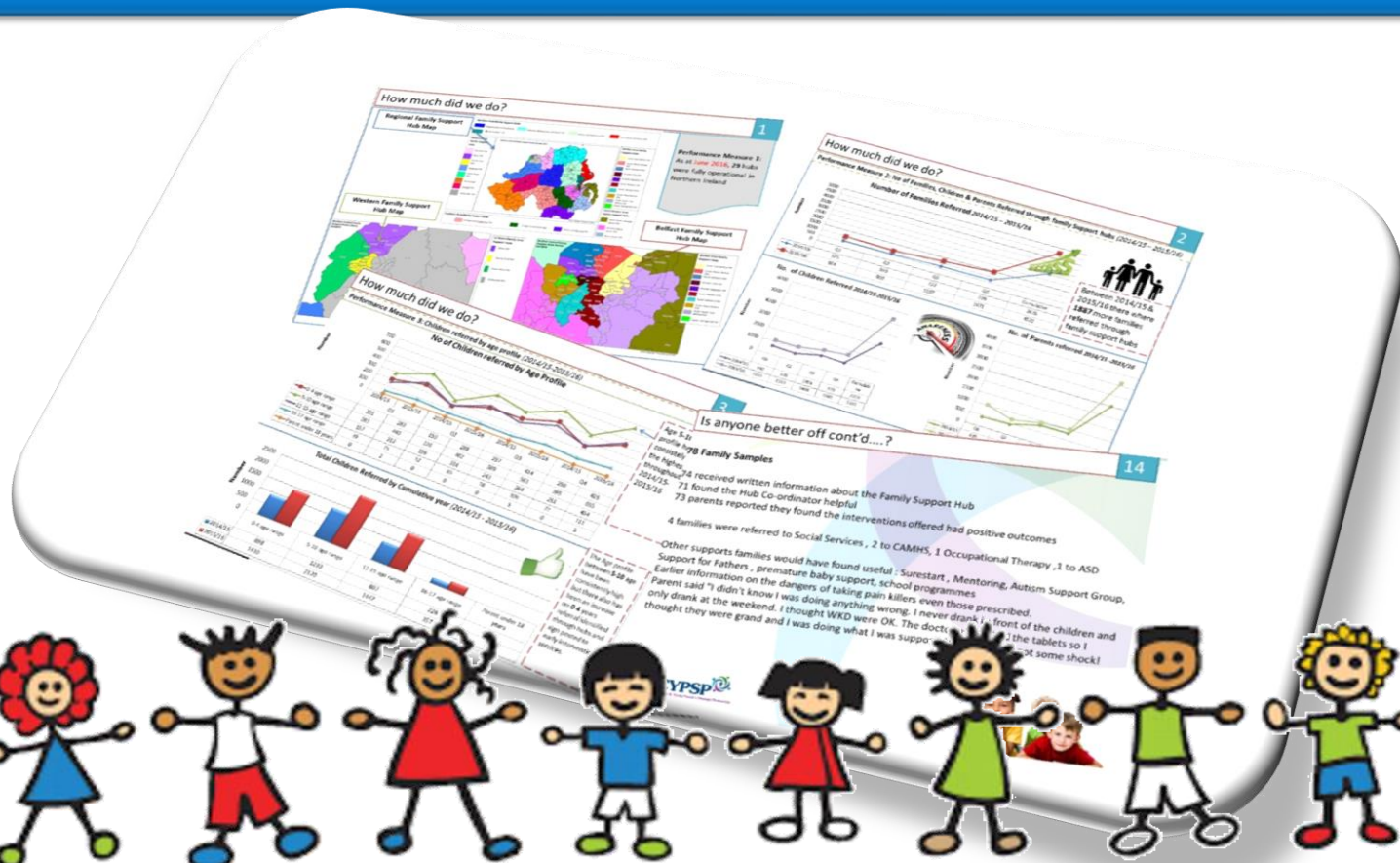


# Family Support Hubs

## Report Card

Qtr1 April - June 2020



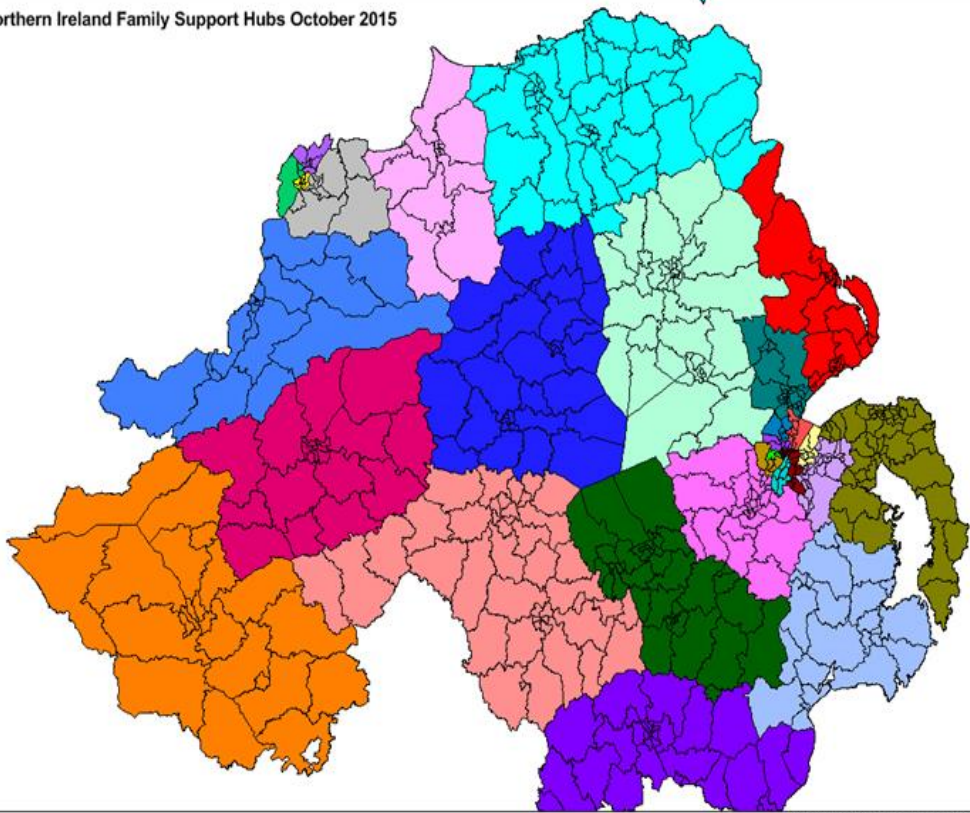
## Northern Area Family Support Hubs

- Magherafelt and Cookstown
- Coleraine, Ballymoney and Moyle FSH
- Antrim and Ballymena FSH
- Larne & Carrick Sector FSH
- Newtownabbey FSH

## Western Area Family Support Hubs

- Dry Arch FSH
- Ethos FSH
- Family First FSH
- Strabane FSH
- Outer West FSH
- Fermanagh
- Omagh FSH
- Waterside FSH

Northern Ireland Family Support Hubs October 2015



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## Southern Area Family Support Hubs

- Armagh and Dungannon FSH
- Craigavon and Banbridge
- Newry and Mourne FSH

## Belfast Area Family Support Hubs

- Inner East Belfast FSH
- Lower North Belfast FSH
- North Belfast II FSH
- Greater Falls FSH
- Greater Shankill FSH
- South Belfast I FSH
- South Belfast II FSH
- Outer West Belfast FSH
- Outer South East Belfast FSH
- Upper Springfield FSH

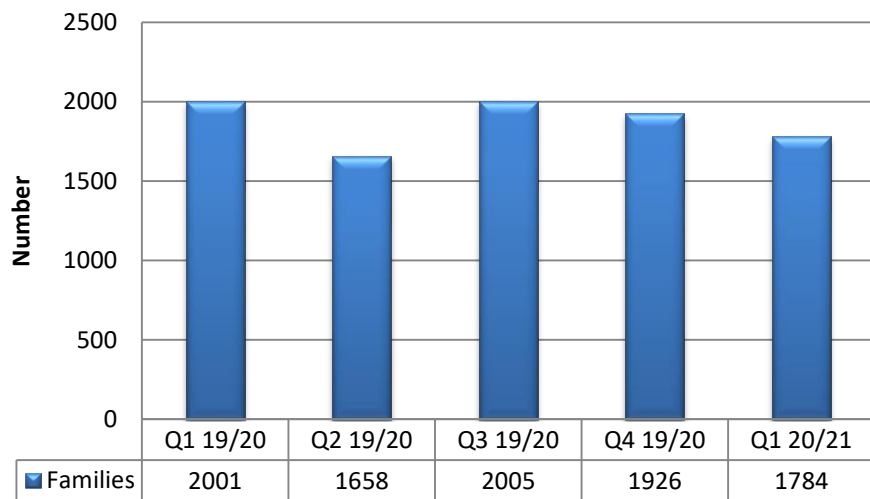
## South Eastern Area Family Support Hubs

- North Down and Ards Sector FSH
- Greater Lisburn Sector FSH
- Down Sector FSH

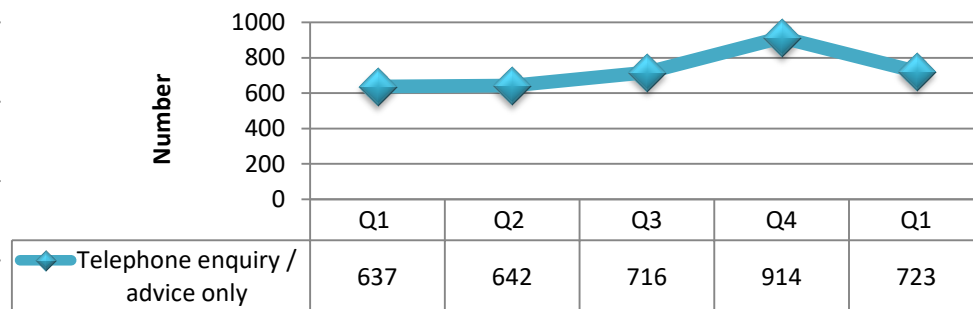
**Performance Measure 1:** As at April 2020, 29 hubs were fully operational in Northern Ireland

## Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 20/21 compared to previous year

### Number of Families Referred

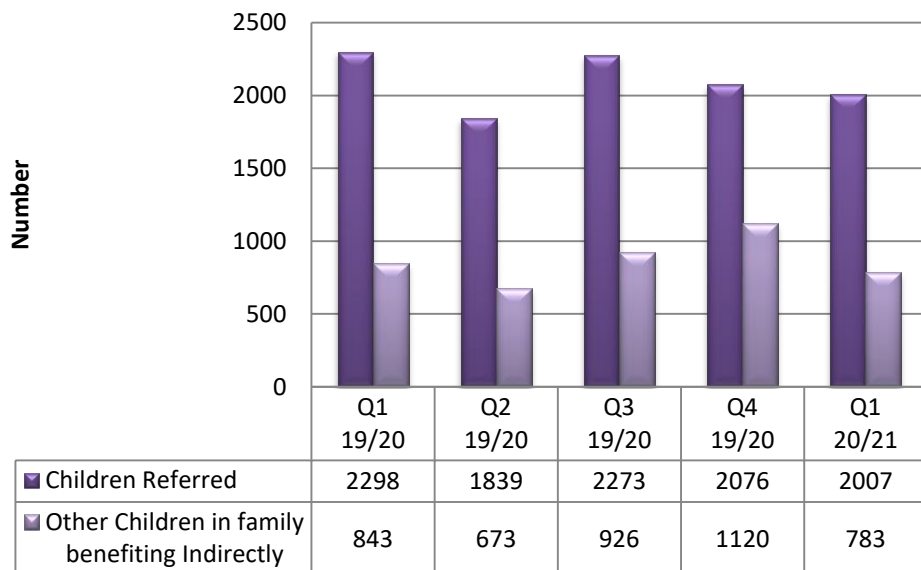


### Telephone enquiry /Advice only

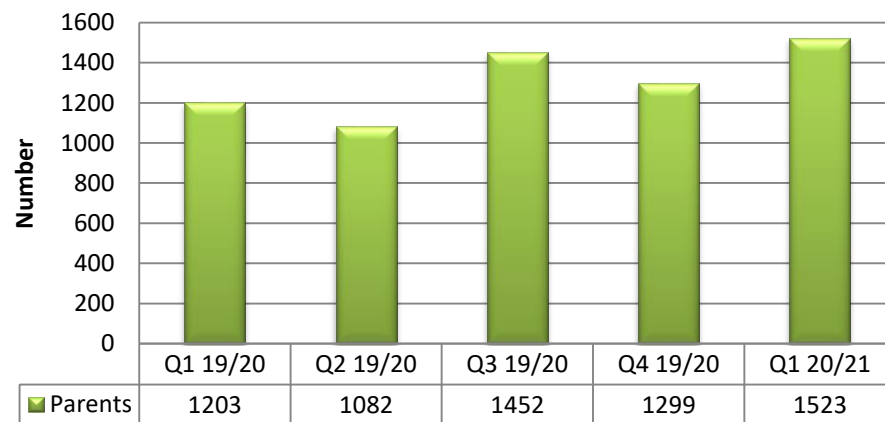


In Qtr1 April to June 2020, **1784** families were referred through family support hubs, with the biggest majority from the Western Trust. There were also **723** telephone enquiry/advice only calls in Qtr1.

### Number of Children Referred



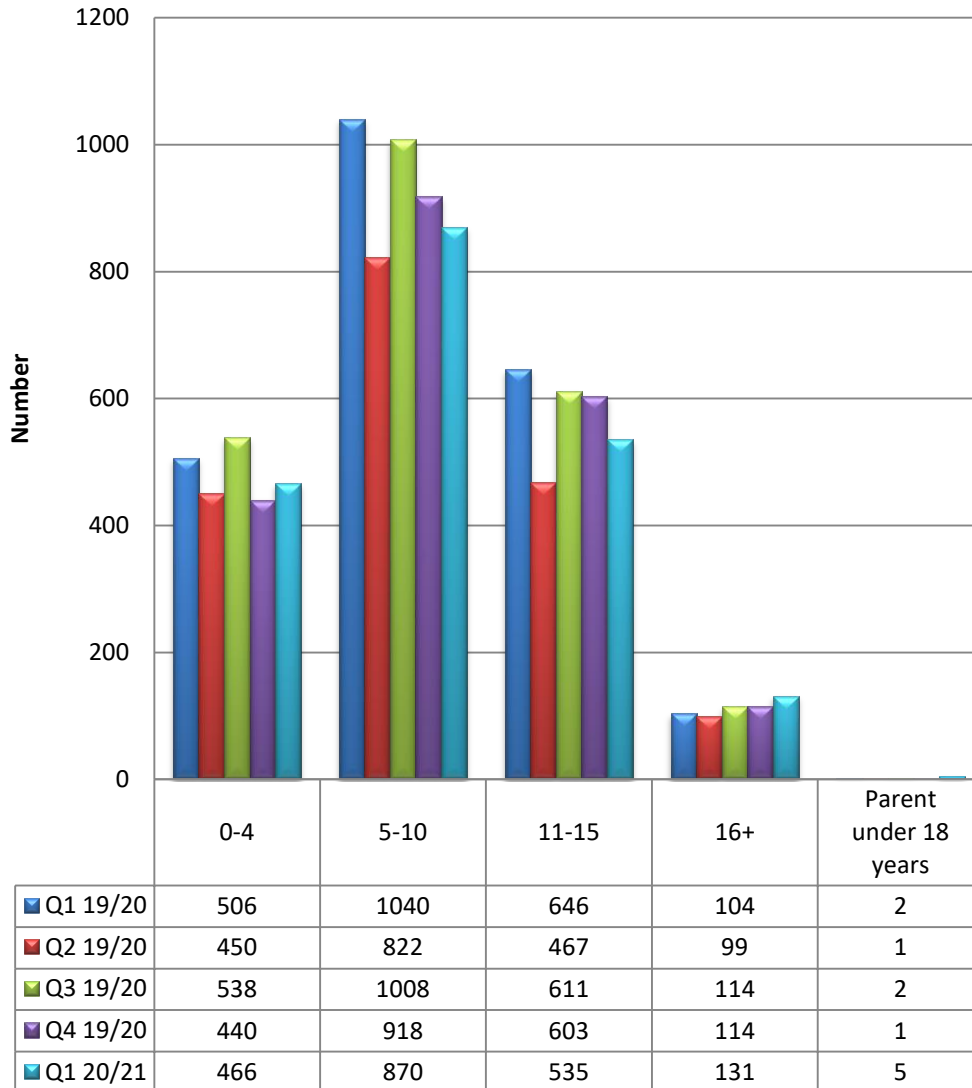
### Number of Parents Referred



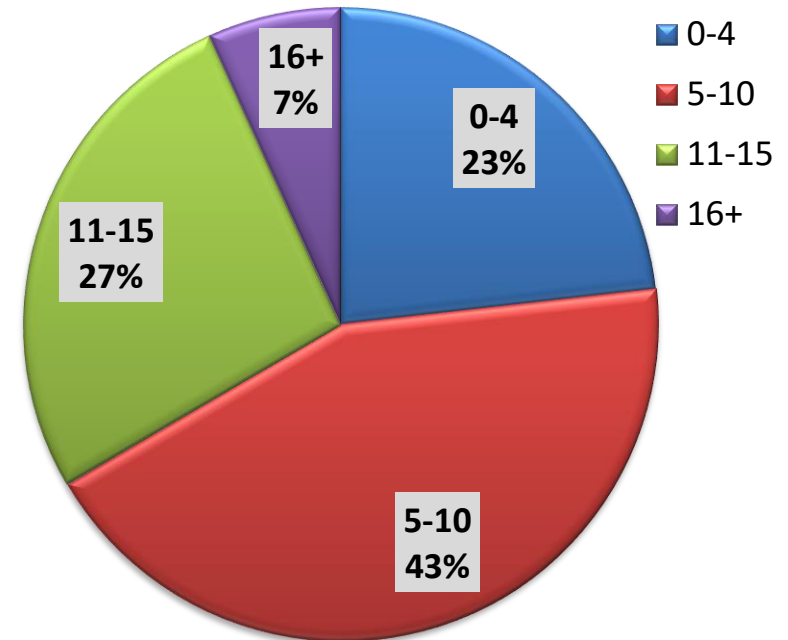
In Qtr1 April to June 2020 there were **2007** children referred in Qtr1 with **783** other children in the family benefiting indirectly. Parent referrals increased to **1523**.

**Performance Measure 3: Children referred by Age Profile - April – June 2020 compared to previous year**

### Age Profile of Children Referred



### Age Profile



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

# How much did we do?

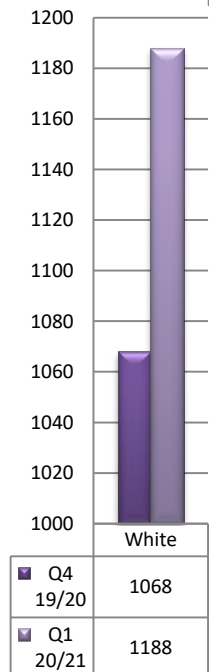
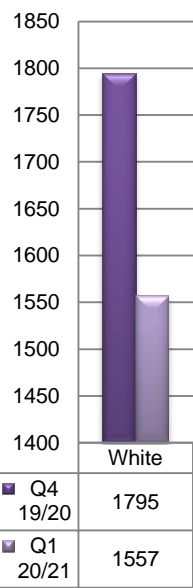
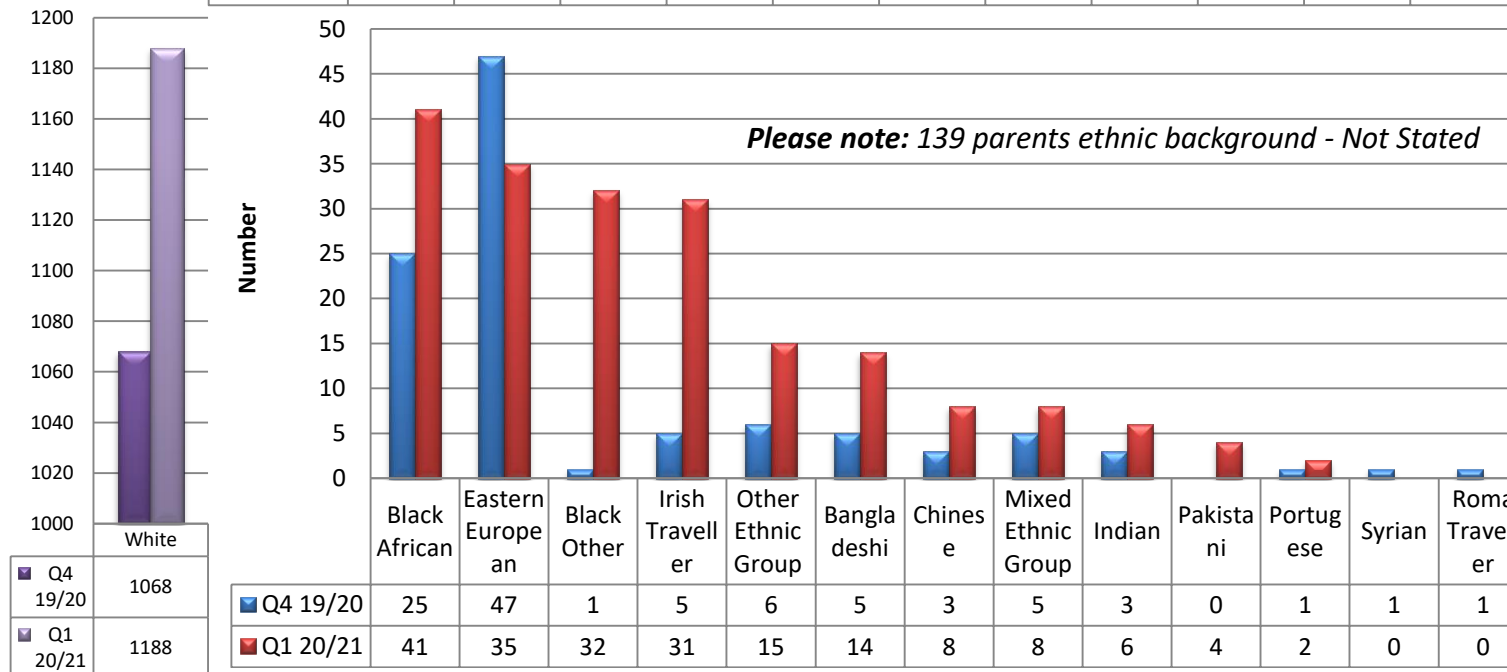
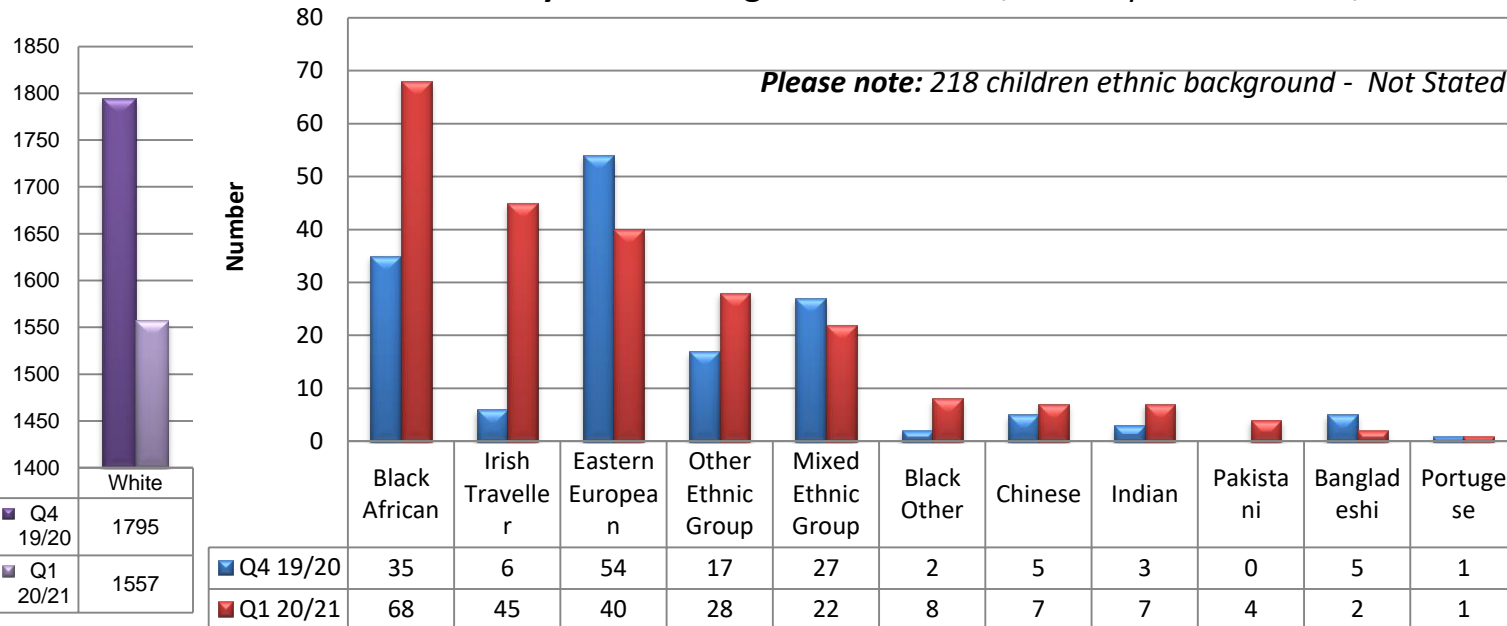
## Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

While there has been a decrease in the number of white children in the last quarter **there has been significant**

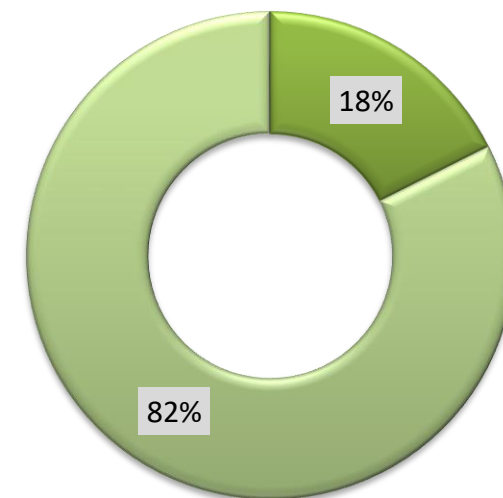
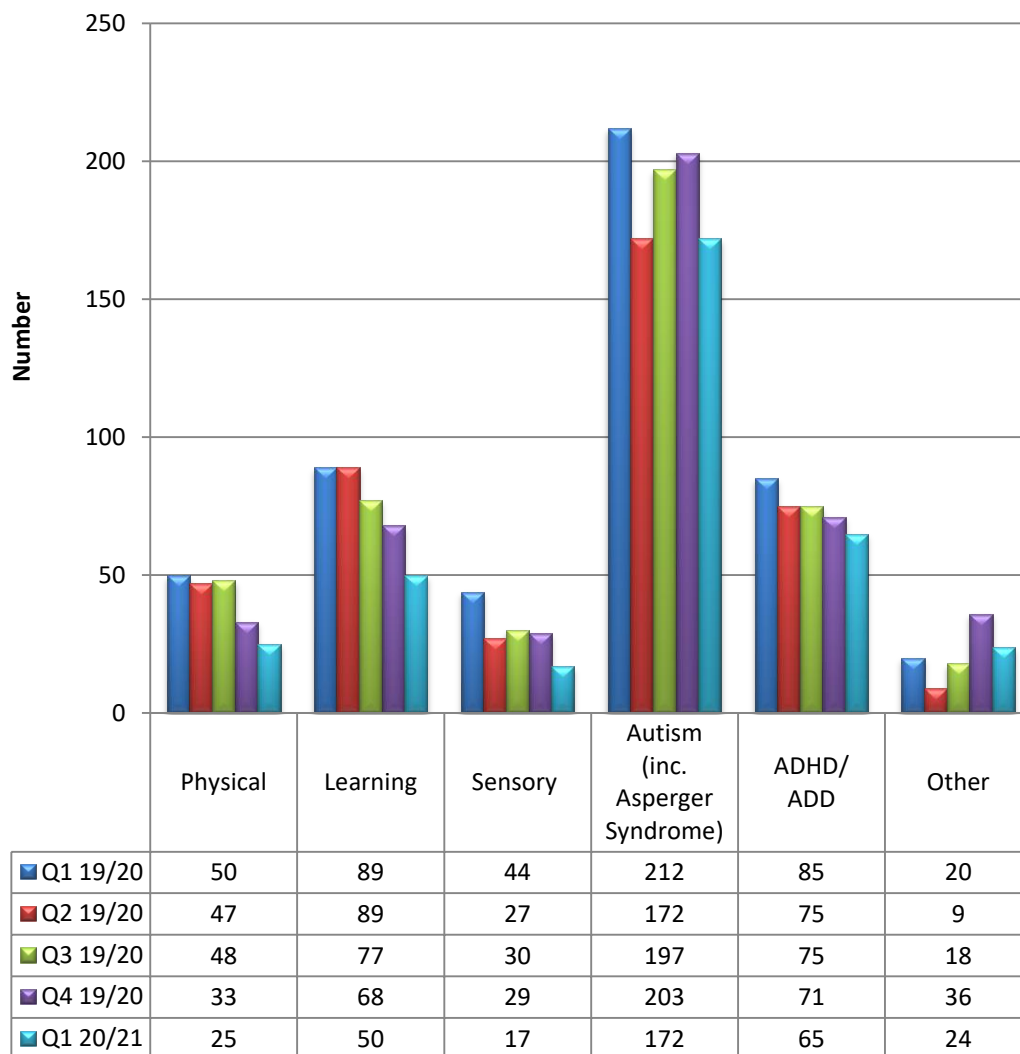
**increases in Parents needing support.** There have been increases for both parents and children from Black African, Irish Traveller, Other Ethnic Group, Black Other, Bangladeshi, Chinese, Indian and Pakistani families.

(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 20/21 compared to Q4 19/20



## Performance Measure 4: Children with a disability referred – April – June 2020 compared to previous year

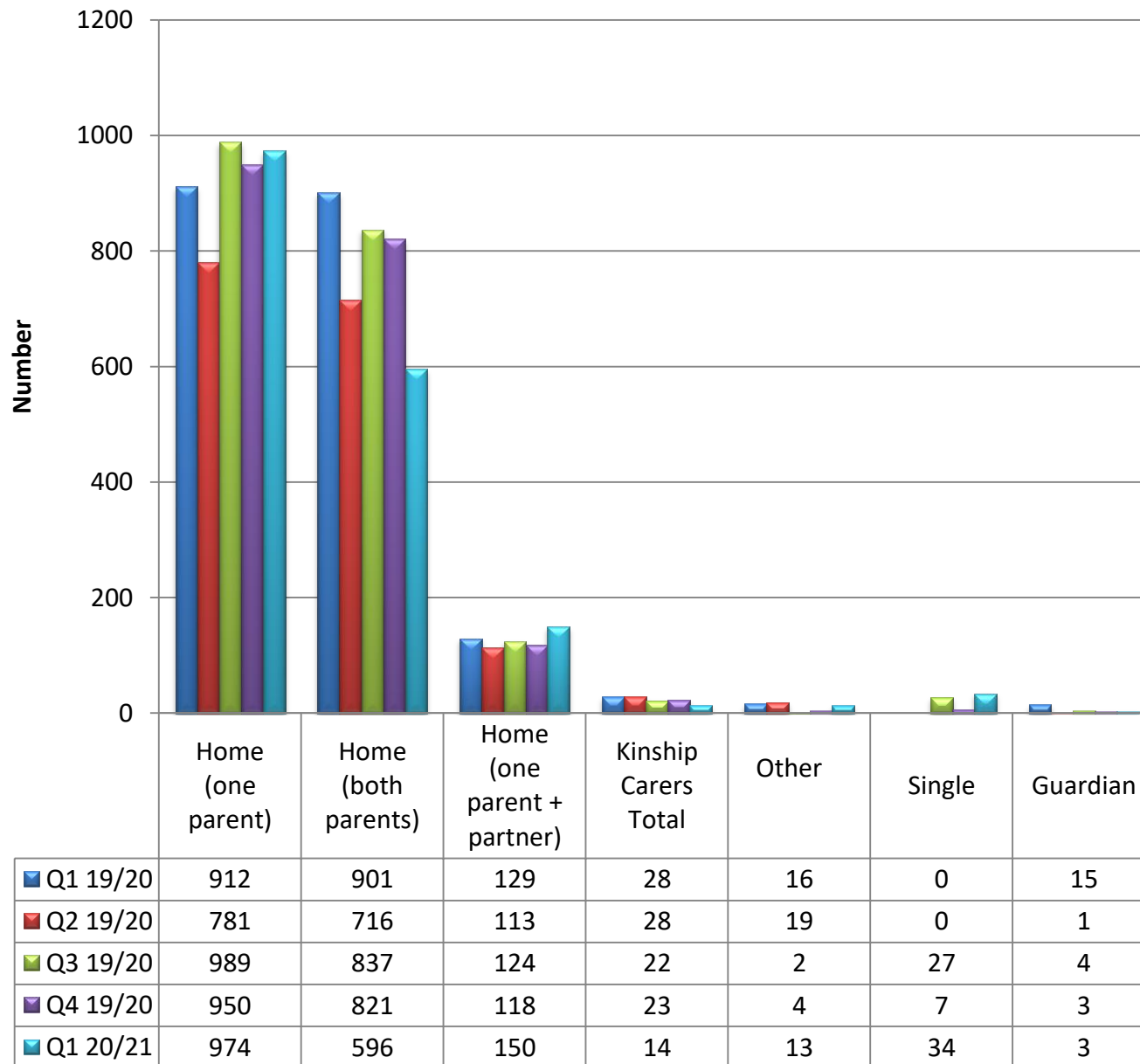


- Total Children with a Disability (No=353)
- Total Children Referred without a Disability (No =1654)

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



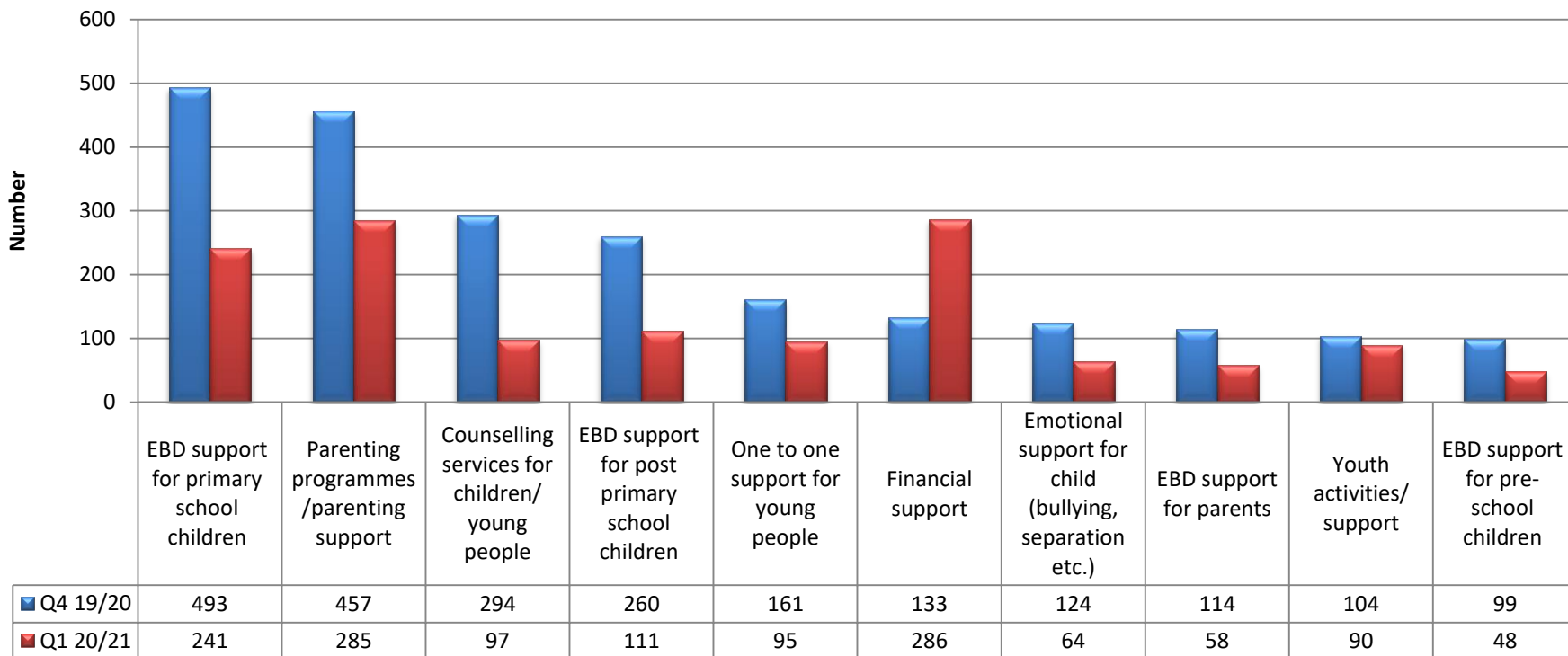
## Performance Measure 5: Household Composition - April – June 2020 compared to last year



The highest group of families referred are **Lone Parents** at **974** in Qtr 1. **Home with both parents** is **596** and **One Parent + Partner** has increased to **150**. There were **34** singles (with no children), **14** **Kinship Carers**, **13** **Others** and **3** with **Guardians**.

## Performance Measure 6: Main Presenting Reasons for Referral – April – June 2020 compared to Qtr4 2019/20

### Top 10 Reasons for Referral to Hubs



#### Reasons for Referral:

Due to the Covid-19 outbreak the top reason for referral in Qtr1 April – June 2020 was for **Financial Support**, followed by **Parenting programmes/parenting support**, which has saw a big change as EBD support for primary school children was the top reason in Qtr 4.

Other reasons that were in the Top 10 in Qtr1 only were Food parcels – 176, Practical Support e.g. furniture/clothes – 166 and Art Packs (Re: Covid-19 related) – 111.

## Performance Measure 6: Main Presenting Reasons Unmet – April – June 2020 compared to Qtr4 2019/20

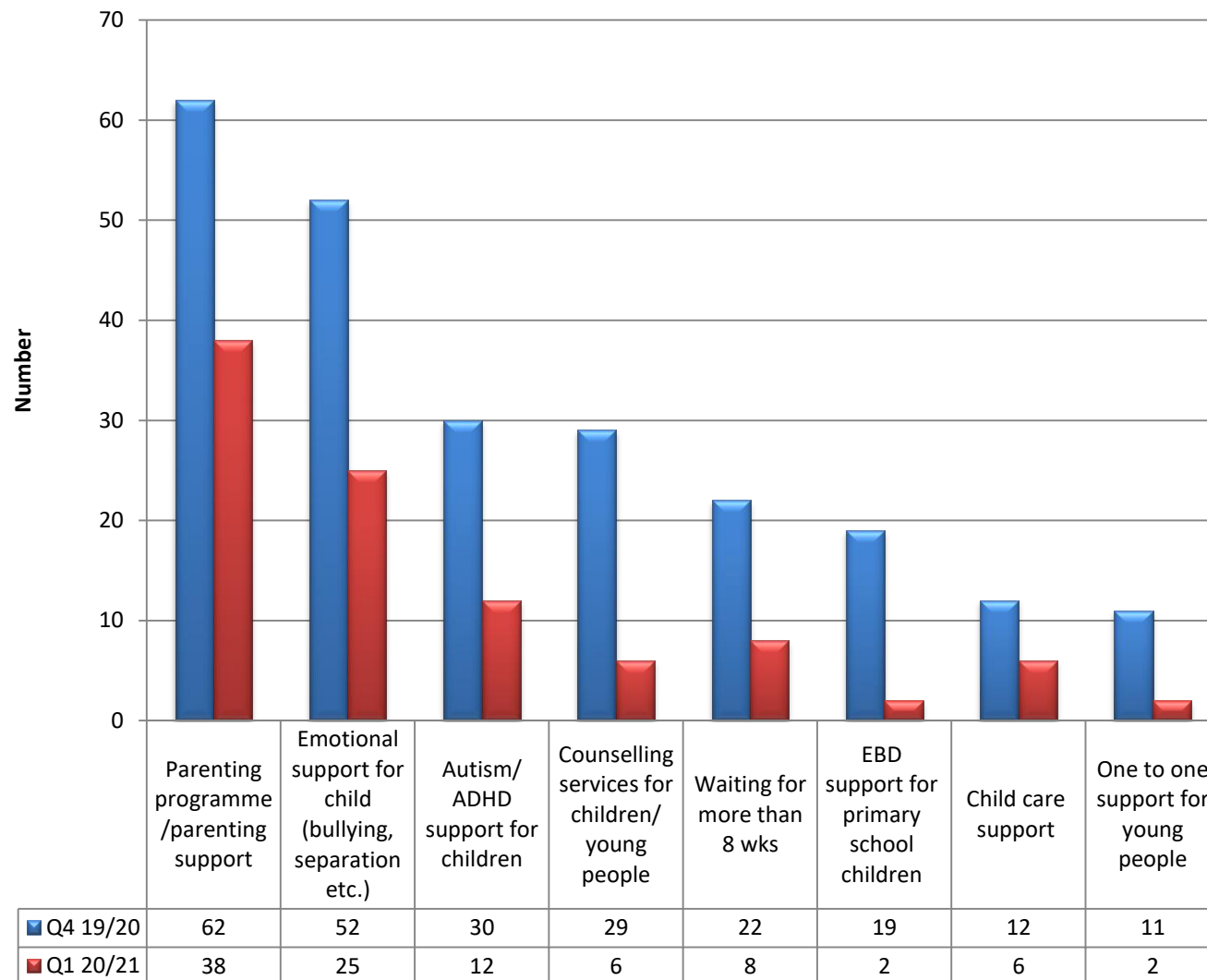
### Unmet Need:

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 Qtr4.

Parenting programmes/parenting support was the highest unmet need in Qtr4 and the second in Qtr1.

This was followed by Emotional support for child (bullying, separation, etc ) in Qtr4 and third in Qtr1.

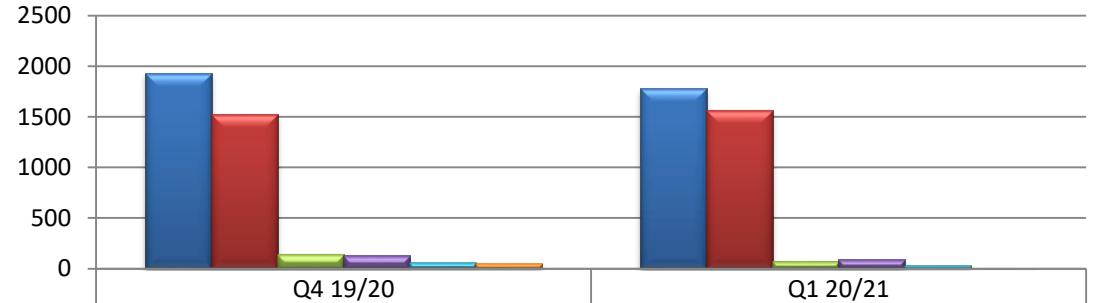
### Unmet Need



**Performance Measure 7: Families Referred that were Accepted & Signposted – April–June 2020 – compared to Qtr4 2019/20**

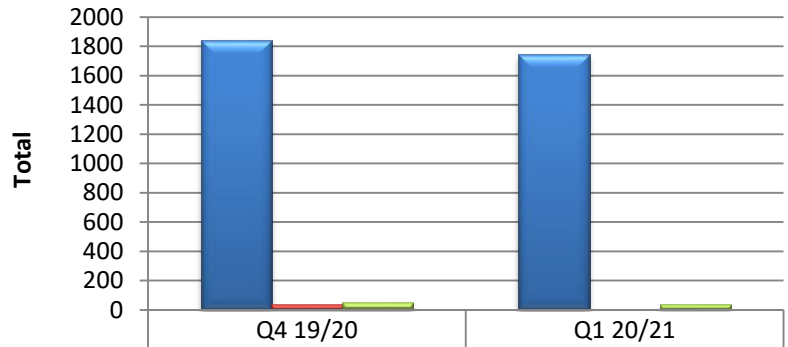


Families Signposted



	Q4 19/20	Q1 20/21
Families Referred	1936	1784
Accepted and Signposted	1525	1570
Further Information Required	149	78
Above Tier 2 (Referred back to Gateway)	131	93
Signposted but family did not engage	65	34
Unable to meet need of referred family	56	9

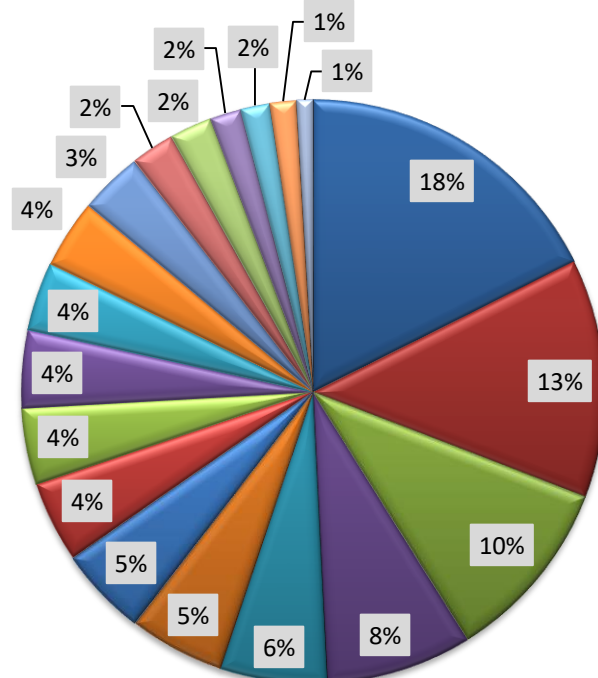
**Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – April–June 2020 compared to Qtr4 2019/20**



	Q4 19/20	Q1 20/21
Achieved in 4 wks & 5-8wks	1842	1743
Achieved in 8wks+	36	4
Not Achieved in Timescale	48	37

The vast majority of referrals to Hubs in Qtr1 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 4 were processed but exceeded the 8 weeks timescale.

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



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

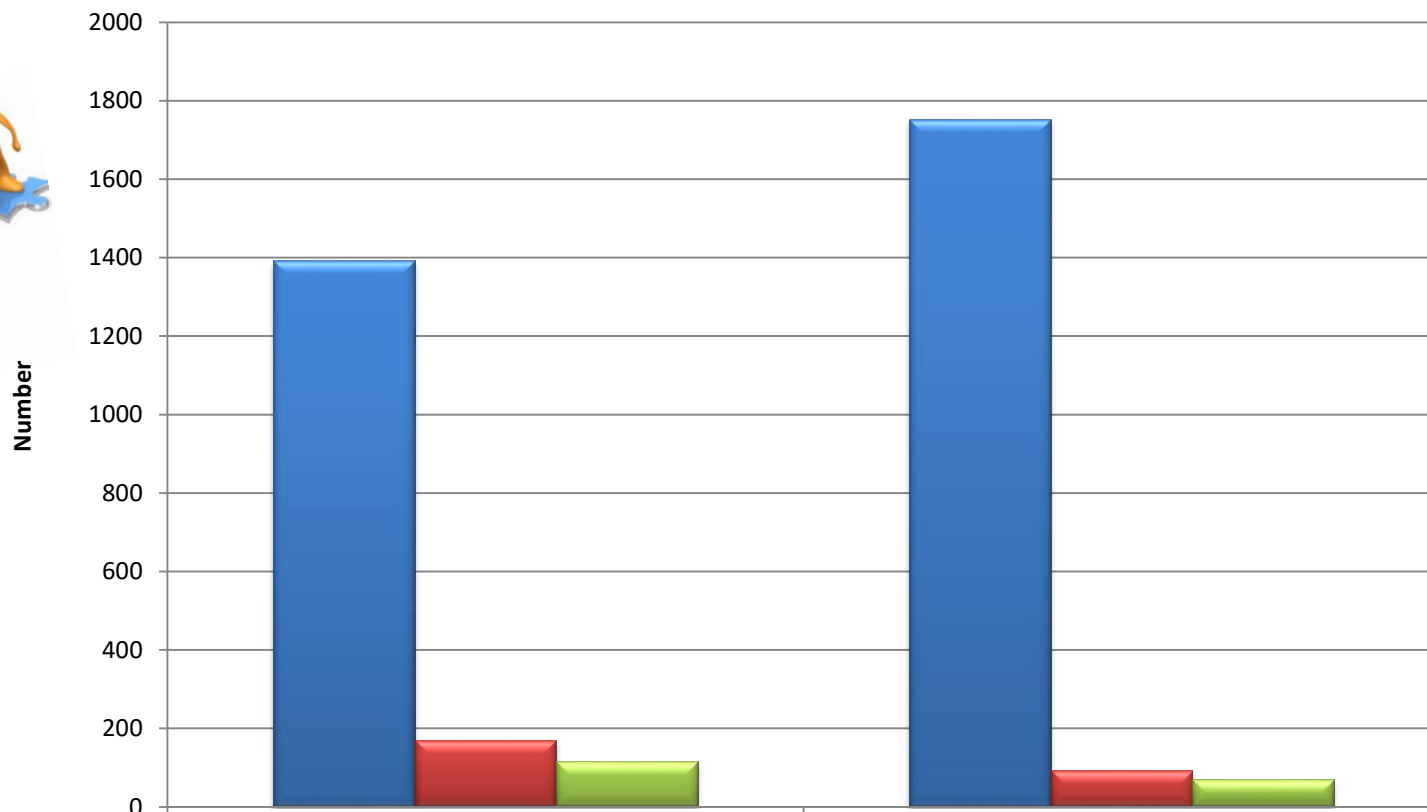
From April – June 2020 **Self Referrals** were the highest referrer at **18%** compared to **15%** last year.

Likely due to Covid-19 restrictions for GPs and schools. GP's were the highest referring agency in Qtr4. However, **GP** referrals were **10%** in Qtr 1 compared to **19%** last year and **Schools 8%** in Qtr1 compared to **11%** last year.

**Community Organisations** were the second highest referring agency in Qtr1 at **13%** compared to **4%** last year.

**Gateway** referrals are **6%** compared to **5%** and **SureStart 5%** compared to **1%** and **Paediatricians 5%** compared to **7%**.

**Performance Measure 9: Number of Parents /Children referred who did and who did not take up the service offer – April – June 2020 – compared to Qtr4 2019/20**

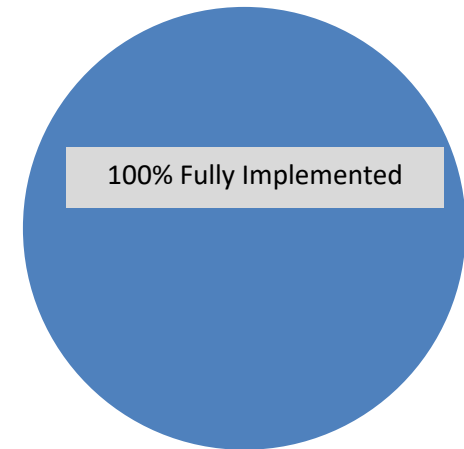


■ Number of children/ parent referred on who took up the service offer	1393	1753
■ Number of children/ parent referred on who did not take up the service offer	171	94
■ Services not yet allocated to family	116	70

## 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.**

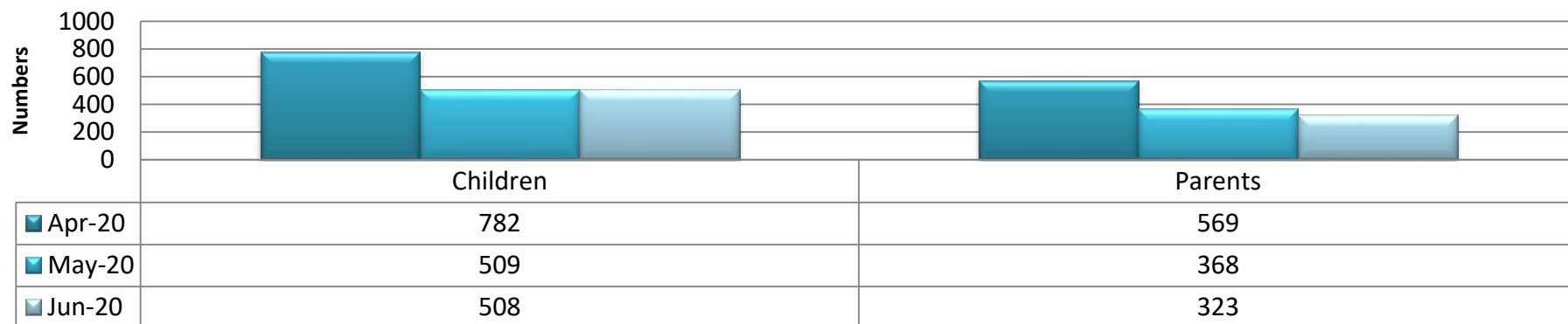
# Family Support Hubs

Learning during Covid

April-June 2020

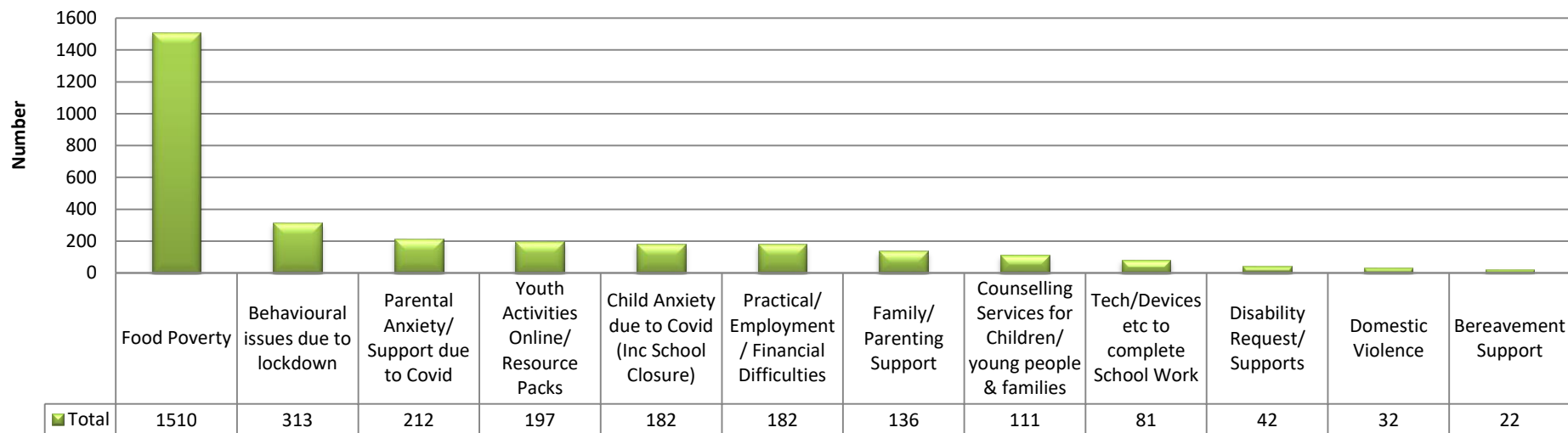


### Covid Specific Referrals



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

### Reason for Referral



The top reason for referral during Covid was Food Poverty at **1510**.

<ul style="list-style-type: none"> <li>• Food Poverty</li> <li>• Behavioural issues due to lockdown</li> <li>• Parental Anxiety/Support due to Covid</li> <li>• Youth Activities Online/Resource Packs</li> <li>• Child Anxiety due to Covid (Inc School Closure)</li> <li>• Practical Support (Inc Clothes/Vouchers/ Employment/Financial Difficulties)</li> <li>• Family/Parenting Support</li> <li>• Counselling Services for Children/ young people &amp; families</li> <li>• Tech/Devices etc to complete School Work</li> <li>• Disability Request/Supports</li> <li>• Domestic Violence</li> <li>• Bereavement Support</li> </ul>	<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</p> <p>Remote sessions by therapeutic worker</p> <p>De Paul Housing/St. Vincent de Paul/Gas &amp; 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 Bytes project with BCC</p> <p>Routines needed for ASD children/Family support via phone</p> <p>Toiletries/clothes/B&amp;B/Women's Aid/Parenting NI Dad's Project/Relate NI/Family Mediation Referred to Cruse &amp; Winston's Wishes</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 BAME 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



## 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

- 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/daily updates/ LPG Guide
- 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

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:** Core members Interagency Survey 2019 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)