

PORTSMOUTH FAMILY HUBS OPERATIONAL WORKING AGREEMENT

For all users of the Family Hub facilities across Portsmouth City

Family Hubs are provided by Portsmouth City Council under the Children and Families Portfolio and will:

- Provide facilities to deliver Health Visiting service contacts and child health clinics by Solent NHS Trust
- Provide 0-5 stay and play activities delivered by volunteers
- Provide facilities and help to parents and young people aged 5-19 years
- Provide facilities help to parents with disabilities
- Make sure the Family Hub activities meet the Stronger Futures priorities and do not contravene Portsmouth City Council regulations

All provision within the Family Hubs ensures that:

1. The ethos of the Family Hub under the Stronger Futures strategy is one of respect and kindness at all times. All users of the Family Hubs have a duty to behave in a professional manner, respecting the skills and values of the individuals, their partner organisations and the families with which they work. Staff will make every effort to work consistently and role model excellent practice.
2. All staff will work to the terms and conditions within the contracts with their individual employers or will operate as per the agreement with the Family Hubs
3. Staff will continue to receive regular supervision with their own line manager. Any escalation of working issues within the family hubs can be discussed and if appropriate shared at the Family Hub Locality Meeting.
4. The health and safety of babies, children and young people is of paramount importance and any safeguarding concerns will be responded to according to the staff member's employing authority's safeguarding policy. Any volunteer staff working in Family Hubs can seek informal supervision from a health professional if appropriate and available in the Family Hub.
5. Lone working guidance as per the staff members employing authority should be adhered to at all times. The Hub receptionist may be made aware of any potential risks posed by service users with an agreed plan of action should this be required by the lead professional
6. All have a duty to report any hazards within the building on a room risk assessment form to be returned to the Hub receptionist.
7. All staff will use the administrative support for each family hub to manage room bookings. If a room is no longer required please ensure you inform the Hub receptionist as soon as possible.
8. All staff are required to ensure they allow plenty of time to set up a room how they wish to use this and clear away at the end of any session/meeting. There will be no central resource provided in the Family Hub to support this. Any issues should be managed/resolved locally and can be brought to the monthly Family Hub Locality Meeting for discussion/decision making.

9. All staff will be required to provide their own refreshments/food as appropriate for their group/session/meeting; this includes their own refreshment needs.
10. Organisations will be required to manage their own appointments/meetings – receptionist in the Family Hubs will no longer be able to offer this service.
11. Organisations have an opportunity to advertise and share appropriate messages within the family hubs via a large message screen (TV) and can be arranged with the Hub receptionist. Space will also be allocated within a Family Hub for display purposes.
12. A photocopier is available to use within each Family Hub for very small amounts of copying. Any large volumes should be managed within own organisational bases.

Review Date March 2019

Details of confirmation for activity use in Family Hub

Name of group	
Name of responsible lead	
Contact details	
Starting date	
Regular date and time	
Room Used	
Special requests /conditions	
Notice period end date	

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 Signed on behalf of Person responsible for provision

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 Signed on behalf of PCC (Family Hubs)

*Copy of this document to be provided to the responsible lead and copy retained by the Family Hub