

Family Hubs Consultation Delivery

Supporting local authorities to conduct effective consultations with residents and partners when they are looking to transform their core service offer into a new model of Family Hubs.

Family Hubs networks are most successful when all parties with an interest in Family Hubs are included in the shaping and implementing of the proposed strategy. The Family Hubs Network Ltd can help you formulate the most effective, multi-channel approach to your consultation, ensuring optimal engagement with as many residents and stakeholders as possible.

It is essential that consultations are conducted cost-effectively and professionally. The Family Hubs Network Ltd will bring capacity, professional expertise, extensive knowledge of Family Hub policy and implementation approaches across England, and a valuable objectivity, which will be especially important in interpreting findings and making recommendations.

Process

Working closely together with the local authority, Family Hubs Network will help to deliver a bespoke consultation that incorporates all the considerations and goals unique to your area.

FHN will guide and facilitate the most effective consultation process in the following ways:

- Ensure there is clear vision, communication and areas of responsibility for every aspect of the consultation process (including providing staff briefings and training wherever necessary).
- Contribute to the preparation and implementation of your survey – this will be your main tool to gather participant responses, and will enable a wide and diverse sample to be analysed.
- Design a strategy to ensure maximum engagement with the survey – (for example, online and paper versions, ensuring it is accessible to all; using social media and other means to raise awareness; helping create other useful resources, posters etc).
- Design and facilitate events that will enhance both public and partner cross-sector engagement, such as Stakeholder Workshops, drop-in sessions for service users and focus groups. These can help build stronger partnerships, shared vision and greater buy-in from residents and practitioners alike.
- Collate and analyse responses and feedback.
- Present findings in a summary report with recommendations.

Timeline

As every consultation is unique, we will discuss an exact timeline with you once we have had our initial briefing meeting(s) via Teams. Below is a sample consultation schedule.

FHN submits proposal. Once go-ahead is received:

Week 1 & 2:

- Discuss, draft and confirm survey and engagement strategy.
- Agree dates, venues, staffing and participants for any workshops, drop-in sessions or focus groups.
- Promote and invite participants to engage with consultation and all related events.
- Brief staff on promoting consultation and supporting drop-in sessions.

Week 3: launch consultation (a 12 week consultation period is generally required).

- Over the agreed consultation time period, FHN and LA will run all agreed events and strategies to ensure highest possible level of engagement from both residents and partners.
- There will be ongoing tracking of responses to help us know if we need to change the focus or add any other pushes / events to increase engagement numbers and diversity.

Week 15: Close of consultation period:

- FHN will collate & analyse survey results & qualitative feedback from workshops/drop-ins/focus groups.

Week 17: FHN will present final summary report with recommendations.

Costs

Our fees for Consultation Delivery start at £15,000, but we will discuss your exact requirements with you so as to give you an accurate quote when we submit our proposal.

Costs for other resources and FHN staff expenses are charged additionally.

Family Hubs Network team

Catherine Barker - Head of Development: Catherine works extensively with local authorities as they explore Family Hubs policy, design their own systems, and implement and evaluate their work. Through leading the growing network of over 2000 people, Catherine draws on expertise, insights and connections from across the country to help LA/organisations to create systems and services best suited for their communities.

Denise Beevers – Family Hubs Network Associate: Family Hub innovator and champion, Denise has been instrumental to the development of Family Hubs in Doncaster and the impressive outcomes achieved. As a FHN consultant, Denise draws on extensive understanding and experience of working with families effectively, creating integrated systems of working across sectors and delivering a more efficient and relationally attuned service, where families are comfortable to engage with support to improve their children's life chances.

Dr Samantha Callan – Co-founder and Director: Samantha co-founded the Family Hubs Network in 2019, after first recommending the model in 2007, as part of a major policy review she chaired about how local and national government can help prevent family breakdown and strengthen families more generally. This, and other reviews she led, involved extensive national and international study visits. She has worked as a consultant with multi-national and other firms to increase their effectiveness in cultural change processes (the subject of her PhD).

Sophie Earl - Researcher: Sophie gathers and curates Family Hub insights and good practice, which she shares with the Network, and keeps members informed with latest news, policy and funding developments. As a researcher, she has extensive experience of engaging with and interviewing people from diverse backgrounds, especially through her work in the voluntary sector, working with individuals and families, includes ACEs (Adverse Childhood Experiences), multi-generational cycles of addictions, trauma, PTSD, and other mental health issues.

We welcome the opportunity to discuss Family Hubs Consultation Delivery with you. Please contact Catherine Barker: info@familyhubsnetwork.com, 020 7920 6192.