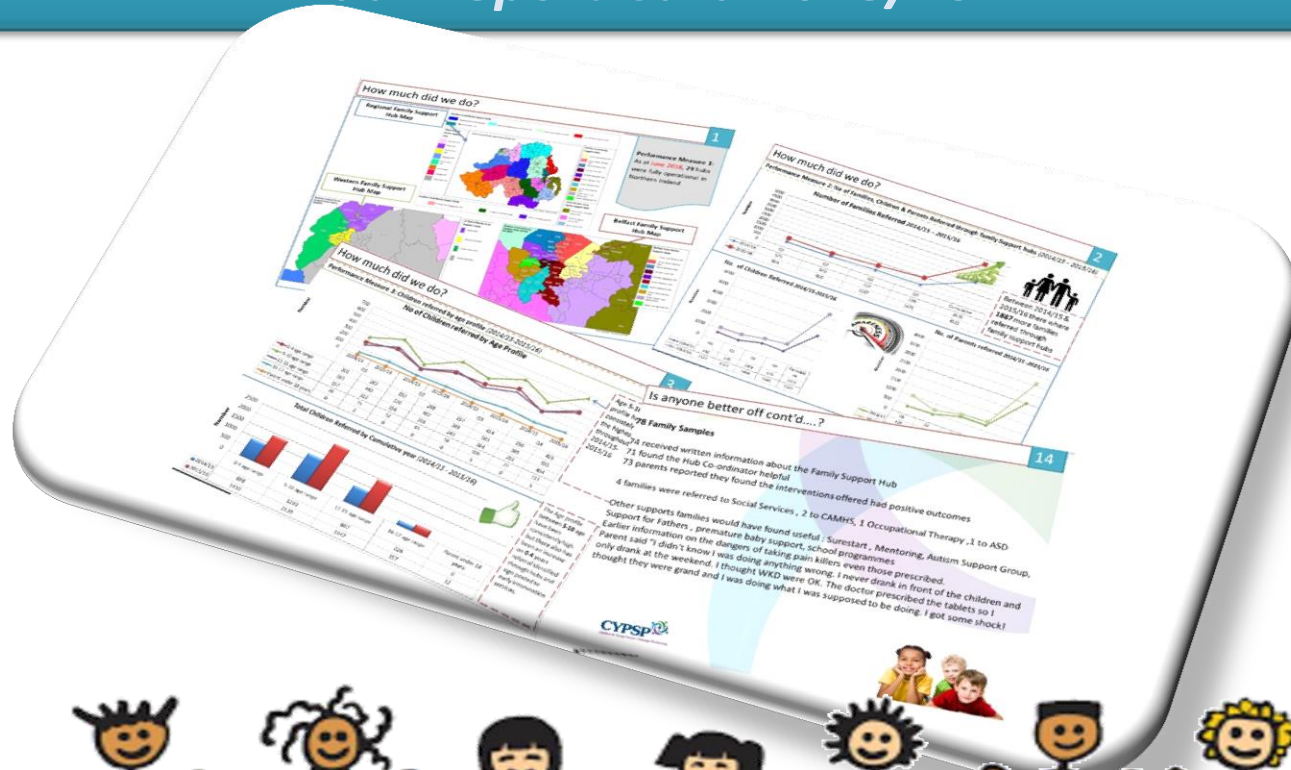


NHSCT Family Support Hubs Report Card

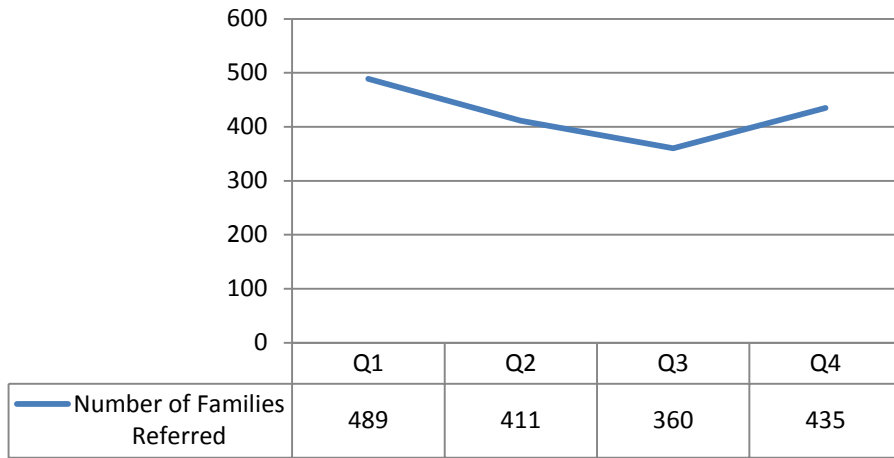
Annual Report Card 2018/19



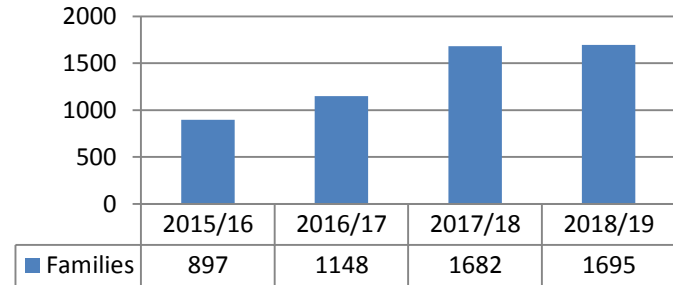
How much did we do?

Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2018/19

No. of Families Referred - 2018/19

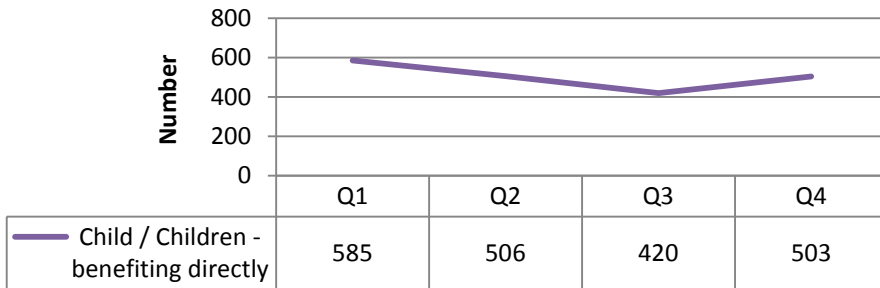


No. of Families Referred

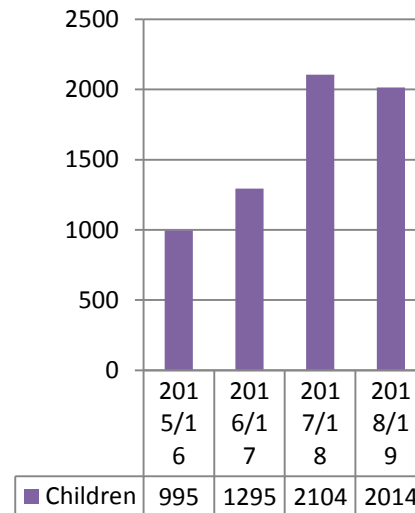


Throughout 2018/19 there were **1695** families referred through family support hubs . This was a slight increase from last years total of **1682** families.

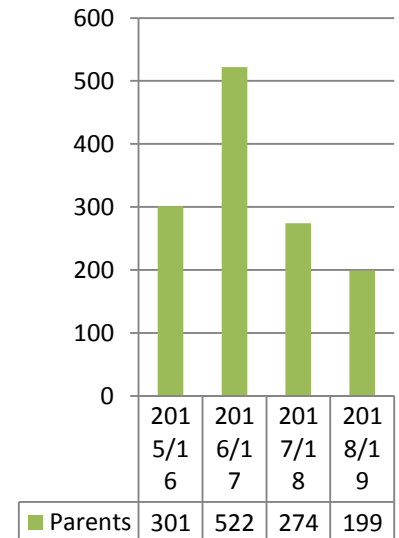
No. of Children Referred - 2018/19



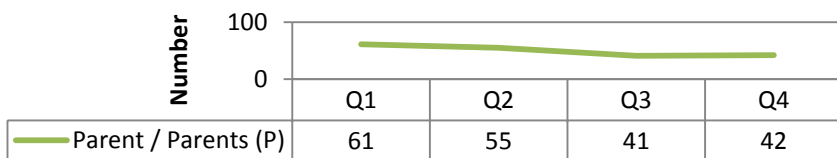
No. of Children Referred



No. of Parents Referred

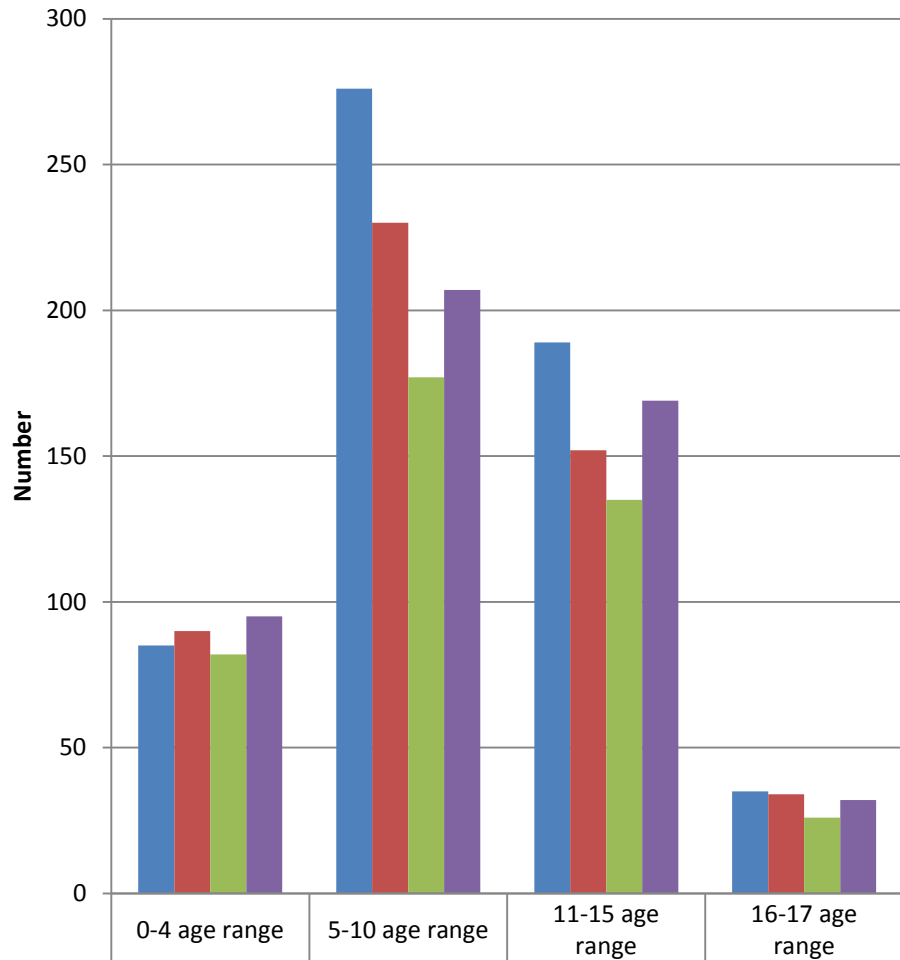


No. of Parents Referred - 2018/19



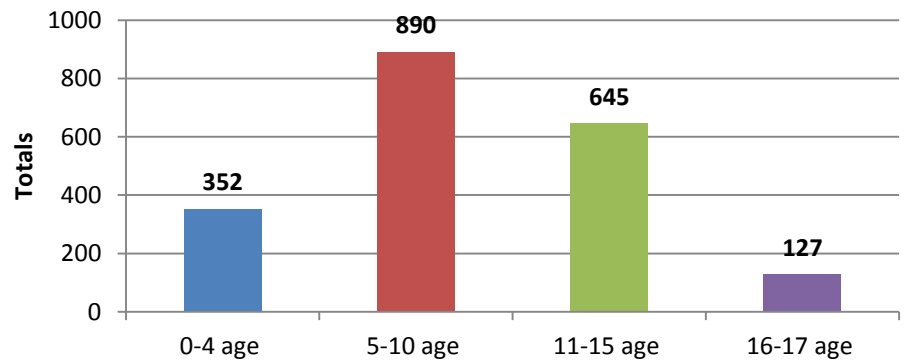
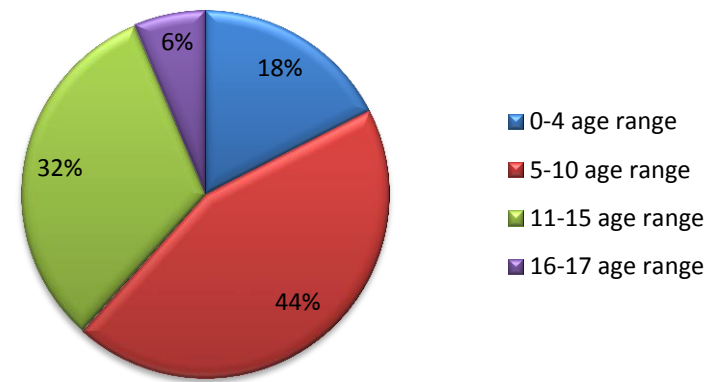
How much did we do?

Performance Measure 2: Children Referred by Age Profile 2018/19



| | | | | |
|------|----|-----|-----|----|
| ■ Q1 | 85 | 276 | 189 | 35 |
| ■ Q2 | 90 | 230 | 152 | 34 |
| ■ Q3 | 82 | 177 | 135 | 26 |
| ■ Q4 | 95 | 207 | 169 | 32 |

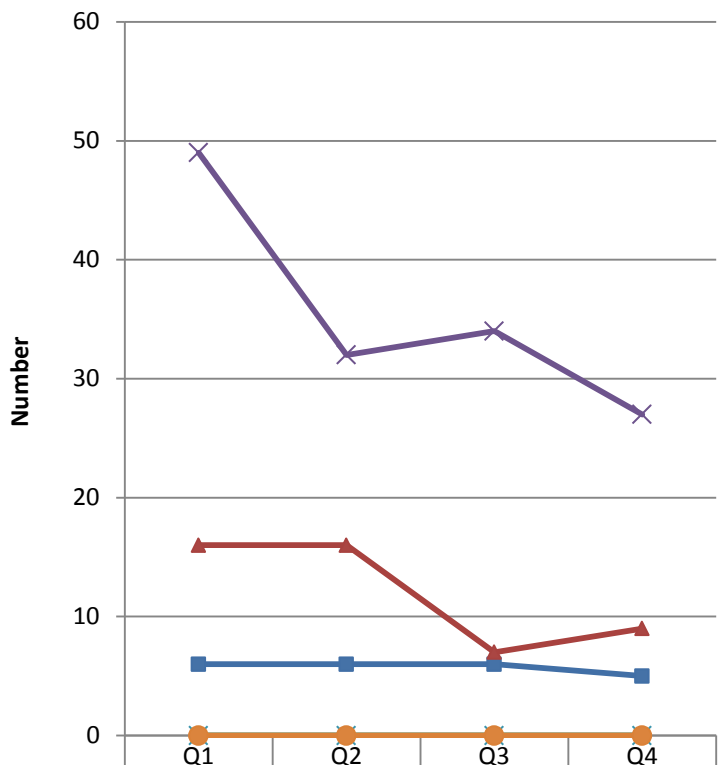
% Children Referred by Age Profile 2018/19



The **5-10** age range has consistently been the highest age group for referral throughout 2018/19, with 890 (44%) referred.

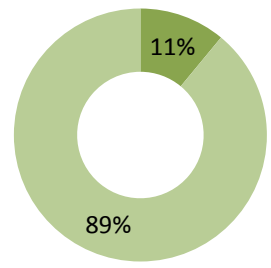
How much did we do cont'd....?

Performance Measure 3: Children with a Disability Referred - 2018/19

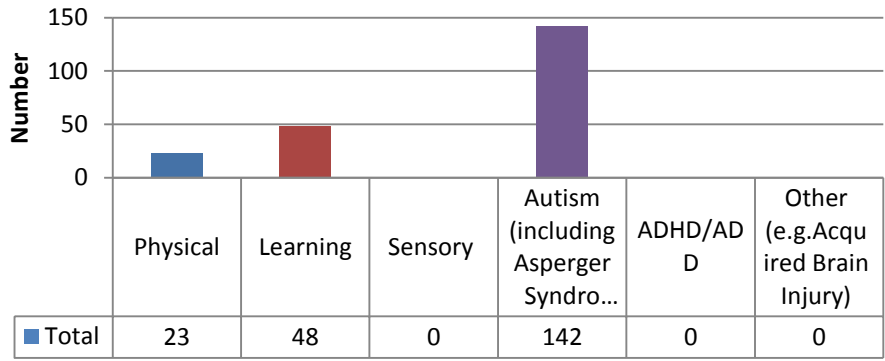


| | | | | |
|--|----|----|----|----|
| Physical | 6 | 6 | 6 | 5 |
| Learning | 16 | 16 | 7 | 9 |
| Sensory | 0 | 0 | 0 | 0 |
| Autism (including Asperger Syndrome) | 49 | 32 | 34 | 27 |
| ADHD/ADD | 0 | 0 | 0 | 0 |
| Other (e.g. Acquired Brain Injury) Please specify: | 0 | 0 | 0 | 0 |

Children Referred with a Disability 2018/19



Children with a Disability = **213(11%)** of the Total Number of Children Referred = **2014(89%)**.

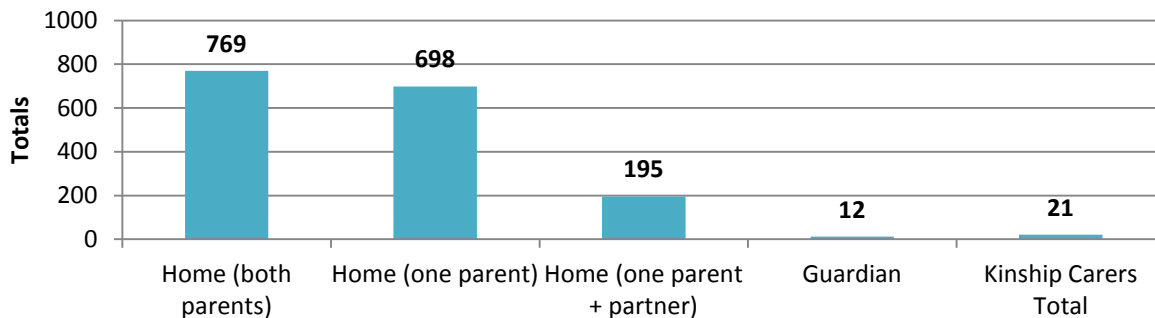
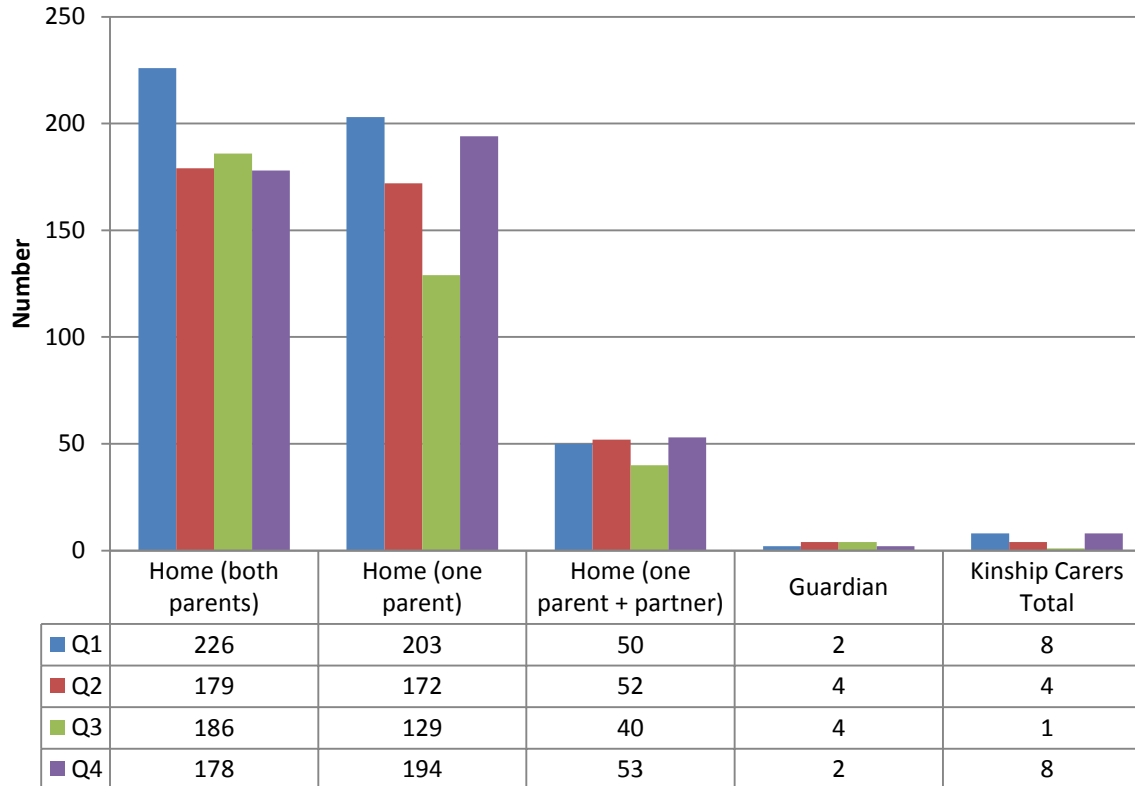


Throughout 2018/19, Children with **Autism** had the highest number of referrals throughout NHSCT.



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

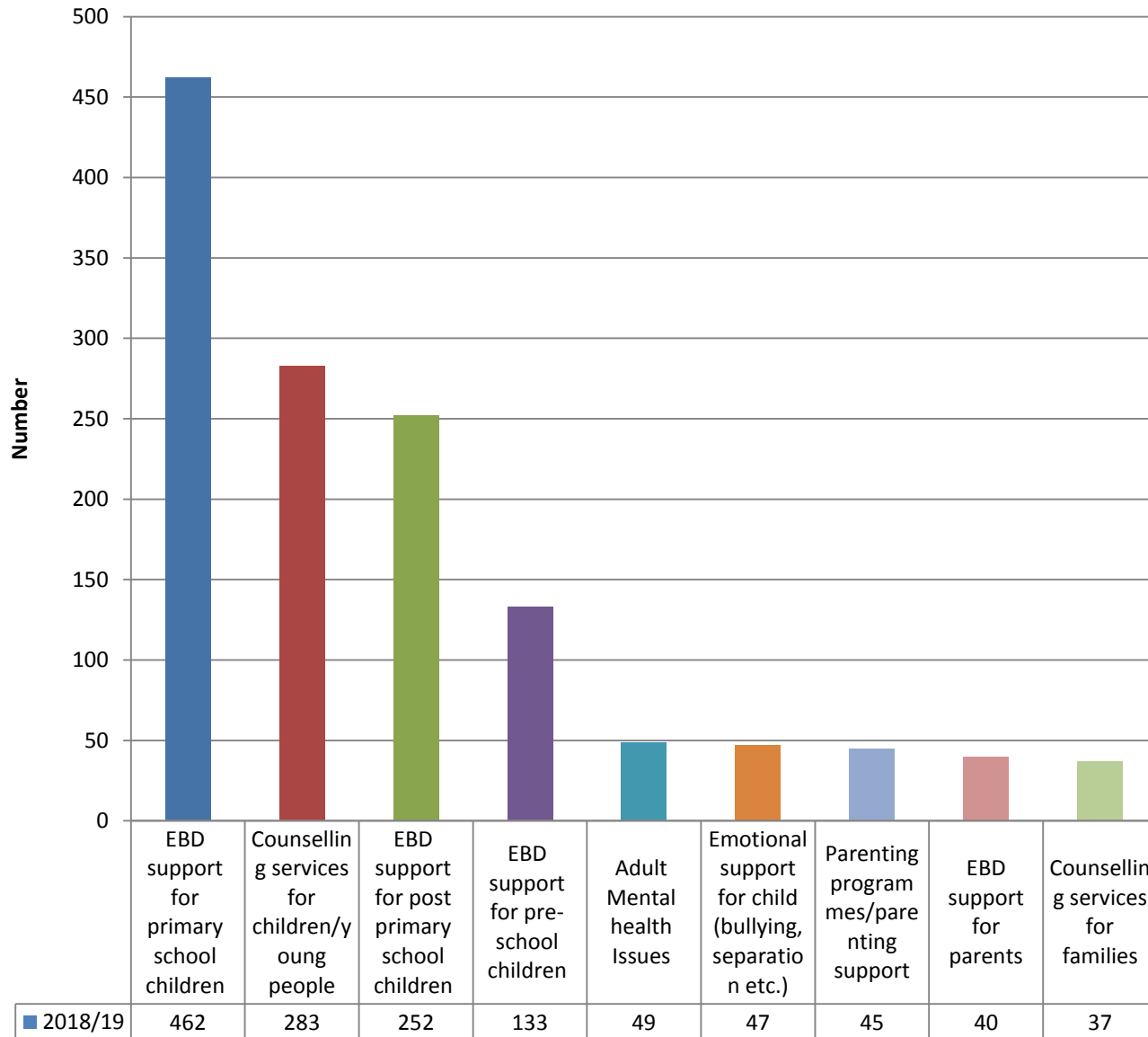
Performance Measure 4: Household Composition - 2018/19



In the Northern area the household composition Home with both parents (**769**) has the highest referrals, with One parent families (**698**) in 2018/19. There is an increase in one parent plus partner from 182 to **195** in 2018/19. With Guardians a slight increase from 10 to **12** and Kinship Carers increased from 17 to **21**.

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

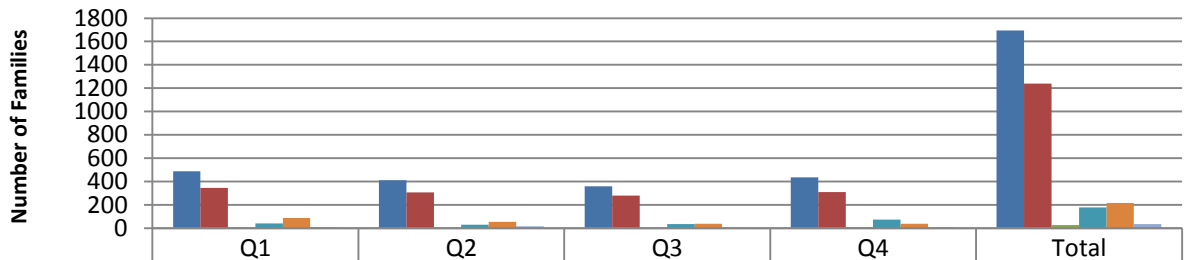
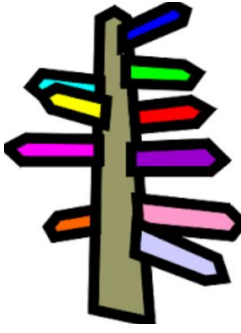
Performance Measure 5: Main Presenting Reasons for Referral - 2018/19



The main reason for referrals were **Emotional Behaviour Difficulty (EBD) for primary school age children at 462** in 2018/19, which is the top reason in the regional report. This is followed by **Counselling services for Children/young people at 283** and **EBD post primary children at 252**. EBD for pre-school children are also in the top nine reasons in the Northern area.

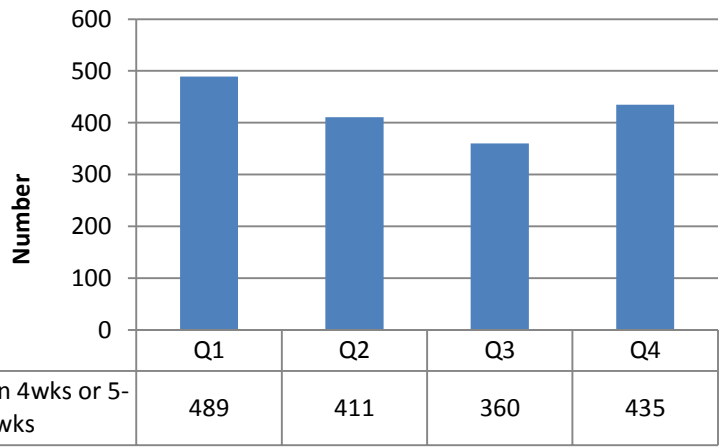
How well did we do it?

Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2018/19



| | Q1 | Q2 | Q3 | Q4 | Total |
|---|-----|-----|-----|-----|-------|
| Families Referred | 489 | 411 | 360 | 435 | 1695 |
| Accepted and Signposted | 344 | 307 | 279 | 309 | 1239 |
| Signposted but family did not engage | 7 | 6 | 5 | 8 | 26 |
| Above Tier 2 (Inappropriate Referral) | 41 | 29 | 36 | 73 | 179 |
| Further Information Requested | 88 | 54 | 37 | 38 | 217 |
| Unable to meet needs of Referred Family | 9 | 15 | 3 | 7 | 34 |

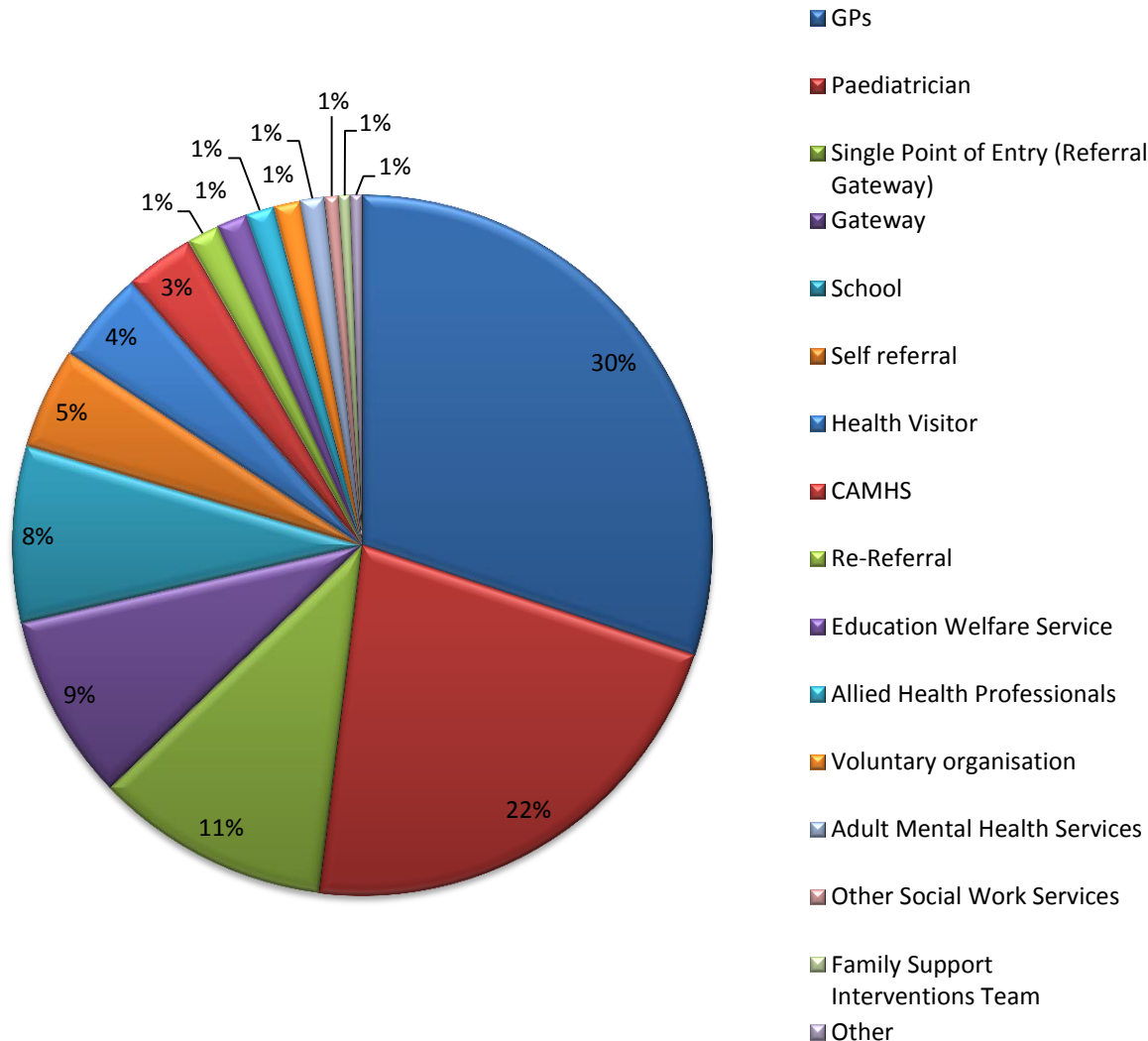
Performance Measure 7: Outcome 4 weeks achieved / Not Achieved – 2018/19



All the referrals to Hubs were processed within 4wks or 5-8wks 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 - 2018/19

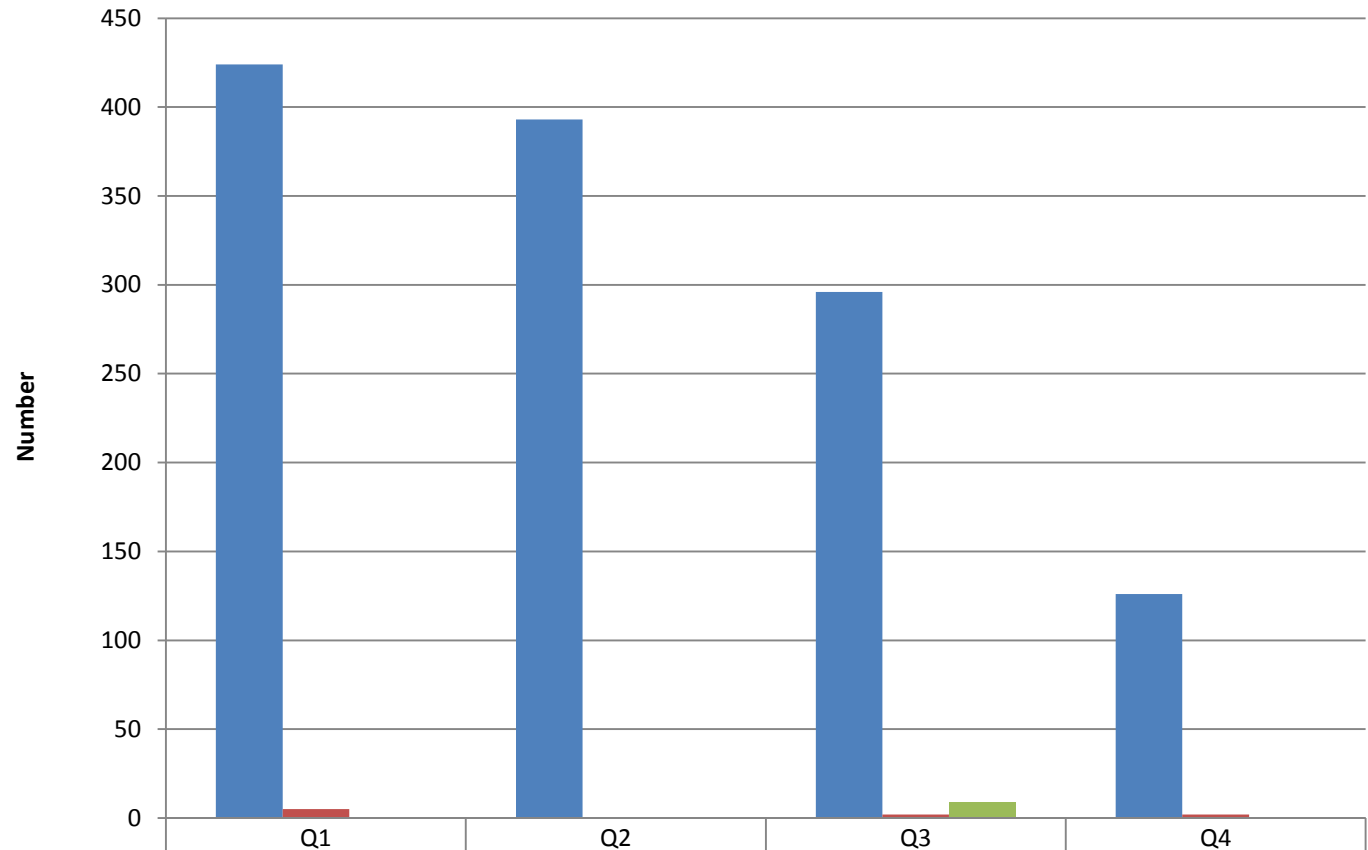


In the Northern Area GPs and Paediatricians are the key referrers with 30% and 22% respectively.

This was followed by Single Point of Entry (Referral Gateway) at 11%, Gateway at 9% and Schools at 8%.

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
2018/19



| | Q1 | Q2 | Q3 | Q4 |
|--|-----|-----|-----|-----|
| ■ Number of children/ parent referred on who took up the service offer | 424 | 393 | 296 | 126 |
| ■ Number of children/ parent referred on who did not take up the service offer | 5 | 0 | 2 | 2 |
| ■ Not Known | 0 | 0 | 9 | 0 |

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

Performance Measure 10: 10 Standards Fully Implemented – 2018/19

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

Case Study A

This family were referred to the Family Support Hub by their GP as their 11 year old son had anxiety and separation issues. Mum advised she had been asking for help for a very long time and when she was advised of the hubs and the referral was made she was overjoyed by the fact she was now aware she would get the support and services she felt she needed for her son. She reported “the hubs are a fantastic service and she wished she knew of them sooner”. She was offered counselling, family support and an outdoor pursuits project for her son. Although they had to wait a while for 2 of the services Mum said “they are a really good range of support services which allowed my son to avail of both counselling and a social outlet to address all his needs. I am really happy and pleased that services such as those identified for my son actually exist and are available to him as my GP wasn’t hopeful my son would even get counselling due to the waiting times. The hubs are fantastic and I’m so grateful for all your help.”

Case Study B

This mother and 7 year old child were referred by the Gateway Team for support because they both had a disability. The Family Support Hub co-ordinator accessed services for them which were able to provide practical help and the family also engaged with another programme’s family support worker and they identified behaviour support, social opportunities and a positive parenting course. There continues to be ongoing engagement.

Family Samples

Family C

This family were referred by the Community Paediatrician. The mother needed support with parenting her 12 year old son who was exhibiting behavioural difficulties. They were referred to a family support service. The outcomes reported were “J has made significant improvements in the areas where work has been completed and he has engaged well with the service. His behaviour has improved both at school and at home. J is overcoming emotional issues relating to his past and is beginning to understand and manage his emotions well.”

Family D

This young mother with 2 children aged 6 and 4 were referred by their Health Visitor as there had been Domestic Abuse in their home. They were referred by the Family Support Hub to a specialist organisation for a specific programme to support the eldest child to process his angry feelings in a more positive way - mum had already established a link for her own support. This Project will continue to be offered on an ongoing basis along with any parent or family programmes that may meet their needs including family trips and activities.

Feedback from Families

“I would like to thank you from the Family Support Hubs and your support workers for all you' s have done for my daughter and my family. When I was searching for much needed help, I had people recommending your services and when I did some research I was very happy about what I was reading and hearing for myself, I felt like this is just what I had been looking for. After going through the process and then being allocated a support worker to help with my daughter's, I felt that it was working well and my daughter who doesn't always engage well with people because of social anxiety was making a connection. The support we received was excellent and was really in line with my daughter's struggles in life and helped her a lot over the period of time the support worker was with us. I feel we need more services like this to help people like myself and my family in the same situations.” Parent letter

Feedback from Families

“I wanted to put to you in writing my appraisal of the service my family and I received. At the time, my son and I were going through a particularly difficult time; I was becoming increasingly concerned about some aspects of his behaviours and issues with sleep, not to mention my ability to parent. In short I was desperate. I consulted every internet search I could think of about behaviour, sleep and responsible parenting. Just when I thought I had nowhere to turn I heard about the early intervention support scheme through a friend. I decided to apply for help. It wasn't long before the family support worker had made contact with me and arranged to call at my house. What a weight off my shoulders! Working with her, I learned how to focus on the most important issues first and foremost. With the encouragement of this lady I was able to help my son by engaging directly with him and I learned a lot about said 'behaviours' and how I could best help him through what was obviously a very difficult time for both of us. The fact that we met in our own home meant that we could be relaxed and focus on the issues we were having without having to settle in a strange environment. We met over 12 weeks, at times and days that were convenient. I learned so much through this interaction; I learned that there is no such thing as a perfect parent, I learned that the very best I could do was to do my very best and that I shouldn't be so hard on myself. I really can't stress how invaluable this service was to me and my family. I honestly did not know who to turn to at the time but the service helped us take our next baby steps on this journey that is parenthood. Of course some days are still worse than others but we know how to cope so much better these days. I hope this service remains accessible for families who find themselves in difficulties like us.” Parent letter