**A person and person walking in front of a family hub

Description automatically generated**A computer screen shot of a computer

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Dorset Family Hubs-24 Service Areas-**Voluntary sector partners**.

**Introduction**

The Dorset Family Hubs 24 Service Areas guide is designed for those Family Hubs managed by a **voluntary sector partner,** at the initial stages of mobilising a hub. The guide outlines the following-

* The 24- Service Areas
* The Dfe Minium requirements to deliver the 24-service areas.
* Useful websites, links, and resources to develop understanding and knowledge.
* A useful contact, where appropriate
* Links to training

**Family Hubs 24-Service Areas**

The Department for Education (DfE) have set out the 24-service areas that Family Hubs are required to deliver. The Framework sets out the minimum expectations as well as go further. These areas cover what is expected face to face at the hub, within the wider network and virtually. This guide covers the minimum expectations. As a front-line worker or volunteer we recommend:

* Understand the minimum face to face deliver for each service area.
* Read the websites and links provided.
* Undertake the recommended training.
* **Midwifery/Maternity**

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| Midwifery services provide support and care to women and their families while pregnant, throughout labour and during the period after the baby’s birth. |

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| **Expectations Face to Face at the Family Hub (Minimum)** |
| Family hubs can provide a team base for midwives working in the local area to meet and work across disciplines and agencies.  They provide clinical and non-clinical space to enable midwifery teams to be based there and to offer appointments there, with particular emphasis on initial booking appointment.  There is a confidential environment for assessments to be completed.  There is connection to vaccination centres.  Referrals to obstetric or other secondary care are available where required.  Family hubs provide expectant parents with the ability to access a range of locally available appropriate birth options. |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| There is an offer of one-to-one home visits for families where appropriate. Some Midwifery appointments are held in non-clinical community settings. |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| The website and communication channels show up to date appointment and drop-in clinics for families to access • Virtual (including telephone appointments) are available. |

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| **Main Contact** |
| Ellie Venton- Senior Programme Lead-Maternity  [ellie.venton@nhsdorset.nhs.uk](mailto:ellie.venton@nhsdorset.nhs.uk) |

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| **Useful Resources and Links** | |
| Maternity Matters-Dorset | [Maternity Matters Dorset – Bumps and Beyond](https://maternitymattersdorset.nhs.uk/) |
| Dorset Maternity Voices | [Maternity Voices – Maternity Matters Dorset](https://maternitymattersdorset.nhs.uk/support/maternity-voices/) |
| Dorset Maternity Voices Facebook Page | [Dorset Maternity Voices | Facebook](https://www.facebook.com/DorsetMaternityVoices/) |
| Maternity Service Dorset County Hospital | [Maternity Service | Dorset County Hospital (dchft.nhs.uk)](https://www.dchft.nhs.uk/service/maternity-service/) |
| Dorset Health Care University- Antenatal services | [Dorset HealthCare :: Antenatal](https://www.dorsethealthcare.nhs.uk/healthvisiting/antenatal) |

* **Health Visiting**

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| Health visiting services are there to help you and your newborn baby to stay healthy. Your health visitor can see you at home, GP practice and local Family Hub. A health visitor will usually visit you at home around 10 days after baby is born until then you Babys are cared for by local midwives. |

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| **Expectations face to face at a family hub** **(Minimum)** |
| Mandated Universal reviews are offered face to face as per the Health Visitor Service Model and High Impact Areas  The New Birth Visit is provided in home, and other reviews (including mandated offer) are available in a family hub (as well as in family homes and other settings)  The Making Every Contact Count approach is followed (e.g., benefits, housing, contraception services, fathers’ worker, community kitchens, breastfeeding support, introduction of solids/healthy weight/nutrition, mental health support, smoking cessation, Citizens Advice Bureau and voluntary, (including peer support)  There is an ability to support confidential discussion. Child health clinics are available • Health visitors are proactive in bringing families with highest needs / poorly served into family hubs for additional support, including group sessions, and do this face to face where possible.  There is early intervention and identification of additional or complex needs; joint case arrangements with other services embedded with Early Help/Supporting Families or referral targeted / specialist services.  Personalised or tailored interventions are determined by need with clearly defined roles and responsibilities and multi-professional care pathways (e.g., healthy weight utilises health visiting support, dietician, play therapy, walking group) |

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| **Service available through the family hub but received elsewhere in the network**: |
| There is outreach to the community, including well-defined population needs assessments and community activities to support a safe and effective universal offer (which safeguards all parties, i.e., families and workers)  There are personalised / targeted / specialist interventions including referral pathways to the most appropriate professional in the family hub or elsewhere in the locality such as child development assessment or community health service to complete the work.  Outreach also supports targeted work, by multi-agency professionals and volunteers, for families / localities where access is otherwise unlikely. Health visitors proactively engage with families most in need or otherwise marginalised.    Offer is available in a range of settings across families’ homes and community settings e.g., child health clinic 13 Go further Service available face to face at a family hub:  The health visitor is a leader of strong integration of services and support • There are drop in/child health clinics.  There are stay and play, speech and language therapy groups, psychology support for specific groups (to support sensitive and responsive caregiving) via the family hub or connection to wider offer. |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Parents and carers can access information and other guidance for common concerns (e.g., feeding, sleeping, crying, toileting, illnesses) online at any time of day or night.  Information is provided in multi-media formats to deliver a modern, innovative, and user-centred evidenced approach.  The virtual offer can help improve accessibility (for example other languages including sign language, cultural barriers)  Parents are aware of how to contact the health visitor via telephone or digital approaches.  The local authority is cognisant of digital poverty/exclusion and takes steps to mitigate. |

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| **Main Contact** |
| Rebecca Watson- [rebecca.watson@dorsetcouncil.gov.uk](mailto:rebecca.watson@dorsetcouncil.gov.uk) |

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| **Useful Resources and Links** | |
| Dorset Health Care | [Dorset HealthCare :: Health Visiting](https://www.dorsethealthcare.nhs.uk/healthvisiting) |
| Health Visitors-Dorset Council | [Dorset HealthCare :: Contact your local health visiting team](https://www.dorsethealthcare.nhs.uk/healthvisiting/contact-your-local-health-visiting-team) |
| Maternity Matters Dorset | [Health Visitor contacts – Maternity Matters Dorset](https://maternitymattersdorset.nhs.uk/support/visitors/) |
| Dorset Healthcare Facebook | [Dorset Healthcare Health Visiting Service | Facebook](https://www.facebook.com/dorsethealthcarehealthvisitingservice/) |
| Parent Line-Dorset Healthcare | [Dorset HealthCare :: Parent Line confidential text messaging service](https://www.dorsethealthcare.nhs.uk/healthvisiting/parentline-confidential-text-messaging-service) |
| Patient Leaflets-Dorset HealthCare | [Dorset HealthCare :: Patient leaflets](https://www.dorsethealthcare.nhs.uk/patients-and-visitors/patients-leaflets) |

* **Infant Feeding**

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| The Breastfeeding Network has been commissioned by Public Health Dorset since June 2022 to provide breastfeeding peer support services across Dorset. The types of services offered include groups and remote support via Zoom or social media. |

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| **Expectations available face to face at a family hub building (Minimum)** |
| Your family hub has a designated welcoming, safe and secure breastfeeding space for mothers to breastfeed and meet other breastfeeding parents.  Physical information (for example, leaflets/brochures) is available at the family hub, so parents/carers know how to access local support in your area.  Antenatal classes are offered to all expectant parents, including fathers/partners, to provide consistent advice on the importance of early relationships and the benefits of breastfeeding for the health and wellbeing of the baby and mother.  Parents are invited to decide antenatally whether they want to breastfeed. They are made aware of what the challenges might be and what support is available.  All parents have access to one-to-one practical help on hospital wards and in family hubs (from healthcare professionals and/or trained peer supporters) to support breastfeeding initiation, responsive feeding and relationship building during the immediate postnatal period.  Mothers are actively contacted and offered infant feeding support in the immediate postnatal period.  An infant feeding peer support service is provided.  Face to face infant feeding support (from healthcare professionals and trained peer supporters) is provided via the family hub\*, and the workforce has the knowledge, skills, and education to promote breastfeeding (obtained via an accredited training programme).  Staff are trained to identify and respond to more complex infant feeding needs, and timely support is offered to all families who need it so they can continue breastfeeding for as long as they would like to.  Best endeavours are made to improve timely access to tongue tie support and treatment.  Drop-in infant feeding support sessions/groups are available at the family hub.  Equipment is available on loan from the family hub for parents who need it (for example, breast pumps) and staff sensitively support parents to use it.  All families have access to a key contact within the family hub who can help them to understand the infant feeding support that is available to them.  These services may be delivered at a family hub building, virtually, or at other settings in the family hub network. |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Parents are connected to online infant feeding information, so they are aware of the reliable and evidence-based resources available and how to access them.  Parents are actively directed to virtual and out of hours infant feeding support and resources like the National Breastfeeding Helpline and Better Health: Start for Life’s “Breastfeeding Friend”.  Remote / virtual infant feeding support is available and accessible to all parents. Services available through the family hub and received elsewhere in the network (for example, via outreach, at a youth centre, a clinical setting such as a maternity hub, a voluntary and community sector (VCS) organization, or a faith setting):  Infant feeding services are promoted locally to raise awareness of the support available in your area.  Peer supporters are representative of the community, where possible, and have links into the community and/or into wider support groups.  Specific focus and additional / 1:1 support is available to support those less likely to breastfeed, for example, younger, first-time, and more vulnerable parents/carers. |

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| **Main Contact** |
| Ashleigh Gallimore- Service Manager-Dorset-Breast Feeding Network  [ashley.gallimore@breastfeedingnetwork.org.uk](mailto:ashley.gallimore@breastfeedingnetwork.org.uk) |

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| **Useful Resources and Links** | |
| Breast feeding network Dorset**-** | [Dorset - The Breastfeeding Network](https://www.breastfeedingnetwork.org.uk/project/dorset/) |
| National Breast-feeding helpline- | [National Breastfeeding Helpline – Helpline](https://www.nationalbreastfeedinghelpline.org.uk/) |
| Help to buy food and milk | [Get help to buy food and milk (Healthy Start) - NHSBSA](https://services.nhsbsa.nhs.uk/apply-for-healthy-start/) |
| Healthy Start Team-Dorset | [Dorset HealthCare :: Healthy Start Scheme](https://www.dorsethealthcare.nhs.uk/healthvisiting/healthy-start-scheme) |

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| **Staff and Volunteer Training and Resources** | |
| Better start for life breastfeeding resources | [Better Health Start for Life Breastfeeding | Better Health Start for Life | Campaign Resource Centre (dhsc.gov.uk)](https://campaignresources.dhsc.gov.uk/campaigns/better-health-start-for-life/better-health-start-for-life-breastfeeding/) |
| **Parent and Carer Training and Resources** | |
| Start for Life Emails- parents- at every stage of pregnancy | [Start for Life emails - NHS (www.nhs.uk)](https://www.nhs.uk/start-for-life/start-for-life-emails/) |
| Better Start for Life- Introducing solid foods | [Better Health Start for Life Introducing Solid Foods | Better Health Start for Life | Campaign Resource Centre (dhsc.gov.uk)](https://campaignresources.dhsc.gov.uk/campaigns/better-health-start-for-life/better-health-start-for-life-introducing-solid-foods/) |
| Healthy Start Leaflet- easy read | [Healthy-Start-easy-read-guide.pdf (kent.gov.uk)](https://www.kent.gov.uk/__data/assets/pdf_file/0006/154347/Healthy-Start-easy-read-guide.pdf) |

* **Parent Infant Relationships / Perinatal Mental Health**

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| Perinatal Mental Health problems are those which occur during pregnancy or in the first year following the birth of a child. Perinatal mental illness affects up to 27% of new and expectant mums and covers a wide range of conditions (NHS England).  Specialist perinatal mental health assessments are available across Dorset, which focuses on the needs of mother and infant, and management/treatment for women suffering with severe mental illness. (NHS Dorset Healthcare University).  Referrals to specialist services can be made via your GP, social care worker, health visitors, maternity departments, and other health care professionals.  Dorset wide there are a range of services, information, advice, and tools you can access to support. |

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| **Expectations available face to face at a family hub building (Minimum)** |
| The family hub has a designated welcoming, safe and secure space where parents can speak to practitioners, volunteers, or other peer supporters about their wellbeing and mental health.  Information leaflets and brochures are available in the family hub to help destigmatise mental health and parent infant relationship difficulties, and to raise awareness of support available (once available as part of the National Public Health Campaign).  Offer antenatal classes (face-to-face and/ or online) that include advice on mental health and the importance of early relationships with babies, including support for fathers and co-parents/carers.  Parents and carers can access face-to-face support for mental health and parent–infant relationships in the family hub, through enhancing existing services and/or new offers.  Staff within the family hub are appropriately trained and have the knowledge and skills needed to provide early help, support, and connect parents who may need it to additional services (for example, via video feedback). |

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| **Services available through the family hub and received elsewhere in the network (for example, via outreach, at a youth centre, a clinical setting such as a maternity hub, VCS organization, or a faith setting) (Minimum)** |
| Early help services are promoted locally to raise awareness of the support available via GP surgeries, libraries, churches, community centres, schools, etc.  Specific focus and additional / 1:1 support is available to support those less likely to access family hubs and vulnerable groups. This is provided by trained peers and professionals and provided proactively in a range of settings.  Professionals and peer supporters can connect parents and carers, who are struggling with their mental health or relationship with their baby, to help available through alternative venues, community initiatives, and support groups within the wider community.  Community initiatives that destigmatise mental health and promote good early attachment relationships are encouraged. |

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| **Virtual services are available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Information about perinatal mental health and parent–infant relationships is available online with clear signposting to services available.  Remote / virtual / digital support is promoted and is accessible.  Existing mild to moderate perinatal mental health and parent–infant relationship services offer interventions online as well as in person, according to clinical need and family preference. |

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| **Main Contact** |
| Jagoda Banovic-Head of Perinatal Mental Health  [jagoda.banovic@nhs.net](mailto:jagoda.banovic@nhs.net) |

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| **Useful Resources and Links** | |
| Maternal Mental Health | [Maternal mental health :: Healthier Together (what0-18.nhs.uk)](https://www.what0-18.nhs.uk/pregnant-women/maternal-mental-health) |
| Pregnancy and Mental Health | <https://www.what0-18.nhs.uk/pregnant-women/maternal-mental-health> |
| Dorpip | [Homepage | Dorpip](https://www.dorpip.org.uk/) |

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| **Parent and Carer Training and Resources** | |
| Start for Life Emails- parents- at every stage of pregnancy | [Start for Life emails - NHS (www.nhs.uk)](https://www.nhs.uk/start-for-life/start-for-life-emails/) |

* **Activities for Children aged 0-5**

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| Activities for Children under 5 support the development of brain architecture, foundations for health and resilience. Through games and playful activities children can practice and strengthen important executive function skills such as learning to focus attention, strengthening working memory and developing basic self-control. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Family hubs deliver the statutory duty to provide activities for young children (aged 0-5) for example, interactive play or stay and play sessions. |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| N/A |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to book onto services. |

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| **Main Contact** |
| Early Help and Education Team Leader  Check with your locality |

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| **Resources and Links** | |
| Dorset Council Webpages- activities, groups, and events for young people | [Activities, groups and events for children and young people - Dorset Council](https://www.dorsetcouncil.gov.uk/-/activities) |
| Dorset Council Library Activities for Children | [Library activities for children - Dorset Council](https://www.dorsetcouncil.gov.uk/whats-on-in-dorset-libraries/childrens-activities) |

* **Early Childhood Education/Care and Financial Support**

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| Parents can access information and support with Early Childhood Education/ Care and Financial Support through their local Family Worker and online. |

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| **Expectations available face to face at a family hub** |
| Staff in the family hub deliver the statutory duty to provide families with information about their entitlements, including universal 15 hours, 15 hours entitlement for disadvantaged 2-year-olds, 30 hours, Universal Credit childcare offer and Tax-Free Childcare.  Family hub staff work in the community, with other family-facing professionals and network partners, to proactively identify families and engage with those who may benefit from the early years entitlements, such as disadvantaged and No Recourse to Public Funds (NRPF) households, by promoting educational benefits of take up (particularly 15 hour offers)  Where needed, staff in the family hub facilitate and support families to apply for the early education entitlements |

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| **Service available through the family hub but received elsewhere in the network** |
| Partners in the family hub network who work in the community identify families and refer them to the family hub to engage with those who may benefit from early years entitlements, such as disadvantaged and NRPF households |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services** |
| Online family hub presence offers universal materials on the different government childcare offers, as well as information on how to access these offers and how to find a provider.  Staff at the family hub are aware of and connect claimants to the Childcare Choices, gov.uk and universal credit websites.  The family hub online presence signposts families to Childcare Choices website |

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| **Main Contact** |
| Early Help Family Worker  Check with your locality |

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| **Resources and Links** | |
| Dorset Childcare Funding Options | [Childcare funding options - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/childcare/childcare-funding/childcare-funding-options) |

* **0-19 Public Health**

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| Dorset Healthier together can provide information and advice on a wide range of childcare concerns and daily life for all age ranges. Information can be accessed via the website, or an App can be downloaded. |

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| **Expectations Available Face to Face in the Hub (Minimum)** |
| Staff in the family hub know what services are provided where locally, and can connect families to services, information and support relevant to a family's specific needs. This will include supporting families to access evidence-based health improvement advice and interventions, and information and advice for parents on children and young people’s health and development, including local community resources (both in person and online) and social prescribing opportunities to increase social participation and health/wellbeing outcomes.  Staff in the family hub can connect families to additional or targeted support where needed (as identified by area needs assessments)  Staff in the family hub promote emotional wellbeing in conjunction with primary/ secondary care and school-based support.  There are drop-in opportunities in the family hub provided by professionals and local providers of different services available |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub are able to connect families to appropriate support within the network, including to primary and secondary care, wider community health care and specialist services where appropriate and available |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to book onto services |

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| **Main Contact** |
| Public Health Locality Lead |

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| **Resources and Links** | |
| Dorset Healthier Together | [Home :: Healthier Together (what0-18.nhs.uk)](https://www.what0-18.nhs.uk/) |
| Dorset Family Information Service | [Family Information Service - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/get-help-for-your-family/family-information-service) |

* **Mental Health**

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| There is a wide range of mental health support in Dorset- which is currently under review. These services include NHS, Voluntary Sector and Dorset Council. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub have an understanding of mental health issues, including early intervention and emotional/wellbeing support, and are able to connect to appropriate support within the network.  Staff in the family hub ensure equal consideration of mental health needs alongside other needs such as physical health (parity of esteem) |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub have an understanding of mental health issues, including early intervention and emotional/wellbeing support, and are able to connect to appropriate support within the network and local area |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online Family Hub presence offers universal materials, connecting to online self-help materials e.g. Every Mind Matters website and information about how to book onto services or self-refer (where available) |

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| **Main Contact** |
| Rebecca Watson- [rebecca.watson@dorsetcouncil.gov.uk](mailto:rebecca.watson@dorsetcouncil.gov.uk) |

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| **Resources and Links** | |
| Dorset Mind | [Mental Health Support Charity - Dorset Mind](https://dorsetmind.uk/) |
| Active Dorset | [Mental health support in Dorset | Active Dorset](https://www.activedorset.org/latest-news/2020/01/mental-health-support-in-dorset) |
| CAMHS Dorset | [CAMHS Dorset](https://camhsdorset.org/contact-us/crisis) |
| Dorset Healthcare | [Access Mental Health Dorset (dorsethealthcare.nhs.uk)](https://www.dorsethealthcare.nhs.uk/access-mental-health) |
| Relate Dorset | [Dorset and South Wiltshire | Relate](https://www.relate.org.uk/centre/dorset-and-south-wiltshire) |
| Patient Leaflets-Dorset Healthcare | [Dorset HealthCare :: Patient leaflets](https://www.dorsethealthcare.nhs.uk/patients-and-visitors/patients-leaflets) |

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| **Staff and Volunteer Training Courses** | |
| Suicide Awareness Training-Level 1 | [20-minute suicide awareness training (zerosuicidealliance.com)](https://www.zerosuicidealliance.com/suicide-awareness-training) |
| Level 2- Suicide First Aid | Email to book  phd-workforce@dorsetcouncil.gov.uk |
| Level 3- ASIST | Email to book  phd-workforce@dorsetcouncil.gov.uk |
| Mind Tools-Dorset Mind  Range of courses that are not free | Training@dorsetmind.uk |
| Mental Health First Aid | Email to enquire.  phd-workforce@dorsetcouncil.gov.uk |
| All Our Health Bite Sized Learning-NHS England | [All Our Health - elearning for healthcare (e-lfh.org.uk)](https://www.e-lfh.org.uk/programmes/all-our-health/) |

* **Stop Smoking Support**

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| Livewell Dorset provide a range of Stop Smoke services including face to face support, live well coaching, nicotine replacement, vape starter kit and the Alan Carr easy way seminar. |

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| **Expectations Available Face to Face (Minimum)** |
| Staff in the family hub know what stop smoking services are provided locally, where these are available, and can connect families to these services.  For families attending a first healthcare appointment at the family hub, staff will ask individuals about their smoking status and that of others in the household.  Staff in the family hub are trained in delivering Very Brief Advice on smoking to parents identified as smokers |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub are able to connect families to appropriate local stop smoking support, including signposting to information on specialist services |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to access stop smoking services |

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| **Main Contact** |
| Nicola Whitehead-Livewell Dorset- [nicola.whitehead@livewelldorset.co.uk](mailto:nicola.whitehead@livewelldorset.co.uk) |

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| **Resources and Links** | |
| Livewell Dorset-Stop Smoke | <https://www.livewelldorset.co.uk/stop-smoking/> |

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| **Staff and Volunteer Training Courses** | |
| Livewell Dorset talk and run through of services.  30-minutes | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for you | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for others | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for teams | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for managers | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Nutrition for wellbeing & smoking cessation | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Supporting Others Lifestyle Changes engagement session | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing Champions network for those who have completed the Wellbeing Essentials for  Teams | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |

* **Substance Misuse**

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| Dorset Council commission the Reach team to provide support with drug andalcohol misuse.  Livewell Dorset provide information, services, and tools on cutting down alcohol. |

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| **Expectations available face to face at the hub (Minimum)** |
| Staff in the family hub know what stop smoking services are provided locally, where these are available, and can connect families to these services.  For families attending a first healthcare appointment at the family hub, staff will ask individuals about their smoking status and that of others in the household.  Staff in the family hub are trained in delivering Very Brief Advice on smoking to parents identified as smokers |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub are able to connect families to appropriate local stop smoking support, including signposting to information on specialist services |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to access stop smoking services |

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| **Main Contact** |
| Sarah Hilliard-Reach Service Manager  [sarahhilliard@reach-dorset.org](mailto:sarahhilliard@reach-dorset.org) |

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| **Resources and Links** | |
| Reach | [Reach - EDP Drug & Alcohol Services](https://www.edp.org.uk/reach/) |
| Livewell Dorset-Cutting down on alcohol | [Cutting Down on Alcohol with LiveWell Dorset | Free Help To Stop Drinking · LiveWell Dorset](https://www.livewelldorset.co.uk/drink-less/) |

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| **Staff and Volunteer Training Courses** | |
| Reach- offer free training for space exchange | Email to enquire.  [sarahhilliard@reach-dorset.org](mailto:sarahhilliard@reach-dorset.org) |
| Livewell Dorset talk and run through of services.  30-minutes | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for you | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for others | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for teams | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for managers | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Supporting Others Lifestyle Changes engagement session | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing Champions network for those who have completed the Wellbeing Essentials for  Teams | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |

* **Housing**

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| Dorset council provide information and services around statutory housing, currently they are not based at the Family Hubs but can be accessed in libraries.  Each locality has a housing champion based in the Early Help team who can provide information and support.  The voluntary sector and national charity’s offer information and support on a wide range of housing matters. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub have a good understanding of housing issues that families may be facing and are able to connect families to appropriate housing support services within the network |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| There is a mechanism for families, particularly those at risk of homelessness, to be connected to wider local housing services within the hub network and/or VCS organisations who can offer more specific or specialist housing advice to families |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| The online family hub presence offers universal materials and information about how to find and access local housing support services |

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| **Main Contact** |
| Ashleigh Johnson-Housing Triage- [ashleigh.johnston@dorsetcouncil.gov.uk](mailto:ashleigh.johnston@dorsetcouncil.gov.uk) |
| Add name of your locality housing champion here - |

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| **Resources and Links** | |
| Dorset Council Housing | [Contact Housing - Dorset Council](https://www.dorsetcouncil.gov.uk/-/contact-housing) |
| CAB Dorset | [Dorset Citizens Advice | Citizens Advice provides free, confidential support and advice to people in Dorset. (citizensadvicedorset.org.uk)](https://citizensadvicedorset.org.uk/) |
| Shelter-England | [Home - Shelter England](https://england.shelter.org.uk/) |
| First Point Dorset-You Trust | [First Point Dorset Integrated Prevention Services (DIPS) (theyoutrust.org.uk)](https://theyoutrust.org.uk/first-point-dips/) |
| Crisis | [Homelessness support | Get help for homelessness | Crisis UK](https://www.crisis.org.uk/get-help/how-to-get-help/?gclid=EAIaIQobChMIr-_Q4KOJgQMVGch3Ch2OAQmOEAMYASAAEgKBovD_BwE) |

* **Domestic Abuse**

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| The You Trust, Paragon are commissioned by Dorset Council to deliver support and services. Help includes outreach, sanctuary, refuge, resettlement, counselling, emotional support, safety planning, support and recovery groups, IDVA/ISVA, children and family work, independent stalking advice and children and young peopled advocates. Leaflets and stickers with QR codes can be ordered from the You Trust. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub are aware of the Domestic Abuse Statutory Guidance, are trauma informed, and can distinguish between parental conflict and domestic abuse, recognise signs of all forms of domestic abuse (including coercive control), the impact of this abuse on victims (adult and child, including where children see, hear or experience the effects of domestic abuse). Staff in the family hub are also aware of key risk points, such as pregnancy and ending an abusive relationship.  Staff in the family hub have a good understanding of the support services available locally and are able to connect adult and child victims to specialist domestic abuse services (including VCS organisations) either on site or within the family hub network, as well as support from other agencies such as health, police, housing and/or local safe accommodation.  Private spaces are available to allow victim (adult and/or child) to speak confidentially, to reduce risk associated with disclosing in front of perpetrators.  Family hubs have awareness-raising information around the hub about local services and the 24/7 domestic abuse helpline, such as posters on toilet doors, or on notice boards, or discreet cards available to pick up.  Staff can also, where appropriate and available, connect perpetrators to relevant support. In making referrals, the safety of victims/children is paramount at all times |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub are able to connect adult/child victims and, where appropriate, perpetrators to appropriate support within the network. This may include specialist domestic abuse services (including VCS organisations) as well as support from other agencies such as health, housing and/or local safe accommodation. In making referrals the safety of victims/children is paramount at all times |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal information about domestic abuse and how to access help and support and/or book onto services • Online information is created with the locally commissioned domestic abuse service and provides clear advice about what to do if a victim of domestic abuse is in immediate danger, as well as links to local and national support such as helplines/text services and refuge support |

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| **Main Contact** |
| Chloe Day- Paragon Dorset Manager-You Trust  [chloe.day@theyoutrust.org.uk](mailto:chloe.day@theyoutrust.org.uk) |

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| **Resources and Links** | |
| Dorset Council Domestic Abuse Pages | [Get help if you're experiencing domestic abuse - Dorset Council](https://www.dorsetcouncil.gov.uk/your-community/community-safety/domestic-abuse/help-for-those-who-have-experienced-domestic-abuse) |

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| **Staff and Volunteer Training Courses** | |
| DragonFly Training | [Dragonfly - Paragon Team](https://paragonteam.org.uk/dragonfly-project/) |
| Tailored Domestic Abuse Talk for teams | Email to enquire.  chloe.day@theyoutrust.org.uk |
| **Training for those who have experienced Domestic Abuse** | |
| Freedom Programme | [The Freedom Programme - Dorset Council](https://www.dorsetcouncil.gov.uk/-/the-freedom-programme) |
| Awareness courses for survivors of domestic abuse | [Awareness courses for survivors of domestic abuse - Dorset Council](https://www.dorsetcouncil.gov.uk/your-community/community-safety/domestic-abuse/courses-for-survivors) |

* **Reducing Parental Conflict**

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| The Department for Work and Pensions Reducing Parental Conflict programme was launched in 2018 to support children growing up around difficult relationships at home- whether their parents are together or separated. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub are aware of the evidence on the impact of parental conflict, can identify it, can distinguish it from domestic abuse, and provide universal level support and initial early support (conversations with a trained practitioner - level 2), providing or connecting to moderate support (structured support from a trained practitioner - level 3) where required, whether this is on or off site. This support is available to parents who are together, separating or separated |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub can connect parents to moderate support (structured support from a trained practitioner - level 3) |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Universal support available virtually e.g., information, apps, videos, and practitioners are available to offer early and moderate support virtually |

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| **Main Contact** |
| Michael Taylor-Reducing Parental Conflict [Coordinator-michael.taylor@dorsetcouncil.gov.uk](mailto:Coordinator-michael.taylor@dorsetcouncil.gov.uk) |

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| **Resources and Links** | |
| Support for parents in a relationship | [Support for parents in a relationship - Dorset Council](https://www.dorsetcouncil.gov.uk/support-for-parents-in-a-relationship) |

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| **Staff and Volunteer Training Courses** | |
| Reducing parental conflict awareness and train the trainer courses | Email to enquire.  michael.taylor@dorsetcouncil.gov.uk |
| **Training for parents** | |
| One plus one training | [Online parent communication programme - Dorset Council](https://www.dorsetcouncil.gov.uk/parent-relationships/online-parent-communication-programme) |

* **Youth Services**

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| Dorset Youth have developed useful webpages that can connect you to activities and organisations local to you. The information covers young people, parents and carers, mental health SEND, 0-25 knowledge hub and 0-25 VCS forum. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub are aware of and able to refer young people to universal youth services, such as youth clubs, sports and other specific activity clubs, homework clubs and Uniformed Youth Groups (scouts/guides)  Where appropriate, staff in family hubs should connect families to available targeted youth services such as prevention sessions or support for Not in Education, Employment or Training (NEET) young people or specialist support for young people at risk of abuse or exploitation |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub are able to refer to appropriate youth services within the network |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to book onto services |

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| **Main Contact** |
| [youthvoice@dorsetcouncil.gov.uk](mailto:youthvoice@dorsetcouncil.gov.uk) |

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| **Resources and Links** | |
| Dorset Youth | [Dorset Youth's Homepage](https://dorsetyouth.com/) |
| Dorset Youth Clubs | [Youth clubs - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/youth-link/youth-clubs/youth-clubs) |
| Dorset youth advice and information centres | [Dorset youth advice and information centres - Dorset Council](https://www.dorsetcouncil.gov.uk/-/dorset-youth-advice-and-information-centres) |

* **Youth Offending**

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| Dorset combined youth justice service is a statutory partnership between BCP council, Dorset Council, Dorset Police, National Probation Service Dorset and NHS Dorset Clinical Commissioning Groups.  We are a multi-disciplinary team which includes youth justice officers, restorative justice specialists, parenting workers, education and employment workers, police officers, probation officers, nurses, speech and language therapists and a psychologist.  The team works directly with young people who have committed criminal offences to help them make positive changes to their lifestyle, while providing security and safety to both them and their victims. We also work directly with parents and carers to help provide a positive support network. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub or linked to the hub, regardless of specialism, know how to ask questions to explore the risk factors which may contribute to the potential offending behaviour and how to connect children and their families to the right support for their needs |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Targeted youth support services are accessible through the family hub, where eligibility criteria are met, including youth focused early intervention initiatives |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| N/A |

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| **Main Contact** |
| Dorset combined Youth Justice Service  [DCYJS@bcpcouncil.gov.uk](mailto:DCYOS@bcpcouncil.gov.uk) |

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| **Resources and Links** | |
| Dorset Combined Youth Justice Service | [Dorset Combined Youth Justice Service (bcpcouncil.gov.uk)](https://www.bcpcouncil.gov.uk/Children-young-people-and-families/Dorset-Combined-Youth-Justice-Service/Dorset-Combined-Youth-Justice-Service.aspx) |

* **Parenting**

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| Family Hubs offer a range of parenting support on site such has parenting support courses and connection to services and information and advice.  Dorset Council and Dorset Healthier together offer a range of services and advice from being worried about daily life, to chickenpox, fever, and strep |

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| **DfE** |
| No criteria |

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| **Main Contact** |
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| **Resources and Links** | |
| Get Help for your Family-Dorset Council | [Get help for your family - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/get-help-for-your-family/getting-help-for-your-family) |
| Parenting Support Courses-Dorset Council | [Parenting support courses - Dorset Council](https://www.dorsetcouncil.gov.uk/-/parenting-support-courses) |
| Parenting Courses-Healthier Together | [Parenting Courses - Dorset :: Healthier Together (what0-18.nhs.uk)](https://www.what0-18.nhs.uk/resources/information-on-local-healthcare-services/parenting-courses-dorset) |
| CAMHS Dorset | [CAMHS Dorset](https://camhsdorset.org/parents-carers) |
| Dorset Mums | [Welcome to Dorsetmums](https://www.dorsetmums.co.uk/) |

* **Early Language and Home Learning**

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| Early Language Development and Home Learning Environment offer will support educational and developmental recovery and enhance school readiness.  The balanced system online pathway online tool is used in Dorset, which is an online tool that families and professionals can use to determine what services and tools within the council are available to help them. |

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| No DfE Guidance |
| No criteria not a TF2 authority |

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| **Main Contact** |
| Balanced system online pathway tool  Christine Rainsford  [c.rainsford@nhs.net](mailto:c.rainsford@nhs.net) |

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| **Resources and Links** | |
| Educating your child at home and flexi-schooling-Dorset Council | [Educating your child at home and flexi-schooling - Dorset Council](https://www.dorsetcouncil.gov.uk/elective-home-education-ehe-information-for-parents) |
| Dorset Healthcare-Speech and language therapy services for children and young people | [Dorset HealthCare :: Speech and language therapy service (Children & young people’s)](https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/physical-health/paediatric-speech-and-language-therapy) |
| Childrens Speech and Language Communication-NHS Dorset | [Children’s speech, language and communication – NHS Dorset](https://nhsdorset.nhs.uk/health/children-speech-language-communication/) |
| The Balanced System speech and language communication pathway | [The Balanced System® speech, language and communication pathway](https://pathway.thebalancedsystem.org/) |

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| **Staff and Volunteer Training Courses** | |
| The Balanced System speech and language communication pathway | Video  <https://youtu.be/DP7hBs_yUwA> |
| Home Learning Environment learning tools and resources for professionals | [Better Health Start for Life Home Learning Environment | Better Health Start for Life | Campaign Resource Centre (dhsc.gov.uk)](https://campaignresources.dhsc.gov.uk/campaigns/better-health-start-for-life/better-health-start-for-life-home-learning-environment/) |
| Early Intervention Programme | [Home | EIF Guidebook](http://guidebook.eif.org.uk/) |
| Patient Leaflets-Dorset Healthcare | [Dorset HealthCare :: Patient leaflets](https://www.dorsethealthcare.nhs.uk/patients-and-visitors/patients-leaflets) |
| **Training for parents** | |
| The Balanced System speech and language communication pathway | Video  <https://youtu.be/DP7hBs_yUwA> |
| Better Health-Start for Life  Learning to Talk | [Learning to talk 3 to 5 years - NHS (www.nhs.uk)](https://www.nhs.uk/start-for-life/toddler/learning-to-talk/learning-to-talk-3-to-5-years/#anchor-tabs) |

* **Debt and Welfare**

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| Dorset has a wide range of council run and voluntary sector partners that offer support with debt and welfare. Many of these already work within the Family Hubs. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub are able to provide guidance about financial support available and can connect to further support if required |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub are able to connect to appropriate support within the network, including VCS organisations such as Money Helper, Acas, Step Change, Citizens Advice, Christians Against Poverty |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to book onto services |

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| **Resources and Links** | |
| Managing your money-Dorset Council | [Managing your money - Dorset Council](https://www.dorsetcouncil.gov.uk/-/managing-your-money) |
| Benefits-Dorset Council | [Benefits - Dorset Council](https://www.dorsetcouncil.gov.uk/benefits/benefits) |
| CAB Dorset | [Dorset Citizens Advice | Citizens Advice provides free, confidential support and advice to people in Dorset. (citizensadvicedorset.org.uk)](https://citizensadvicedorset.org.uk/) |
| Dorset Mind-Cost of Living Support | [Cost of Living Support - Dorset Mind](https://dorsetmind.uk/resources/cost-of-living-support/) |
| Faithworks | [Faithworks - Getting people out of crisis and isolation in Dorset. (faith-works.org.uk)](https://faith-works.org.uk/) |
| CAP (Christians Against Poverty) | [Get help near you | CAP UK](https://capuk.org/get-help) |
| Household Support Fund-Dorset | [Household Support Fund - Dorset Council](https://www.dorsetcouncil.gov.uk/w/household-support-fund?p_l_back_url=%2Fsearch%3Fq%3Dcost%2Bof%2Bliving) |
| Cost of Living Help-Dorset Council | [Cost of living help - Dorset Council](https://www.dorsetcouncil.gov.uk/w/cost-of-living-help) |

* **Oral Health Improvement**

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| Family Hubs need to connect families to local oral health support and develop an oral health improvement champion who can provide information and advice on how to keep a child’s mouth healthy. |

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| **Expectations available face to face at a family hub (Minimum)** |
| There is a member of staff in the family hub who is designated as an oral health improvement champion. They will:  understand the current local dental service landscape and provide proactive support to enable families to access appropriate NHS dental services, including community dental services, and are taking on new NHS patients for routine and urgent care.  provide advice and support to parents and carers on keeping children’s mouths healthy (diet, oral hygiene, fluoride)  advocate for oral health improvement with other professionals/settings, for example health visitors, GPs, schools etc to make sure that every contact counts.  ensure that the family hub environment facilitates good oral health for all families, for example drinking water provided and promoted, healthy eating policies that limit food and drink containing sugar between meals, etc.  encourage parents to have their children attend those early years settings that provide supervised tooth brushing programmes where available |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| N/A |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials, signposting to online oral health improvement materials embedded within the resource sections of Delivering Better Oral Health (fourth edition), relevant oral health and dental content on nhs.uk, and relevant oral health and dental content, such as how to find NHS dental services and other supporting information, for example, NHS dental charge exemption categories on gov.uk and NHS.uk |

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| **Main Contact** |
| Naomi Mason-Public [Health-naomi.mason@dorsetcouncil.gov.uk](mailto:Health-naomi.mason@dorsetcouncil.gov.uk)  Nicola Whitehead-Livewell Dorset[-nicola.whitehead@livewelldorset.co.uk](mailto:-nicola.whitehead@livewelldorset.co.uk) |

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| **Resources and Links** | |
| Community Dental Team-Dorset | [Community dental team - Dorset Council](https://www.dorsetcouncil.gov.uk/-/community-dental-team) |
| Special Care Dentistry-Dorset | [Special Care Dentistry - Dorset Council](https://www.dorsetcouncil.gov.uk/special-care-dentistry) |
| Childrens Teeth-NHS England | Children's teeth - NHS (www.nhs.uk) |

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| **Training for Staff and Volunteers** | |
| Public Health- talk on Oral Health and provide an up-to-date leaflet covers the basics | Enquire  Naomi Mason  [naomi.mason@dorsetcouncil.gov.uk](mailto:naomi.mason@dorsetcouncil.gov.uk) |

* **Nutrition and Weight Management**

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| There are several services in Dorset that include food banks, budgeting and cooking sessions and getting active sessions.  LiveWell Dorset have a wide range of managing weight information, tools and services that include The Habit Hacker, the new Weight Watchers, Slimming World and Move More. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub are aware of what healthy weight and weight management services are available locally and nationally for early years, children, families, and parents/carers (via adult services), have knowledge of the eligibility criteria for these services and are able to connect families to them.  Staff in the family hub are able to raise the topic of weight and able to talk about healthier weight in an informed and sensitive way.  Staff are able to signpost to government healthy eating guidance (the Eatwell Guide and 5-a-day) |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub are aware of healthy weight and weight management services available locally and nationally, and able to connect children and/or their parents/carers living with overweight and obesity to appropriate services or support within the network |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information on healthy weight and weight management services for children and their parents / carers living with overweight and obesity, including services available locally and nationally and ways in which people access these services • Online family hub presence links to government healthy eating guidance (the Eatwell Guide and 5-a-day) |

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| **Main Contact** |
| Nicola Whitehead-Livewell Dorset[-nicola.whitehead@livewelldorset.co.uk](mailto:-nicola.whitehead@livewelldorset.co.uk) |

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| **Resources and Links** | |
| Livewell Dorset-Manage Weight | [Manage weight With LiveWell Dorset | Learn How to Maintain a Healthy Weight · LiveWell Dorset](https://www.livewelldorset.co.uk/lose-weight/) |
| Dorset Health Care-Health Visiting | [Dorset HealthCare :: Health Visiting](https://www.dorsethealthcare.nhs.uk/healthvisiting) |
| Dorset School Nursing | [Dorset HealthCare :: School nursing](https://www.dorsethealthcare.nhs.uk/school-nursing) |
| Helping Hand to buy fresh fruit and vegetables | <https://www.publichealthdorset.org.uk/news/healthy-start-schemec> |

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| **Staff and Volunteer Training Courses** | |
| Livewell Dorset talk and run through of services.  30-minutes | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for you | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for others | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for teams | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing essentials for managers | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Supporting Others Lifestyle Changes engagement session | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |
| Wellbeing Champions network for those who have completed the Wellbeing Essentials for  Teams | Email to enquire.  nicola.whitehead@livewelldorset.co.uk |

* **SEND Support**

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| The Dorset SEND Local Offer outlines the full range of support that Children and families can expect between the ages of 0-25 years. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub, including Start for Life staff, are knowledgeable about SEND services and the requirements set out in the SEND Code of Practice. They can connect families to appropriate support and services.  SEND information advice and support (SENDIAS) (mandatory service) may be physically located within the hub buildings. Staff can make referrals to appropriate services within the hub network, such as portage and SENDappropriate parenting programmes.  Staff understand how they relate to professionals in education settings (including early years and further education), Start for Life services and those within statutory services (health and social care), and can support families in interactions with these professionals.  Staff in the family hub can inform parents of their rights to request a social care assessment or carers’ assessment, or make a referral on their behalf, where appropriate.  Staff in the family hub can make families aware of Education Health and Care (EHC) request procedure, where appropriate and necessary, and can explain the process and the effect of having an EHC plan on their child's support.  Information is available in an accessible format and addresses wider accessibility needs for parents of SEND children e.g., the need to make reasonable adjustments.  Services such as the 0-19 Healthy Child Programme should be fully involved in the additional needs/SEND notification process to the LA/Designated Clinical Officer. |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub can connect families to SEND services within the family hub network. Services should align closely with both the SEND local offer and the support ordinarily available to those with SEND in nursery and early education settings, as well as schools and further education. Wider services within the family hub may include SEND-appropriate parenting support delivered by partners, peer support groups for parents, respite provision, support for siblings, specialist health services (via appropriate local referral pathways)  Families are able to access services provided by local partners including health in line with the statutory requirements on those services |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to book onto services.  SEND Local Offer is available online (statutory requirement) via the family hub online presence.  Online information is available in an accessible format and addresses wider accessibility needs for parents of SEND children e.g., the need to make reasonable adjustments |

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| **Main Contact** |
| Speak to Team Manager of your Early Help and Education Locality Team to explore what you can deliver from your Family Hub Site |

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| **Resources and Links** | |
| Dorset-SEND Local Offer | [SEND Local Offer - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/sen-and-disability-local-offer/dorsets-local-offer) |
| Dorset-SEND Strategy | [Local Offer strategies and plans - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/sen-and-disability-local-offer/local-offer-strategies-and-plans) |
| Dorset-SENDIASS | [Dorset SENDIASS](https://www.dorsetsendiass.co.uk/) |
| Dorset Childrens Foundation | [Do You Need Our Help - The Dorset Children's Foundation (thedcf.org)](https://thedcf.org/do-you-need-our-help/) |

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| **Training for Staff and Volunteers** | |
| Dorset-SEND Local Offer | Read this website:  [SEND Local Offer - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/sen-and-disability-local-offer/dorsets-local-offer) |
| Dorset-SEND Strategy | Read this website:  [Local Offer strategies and plans - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/sen-and-disability-local-offer/local-offer-strategies-and-plans) |

* **Intensive/Targeted Family Support**

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| Dorset provides support to families that can support families to build resilience, achieve positive outcomes and improve health and wellbeing of all family members. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub, and those linked to the hub, regardless of specialism, know how to ask questions to explore the wider needs families may have and can connect families to the right support for their needs. Where there are multiple needs, they may act as lead practitioner themselves or instigate the Early Help process to ensure one is identified (in line with the workforce table in the Early Help System Guide)  Staff in the family hub can connect families to targeted services, including those funded by the Supporting Families programme, whether on site in the family hub or elsewhere in the network |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Support for families is accessible via the family hub and provided wherever and whenever is most effective for their support needs, for example in the family’s home. Lead Practitioners and members of the team around the family should determine with the family which locations are best for the delivery of support |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hubs presence offers materials and information about the local authority’s early help offer and how to access it.  Online family hub offer includes a way for families to access targeted support for example to speak to a family hub practitioner virtually to flag concerns about multiple complex problems.  A clear referral pathway into the early help offer and wider children's services (including safeguarding) is available on the website |

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| **Main Contact** |
| Locality Team  SEND Team  Dorset Family Matters- [dorsetfamiliesmatter@dorsetcouncil.gov.uk](mailto:dorsetfamiliesmatter@dorsetcouncil.gov.uk) |

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| **Resources and Links** | |
| Get Help for your Family-Dorset Council | [Get help for your family - Dorset Council](https://www.dorsetcouncil.gov.uk/children-families/get-help-for-your-family/getting-help-for-your-family) |

* **Support for Separating Families**

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| Dorset offers a wide range of services on-site and online and include keeping arguments under control, handling arguments better, harmful, and helpful arguments, harmful arguments and the effect on relationships, support for parents in a relationship, support for parents who are not in a relationship and support for parent expecting a child or first-time parents. |

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| **Expectations available face to face at a family hub (Minimum)** |
| Staff in the family hub understand the impact of parental separation and relationship breakdown on children, and can connect parents to appropriate services and support to ensure outcomes for their children are front and centre when agreeing child arrangements  Staff in the family hub can connect parents to mediation (including the current voucher scheme), to separated parents information programmes (SPIPs) and other services, where safe and appropriate, to help avoid the cost and potential trauma associated with going through the court process |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| Staff in the family hub can connect parents to mediation (including the current voucher scheme), to separated parents information programmes (SPIPs) and other local or virtual services, where safe and appropriate, to help parents avoid the cost and trauma associated with going through the court process |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to book onto services |

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| **Main Contact** |
| Michael Taylor- Reducing Parental Conflict Coordinator  michael.taylor@dorsetcouncil.gov.uk |

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| **Resources and Links** | |
| Parent Relationships-Dorset Council | [Parent relationships - Dorset Council](https://www.dorsetcouncil.gov.uk/parent-relationships) |

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| **Training for Staff and Volunteers** | |
| Parental Relationships | Enquire  michael.taylor@dorsetcouncil.gov.uk |

* **Birth Registration**

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| All births in England, Wales and Northern Ireland must be registered within 42 days of the child being born. You should do this at the local register office for the area where the baby was born or the hospital before the mother leaves. The hospital will tell you if you can register the birth there. (Gov.UK)  In Dorset, birth registration appointments can be booked online. If you need help with this process, then your local Family Hub can support you. Contact your local Family Hub to find out more. |

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| **Expectations available face to face at a family hub (Minimum)** |
| N/A |

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| **Service available through the family hub but received elsewhere in the network (Minimum)** |
| N/A |

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| **Virtual services available through the family hub, including static online information and/or interactive virtual services (Minimum)** |
| Online family hub presence offers universal materials and information about how to book onto services |

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| **Resources and Links** | |
| Booking a Birth Registration Appointment Online- Dorset Council | [Booking a birth registration appointment online - Dorset Council](https://www.dorsetcouncil.gov.uk/-/booking-a-birth-registration-appointment-online) |