

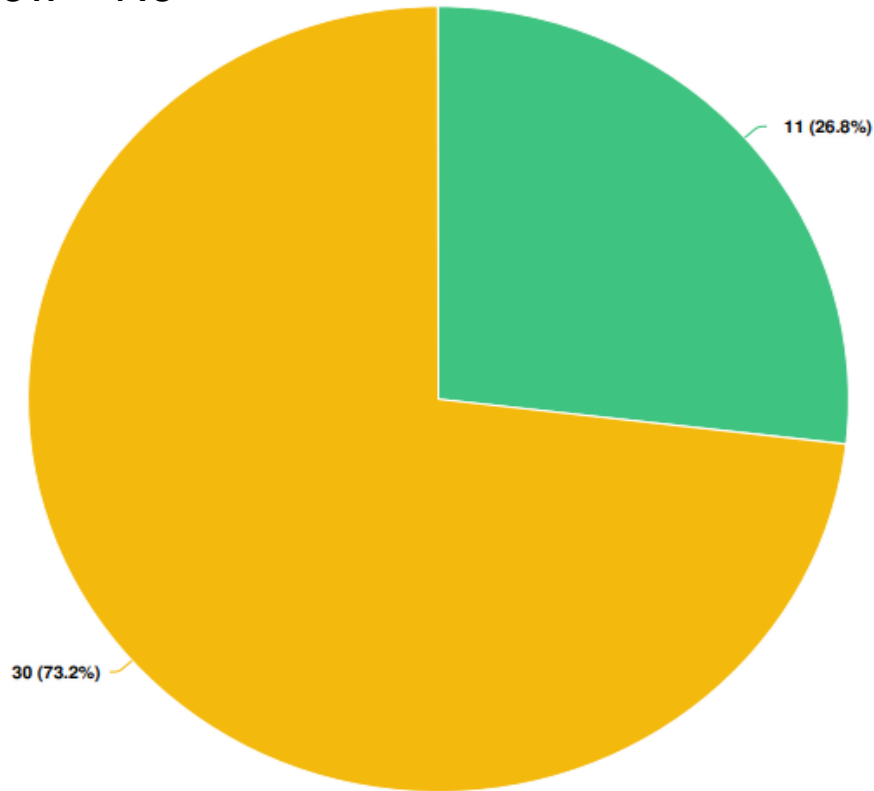
Family Hubs Progress

April 2024 – September 2024



- Since launching as a Family Hub to the start of September, there have been 558 new registrations and 26 referrals from other organisations or services, such as GPs. In addition there are a further 380 registrations taken from E-start who were already registered to the Children's Centres.
- There are also on average of 31 parents/residents per day footfall who are not attending a designated session but looking for advice and information. This is a 195% increase since introduction of Family Hubs.
- There are currently 55 services who deliver regularly from the Family Hubs. There are around 85 sessions delivered weekly across the hubs and a further 23 delivered on a fortnightly or monthly basis. 43 of these sessions are delivered at Old Oak, 39 at Tudor Rose, and 26 at the Stephen Wiltshire Centre.
- There are a further 123 organisations across the borough that we have contacted, and many are now built into our wider Family Hub network.
- Around 700 people attended the launch event.
- We have had 84,317 views of the Family Hub website so far.
- A total of 25 training courses were delivered to Family Hub staff and partners.
- Family Hubs PowerApp help with data collection / analysis moving forward to ensure Family Hubs are always improving.

Green – Yes
Yellow – No



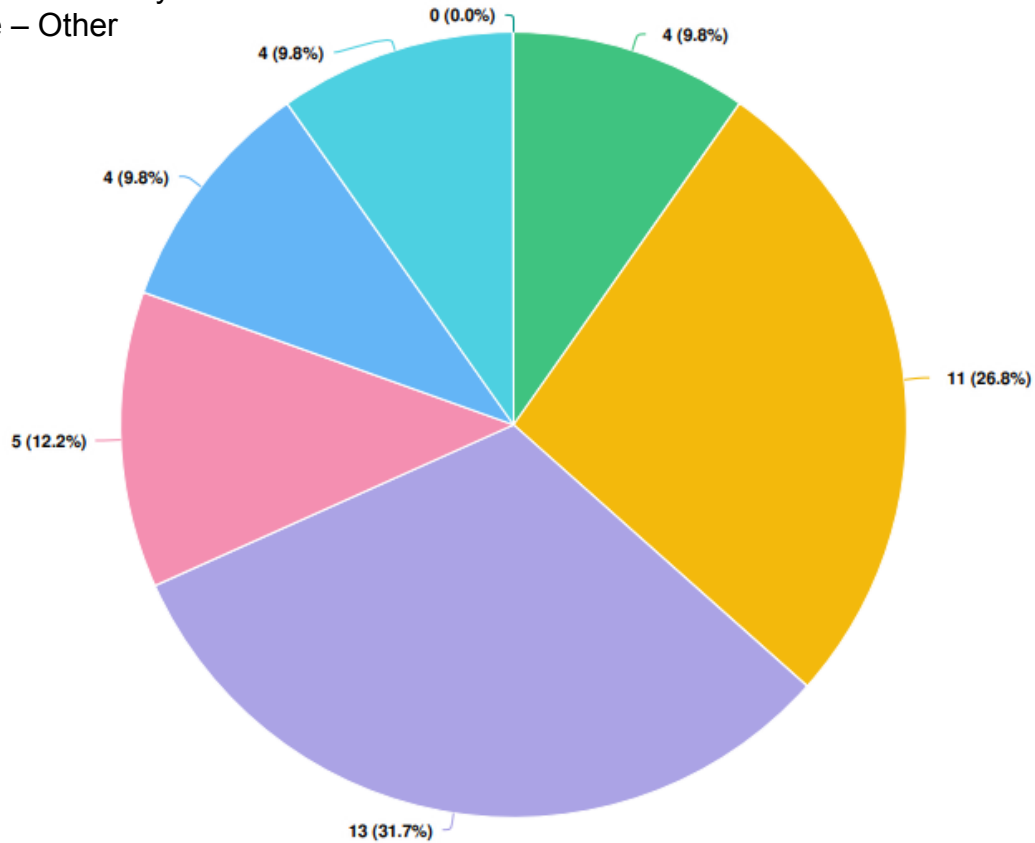
Was this your first visit to a Family Hub?

- 26% of people attending the hubs are new attendees. With 74% of families returning on a regular basis. This shows good reach and mix of families new to the hubs but provides confidence that once families arrive they enjoy the services and return.

Question options

● Yes ● No

Green – Council Website
 Yellow – A friend
 Purple – A referral from a professional
 Pink – School
 Blue – Online
 Dark green – A family member
 Light blue – Other



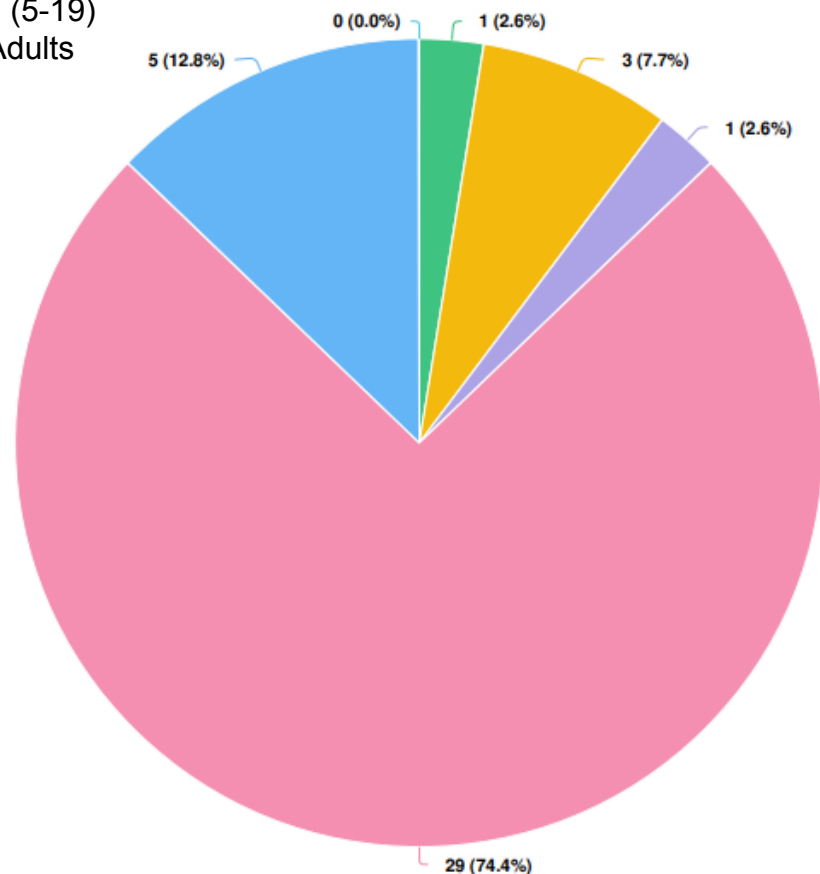
How did you find out about Family Hub's?

- Most residents found out about Family Hubs from professional referrals and recommendations from a friend.
- We expect the school percentage to increase over the coming months as we focus on strengthening our relationships with the schools.

Question options

■ Council website
 ■ A friend
 ■ A referral from a professional
 ■ School
 ■ Online
 ■ Other (please specify)

Green – Community
Yellow – Family
Purple – SEND
Pink – Under 5
Blue – Youth (5-19)
Light blue - Adults



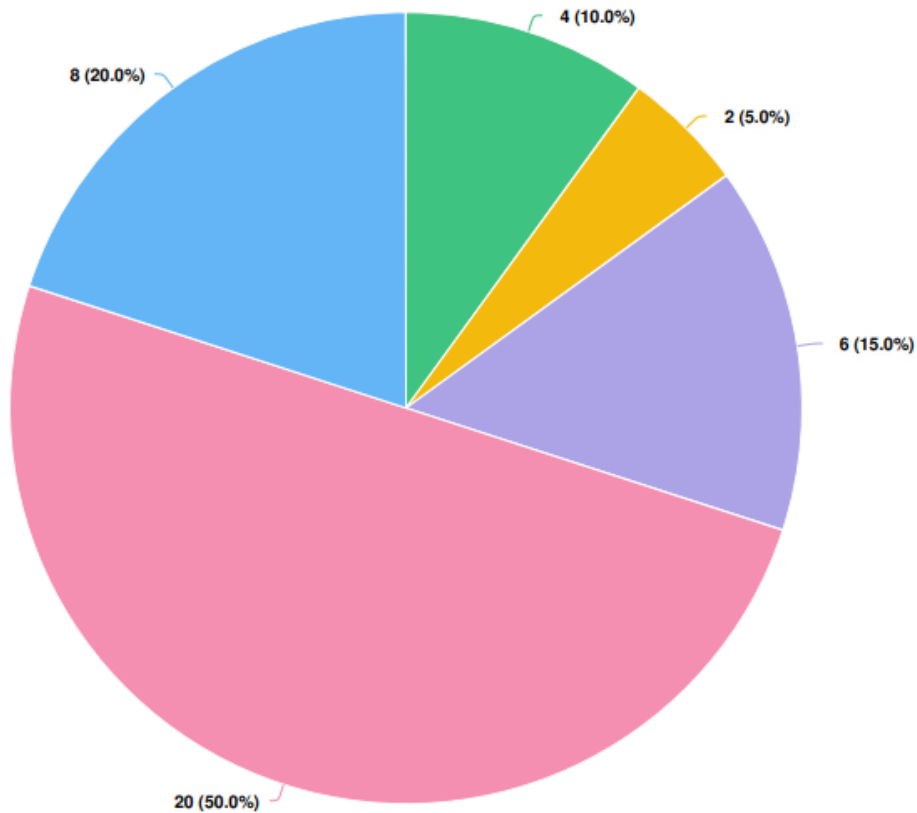
What type of service(s) or activity did you use at the Family Hub?

- The majority of participants attend 0-5 sessions. This is to be expected as Family Hubs have been built on a strong Children's Centre offer.
- The second highest percentage of participants attended youth services. The Family Hub offer will continue to build on the offer for young people.

Question options

Community Family SEND Under 5 Youth (5-19) Adults

Blue – Strongly agree
Pink – Agree
Purple – Neutral
Yellow – Disagree
Green – Strongly disagree



Would you agree that you know what services are on offer at the Family Hubs?

- Half of participants agreed they know what services are on offer at the Family Hubs, with a further 20% strongly agreeing with this. This supports the work that has been carried out so far around marketing and promotion.
- 5% of participants disagree and a further 10% strongly disagreeing. This is an area that we will look to improve. We received feedback that physical copies of the timetable and more information on our website about what each individual service offers will help improve this.

Did you feel welcome during your time at the Family Hub?

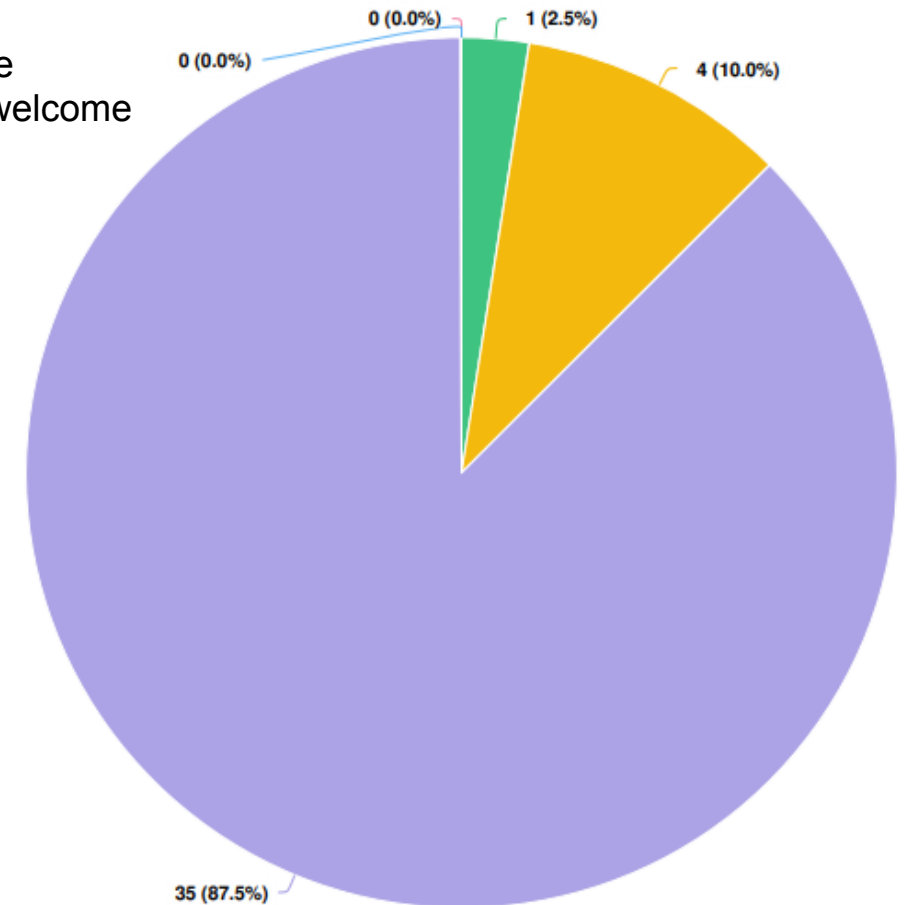
- 90% of participants felt very welcome. Family Hub staff provide initial contact to families and continue to support families through their Family Hub journey.

Quote from residents:

“Amazing staff!”

“Lovely staff, lots on offer”

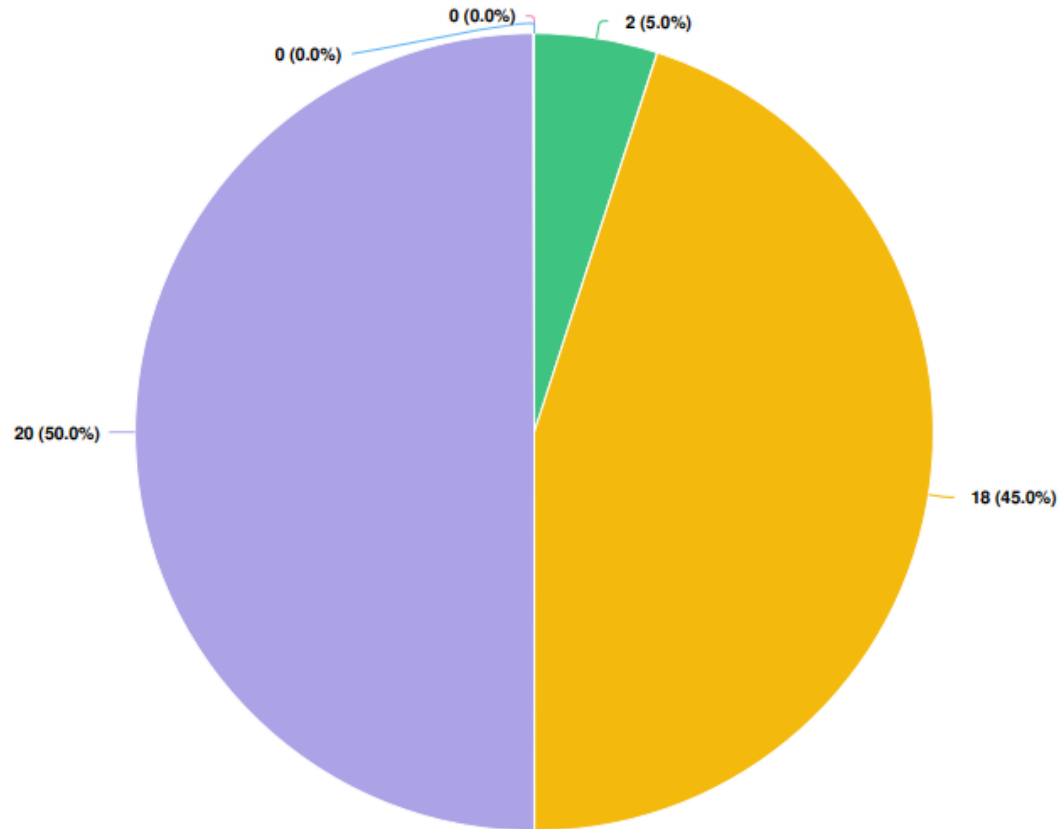
Purple – Very Welcome
Yellow – Welcome
Blue – Neutral
Pink – Unwelcome
Green – Very Unwelcome



Question options

Very unwelcome Welcome Very welcome Unwelcome Neutral

Purple – Strongly agree
Yellow – Agree
Blue – Neutral
Pink – Disagree
Green – Strongly disagree



Do you agree that your needs were met by the Family Hub offer?

- 95% of attendees agreed or strongly agreed their needs were met.

Quote from residents:

“The schedule is excellent”

“Friendly staff, lots on offer”

Question options

● Strongly disagree ● Agree ● Strongly agree ● Disagree ● Neutral

Please add any additional feedback on your experience of the Family Hub

- *“Lovely staff, lots on offer”*
- *“Very welcoming and enjoyable for babies and mother”*
- *“Staff are friendly and my baby is always having a good time!”*
- *“There’s many things for children and they’re very welcoming”*
- *“Moona and Anna in the massage are very kind and dedicated. My baby enjoys being there very much. Thanks.”*
- *“Lovely meeting well trained professionals in a relaxed environment. Didn't feel judged unlike in other centres.”*
- *“The Randolph Beresford centre has been a great way for us to get out of the house come rain or shine. I’m so happy to have a family hub just 10 minutes from home. I’ve met some lovely parents I can connect with. I also get my vitamins from here.”*

Is there anything you would like to see more of?

- *“Speech and Language Therapy for SEN.”*
- *“It’s a perfect place, to be honest.”*
- *“Postnatal exercise classes for mums.”*
- *“In general, more afternoon session in all community centre will be great.”*
- *“Postnatal exercises.”*
- *“Perhaps baking or food-based activities.”*
- *“I’d like longer sessions, more session with different things like music classes and cooking classes.”*
- *“More singing time!”*