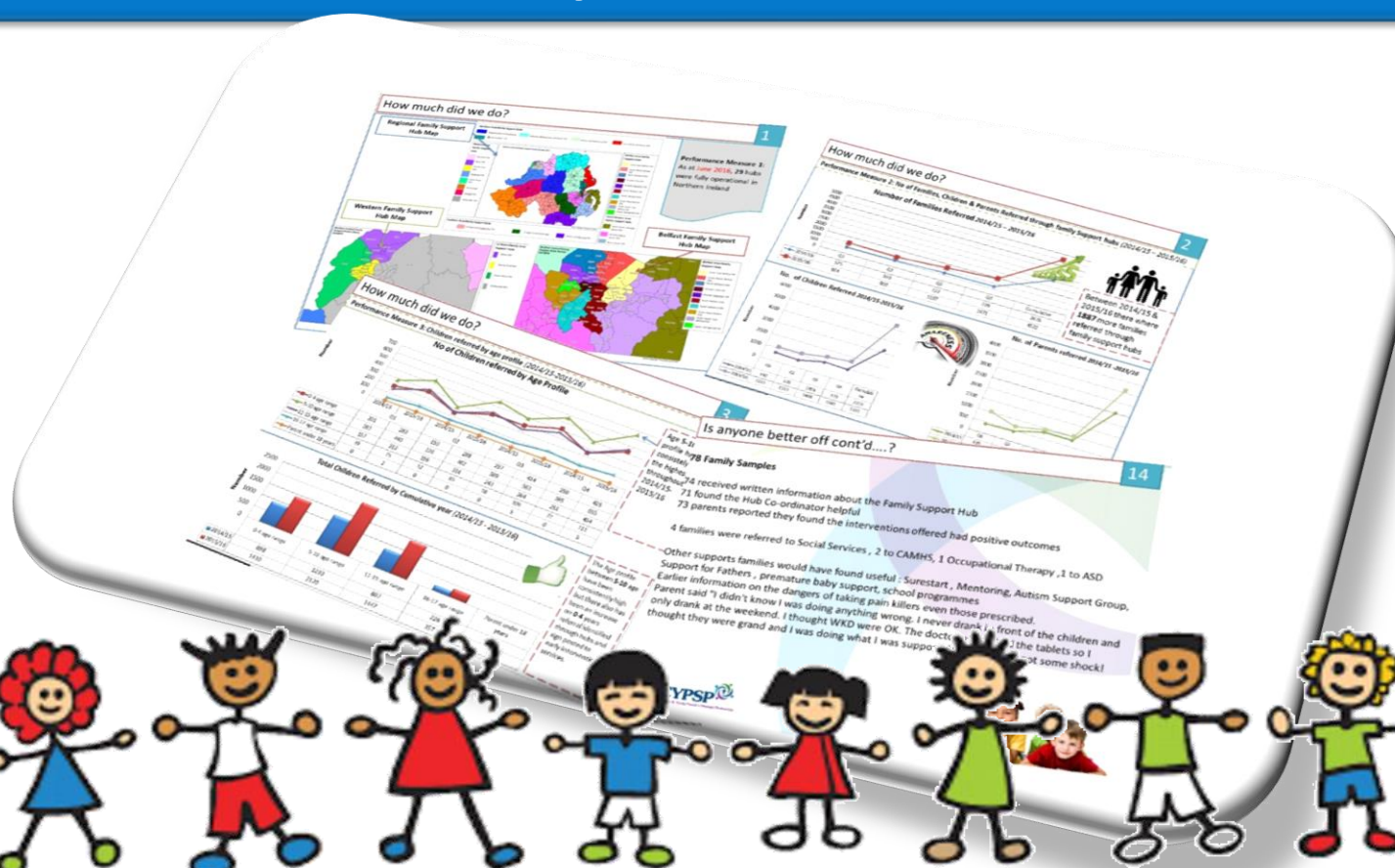
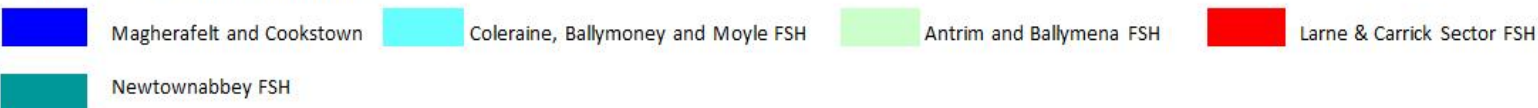


Family Support Hubs Report Card

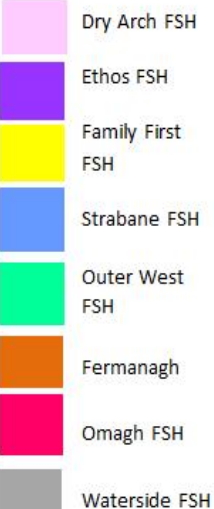
Qtr1 April - June 2020



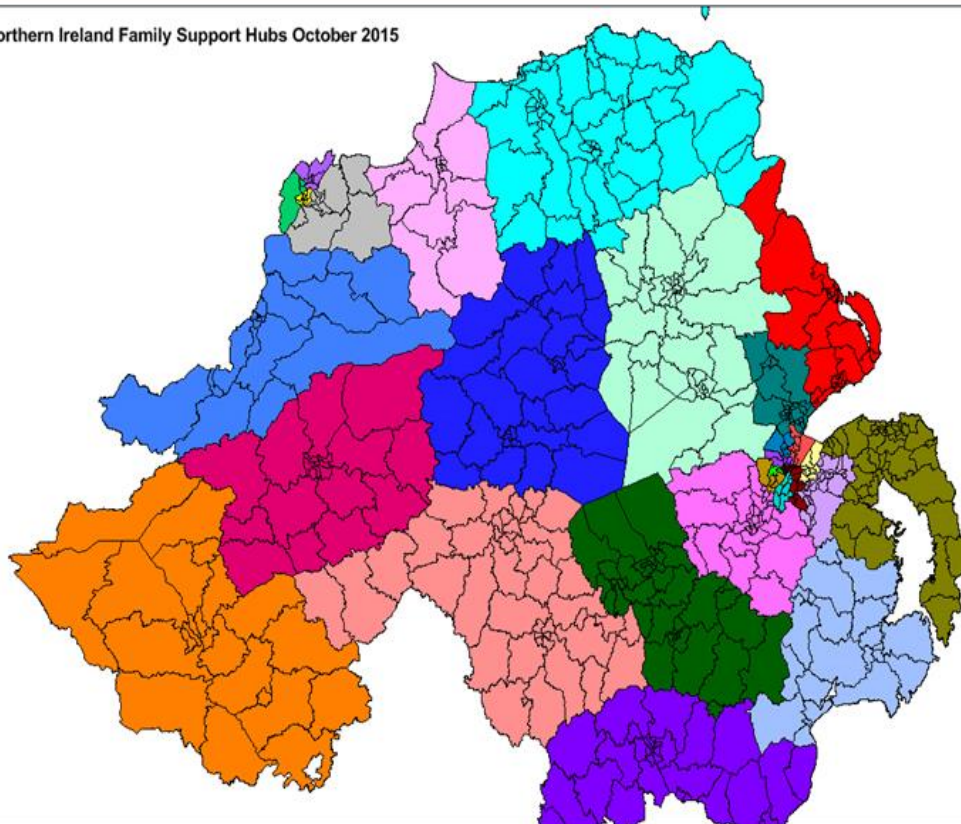
Northern Area Family Support Hubs



Western Area Family Support Hubs



Northern Ireland Family Support Hubs October 2015



Crown Copyright: Produced by CYPSP

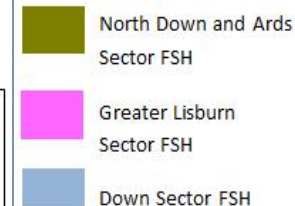
Southern Area Family Support Hubs



Belfast Area Family Support Hubs



South Eastern Area Family Support Hubs



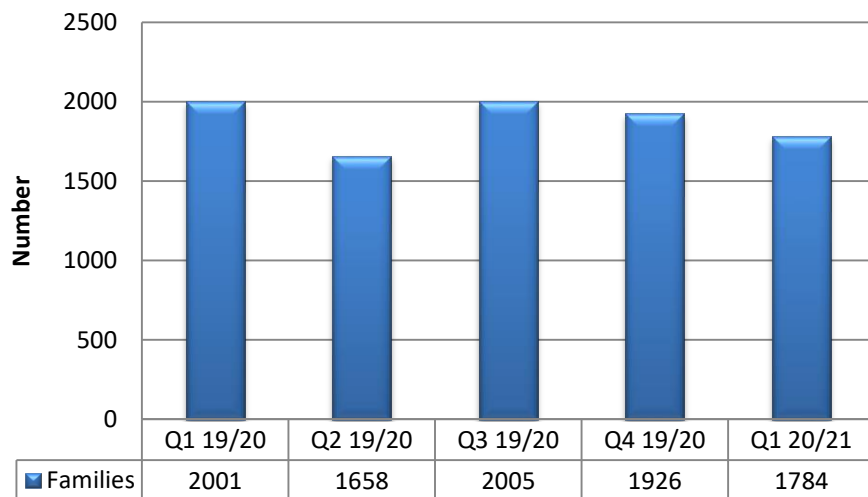
Performance Measure 1: As at April 2020, 29 hubs were fully operational in Northern Ireland

How much did we do?

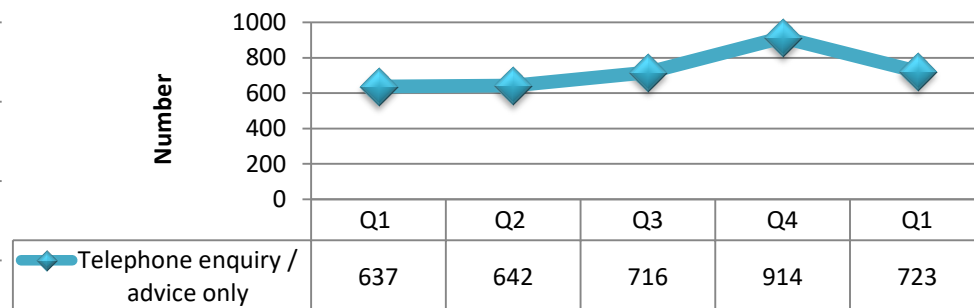
Produced by CYPSP Information Team

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

Number of Families Referred

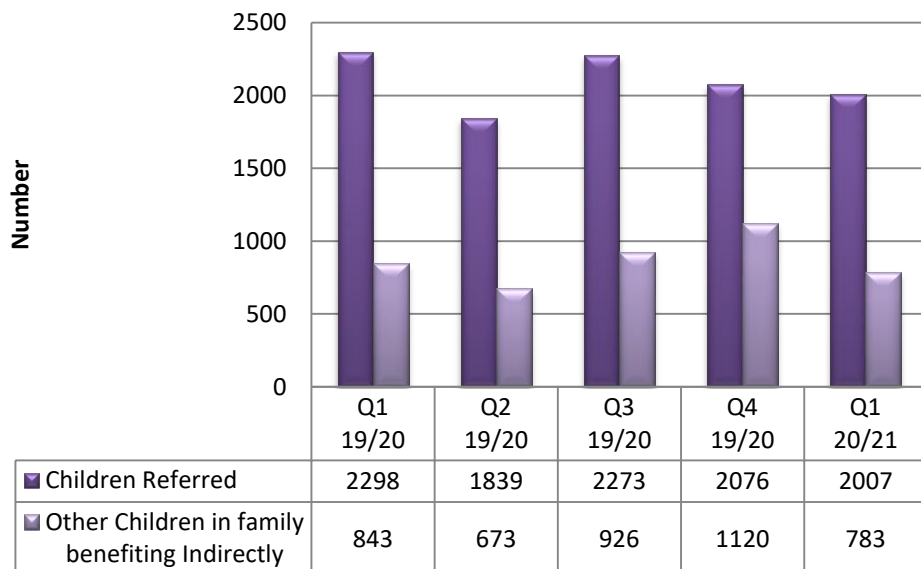


Telephone enquiry /Advice only

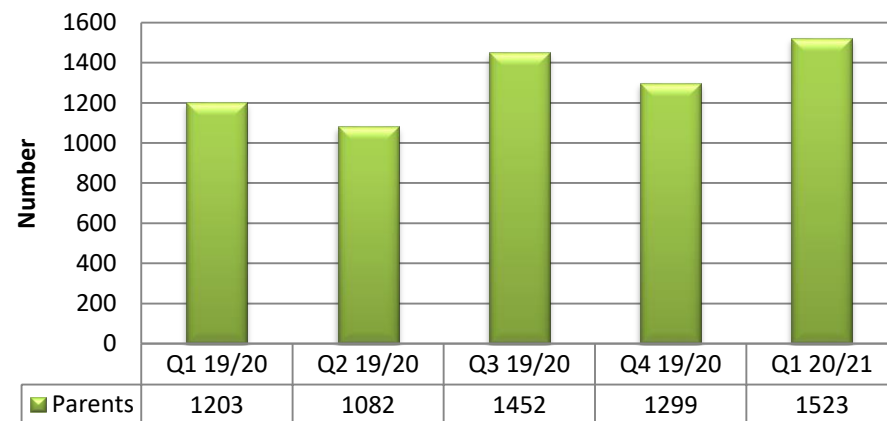


In Qtr1 April to June 2020, **1784** families were referred through family support hubs, with the biggest majority from the Western Trust. There were also **723** telephone enquiry/advice only calls in Qtr1.

Number of Children Referred



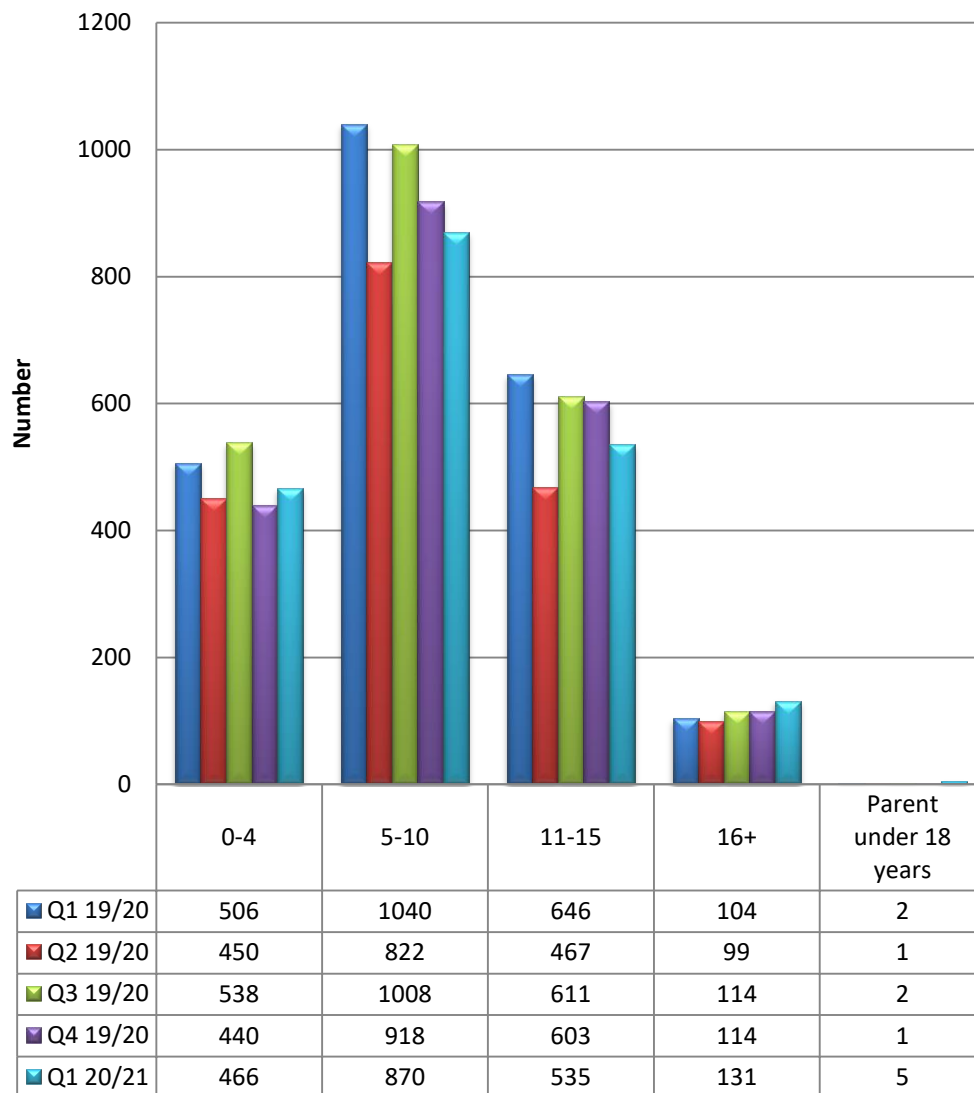
Number of Parents Referred



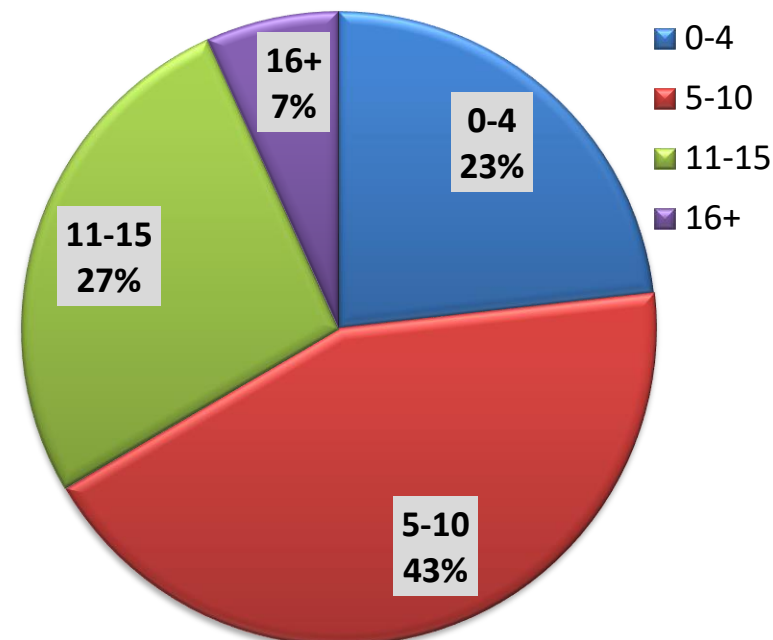
In Qtr1 April to June 2020 there were **2007** children referred in Qtr1 with **783** other children in the family benefiting indirectly. Parent referrals increased to **1523**.

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.

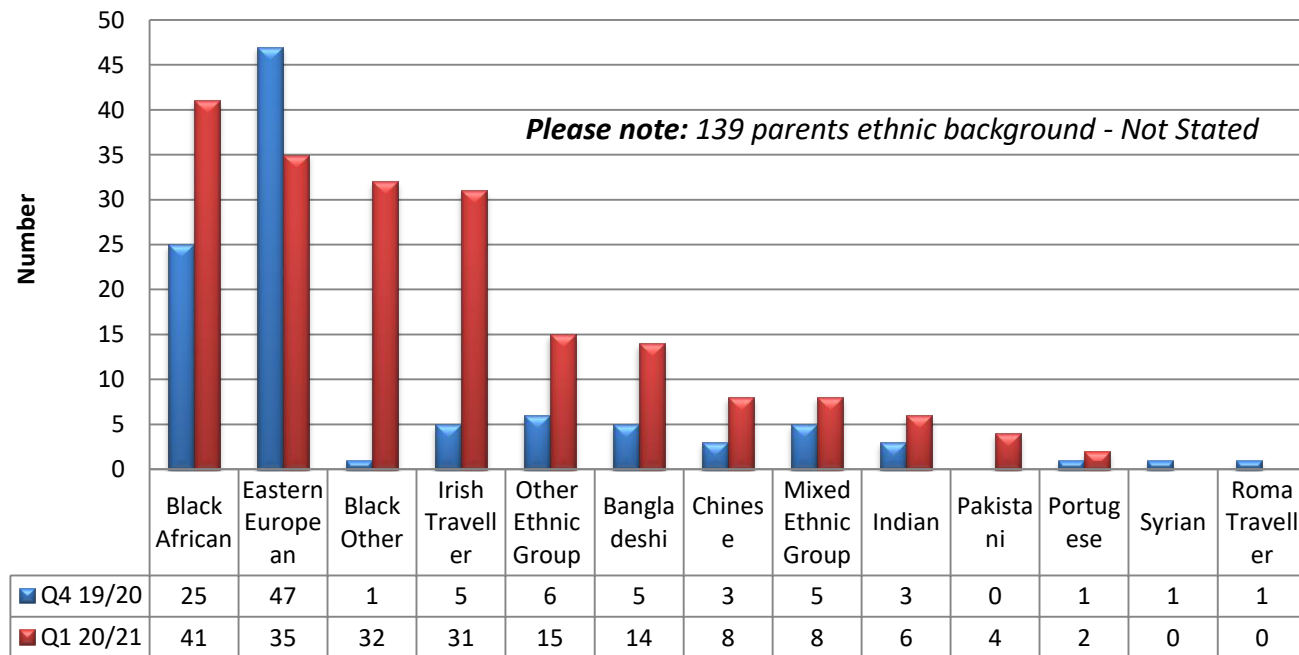
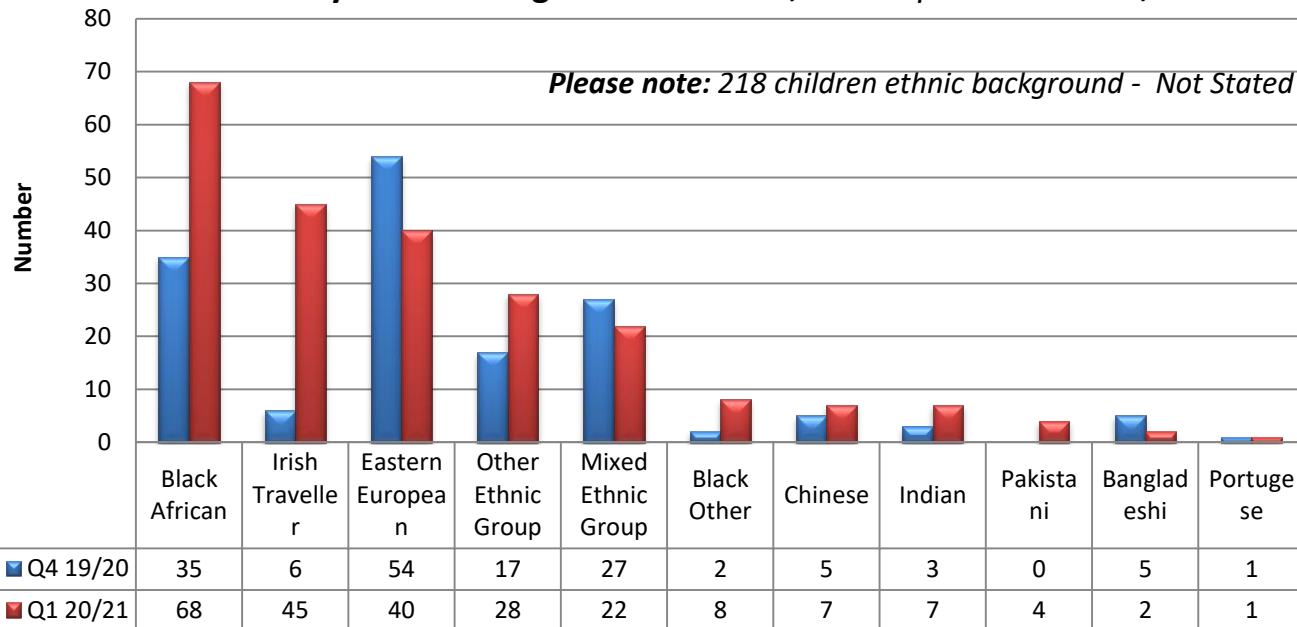
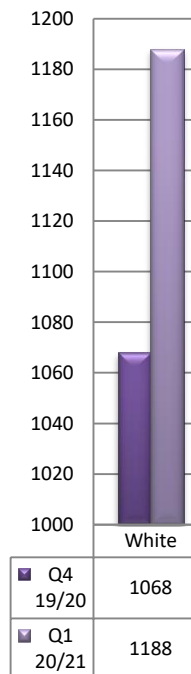
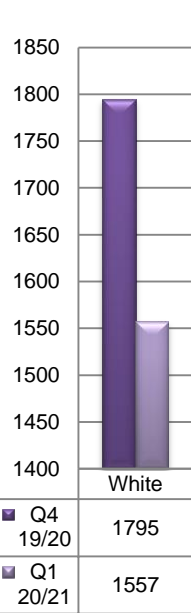
How much did we do?

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

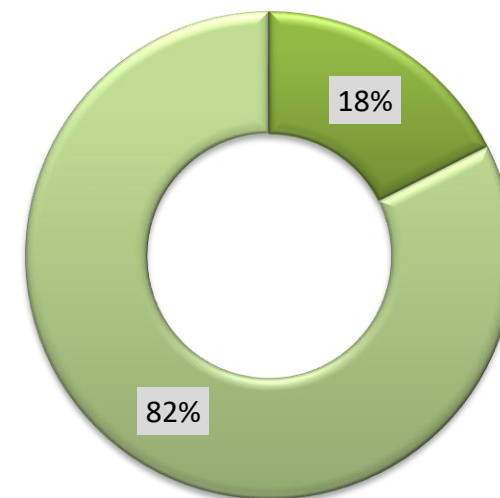
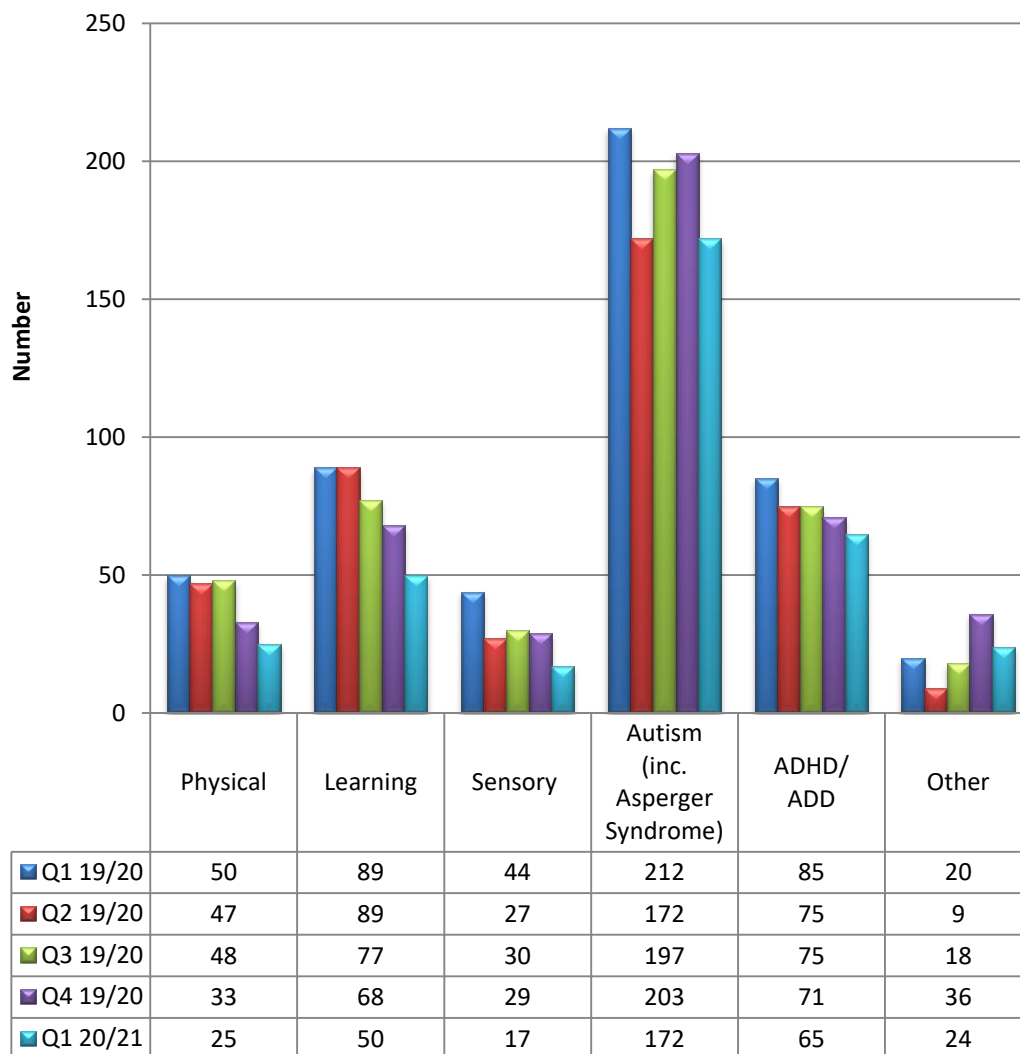
While there has been a decrease in the number of white children in the last quarter **there has been significant increases in Parents needing support.** There have been increases for both parents and children from Black African, Irish Traveller, Other Ethnic Group, Black Other, Bangladeshi, Chinese, 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



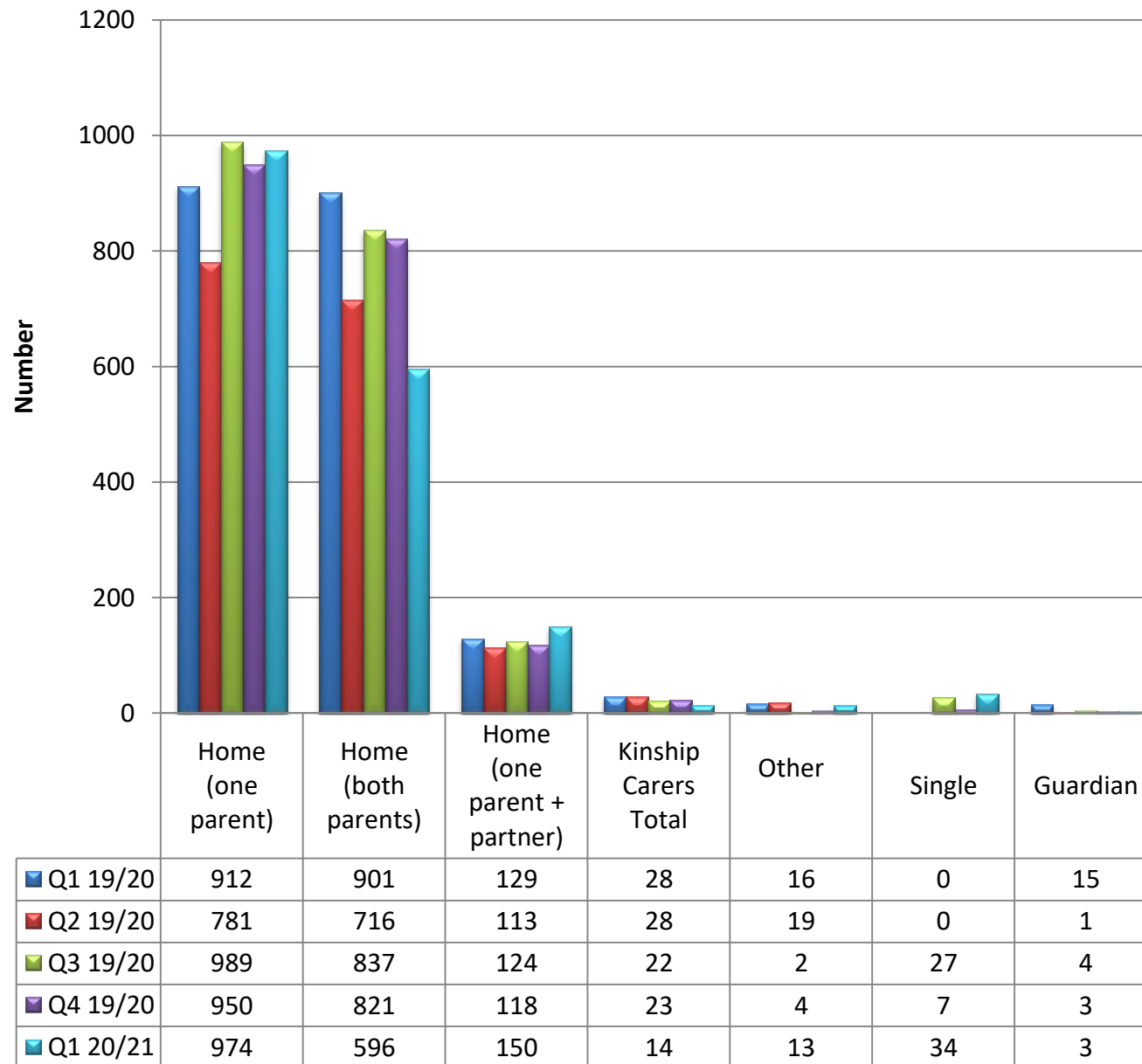
■ Total Children with a Disability (No=353)

■ Total Children Referred without a Disability (No =1654)

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



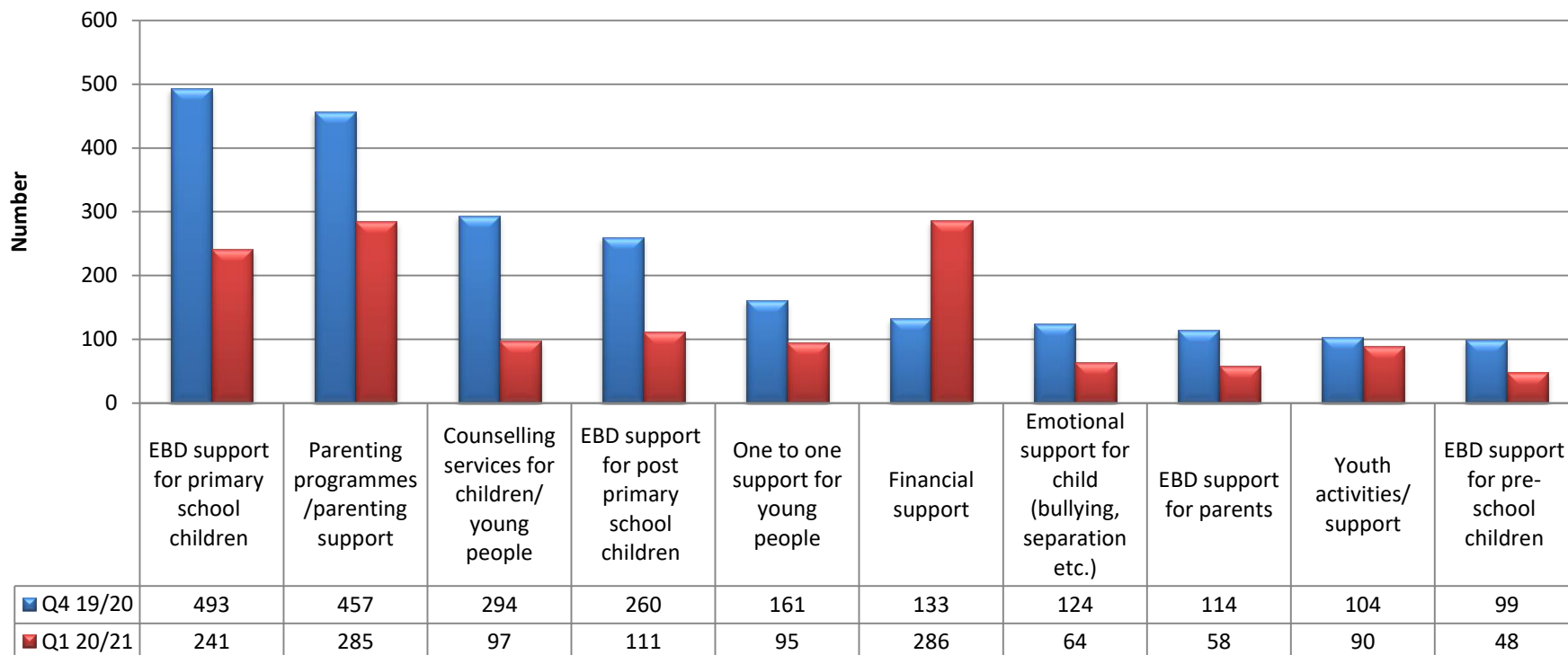
Performance Measure 5: Household Composition - April – June 2020 compared to last year



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.

How much did we do?

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

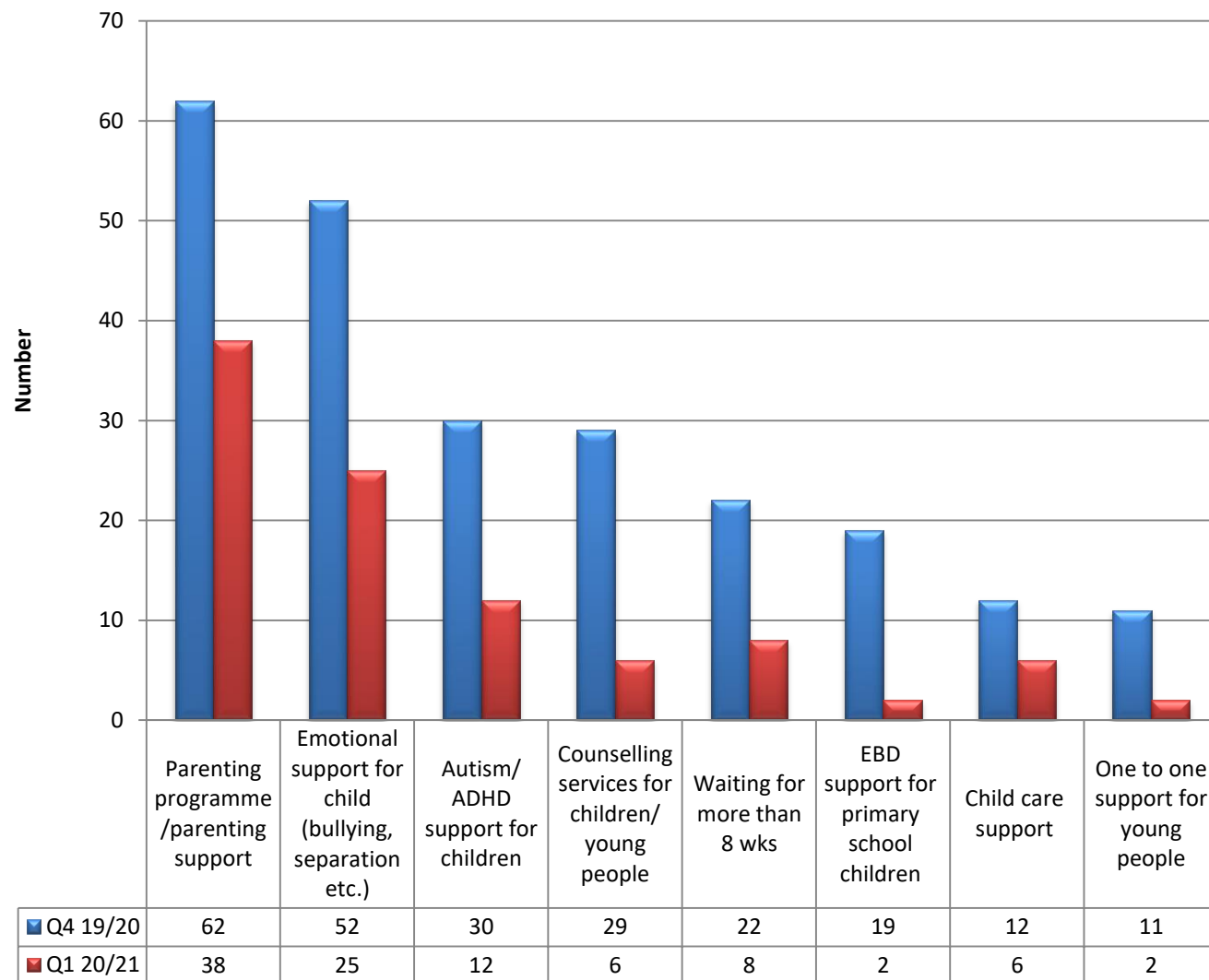
Unmet Need:

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.

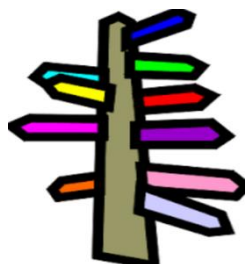
Parenting programmes/parenting support was the highest unmet need in Qtr4 and the second in Qtr1.

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

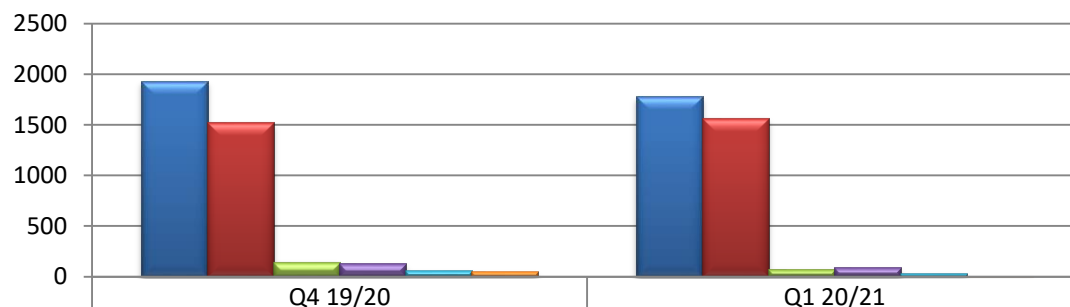
Unmet Need



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

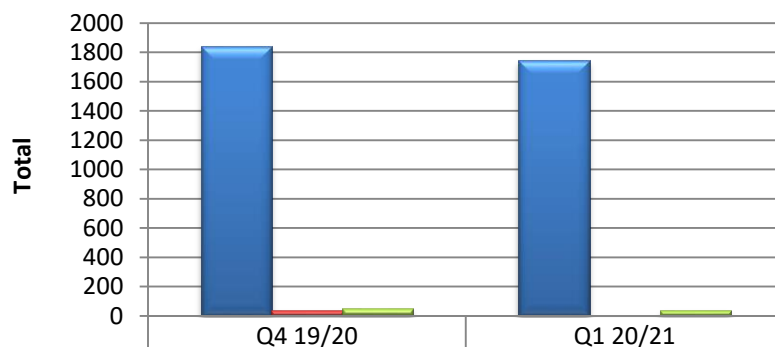


Families Signposted



| | 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 |

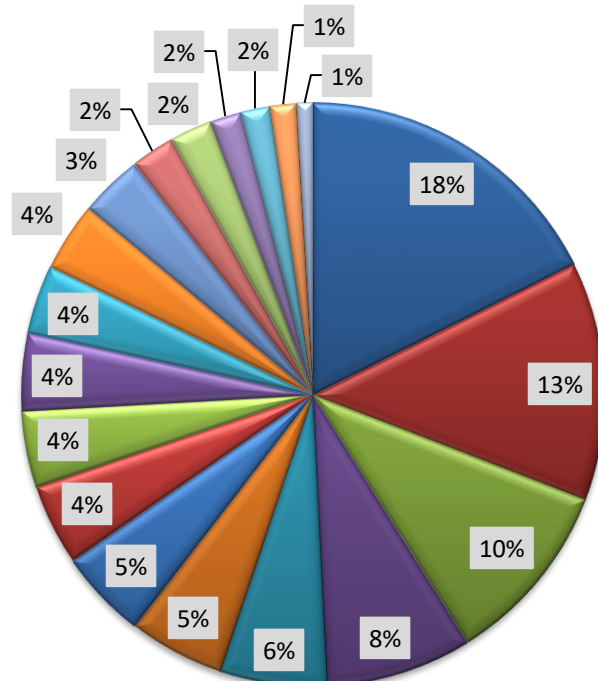
Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – April–June 2020 compared to Qtr4 2019/20



| | 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)
- WHSCT Social Workers Team around Covid-19
- Family Support Interventions Team
- Allied Health Professionals
- Adult Mental Health Services

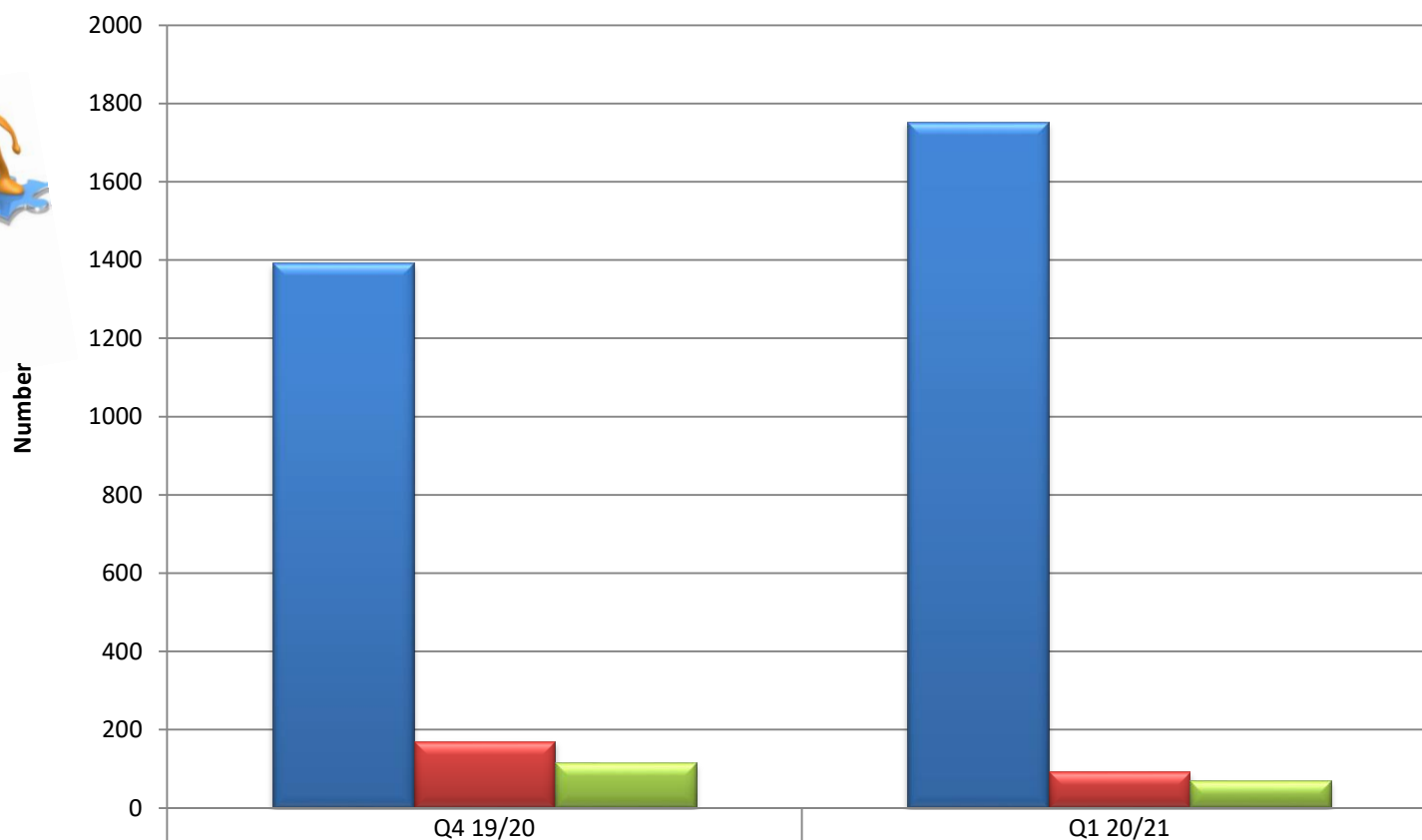
From April – June 2020 **Self Referrals** were the highest referrer at **18%** compared to **15%** last year.

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 |
| ■ Number of children/ parent referred on who did not take up the service offer | 171 |
| ■ Services not yet allocated to family | 116 |

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

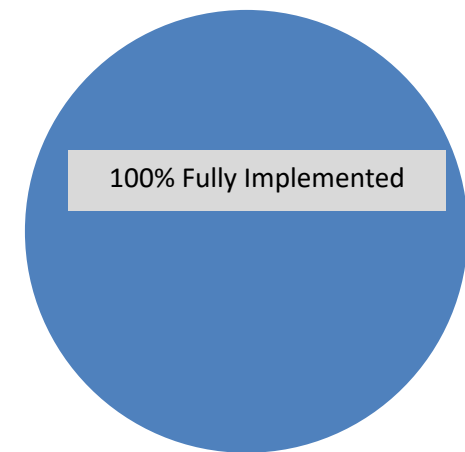
Standard 7. Families are encouraged to self-refer and MULTI-AGENCY REFERRAL
PATHS are facilitated

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.

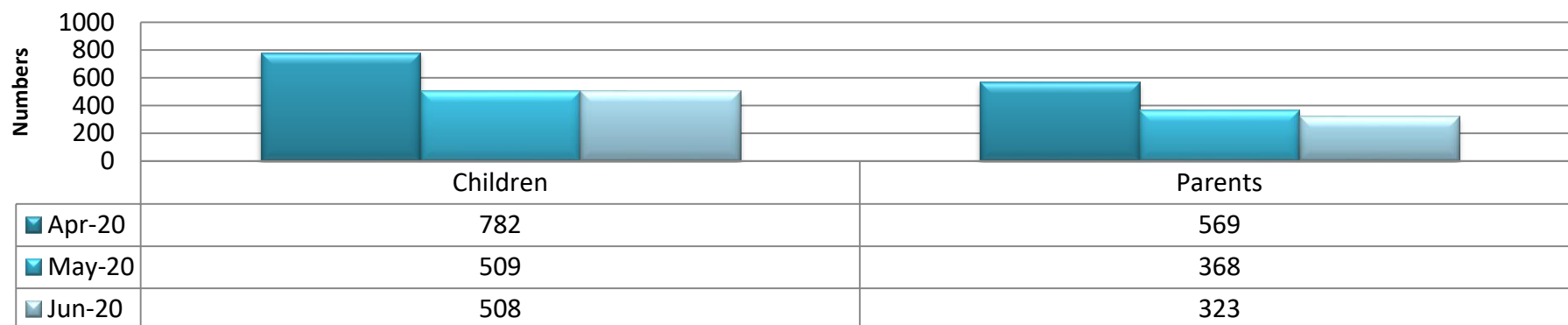
Family Support Hubs

Learning during Covid

April-June 2020

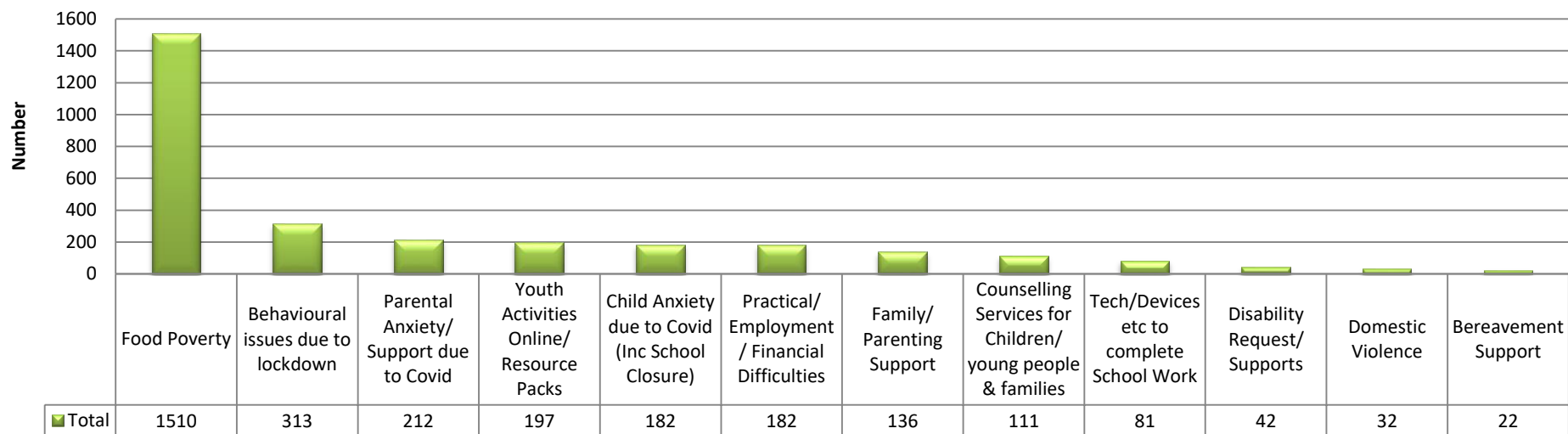


Covid Specific Referrals



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**.

- 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

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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) | <ul style="list-style-type: none"> • 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 | 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: Core members Interagency Survey 2019 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
Advisor

Email: maxine.gibson@hscni.net