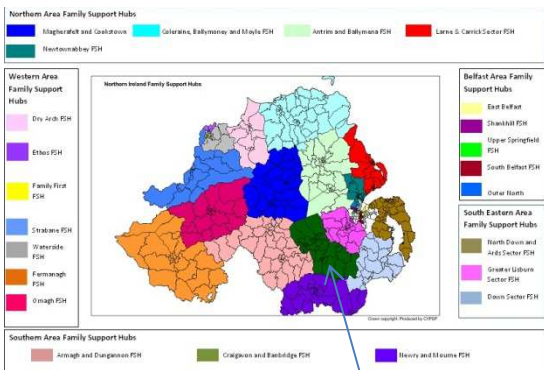


Family Support Hub – Scorecard (April – Dec 2014)

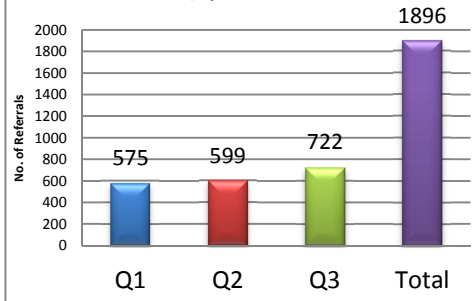
How much did we do?

Number of Family Support Hubs across NI

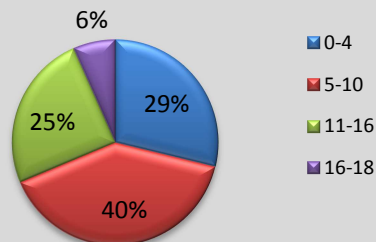


Family Referrals (April – Dec 2014)

Total number of Families referred (April – Dec 2014)



Age Profile April - Dec 2014



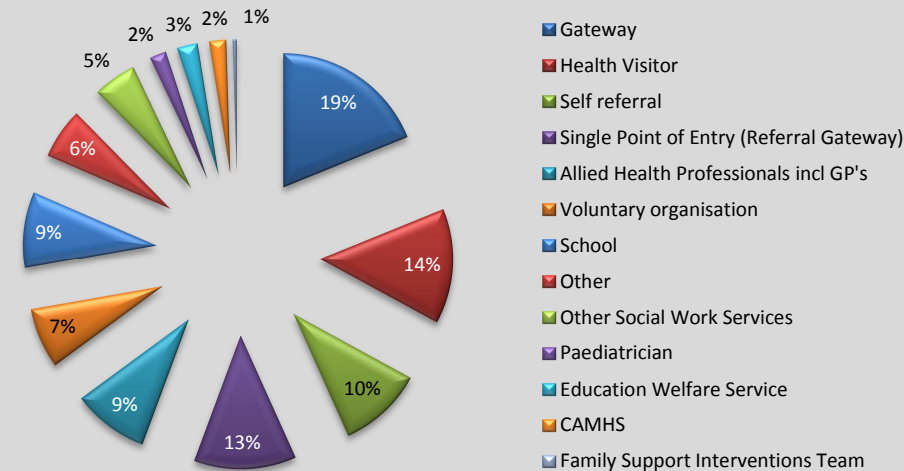
As at December 2014, **24** hubs developed in Northern Ireland

Between April – Dec 2014, the highest age profile referral is **5-10** year olds at **40%**

- Between April – December 2014 **1,896** Families were referred to FSH's, out of these **1,822** were accepted and signposted
Key reasons for referral included: Emotional and behavioural difficulty support for post primary school children, Emotional and behavioural difficulty support for primary school children, Parenting programmes/parenting support, Emotional and behavioural difficulty support for parents, Adult Mental Health Issues, Financial support, Child care support, Emotional and behavioural difficulty support for pre-school children
- 74** Families that were not accepted / awaiting outcome - reasons included: Referred back to Gateway, not appropriate referral, unable to meet the need of the family, pending approval, still on-going, redirected to another source, waiting to be reviewed.

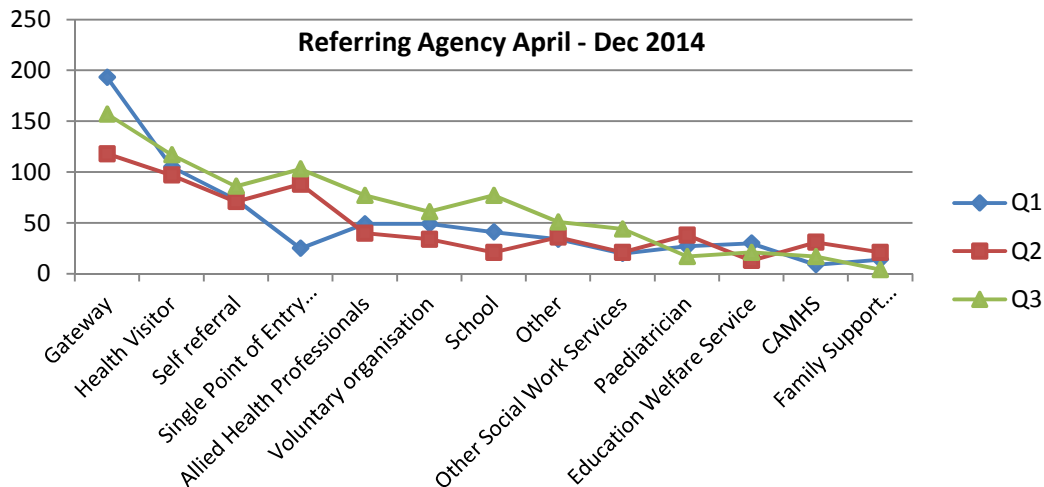
How well did we do it?

Referring Agency April - Dec 2014



Top 5 Referral Sources: Gateway, Health Visitor, Self-Referral, Single point of Entry & Allied Professionals

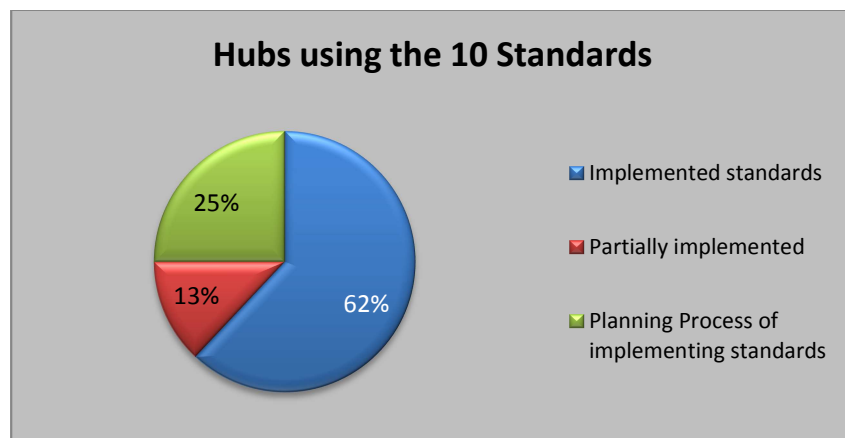
Referring Agency April - Dec 2014



Family Support Hub – Scorecard (April – Dec 2014)

How well did we do it?

Hubs using the 10 standards that measure Quality in Family Support



Between April and December 2014:

7 in West, 5 Northern and 3 Southern have fully implemented

3 in Belfast partially implemented

2 in Belfast, 3 South Eastern and 1 Western are currently in planning process to implement.

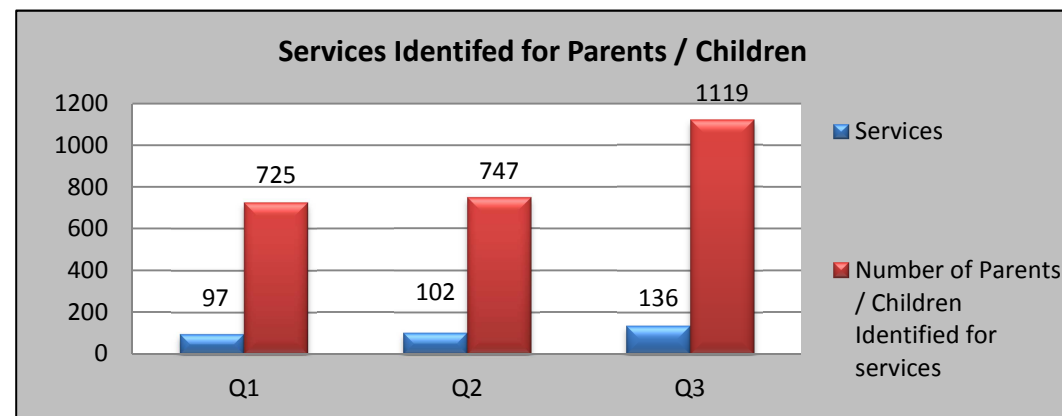
65% have implemented and 35% are in the process of implementation

Responsiveness: -

- 92% of onward referrals were achieved on time within the 4 week timescale.
- 90% of those referred on took up the service offer.
- 88 % completed the intervention referred to.

(Please note that the above information is calculated on completed returns only, as a number of Family Support Hubs are new and progressing development of their data collection)

Is anyone better off?



April – December 2014

Family Support Hubs service user interviews:

“Just knowing there was someone outside the family who could give me help and advice when I needed it was a great relief”.

Parent (with mild depression) of 3 children - 1 needed counselling for bereavement issues, another diagnosed with ADHD and the 3rd child had health issues

“Ask for help it worked for me – everything I have been offered has improved my situation”.

Parent of 3 children who has caring responsibilities for her parent who has cancer.

“Beforehand it was try this, try that and I was constantly on the phone – getting nowhere. This has worked so much better for me.”

(Parent with 4 young children one with ADHD)

“If I hadn’t had got the help I got a year ago I wouldn’t be as strong as I am now”

(Parent of a young child with autism and a teenager with mental health issues)

Conducted by Regional Family Support Hub Co-ordinator