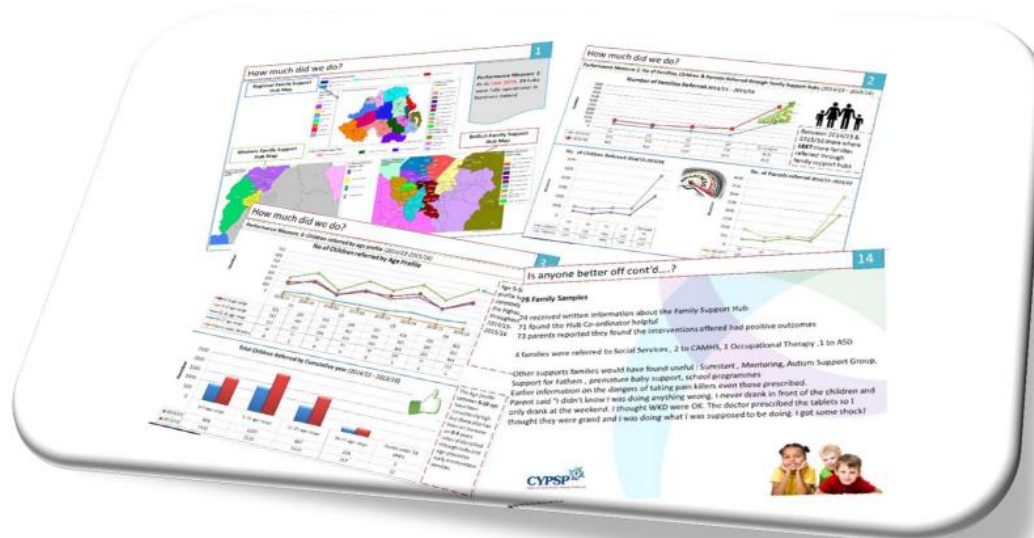


Northern Ireland Family Support Hubs Core Members Interagency Survey Report Card 2017/18



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 680 organisations. This approach to early intervention relies on strong collaborative working relationships. The work of the Hubs demonstrates a high level of commitment and goodwill from host organisations, Trusts, partner organisations, core and associate 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 since we have continued to complete an annual core members survey. This report is a summary of those findings for 2018. 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.

In 2017/18 6681 families were referred to the hubs. This was an increase of 604 on the previous year.

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 www.familysupportni 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 years
- Live in the geographical patch covered by Hub
- Experiencing 'early onset of problems' that do not meet the criteria for 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 2018

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

- 680 Hub Network Members / Organisations Targeted
- Total 203 Responses



Increased number of organisations responding since 2015 however a slight decrease since the 2016 survey



Note:

The 2016 Family Support Hub Interagency Core Members survey was circulated to 587 core members. Core membership has increased by a further 107 organisations over the last year
The response rate as a whole number has decreased from 220 agencies completing the core members survey to 203 member agencies

Level of Response to Survey

Responses per Outcomes Area in 2018

Total questionnaire targeted audience:

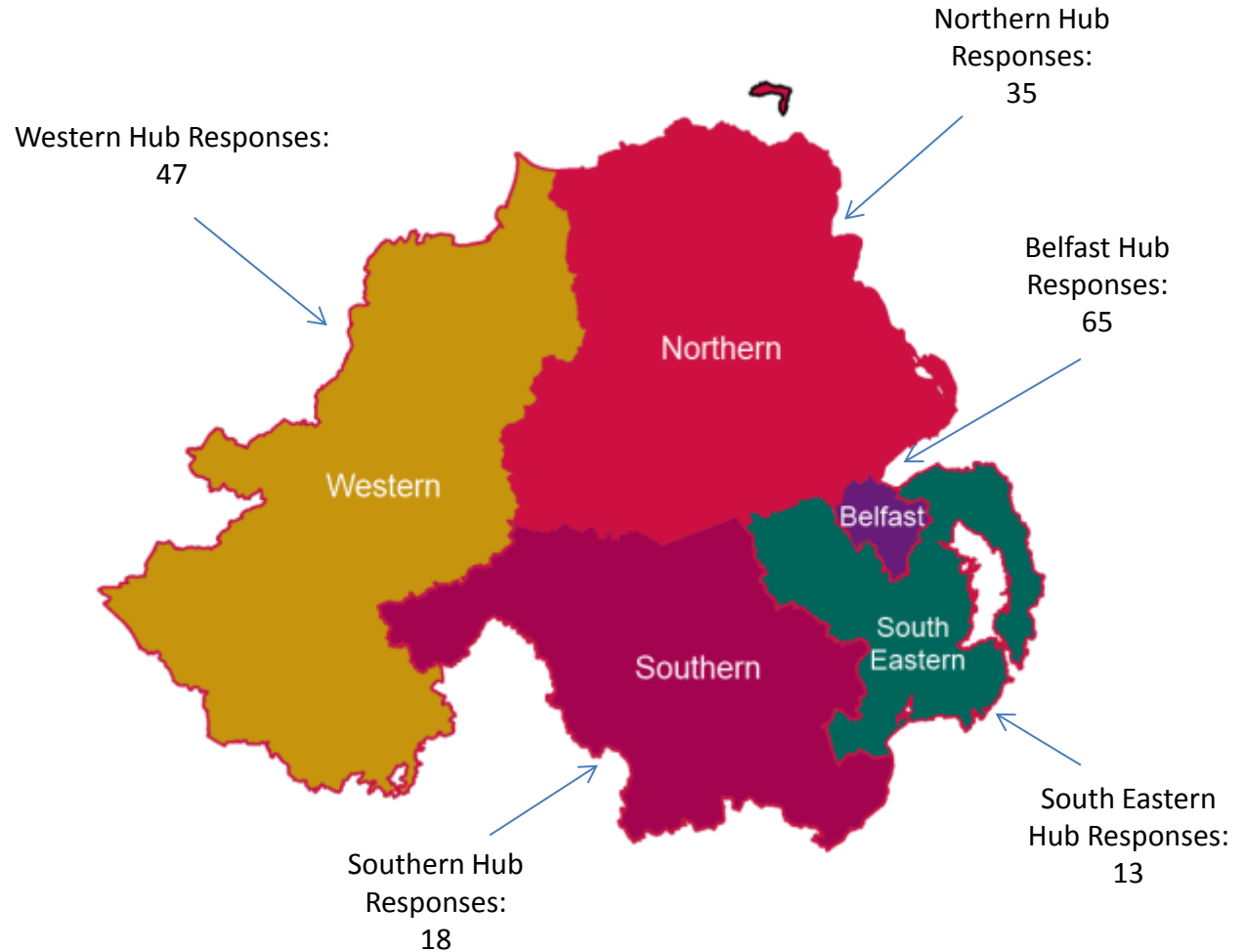
680 core hub members

Response rate by number:

203 members

Response by percentage:

30%



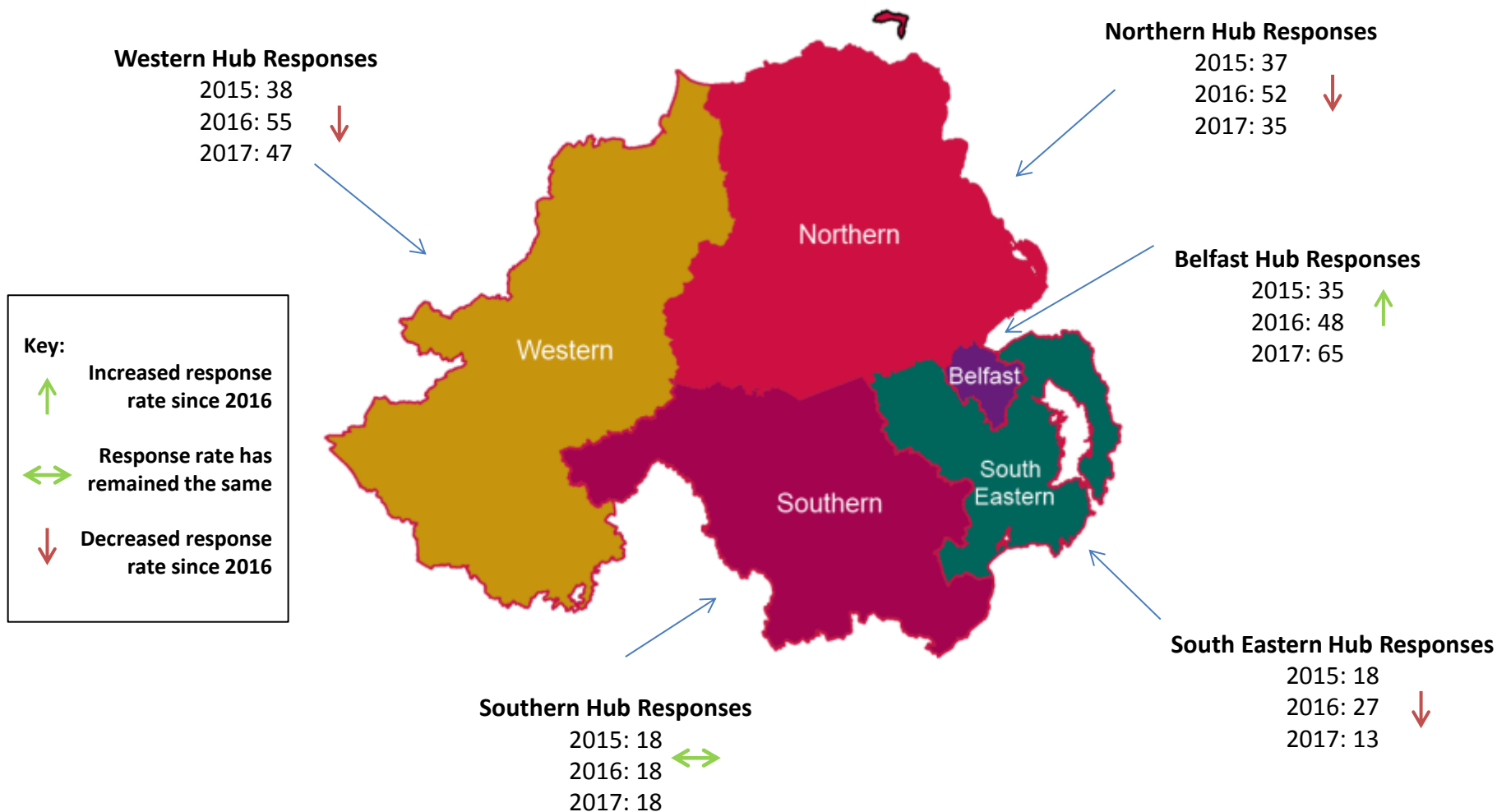
Total number of agencies that specified their hub location: 181 of 203 agencies

Responses that covered all hubs: 4

Hub location Unspecified: 22

Level of Response to Survey by Outcomes Group Area

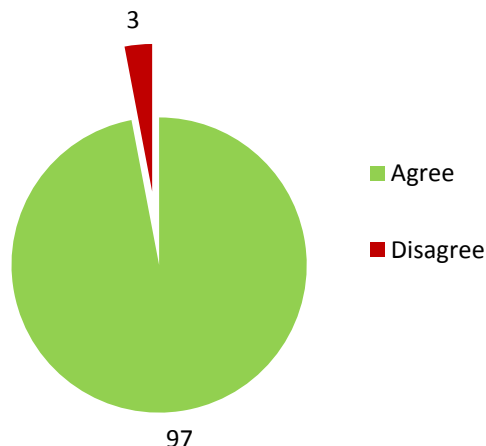
Responses per Outcomes Area – 2015-2017 Comparative...



Improving Awareness of Early Intervention Family Support

Service Provider Feedback

Increased focus on early intervention and prevention in your local area



Comments from service providers

- Children are referred into services much quicker. However with increased referrals and lack of funding waiting times can increase
- A great joined up opportunity to prevent children and families falling further in to crisis, it has been a great support to my colleagues, our clients and has deepened understanding with and between professionals, clients and community/voluntary sector staff
- All partners endeavour to work with an early intervention / prevention focus although this has been more difficulty due to the complexity of cases that are being referred

2016 comparative...

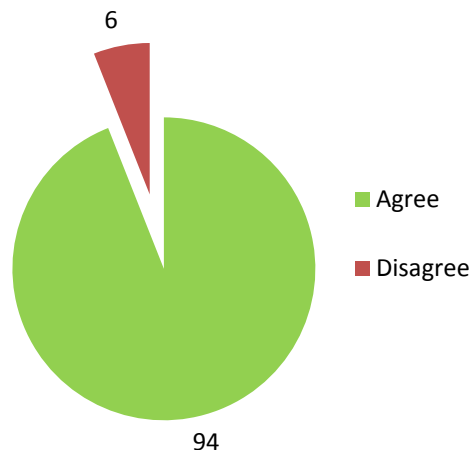
What does the data tell us?

The data has shown member organisations who responded to the survey believe there is an increased focus on early intervention in local areas to 97% up by 3% since the survey was completed in 2016

Improving Access to Family Support Services

Service Provider Feedback

Increased the use of all resources available for your local area



Comments from service providers

- It has enabled us to signpost and build our partnership network
- Has highlighted service provision gaps with the area, although hubs are both very proactive in finding services to fill these gaps through discussion at monthly meetings with hub members sharing knowledge
- I have had knowledge of and access to local resources such as stress reduction services, professional training, food banks, autism services etc. which I may not have become aware of if not part of the hub
- I find the meetings very helpful to hear what is going on in the community and bring back my team

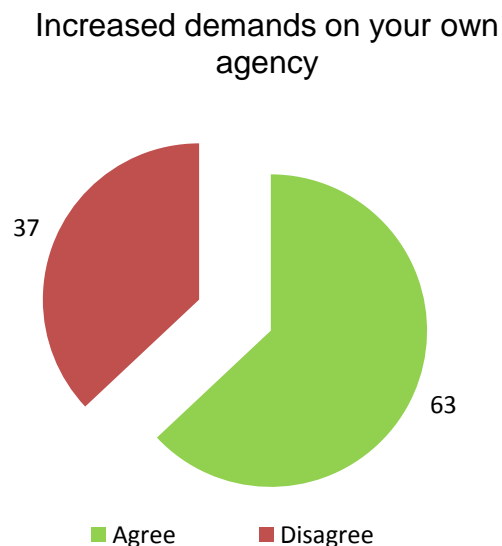
2016 comparative...

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 1% since the survey was completed in 2016

Improving coordination of Family Support Services

Selection of Service Provider Feedback



Comments from service providers

- There has been an increased demand on our agency due to the more people needing the service
- From an education perspective the Hub is an integral part of early intervention in the education system and in fact eases the burden on EWS
- Time demands on agencies have increased due to the volume of referrals being received to the hub. It is not always possible to attend hub meetings due to demand on delivery
- Yes, it has led to increased workload but this hasn't been matched with additional resources or funding

2016 comparative...

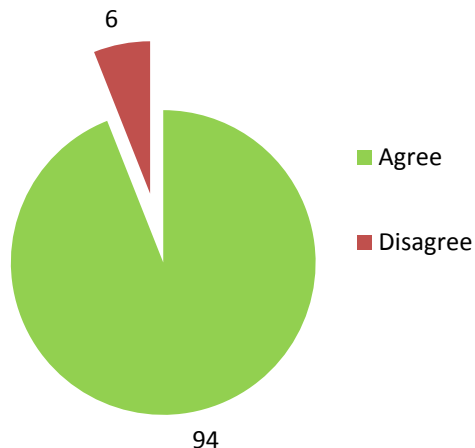
What does the data tell us?

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 2016

Assessing the Level of Unmet Need

Selection of Service Provider Feedback

Helped to identify the service gaps in your local area



Comments from service providers

- Gaps identified for ASD, LGBT, and mental health supports in the western trust area
- Hub is good at identifying gaps because they have an overall view of the resources in the area
- In the Fermanagh Family Support Hub we have identified gaps and have applied for funding to meet this need
- The HUB helps to identify gaps associated with services available for particular age ranges and types of community based support services

2016 comparative...

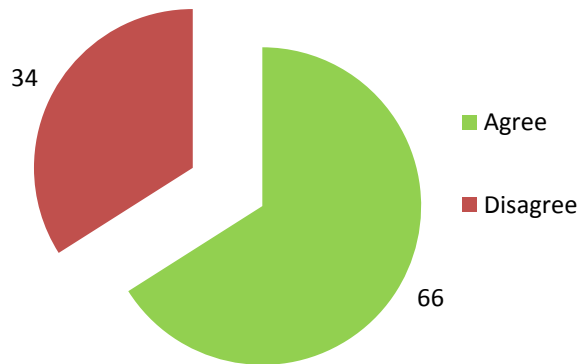
What does the data tell us?

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 2016.

Improved Awareness of Family Support Services

Selection of Service Provider Feedback

Increased demand on your service to support interagency cooperation and collaboration



Comments from service providers

- This is a partnership project and so co-operation and collaboration is central to what we do everyday. Hub enhances that practice
- Our agency are privileged to be involved and enjoy the element of collaboration and partnership working. I feel we offer support in a time where all our resources are limited, funding is scarce and we need to know others are there
- There has historically been an openness and willingness to support interagency work within the hub area. However the fact that the trust is key driver in the process has strengthened some statutory bodies willingness to engage in interagency work

2016 comparative...

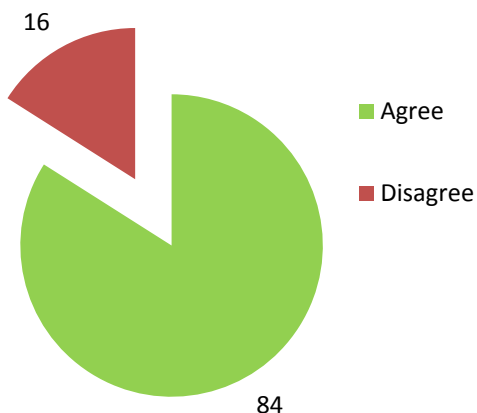
What does the data tell us?

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 increased by 9% since the 2016 survey to 66% in 2018.

Assessing the Level of Unmet Need

Selection of Service Provider Feedback

Greater involvement of service users and the wider community in addressing family support needs



Comments from service providers

- It's been difficult to have service users involved. (perhaps some thought needed on how this can be achieved) Although the awareness of need has been heightened
- The number of self referrals into the Ards & North Down Hub has increased significantly - I believe this is because of a growing awareness of the Hub, what it can offer and families seeking the support they feel their family needs.
- The model of the hub allows for empowerment and ownership for families and communities. It gives choice and opportunities to families to drive the agenda for change within their family rather than the statutory model of top down intervention

2016 comparative...

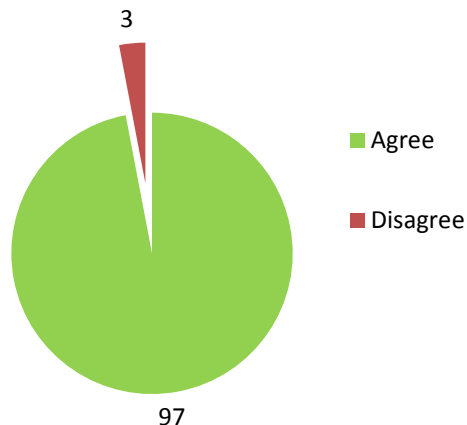
What does the data tell us?

The data has shown service providers who responded to the survey believe there has been a 2% 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 2016.

Improving Coordination of Early Intervention Family Support

Selection of Service Provider Feedback

Enhanced knowledge and understanding of other workers roles



Comments from service providers

- On a monthly basis I am speaking with professionals from the voluntary and statutory sectors that I may not be in regular contact with and it allows me to keep updated on changing roles/services
- I now have a much better understanding of what organisations are providing what service. Also has provided the opportunity for relationship building.
- The hubs have brought value to the networking opportunities provided as it is challenging to keep up-to-date on new services in the local area due to capacity/ workload

2016 comparative...

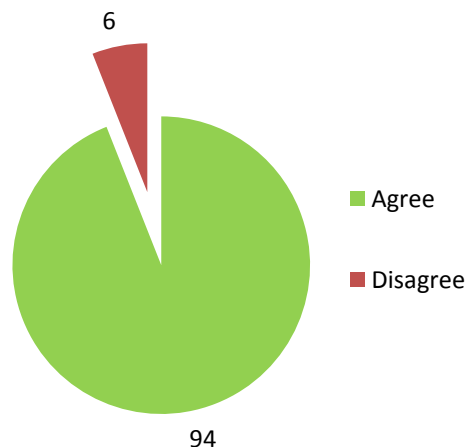
What does the data tell us?

The data has shown that 97% 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. This has been a decrease of 2% since the survey was completed in 2016.

Improving access to Family Support Services

Selection of Service Provider Feedback

Provided families with a more holistic approach to meeting their needs



Comments from service providers

- It is clear that Hub members strive for this approach. In practice various issues (some detailed in this response) can impact on how successfully this approach is achieved
- Lovely open and honest approach with the best interest of the child central to all the hubs endeavours
- This model enables a more holistic approach to meeting needs through, for example, not just looking at the 'behaviour' of the child but also the family circumstances and how that may be impacting, this then can enable a 'package' of support to go in utilising the variety of services available

2016 comparative...

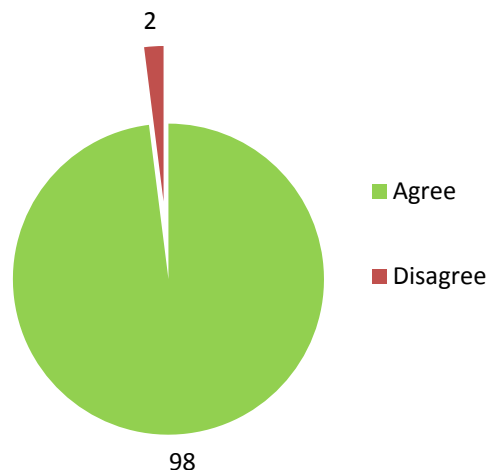
What does the data tell us?

94% 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 has decreased by 1% since the survey was completed in 2016..

Improving Access to Family Support Services

Selection of Service Provider Feedback

Increased likelihood of improved outcomes for children and families



Comments from service providers

- Absolutely. As a school we are already seeing the difference that the directing towards appropriate services has made to our pupils and their families
- Definitely as resources are being put to better use
- Yes I have seen this with first hand experience
- I think the outcomes measured through the outcomes star / evaluations of services speak for themselves
- Families are referred to the most appropriate service at an earlier stage thus allowing for potential for better outcomes

2016 comparative...

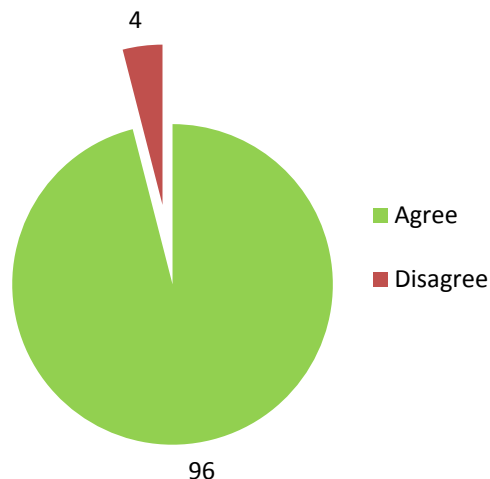
What does the data tell us?

The data has shown that member organisations believe there is an increased likelihood of improved outcomes for children and families. Since completing the survey in 2016 there has been an increase of 4% in the number of member agencies who believe the hubs provide an increased likelihood of improved outcomes for children and families.

Improving Access to Family Support Services

Selection of Service Provider Feedback

Greater understanding of the needs of children and families



Comments from service providers

- In addition to enabling better communication processes the Hub also, via the referrals received, enables Hub members to be aware of the needs identified at referral for children and their families
- It has helped to identify the commonalities within the work that we all do as well as identifying the needs within the area
- Highlights the complexity of need places focus on the specific need within the local area. The information helps to inform the direction of our work

2016 comparative...

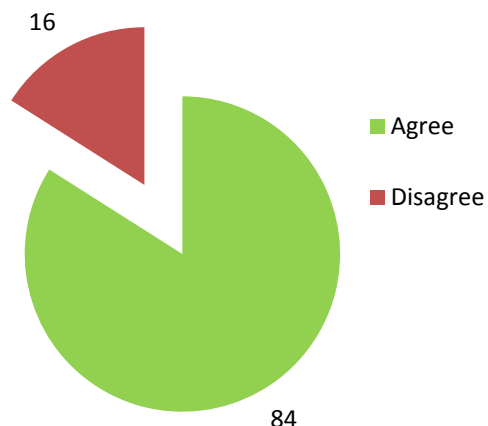
What does the data tell us?

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 by 10% since the survey was completed in 2016.

Improving coordination

Selection of Service Provider Feedback

Reduction in the likelihood of duplication of service provision in local area



Comments from service providers

- One of the advantages of the Hubs is having so many varied organisations sitting at the one table. This allows for a more effective distribution of work
- The hubs highlight the need in some cases for there to be more than one service provider for a similar service. E.g. home support or counselling. It is clear to see through waiting lists that there is an need for multiple agencies otherwise the hubs would become less efficient.
- Services within area are under pressure, some service duplication is necessary to cope with referrals that hub are receiving

2016 comparative...

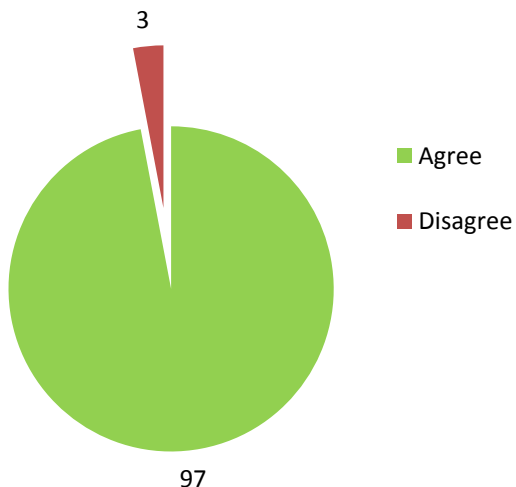
What does the data tell us?

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 2016. The number of hub members who agreed with this statement has increased by 8% since last year showing a marked improvement in coordination and communication across services through the family support hubs.

Improving access to family Support Services

Selection of Service Provider Feedback

Increased knowledge of services available in the local area



Comments from service providers

- There are many valuable services in the area that I would not know existed if the Hub Network did not meet
- The Hub and associated CYPSP Locality Groups etc... helps to support more effective communication and interagency working. It allows us to keep up to date on current services, gaps in service, unmet needs etc.
- I had a good knowledge of the services available before, but being part of the hub has really expanded this and kept me up to date

2016 comparative...

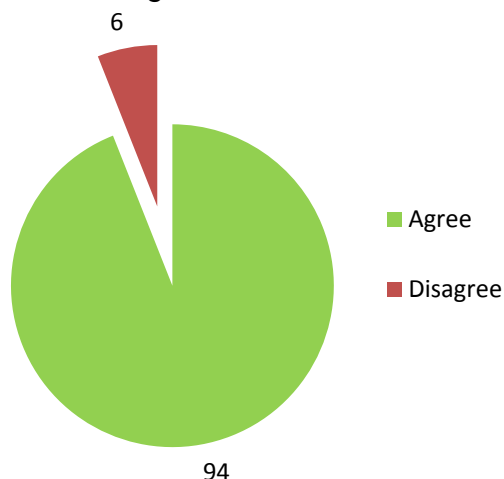
What does the data tell us?

97% of hub members who responded to the survey believe that they have had an increased knowledge of services available in the local area. It was felt that the associated links between the family support hubs and locality planning groups have helped strengthen relationships between the network of support services. The shortage of specialist services in particular areas have been adding pressure to waiting lists for some hubs.

Improving Coordination

Selection of Service Provider Feedback

Improved information sharing, communication and trust across the organisations



Comments from service providers

- Yes through our Hub Networking meeting updates & guest speakers, connections made between members at these meetings, and hub mailing list information sharing
- Improved communication across family support agencies has helped to build and strengthen working relationships
- I think it has brought other services together who previously didn't work closely together and that has been a really positive thing
- For the most part organisations work well together, however some organisations do dominate and find it very difficult to co-operate and share resources

2016 comparative...

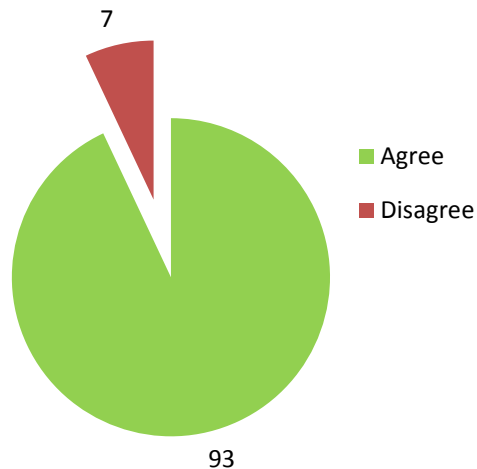
What does the data tell us?

Hub members who responded to the survey have reported improved information sharing, communication and trust across organisations over the last year. In 2016, 93% of core members reported improved information sharing, communication and trust. This has increased by 1% to 94% since the survey was completed last year.

Hub Members Feedback

Selection of Service Provider Feedback

Increased personal satisfaction in providing a service to families within a wider network



Comments from service providers

- The personal satisfaction comes from the fact that we support vulnerable families regardless of where they are referred from
- I am now more confident and aware of other services that can help me when dealing with family issues
- The difference the interventions have made to a number of my families is incredibly satisfying. This is undoubtedly the way ahead where all agencies work together towards a common goal
- Absolutely, it has helped me with having that central point of referral to get support for those families that are outside of our remit

2016 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 2016, 90% of hub members indicated an increased personal satisfaction. Since the survey was completed there has been a further increase of 3% personal satisfaction experienced by hub members in relation to providing a service to families through the family support hub wider network. All the additional feedback from members was positive in relation to this question.

Hub Members Feedback

Selection of Service Provider Feedback

- The Family Support Hub is vital in the Down area. We have less services available to families here. The FSH gives a focal point to direct families to services
- The family support hub has been helpful in addressing holistic needs of families and young people in the local area. In our agency we work closely with the family support hubs helping to support families within a community context
- Staff delivering the community hub meetings are very supportive approachable and helpful
- I believe strongly in the Family Support Hub Network. It has played a pivotal part in delivering services to those I work with and indeed beyond. Furthermore, it is a great hub to connect with other professionals, develop my knowledge and discuss emerging needs
- Hubs are very useful all round! great for networking and finding out what's available in the local area and more importantly families are benefiting
- Although the work load has increased in our organisation as a result of being associated with the Hubs in Belfast it has also been a positive learning experience and has connected our organisation with the community and the wider Belfast area and the multiagency work has been very beneficial
- I find being part of family support hubs is invaluable, the organisers are fantastic at sharing information between meetings and keeping everyone up to date with local services/changes to services
- The hub is run in a very professional manner and each agency contributes very effectively throughout the meetings. Families are allocated the appropriate agencies for support

Hub Members Feedback

Selection of Service Provider Feedback

- Difficulty when services have waiting lists and families have to wait/ lack of childcare to support parents to access services
- We work throughout the South Eastern HSC Trust area and both the North down and Ards and the Lisburn Hubs run really well and have helped developed better interagency working. we think the Hub is a powerful tool within EI and definitely supports better more holistic outcomes for families
- Excellent resource to assist families to obtain support in their local area
- The Family Support Hubs work hard to provide support and services- but they are stretched and often do not receive sufficient information from referrers. This can make it difficult to make the right decision on where to make an onward referral for support.
- A great forum /service which is very well administered by Phil and the Action for Children team - keep up the good work!
- The hubs are a great forum for integrated services but it is only the tip of the ice-berg. As always the hubs are under funded, making them limited.
- The Hubs have the potential to be an excellent vehicle. They are well established now and the method of working has been set up. It is now time to use this opportunity to invest in a far greater level of supports around families, especially those who are vulnerable of yo-yo-ing in and out of social services
- I think the multidisciplinary concept of the HUB is extremely beneficial in relation to accessing help/support services for families and children

Conclusion

In conclusion 680 Hub Network Members / Organisations were targeted in this survey and there were a total of 203 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 most of the questions about the impact of Family Support Hubs and in particular in reduction in duplication of services, personal satisfaction in providing services to families within a wider network 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 the further investment in the co-ordination role, which has now been secured, is a very welcome development. However the continued level of funding for early intervention services (some areas are reporting waiting lists) 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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