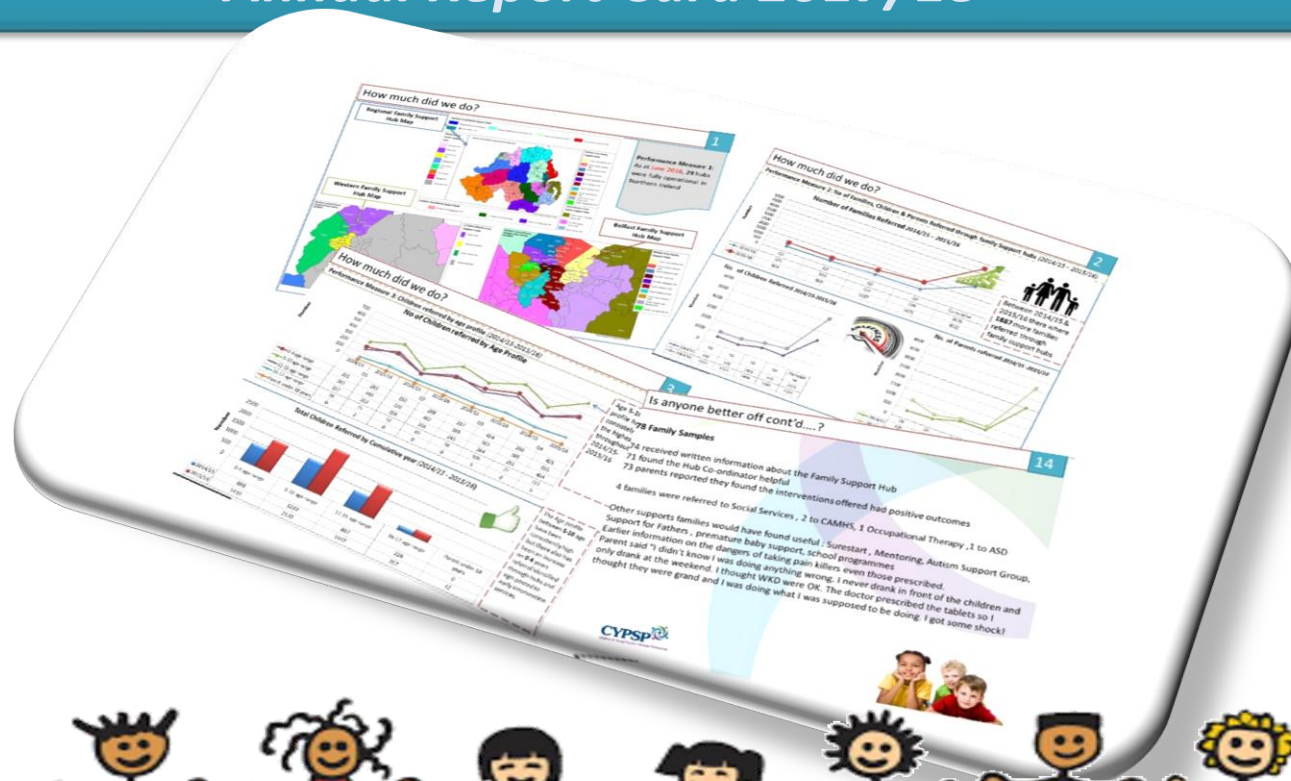


# WHSCT Family Support Hubs Report Card

*Annual Report Card 2017/18*



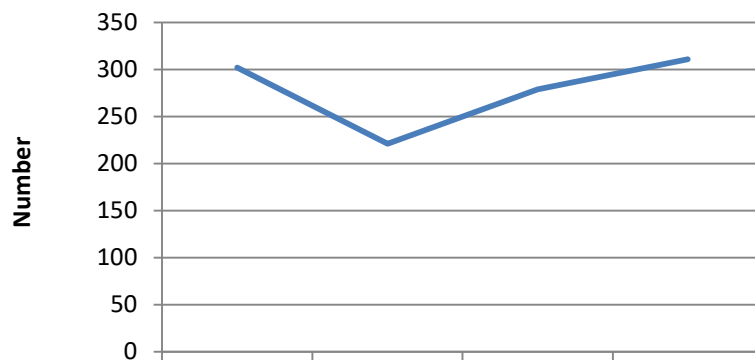
July 2018



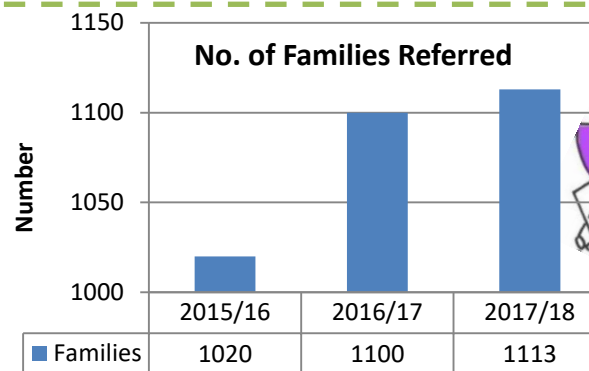
# How much did we do?

## Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2017/18

### Number of Families Referred – 2017/18



Number of Families Referred

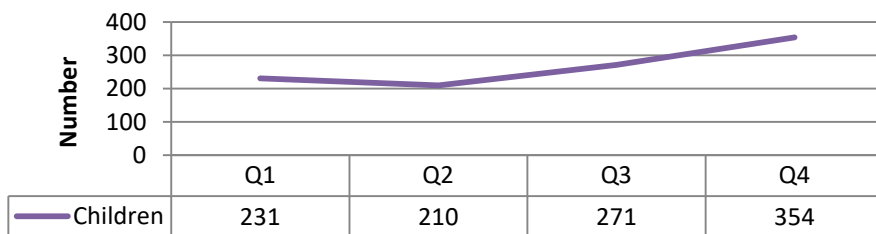


Number

Families

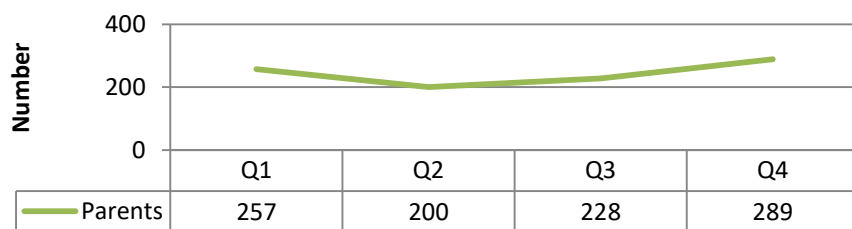
Throughout 2017/18 there were **1113** families referred through the Western area, which has been a slight increase in the past years.

### No. of Children Referred - 2017/18



Children

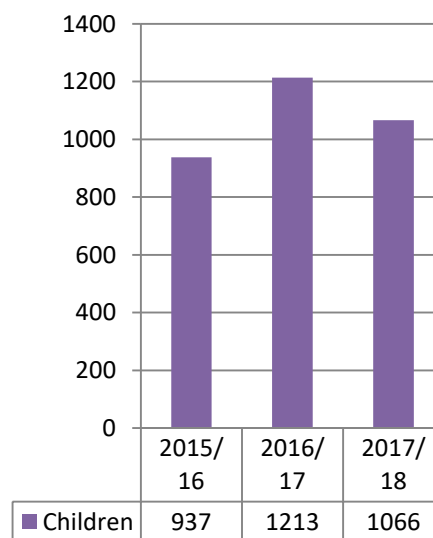
### No. of Parents Referred - 2017/18



Number

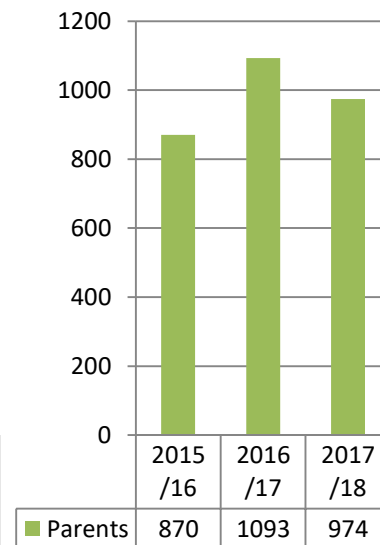
Parents

### No. of Children Referred



Children

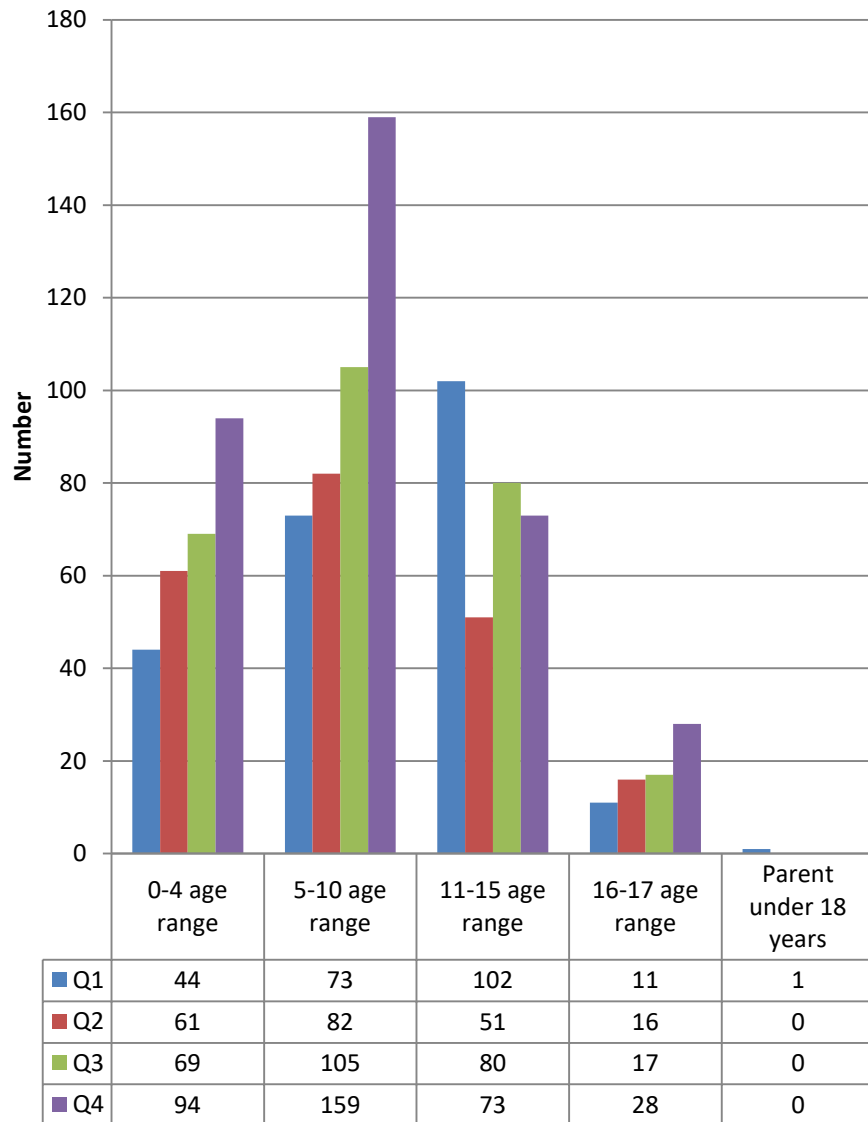
### No. of Parents Referred



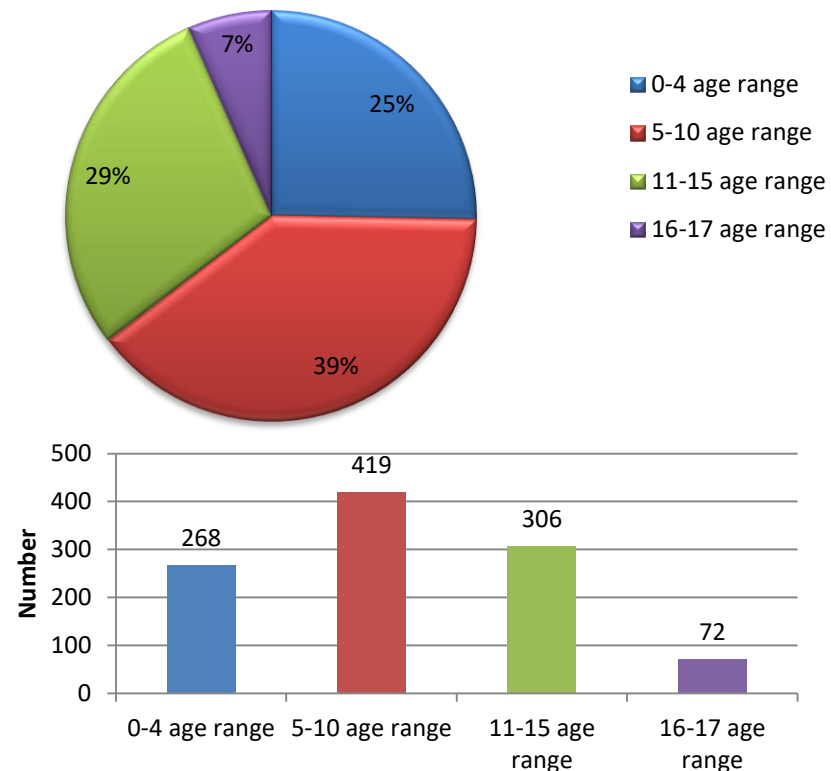
Parents

# How much did we do?

## Performance Measure 2: Children Referred by Age Profile - 2017/18



### % of Children Referred by Age Profile



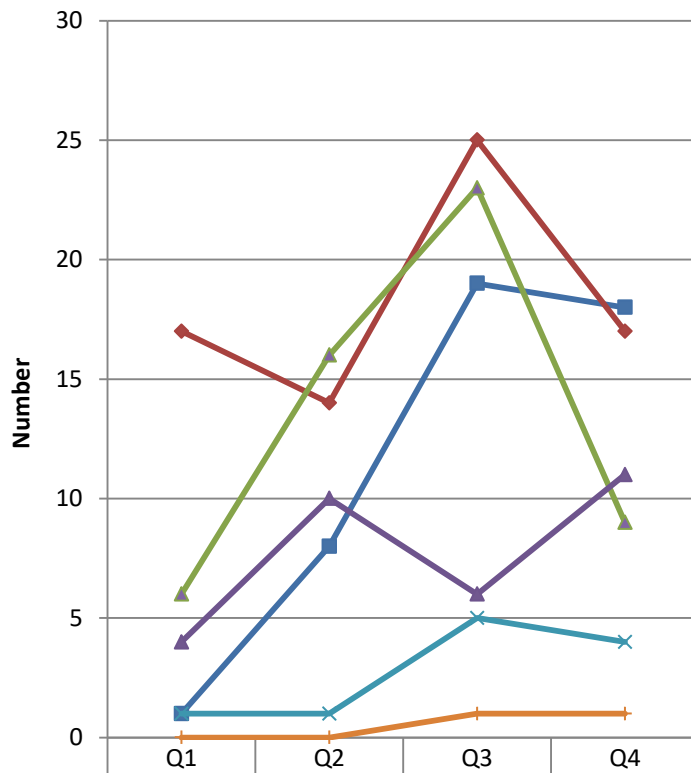
The 5-10 age range has been consistently the highest group referred in the Western area at 39% followed by the 11-15 age group at 29%. The 0-4 age group has increased to 25% from 22% in 2016/17.

# How much did we do cont'd....?

## Performance Measure 3: Children with a Disability Referred -2017/18

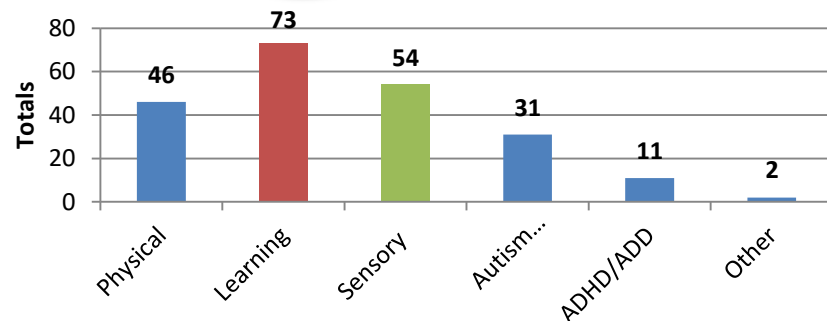
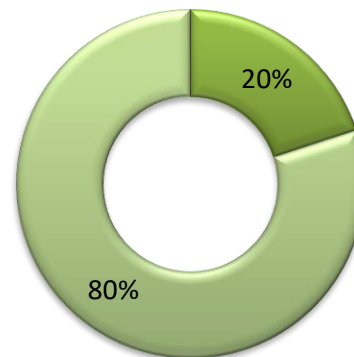
**Please note:**

Figures are low in Q1 as the three new disability categories did not come into operation fully until Q2.



	Q1	Q2	Q3	Q4
Physical	1	8	19	18
Learning	17	14	25	17
Sensory	6	16	23	9
Autism (including Asperger Syndrome)	4	10	6	11
ADHD/ADD	1	1	5	4
Other (e.g. Acquired Brain Injury) Please specify:	0	0	1	1

### Children Referred with a Disability

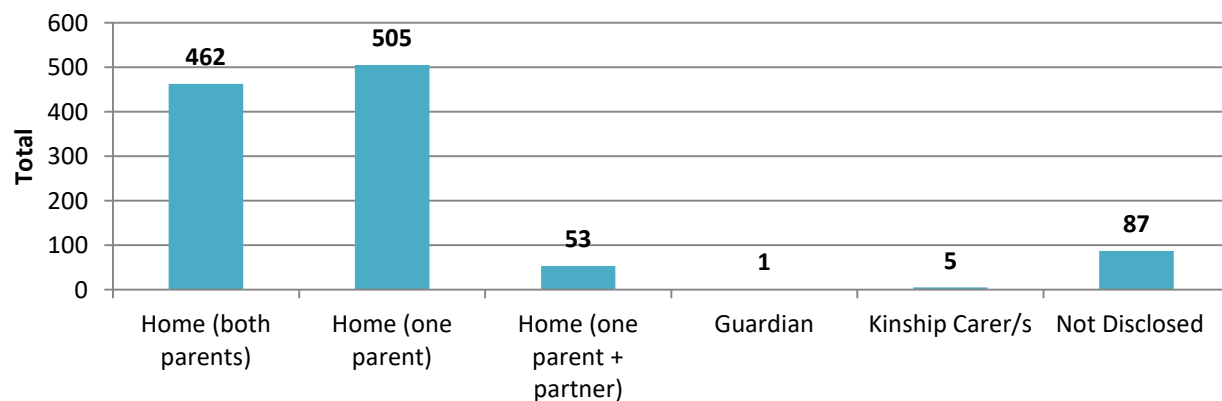
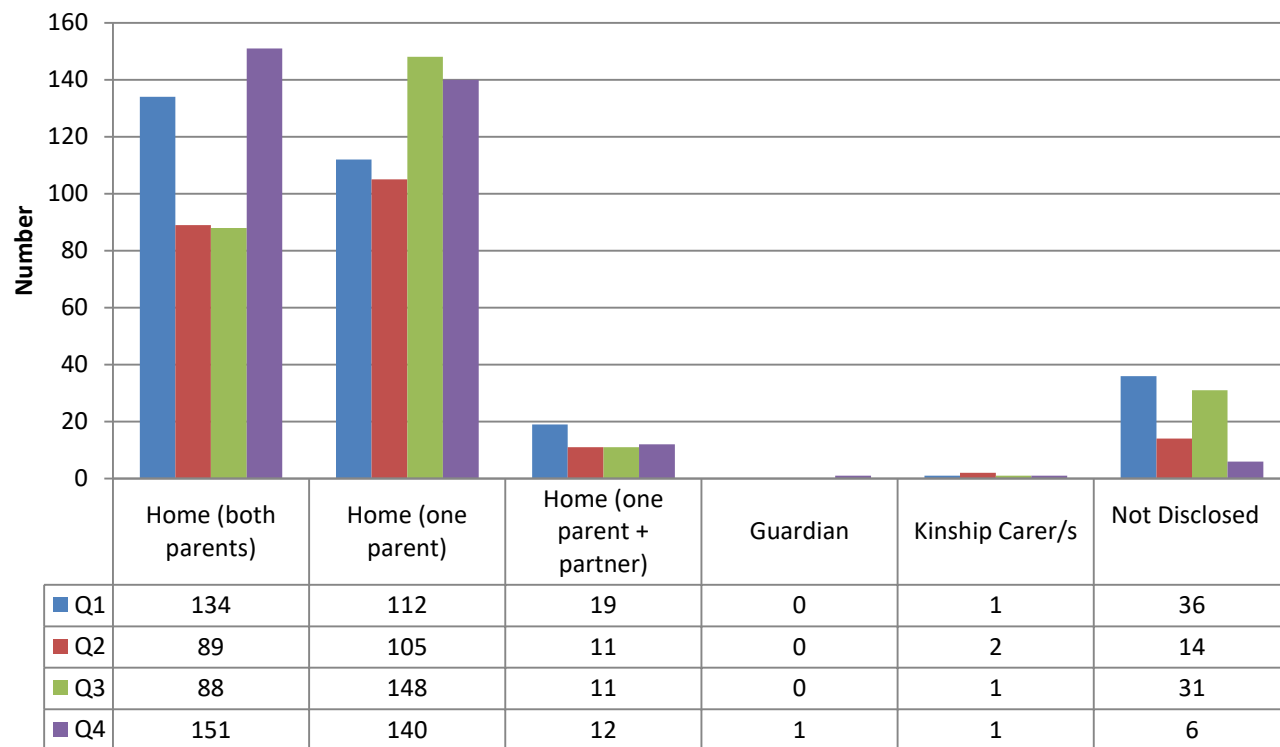


**Learning disability** had the highest number of referrals in 2017/18.



# How much did we do cont'd....?

## Performance Measure 4: Household Composition - 2017/18

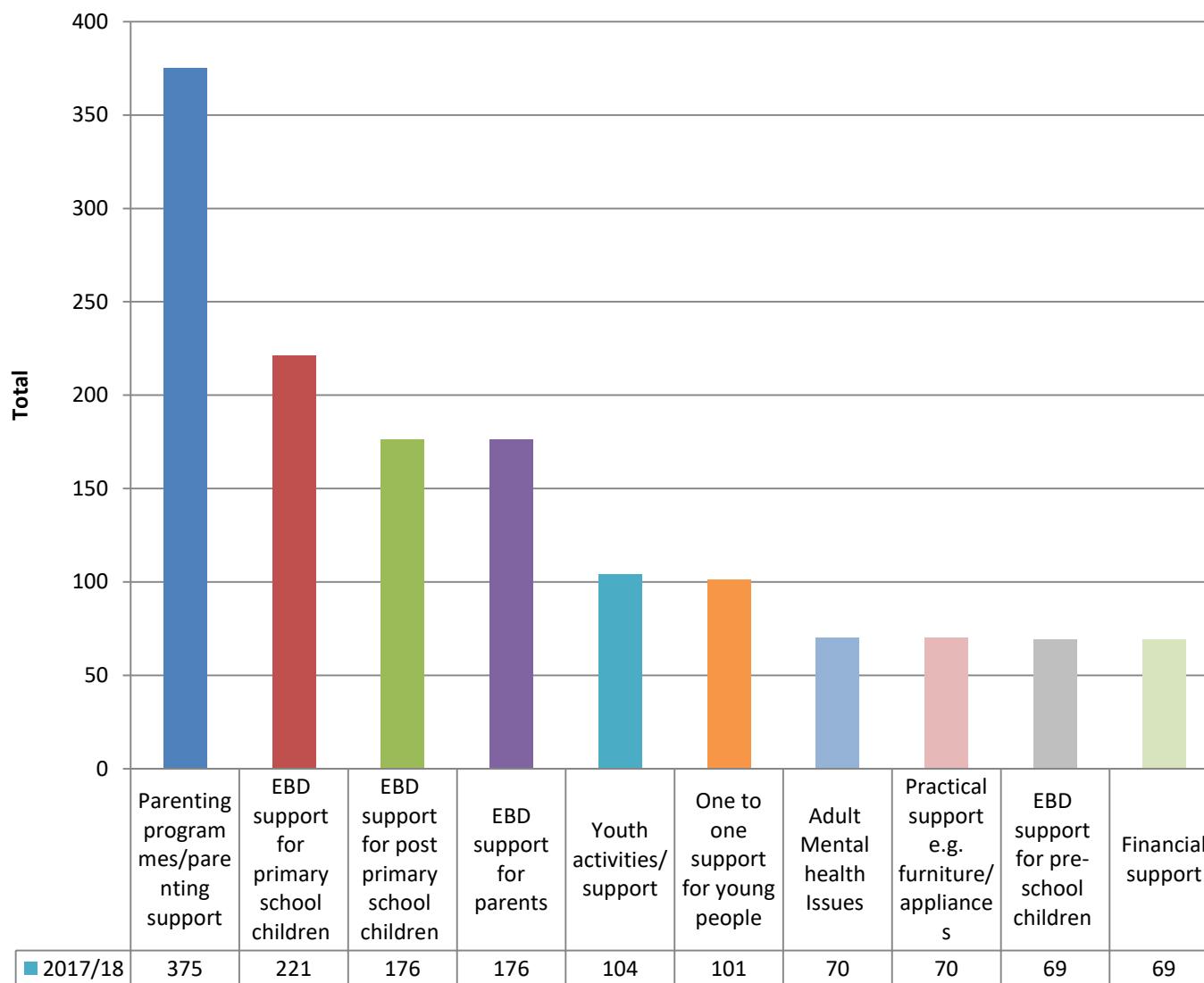


The largest group referred are **One parent families** which has a slight increase from **501** in 2016/17 to **505** in 2017/18. There were larger increases in home both parents up from **433** to **462** and a decrease in one parent and partner from **119** to **53**. Guardians decreased from **2** to **1** and kinship referrals from **10** to **5**.

# How much did we do cont'd....?

## Performance Measure 5: Main Presenting Reasons for Referral - 2017/18

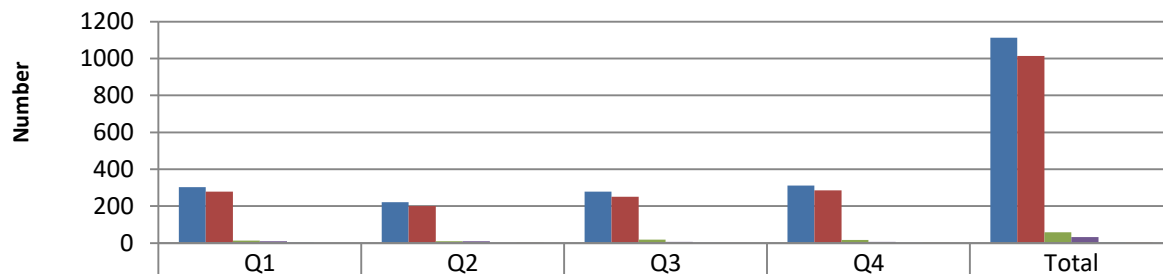
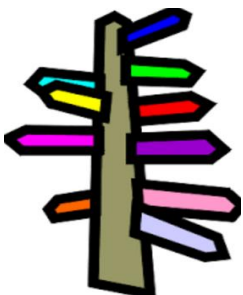
2017/18



The main presenting reason in 2017/18 for referral was **Parenting programmes / parent support at 375**, an increase from 2016/17. The second key reason for referral was **EBD support for primary school children at 221**. this was followed by **EBD support for post primary school children and for parents**. **Youth activities/support and One to one support for young people** were also main presenting reasons for referral.

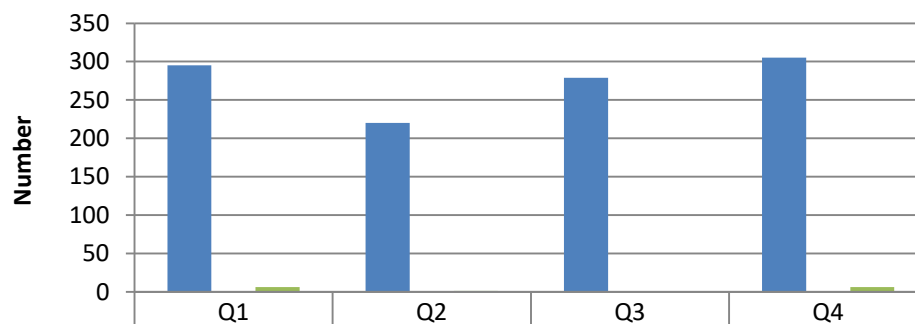
# How well did we do it?

## Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2017/18



Families Referred	302	221	279	311	1113
Accepted and Signposted	278	200	251	285	1014
Signposted but family did not engage	13	10	19	16	58
Above Tier 2 (Inappropriate Referral)	9	9	7	7	32
Further Information Requested	2	0	1	1	4
Unable to meet needs of Referred Family	0	2	1	2	5

## Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2017/18

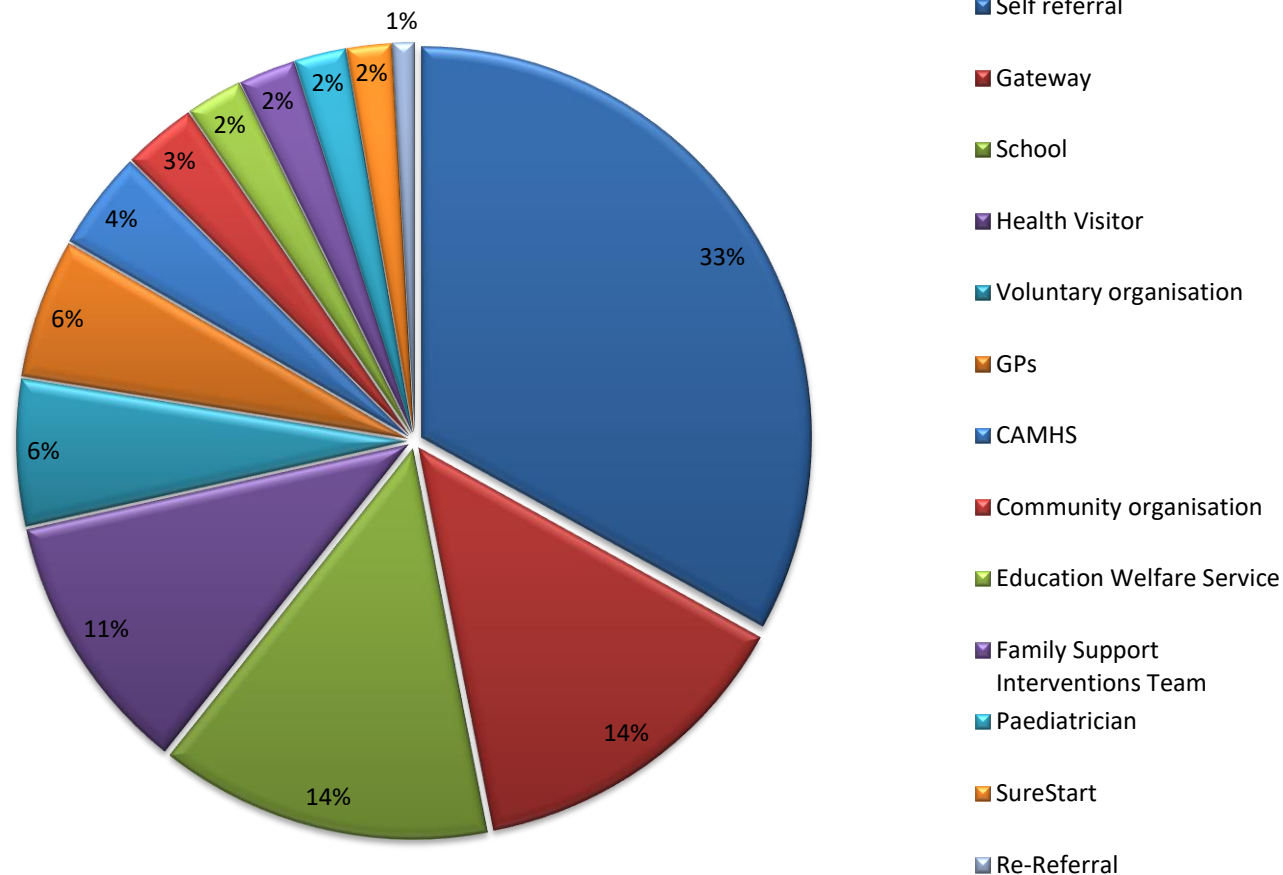


Achieved in 4wks or 5-8wks	295	220	279	305
Achieved in 8wks+	1	0	0	0
Not Achieved in Timescale	6	1	0	6

The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5-8 weeks. Only 1 exceeded the maximum 8 weeks timescale within Western Area. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

# How well did we do it cont'd.....?

## Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2017/18

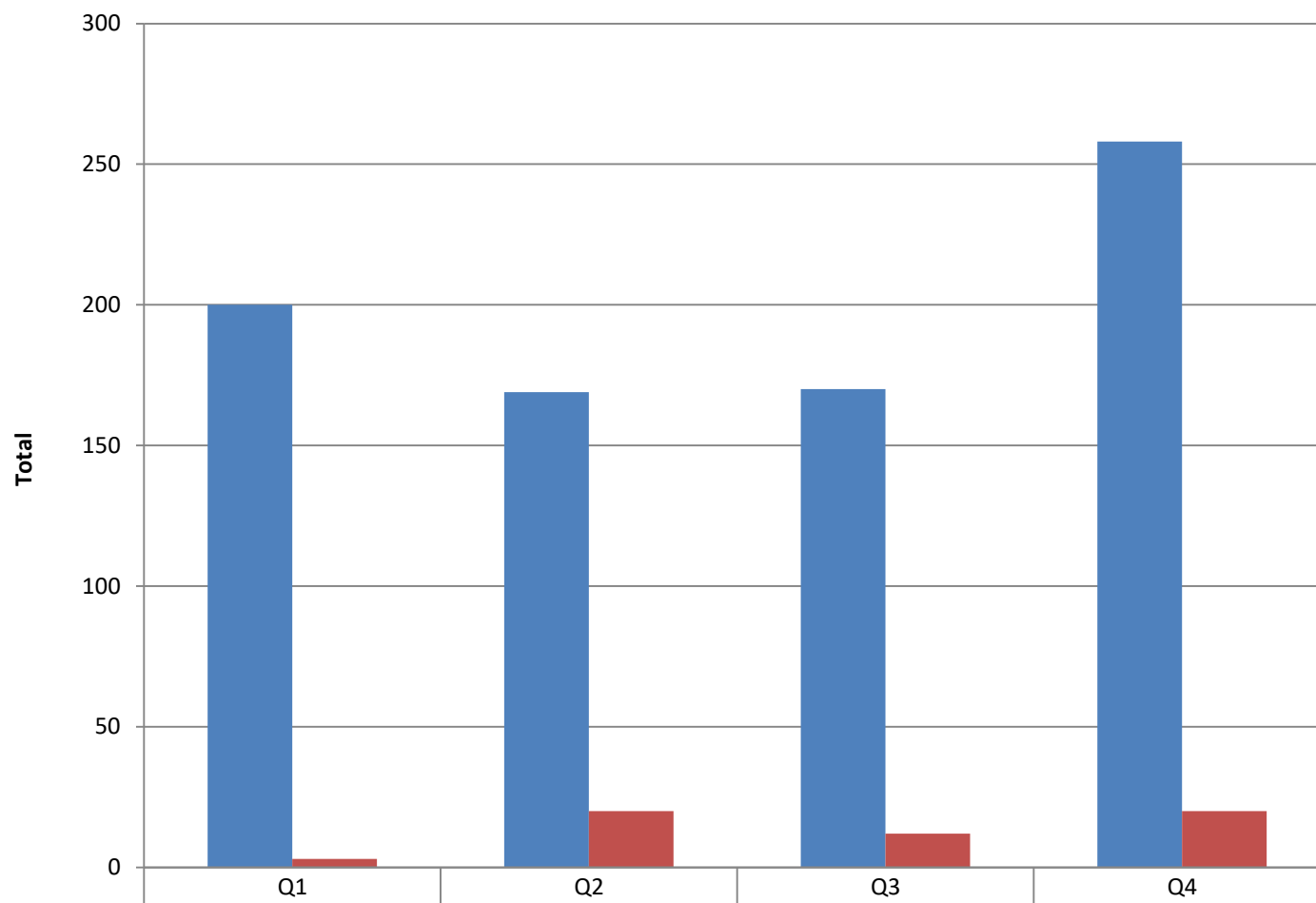


Self referrals continue to be largest referral agency in 2017/18 at **33%** the same as 2016/17. This was followed by Gateway and School referrals at **14%** each, similar to 2015/16. Health Visitor referrals have increased from **8%** to **11%** in 2016/17.



# How well did we do it cont'd.....?

Performance Measure 9: Number of Parents / Children referred who did and who did not take up the service offer - 2017/18



■ Number of children/ parent referred on who took up the service offer	
■ Number of children/ parent referred on who did not take up the service offer	

Q1	Q2	Q3	Q4
200	169	170	258
3	20	12	20

# How well did we do it cont'd.....??

## Performance Measure 10: 10 Standards Fully Implemented – 2017/18

- 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 of the Hubs in the Western Outcomes Group area have implemented the 10 standards and continue to work on action plans within their Hubs to develop access to the range of early intervention supports available to families.

## Family samples

### Family A

A Health Visitor referred a 10 year old child to the Family Support Hub for counselling with regard to separation issues and parenting skills for the mother following the breakdown of the marriage. The parent was contacted by the Hub Co-ordinator and given information about the types of support available. The mother reported “I found I was able to open up to the worker and my daughter found the support very helpful”.

### Family B

A voluntary organisation referred this mother and her 4 year old daughter for support following an incident of Domestic Violence in the home. Following support from a specialist organisation the mother reported that the support had “made a huge difference to our lives and it was really, really helping my daughter and myself manage”.

### Family C

The GP referred these parents and their child for parenting support. On further engagement with the family it was deemed appropriate to escalate this family to the Gateway Team due to child care concerns. Support to the family continued during this process. Despite these difficulties the family reported the support they have received has been “invaluable and we continue to work on our issues”.