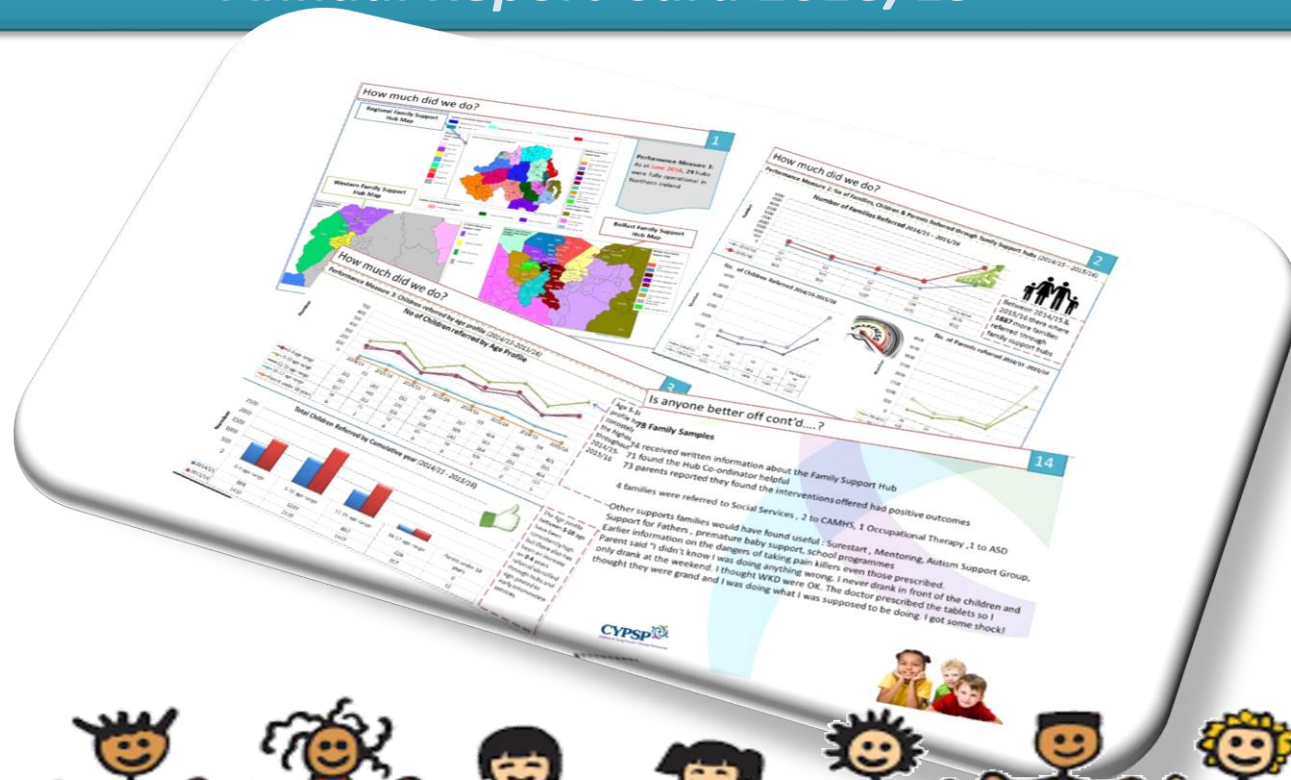


# WHSCT Family Support Hubs Report Card

*Annual Report Card 2018/19*



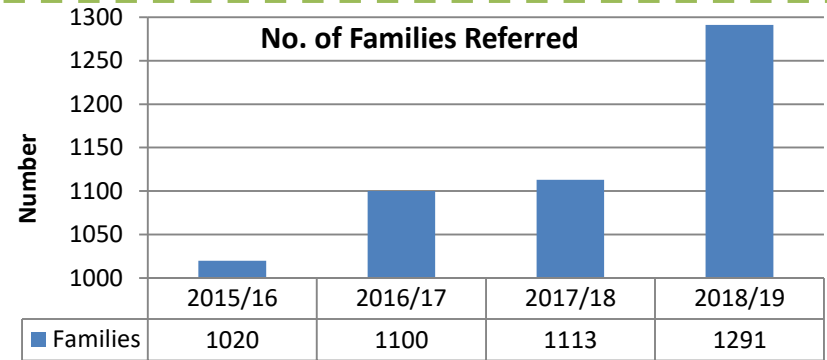
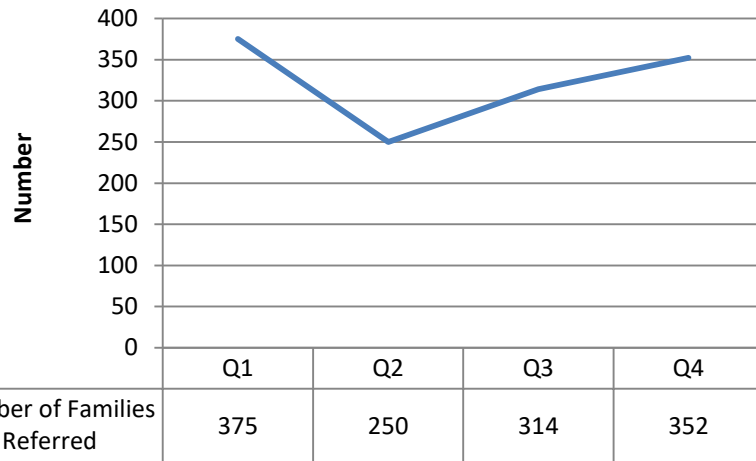
June 2019



# How much did we do?

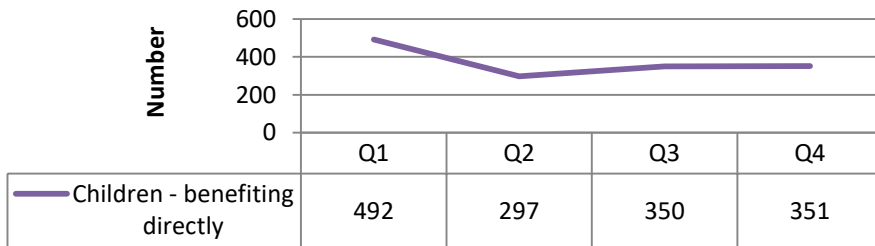
## Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2018/19

### Number of Families Referred – 2018/19

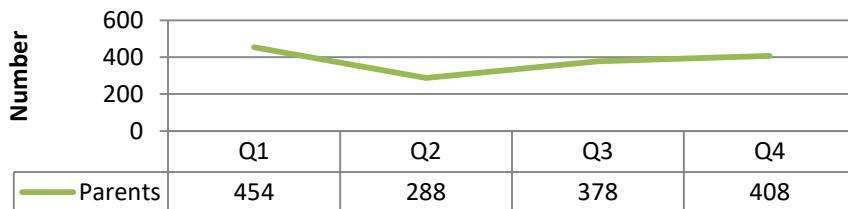


Throughout 2018/19 there were **1291** families referred through the Western area family support hubs, an increase in the past year.

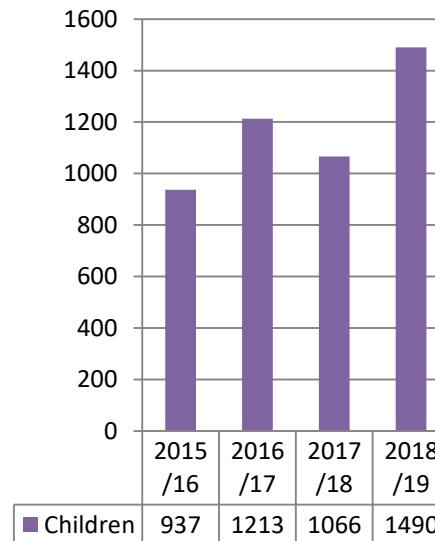
### No. of Children Referred - 2018/19



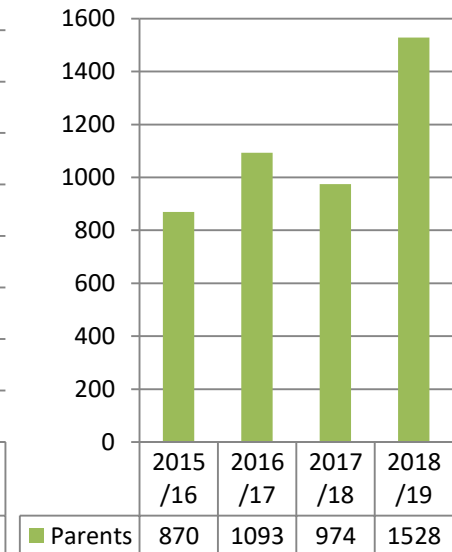
### No. of Parents Referred - 2018/19



### No. of Children Referred

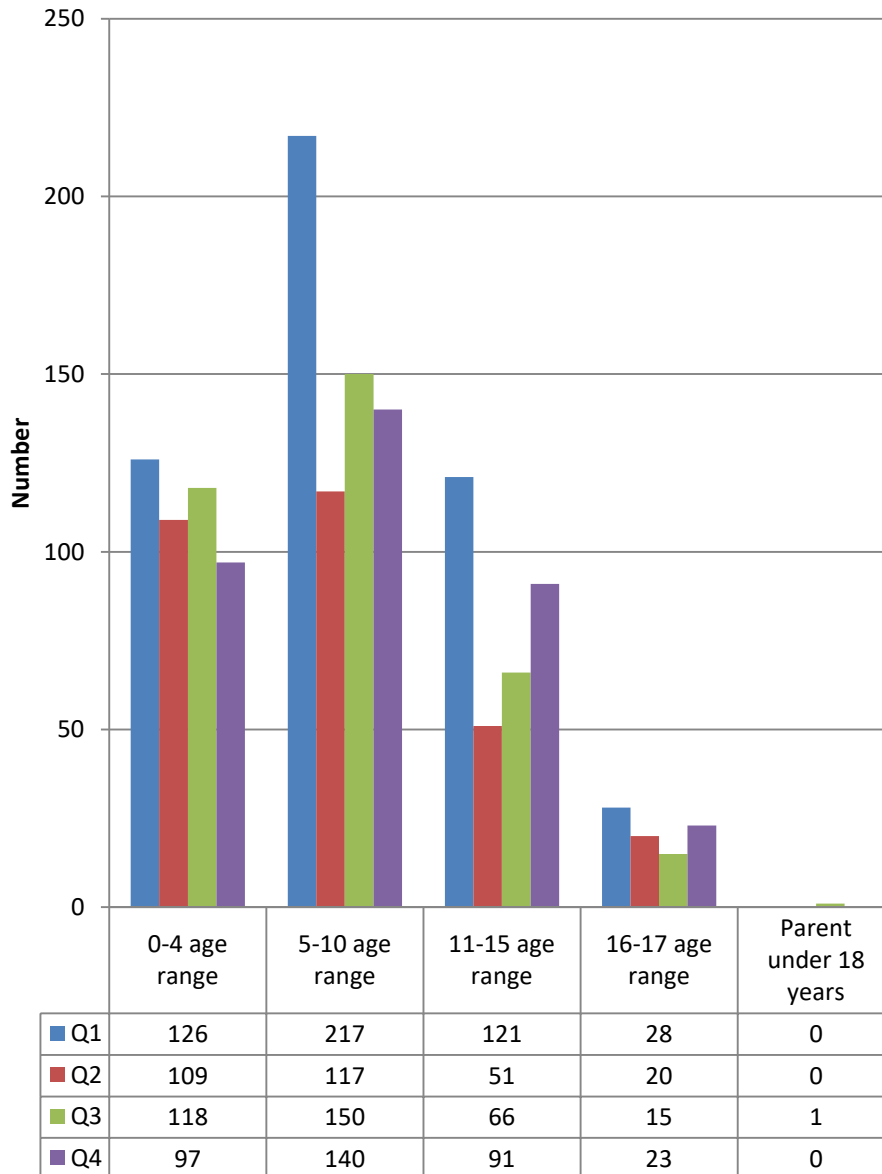


### No. of Parents Referred

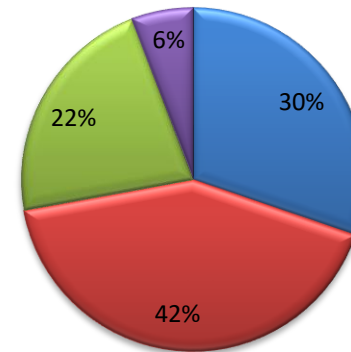


# How much did we do?

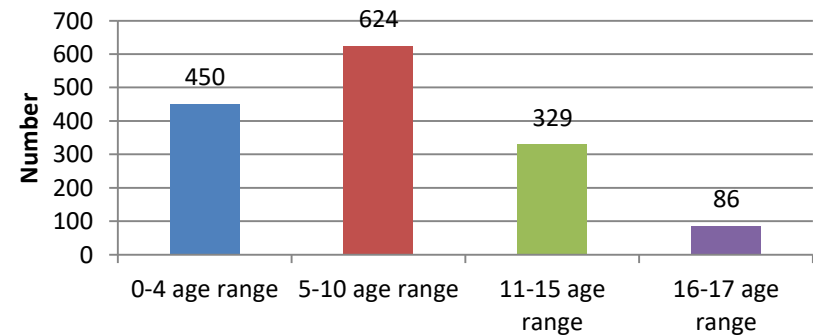
## Performance Measure 2: Children Referred by Age Profile - 2018/19



### % of Children Referred by Age Profile



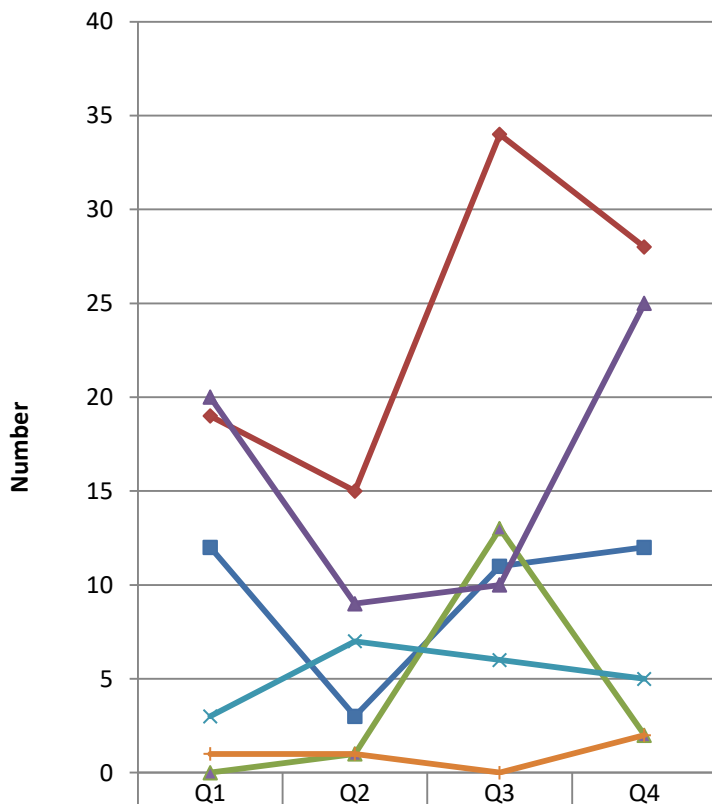
The 5-10 age range is the highest age group for referrals in the Western area throughout 2018/19 with **624 (42%)** referred.



*Please Note: As well as 1490 children referred an additional **452** children benefitted as they were part of the families referred. (Data collection commenced in Qtr3 & Qtr4)*

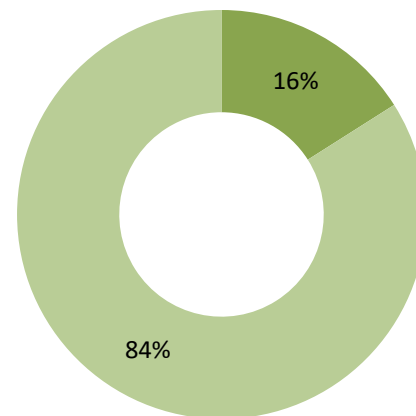
# How much did we do cont'd....?

## Performance Measure 3: Children with a Disability Referred -2018/19

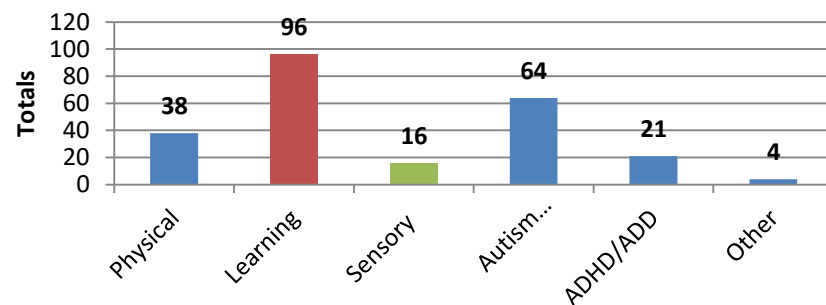


|                                      |    |    |    |    |
|--------------------------------------|----|----|----|----|
| Physical                             | 12 | 3  | 11 | 12 |
| Learning                             | 19 | 15 | 34 | 28 |
| Sensory                              | 0  | 1  | 13 | 2  |
| Autism (including Asperger Syndrome) | 20 | 9  | 10 | 25 |
| ADHD/ADD                             | 3  | 7  | 6  | 5  |
| Other                                | 1  | 1  | 0  | 2  |

### Children Referred with a Disability



Children Referred with a Disability = **239(16%)** of the Total Children referred = **1490 (84%)**.

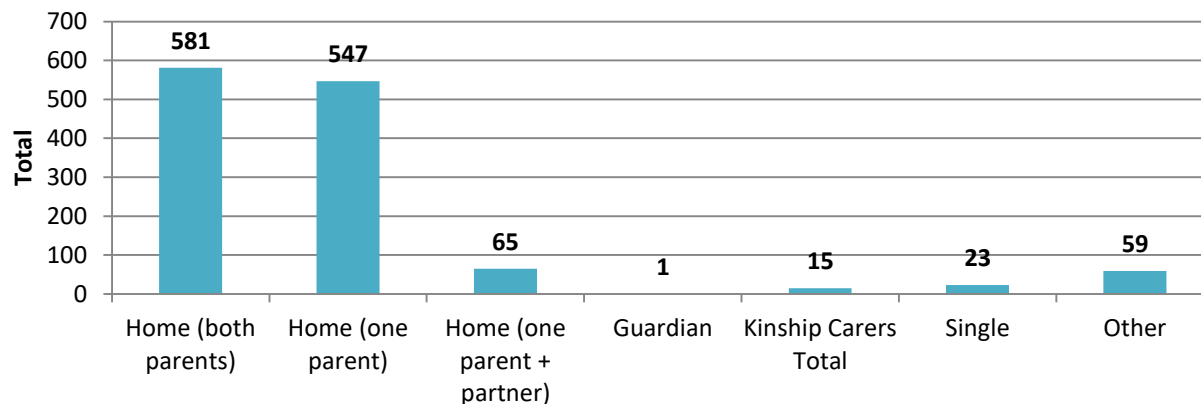
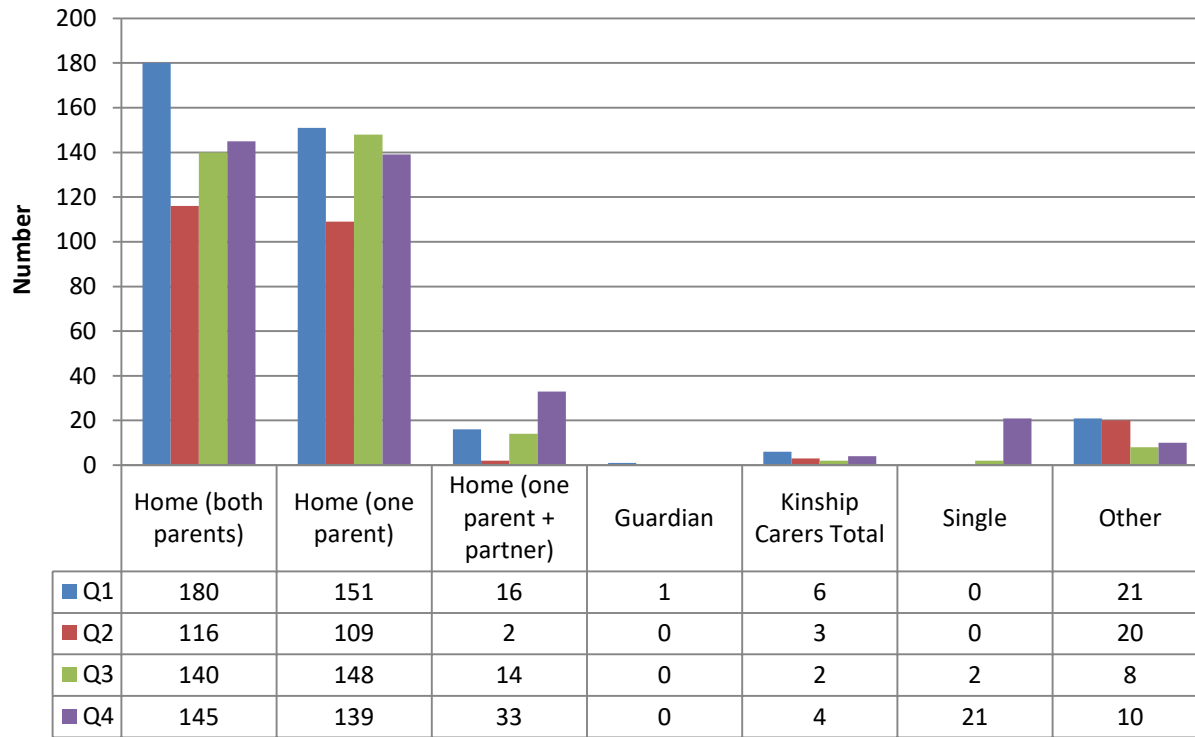


**Learning disability** had the highest number of referrals in 2018/19.



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

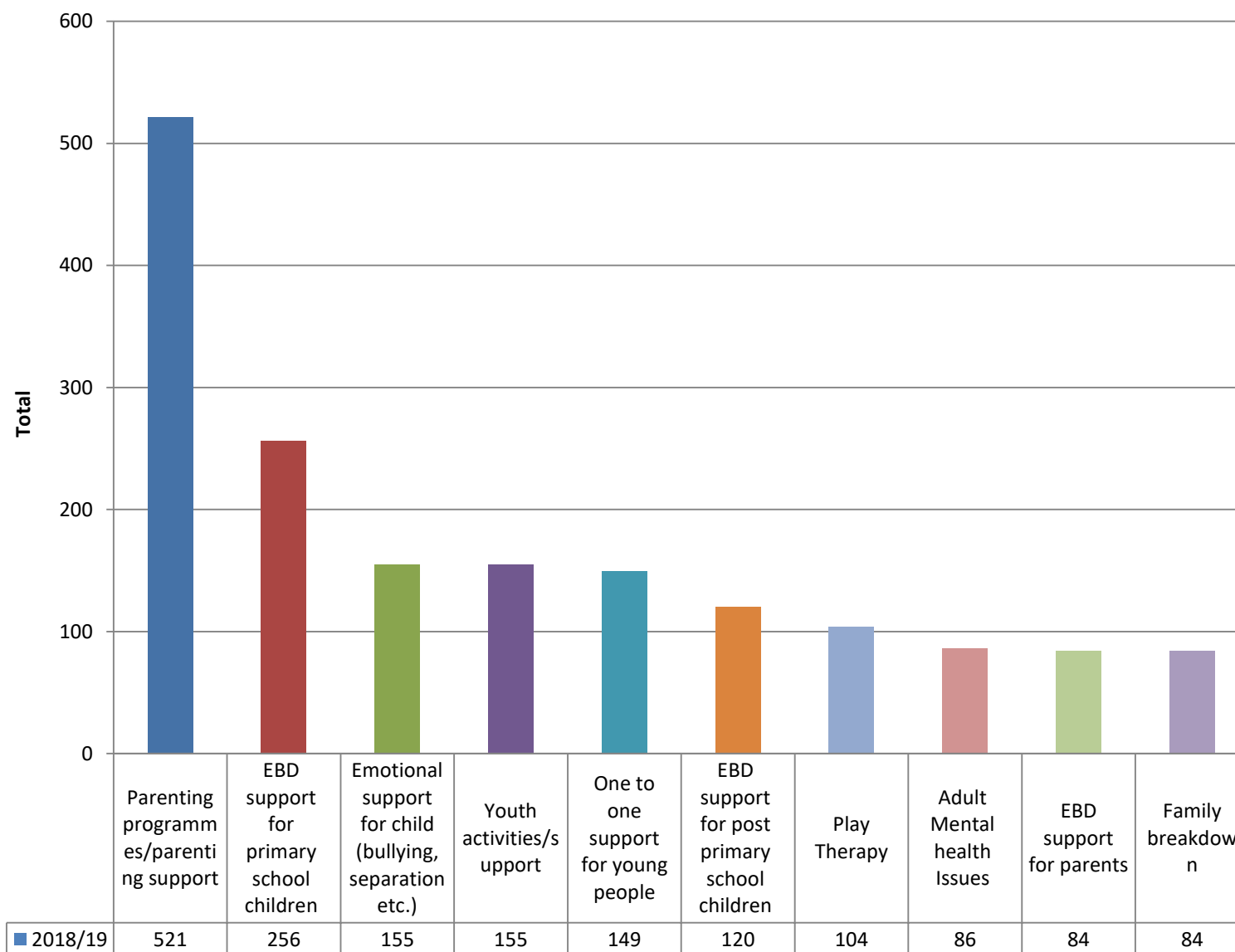
## Performance Measure 4: Household Composition - 2018/19



The largest group referred are **Home with both parents** at **581** in 2018/19, followed closely by One Parent Families at **547**. There was a slight increase in one parent and partner from **53** to **65**. Guardians stayed the same at **1** and Kinship Carers Total was **15**, Singles **23** and Other **59**.

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

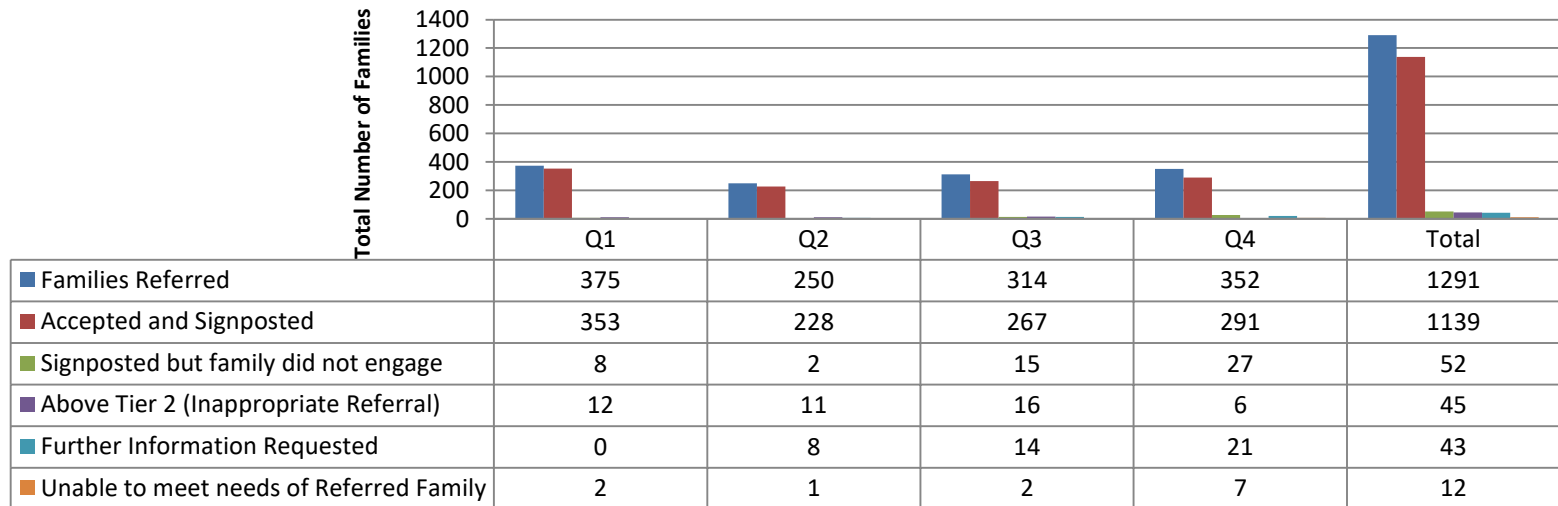
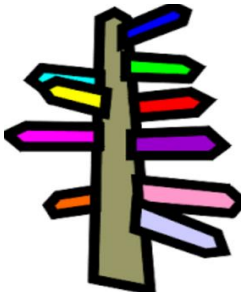
## Performance Measure 5: Main Presenting Reasons for Referral - 2018/19



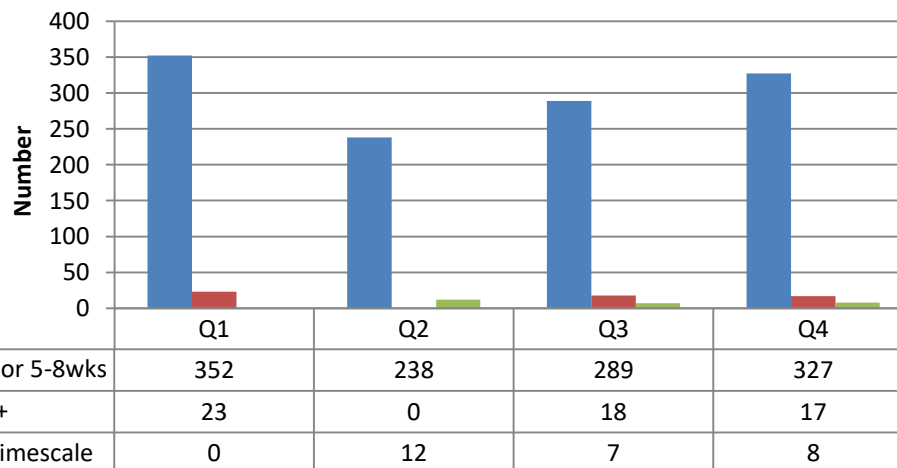
The main presenting reason in 2018/19 for referral was **Parenting programmes / parent support at 521**, an increase from 2017/18. The second key reason for referral was **EBD support for primary school children at 256**. This was followed by **Emotional support for child, Youth activities /support and One to one support for young people.**

# 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- 2018/19



## Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2018/19

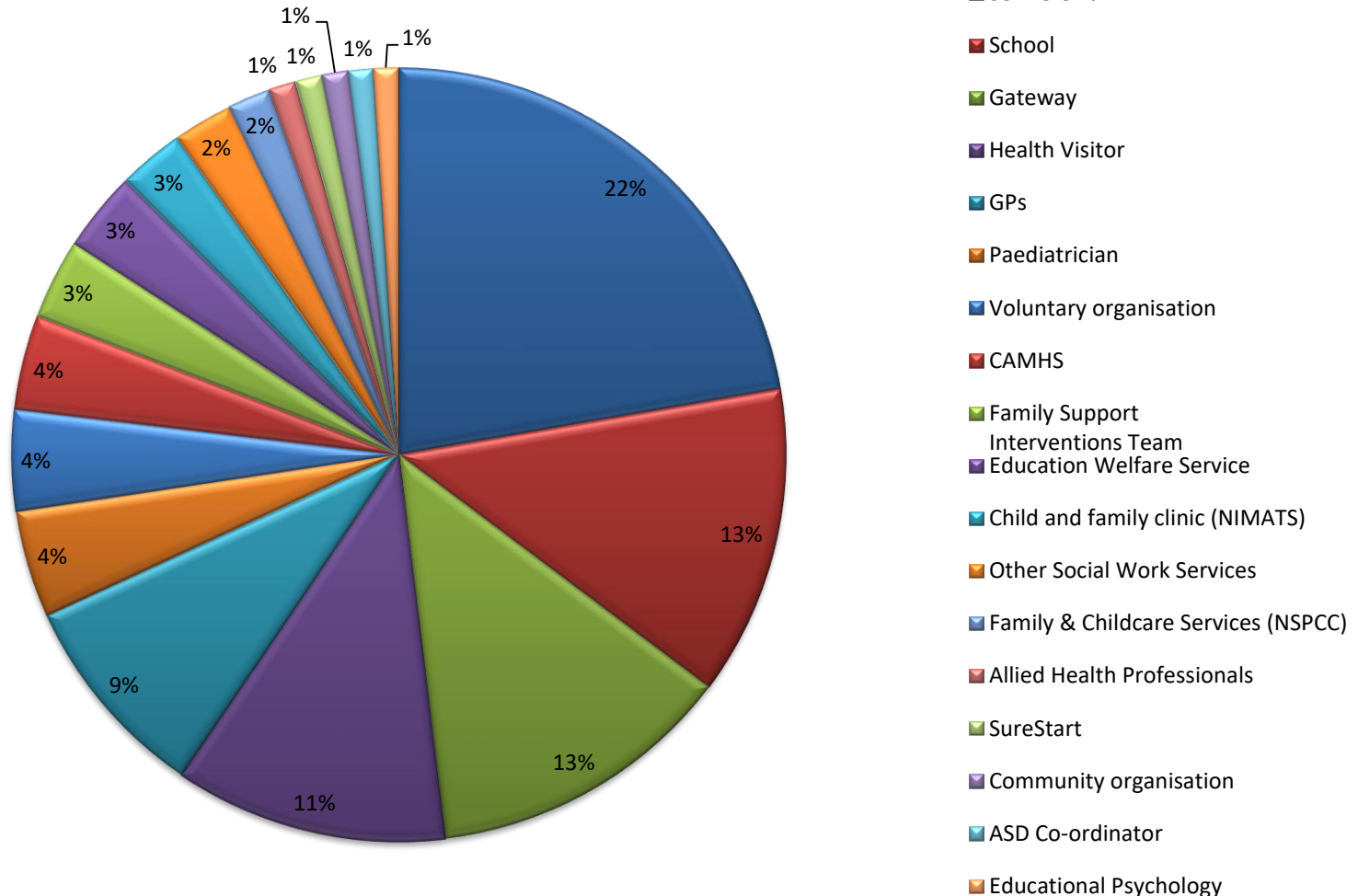


The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5-8 weeks. **58** exceeded the maximum 8 weeks timescale within Western Area.

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

## Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2018/19

2018/19

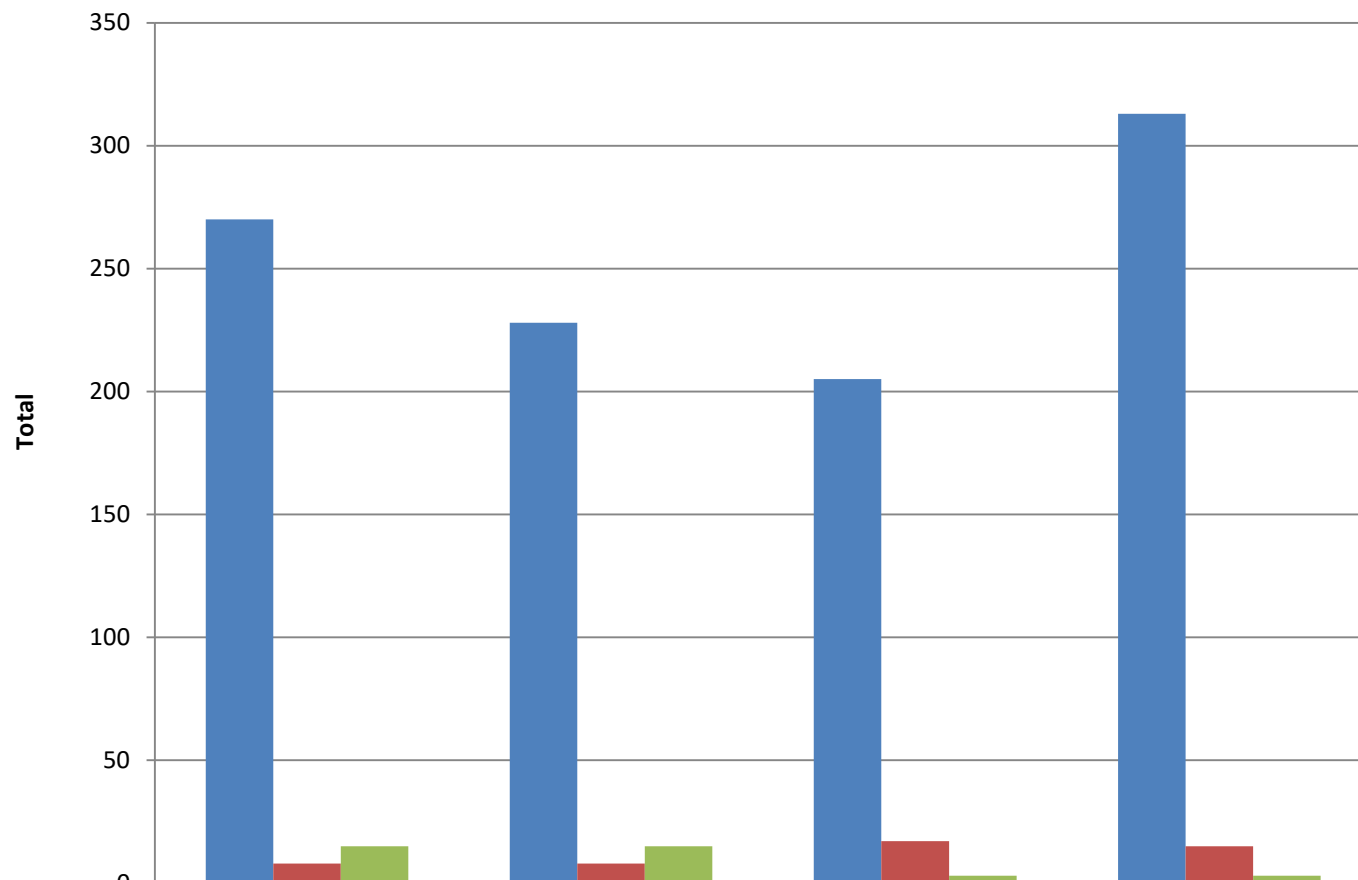


**Self referrals** continue to be largest referral agency in 2018/19 at **22%** the same as 2017/18. This was followed by Schools and Gateway referrals at **13%** each, similar to 2017/18. Health Visitor referrals have stayed the same at **11%** in 2018/19.



# 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 - 2018/19



|  | Q1  | Q2  | Q3  | Q4  |
|--|-----|-----|-----|-----|
| ■ Number of children/ parent referred on who took up the service offer         | 270 | 228 | 205 | 313 |
| ■ Number of children/ parent referred on who did not take up the service offer | 8   | 8   | 17  | 15  |
| ■ Not Known  | 15  | 15  | 3   | 3   |

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

## Performance Measure 10: 10 Standards Fully Implemented – 2018/19

- 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 GP referred her mother and her 4 children as they had suffered a recent bereavement and some had anger issues. The family were referred to a specialist agency for this issue and mum availed of some counselling for herself as well as some parent support work. She later reported “things are starting to get better at home, I am so grateful for the Hub Worker making the links for me. I would never have looked for support for myself but a lot of stress has been taken off me.”

### Family B

A primary school referred a mother and her 7 year old child who had been bullied at school and was suffering “psychologically and emotionally”. The parent and child received early intervention support and the mother later reported her daughter had “better self esteem, she is a different child and we have a happy home. I am very grateful”.

### Family C

A mother referred herself for support as her children were exhibiting anxiety as a result of contact with their father who no longer lived with them. Mum later reported the service “was a lifeline to me and my family... it was a great help and I would have been lost without it”.