Hub for specialist Perinatal Mental Health Interventions by partners.
- Co-delivery of Introducing Solid Foods with Health Visitors

Chill and Chat

Held in libraries or other community venues, these sessions provide a convenient and accessible support for parents and expectant parents. The drop in sessions offer a relaxed space for parents to engage in meaningful conversations around improving their mental health, infant feeding and parent infant relationships.



Education for Parents on Child Development

**Informed
Delivery**

**Parenting
Support and
Signposting**

**Partnership
Work**

Digital Offer

Child development education is threaded through all our service delivery and groups, please see further detail in Parenting Support, Home Learning Environment and the Digital Offer sections of this document.

Within the Digital Offer, videos on Early Years development are currently being developed.



Activities for Children Aged 0-5

Baby
Massage

Baby Group

Stay and
Play

Digital Offer

Home Learning
Environment
Offer

District
Conversations/
Focused
Support

Baby Massage (Hands on Babies)

A five week course where parents learn a new set of massage strokes to perform on their baby. Each week parents learn the benefits of baby massage including helping baby to relax and sleep better, alleviating colic, constipation and teething, as well as bonding with their baby to support perinatal mental health.

Baby Group (0-1 Years)

The main focus of this group is on perinatal mental health, parent infant relationship, attachment and bonding and healthy child development. It provides activities for babies that cover the 3 prime areas of the EYFS: Personal, Social and Emotional development, Physical development, Communication and Language development.

Stay and Play (0-5 years)

A group to encourage socialisation, play and interaction with others. Includes singing, story, developmentally appropriate activities and opportunities to explore different areas and new experiences e.g. messy play, outdoor/active play.

Digital offer

The Easy Peasy app provides activity ideas for parents to try with their child/ren.

Home Learning Environment (HLE)

Also considered activities for 0-5, please see information in the HLE section of this document.

District Conversation/Focused Support

Please see information in 'pathways and access to the Family Hub offer' section of this document.



Activities for Older Children & Young People

Holiday
Activities
and Food
Programme

Time to
Shine

Compass

Stepping Up

Speak Out
Youth

District
Contextual
Safeguarding
Meetings

Community
Youth Hubs

Digital Offer

District
Conversations/
Focused
Support

Holiday Activities and Food Programme (HAF)

The HAF programme in Kent focuses on children's physical health and wellbeing by providing free healthy food and exciting activities for children and young people during the Easter, summer and Christmas holidays. Families of children aged 4 to 16 years, who are in receipt of benefits related to free school meals are eligible for the programme.

Time to Shine

Time To Shine is a time-limited closed group offer, split across ages groups, 4-7 years, 7-11 year olds and 12+, with flexibility with regards to the individual's needs, working more at stage than age. It is for children and young people with SEND that struggle to cope and access mainstream groups such as Beavers, Dance, Football etc and aims to support them to develop the necessary skills to manage in those environments and ultimately move on to those services. The group numbers are lower to meet the needs of everyone attending and to create a calmer environment.

Compass

A KCC developed Dialectical Behaviour Therapy (DBT)- informed programme, which focuses on four skills: mindfulness, emotional regulation, distress tolerance, and interpersonal effectiveness. By helping young people navigate emotions, relationships, and life's challenges, the programme aims to reduce the longer-term need for mental health intervention. Compass is for young people aged 11-19 (up to 25 SEND). The Compass course is structured to be delivered over 10 sessions although districts may choose to have an additional introduction session, a celebration session for completion or adapt delivery for within schools.

Stepping Up

Stepping Up is a 6-week group programme designed to support children aged 5 to 11 (school years 1 to 6) in building confidence, improving social skills, and managing emotions within a group setting. Each week focuses on a different aspect of emotional regulation, helping children understand and cope with their feelings, and develop personal strategies for self-management. The final session celebrates their progress, with parents invited to share in the learning and support continued development at home.

Speak Out Youth

Speak Out is a fortnightly 2-hour group for young people who are current or aspiring Youth Peer Mentors, particularly those known to specialist services. It empowers them to co-design, deliver, and evaluate youth-led initiatives, contribute to community projects, support district youth forums, and participate in staff recruitment. Sessions focus on developing key skills such as resilience, confidence, leadership, empathy, and social interaction, with planning led by young people and guided by SMART targets to ensure clear goals and inclusive participation.

District Contextual Safeguarding Meetings (DCSM)

DCSM aim to assess and reduce the harm, and increase safety that children experience within a specific locational context. DCSMs differ to meetings that discuss individual children who may be affected by issues within their families (such as Child Protection conferences, Child In Need or Children in Care Meetings). The DCSM are a multi-agency approach where the focus is on assessing, intervening and monitoring the contexts that impact children's safety.

In response to DSCM each district may deliver time-limited interventions to targeted children, to address an unmet need not already covered by existing services and with agreement from the Family Hub Senior Management Team

Intervention examples are:

- Cycle of change- pre-contemplative substance misuse intervention
- Street first aid
- Active bystander
- Vulnerable child transition

NB: Family Hub County Leads will develop a resource library of interventions.

Community Youth Hubs

As part of their network approach, Family Hub staff may work with parish councils or local communities to support them with advice and guidance to deliver their own universal youth provision.

Digital offer

Digital offer provides a range of topics for young people via the Kent Family Hub website:

[Young people - Kent County Council](#)

[Post 16 options - Kent County Council](#)

[Sexual health - Kent County Council](#)

Family Hub social media targeted at young people via district Instagram pages.

Topics for young people are also available via the the Kent Community Health Foundation Trust Kent Family website:

[Teen - Kent family](#).

District Conversation/Focused Support

Please see information in 'pathways and access to the Family Hub offer' section of this document.



Special Educational Needs and Disabilities (SEND) Information, Advice & Guidance

Solihull
Programme

Signposting
& Enquiries
Hub

SEND
Roadshows

Parental
Support

Digital Offer

Solihull Programme

- Understanding your child: from toddler to teenager- This 10 week parent group can be customised for parents of children with Autism, Attention Deficit Hyperactivity Disorder (ADHD) and disabilities including learning disabilities using the specific addendum. These tailored groups will be run according to district need and in line with other SEND parenting support available to families in the district.

Signposting and SEND enquiries hub

See the parent signposting service delivery plan, which includes a range of services Family Hubs can signpost to.

For SEND specific support signposting includes:

- [Information, Advice and Support Kent \(IASK\) - Kent County Council](#)
- [Home - Kent PACT](#)
- [Support for parents with SEND children - Kent County Council](#)
- [SEND Directory - Search Results | Local Kent Directory](#)
- [Contact the SEND Enquiries Hub - Kent County Council](#)

SEND Roadshows

Family Hubs actively support the district SEND roadshows.

Parental Support

Parental support is threaded through all work via groups, drop ins and 1-1 work. Family Hub staff have a knowledge of available SEND support to signpost children and parents to.

Digital offer

Digital offer provides a range of topics for children with SEND via the Kent Family Hub website:

<https://www.kent.gov.uk/education-and-children/special-educational-needs-and-disabilities>

Information is also available via the the Kent Community Health Foundation Trust Kent Family website:

<https://family.kentcht.nhs.uk/support/your-family/special-education-needs-and-disability-send/>



Information and Signposting to Mental Health Services (Children and Adults

Parent
Support
Advice Drop in

Group Work

Trauma
Informed
Staff

Digital Offer

District
Conversations/
Focused
Support

Parents Support Advice Drop in

Please see 'Parenting Support' section of this document.

Group Work

Good mental health of parents and children is supported throughout all group work and families are signposted accordingly.

Trauma Informed Staff

Staff are trained in Trauma Informed practice, this is embedded throughout all Family Hub delivery.

Digital offer

Digital offer includes information on mental health support offered via the Kent Family Hub website- <https://www.kent.gov.uk/education-and-children/kent-family-hub/mental-health-and-family-relationships>

Information is also available via the the Kent Community Health Foundation Trust Kent Family website and Kent Resilience Hub.

[Home - Kooth](#)

[Kent Resilience Hub - Kent Resilience Hub](#)

[Home - Moodspark](#)

[Welcome | Live Well Kent](#)

[ChatHealth - Kent family](#)

[Whole family health - Kent family](#)

District Conversation/Focused Support

Please see information in 'pathways and access to the Family Hub offer' section of this document.



Support for Parents/Carers of Adolescents (teenagers)

Parenting
Support and
Signposting

Partnership
Work

Digital Offer

Parenting Support and Signposting

Please see 'Parenting Support' section of this document.

Partnership Work

Family Hub districts liaise with Kent Adult Education Family Learning team to offer the following courses

- Understanding your Teenager- Understand what it is like being a teenager and find out how the teenage brain develops. Participate in discussions about family life with other parents. Improve communication with your teenager. Age range - adult.
- Who's Pulling the Strings- Support and guidance for families where the balance in the home has become inappropriate and is causing severe behaviour issues and concerns. Parents and carers will try new strategies to re-establish boundaries, respect and a balanced home environment. Age range - adult.

Digital Offer

Video information will be hosted on the Kent Family Hub website to cover the following topics:

- Contextual Risk and Safety for your teenager
- Establishing routines and boundaries and consequences – to be developed in partnership with NELFT.
- De-escalation techniques – to be developed in partnership with NELFT
- Self Care and Support Networks

Information is also available via the the Kent Community Health Foundation Trust Kent Family website and Kent Resilience Hub.

[Teen - Kent family](#)

[Keep your family safe - Kent County Council](#)

[Kent Adult Education | Family Learning](#)

[Supporting your child - Kent Resilience Hub](#)

Solihull offer the following e-learning for parents and families

[Understanding your teenager's brain – inourplace | Solihull Approach](#)

[Understanding your relationships – inourplace | Solihull Approach](#)



Online Safety

Thinking
About Getting
Your Child a
Smartphone

Everyday
Digital

Online
Safety

Digital Offer

District
Conversations/
Focused
Support

The Online Safety offer is currently in review and will include the following courses and workshop:

- Thinking about getting your child a smart phone
- Every Day Digital
- Online Safety courses for; parents and carers, 7-11 and 11-19 (25 SEND) year olds

Digital offer

Digital offer includes information on online safety via the Kent Family Hub website- <https://www.kent.gov.uk/education-and-children/protecting-children/online-safety-for-your-family>

Information is also available via the the Kent Community Health Foundation Trust Kent Family website <https://family.kentcht.nhs.uk>

Each district will have Family Hub Digital Ambassadors to support their teams and families with up to date knowledge and skills around digital areas.

District Conversation/Focused Support

Please see information in 'pathways and access to the Family Hub offer' section of this document.



Support for young people with substance misuse (alcohol/drugs)

Partnership
Work

Drug Use
Screening
Tool (DUST)
Training

Issue-Based
Workshops

Community
Guardianship

Digital Offer

Partnership Work

Family Hubs will provide space for commissioned services, such as 'With You' to deliver their services. Family Hub staff will prioritise building relationships with commissioned providers to encourage joint working, for example, by providing hot-desk spaces within family hubs.

Drug (and alcohol) Use Screening Tool (DUST) Training

Family Hub 11-19 staff are trained to use the DUST with young people.

Issue-Based Workshops

'With You' level 1 resources are available to Family Hub staff for additional discussions with young people around drugs and alcohol.

Community Guardianship

Family Hub staff can use targeted intervention tools developed for parents and young people identified through DCSM as needing this support.

Non-traditional partner work via DCSM locations will increase community guardianship.

Digital offer

Digital offer provides signposting via the Safety Pin Campaign:
<https://www.kent.gov.uk/education-and-children/kent-family-hub/young-people/urgent-help-and-support-for-young-people>

Information is also available via the the Kent Community Health Foundation Trust Kent Family website:

<https://family.kentcht.nhs.uk/education-resource-hub/drugs-and-alcohol/>



Domestic Abuse (DA) Support



Domestic Abuse (DA) Forums and One Stop Shop

Each district will have a nominated Family Hub representative at their respective multi-agency Domestic Abuse forums and will support the delivery of One Stop Shops by providing physical space where feasible and locations are deemed appropriate by the DA Forum.

Family Hubs are able to provide venues for the Phoenix Programme and other Domestic Abuse support provided by Family Hub Network members as deemed appropriate by each district.

Domestic Abuse Champions

Family Hubs will proactively promote services to support victims of domestic abuse and will support the Domestic Abuse Champion Programme by each district identifying a Domestic Abuse Champion within the staff team.

Targeted Programmes

- Healing Together - This is a trauma informed early intervention programme to support children impacted by domestic abuse. The programme is based on 6 x 60 minute sessions for children aged 5 to 16 years. (groups should be set up with a mix of appropriate ages). Healing Together can be delivered as a group programme or as a Focused Support Intervention within different settings (i.e. schools, community services) depending on district need, capacity and management decision. More information can be found on the Healing Together Website: [Healing Together | Home](#).

Digital offer

Digital offer provides signposting via the Kent Family Hub website: <https://www.kent.gov.uk/education-and-children/kent-family-hub/keep-your-family-safe>

Information is also available via the the Kent Community Health Foundation Trust Kent Family website:

<https://family.kentcht.nhs.uk/support/support-for-domestic-abuse/>

District Conversations/Focused Support

Police send Level 2 Domestic Abuse Notifications to Family Hubs to offer direct support to families via focused support after a Domestic Abuse incident.



Debt & Welfare Advice

Drop-ins &
Signposting

Local Offers

Partnerships

Digital Offer

District
Conversations/
Focused
Support

Drop-ins and Signposting

Parents can receive support via Parenting Support Advice Clinic, please see 'Parenting Support' section of this document. Family Hub staff will signpost to support, see Signposting delivery plan for approved organisations, which include:

[ReferKent - for organisations who support Kent residents - Kent County Council](#)

[Cost of living support - Kent County Council](#)

[Citizens Advice](#)

Local Offers

District Family Hub staff will have a sound working knowledge of support services within the Family Hub network which are available locally such as food banks and hardship grants.

Partnerships

Partnerships and strong links across the Family Hub network with the Department for Work and Pensions, Borough / District councils and local Citizens Advice Bureau (CAB) to be reviewed and developed.

Digital offer

Digital offer provides signposting via the Kent Family Hub website:
<https://www.kent.gov.uk/education-and-children/kent-family-hub/support-with-day-to-day-living>

Referrals can be made to a range of organisations offering support through Refer Kent: <https://kentcountycouncil.refernet.co.uk/>

District Conversation/Focused Support

Please see information in 'Pathways and access to the Family Hub offer' section of this document.



Signposting to information to support separating and separated parents

Strengthening
Family
Relationships
(SFR)

Drop-ins &
Signposting

Trained
Workforce

Digital Offer

District
Conversations/
Focused
Support

Strengthening Family Relationships (SFR)

The SFR Programme is an early-intervention programme intended to improve the lives of children whose parents are in conflict, be that within an intact family, or where parents are separating or separated.

Drop-ins and Signposting

Please see 'Parenting Support' section of this document.

Trained Workforce

Family Hub Staff will receive training to develop a working knowledge of support such as mediation services voucher scheme. Family Hub staff are trained to deliver the SFR programme as a workshop or on a 1 to 1 basis with families, using a Train the Trainer model.

Digital offer

Digital offer provides advice and signposting via the Kent Family Hub website: <https://www.kent.gov.uk/education-and-children/kent-family-hub/mental-health-and-family-relationships>

Information for separating and separated parents is also available via the following websites:

Cafcass: <https://www.cafcass.gov.uk/>

Coram Children's Legal Centre: <https://childrenslegalcentre.com/get-legal-advice/child-and-family/>

District Conversation/Focused Support

Please see information in 'Pathways and access to the Family Hub offer' section of this document.



Pathways and Access to the Family Hub Offer

District Conversations

District Conversations are a method for professionals and families to understand what support is available within the Family Hub Core Offer, the Family Hub Network, and what is included within the Digital offer. A request for a District Conversation is made via an online form or phone call. Family Hub staff will respond within 5 working days to this request, offering advice to the professional or family as to the best level and type of support available.

Outcomes of a District Conversation may include:

- Suggesting the referrer explores further support that they can provide directly
- Signposting or supporting access to the Family Hub Network of services
- Providing core support delivered by Family Hub staff through a Focused Support referral
- Recommending the referrer follows their safeguarding procedures and review the Levels of Support Guidance.

Focused Support

Focused Support is a targeted, individualised approach to accessing the Family Hub Core Offer. It is offered to children, young people and families open to Social Work Teams, Youth Justice, Early Help Units, Health Visitors and Family Hub staff following a District Conversation. The support aims to facilitate the child/family's access to core interventions or services within the Family Hub core offer or network. The content of this work will mirror the Family Hub offer but is individualised to the individual/family need, which may include delivering on a 1:1 basis. It may be delivered through outreach, home visiting, or by introducing a family to their local hub until they develop the confidence to do this independently.

Methods of delivery:

- Hub based

Direct delivery from one of the Family Hubs across Kent.

[Your local family hub - Kent County Council](#)

- Family Hub Outreach

Outreach is the Family Hub Core Offer delivered in spaces other than the Family Hubs, such as a community centres or school. This extends the reach of Family Hubs to rural communities where there isn't a full Family Hub. Outreach is dependent on local need.

- Digital

Please see 'Digital offer' section below.



Digital Offer

Website

The Kent Family Hub website offers 24/7 online support, advice and information for families and young people. This includes linking to partner services within the Family Hub Network. Parents and carers can also access helpful apps via the website, for example, EasyPeasy is an app for parents and carers of children from birth to five that improves parental confidence, knowledge and developmental outcomes for babies and young children.

Social Media

A central Kent Family Hub Facebook account shares Kent County Council countywide services, national support, advice and information for families and young people. Each district has a Facebook account and two Instagram accounts (0-11 and 11-19, up to 25 SEND) where families and young people can access local support, advice and information including Family Hub timetables for groups and services, local community events and services.

Virtual

Some Family Hub courses/groups are delivered virtually as well as in person. Details of these can be found on local timetables and on the Family Hub website.

The Digital Offer is threaded throughout the core offer.



Participation

Family Coaches

Volunteers who support parents and carers of children 0-2 years in perinatal mental health, parent infant relationships, and infant feeding areas of Family Hub delivery.

Family Hub Volunteers

Family Hubs offer volunteering opportunities for members of the community to support the running of groups as either a Leader, Support or Admin, in family hubs or community venues.

Youth Peer Mentors

The Youth Peer Mentor Programme seeks to provide young people with structured and positive volunteering opportunities alongside training to support their personal development and education / carer goals. The program will encourage and empower young people aged between 14 – 18 years old (up to 25 with SEND) to play an active role in their communities supporting other young people and providing peer support within Family Hubs and the wider community.

See also information on **Speak Out Youth** in ‘Activities for older children and young people’ section of this document.

Speak out Parents (Parent Carer Panels)

A process where parents and carers can feedback on, co-design and evaluate Family Hub services. Each district runs its own Speak Out Parents panel with a focus on feedback on identified topics, as well as a countywide panel which focuses co-design, with the view of improving support and services for children, young people and families across Kent.

Let's Talk Kent Family Hub

Let's Talk Kent Family Hub is an online engagement toll which enables parents to contribute to the design of Family Hub services to ensure that the support provided meets the needs of local communities. There is a countywide page, as well as each district having it's own page to engage with local families and sharing outcomes of feedback with families and communities.



Partnership

Each district, in partnership with the Family Hub Network (Local Children's Partnership Group), completes an annual **community profile** which identifies up to 5 priorities for the Family Hub Network in that district. These priorities will inform the type and number of Family Hub and partnership activities delivered in that district.

Family Hub Network Groups (Local Children's Partnership Groups)

These meetings will enhance targeted outcomes for children, young people, and families by linking countywide strategic partnerships and forums with local services.

Each district aims to facilitate Local Children's Partnership Groups (LCPG) in line with LCPG Terms of Reference, however currently due to changes in the administration Family Hub District Managers are coordinating these as network meeting groups.

Each district will develop the following partnerships to develop the Family Hub Network.

Public Health

Kent Family Hub, including the digital offer, supports the delivery of key health messages and initiatives, in partnership with colleagues from Public Health and the services they commission. For example, Family Hub staff are trained to have conversations with parents around perinatal mental health and parent infant relationships, supporting access to more specialist services where necessary.

Health Visiting

Family Hubs provide venues and support the delivery of Health Visiting services including infant feeding.

Midwifery

Family Hubs provide venues and support the delivery of Midwifery services including antenatal courses.

Baby Friendly Initiative – BFI (Unicef UK)

Kent Family Hub plays an active role alongside health partners in attaining and maintaining the Unicef BFI accreditation for Kent.

Adult Education (Community Learning and Skills)

Family Hubs work in partnership with Adult Education Community Learning and Skills team to delivery of closed Adult Education Family Learning courses from Family Hub buildings. Family Hubs support Adult Education CLS reach their learner targets by delivering parenting programmes approved by Adult Education Family Learner to be eligible for Unique Learner claims.

Booktrust

Kent County Council (Libraries, Family Hubs and Partners) deliver the Bookstart Programme across the age range of 0-13 years within Kent. This includes the delivery of the Bookstart Baby Packs, SEN Packs and the Early Years Targeted Offer, including the allocation of Dual Language Books.

Special Educational Needs and Disability (SEND)

Family Hubs host and support roadshows delivered by Kent's SEND team to provide information, advice and guidance for parents and carers on the support available for children with special educational needs and disabilities.

Free Early Education (FEE)

Working in partnership with The Education People (TEP), Family Hubs will identify FEE Leads within each District to champion the uptake of free entitlement places by local eligible families.

Early Years Professional Resource Group (PRG) (*Previously Early Years LIFT*) Family Hub practitioners will attend district Early Year's PRG meetings on a regular basis.

Speech and Language

Family Hubs deliver a range of Home Learning Environment (HLE) interventions that sit within the Balance System approach and work closely with colleagues in Speech and Language to ensure families receive the right level of support.

Family Hubs support the delivery of Talking Walk-Ins by providing a venue for the service and staff (when capacity allows) to support Speech and Language therapists' delivery. This provides an opportunity for signposting to Family Hub groups and services to support speech and language.

Kent Police - Child Centred Policing Team, Missing Children's Team, Child Exploitation teams

Family Hubs work in partnership with local Child Centred Policing Teams, Child Exploitation Teams, Missing Child Teams and Violence Reduction Units to share intelligence and knowledge of Contextual Safeguarding Risks. They also work closely on harm reduction such as DCSM Location work to mitigate and reduce these risks while supporting Family Hub priorities within district.

Borough/District Councils – Community Safety Units

Family Hubs work in partnership with their local Borough/District councils around agendas relating to children, young people and families. This may be Community Safety in regard to Contextual Safeguarding or District Health Alliances. All partnership work must be supporting Family Hub priorities within the local area.

Parish Councils

Family Hubs may work with Parish Councils as part of the Family Hub Network, supporting in an advisory capacity for provision, to support Family Hub priorities or in relation to contextual safeguarding.

Kent County Council (KCC) commissioned providers that support Kent Family Hub priorities

Family Hubs will work alongside KCC commissioned providers towards meeting Family Hub priorities within the district.

Kent County Council Integrated Children's Services (ICS)

Family Hubs will work with KCC ICS teams to support Family Hub priorities or district needs. This will include targeted HAF offers within the district, contextual safeguarding response and providing space for ICS services to be delivered. Focused Support requires good communication and understanding when exploring appropriate interventions.

Voluntary Community and Faith Sector

Family Hubs staff will build local relationships with voluntary community and faith sector within their districts to support Family Hub priorities and needs.

Kent Youth County Council and District Youth Forums

Family Hubs will take into account the views of young people when planning and delivering programmes. They should be informed by The Kent Youth Council and local district based Youth Forums as well as utilising the Youth Peer Mentors in Speak Out groups.