South Belfast One
Supporting better family life
Marie Cavanagh

LORAG management committee
“Hubs Link Families to Family Support Services”
FAMILY SUPPORT HUBS
Current Position

Helen Dunn
Regional Family Support Hub Coordinator
Health and Social Care Board
Northern Ireland Family Support Hubs October 2015

Western Area Family Support Hubs
- Dry Arch FSH
- Ethos FSH
- Family First FSH
- Strabane FSH
- Outer West FSH
- Fermanagh
- Omagh FSH
- Waterside FSH

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 Shankill 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
Monitoring and review process

Statistical returns – report card

- Each area reports on the number of families
- Who made the referral
- Types of issues families experience
- Range of services families were referred on to
- Outcomes
- Service provider on-line questionnaire

Service user study
Family Samples

SCIE Review
Regional Report Card

Number of Families Referred

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<tr>
<th>Quarter</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
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<td>1187</td>
<td>1471</td>
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Total Families Referred

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CYPSP
Children & Young People’s Strategic Partnership
Regional Report Card

Total Children Referred by Cumulative year (2014/15 - 2015/16)

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<thead>
<tr>
<th>Age Range</th>
<th>Number</th>
<th>2014/15</th>
<th>2015/16</th>
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<tr>
<td>0-4 age range</td>
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<td>5-10 age range</td>
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<td>11-15 age range</td>
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<td>16-17 age range</td>
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<td>Parent under 18 years</td>
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How well did we do it cont’d......?
Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2015/16

In Belfast Outcomes Group area self referral and community organisations are the key referrers.
Regionally Gateway Team and Health Visiting are the key referrers.
10 Standards

- Self assessment tool
- Reflective practice

- Understanding, reflecting and working together
- Each question explored by the group
- Debate the strengths and weaknesses in their locality
- A score is agreed – baseline to begin with – self score on a 1-10 scale
- Representatives form a development plan
- Prioritise – agree actions and establish an action plan
- Agree a time frame - review in 6 months and score again in 12 months
Service Provider and Service User Feedback

“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 Sector)

I was referred to the duty team by the PSNI because of Domestic Violence. I was relieved I wasn’t going to need a social worker but I knew I needed some kind of support. The hub was the perfect option and I felt in control of what services I could take up and decline. (mother)
The Hubs are an intrinsic part of the continuum of services for families, and it would be difficult to imagine the landscape of children’s services without the Family Support Hubs.
For further information about Family Support Hubs get in touch with

Helen Dunn
Regional Coordinator of Family Support Hubs
Helen.dunn@hscni.net
02895362619
07833717936
Kelly Maxwell

South Belfast Locality Planning Chair
Natasha Brennan
Family Support Hub Co – Ordinator
Belfast Family Support Hub Network

10 Hubs across Belfast

- Botanic
- Shaftesbury
- Stranmillis
- Ballynafeigh
- Rosetta
- Belvoir
What we set out to do

• Better co-ordination of services
• Better understanding and knowledge of local services
• Partnership building
• Multi agency working
• Inform Outcomes Group priorities
What has been achieved

• Outcomes group commissioning of services £500,000 to support hub referrals

• EISS services linked directly to 5 hub areas in Belfast

• Free training/capacity building for hub members – Designated officer, Neglect, Effective supervision, policy development

• Hub data/need will inform next round of Outcomes group funding

• Genuine partnership with Belfast Trust statutory providers – Health visiting, CAMHS, Gateway
Services Linked to Hubs – South Belfast

• Over 100 packages per year of Home visit support for families with children 4-18 years old (3 providers)
• Over 50 packages of 1-1 support for children and young people 4-18 years old (3 providers)
• 6 weeks home support childcare for children with disabilities
• Play therapy packages for children 4-11 yrs old
• Parent programmes: Dealing with challenging behaviour, positive parenting, ...

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Initial Hub Development

Partners Workshop Event 55 attendees

Development of Core and Associate members

Hub Launch 120 attendees
January 2015 – September 2016

- 20 Meetings
- Hub action Plan developed
- 14 Core members
- 52 Associate member organisations

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Core Member Survey

Effectiveness of hub meetings 4*

Co-Ordination of hub 4.5*

Presentation of information 4.5*

“Genuine sense of partnership working”
Development Action Plan

4 Key elements

Community engagement with the hub
- 52 community organisations are members
- 57 Referrals from community groups

Educational Engagement with the hub
- EWO representation on core hub
- 32 Referrals from schools / EWO

Family Engagement with the hub
- 69 self referrals from families
- 84% of families completing service/services

Statutory services engagement with the hub (other than education)
- Representation at core hub meetings:
  - CAMHS
  - Gateway Social Services
  - Health visiting
Action Plan: Next Steps

Community engagement with the hub

- Outreach sessions in each community
- Outreach clinics in communities/organisations areas once per month
- Meetings with all local churches
- Build more community based membership on core hub

Educational Engagement with the hub

- Engage with all secondary schools
- Presentations to teachers (meetings)
- Presentation to South Belfast principals forum/extended schools cluster
Family Engagement with the hub

- Survey for feedback from families on all aspects of hub service
- Promoting self referral for families in GP services / community organisations / schools / churches

Statutory services engagement with the hub (other than education)

- Meeting and engagement with Autism Intervention Team
- Meetings with practice managers in all GP services
- Housing associations and NIHE as members
How does it work for families?

- Self referral

Referral

Hub Lead body

Contact family

Possible services (FAMILY CHOICE)

Engagement in services

Final report on finishing service

-GP
-School
-Health visitor
Community group
Case Study

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## Total Referrals Received: 256

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<thead>
<tr>
<th></th>
<th>Year 1</th>
<th>Year 2 (January – August)</th>
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<tbody>
<tr>
<td>Total no. of referrals</td>
<td>148</td>
<td>108</td>
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<td>taking up a service</td>
<td>147</td>
<td>97</td>
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<td>Average no. of referrals</td>
<td>10</td>
<td>15</td>
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<tr>
<td>per month</td>
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**Beneficiaries of hub service**

- **Year 1**
  - Direct: 227
  - Indirect: 147

- **Year 2 (to date)**
  - Direct: 200
  - Indirect: 113
<table>
<thead>
<tr>
<th>Year</th>
<th>Botanic</th>
<th>Shaftesbury</th>
<th>Ballnafeigh</th>
<th>Stranmillis</th>
<th>Rosetta</th>
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<td>11</td>
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<td>Total</td>
<td>58</td>
<td>63</td>
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<tr>
<th>Year</th>
<th>GP</th>
<th>Gateway Social services</th>
<th>Health visitor</th>
<th>Health professional</th>
<th>Community organisation</th>
<th>Self referral</th>
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16% of all referrals were for a child with a disability

- 7 children with Physical disability
- 18 children with learning disability
- 39 with sensory disability and on the ASD spectrum

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## Referral Trends

<table>
<thead>
<tr>
<th>Reason For Referral</th>
<th>Total Amount of Referrals</th>
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<tr>
<td>Emotional and behaviour support primary school child</td>
<td>49</td>
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<tr>
<td>1-1 Support primary school child</td>
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<tr>
<td>Emotional and behaviour support preschool child</td>
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<td>Behaviour support for parents</td>
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<td>Practical support</td>
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<td>Family breakdown</td>
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<td>At risk behaviour/ support post primary</td>
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<tr>
<td>Anxiety/stress for children 5-14 years old</td>
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<td>Housing/ homelessness</td>
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<tr>
<td>Finanical assistance /advocacy</td>
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Top Trends

- Top reasons for referral were for primary school children making 33% overall referral
- 45% of overall referral was for behaviour issues
- 47% of children/young people referred for behaviour issues were on waiting list for ASD Assessment

Rising Trends

- Practical support for families – Furniture, food etc
- Stress/anxiety issues in children aged 4-14 years old
- Housing support – homelessness, unsuitable accommodation, families living in NAS accommodation
- Support for families who have no recourse to public funds
Referral Outcomes

- Referred and accepted service: 236
- Referred and did not engage: 20
- Accepted service and engaged in service: 229
- Completed service: 200

Total no. Of referrals
Overall Outcomes

67% of referrals chose a home visit support service as their main service need

32% of families were signposted to further services

87% of families completing service noted positive outcome

45% of families completed 2 or more services

7% of families have contacted hub for re-referral for other supports
Next Steps

• Addressing Needs – Gaps in services
• Sustaining services
• Capacity building
• Promotion and development
<table>
<thead>
<tr>
<th>Gerard Rice</th>
<th>Chair / LORAG</th>
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<tbody>
<tr>
<td>Allison Breadon</td>
<td>Belvoir ASD Support Group</td>
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<td>Lisa McClure</td>
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<tr>
<td>Clare Skelton</td>
<td>Princes Trust</td>
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<td>Brian Armstrong</td>
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<td>Denis Long</td>
<td>RRCANI</td>
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<td>Now Group</td>
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<td>Darren Spence</td>
<td>Ballnafeigh Community Development Association</td>
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<tr>
<td>Grainne McHugh</td>
<td>South Belfast Surestart</td>
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<tr>
<td>Lesley McMaster</td>
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<tr>
<td>Anita Duff</td>
<td>EA South Belfast Detached Team – YOUTH</td>
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<td>Ciaran McKervey</td>
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Question and Answer