NHSCT Family Support Hubs Report Card
Annual Report Card 2016/17

July 2017
How much did we do?

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

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

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

- 2015/16: 897
- 2016/17: 1148

No. of Children Referred - 2016/17

- Q1: 320
- Q2: 246
- Q3: 276
- Q4: 306

No. of Parents Referred - 2016/17

- Q1: 259
- Q2: 78
- Q3: 104
- Q4: 81

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

- 2015/16: 995
- 2016/17: 1295

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

- 2015/16: 301
- 2016/17: 522
How much did we do?

Performance Measure 2: 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

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.

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

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

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.

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

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>Achieved</td>
<td>320</td>
<td>246</td>
<td>276</td>
<td>306</td>
<td>1148</td>
</tr>
<tr>
<td>Not Achieved</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
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.
The vast majority (97%) of parents and children took up the service.

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Number of children/parent referred on who took up the service offer</th>
<th>Number of children/parent referred on who did not take up the service offer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>231</td>
<td>17</td>
</tr>
<tr>
<td>Q2</td>
<td>276</td>
<td>13</td>
</tr>
<tr>
<td>Q3</td>
<td>347</td>
<td>6</td>
</tr>
<tr>
<td>Q4</td>
<td>361</td>
<td>4</td>
</tr>
</tbody>
</table>
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.