

# REGISTERING FOR CROYDON FAMILY HUBS



## FREQUENTLY ASKED QUESTIONS

### What are Family Hubs all about?

Family Hubs are a new way of bringing together all the support families may need from pregnancy through to young people turning 19 years (or 25 if they have a disability). Family Hub services are consent based (with your permission) and delivered by a partnership of organisations. Family Hub services are free to children and families living in Croydon.

### What is happening to the children's centre activities?

The children's centre activities that you are used to attending will continue, they are one part of the services Family Hubs will be delivering for families in Croydon. These activities will be enhanced by Government funding for Start for Life activities for very young children and their families, alongside activities and support for older children and young people.

### Services for older children

Information and support will be provided on services for older children across the 0-19 (25 with SEND) age range and connect them appropriately to further services for example youth engagement services, substance misuse support, sexual health services and youth justice services.

More information on the types of youth services available can be found at Young Croydon: <https://www.croydon.gov.uk/young-croydon>.

Young Croydon provides a youth service that offers a range of support, such as one-to-one support, education, training and jobs, a youth forum and special programmes and activities for young people.

### Why do I need to register for Family Hubs?

This is a new way of delivering services and will allow better flows of information as families use the different Family Hub services. Your consent is needed to collect information when you attend any service operating out of a Family Hub.

By registering and giving your consent, we will use your data to:

- provide the most appropriate support to you/your family;
- understand the type of services being used and plan future services to meet families needs;
- monitor the level of services that we are providing for everyone overall;
- understand how services need to be improved;

We need to provide data to the Department for Education (DfE) and the Department for Health and Social Care (DHSC) who have funded Croydon to develop Family Hubs. They are interested in knowing:

- how many families access services including the age of children attending
- whether services are making a difference to children and families

Information we provide will not be identifiable meaning your personal details are not disclosed in the data.

### **I have registered for Best Start services, why do I need to register again?**

Best Start services will be reported through Family Hubs so a new registration form needs to be completed.

Registering provides the opportunity to:

- make sure your information is up to date
- make sure you understand how your information will be stored and used
- explore any support Family Hubs can offer you and your family

### **Will my information be shared?**

The information you provide will be kept on a secure Case Management System to help us develop the services that meet your needs. To make sure you and your family get the best service from our Family Hubs, we may need to share information with other professional organisations to access their services/support. If sharing does take place, we will normally inform you that it is taking place and the reasons why. We will treat your information as confidential and we will not share it with any other organisation without your consent, unless it is for a safeguarding reason. We will only ever share the minimum information required.

### **Can I withdraw my consent?**

Yes. You have the right to withdraw and/or modify this Consent at any time.

### **Where can I find more information?**

**FamilyHubs@croydon.gov.uk or CRSProject@croydon.gov.uk**

**Privacy notice:** [www.croydon.gov.uk/council-and-elections/privacy-and-data-protection/privacy-notices/croydon-family-hubs-privacy-notice](http://www.croydon.gov.uk/council-and-elections/privacy-and-data-protection/privacy-notices/croydon-family-hubs-privacy-notice)