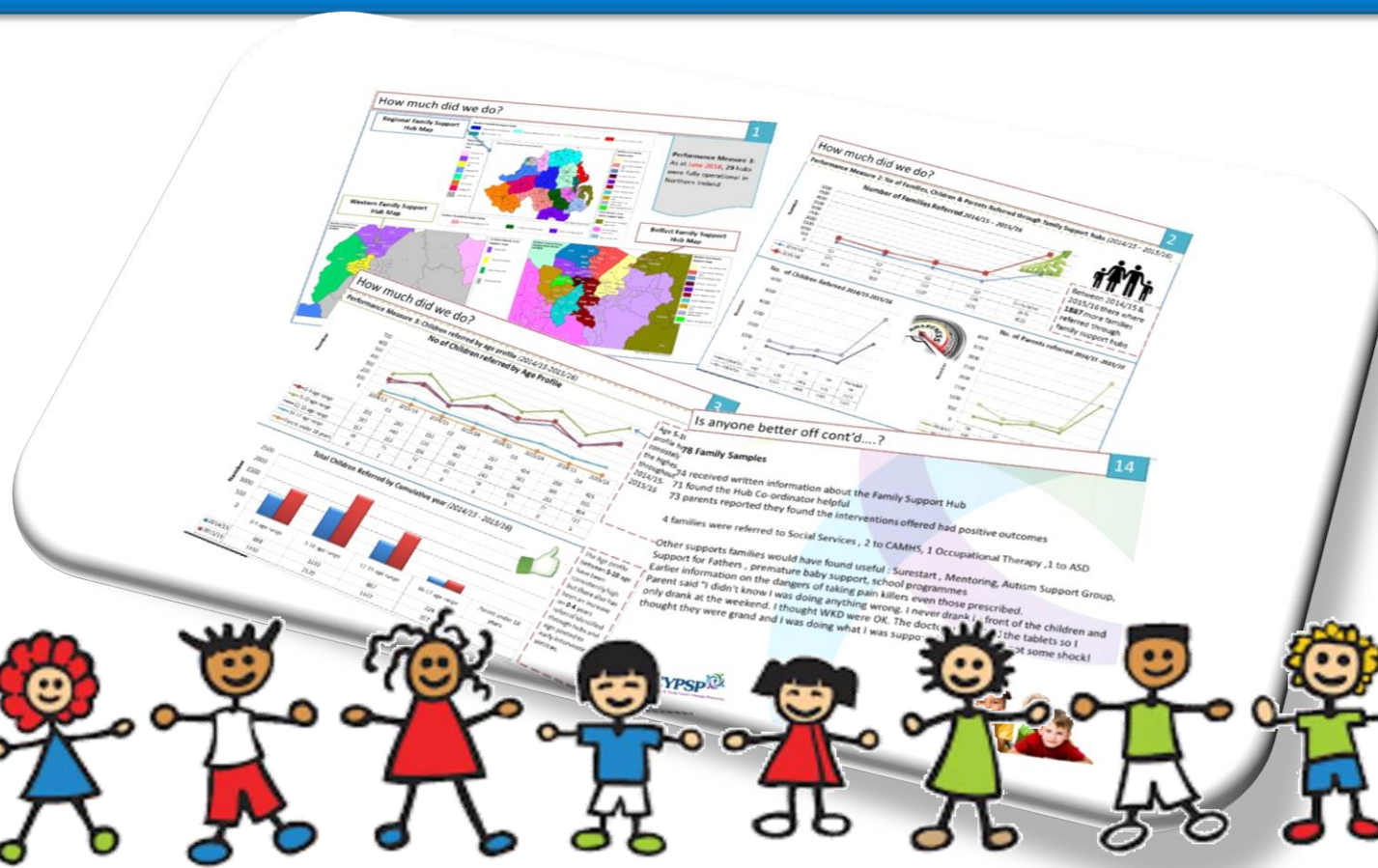


# Family Support Hubs Report Card

*Qtr1 to Qtr3 April - December 2020*



# How much did we do?

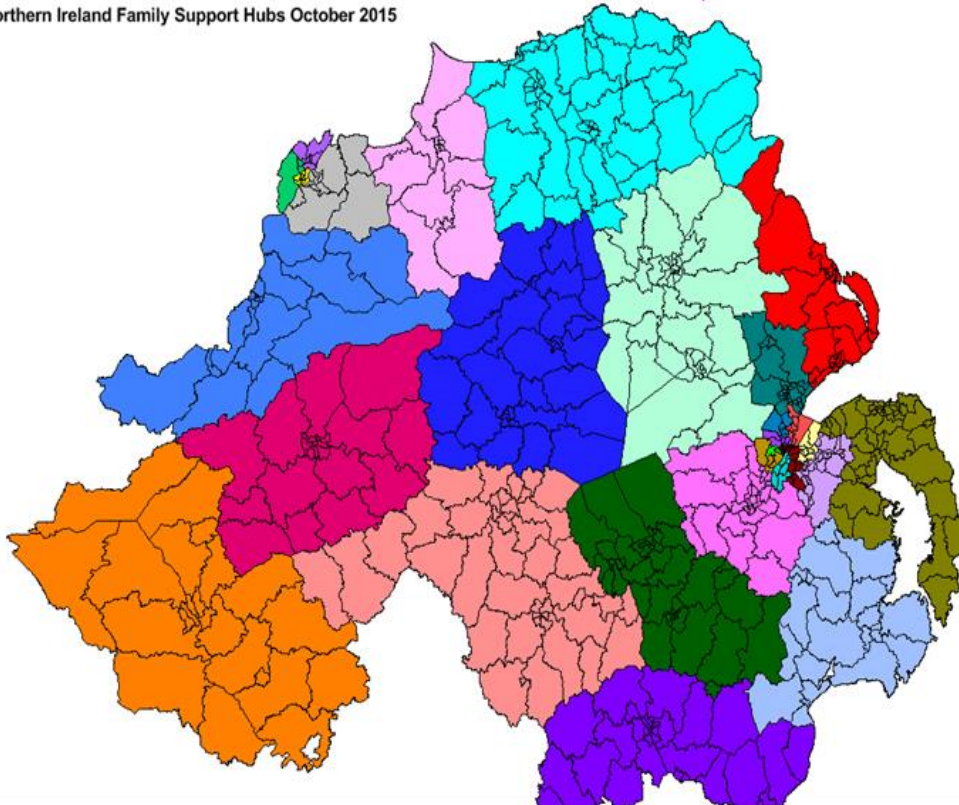
## Northern Area Family Support Hubs



## Western Area Family Support Hubs



Northern Ireland Family Support Hubs October 2015

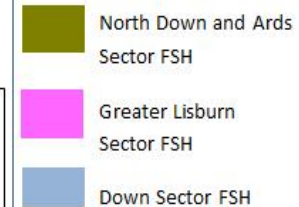


Crown Copyright: Produced by CYPSP

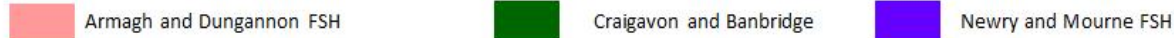
## Belfast Area Family Support Hubs



## South Eastern Area Family Support Hubs



## Southern Area Family Support Hubs

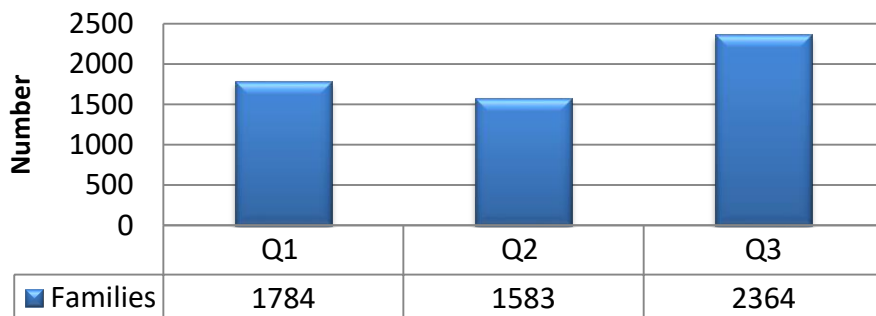


**Performance Measure 1:** As at April 2020, 29 hubs were fully operational in Northern Ireland

# How much did we do?

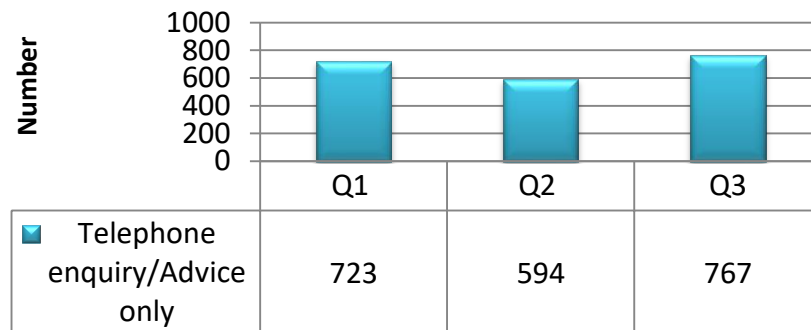
## Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Qtr1 to Qtr3 2020/21

### Number of Families Referred - 2020/21



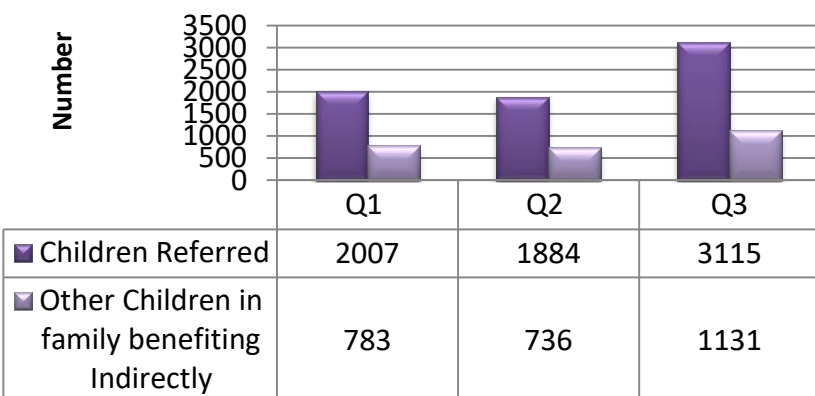
In Qtr3 October to December 2020, **2364** families were referred through family support hubs, with a total of **5731** families referred from April to December 2020.

### Telephone enquiry /Advice only - 2020/21



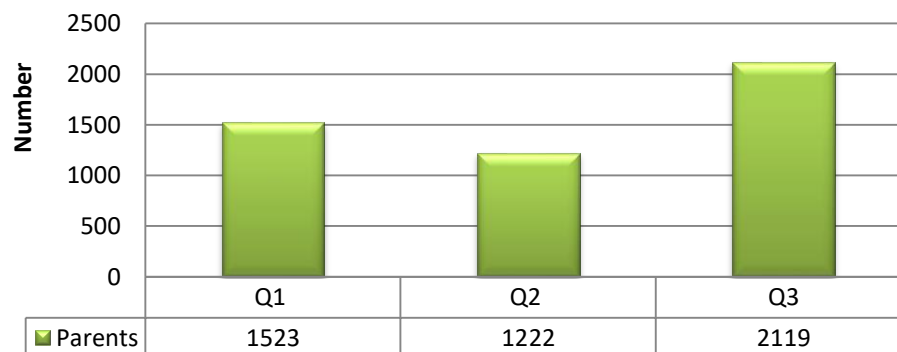
There were also **767** telephone enquiry/advice only calls in Qtr3 bringing the total to **2084** from April to December 2020.

### Number of Children Referred - 2020/21



In Qtr3 October to December 2020 there were **3115** children referred and **1131** other children in the family benefiting indirectly. The total of children referred from April to December 2020 was **7006** and **2650** children referred indirectly.

### Number of Parents Referred - 2020/21

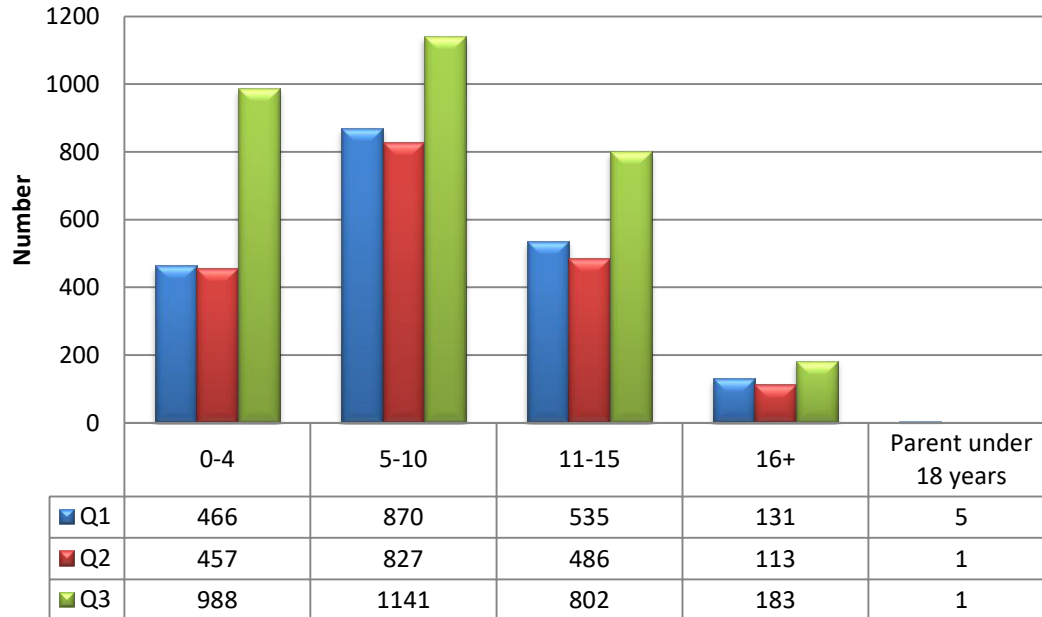


Parent referrals increased to **2119** in Qtr3 bringing the total of parents referred from April to December 2020 to **4864**.

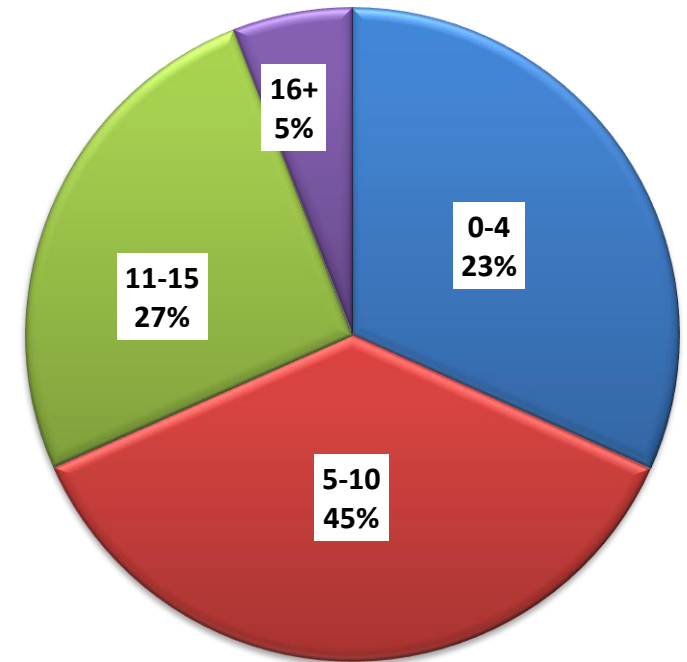
# How much did we do?

## Performance Measure 3: Children referred by Age Profile - Qtr1 – Qtr3 April – December 2020

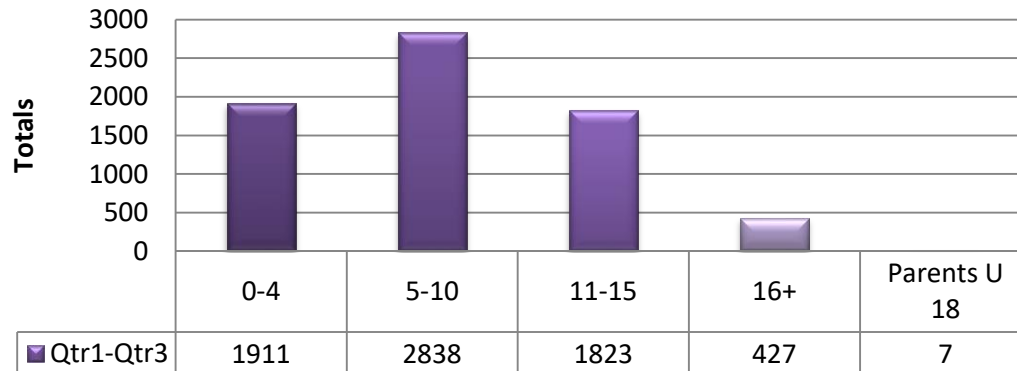
Age Profile of Children Referred 2020/21



Age Profile Qtr 3 Oct –Dec 20



Age Profile by Total Qtr1-Qtr3



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



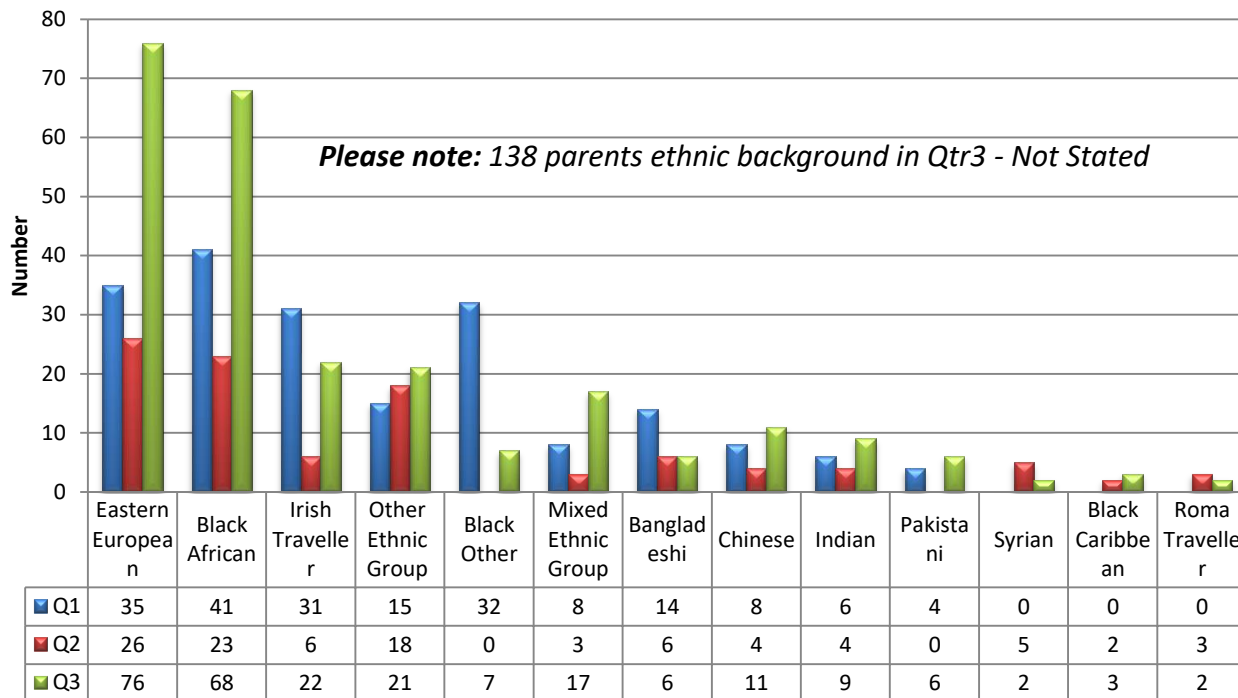
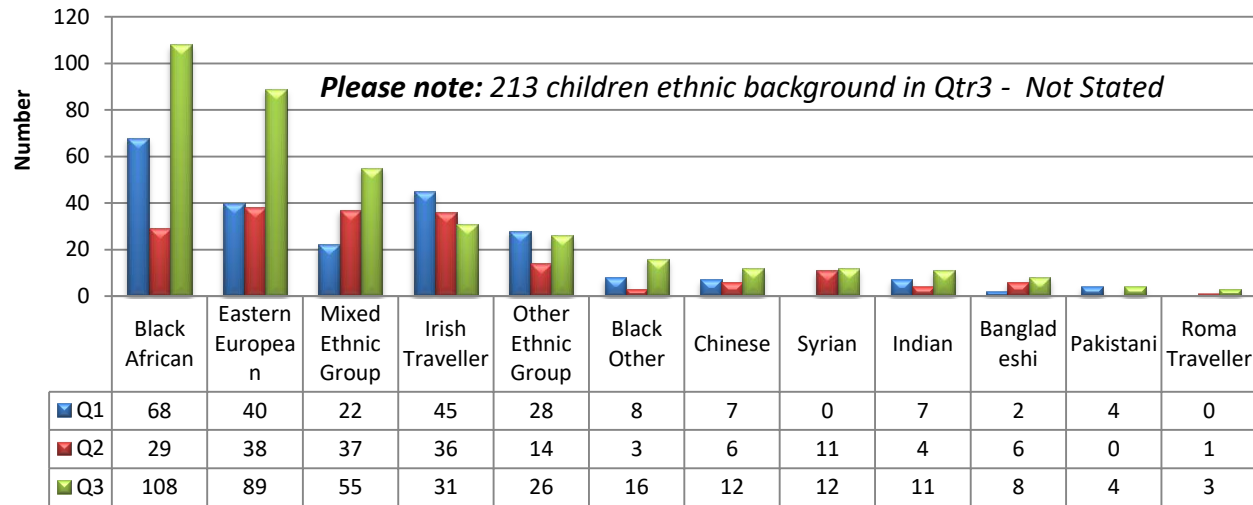
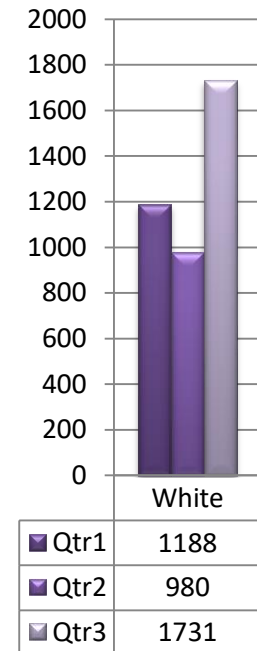
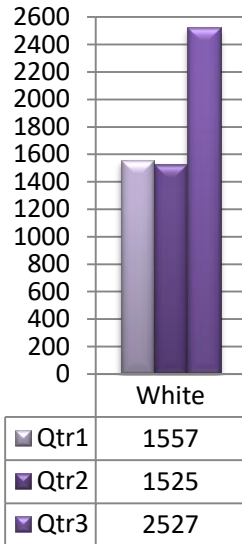
# How much did we do?

## Performance

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

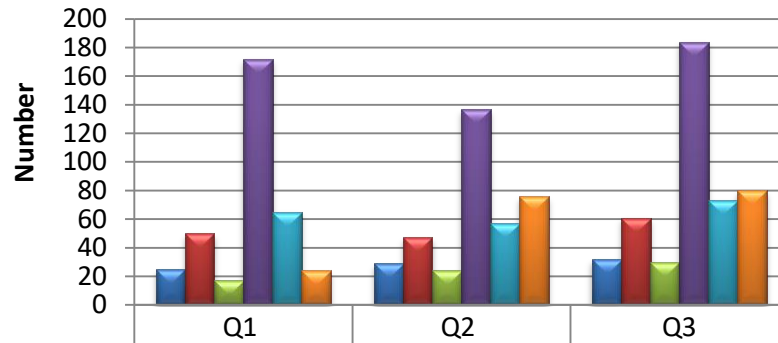
While there has been an increase in the number of white children in the last quarter and also Parents needing support. There have been increases for Black African, Eastern European, Mixed Ethnic Group, Irish Traveller, Other Ethnic Group, Black Other, Chinese, Syrian, Indian and Bangladeshi. (Note: 'White' 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 & Qtr3 April – December 2020



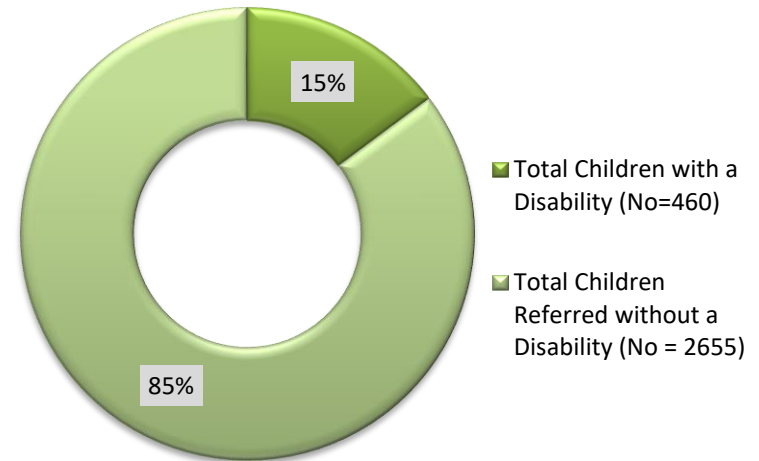
# How much did we do?

## Performance Measure 4: Children with a disability referred – Qtr1 – Qtr3 April – December 2020

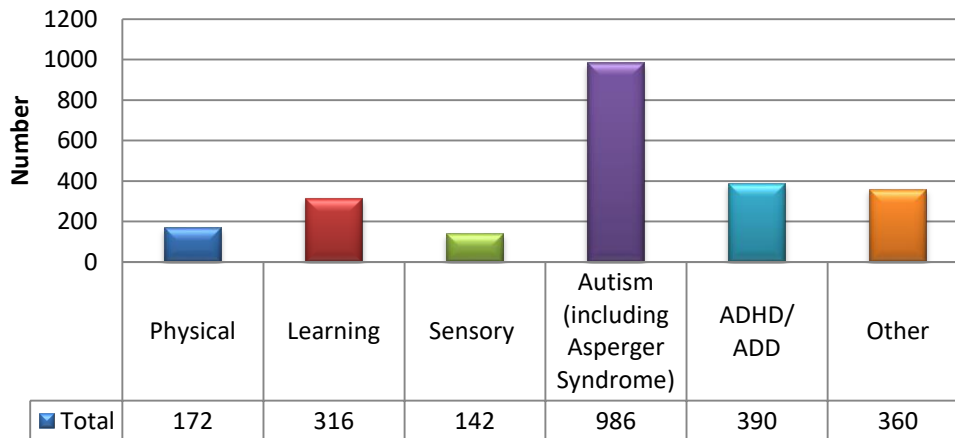


Physical	25	29	32
Learning	50	47	61
Sensory	17	24	30
Autism (including Asperger Syndrome)	172	137	184
ADHD/ADD	65	57	73
Other	24	76	80

### Qtr3 Children Referred with a Disability



### Total Children with a Disability referred Apr – Dec 20

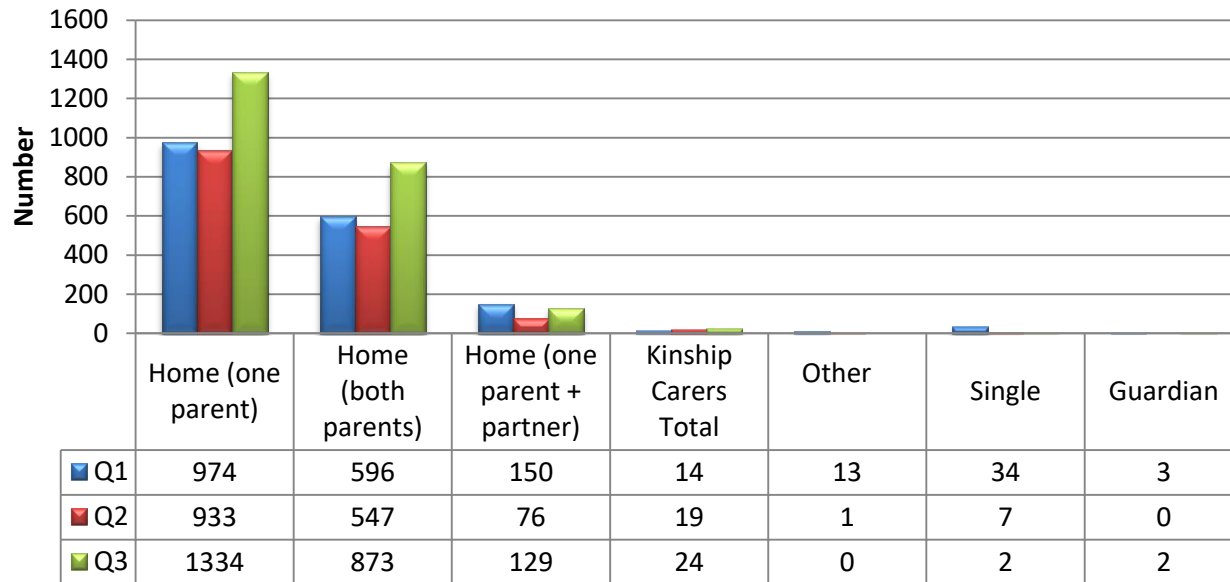


Children with **Autism** had the highest number of disability referrals in Qtr1, Qtr2 and Qtr3.

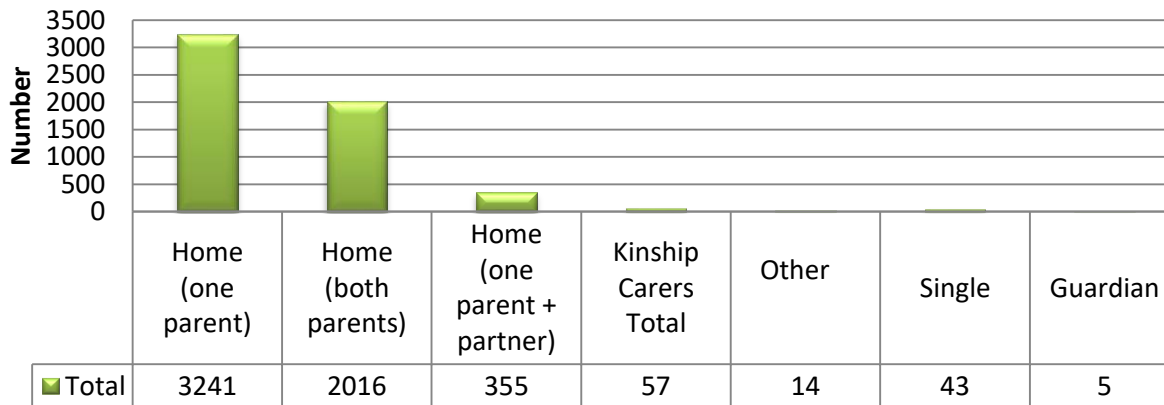


# How much did we do?

## Performance Measure 5: Household Composition - Qtr1 – Qtr3 April – December 2020



### Total Families by Household Composition Apr – Dec20

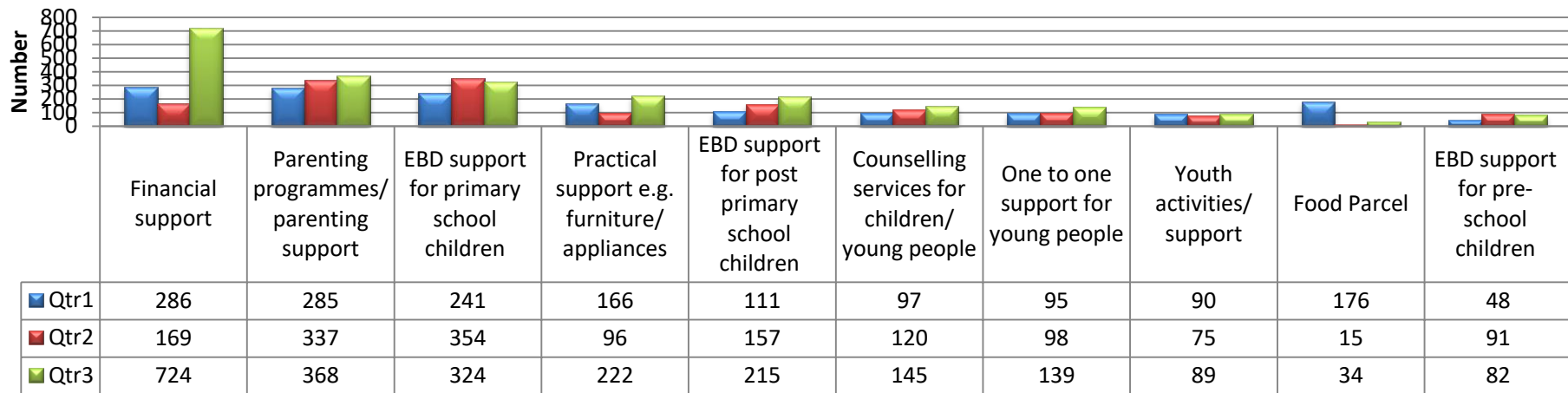


The highest group of families referred are **Lone Parents** at **1334** in Qtr 3. **Home with both parents** is **873** and **One Parent + Partner** is **129**. There were **24 Kinship Carers**, **2 singles** and **2 Guardians**.

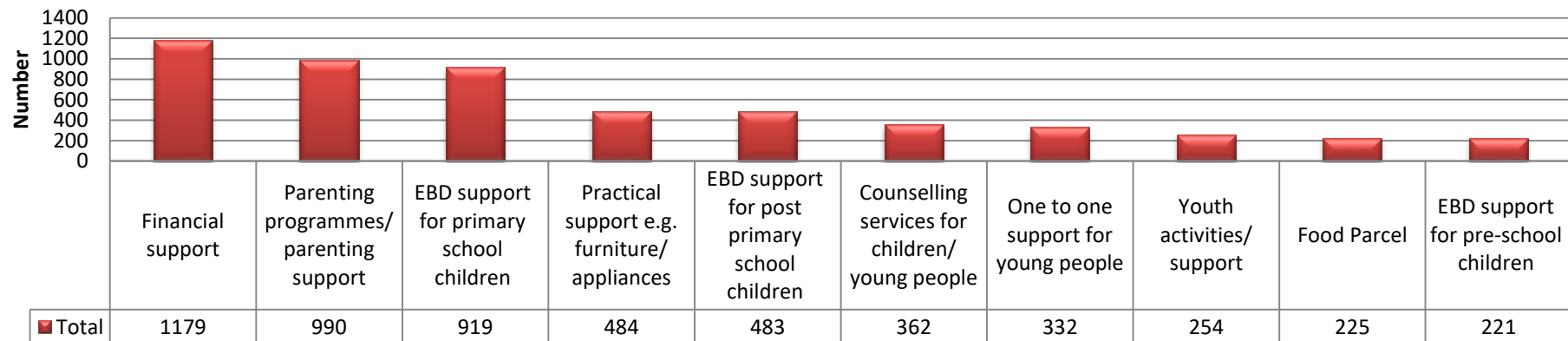
# How much did we do?

## Performance Measure 6: Main Presenting Reasons for Referral – Qtr1, Qtr2 & Qtr3 April – December 2020

### Top Ten Reasons for Referral to Hub



### Total Top Ten Reasons for Referral to Hub Apr – Dec 20



**Reasons for Referral:** Due to the continuing Covid-19 restrictions and Christmas expenses the top reason for referral in Qtr3 October – December 2020 was for **Financial Support**. This was followed up with **Parenting programmes/parenting support** and then **EBD Support for Primary School children**. Other reasons that were in the Top 10 in Qtr3 were Practical Support e.g. furniture/appliances EBD support for post-primary school children, Counselling services for children/young people and One to One support for young people.



# How much did we do?

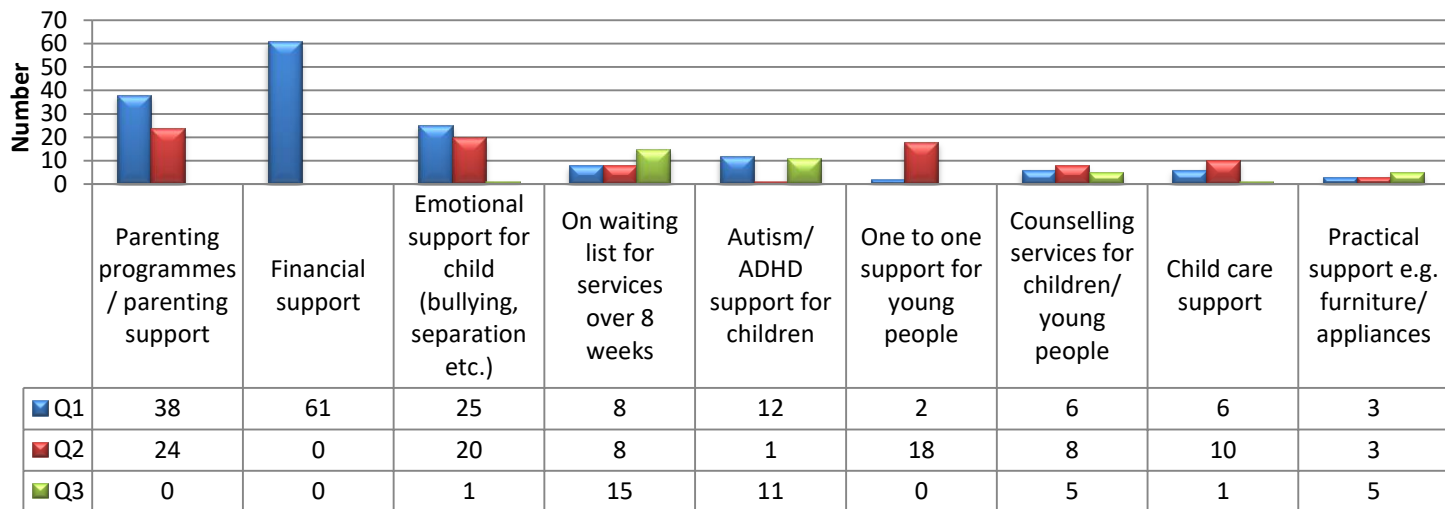
## Performance Measure 6: Main Presenting Reasons Unmet – Qtr1, Qtr2 & Qtr3 April – December 2020

### Unmet Need:

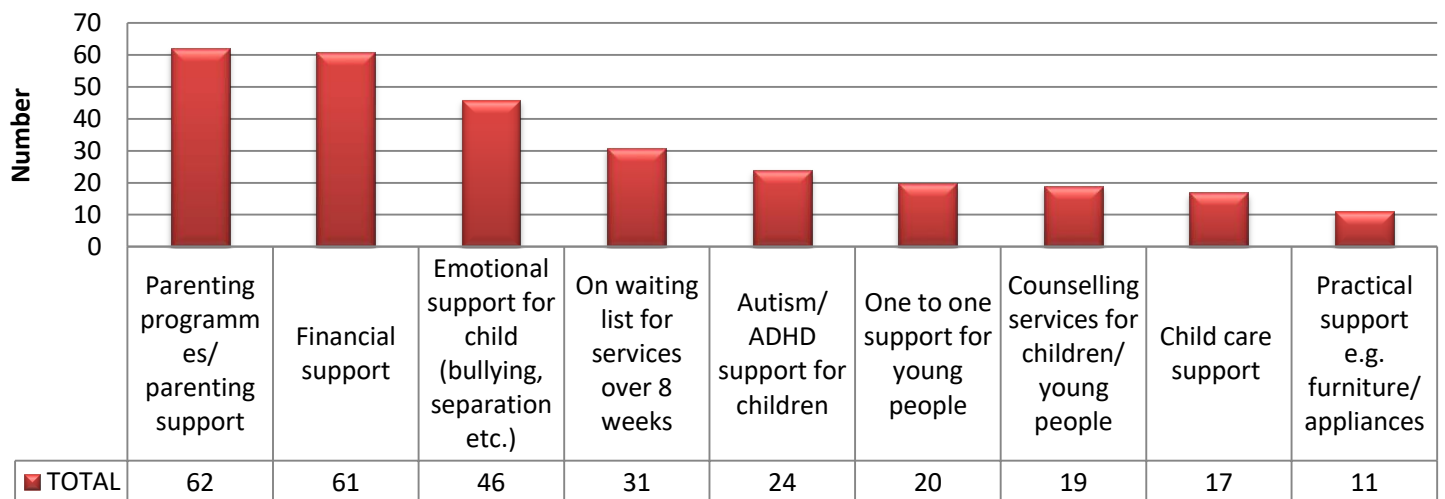
In Qtr3 the highest unmet need for referral was Waiting Lists exceeding 8 weeks and Support for Children with Autism/ADHD.

The hubs in Qtr3 has been able to meet the demands for Financial Support and Parenting programmes/parenting support which was the highest reason for referrals.

### Unmet Need



### Total Unmet Need Apr – Dec 20

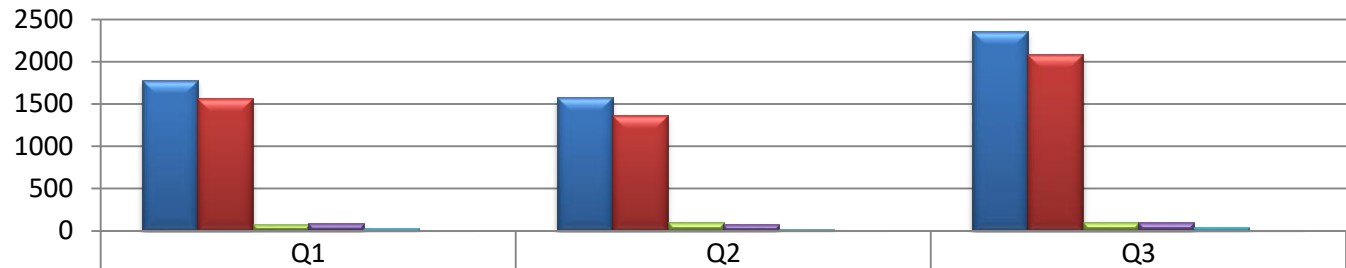


# How much did we do?

## Performance Measure 7: Families Referred that were Accepted & Signposted – Qtr1, Qtr2 & Qtr3 April – December 2020



Families Referred



Families Referred

Accepted and Signposted

Further Information Required

Above Tier 2 (Referred back to Gateway)

Signposted but family did not engage

Unable to meet need of referred family

Q1

Q2

Q3

1784

1583

2364

1570

1364

2094

78

107

108

93

83

106

34

24

43

9

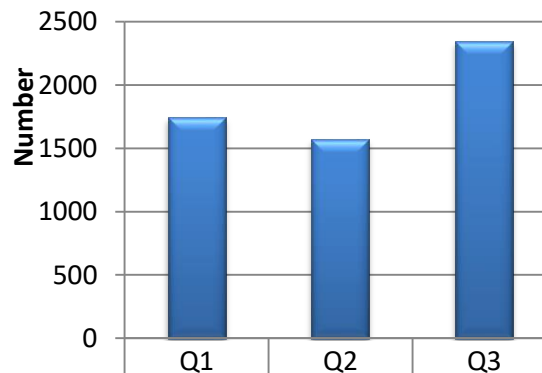
5

13

## Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – Qtr1, Qtr2 & Qtr3 April – December 2020/21

The vast majority of referrals to Hubs in Qtr3 were processed within the 4 weeks standard ensuring families received a timely response to their immediate needs. A further significant number within 5-8 weeks and of the remaining referrals 1 was processed but exceeded the 8 weeks timescale.

### Achieved in 4wks & 5-8wks



Achieved in 4 wks & 5-8wks

Q1

Q2

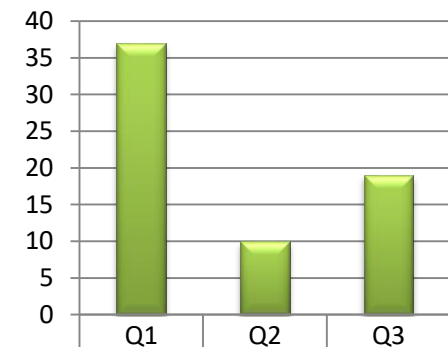
Q3

1743

1572

2344

### Not Achieved in Timescale



Not Achieved in Timescale

Q1

Q2

Q3

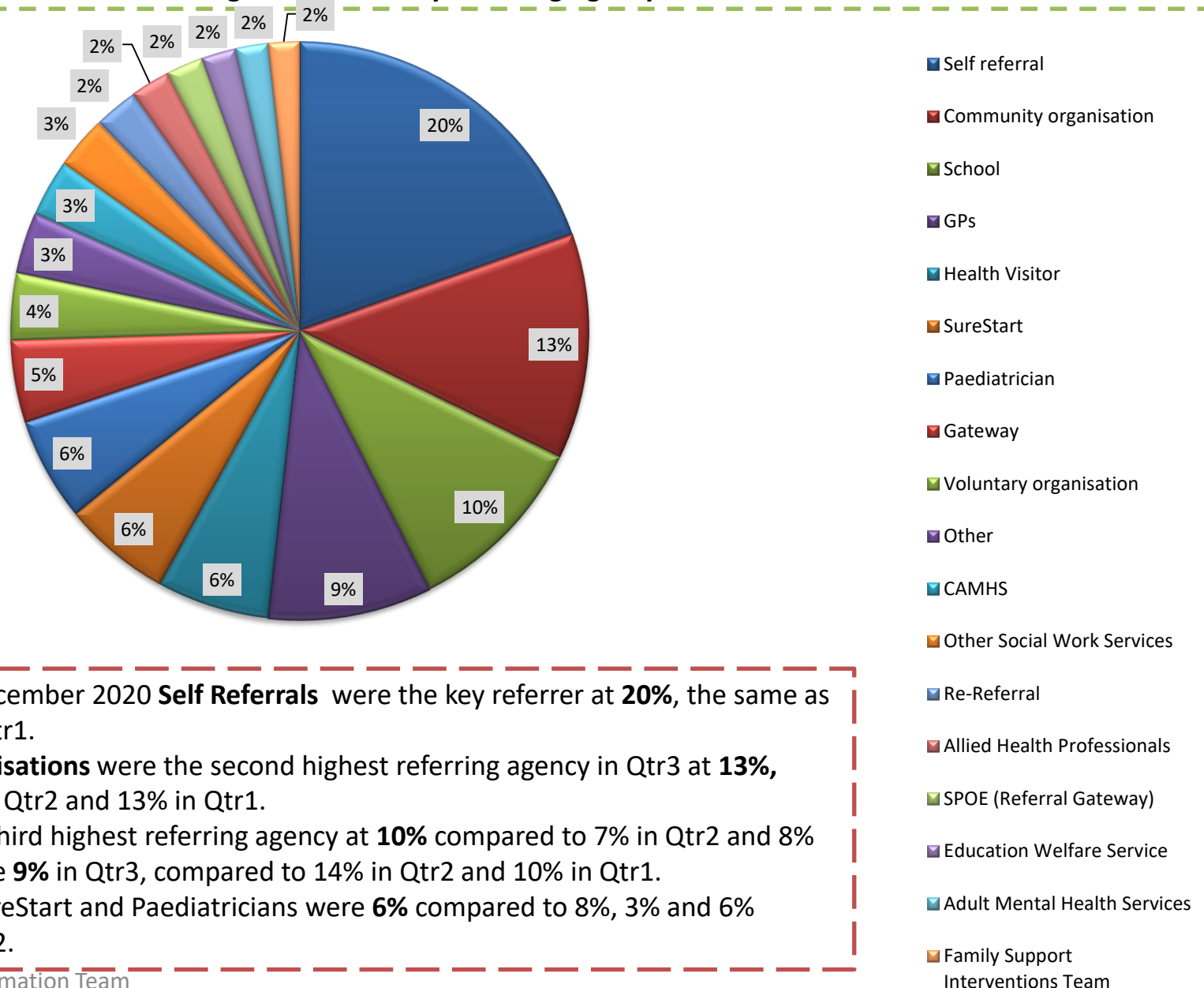
37

10

19

# How much did we do?

## Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr3 Oct – Dec 2020



From October - December 2020 **Self Referrals** were the key referrer at **20%**, the same as Qtr2 and 18% in Qtr1.

**Community Organisations** were the second highest referring agency in Qtr3 at **13%**, compared to 8% in Qtr2 and 13% in Qtr1.

**Schools** were the third highest referring agency at **10%** compared to 7% in Qtr2 and 8% on Qtr1. **GP's** were **9%** in Qtr3, compared to 14% in Qtr2 and 10% in Qtr1.

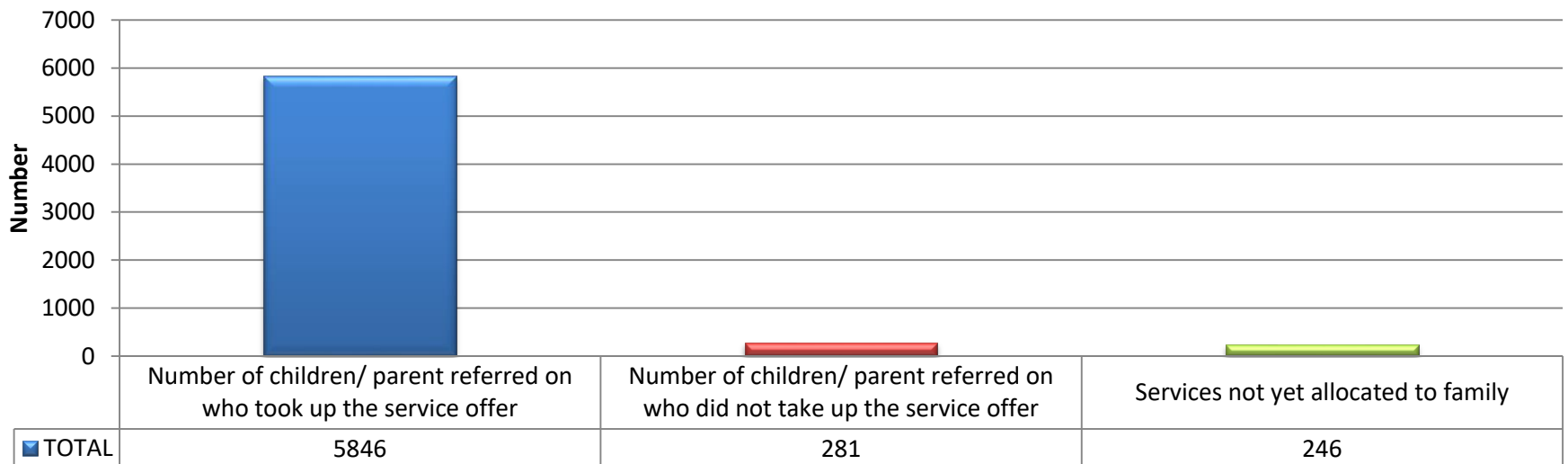
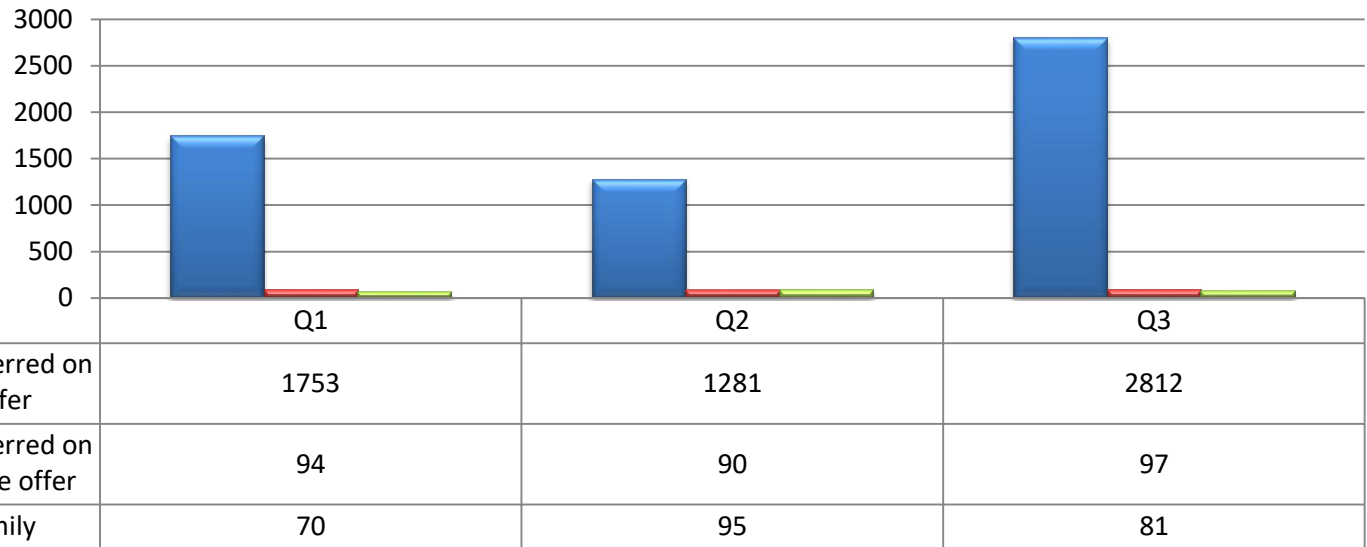
Health Visitors, SureStart and Paediatricians were **6%** compared to 8%, 3% and 6% respectively in Qtr2.

# 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 & Qtr3 April – December 2020



Number



# 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**

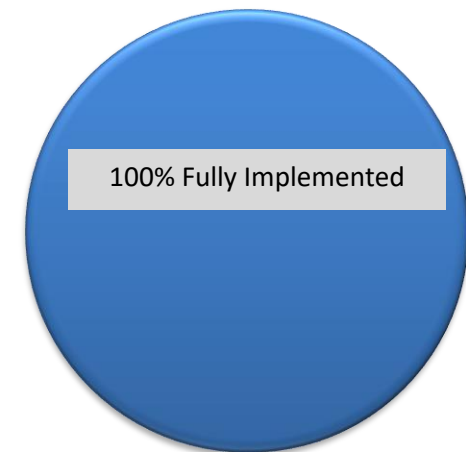
**Standard 8. INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis**

**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.



# Family Support Hubs

Learning during Covid19

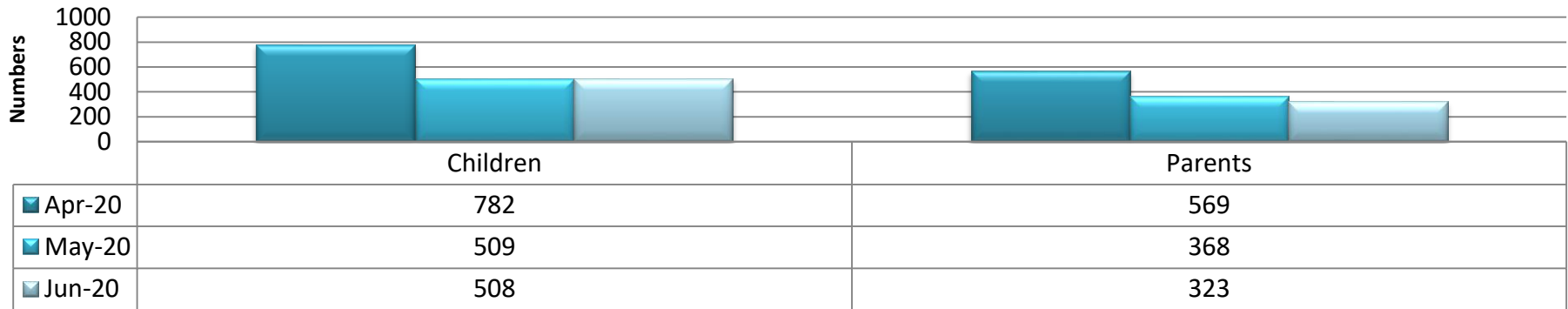
April – June 2020  
&  
October-December 2020



Produced by CYPSP Information Team

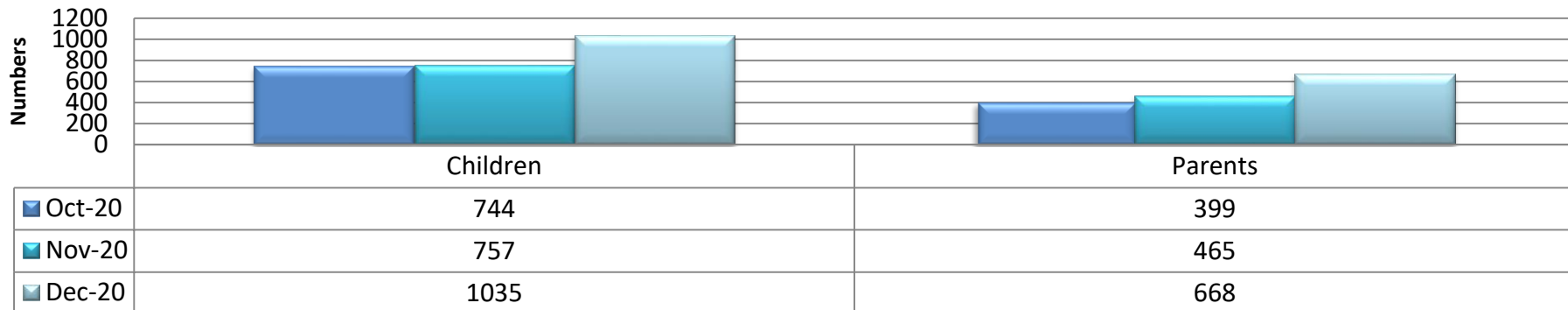
## Covid19 Specific Referrals – Apr-Jun 2020

15

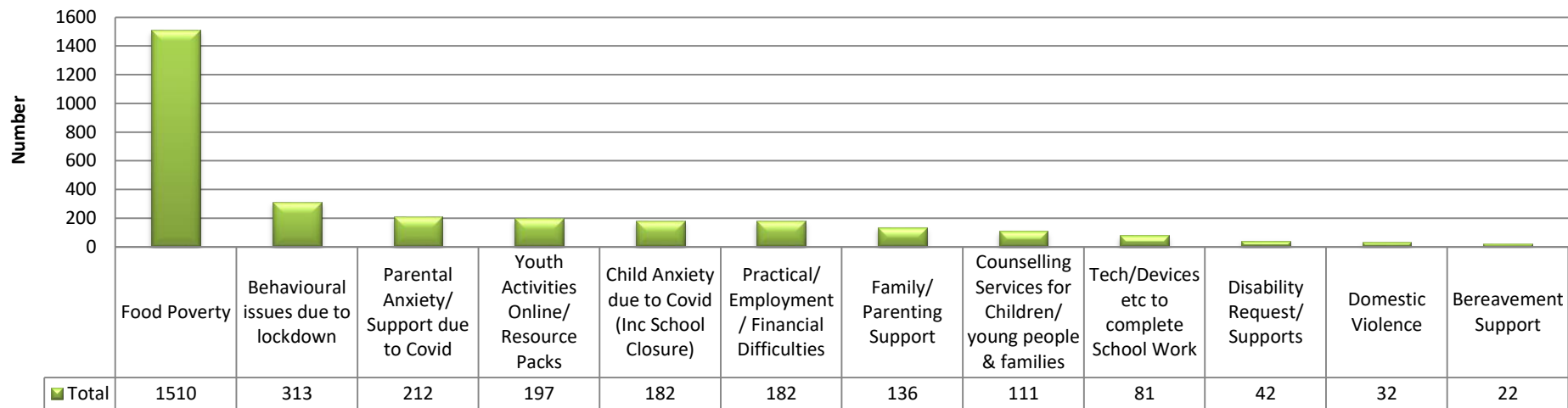


A total of **1799** children were referred during Qtr1 for Covid19 specific referrals with **1260** parents.

## Covid19 Specific Referrals – Oct-Dec 2020

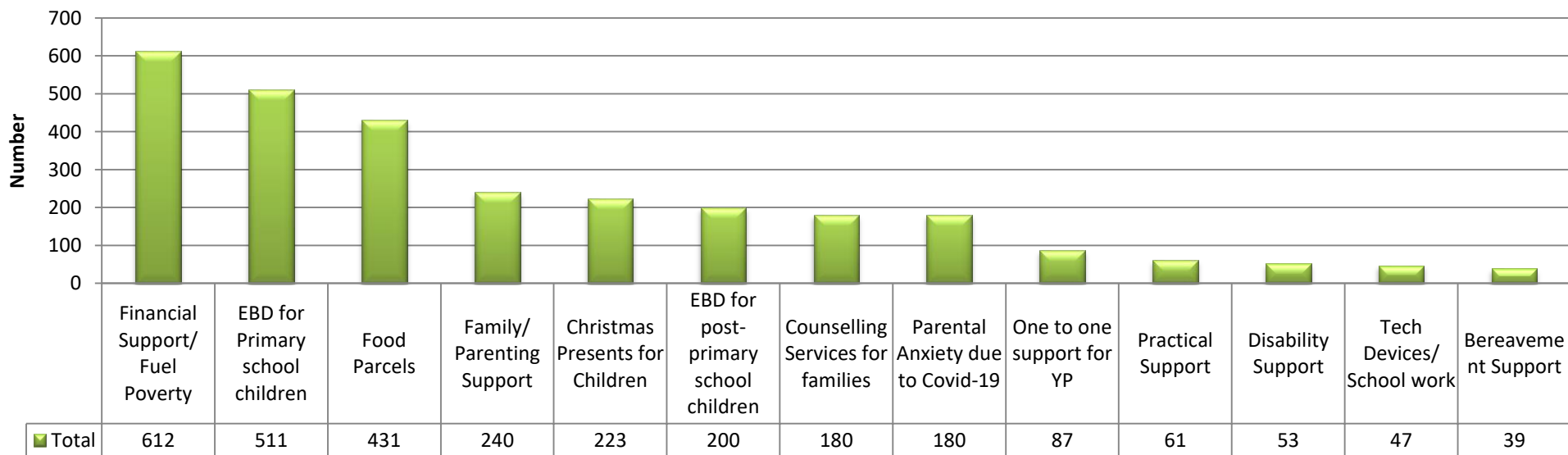


A total of **2536** children were referred during Qtr3 for Covid19 specific referrals with **1532** parents.



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

## Reason for Referral – Oct-Dec 2020



The top reason for referral October to December 20 was Financial/Fuel Poverty at **612**.

- 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

Delivered food parcels/foodbank

EISS Mentoring on line/Anger management and conflict  
resolution support via phone/zoom/Mindwise  
Helpline numbers

Online PE lessons/Stay Connected EA Youth Service/Art Packs  
Remote sessions by therapeutic worker

De Paul Housing/St. Vincent de Paul/Gas & electricity  
vouchers/Princes Trust/Referral to AfC and Barnardo's  
Emergency Fund

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

Bytes project with BCC  
Routines needed for ASD children/Family support via phone

Toiletries/clothes/B&B/Women's Aid/Parenting NI Dad's  
Project/Relate NI/Family Mediation  
Referred to Cruse & Winston's Wishes

## Reason for Referral – Oct-Dec 2020

## How Hubs worked differently to meet need

18

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



- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Anxiety about transition back to school</li> <li>• Anxiety in children leaving the house</li> <li>• Concerns about financial implications of furlough and losing jobs</li> <li>• Increased social isolation for new mothers who have given birth during lockdown</li> <li>• Mental health of parents isolated</li> <li>• Less family support from grandparents etc childcare</li> <li>• Limited access to Play Therapy to meet the needs for children</li> <li>• ASD support services</li> </ul> | <ul style="list-style-type: none"> <li>• No face-to-face support or home visits – not all service users comfortable to avail of counselling over the phone/internet</li> <li>• Online services not getting the same engagement</li> <li>• Increase in BME families needing support</li> <li>• Increase in demand for behavioural management support for parents</li> <li>• Longer waiting lists</li> <li>• Working remotely</li> <li>• Lack of broadband to complete schoolwork online</li> <li>• Impact of past Domestic Violence (Emotionally &amp; Financially)</li> </ul> | <ul style="list-style-type: none"> <li>• Suicide Bereavement Support</li> <li>• Young Carers Support</li> <li>• Families depended on regular listening ear and reassurance</li> <li>• Digital poverty</li> <li>• Food poverty</li> <li>• Financial support</li> <li>• Drug and alcohol issues</li> <li>• Back to school costs</li> <li>• Domestic violence</li> <li>• Lack of laptops for children to complete school work especially if more than one child requires this</li> </ul> |
|---|---|---|



- 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



## 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

## 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

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| <ul style="list-style-type: none"> <li>• Practical Parenting Support services in our area is invaluable</li> <li>• Financial Support via DfC funding</li> <li>• Christmas Hampers provided by Community Organisation including Faith based</li> <li>• Good communication between services</li> <li>• Information sharing – FSH Newsletter, CYPSP Children's Resource Pack</li> <li>• Partnership working at Christmas - North Belfast Advice Partnership</li> <li>• Possibility of taking referrals and consents over the phone</li> <li>• Christmas hamper package from Portadown Gets Active</li> <li>• Community organisations pulling together</li> <li>• Good partnership working</li> <li>• Online hub networking</li> <li>• Link with local Foodbanks/SVP</li> <li>• Meetings on line/good time management</li> </ul> | <ul style="list-style-type: none"> <li>• Hub and Community Sector working collaboratively</li> <li>• Financial support to families within 24hrs</li> <li>• Positive changes in families</li> <li>• Providing support in timely fashion</li> <li>• In Belfast – city wide Christmas appeal was a great initiative to bring community, voluntary and statutory agencies together</li> <li>• Video calls work– but no replacement for face to face</li> <li>• GSAP/Ballyarnett Community Support Team</li> <li>• Having access to instant grants such as Save the Children</li> <li>• Partnership working with local Councils</li> <li>• Emergency Covid-19 Fund – Action for Children, Department of Communities</li> </ul> |
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Parenting Programmes	<a href="http://www.cypsp.hscni.net/ebpp/">http://www.cypsp.hscni.net/ebpp/</a>
Parent Support	<a href="http://www.ci-ni.org.uk/parentline-ni">http://www.ci-ni.org.uk/parentline-ni</a> <a href="https://www.parentingni.org/resources/top-tips/">https://www.parentingni.org/resources/top-tips/</a>
Service availability	<a href="https://tinyurl.com/y56uhffg">https://tinyurl.com/y56uhffg</a>
Financial Support/Funding	<a href="https://www.nidirect.gov.uk/articles/extra-financial-support">https://www.nidirect.gov.uk/articles/extra-financial-support</a> <a href="http://www.cypsp.hscni.net/covid-19-daily-updates/">http://www.cypsp.hscni.net/covid-19-daily-updates/</a> and click on Funding for up to date information
Foodbanks	<a href="https://www.trusselltrust.org/get-help/find-a-foodbank/">https://www.trusselltrust.org/get-help/find-a-foodbank/</a>
BAME support	<a href="http://www.cypsp.hscni.net/translation-hub/">http://www.cypsp.hscni.net/translation-hub/</a>
Mental Health	<a href="https://www.covidwellbeingni.info/Mental-Health-Resources.html">https://www.covidwellbeingni.info/Mental-Health-Resources.html</a> <a href="https://www.mindingyourhead.info/">https://www.mindingyourhead.info/</a> <a href="http://www.cypsp.hscni.net/covid-19-daily-updates/">http://www.cypsp.hscni.net/covid-19-daily-updates/</a> and click on Mental Health for up to date information
Digital Devices - Laptops	<a href="https://www.eani.org.uk/supporting-learning">https://www.eani.org.uk/supporting-learning</a>
Child Care	<a href="http://www.familysupportni.gov.uk">www.familysupportni.gov.uk</a>
Domestic Violence	<a href="http://www.cypsp.hscni.net/covid-19-daily-updates/">http://www.cypsp.hscni.net/covid-19-daily-updates/</a> and click on Domestic Violence for up to date information
Bereavement	<a href="http://www.cypsp.hscni.net/covid-19-daily-updates/">http://www.cypsp.hscni.net/covid-19-daily-updates/</a> and click on Bereavement for up to date information

***Please note:*** Qtr1 April-June 2020 (with Covid-19Activity) is now available on the [www.cypsp.hscni.net](http://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  
Advisor

Email: [maxine.gibson@hscni.net](mailto:maxine.gibson@hscni.net)