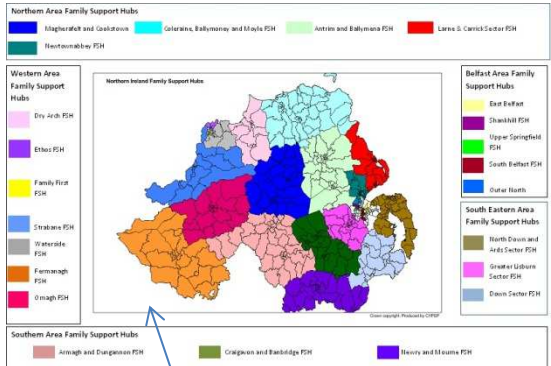


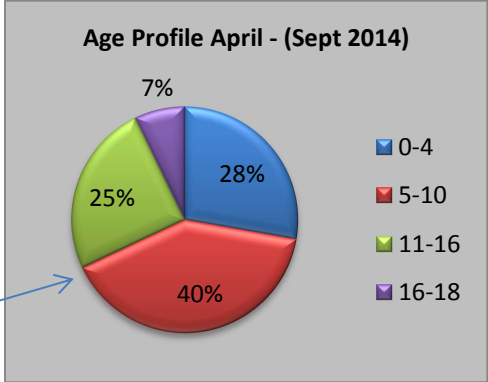
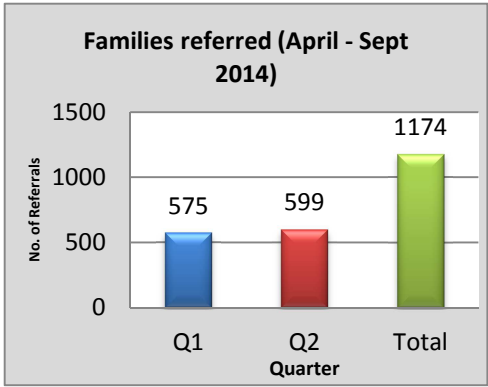
Family Support Hub – Scorecard (April – Sept 2014)

**How much did we do?**

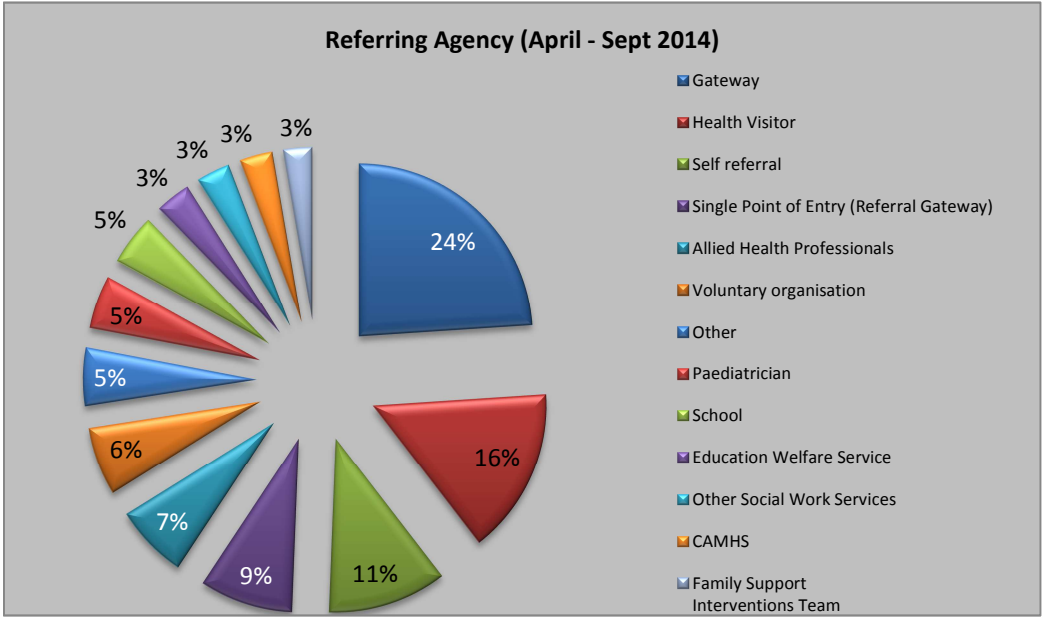


As at September 2014, 23 hubs developed in Northern Ireland

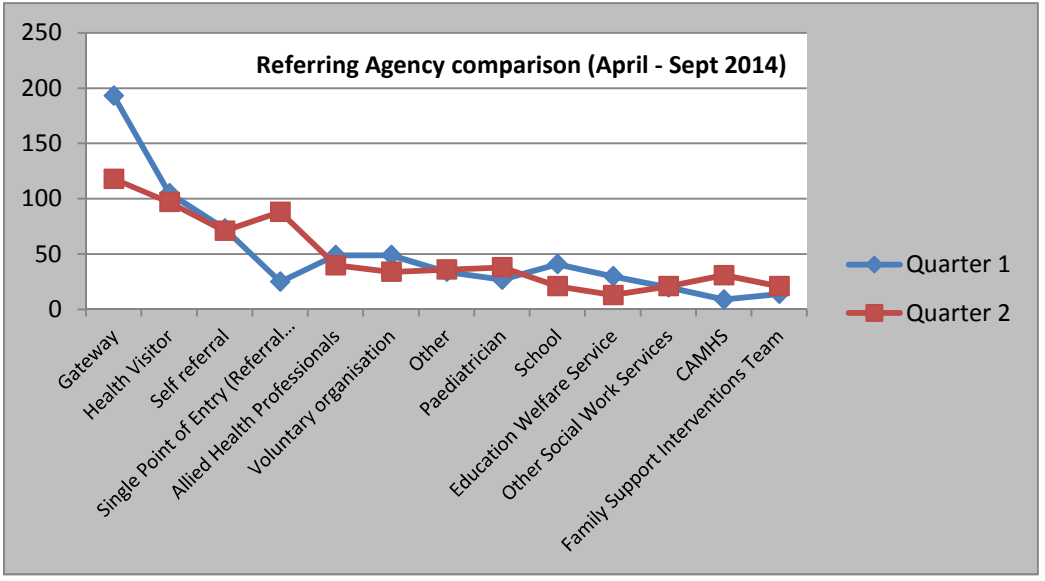
Between April – Sept 2014, the highest age profile Referral is 5-10 year olds at 40%



- Between April – September 2014 **1,174** Families were referred to FSH's, out of these **1,144** were accepted and signposted
- Key reasons for referral included: **Emotional and Behavioural difficulty support for primary school children; Parenting programmes / parenting support; Emotional and Behavioural difficulty support for post primary school children; Financial Support; Emotional and behavioural difficulty support for pre-school children; Adult Mental health issues; Emotional and Behavioural difficulty support for parents; Child Care Support.**
- Of the **109** Families that were not accepted – reasons included rejected at Tier 3, not appropriate referral, unable to meet the need of the family.



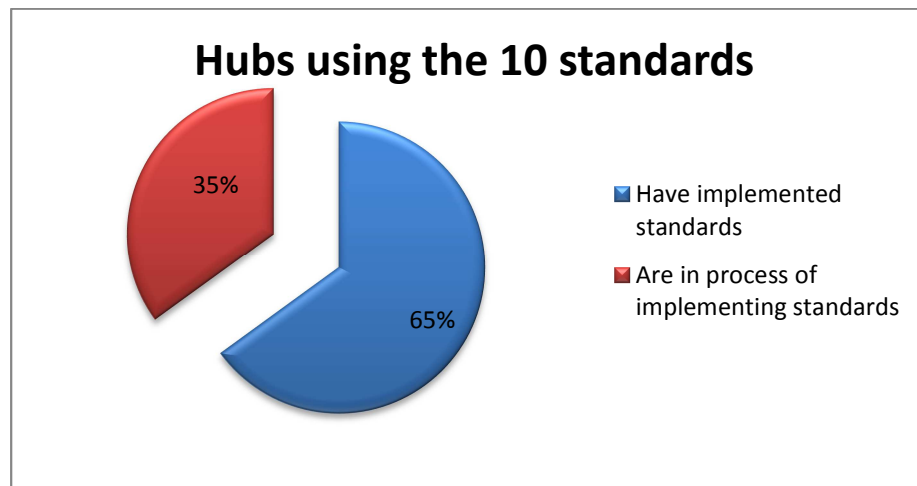
**Top 5 Referral Sources: Gateway, Health Visitor, Self-Referral, Single point of Entry & Allied Professionals**



**How well did we do it?**

**Is anyone better off?**

**Hubs using the 10 standards that measure Quality in Family Support**



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

5 in Belfast and 3 South Eastern have commenced implementation

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

**Between April and September 2014:**

- 91% of onward referrals were achieved on time within the 4 week timescale.
  - 92% of those referred on took up the service offer.
  - 90% 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)*

- 99% of Families who engaged and completed an intervention with a service had a positive outcome. *(April – Sept 2014)*
- Number of services used by the Hub across the Region= over 100
- We recently received feedback from a parent to say: **“I didn’t ever imagine that by being referred to the Family Support Hub I would get as much support as what I did for my family - it’s exactly what we needed when I didn’t know where to turn.”**
- Feedback from Contact a Family Organisation- **“Involvement with the Family Support Hubs has provided excellent opportunities to reach out, support and advise more families with disabled children. It has also provided great multi agency team working and networking opportunities”**
- Feedback from Bryson Energy **“As a regional service provider linking in with the local Family Support Hubs has been of tremendous benefit in ensuring the most vulnerable families are able to access the fuel poverty support available at the earliest opportunity.”**
- Feedback from Hub Co-ordinator **“I find it invigorating to liaise alongside other agencies who will endeavour to be flexible when engaging with families, and who share a common goal of preventative practice. “**
- **“being able to refer families in need of early intervention services to the Family Support Hub has been of great value to us as we know they will quickly get the help and support they need in a co-ordinated manner”** -Gateway Team Leader