





H&F Family Hub Launches

- Family Hubs were a H&F manifesto commitment in 2022
- 3 new Family Hubs launched in 2024
- With an additional 4 spoke & 4 UPG centres
- For all H&F families & children 0-19 (25 SEND)
- From pre-birth to transitions to adulthood

Hammersmith & Fulham Council

How are we doing?

Family hub satisfaction rates:

Parent/carers feedback:

- 100% feel welcome at all the hubs
- 97% feel their needs were met
- 70% are aware of services available
- 66% regularly access 0-8 sessions
- 33% regularly access 9+ sessions
- 25% of visitors are new families
- 23% of new families referred from partner organisations

Family hub statistics:

- 125 organisations part of service network
- 87 services now running from family hubs

In the last year:

- The hubs delivered 336 Learn & Play sessions; 6,720 families attending
- On average, partner services each delivered 40 sessions; 1,080 families attending
- 31 residents/day footfall per day



Family Hub locations

1. Family Hub
Old Oak
Community Centre
76 Braybrook Street
White City
London W12 0AP

2. Family Hub
Tudor Rose
Community Centre
Tudor Rose Building
Fulham Court
London SW6 5PG

3. Family Hub
Stephen Wiltshire
Centre
Queensmill Road
Fulham
London SW6 6JR

A specialist centre for children with Special Educational Needs and Disabilities and their families.

Visit: www.lbhf.gov.uk/fh-venues



Old Oak Family Hub



Tudor Rose Family Hub



Stephen Wiltshire Family Hub

Family Hubs Offer



All residents welcome

Each hub has sessions for:

- Children and young people
- Parents, carers and family members of children and young people
- Prospective parents
- Residents aged 18+
- Residents with Special Educational Needs and Disabilities.



What's on offer

At each hub residents can access advice and help with queries including:

- Parenting
- Health and wellbeing
- Finance, debt and benefits.

Children's centres

For preschoolers to attend with their parents and carers. Staff are available to give advice, support and guidance and our fun, interactive sessions include:

- Learn and play
- Baby massage
- Breast feeding support
- Health visitor assessments.

Start for Life

A programme of support from pregnancy to 36 months.



Family Hubs Offer



Youth hub

There's lots on at each hub for young people including:

- Community youth projects and activities
- Courses, carers and jobs advice
- Support services and mentoring sessions
- H&F's Young Carers Club

● **Visit:** www.lbhf.gov.uk/fh-youthhub

Family Information Service

For childcare information:

● FIS@lbhf.gov.uk

● 0845 313 3933

Local Offer for SEND

For information on services for children and young people with Special Education Needs and Disabilities and their families.

● localoffer@lbhf.gov.uk

Have your say

We are committed to shaping our services together with residents.



- H&F Family Voices gives residents the chance to develop and feedback on the hubs.
- Parentsactive supports parents and carers of children and young people with Special Educational Needs and Disabilities (SEND).
- H&F Youth Council is for anyone aged 11 to 25 who lives, works or studies in H&F. They can share their ideas, opinions and experiences on topics important to them.
- Make your voice heard and share your feedback online at:

● **Visit:** www.lbhf.gov.uk/fh-haveyoursay

Explore our Family Hubs online

Browse online to view the hubs' timetables, and for easy access to advice and guidance including our local offer for residents Special Education Needs and Disabilities and details on our Family Information Service.

 **Visit:** www.lbhf.gov.uk/thefamilyhub



Contact details

Family hub and children's centre services, sessions and activities.

Please note: Bookings can only be taken via the telephone.

@ familyhubs@lbhf.gov.uk

📞 020 8753 6070

