

# Family Hubs

An Introduction

by Gail Whiting



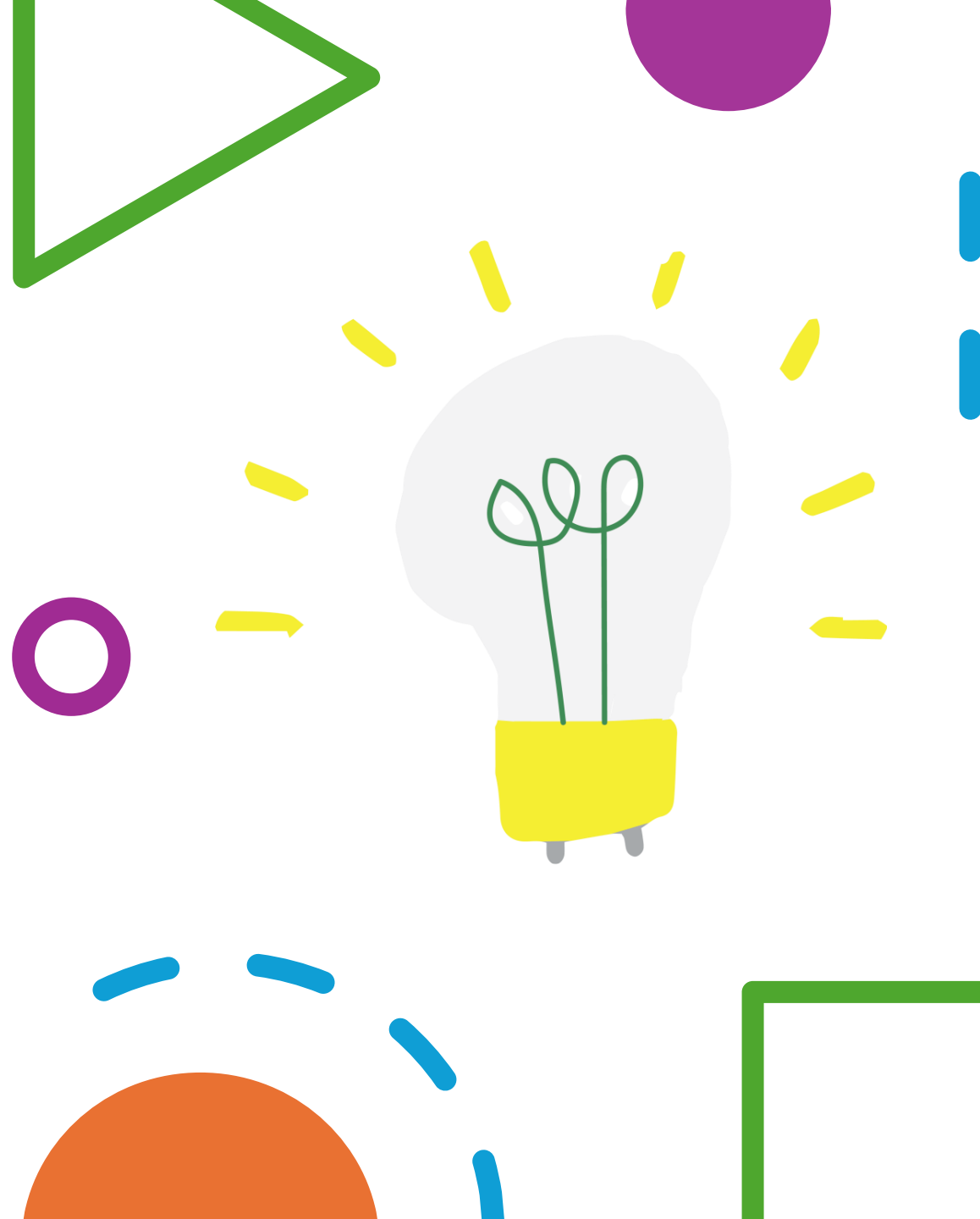
# Family Hubs – The National Picture

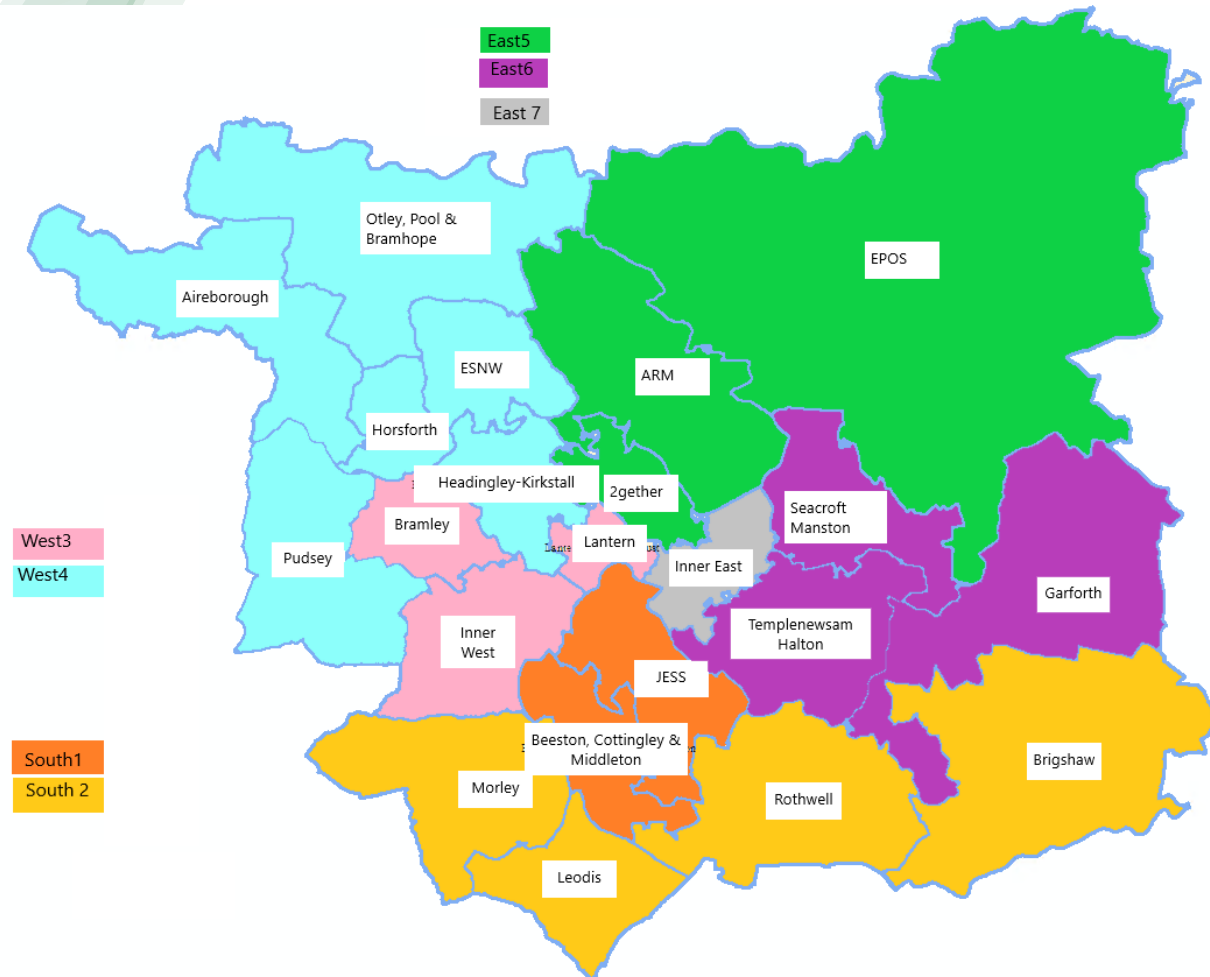
- Family Hubs bring together multiple organisations in a ‘one stop shop’ to make it easier to get the help families need.
- Family Hubs unite different organisations, so that people only have to explain their needs once, rather than having to tell many different people their story. Meanwhile, professionals can work together more effectively to help overcome any difficulties families might be facing.
- Previously these services may have been disjointed and hard to navigate but Family Hubs offer guidance and advice on a range of circumstances for example, family support, mental health support, support around domestic abuse and parenting classes.
- The hub itself may or may not be a single building – instead, it could be a network of different physical locations in the community, as well as online services.



# Family Hubs in Leeds

- 7 Family Hubs across the City, serving the needs of all communities
- Based in existing Community Hubs
- Early Help Front Door Team to support better identification of need and ensure families are signposted to the right service, at the right time
- Multi-disciplinary and Integrated
- Brings together Family Support Workers and Social Workers
- Specialist Coordinators covering three areas (East, South and West) will be experts in domestic abuse, mental health, substance use and SEND
- Police Officers covering the three areas
- Outcomes Coordinators will help measure progress and support delivery
- Delivering one to one interventions
- Signposting to services for support
- Delivering evidence-based parenting support through the delivery of parenting programmes





# Family Hub Locations and Reach

# South Family Hubs

<b>Family Hub – SOUTH 1</b>	Dewsbury Road Community Hub, 190 Dewsbury Road, LS11 6PF
<b>Community Committee/s</b>	Inner South
<b>Reach Area by Ward</b>	Beeston and Holbeck, Hunslet and Riverside, Middleton Park
<b>Reach Area by Cluster</b>	J.E.S.S, Beeston, Cottingley & Middleton
<b>Linked Children Centres</b>	City & Hobeck, Cottingley, Hunslet, Middleton, New Bewerly, Two Willows, Windmill
<b>Family Hub – SOUTH 2</b>	Rothwell Community Hub, Marsh Street, Rothwell, LS26 0AD
<b>Community Committee/s</b>	Outer South
<b>Reach Area by Ward</b>	Ardsley and Robin Hood, Morley North, Morley South, Rothwell, Kippax & Methley
<b>Reach Area by Cluster</b>	Morley, Rothwell, Brigshaw, Leodis
<b>Linked Children Centres</b>	Kippax, Ardsley & Tinley, Gildersome, Lofthouse, Morley North, Morley South, Rothwell

# Family hubs

## East

## South

## West

### Locality Leads

**Anna Bedford**  
East and  
SEND

**Gail Whiting**  
South and Social  
Work

**Elliott Stubbs**  
West and Front Door

### Managers, Family Hubs & locations

**Rosaline Morley**  
**Chapelton Children's**  
**Centre Family Hub** (linked to  
**Reginald Centre)**

**Lorraine**  
**Kupelian**  
**Dewsbury Road**  
**Family Hub**

**Lynda Rushton**  
**Armley Family**  
**Hub**

**Lauren Dunstan**  
**Compton Centre**  
**Family Hub**

**Kayleigh Wells**  
**Rothwell Family**  
**Hub**

**Vacant**  
**Horsforth Family Hub**

**Annette Simpson**  
**Deacon House**  
**Family Hub**

**Jonathan Roberts**  
**Early Help Front**  
**Door Team Manager**

# Inner South Family Hub (Dewsbury Road) – Staffing

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Family Hub Manager - Lorraine Kupelian

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Senior Family Help Practitioner – Mark Warren

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Social Worker x 2 – Claire Patrick and Karen Mills

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Family Help Practitioner x 2 – Holly Fisher and Louise Walker

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Senior Family Help Work x 2 – Vacant posts

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Family Help Worker x 2 – Jane Davies and vacant post

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Domestic Violence Co-ordinator – Vacant post

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Mental Health Co-ordinator – Dan Burnstein

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Substance Use Co-ordinator – Sorsha Cullen

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Police Officers x 2 – Vacant posts

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SEND Co-ordinator – Vacant Post

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Outcomes Co-ordinator – April Lea Stot

# Outer South Family Hub (Rothwell) – Staffing

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Family Hub Manager – Kayleigh Wells

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Senior Family Help Practitioner – Mark Warren (shared across wedge)

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Social Worker x 2 – Kelly Shaw and Sue Rudge

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Family Help Practitioner x 2 – Sharon Tams and Alan Hodgson

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Senior Family Help Work x 2 – Vickie Middleton and Di Hobson

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Family Help Worker x 2 – Lesley Thompson and vacant post

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Domestic Violence Co-ordinator – Sara Harris-Alonso (across wedge)

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Mental Health Co-ordinator – Dan Burnstein (across wedge)

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Substance Use Co-ordinator – Vacant post (across wedge)

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Police Officers x 2 – Matt Beilby and Vacant post (across wedge)

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SEND Co-ordinator – Vacant Post

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Outcomes Co-ordinator – Callum Brook



# Contact Information

## **Referrals**

### Central referral routes:

- [Family.hubs@leeds.gov.uk](mailto:Family.hubs@leeds.gov.uk)
- 0113 5350185

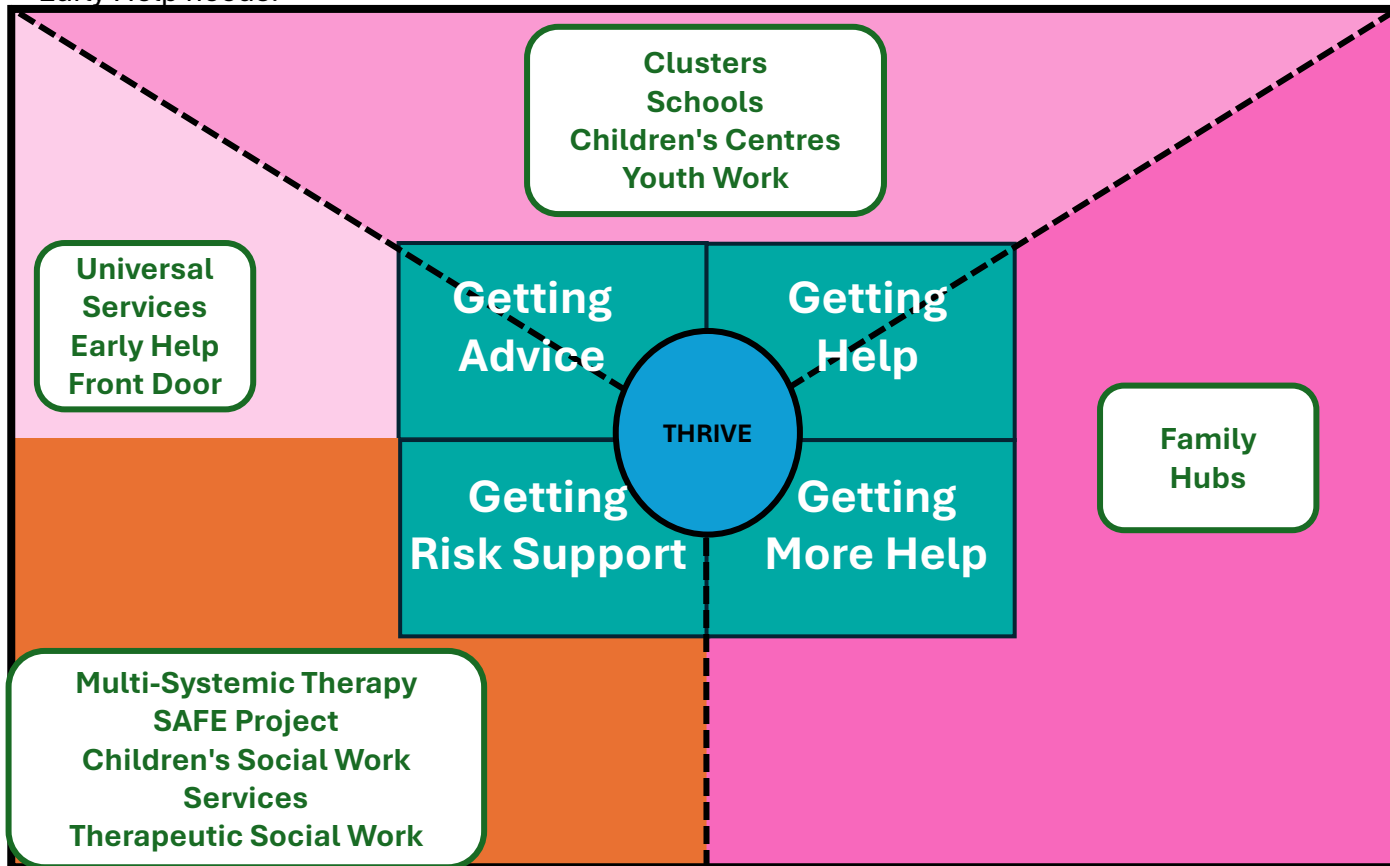
## **Contact Details**

- Rothwell Family Hub - 0113 535 1520
- Dewsbury Road Family Hub - 0113 535 1521
- Kayleigh Wells - Rothwell Family Hub Team Manager – 01133780259
- Lorraine Kupelian - Dewsbury Road Family Hub Team Manager – 01133783314
- Gail Whiting – South Locality Lead – 0113 3785379

# Graduated Approach – Early Help is everyone's business

## Getting Help

Where appropriate a **graduated approach to Early Help** is taken. This means we anticipate **universal or targeted services** are able to support families with most of their Early Help needs.



## Getting Risk Support

Where **intensive family support** is needed, it may be more appropriate to access support from Multi-systemic Therapy (MST), SAFE Project, Children's Social Work Services or Therapeutic Social Work Teams who can support families where there may be a greater risk to a child, young person or family's wellbeing

## Going from help to more help

Some families will need more intensive support from targeted services. In those cases, services such as schools, Clusters, Youth Services and Children's Centres will provide Early Help support before referring families to more intensive services.

This approach means when families are referred, there is usually a better understanding of their needs, helping to get the right support in place, at the right time.

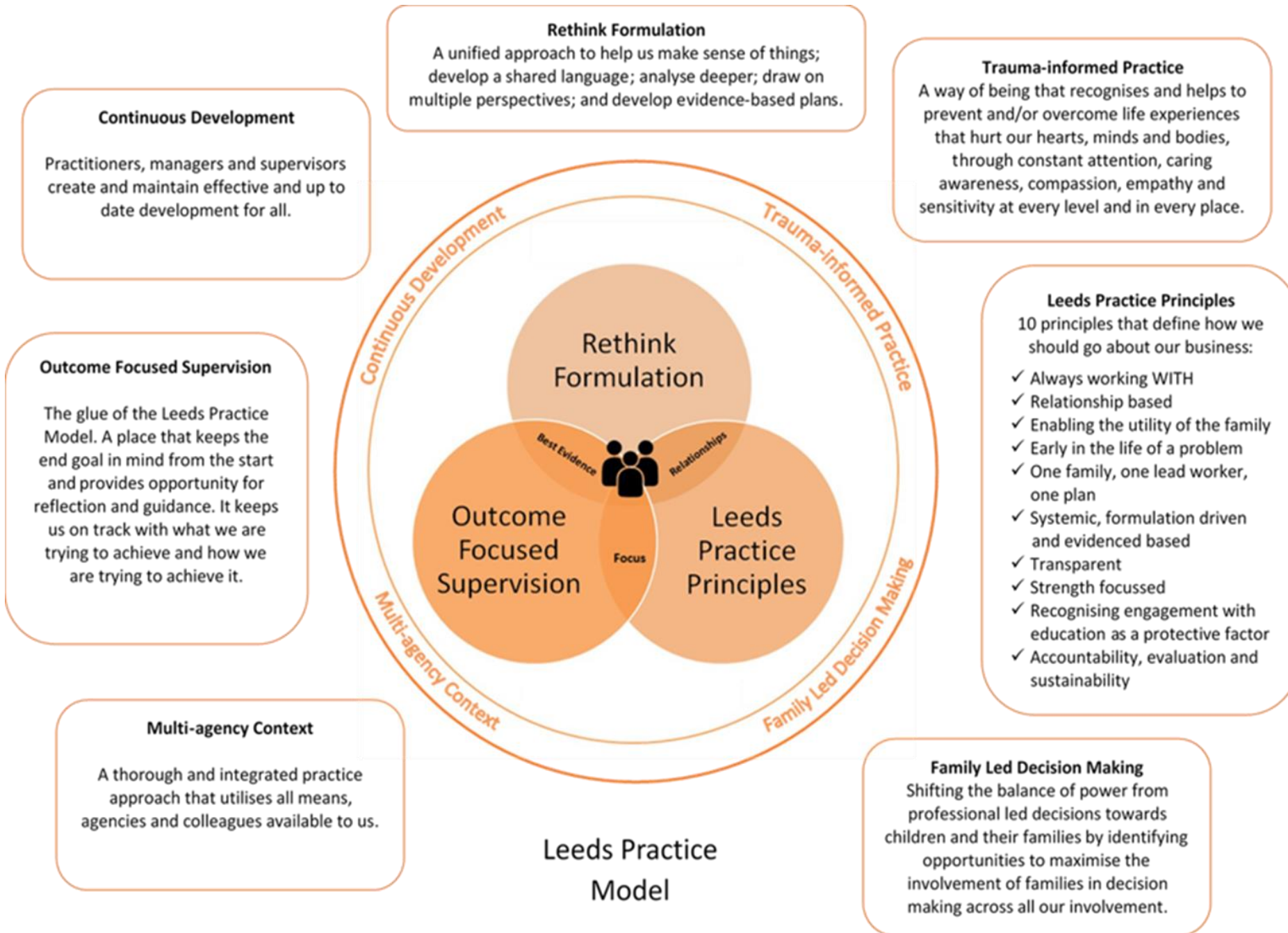
## Getting More Help

When family needs escalate or new needs emerge that can't be met by universal or targeted services, they can be referred to the Family Hubs who can help advise or provide additional support.

Family Hubs can help services to continue delivering early help by working with practitioners offering them advice and support or they can provide direct work with the family dependent on their needs



# The Leeds Practice Model



# **The Leeds Practice Principles underpin our approach to maximising family involvement**

## **Leeds Practice Principles**

10 principles that define how we should go about our business:

- ✓ Always working WITH
- ✓ Relationship based
- ✓ Enabling the utility of the family
- ✓ Early in the life of a problem
- ✓ One family, one lead worker, one plan
- ✓ Systemic, formulation driven and evidenced based
- ✓ Transparent
- ✓ Strength focussed
- ✓ Recognising engagement with education as a protective factor
- ✓ Accountability, evaluation and sustainability

# Hubs service priorities

## PEOPLE

To design and offer a clear and structured implementation process for all staff and managers to support their development of knowledge and skills and to embed values and practice in the Family Hubs.

## PRACTICE

To complete a scoping exercise to understand what services deliver in each the Family Hub areas. To then develop relationships with stakeholders, partners, third sector organisations from these services and explore co-delivery and working together opportunities.

To build links and relationships with the local communities, to understand what the specific needs are of those communities using an ABCD approach to consider how we best serve and meet the needs of the community.

## PERFORMANCE

To develop a clear Quality Assurance Framework for the Family Hubs which incorporates DTSW, Interactive Learning Audits and family feedback.

To use performance and locality data to inform practice and service delivery.

To monitor and evaluate performance data to ensure that the Family Hubs are delivering effective support for Children, Young People and Families.