

IMPROVING OUTCOMES FOR VULNERABLE AND AT RISK CHILDREN AND YOUNG PEOPLE

Role of Family Support Hubs

Armagh 14 October 2012

Maurice j Leeson

HSCB



Idea behind Hubs

- Early intervention, Family Support works
- The earlier help is delivered the better-early years and early onset of problems
- Family support services are best delivered in a collaborative and coordinated way
 - Share expertise and knowledge
 - Make the best use of existing resources
 - Acknowledges that families may need the help of more than one agency.



What is a Family Support Hub

- A Family Support Hub is a multi-agency network of statutory, voluntary and community 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 to signpost families with specific needs to appropriate services.



**CHILDREN AND YOUNG PEOPLE'S STRATEGIC
PARTNERSHIP**

**SAFEGUARDING
BOARD NI**

**REGIONAL THEMED
GROUPS** eg Families
Matter Implementation
Group, Young Carers,
Disability

**Northern, Western, Southern, Belfast,
South Eastern,
OUTCOMES BOARDS**

**CHILD CARE
PARTNERSHIPS**

**LOCALITY
PLANNING
GROUPS**

**Family
Support
Hub**

**Structures
and Links**



Role of the Outcomes Group

The Southern Outcomes Group (OG) is a multi-agency collaborative tasked with developing an integrated planning and commissioning process for all children and young people, with a clear focus on the collective use of existing resources (funding; staff; services) to bring about improved outcomes.



Link to Hubs...

- In working towards improved outcomes the primary focus will be early intervention and prevention.
- The OG will prioritise, oversee and support the development and implementation of Family Support Hubs within the Outcomes Group area.



Hubs and Locality groups

- Hubs-**providing** services to individual families, children and young people
- Locality planning Groups-**planning** services for local populations



Purpose of Family Support Hubs

- 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 providers
- To improve awareness of family support services
- To assess the level of unmet need for early intervention family support services and inform the relevant Outcomes Group



Who are Hubs Seeking to Help

- Early Intervention
 - *“intervening early and as soon as possible to tackle problems emerging for children, young people and their families or with a population most at risk of developing problems. Early intervention may occur at any point in a child or young persons life” (C4EO 2010 adopted by CYPSP)*
- Families who do not meet the threshold for statutory social work



Hubs in Operation

- Hubs **coordinate** existing statutory/community and voluntary services
- Some Hubs have attached services but this is separate from the Hub function
- All hubs have a lead organisation
- Most Hubs do not have a physical presence
- Hubs are intended to be open access
- Participation by families is based on 'informed consent'



The Hub Model

- Evolving process there is not one prescriptive model
- Opportunities to learn from other Hubs
- Certain things are common
 - Data sharing protocol
 - Safeguarding link



The Current Situation

- Western Area 7
- Southern area 3
- South Eastern Area 3
- Northern Area 2 (5 planned)
- Belfast ?



Hubs in Southern Area

- 3 hubs all 'live' since 1 April 2012
- Armagh and Dungannon (led by Young Peoples Project Armagh, Barnardo's)
- Craigavon and Banbridge (led by Springwell centre)
- Newry and Mourne (led by South Down Family Health Initiative)



Who's Involved

- Statutory, voluntary and community organizations that work in the local area and provide early intervention Family Support services.
- Core statutory members
 - Gateway/CAMHS/Health Visiting/Surestart
- Core VCS members
 - NIACRO/Barnardo's/NIACRO/Homestart/Orana/Womens Aid/Parenting NI/South Down Family Health Initiative/Opportunity Youth/Springwell/



Southern Hubs Mission Statement

Family Support Hubs are made up of organisations from the community, voluntary and statutory sector.

The organisations work together to support families who are experiencing difficulty. We do this by offering a family support service either directly from a member of the Hub or by directing them to another local organisation best placed to offer help. We believe in strengthening families by working with them to help them develop the skills to sort out their own difficulties.



Referrals to Hubs up to October 2012

- C&B 28 referrals
- N&M 10 referrals
- A&D 25 Referrals

- **Total 63 referrals**



Outcome

- Right intervention for the right people at the right time in the right place delivered in the right way
 - Right intervention- a more informed decision of the service or mix of services needed
 - Right people-access for those who need help
 - Right time-when help is needed
 - Right place-where will people most comfortably receive help-attention to outreach as well as centre based services
 - Right way-delivering services in a way that families value and use



Improving our Knowledge



The screenshot shows the homepage of the Family Support NI website. At the top left is the 'familysupport NI.gov.uk' logo with the tagline 'Helping You Find the Services You Need'. Navigation buttons for 'Home', 'About Us', 'Contacts', and 'Links' are below. A 'NEWS & EVENTS' sidebar on the right lists updates from May 2010. The main content area features a 'Family Support Services Directory' with a welcome message and a search bar. Below the search bar is an 'A-Z SERVICE DIRECTORY' with alphabetical links. A row of service tiles includes 'Telephone Helpdesk', 'Challenging Behaviour Courses', 'Training Courses..', and 'SureStart Summer Schemes'. At the bottom, there are sections for 'Site Safe' and 'Get included in the Directory!', along with contact information for the Department of Health, Social Services and Public Safety.

familysupport NI.gov.uk
Helping You Find the Services You Need

[Home](#) [About Us](#) [Contacts](#) [Links](#)

You are here: Homepage

Family Support Services Directory
Welcome to the Northern Ireland Family Support Services Directory.
This directory provides details of a wide range of services offering support to families across Northern Ireland. It brings together comprehensive and up-to-date information about services for children, young people, their parents and carers.

SEARCH DATABASE OR

A - Z SERVICE DIRECTORY [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Telephone Helpdesk
Talk to us now for help & advice...

Challenging Behaviour Courses
Click here to register...

Training Courses..

SureStart Summer Schemes
Find out what's going on in your area...

Site Safe
All organisations in this directory have declared to HSCB that they have clear policy and procedures for Safeguarding children.

Get included in the Directory!

Department of Health, Social Services and Public Safety
www.dhasspni.gov.uk
Health and Social Care
www.hscni.net

Copyright (c) 2010 FamilySupportNI | [Freedom of Information](#) | [Disclaimer](#) | [Privacy Statement](#)

Connections-Hubs and Locality Groups

- Hubs can provide information about unmet need in your locality based on referral patterns
- Locality groups can promote the work of the Hubs



Some Initial Outcomes

- Improved knowledge of preventative services
- Better integration of voluntary/community and statutory services
- some reorientation of statutory services towards early intervention.



More Information

- <http://www.cypsp.org/familyhubs.htm>
- Maurice.leeson@hscni.net

