

## **EARLY HELP FAMILY HUBS Q&A**

Support services for Shropshire families and children will be delivered from six new family hub bases across Shropshire from 1 April.

The hubs will:

- Provide support for families with children and young people aged 0-19 or up to 25 years of age for young people with special educational needs and/or disabilities at an early help level.
- Work with families as part of a team and deliver specialist interventions when needed in the family's home or in a local accessible venue agreed by the family
- Link with local education, early years and childcare providers, health and voluntary sector partners and community groups
- Provide information and advice services for parents and prospective parents
- Provide an environment for services to work together and not in isolation
- Offer and coordinate support for cases 'stepping down' from children's social care

### **Where will the hubs be located?**

The new hubs will be located at: The Centre, Oswestry; Sunflower House, Shrewsbury; Crowmoor Centre, Shrewsbury; Rockspring Centre/Old Street, Ludlow; The Youth Centre, Bridgnorth; and Raven House, Market Drayton. A seventh hub will be considered in the Whitchurch area once a suitable location has been found.

### **What will the hubs do?**

These hubs will co-ordinate early help services, providing children, young people and their families with help and support in times of need. They will also be designated Children's Centres.

They will bring together family support services, including early childhood services, targeted youth and parenting support, health and voluntary sector partners and local schools.

Early Help Family Support Workers will operate from the hubs and work directly with families in their homes and at local community venues as agreed with the family. They will assist in finding help from different services and provide information, advice and support.

### **What help/services will be available?**

Although some services will be provided directly in hub buildings, the majority will be delivered through local community venues and home visits.

There will be a range of services available which are co-ordinated via each hub. Some will be available only to those who have the greatest needs, but there will also be services available to any family, child or young person who need them - for example parenting groups, sessions to support young people's mental health and employment advice.

For families that need it, the hubs also provide targeted help and support to work through issues that may arise during a child or young person's life, co-ordinated by one lead professional - the Early Help Family Support Worker.

### **How do I access support?**

To access support, families can visit an [online directory of services](#) from the Shropshire Family Information Service, or talk to someone they know, such as their children's nursery, school, school nurse or health visitor, who will consider if a referral needs to be made into Shropshire's targeted early help team. They can also call Shropshire Council on 0345 678 9021 for further advice or guidance.

Once assessed, a family might receive targeted family support in their home, might be supported to access a group or a clinic provided at their local hub or local community venue, or may receive a combination of appropriate support co-ordinated by an allocated support worker.

### **Where can I find out more about the Early Help Family Hubs?**

For more information, go to [www.shropshire.gov.uk/familyhubs](http://www.shropshire.gov.uk/familyhubs)

### **Will I have to travel to the hubs to access services?**

Families will not be expected to travel to the hubs to access services; services will be coordinated via the hubs to ensure that families have the right package of support to meet their individual needs.

### **What's happening to stay and play?**

Shropshire Council will no longer deliver a universal **stay and play** provision but will continue to support the delivery of stay and play through alternative providers e.g. schools and day care providers.

Parents can access information on carer and toddler groups through the Family Information Service [website](#).