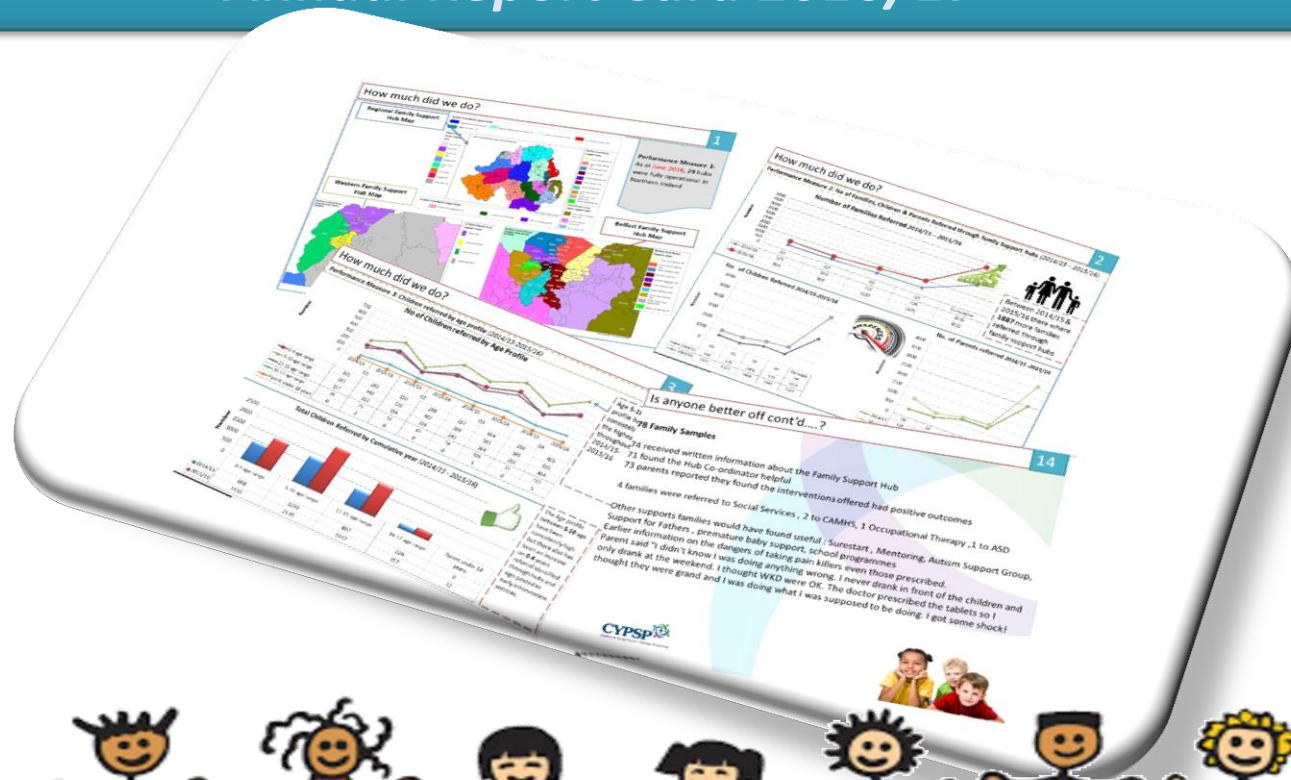


WHSCT Family Support Hubs Report Card

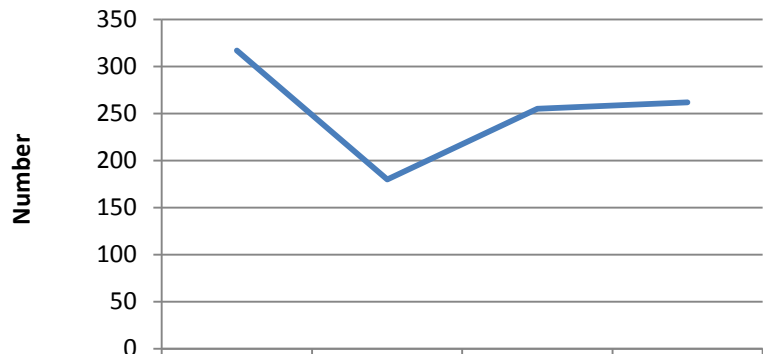
Annual Report Card 2016/17



How much did we do?

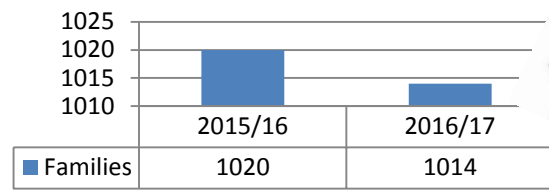
Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2016/17

Number of Families Referred – 2016/17



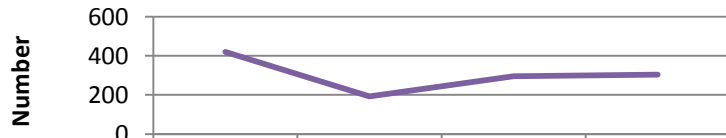
Quarter	Q1	Q2	Q3	Q4
Number of Families Referred	317	180	255	262

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



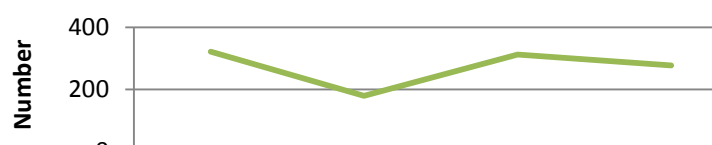
Throughout 2016/17 there were **1014** families referred through the Western area family support hubs .

No. of Children Referred – 2016/17



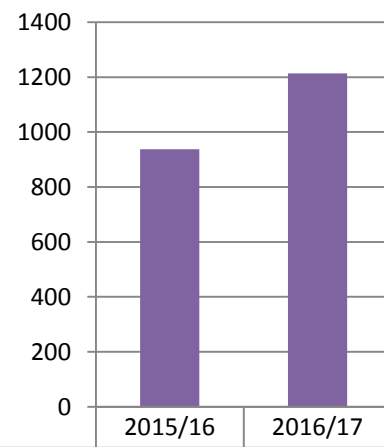
Quarter	Q1	Q2	Q3	Q4
Child / Children (C)	420	193	296	304

No. of Parents Referred – 2016/17



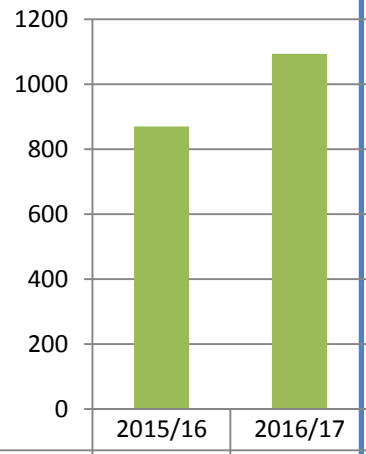
Quarter	Q1	Q2	Q3	Q4
Parent / Parents (P)	322	180	313	278

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



Year	Child / Children (C)
2015/16	937
2016/17	1213

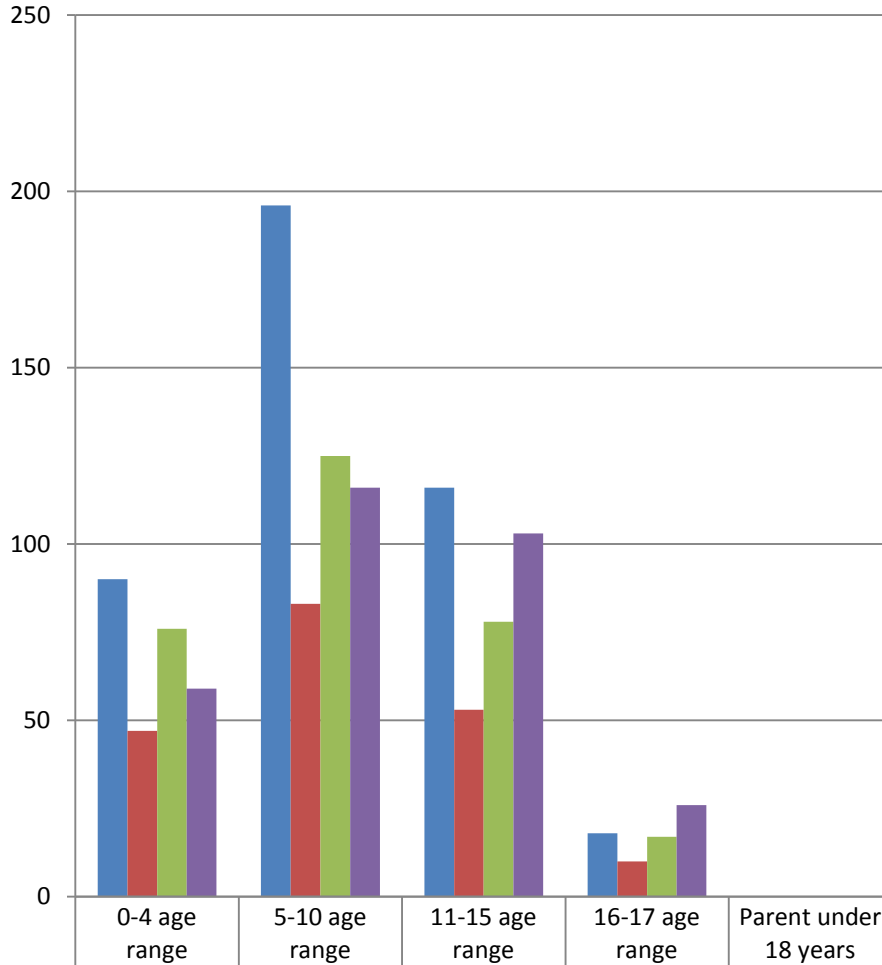
No. of Parents Referred – 2015/16 & 2016/17



Year	Parent / Parents (P)
2015/16	870
2016/17	1093

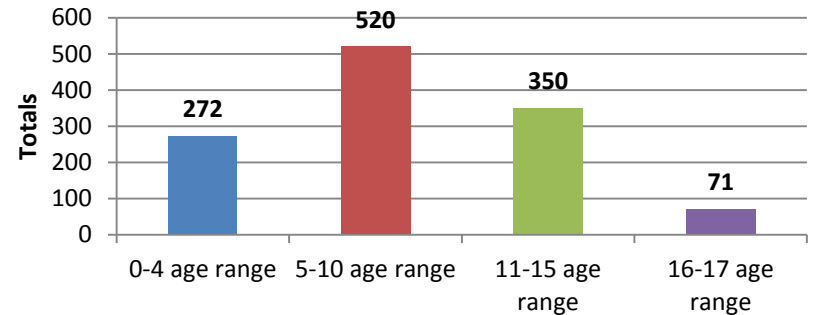
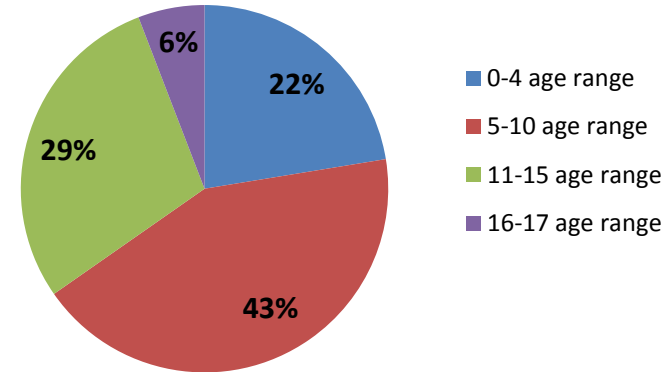
How much did we do?

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



	0-4 age range	5-10 age range	11-15 age range	16-17 age range	Parent under 18 years
Q1	90	196	116	18	0
Q2	47	83	53	10	0
Q3	76	125	78	17	0
Q4	59	116	103	26	0

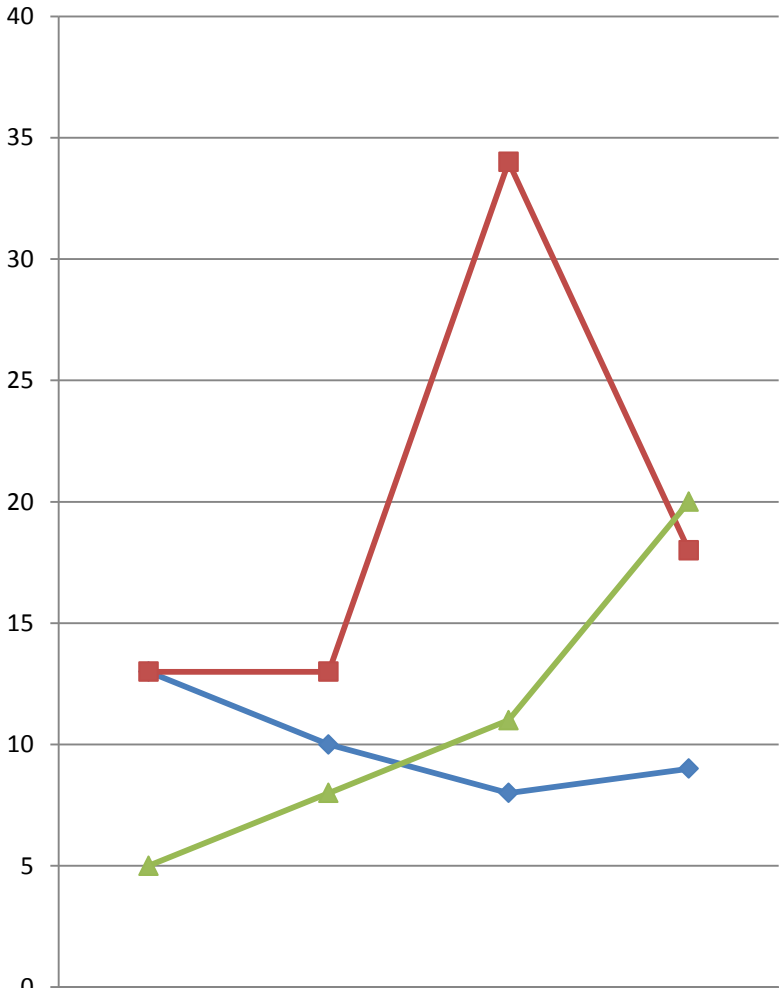
% of Children Referred by Age Profile



The 5-10 age range has been consistently the highest group referred in the Western area at 43% followed by the 11-15 age group at 29%. The 0-4 age group has increased to 22% from 17% in 2015/16.

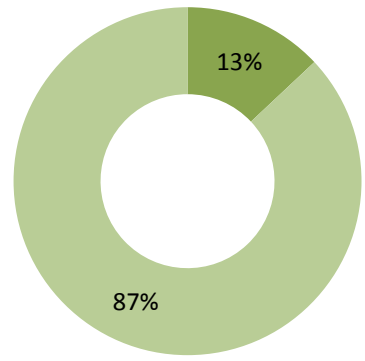
How much did we do cont'd....?

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

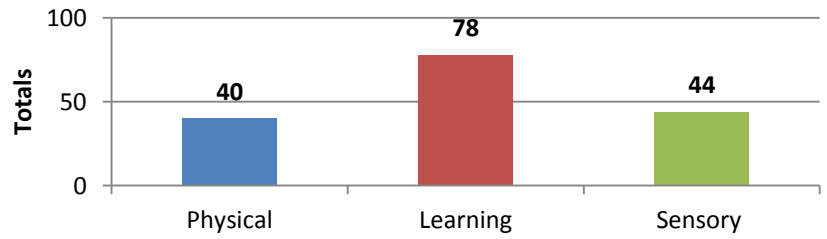


Physical	13	10	8	9
Learning	13	13	34	18
Sensory	5	8	11	20

Children Referred with a Disability 2016/17



Children with a Disability = 162(13%) of the Total Children Referred = 1213 has a Disability.

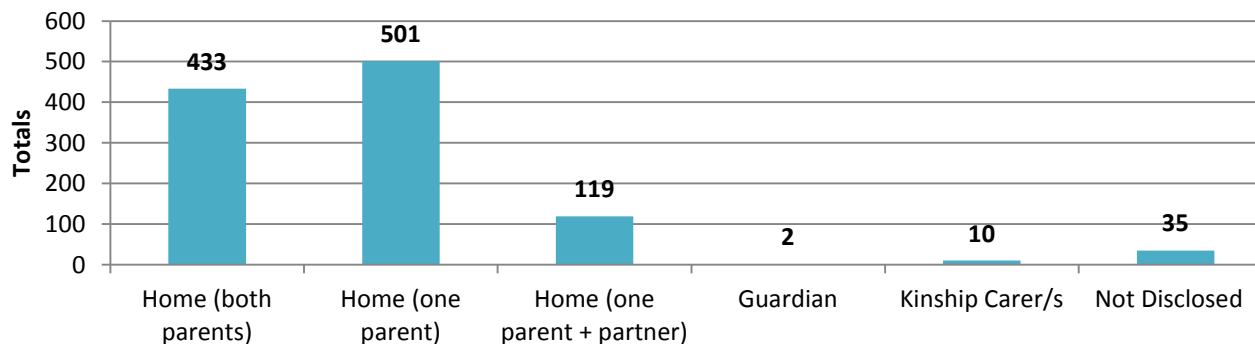
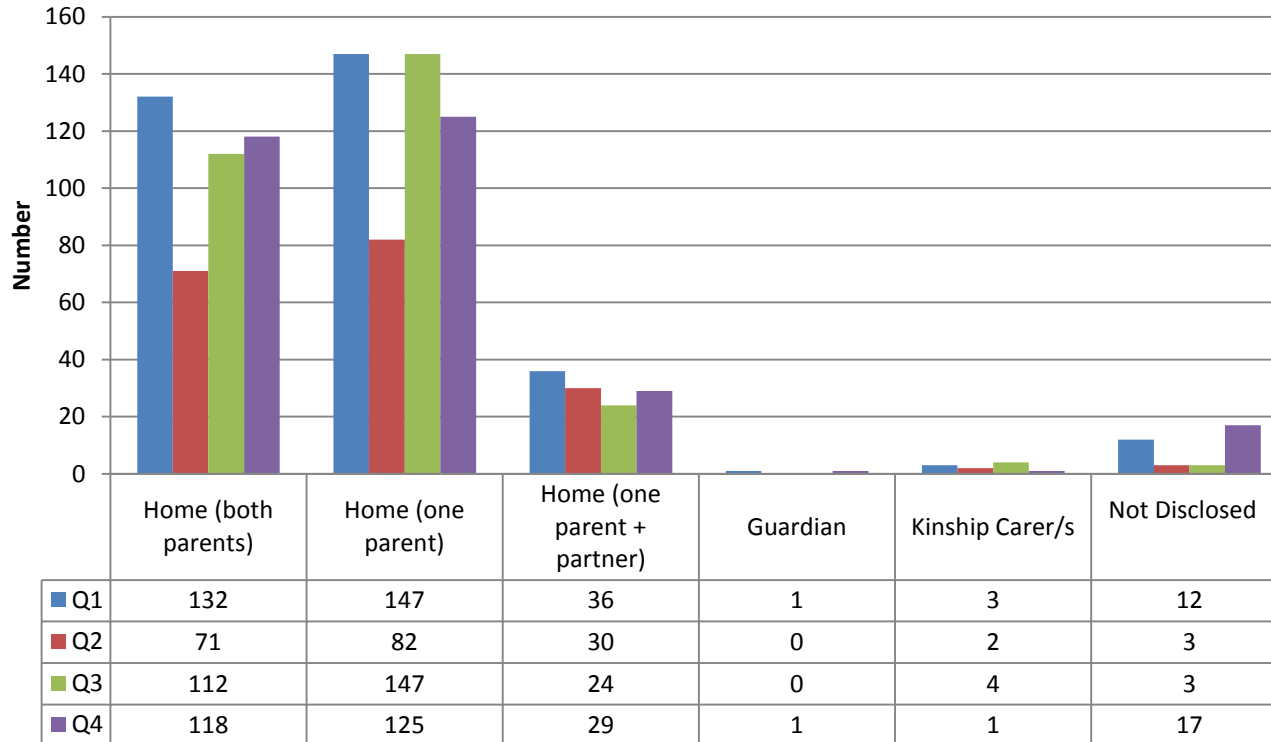


Learning disability had the highest number of referrals in each quarter, until Q4 when **Sensory Disability** had slightly higher.



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

Performance Measure 4: Household Composition - 2016/17

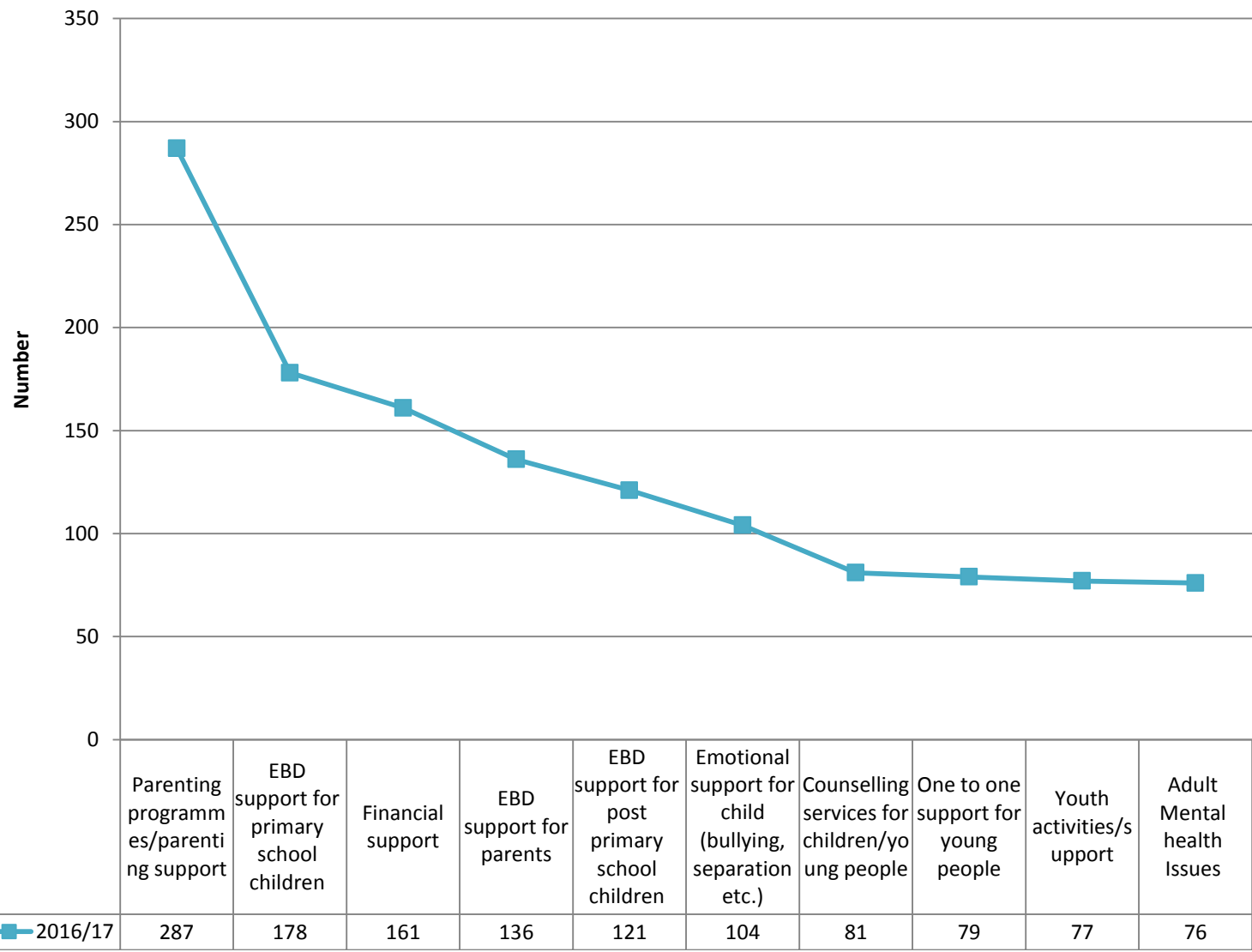


The largest group referred are **lone parents** which has a slight decrease from **543** in 2015-16 to **501** in 2016-17. There were larger increases in home both parents up from **297** to **433** and one parent and partner from **106** to **119**. Guardians decreased from **4** to **2** and kinship referrals stayed the same at **10**.

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

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

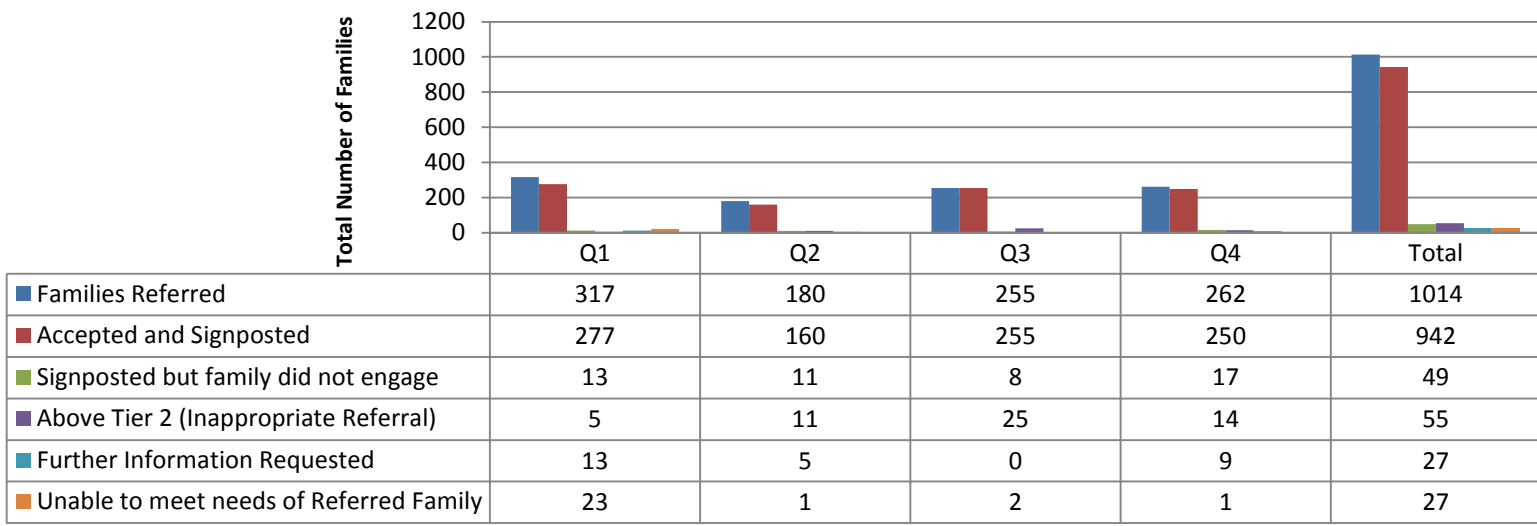
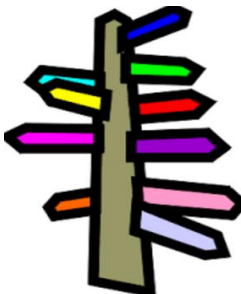
2016/17



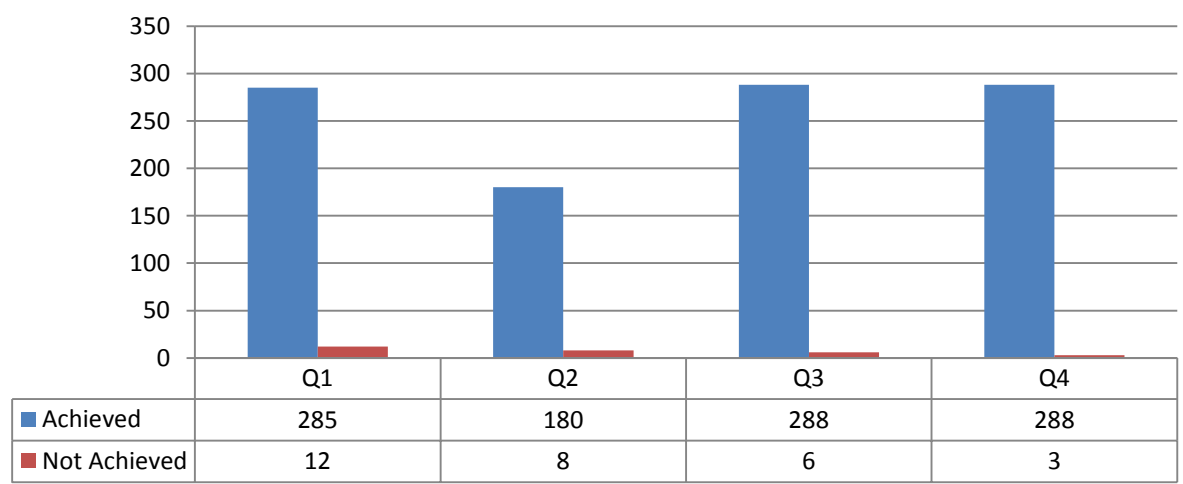
The main presenting reason in 2016/17 for referral was **parenting programmes / parent support at 287** the same as in 2015/16. The second key reason for referring was **EBD support for primary school children at 178**. Requests for financial support has increased from **86 to 161** referrals in 2016/17. Referrals for EBD support for **parents and post primary school age children** were also key reasons for referral.

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



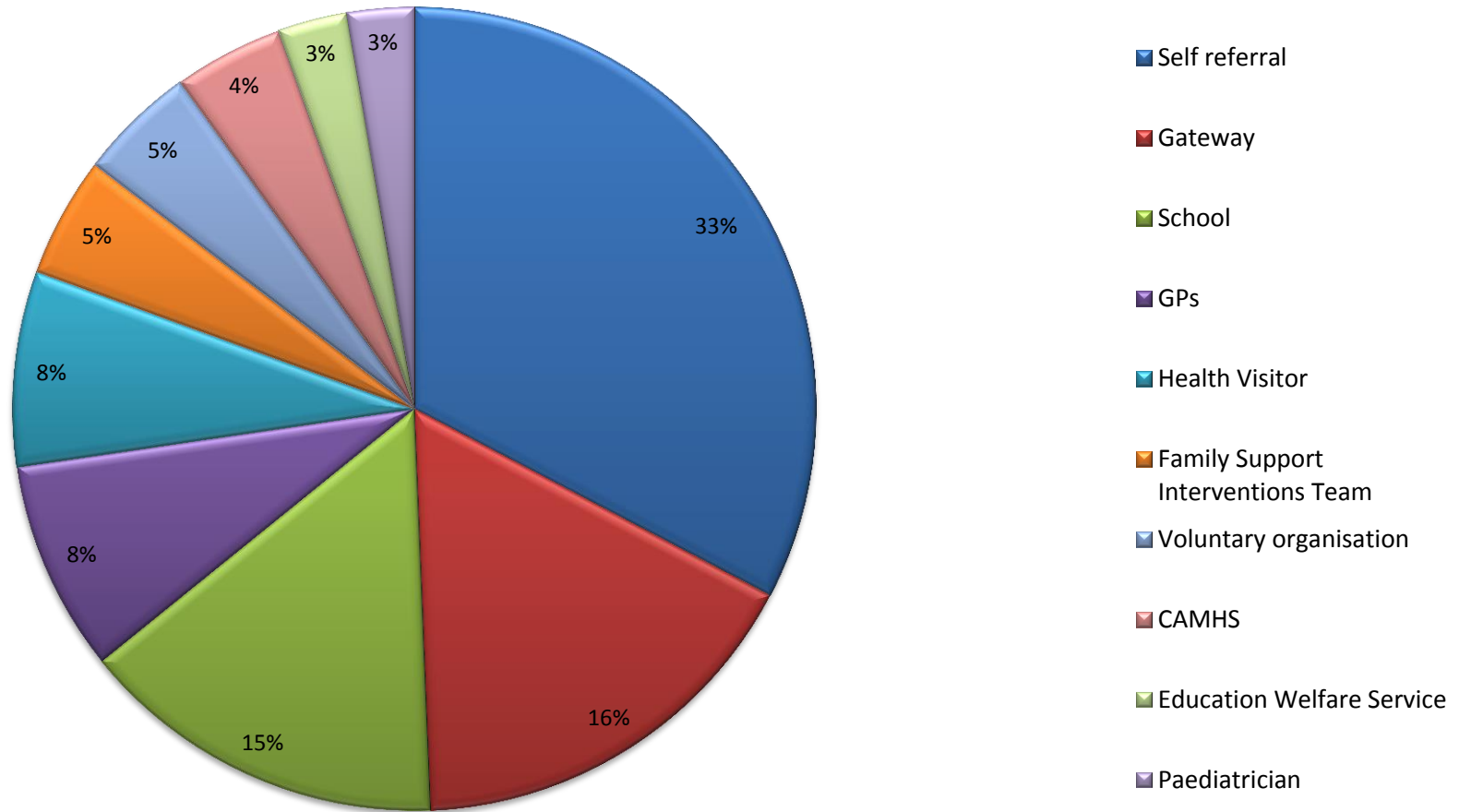
Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2016/17



The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5-8 weeks. **None** exceeded the maximum 8 weeks timescale within Western 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



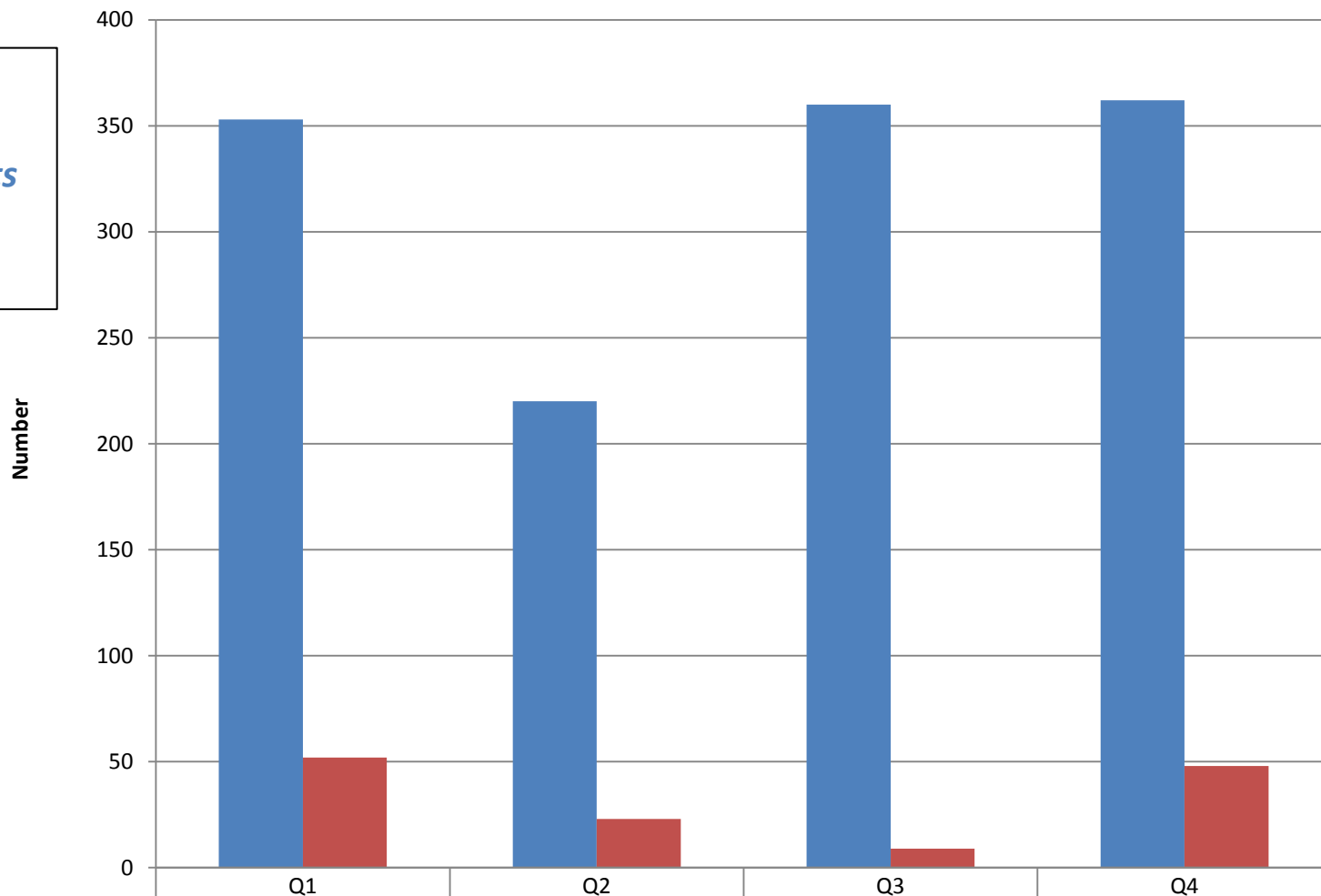
As in 2015/16 self referrals continue to be largest group with an increase from **22% to 33%** in 2016/17. This was followed by Gateway and School referrals at **16% and 15%** respectively similar to 2015/16.

GP referrals have increased from **7% to 8%** and Health Visitor referrals have increased from **5% to 8%** in 2016/17.

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 majority (90%) of children/parents took up the service offered.



■ Number of children/ parent referred on who took up the service offer	353	220	360	362
■ Number of children/ parent referred on who did not take up the service offer	52	23	9	48

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

Performance Measure 10: 10 Standards Fully 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 of the Hubs in the Western Outcomes Group area have implemented the 10 standards and continue to work on action plans within their Hubs to develop access to the range of early intervention supports available to families.

Family samples

Family A

Parents of 3 children , one adult and 2 younger children aged 11 and 1. Mother suffered from fibromyalgia and depression. The 11 year old was anxious and aggressive refusing to go to school and suffered from epilepsy and had autistic traits. The Hub referred the family for a benefit check and also they had the help of a Family Support Worker and a Schools Advocate to assist them with a range of issues including a referral to CAMHS. Mother received help from a Mental Health Worker.

Family B

Parents of a 12 year child suffering from anxiety referred themselves to the Hub. He was referred to a Project for individual support. They reported that they found the service flexible and the child was enjoying the support offered and making progress.

Family C

Lone parent referred by Gateway to the Hub for family support who has 2 teenage sons. She completed a Personal Development Course, Cook It Programme, Parenting Course and the sons received support from a Project working with young people experiencing problems at school.