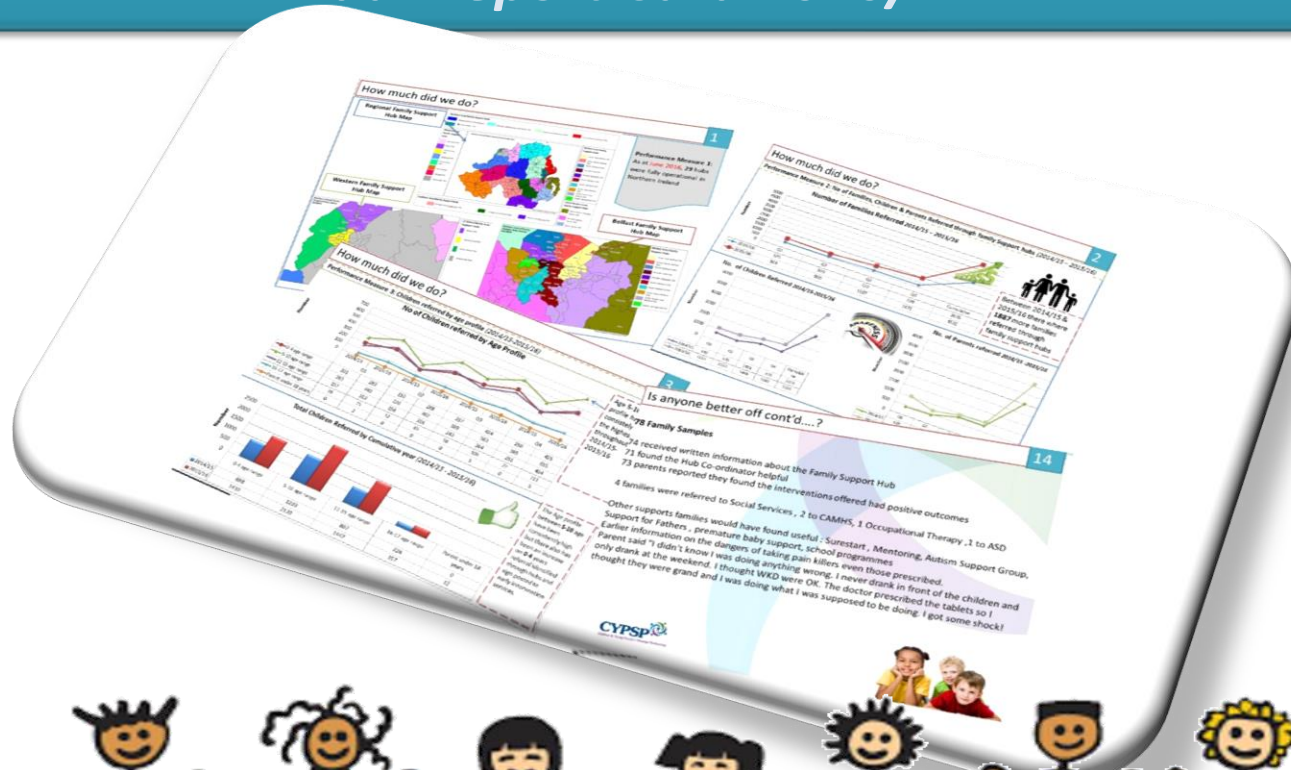


NHSCT Family Support Hubs Report Card

Annual Report Card 2020/21

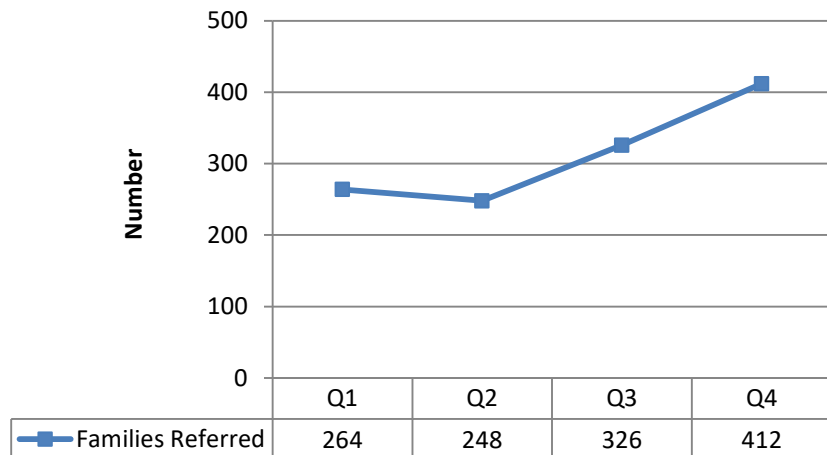


July 2021

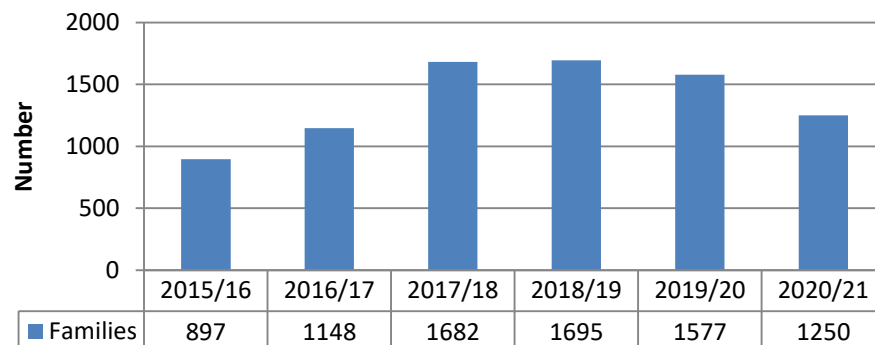
How much did we do?

Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2020/21

No. of Families Referred - 2020/21

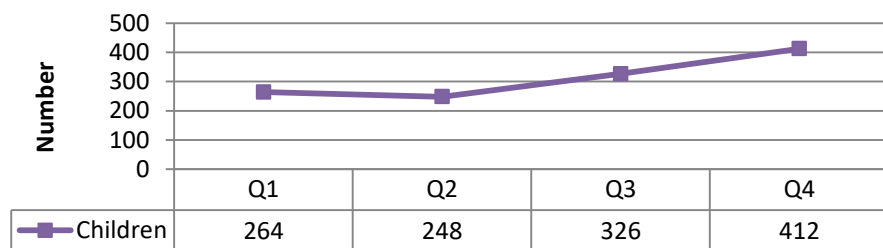


No. of Families Referred

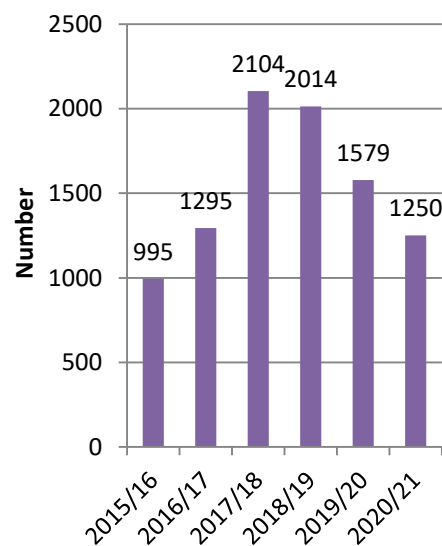


Throughout 2020/21 there were **1250** families referred through family support hubs and 89 Telephone/Advice only calls. This was a decrease from last years total of **1577** families.

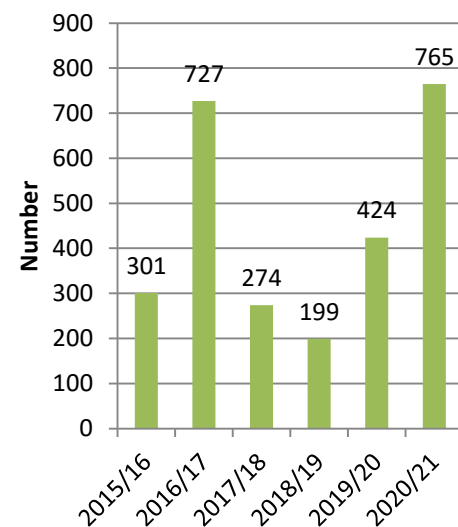
No. of Children Referred - 2020/21



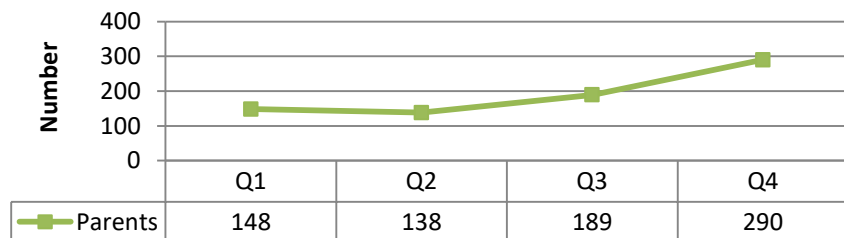
No. of Children Referred



No. of Parents Referred

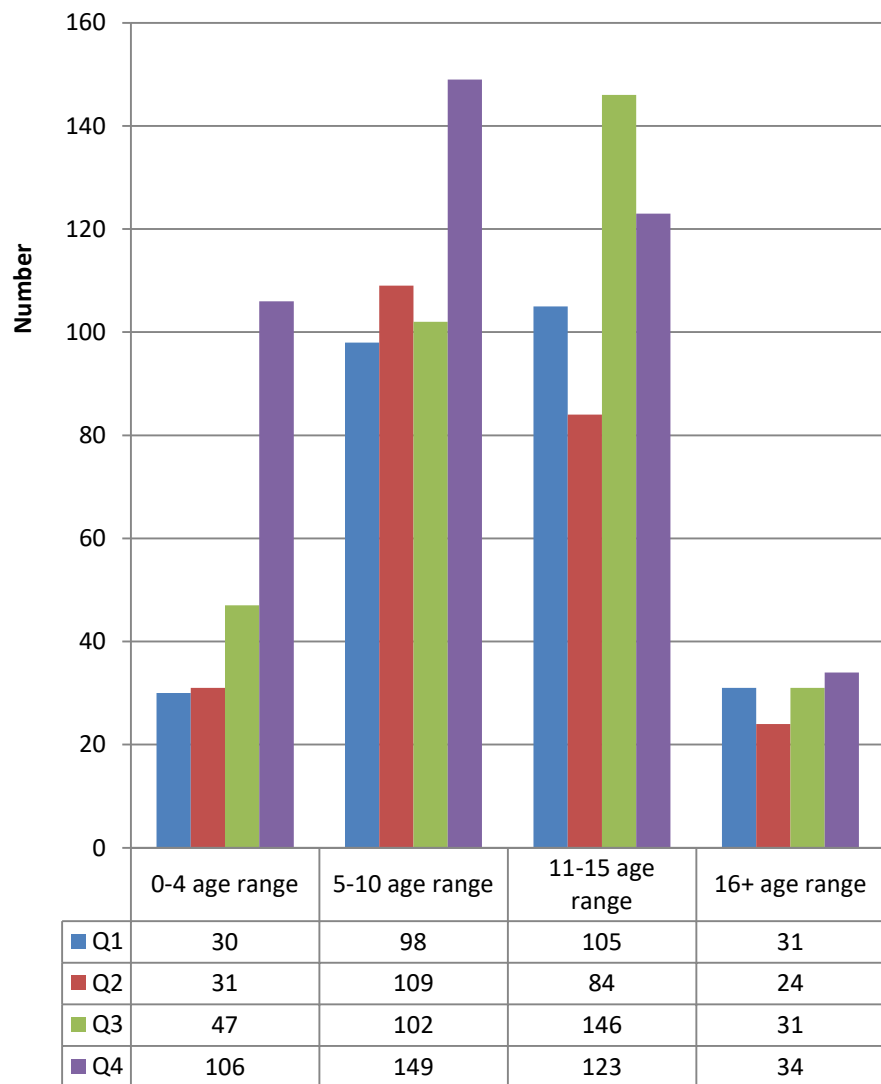


No. of Parents Referred - 2020/21

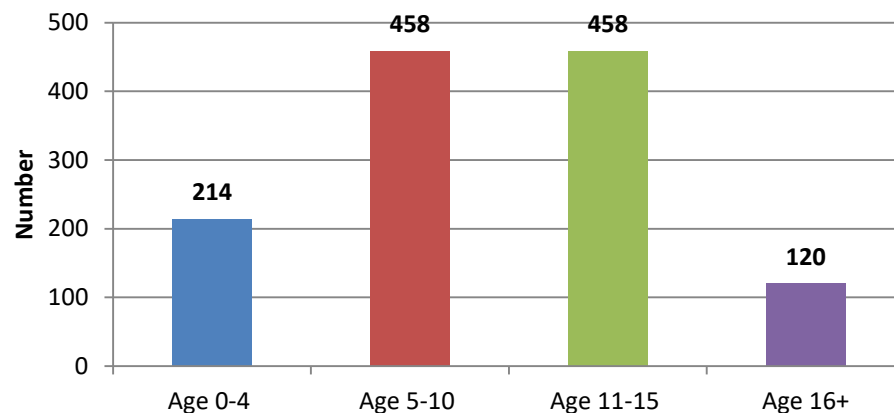
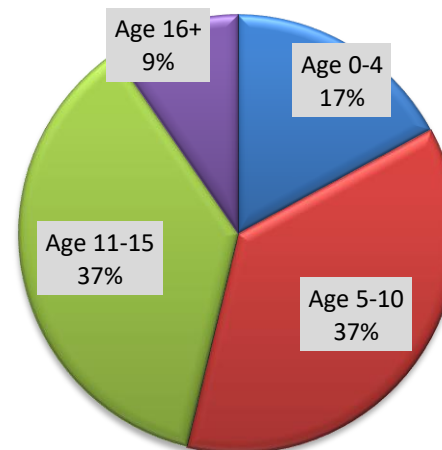


How much did we do?

Performance Measure 2: Children Referred by Age Profile 2020/21



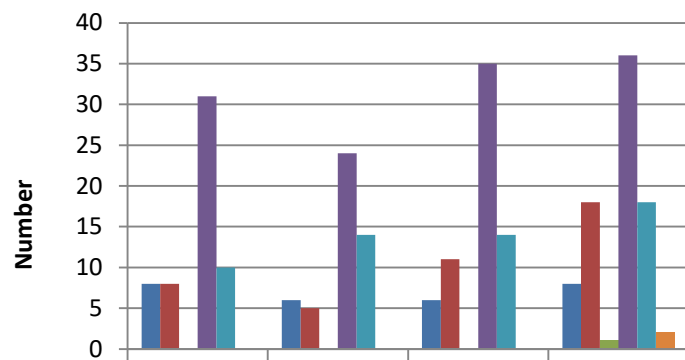
% Children Referred by Age Profile



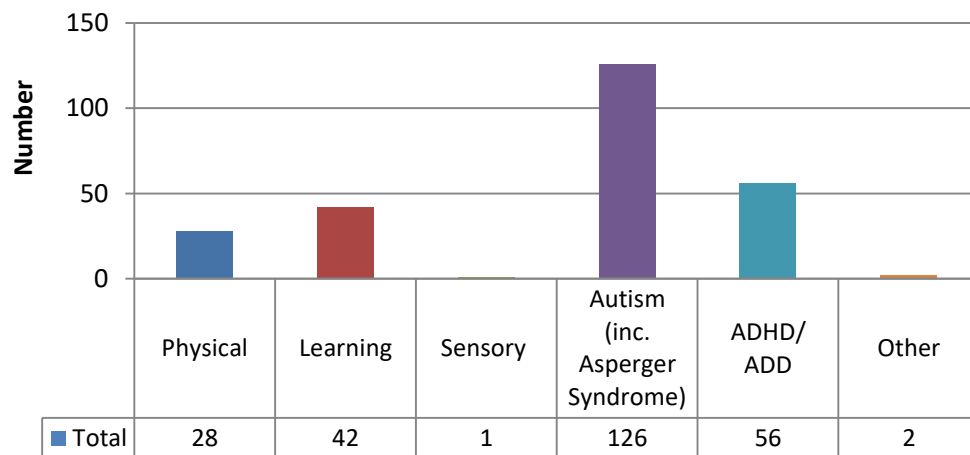
*Please note: As well as 1250 children referred an additional **771** children benefitted as they were part of the families referred.*

How much did we do?

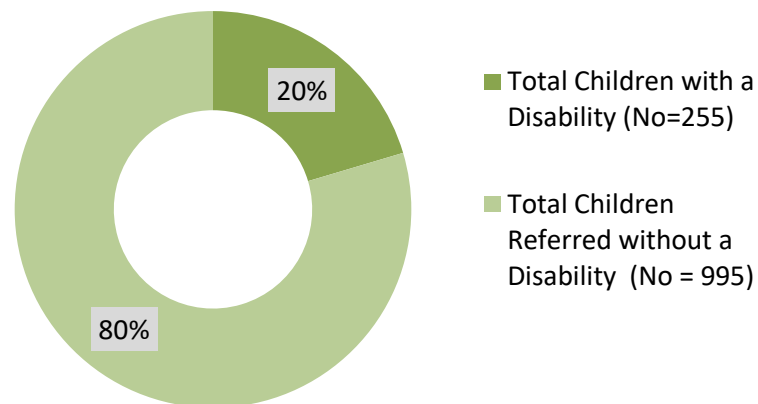
Performance Measure 3: Children with a Disability Referred - 2020/21



Physical	8	6	6	8
Learning	8	5	11	18
Sensory	0	0	0	1
Autism (including Asperger Syndrome)	31	24	35	36
ADHD/ADD	10	14	14	18
Other (Epilepsy; Body Dysmorphia)	0	0	0	2



Children Referred with a Disability 2020/21

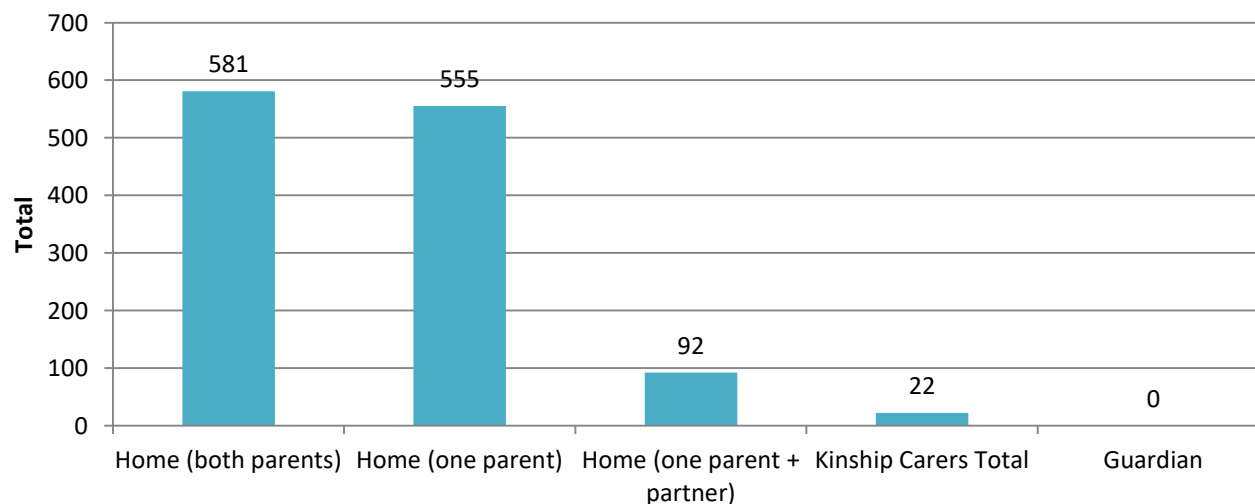
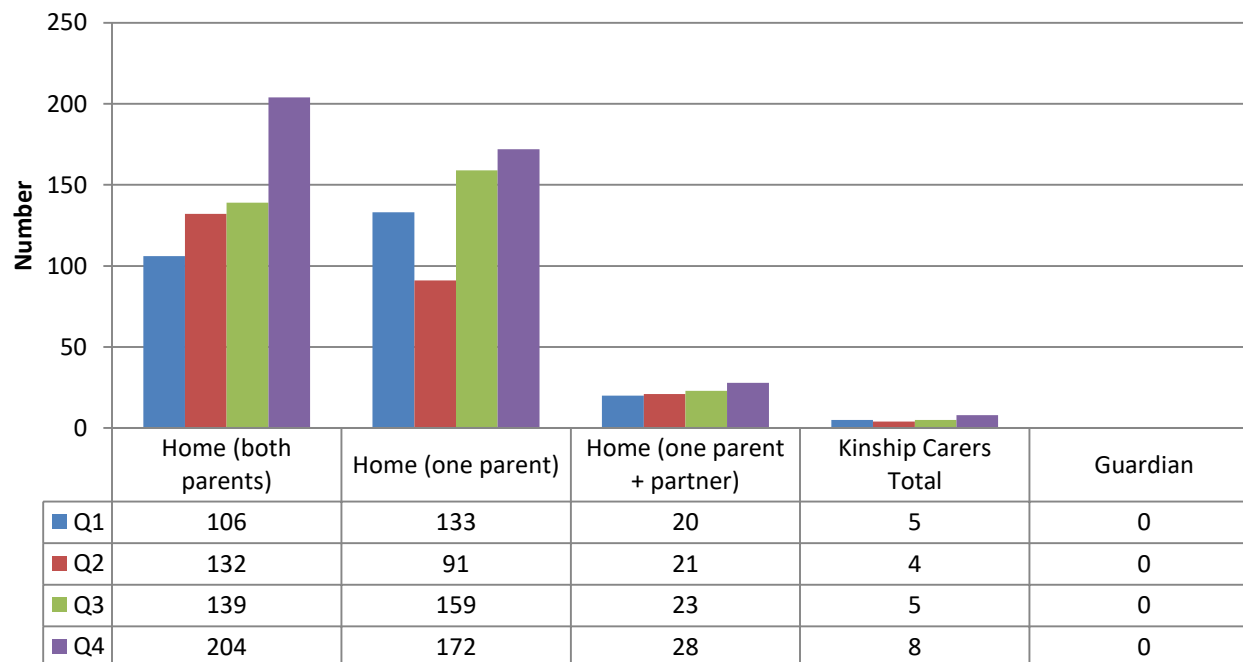


Throughout 2020/21, Children with **Autism** had the highest number of referrals throughout NHSCT.



How much did we do?

Performance Measure 4: Household Composition – 2020/21

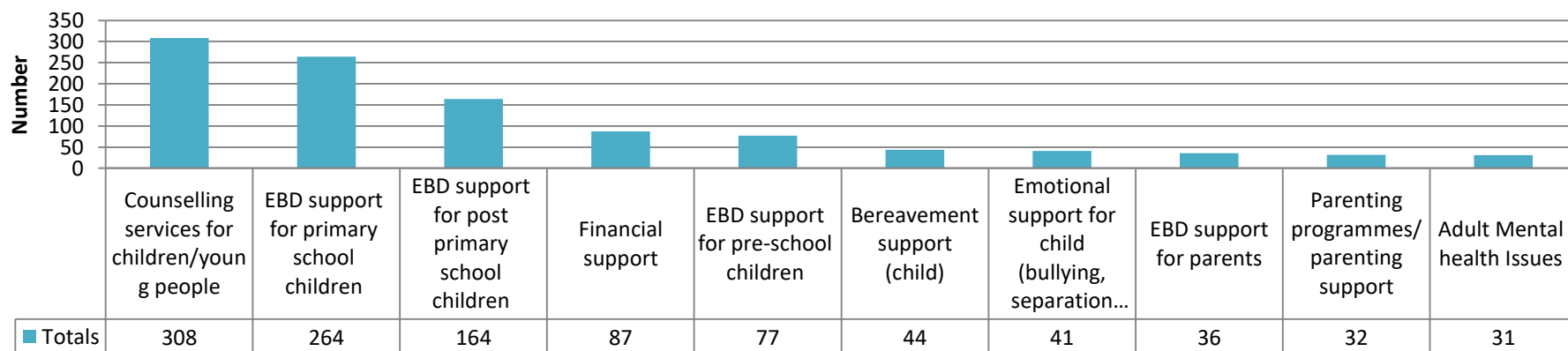
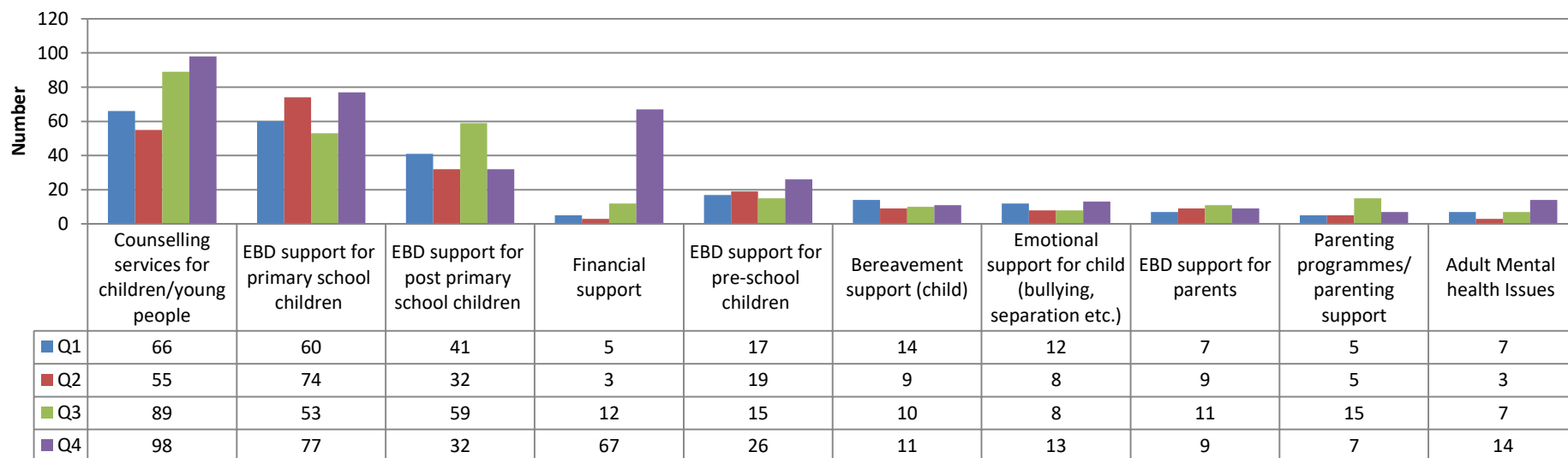


In the Northern area the household composition Home with both parents (**581**) has the highest referrals, with One parent families (**555**) second highest in 2020/21. There was a decrease in one parent plus partner from 155 to **92**, with Kinship Carers a slight decrease from 33 to **22**, and Guardians **0**.

How much did we do?

Performance Measure 5: Main Presenting Reasons for Referral - 2020/21

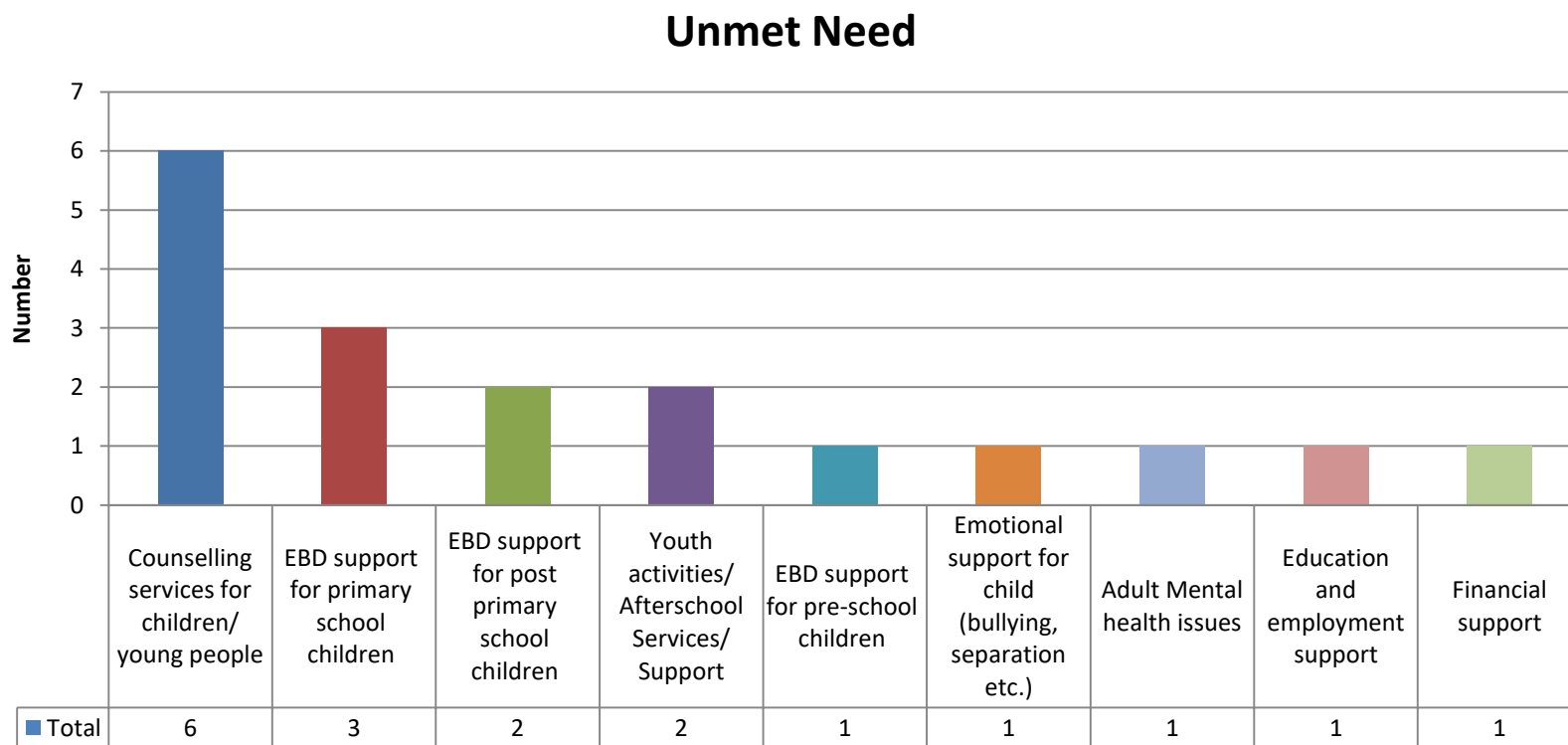
Top Ten Reasons for Referral to Hubs



The main reason for referrals were **Counselling services for children/young people** and **Emotional Behaviour Difficulty (EBD) for primary school age children** in 2020/21. This was followed by EBD for post primary school children, Financial Support and EBD for pre-school children.

How well did we do it?

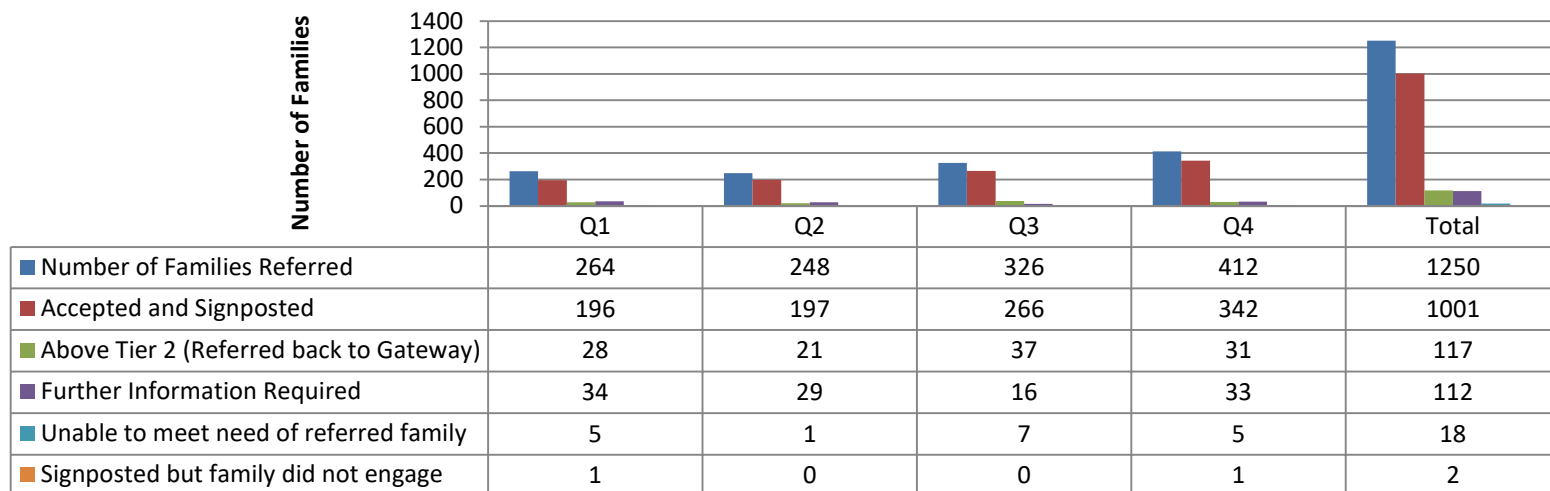
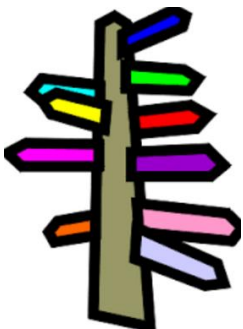
Performance Measure 6: Main Presenting Reasons Unmet - 2020/21



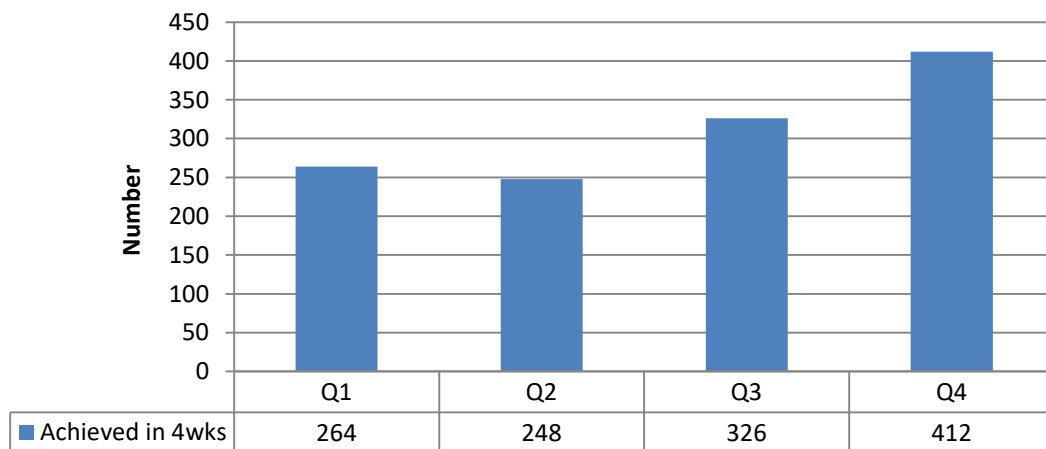
Counselling services for children/young people and Emotional Behaviour Difficulty (EBD) for primary school age children was the highest unmet need in 2020/21, the same as referrals. This is followed by **EBD post primary school children** and **Youth Activities/Afterschool Services**.

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- 2020/21



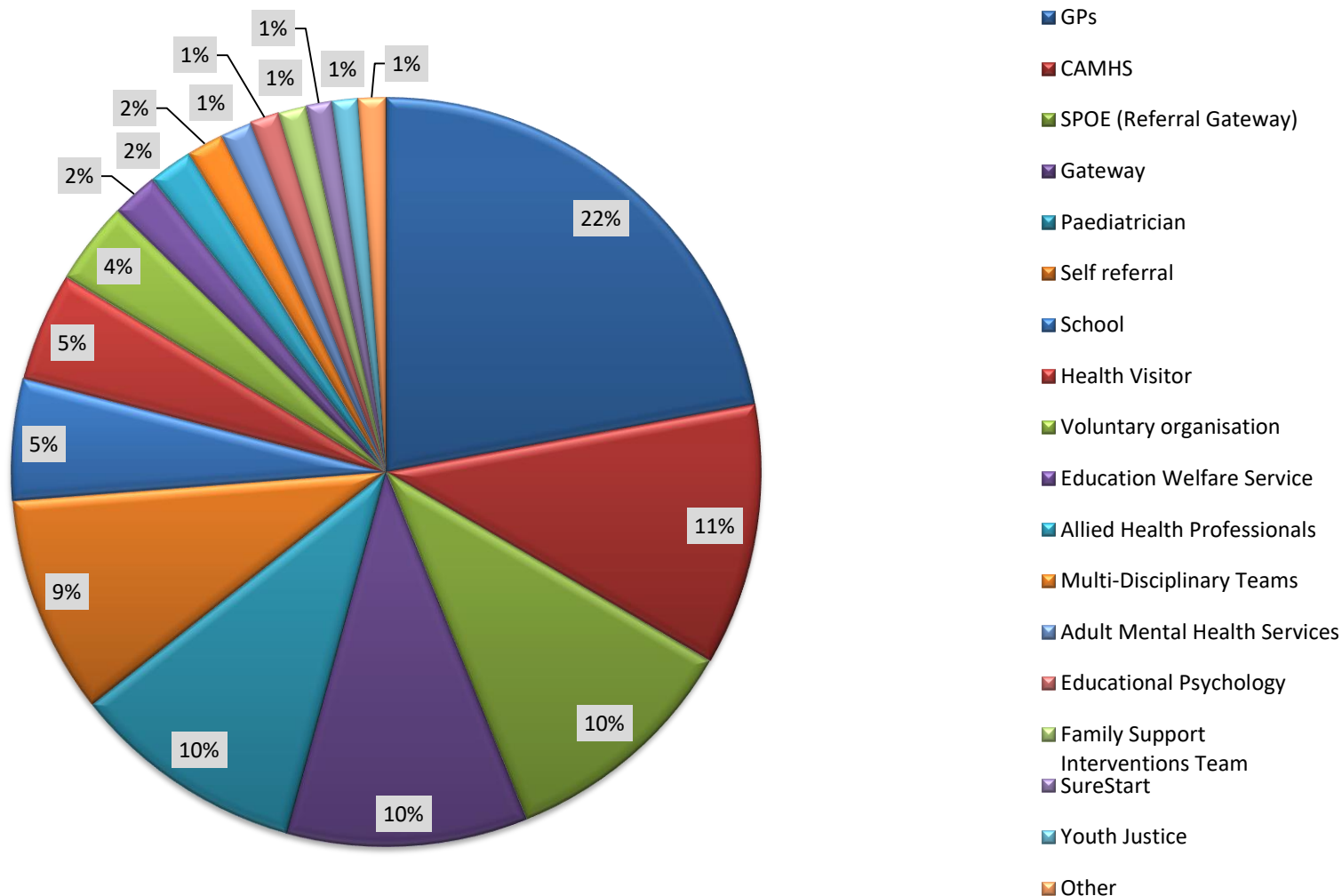
Performance Measure 7: Outcome 4 weeks achieved / Not Achieved – 2020/21



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 – 2020/21



In the Northern Area **GPs** are still the largest key referrers at **22%** in 2020/21 compared to 31% last year. This was followed by CAMHS at **11%** (8% last year) and SPOE (Referral Gateway), Gateway and Paediatricians all at **10%** (13%, 8% and 12% last year respectively), with Self-referral at **9%** (7% in 2019/20).

How well did we do it?

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

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

'I had previously used the Family Support Hubs and had misplaced their details. While attending a local community group who facilitate a mother and toddler group over zoom, the support worker was talking about the Family Support Hubs and what support they could offer. I gave consent for my details to be passed on to the Hubs and them to contact me. I received a telephone call from the Family Support Hub the next day to assess my family eligibility and help identify the type of support they could offer me and my family. I found the practitioner that I spoke to extremely helpful and she kindly offered to complete the referral form over the phone which made the referral process easy for me and we discussed what support was available. She explained the process of the hubs while we chatted on the phone and helped put me at ease as I felt slightly embarrassed asking for financial support as I am usually a private person.

The Hub's were able to arrange support through counselling for my daughter who was struggling emotionally and also provided financial support for my family. My eldest son is autistic, so I have his daily needs, I don't get offered any support from anyone or any family members – it's just me and the kids. I was going through a bit of a hard time, and it just came at the right time, and it helped me out. It was nice to be offered some help and it provided me with a sense of relief that there is someone there to help.

I can't explain how thankful I am for the financial support alone as you don't know the weight that has been lifted of my shoulders – Thank you'