

BARNARDO'S

Family Hubs Offer



Introduction to Barnardo's

Leading children's charity Barnardo's is one of the most comprehensive providers of integrated health and social care services for children and young people, with more than 150 years' experience of supporting them through a variety of challenging circumstances.



We work with a range of commissioners and partners including NHS England (NHSE), Integrated Care Systems (ICSs), Department of Health and Social Care (DHSC), Department for Education (DfE) and local authorities (LAs) to deliver cost-effective and innovative integrated health and wellbeing services across prevention, early intervention, targeted and specialist support in a variety of place-based settings throughout the UK.

Our services take a trauma-informed and inclusive approach based on the principles of personalised care and shared decision making. We put the voices of children, young people and families at the heart of what we do to ensure all our services are accessible and appropriate.

Our offer

In 2022-23, we supported 230,400 children, young people, parents and carers through 87 children's centres and family hubs across the UK.

Our services offer a range of universal and targeted preventative and early intervention support, such as parenting programmes, play services, infant feeding and guidance on nutrition. We also provide specialist services including SEND, support for perinatal mental health, infant-parent relationships, domestic abuse support, housing advice and intensive family support.

Barnardo's is fully aligned to the vision and ambition set out in the Family Hub Specification in August 2022 and is well placed to work collaboratively with local authorities to achieve these plans. As a national charity, with extensive local delivery experience, Barnardo's is experienced in integrated working with social care, health, education, youth provision and community-based services. At Barnardo's, the voice of the child guides us in everything we do so our family hub offer is co-designed with children, young people and families, putting their needs and goals firmly at the heart of all our work.



A Trailblazing Charity

Barnardo's was delighted to be appointed lead delivery partner for parenting support and home learning environment for the Isle of Wight Trailblazing Site in 2023.

With the new Trailblazer funding, we will be reviewing and enhancing the offer of parenting programmes available to families, including our online offer to help more families access evidenced-based information and support. We already deliver integrated family support services on the Isle of Wight including community early help, intensive family support and young carer support across three hubs and five community spokes. We are continuously evolving the range of family support services we deliver with the families we help and our system partners. This ensures we collaboratively deliver a holistic, accessible offer to meet family's needs and enhance outcomes.

Our 2021 report, **It Takes a Village**, found that for every £1 invested in our Isle of Wight Family Hub service, the saving in costs to the state is about £2.60. Based on this, for families helped in the last year, this single service produced savings to the state of approximately £1 million in the year 2020/21.

Feedback from a parent about the parenting programme on the Isle of Wight:

It has made a massive difference. It has made me more aware that it's OK not to be OK and to make time for myself. I communicate much better now with my child and the course has given me the confidence to move forward.

Virtual Family Space

Barnardo's Family Space is a universal online family resource. It includes information, advice, guidance and support for all stages of parenting and caring journeys.

The content has been developed in partnership with national health institutes and associations including the Institute of Health Visiting and British Dietetic Association to ensure robust, consistent and high-quality information. Barnardo's Family Space ensures increased access to parenting and caring advice for all, allowing families to find support at a time and place which suits them, therefore helping to address health inequalities, provide choice and free up appointment times.

We are evolving our Family Space website to support local authorities to meet the requirements of the new Family Hub Specification. For example, we are currently piloting and evaluating virtual infant feeding support, a family hub out-of-hours helpline and a Best Start in Life programme which includes parenting courses and one-off workshops covering common challenges including oral health, potty training, introducing solids and antenatal and postnatal courses.



Spotlight on Children & Families in Newcastle

Barnardo's has been delivering family services in Newcastle for over 25 years.

The City Council commissions Barnardo's to deliver family hub services for children aged 0-19 (25 SEND) and their families in the east of the city. The programme, which works in collaboration with health agencies and voluntary sector partners, is based out of the Barnardo's Byker Sands hub which is a well-established facility in the heart of the community.

The service is based within an area of high need for families, with many facing issues due to the cost-of-living crisis, high unemployment, poor housing and high levels of poor mental health. There are also high numbers of care-experienced children and young people and a rich diversity to the local population, with over 200 languages spoken.



The Barnardo's Family Support offer has six distinct delivery elements:

- 1. Locality leadership**
- 2. Community Hub – parental engagement, targeted and responsive interventions delivered individually and in groups, emotional health and wellbeing support, nutrition and healthy lifestyle interventions and drop-in/open-access activities.**
- 3. Family Partner role – dedicated to long-term relationship building with families, helping them to articulate their priorities and connecting them into assets and support within their own networks and wider community**
- 4. Early Help advice – providing support to wider stakeholders on early identification of need and the Early Help and Supporting Families Pathway**
- 5. Intensive whole family support for families with children up to age 25 with additional needs**
- 6. Family support volunteers.**

The Barnardo's service is highly valued and has evolved to meet the needs of the communities in the east of the city. The Byker Sands hub hosts a wide range of services including pre-birth to teen parenting support, intensive family support to youth work, dads groups and co-located health visiting services.

Family comment: "I want to thank you for your work with my child. We have always had an open relationship, but I feel since he started his work with you, he is so much more confident in telling me how my behaviour can impact on him and that's down to you!"



Family Hub Principles

We are committed to embedding the DfE Family Hub Core Intentions of: “more accessible, better connected and relationship-centred” into all our family hubs. For Barnardo’s, this means:

More Accessible

A universal single point of access.

Models co-produced with families, children and young people.

A recognised offer understood by families.

Clear and simple communication

Families know where to go and how to access the information they need.

Families feel safe and included in online and offline spaces.

Utilising local data and needs-analysis to adapt to change.

Better Connected

Strong integrated leadership that recognises the collective strengths of all partners.

Co-located teams with shared training, team meetings and data systems.

A culture of learning, reflection, and continuous improvement.

Supporting the wider Early Help system.

Outcome-focused support with evidenced impact.

Relationship-centred

Strong connections and trusted relationships with staff and volunteers.

Trauma-informed and strengths-based approaches which enable families to thrive.

Responsive to identifying needs early and making every contact count.

Valuing the importance of continuity of support for families.

Building resilient communities through asset-based community development.

Delivering evidence-based programmes and approaches.

How Barnardo's can support the delivery of Family Hubs

Lead Delivery Provider

As a commissioned lead provider, Barnardo's will co-design and co-deliver family hubs, drawing on our extensive experience of delivering family support service across England. As the lead, we will bring together local organisations across health, social care and community to be part of the integrated delivery model ensuring families have access to the best support services available. We do all of this whilst ensuring families and children are at the heart through the meaningful co-production and the development of influential parent and carer panels.



Supporting Delivery Partner

We know that some local authorities will be looking to commission experienced providers to deliver specific elements of a family hub. As an experienced partner, Barnardo's can enable the delivery of local partners as well as deliver evidence-based programmes and interventions in 18 of the 24 core service elements. We are ambitious about going further and expanding virtual support to families across the 18 core areas opposite. In addition, we also deliver peer support and infant-parent relationship models.



Activities 0-5	Domestic Abuse
Reducing Parental Conflict	Youth Justice
Perinatal Mental Health	MHWB
Early Language	Housing Support
SEND	Youth Services
Substance Misuse	Parenting Programmes
Early Education	Nutrition
Oral Health	Infant Feeding
Separated Parents	Intensive Family Support

Contact us

We'd love to hear from you.
Please get in touch via
healthteam@barnardos.org.uk
if you would like more information.



[barnardos.org.uk](https://www.barnardos.org.uk)



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