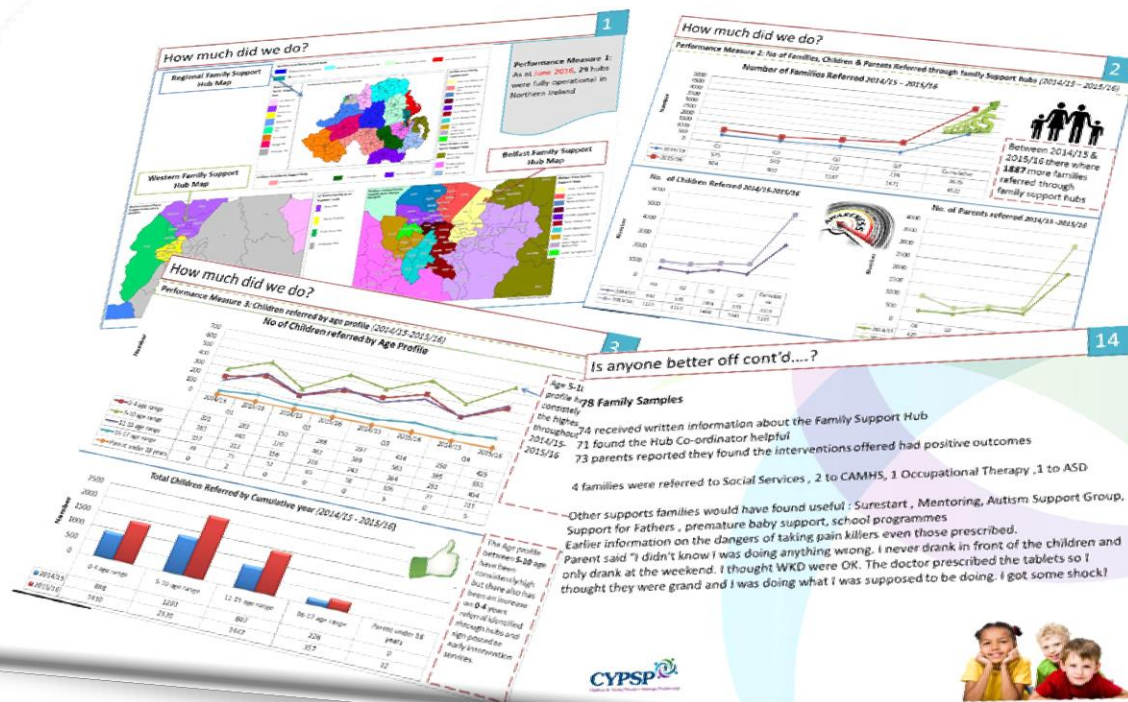
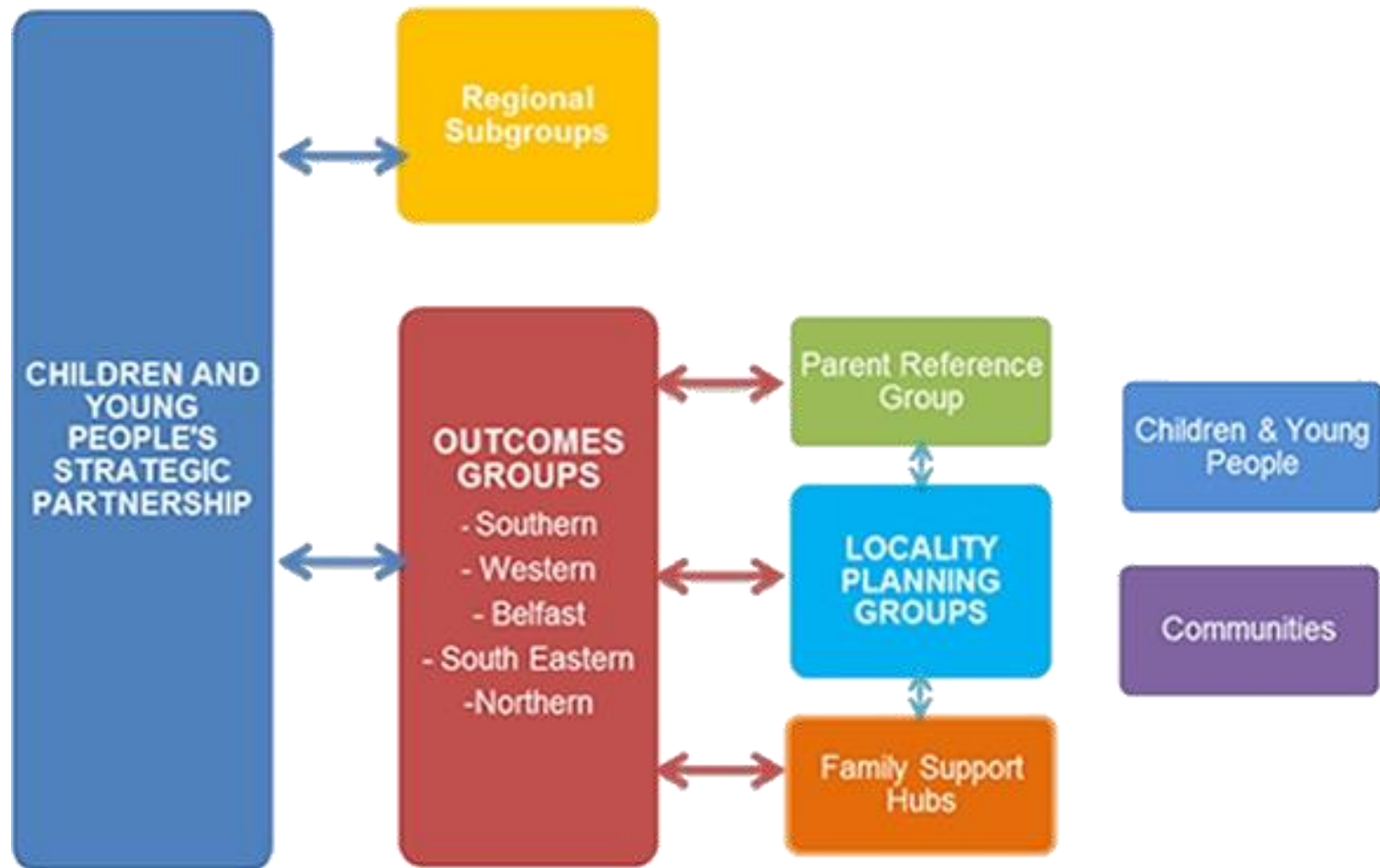


Family Support Hubs



CYPSP Structure

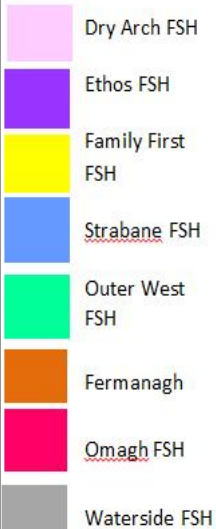


How much did we do?

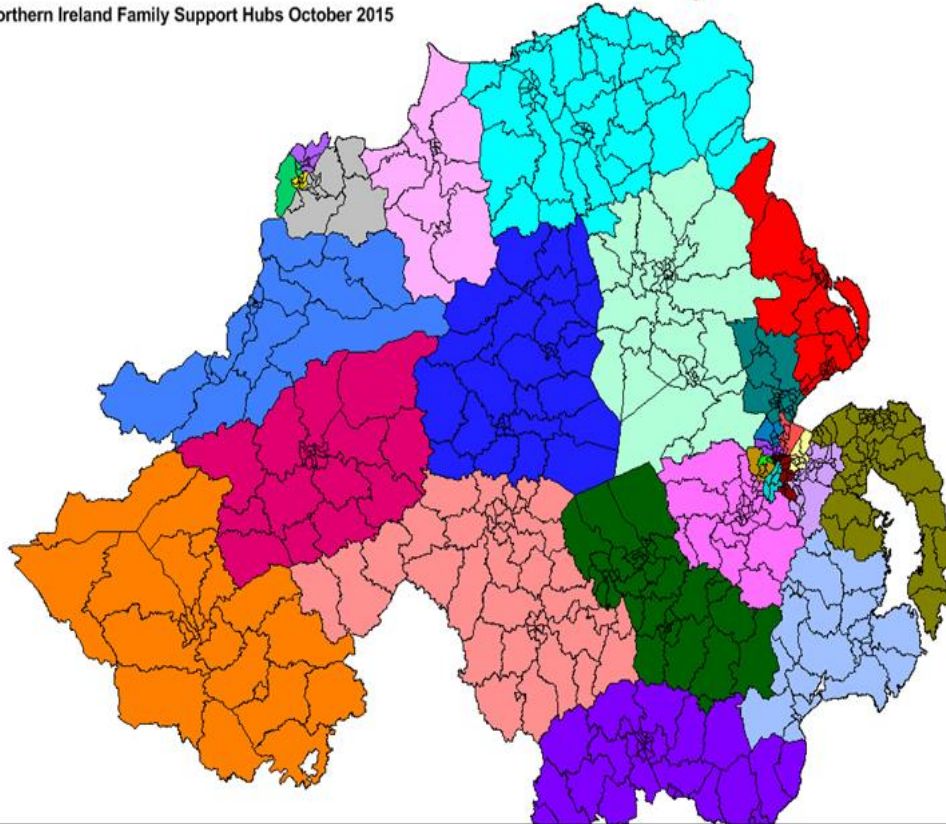
Northern Area Family Support Hubs



Western Area Family Support Hubs



Northern Ireland Family Support Hubs October 2015



Crown Copyright: Produced by CYPSP

Southern Area Family Support Hubs



Belfast Area Family Support Hubs



South Eastern Area Family Support Hubs



Performance Measure 1:
As at June 2016, 29 hubs were fully operational in Northern Ireland

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 co-ordination 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 Locality Planning Group and Outcomes Group



What Hubs Do

- Early years and early stage of difficulty (for families with children aged 0-18)
- Hubs **co-ordinate** 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
- Hubs do not have a physical presence-function rather than a place
- Access for families is based on 'informed consent'

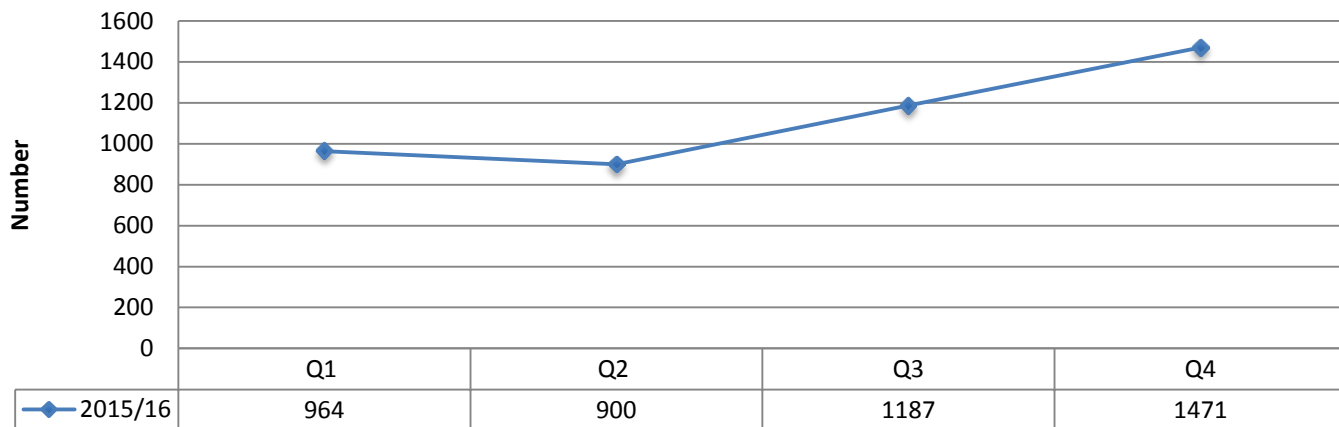


How much did we do?

2

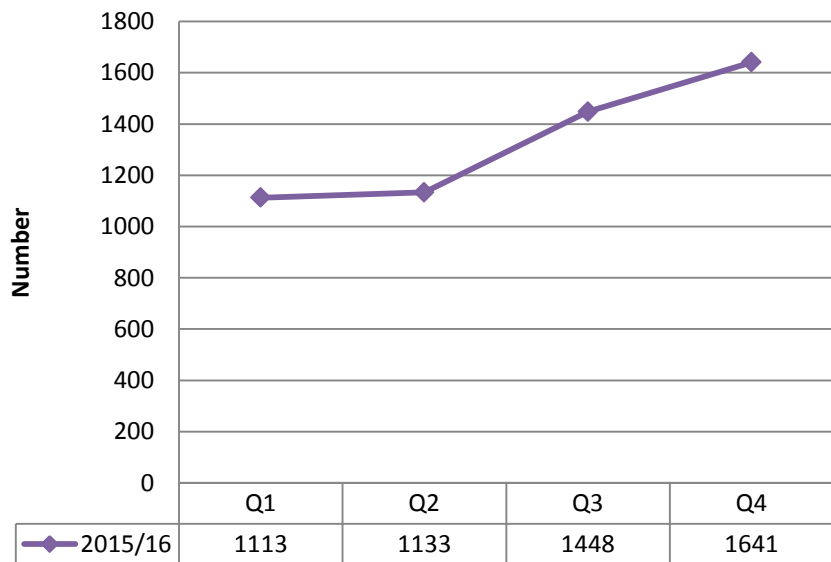
Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs (2015/16)

Number of Families Referred – Total Families 4522

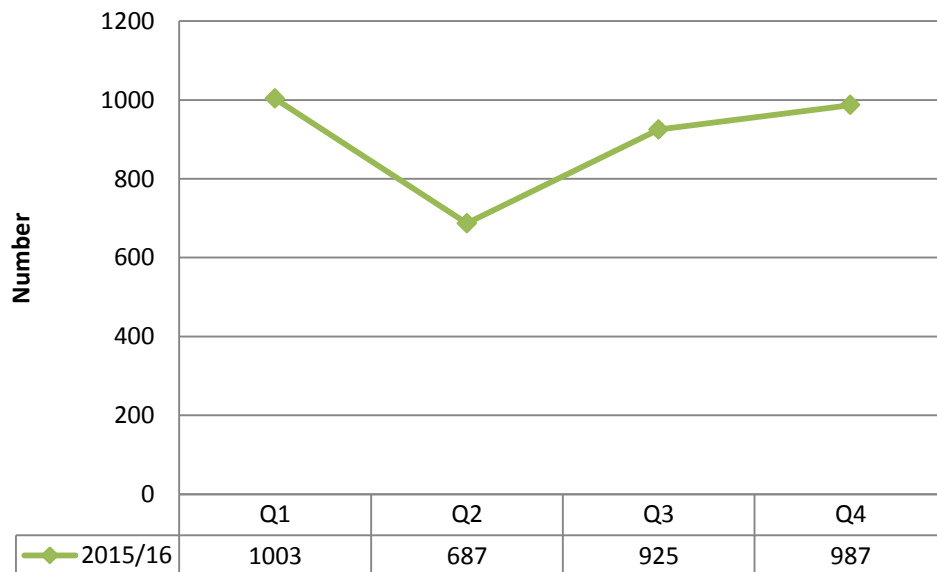


Between 2014/15 & 2015/16 there were **1887** more families referred through family support hubs.

Number of Children Referred 2015/16

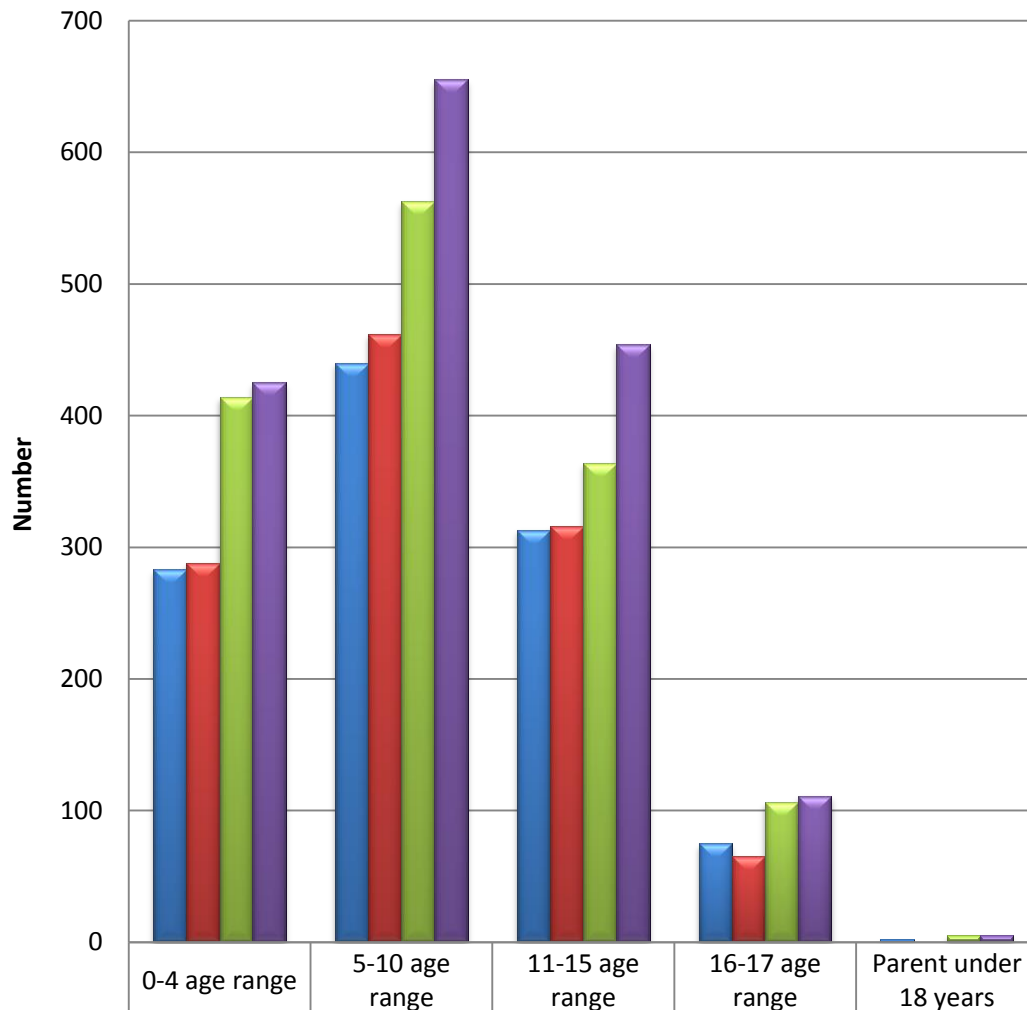


Number of Parents referred - 2015/16

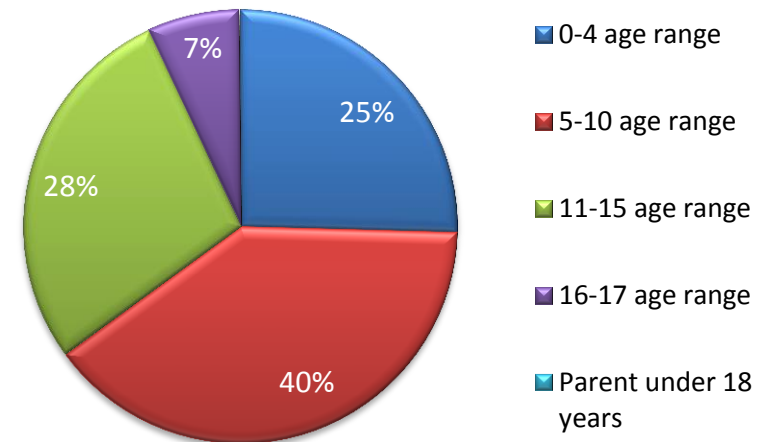


How much did we do?

Performance Measure 3: Children referred by age profile (2015/16)



Percentage of Children Referred by Age Profile



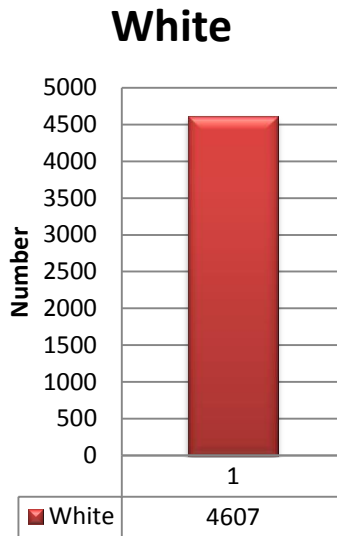
5-10 years has consistently been the highest age group for referral throughout 2015/16.

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

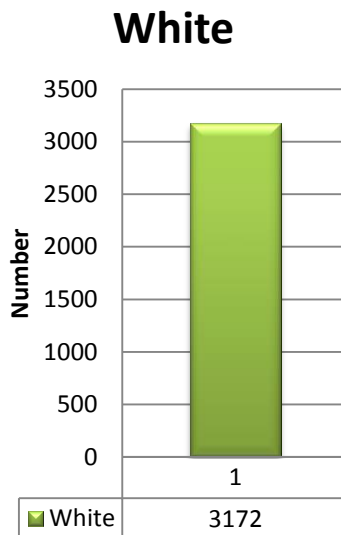
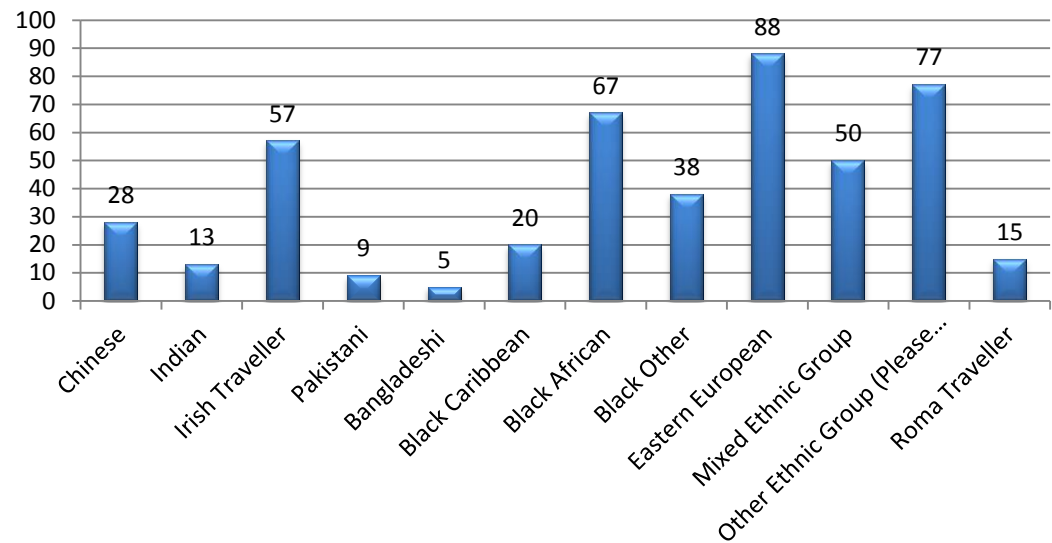
Performance Measure 4

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

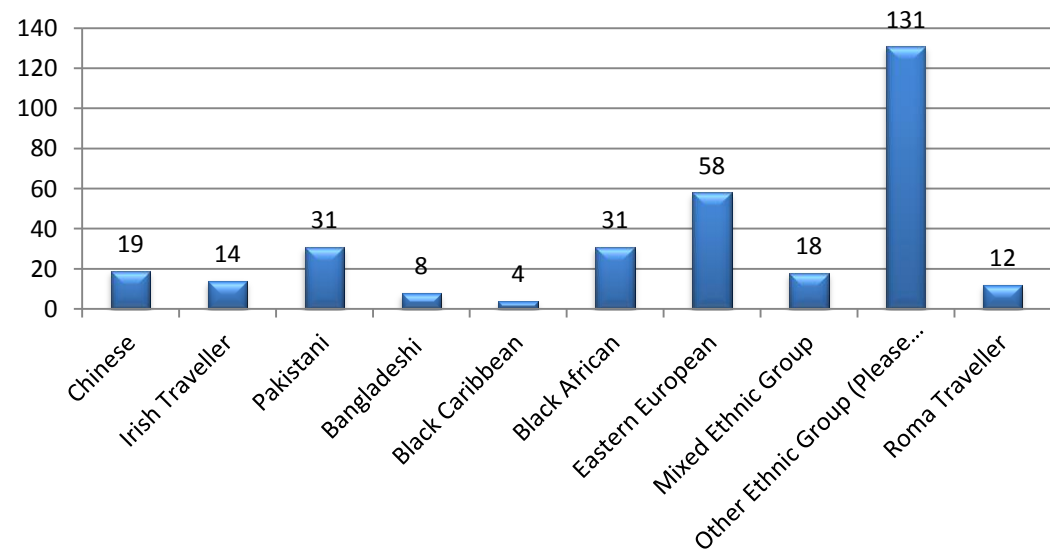
(Note: 'White' has the higher number of referrals for both Child/ren and Parents and are presented on separate scales as shown in these charts.)



Child/Children referrals by ethnic background

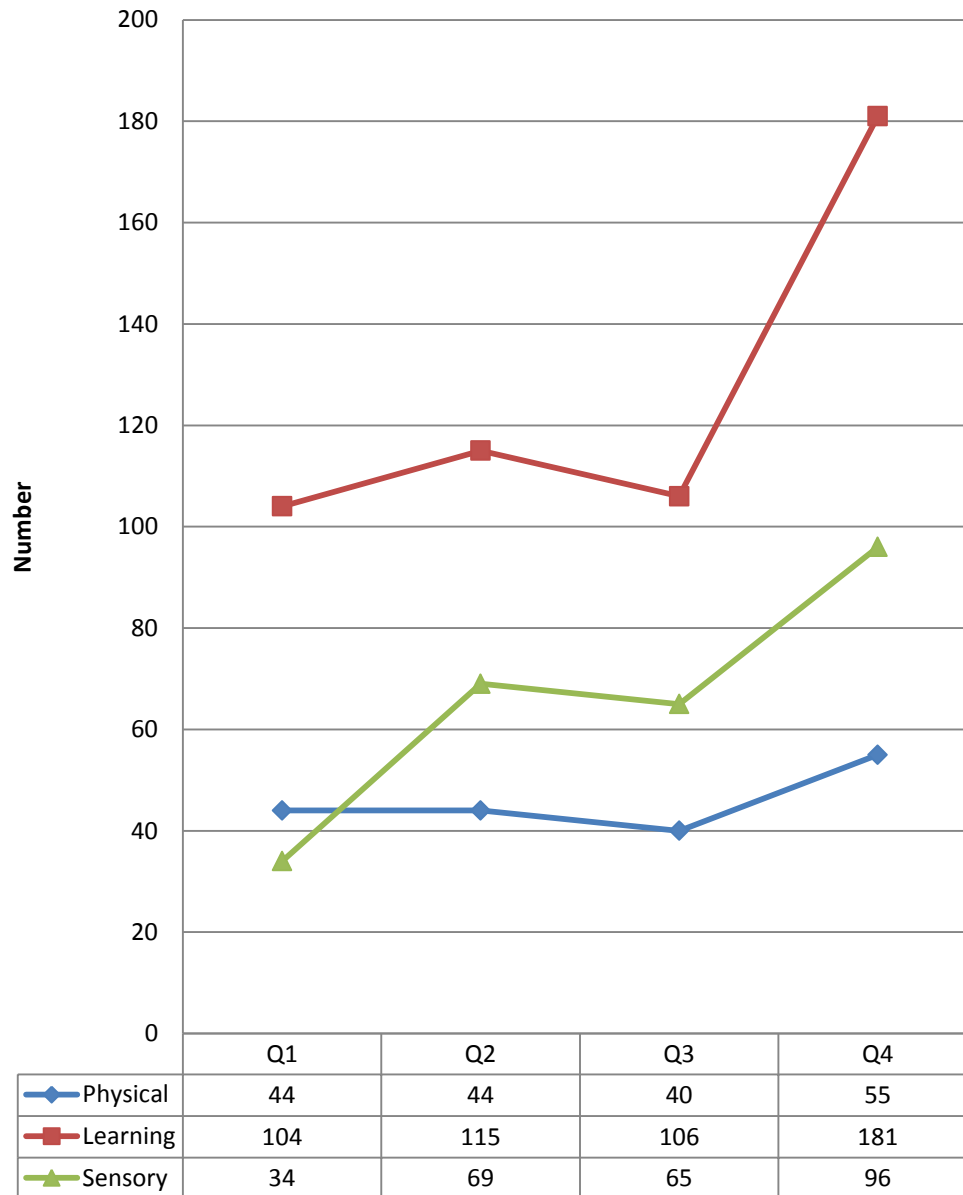


Parent / Parents referrals by ethnic background



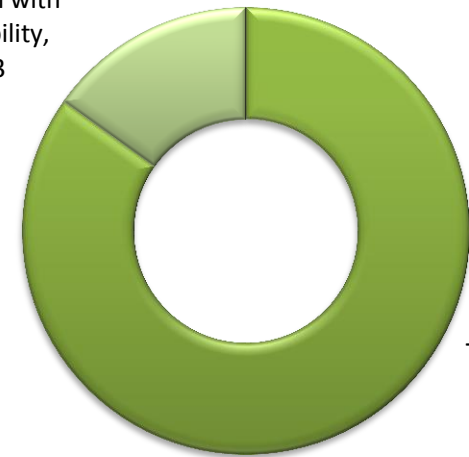
How much did we do cont'd....?

Performance Measure 4: Children with a disability referred -2015/16



Cumulative Total Children and those referred with a disability 2015/16

Children with a Disability,
953



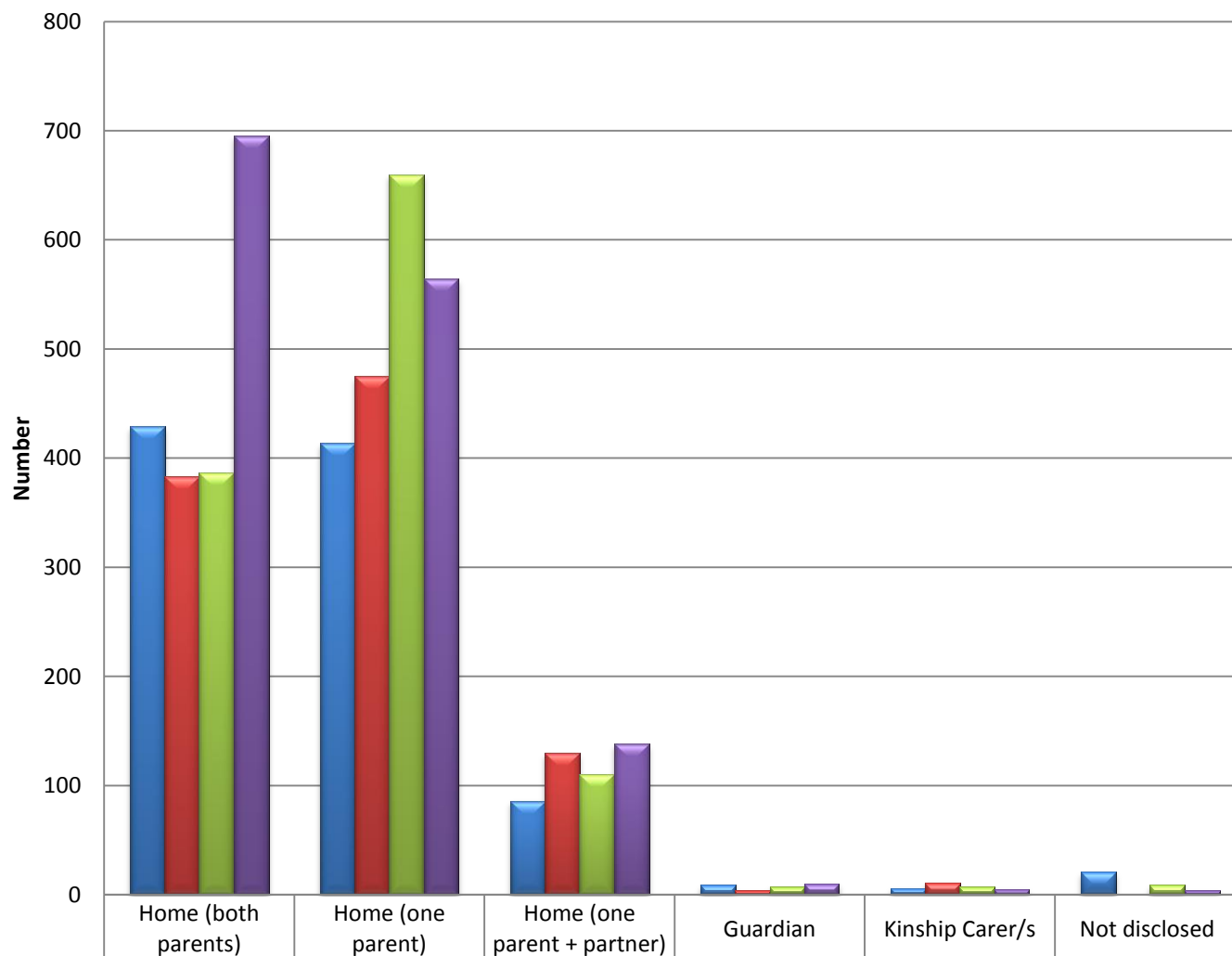
Total Children Referred,
5346

Throughout 2015/16, Children with a **learning disability** had the highest number of disability referrals .



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

Performance Measure 5: Household Composition -2015/16



2014/15

Guardian: 8

Kinship carers: 16

Increased in

2015/16 to :

Guardians 30

Kinship carers :29

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

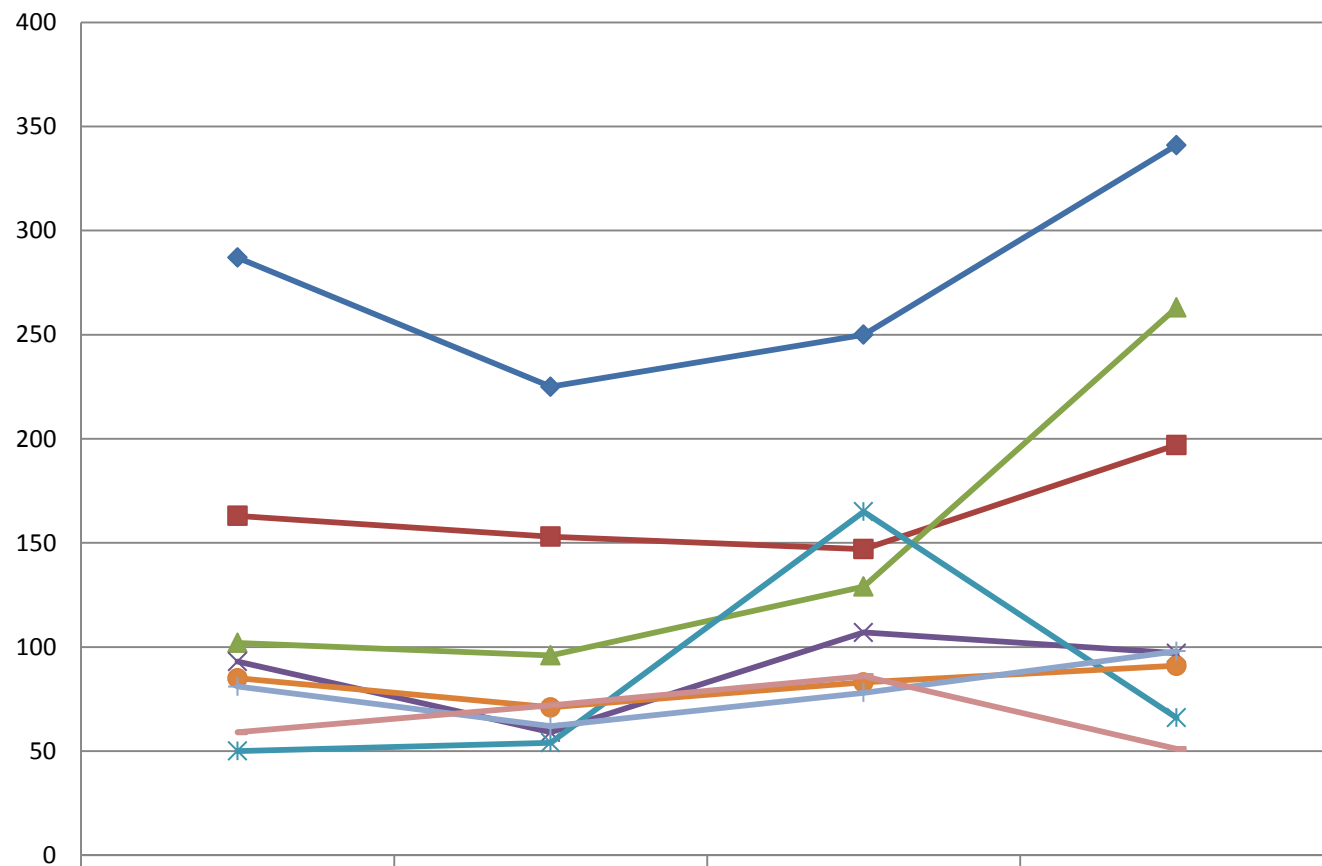
Performance Measure 6: Main Presenting Reasons for Referral - 2015/16

Reasons for Referral:
Consistently Emotional
behavioural support for primary
school age children has been
the main presenting reason for
referral.
From 2014/15 An increase
from 512 to 1103 in 2015/16

In 2015 /16 there has also been
a growth in the number of post
primary children referred for
emotional behavioural support
From 458 last year to 660 .

Requests for parenting
programmes /support rose
from 362 in 2014/15 to 590 in
2015/16

As hubs become established in
local communities greater
numbers of referrals for family
support are made



EBD support for primary school children

EBD support for post primary school children

Parenting programmes/parenting support

EBD support for parents

Financial support

EBD support for pre-school children

Child care support

Adult Mental health Issues

Q1

Q2

Q3

Q4

287

225

250

341

163

153

147

197

102

96

129

263

93

59

107

97

50

54

165

66

85

71

83

91

81

62

78

98

59

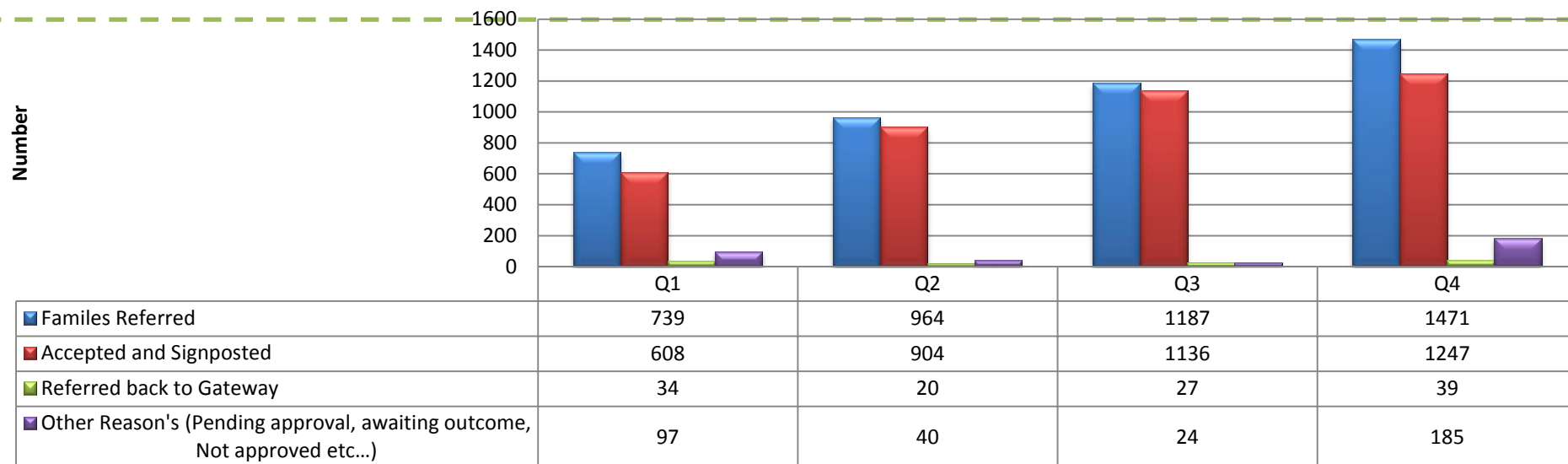
72

86

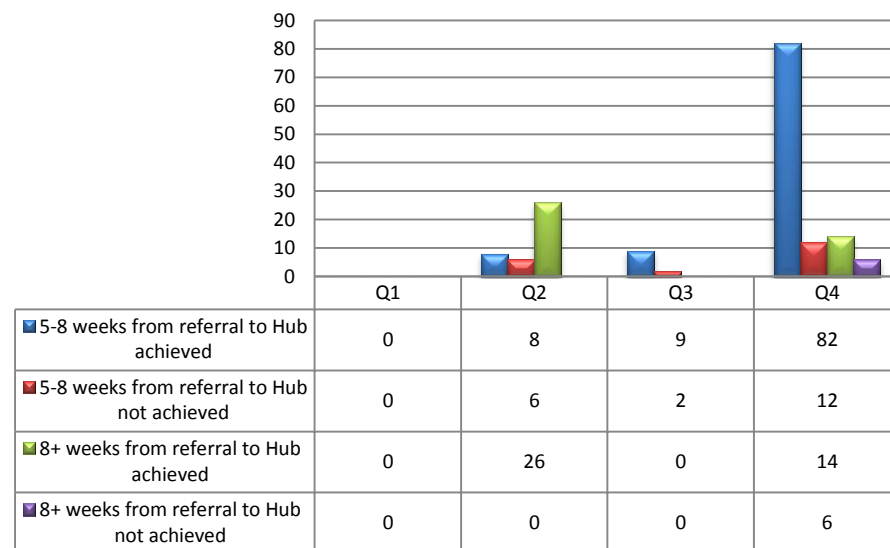
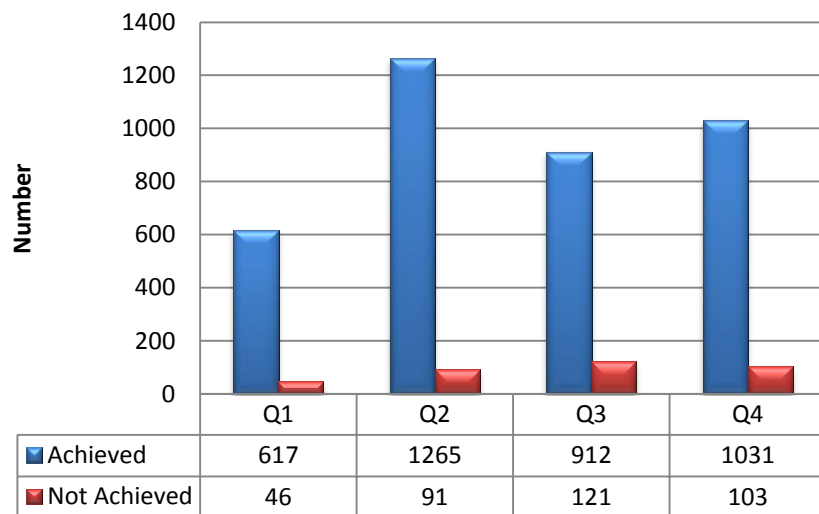
51

How well did we do it?

Performance Measure 7: Families Referred that were Accepted & Signposted, Referred to Gateway or not accepted for Other Reasons



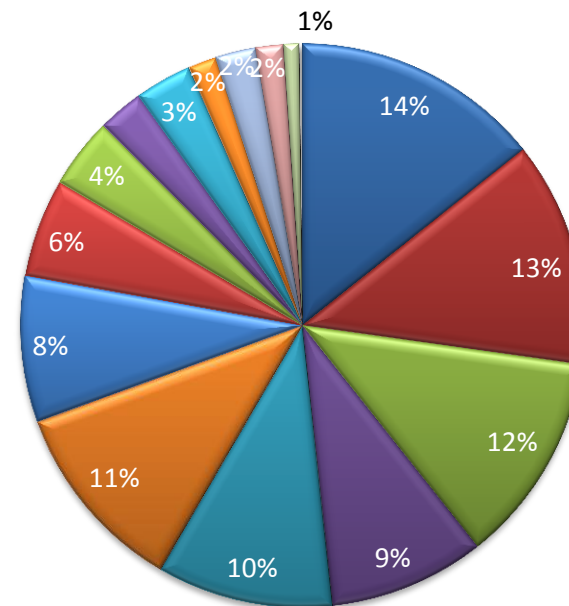
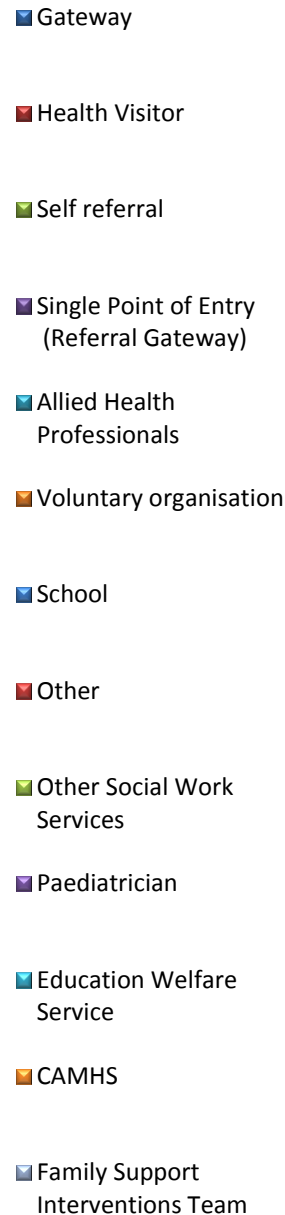
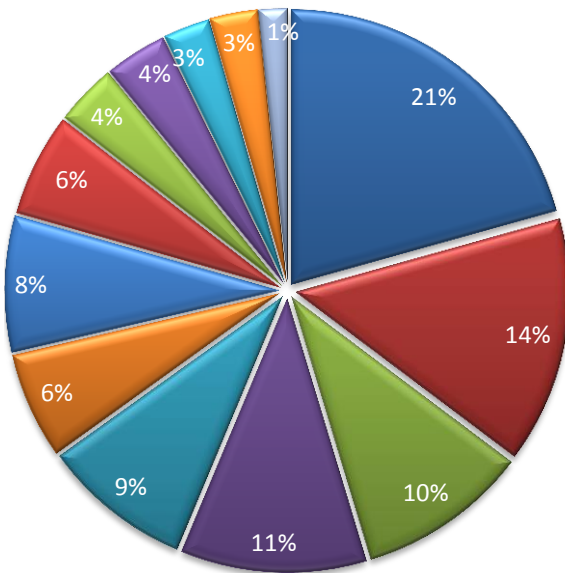
Performance Measure 8: Referrals processed : Outcome 4 weeks & 5-8 weeks achieved / Not Achieved- – 2015/16



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

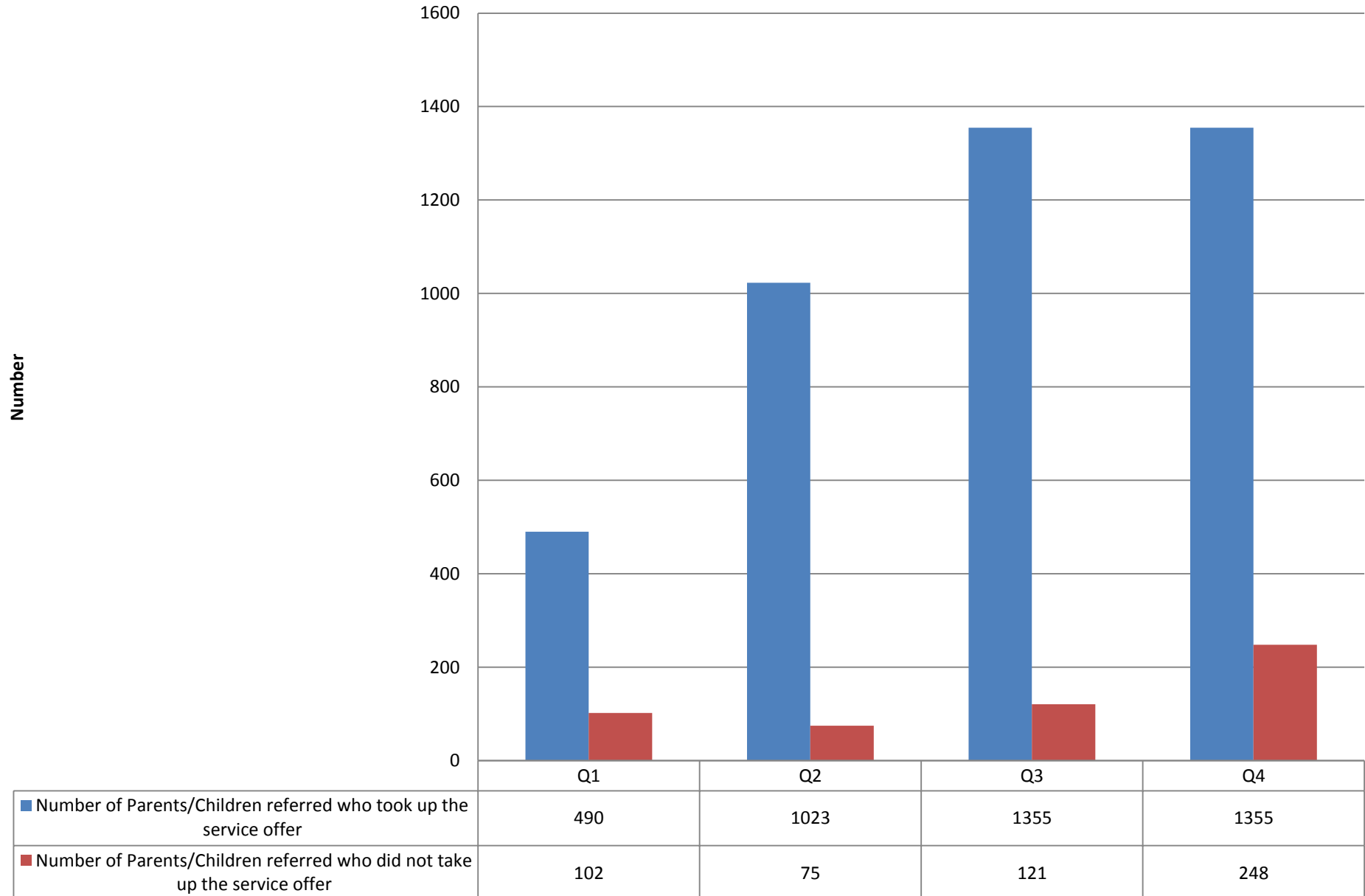
Performance Measure 8: Total Percentage of Referrals by Referral Agency (2014/15 & 2015/16)

There has been a total percentage reduction in the total number of Gateway referrals in the overall total over the past 2 years from 21% - 14% and a marked increase in referrals from GPs. Also increases from schools and self referrals.



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 (2015/16)



How well did we do

Performance Measure 10: 10 Standards 87% Fully Implemented 13% Partially Implemented - 2015/16

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

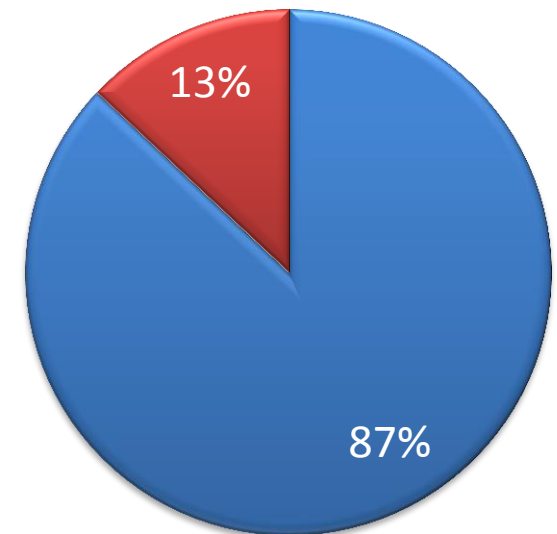
Standard 8. INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE
PLANNING, DELIVERY AND EVALUATION of family support services in practised
on an on-going basis

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

Hub Standards

- Fully Implemented
- Partially Implemented



All Hubs are expected to administer the self assessment tool based on the 10 Standards and to develop an Action Plan which is reviewed on a 6 monthly basis

Is anyone better off

78 Family Samples from families who received services through the Family Support Hub

- 74 received written information about the Family Support Hub
- 71 found the Hub Co-ordinator helpful
- 73 parents reported they found the interventions offered had positive outcomes across a range of interventions including behavioural support, parenting programmes, financial support, practical help in the form of furniture, fuel and food.

4 families were referred to Social Services, 2 to CAMHS, 1 Occupational Therapy, 1 to ASD

Other supports families would have found useful which were not available in their area: Sure Start, Mentoring, Autism Support Group, Support for Fathers, Premature Baby Support and School Programmes.

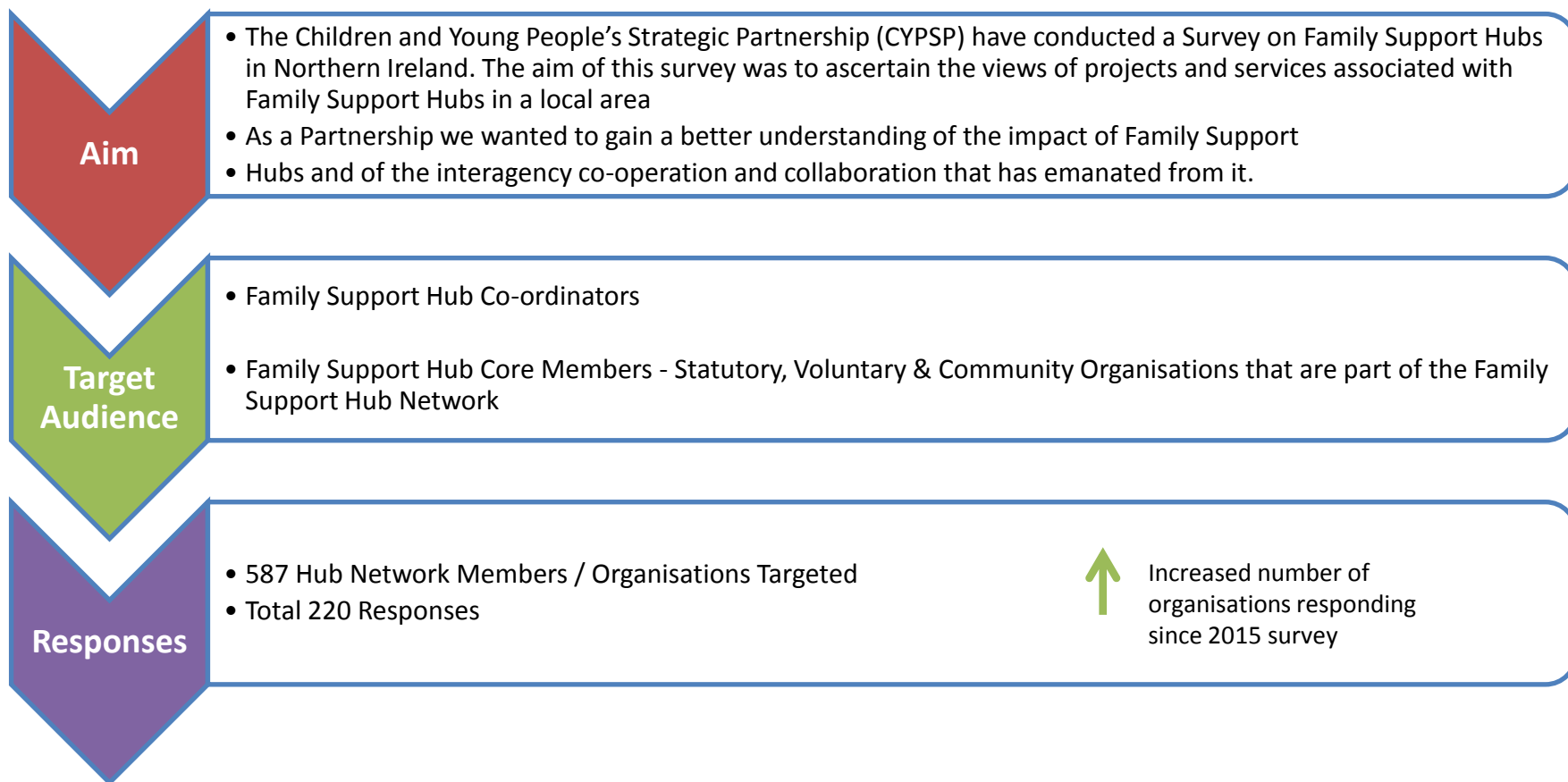
Also earlier information on the dangers of taking painkillers including those prescribed.

Parent said "I didn't know I was doing anything wrong. I never drank in front of the children and only drank at the weekend. I thought WKD were OK. The doctor prescribed the tablets so I thought they were grand and I was doing what I was supposed to be doing. I got some shock!"



The Survey

Family Support Hub Core Members Questionnaire 2016



Note:

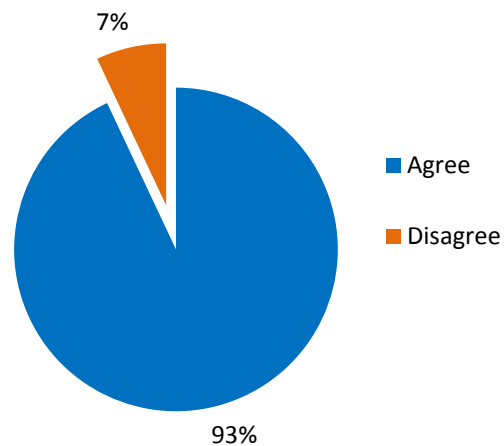
The 2015 Family Support Hub Interagency Core Members survey in 2015 was circulated to 410 core members. Core membership has increased by 177 organisations over the last year

The response rate as a whole number has increased from 180 to 220 agencies completing the core members survey

Improving Access to Family Support Services

Service Provider Feedback

Increased the use of all resources available for your local area



Comments from service providers

- Again being part of the hub has increased my knowledge of services which are available in the area
- While it has increased the use of resources available for the area it has also highlighted the gaps in each area
- Not increased the use of all resources in the local area but it has contributed to improved use of resources
- It is good platform for people to come together and share resources
- The hub has made signposting easier

2015 comparative...

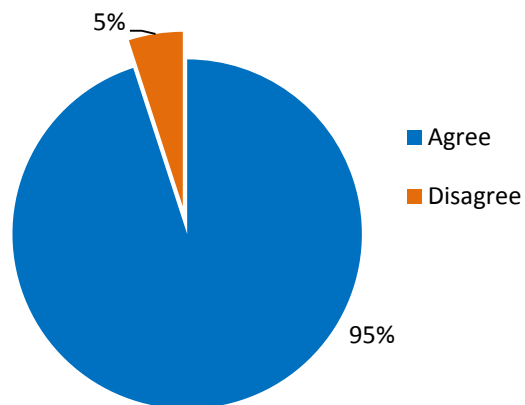
What does the data tell us?

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 10% since the survey was completed in 2015

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 should do as this is one of the main functions around the existence of the hubs
- The family is looked at as a whole which allows the family to be supported as individuals. The whole family can be affected by 1 person's need
- Community led organisations go the extra mile for their referrals to get the maximum benefit for them so the holistic wrap around approach is beneficial to users.
- I feel that there is very holistic approach based on assessing the persons needs and supporting them.

2015 comparative...

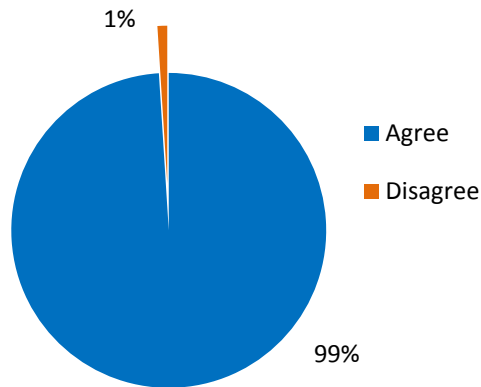
What does the data tell us?

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 is up by 4% from 2015.

Improving Coordination of Early Intervention Family Support

Selection of Service Provider Feedback

Enhanced knowledge and understanding of other workers roles



Comments from service providers

- The opportunity to hear what services can offer and hear first hand of the resources has increased my knowledge
- It has helped provide exchange and sharing of contacts and skills
- Very good in identifying other providers and their specific areas
- Particularly for new and emerging groups within mental health support
- Hub is an excellent network for sharing of information
- It is good opportunity to discuss and learn from others

2015 comparative...

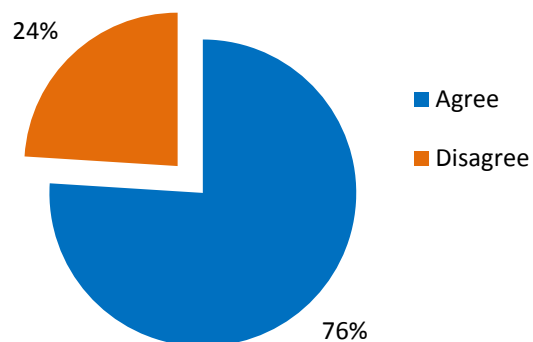
What does the data tell us?

The data has shown 99% 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 an increase of 5% since the survey was completed in 2015.

Improving coordination

Selection of Service Provider Feedback

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



Comments from service providers

- Co-operation between services has increased. Services are delivered on a partnership basis and this has enhanced effectiveness and efficiency as well as avoiding duplication
- As it grows, the Hub will reduce the duplication of services through improved co-ordination of services at the Practitioners Forum
- Being aware of the roles and limitations of each service, prevents duplication of services, also identifies interventions that can be offered
- Organisations are working closely and this allows for more information sharing. The likelihood of duplication is therefore minimal

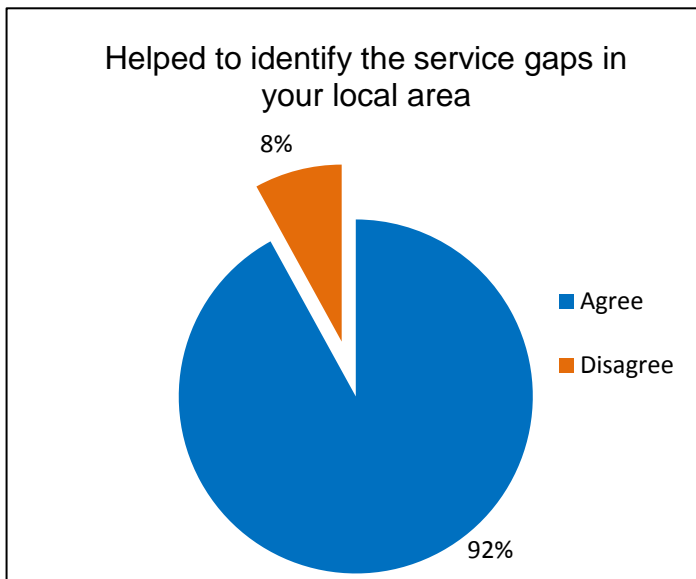
2015 comparative...

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 increased by 2% since last year.

Assessing the Level of Unmet Need

Selection of Service Provider Feedback



Comments from service providers

Work with adolescents and poverty were significant issues that the Hub helped to identify and both co-ordinate existing services and develop new approaches to meet them

I believe it has highlighted the gap within the primary and post primary age range

Yes it has identified a number of key areas that require development and investment in future. For me the centralisation of services has been damaging to rural communities and this needs to be addressed as a matter of urgency

Early to Mid Teens there is very little resources in the area for these young people

2015 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 2015.