Digital Data
Technology

Family Hubs digital products and the Open Referral Standard

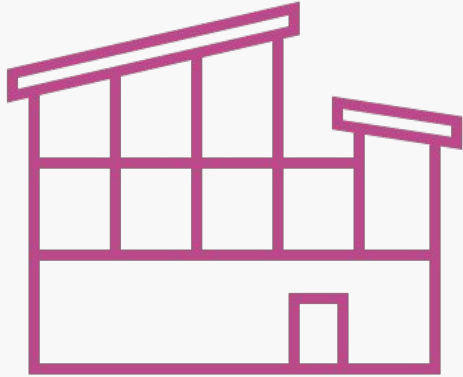Ben MacInnes – Product Manager

09/09/24

Department
for Education

What is a Family Hub?

Family Hub building

A Family Hub is a **welcoming place** where services can be accessed by parents-to-be, parents, carers, families and young people **in one place**.

Family Hubs network

The Family Fub network is the totality of **sites**, **partners**, and **physical &virtual**, **outreach services** that are connected to a Family Hub.

The products

Find support for your family

Help parents, carers and young people discover and access available support, both locally and nationally, when they need it.

Connect families to support

Helps professionals connect parents, carers and young people with local support services.

Manage your services and accounts

Allows local authority and VCS professionals to add and manage users and services in Find and Connect.
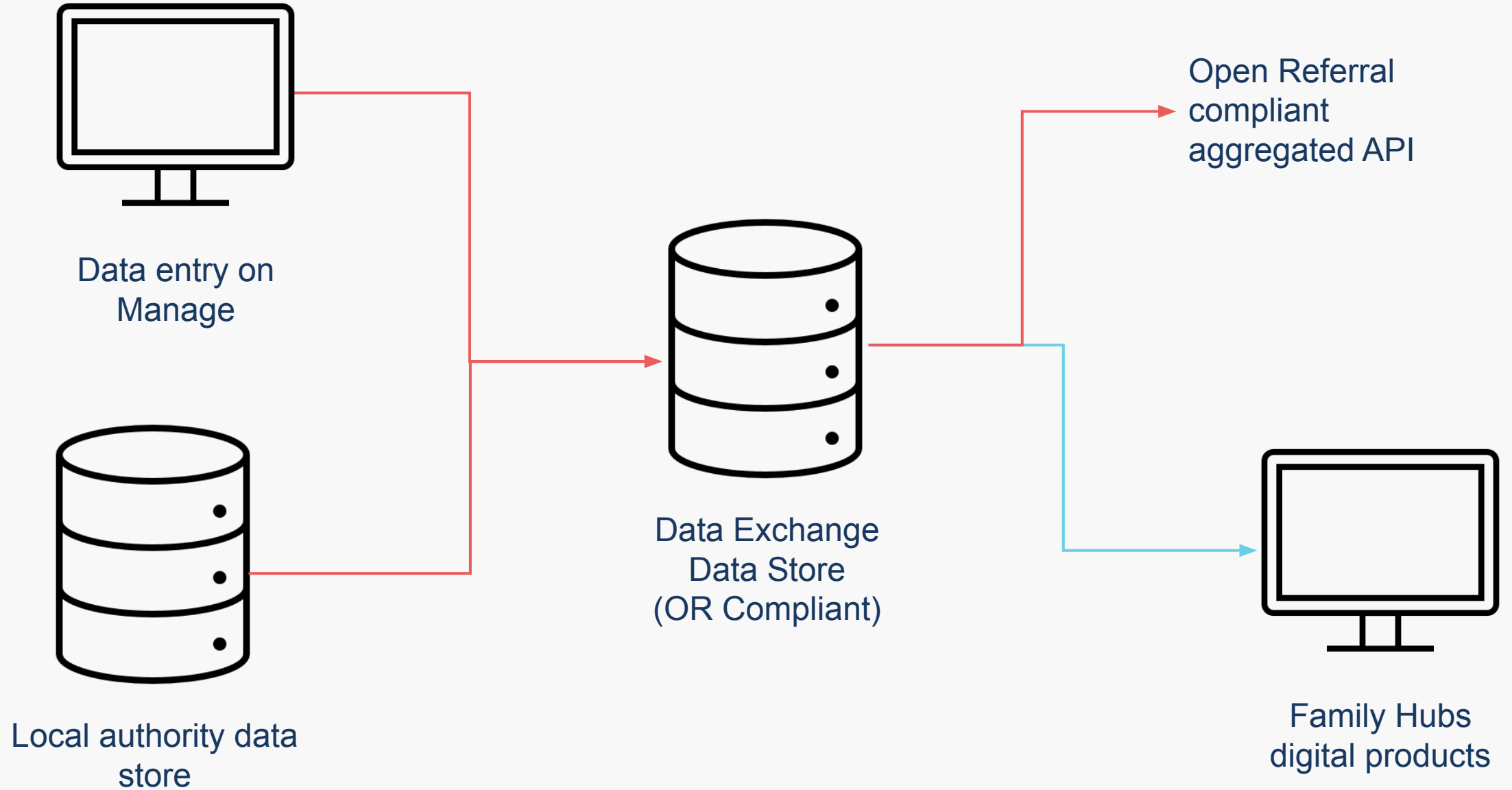
Situation in the sector

The data to feed these products is critical to their success and more broadly the success of the sector.

Much of the data needed is already in systems in local authorities.

However, systems used by local authorities in this space are typically:

- dated, provided by a very small number of suppliers.

- not interoperable, and if they are use non-standard data structures.

- well embedded in how local authorities function.

Data entry on
Manage

Local authority data
store

Data Exchange
Data Store
(OR Compliant)

Open Referral
compliant
aggregated API

Family Hubs
digital products

Current Approach

We have funded Somerset Council to become Open Referral compliant.

They are bringing together 8 – 10 current directories into a single OR compliant data store they will then share via API.

They are due to put up the API with a small amount of data next week (16th September).

We have finished the build on our function to call and store the data and are now working on data validation and filtering processes.

Next Steps

We are now working on data validation and filtering from the aggregated data store.

Next, we will be looking at setting up our OR compliant aggregated API.

After that we may begin:

- looking at taxonomies and how we map between them.

- looking at compatibility with older versions of OR or other data standards (e.g. Open active).

- further validation and data cleansing.