

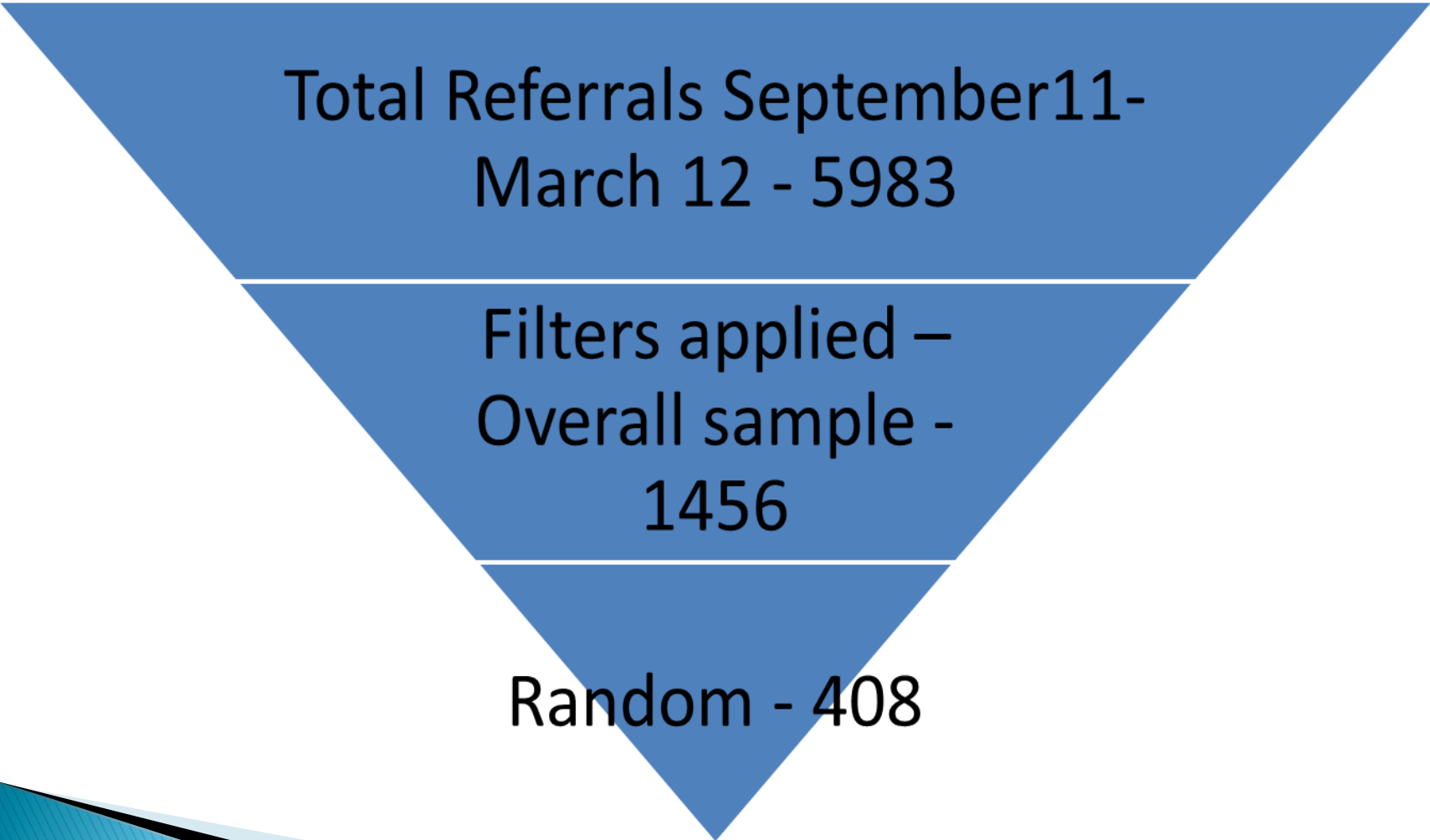
Analysis of Contacts / Referrals with the Belfast HSC Trust

Karen Burns EIST
November 2013

Rationale For Analysis

- ▶ **To inform future service provision by identifying areas and levels of need.**
- ▶ **To identify where need exists through an examination of Gateway referrals.**
- ▶ **Referrals which result in no further action (NFA) and those which are assessed but do not transfer (ABNT) for ongoing Social Work support.**

Analysis of Referrals:



Total Referrals September 11-
March 12 - 5983

Filters applied –
Overall sample -
1456

Random - 408

What we Looked at:

- 1. Total Referrals analysed for;**
 - Ward of origin**
 - Age, Gender**
 - Numbers**

- 2. Random sample analysed for;**
 - Presenting problems/Issues**
 - Services referred to**

Coding

- ▶ **Information behind Soscare Codes**
- ▶ **Presenting Problems counted and assigned a code.**
- ▶ **Problems, not individual families, coded**
- ▶ **Families with multiple problems**

Busiest Top 20 Wards – account for 51% of all individuals referred

NORTH	SOUTH	EAST	WEST	SHANKILL
Ardoyne	Botanic	The Mount	Falls	Crumlin
Waterworks	Shaftesbury	Woodstock	Clonard	Shankill
New Lodge		Bloomfield	Upper Springfield	Woodvale
Ballysillan			Beechmount	
Chichester Park			Whiterock	
Cliftonville				
Ligoniel				

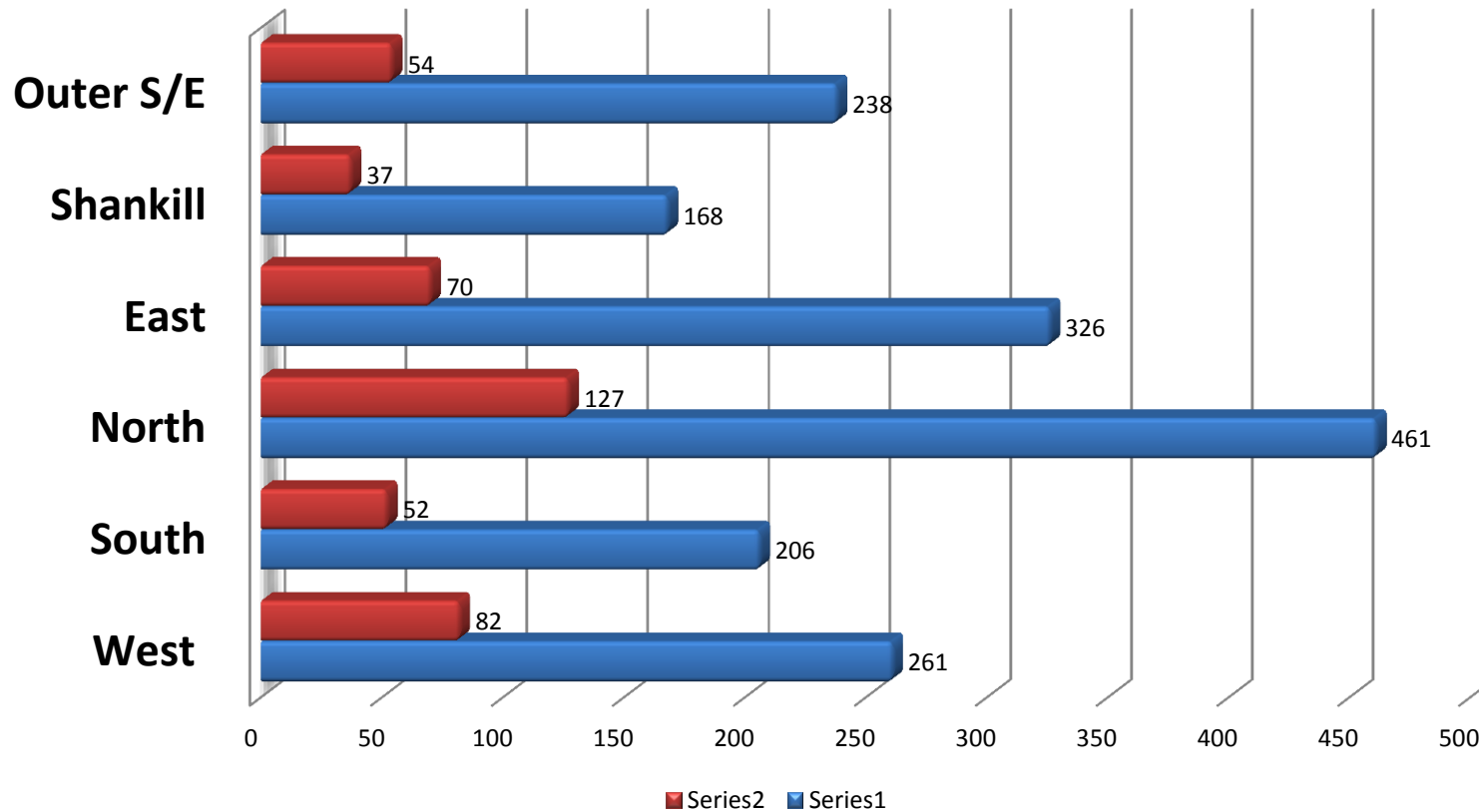
Top 20 Wards–Family & ABNT Referrals

52% of all ABNT Referrals

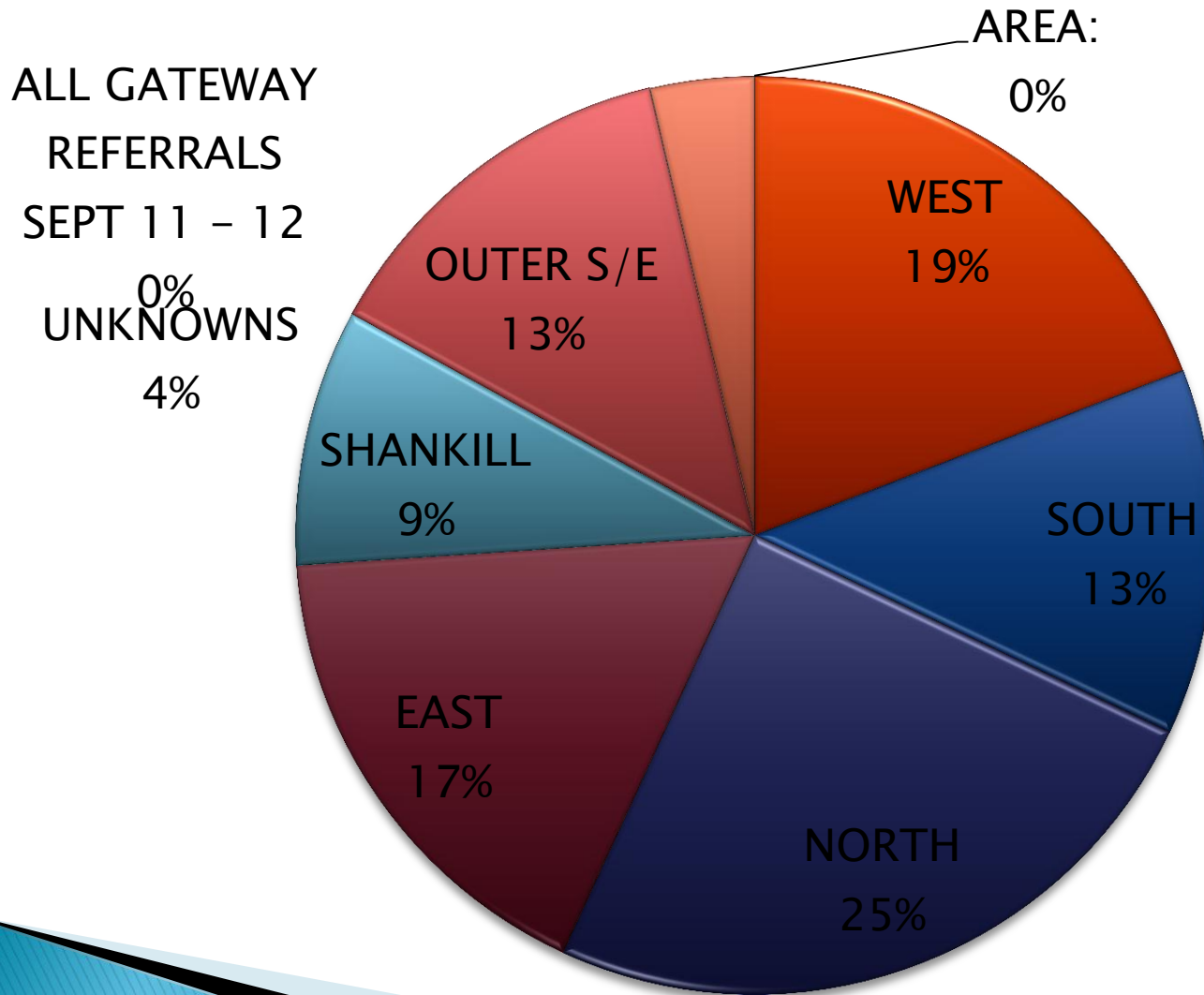
NORTH	SOUTH	EAST	WEST	SHANKILL
Ardoyne	Botanic	Woodstock	Clonard	Crumlin
Waterworks	Shaftesbury	Island	Glencolin	Shankill
Ballysillan		Bloomfield	Falls	
New Lodge		Ballymacarrett	Upper Springfield	
Duncairn		The Mount	Whiterock	
			Ladybrook	

C&YP Referred to Gateway < 15 Years

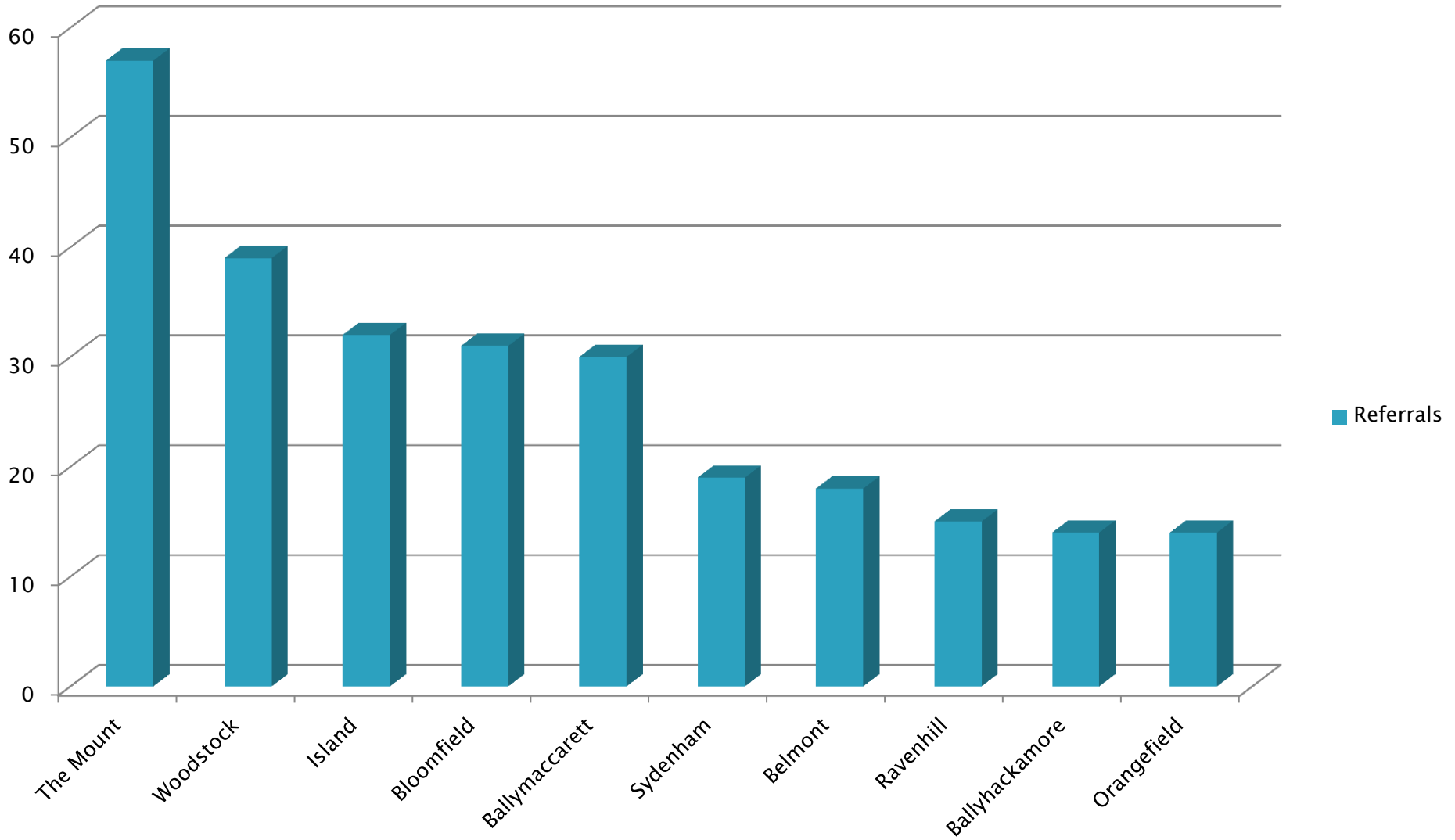
Referrals - ABNT's & Transfers



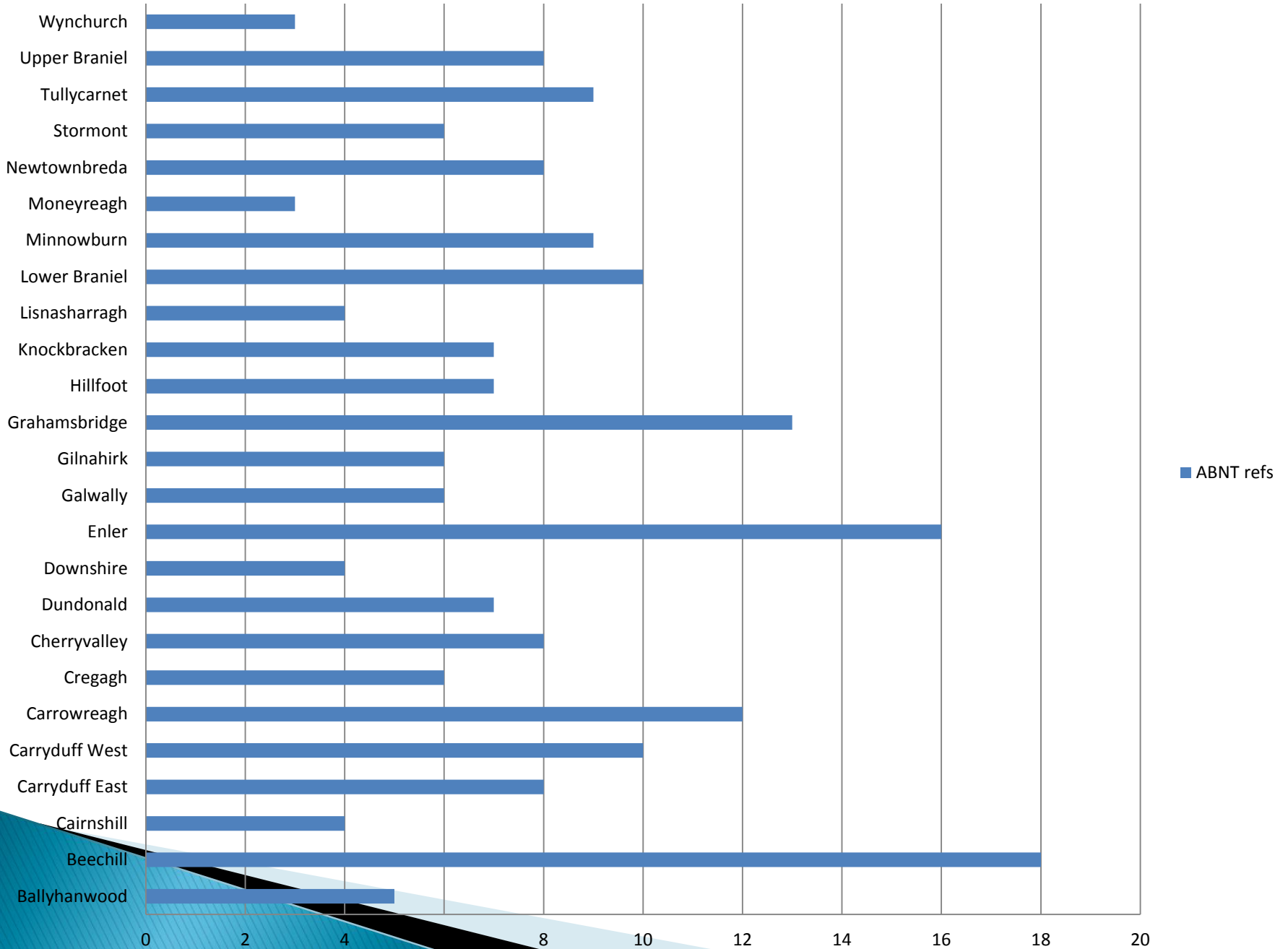
All Referrals To Gateway Team by Office Area, September 11 – March 12



Inner East Belfast ABNT Referrals

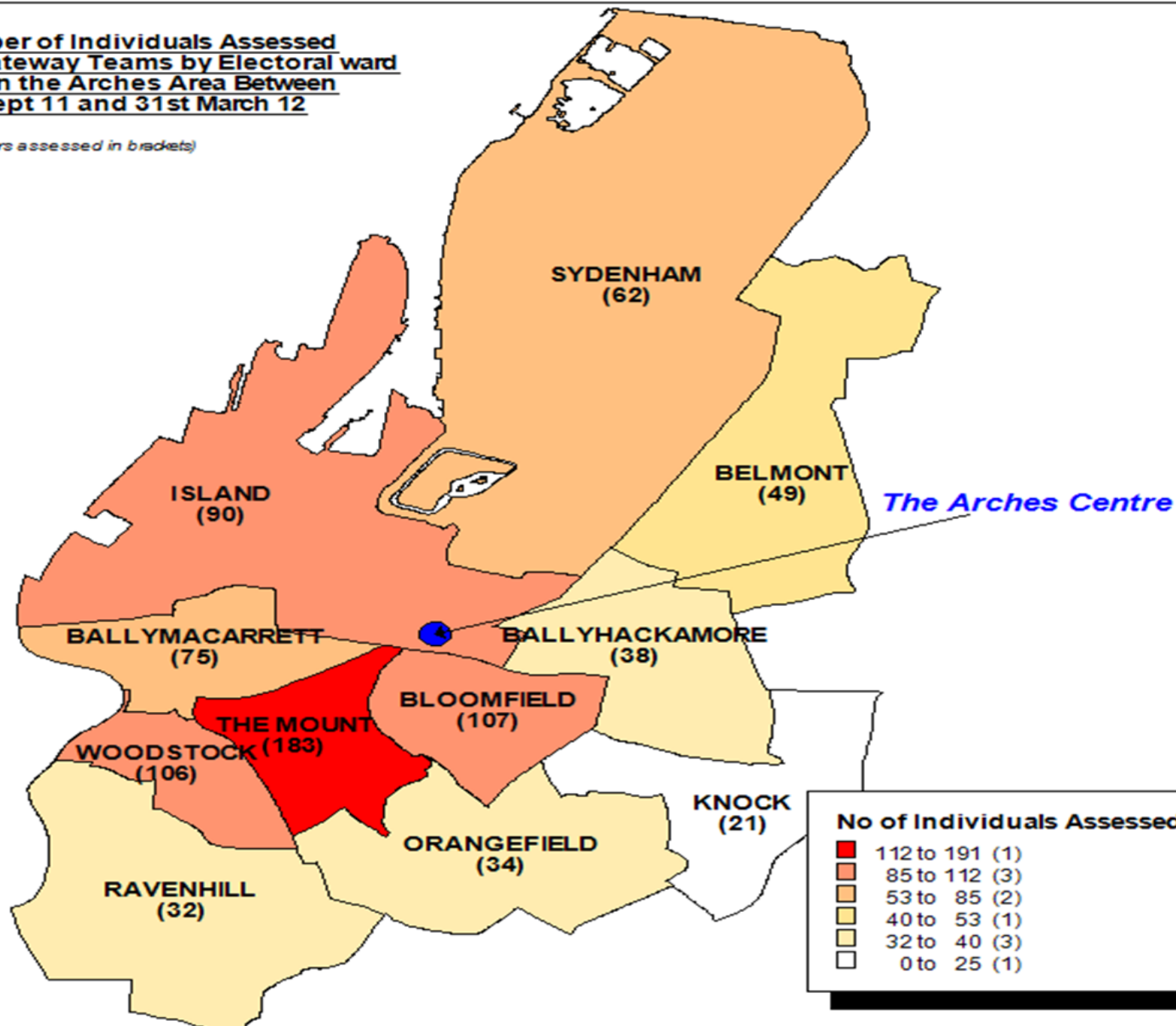


ABNT refs



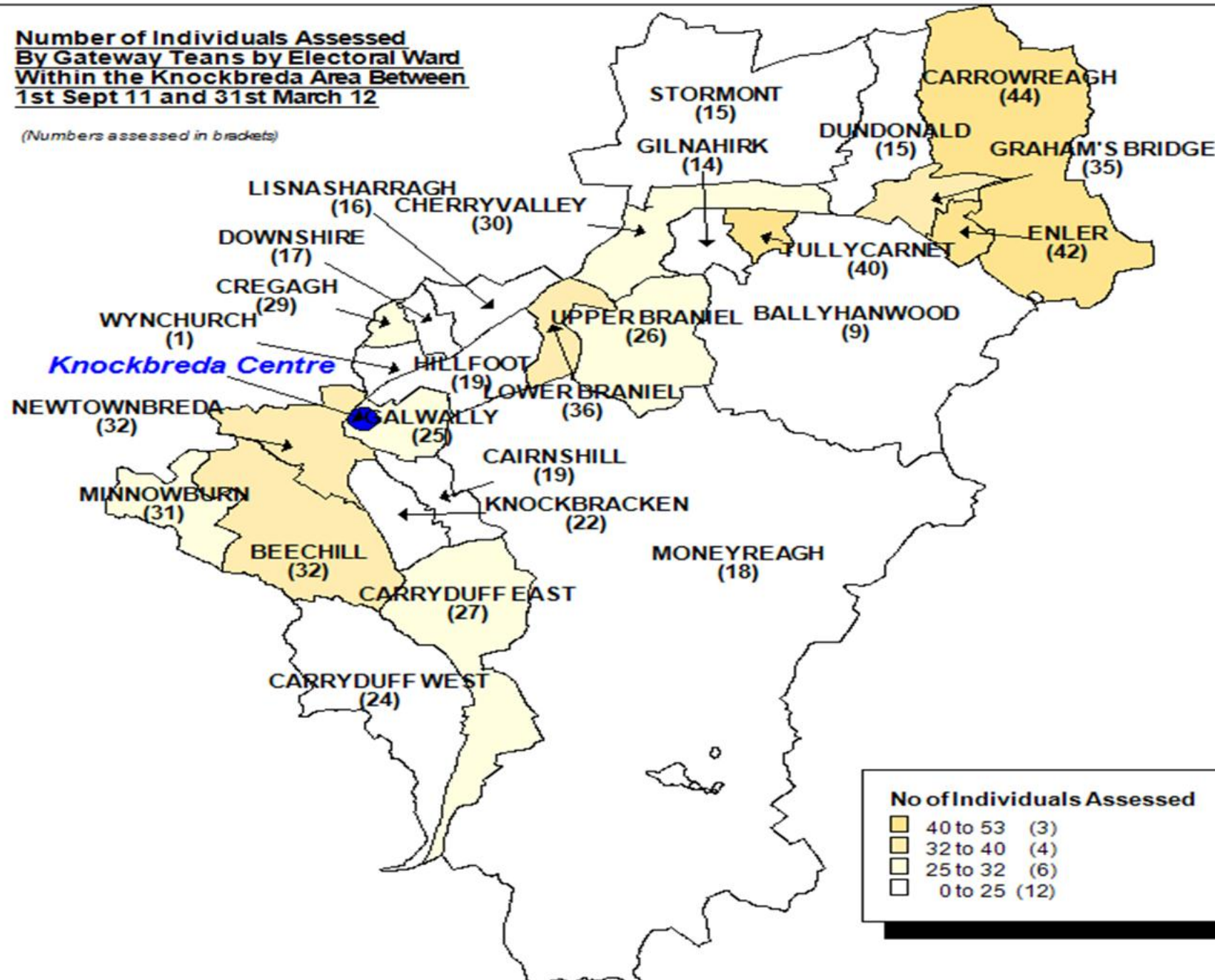
**Number of Individuals Assessed
By Gateway Teams by Electoral ward
Within the Arches Area Between
1st Sept 11 and 31st March 12**

(Numbers assessed in brackets)



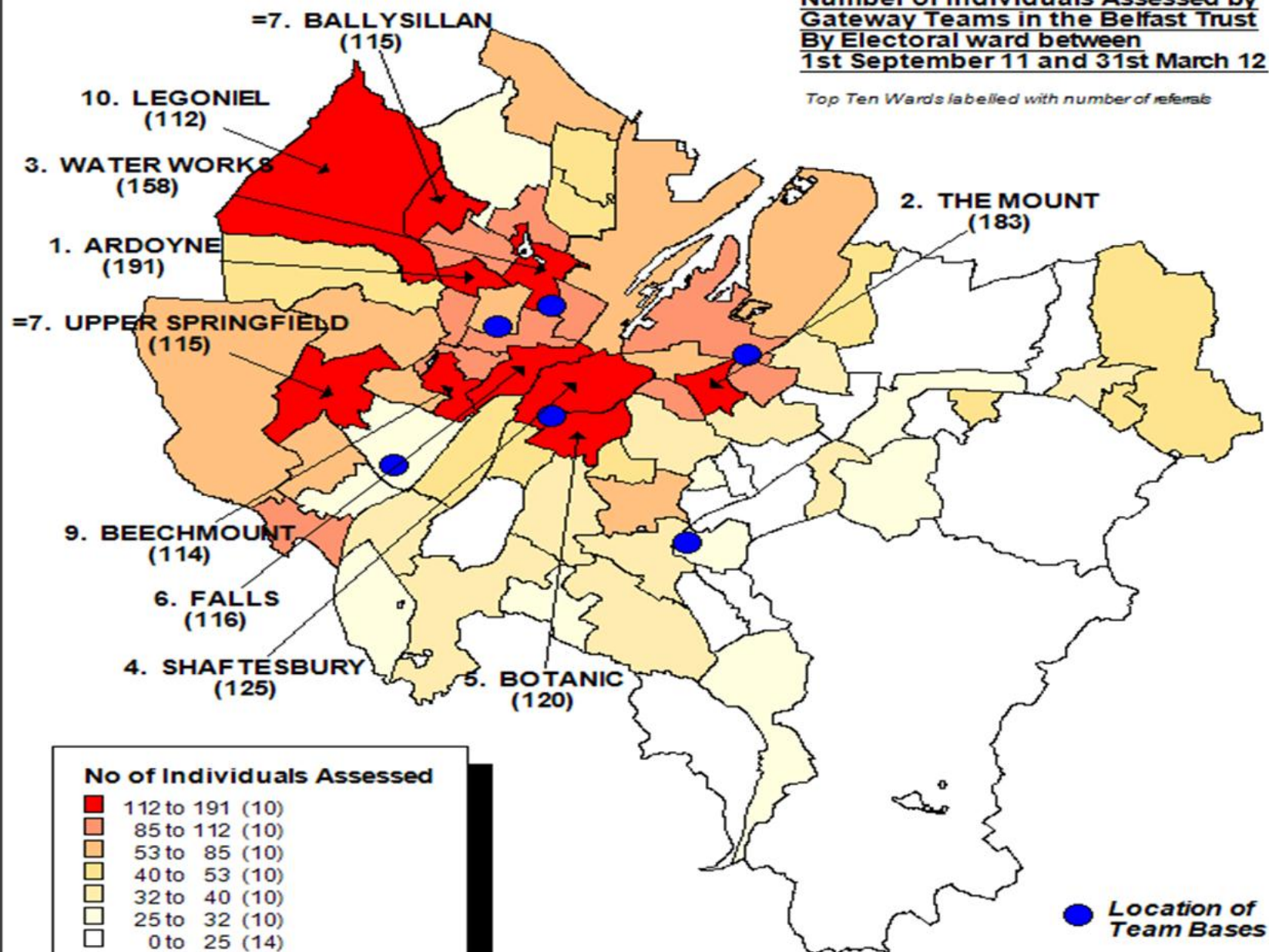
**Number of Individuals Assessed
By Gateway Teams by Electoral Ward
Within the Knockbreda Area Between
1st Sept 11 and 31st March 12**

(Numbers assessed in brackets)



**Number of Individuals Assessed by
Gateway Teams in the Belfast Trust
By Electoral ward between
1st September 11 and 31st March 12**

Top Ten Wards labelled with number of referrals



Referral Age Profile Outer South/East Belfast

Age Range:	Total Number Referred:	Total ABNT:	Total Transferred:	% of Total Referrals:
0 – 4 Years	71	59	12	12%
5 – 11 Years	108	85	23	12%
12 – 15 Years	103	83	20	15%
16 – 18 Years	12	11	1	11%

Referral Age Profile East Belfast

Age Range:	Total Number Referred:	Total ABNT:	Total Transferred:	% of Total Referrals:
0 – 4 Years	102	83	19	17%
5 – 11 Years	170	147	23	19%
12 – 15 Years	125	98	27	18%
16 – 18 Years	17	13	4	16%

Family Support Hub – Example Inner East Belfast

Wards:

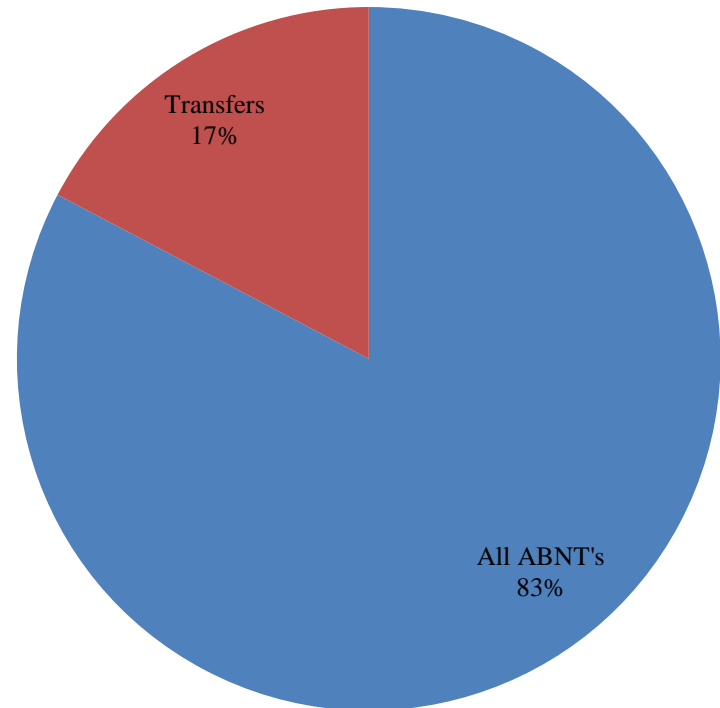
- ▶ Ballymacarrett
- ▶ Island
- ▶ The Mount
- ▶ Woodstock

Population:

- ▶ Total: 18566
- ▶ Child: 4025

Average referral rate of
5.5 per 100 children
under 15Years

ABNT's - Transfers East Belfast



Referrals

- ▶ Total 76 Wards
- ▶ Reasons – Complex
- ▶ Specialist Services
- ▶ Appropriateness for CVS support
- ▶ Domestic Violence – PSNI Duty to Report
- ▶ Numbers Re-referred
- ▶ Supports Declined

Presenting Issues

Reason For Referrals	
Immigration	Family Relationships
Physical Ill–Health of Parent/Carer	Alcohol/Drug Abuse Child/YP
Benefits	Family Contact
School Attendance/Refusal	Allegations Neglect/Supervision
Vulnerable/Young Mother	Behaviour Issues Child/YP
Homeless/Housing	Domestic Abuse
Alcohol/Drug Abuse Parent/Carer	Inappropriate Sexual Behaviour Child/YP
Mental Health Parent/Carer	
Mental Health Child/YP	

Also Looked at;

- ▶ BME Families
- ▶ Disability
- ▶ Mental Health – Not presenting problem but part of family experience
- ▶ Previously Referred/Known to SS
- ▶ Number of Attempted Suicide/Overdose

Referral Reasons Parents

Highest number concern Parents
Issues regarding;

- ▶ Allegations Physical Abuse
- ▶ Mental Health
- ▶ Alcohol/Drug Abuse
- ▶ Neglect/Supervision
- ▶ Family Relationships
- ▶ Contact issues

Referral Reasons C/YP

- ▶ Alleged/Inappropriate Sexualised Behaviour
- ▶ Behaviour Issues
- ▶ Disability
- ▶ Drug/Alcohol
- ▶ Mental Health

Main Issues

Referred on to:

- ▶ Specialist services
- ▶ Community supports
- ▶ Voluntary agencies
- ▶ Counselling services
- ▶ Health Visitors
- ▶ Surestart

Suggested Services:

C/YP:

- ▶ Behaviour Problems
- ▶ Information Parental Mental Health/Alcohol/Drug Abuse
- ▶ Family Relationships/Contact Issues
- ▶ Self Safeguarding – Internet, Alcohol, Sexual Health/Behaviour

Suggested Services :

- Parents
 - ▶ General Parenting Support
 - ▶ Mental Health Issues
 - ▶ Domestic Abuse
 - ▶ Alcohol/Drug Awareness
 - ▶ Family Relationships/Contact Issues

Thank You

Any Questions