

Family Support Hubs Outcome Report for CYPSP

Definition- A Family Support Hub is a multi-agency network of statutory, community and voluntary organizations that either provide early intervention services or work with families who need early intervention services. The network accepts referrals of families who need early intervention family support and uses their knowledge of local service providers and the Family Support Database to signpost families with specific needs to appropriate services.

Background- The Hub concept is based on the idea that early intervention services can be delivered more effectively if existing providers are encouraged to work more closely together and form a supportive network. The Hub function is a way of working. It is not a service development role.

Role of Hubs

- a. To improve access to early intervention family Support services by matching the needs of referred families to family support providers
- b. To improve coordination of early intervention family support services by creating a collaborative network of community, voluntary and statutory providers
- c. To improve awareness of early intervention family support services
- d. To assess the level of unmet need for early intervention family support services and inform the Trust Outcomes Group

Access to a Hub is based on

1. Family with at least one child 0-18
2. Live in geographical patch covered by Hub
3. Experiencing 'early onset of problems' that do not meet the criteria of statutory social services
4. Referrer is either unclear about what exists to support a family with the problems they are experiencing or feels the family need the support of more than one agency
5. Referrals will be accepted from social services in circumstances where it is the intention to close the case to statutory intervention but there is a need to maintain a lower level of family support.

How well have the Hubs provided the service-quality dimension

Hubs are all working to a core set of quality standards 10 Principles/Quality Standards

- Working in partnership with families, children professionals and committees
- Needs led and strive for minimum intervention
- Clear focus on wishes ,feelings, safety and well-being of children
- Strengths based perspective
- Effective interventions
- Accessible and flexible
- Facilitates self-referrals and multi-access referral paths
- Involves service users and front line providers in planning ,delivery and evaluation
- Promotes social inclusion –ethnicity, disability and rural/urban communities
- Measures of success routinely included

(Derived from Canavan, Dolan and Pinkerton 2006)

Progress in implementing the standards at December 2014

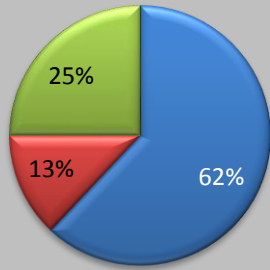
7 in West, **5** Northern and **3** Southern have fully implemented

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

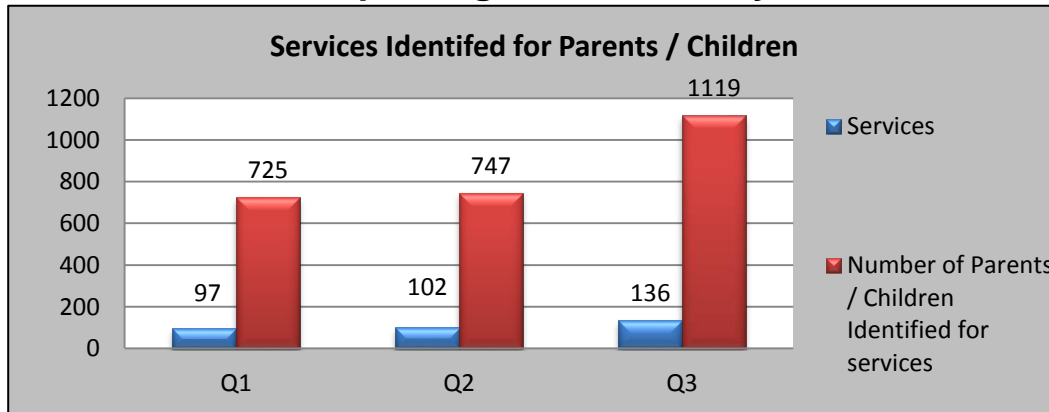
Hubs using the 10 Standards



- Implemented standards
- Partially implemented
- Planning Process of implementing standards

The Outcomes

Outcome domain 1 Improving access to early intervention services



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.

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.

The service user perspective

“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)

Outcome domain 2 improving coordination of early intervention family support

Survey of Organisations involved in Family Support Hubs considered the extent to which participation in the process has improved coordination of family support services

Answer Choices	Responses	
Agree	91.30%	126
Disagree	9.42%	13
Total Respondents: 138		

Outcome domain 3 Improving awareness of early intervention family support services

Survey of Organisations involved in Family Support Hubs considered the extent to which participation in the process has increased the focus on early intervention in their area.

Answer Choices	Responses
Agree	92.57% 137
Disagree	8.11% 12
Total Respondents: 148	

The extent to which knowledge of other resources in the area has been increased through participation in this process

Answer Choices	Responses
Agree	92.75% 128
Disagree	7.97% 11
Total Respondents: 138	

Outcome domain 4 assessing the level of unmet need for early intervention family support

Survey of Organisations involved in Family Support Hubs considered the extent to which participation in the process has increased the awareness of unmet need.

Answer Choices	Responses
Agree	89.86% 133
Disagree	10.14% 15
Total Respondents: 148	

Further information about Hubs

Information relating to Hubs can be found on

<http://www.cypsp.org/family-support-hubs/>

A NVTV slot relating to launch of South Belfast Hub can be found here

<http://www.nvtv.co.uk/shows/focal-point-news-for-february-19th-2015/>

and should be viewed from minute 14 onwards

A copy of the FSH Report Card for 2014/15 is available.

Hubs have their own category in Family Support NI

<http://www.familysupportni.gov.uk/search-results/?namesearch=0&Service=Family+Support+Hubs&keyword=Keyword+Search&postcode=Postcode+Search&distance=&Council=&Search=SUBMIT>