How much did we do?

Performance Measure 1: As at March 2015, 26 hubs developed in Northern Ireland.

Performance Measure 2: Number of Families referred through Family Support Hubs by Quarter.

Performance Measure 3: Family, Children and Parent Referrals by Quarter.

Performance Measure 4: The highest age profile referral is 5-10 year olds at 40%.
Performance

Measure 5: Primary reasons for referral – total of 9 across Northern Ireland

Performance

Measure 6: Disability Referrals – Adults and Children

Primary Reason’s for Referral
01 April 2014 – 31 March 2015

Emotional and behavioural difficulty support for primary school children
Emotional and behavioural difficulty support for post primary school children
Parenting programmes/parenting support
Emotional and behavioural difficulty support for parents
Financial support
Emotional and behavioural difficulty support for pre-school children
Adult Mental Health Issues
Child Care Support
Domestic Violence

Adult Disability Referrals 25
01 April 2014 – 31 March 2015

Physical Learning Sensory

Total

Child Disability Referrals (0-25 years)
01 April 2014 – 31 March 2015

Physical Learning Sensory

Total
Performance Measure 7:
Referrals by Ethnic Background for Children and Parents referred through Family Support Hub’s.

(Note: ‘White’ has the higher number of referrals for both Child/ren and Parents and are presented on separate scales as shown in these charts.)
How well did we do it?

Performance Measure 8: Number of Families Referred by Quarter
94% of Families where accepted and signposted

Performance Measure 9: 174 Families that were not accepted / awaiting an outcome

Families Referred that where “Accepted & Signposted”
01 April 2014 – 31 March 2015

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families referred to FSH’s</td>
<td>575</td>
<td>599</td>
<td>722</td>
<td>739</td>
<td>2635</td>
</tr>
<tr>
<td>Accepted and Signposted</td>
<td>536</td>
<td>577</td>
<td>678</td>
<td>670</td>
<td>2461</td>
</tr>
</tbody>
</table>

Families not accepted / Awaiting outcome
01 April 2014 – 31 March 2015

- Returned to Gateway: 33%
- Other reason (not specified): 6%
- Unable to meet the need of the family: 9%
- Still - ongoing: 9%
- Not Approved: 8%
- Inappropriate referral: 23%
How well did we do it cont’d……?

Performance Measure 10: Referring Agency

Percentage of Referrals Against Agencies
01 April 2014 – 31 March 2015

- Gateway: 21%
- Health Visitor: 14%
- Self referral: 10%
- Single Point of Entry (Referral Gateway): 11%
- Allied Health Professionals: 9%
- Voluntary organisation: 6%
- School: 6%
- Other: 4%
- Other Social Work Services: 4%
- Paediatrician: 3%
- Education Welfare Service: 3%
- CAMHS: 11%
- Other Social Work Services: 10%
- Family Support Interventions Team: 4%
How well did we do it cont'd......?

Referring Agency Trend-line
01 April 2014 – 31 March 2015

Performance Measure 11:
Referring Agency Trend-line

Number of Referrals

Q1
Q2
Q3
Q4

Gateway
Health Visitor
Self referral
Single Point of Entry (Referral Gateway)
Allied Health Professionals
Voluntary organisation
School
Other
Other Social Work Services
Paediatrician
Education Welfare Service
CAMHS
Family Support Interventions Team
Referral Achieved within 4 weeks, 93%
Took Up Service Offer, 94%
Completed Intervention Referred to, 86%
Positive Outcome, 95%

(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)
Performance Measure 12: 10 Standards
92% have partially or fully implemented and 8% are in the process of implementation.

Performance Measure 13: Services Identified: service uptake for Parents/Children has nearly doubled from Quarter 1 – Quarter 4.

Hubs using the 10 Standards
01 April 2014 – 31 March 2015

- Implemented Standards: 58%
- Partially Implemented: 34%
- Planning Process of Implementing Standards: 8%

Services Identified for Parents / Children
01 April 2014 – 31 March 2015

- Q1: 97
- Q2: 102
- Q3: 136
- Q4: 216

- Services: 725, 747, 1119, 1265
- No of Parents / Children identified for services
Is anyone better off?

Family Support Hub Interagency Questionnaire

Aim

- The Children and Young People’s Strategic Partnership (CYPSP) have conducted a Survey on Family Support Hubs in Northern Ireland. The aim of this survey was to ascertain the views of Projects and Services associated with Family Support Hubs in a local area. As a Partnership we wanted to gain a better understanding of the impact of Family Support Hubs and of the interagency co-operation and collaboration that has emanated from it.

Target Audience

- Family Support Hub Co-ordinators
- Family Support Hub Members - Statutory, Voluntary & Community Organisations that are part of the Family Support Hub Network

Responses

- 410 Hub Network Members / Organisations Targeted
- Total 180 Responses
Is anyone better off cont’d….?

Responses Per Area

- Total Questionnaire Targeted Audience: 410
- Response Rate by number: 180
- % Response Rate: 44%

Key Findings: Projects and Services were overwhelmingly positive about the impact of Family Support Hubs in their local areas.
Is anyone better off cont’d….?

Selection of Service Provider Feedback

- **Increased focus on early intervention in your local area**
  - Agree: 92%
  - Disagree: 8%

- **Provided families with a more holistic approach to meeting their needs**
  - Agree: 92%
  - Disagree: 8%

- **Increased use of all the resources available in your area**
  - Agree: 83%
  - Disagree: 17%

- **Increased your knowledge and understanding of other workers roles**
  - Agree: 94%
  - Disagree: 6%

- **Increased demands on your own agency**
  - Agree: 55%
  - Disagree: 45%

- **Increased co-operation and collaboration across organisations in your local area**
  - Agree: 91%
  - Disagree: 9%
Family Support Hubs service user comments / quotes:

• I am very grateful that my referral was dealt with so quickly, that the service was approved, and the worker was so “able” to connect with this young woman….They were so reassured that “useful, practical help” was going to be available to her and her young son. Knowing help was there when needed, was enough to content this young woman in the last few weeks of her life.

Hospice Social Worker for terminally ill young mother

• My son is 10 years old and was diagnosed with ADHD and said he wanted to kill himself. He found it difficult to form friendships and was constantly fighting with other children and the school constantly blamed him for incidents. I thought he was just a “bad boy”. I found referral to the Hub worked pretty seamlessly. I got a range of support including 1 to 1 support for my son, my husband and I attended a parenting programme and we also got specialist advice about ADHD. With hindsight I wish I had asked for help sooner. I view my son in a very different light now and have found the support really helpful and all the services involved didn’t judge us. We’re really glad we did this.

Mother of 2 children 1 with ADHD

• “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 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)