



National Centre for Family Hubs (NCFH)

Integrated support for families

Monica Hingorani

Anna Freud Deputy Head of Early Years and Prevention

monica.hingorani@annafreud.org



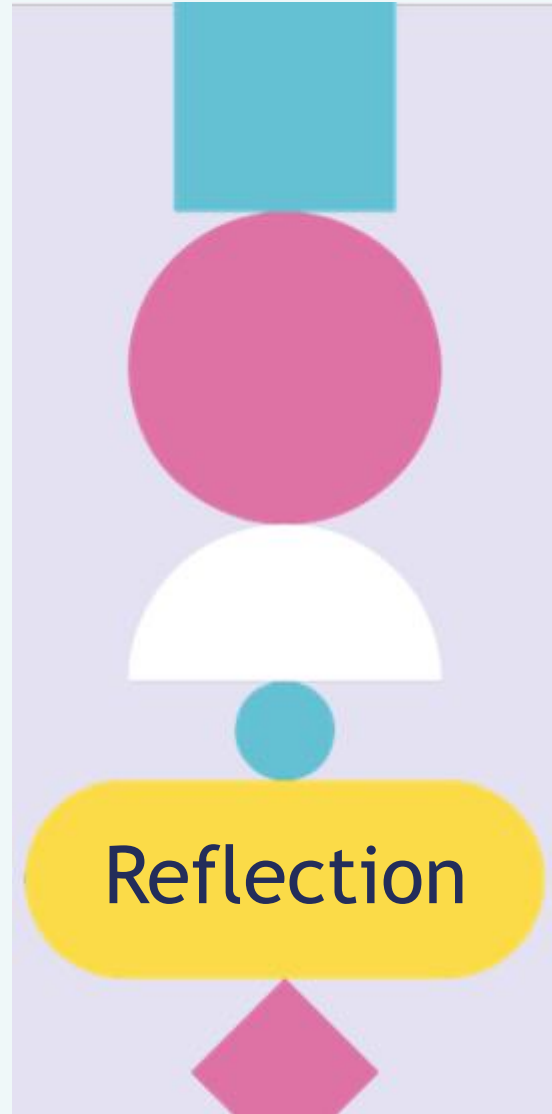
Anna Freud
building the mental
wellbeing of the
next generation

Overview

Knowledge exchange on:

How local areas are building a consensus for change based on the evidence of the impact of parental conflict on babies, children, young people and families.

What's working well and suggestions for why this is the case



Objectives

To identify success factors in developing integrated support co-produced with families through learning from local practice

To identify leadership and workforce development implications and how these can be addressed

To explore common approaches to evidencing improvements in outcomes for babies, children, young people and families across partnerships



Anna Freud

About NCFH

Supporting family hub transformation
Developing integrated family support



Anna Freud

National Centre for Family Hubs

NCFH is hosted by Anna Freud's Early Years and Prevention Department.

We are a national learning collective who work with local authorities, health and voluntary organisations in England to support the design and development of family hubs so that babies, children and their families can access the joined-up, whole family and inclusive support they need to thrive.

We are funded by the Department for Education and our evidence partner is [Foundations](#).



<https://www.nationalcentreforfamilyhubs.org.uk/>

Developing Family Hubs



Access

Family Hubs are a clear, simple point of access for help and support.

Connection

The purpose of a hub is connection - Services, professionals & sectors working together

Relationships

A family hub means a family focus; relationships are the key - building on family strengths

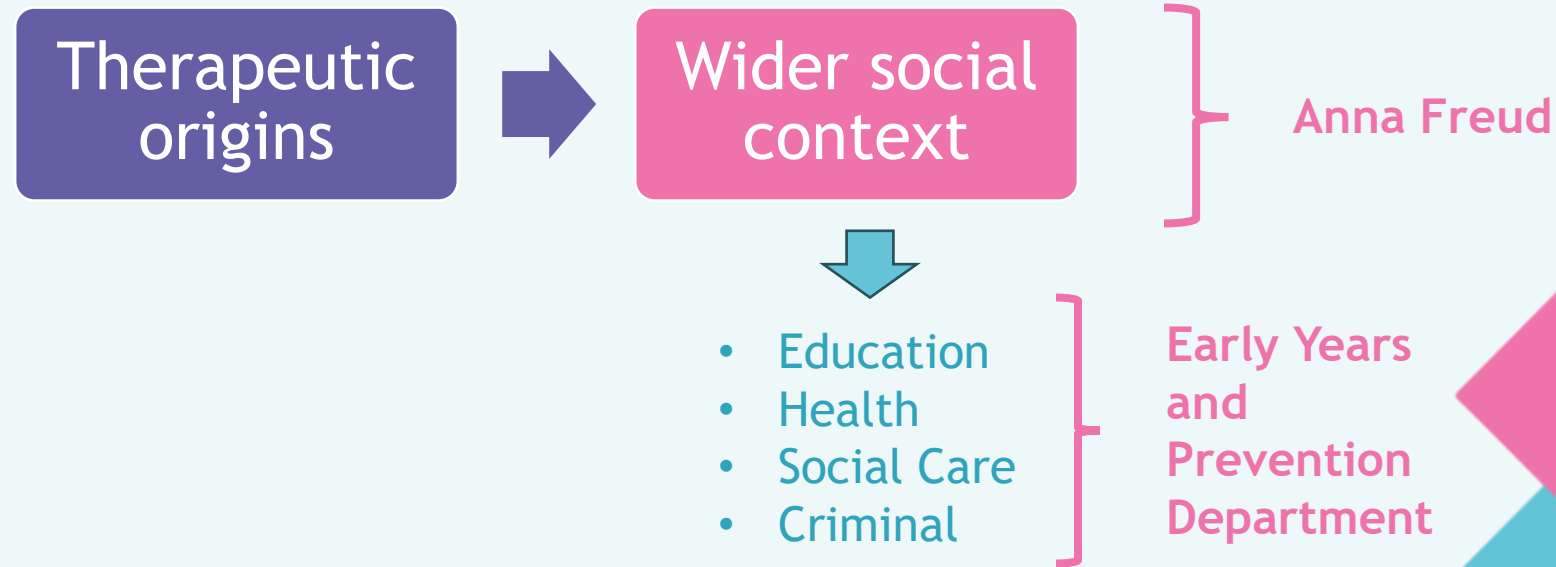


Anna Freud

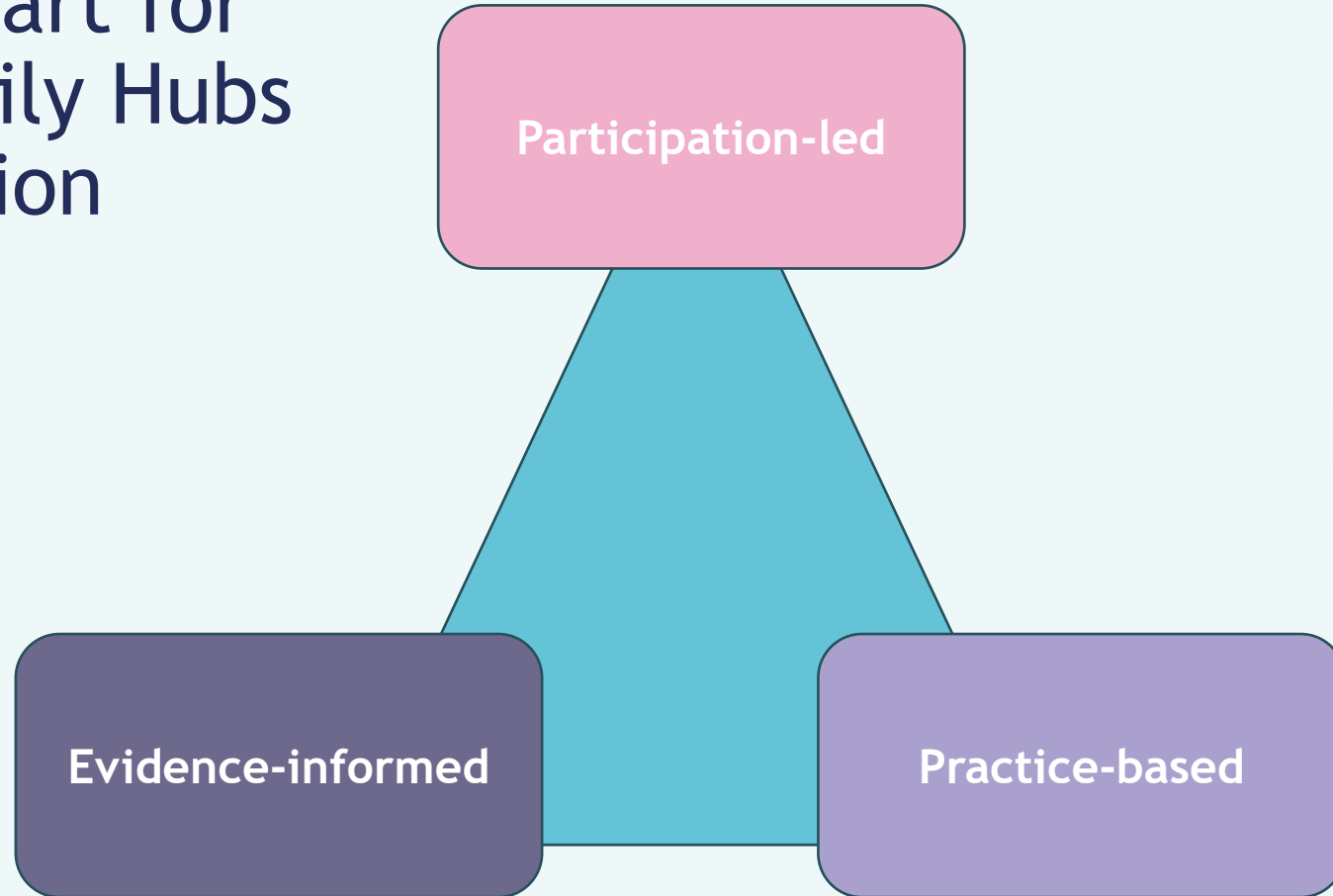


National Centre for Family Hubs

We work through relational practice (or relationship-based practice). This is an approach to working both with **individuals** and across **systems** that is built on cultivating **trust** so that individuals and teams can create cultures of reflection, learning and adaptation.



NCFH Principles for supporting Start for Life and Family Hubs Implementation



Participation-led



Anna Freud

<https://www.nationalcentreforfamilyhubs.org.uk/>

Implementation Toolkit

Background information

Family hubs and early help: an overview

Start for Life and other policy and practice initiatives

Family hubs funding explained

Strategic 'golden threads'

Leadership

Governance

Family hub development process

Theory of change

Evaluation

Access and inclusion

Participation, service design and commissioning

Practice approach

Integration and relational practice

Special educational needs or disability

Youth

Children's social care

Schools

Voluntary and community services and faith

Ingredients for successful implementation

Data sharing

Spaces and colocation

Virtual and digital delivery

The workforce

Peer support

National Centre for Family Hubs

Summary guide of designing and implementing family hubs in England



NATIONAL
CENTRE FOR
FAMILY HUBS

 **Anna Freud**
National Centre for
Children and Families

Whole-family, relational practice model

Level 1: Basic Model

- work in a whole family way that prioritises safely strengthening relationships and building on families' strengths
- there is senior commitment and a plan to develop this further

Level 2: Go further

- families have a consistent point of contact in the family hub to build a trusted relationship
- support provided through the family hub network builds on families' strengths, drawing on the wider relationships that families have, and on the capacity and potential for support and advice from within local communities
- children and young people are connected to mentoring programmes





Learning from practice



Anna Freud

Leicester city

- Identified a need to better understand parental relationship distress and develop holistic support as part of the Early Help offer.

In **2025-2026** the focus is on:

- Community engagement, ensuring families inform service design.
- Embedding co-production models, particularly for racially and culturally diverse communities.
- Developing culturally responsive approaches, acknowledging that the population likely requires tailored interventions.
- 8 Relationship Leaders identified from existing leadership and engaging with stakeholders according to capacity (timing is crucial)

[Leicester City: Using local evidence to drive integration and sustainability of the reducing parental conflict offer | Early Intervention Foundation](#)

A key enabler of integration in Leicester has been strategic leadership that spans both the Supporting Families programme and family hubs.

Collaboration across LLR and the wider East Midlands region enabled shared learning, aligned multi-agency efforts, and helped ensure that the work on RPC should be sustainable and embedded within wider family support systems.



Anna Freud

Westminster

Parenting Support



Family hubs support in the delivery of parenting programmes such as Supporting Families Supporting Communities and the Keeping Your Child in Mind.

Parenting practitioners are also at hand to provide one-to-one mentalisation based therapy to parents /carers who have been signposted to them by practitioners

[Family Information Hub | Parenting Support](#)

Keeping Your Child in Mind training was offered to Family Hub Lead; Parenting Development manager; Senior Early Help practitioner; Early Help Practitioner; DV consultant; Parenting Practitioner; Social worker, termly in which 6 parents joined and four parents completed.



Anna Freud

Leeds



[Home - Relationship Matters](#)

- ✓ *A vision that families experiencing parental conflict are supported at the right time, by the right practitioner to prevent any impact of this conflict on children*
- ✓ *aim to increase awareness of parental conflict and the impact it can have on children and young people and their outcomes*
- ✓ *take a practice approach through providing workforce development opportunities.*

[One minute guide: Relationship Matters - reducing parental conflict](#)



Anna Freud

North East Region

Family hubs offer universal and targeted support for all children and families, including those where parents have separated or are separating.

Northumberland, Gateshead, Newcastle and South Tyneside used RPC funding to commission the ***Parenting when Separated*** programme from Parents Plus.

Conducting the programme regionally

- allowed a range of parents from different locations to attend
- facilitated sharing the workforce - each LA provided one trained facilitator to work on the programme

Parents found the programme beneficial, even if their circumstances were difficult and had not changed over time.

Positive factors included:

- Bonding with other parents
- Overcoming worries about not being in control of everything - “it’s a bad day, not a bad life”.

https://www.nationalcentreforfamilyhubs.org.uk/case_studies/case-study-northumberland-working-with-separated-parents/#1



Anna Freud



Areas for
development



Anna Freud



Relational Leadership

We are developing a programme to address:

- nurturing and modelling behaviours and relationships that support collaboration across the family services system including health and voluntary and community partners
- strong relationships with families and communities at the heart of change

Details forthcoming - do get in touch if this is an area of interest.



Anna Freud

Successful co-production

Generated from knowledge from our NCFH Parent Participation and Youth Advisors:

- recognises that people who use services have the skills and knowledge to change and improve service delivery
- breaks down the barriers between people who use services and professionals
- builds on people's existing capabilities
- includes reciprocity (where people get something back for putting something in)
- encourages mutuality (people working together to achieve shared objectives)
- works with peer and personal support networks alongside professional networks



A Common Outcomes Approach – London Region Pilot

- Model a shared approach to capturing the outcomes achieved/ enabled by family hubs (where consistency makes sense)
- Prevent duplication and wasted effort and support a clear focus on what matters most and links to national outcomes work
- Ensure a strengths-based focus on outcomes for babies, children and young people
- Capture the breadth and depth of family hubs' unique contribution and how effectiveness and impact might be recorded and recognised
- Extract and share the insights and learning gathered from this iterative process and identify gaps, overlaps and opportunities for further development - individually and collectively as part of the wider common outcomes work.

A report on the learning from this pilot will be available in March 2025. Please contact NCFH to find out more.



For further information on our work:
[National Centre for Family Hubs | Anna Freud](mailto:ncfhenquiries@annafreud.org.uk)
ncfhenquiries@annafreud.org.uk

annafreud.org



Anna Freud
building the mental
wellbeing of the
next generation

