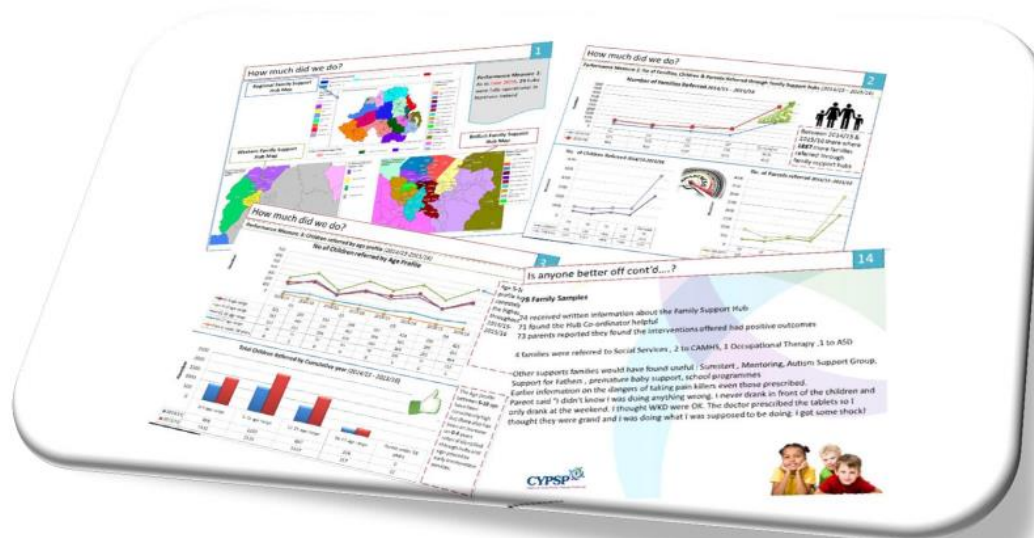


Northern Ireland Family Support Hubs Core Members Interagency Survey Report Card 2019



Introduction

The Family Support Hubs (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 672 Family Support Hub Core Members/Organisations**. This approach to early intervention relies on good 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 2019. Once again the member organisations have indicated that 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 2018/19 **7137** families were referred to the Hubs. This was an increase of 456 families on the previous year.

Definition of Family Support Hub

A Family Support Hub is a multi-agency network of statutory, community and voluntary organisations 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

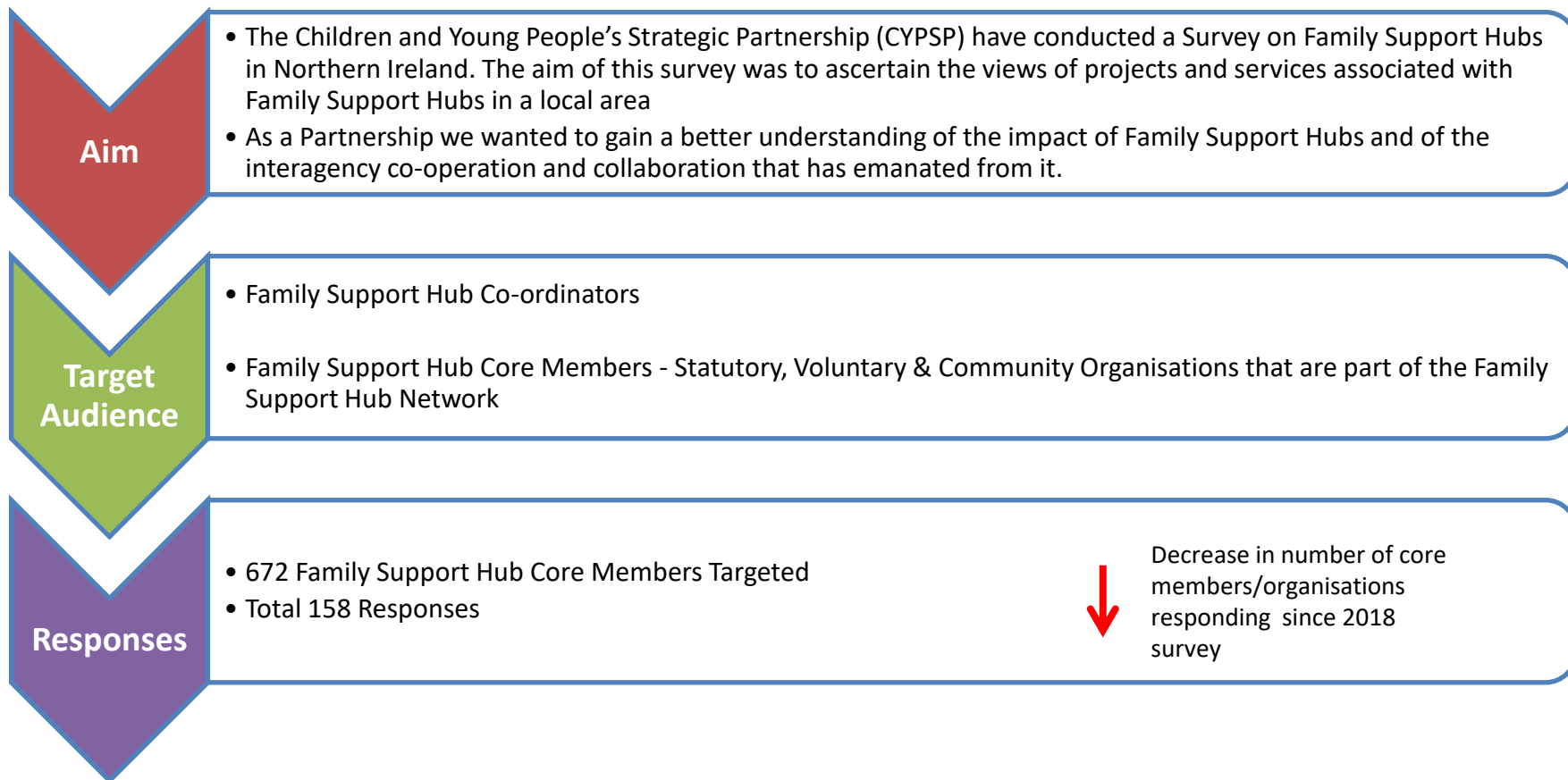
Access to Family Support Hubs

Access to a Hub is based on:

- Family with at least one child 0-18 years
- Live in 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 2019



Note:

The 2018 Family Support Hub Interagency Core Members survey was circulated to 680 core members. Core membership has decreased slightly by 8 members over the last year. The response rate as a whole number has decreased from 204 core members completing the core members survey in 2018 to 158 core members in 2019.

Level of Response to Survey

Responses per Outcomes Area in 2019

Total questionnaire targeted audience:

672 Family Support Hub Core Members

Response rate by number:

158 Family Support Hub Core Members

Response by percentage:

24%



Total number of respondents who specified their Hub location: 148 of 158

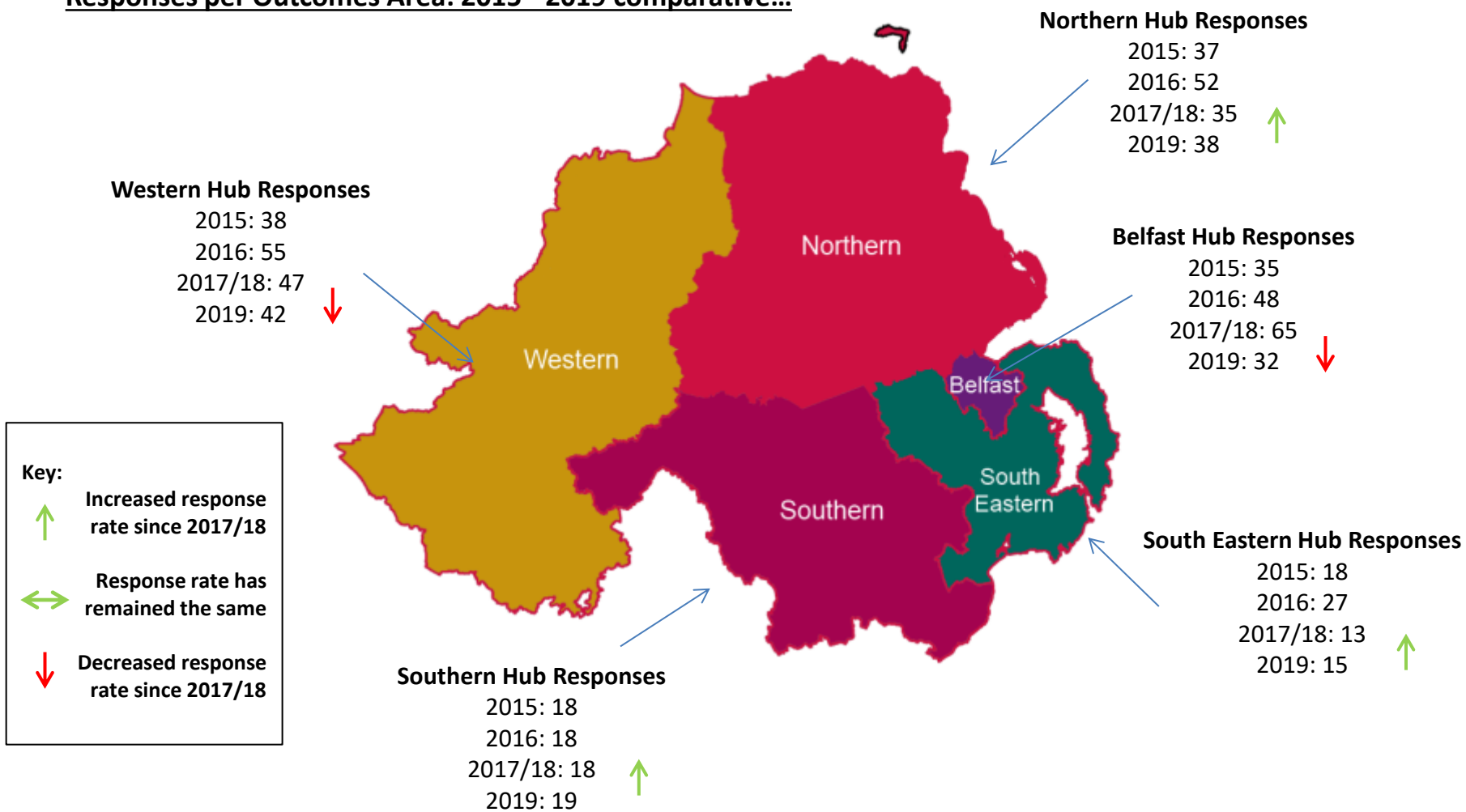
Responses that covered three Hubs: 2

(1 - Belfast/Northern/Southern & 1 - Belfast /Northern/South Eastern – these are not recorded on map above)

Hub location Unspecified: 10

Level of Response to Survey by Outcomes Group Area

Responses per Outcomes Area: 2015 - 2019 comparative...

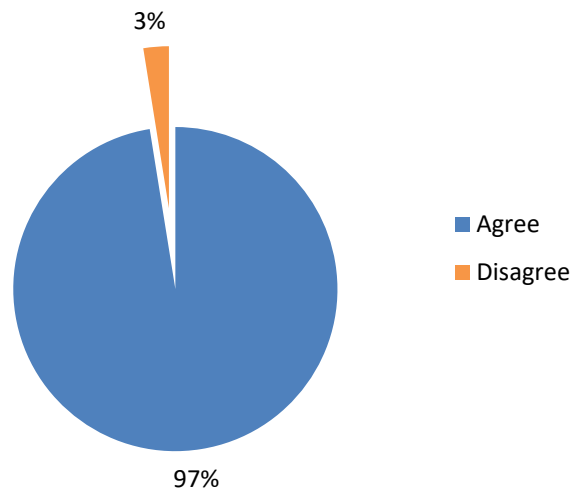


Note: Responses covering more than one Hub are not recorded on the map above

Improving Awareness of Early Intervention Family Support

Service Provider Feedback

Retained focus on early intervention and prevention in your local area



Comments from service providers

- Great joined up working and inter service networking and support
- Definitely, it is difficult to imagine the community landscape without family support hubs being an integral part of it
- Able to access support for parents who are struggling at home
- Yes, though due to waiting lists for services and some funding being withdrawn has made it difficult to get services that families need
- Listening to everyone around the table it is clear to hear that early intervention is key
- Has provided me with an insight into local need

2017/18 comparative...

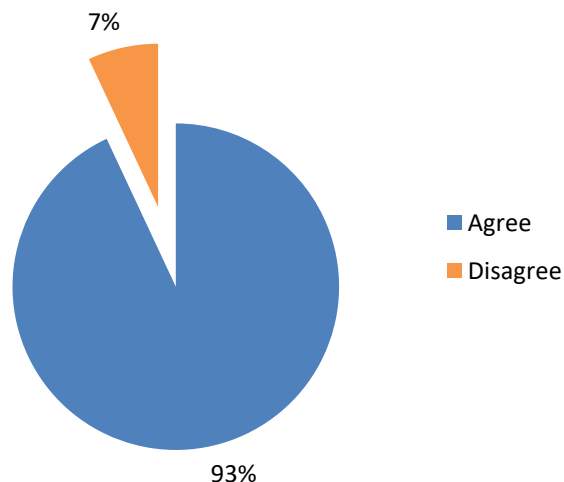
What does the data tell us?

The data has shown the member organisations who responded to the survey believe there is a retained focus on early intervention in local areas – 97%. This has remained the same since the survey was completed in 2017/18.

Improving Access to Family Support Services

Service Provider Feedback

Increased use of all resources available for your local area



Comments from service providers

- All members of the Hub are very good at sharing what is available in the local area. The Family Support Coordinator for the Hub has a wealth of knowledge on what is available as well
- There is not enough services for the need out there
- There is a need for greater resources, demand far exceeds the level of resources/services currently available
- I work in a very rural area , services through the Hub are coming into homes in my area and this has been invaluable
- Encourages closer co-operation and usage of existing assets

2017/18 comparative...

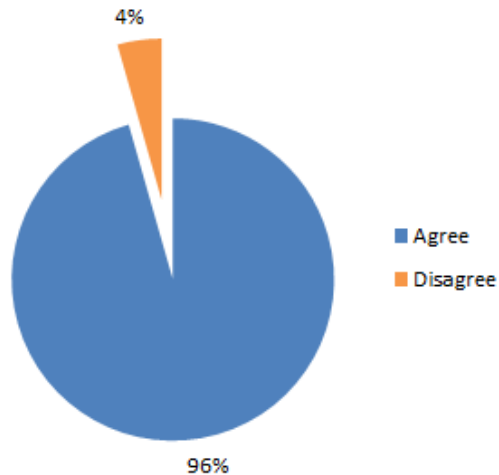
What does the data tell us?

The data has shown member organisations who responded to the survey believe there is an increased use of resources available in local areas. This has remained the same since the survey was completed in 2017/18

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

- The Hub Network is particularly good at this
- A single point allows for the identification of gaps and need
- We are monitoring service gaps at a locality level and feed this up to the Outcomes Group
- It is difficult to offer services if they are not established in the local community. The hub tries to offer what is available in the community and this can, on occasions be limited
- Yes gaps are fed into Locality Planning Groups

2017/18 comparative...

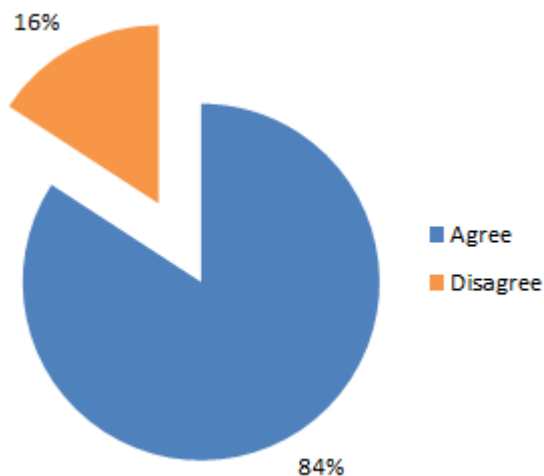
What does the data tell us?

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 2017/18.

Improving Coordination

Selection of Service Provider Feedback

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



Comments from service providers

- Absolutely, when a HUB is in operation then there is a clear plan in place for each case where need is identified and signposting is carried out accordingly
- As long as all service providers work together and all are aware of each other's role and responsibilities
- Encouraging cooperation and info exchange promotes the best use of assets ,reduces the risk of duplication
- In my view there can never be too many services but it has certainly helped to streamline services and ensure families receive for their needs at the right
- Organisations with similar services sit around the table but the demand is there for them all

2017/18 comparative...

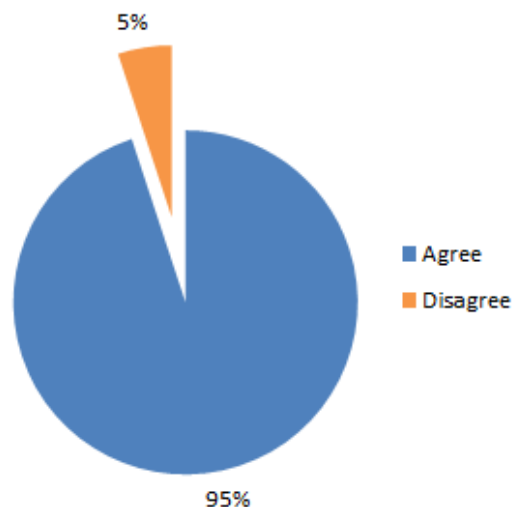
What does the data tell us?

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 2015. The number of hub members who agreed with this statement has remained the same since last year.

Improving Coordination

Selection of Service Provider Feedback

Best use of the range of service providers in your area



Comments from service providers

- A great mix from all sectors ensuring information is shared
- Excellent HUB coordinator who ensures that any new service provider is invited to HUB meeting to provide update on their service - a wide range of services attend all meetings. Discussion takes place re most appropriate service for case
- The Family Support Hubs acting as a central point and by bringing providers together has been beneficial.
- Hub makes very good use of services in the area
- But it has also shown there is a need for a need for additional services

2017/18 comparative...

What does the data tell us?

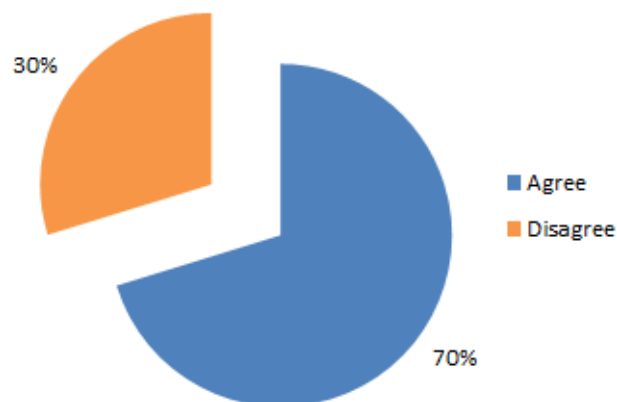
This question was not reported on in the 2017/18 survey.

The data has shown that majority of hub members who responded to the survey believe that the Hub Network makes the best use of the range of service providers in their area.

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

- Increased demand with respect to attendance at meetings and delivery of training, however this is mediated by time saving benefits with respect to signposting, lack of duplication of service, and enhanced joint working
- It is a demand on time but is usually beneficial
- Slightly by creation of required paperwork however it's worth it if families get the support required
- Yes, but this is a good demand as that is what we aim to do anyway

2017/18 comparative...

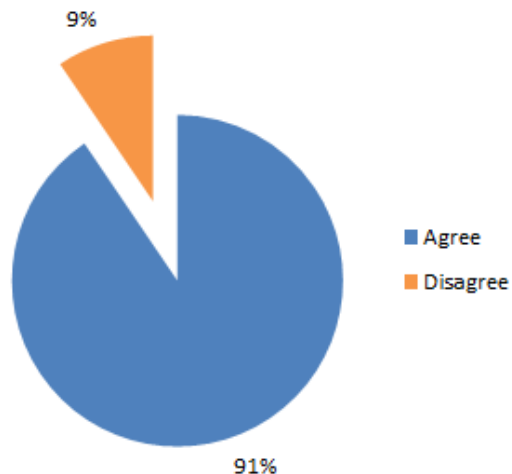
What does the data tell us?

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 4% since the 2017/18 survey to 70% in 2019.

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

- Although I am a new member, I can already see that there is keen interest in collaborating with service users
- By being a sharing information point it gives more people including families/service users, to participate in programs and events
- Families are increasingly aware of the Hub and often self refer
- Yes through feedback and evaluations
- The voices of families is heard through every member who feeds into the Hub ,as they bring the challenges families are facing to a forum which is listening. Also the fact families wish to self refer and re-refer themselves shows the Hubs are working
- Not enough of this is done

2017/18 comparative...

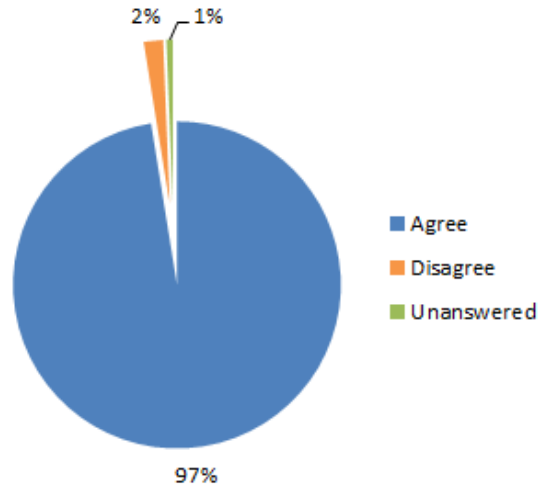
What does the data tell us?

The data has shown service providers who responded to the survey believe there has been a 7% 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 2017/18.

Improving Coordination of Early Intervention Family Support

Selection of Service Provider Feedback

Enhanced knowledge and understanding of other workers roles



Comments from service providers

- Completely agree, valuable information about the roles of other organisations that can be shared in my own work place to aid signposting and ensure appropriate referrals are made to the Hub
- Without the family support hub I would be unaware of what other services provide or what other services are out there
- Very useful to know what other organisations offer and their challenges
- Sometimes it is hard too keep up with the changing landscape of serviceshowever the Hub does its best to ensure new services attend to provide information to members which is very useful
- Provides a monthly opportunity to network softly

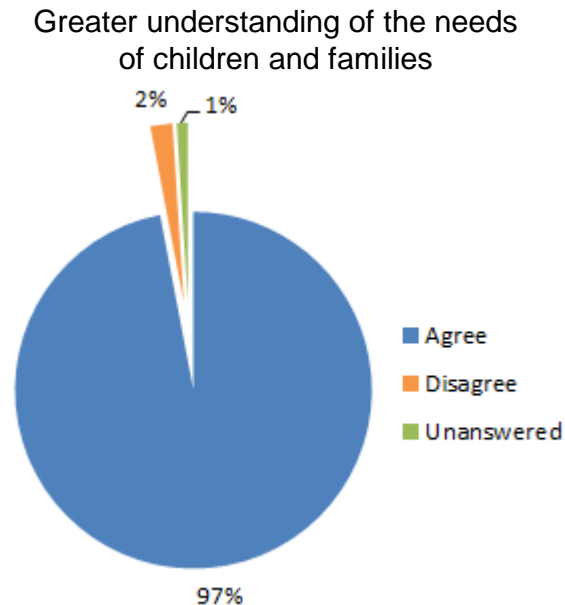
2017/18 comparative...

What does the data tell us?

The data has shown 97% of member organisations who responded to the survey believe being a member of a Hub has increased their knowledge and understanding of other workers roles by hub member organisations. This remains the same since the 2018/19 survey.

Improving Access to Family Support Services

Selection of Service Provider Feedback



Comments from service providers

- Enhanced my recognition of the essential importance of an early intervention, impact of ACE's
- Having been a member of a Hub and associate member of others for over 5 years there is a general acceptance that Hub referrals have become more complex and there is understanding the needs of children and families has increased
- This has been very positive for me as a manager. I feel more informed and able to discuss how best to offer supports for individual families
- Very helpful insights and understanding

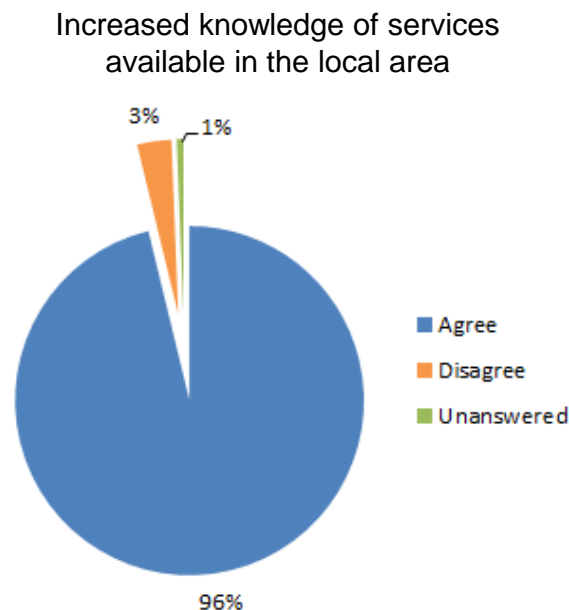
2017/18 comparative...

What does the data tell us?

The data has shown that member organisations who responded to the survey believe there is a slight increase in the understanding of the needs of children and families by using the Family Support Hub model of working of 1% since the survey was completed in 2017/18.

Improving Access to Family Support Services

Selection of Service Provider Feedback



Comments from service providers

- Undoubtedly - previously unaware of the extensive resources available
- Excellent opportunities for organisations to present what they are doing-share info re services
- Has enabled me to signpost volunteers and families to various services in the locality
- There were services I was not aware of prior to the Family Support Hub
- Excellent opportunities for organisations to present what they are doing -share info re services

2017/18 comparative...

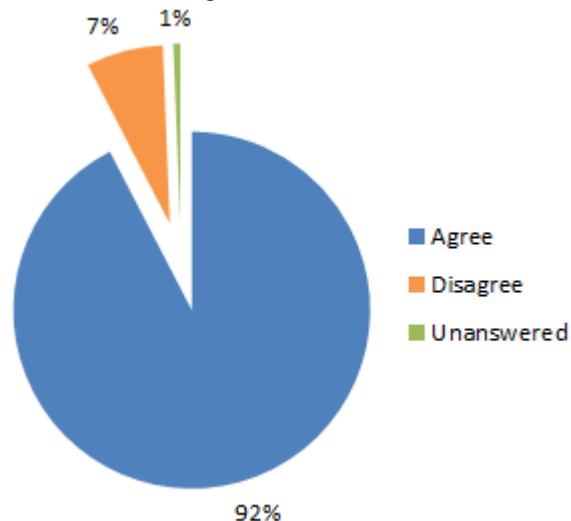
What does the data tell us?

96% of Hub members who responded to the survey believe that they have an increased knowledge of services available in the local area. This is a slight reduction of 1% since 2017/18.

Improving Coordination

Selection of Service Provider Feedback

Improved information sharing, communication and trust across the organisations



Comments from service providers

- I would say this is a key function that helps build inter agency cohesion
- My experience has been very positive regarding communication networks and forging effective working relationships and partnerships with colleagues
- I do agree but there are incidents when information sharing does not happen due to GDPR
- In an environment where GDPR and confidentiality can hinder our work the Hub is a wonderful example of how agencies can work together within the law to ensure the best holistic service for a family, one where they don't have to keep repeating their story over and over again

2017/18 comparative...

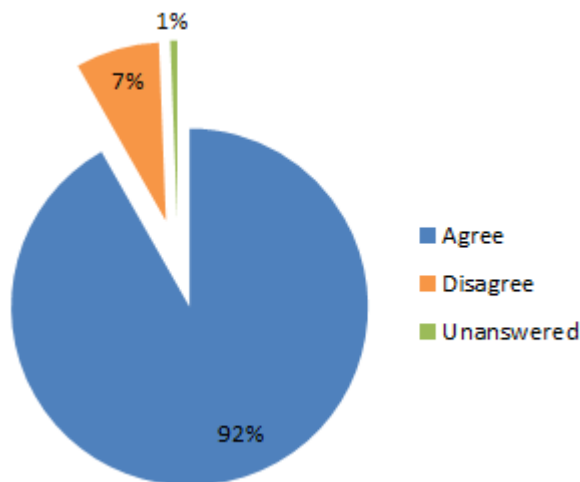
What does the data tell us?

Hub members who responded to the survey have reported improved information sharing, communication and trust across organisations over the last year. In 2017/18, 94% of core members reported improved information sharing, communication and trust. This has decreased slightly by 2% to 92% since the survey was completed last year.

Improving Coordination

Selection of Service Provider Feedback

Ensuring cooperation and collaboration across organisations in your local area



Comments from service providers

- The hub members work closely together to insure collaboration between services within the local area
- Yes absolutely and strengthens working relationships and communication between professionals
- Yes it means we are better equipped to collaborate on all Projects not just ones that are initiated through the Hub
- I would like to say agree but in the current funding climate organisations are still competing for scarce resources. They work together when work is targeted at individuals or families but when it comes to developing new services there is still reluctance if they will not be a major beneficiary

2017/18 comparative...

What does the data tell us?

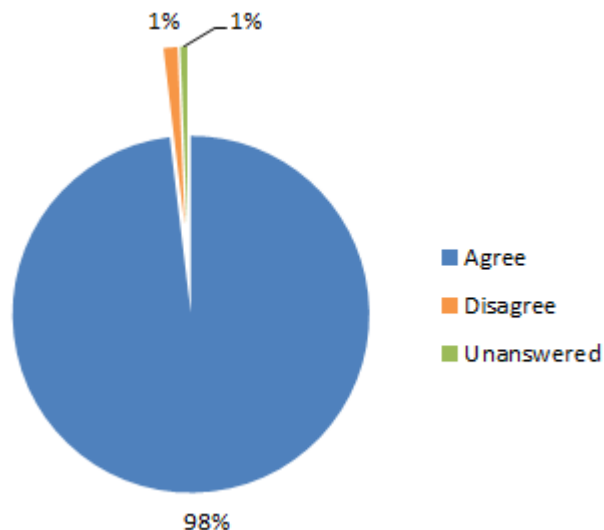
This question was not reported on in the 2017/18 survey.

The data has shown that majority of hub members who responded to the survey believe that being part of a Family Support Hub ensures cooperation and collaboration across organisations.

Improving Access to Family Support Services

Selection of Service Provider Feedback

Increased likelihood of improved outcomes for children and families



Comments from service providers

- Definitely as the support is provided at an early stage
- Yes, any way in which we can provide a better level of service for local families and children can only be a positive step
- We have helped children and families and feedback proves that the service received has had a positive impact on the child and the family
- Yes contributed but scarce resources limit the impact e.g. holiday hunger
- Don't know as no measured outcomes explored or known

2017/18 comparative...

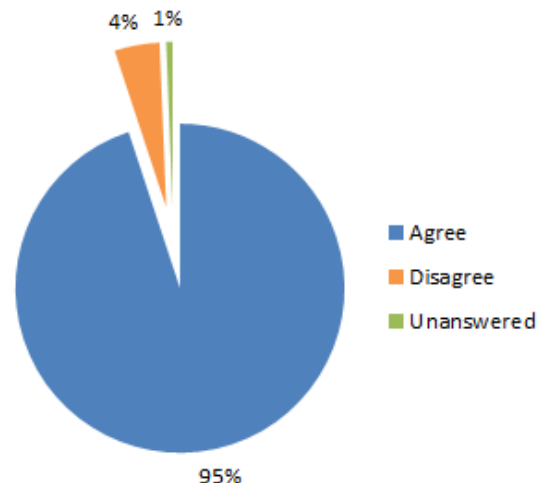
What does the data tell us?

The data has shown that member organisations believe there is an increased likelihood of improved outcomes for children and families. The percentage of members agencies who agree remains the same as in 2018/19.

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

- As an Organisation we have always worked in a holistic manner with families referred to our Project
- Hub network tries to provide some type of service even when the specific requested service is not available. Alternatives are offered.
- Most definitely, as it is non stigmatising, it does not intrude into family life and has become the fabric of the community
- Not always but this is due to lack of available services and 2nd/3rd tier services offering a more specialised support
- The Hubs are passionate about making positive changes for families. This support improves the outcomes for parents and children

2017/18 comparative...

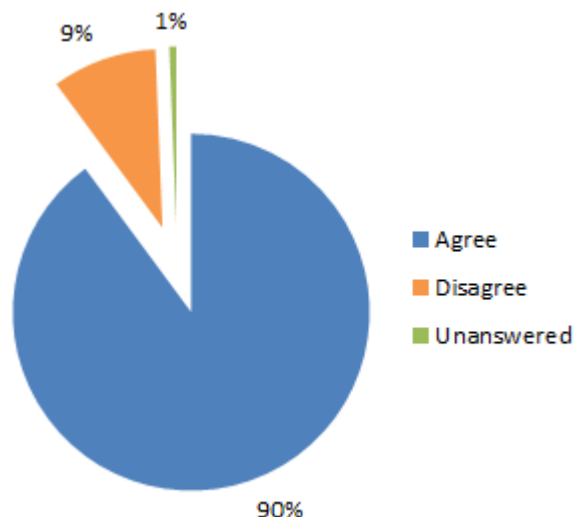
What does the data tell us?

95% 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 increased by 1% since the survey was completed in 2017/18.

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

- My work would be much more challenging without the Hubs
- Yes I feel satisfied that we are making a difference to those families most in need
- Yes, it continues to play a vital role in the ongoing success of our organisation
- It has in some ways increased my personal satisfaction in providing services to families however it often frustrates me as there is such a demand for services, children are presenting with more complex needs and there appears to be limited resources to address these needs

2017/18 comparative...

What does the data tell us?

The majority of 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 2017/18, 93% of hub members indicated an increased personal satisfaction thus there has been a decrease of 3% since core members completed the survey in 2017/18 .

Hub Members Feedback

Selection of Service Provider Feedback

“Having worked across both Hub areas before they were formed I can see the difference as can many other organisations who at the beginning would have been sceptical at the concept and are now fully committed to the Hub Network driving forward early intervention and prevention.” (Western Area)

“Discussions allow for allocation of the most appropriate service for a family at that time to support with the challenges faced. Practical common sense approach of core members acknowledges the reach and limitations of each service, thus identifying the most suitable supports. The Hub meeting is also an opportunity to learn about other resources/supports available.” (Southern Area)

“We are now able to meet each other at Hub meetings and form solid working relationships were the limited resource which everyone has can now be pooled together to provide a greater scale and spread. Very quickly new projects moving into the area can be supported to 'hit the ground running' from support and advice from established membership within the Hubs.” (Western Area)

“This has been a definite strength of the Hub, communities are now able to identify what services are needed within the area and groups may apply for funding to fill the gap and their application strengthened due to the data captured through the Hub.” (Belfast Area)

Hub Members Feedback

Selection of Service Provider Feedback

“Most definitely as now we are able to signpost and promote each others services as we have formed trusting relationships which respects each others individuality of what they are funded to do and their expertise at doing it. Members have an increased understanding of what others do and their remit.”
(Western Area)

“With limited resources and time allocated to staff it can, at times, be difficult to release staff to attend however, we strongly feel the benefits to the organisation and the community we provide services to. Therefore, the increased demand has its merits i.e. meeting other service providers, the provision of signposting to relevant services and so on.” (South Eastern Area)

“Yes, my knowledge would certainly have been more naive prior to my involvement, I thought I knew what families needed, now I feel we do know, we are able to meet the needs of families, what they need, not what we think they do”. (Southern Area)

“The Hub being the conduit has enabled more collaborative work to ensure families are receiving the most appropriate services and that in turn will continually improve outcomes but it would need to be acknowledged that its is the skilled professionals and organisations who achieve this.” (Northern Area)

“I definitely think so, many of our families have never heard of the hub or even our service when we first met, we are able to signpost to other supports in their community, meet their needs at an earlier stage thus preventing situations from escalating but more importantly providing parents with knowledge, confidence and skills to improve outcomes for their family.” (Southern Area)

Conclusion

In conclusion 672 Family Support Hub Core Members/Organisations were targeted in this survey and there were a total of 158 responses analysed.

Overall the feedback about the Family Support Hubs has been very positive.

For the majority of questions, the percentage of respondents in agreement has either increased slightly or remained the same since the survey was completed in 2017/18.

There has been a positive percentage increase in most of the questions about the impact of Family Support Hubs and in particular in increased demand, service user involvement, understanding the needs of families, having a more holistic approach 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.

It is the intention of CYPSP to complete this survey again in 18 months time.

For further information about Family Support Hubs get in touch with:

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