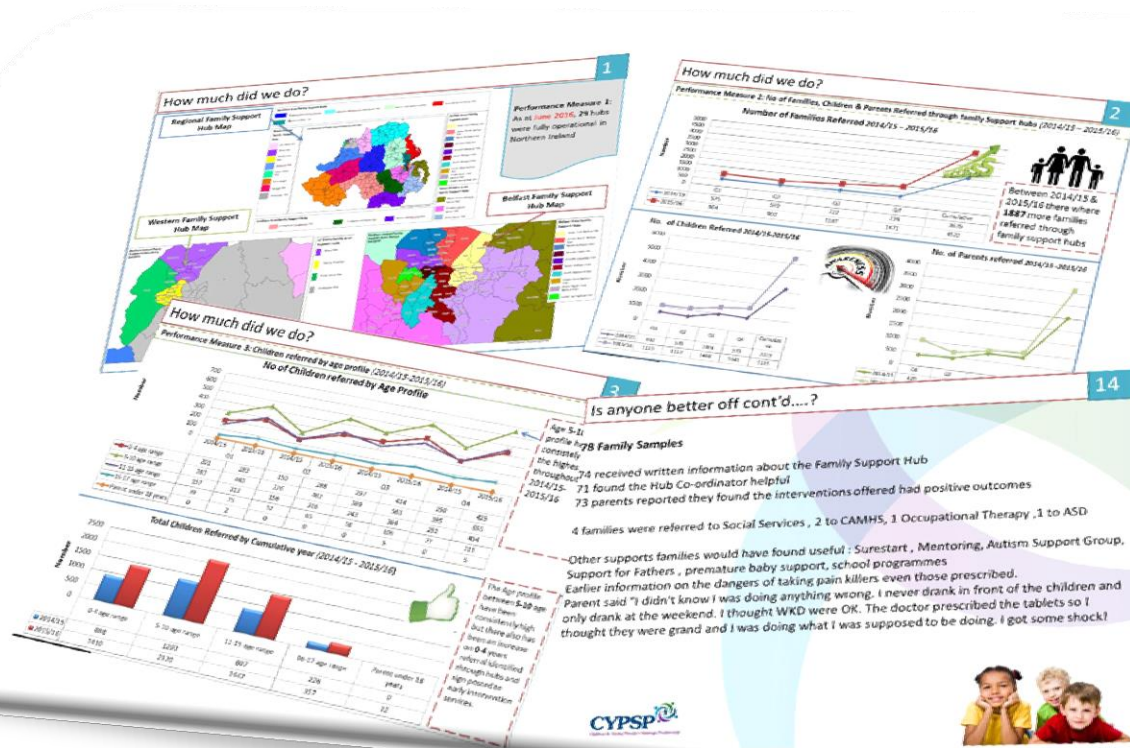


Family Support Hubs Report Card

Annual Report Card 2015/16



How much did we do?

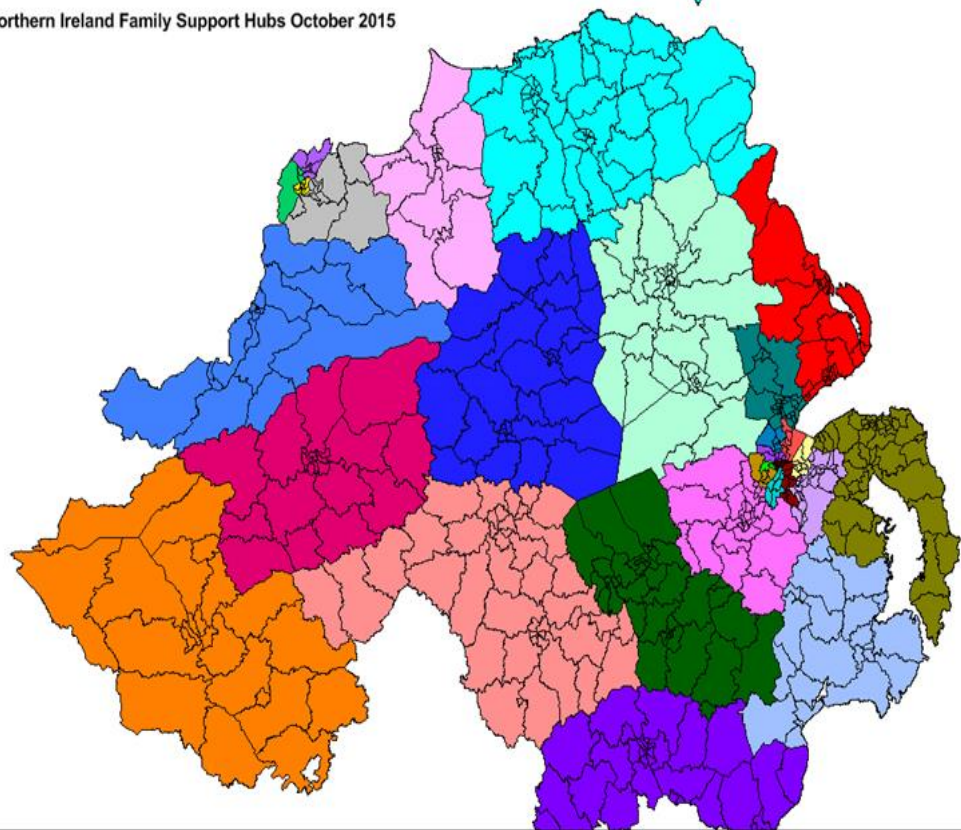
Northern Area Family Support Hubs

- Magherafelt and Cookstown
- Coleraine, Ballymoney and Moyle FSH
- Antrim and Ballymena FSH
- Larne & Carrick Sector FSH
- Newtownabbey FSH

Western Area Family Support Hubs

- Dry Arch FSH
- Ethos FSH
- Family First FSH
- Strabane FSH
- Outer West FSH
- Fermanagh
- Omagh FSH
- Waterside FSH

Northern Ireland Family Support Hubs October 2015



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Southern Area Family Support Hubs

- Armagh and Dungannon FSH
- Craigavon and Banbridge
- Newry and Mourne FSH

Belfast Area Family Support Hubs

- Inner East Belfast FSH
- Lower North Belfast FSH
- North Belfast II FSH
- Greater Falls FSH
- Greater Shankhill FSH
- South Belfast I FSH
- South Belfast II FSH
- Outer West Belfast FSH
- Outer South East Belfast FSH
- Upper Springfield FSH

South Eastern Area Family Support Hubs

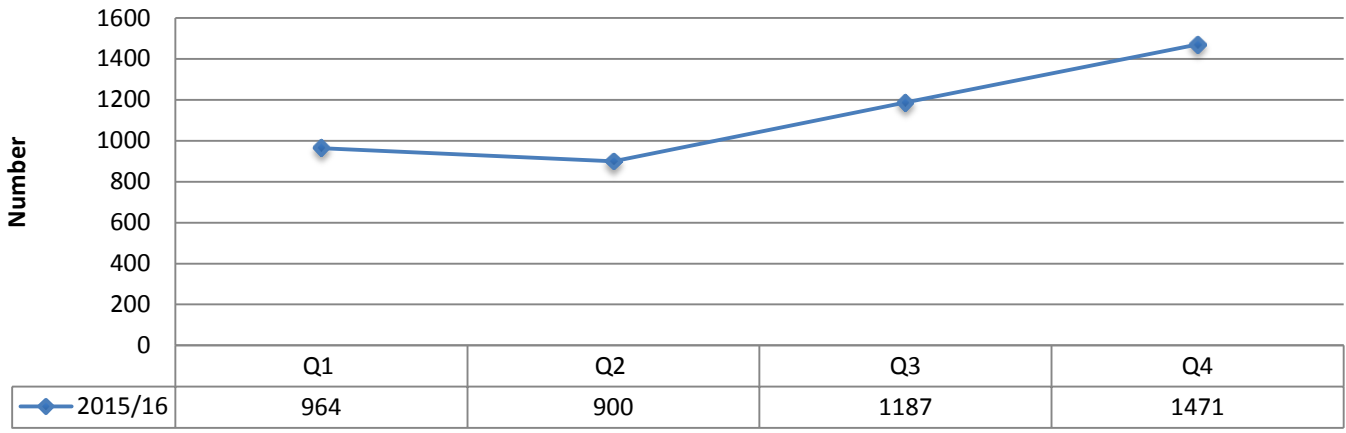
- North Down and Ards Sector FSH
- Greater Lisburn Sector FSH
- Down Sector FSH

Performance Measure 1:
As at June 2016, 29 hubs were fully operational in Northern Ireland

How much did we do?

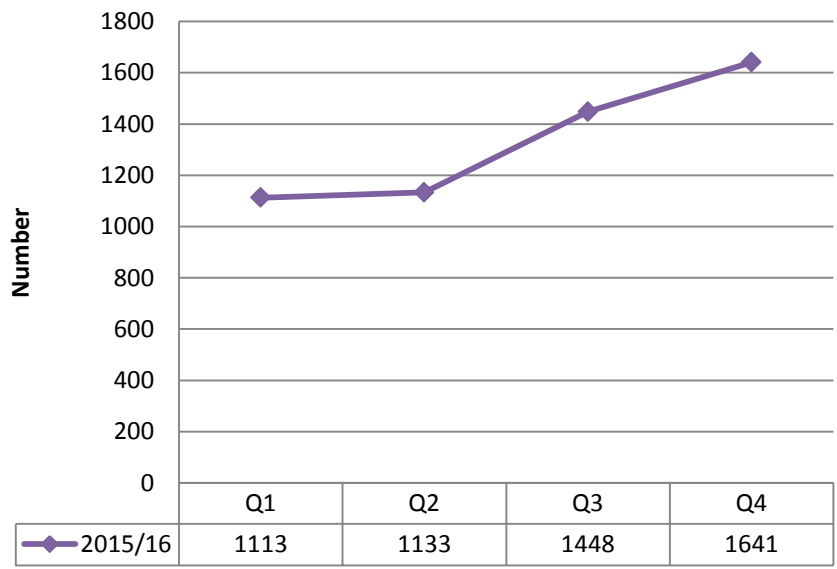
Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs (2015/16)

Number of Families Referred – Total Families 4522

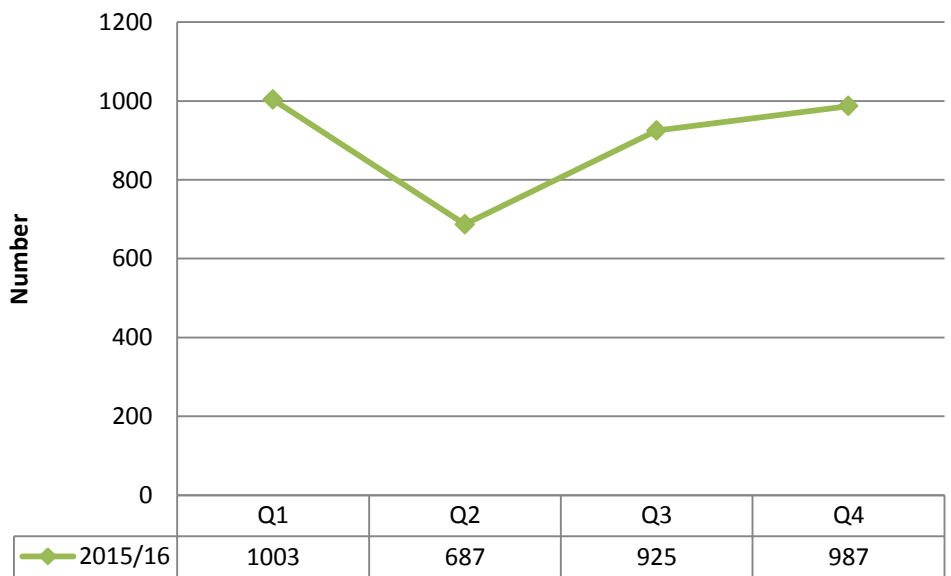


Between 2014/15 & 2015/16 there were **1887** more families referred through family support hubs.

Number of Children Referred 2015/16

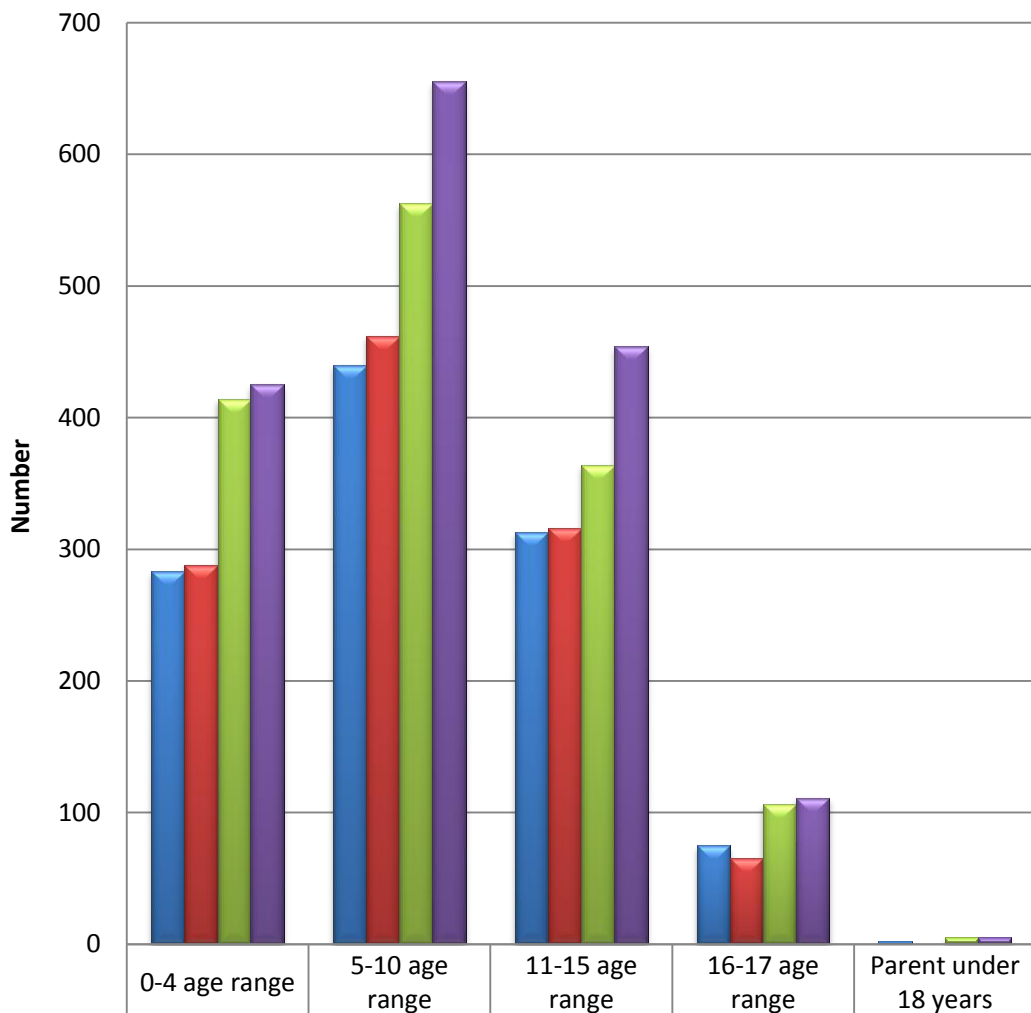


Number of Parents referred - 2015/16

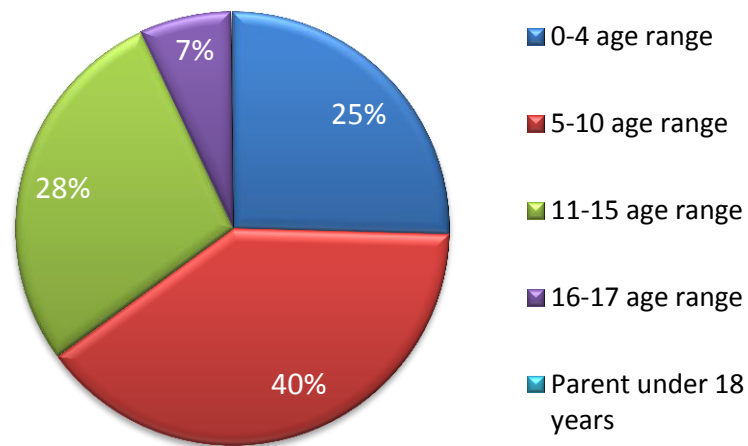


How much did we do?

Performance Measure 3: Children referred by age profile (2015/16)



Percentage of Children Referred by Age Profile



5-10 years old has consistently been the highest age group for referral throughout 2015/16.

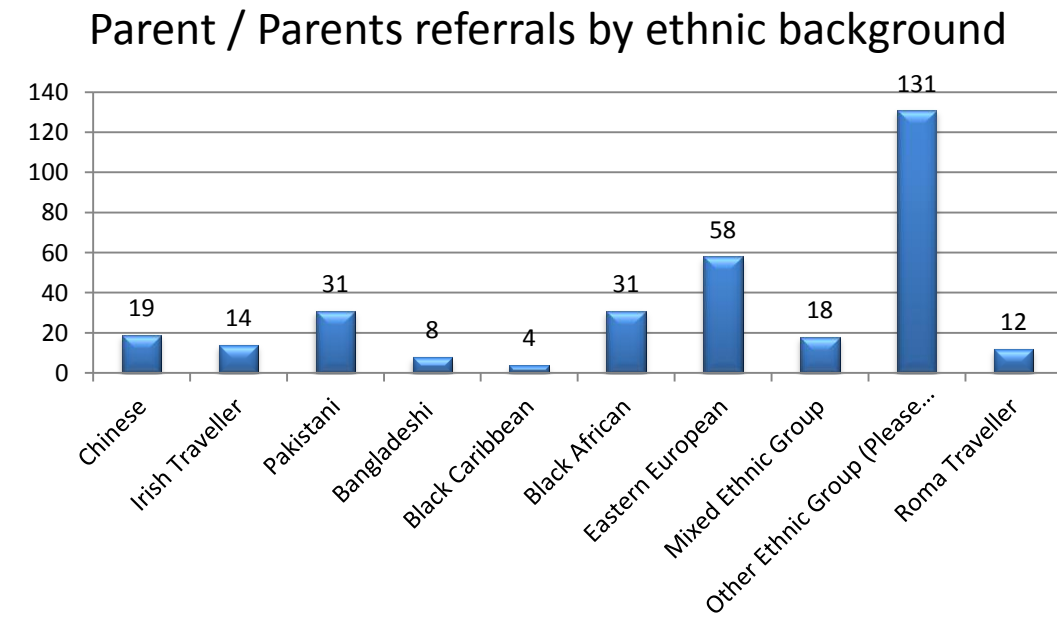
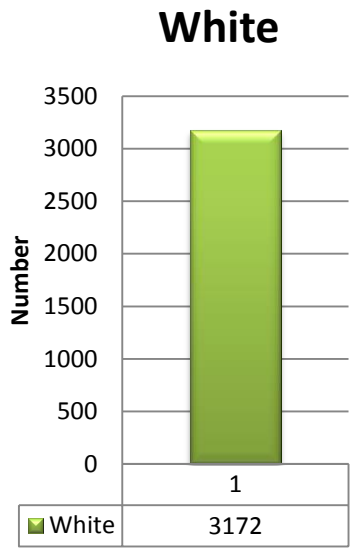
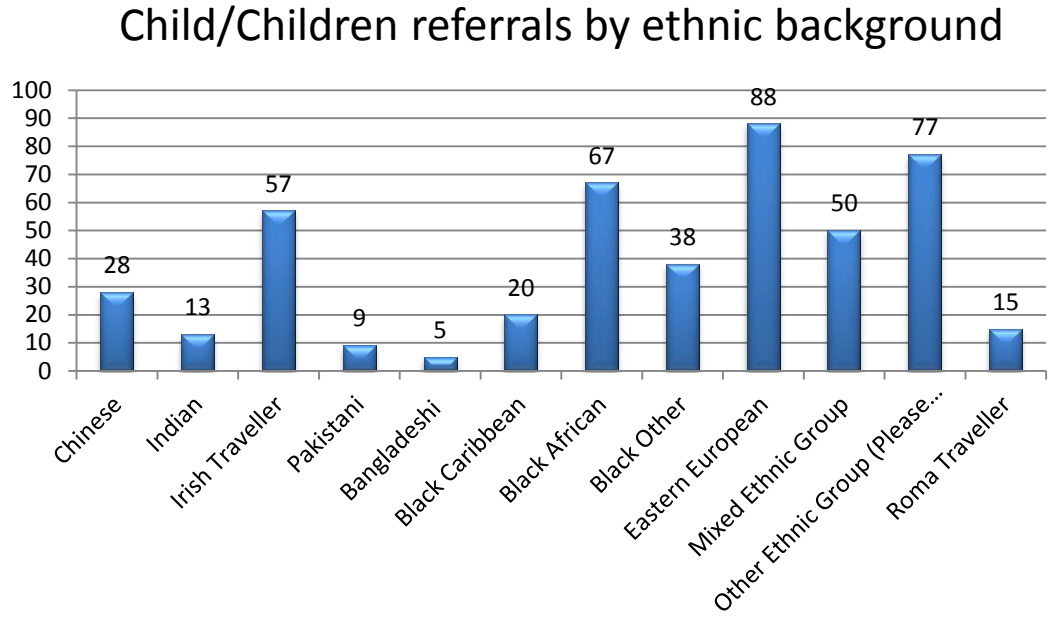
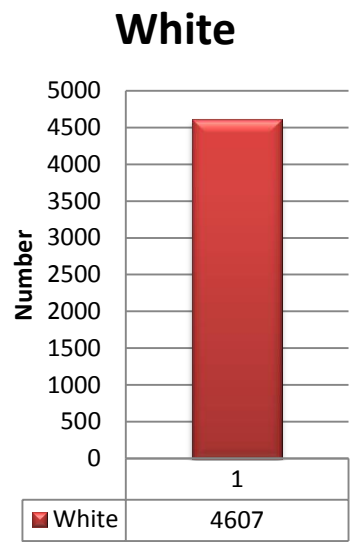
How much did we do cont'd....?

Performance Measure 4

Referrals by Ethnic Background for Children and Parents referred through Family Support Hub's.

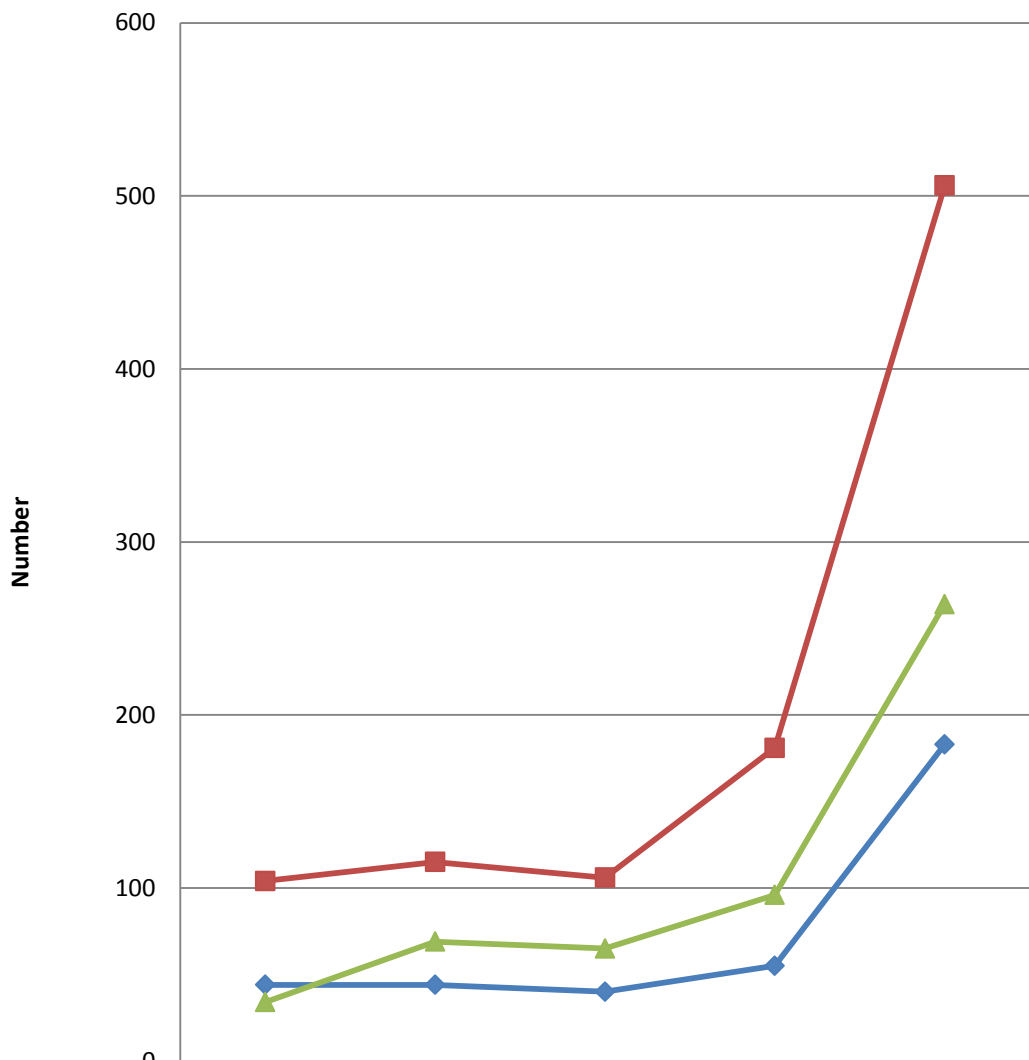
There have been an increased number of referrals since 2014-15 for support for children from the Chinese, Indian, Irish Traveller, Black African, Black Caribbean, Black other and mixed ethnic and other ethnic groups .

(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.)



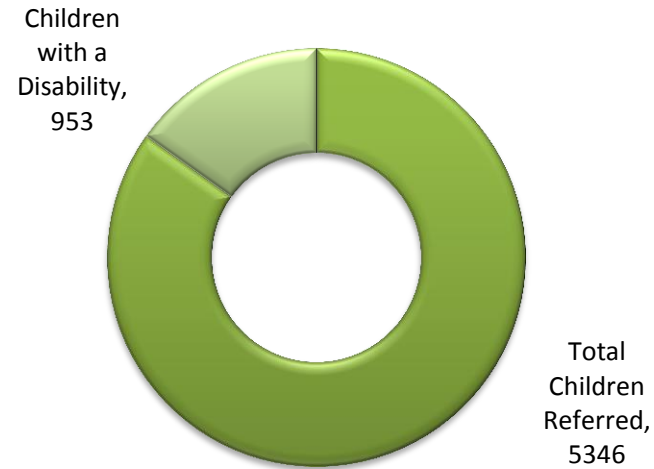
How much did we do cont'd....?

Performance Measure 4: Children with a disability referred -2015/16



◆ Physical	44	44	40	55	183
■ Learning	104	115	106	181	506
▲ Sensory	34	69	65	96	264

Cumulative Total Children and those referred with a disability 2015/16

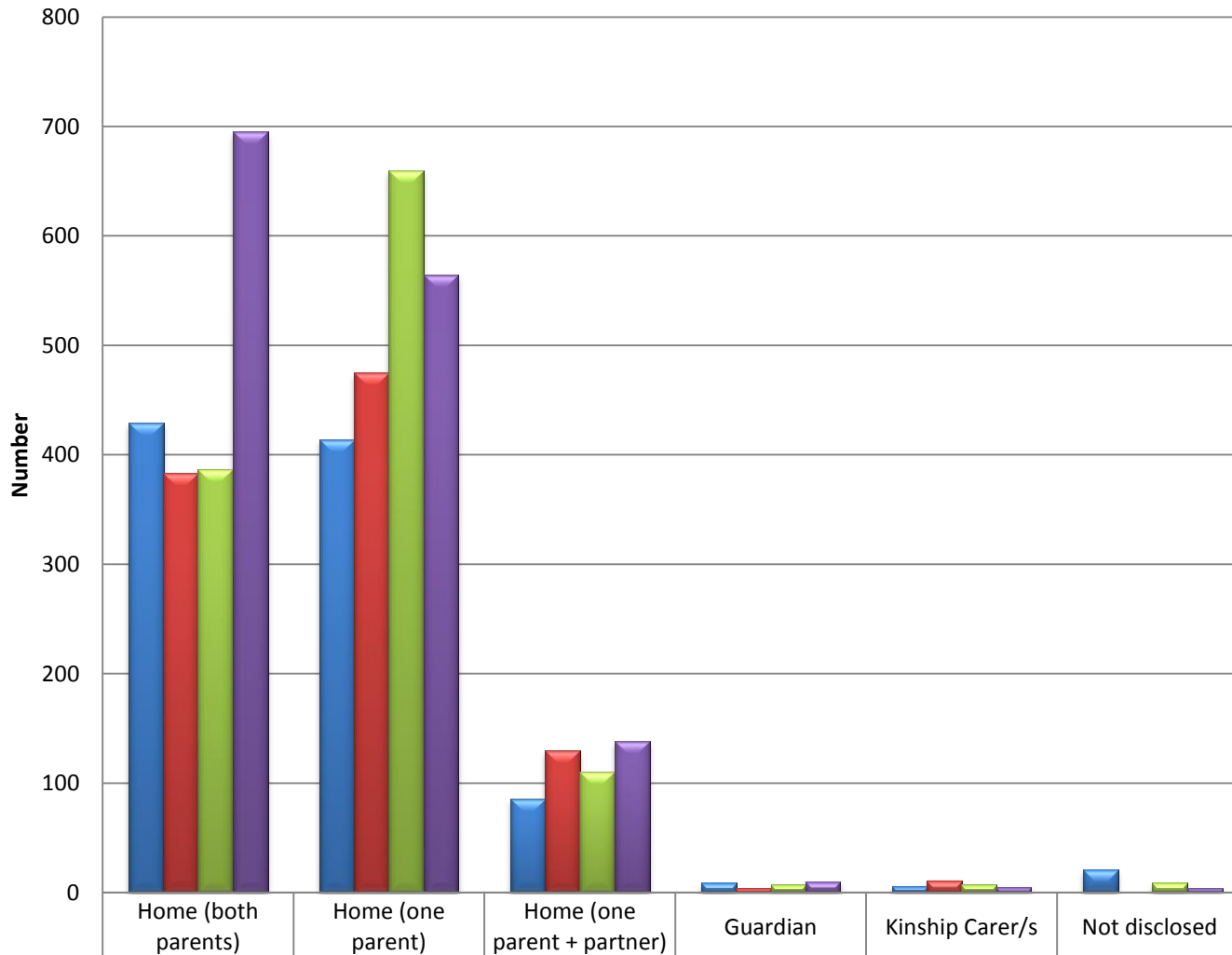


Throughout 2015/16, Children with a **learning disability** had the highest number of disability referrals .



How much did we do cont'd....?

Performance Measure 5: Household Composition -2015/16



2014/15
Guardian: 8
Kinship carers: 16

Increased in
2015/16 to :
Guardians 30
Kinship carers :29

	Home (both parents)	Home (one parent)	Home (one parent + partner)	Guardian	Kinship Carer/s	Not disclosed
Q1	429	414	86	9	6	21
Q2	383	475	130	4	11	0
Q3	387	660	110	7	7	9
Q4	695	564	138	10	5	4

How much did we do cont'd....?

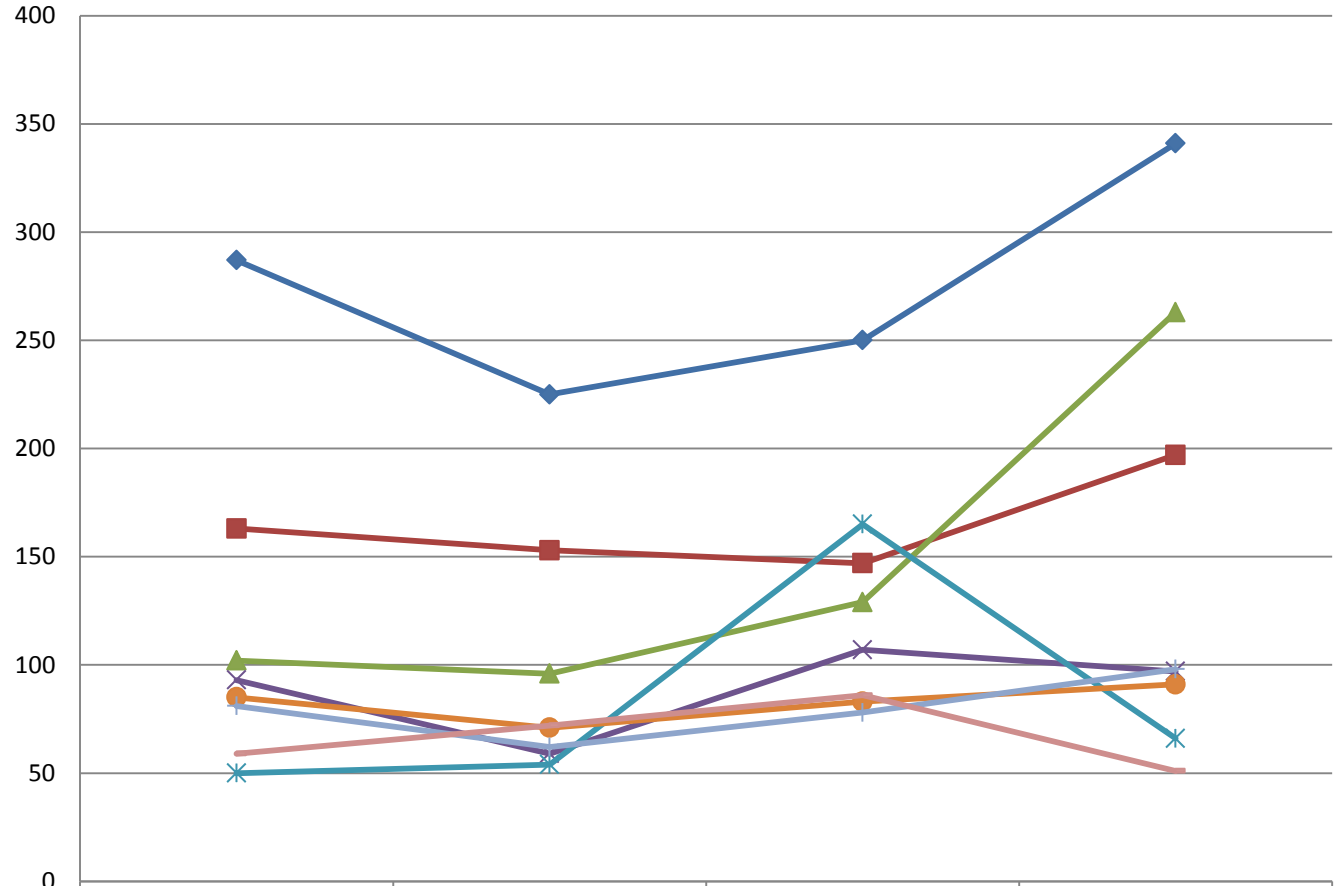
Performance Measure 6: Main Presenting Reasons for Referral - 2015/16

Reasons for Referral:
Consistently emotional behavioural support for primary school age children has been the main presenting reason for referral.
From 2014/15 an increase from 512 to 1103 in 2015/16

In 2015 /16 there has also been a growth in the number of post primary children referred for emotional behavioural support From 458 last year to 660 .

Requests for parenting programmes /support rose from 362 in 2014/15 to 590 in 2015/16

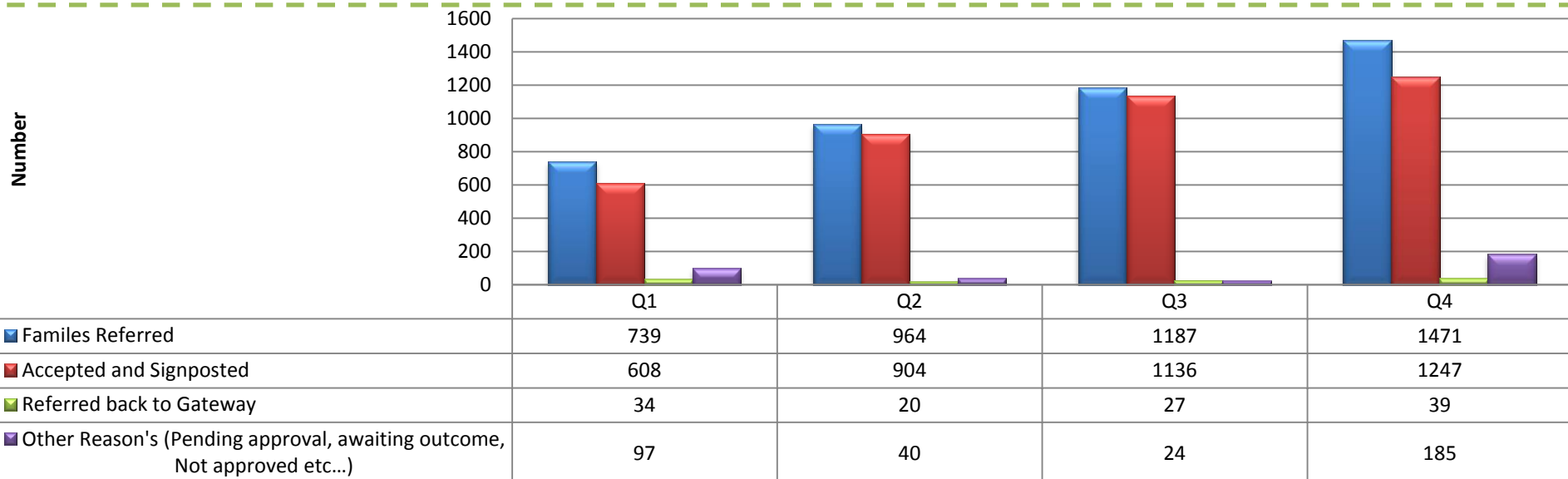
As hubs become established in local communities greater numbers of referrals are made directly by families themselves.



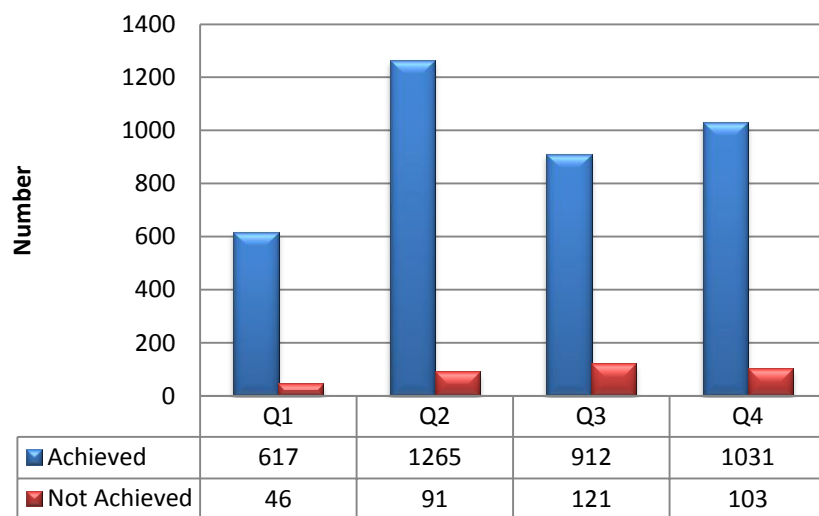
	Q1	Q2	Q3	Q4
EBD support for primary school children	287	225	250	341
EBD support for post primary school children	163	153	147	197
Parenting programmes/parenting support	102	96	129	263
EBD support for parents	93	59	107	97
Financial support	50	54	165	66
EBD support for pre-school children	85	71	83	91
Child care support	81	62	78	98
Adult Mental health Issues	59	72	86	51

How well did we do it?

Performance Measure 7: Families Referred that were Accepted & Signposted, Referred to Gateway or not accepted for Other Reasons



Performance Measure 8: Referral processed : Outcome 4 weeks & 5-8 weeks achieved / Not Achieved- – 2015/16



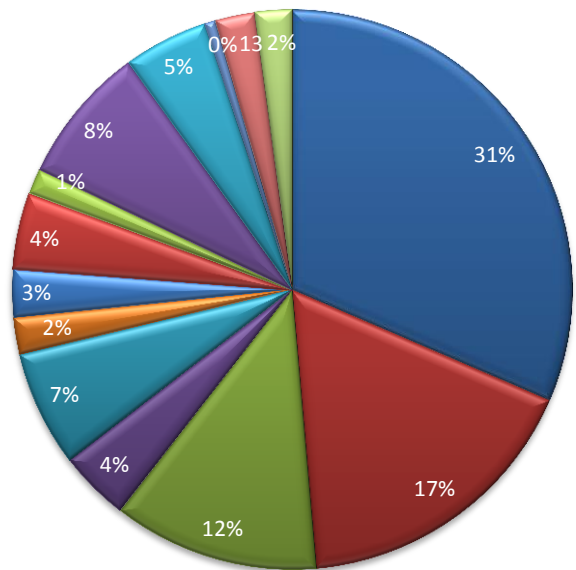
The vast majority of referrals to Hubs were processed within 4 weeks. A further significant number within 5- 8 weeks and of the remaining referrals only 6 exceeded the maximum 8 weeks timescale. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator

How well did we do it cont'd.....?

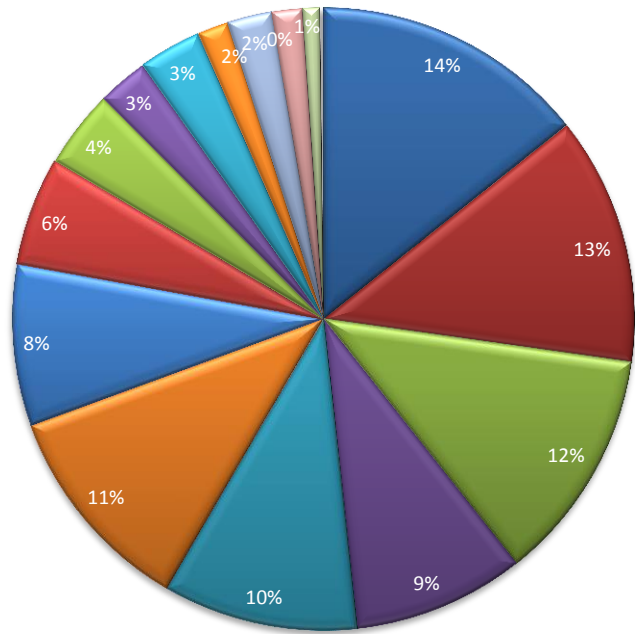
Performance Measure 8: Total Percentage of Referrals by Referral Agency (2014/15 & 2015/16)

There has been a percentage reduction in the overall total number of referrals from Gateway over the past year from 21% - 14% and a marked increase in referrals from GPs. However the biggest percentage increase from 6 to 11% is from Adult Mental Health Services. This may partly attributable to the new Emotional Health and Well-being Hubs and greater awareness through the Think Child Think Family initiative. Also Hub co-ordinators have been proactive in engaging with adult mental health support for parents. Many parents referred to hubs have mental health issues alongside other family support needs such as debt, managing children's behaviour and parenting a child with a disability. Also there has been an increased number of referrals from schools and self referrals. As Hubs become better established in local communities parents approach them directly for support.

2014/15



2015/16



- Gateway
- Health Visitor
- Self referral
- Single Point of Entry (Referral Gateway)
- School
- GPs
- Community organisation
- Paediatrician
- CAMHS
- Voluntary organisation
- Education Welfare Service
- Adult Mental Health Services
- SureStart
- Family Support Interventions Team
- Re-Referral
- Youth Justice
- PSNI

How well did we do cont'd.....?

Performance Measure 9: Number of Parents / Children referred who did and who did not take up the service offer (2015/16)

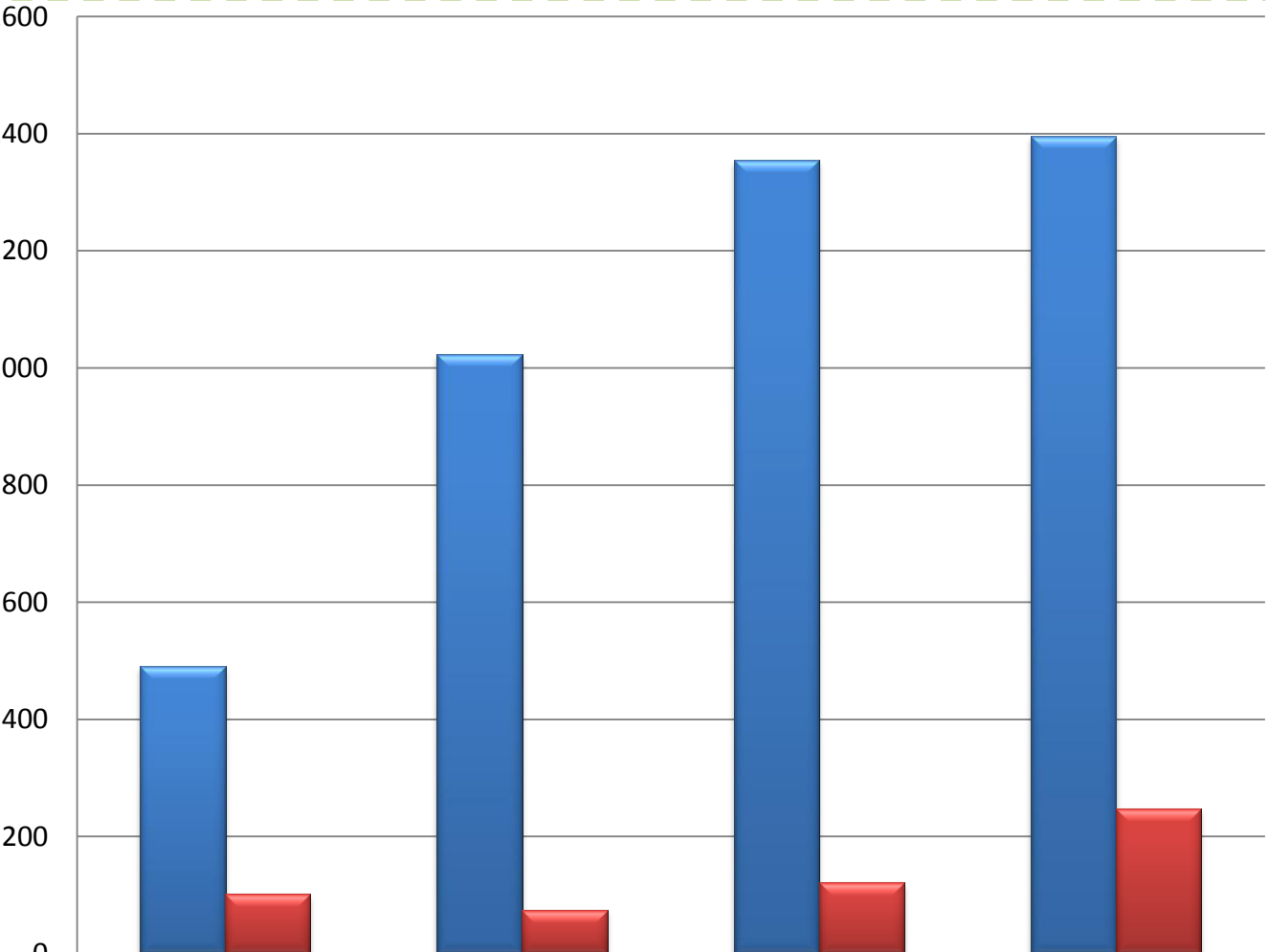
The vast majority of parents take up the services offered to them. Those who don't cite a number of reasons such as resolution of the problem ,other resources becoming available and being placed on waiting lists of providers.

The numbers of services/ teams now attached to Family Support Hubs stands at over 700.

This number increases on a regular basis from both regional and local providers as funding becomes available. However this is often offset by a reduction in service provision where other services are discontinued.

Hub co-ordinators report that the increased demand due to the growing number of referrals is putting increased pressure on service providers.

Unmet need is now being collated on a quarterly basis by Hub Co-ordinators.



■ Number of Parents/Children referred who took up the service offer	490	1023	1355	1396
■ Number of Parents/Children referred who did not take up the service offer	102	75	121	248

How well did we do it cont'd.....??

Performance Measure 10: 10 Standards 87% Fully Implemented 13% Partially Implemented - 2015/16

Standard 1. Working in PARTNERSHIP is an integral part of Family Support.
Partnership includes children, families, professionals and communities

Standard 2. Family Support Interventions are NEEDS LED
(and provide the minimum intervention required)

Standard 3. Family Support requires a clear focus on the WISHES, FEELINGS,
SAFETY AND WELL-BEING OF CHILDREN

Standard 4. Family Support services reflect a STRENGTHS BASED perspective,
which is mindful of resilience as a characteristic of many children and families
lives

Standard 5. Family Support is ACCESSIBLE AND FLEXIBLE in respect of location,
timing, setting and changing needs, and can incorporate both child protection
and out of home care

Standard 6. Family Support promotes the view that effective interventions are
those that STRENGTHEN INFORMAL SUPPORT NETWORKS

Standard 7. Families are encouraged to self-refer and MULTI-AGENCY REFERRAL
PATHS are facilitated

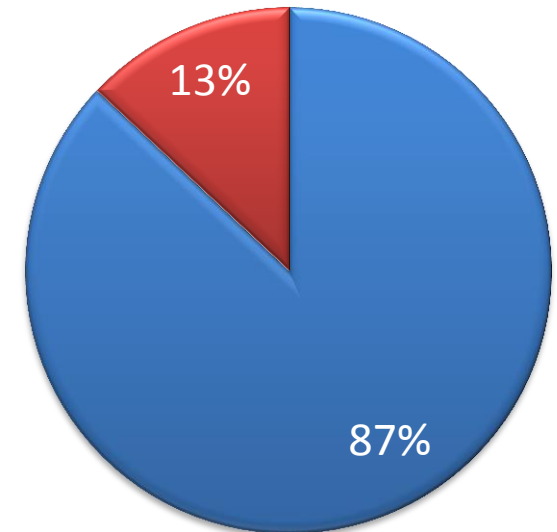
Standard 8. INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE
PLANNING, DELIVERY AND EVALUATION of family support services in practised
on an on-going basis

Standard 9. Services aim to PROMOTE SOCIAL INCLUSION and address
issues around ethnicity, disability and urban/rural communities

Standard 10. MEASURES OF SUCCESS are built into services to demonstrate that
interventions result in improved outcomes for service users, and facilitate quality
assurance and best practice

Hub Standards

- Fully Implemented
- Partially Implemented



All Hubs are expected to administer the self assessment tool based on the 10 Standards and to develop an Action Plan which is reviewed on a 6 monthly basis

Is anyone better off cont'd....?

78 Family Samples from families who received services through the Family Support Hub

- 74 received written information about the Family Support Hub
- 71 found the Hub Co-ordinator helpful
- 73 parents reported they found the interventions offered had positive outcomes across a range of interventions including behavioural support, parenting programmes, financial support, practical help in the form of furniture, fuel and food.

4 families were referred to Social Services, 2 to CAMHS, 1 Occupational Therapy, 1 to ASD

Other supports families would have found useful which were not available in their area: Sure Start, Mentoring, Autism Support Group, Support for Fathers, Premature Baby Support and School Programmes.

Also earlier information on the dangers of taking painkillers including those prescribed.

Parent said "I didn't know I was doing anything wrong. I never drank in front of the children and only drank at the weekend. I thought WKD were OK. The doctor prescribed the tablets so I thought they were grand and I was doing what I was supposed to be doing. I got some shock!"



Is anyone better off?

“In all my years of working in various services I have to conclude that the hubs are the best example of partnership working I have ever encountered. They truly represent collaborative working for the child and family who are always at the centre. The networking and development of strong links with other agencies has been extremely beneficial and have resulted in many joint ventures and further collaborative working. The fact that the number of self-referrals have increased is testament to the increased awareness of the hubs and the needs of children and their families within the community”. (Team Co-ordinator - Statutory Agency)



Is anyone better off cont'd....?

Mum stated that FSW had gone out of her way to access support and help. “FSW helped me as a parent, she gave me confidence too stand up for (my child) Its great to know that someone like FSW is behind me”.

“Yes it was very positive. We get loads of help from our worker when we didn’t know where to get help. She still comes to visit us and help us with what we need”.

Mum was delighted to be able to chat through her difficulties. She had initially been referred by PSNI to duty team as a result of domestic violence so she was thrilled she didn’t require ongoing social work involvement but acknowledged she still needed some kind of support. The hub was the perfect option and felt in control of what she could take up on and what she could decline.

Mum said she was finding it really tough and she never imagined the support she has received as a result of the referral. She feels much more able to cope during this tough time. She had tried to access support herself previously and was unsuccessful. Mum only had £4 left when we called so the food parcel was critical.

