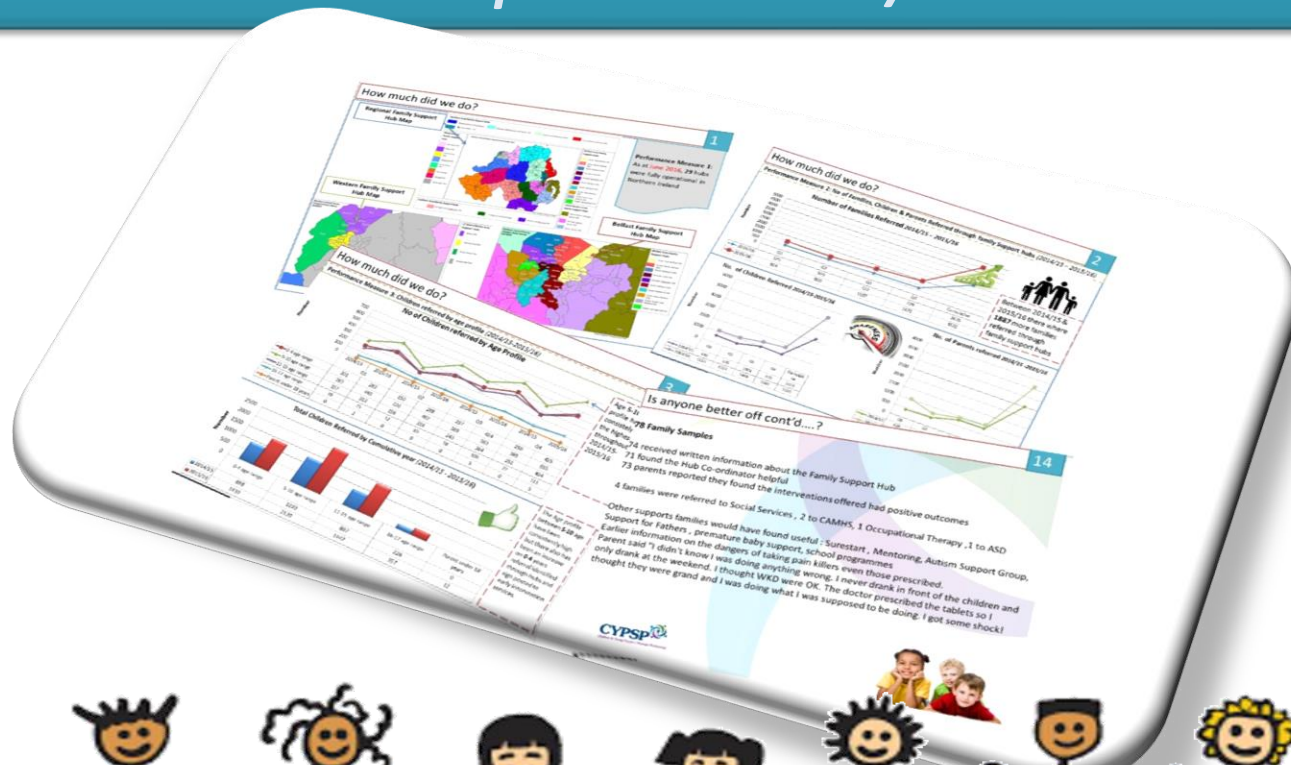


BHSCT Family Support Hubs Report Card

Annual Report Card 2017/18

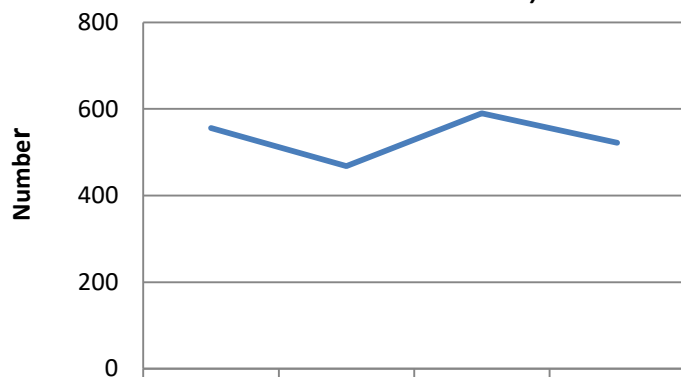


July 2018

How much did we do?

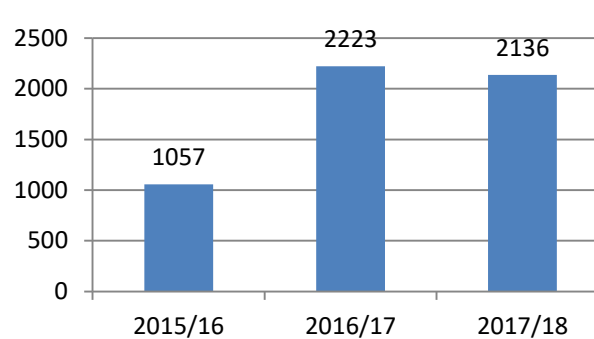
Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2017/18

Number of Families Referred – 2017/18



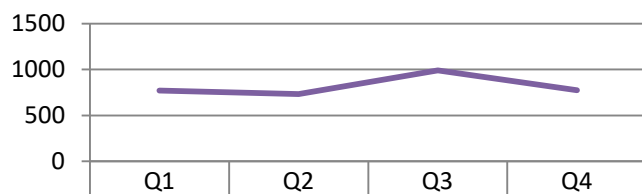
— Number of Families Referred

No. of Families



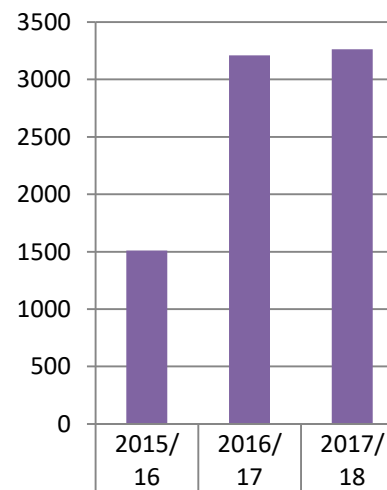
In 2017/18 there was a slight drop in families referred through Family Support Hubs in Belfast than in 2016/17.

Number of Children Referred - 2017/18



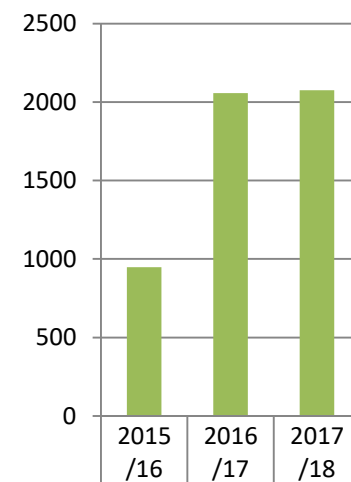
— Child / Children (C)

No. of Children



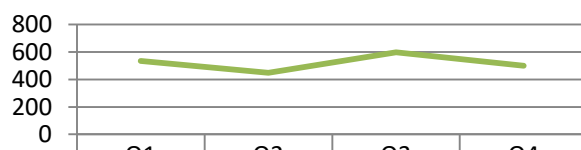
■ Children

No. of Parents



■ Parents

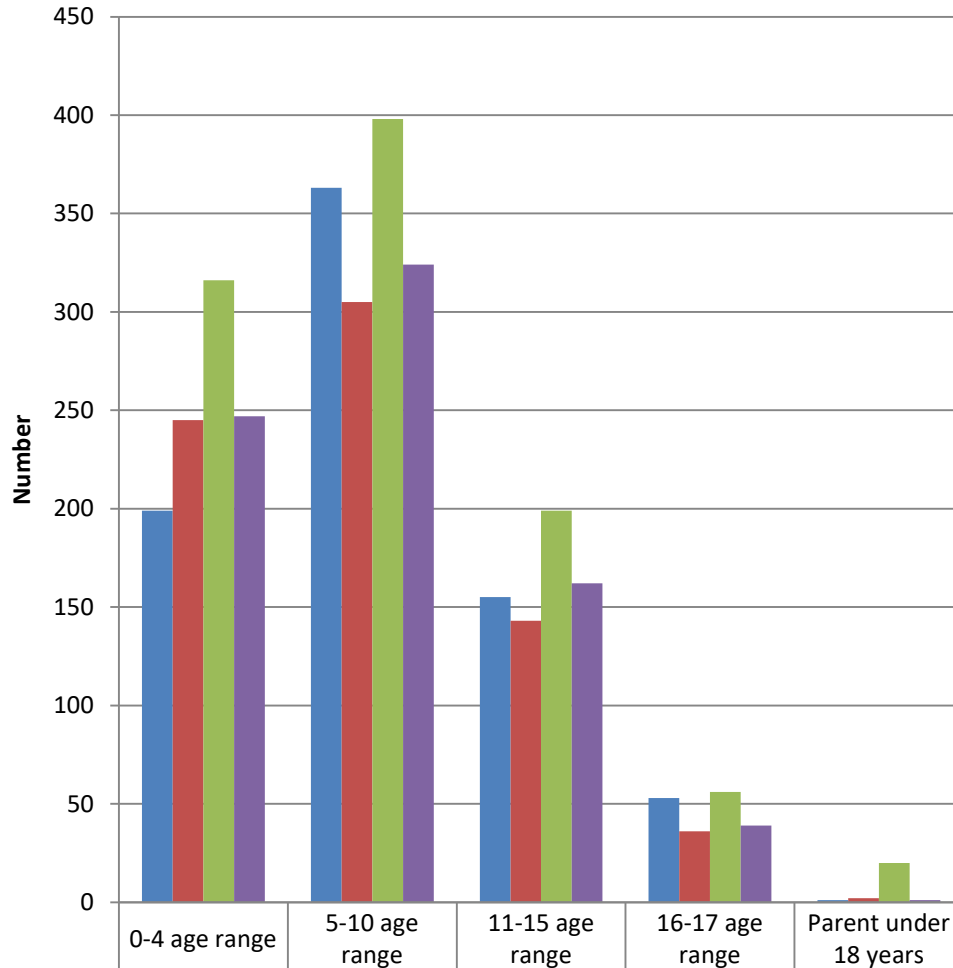
Number of Parents Referred - 2017/18



— Parent / Parents (P)

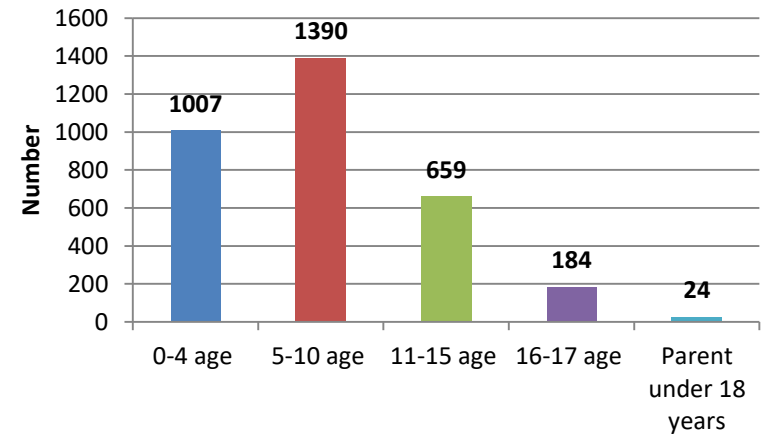
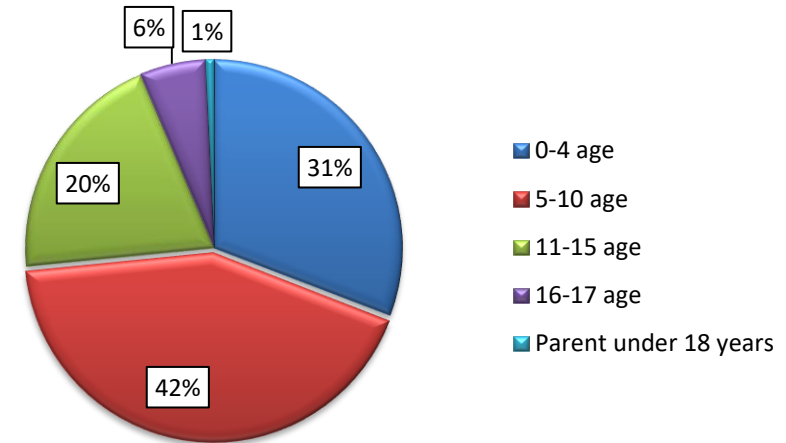
How much did we do?

Performance Measure 2: Children Referred by Age Profile - 2017/18



Q1	199	363	155	53	1
Q2	245	305	143	36	2
Q3	316	398	199	56	20
Q4	247	324	162	39	1

% of Children Referred by Age Profile

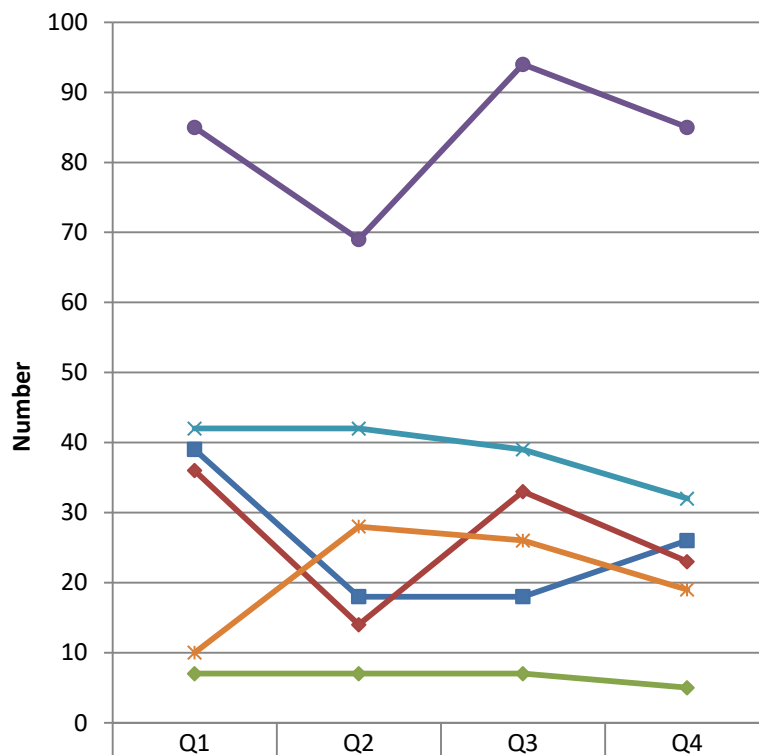


Age 5-10 profile has consistently been the highest in 2017/18 within Belfast, with 1390 (42%) children referred.

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

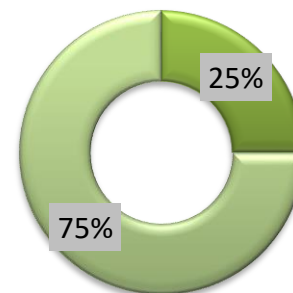
Performance Measure 3: Children with a Disability Referred - 2017/18

Please note:
Figures are low in Q1 as the three new disability categories did not come into operation fully until Q2.

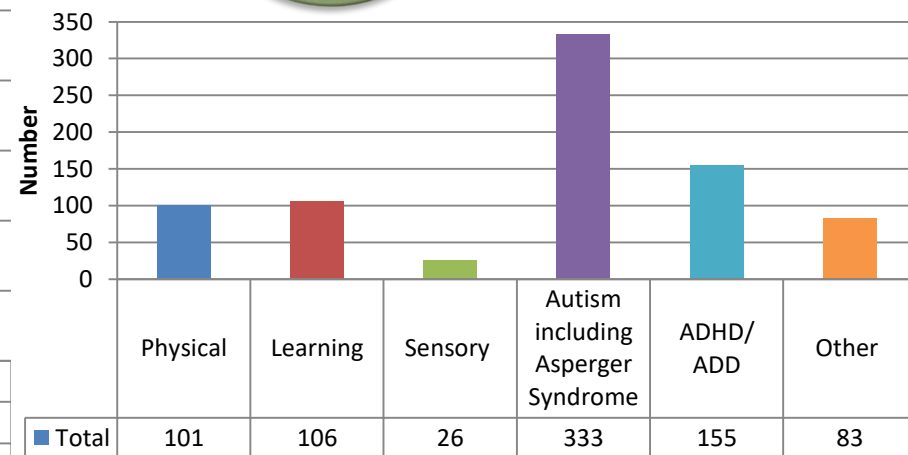


	Q1	Q2	Q3	Q4
Physical	39	18	18	26
Learning	36	14	33	23
Sensory	7	7	7	5
Autism (including Asperger Syndrome)	85	69	94	85
ADHD/ADD	42	42	39	32
Other (e.g. Acquired Brain Injury) Please specify:	10	28	26	19

Children Referred with a Disability 2017/18



Children with a Disability = **804 (25%)** of the Total Children Referred = **3264**.

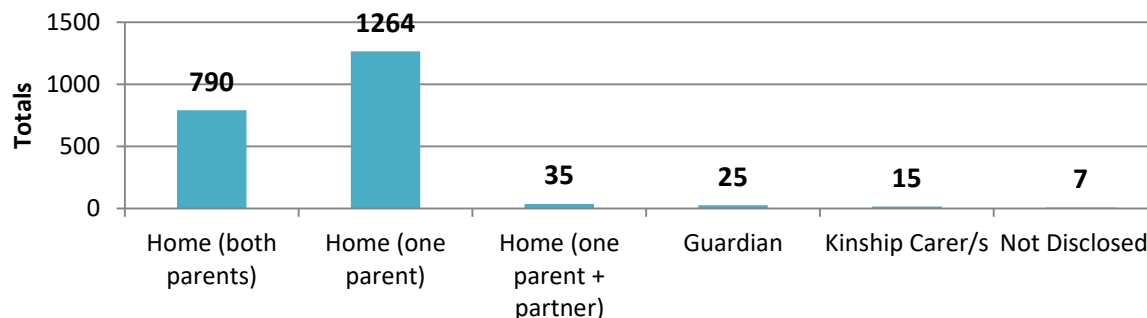
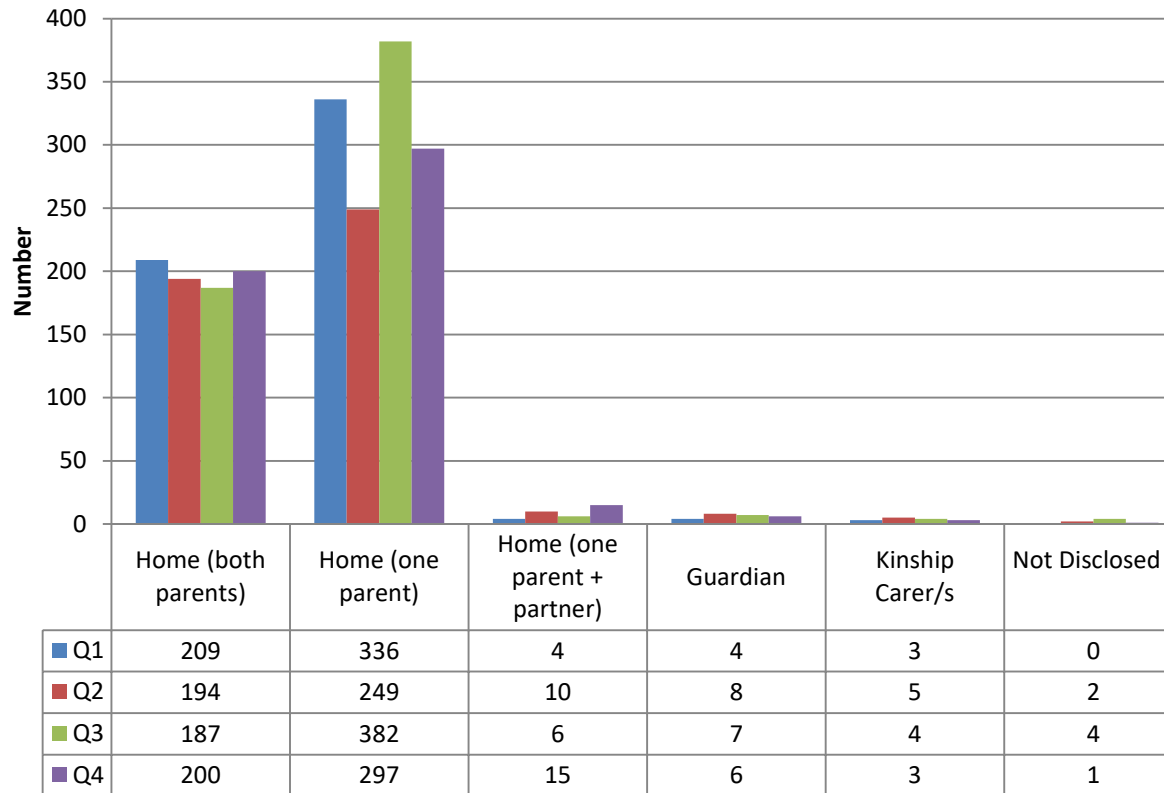


Throughout 2017/18, Children with **Autism (including Asperger Syndrome)** had the highest number of disability referrals in Belfast.



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

Performance Measure 4: Household Composition -2017/18

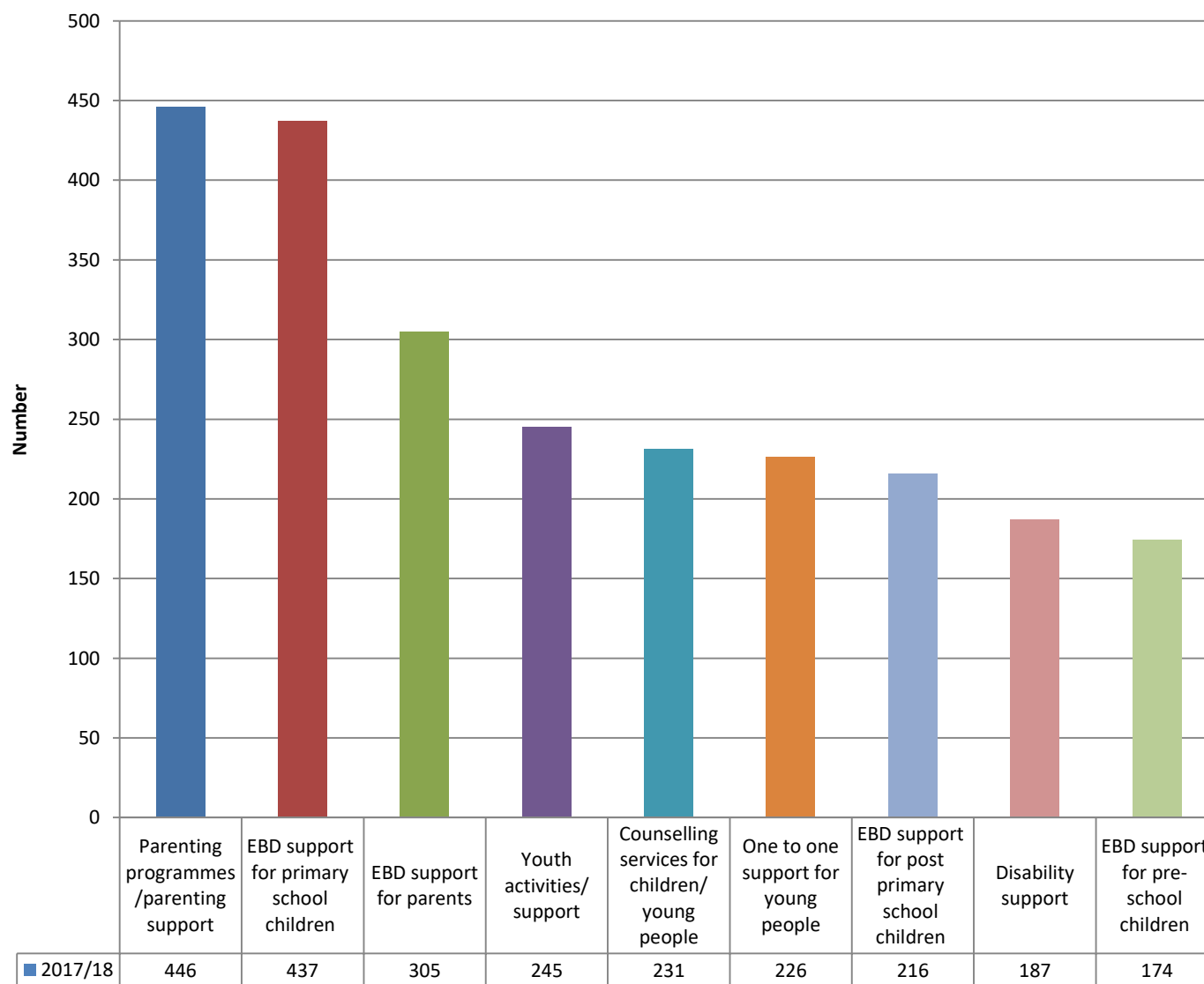


The highest group of families referred were Lone parent families **1264** followed by Families with both parents **790**.

There was a small decrease from the previous year in One parent + partner (**35**) and a slight increase in Guardians (**25**) and Kinship Carers to (**15**).

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

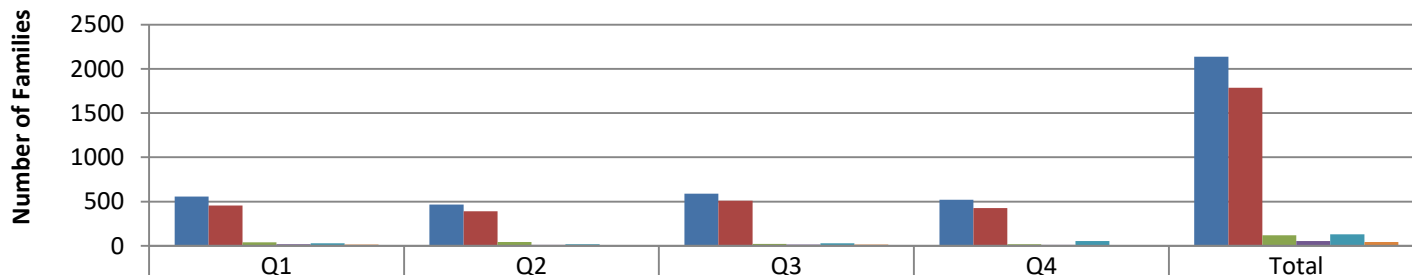
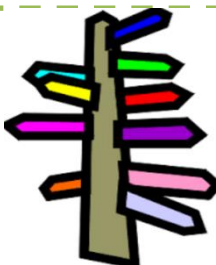
Performance Measure 5: Main Presenting Reasons for Referral - 2017/18



The main reasons for referral in 2017/18 were **Parenting Programmes/Parenting Support** and **EBD support for Primary School Children**. EBD support for parents, Youth Activities/Support and Counselling Services for children/young people are also in the top nine reasons.

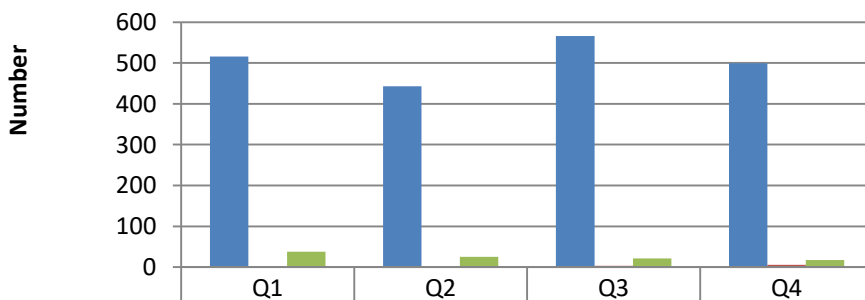
How well did we do it?

Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2017/18



Families Referred	556	468	590	522	2136
Accepted and Signposted	456	391	511	428	1786
Signposted but family did not engage	40	42	22	17	121
Above Tier 2 (Inappropriate Referral)	18	12	13	12	55
Further information requested	29	19	28	56	132
Unable to meet needs of referred family	13	4	16	9	42

Performance Measure 7: Achieved in 4 weeks & 5-8 weeks or Not Achieved – 2017/18

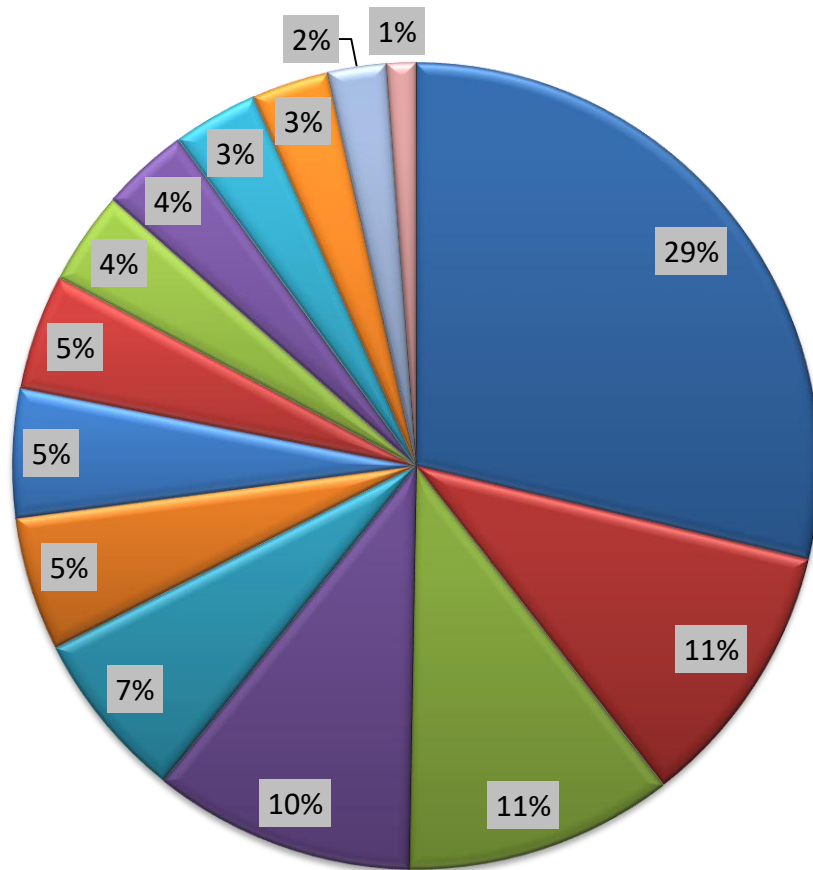


Achieved in 4wks & 5-8 wks	516	443	566	499
Achieved in 8wks +	2	0	3	6
Not Achieved in Timescale	38	25	21	17

The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5- 8 weeks. Only **11** exceeded the maximum 8 weeks timescale within Belfast Area. 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 - 2017/18



- Self referral
- Community organisation
- Health Visitor
- School
- Re-Referral
- GPs
- CAMHS
- Voluntary organisation
- Other
- SureStart
- Gateway
- Education Welfare Service
- Allied Health Professionals
- Other Social Work Services

In the Belfast Area **Self referrals** are nearly a third of the key referrers.

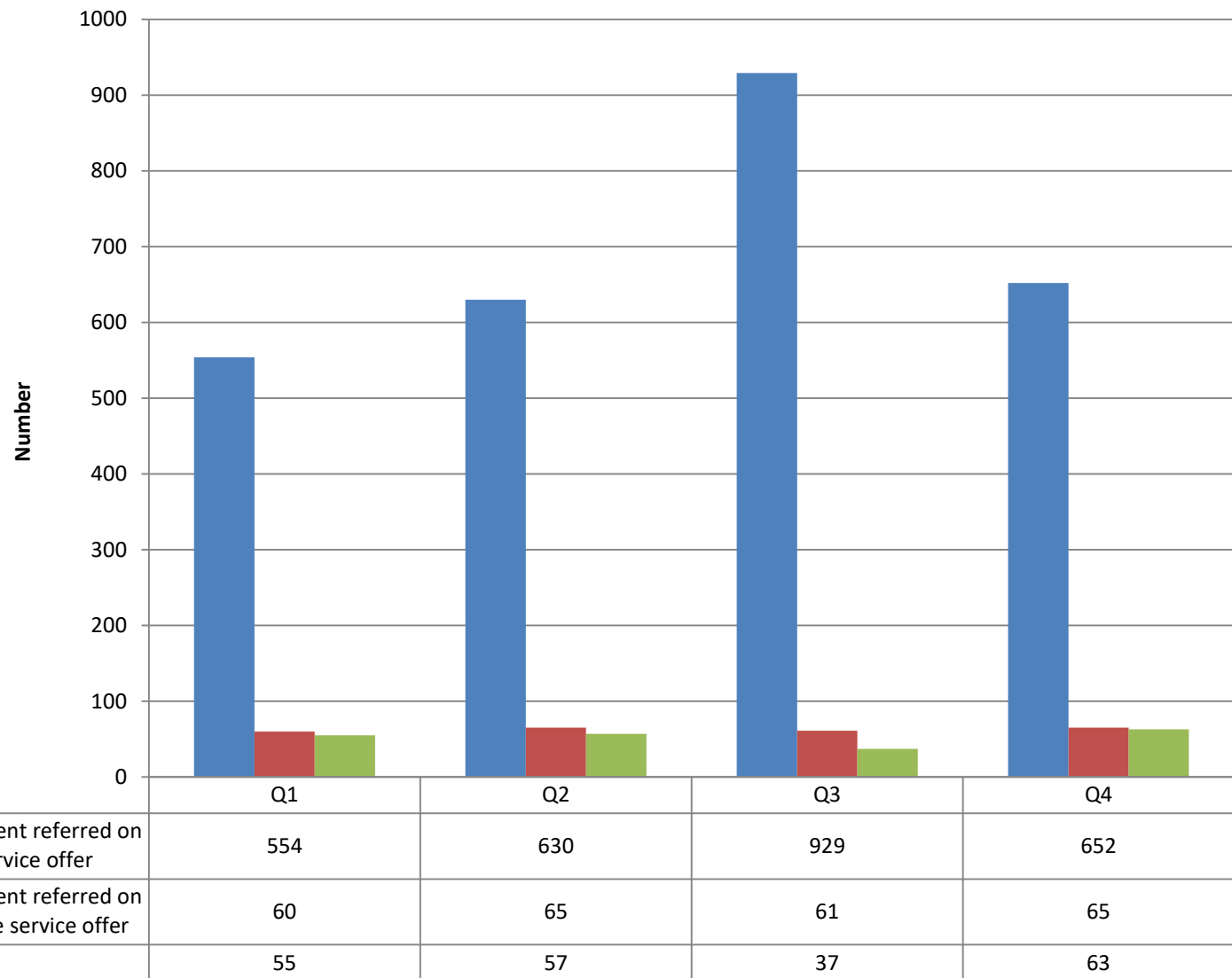
Regionally this was the same, as self referrals were the key referrers at 18%.

Community organisations and Health Visitors are equal at 11% and Schools 10%.

In Belfast Re-referrals make up 7% of the total 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
2017/18



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

Performance Measure 10: 10 Standards 97% Fully Implemented 3% Partially Implemented - 2017/18

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

All of the Hubs in Belfast have either implemented or are in process of implementing the 10 standards. Each one has an action plan in place identifying areas for development such as promotion of the Hub in the locality, working with schools to ensure access to early intervention services for families and ensuring there is equality of access across each of the geographic areas.

Family Samples

Case Study A

A lone father with 2 children under 5 was referred to the Hub initially for help with Benefits and Family Support. He was only willing to take up the benefits support but came back to the Hub a year later as he was feeling overwhelmed and isolated and was suffering from stress. This time he agreed to accept support for himself and the children. He is now in receipt of counselling and is planning to join a support group in the autumn.

Case Study B

A grandmother, with 3 children under 12 was referred to the Hub. These children were in her care as their mother had passed away. The children were clearly distressed by this situation but were reluctant to engage in counselling services. However one of the boys has now joined a local community organisation and is attending weekly 1-1 mentoring. The other children are also now engaged in local programmes. The grandmother received help with parenting in relation to boundaries and managing emotions.

Case Study C

A mother with a degenerative condition requested help from the Family Support Hub for her young son as he was upset and angry about her situation. He received Play Therapy and also the family engaged in Family Therapy. This helped the family's ability to cope considerably and while support is ongoing they are glad to finally have help in place.

Case Study D

A family with 3 young children, one of whom had special needs, were referred to the Hub. The mother subsequently attended a parenting programme and the children were able to access a summer scheme. Specific help in parenting the child with special needs also provided.