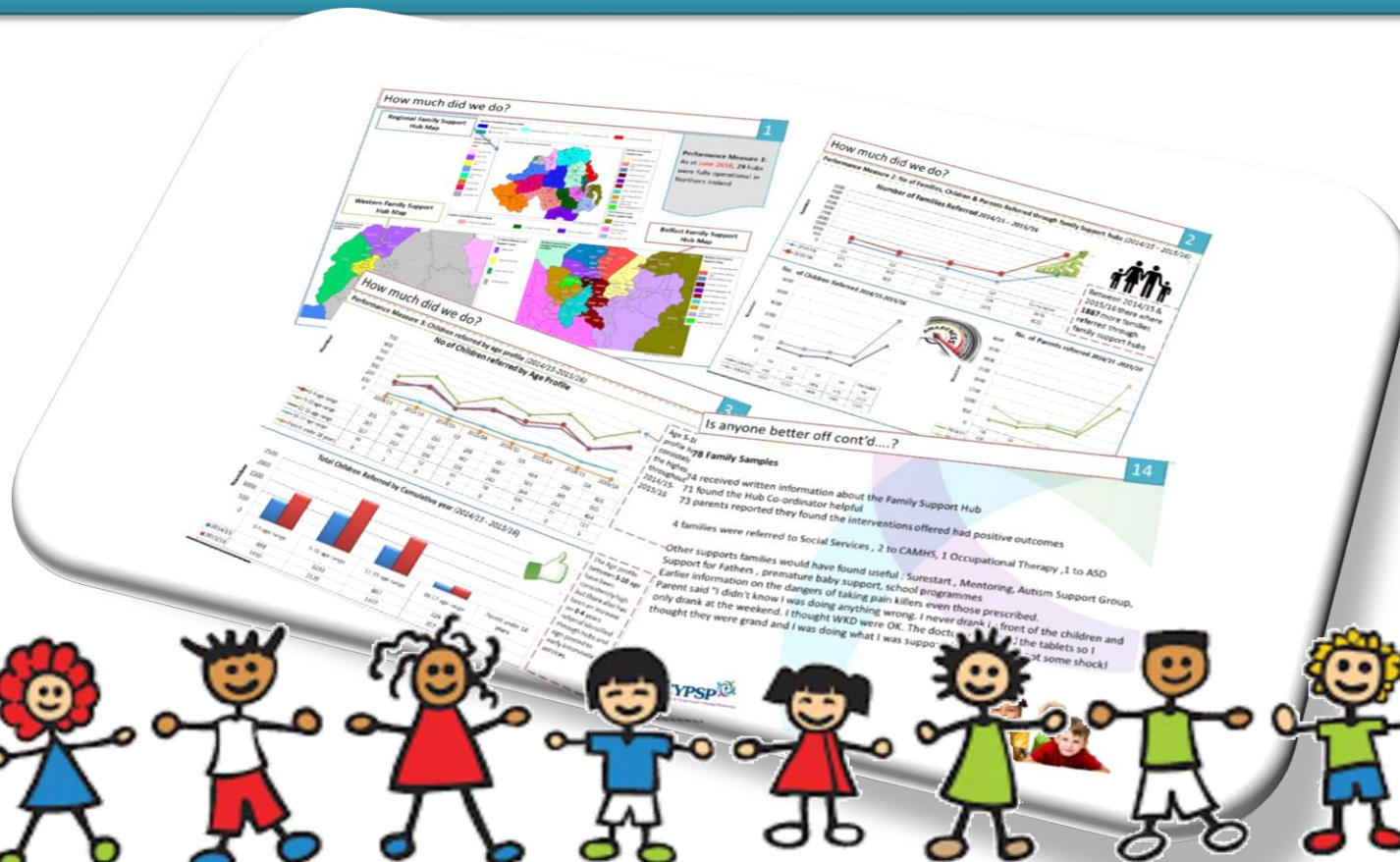
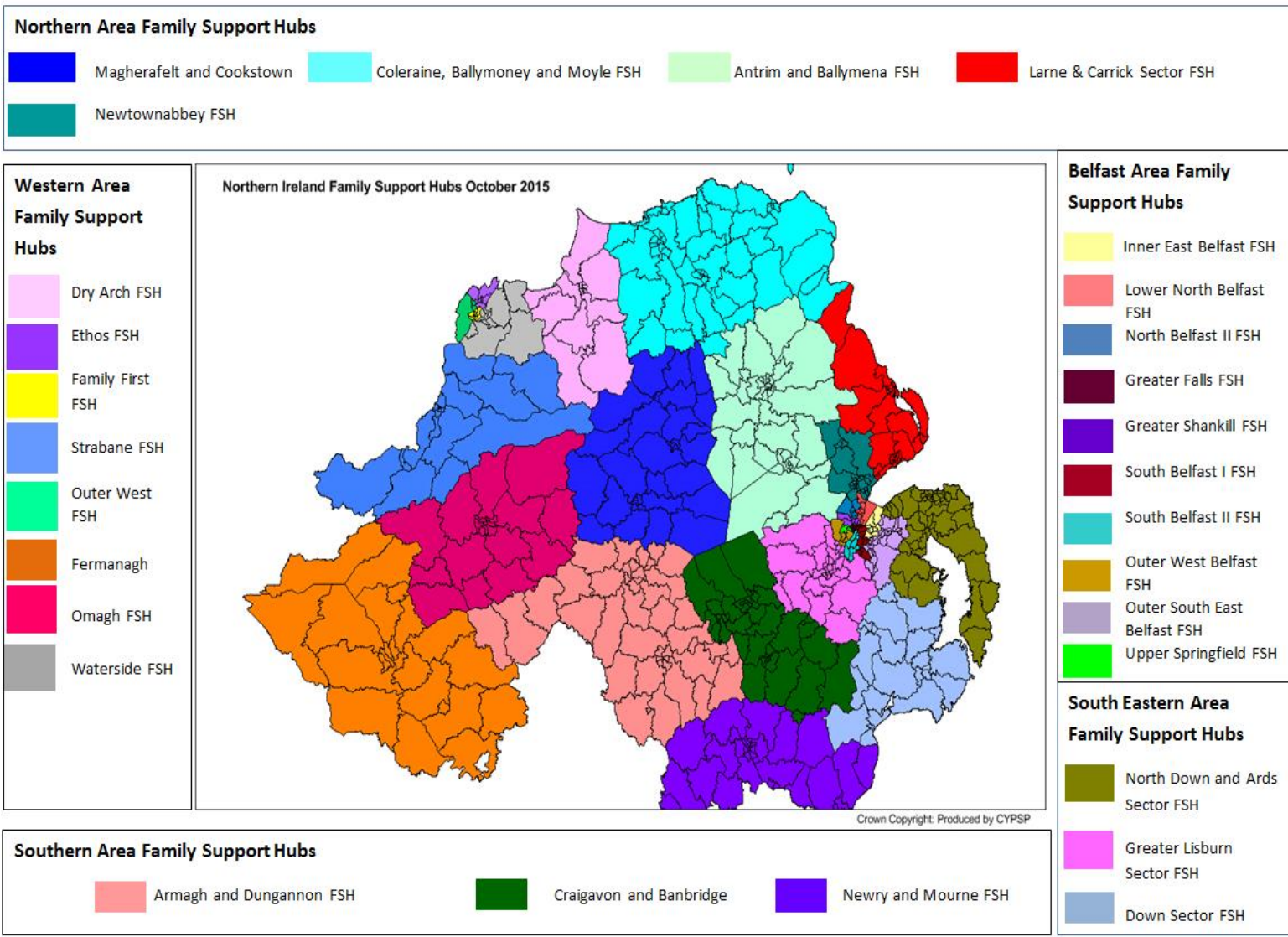


Family Support Hubs Report Card

Annual Report Card 2020/21



How much did we do?

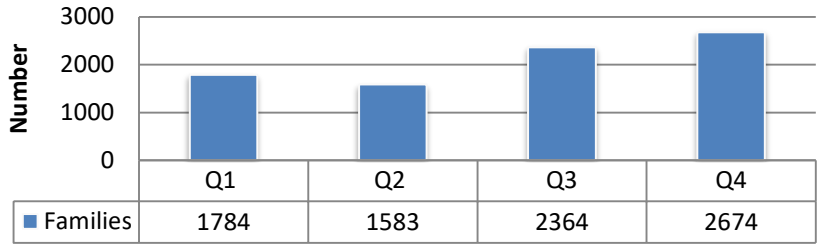


Performance Measure 1:
As at April 2020, 29 hubs were fully operational in Northern Ireland

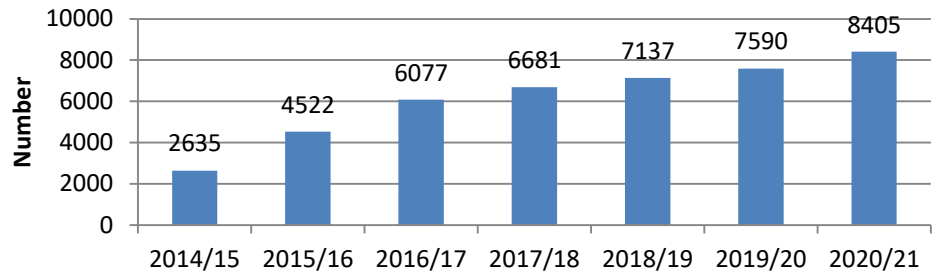
How much did we do?

Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – 2020/21

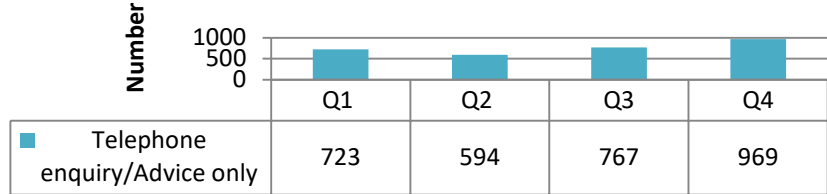
Number of Families Referred 2020/21



Number of Families Referred 2014/15 to 2020/21

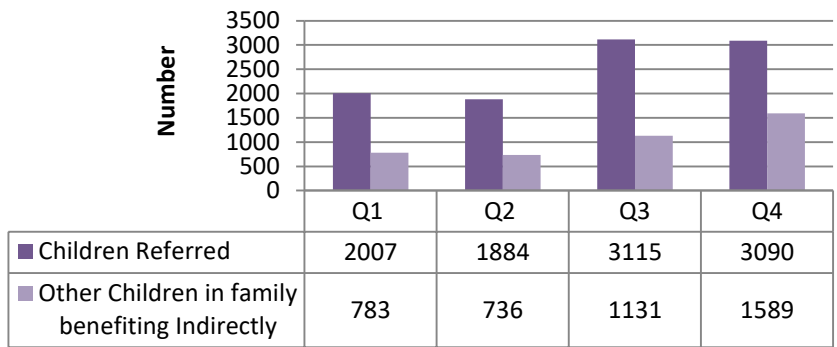


Telephone enquiry /Advice only - 2020/21

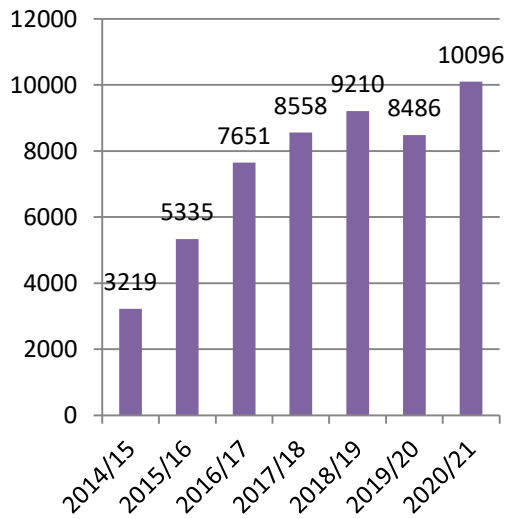


In 2020/21, **8405** families were referred through family support hubs, **815** more families than in 2019/20, slightly over a **10.7%** increase. There were also **3053** telephone enquiry/advice only calls in 2020/21, a slight rise since 2019/20.

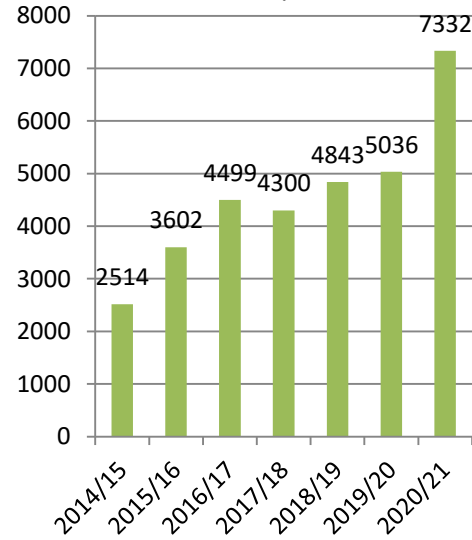
Number of Children Referred 2020/21



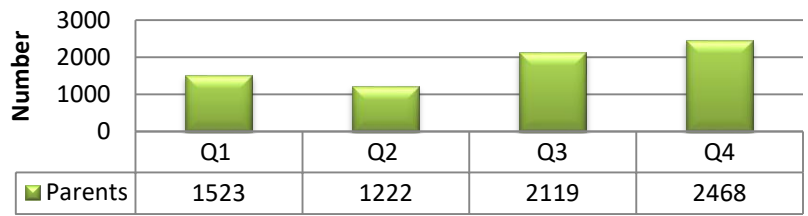
No. of Children 2014/15 to 2020/21



No. of Parents 2014/15 to 2020/21



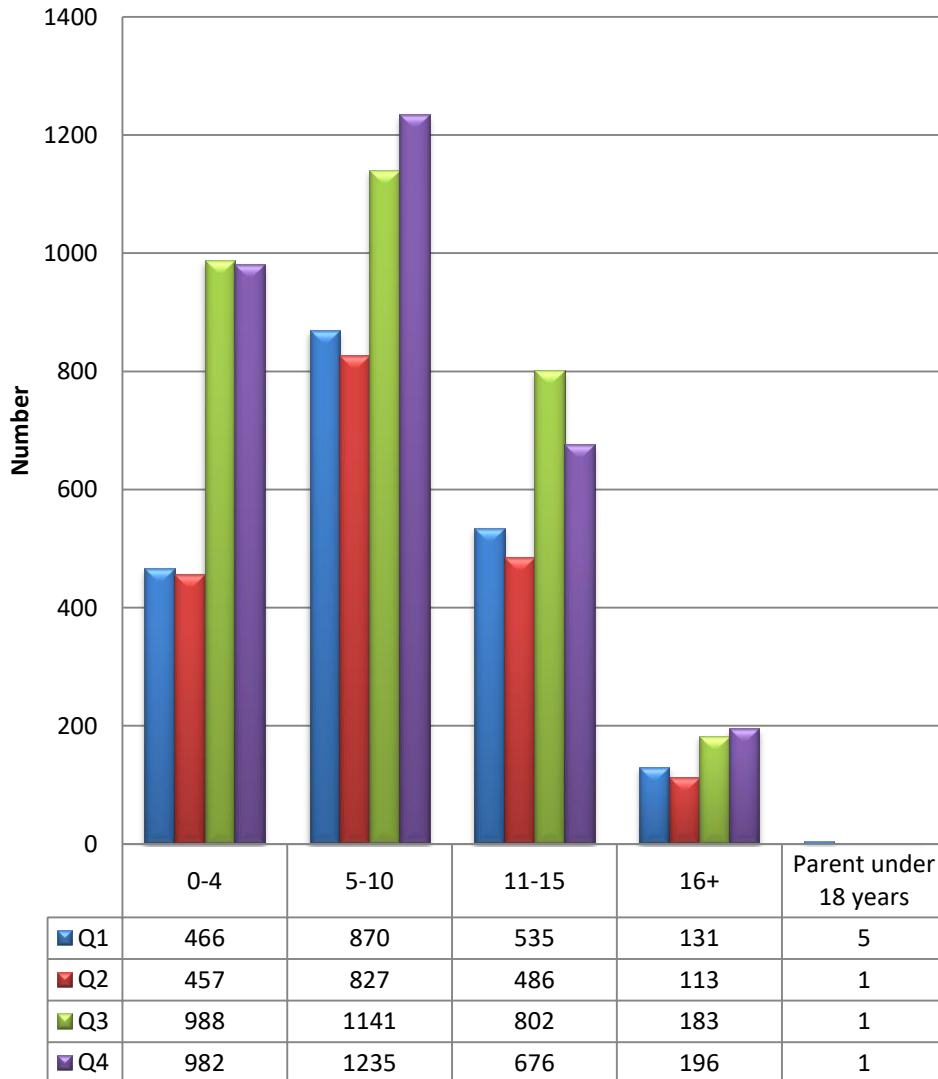
Number of Parents Referred 2020/21



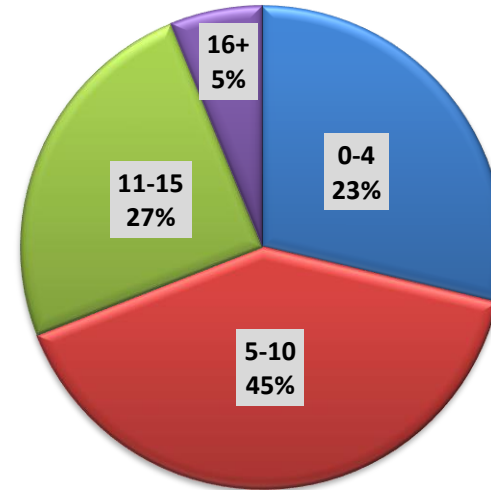
How much did we do?

Performance Measure 3: Children referred by Age Profile - 2020/21

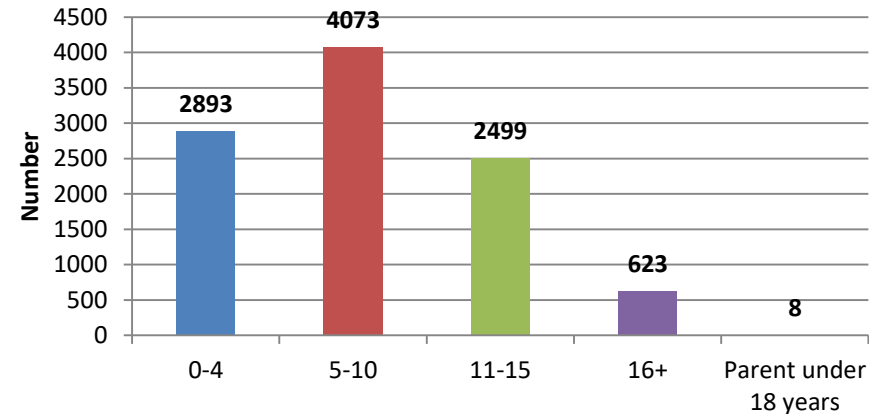
Age Profile of Children Referred 2020/21



Age Profile 2020/21



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



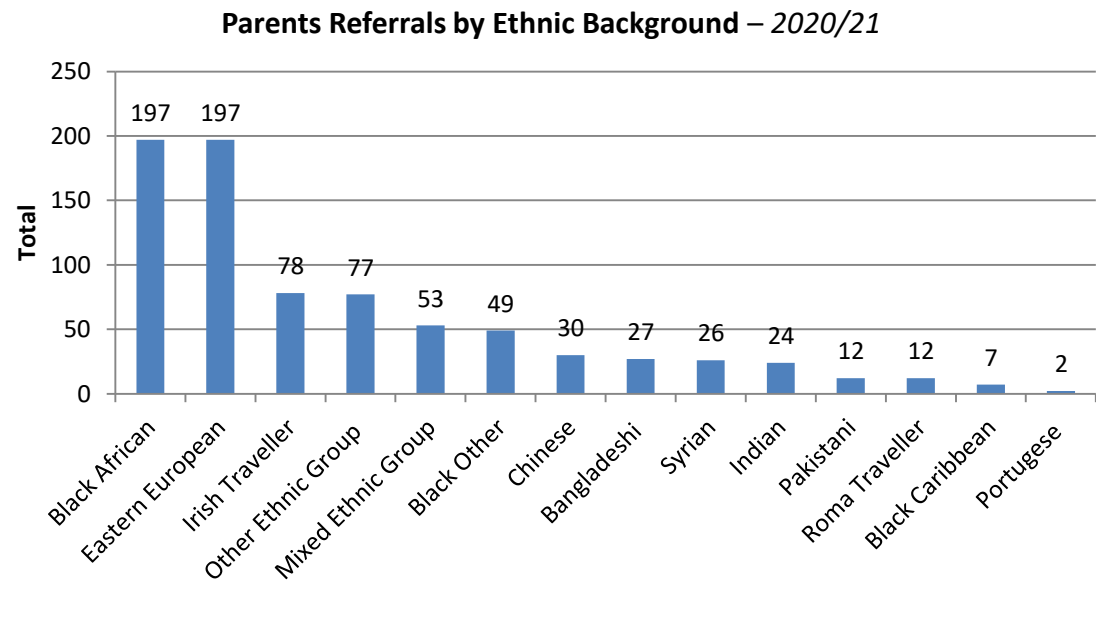
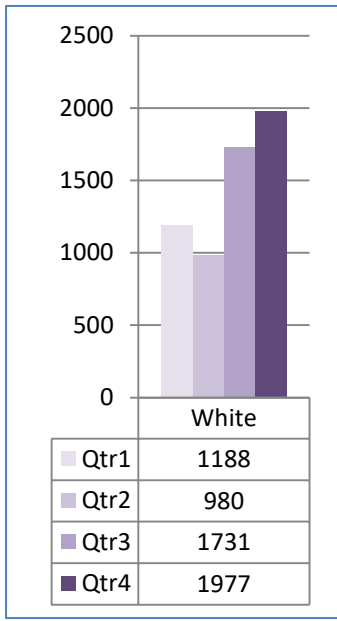
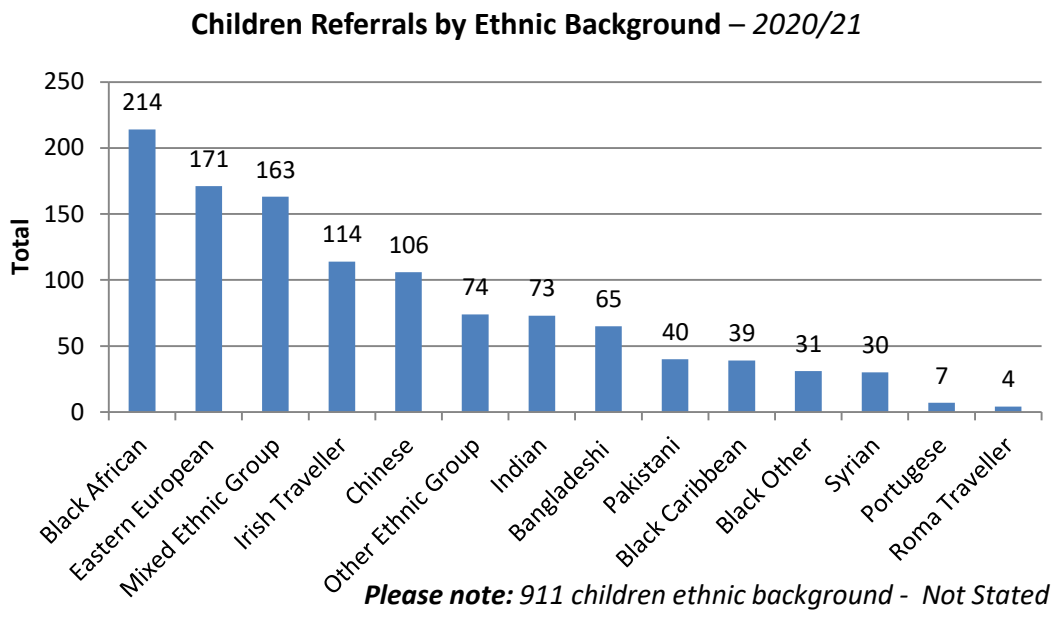
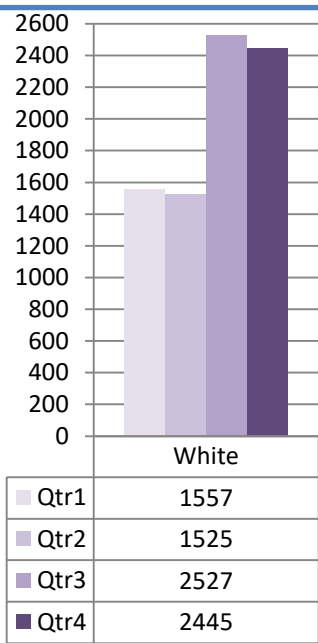
Please Note: As well as **10,096** children referred an additional **4239** children benefitted indirectly as they were part of the families referred.

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

Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

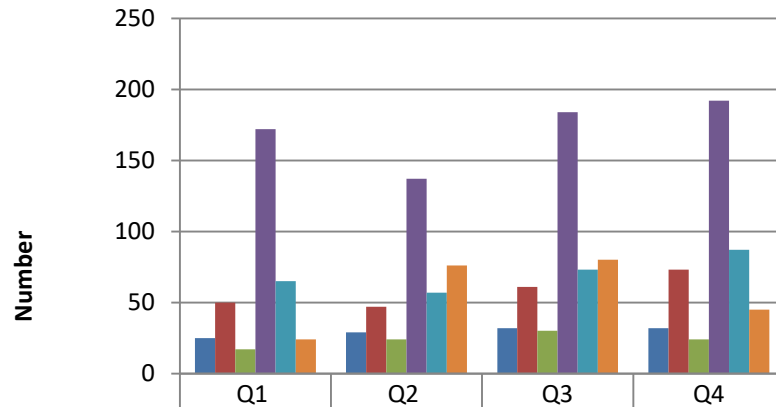
There has been an increase in both children and families referred from different ethnic backgrounds. For example: Referrals from Black African children have increased from 187 to 214, Eastern European from 163 to 171 and Mixed Ethnic from 127 to 163. The only notable decrease is from the Other Ethnic Groups from 91 to 74.

(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.)



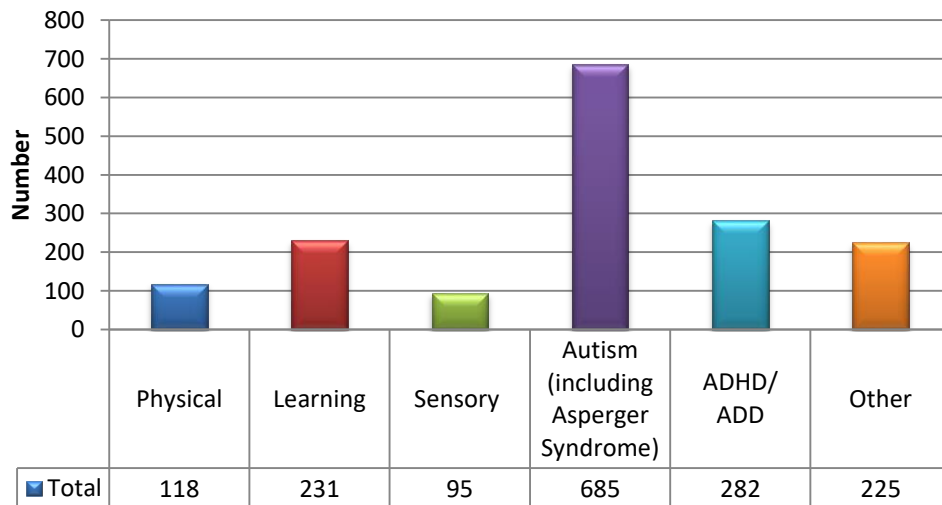
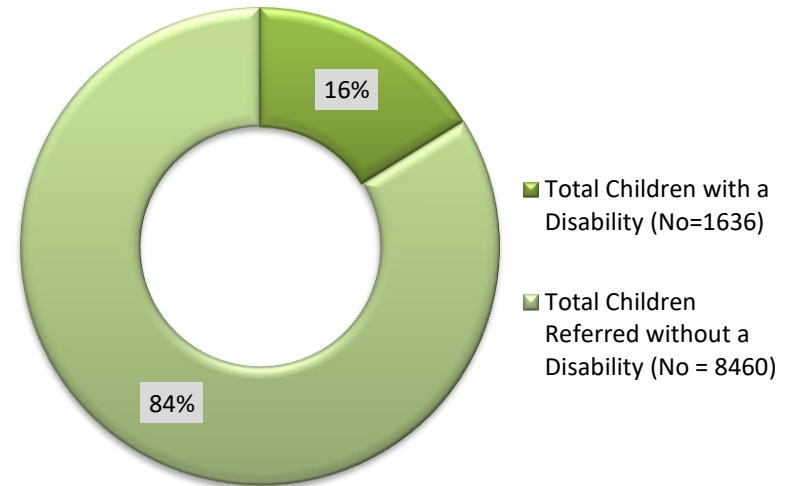
How much did we do cont'd....?

Performance Measure 4: Children with a disability referred -2020/21



Physical	25	29	32	32
Learning	50	47	61	73
Sensory	17	24	30	24
Autism (including Asperger Syndrome)	172	137	184	192
ADHD/ADD	65	57	73	87
Other (Awaiting Diagnoses)	24	76	80	45

Children Referred with a Disability 2020/21

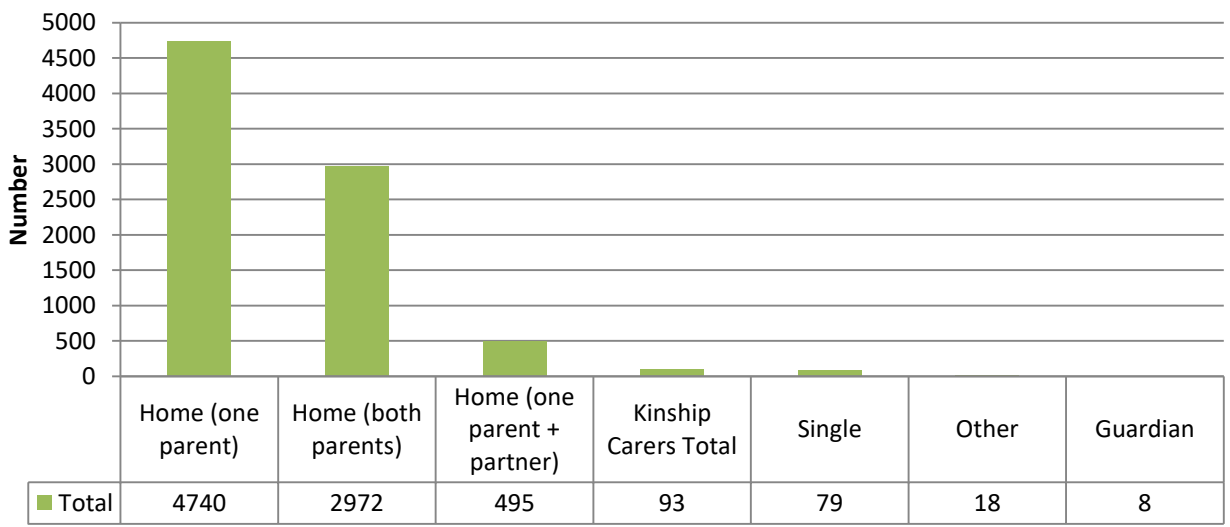
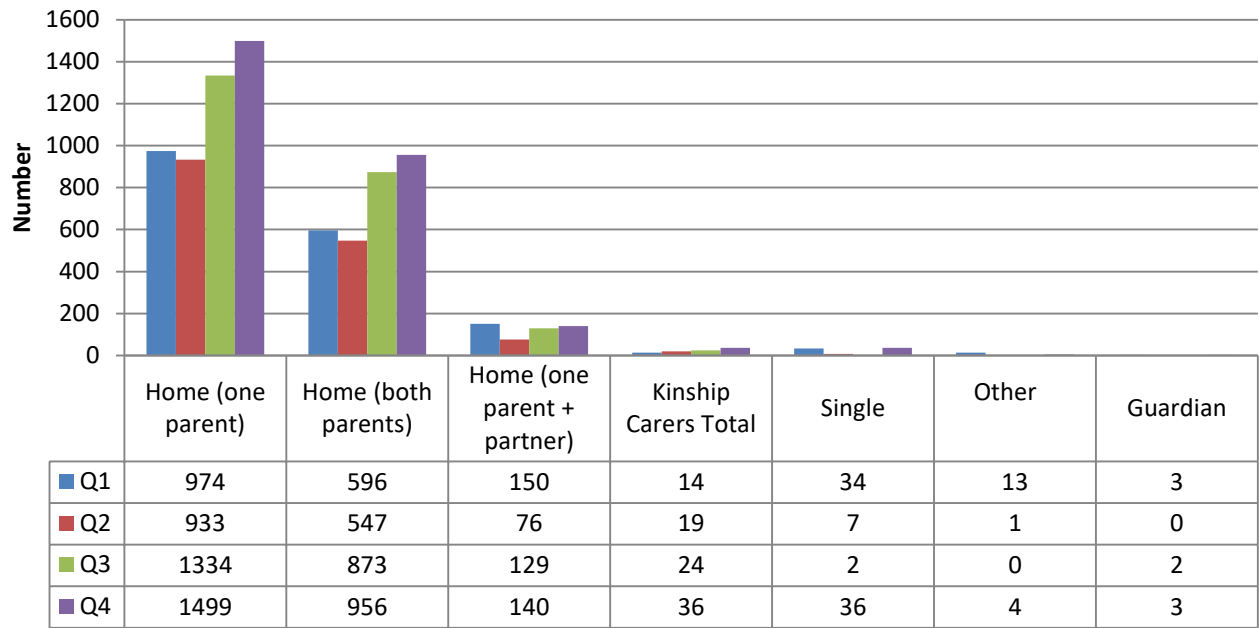


Children with **Autism** had the highest number of disability referrals.



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

Performance Measure 5: Household Composition -2020/21

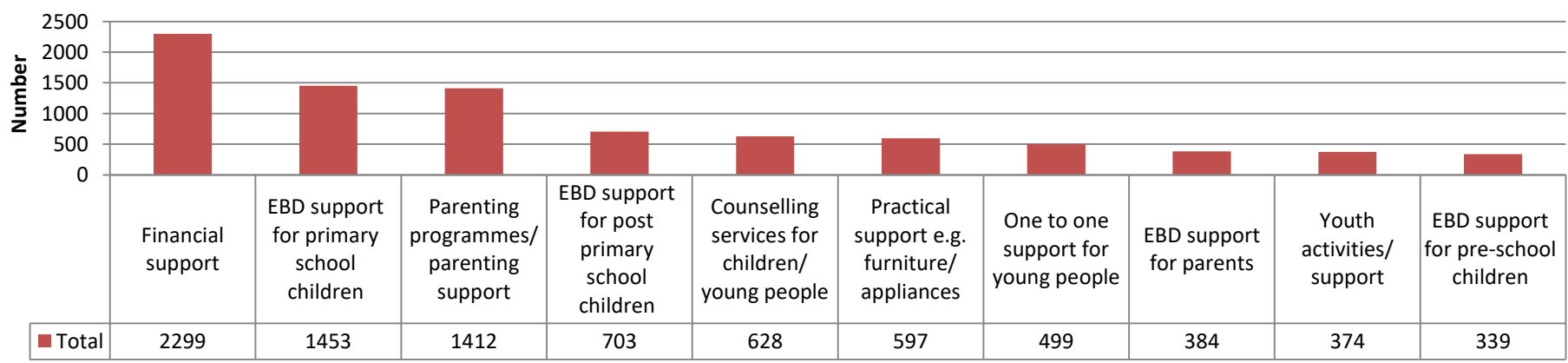
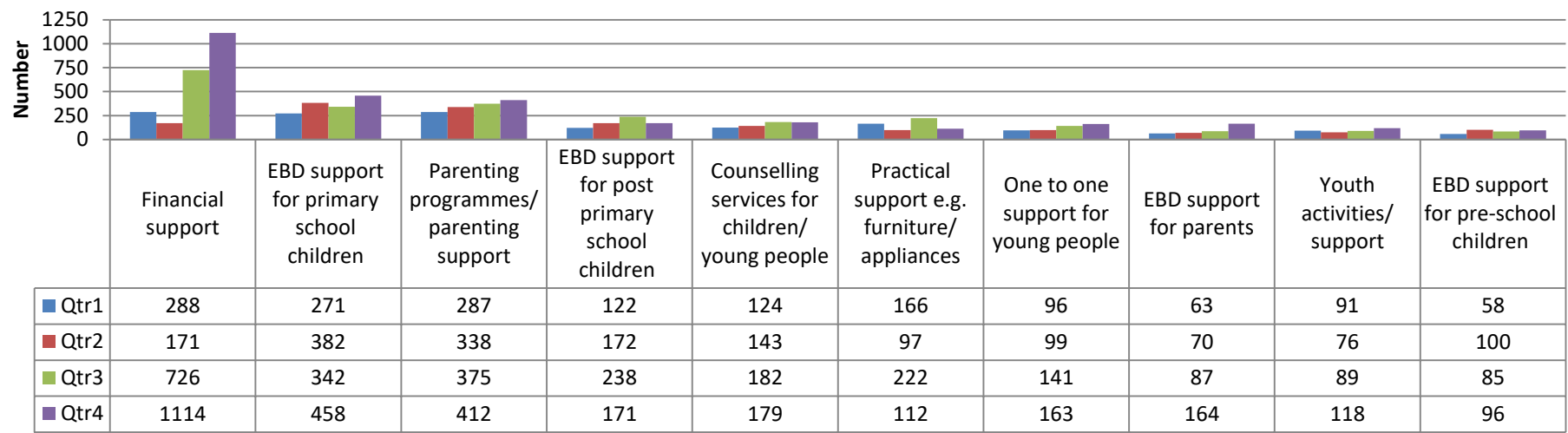


The highest group of families referred are **Lone Parents** with an **increase** from **3632** in 2019/20 to **4740** in 2020/21. **Home with both parents** has decreased from **3275** to **2972** and **One Parent + Partner** has increased slightly from **484** to **495** in 2020/21. There has been a decrease in **Kinship Carers** from **101** to **93**, an increase for Singles from **34** to **79** and decreases in **Other** and **Guardians** to **18** and **8** respectively.

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

Performance Measure 6: Main Presenting Reasons for Referral - 2020/21

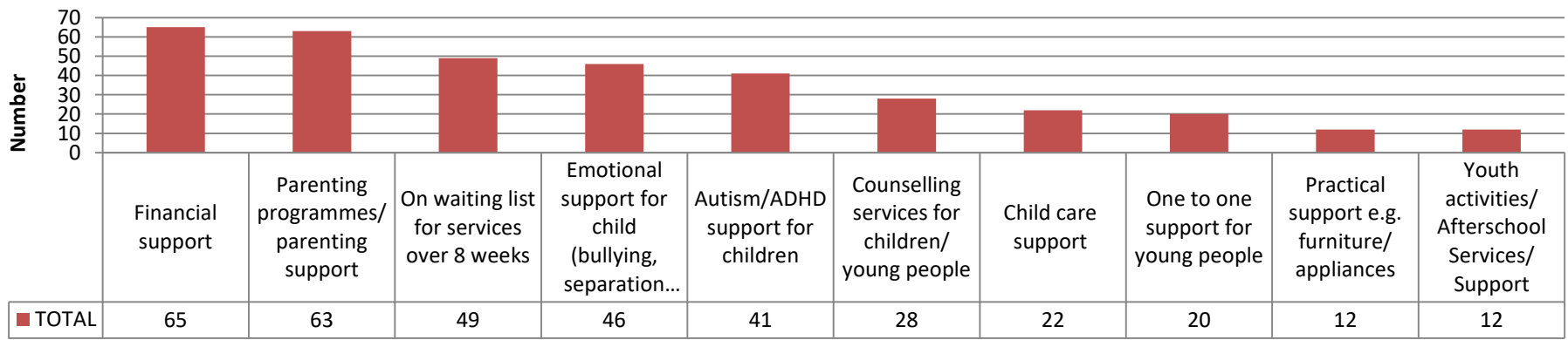
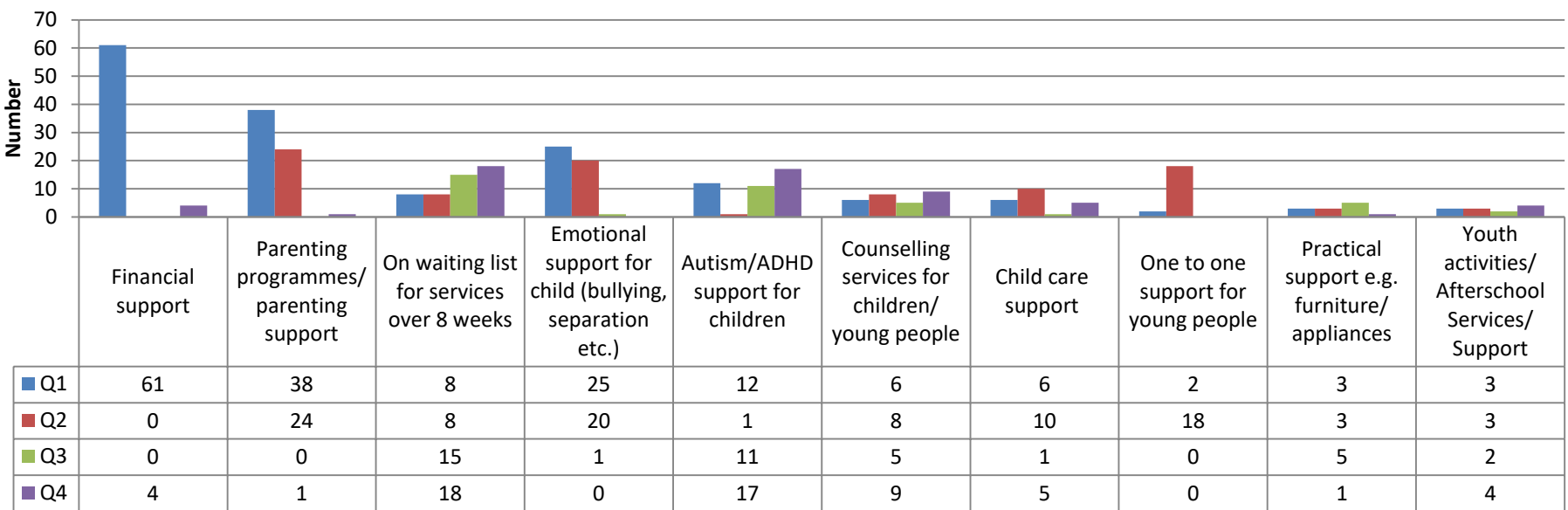
Top Ten Reasons for Referral to Hub



Reasons for Referral: Due to the continuing Covid-19 restrictions the top reason for referral in 2020/21 was for **Financial Support**. This was followed with **Emotional Behavioural Difficulty (EBD) for primary school age children** which has been the top reason since the monitoring commenced in 2014/15, followed by **Parenting programmes/parenting support**. Other reasons that were in the Top 10 in 2020/21 were EBD support for post primary school children, Counselling services for children/young people, Practical support e.g. furniture/appliances and One to One support for young people.

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

Performance Measure 6: Main Presenting Reasons Unmet – 2020/21

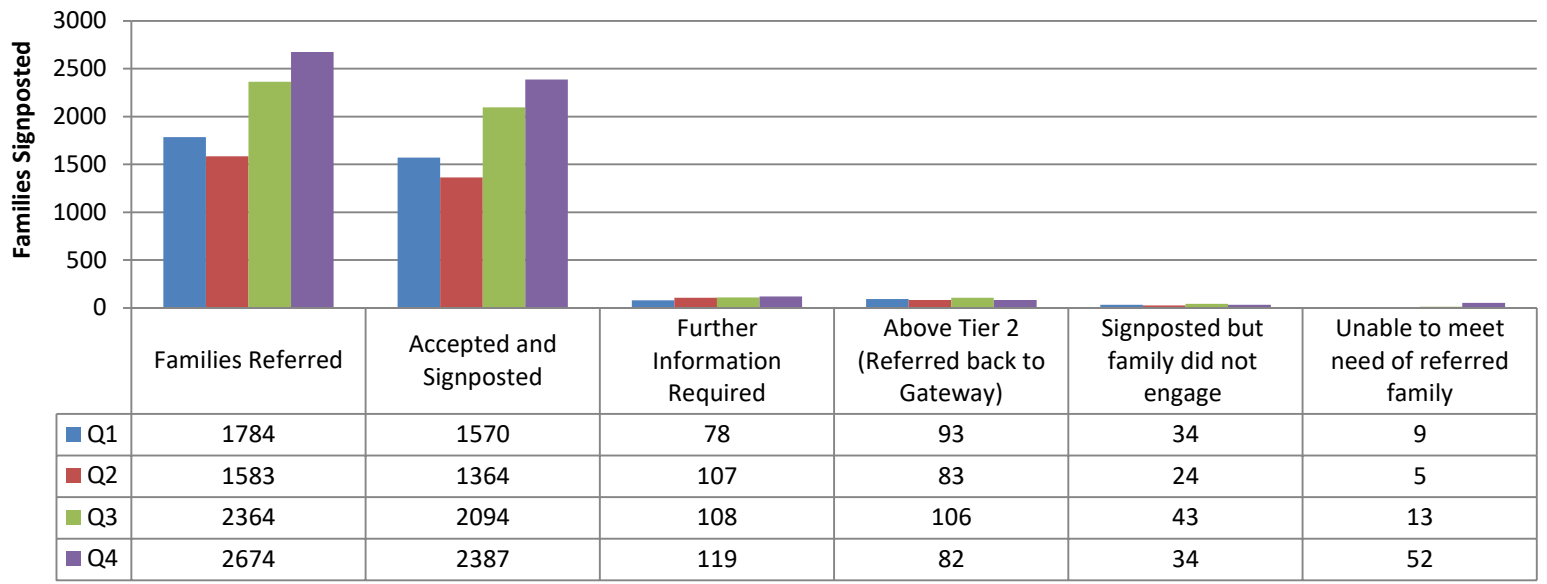


Unmet Need: In 2020/21 the highest unmet need was for **Financial support** followed by **Parenting Programmes /parenting support**. This was followed by **On waiting list for services over 8 weeks, Emotional support for child (bullying, separation etc)** and **Autism/ADHD support for children**.

Please note: Some families require more than one service which the hubs were unable to meet.

How well did we do it?

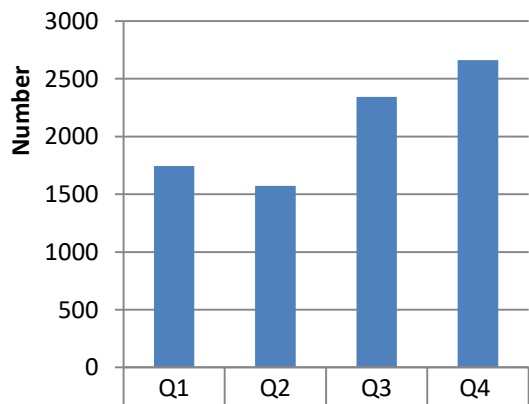
Performance Measure 7: Families Referred that were Accepted & Signposted or Not Accepted for Other Reasons – 2020/21



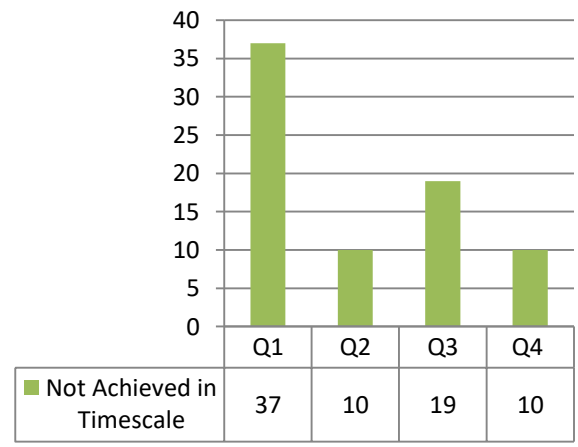
Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – 2020/21

The vast majority of referrals to Hubs were processed within the 4 weeks standard ensuring families receive a timely response to their immediate needs. A further significant number within 5- 8 weeks and of the remaining referrals **7** were processed but exceeded the 8 weeks timescale..

Achieved in 4wks & 5-8wks

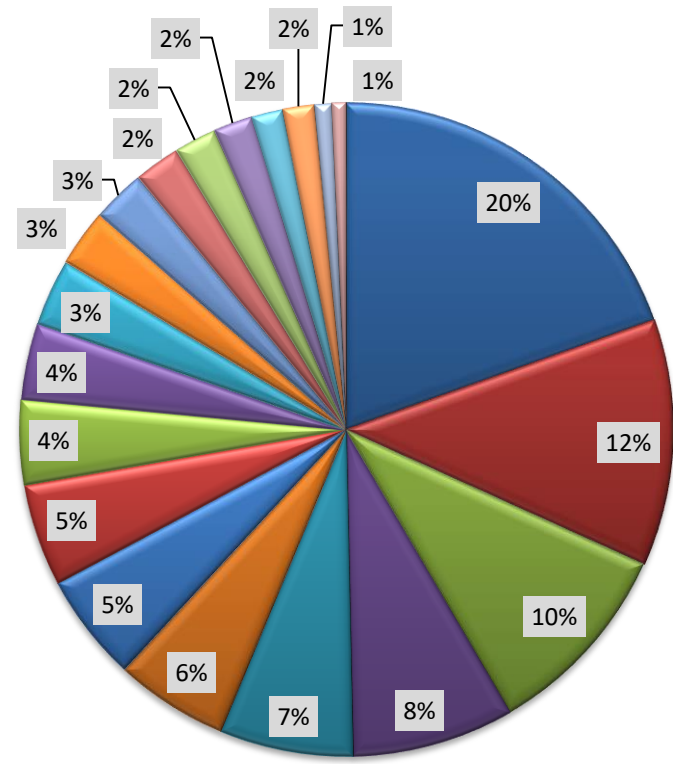


Not Achieved in Timescale



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

Performance Measure 8: Total Percentage of Referrals by Referring Agency – 2020/21



- Self referral
- Community organisation
- GPs
- School
- Health Visitor
- Gateway
- SureStart
- Paediatrician
- CAMHS
- Voluntary organisation
- Other Social Work Services
- Re-Referral
- Other Services
- Education Welfare Service
- SPOE (Referral Gateway)
- Allied Health Professionals
- Adult Mental Health Services
- FS Interventions Team
- WHSCT Social Workers Team around Covid-19
- Multi Disciplinary Team

In 2020/21 **Self referrals** were the key referrer at **20%**, compared to 15% in 2019/20.

Community Organisations referrals were **12%** compared to 4% in 2019/20.

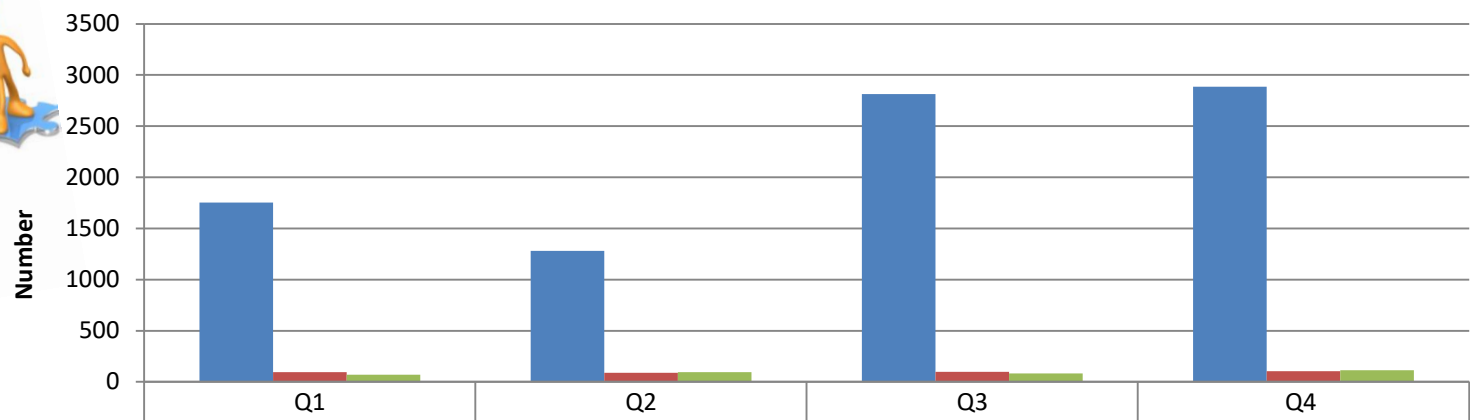
GPs referrals in 2020/21 were **10%** compared to the highest referrers at 19% in 2019/20.

School referrals **8%**, compared to 11% in 2019/20 and **Health Visitor** referrals has had a slight drop from 8% **to 7%**.

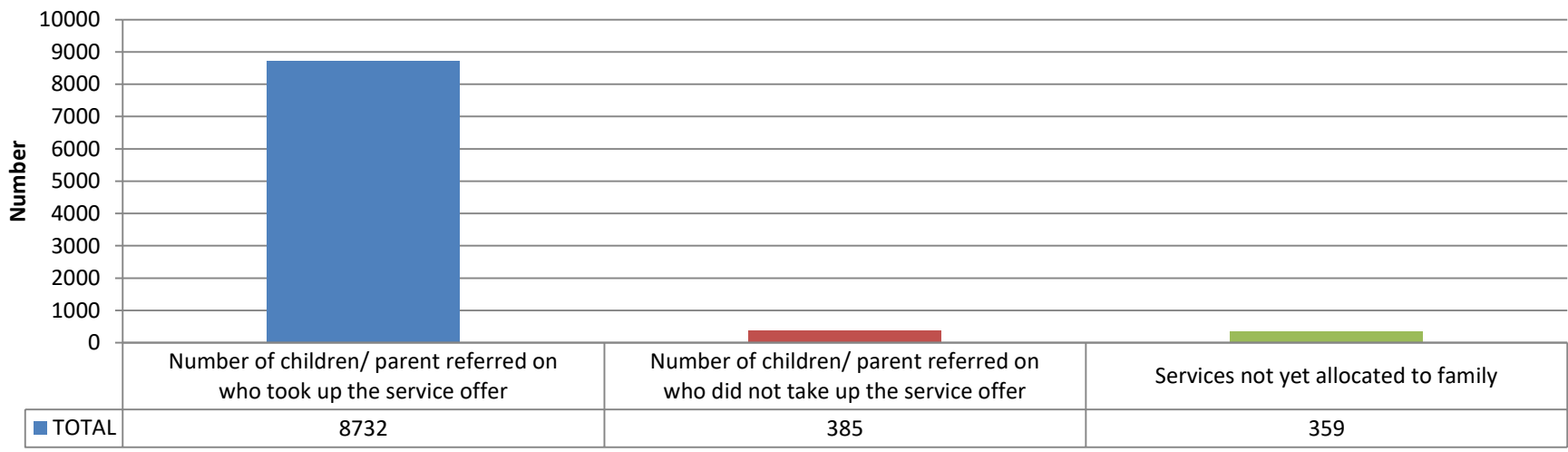
Gateway 6%, a slight increase from 2019/20 (5%), **SureStart** and **Paediatricians** referrals are both **5%**.

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 – 2020/21



■ Number of children/ parent referred on who took up the service offer	1753	1281	2812	2886
■ Number of children/ parent referred on who did not take up the service offer	94	90	97	104
■ Services not yet allocated to family	70	95	81	113

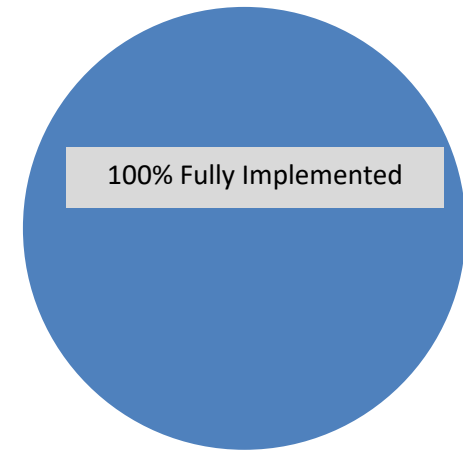


How well did we do it cont'd.....

Performance Measure 10: 10 Standards Fully Implemented – 2020/21

- 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



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 ... cont'd

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:

Case Study A

Mum with 4 children under 14 years old. Since last pregnancy mum had been experiencing low moods, anxiety and struggling with relationship difficulties, some of which she noted were a direct result of COVID-19 stresses, including isolation and financial hardships due to loss of income etc. She was initially referred to the Family Support Hub by the Gateway Team. On speaking to mum we found that mum was struggling financially, as well as feeling very alone and isolated, she was finding behaviours of 1 child awaiting diagnosis for possible ADHD quite difficult to manage and having an impact on the family unit.

Due to this hub referral and by talking to mum, the hub was able to make referrals to Surestart, Autism NI, Childcare Support, Practical Support – including food, gas/electric, as well as encouraging Mum to register for self-care programmes- including mindfulness and a local friendship club- to help with isolation etc. (Belfast Hub Co-ordinator)

Case Study B

Mum with an 8yr old child was referred to hub via community as the child did not want to leave the house due to anxiety levels, with school attendance becoming an issue. This referral was made to the hub by a community organisation- requesting activities for the 8yr old. By speaking to mum- referrals were made for a re-engagement/resettlement pilot scheme service to help young people after COVID-19 etc. Due to the LPG we were also able to give the family a sports activity pack that contained great resources to encourage outdoor activities as a family as well as to encourage families spending quality time together. (Belfast Hub Co-ordinator)

Case Study C

Craigavon/Banbridge Family Support Hub during 2nd lockdown period

Family support requested by Community Paediatrics for 11year old male living with both parents and two siblings. Child displaying aggressive and oppositional behaviour at home. Child also presenting with poor attention and focus. Under Individual Education Plan (IEP) in school and open to SENCO, school monitoring progress to see if further support and assessment is required. Currently suspended from school for fighting. Query of ADHD currently on going with school/Community Paediatrics. Mum no longer able to manage child's behaviour at home, child becoming physical i.e. pushing/shoving and also damaging property within the home. Disruptive to other sibling in household and family relationships/routine. Mum struggling with home schooling also as schools closed due to COVID and child refusing to complete schoolwork. Family history of Learning Disability/ASD. Schools and non-essential shops/recreational areas closed due to COVID restrictions.

Mum engaged in individual support sessions over the telephone. Solihull approach used to contain mum around relationship issues with child and anger present in household. Regular weekly sessions completed around communicating with child, implementing positive parenting and managing child's emotional wellbeing. Through motivational interviewing and Solihull approach supported mum to implement new clear and consistent boundaries at home around challenging behaviours.

Mum and child engaged in three face to face sessions in NIACRO office. Sessions using Solihull to reflect on each other's triggers and emotions. Discussions around child's needs/frustrations. Using BSF discussed and worked towards small goals to achieve at home to improve overall wellbeing of household/relationships. Anger management discussed and warnings signs with child and resources provided for family. Supported to have a discussion to come up with an agreement on home schooling. Both worked together to complete new clear and consistent homework routine.

Mum signed up for Walking on Eggshells parenting programme (PNI) and child engaged with local youth programme which provided a much needed social outlet for child and respite for family during the pandemic.

Case Study D

Comments from a parent helped by the Northern Family Support Hubs

'I had previously used the Family Support Hubs and had misplaced their details. While attending a local community group who facilitate a mother and toddler group over zoom, the support worker was talking about the Family Support Hubs and what support they could offer. I gave consent for my details to be passed on to the Hubs and them to contact me. I received a telephone call from the Family Support Hub the next day to assess my family eligibility and help identify the type of support they could offer me and my family. I found the practitioner that I spoke to extremely helpful and she kindly offered to complete the referral form over the phone which made the referral process easy for me and we discussed what support was available. She explained the process of the hubs while we chatted on the phone and helped put me at ease as I felt slightly embarrassed asking for financial support as I am usually a private person.

The Hub's were able to arrange support through counselling for my daughter who was struggling emotionally and also provided financial support for my family. My eldest son is autistic, so I have his daily needs, I don't get offered any support from anyone or any family members – it's just me and the kids. I was going through a bit of a hard time, and it just came at the right time, and it helped me out. It was nice to be offered some help and it provided me with a sense of relief that there is someone there to help.

I can't explain how thankful I am for the financial support alone as you don't know the weight that has been lifted of my shoulders – Thank you'

Case Study E

Newry & Mourne FSH

Referral received from Community Paediatrics to seeking emotional/behavioural support for 8yr old boy and to support mum to understand and support her son who was being assessed for ADHD. Busy household with 3 other children. Mum was keen to learn strategies to cope with her son and be able to provide 1:1 quality time for all of her children.

The Family Support Hub meeting deemed that Bolster Community would be the appropriate service to offer support. After initial family assessment visit by the Bolster Community Family Support Worker a plan was put in place and options discussed. It was apparent at this point that mum needed more than just support with her son's upcoming diagnosis.

The Family Support Worker provided 1:1 support for mum and her son, exploring what ADHD means for the whole family and what changes would need to be implemented to benefit the whole family. One of the issues mum had was finding time to keep on top of household chores, Bolster Community offered all the children places on "Best Club" an afterschool club for children with additional needs and their siblings. This gave mum 4 hours of respite per week.

The Family Support Worker was able to source some much-needed financial support, including foodbank vouchers, Christmas toys, meat packs and ready meals to help ease her financial worries. In addition, mum was signposted to Newry and Mourne Community Advice and NIHE for housing advice; Parenting Support Line, SENAC for support with education and Clanrye Family Foundations.

The eldest child was offered a place on My FRIENDS Youth a resilience building programme for young people aged 16+ and the Go Girl programme, which supports young women with self-identity, relationships and body image. The other younger children were offered the Fun FRIENDS Resilience programme.

This family remain open to Bolster Community for long-term emotional support and practical support with rehousing.

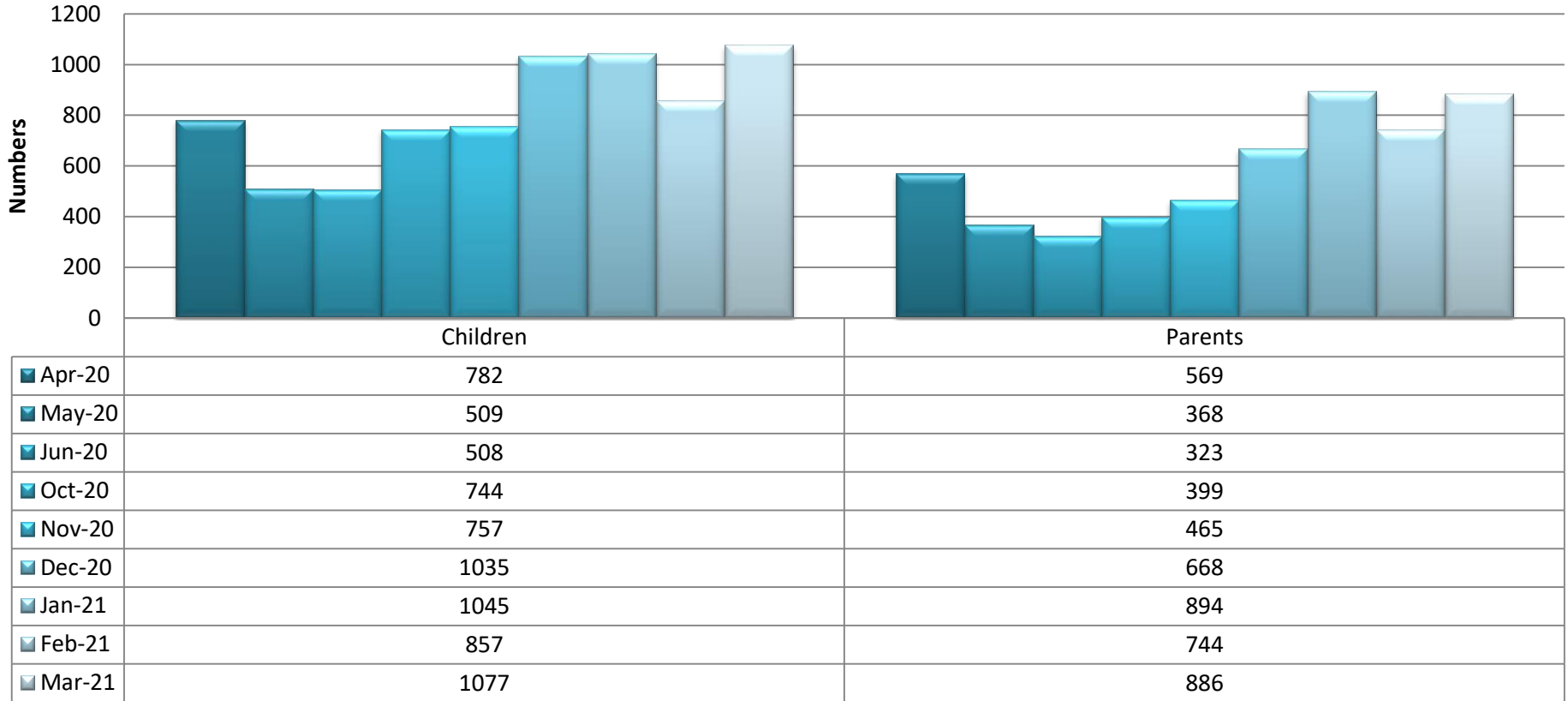
Family Support Hubs

Learning during Covid19 Lockdowns

Qtrs 1, 3 & 4 April 2020 – Mar 2021



Covid19 Specific Referrals – Qtrs 1, 3 & 4 2020/21



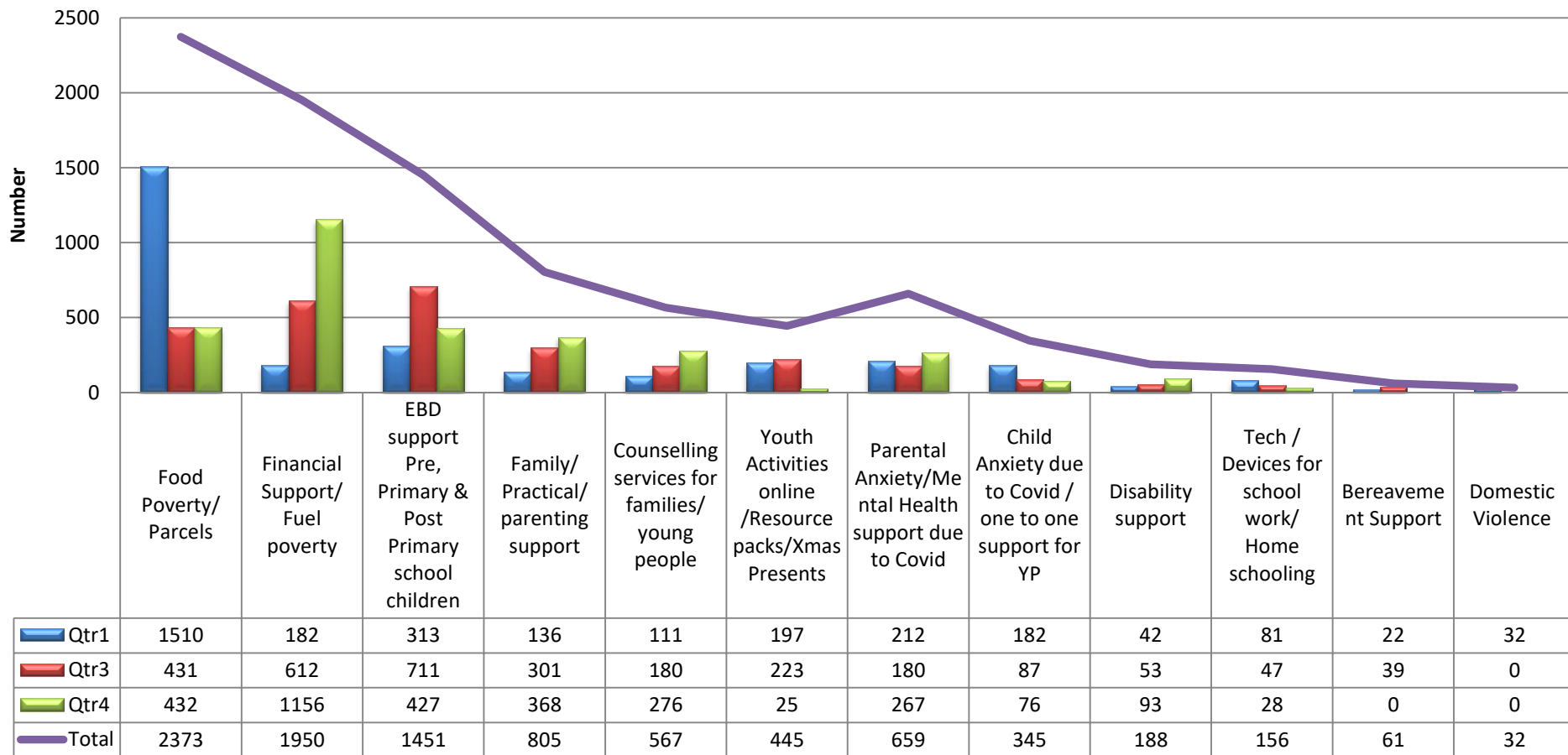
A total of **1,799** children were referred during **Qtr1** for Covid19 specific referrals with **1,260** parents.

A total of **2,536** children were referred during **Qtr3** for Covid19 specific referrals with **1,532** parents.

A total of **2,979** children were referred during **Qtr4** for Covid19 specific referrals with **2,524** parents.

The total number of **7,314** children and **5,316** parents were referred due to Covid19 specific issues, with continuous rise each month with a slight drop in February 21, with highest numbers for children at March 21 putting extra pressure on Hubs.

Reasons for Referrals - Qtr1,Qtr3 & Qtr4 2020/21



The top reason for referral April to June 20 was Food Poverty at **1510**.

The top reason for referral October to December 20 was EBD support for children at **711**.

The top reason for referral January to March 21 was Financial/Fuel Poverty at **1156**.

<ul style="list-style-type: none"> • Food Poverty • Behavioural issues due to lockdown • Parental Anxiety/Support due to Covid • Youth Activities Online/Resource Packs • Child Anxiety due to Covid (Inc School Closure) • Practical Support (Inc Clothes/Vouchers/ Employment/Financial Difficulties) • Family/Parenting Support • Counselling Services for Children/ young people & families • Tech/Devices etc to complete School Work • Disability Request/Supports • Domestic Violence • Bereavement Support 	<p>Delivered food parcels/foodbank</p> <p>EISS Mentoring on line/Anger management and conflict resolution support via phone/zoom/Mindwise Helpline numbers</p> <p>Online PE lessons/Stay Connected EA Youth Service/Art Packs Remote sessions by therapeutic worker</p> <p>De Paul Housing/St. Vincent de Paul/Gas & electricity vouchers/Princes Trust/Referral to AfC and Barnardo's Emergency Fund</p> <p>Support via phone to parents to learn techniques to reduce anxiety in their children/Signposted families to Recovery College online workshops such as Mindfulness Virtual chats with adults and teens/Parentline NI/NSPCC/Listening Ear</p> <p>Bytes project with BCC</p> <p>Routines needed for ASD children/Family support via phone</p> <p>Toiletries/clothes/B&B/Women's Aid/Parenting NI Dad's Project/Relate NI/Family Mediation</p> <p>Referred to Cruse & Winston's Wishes</p>
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Reason for Referral – Oct-Dec 2020

How Hubs worked differently to meet need

22

<ul style="list-style-type: none"> • Financial Support/Fuel Poverty • EBD for Primary School children • Food Parcels • Family/Parenting Support • Christmas presents for children • EBD for post-primary school children • Counselling Services for families • Parental anxiety due to Covid-19 • One to one support for Young People • Practical Support • Disability Support • Tech Devices/School work • Bereavement Support 	<p>Gas/Electric vouchers needed more during winter months/Universal Credit/Signposted to Make the Call/Employers for Childcare</p> <p>EISS Mentoring on line/Family support counselling/Dream a little Dream relaxation books/Action for Children/EA Flare Project/Art Therapy</p> <p>Link in with foodbanks/Food vouchers/Food hampers/North Belfast AP</p> <p>Parent Line NI/Family Group Conference/Family Wellness Project/Parenting NI</p> <p>North Belfast Advice Partnership//Covid-19 Emergency Fund/SVDP</p> <p>Online PE lessons/Stay Connected EA Youth Service/Mind Set Programme</p> <p>Virtual chats with adults and teens/Parentline NI/NSPCC/Listening Ear</p> <p>Support via phone to parents to learn techniques to reduce anxiety in their children/Recovery College online workshops such as Mindfulness</p> <p>Counselling on line/Therapeutic support</p> <p>Advice/St. Vincent de Paul/Princes Trust/Referral to AfC and Covid-19 Emergency Fund</p> <p>Routines needed for ASD children/Family support via phone</p> <p>Provide digital devices(iPads/Tablets etc)</p> <p>Referred to Cruse & Winston's Wishes</p>
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Reason for Referral – Jan-Mar 2021

How Hubs worked differently to meet need

23

<ul style="list-style-type: none">• Financial Support/Fuel Poverty• Food poverty• Emotional support for children/young people• Counselling services for families• Family/Parenting Support• Parental and YP Anxiety due to Covid• Practical Support• Disability Support• One to one support for young people• Adults Mental Health• Youth Activities/Play Therapy• School Attendance/Home Schooling	<p>Gas/Electric Vouchers required for winter months/referrals to Financial Advice Services</p> <p>Food parcels/foodbank/Trust Ad-hoc Covid-19 emergency/DfC and Barnardo's NI fund</p> <p>Signposted families to support services such as Action for Children, EA Flare Project, School Counselling and Parent Line NI, Barnardo's Family Connection</p> <p>1to1 counselling on line/Bridge of Hope, PIPS, Wave Trauma Service</p> <p>Signposted families and parents to Mum's Wellness Project, Social Prescribing, Recovery College, Action for Children, Parent Line NI and Parenting NI.</p> <p>Online group options offered re: anxiety and separation/YP offered support for anxiety/mood – EISS or CAMHS Step 2 or 3.</p> <p>Signposted families to Barnardo's Seasoning Fund, Household appliances, bedroom furniture, toys, baby essentials</p> <p>Updated parents re current waiting times of services and offered support with diagnosis of ADHD/</p> <p>Extern EISS, Strike Academy, Friends Resilience Bolster, Koram Centre</p> <p>Signposted adults to Action Mental Health, Listening Ear & Women's Aid Services, Holistic Therapies, Family Group Conferencing</p> <p>Youth mentoring/Therapeutic play/Art Therapy</p> <p>EWO involvement</p>
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- Anxiety about transition back to school
- Anxiety in children leaving the house
- Concerns about financial implications of furlough and losing jobs
- Increased social isolation for new mothers who have given birth during lockdown
- Mental health of parents isolated
- Less family support from grandparents etc childcare
- Limited access to Play Therapy to meet the needs for children
- ASD support services

- No face-to-face support or home visits – not all service users comfortable to avail of counselling over the phone/internet
- Online services not getting the same engagement
- Increase in BME families needing support
- Increase in demand for behavioural management support for parents
- Longer waiting lists
- Working remotely
- Lack of broadband to complete schoolwork online
- Impact of past Domestic Violence (Emotionally & Financially)

- Suicide Bereavement Support
- Young Carers Support
- Families depended on regular listening ear and reassurance
- Digital poverty
- Food poverty
- Financial support
- Drug and alcohol issues
- Back to school costs
- Domestic violence
- Lack of laptops for children to complete school work especially if more than one child requires this



- Lack of face-to-face services
- Lack of home visits
- Poverty – food & fuel
- Lack of Wifi access
- Lack of Early Years support
- Respite for vulnerable children
- Lengthy waiting lists for adult mental health
- Changes in family dynamics – main carer roles changing
- Anxiety re: school exams and uncertainty of futures
- Financial
- Social anxiety with young people and parents
- Isolation
- Services having to close waiting lists due to high demands
- Digital poverty
- Practical support (Household appliances)

- Mental Health – Adults
- Difficulty progressing SEN concerns
- Parents unskilled on how to manage anxious behaviours
- Home schooling
- Bereavement
- Parenting Support
- Fuel Poverty
- Food Poverty
- Health needs of the clinically vulnerable people shielding
- Respite for Carers
- Impact on young people’s mental health
- Long waiting lists for ASD assessment & support
- Media – creates a lot of anxiety in children
- Unemployment
- Whole families at home – eating more, using more electric/fuel

- Lack of response from Statutory Services for children with Autism
- Isolated vulnerable single adults requiring support
- Furloughing
- Agency workers with no contracts
- Families refusing to engage via zoom/telephone
- Young people uncomfortable accessing school counselling due to peer pressure
- Parents trying to shield their anxiety and worries from children
- Parents missing the support network of family and friends
- Overwhelming increase in referrals compared to normal
- Families finances affected due to delayed payments for self employed



- ASD support
- Anxiety in children & young people
- Parenting Support
- Fuel poverty
- Food poverty
- School technology
- Anxiety in returning to school
- Waiting times for One-One support re emotional wellbeing
- Family support
- Counselling
- Play therapy
- Practical support
- Self-care – mindfulness programmes
- Childcare
- Lack of face to face contact
- School refusal
- Financial support
- Family tensions

- Adult mental health
- BME support
- One-to-One mentoring for Primary School aged children – face-to-face needed
- Autism/ADHD postponed appointments due to Covid
- Greater disharmony among families – domestic violence
- Working from home stress
- Limited services available
- Lengthy waiting lists for core services – S&L, OP, Community Paediatrics
- On-line exhaustion
- Working remotely
- Change in family dynamics
- Anxiety regarding cancellation/changes in exams/uncertainty of futures
- Social anxiety – young people & parents
- Rise in referrals

- Isolation – single adults
- Family breakdown
- Baby essentials
- Child frustrations /anxieties/sensory needs
- Disability support
- Digital poverty
- Emotional and behaviour difficulty for children & young people
- Not coping with loss of main support network
- Youth support
- Family pressures
- Befriending/Mentoring Services
- Strain of home schooling
- Limited social outlets for young people



ANTICIPATED NEEDS

- Transition support for young people when returning to school
- School refusal cases
- Anxiety disorders/depression
- Increase demand for food and practical support in Sept/Oct. time due to redundancies/furlough
- Cost of new school year of families – onset of Universal Credit
- Financial assistance required for families that have to isolate for 2 wks – re: free school meals
- Bereavement/illness support
- Unmet need due to backlog of counselling services
- Increased levels of face-to-face working in parks or gardens – lead to issues as the weather becomes more inclement

BARRIERS

- Mentoring/art/play therapy – not appropriate via phone
- Access to Internet
- Continue limited accessibility to GP surgeries – decline in number of referrals
- Having capacity to respond within the 4 wk as per hub model
- Lack of computers in a family where more than one child required computer for school work
- Longer waiting list for services
- Closure of waiting lists
- Equality & race issues
- Families reluctance to engage remotely

CHALLENGES MOVING FORWARD

- Financial hardship (evident in number of referrals in Qtr2)
- Another wave of Covid-19 – will put families under huge financial restraint for Christmas
- Gap between children that have been home schooled and those that were previously struggling with education widening
- Community and Voluntary services are not back to normal service delivery
- Funding required to increase capacity for mental health support to be put in place and support families at Early Intervention

ANTICIPATED NEEDS

- Poverty – Food/Fuel
- Financial support
- Family rows over schooling
- Increase in referrals for anxiety and mental health issues
- School anxiety/refusal
- Anxiety disorders in C&YP
- Impact on carers/parents
- Befriending helpline & parenting helplines
- Home schooling children
- Still in lockdown and still the same needs
- Pressures with paying bills
- Ensuring adequate heating and electric in home during winter months
- Parents mental health
- Social impact of lockdown
- Still laptops required
- Mental health of young people

BARRIERS

- Lack of face-to-face services prevents families and children to engage
- Parents of 0-4 suffers from lack of child care
- Lack of possibility to accept electronic service request forms
- Parents struggling with levels of school work
- Families not meeting the criteria for benefits – but requiring them
- Limitations to service delivery online
- Large households with minimal space
- Job losses
- Increase demands for Hubs services
- With lockdown again the unknown barriers
- Home schooling/tech devices

CHALLENGES MOVING FORWARD

- Young people suffering from mental health issues
- Children with fear and anxiety increasing with anticipation of returning to school
- Impact of physical and emotional demands on frontline staff and the implications for their families
- Social anxieties increasing
- Lack of digital devices
- Stress and anxiety re: exams
- Funding for Mental Health
- Lack of early intervention for mental health
- Online fatigue/especially young children
- Keeping positive in another lockdown
- Recession
- Uncertain futures
- Financial
- Emotional impact of lockdown will not emerge to months ahead
- Lasting detrimental impact COVID will have on communities

- Stress and anxiety in young people in relation to exams
- Poverty – Food and fuel
- Support for school work
- ASD behavioural and emotional need
- Self-care activities
- Financial – re illness and employment
- Family tensions
- Families growing deeper into poverty
- School – growing anxiety at being separated from parents
- Isolation for children and young people
- Emotional well-being of young people
- Fear and anxiety about returning to normal
- Financial stress/job losses
- School anxiety/school refusal
- Anxiety disorders
- Children struggling at school
- Practical support
- Impact on carers

- Lack of digital devices
- Families feeling Isolated
- One to one support
- Lack of childcare
- Lack of face to face contact
- Limitations to service delivery
- Parents time management – home schooling/working from home/down time/fun
- Universal Credit changes
- Supply of support services available
- Job availability
- Limited Social outlets open for young people

- Emerging reluctance to engage remotely
- Funding for Mental Health supports
- Lacking Face to Face interaction
- Higher than usual levels of fear, anxiety and stress among young people and adults
- Growing waiting list for ASD/ADHD assessment
- Volume of referrals
- Limited services for all types of support
- Art therapy – big demand
- Lengthy waiting lists for core services
- Parents challenges being masked
- Relationship breakdowns
- Adults mental health – affecting children
- Rise in the need for One to One Counselling
- Impact on carers
- Investment in befriending helplines
- Social anxieties
- Lasting detrimental impact Covid will have on communities
- Ongoing financial hardship
- Jobs and economic security/Brexit/predicted recession
- Closely monitoring how people readjust coming out of lockdown
- Financial challenges

What Worked Well – April-June 2020

- Good communication with core members with regards to update on services/which changed weekly
- Liaising with other hubs/good partnership working
- Good networking/information sharing
- New and built upon relationships within the community, voluntary and statutory sectors
- Donations for families from businesses, organisation, individuals and statutory bodies (BCC)
- FSH Covid-19 Newsletter
- CYPSP Website/Locality Planning daily updates
- Innovative approach of services to deliver remotely
- Referrals were offered a service, albeit in a different format
- Fantastic support from all our Hub members during this time to re-configure their services to suit the needs of families
- Parents felt isolated and were glad to have someone to talk to when completing telephone assessments.
- Action for Children Emergency Fund for Covid-19 for financial difficulties
- Video work preferred by families to fit around busy lifestyles/childcare issues/transport etc
- Staff profiles were developed to introduce families to service
- Shared funding information for Hub members
- Services adapted quickly to the pandemic and were able to provide additional services such as food parcels, a listening ear via telephone to help overcome isolation issues and medical items being collected etc.
- A real sense of working together to ensure service delivery to the most vulnerable

What Worked Well – Oct-Dec 2020

- Practical Parenting Support services in our area is invaluable
- Financial Support via DfC funding
- Christmas Hampers provided by Community Organisation including Faith based
- Good communication between services
- Information sharing – FSH Newsletter, CYPSP Children's Resource Pack
- Partnership working at Christmas - North Belfast Advice Partnership
- Possibility of taking referrals and consents over the phone
- Christmas hamper package from Portadown Gets Active
- Community organisations pulling together
- Good partnership working
- Online hub networking
- Link with local Foodbanks/SVP
- Meetings on line/good time management
- Hub and Community Sector working collaboratively
- Financial support to families within 24hrs
- Positive changes in families
- Providing support in timely fashion
- In Belfast – city wide Christmas appeal was a great initiative to bring community, voluntary and statutory agencies together
- Video calls work– but no replacement for face to face
- GSAP/Ballyarnett Community Support Team
- Having access to instant grants such as Save the Children
- Partnership working with local Councils
- Emergency Covid-19 Fund – Action for Children, Department of Communities

What Worked Well – Jan-Mar 2021

- Accessing financial support – quick response
- Provision of support for children and young people
- Partnership working/communication between services
- Translation Hub
- Online hub networking catch up meetings
- Attendance at hub meetings increased on line
- Items donated – sensory items for young people
- Covid discretionary fund
- Financial support via DfC, Barnardos, Save the Children, Trusts, Councils
- Taking referrals and family consent over the phone
- Employing a Child Counsellor and 6 mentors to alleviate the increase in referrals for children and young people’s mental health
- Existing services going above and beyond to support families
- Face to face contact (Covid-19 regulations applying) when parents and young people were struggling
- Community organisations pulling together
- Family Support Hub Newsletter
- Being able to offer home visits and have face to face contact – all be it in a garden or PPE’d where necessary – some families just needed face to face support
- GSAP/Ballyarnett Community Support Team
- Funding through GP Federation, Barnardos and BHSC
- Reduction therapy through Bolster Community
- Families being signposted to local Community and Voluntary Support which they were unaware of
- Covid discretionary fund
- Funding from WHSCT and Fermanagh & Omagh District Council, Save the Children
- Friends Resilience through Bolster Community
- SET Family Fund, Barnardos and DfC
- Family Support Workers providing a very high quality service albeit almost entirely remotely
- Funding from Save the Children Emergency Response Programme

Useful Links

Parenting Programmes	http://www.cypsp.hscni.net/ebpp/
Parent Support	http://www.ci-ni.org.uk/parentline-ni https://www.parentingni.org/resources/top-tips/
Service availability	https://tinyurl.com/y56uhffg
Financial Support/Funding	https://www.nidirect.gov.uk/articles/extra-financial-support http://www.cypsp.hscni.net/covid-19-daily-updates/ and click on Funding for up to date information
Foodbanks	https://www.trusselltrust.org/get-help/find-a-foodbank/
BAME support	http://www.cypsp.hscni.net/translation-hub/
Mental Health	https://www.covidwellbeingni.info/Mental-Health-Resources.html https://www.mindingyourhead.info/ http://www.cypsp.hscni.net/covid-19-daily-updates/ and click on Mental Health for up to date information
Digital Devices - Laptops	https://www.eani.org.uk/supporting-learning
Child Care	www.familysupportni.gov.uk
Domestic Violence	http://www.cypsp.hscni.net/covid-19-daily-updates/ and click on Domestic Violence for up to date information
Bereavement	http://www.cypsp.hscni.net/covid-19-daily-updates/ and click on Bereavement for up to date information

Please note: Qtr1 to Qtr3 April-December 2020 (with Covid-19Activity) is now available on the www.cypsp.hscni.net website under the Family Support Hubs page.

For further information on Family Support Hubs in your area: -
Contact Maxine Gibson, Children's Services Planning Professional
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