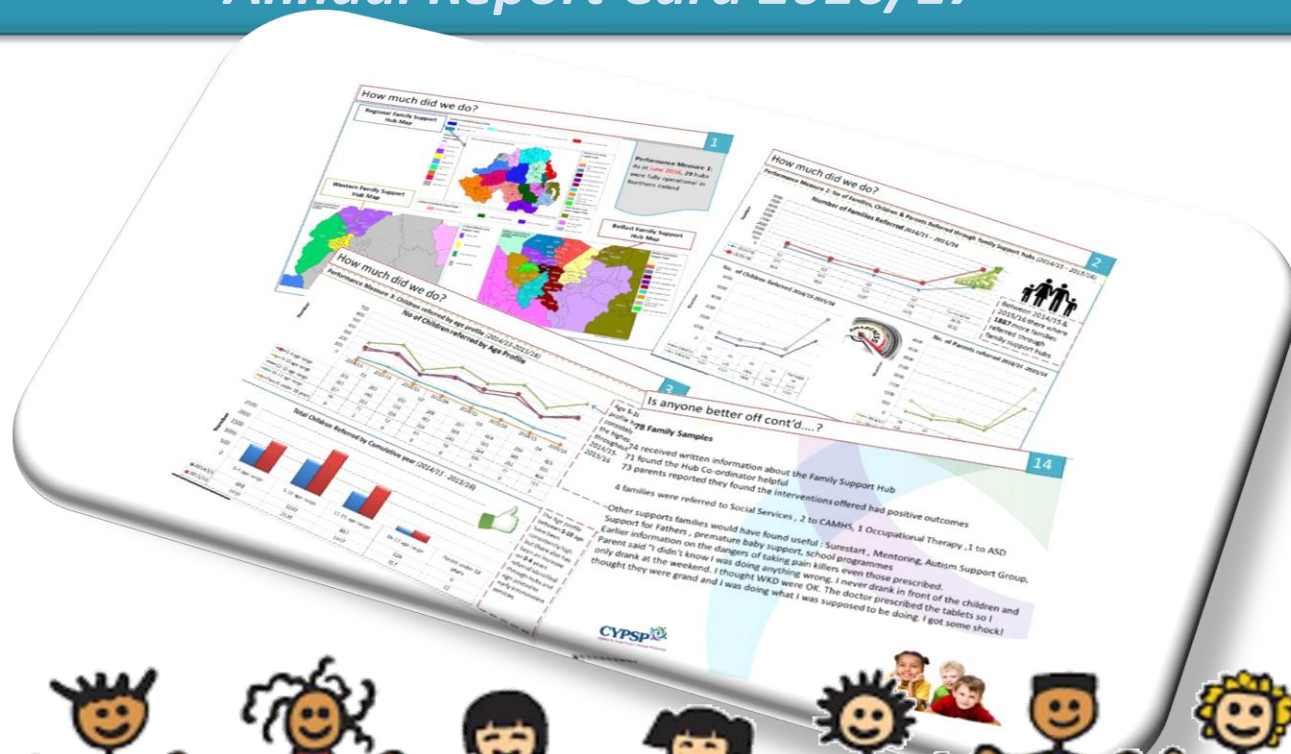


# Family Support Hubs Report Card

*Annual Report Card 2016/17*



# How much did we do?

1

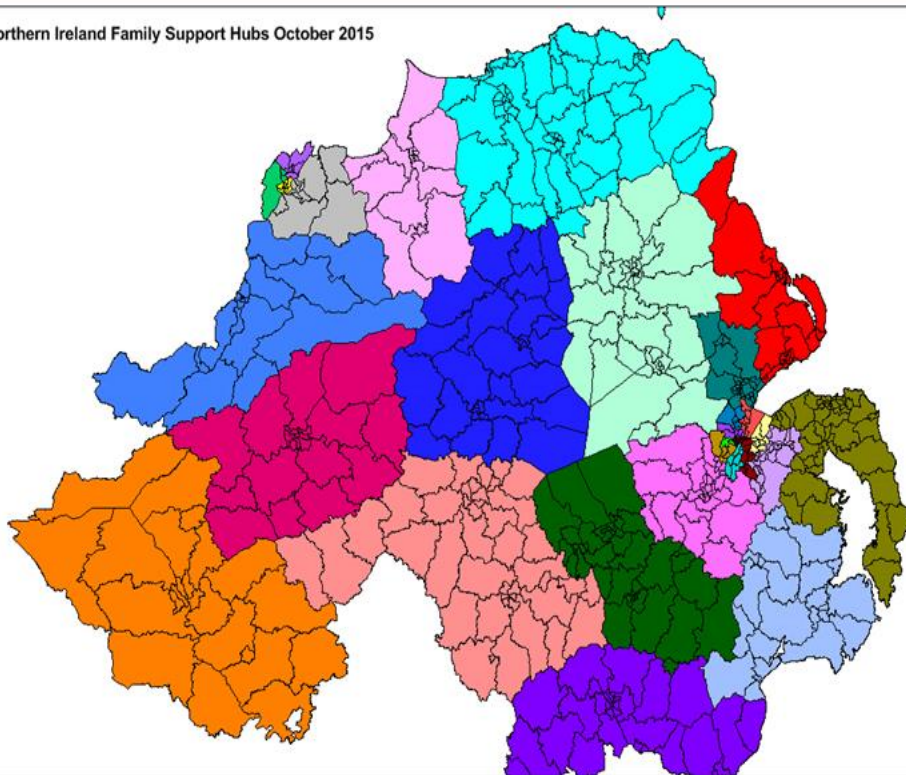
## Northern Area Family Support Hubs



## 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



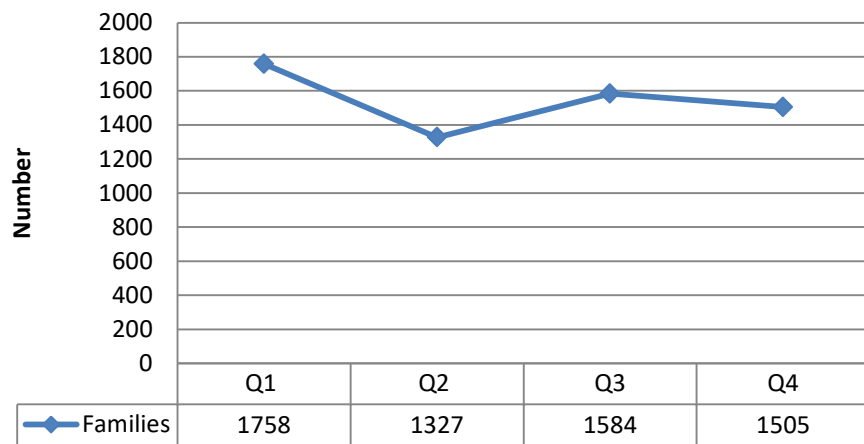
**Performance Measure 1:**  
As at June 2017, 29 hubs were fully operational in Northern Ireland

# How much did we do?

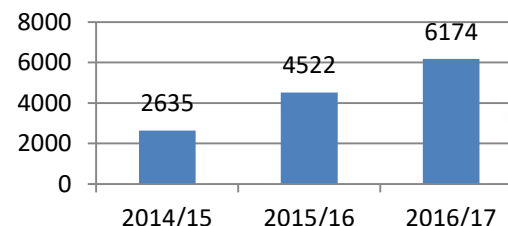
2

## Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – 2016/17

Number of Families Referred – 2016/17

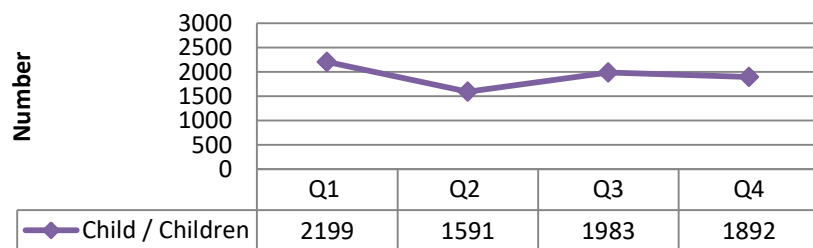


No. of Families Referred - 2014/15 to 2016/17

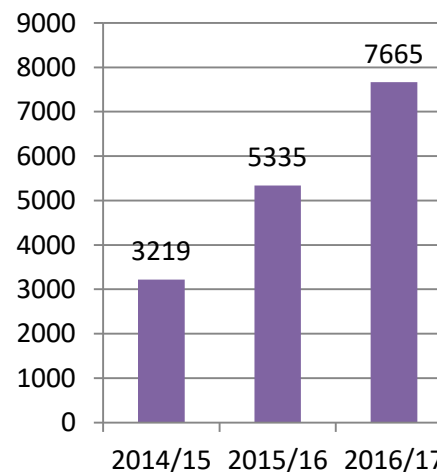


In 2016/17 there were **1652** more families referred through family support hubs than in 2015/16.

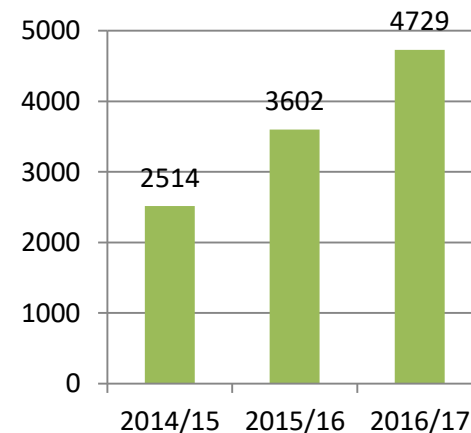
Number of Children Referred – 2016/17



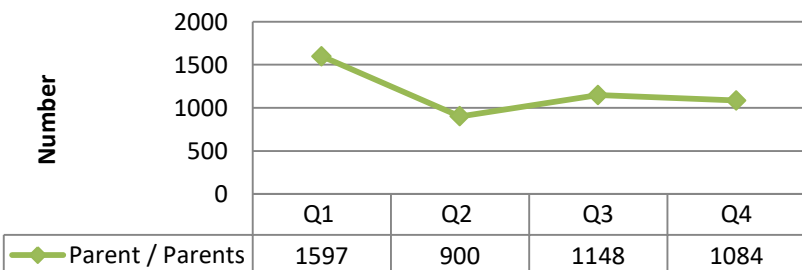
No. of Children (2014/15 to 2016/17)



No. of Parents (2014/15 to 2016/17)

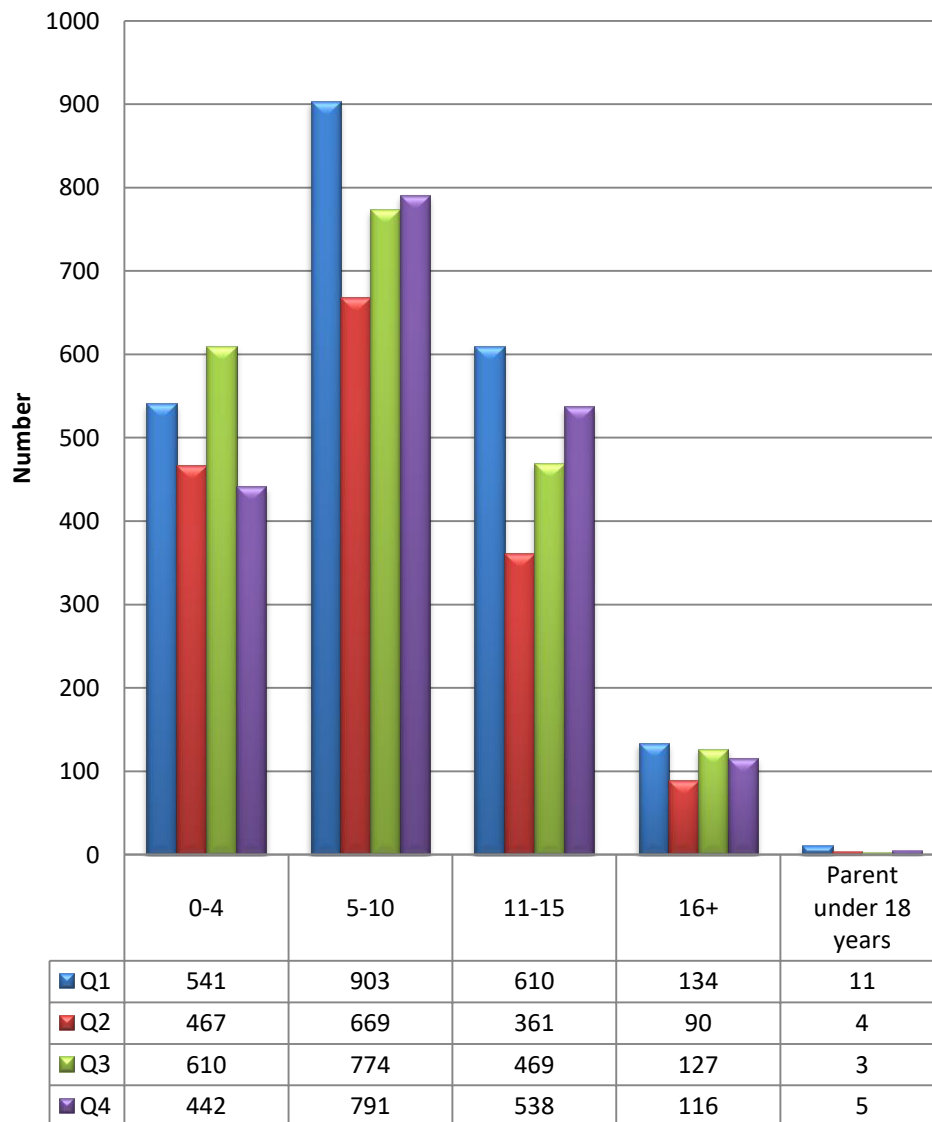


Number of Parents Referred – 2016/17

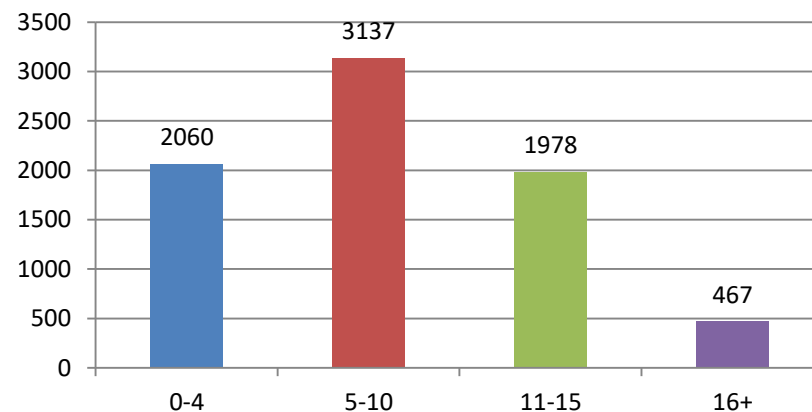
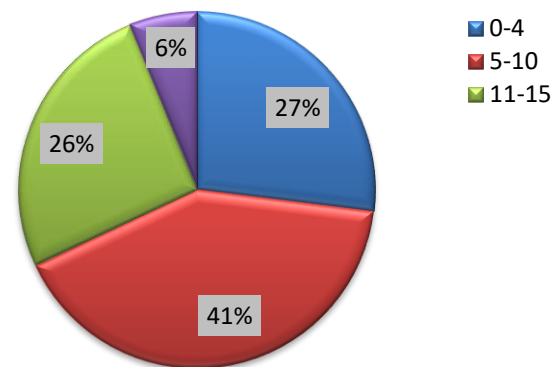


# How much did we do?

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



Age Profile (2016/17)

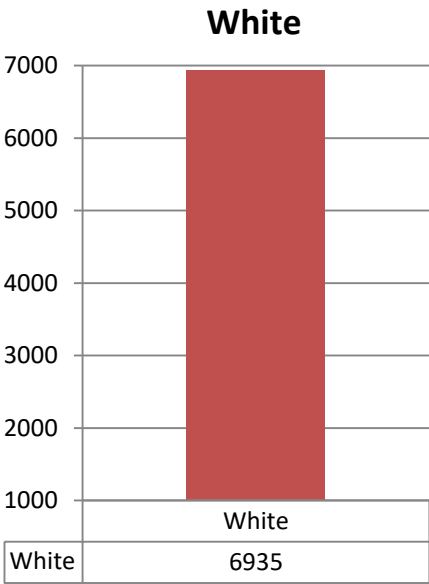


**5-10 years** has consistently been the highest age group for referrals in 2016/17.

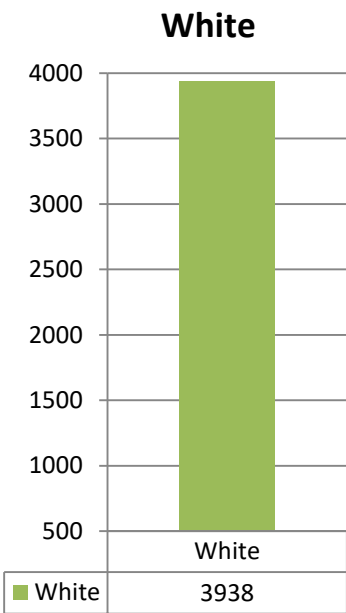
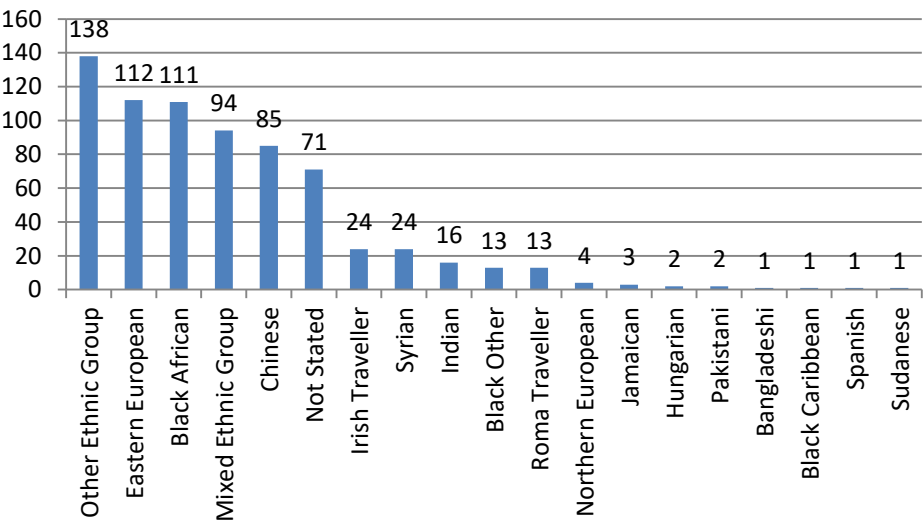
Performance Measure 4

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

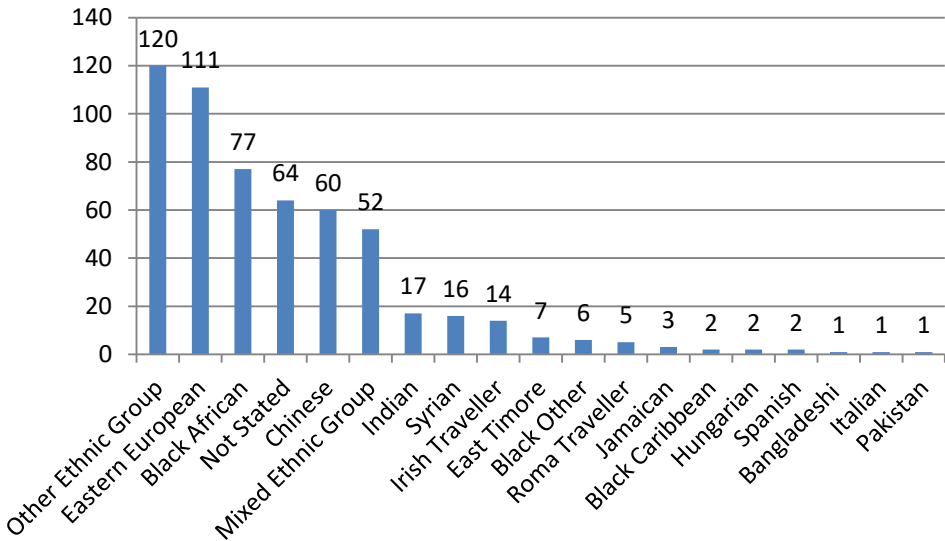
(Note: 'White' has the higher number of referrals for both Child/ren and Parents and are presented on separate scales as shown in these charts.)



Child/Children referrals by ethnic background

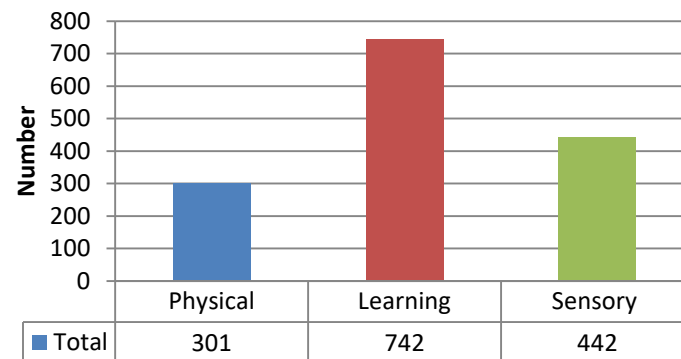
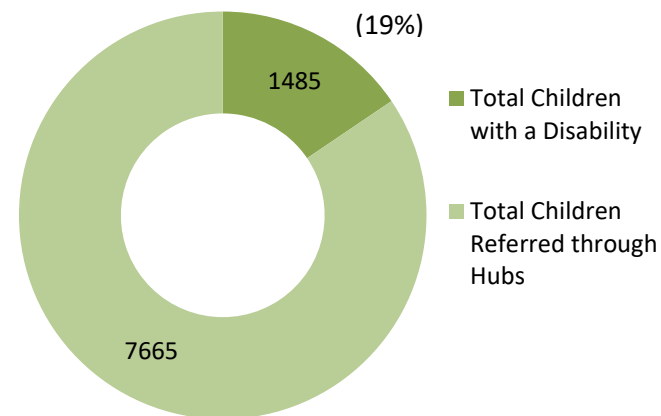
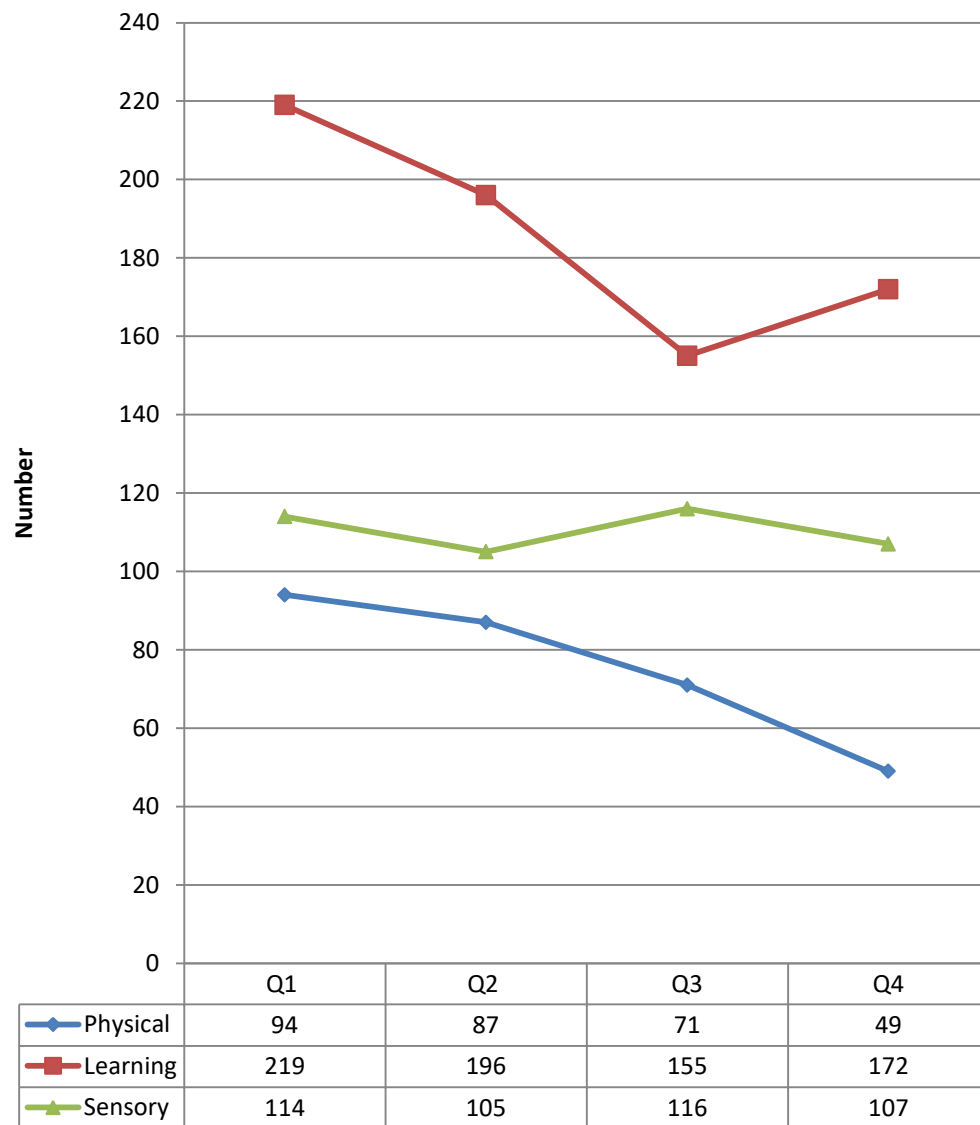


Parent / Parents referrals by ethnic background



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

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



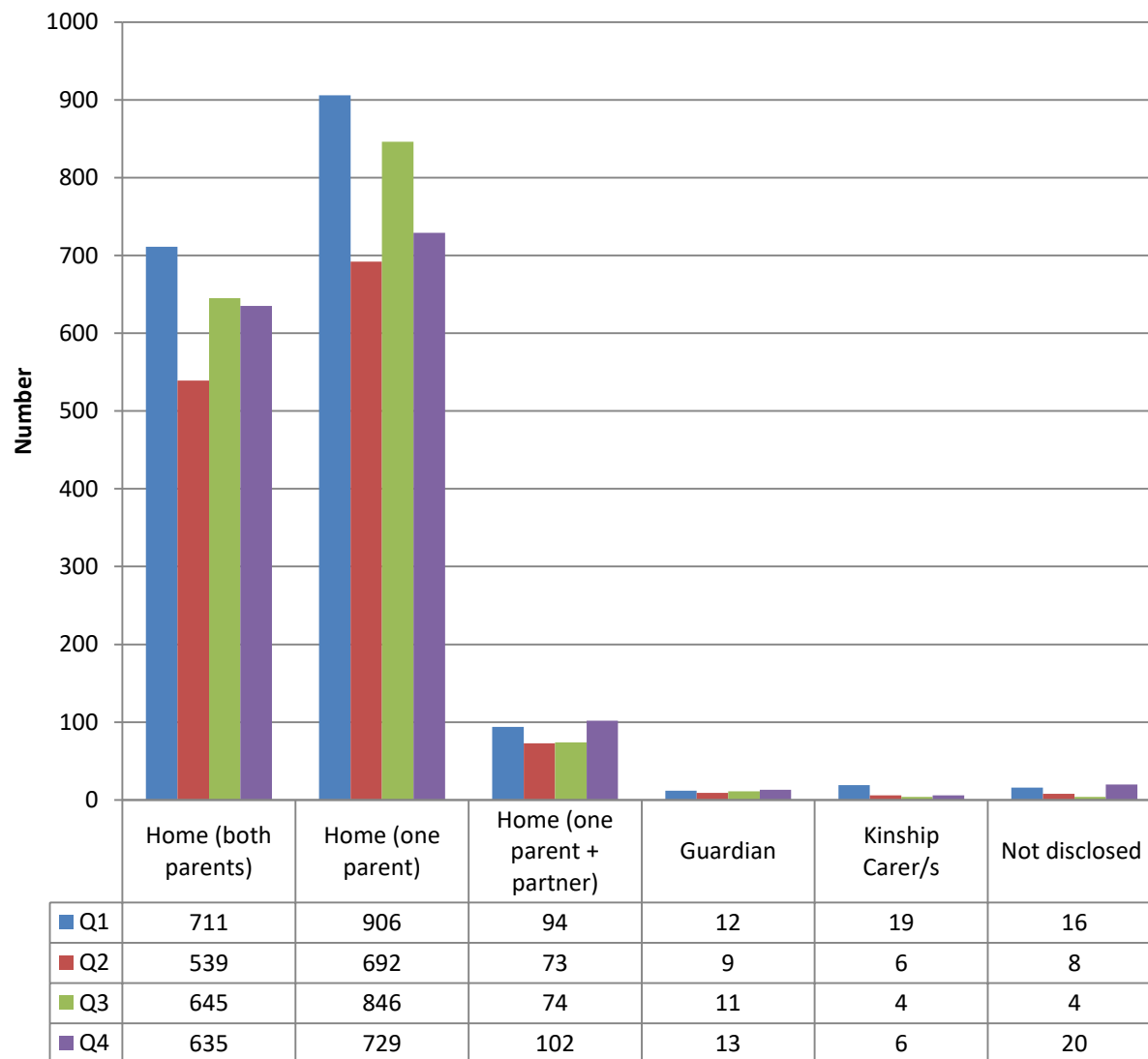
Children with a **learning disability** had the highest number of disability referrals.





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

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



The highest group of families referred are **Lone Parents** with an **increase** from 2113 in 2015/16 to **3173** in 2016/17. **Home with both parents** has **increased** from 1894 to **2530** and **One Parent + Partner** has **decreased** from 464 to **343** in 2016/17. There has also been an **increase** in **Guardians** from 30 to **45** and **Kinship Carers** from 29 to **35**.

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

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

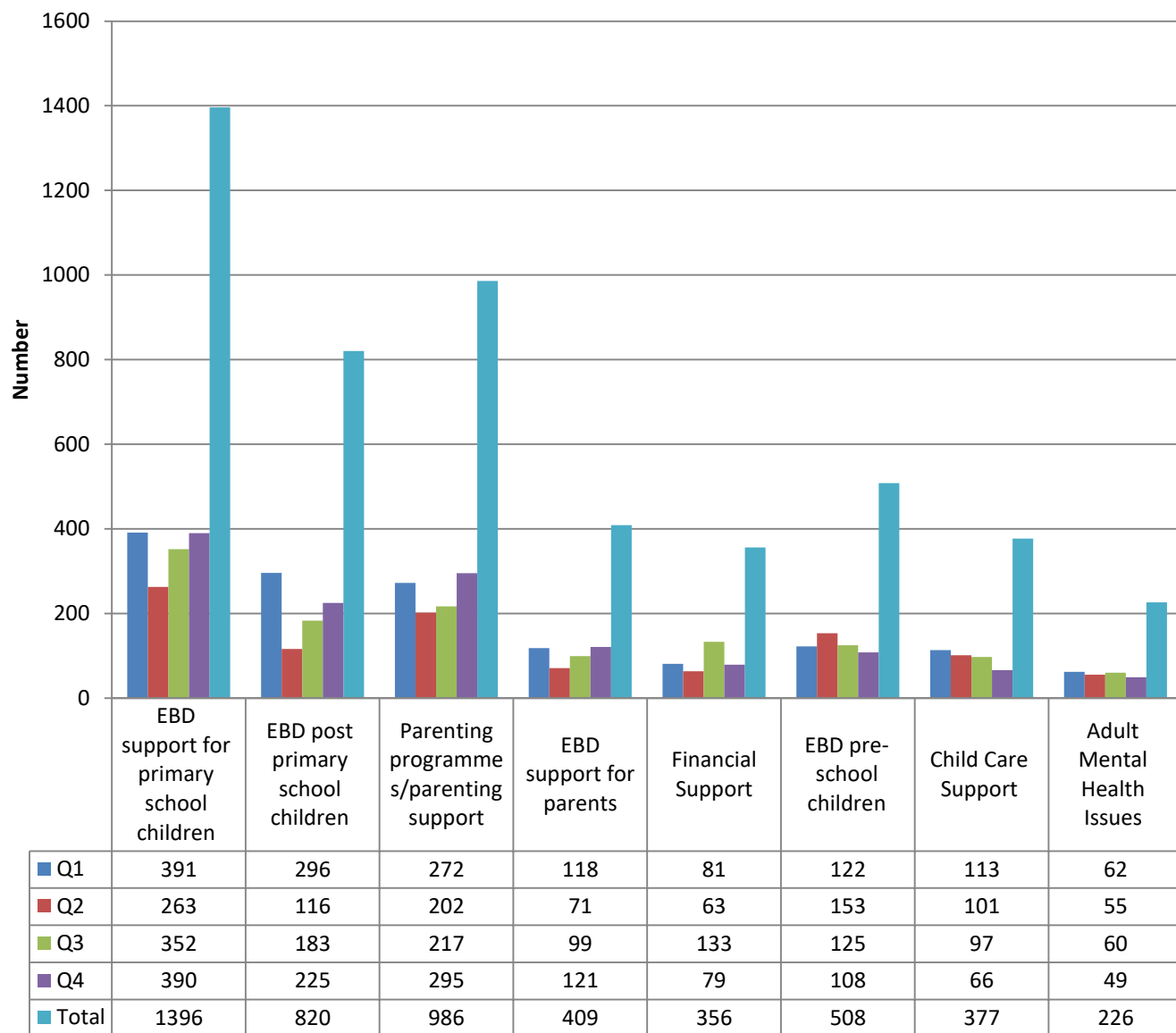
### Reasons for Referral:

Consistently Emotional Behavioural Difficulty (EBD) for primary school age children has been the main presenting reason for referral. **From 2015/16 there has been an increase from 1103 to 1396 in 2016/17.**

In 2016/17 there has also been a growth in the number of **post primary children** referred for emotional behavioural support, with **820 compared to 660** referred last year.

Requests for parenting programmes /support rose from **590 in 2015/16 to 986 in 2016/17.**

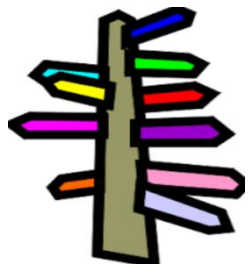
As hubs become established in local communities greater numbers of referrals are being presented for EBD pre-school children support, rising from **330 in 2015/16 to 508 in 2016/17.**





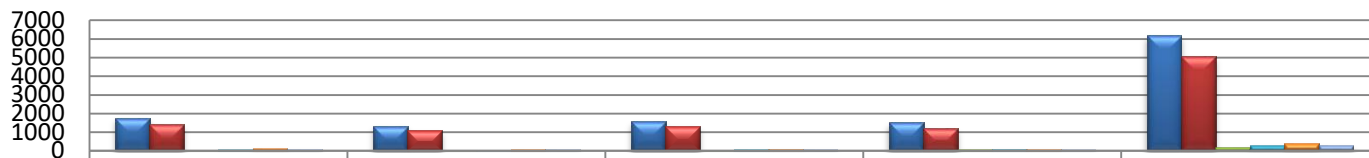
# How well did we do it ....?

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



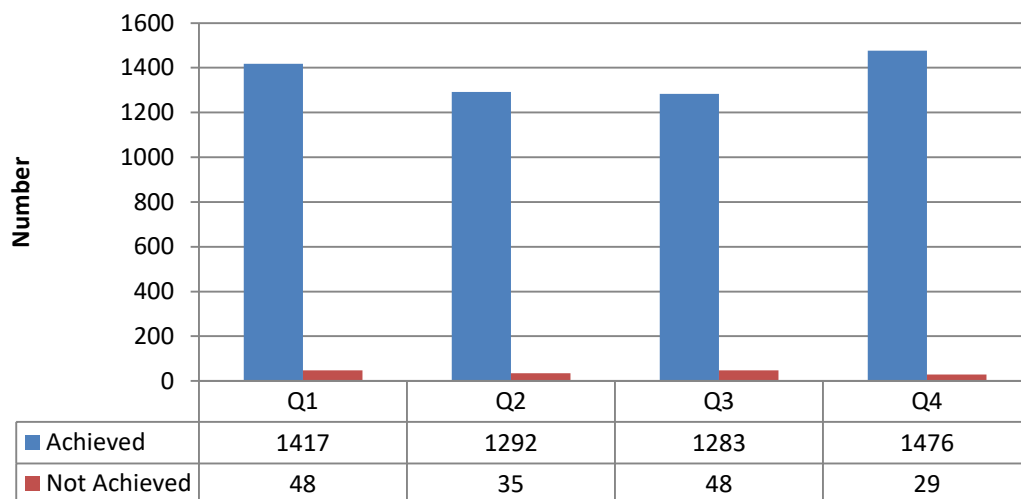
Total Number of Families

Families Referred that were "Accepted & Signposted"  
(2016/17)



	Q1	Q2	Q3	Q4	Total
Families Referred	1758	1327	1584	1505	6174
Accepted and Signposted	1431	1089	1317	1207	5044
Signposted but family did not engage	43	44	32	77	196
Above Tier 2 (Inappropriate Referral)	69	44	80	85	278
Further information requested	132	81	87	84	384
Unable to meet needs of Referred family	83	69	68	52	272

## Performance Measure 8: Referral processed : Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2016/17

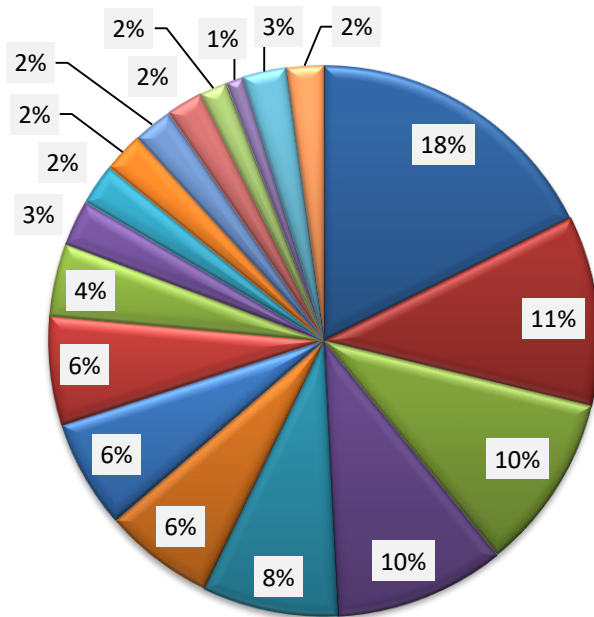


The vast majority of referrals to Hubs were processed within 4 weeks. A further significant number within 5- 8 weeks and of the remaining referrals only 4 exceeded the maximum 8 weeks timescale. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

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

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

2016/17



In 2016/17 self-referrals were the key referrer at 18%, compared to 12% in 2015/16.

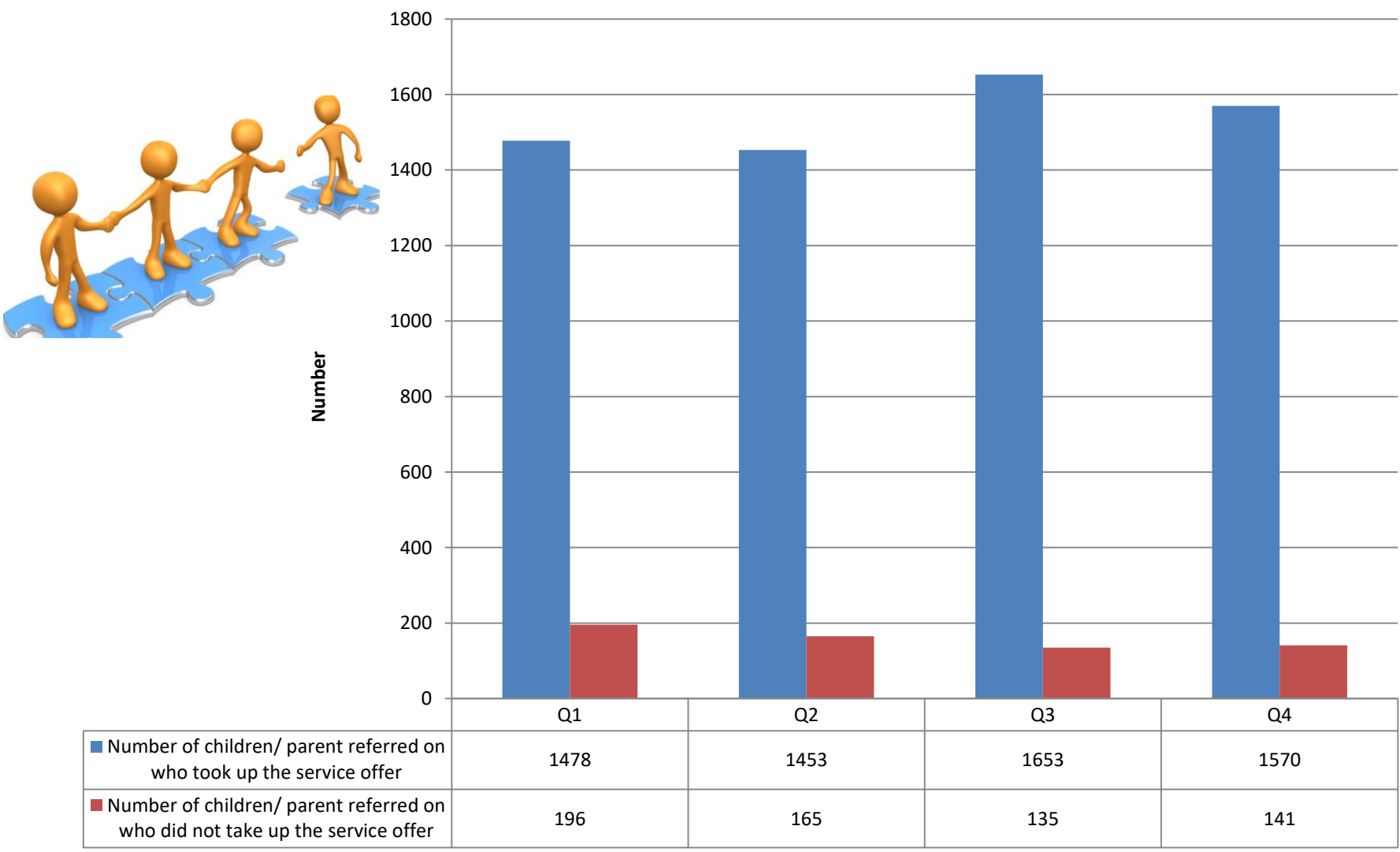
Referrals to GP's have stayed the same in the past 2 years at 11%, along with school referrals at 10%.

Health Visitor referrals have dropped from 13% to 10% in 2016/17.

**Gateway referrals have decreased from being the largest referring agency in 2015/16 at 14% to 8% in 2016/17.**

- Self referral
- GPs
- Health Visitor
- School
- Gateway
- Single Point of Entry (Referral Gateway)
- Paediatrician
- Community organisation
- CAMHS
- Re-Referral
- Allied Health Professionals
- Voluntary organisation
- Education Welfare Service
- SureStart
- Family Intervention Team
- Adult Mental Health Services
- Other Social Work Services (please state)
- Other (please state)

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



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

**Performance Measure 10: 10 Standards 97% Fully Implemented 3% 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

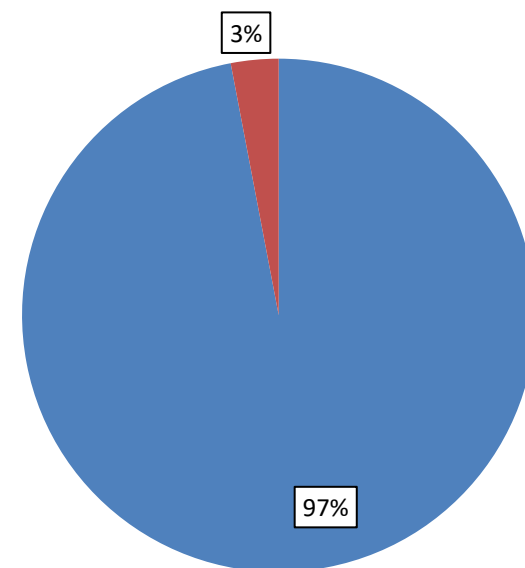
**Standard 8.** INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE  
PLANNING, DELIVERY AND EVALUATION of family support services in practised  
on an on-going basis

**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.**

## **Core Members Survey 2016/17 :**

Every year CYPSP conduct a Core Members Survey.

587 Members were contacted and 219 responded : a response rate of 38%.

These are the key findings :

The data has shown Hub members who responded to the survey believe :

- there is an increased focus on early intervention in local areas to 95% up by 3% since the survey was completed in 2015/16.
- there is an increased use of resources available in local areas up by 10% to 93% since the survey was completed in 2015/16
- there is an increased demand on their agencies to 59% up by 4% since the survey was completed in 2015/16.
- there is an increase in the knowledge and understanding of other workers roles by hub member organisations up to 99% an increase of 5% since the survey was completed in 2015/16.



## Core Members Survey :

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 2015/16.

They also have reported improved information sharing, communication and trust across organisations over the last year. In 2015/16, 91% of core members reported improved information sharing, communication and trust. This has increased by 2% to 93% since the survey was completed last year.

The data has shown that member organisations believe there is an increased likelihood of improved outcomes for children and families by 1% to 94% since the last survey.



## Core Members Survey : Quotes from Core Members

*“Family Support Hubs are an extremely valuable service, increasing partnership working between agencies and have increased awareness of services available ...., which overall has a positive impact on children and families we work with.”*

*“The hub is so valuable within our community and the professionals who attend are passionate about supporting children and their families. It is our aim to support each child to have a positive and healthy future”.*

*“Keep up the good work! Collaborative working and partnerships are not easy but when they do work, like the hubs, the results are obvious for all to see.”*

Overall the feedback from member organisations about the Family Support Hubs has been very positive. In fact there has been a positive percentage increase in almost all the survey questions about the impact of Family Support Hubs and in particular partnership working , service user involvement, and the focus on early intervention as well as the Hubs ability to identify gaps in services.





Feedback from Parents : each Hub provides CYPSP with 8 case studies per year about the families that have been referred. This is a selection of these:

*The support I got was “absolutely amazing took the stress of me knowing there was someone there. I felt like I was giving my problem to someone and they were taking half the problem away with them”. Mother of 16 year old girl in need of parenting support and behaviour management strategies*

Mum was concerned about 12 year old son's behaviour at home as he fights constantly with his sister making home life difficult. Through the Hub they 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 on 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 .

