

# Family Hub Consultation

## Frequently Asked Questions

### **Why are you changing the way that Family Hub services are delivered?**

There are two reasons for this, the main reason is that the government have introduced a new Family Hub Model. The council can access funding to improve our Family Hubs in line with the new model but some changes are required for this to happen. It will mean that more services are delivered from our Hubs, with more agencies working from one building. All our main Hubs will need to be open full time, including some with extended opening hours, making it easier for all families to access services and drop in for advice. Services will also be extended to support children from 0 – 19 rather than just 0 – 5 years.

We are excited about implementing the new Family Hub Model and believe it will provide better support for children, young people and families. However, to make this happen we need to close four of our Hubs to pool staff and resources in the eight remaining buildings.

The council's budget saving plan is another reason for this review. Due to inflation, reduced government funding and the increased costs of goods and services, Redcar & Cleveland Borough Council must make budget savings to continue delivering vital services. By taking the number of Family Hubs to eight, we will reduce running costs, whilst still providing the same services (plus more) from the remaining locations.

### **How did you identify the buildings proposed for closure?**

We have undertaken a Family Hub Local Needs Assessment which brings together a wide range of data about each of the 24 electoral wards in Redcar and Cleveland. This has identified the areas that need Family Hub services the most.

The findings of the Local Needs Assessment formed part of a broader Options Appraisal of the Hubs, which considered other factors like how many people use each building, the suitability of the building and how many people access services from the immediate area. You can find out more about the Options Appraisal and the Local Needs Assessment in our consultation document [here](#).

### **Which Family Hubs are proposed for closure?**

The Family Hubs proposed for closure are the buildings which scored lowest through the Options Appraisal process they are:

- Whitecliffe (Carlin Howe)
- Redcar Coast Family Hub (Rainbow Lane)
- East Cleveland Family Hub (Saltburn)

### **Who decides if the proposed buildings will close and when will this happen?**

The decision will be taken by Redcar & Cleveland Borough Council's Cabinet at the end of June 2023 (the date is to be agreed). Cabinet will consider the proposals, along with feedback

from the consultation, they will decide whether to accept the proposals. When this decision is taken, we will publish the outcome on the council's website.

### **When will buildings close?**

If the proposals are approved by Cabinet, then work will begin to agree the timescales to cease Family Hub services from the three buildings as proposed. If this happens, we will work closely with the staff and service providers that use the building and engage with families accessing services to try to minimise any impact. At this stage, we don't know when this will be, but to meet the requirements of the DfE's Family Hub Transformation Programme it would need to happen by March 2024 at the latest.

### **I deliver services from one of the Family Hubs proposed for closure, what does this mean for me?**

You can share your thoughts on the proposals via the consultation survey which includes a section specifically for service providers that operate from the buildings. Wherever possible it is our intention to try to accommodate these services from the remaining Hubs.

If you have any concerns about the proposals, please speak to a member of staff at the Family Hub.

### **How can I respond to the consultation?**

The consultation will be open for six weeks from Monday 13<sup>th</sup> March until Friday 28<sup>th</sup> April. You can share your views via our online survey. Please click on the below link, or scan the QR code with your phone, to complete.

<https://www.surveymonkey.co.uk/r/RCBCFamilyHubs>



### **I disagree with the proposals, how can I share my views?**

Please complete our online survey, this includes questions about each of the centres proposed for closure and questions about the review in general where you can make any comments.

### **I use one of the Family Hubs proposed for closure, where else can I access Family Hub services?**

It is proposed that the following Family Hubs will remain open:

- Dormanstown
- Greengates
- Grangetown
- Greater Eston (Overfields in Ormesby)
- Guisborough

- Loftus
- Skelton
- Southbank

You can view the Family Hubs on a map [here](#).

### **Needs of areas change overtime, what happens if needs increase in one of the areas proposed for closure?**

The delivery of Family Hub services will be monitored, and we will review our Family Hub Local Needs Assessment regularly. If this identifies high levels of need in areas where there is no Family Hub building, we can consider outreach work and activities from other community buildings to offer to any particular groups that we know aren't accessing services.

### **I use or work at Rosedene Nursery in Saltburn, what will happen to the Nursery if East Cleveland Family Hub closes?**

We understand that many families use the nursery and we do not want to disrupt this valued service. We will be working closely with Rosedene Nursery to consider options for their continued use of the building. Please note it would be proposed that any sale, transfer or alternative use of the building will continue to include Rosedene Day Nursery.

### **What will happen to the buildings proposed for closure?**

At this stage no decisions have been taken about the future of the buildings. This will be explored further following the consultation period and if Redcar & Cleveland Borough Council approves the proposals.