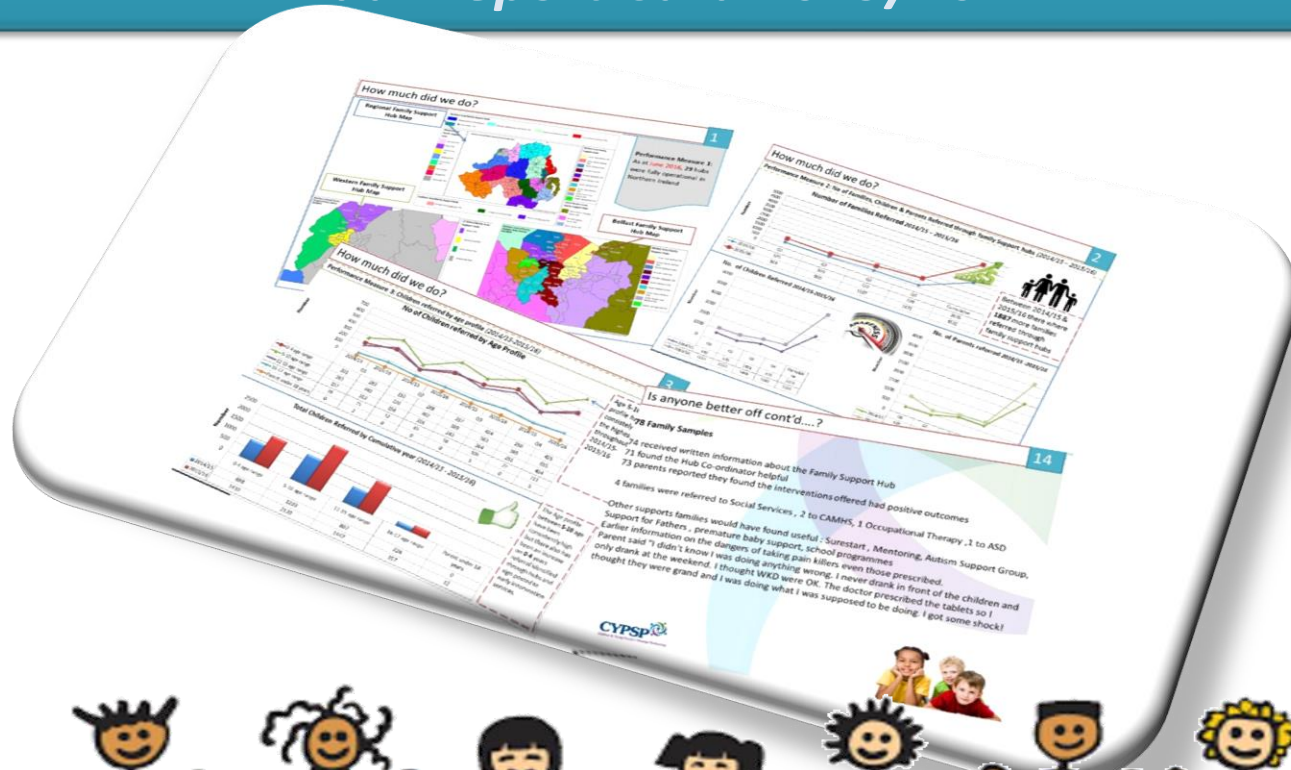


NHSCT Family Support Hubs Report Card

Annual Report Card 2019/20

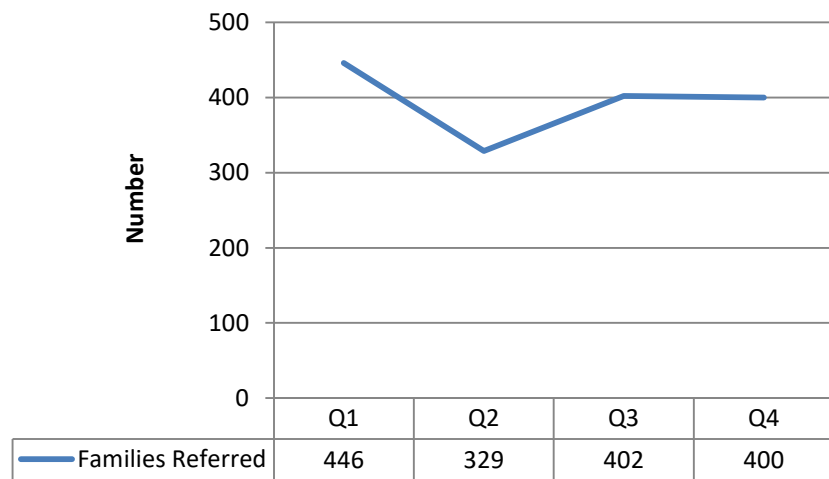


July 2020

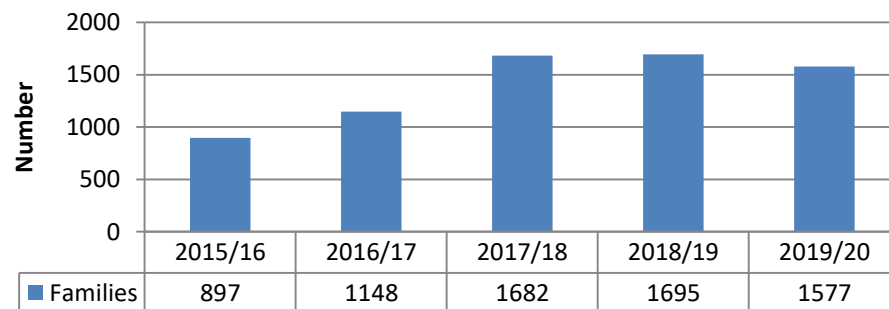
How much did we do?

Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2019/20

No. of Families Referred - 2019/20

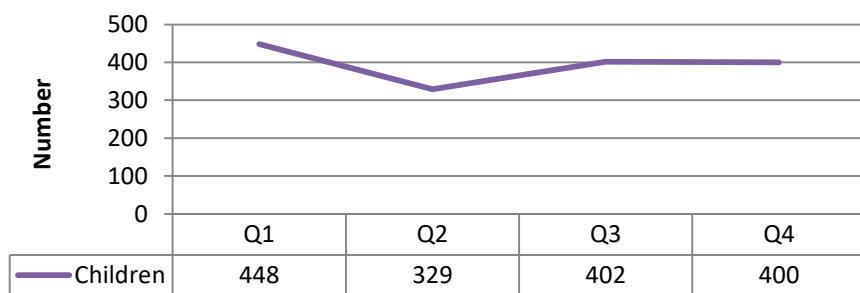


No. of Families Referred

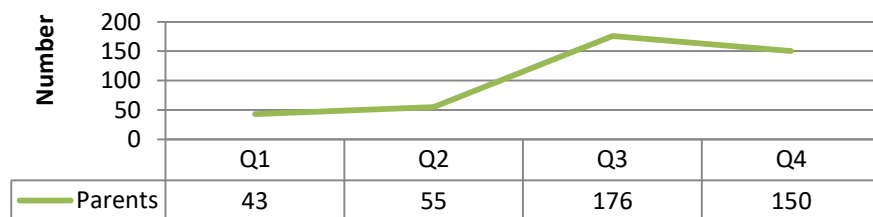


Throughout 2019/20 there were **1577** families referred through family support hubs. This was a decrease from last years total of **1695** families.

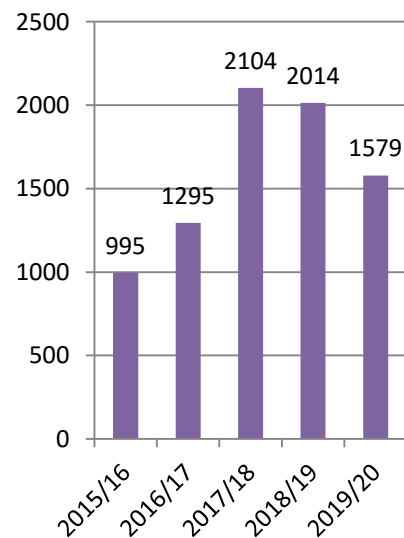
No. of Children Referred - 2019/20



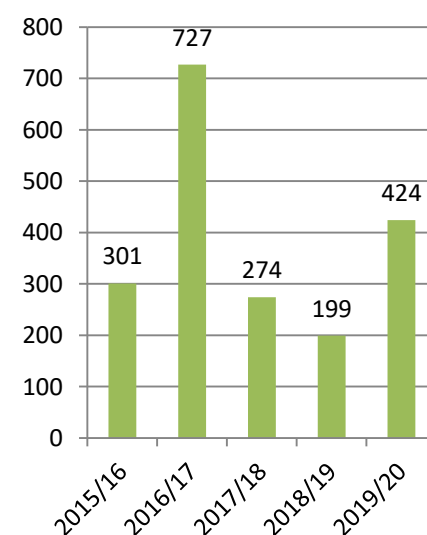
No. of Parents Referred - 2019/20



No. of Children Referred

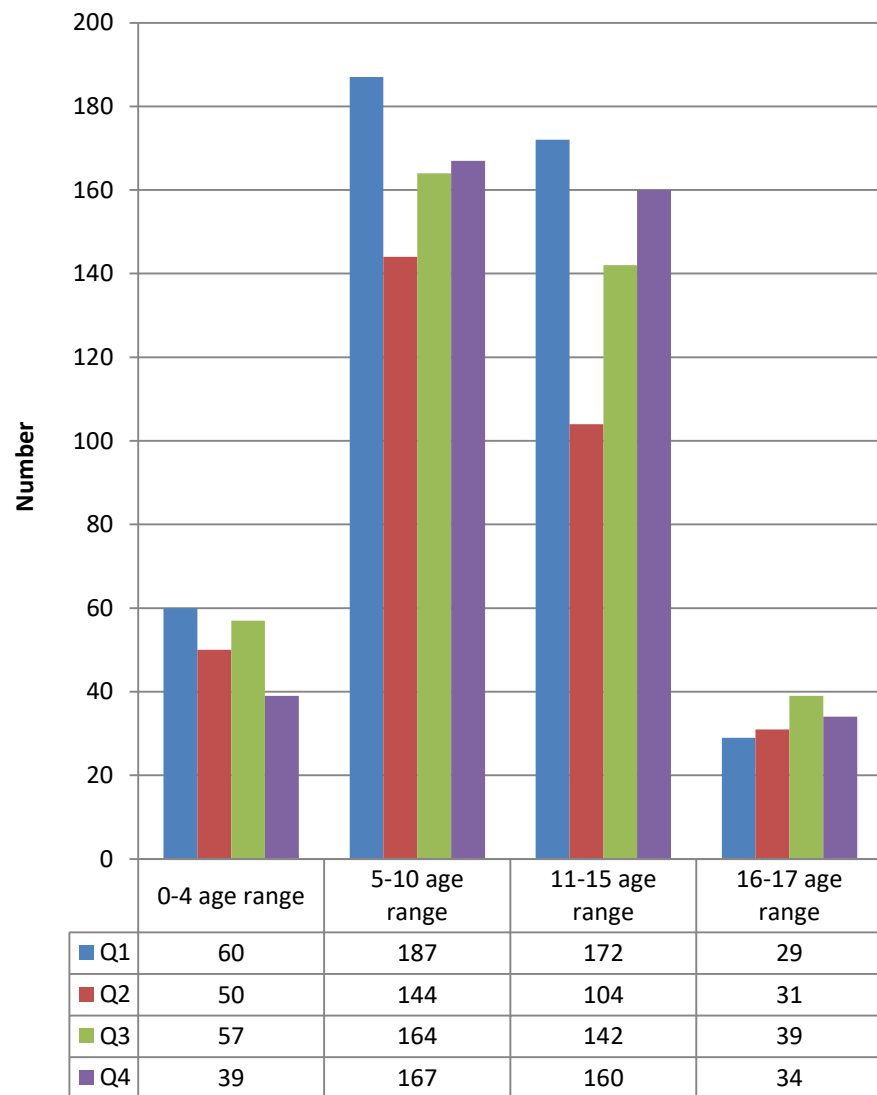


No. of Parents Referred

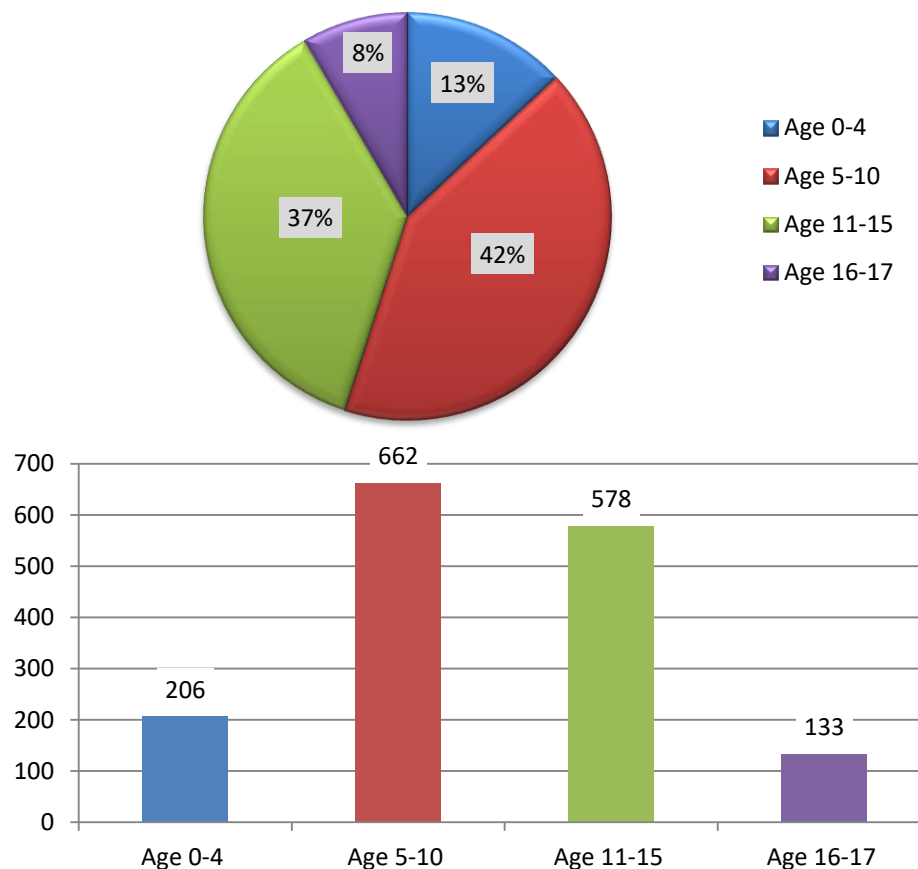


How much did we do?

Performance Measure 2: Children Referred by Age Profile 2019/20



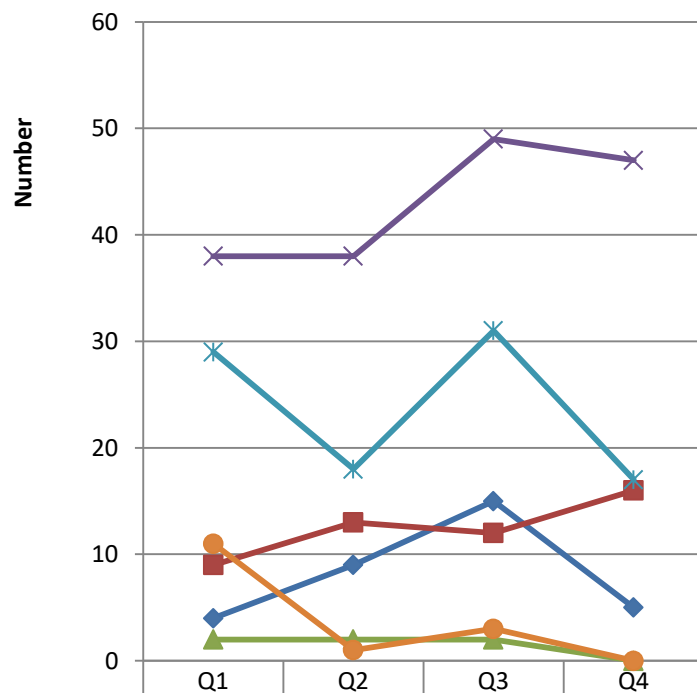
% Children Referred by Age Profile



*Please note: As well as 1579 children referred an additional **541** children benefitted as they were part of the families referred.*

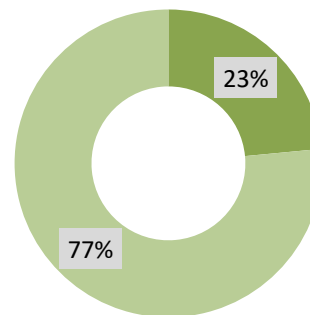
How much did we do?

Performance Measure 3: Children with a Disability Referred - 2019/20



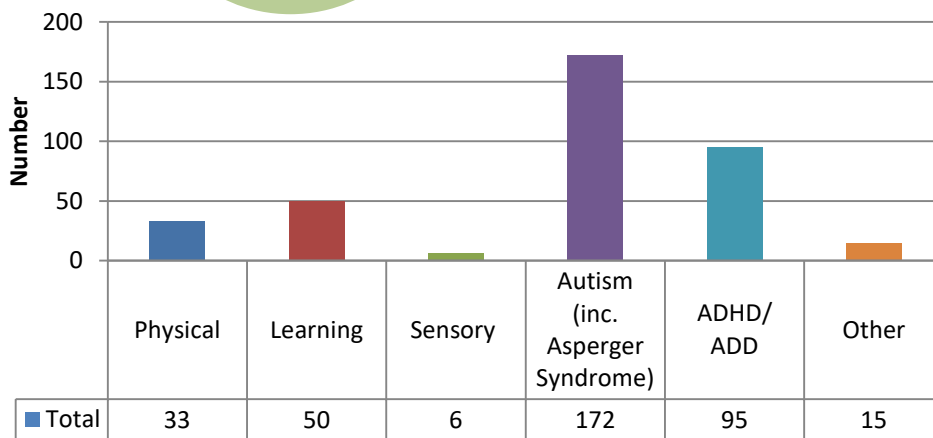
Physical	4	9	15	5
Learning	9	13	12	16
Sensory	2	2	2	0
Autism (including Asperger Syndrome)	38	38	49	47
ADHD/ADD	29	18	31	17
Other (e.g. Acquired Brain Injury) Please specify:	11	1	3	0

Children Referred with a Disability 2019/20



■ Total Children with a Disability (No=371)

■ Total Children Referred without a Disability (No = 1208)

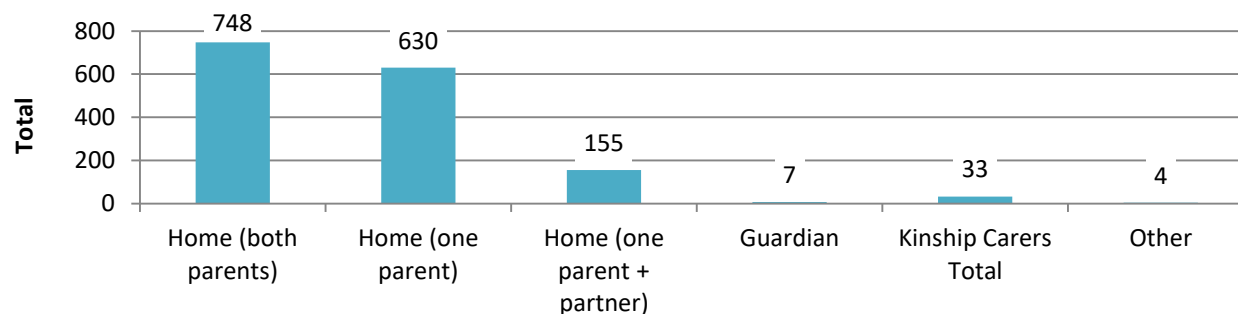
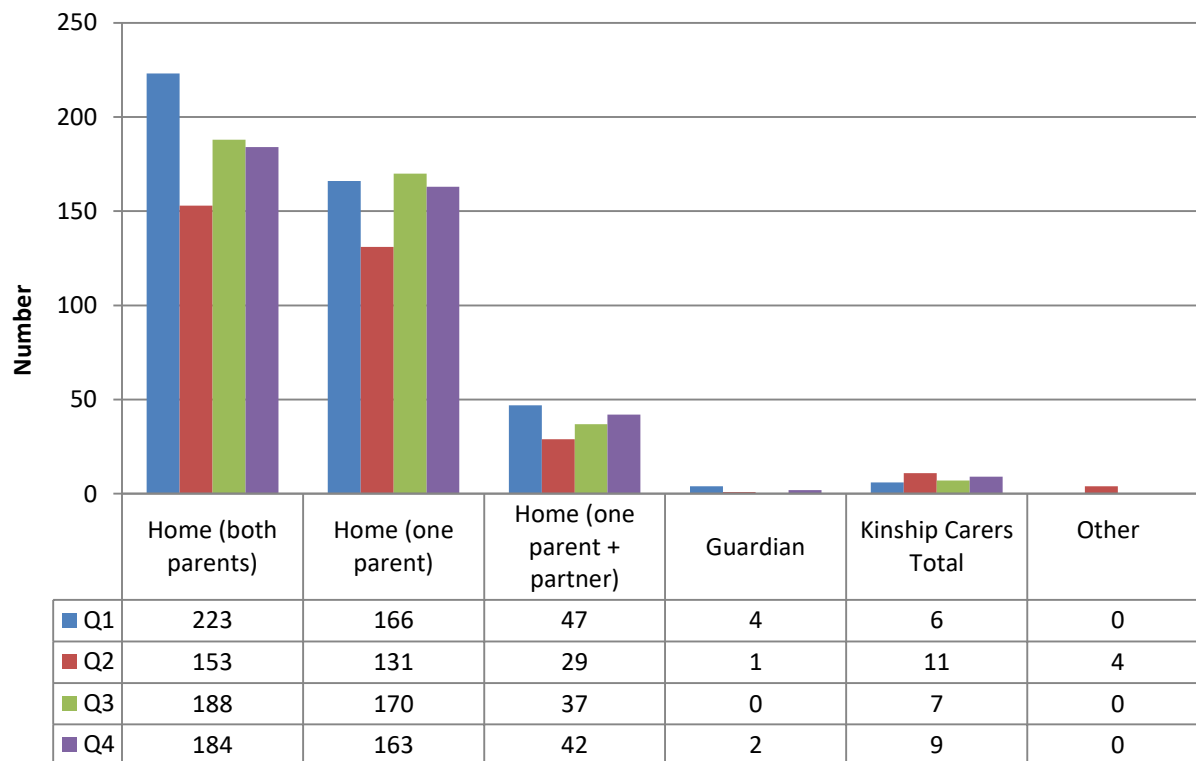


Throughout 2019/20, Children with **Autism** had the highest number of referrals throughout NHSCT.



How much did we do?

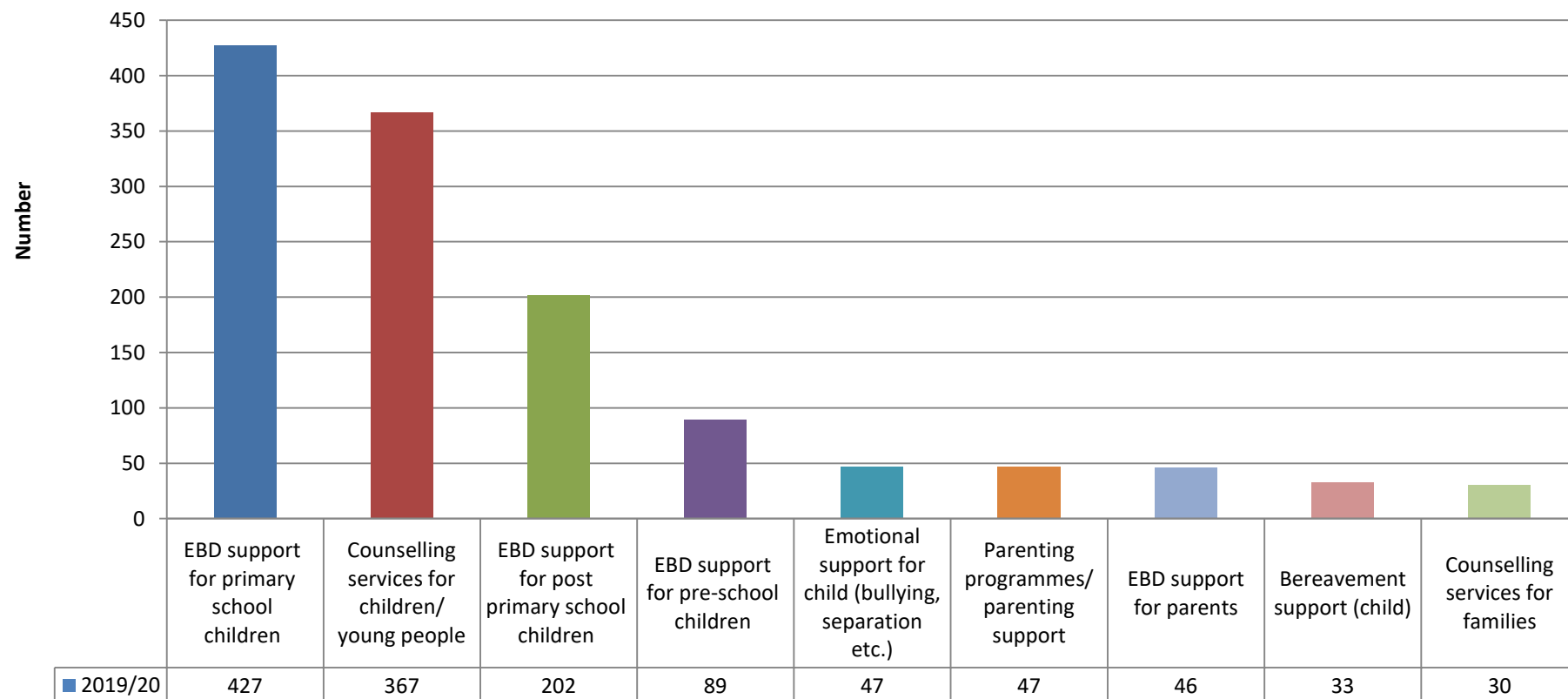
Performance Measure 4: Household Composition – 2019/20



In the Northern area the household composition Home with both parents (**748**) has the highest referrals, with One parent families (**630**) second highest in 2019/20. There is a decrease in one parent plus partner from 195 to **155** in 2019/20. With Guardians a slight decrease from 12 to **7**, Kinship Carers increased from 21 to **33** and Others **4**.

How much did we do?

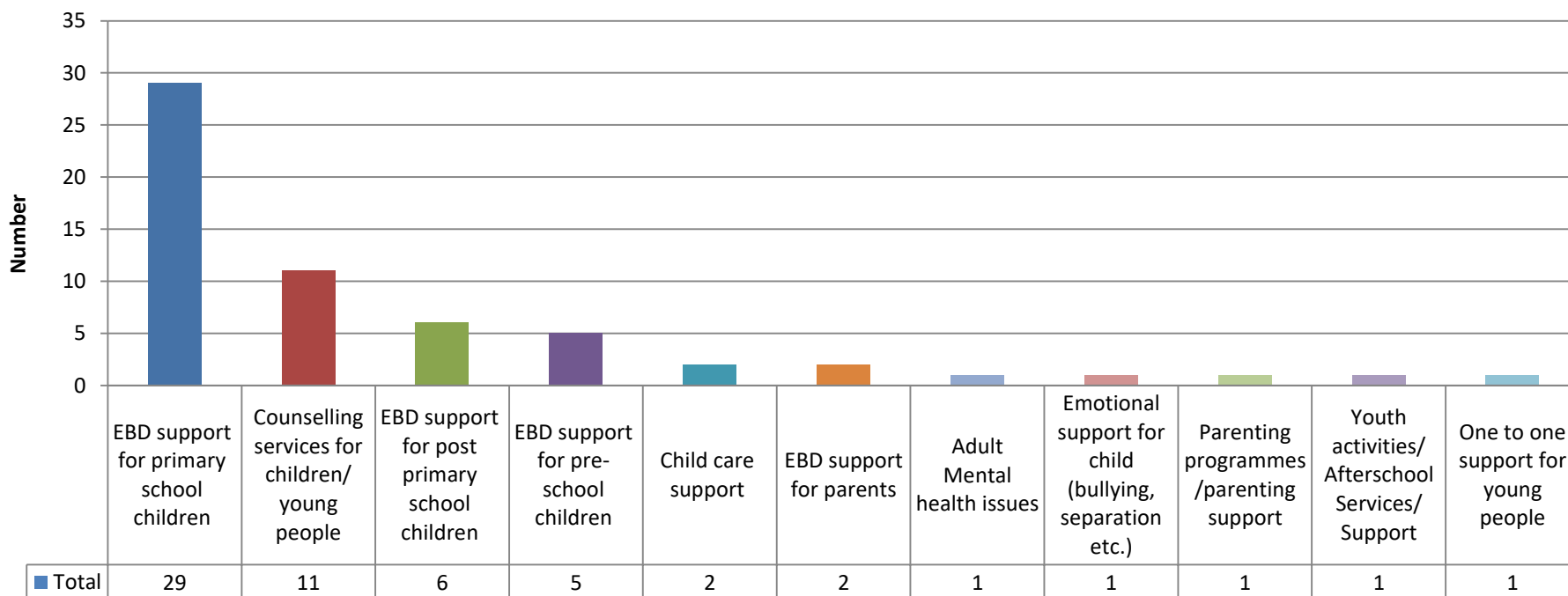
Performance Measure 5: Main Presenting Reasons for Referral - 2019/20



The main reason for referrals were **Emotional Behaviour Difficulty (EBD) for primary school age children at 427** in 2019/20, which is the top reason in the regional report. This is followed by **Counselling services for children/young people at 367** and **EBD post primary school children at 202**. EBD for pre-school children are also in the top nine reasons in the Northern area at **89**.

How well did we do it?

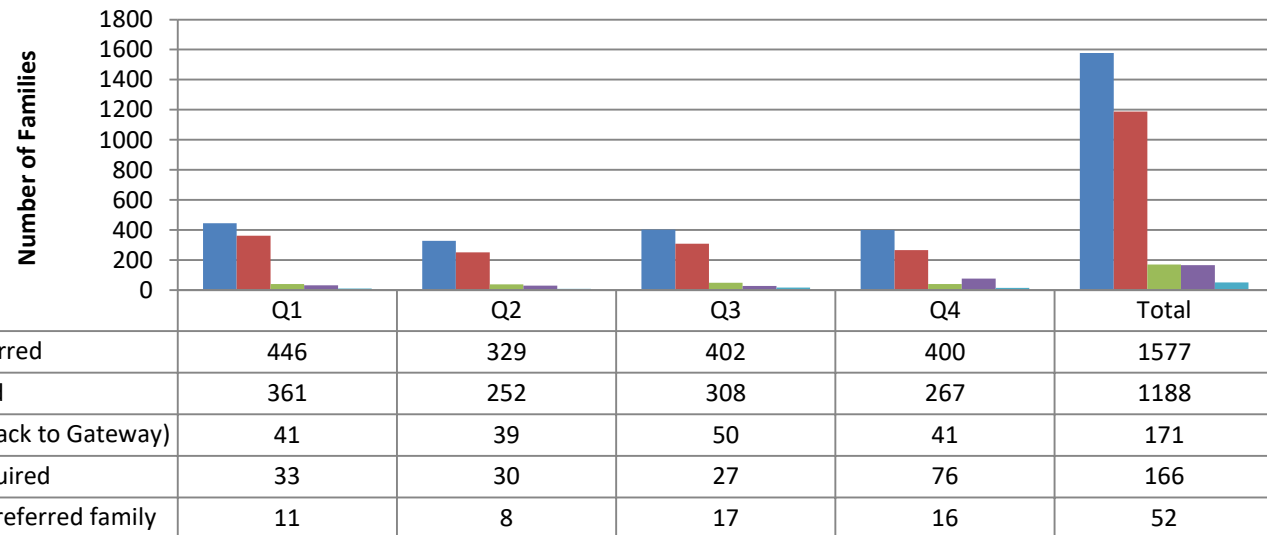
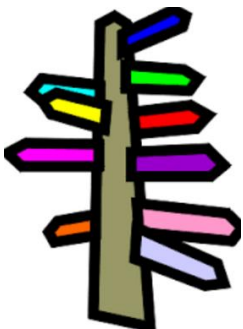
Performance Measure 6: Main Presenting Reasons Unmet - 2019/20



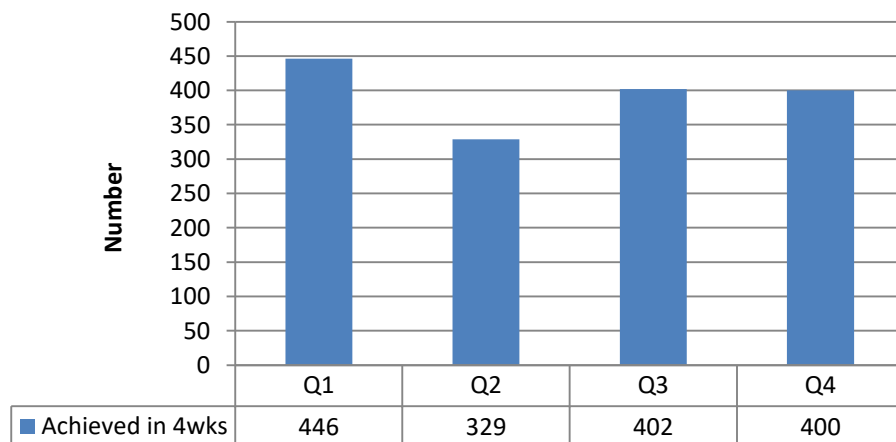
Emotional Behaviour Difficulty (EBD) for primary school age children was the highest unmet need in 2019/20, in the Northern Area. This is followed by **Counselling services for children/young people** and **EBD post primary school children**. **EBD for pre-school children** was also an unmet need.

How well did we do it?

Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2019/20



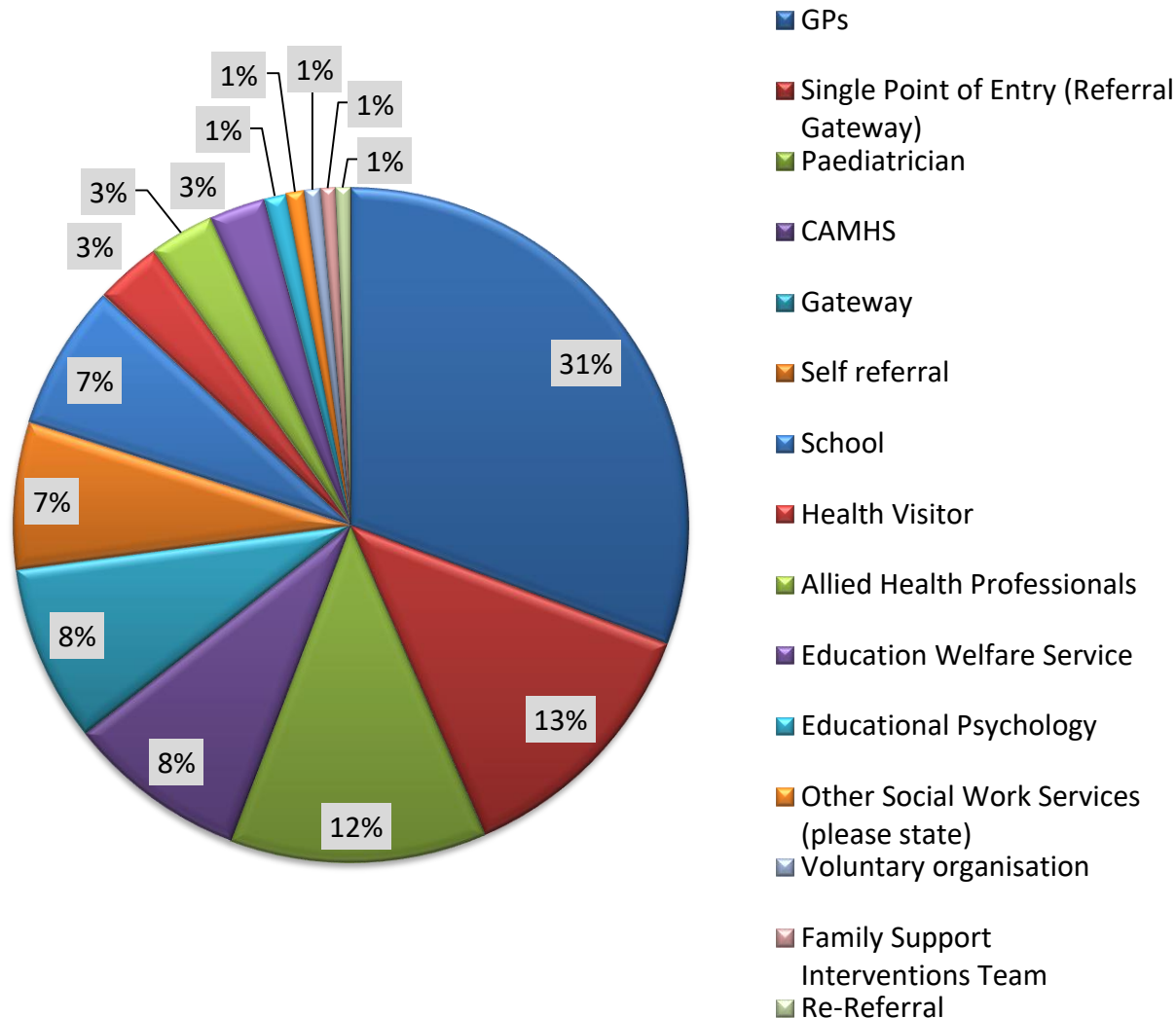
Performance Measure 7: Outcome 4 weeks achieved / Not Achieved – 2019/20



All the referrals to Hubs were processed within 4wks in the Northern Area. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

How well did we do it?

Performance Measure 8: Total Percentage of Referrals by Referral Agency – 2019/20



In the Northern Area **GPs** are the largest key referrers with **31%**.

This was followed by SPOE (Referral Gateway) at **13%**, Paediatrician at **12%**, CAMHS and Gateway at **8%** and Self-referral and Schools at **7%**.

How well did we do it?

Performance Measure 10: 10 Standards Fully Implemented – 2019/20

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

All 5 Hubs in the Northern Outcomes Group area have implemented the 10 Standards and have action plans in place to further develop the Hubs to ensure access to services for families.

This includes awareness raising events and identifying services in the community that can provide timely support for children, young people and families.

Family Samples

Case Study A

Jillian has a three-year-old son, Cathal*. After recently splitting with Cathal's dad, Jillian started to struggle to pay bills and put food on the table, particularly during coronavirus where she has been furloughed from her work. Having attended another Action for Children service, her worker got in touch with the Family Support Hubs to see what additional support she could be offered.*

"I wouldn't have had any way to even make hot dinners."

Jillian*, has a three-year-old son, Cathal*. She had been attending another Action for Children service with Cathal for a few months before coronavirus. Just as the lockdown came into place, her and Cathal's dad decided to split. She said: "I have known about Action for Children for a while and knew the Family Support Hubs could maybe help. They were there to offer me any help I might need and it was really nice." Having been together for seven years, the pair realised their relationship wasn't working and decided to split amicably to do the right thing for their son. They split just as lockdown happened and her ex-partner moved out. However, Jillian wasn't prepared for the change to be so drastic as soon she was furloughed from work and started to worry about how she would pay the bills.

"I had only just gotten employed in my job in the middle of March and then I was getting no shifts. My partner had always managed the bills but now I am having to. So when my worker got in touch and said I could get financial support as well as practical support, I was so grateful. The Action For Children emergency fund accessed through the Family Support hubs means my oil and electric is paid hopefully to the end of lockdown. "It also meant that I could buy new pots and pans as all of mine were broken or the metal was coming off at the bottom. I was worried about cooking with them because of that, in case the chemicals would poison the food. Without that money, I wouldn't have had any way to even make any hot dinners. "Any money I do have, I can put that aside and budget it to stretch me right through to the end of this. I was trying not to worry before, but this has just meant a weight has been lifted off. "We are quite happy and settled now too. I don't have to worry or feel bad. I can breathe and just focus on being with Cathal and being the best mummy for him." The Family Support Hubs will be there should you need any further support or a listening ear.

*names have been anonymised

Case Study B

M has three children with her husband G. However for the last seven months dad has been fighting for his life after a serious fall while at work. Here M tells the story of what happened and how the support from the Family Support Hubs provided with her a lifeline.

"I didn't expect a knock at my door to change my life."

M's husband had a serious fall at work resulting in him being hospitalized and in a coma for several months. He was in hospital throughout the Christmas period. M advised, "after Christmas, my son started self-harming. M said: "I had noticed marks on his arms but he said it was nettles from when he was out playing. I kept an eye on him and one day him and his sister were arguing and I spotted more. "Then his sister told me. She had been waiting outside the bathroom door every time he went in to make sure he didn't hurt himself badly. His sisters were on eggshells around him. He was crying out for help because he just didn't know how to deal with everything." M was referred to CAMHS by her doctor and while receiving support for his self-harm, M was also referred to the Family Support Hub where she received more support in finding other specialist charities that could support the whole family. She said: "He got counselling once a week and then when Covid hit, he continued to get that support. "The support worker at the Family Support Hubs helped me find support for us all around understanding the brain injury. I even got six weeks of support. "That support just means everything. It is a pure lifeline. I've started to get my son back and he will talk more. He said to me one night, 'mum you never cry'. He had never seen me upset because I didn't want them to see that. But he was too scared to ask why I wasn't sad. "Now he talks to me and his sister isn't waiting scared outside the bathroom door anymore. I have a very different wee boy now. He was trying to think like an adult, but he is just a child." Before dad's accident, he had been self-employed while M worked part time. After his fall, the family had survived off savings and M's part time income. But they were beginning to struggle, so she went back to work. Then coronavirus hit, and her work closed. M said: "We were barely surviving on the little income we had left. "And then out of nowhere, my Family Support Hubs worker called and asked if I needed anything. She got me shopping and electric and suddenly it was all falling into place. I was a bit embarrassed at first, I've worked since I was 12 and I never expected to ever need help. "We own our house and we always had jobs. It was my pride. But then when the food came and the bills were covered, I just sat and cried. It is just so lovely that someone has done something like that for me and my family. "I didn't expect a knock at my door to change my life, and if it wasn't for the likes of the Family Support Hubs helping me get the counselling and the financial support, I don't know. I have a safety net now that I never had before. That's what the Family Support Hubs has provided me with, a safety net."

Feedback from Families

Case Study C

Comments from parents helped by the Northern Family Support Hubs

“I am incredibly grateful and glad I am now receiving some help and will continue to do so with emotional support to be offered through the Family Support Hubs for my family. It has lifted a weight off me knowing I now have the essential items to support my family while awaiting benefit system to come through to support us at this difficult time. Thank you very much”.

Another parent wrote “The funding meant so much to our family and we really appreciated all the support offered. I am so glad I am now receiving support as so many doors were closed on my face because my circumstances were not meeting agencies criteria”.

“The woman who I was in contact with me was just amazing. So helpful and just someone who listened to me completely. Very understanding of my worries about my child and extremely helpful.”