



Family Hubs Frequently Asked Questions

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What are family hubs?

Family hubs bring together different services in a 'one stop shop' to make it easier to get the help you and your family need.

They provide a single place to go for face-to-face support and information from a variety of services.

Family hubs make it easier for you to get the support you need, with trained staff on site who work together to help you overcome difficulties you might be facing.

Services will vary, but at the heart of all family hubs are services for families with 0 to 2 year-olds, which give babies a great [start for life](#).

What is 'Best Start for Life'?

At the heart of Family Hubs are services that give babies the 'Best Start in Life', helping parents build strong relationships with their babies by providing things such as parenting classes, midwifery, health visiting, infant feeding advice and perinatal mental health support. The first 1,001 critical days which is a time of rapid development and where experiences during this time lay the foundations for lifelong emotional and physical health.

What's on offer at family Hubs

Family hubs will offer services, information, and support through having a combination of a dedicated physical space, a centre where families can attend in person, one to one support and a virtual space which will include a website.

Who are family hubs for?

You can get support from a family hub if you're:

a parent or carer of a child aged 0 to 19, or 25 with special educational needs or a disability

pregnant

a young person up to the age of 19, or up to 25 for a young person with special educational needs or a disability.

Where can I find my local family hub?

There are plans to have three family hubs in West Northamptonshire. The first hub will be in Towcester the sites of the other two family hubs are currently being developed, but it is envisaged that the second will be in central Northampton and the third in the North of the County.

Where will the Towcester Family hub be located?

The Family hub in Towcester will be located at The Forum, Moat Lane, Towcester, Northants, NN12 6AD

Why is the first Family hub going to be located in Towcester?

We want each family hub to be unique and bespoke to the local community it serves. In Towcester we have The Forum currently being used by family services, the building is now available for development and so provides an excellent opportunity to make best use of this resource at this time.

How can I get involved?

We are really excited about the prospect of bringing Family hubs to West Northamptonshire, but we recognise that we cannot do this alone. Your contribution and views through this Consultation are important to us so that we can shape the service to meet the needs of the those who will be using the hub.

Why are family hubs so important?

All families can experience difficulties at certain times, having well-connected, community-based services means that Family hubs will make it simpler to get the right help that the whole family needs at the time that they need it.

We recognise that investing in families and making sure they get the support they need from birth through to adulthood will help with children's development, education and ultimately life chances.

When will Family hubs be available for Children, Young people and Families to access?

We will be taking a phased approach to opening Family hubs in West Northamptonshire. We hope to have the Towcester Family hub open towards the end of the year.

We are working on our Family hubs website and hope that this will be available in the coming months. The website will have information and support with links to services currently available for Families to join and access.

Will Family Hubs replace Children Centres?

No, we are not planning for Family hubs to replace Children Centres, they will be working and linking with Children Centres to ensure the services they provide are available to families who visit Family Hubs where appropriate.

In Towcester, the Children Centre service will move from delivering activities from the current Children Centre in The Community Centre, Islington Road, Towcester, Northants, NN12 6AU to the Family hub based at The Forum, Towcester.

It is anticipated that the changes to the building at The Forum could be completed by the end of the year, in the meantime, services will continue to be delivered from The Community Centre in Towcester.

The Children's Centre programme of activities will remain, the change will be that these activities will be delivered from a different building. The distance between The Community Centre, Islington Road, Towcester, Northants, NN12 6AU and the Family hub at the Forum, Moat Lane, Towcester, Northants, NN12 6AD is 0.4 miles, 9 minutes to walk, 3 minutes by car.

Will I need to pay?

Family hubs will be free to access.