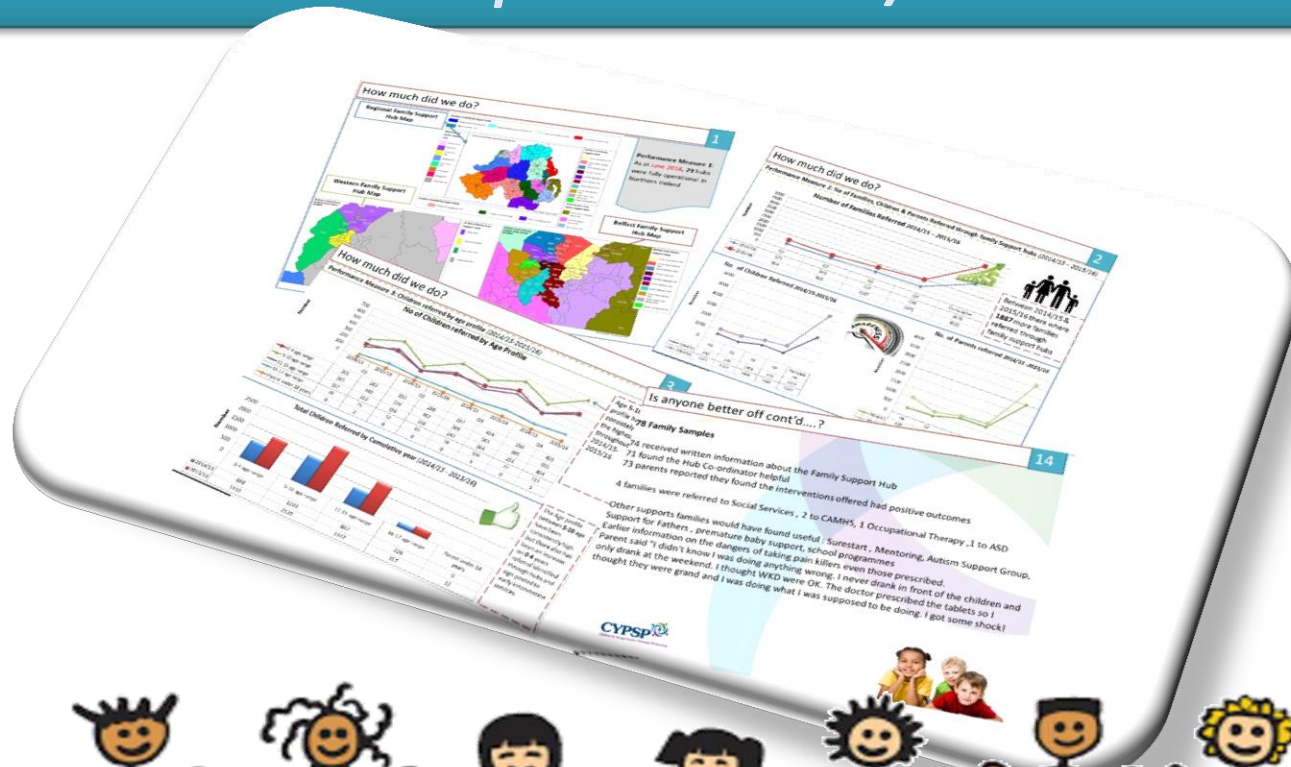


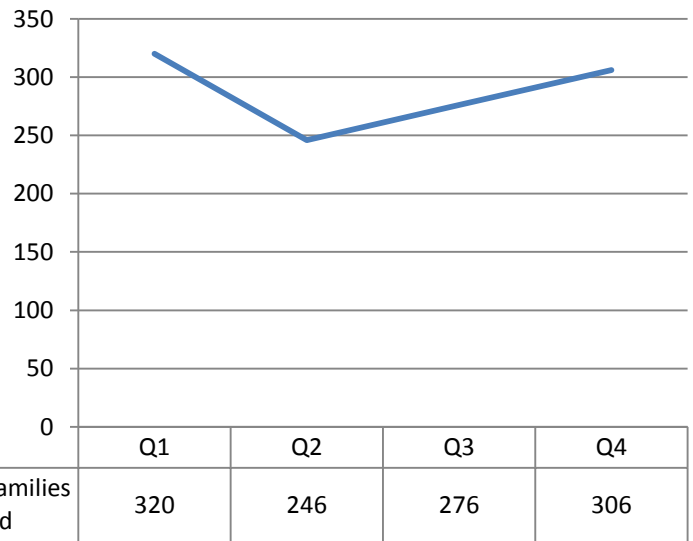
# NHSCT Family Support Hubs Report Card

*Annual Report Card 2016/17*

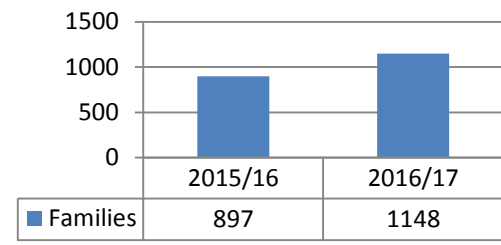


# How much did we do?

## Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2016/17

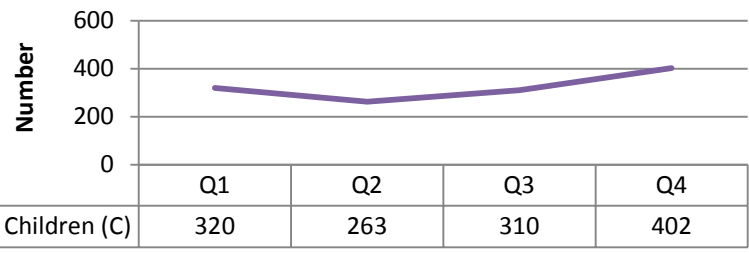


No. of Families Referred  
2015/16 & 2016/17

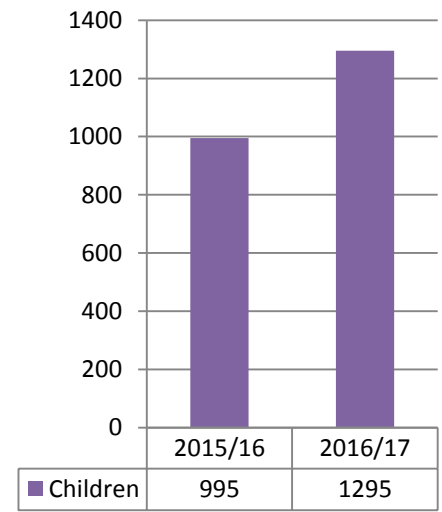


Throughout 2016/17 there were **1148** families referred through family support hubs . This is an increase of **251** from last years total of **897** families.

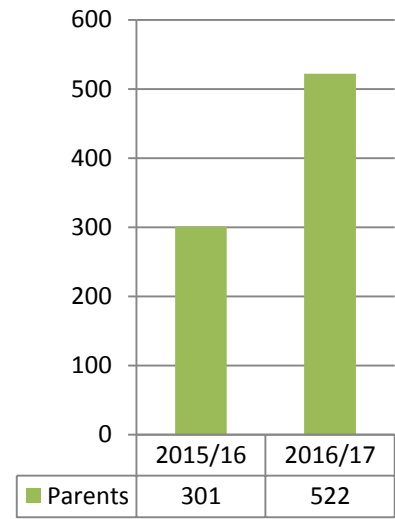
No. of Children Referred - 2016/17



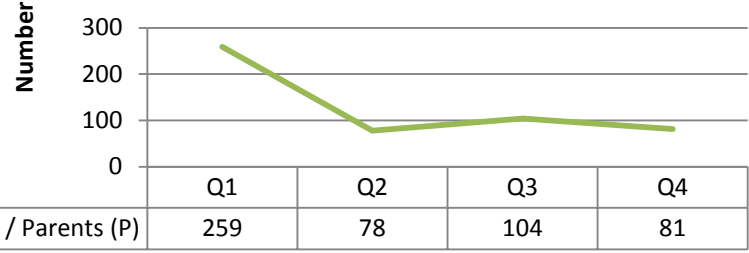
No. of Children Referred  
2015/16 & 2016/17



No. of Parents Referred  
2015/16 & 2016/17

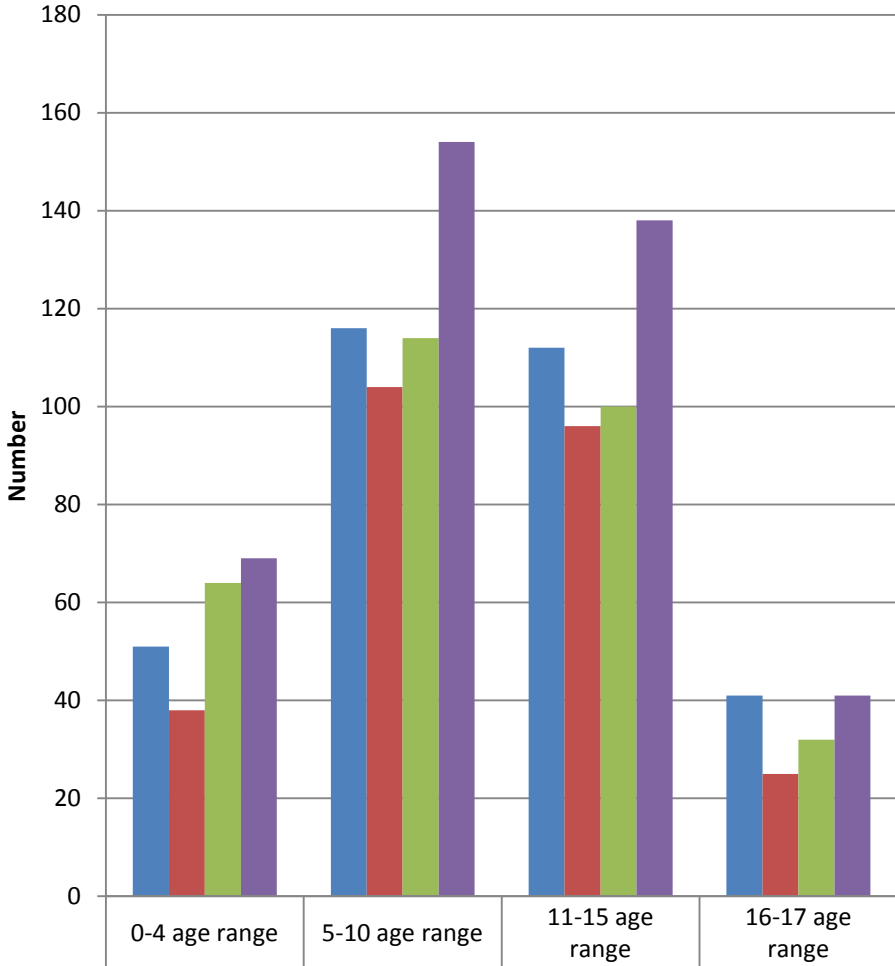


No. of Parents Referred - 2016/17



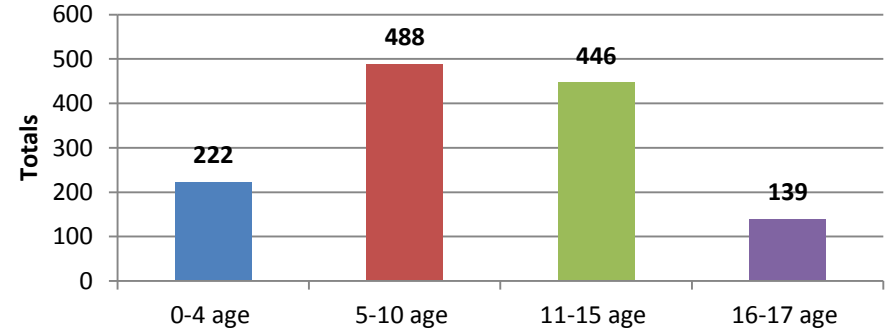
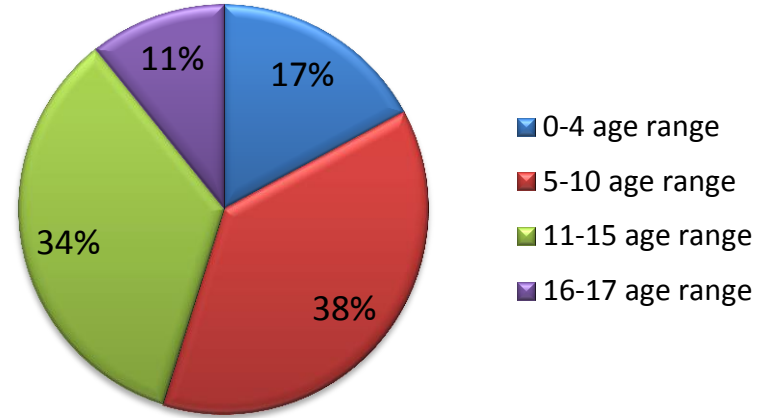
# How much did we do?

## Performance Measure 2: Children Referred by Age Profile 2016/17



■ Q1	51	116	112	41
■ Q2	38	104	96	25
■ Q3	64	114	100	32
■ Q4	69	154	138	41

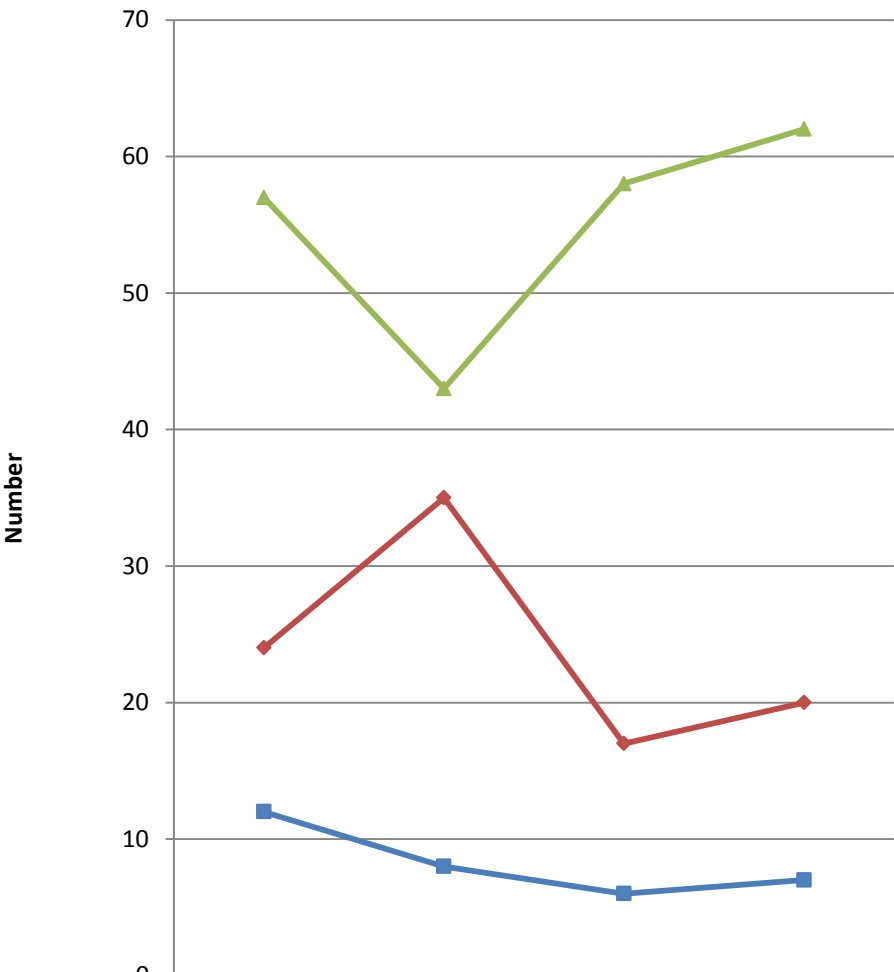
**% Children Referred by Age Profile 2016/17**



The **5-10** age range has consistently been the highest age group for referral throughout 2016/17. This is the same as the regional report.

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

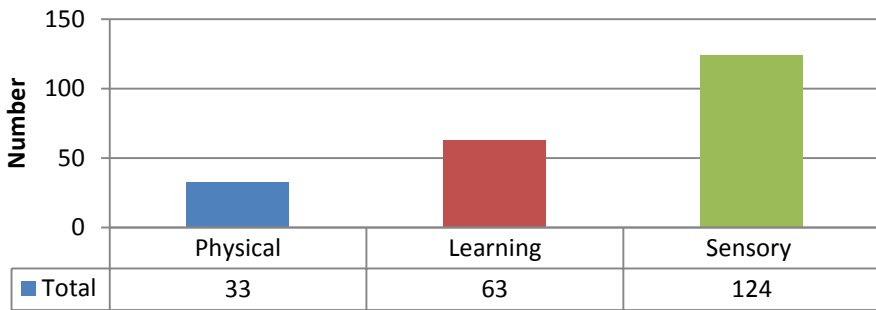
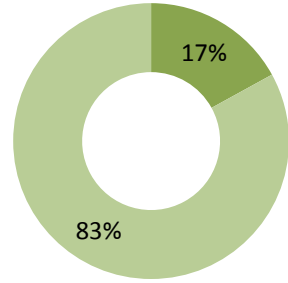
## Performance Measure 3: Children with a Disability Referred - 2016/17



	Q1	Q2	Q3	Q4
Sensory	33	8	41	42
Learning	12	27	11	13
Physical	12	8	6	7

### Children Referred with a Disability 2016/17

Children with a Disability = 220 (17%) of the Total Children Referred = 1295 had a disability.

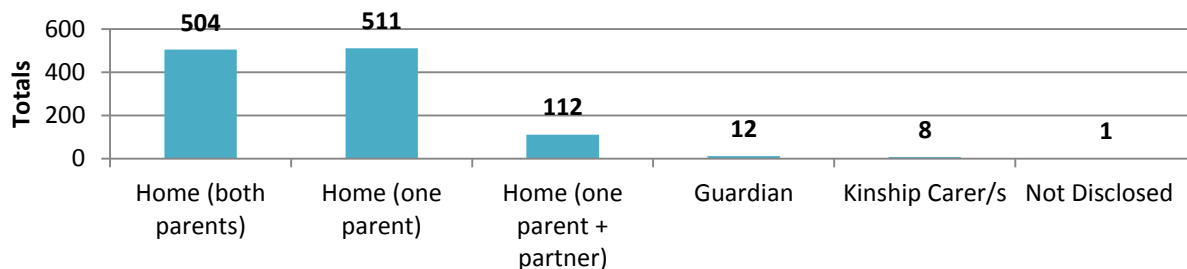
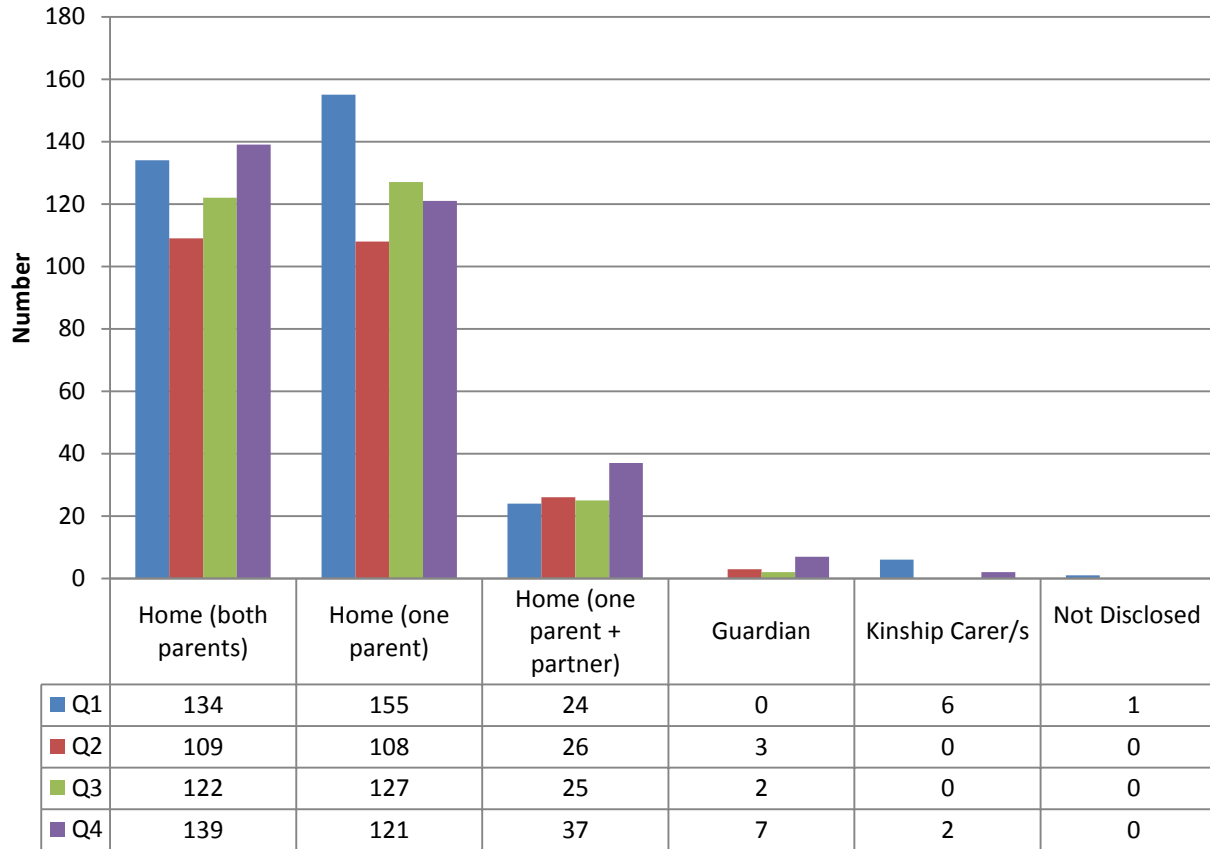


Throughout 2016/17, Children with a **Sensory Disability** had the highest number of referrals throughout NHSCT. This is different from the regional position which is consistently learning disability.



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

## Performance Measure 4: Household Composition - 2016/17

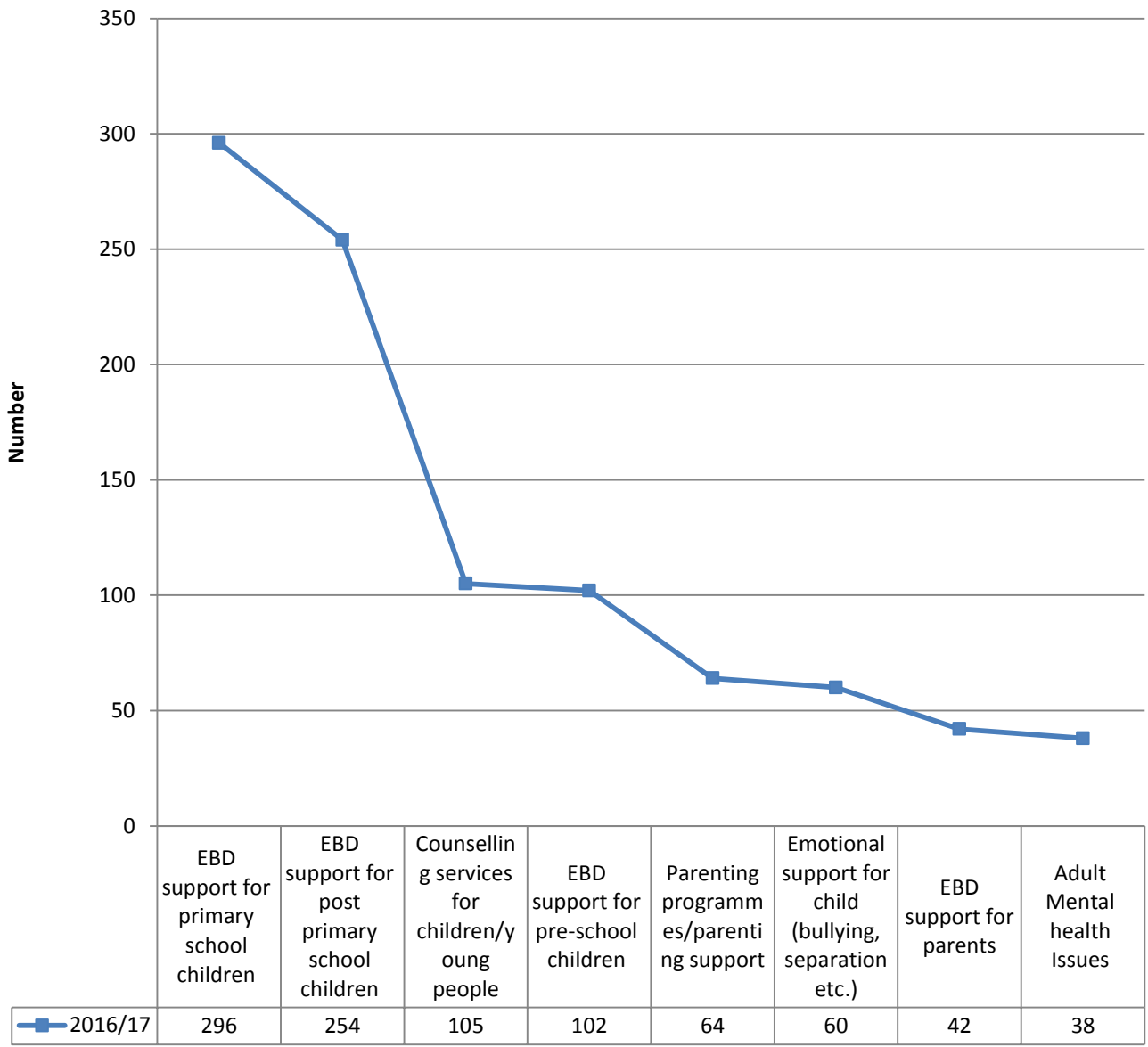


In the Northern area the household composition Home with both parents (**504**) and Lone parent families (**511**) are similar in 2016/17.

There is a large decrease in one parent plus partner from 242 to **112** in 2016/17. With Guardian having increased from 7 to **12** and Kinship Carers from 4 to **8**.

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

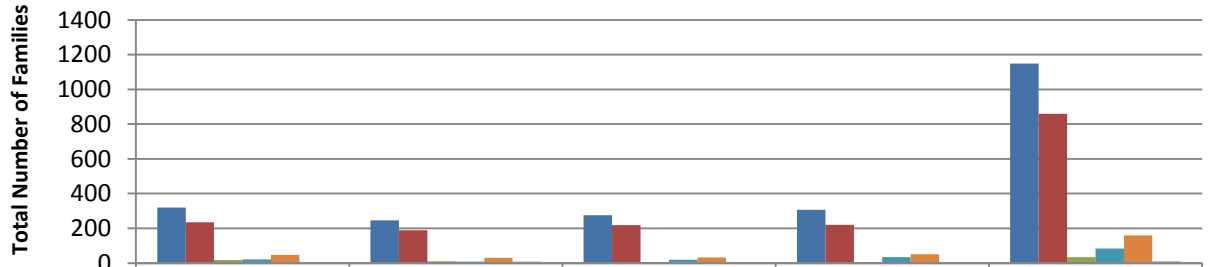
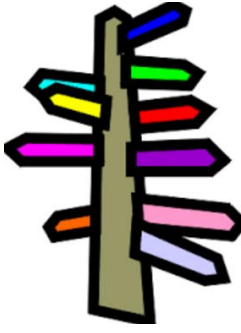
## Performance Measure 5: Main Presenting Reasons for Referral - 2016/17



The main reason for referral was **Emotional Behaviour Difficulty (EBD) for primary school age children at 296** followed closely by **EBD post primary at 254**. This is the same as the top reason in the regional report, with Counselling services for children/young people and EBD pre-school children also in the top eight reasons in the Northern area.

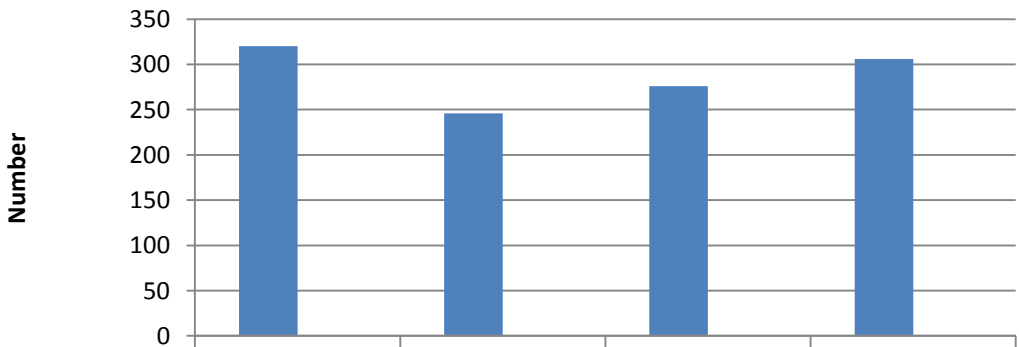
# How well did we do it?

## Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2016/17



	Q1	Q2	Q3	Q4	Total
Families Referred	320	246	276	306	1148
Accepted and Signposted	234	188	218	220	860
Signposted but family did not engage	17	10	5	2	34
Above Tier 2 (Inappropriate Referral)	22	8	20	34	84
Further Information Requested	47	31	32	50	160
Unable to meet needs of Referred Family	0	9	1	0	10

## Performance Measure 7: Outcome 4 weeks achieved / Not Achieved – 2016/17

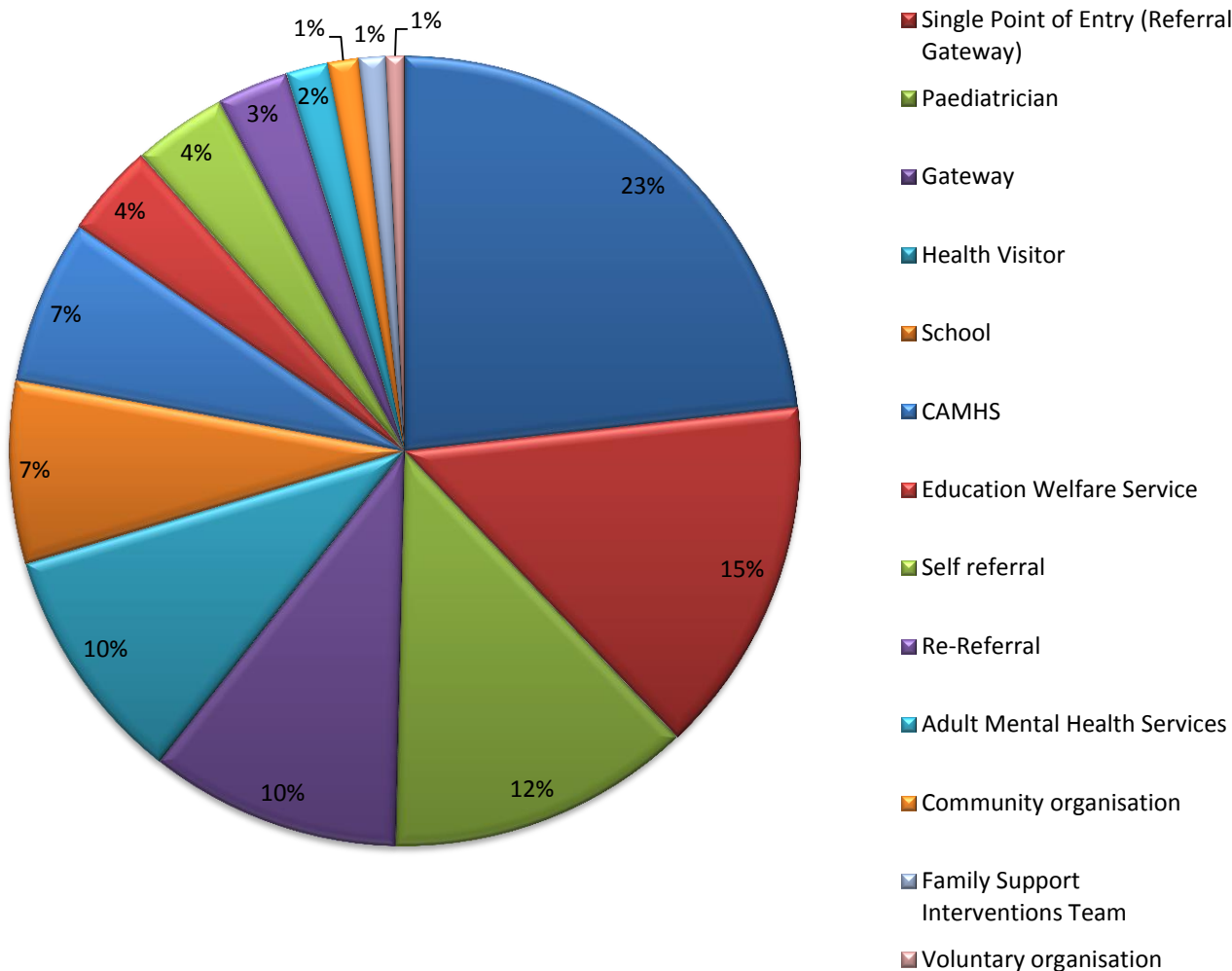


	Q1	Q2	Q3	Q4
Achieved	320	246	276	306
Not Achieved	0	0	0	0

All the referrals to Hubs were processed within 4 weeks in the Northern Area. 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 - 2016/17)



In the Northern Area GPs are the key referrers, followed by Single Point of Entry (Referral Gateway) and referrals from Paediatricians.

In the last year the combined total of Single Point of Entry (Referral Gateway) and Locality Gateway has reduced from 43% of referrals to 25%.

Referrals from Paediatricians have increased from less than 1% to 12% of the total referrals.

Self-referrals in the Northern area have increased from 2% to 4%.

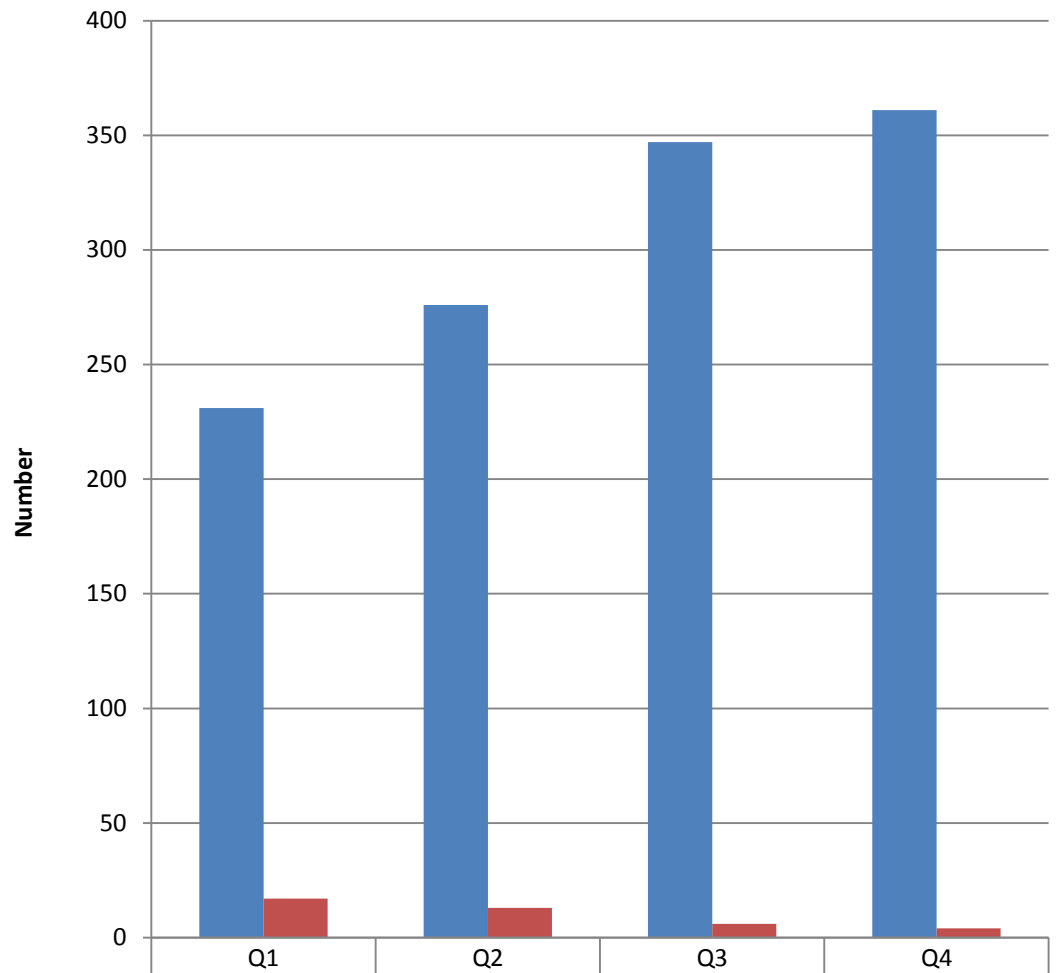
Regionally Self-referrals and GPs are the key referrers.



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

Performance Measure 9: Number of Parents / Children referred who did and who did not take up the service offer  
2016/17

The vast majority(97%) of parents and children took up the service.



■ Number of children/ parent referred on who took up the service offer	231	276	347	361
■ Number of children/ parent referred on who did not take up the service offer	17	13	6	4

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

## Performance Measure 10: 10 Standards ?% Fully Implemented ?% Partially Implemented – 2016/17

**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

All 5 Hubs in the Northern Outcomes Group area have implemented the 10 Standards and have action plans in place to further develop the Hubs to ensure access to services for families.  
This includes awareness raising events and identifying services in the community that can provide timely support for children, young people and families.

## Family samples

### *Family A*

*Lone parent of a 10 year old boy with behavioural difficulties.*

*He was referred by the Hub to an appropriate service .His mother welcomed the support identified by the hub and engaged with the service for 11 months. Her son struggled to engage initially, however he eventually engaged with work and has made positive changes to his behaviour. The family no longer require ongoing support.*

### *Family B*

*Referral was received by the Hub from Gateway. There had been a breakdown in the Family and mum engaged with a domestic abuse organisation for a period of time and was also offered other supports. She now feels she can cope on her own.*

### *Family C*

*Lone parent with 3 children , 1 adult son with a severe disability, a teenager and a 9 year old. They needed help with housing and emotional and behavioural support for the primary school age child. They received help through the hub from a food bank with food parcels and a home visit as well as referral to a housing organisation and the community family support programme.*