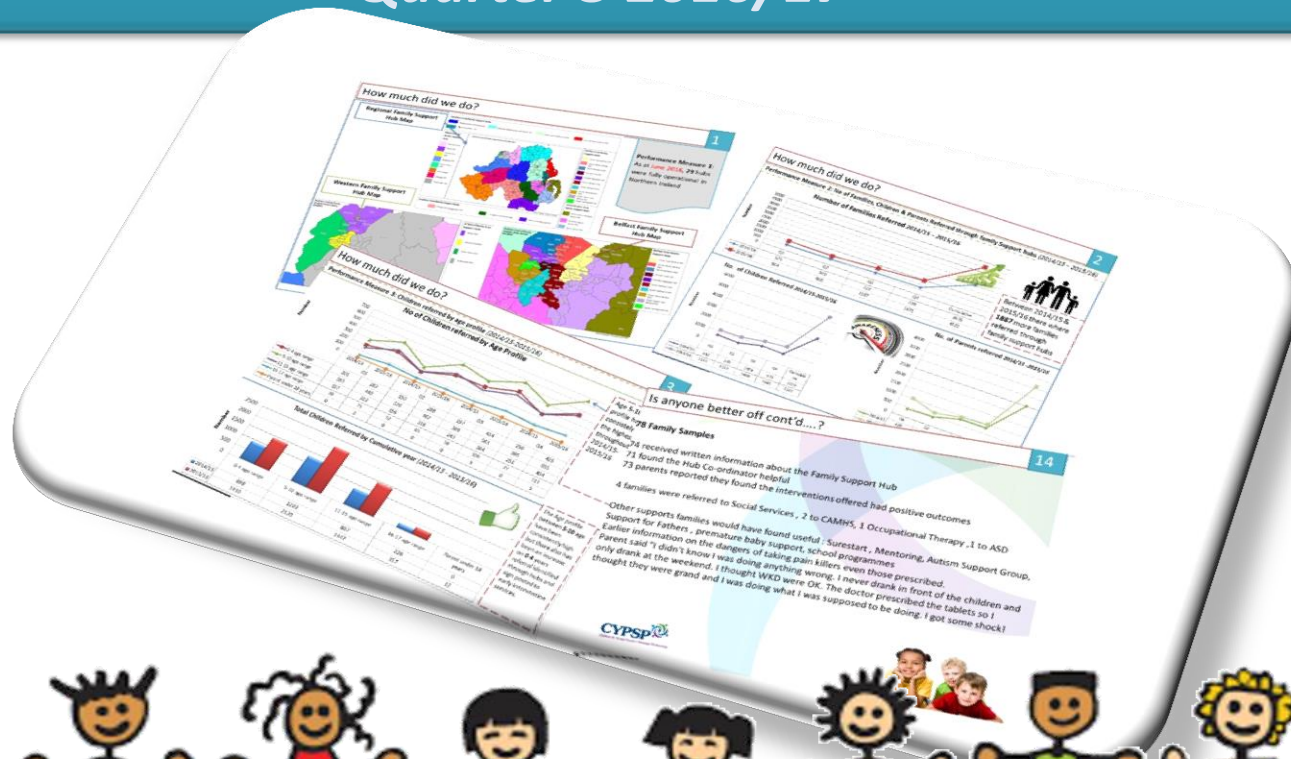


# Family Support Hubs Report Card

## Quarter 3 2016/17



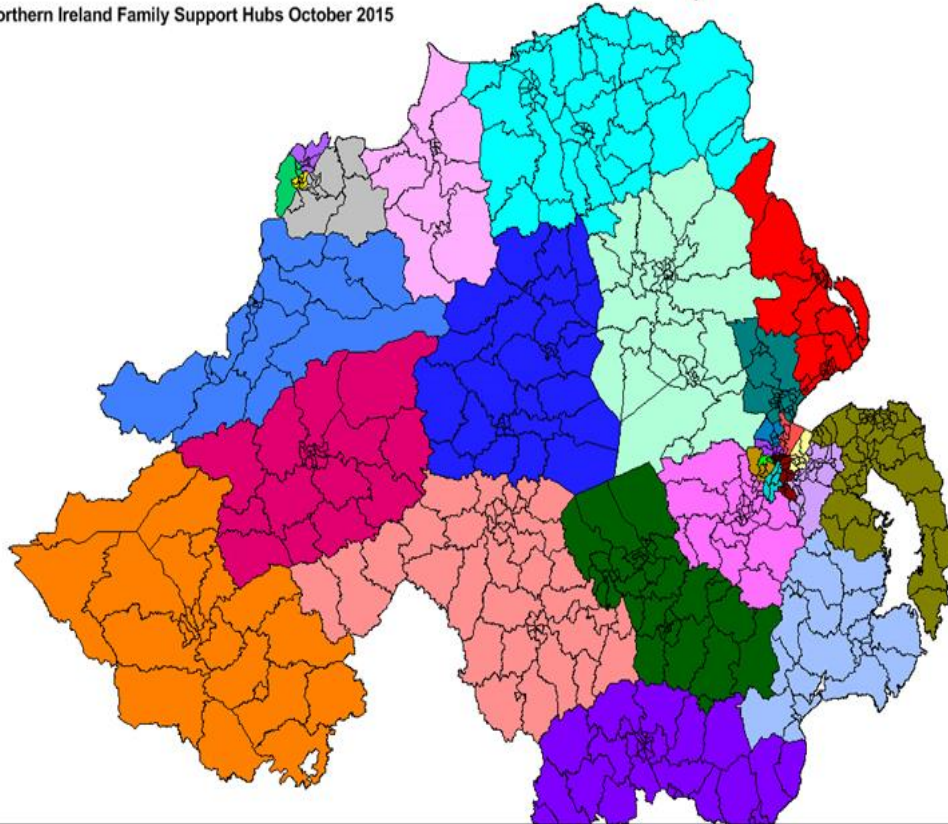
## Northern Area Family Support Hubs

- Magherafelt and Cookstown
- Coleraine, Ballymoney and Moyle FSH
- Antrim and Ballymena FSH
- Larne & Carrick Sector FSH
- Newtownabbey FSH

## Western Area Family Support Hubs

- Dry Arch FSH
- Ethos FSH
- Family First FSH
- Strabane FSH
- Outer West FSH
- Fermanagh
- Omagh FSH
- Waterside FSH

Northern Ireland Family Support Hubs October 2015



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## Southern Area Family Support Hubs

- Armagh and Dungannon FSH
- Craigavon and Banbridge
- Newry and Mourne FSH

## Belfast Area Family Support Hubs

- Inner East Belfast FSH
- Lower North Belfast FSH
- North Belfast II FSH
- Greater Falls FSH
- Greater Shankhill FSH
- South Belfast I FSH
- South Belfast II FSH
- Outer West Belfast FSH
- Outer South East Belfast FSH
- Upper Springfield FSH

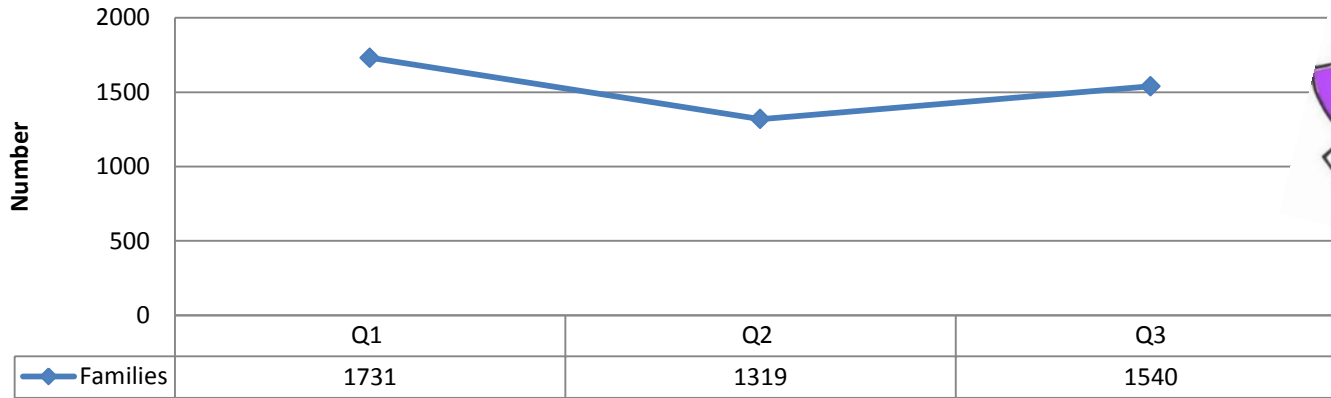
## South Eastern Area Family Support Hubs

- North Down and Ards Sector FSH
- Greater Lisburn Sector FSH
- Down Sector FSH

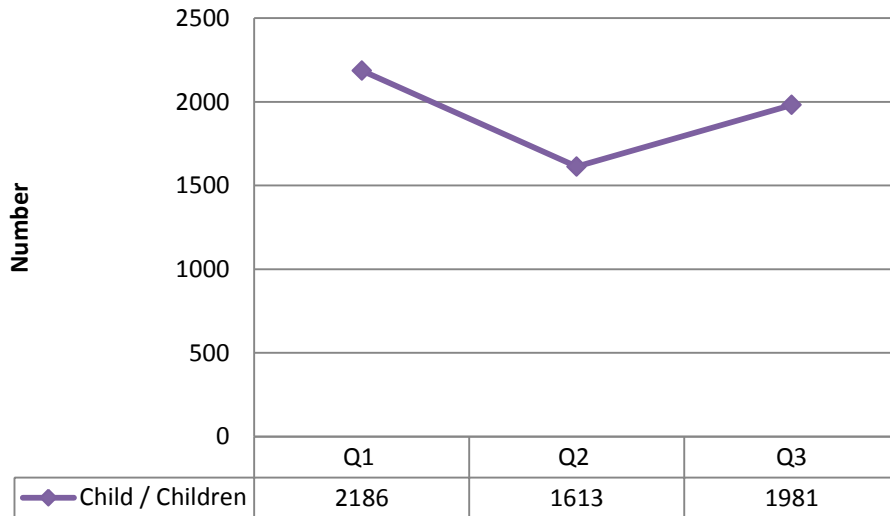
**Performance Measure 1:**  
As at Sept 2016, **29** hubs were fully operational in Northern Ireland

## Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs

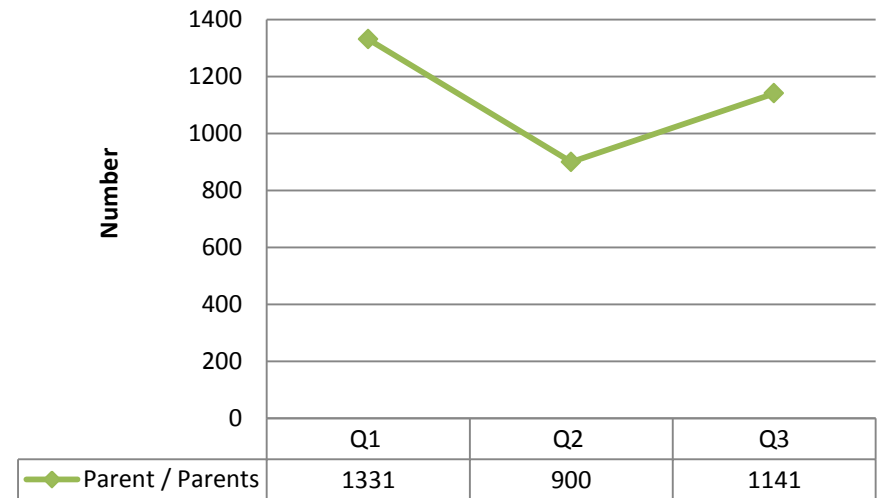
### Number of Families Referred



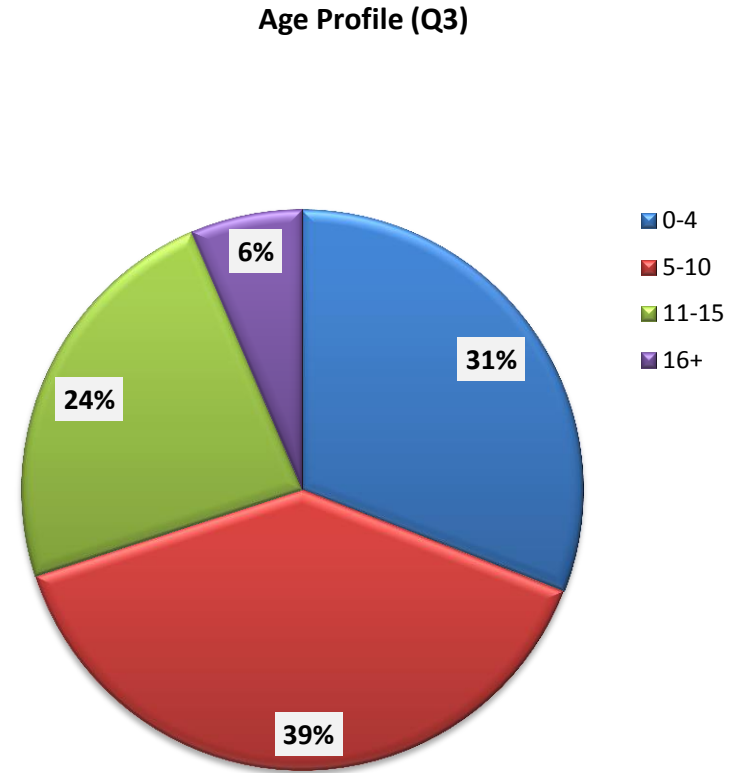
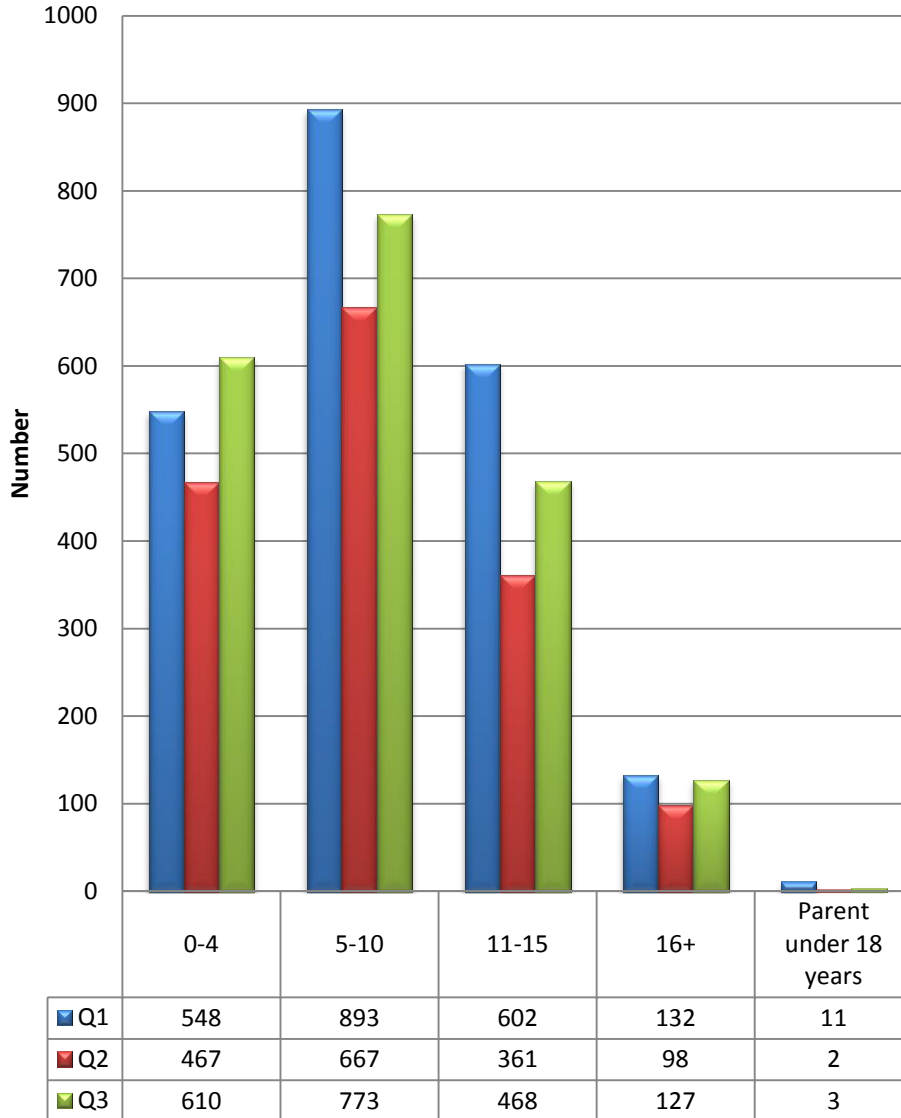
### Number of Children Referred



### Number of Parents Referred



## Performance Measure 3: Children referred by age profile - 2016/17



**5-10 years** has consistently been the highest age group for referral.

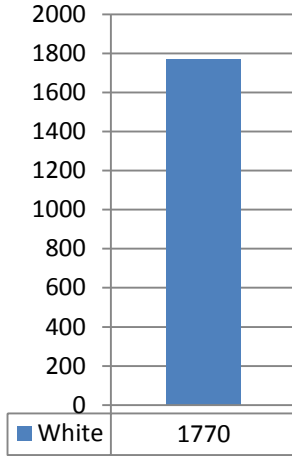
# How much did we do cont'd....?

## Performance Measure 4

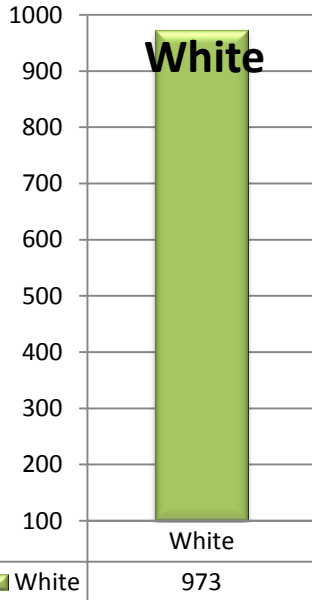
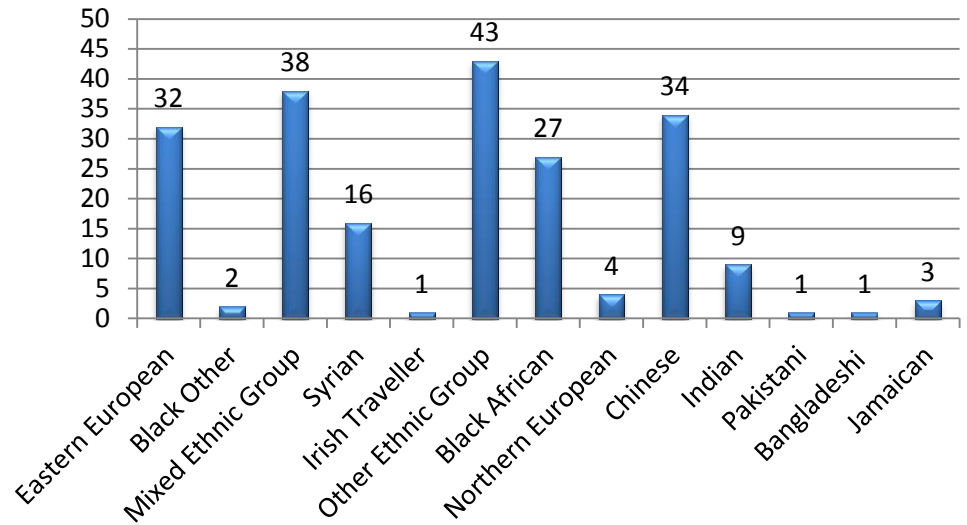
Referrals by Ethnic Background for Children and Parents referred through Family Support Hub's.

*(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.)*

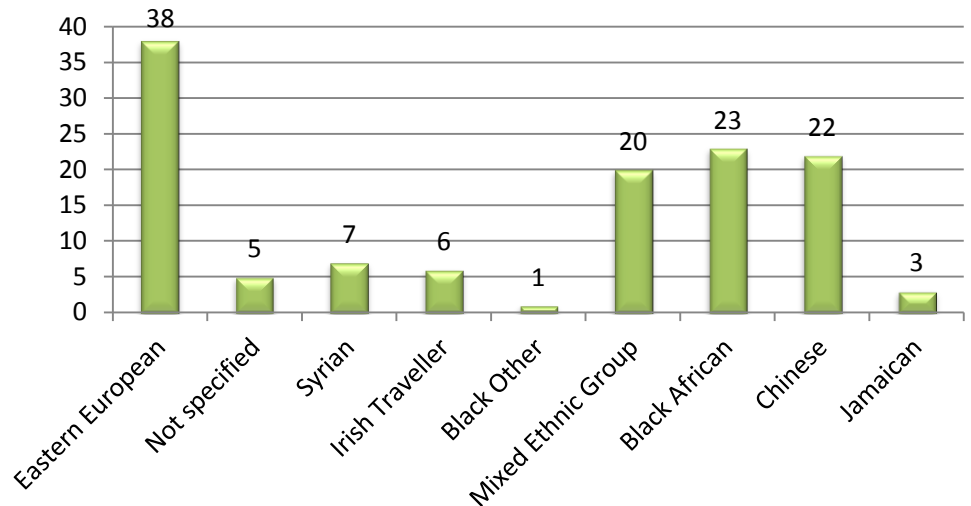
### White



### Child/Children referrals by ethnic background

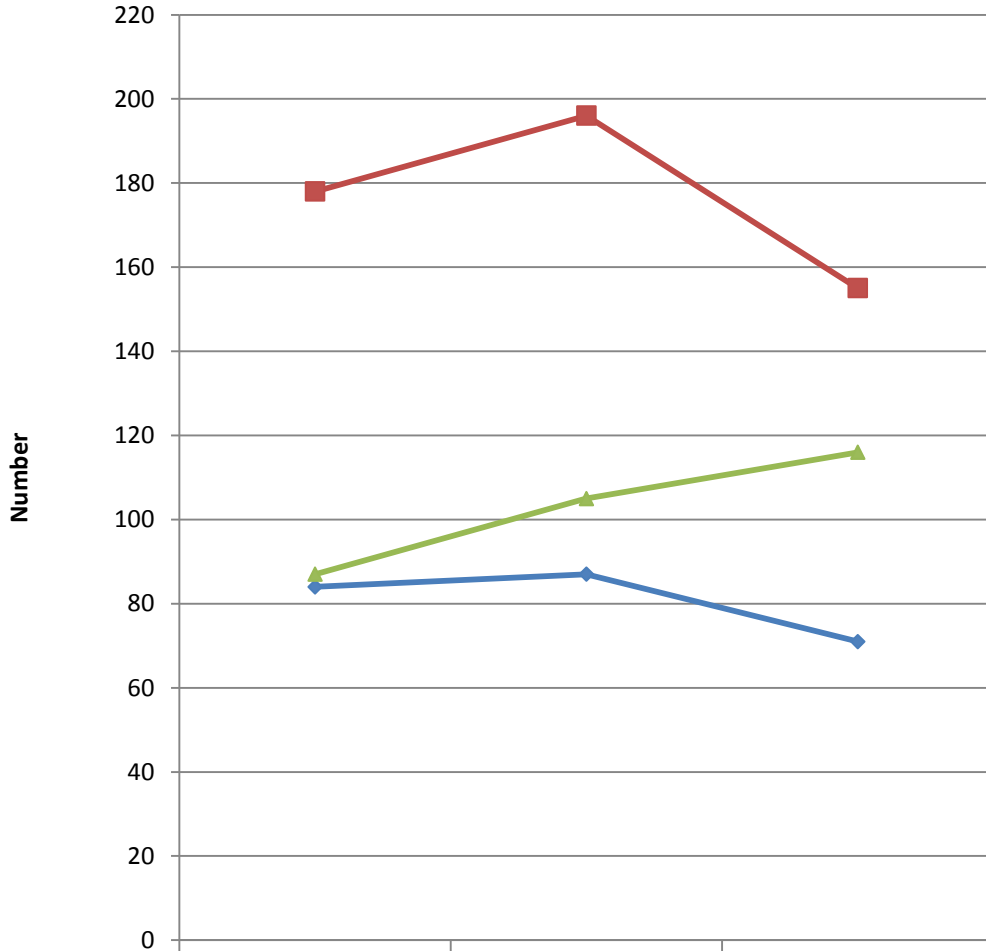


### Parent / Parents referrals by ethnic background

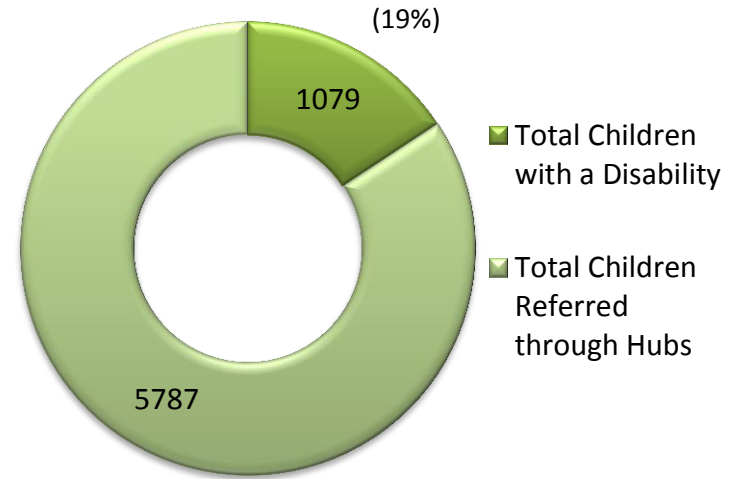


# How much did we do cont'd....?

## Performance Measure 4: Children with a disability referred -2016/17



	Q1	Q2	Q3
Physical	84	87	71
Learning	178	196	155
Sensory	87	105	116

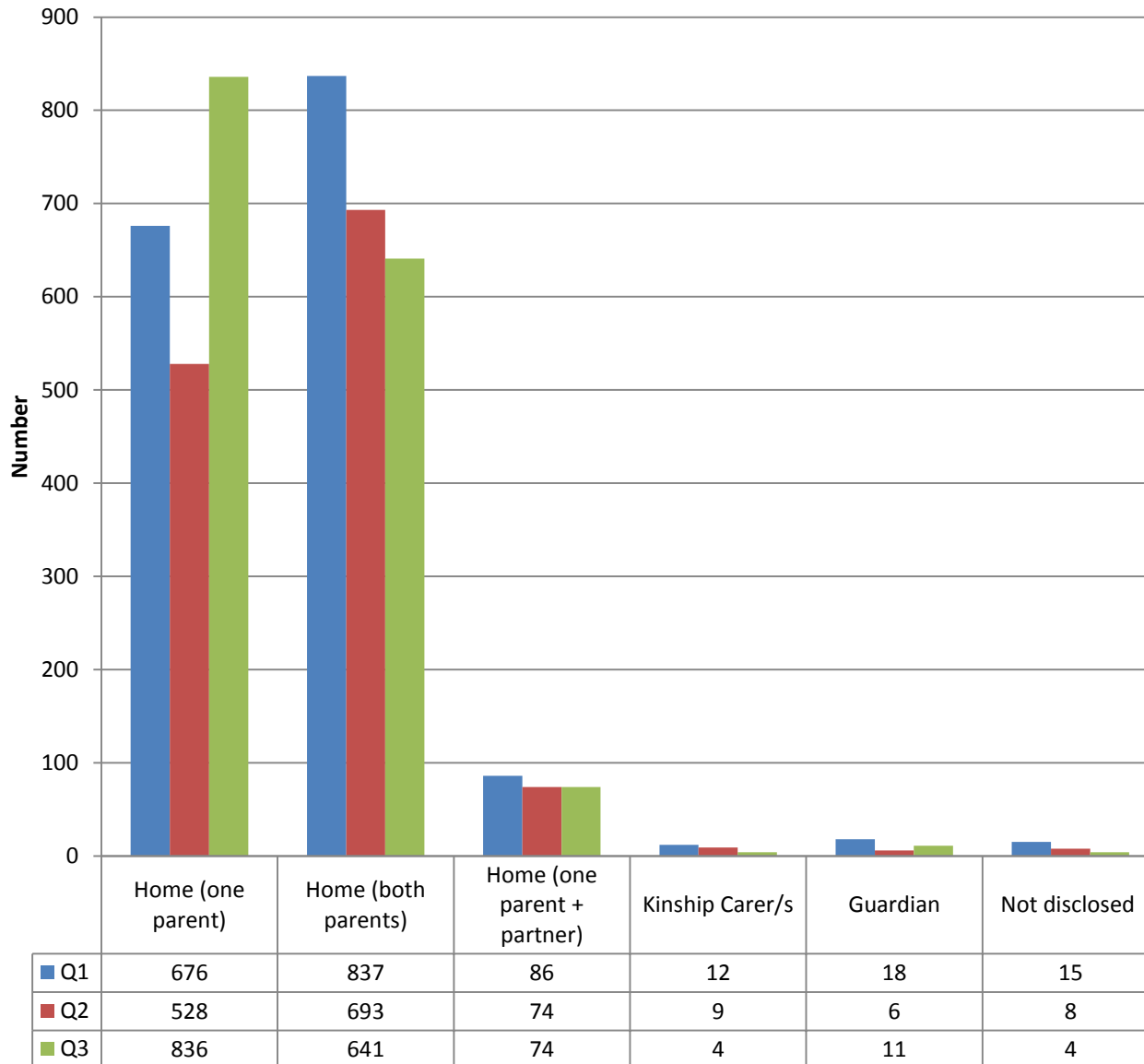


Children with a **learning disability** had the highest number of disability referrals .



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

## Performance Measure 5: Household Composition -2016/17



**2015/16**

**Guardian: 30**

**Kinship carers: 29**

**At present from 1<sup>st</sup>**

**April to 31<sup>st</sup>**

**December 2016:**

**Guardians 35**

**Kinship carers :25**

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

## Performance Measure 6: Main Presenting Reasons for Referral - 2016/17

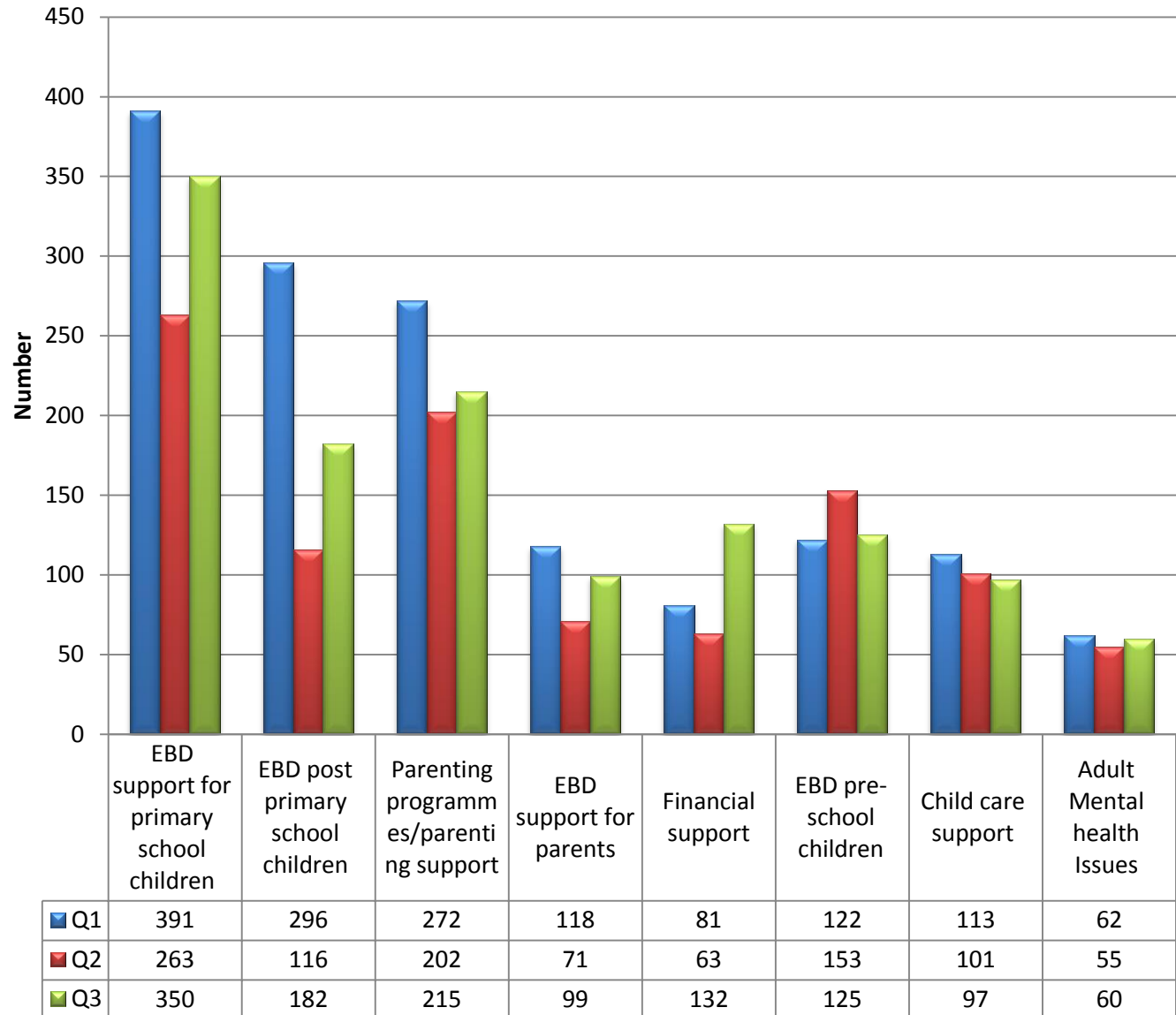
### Reasons for Referral:

Consistently Emotional behavioural support for primary school age children has been the main presenting reason for referral. At present there has been 1004 children referred for EBD support for primary school age children .

In 2016/17 there has also been a growth in the number of post primary children referred for emotional behavioural support, with 594 referred for Q1 to Q3 .

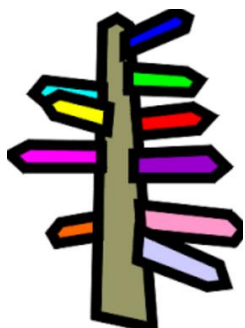
Requests for parenting programmes /support at present for Q1 to Q3 is 689 compared to 590 in 2015/16.

As hubs become established in local communities greater numbers of referrals are being presented for EBD pre-school children support.

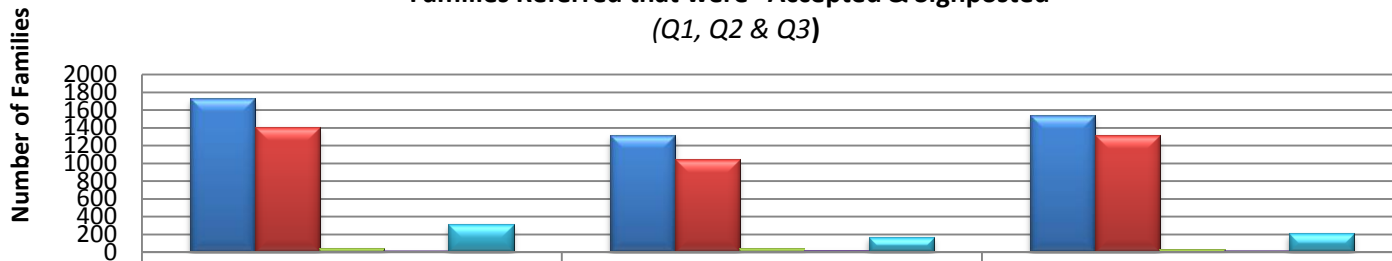


# How well did we do it ....?

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

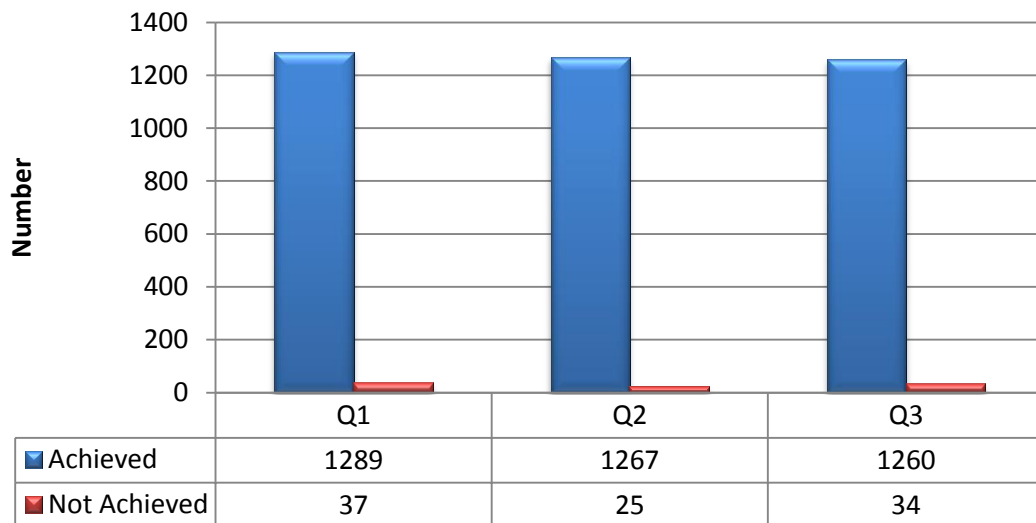


Families Referred that were "Accepted & Signposted"  
(Q1, Q2 & Q3)



	Q1	Q2	Q3
<span style="color: blue;">■</span> Families Referred	1731	1319	1540
<span style="color: red;">■</span> Accepted and Signposted	1408	1041	1312
<span style="color: green;">■</span> Signposted but family did not engage	44	43	30
<span style="color: purple;">■</span> Referred back to Gateway	15	23	18
<span style="color: cyan;">■</span> Other Reason's (Pending approval, awaiting outcome, Not approved etc...)	318	169	213

## Performance Measure 8: Referral processed : Outcome 4 weeks & 5-8 weeks achieved / Not Achieved

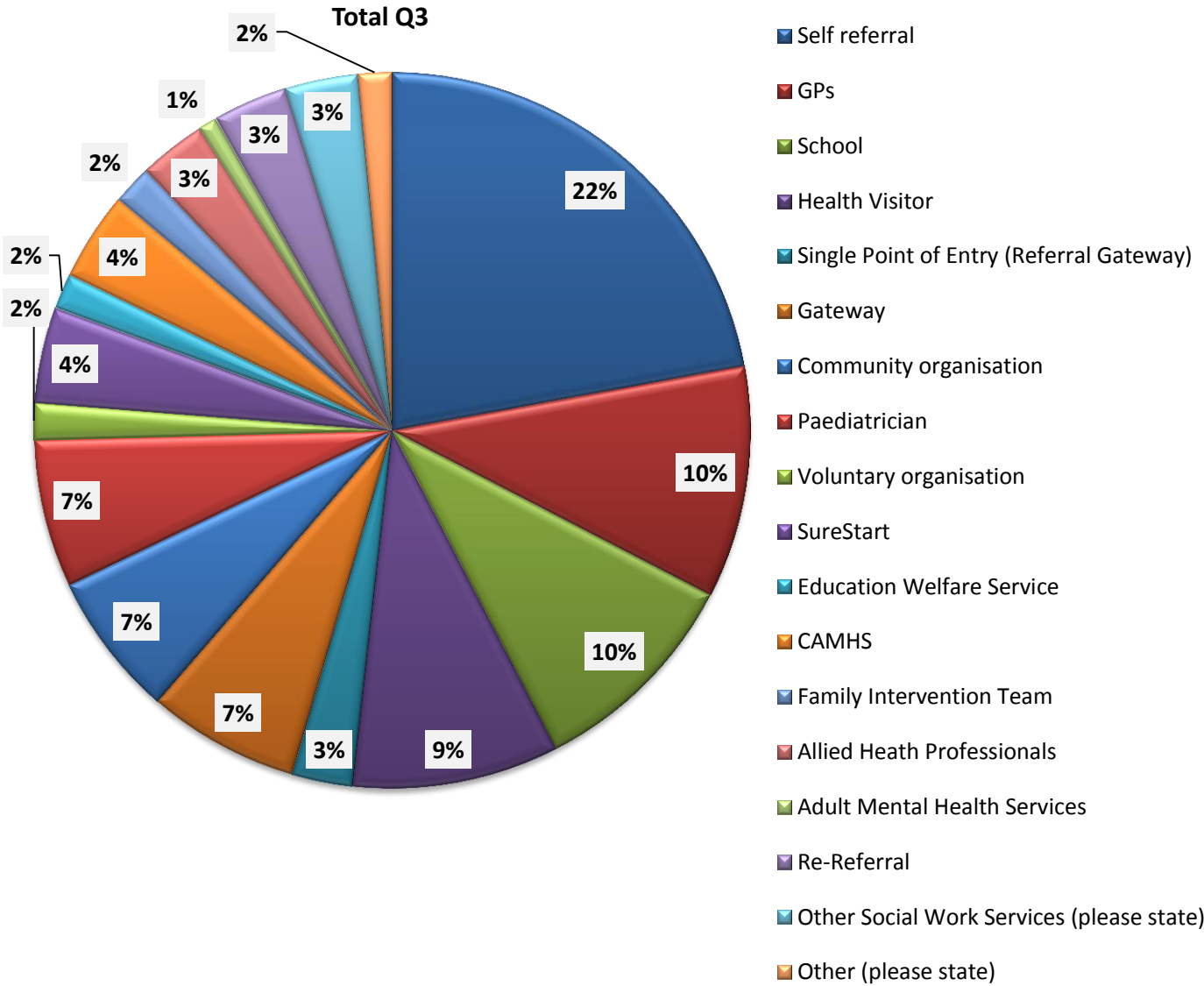


The vast majority of referrals to Hubs were processed within 4 weeks. A further significant number within 5- 8weeks and of the remaining referrals only 6 exceeded the maximum 8 weeks timescale. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

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

## Performance Measure 8: Total Percentage of Referrals by Referral Agency

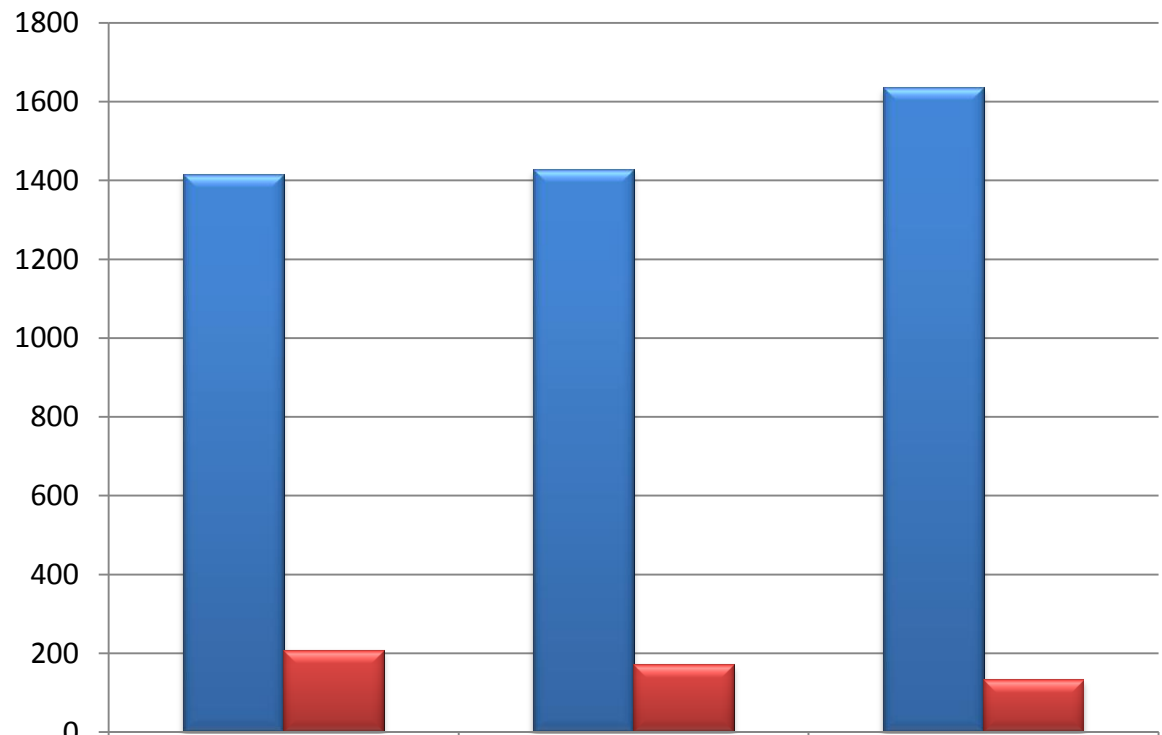
The largest total percentage increase by referral agency is for Self-referrals at 22% in Qtr 3 compared to 12% for all of 2015/16. However the biggest percentage decrease from 14% to 7% is from Gateway. Hubs have also been proactive at engaging with adult mental health support for parents. Many parents referred to hubs have mental health issues alongside other family support needs such as debt ,managing children's behaviour and parenting a child with a disability. Also there has been increased number of referrals from schools . As Hubs become better established in local communities parents approach services for support directly.



## Performance Measure 9: Number of Parents / Children referred who did and who did not take up the service offer



N<sub>t</sub>



■ Number of children/ parent referred on who took up the service offer	1415	1428	1637
■ Number of children/ parent referred on who did not take up the service offer	209	172	133

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

**Performance Measure 10: 10 Standards 93% Fully Implemented 7% Partially Implemented - 2016/17**

**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

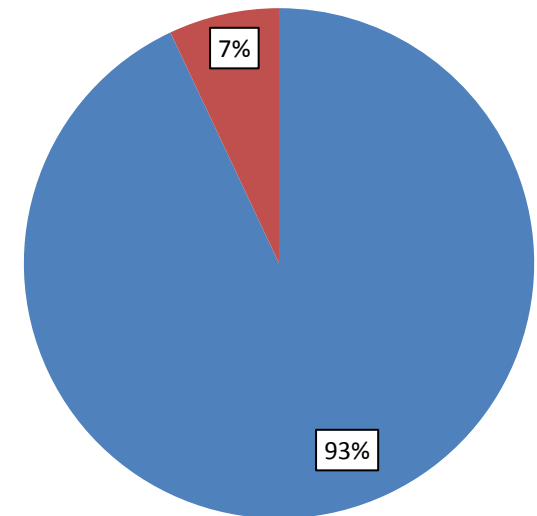
**Standard 8.** INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE  
PLANNING, DELIVERY AND EVALUATION of family support services in practised  
on an on-going basis

**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.**

*“The doctor made a referral for us to the Hub and I think it worked well. The service we got was exactly what we needed and it really helped us. Things seem to be back on track for us now.”*

***Lone parent of a 9 year exhibiting behavioural difficulties***

*Mum was concerned about 12 year old son’s behaviour at home she describes as forgetful & that he has meltdowns. He fights constantly with his sister. Negative interaction between them makes home life difficult. Through the Hub received one to one support , Strengthening Families Parenting Programme ,mentoring for the young person and ASD youth group.*

*“I heard back from the service very quickly and found it really helpful for what was going for us at the time. I would advise any parent who is experiencing similar problems to get in touch with the Hubs. Things are looking much more positive for us at the moment.”*

***Lone parent of 12 year old with emotional /behavioural difficulties***



Hub co-ordinator was the only person this mother would speak to and she refused to engage with other services . Eventually additional help was provided. “ I contacted the Disability social work team and explained my concerns, as mum greatly needed support for the child with ASD and balancing her other children especially the new born baby and also she wasn't engaging in services. This resulted in the family's case being brought to the resource panel and they were allocated six hours per week for the child with ASD to alleviate some stressors. They are also trying to work with mum more holistically and form some foundation of support.”

A Black African family were referred to the Hub 3 weeks before Christmas with no recourse to public funds. Through the Hub partners they were provided with practical support in the form of clothes, a food hamper and toys for the children as well as help in integrating into the local community .



Mum stated that FSW had gone out of her way to access support and help. “FSW helped me as a parent, she gave me confidence too stand up for (my child) Its great to know that someone like FSW is behind me”.

“Yes it was very positive. We get loads of help from our worker when we didn’t know where to get help. She still comes to visit us and help us with what we need”.

Mum was delighted to be able to chat through her difficulties. She had initially been referred by PSNI to duty team as a result of domestic violence so she was thrilled she didn’t require ongoing social work involvement but acknowledged she still needed some kind of support. The hub was the perfect option and felt in control of what she could take up on and what she could decline.

Mum said she was finding it really tough and she never imagined the support she has received as a result of the referral. She feels much more able to cope during this tough time. She had tried to access support herself previously and was unsuccessful. Mum only had £4 left when we called so the food parcel was critical.

