

Standard 1: Access, Inclusion and Navigation

Outcome 1.1 Promotion of the Family Hub Model: The Family Hub disseminates clear, accurate, consistent, and up-to-date information, advice, and guidance on its services and model through various channels, formats, and partner organisations.

Outcome 1.2 Barrier Reduction: The Family Hub proactively identifies and addresses barriers arising from disability, language, digital exclusion, poverty, and other factors, thereby improving access to services.

Outcome 1.3 Navigational Support: The Family Hub system enables families to navigate easily, whether they self-refer or receive assistance, ensuring seamless access to appropriate services without unnecessary confusion or obstacles.

Outcome 1.4 Accessing Information: Families receive clear, accurate, consistent, and up-to-date information, advice, and guidance from the Family Hub offer through various channels, formats, and partner organisations.

Outcome 1.5: Utilisation of Existing Information, Advice, and Guidance Services. The Family Hub effectively utilises existing information services, including Family Information Services, Family Service Directories, the Local Offer, childcare and SEND information, and relevant digital platforms, to ensure families receive accurate, coordinated information and guidance.

Outcome 1.6 Family Feedback: Families report feeling well supported, sufficiently informed, and confident about the next steps provided by the Family Hub.

Standard 2: Integrated, Whole-Family IAG & Governance

Outcome 2.1 Coordinated Support: The Family Hub simplifies families' access to services by clarifying responsibilities, preventing duplication, and promoting collaboration, coordination, shared accountability, and integrated operations across agencies.

Outcome 2.2 Whole-Family Focus: The Family Hub produces support plans that recognise and incorporate the needs, strengths, and relationships of the whole family.

Outcome 2.3 Collaborative Partners: The Family Hub supports broader Early Help, the Families First Partnership Programme, and Best Start in Life objectives by encouraging partners to collaborate effectively to deliver timely assistance, including appropriate step-up and step-down processes.

Outcome 2.4 Unified Experience: Families using the Family Hub report that they do not have to repeat their personal narratives and that services work together effectively and without interruption.

Outcome 2.5 Shared Accountability and Partnership Governance: All Family Hub partners operate under clear governance arrangements that enable shared accountability, joint decision-making, and coordinated delivery throughout the Family Hub model.

Standard 3: Staff Skills, Knowledge, Behaviours and Wellbeing

Outcome 3.1 Skilled & Confident Staff: Family Hub staff are capable and confident in delivering high-quality, relationship-focused, trauma-informed support, information, advice, and guidance.

Outcome 3.2 Respectful & Compassionate Practice: Family Hub staff demonstrate respect, empathy, cultural awareness, and a strengths-based approach in their practice.

Outcome 3.3: Supportive Workforce Development: Family Hub staff receive comprehensive support, including induction programmes, supervision, continuous professional development, and opportunities for reflective practice.

Outcome 3.4 Valued Workforce Wellbeing: The Family Hub places strong emphasis on staff wellbeing, enabling staff to consistently deliver high-quality support, advice, information, and guidance to families.

Standard 4: Safe, Ethical and Quality Assured Practice

Outcome 4.1 Safeguarding Clarity: The Family Hub has established clear safeguarding responsibilities that are well understood by all relevant staff and uniformly applied across the Hub and its partner services.

Outcome 4.2 Responsible Sharing: The Family Hub shares information lawfully and appropriately, safeguarding families and children.

Outcome 4.3 Ethical Standards: The Family Hub's commitment to ethical practice is underpinned by comprehensive policies on consent, confidentiality, and informed decision-making.

Outcome 4.4 Quality Assurance: The Family Hub maintains robust quality-assurance measures to oversee practice, resolve issues, and enhance its services.

Standard 5: Outcomes, Impact and Continuous Improvement

Outcome 5.1 Outcome Clarity: The Family Hub has set specific outcomes aligned with its purpose and local priorities.

Outcome 5.2 Data-Driven Insights: The Family Hub uses both quantitative (reach and usage) and qualitative (experience) data to comprehensively assess its reach, user experience, and overall impact.

Outcome 5.3 Access / Gap Improvement: The Family Hub systematically identifies gaps in service provision or access and communicates these findings to inform planning and continuous improvement.

Outcome 5.4 Service Enhancement: The Family Hub utilises data analysis, feedback, and evaluation to drive measurable improvements in service delivery.

Standard 6: Voice, Co-Production & Community Connection

Outcome 6.1 Family Engagement: The Family Hub meaningfully engages families in shaping, reviewing, and improving its offer.

Outcome 6.2 Co-Production Impact: Co-production initiatives result in measurable improvements in Family Hub service provision and delivery.

Outcome 6.3 Community Connections: The Family Hub collaborates with community and voluntary sector organisations to ensure coordinated action.

Outcome 6.4 Transparent Communication: The Family Hub provides open and transparent communication, ensuring families are informed about how their input has been taken into account.



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