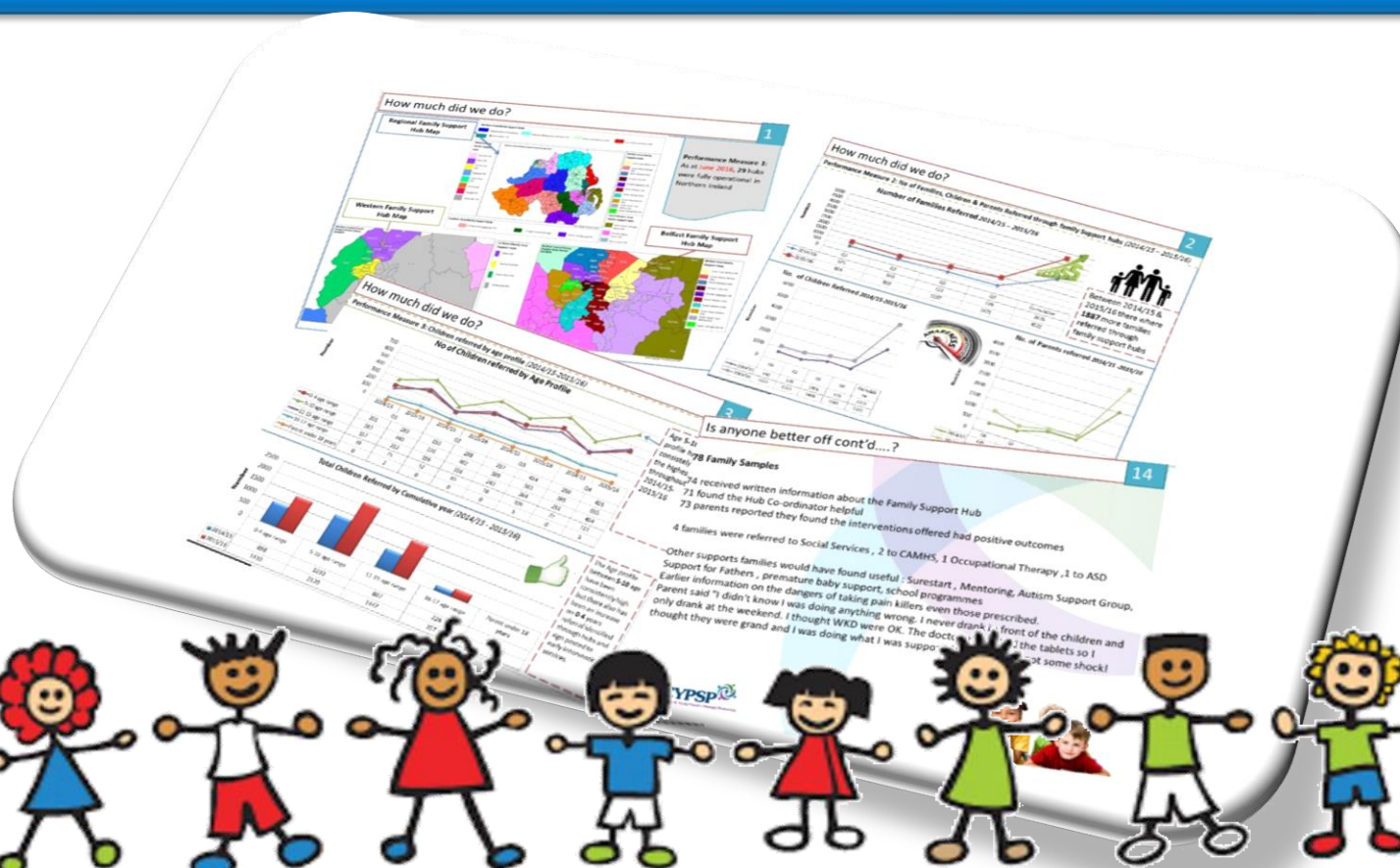


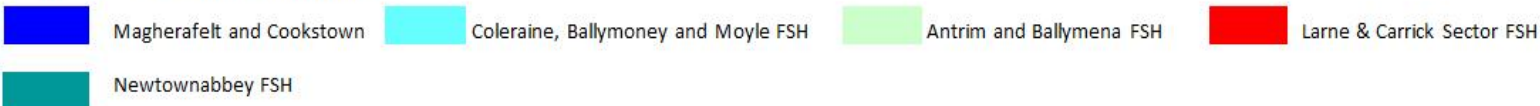
Family Support Hubs Report Card

Qtr1 & Qtr2 April - September 2020

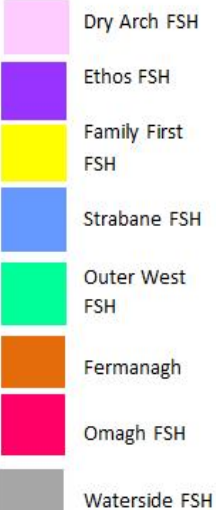


How much did we do?

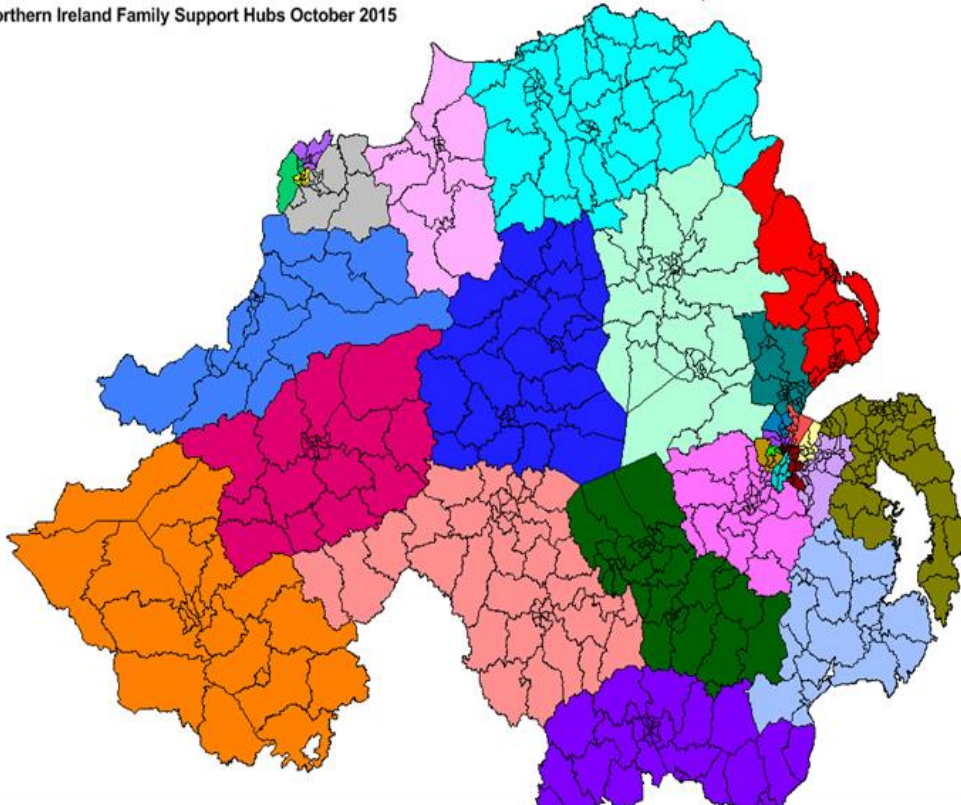
Northern Area Family Support Hubs



Western Area Family Support Hubs



Northern Ireland Family Support Hubs October 2015

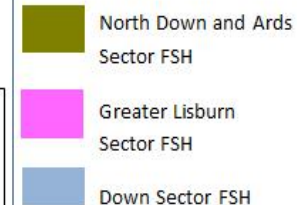


Crown Copyright: Produced by CYPSP

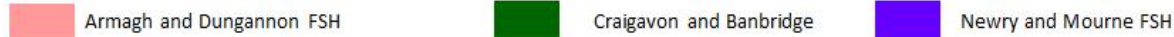
Belfast Area Family Support Hubs



South Eastern Area Family Support Hubs



Southern Area Family Support Hubs

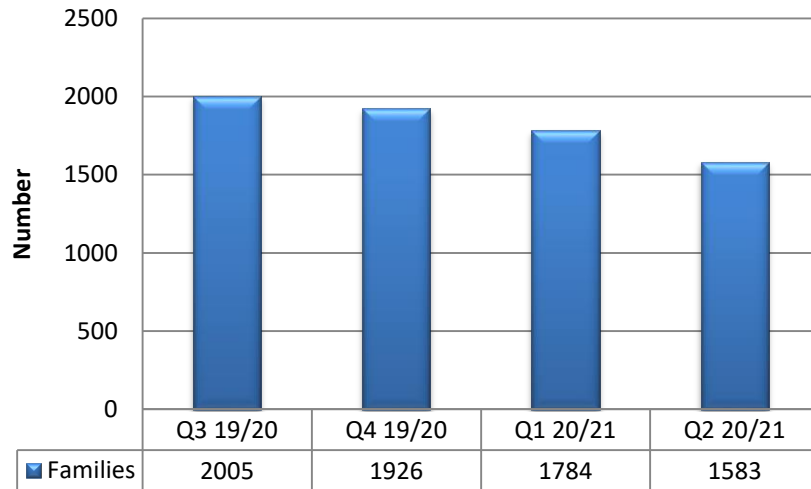


Performance Measure 1: As at April 2020, 29 hubs were fully operational in Northern Ireland

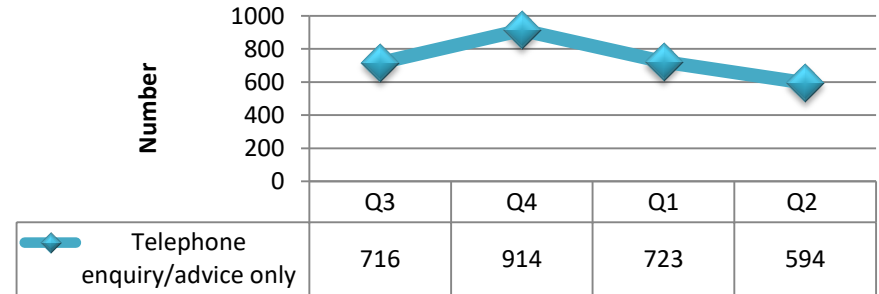
How much did we do?

Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 & Q2 2020/21

Number of Families Referred

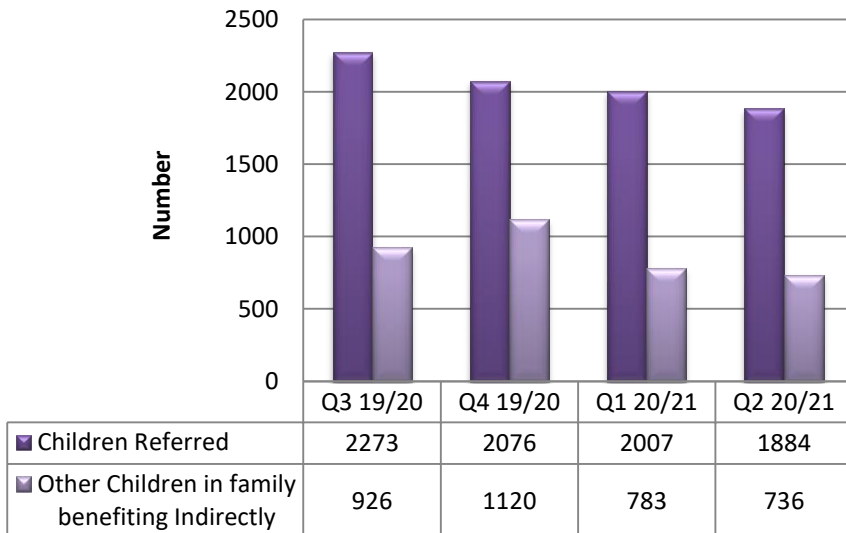


Telephone enquiry /Advice only

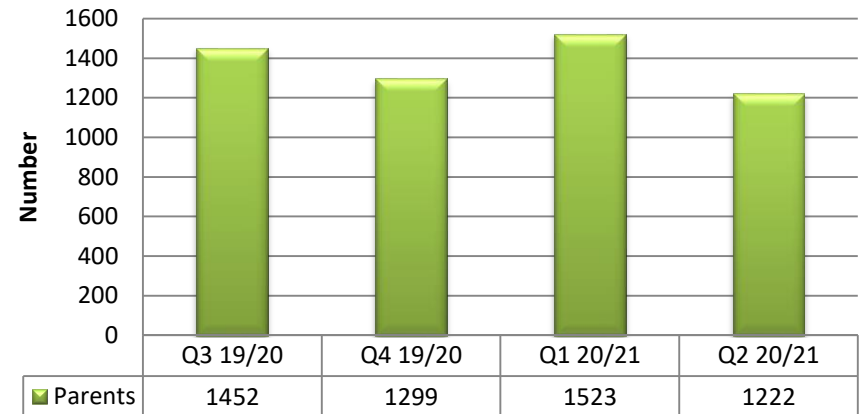


In Qtr2 July to September 2020, **1583** families were referred through family support hubs. There were also **594** telephone enquiry/advice only calls in Qtr2.

Number of Children Referred



Number of Parents Referred

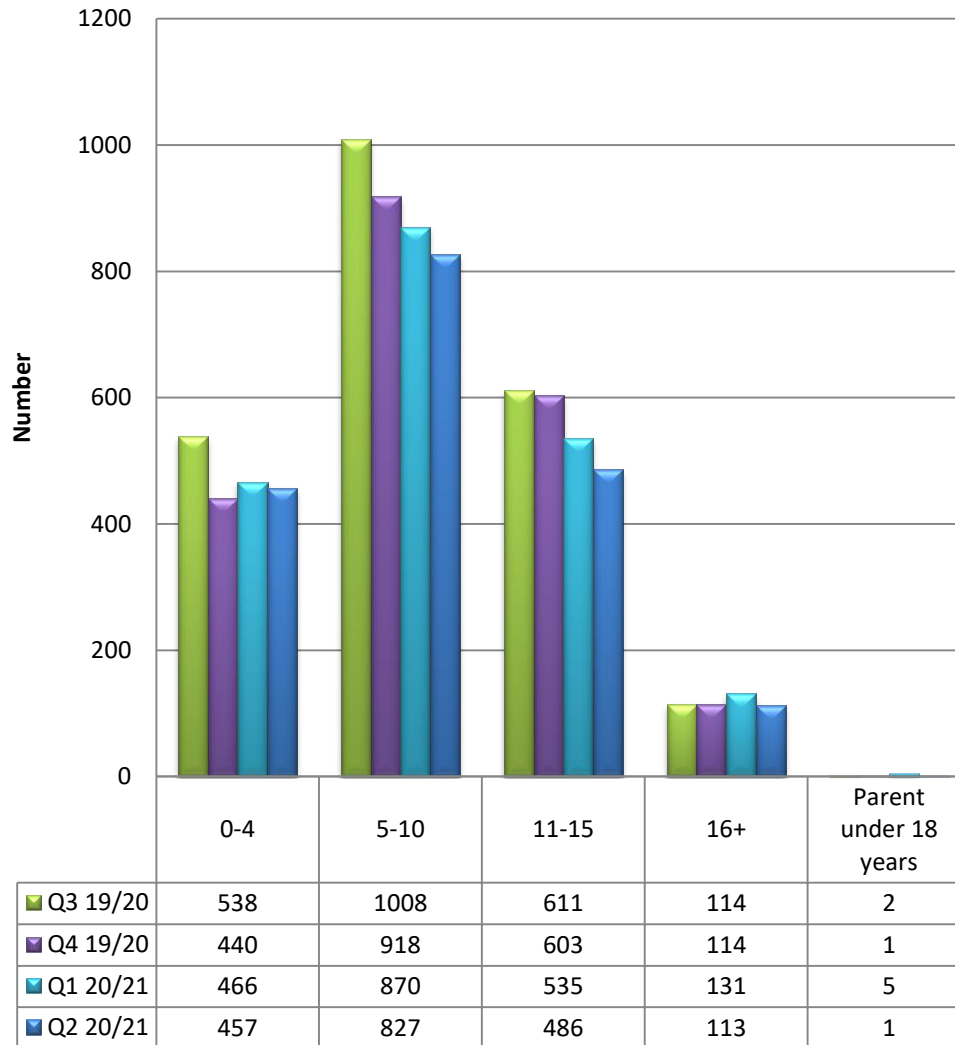


In Qtr2 July to September 2020 there were **1884** children referred in Qtr2 with **736** other children in the family benefiting indirectly. Parent referrals decreased to **1222**.

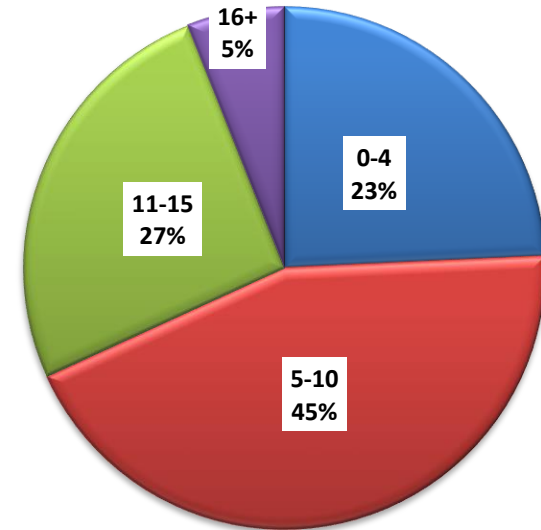
How much did we do?

Performance Measure 3: Children referred by Age Profile - July – September 2020 compared to previous quarters

Age Profile of Children Referred



Age Profile



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

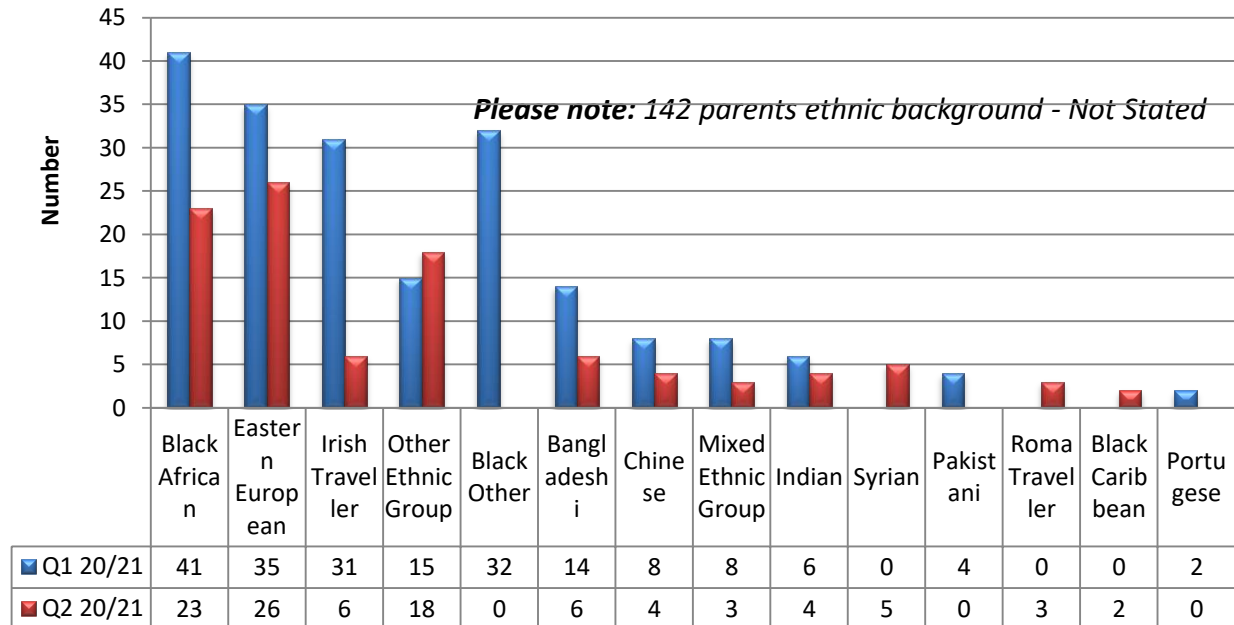
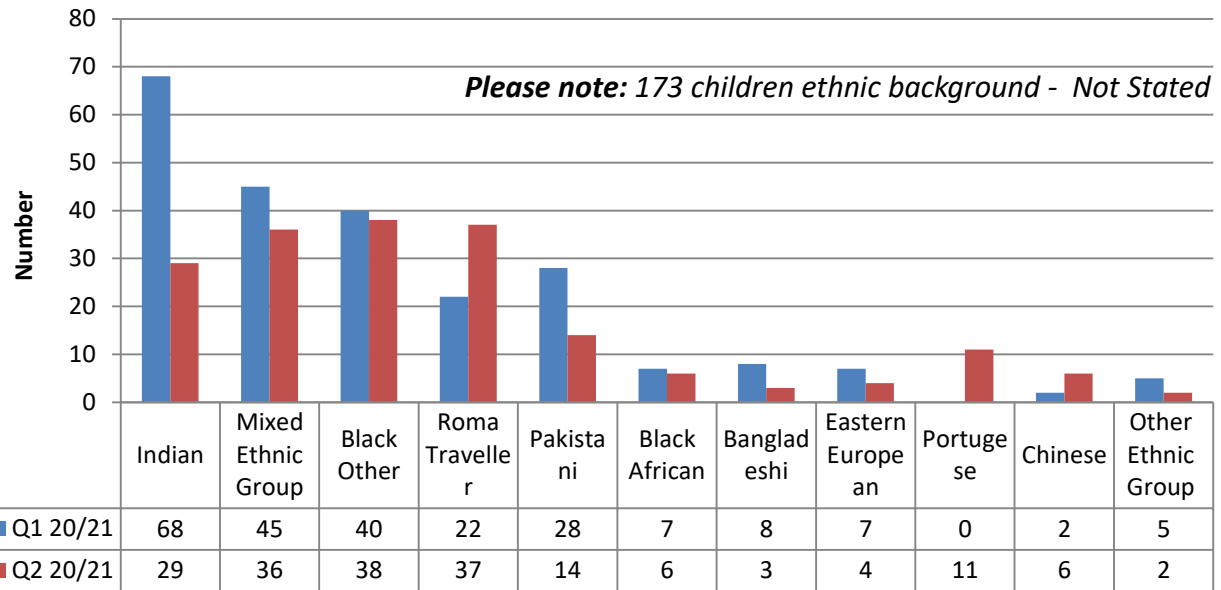
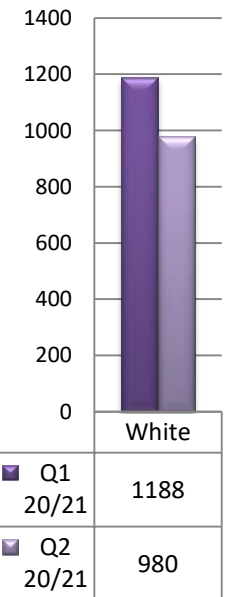
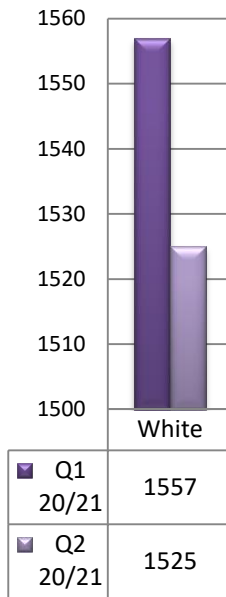
How much did we do?

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

While there has been a decrease in the number of white children in the last quarter there has been an increase in Parents needing support. There have been increases for Black African, Irish Traveller, Other Ethnic Group, Black Other, Bangladeshi, Chinese, Indian and Pakistani

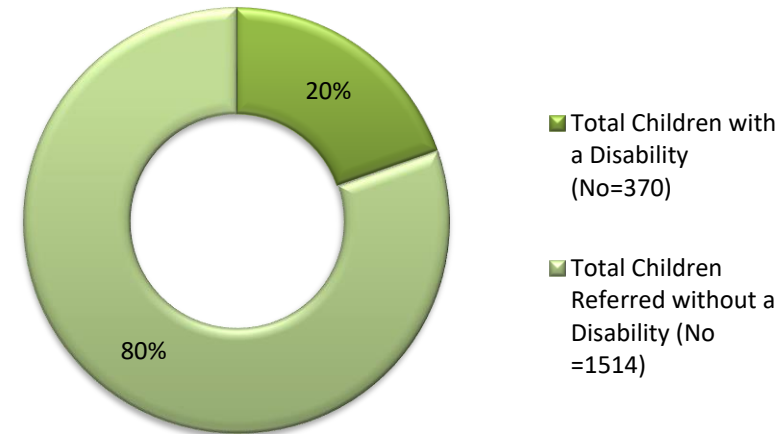
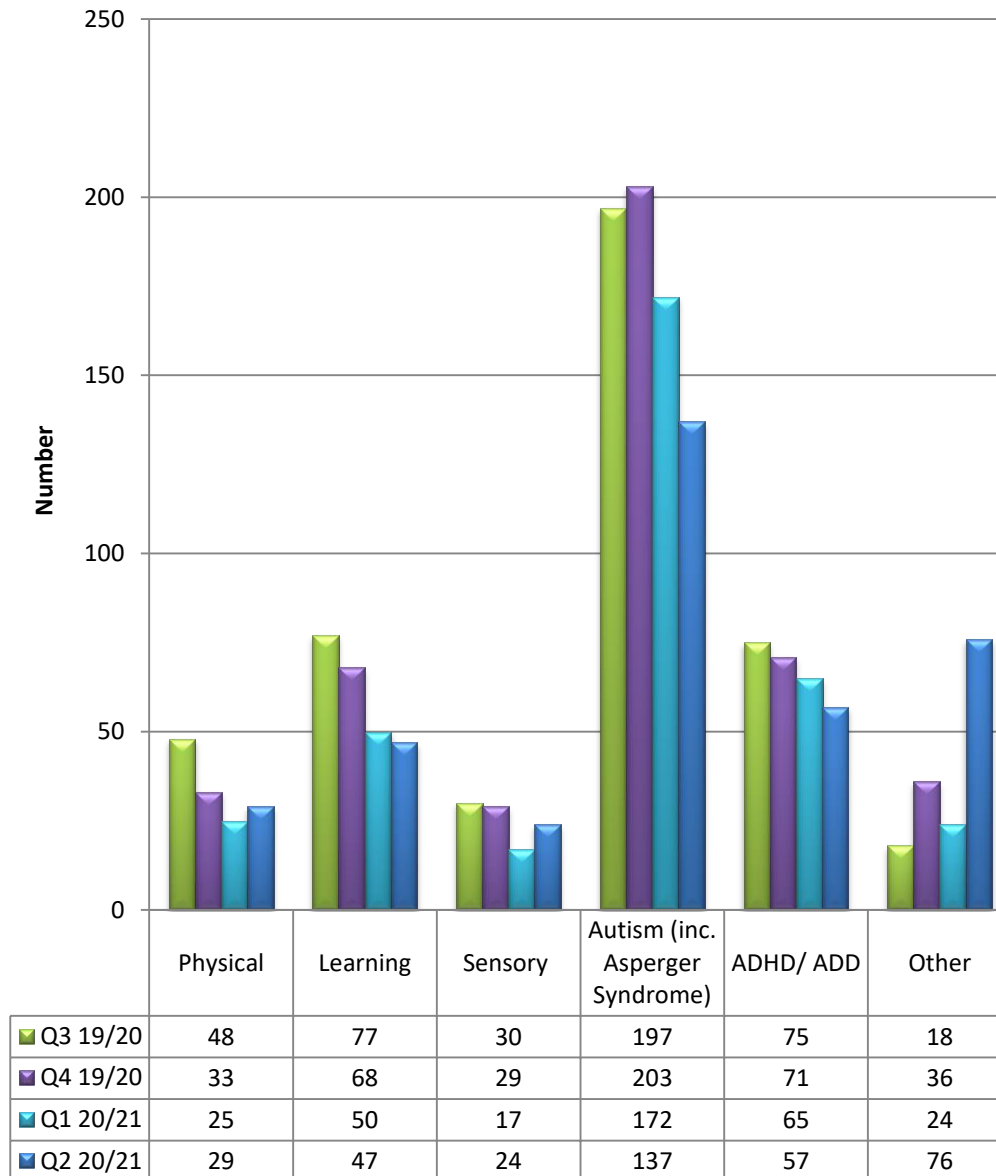
(Note: 'White' has the higher number of referrals for both Children and Parents and are presented on separate scales as shown in these charts.)

Children and Parent Referrals by Ethnic Background – Qtr1 & Qtr2 20/21



How much did we do?

Performance Measure 4: Children with a disability referred – July – September 2020 compared to last quarters

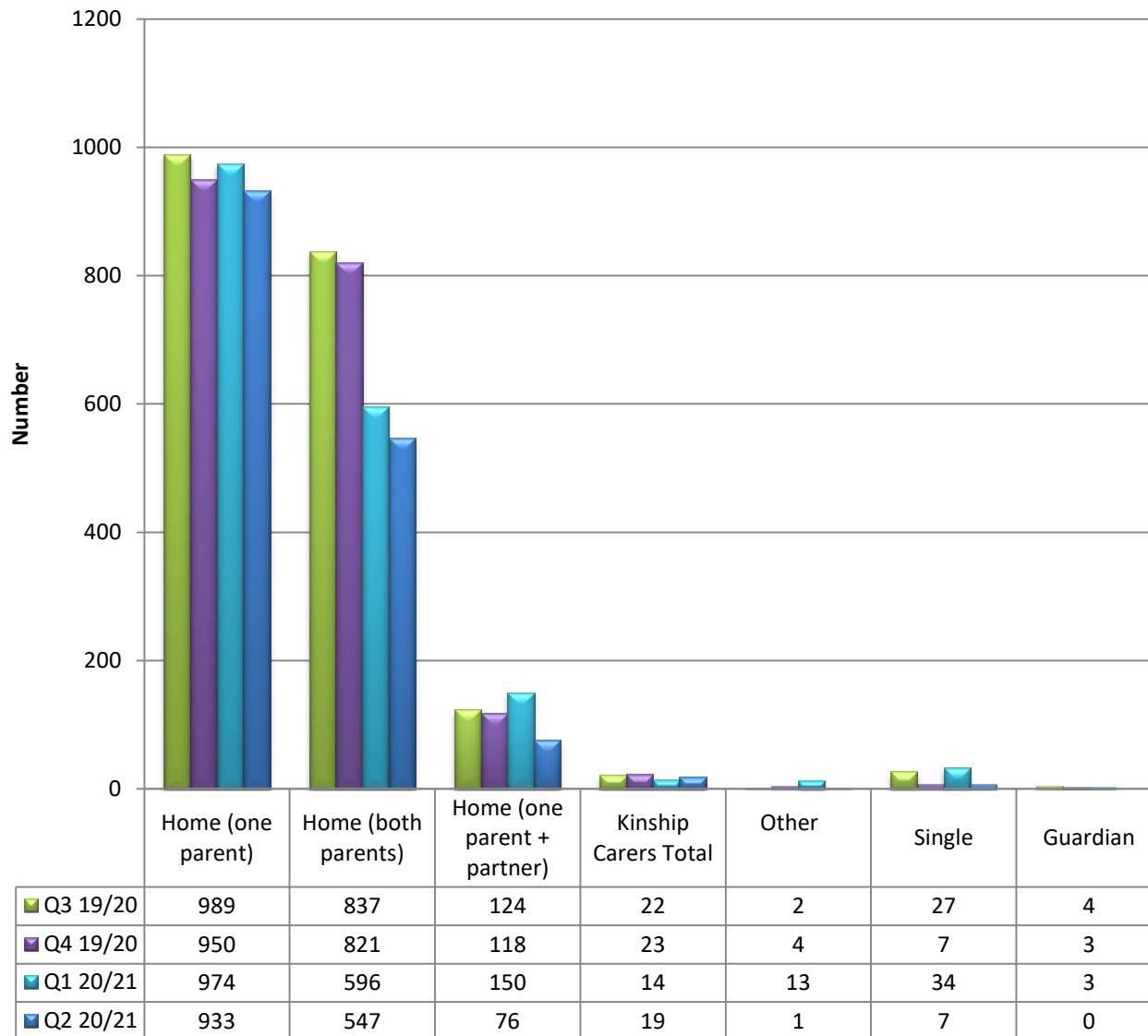


Children with **Autism** had the highest number of disability referrals.



How much did we do?

Performance Measure 5: Household Composition - July – September 2020 compared to previous quarters

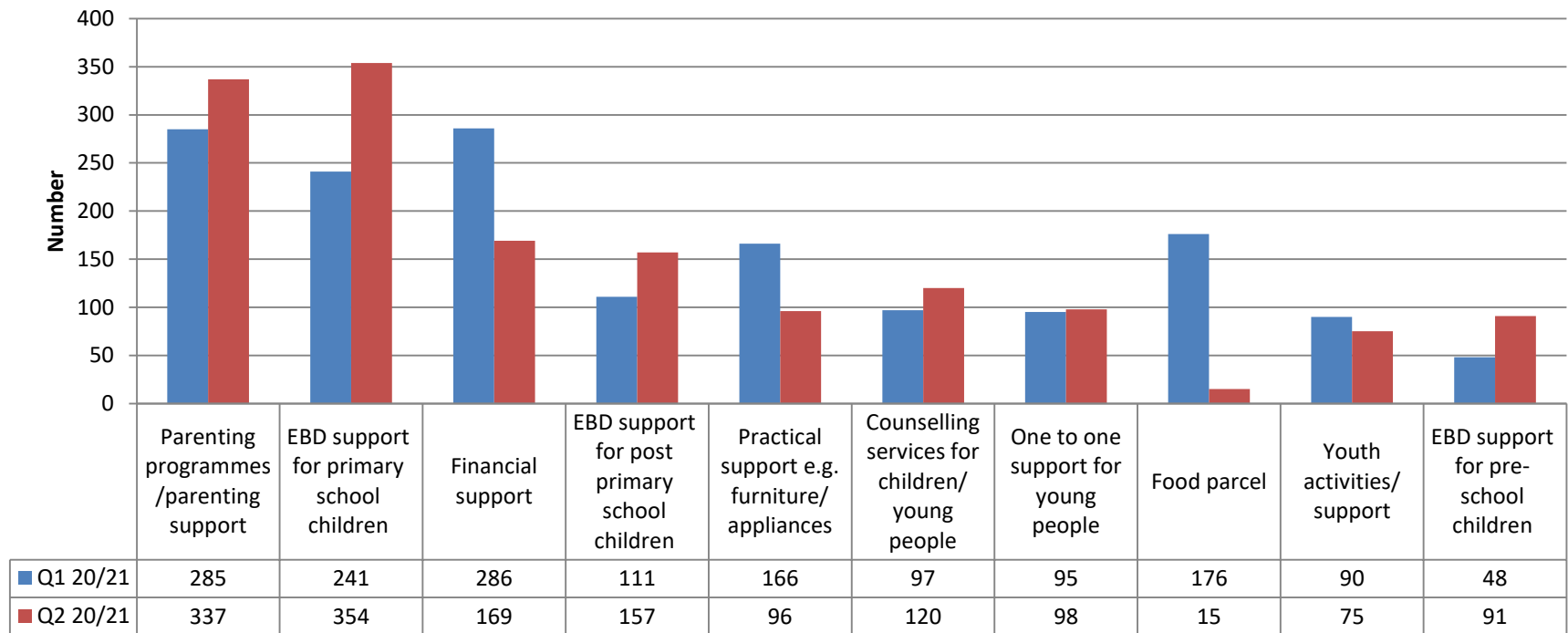


The highest group of families referred are **Lone Parents** at **933** in Qtr 2. **Home with both parents** is **547** and **One Parent + Partner** is **76**. There were **19 Kinship Carers**, **7 singles** and **1 Other**.

How much did we do?

Performance Measure 6: Main Presenting Reasons for Referral – Qtr1 & Qtr2 April – September 20/21

Top 10 Reasons for Referral to Hubs



Reasons for Referral:

Due to the Covid-19 restrictions and schools going back in September the top reason for referral in Qtr2 July – September 2020 was for **EBD Support for Primary School children** followed by **Parenting programmes/parenting support** and then **Financial Support**.

Other reasons that were in the Top 10 in Qtr1 and Qtr2 were EBD support for post-primary school children, Practical Support e.g. furniture/appliances and Counselling services for children/young people.

How much did we do?

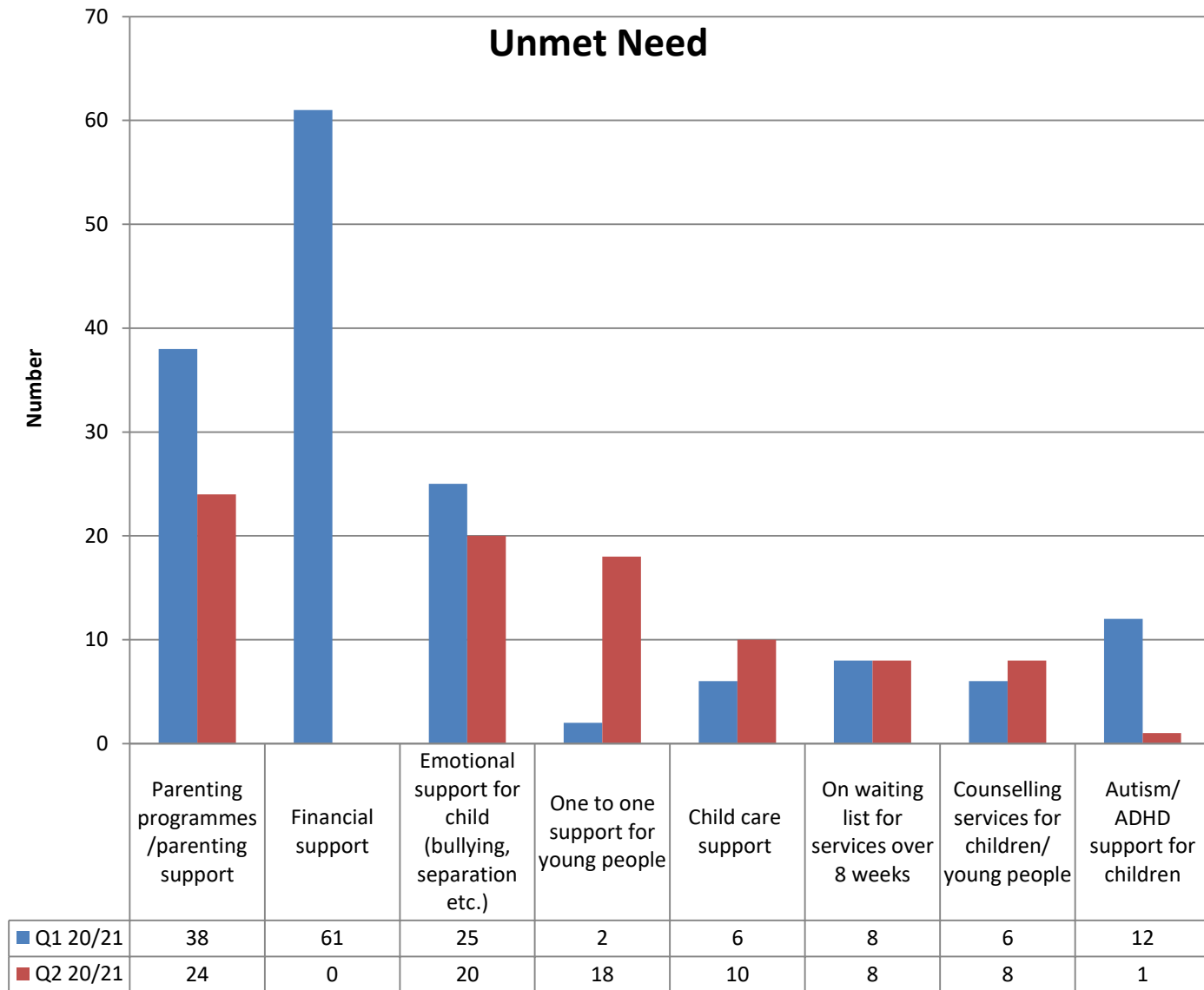
Performance Measure 6: Main Presenting Reasons Unmet – Qtr1 & Qtr2 April – September 2020/21

Unmet Need:

Due to Covid-19 in Qtr1 the highest unmet need was Financial Support which was the same as the Reasons for Referral, but this was not an unmet need in Qtr2.

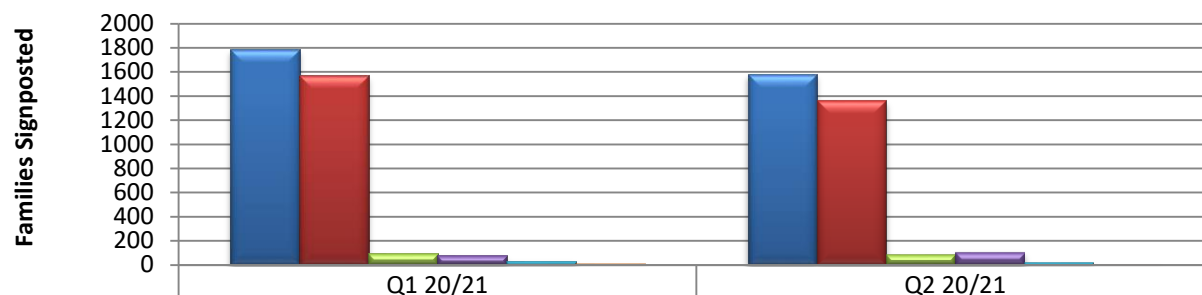
Parenting programmes/parenting support was the highest unmet need in Qtr2 and the second in Qtr1.

This was followed by Emotional support for child (bullying, separation, etc) and One to One support for young people in Qtr2.



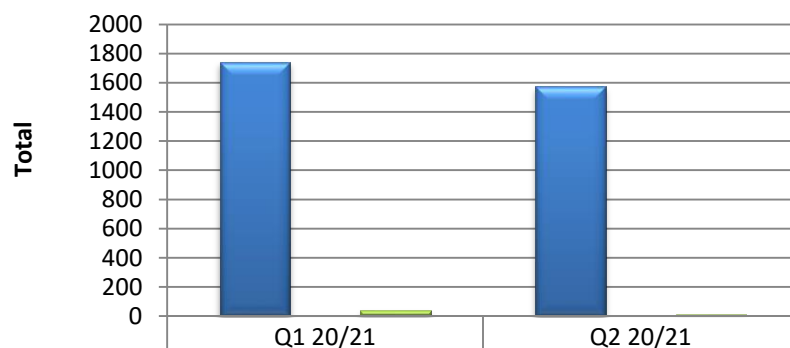
How much did we do?

Performance Measure 7: Families Referred that were Accepted & Signposted – Qtr1 & Qtr2 April – September 2020/21



	Q1 20/21	Q2 20/21
Families Referred	1784	1583
Accepted and Signposted	1570	1364
Above Tier 2 (Referred back to Gateway)	93	83
Further Information Required	78	107
Signposted but family did not engage	34	24
Unable to meet need of referred family	9	5

Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – Qtr1 & Qtr2 April – September 2020/21

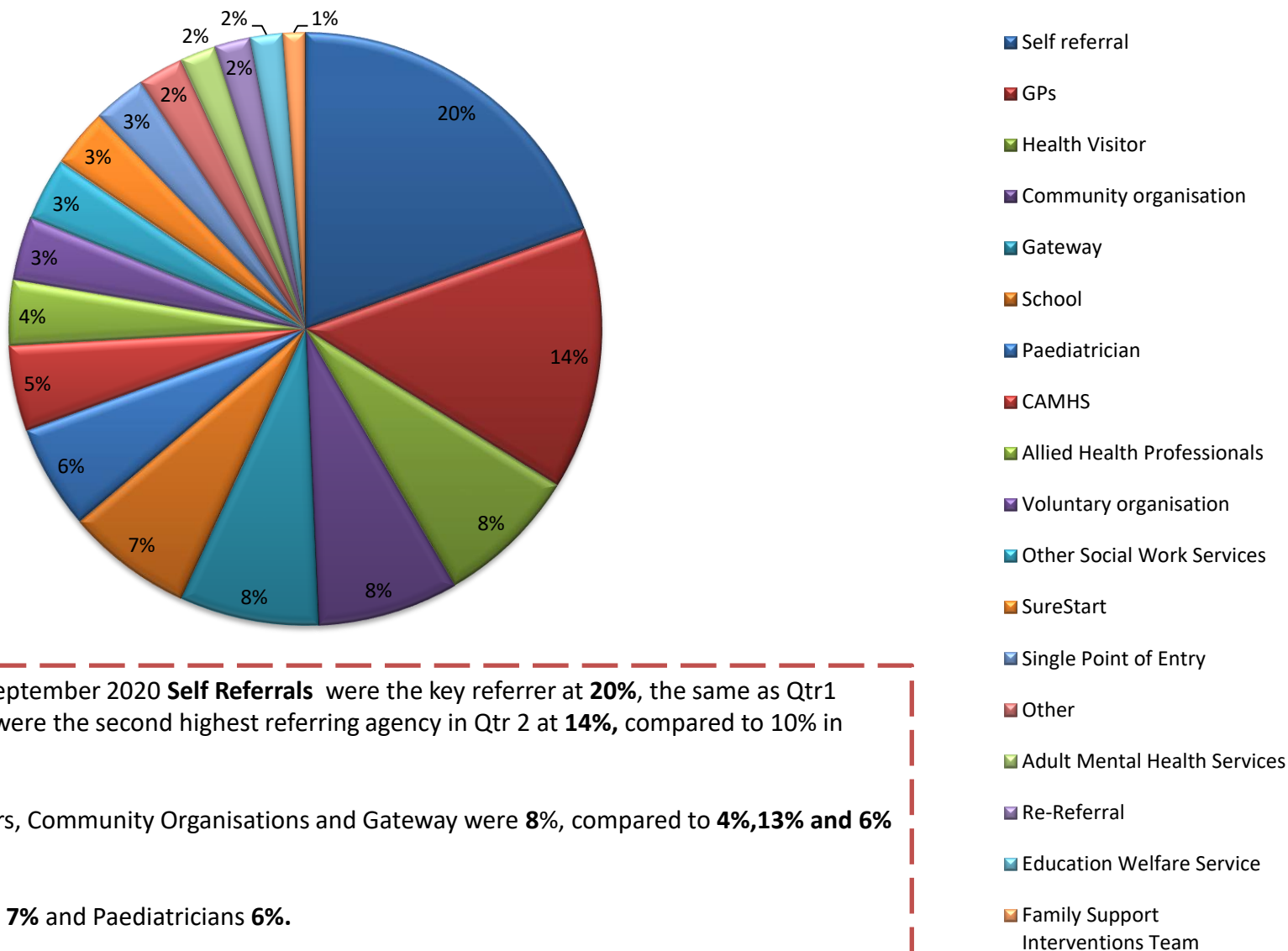


	Q1 20/21	Q2 20/21
Achieved in 4 wks & 5-8wks	1743	1572
Achieved in 8wks+	4	1
Not Achieved in Timescale	37	10

The vast majority of referrals to Hubs in Qtr2 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 5 were processed but exceeded the 8 weeks timescale.

How much did we do?

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



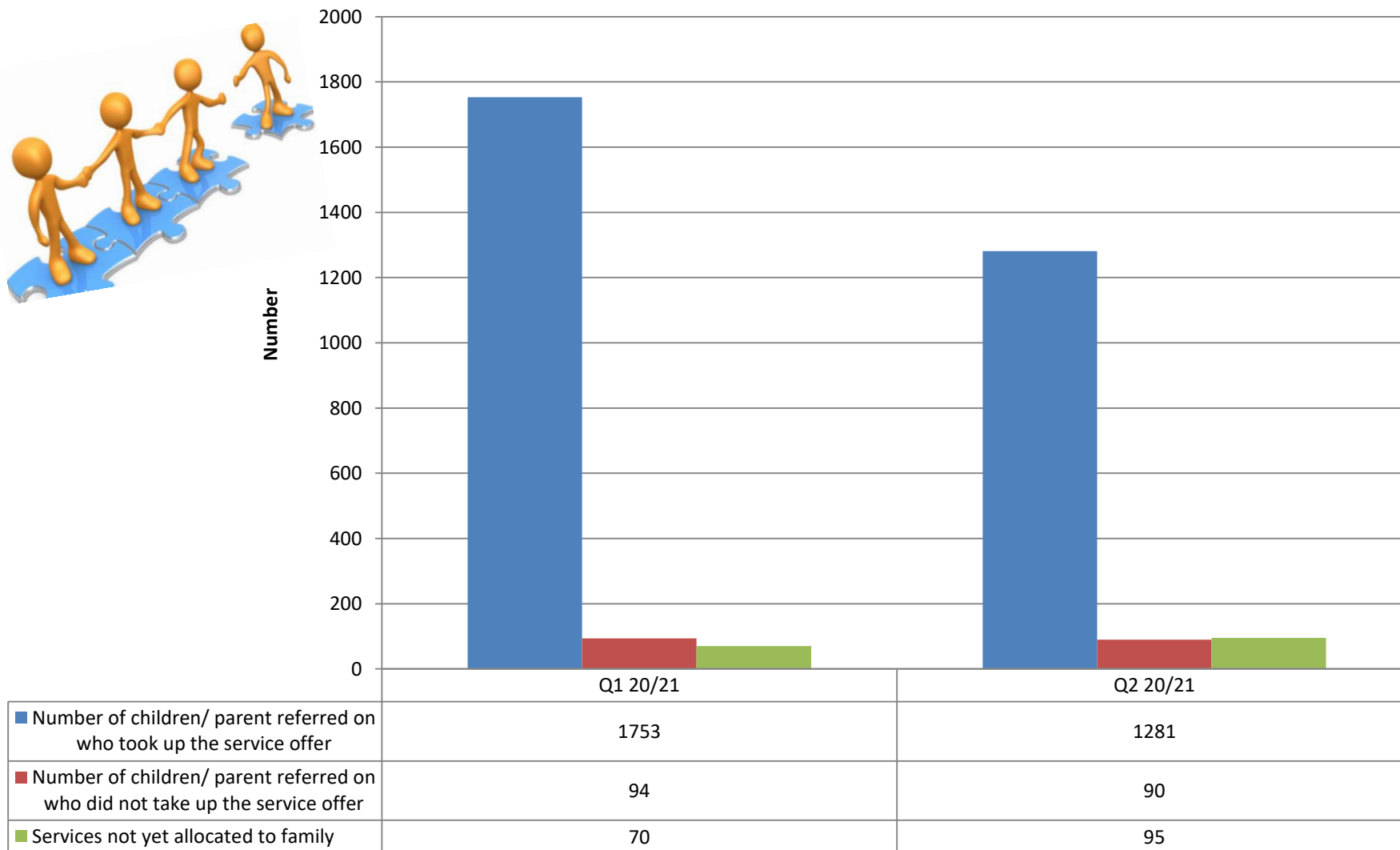
From July - September 2020 **Self Referrals** were the key referrer at **20%**, the same as Qtr1 (18%). **GP's** were the second highest referring agency in Qtr 2 at **14%**, compared to 10% in Qtr1.

Health Visitors, Community Organisations and Gateway were **8%**, compared to **4%,13% and 6%** respectively.

Schools were **7%** and Paediatricians **6%**.

How much did we do?

**Performance Measure 9: Number of Parents /Children referred who did and who did not take up the service offer –
Qtr1 & Qtr2 April – September 2020/21**



How much did we do?

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

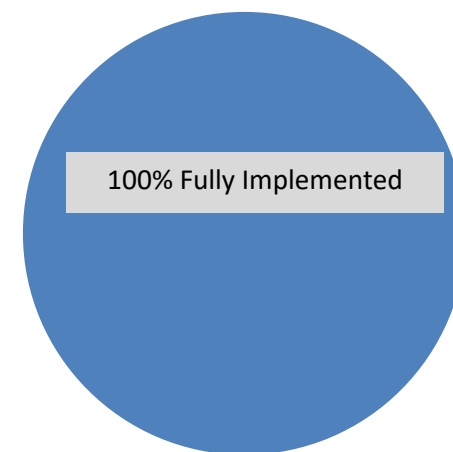
Standard 8. INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis

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

Produced by CSP Information Team

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.