



SouthBelfast**One**

Supporting better family life



Hub Development

January 2015 - September 2016





Forward

Regional Family Support Hub Co-Ordinator - CYPSP



Helen Dunn
Regional Family Support Hub
Co-Ordinator

CYPSP

Family Support Hubs have been growing and developing across Ireland over the last 5 year and there are now 29 covering the region.

These are multi-agency networks of community, voluntary and statutory organisations who support families in need of early intervention services.

Working closely together the network members use their knowledge of local service providers and the Family Support NI Database to signpost families to the most appropriate service.

By doing so families Hubs ensure families receive the help and support they need at the earliest opportunity.

Hubs are intended to be open access and referrals are made from a range of agencies and also by families directly.

Last year Family Support Hubs supported 4522 families in this way and the families tell us having one place to go to for support works really well for them.

The South Belfast1 Hub is a really good example of this way of working and has already supported numerous families.

I wish them every success as the Hub continues to grow and develop.





Natasha Brennan

South Belfast 1 family Support Hub Co-Ordinator

The South Belfast 1 family support hub has been a consistent journey of development from August 2016 when LORAG were awarded the co-ordination of the hub in this area of the city. At present, we have over 70 members partnering with the hub and 15 of these are core members who meet monthly to help source services for families in need.

Our hub action plan focuses on four points of engagement;

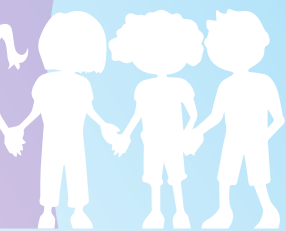
- Community
- Family
- Education
- Statutory services

Our hub crosses boundaries and has helped create and develop collaborative working partnerships that are focusing on supporting families. The networks that it has opened up to the members are vast, as well as a host of training opportunities focused on needs that are being addressed at the hub has been a great addition to our training calendar.

It is clear that there are huge gains in being a part of this partnership, but also that this is at a very developmental stage and there is still work to be done moving forward. The hubs for the first time are gathering data and need at a tier 2 level, to assess needs of families and supports that are beneficial before a statutory intervention.

Within this document we have gathered data from the 18 months the hub has been in operation and looked at trends of referrals and reasons for referral, as well as outcomes for families who have used the service. It is great to look at the overall service use and very gratifying to see the amount of referrals that are coming from families themselves, who are reaching out for support at the right time for their family.

It has been a fantastic to be a part of this new development of the South Belfast 1 Hub, but also the wider Belfast family support hub network, and I hope to see this network continue to provide collaborative services for families



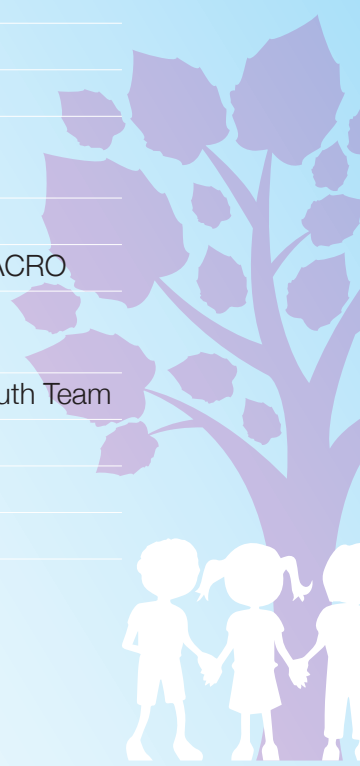


South Belfast 1 Family Support Hub Members

Core Members

Allison Breadon	Belvoir ASD Support Group
Lisa McClure	Belvoir ASD Support Group
Clare Skelton	Princes Trust
Brian Armstrong	South Belfast Alternatives
Debbie Hammill	South Belfast Alternatives
Joan Henderson	Solas
Heather Orr	Solas
Denis Long	RRCANI
Ruth Strong	Now Group
Darren Spence	Ballnafeigh Community Development Association
Grainne Mchugh	South Belfast Surestart
Lesley McMaster	Early Intervention Service – NIACRO
Peter Mccann	Gems NI Community Family Support Programme
Anita Duff	EA South Belfast Detached Youth Team
Debbie Sterrit	Health Visiting
Ciaran Mckeervey	CAMHS
Damian Mullholland	Gateway Social Services

Chair: Gerard Rice — LORAG





Associate Member Organisations / projects

South Belfast Foodbank	RRCANI
Chinese Welfare Association	GEMS Employability South
St Malachys Youth Club	Shakti NI
St. Malachys Parish Council	South Belfast Partnership board
Creating Choesome Community Project	Somali Association NI
South Belfast Roundtable	Red Cross
City Church	EXTERN
Markets Development Association	Inner South Health project
ST Malachys Youth Club	Scoil An Droichid
Sudanese Association NI	St Malachys Primary school
LORAG Youth Project	Holy Rosary Primary school
LORAG childrens project	St Michaels Primary school
Homestart	Ardmonagh Family Support
Education authority Youth	NIAMH
AN Droichead	Ascirt (strengthening families)
BHSCT Community development	NIACRO
Advice NI	Windsor Womens centre
Christians Against Poverty	Ionad Uibih Eachach
NICRAS	Oasis Family support services
PIPS	Barnardos
Newlife Counselling	
Brain Injury Matters	
Employers for Childcare	
Mornington community project	
Donegall Pass community forum	





What they are saying about the Hub:

"I believe we have not yet experienced the full potential of the collaborative working facilitated by the Hub. We have a great opportunity to address the needs in local communities in a real and meaningful way. The Hub provides a great opportunity to feed information directly from the ground to commissioners, which should hopefully result in projects being funded that are more appropriate to the needs of the community. I am very excited about the future of the hub and glad to be a part of it"

Grainne, South Belfast SureStart

"The development of the South Belfast 1 Family Support Hub has been innovative and collaborative. Working with children/young people, families and a range of partners across sectors. Ensuring that together children and their parents/carers find stability and ways to deal with emerging issues – some common to many if not most families, some very difficult and painful. It is helpful from the youngest age-group right through adolescence and young adulthood. It takes time, patience, imagination and respect. It is, of course, based on the value of getting a menu of supports into situations as soon as possible but with as light a touch as possible. At the fore of this FSH is respecting that families are experts in their own lives.

In regards to CYPSP and as Chair of the South Belfast Locality Planning Group, SB1 FSH has been integral to improving outcomes for children, young people and families. Overall the SB1 FSH has developed a process that embraces and encourages a range of options for support. It has demonstrated the ability to raise emerging needs through the Locality Planning Group and thus the Belfast Outcomes Group with a bottom up approach. Meaning it is locally addressing making a difference to outcomes for children/young people & their families. Equally influencing strategic and regional planning creating strong opportunities"

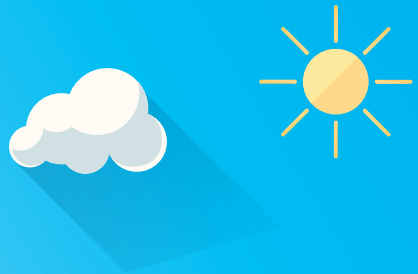
Kelly, NIACRO (Locality Planning Chair South Belfast)

"The South Belfast Family Hub has been and will continue to be an essential support for many families who have recently arrived new into Belfast - Offering a definite family centred approach - The welfare of the family is it's central overarching characteristic."

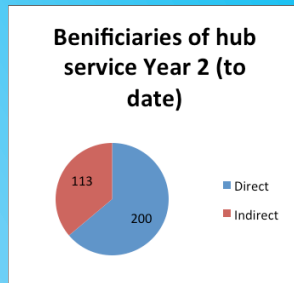
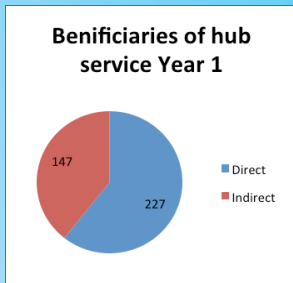
Melanie, Red Cross



Total Referrals Received : 256



	Year 1 (12 months)	Year 2 (7 mnths to date)
Total no. of referrals taking up a service	148	108
Average number of referrals per month	147	97
	10	15



	Botanic	Shaftesbury	Ballnaveigh	Stranmillis	Rosetta	Minnowburn
Year 1	32	36	20	9	26	25
Year 2	26	27	11	11	14	19
Total	58	63	31	20	35	44

27%
of overall referrals were self referrals

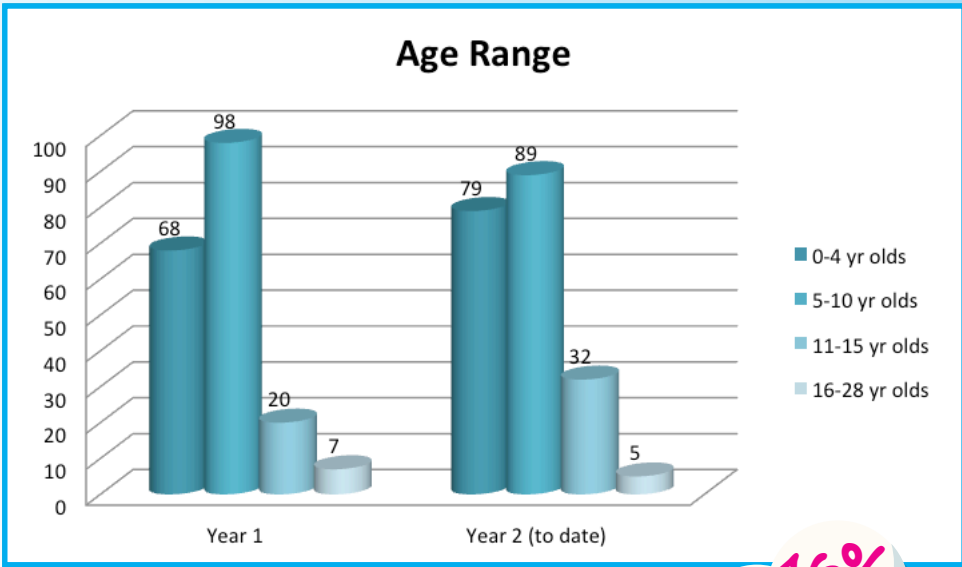
	GP	Gateway Social services	Health visitor	Health professional	Community organisation	Self referral	School	Education welfare officer
Year 1	4	30	24	3	30	39	14	4
Year 2	7	9	20	1	27	30	12	2
Total	11	39	44	4	57	69	26	6

Referral data Breakdown



Total No. Of Children referred for a service:

Female	189	Male	209
---------------	------------	-------------	------------



39%
of children referred were from BME families

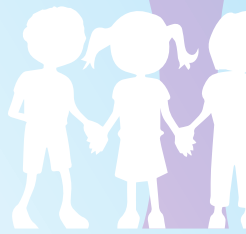
16%
of all referrals were for a child with a disability

46%
of all children referred were aged 5-10 years old

7 children with Physical disability

18 children with learning disability

39 with sensory disability and on the ASD spectrum





Total No. of Parents referred for a service :

Female	124	Male	47
---------------	------------	-------------	-----------

3%

of parents declared having a disability and that and this related to their needing support

22%

of parents were struggling with a mental health issue

43%

referred were single parent families

45%

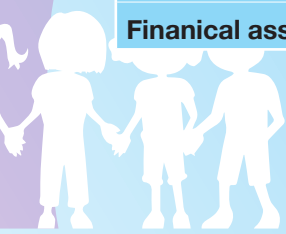
of overall referrals was for behaviour issues

Top Trends for Referral

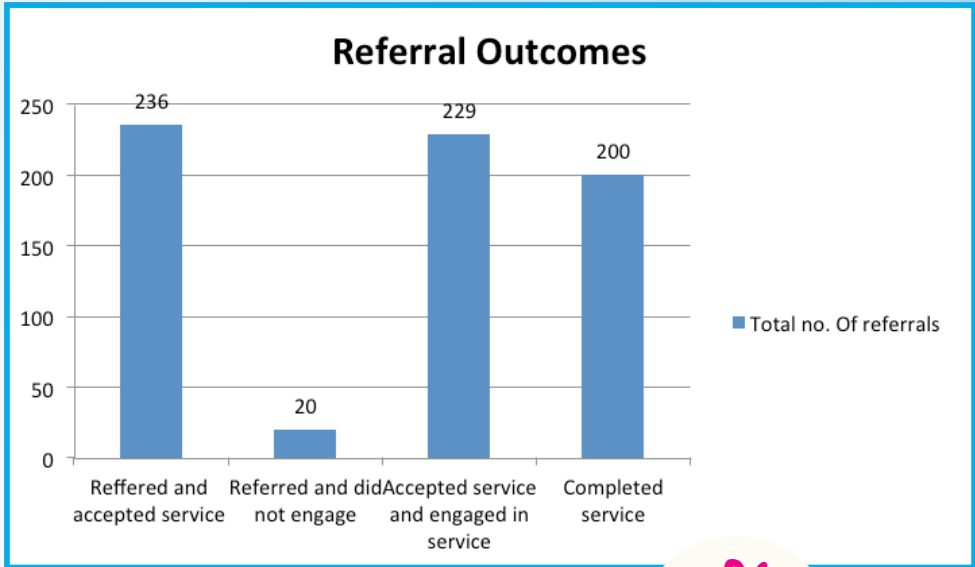
Emotional and behaviour support primary school child	49
1-1 Support primary school child	36
Emotional and behaviour support preschool child	27
Behaviour support for parents	25
Practical support	25
Family breakdown	20
At risk behaviour/ support post primary	15
Anxiety/stress for children 5-14 years old	15
Housing/ homelessness	13
Financial assistance /advocacy	11

47%

of all children referred for behaviour issues were on waiting list for ASD assessment



Referral Outcomes



3%
of parents declared having a disability and that and this related to their needing support

Overall Outcomes

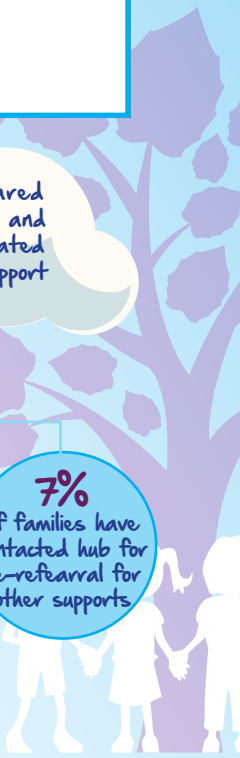
67%
of referrals chose a home visit support service as their main service need

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





What parents are saying about the hub:

"The support I received for my family was fantastic, really understanding and very practical for my family. It was a great help and I see a huge difference in my parenting and children's behavior. I hope it continues"

Mother, 2 children (Aged 7 and 8 years old) referred from school to the hub for children's challenging behavior and received family support from the EIS project

"I really appreciated the support and guidance, my daughter loved the mentoring and time for herself and I enjoyed building a bond with her in our joint sessions. It has eased stress in our house a lot and I am feeling more positive from taking part"

Mother, father, 2 children (Aged 7 and 14 years old) self referred due to daughters behavior and relationship with mother and daughter very frayed. The family received support from the LORAG family support programme

"The support was really helpful, I was able to connect to services I just didn't know where there. It was great to make one phonecall and find out about all these services that we really needed. Having someone to make those phonecalls and arrange that for you makes a big impact especially when you are juggling so much"

Mother, father 2 children (3mths and 3 year old) signposted by Gateway Social services for support and received benefits support through south Belfast advice consortium, family support and social activities through South Belfast Surestart

Acknowledgements

The hub has only functioned successfully due to the commitment of the members, especially our core members who meet on a monthly basis and have been actively involved in all aspects of hub development. Our core members as well as many associate members have been a fantastic partnership in meeting the needs of the many referrals that we have seen over the last 18 months. It is a huge testament to the work of these individuals and groups that the needs of each family have been met where possible, and those that we cannot meet a specific need have been given an option of a service that may provide support.

The hub has had a great deal of input and support from the Early Intervention Support team in Belfast Health and Social care Trust who have provided a consistent and open guidance in developing the Belfast Family Support Hub Network. The team have engaged in a community lead partnership that has been a welcoming experience for all involved.

We would also like to extend thanks to the Children and Young Peoples Strategic Partnership and Belfast outcomes group who have spear headed the development of the hub structures and the genuine partnership between health services and community providers. As a hub we look forward to developing this partnership further.

Finally, Thankyou to everyone who has taken this journey of developing the South Belfast 1 family support hub and we look forward to developing the hub to its full potential in the years ahead.



SouthBelfastOne

Supporting better family life

Natasha Brennan
Hub Co-Ordinator:

**Shaftesbury Community
& Recreation Centre**
97 Balfour Avenue
BT7 2EW

T. 028 9031 2377
E. nbrennan@lorag.org

