

## Top 10 insights which have shaped our Family Hub Development

# You said... we did!

Clear Family Hub signage

Family Hub signage is in place on all Family Hub buildings and network delivery locations



Information on Family Hubs and the 24 Family Hub services to be available in one place

We have produced a Family Hub Webpage and a Family Hub Service Directory

Information on the 24 Family Hub Services to be easily accessible to all

- Family Hub Service Directory
- Family Hub leaflet (printed and digital versions)
- First of a suite of videos on Family Hubs
- QR codes on posters and leaflets
- Bitesize modules available on Merton Safeguarding Children Partnership website (Different language options available)



Promotion of Family Hub Services via a wide range of medias, including social media

- Via the Merton Council website
- Via social media
- In Family Hub Buildings
- Through our partners, schools and family hub service providers
- Via our Family Hub newsletter (sign up)

Find us on 

A warm, friendly, welcoming and calming environment

- A warm, friendly and welcoming entrance at Phipps Bridge Youth Centre is being created
- New sensory area created at Newminster Children's Centre
- Updates to sensory spaces at Acacia Adventure Playground and Phipps Bridge Youth Centre taking place

A Family Hub Pledge to be informed by parents and carers

A Family Hub Vision has been created following consultation with parents, carers and young people. Feedback gathered was incorporated into the final design and will be on show at all Family Hub buildings

## Our Merton Family Hub



More low cost/no cost activity options to be available for children and young people

- Increased Children's centre open garden sessions
- Increased Youth service offer.
- Space in Family Hubs for free/open access activities

Opportunities to connect with other parents



Stay and play and open garden sessions at children's centres are available for families. Family Hub staff will raise awareness of activities and timetables will be on display in children's centres

Activities for whole families to attend together

Family Hubs will provide information on activities available for the whole family to attend, like ParkPlay and Library events and activities

Improved access to specialist group support e.g. Portage, support for families with children with special educational needs and disabilities via Kid's First (MENCAP), Parent groups for young parents

Information on specialist group support available on the Family Hub Service Directory

**Family Hubs Directory**

Connecting families and young people with access to help, when and where they need it.

The Merton Family Hub is a place where children, young people and their families can access the support, help and advice they need, at all stages of family life.

Currently the Family Hub Directory includes services coming in our Family Hubs and satellite sites, with the exception of the Start for Life section which includes wider local services and information to help you and your child from when you're expecting to the age of ten.

Start for Life >	Home life, finances and staying safe >	Keeping your family healthy >
Play, youth and family learning >	SEND support <small>Special educational needs and disabilities</small> >	Family Voice <small>Services that can support you to be heard</small> >

**Other useful resources**

Find out about Family Hubs  
Locations and more information