

BELFAST OUTCOMES GROUP MEETING
Glen Community Parent Youth Group
13th December 2016 at 10.00 a.m.

Name	Organisation	Present	Apology
Ms. Lesley Walker (Chair)	Belfast HSC Trust	✓	
Statutory Sector			
Mr. Tommy Boyle	Belfast HSC Trust	✓	
Ms. Carol Diffin	Belfast HSC Trust	✓	
Mr. Des Marley	NIHE, Belfast Area		✓
Ms. Jill Trotter	Education Authority		✓
Mr. Séamus Mullen	PHA		✓
Mr. Stevie Lavery	Belfast City Council		✓
Ms. Patricia Muldoon	Youth Justice Agency	✓	
Mr. Danny Power	HSCB Belfast Local Commissioning Group		✓
Vacant	PSNI		✓
Community Sector			
Ms. Maggie Andrews	East Belfast Community Rep.		✓
Ms. Tina Gregory	West Belfast Community Rep.	✓	
Ms. Natasha Brennan	South Belfast Community Rep.	✓	
Ms. Katrina Newell	North Belfast Community Rep.	✓	
Voluntary Sector			
Ms. Patricia Lyness	Belfast & Lisburn Women's Aid		✓
Ms. Kelly Maxwell	Autism NI	✓	
Mr. Colm Walsh	Extern		✓
Ms. Colette Slevin	Mencap		✓
BME Sector			
Ms. Dawn Thompson	Bryson Children's Services		✓
Partnership Sector			
Ms. Roisin McCooey	Belfast Childcare Partnership	✓	
Mr. Jackie Redpath	Belfast Strategic Partnership		✓
Mr. Jim Morgan	Belfast Strategic Partnership		✓
In Attendance			
Ms. Brenda Martin	BELB obo Jill Trotter		✓
Ms. Una Casey	CYPSP	✓	
Mr. Gerry Largey	Belfast HSC Trust – Hub Lead	✓	
Mr. Maurice Leeson	HSCB – CYPSP Link	✓	✓
Ms. Helen Dunn	CYPSP		✓
Mr. Jim Girvan	Community Representative		✓
Ms. Laura Rankin	CYPSP		✓

Action by:	
	<p>1. Welcome, Introductions and Apologies</p> <p>The Chair welcomed everyone to the meeting. Attendance and apologies were noted, as per above.</p>
	<p>2. Minutes of last meeting on Tuesday 25th October 2016</p> <p>The minutes were agreed as an accurate record.</p>
	<p>3. Matters Arising:</p> <p>a. Action Plan – The Action Plan was previously circulated to members and no comments were received by Ms. Casey. New Action Plan to be created and planned to be ready for April / May. Focus on new Action Plan at next meeting in February 2017.</p> <p>b. Sub-Group Nominations –This was in relation to the evaluation tools; Mr. Largey confirmed that nominations have been received and dates have been circulated for initial meeting.</p> <p>c. CSIB/Evaluation Toolkit – Ms. Walker had agreed to raise the issues surrounding the evaluation tools etc. at CSIB, however, she was not in attendance at the last meeting to do so. It was agreed that more work was needed re: the tools. Discussions have taken place regionally re: Outcomes Based Models and the Outcomes Star and Mr. Leeson confirmed that South Eastern Outcomes Group are going to use the Outcomes Star. South Eastern Trust are also going to use this tool and have purchased the licence. Western Trust are thinking of using this tool as well. Cost of the licence is £600 for multiple users. Ms. McCooley announced that Ivor Mitchell from Triangle can be contacted to give a steer re: costings and explain re: multiple users.</p> <p><i>Ms. Walker will raise this matter and discuss at CSIB on Friday.</i></p> <p>d. ASD Waiting Lists – With regards to recent service improvement developments such as ‘SPOT’, (Single Point of Triage) the EIS Team has met with representatives of psychology services vis a vis potential hub interfaces and have shared the content of this engagement with hub lead bodies. Psychology and Autism services have expressed a wish to come out to meet hub leads and visit Hubs. These arrangements are to be confirmed.</p> <p>Ms. Gregory mentioned an issue which had previously been raised re: families with children awaiting diagnosis of ASD being told by the Trust not to refer the children until 3 years old and apprised of a number of associated concerns for these families and the need for Early Intervention. Ms. Walker confirmed that she had raised this matter with colleagues; there appears to be a medical issue in that children cannot be diagnosed until a certain age, therefore only support can be provided up until this point. She advised that discussions are ongoing with the HSCB re: pathways and a number of meetings, such as Autism Pathways, have been arranged. The Trust is also having discussions re: a clearer, more joined up pathway across Services – this is a very complex area due to</p>

other related issues with the child.

Given the range of pieces of work currently being undertaken in this area, an Engagement Workshop is scheduled to address some of the issues. A Trust cross-Directorate meeting has also been organised. Ms. Walker will continue to flag up all issues with colleagues. Ms. Diffin summarised that the main issues are the age of diagnosis, the waiting list and support available while waiting. Ms. Gregory added that once children are referred at the age of 3, there is still a wait of approximately a year and a half wait on the waiting list and she queried why the children couldn't be referred at an earlier stage to enable them to get on the waiting list as soon as possible as this process is very challenging and frustrating for the families involved. She also noted the lack of support available for these families.

Ms. Walker stated that this is a live issue with the HSCB and they are setting up a meeting with Trust leads re: proposed Model, i.e. wraparound support as early as possible and ongoing support available. The issue of a joined up children's strategy has also been raised at the Trust's Accountability meeting attended by the Chief Executive.

Ms. Walker will feedback at next meeting following internal Trust meeting.

Ms. Brennan mentioned that once diagnosis has been received and children have been placed on the waiting list, then a new process must be started in relation to Education. She noted that it would be useful to have multi-agency working during this time and not separate procedures for the families. Ms. Maxwell added that it is not good for children to be in a continuous process and that even children with a diagnosis are not getting the correct support or joined up working. A balanced approach re: early intervention and diagnosis is required.

- e. Membership** – Ms. Gregory reminded members that she has stepped down as West Belfast Locality Group Chair and advised that Ms. Deirdre Walsh is the new Chair. Discussions followed re: next round of membership, involvement of all 4 Locality Planning Chairs, possible need to amend membership guidance, reverting to CYPSP for agreement. Mr. Leeson advised that most of the Outcomes Groups wish for the LPG Chairs to be involved and he is happy for the Outcomes Chairs to decide re: way forward.

Discussion at Outcomes Group Chairs' meeting re: membership.

Ms. Walker confirmed that she has raised the issues re: non-attendance to CYPSP reps. but it may also need to be raised formally to Outcomes Chairs. Ms. Casey advised that a piece of work is ongoing re: membership and a presentation re: same could be made to Outcomes Groups and to CYPSP. Mr. Leeson added that following the Children's Cooperation Act, CYPSP has been requested to monitor attendance throughout the year and he will be able to provide the figures at the end of this year. Following discussion, members suggested that clarification is required re: the process regarding representation, i.e. when members representing organisations move post to a different sector. Mr. Leeson noted that this will be reviewed through the Chairs' group.

	<p><i>It was agreed to have regional discussions re: these issues and bring back to Outcomes Group for discussion re: what best meets the needs of this group.</i></p> <p>f. EANI –</p> <p><i>Ms. O’Connor to follow up with Ms. Slevin re: EANI Information re: Code of Practice re: Special Education Needs consultation for circulation to members as per previous action.</i></p> <p>Ms. Maxwell also noted that EANI Area Plans have also been disseminated for consultation.</p>
	<p>4. Family Support Hub Network:</p> <p>South Belfast One Hub:</p> <p>As agreed, Ms. Brennan presented re: South Belfast One Hub at today’s meeting to provide some local information re: the Hub. Copies of the presentation were disseminated to members. She provided some background information to begin with: logo produced by members; website available; covers 6 electoral wards; LORAG currently hold the contract; monthly newsletter provided to associate members; Action Plan with 4 key elements and achievements drawn up; key links with statutory agencies to link up re: referrals and support. The next steps for 2017 are to have Outreach Clinics and Sessions, Church meetings, better secondary school and teaching staff engagement. Families are offered a range of services, followed by engagement with a service(s) and process completes with a final report upon finishing with service. A total number of 256 referrals have been received from commencement of the Hub until August 2016.</p> <p>There was considerable discussion re: direct and indirect beneficiaries of the Hub, i.e. for children of parents with Mental Health issues, spouses, families of children with autism etc. who can also be offered support and services in these cases and whether these figures re: indirect services are captured regionally and the importance of capturing this information for all Hubs. Ms. Brennan currently collates this information for her Hub area only and has had discussions re: this with Ms. Dunn. There is a need to quantify all support being provided and to separate indirect/direct support.</p> <p><i>Mr. Leeson will feedback and discuss all issues raised with Ms. Dunn.</i></p> <p>Ms. Brennan continued and advised that the Hub is currently reaching out to other areas, not just Inner South Belfast. The biggest percentage of referrals are self-referrals or from community organisations. There has been a downward trend in referrals from the Trust’s Gateway Service. They have found that services users are self-referring following discussion with Gateway. Figures of referrals from Hubs into Gateway may need to be tracked. 5-10 year olds are the biggest age range re: referrals, followed by the 0-4 year old age range.</p> <p>16% of referrals are in respect of Children with Disabilities with children with a confirmed diagnosis of ASD being the biggest group, mostly because there are no services available to them. Referrals are also received for the siblings of children with ASD. Following query from Ms. Diffin, Ms. Brennan gave examples of services offered: play services, home services; these</p>

cannot be a substitute for unavailable core statutory services and Hubs cannot provide long-term services for families with ongoing conditions as their support is episodal only. Ms. Diffin noted that all of this information will help for planning way forward and for service redevelopment. Ms. Maxwell noted that with regards funding round, she has been unable to fill services for certain age groups and has had to adapt these services to reflect the Hubs and supports and services needed. The number of referrals for teenagers is rising and some these young people will have a number of issues and intervention of 8 weeks will not work. Considerable discussion ensued. Ms. Maxwell added that EISS, Family Support Hubs and Social Services are all working together and are very connected.

With regards the rising trends noted within the presentation, there are good links to BME organisations in respect of PTSD and linked issues, translations services and children caring for adults with PTSD. Ms. Gregory noted the rising trend of younger children reporting with anxiety needs to be highlighted.

Ms. Brennan reflected on the referral outcomes outlined in the presentation. The Hubs are a voluntary service, therefore if a service is declined it cannot be forced on the service user however, if issues are found, these families can be referred into Social Services.

With regards next steps, Ms. Brennan advised that they will be addressing the gaps in services and looking at sustaining services on a long-term basis, i.e. short-term contracts and funding and noting the needs.

Presentation to be circulated electronically.

Activity Update 2016/17:

Mr. Largey had prepared a presentation re: Hub Activity for today's meeting and provided copies of same to members and proceeded to provide an overview of data relating to broader hub network activity 2016/17.

There are now 10 Hubs across Belfast. In Belfast, the level of activity and large scale rise in same is based on the smallest population of children under sixteen regionally. Belfast Family Support Hubs are amongst the smallest by child population across the region with only the Outer South East (OSE) Hub area which has the biggest percentage of child population in Belfast being above the regional median in terms of child population. The presentation provided linked raw population percentages with hub activity in terms of the percentage of referrals.

With regards Hub Activity, Quarter 1 of 2016/17 has seen the number of referrals multiply by 7 times since the same time last year. In Quarter 2 activity levels had tripled compared to 2015/16. With regards to the projected year end outrun of referrals, OSE and East Belfast will have the biggest raw number of referrals. However, as they have the largest child populations, the level of contact the hub network will have with the child population in each area is at the lower end of activity in the Belfast Outcomes Group area.

The presentation highlighted that the smaller hub areas have proportionately larger levels of referral and consequentially higher levels of contact with the relevant child population.

The figures within the table re: % of child population in contact with Hub refer to direct support and services only. Across the Belfast Area Outcomes Group Hubs will have contact with 4.95% of the Child (under 16) population through the service requests and supports coordinated through the network. Hubs, such as Upper Springfield and Shankill will have markedly higher levels of contact with their local child population with contact rates ranging from 8-10% in year. The linkage between areas with higher levels of deprivation and higher percentage figures of service request and child contact are strong.

In summary, the level of activity shown within the tables demonstrate that all of the Hubs in the Belfast Area Outcomes Group are 'over-performing' against regional metrics and all are dealing with a wide range of local issues. Referral figures are rising and there are growing issues re: capacity and availability of services. Most Outcomes Group contracts will exhaust capacity around Christmas as the volume of services has been committed. Ms. Walker stated that joined-up commissioning across departments and agencies is required. Conversation followed re: less barriers in smaller areas to access services and easier accessibility; connectivity between local services and regionally funded areas; capacity issues and services finishing in December; admin support required to be included in next round of funding.

Mr. Largey referred to the comparison slide. Belfast FSH projected 2016/17 figure for families is half of the regional figure for 2015/16 and the figure for C&YP is almost two thirds of the regional figure for 2015/16. Ms. Walker asked the question 'how do we evidence that the Hubs are working and making a difference?'. Mr. Largey explained that while data on hard outcomes is not available the evidence to date is that the process feels good and people are engaging with services at higher rates than can be achieved through other mechanisms. Ms. Brennan added that there is a lot of work involved and partnership working is key. However, Ms. Gregory noted that we cannot rely on organisations to have capacity into the future.

Considerable discussion followed: how to use the information strategically to fuel debate re: the need for more joined-up commissioning; gaps in funding in NI; what can Outcomes Group do; use information to make arguments for resources; new Innovation Fund; agreement needed re: maintaining current Hub structure and funding for same – may need to put people on notice by 31st December; higher contact rates in Belfast and areas of high deprivation. Ms. Walker enquired re: the timescale for confirmation from HSCB re: direction of the Hubs and if anything could be done formally to move this forward. Mr. Leeson confirmed that discussions have taken place and is hopeful that a direction will be provided before 31st December. He added that it would be more beneficial if funding was available over a number of years rather than bidding every year. There was some discussion re: natural coverage areas and potential joining of Hubs and if permanent decision was received, Hub Leads could be asked to discuss and make decisions re: changes. Ms. Brennan felt it was too early to change now as Hubs are just bedding in this year. Ms. Walker remarked that a longer period of embedding could also make the merging of Hubs more difficult. Ms. Gregory stated that the evidence proves the Hubs are working effectively however they can only exist if there are services to offer people. Ms. Walker added that regional discussion is required. Mr. Leeson commented that he has been working on a bid to get extra funding for services. Mr. Largey also mentioned that the Poverty Groups are increasingly invested in the Hubs as

	<p>their services and funding is decreasing next year and this may cause issues for the Hubs.</p> <p>Survey of Hub Membership – Mr. Leeson advised that 587 organisations are affiliated and 219 responses were submitted. Highlighted within was the need for support re: Direct Services. Ms. Diffin enquired if the research covers Children with Disabilities and he responded that it does in relation to Early Intervention Foundation and Cost of Late Intervention. Ms. McCooley noted that there are also Child Care elements. There is a meeting tomorrow with the Child Care Partnership and she has taken notes to feedback to Belfast Childcare Partnership. Mr. Largey noted that the pathway funding was very helpful and he would like this to be available for next year.</p> <p>The Chair thanks Ms. Brennan and Mr. Largey for the excellent presentations.</p>
	<p>5. Locality Planning</p> <p>The December Update Report was circulated in advance of the meeting. Ms. Casey provided an overview of the update.</p> <p>North Belfast - Members were referred to the reports cards at the back of the briefing report. Family Fund Event was held in place of the last LPG meeting. Two surveys have taken place, one with providers and one with parents; good feedback was received; levels of need were highlighted; engagement with 2 Parents' Groups and the Vine Centre and it is hoped this will lead to co-design and into the LPG Action Plan.</p> <p>South Belfast – There had been a big discussion re: 'voluntary' contributions for Nursery Schools and pressure on families to donate to the schools' shoebox scheme. This was difficult, particularly when some of the families were in receipt of same and anxious re: same. Issues emergent re: BME / Ethnic minorities and their culture of children not attending school until 6 years old. Workshop organised in partnership with EANI re: Nursery applications. Leaflets with key points to be disseminated. CEOP Training was discussed a lot and the need for awareness raising.</p> <p>East Belfast – Themed meetings taking place next Friday based around action plan cycle; alternative therapies for anxiety; organisations coming to present; Mental Health Hubs are linked in; Leaflet produced re: counselling and translation services. Ms. Gregory advised of the Belfast Recovery College's training programme.</p> <p>West Belfast – Emerging issue / gap in service re: Mentoring for school age children and the impact of the Welfare Reform and rising poverty rates. Inclusion Charter has now been signed off and launch to be discussed at next meeting.</p> <p>All of the Family Support Hubs do quarterly presentations at the Locality Planning Group meetings. Report Cards outline the training offered across Belfast. Feedback is shown re: attendees. LPG offers a good network for training for members.</p> <p>There was discussion previously re: a plan to link up the work of the Outcomes Group, Belfast SBNI Safeguarding Panel, Adult Safeguarding Group, Domestic Violence Partnership and Police and Community Safety</p>

	Partnership. This workshop is on hold currently due to various issues and will be discussed at future Outcomes Group meeting re: how to take this work forward and joining up various pieces of work to ensure there is no duplication.
	<p>6. A.O.B.</p> <p>LPG Support Post – Mr. Boyle advised that negotiations are ongoing with HR re: matching of this post. A draft Job Description is in place. Dates have been set for meeting with Chairs re: feedback.</p> <p>The Chair wished everyone Merry Christmas and Happy New Year.</p>

7. Dates of Future Meetings

Date:	Time:	Venue:
Tuesday 7 th February 2017	10.00 a.m.	Women's Aid Annex, Adelaide Park, Belfast
Monday 24 th April 2017	10.00 a.m.	Tbc
Tuesday 27 th June 2017	10.00 a.m.	Women's Aid Annex, Adelaide Park, Belfast
Tuesday 5 th September 2017	10.00 a.m.	Tbc
Tuesday 17 th October 2017	10.00 a.m.	Tbc
Tuesday 19 th December 2016	2.00 p.m.	Tbc