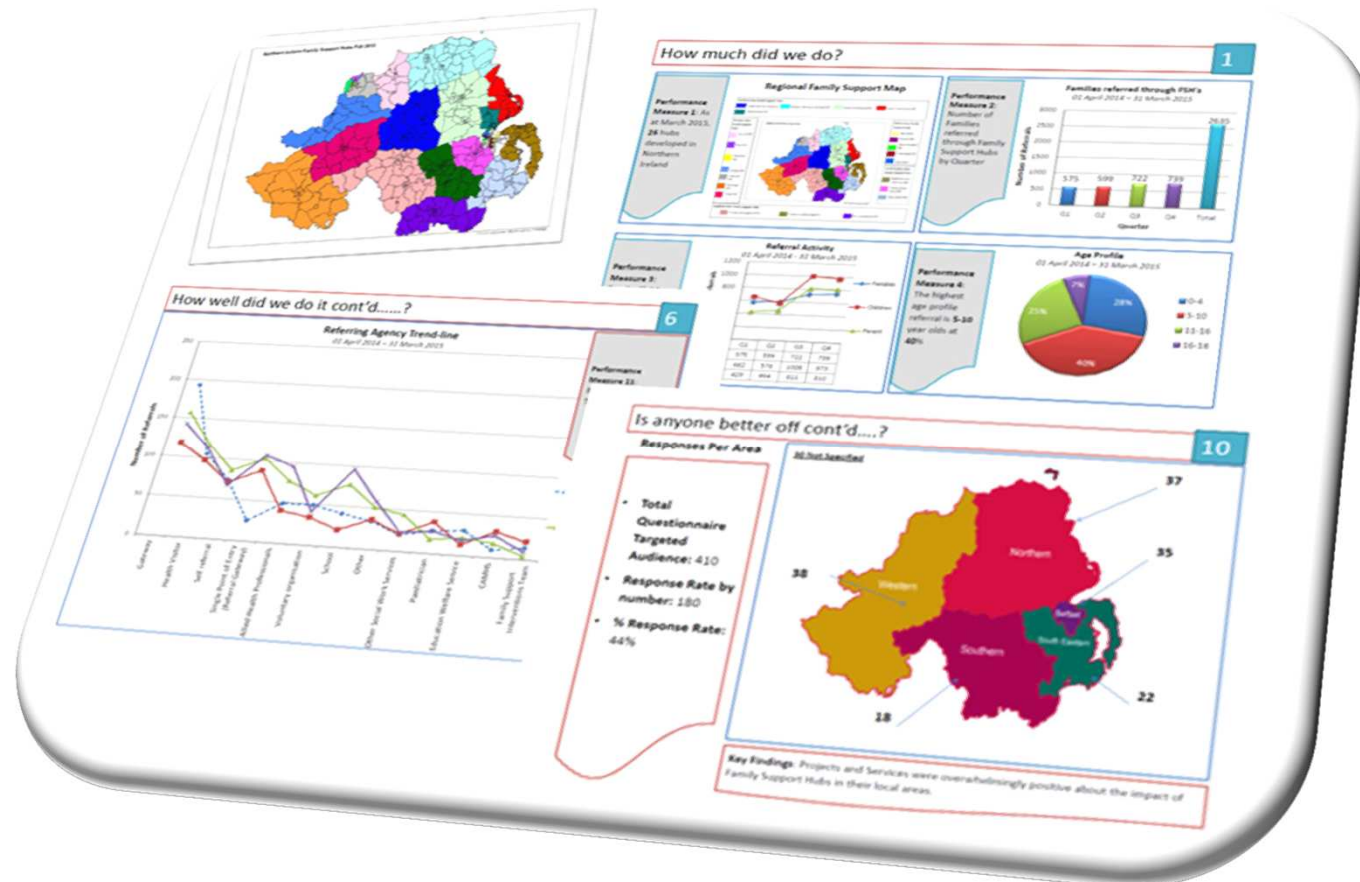


Family Support Hubs

Annual Report Card No.1

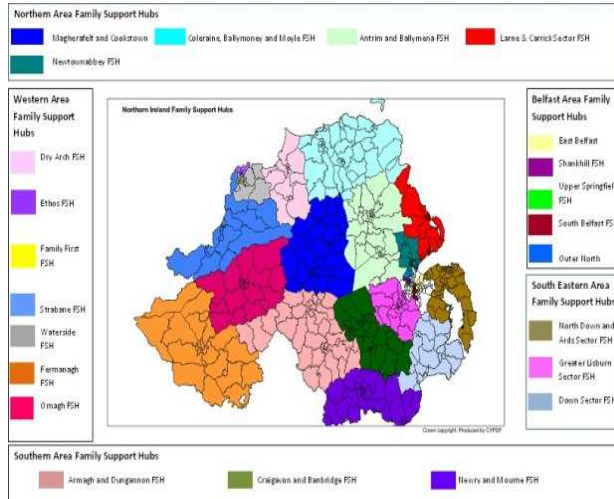
(01 April 2014 - 31 March 2015)



How much did we do?

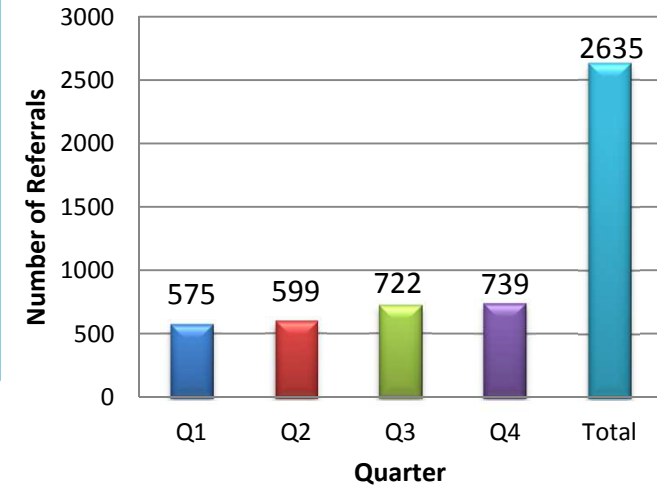
Performance Measure 1: As at March 2015, **26** hubs developed in Northern Ireland

Regional Family Support Map



Performance Measure 2: Number of Families referred through Family Support Hubs by Quarter

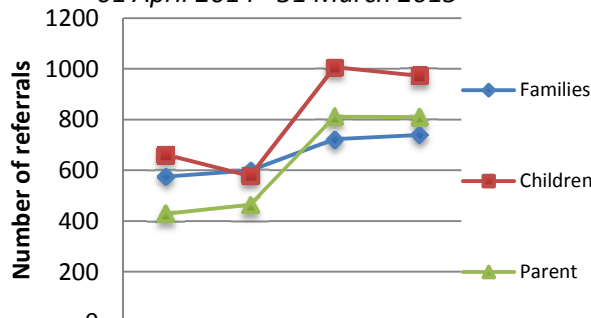
Families referred through FSH's
01 April 2014 – 31 March 2015



Performance Measure 3: Family, Children and Parent Referrals by Quarter.

Referral Activity

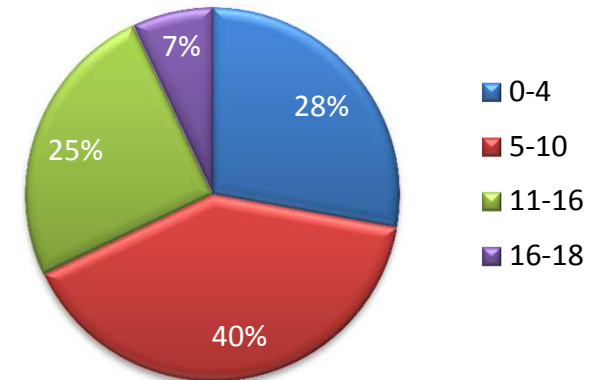
01 April 2014 - 31 March 2015



	Q1	Q2	Q3	Q4
Families	575	599	722	739
Children	662	578	1006	973
Parent	429	464	811	810

Performance Measure 4: The highest age profile referral is **5-10** year olds at **40%**

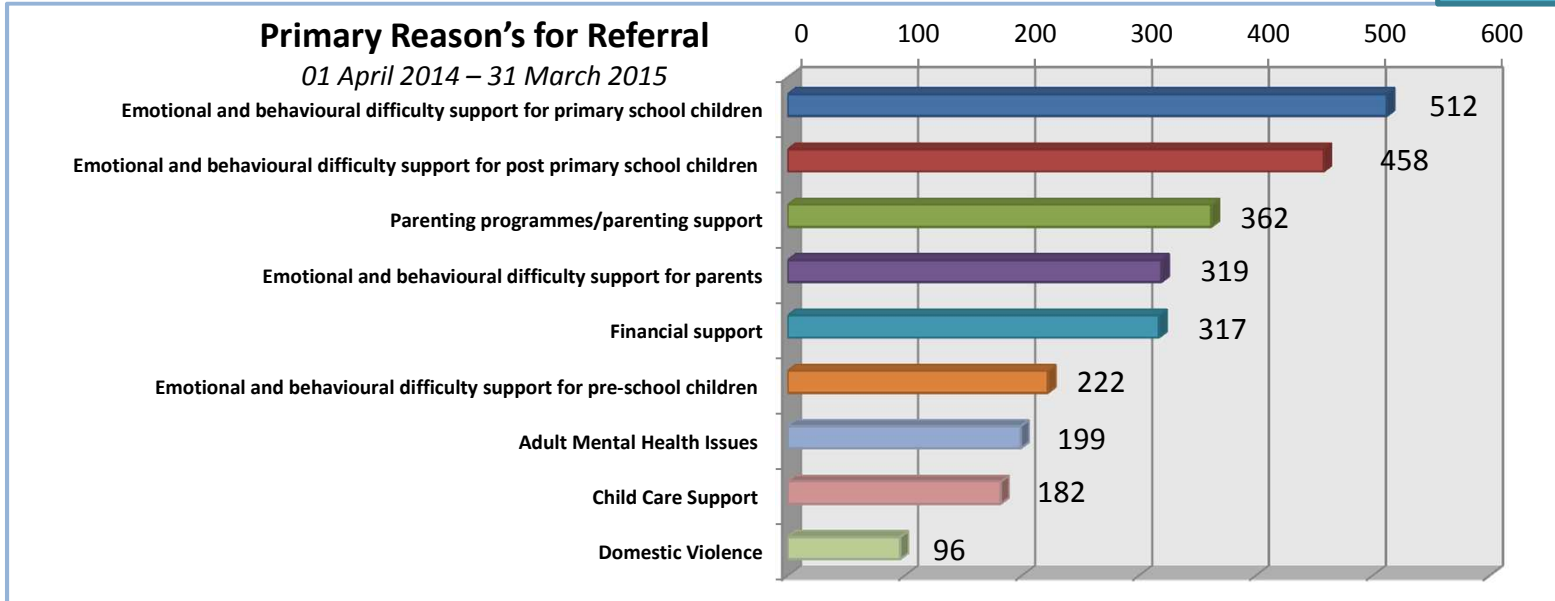
Age Profile
01 April 2014 – 31 March 2015



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

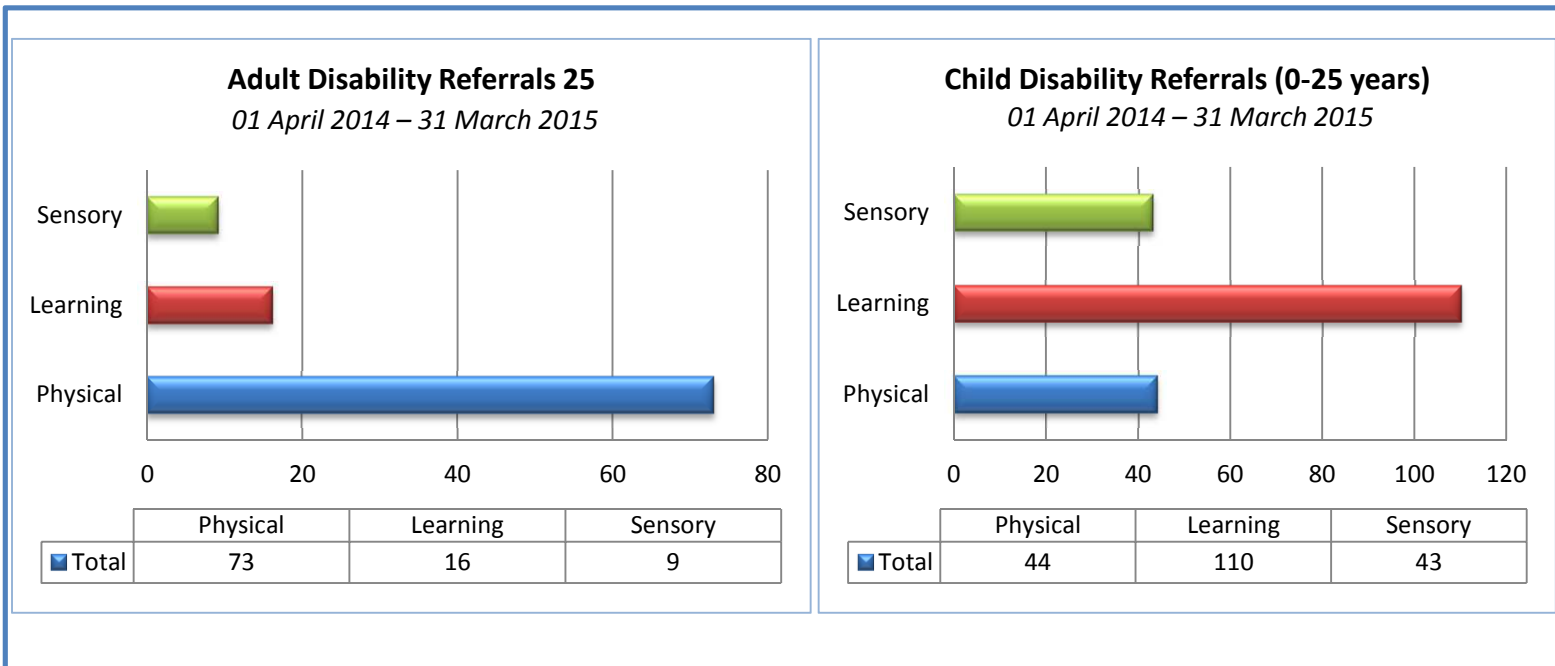
Performance

Measure 5: Primary reasons for referral – total of 9 across Northern Ireland



Performance

Measure 6: Disability Referrals – Adults and Children



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

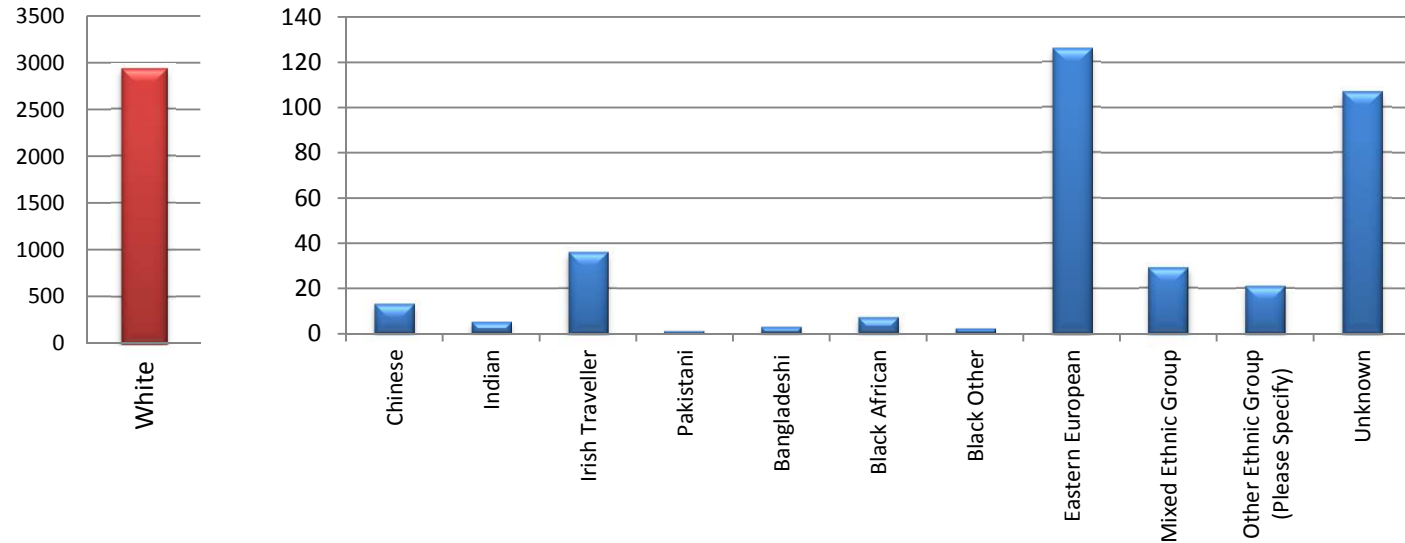
Performance Measure 7:

Referrals by Ethnic Background for Children and Parents referred through Family Support Hub's.

(Note: 'White' has the higher number of referrals for both Child/ren and Parents and are presented on separate scales as shown in these charts.)

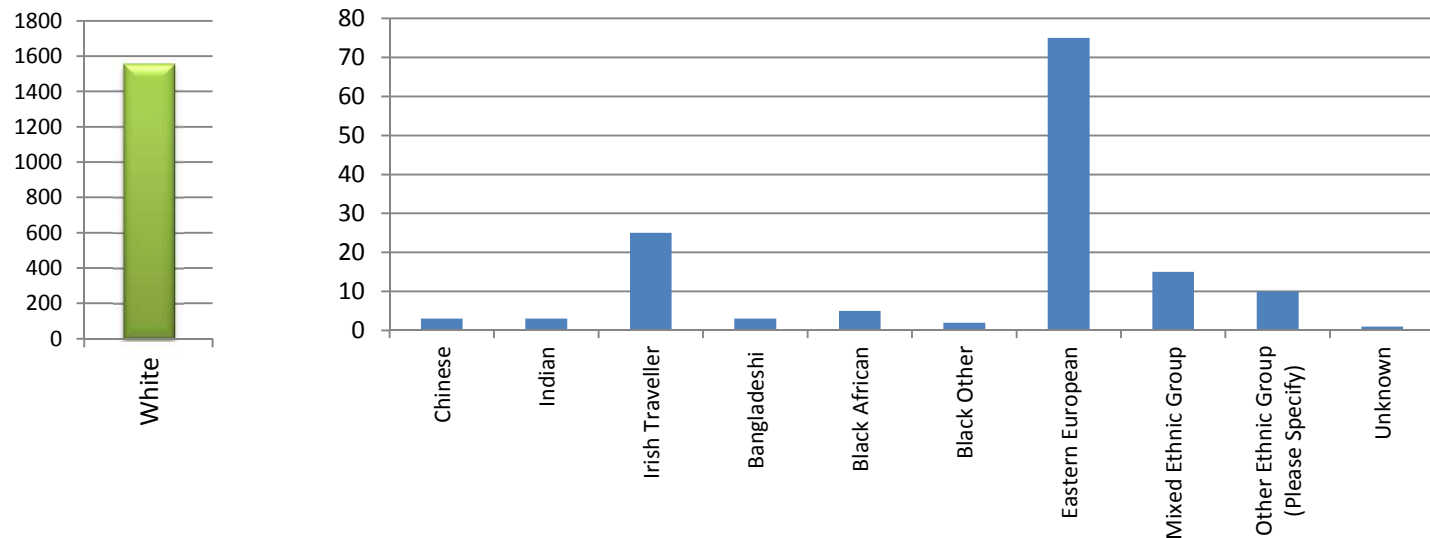
Child/ren Referrals by Ethnic Background

01 April 2014 - 31 March 2015



Parent Referrals by Ethnic Background

01 April 2014 - 31 March 2015



How well did we do it?

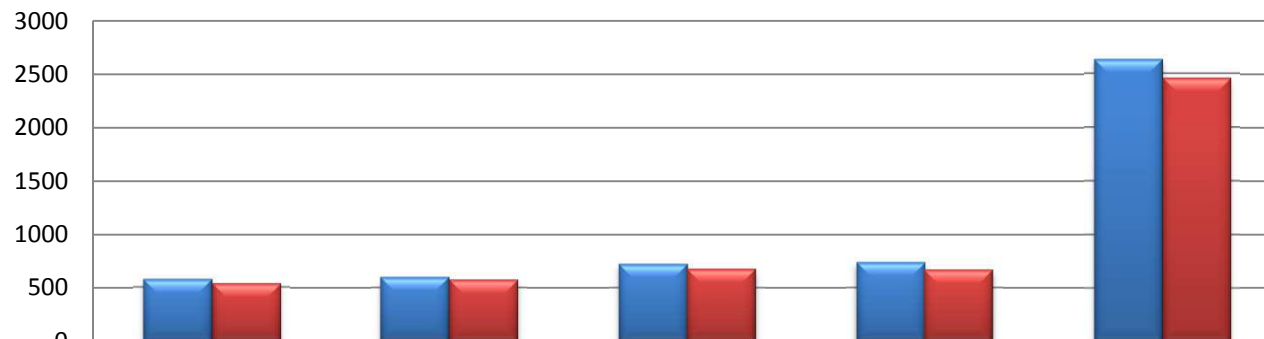
Performance Measure 8: Number of Families Referred by Quarter

8: Number of Families Referred by Quarter

94% of Families where accepted and signposted

Families Referred that where "Accepted & Signposted"

01 April 2014 – 31 March 2015



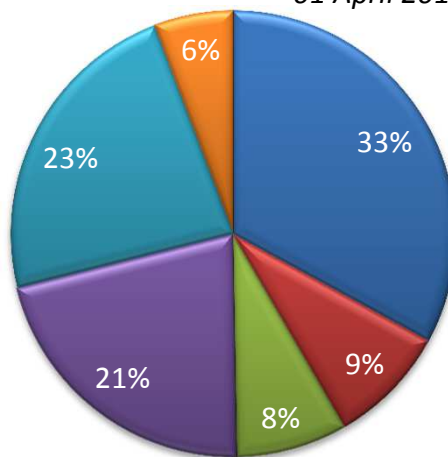
	Q1	Q2	Q3	Q4	Total
Families referred to FSH's	575	599	722	739	2635
Accepted and Signposted	536	577	678	670	2461

Performance Measure 9: 174 Families that were not accepted / awaiting an outcome

9: 174 Families that were not accepted / awaiting an outcome

Families not accepted / Awaiting outcome

01 April 2014 – 31 March 2015

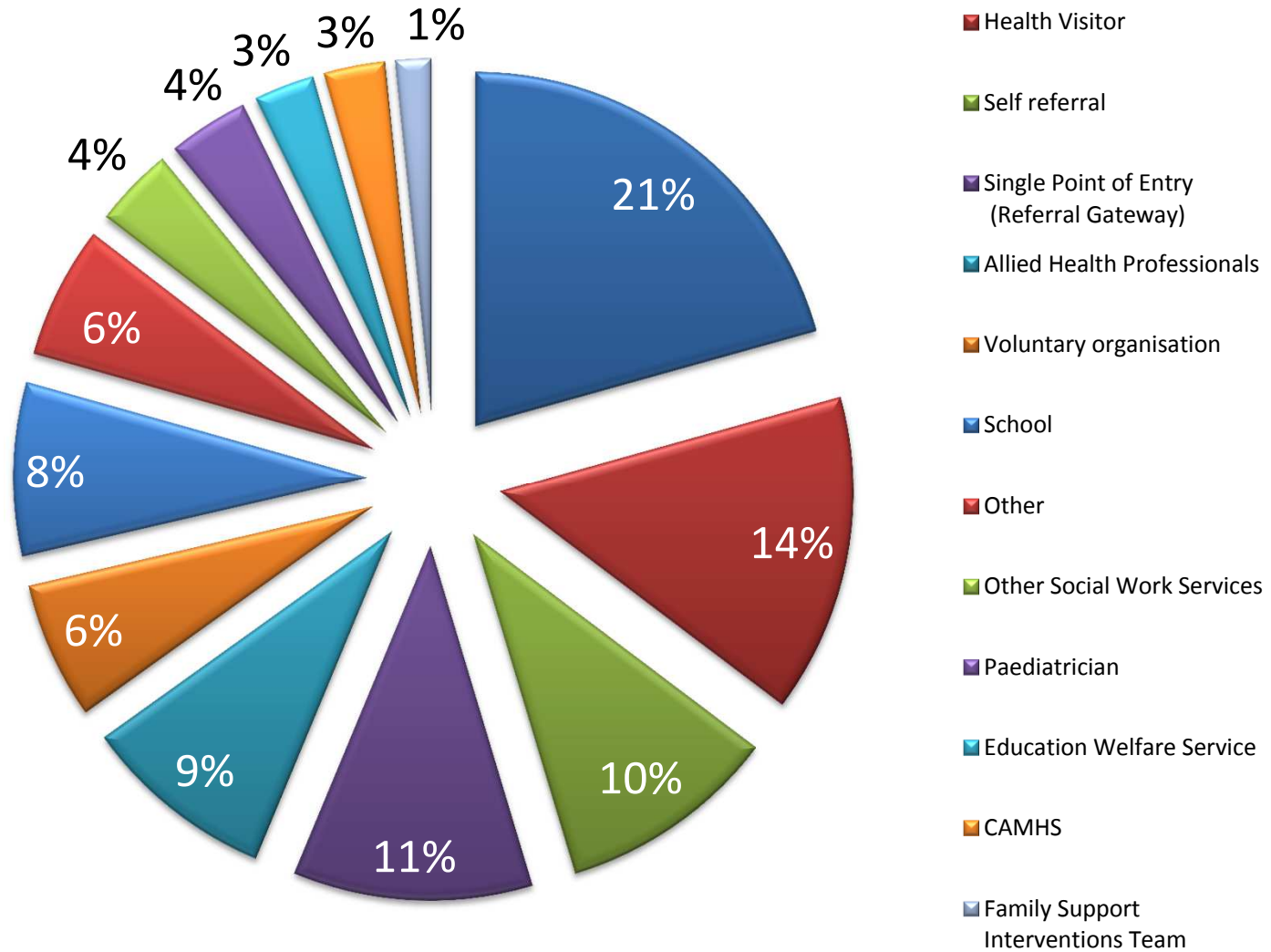


- Returned to Gateway
- Other reason (not specified)
- Unable to meet the need of the family
- Still - ongoing
- Not Approved
- Inappropriate referral

Performance
Measure 10: Referring
Agency

Percentage of Referrals Against Agencies

01 April 2014 – 31 March 2015

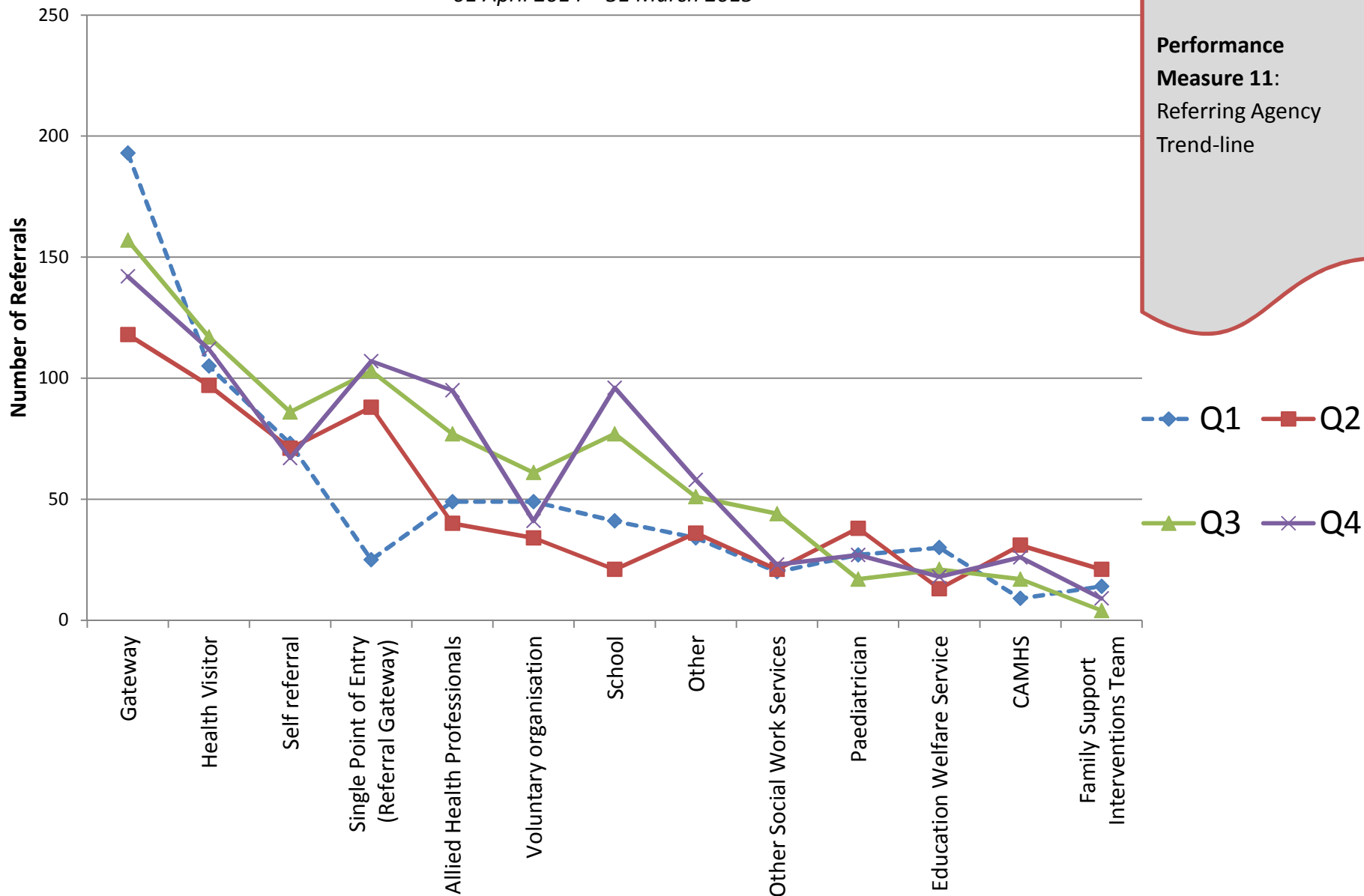


How well did we do it cont'd.....?

Referring Agency Trend-line

01 April 2014 – 31 March 2015

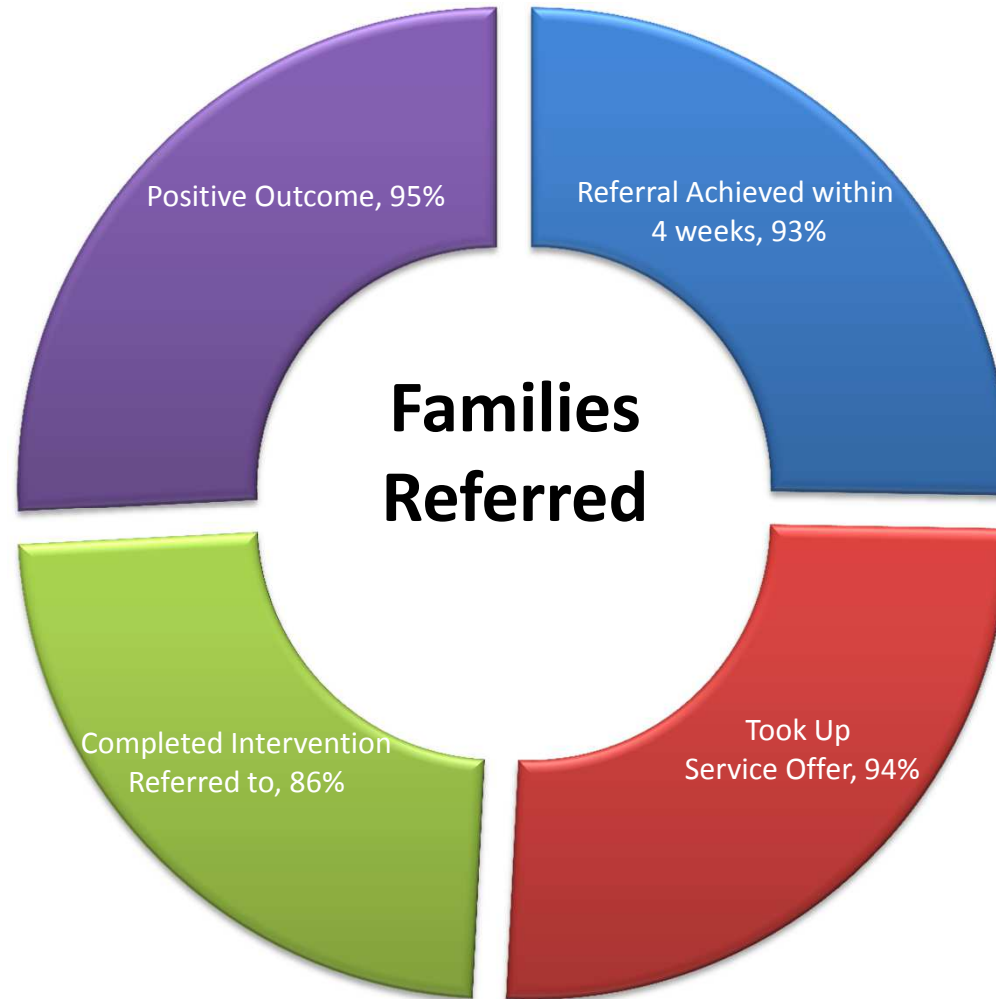
Performance Measure 11:
Referring Agency Trend-line



Performance Measure 11:
Outcome of Referrals

Evaluation Process - Outcome of Referrals

01 April 2014 – 31 March 2015

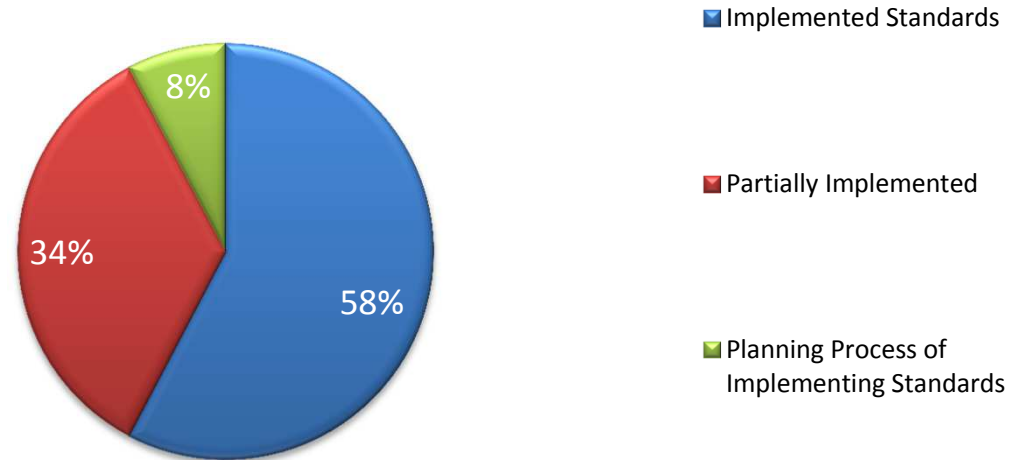


(Please note that the above information is calculated on completed returns only, as a number of Family Support Hubs are new and progressing development of their data collection)

**Performance Measure 12:
10 Standards**
92% have partially or fully implemented and 8 % are in the process of implementation

Hubs using the 10 Standards

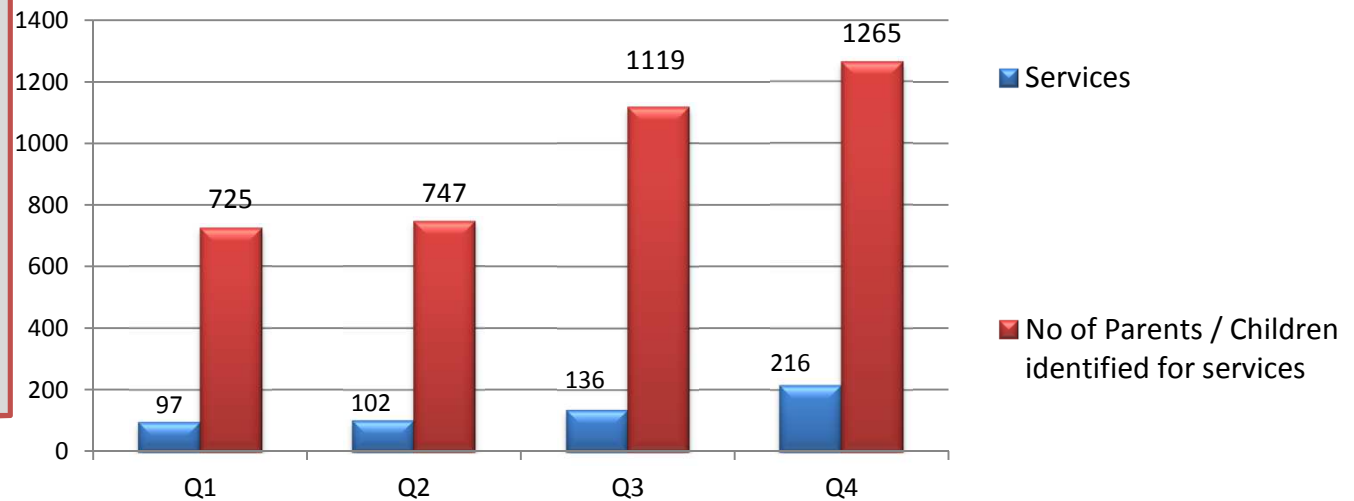
01 April 2014 – 31 March 2015



**Performance Measure 13:
Services Identified: service up take** for Parents / Children has nearly doubled from Quarter 1 – Quarter 4.

Services Identified for Parents / Children

01 April 2014 – 31 March 2015



Family Support Hub Interagency Questionnaire

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 Members - Statutory, Voluntary & Community Organisations that are part of the Family Support Hub Network

Responses

- 410 Hub Network Members / Organisations Targeted
- Total 180 Responses

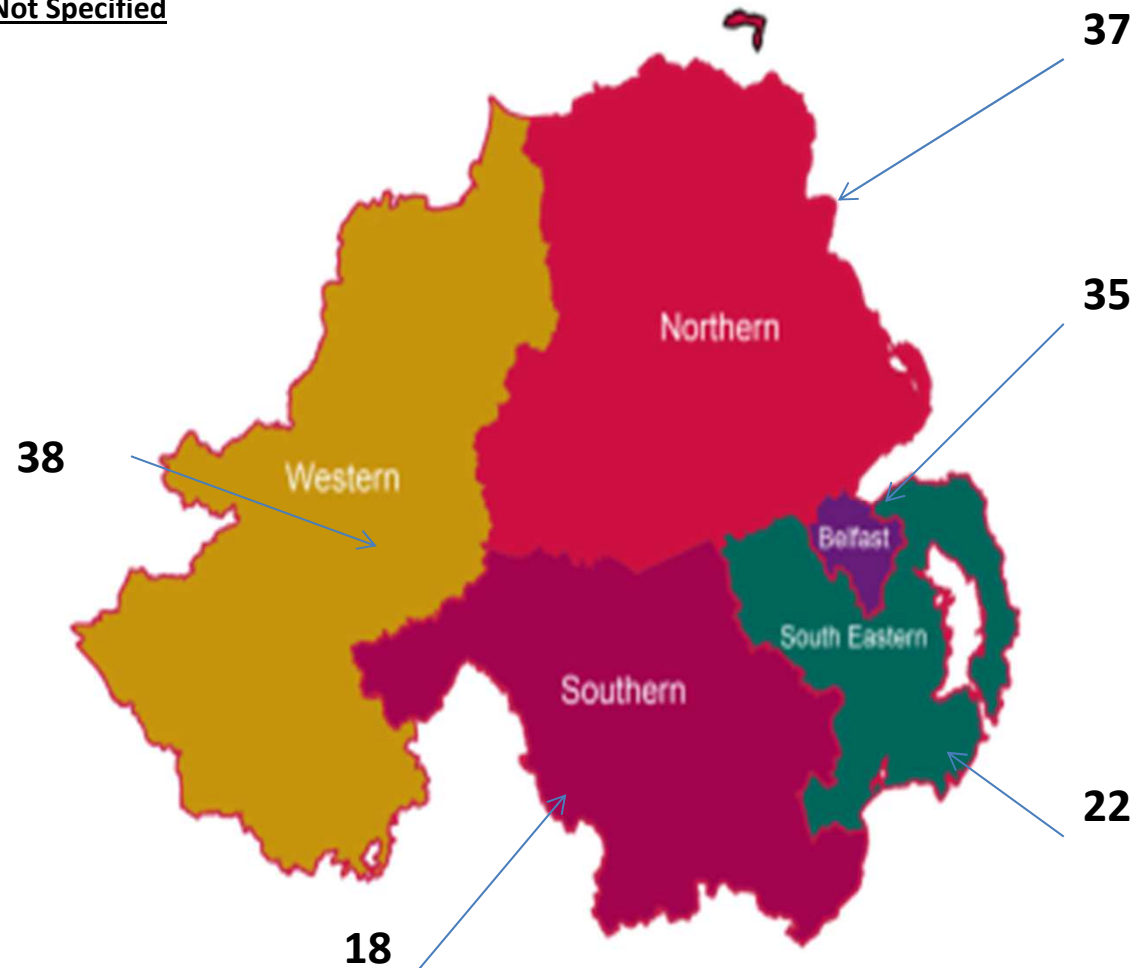
Is anyone better off cont'd....?

10

Responses Per Area

- Total Questionnaire Targeted Audience: 410
- Response Rate by number: 180
- % Response Rate: 44%

30 Not Specified

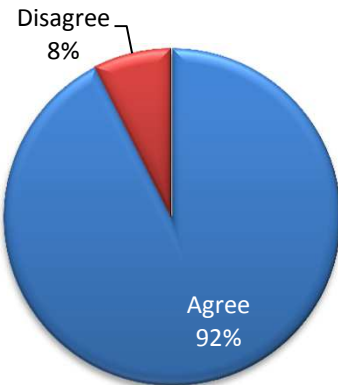


Key Findings: Projects and Services were overwhelmingly positive about the impact of Family Support Hubs in their local areas.

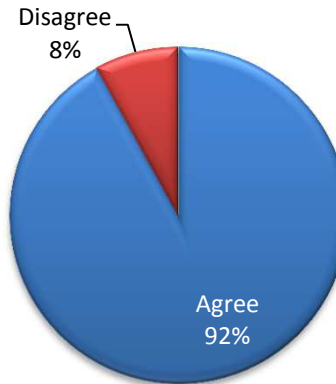
Is anyone better off cont'd....?

Selection of Service Provider Feedback

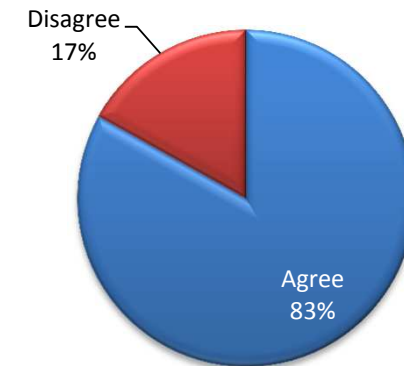
Increased focus on early intervention in your local area



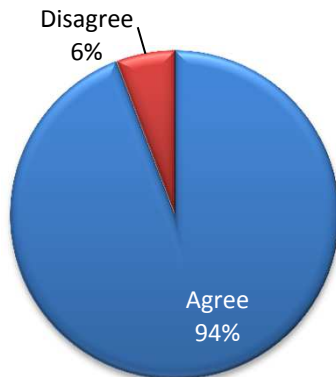
Provided families with a more holistic approach to meeting their needs



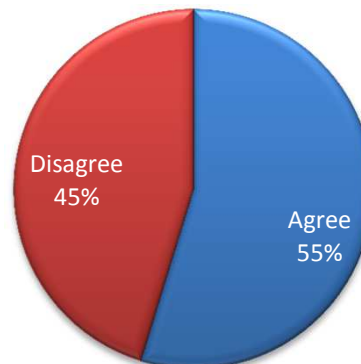
Increased use of all the resources available in your area



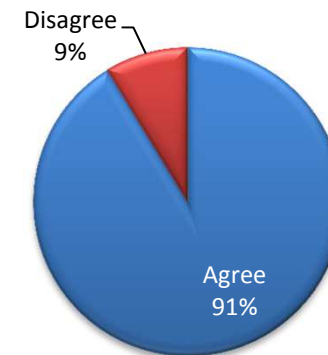
Increased your knowledge and understanding of other workers roles



Increased demands on your own agency



Increased co-operation and collaboration across organisations in your local area



Family Support Hubs service user comments / quotes:

- *I am very grateful that my referral was dealt with so quickly, that the service was approved, and the worker was so “able” to connect with this young woman....They were so reassured that “useful, practical help” was going to be available to her and her young son. Knowing help was there when needed, was enough to content this young woman in the last few weeks of her life.*

Hospice Social Worker for terminally ill young mother

- My son is 10 years old and was diagnosed with ADHD and said he wanted to kill himself. He found it difficult to form friendships and was constantly fighting with other children and the school constantly blamed him for incidents. I thought he was just a “bad boy”. I found referral to the Hub worked pretty seamlessly. I got a range of support including 1 to 1 support for my son, my husband and I attended a parenting programme and we also got specialist advice about ADHD. With hindsight I wish I had asked for help sooner. I view my son in a very different light now and have found the support really helpful and all the services involved didn't judge us. We're really glad we did this.

Mother of 2 children 1 with ADHD

- “Just knowing there was someone outside the family who could give me help and advice when I needed it was a great relief”.

Parent (with mild depression) of 3 children - 1 needed counselling for bereavement issues, another diagnosed with ADHD and the 3rd child had health issues

- “Ask for help it worked for me – everything I have been offered has improved my situation”.

Parent of 3 children who has caring responsibilities for her parent who has cancer

- “Beforehand it was try this, try that and I was constantly on the phone –getting nowhere. This has worked so much better for me.”

(Parent with 4 young children one with ADHD)

- “If I hadn't had got the help I got a year ago I wouldn't be as strong as I am now”

(Parent of a young child with autism and a teenager with mental health issues)

