

Information for referral organisations

Who we are:



Hello, I am Karl and I am one of the Family Hub Navigators



Hello, I am Rachel and I am one of the Family Hub Navigators

Key Information:



- A referral needs to be made to access the service
- Family hub navigators do not take on: social care, safeguarding or housing (refer to criteria on webform)
- All referrals to be made from referral webform which are sent to both navigators and triaged

Privacy Notice

We value your privacy. Our privacy notice explains how we collect and use information to provide the best support through our Family Hub Navigators. Trust is important to us, and we are committed to keeping data safe.

bit.ly/family-hub-privacy



Scan the QR code

The Family Hub Navigator will:

- Operate a social prescribing model working with parents/carers, including fathers, young parents, and parents from communities of identity (i.e. grandparents, carers, LGBTQ parents, ethnic minority, disability)
- Support parents/carers to feel more connected to their community, more confident and less isolated by linking them into their local community assets e.g. Family hub activities, Voluntary Community Social Enterprise (VCSE) groups or signposting to other support and services
- Consider their strengths and interests and support the parent/carer to achieve their outcomes.
- Address the needs of parents/carers in a holistic way (non-medical and non-clinical) to help improve their health and wellbeing
- Support parents/carers for up to 8 sessions

How to refer into us:

- A link to a referral webform will be shared with referral partners.
- Criteria for referring will be on the webform. There will be a choice of 3 options, with a box for further information around the choices of criteria.
- The form cannot be submitted with less than 200 words in the further information box.
- It will contain standard information – e.g. name, date of birth, address, phone number, any accessibility requirements, preferred language.
- Referral comes to into Rachel and Karl to be triaged via familyhubnavigators@salfordcvs.co.uk

Pathways:

We will formulate a number of pathways into social groups, activities, peer support, practical support, wellbeing and mental health organisations to support parents and carers.



What happens to closed referrals?

All case management notes are kept on a secure case management system. When we close a referral, we will notify the referrer that the case is closed and what the outcomes were. Take a look at our privacy notice to see how we manage data.

