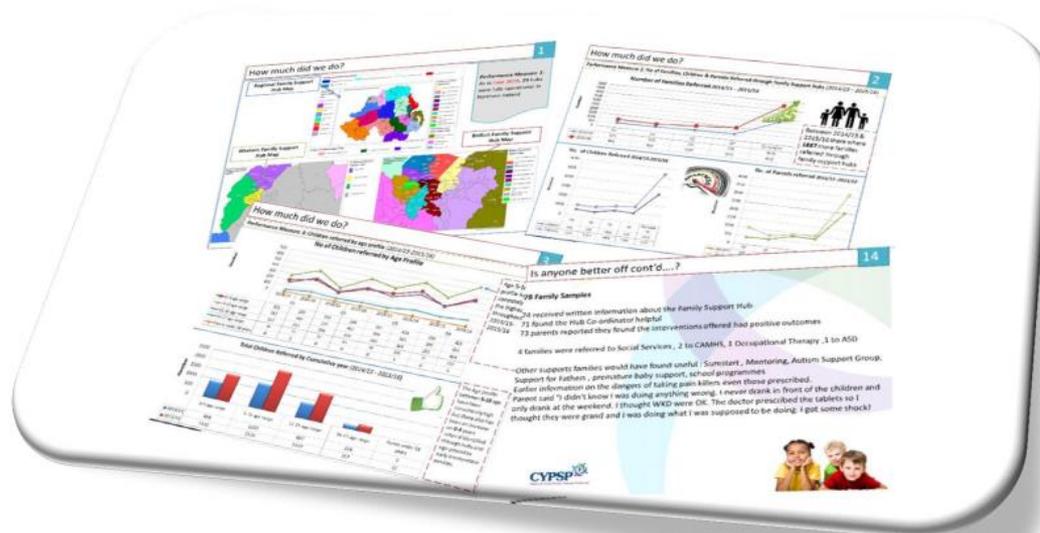


Northern Ireland Family Support Hubs Core Members Interagency Survey Report Card 2016



Introduction

The Family Support Hubs have been growing and developing for the last 6 years and there are currently 29 Hubs in operation across N.Ireland.

They provide a collaborative interface across the statutory, voluntary and community sectors, and currently involve representation from approximately 600 organisations. This approach to early intervention relies on good working relationships. The work of the Hubs demonstrates a high level of commitment and goodwill from host organisations, Trusts, partner organisations, members, and a holistic approach to meeting the needs of families.

In 2015 the Children and Young Peoples Strategic Partnership (CYPSP), who are responsible for this development, conducted an online survey of the views of partner organisations. The results were very positive and in late 2016 a further survey was undertaken to establish current views. This report is a summary of those findings. Once again the member organisations have indicated that the Family Support Hubs continue to have a positive impact on families and communities and have a crucial role to play in the co-ordination of early intervention services.

Definition of Family Support Hub?

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.

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.

Family Support Hub Outcomes ?

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

Access to Family Support Hubs?

Access to a Hub is based on:

- Family with at least one child 0-18
- Live in geographical patch covered by Hub
- Experiencing 'early onset of problems' that do not meet the criteria of statutory social services
- 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
- 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.

The Survey

Family Support Hub Core Members Questionnaire 2016

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

Responses

- 587 Hub Network Members / Organisations Targeted
- Total 220 Responses



Increased number of organisations responding since 2015 survey

Note:

The 2015 Family Support Hub Interagency Core Members survey in 2015 was circulated to 410 core members. Core membership has increased by 177 organisations over the last year

The response rate as a whole number has increased from 180 to 220 agencies completing the core members survey

Level of Response to Survey

Responses per Outcomes Area in 2016

Total questionnaire targeted audience:

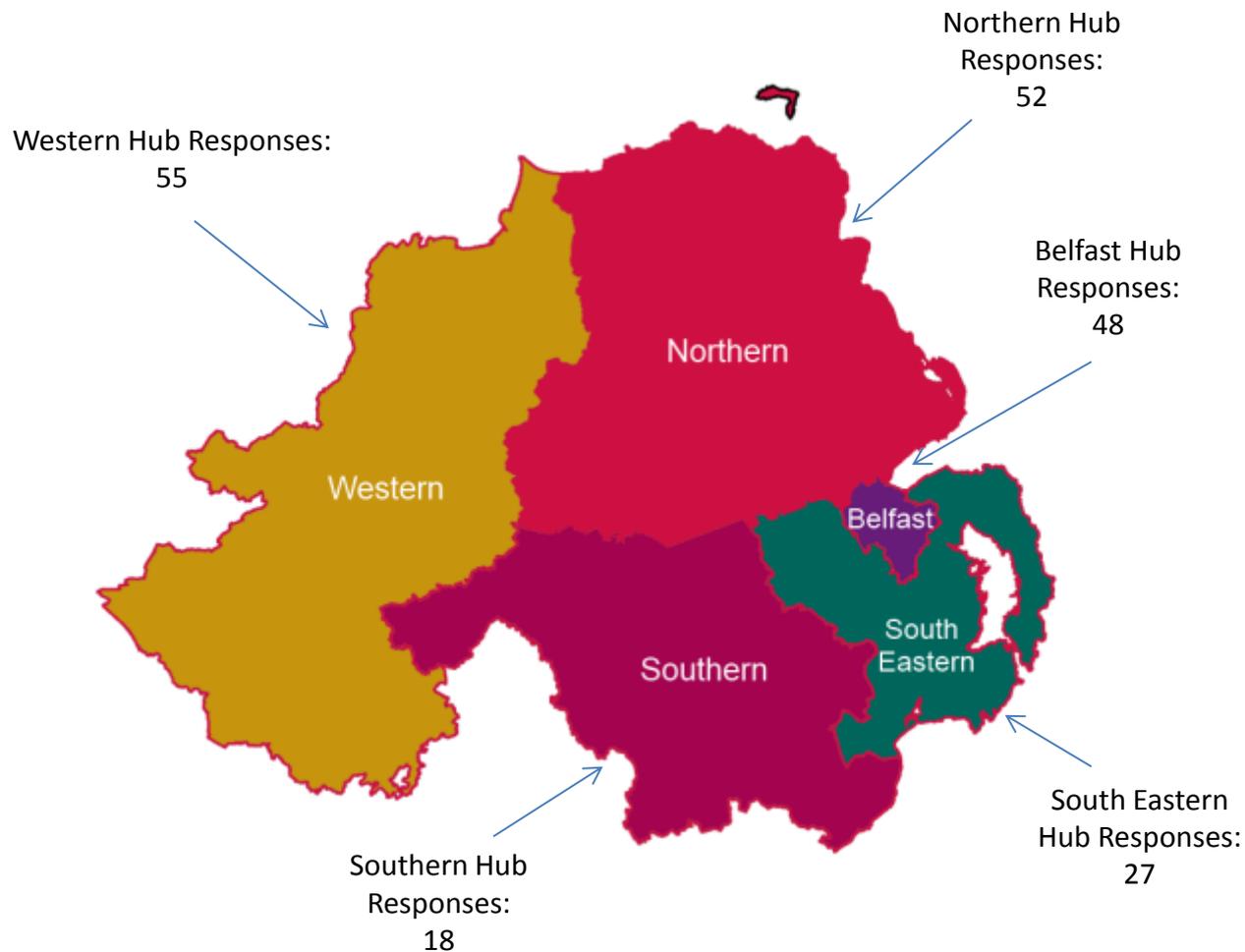
587 core hub members

Response rate by number:

219 members

Response by percentage:

38%

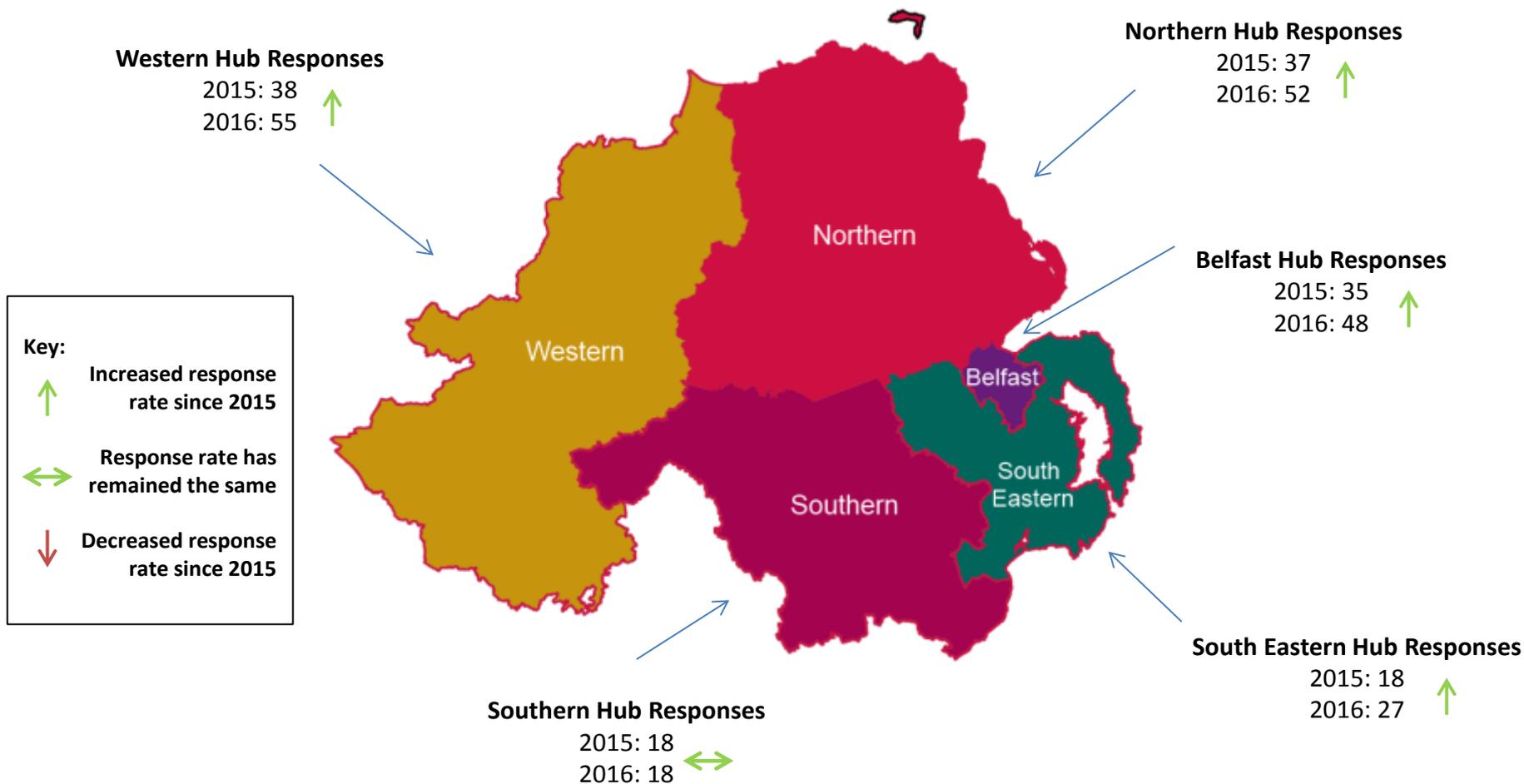


Responses that covered all hubs: 4

Hub location Unspecified: 16

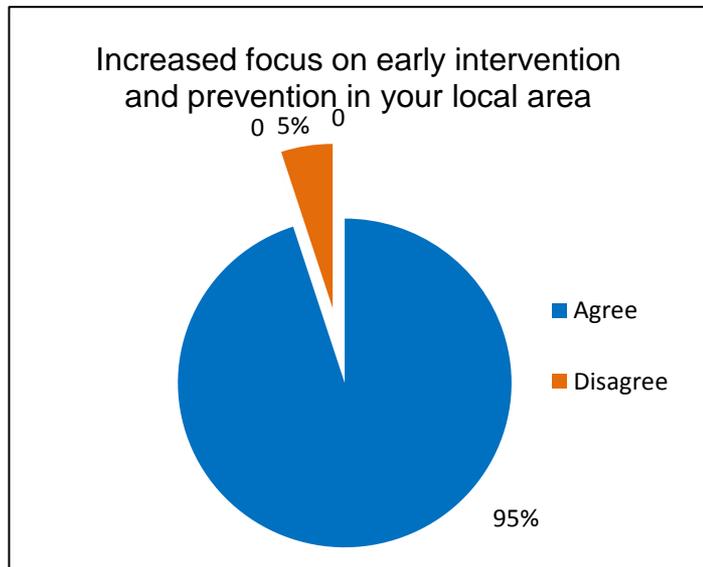
Level of Response to Survey by Outcomes Group Area

Responses per Outcomes Area - 2015 comparative...



Improving Awareness of Early Intervention Family Support

Service Provider Feedback



Comments from service providers

- It has strengthened partnership work
- It has raised awareness of the issues
- Strong focus on early intervention and prevention
- Very helpful in identifying early anxiety in children
- It has helped us reach out to people who we may not have been able to reach before, helping the local communities and wider fields
- Longer term strategy is needed in order to make a real difference to the lives of the children in the local area

2015 comparative...

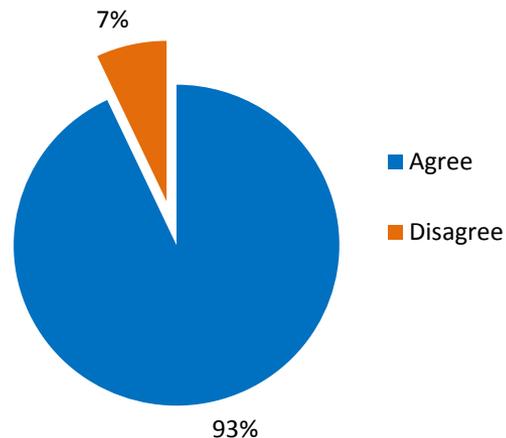
What does the data tell us?

The data has shown member organisations who responded to the survey believe there is an increased focus on early intervention in local areas to 95% up by 3% since the survey was completed in 2015

Improving Access to Family Support Services

Service Provider Feedback

Increased the use of all resources available for your local area



Comments from service providers

- Again being part of the hub has increased my knowledge of services which are available in the area
- While it has increased the use of resources available for the area it has also highlighted the gaps in each area
- Not increased the use of all resources in the local area but it has contributed to improved use of resources
- It is good platform for people to come together and share resources
- The hub has made signposting easier

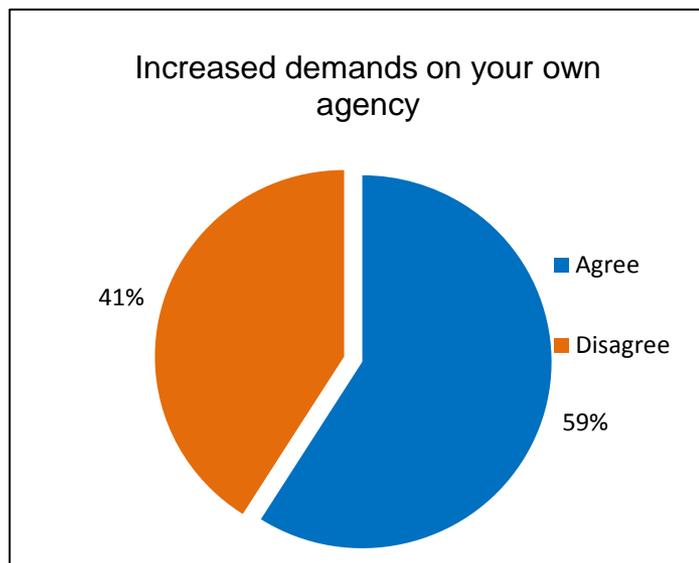
2015 comparative...

What does the data tell us?

The data has shown member organisations who responded to the survey believe there is an increased use of resources available in local areas up by 10% since the survey was completed in 2015

Improving coordination of Family Support Services

Selection of Service Provider Feedback



Comments from service providers

- Demands in general on our group has increased where there is multi agency working and development of collaborative working as capacity is not able to be grown as quickly as needed
- Opportunity for all those organisations to come together and avail of each other's services
- We have seen an increased demand on our Family Support services in particular one-to-one support and respite childcare
- We are continually overwhelmed and operate with an unacceptable waiting list in some areas of NI
- A positive way of receiving referrals

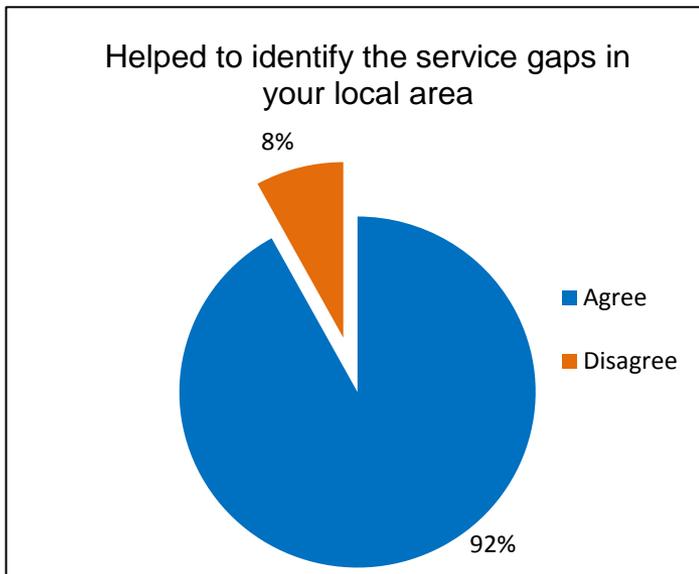
2015 comparative...

What does the data tell us?

The data has shown member organisations who responded to the survey believe there is an increased demand on their agencies by 4% since the survey was completed in 2015

Assessing the Level of Unmet Need

Selection of Service Provider Feedback



Comments from service providers

Work with adolescents and poverty were significant issues that the Hub helped to identify and both co-ordinate existing services and develop new approaches to meet them

I believe it has highlighted the gap within the primary and post primary age range

Yes it has identified a number of key areas that require development and investment in future. For me the centralisation of services has been damaging to rural communities and this needs to be addressed as a matter of urgency

Early to Mid Teens there is very little resources in the area for these young people

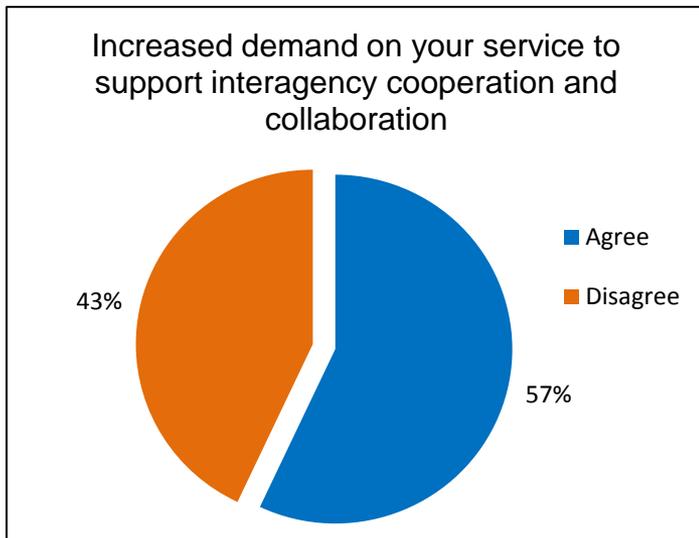
2015 comparative...

What does the data tell us?

The data has shown a 2% increase in the number of organisations who responded to the survey believe the Hubs have helped to identify gaps in their local area since the survey was completed in 2015.

Improved Awareness of Family Support Services

Selection of Service Provider Feedback



Comments from service providers

- Meetings, linking, and reporting can increase the demand on services which can be already over stretched.
- It has been a very positive forum to share information & ideas and collaborative work has been strengthened.
- We make every attempt at working with all other services who have a family remit and with relevant government departments
- Healthy demand as it benefits our service and the families.

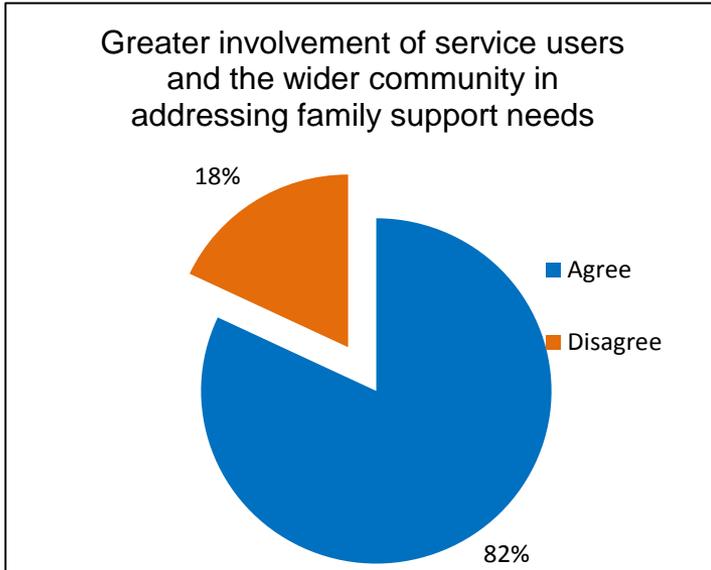
2015 comparative...

What does the data tell us?

The data has shown that organisations who responded to the survey believe the demand on their services to support interagency cooperation and collaboration through the hubs has remained the same as in 2015.

Assessing the Level of Unmet Need

Selection of Service Provider Feedback



Comments from service providers

- Progress has been made parents are now becoming aware of the services and are open to referrals being made
- Feedback from parents & users has shown a growing awareness of the hub and its services and is generally positive
- Absolutely - the number of self-referrals from parents is testament to this
- Hubs in the city side of Londonderry in particular are very community based and are well known and utilised by service users in the area.
- It has raised the profile of services in the local communities

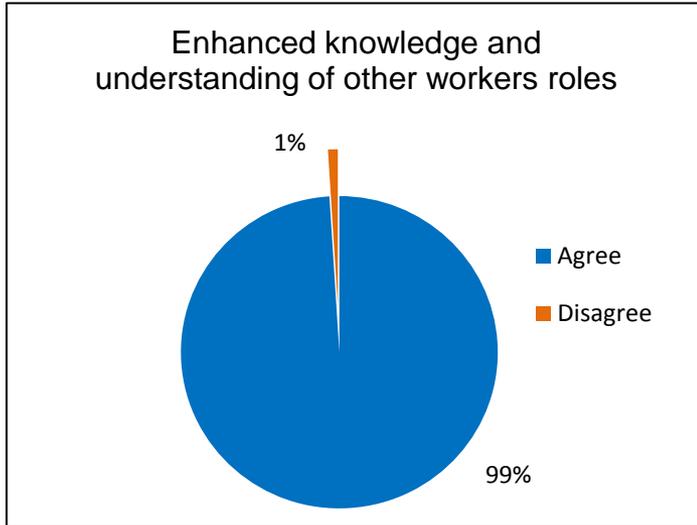
2015 comparative...

What does the data tell us?

The data has shown service providers who responded to the survey believe there has been a 4% increase in the involvement of service users and the wider community in addressing family support needs through core member organisations who are part of the family support hubs since the survey was completed in 2015.

Improving Coordination of Early Intervention Family Support

Selection of Service Provider Feedback



Comments from service providers

- The opportunity to hear what services can offer and hear first hand of the resources has increased my knowledge
- It has helped provide exchange and sharing of contacts and skills
- Very good in identifying other providers and their specific areas
- Particularly for new and emerging groups within mental health support
- Hub is an excellent network for sharing of information
- It is good opportunity to discuss and learn from others

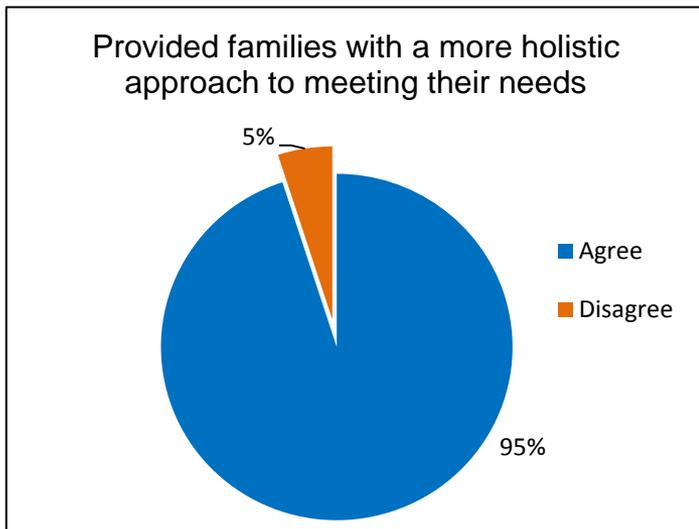
2015 comparative...

What does the data tell us?

The data has shown 99% of member organisations who responded to the survey believe there is an increase in the knowledge and understanding of other workers roles by hub member organisations an increase of 5% since the survey was completed in 2015.

Improving access to Family Support Services

Selection of Service Provider Feedback



Comments from service providers

- It should do as this is one of the main functions around the existence of the hubs
- The family is looked at as a whole which allows the family to be supported as individuals. The whole family can be affected by 1 person's need
- Community led organisations go the extra mile for their referrals to get the maximum benefit for them so the holistic wrap around approach is beneficial to users.
- I feel that there is very holistic approach based on assessing the persons needs and supporting them.

2015 comparative...

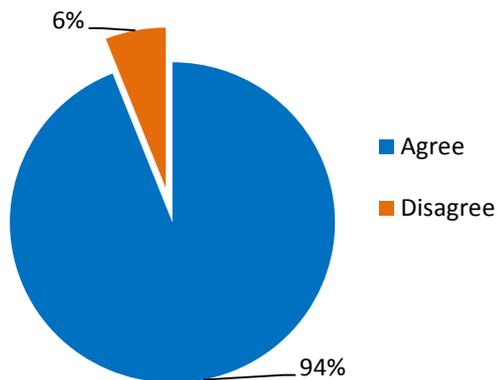
What does the data tell us?

95% of member organisations of Family Support Hubs who responded to the survey believe families are provided with a more holistic approach to meeting their needs. This is up by 4% from 2015.

Improving Access to Family Support Services

Selection of Service Provider Feedback

Increased likelihood of improved outcomes for children and families



Comments from service providers

- Being referred to the service which is best suited to needs leads to a better outcome.
- This has enabled a holistic approach to the services needed as well as helping to address some of the complex issues that are arising
- Yes, anything which offers a greater level of support for local children and families is a positive step and the hub has been instrumental in providing enhanced services for those who need it most
- Having dynamic and engaging hub leaders has also contributed to this outcome!

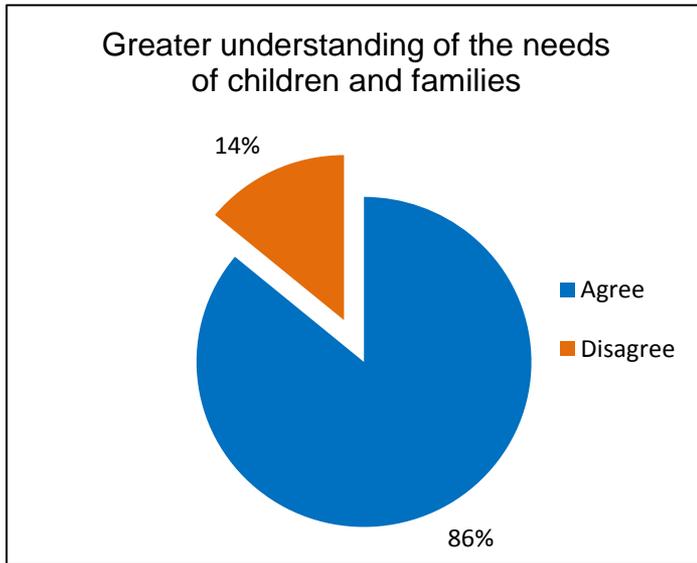
2015 comparative...

What does the data tell us?

The data has shown that member organisations believe there is an increased likelihood of improved outcomes for children and families by 1% to 94% since the survey was completed in 2015.

Improving Access to Family Support Services

Selection of Service Provider Feedback



Comments from service providers

- Families needs can be diverse in nature having a variety of services can ensure families receive a more targeted approach
- Much more aware of the complex needs and issues facing families
- Dynamics within families change and vary. Each family is unique. The Hub allows us to look at each person individually to meet their need.
- Receiving information and attending CYPSP meetings has enhanced our organisations understanding of the needs of children and families in Northern Ireland
- See the trends in issues children face

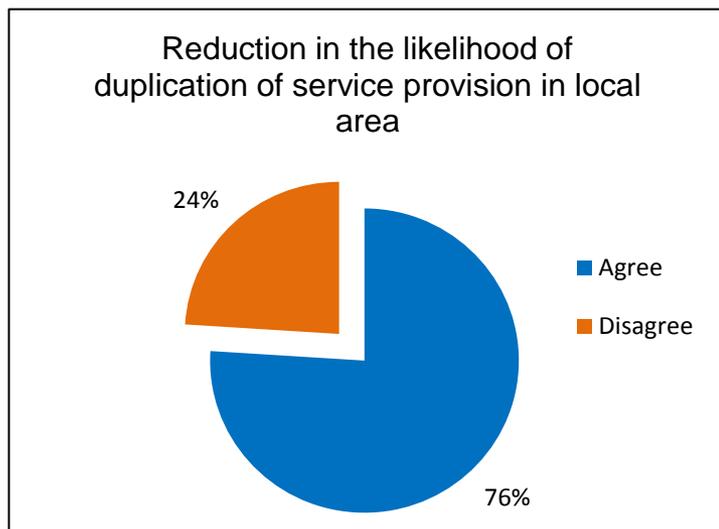
2015 comparative...

What does the data tell us?

The data has shown that member organisations who responded to the survey believe there is an increase in the understanding of the needs of children and families by using the Family Support Hub model of working of 8% since the survey was completed in 2015.

Improving coordination

Selection of Service Provider Feedback



Comments from service providers

- Co-operation between services has increased. Services are delivered on a partnership basis and this has enhanced effectiveness and efficiency as well as avoiding duplication
- As it grows, the Hub will reduce the duplication of services through improved co-ordination of services at the Practitioners Forum
- Being aware of the roles and limitations of each service, prevents duplication of services, also identifies interventions that can be offered
- Organisations are working closely and this allows for more information sharing. The likelihood of duplication is therefore minimal

2015 comparative...

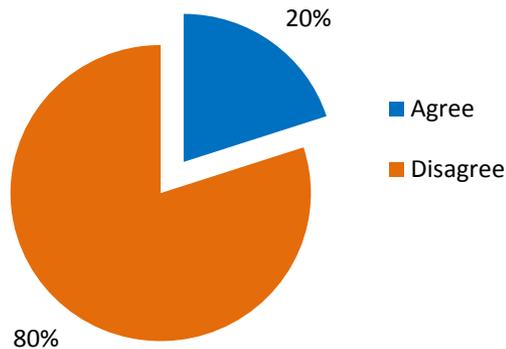
What does the data tell us?

The data has shown that hub members who responded to the survey believe there is less likelihood of duplication of service provision in local areas since the survey was completed in 2015. The number of hub members who agreed with this statement has increased by 2% since last year.

Improving access to family Support Services

Selection of Service Provider Feedback

Hub Network had difficulty engaging the range of service providers in local area



Comments from service providers

- There has been a few services which has had funding reduced which has impacted on attendance
- There has been a good response from community groups both core and associate member although statutory agencies could be more involved
- Most of the agencies have come on board and engaged well with the hub but there is still probably some sectors that could take a more active approach to being involved
- Agencies are working well together and there are many partners

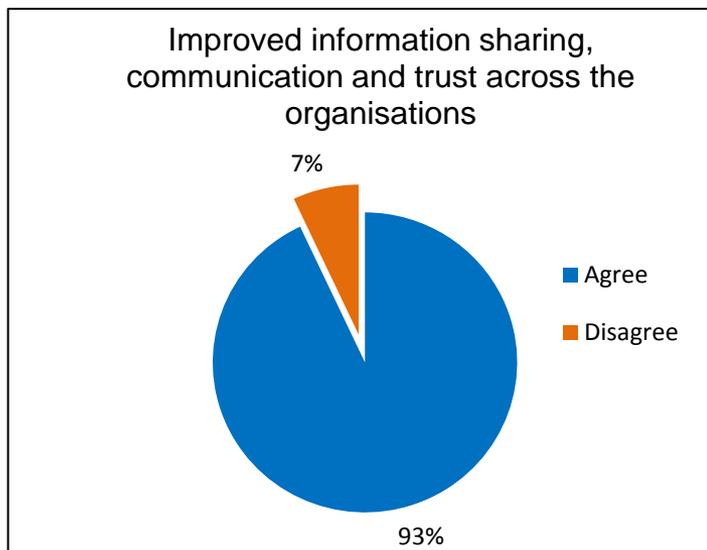
2015 comparative...

What does the data tell us?

Hub members who responded to the survey have found less difficulty engaging service providers through the family support hubs since the survey was completed last year. In 2015, 25% of core hub members reported experiencing there was difficulty engaging the range of service providers in the local area this has now reduced to 20%.

Improving Coordination

Selection of Service Provider Feedback



Comments from service providers

- Excellent open lines of communication evident between Hub staff and my organisation
- Definitely trust as members are now comfortable with each other not competing
- The hubs has created strong partnerships and a greater understanding of each others roles.
- Because we work across all age groups it has helped introduce the team to an increased range of services

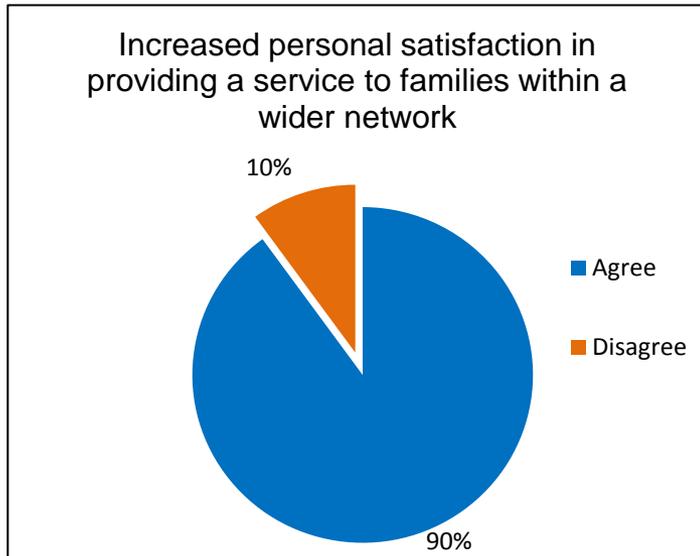
2015 comparative...

What does the data tell us?

Hub members who responded to the survey have reported improved information sharing, communication and trust across organisations over the last year. In 2015, 91% of core members reported improved information sharing, communication and trust. This has increased by 2% to 93% since the survey was completed last year.

Hub Members Feedback

Selection of Service Provider Feedback



Comments from service providers

- Enjoyed attending the HUB meetings and interagency working to meet the needs of families
- Being involved in a Hub of Care has been valuable in motivating and encouraging us to be the best we can be to care for vulnerable children and struggling families
- The Hubs are now part of the toolkit for supporting families locally
- Each child deserves to be supported and this support is very clear through the Hub

2015 comparative...

What does the data tell us?

Hub members who responded to the survey have reported a greater level of personal satisfaction in providing a service to families within the family support hub network. In 2015, 87% of hub members indicated an increased personal satisfaction thus there has been an increase of 3% since core members completed the survey in 2015. All the additional feedback from members was positive in relation to this question.

Hub Members Feedback

Selection of Service Provider Feedback

Keep up the good work! Collaborative working and partnerships are not easy but when they do work, like the hubs, the results are obvious for all to see

Hubs has in my opinion helped many families it has been a preventative measure ensuring families are not placed on a long waiting list dealing with the here and now

The introduction of Hubs have been a great resource in the local community. However, more GP's and hospital etc. could be informed of Hubs in order to improve on early intervention

A much needed service, encourages services to working together

The hub is so valuable within our community and the professionals who attend are passionate about supporting children and their families. It is our aim to support each child to have a positive and healthy future

Family Support Hubs are an extremely valuable service, increasing partnership working between agencies and have increased awareness of services available for children and families, which overall has a positive impact on children and families we work with

Being part of the Hub is fantastic service it provides us with all the details of each service provided by other organisations, for example there might be times that I am not able to provide something and I contact the Hub and they will tell me where to go to access the service. It is a great that we meet on monthly basis face to face to discuss the services provided within the Hub.

Hub Members Feedback

Selection of Service Provider Feedback

More resources required

The very limited info on hub reports is sometimes indicative I think of half-hearted referrals which, for us, frequently lead nowhere. Many times we have responded to service users and found that the commitment to engage is not there. There is something to be said for more direct referral. The best referrals are those which are self-refer and where info is given directly to the worker. Commitment is generally much higher. My experience of the hubs is that they have been very well-chaired

The Hub is very Trust led and paid packages for Family Support are limited to a few organisations only.

The structure of the Hub is not working well for us. We used to have direct referrals from Health Visitors that gave relevant information using our own referral forms and the families knowing ahead of contact that they had been referred to us. Now referrals made through the Hub are often incomplete and the families are not engaging. This is wasting time and creating a backlog in referrals. I am not resistant to change but the changes should be constructive which currently is not the case. One strong point in favour of Hub is keeping track of organisations in operation and ways to make direct referrals to their services.

I am not sure that our local hub is working as effectively as it could. There have been several changes in staff personnel and for periods of time the worker was not based locally. I think that a meeting of the steering group and a re-visitation of the terms of reference would help

Sometimes the waiting lists are quite long at the Hub for families and they are sometimes becoming frustrated with this.

Conclusion

In conclusion 587 Hub Network Members / Organisations were targeted in this survey and there were a total of 220 responses.

Overall the feedback from member organisations about the Family Support Hubs has been very positive. In fact there has been a positive percentage increase in almost all of the questions about the impact of Family Support Hubs and in particular in partnership working, service user involvement, and the focus on early intervention and prevention as well as the Hubs ability to identify gaps in services.

Some respondents have indicated particular issues with regard to a small number of Hubs. These will be addressed directly with the relevant Hub co-ordinators to ensure consistency of approach and delivery across the region. As demand for access to services through Family Support hubs continues to grow and develop investment in the co-ordination role and in accessibility to responsive early intervention services will need to be continually monitored.

For further information about Family Support Hubs get in touch with:

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<http://www.cypsp.org/familyhubs.htm>

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