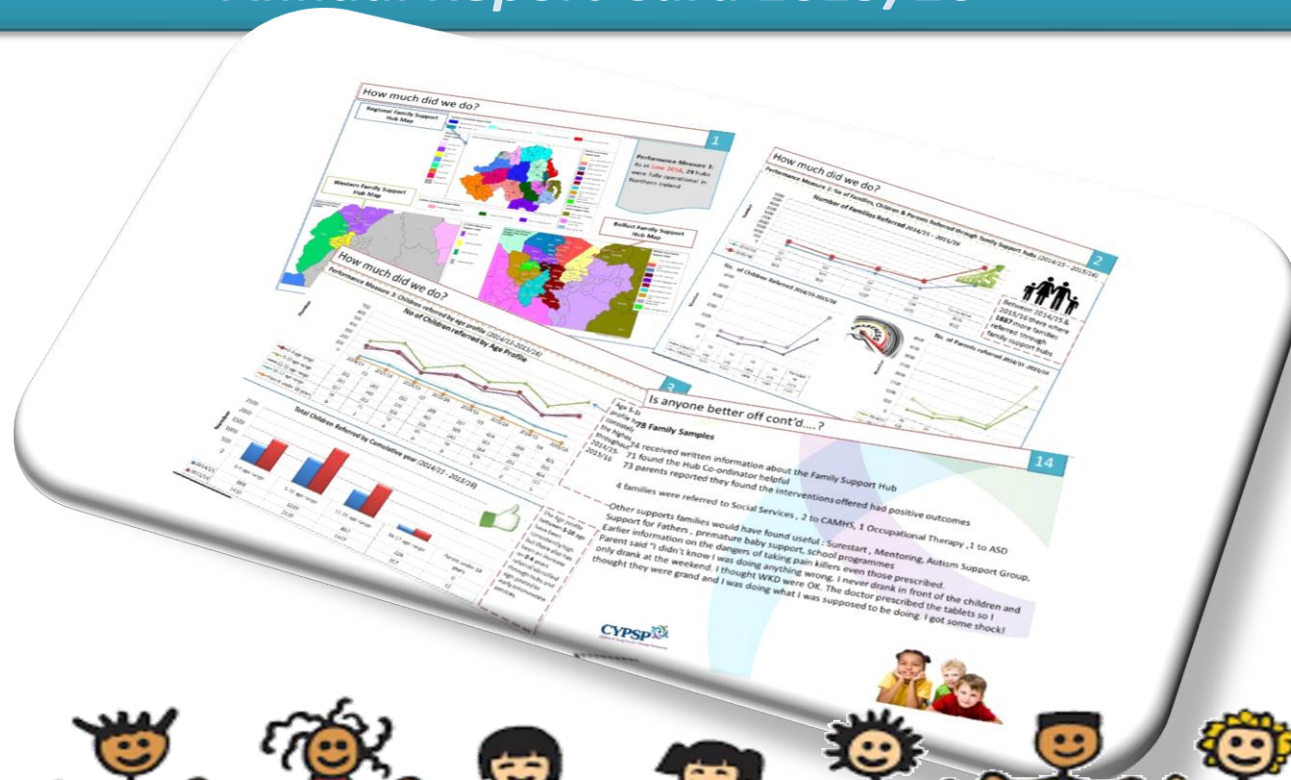


WHSCT Family Support Hubs Report Card

Annual Report Card 2019/20



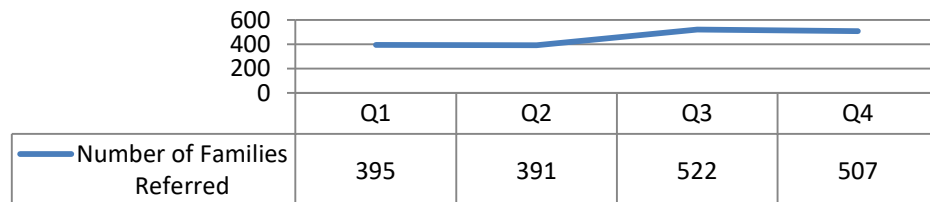
July 2020

How much did we do?

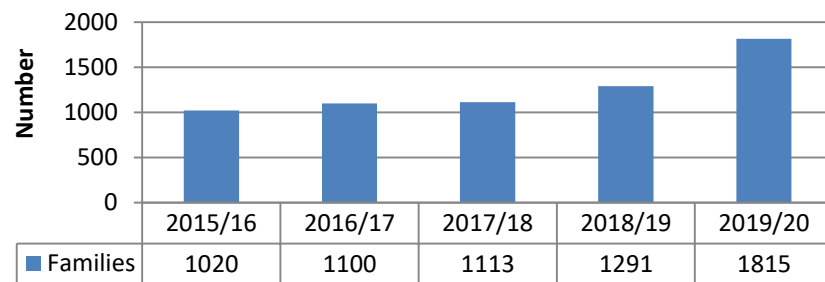
1

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

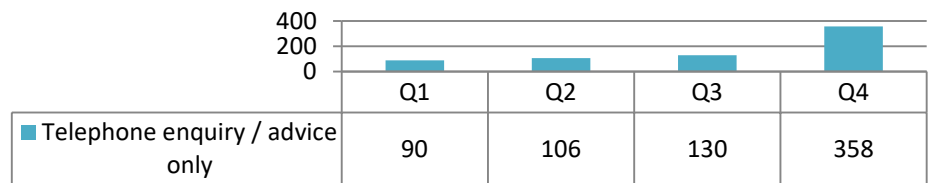
Number of Families Referred - 2019/20



No. of Families Referred

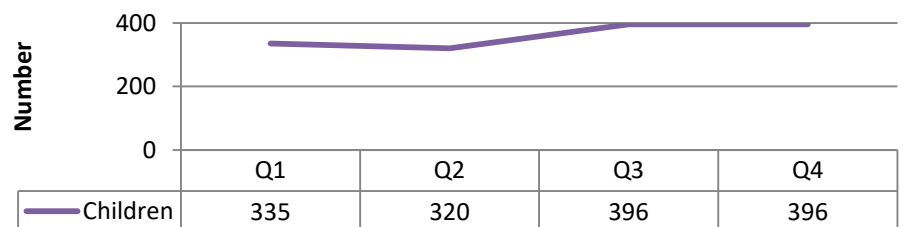


Telephone enquiry/advice only - 2019/20

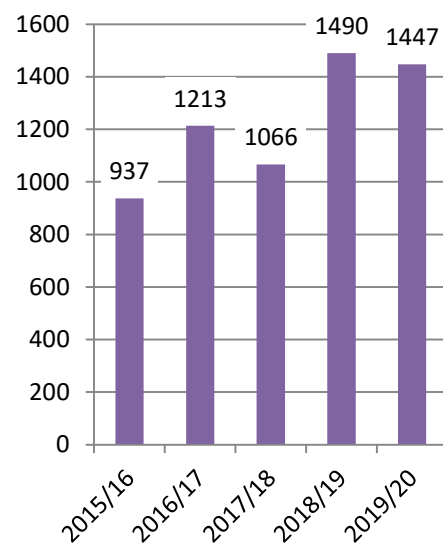


Throughout 2019/20 there were **1815** families referred through the Western area family support hubs, a significant increase in the past year. In addition there were **684** telephone enquiries with nearly 3 times as many in Qtr4 than in Qtr 3.

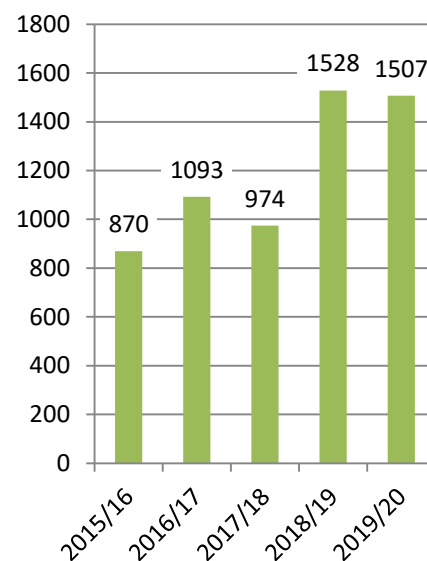
No. of Children Referred - 2019/20



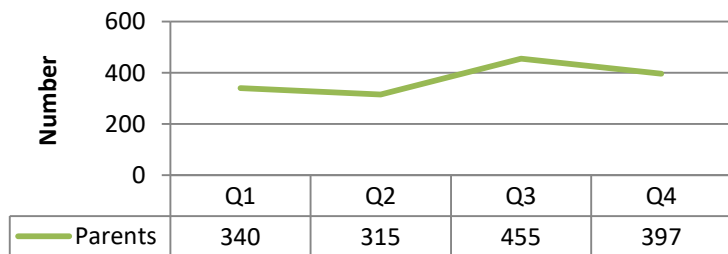
No. of Children Referred



No. of Parents Referred

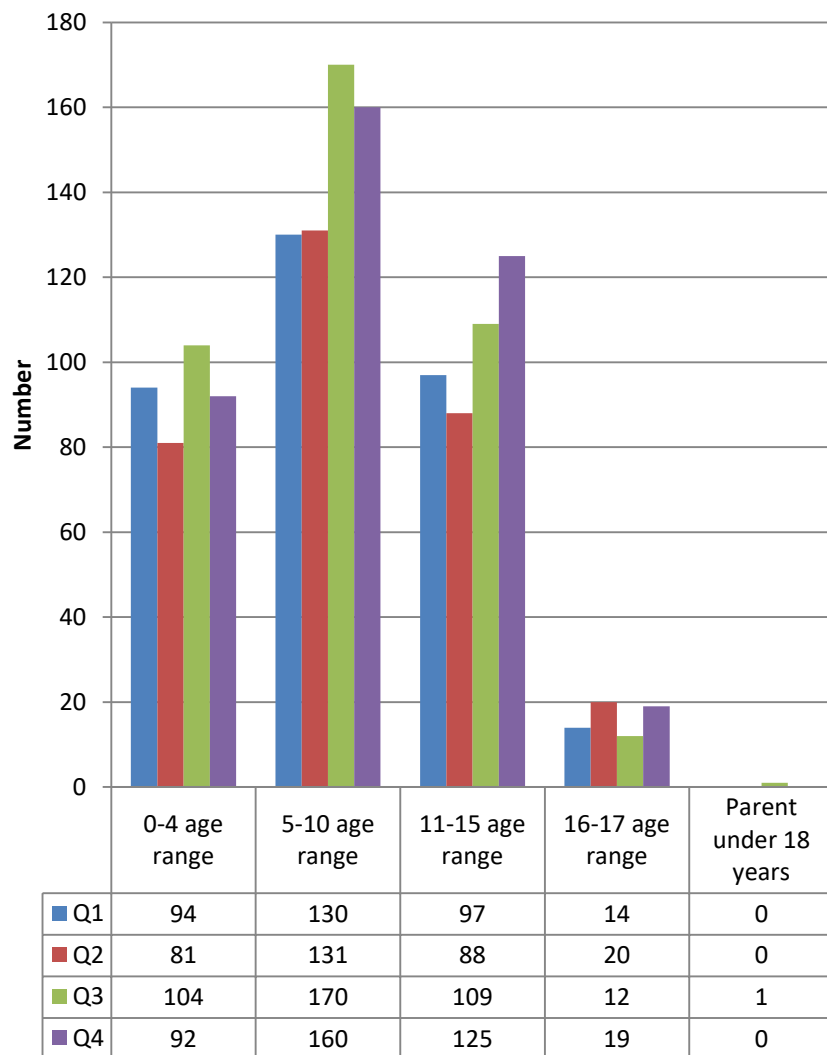


No. of Parents Referred - 2019/20

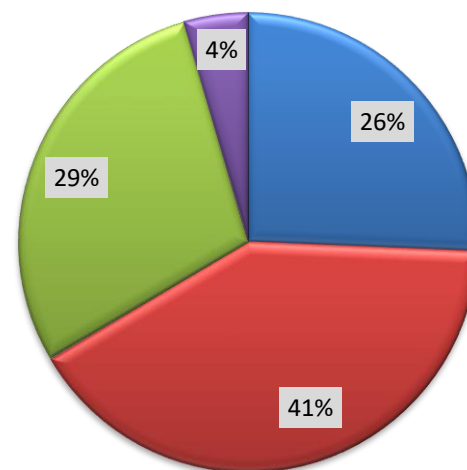


How much did we do?

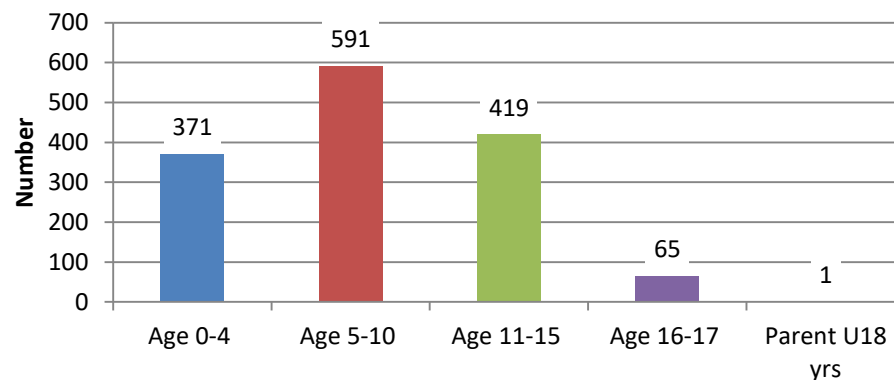
Performance Measure 2: Children Referred by Age Profile - 2019/20



% of Children Referred by Age Profile



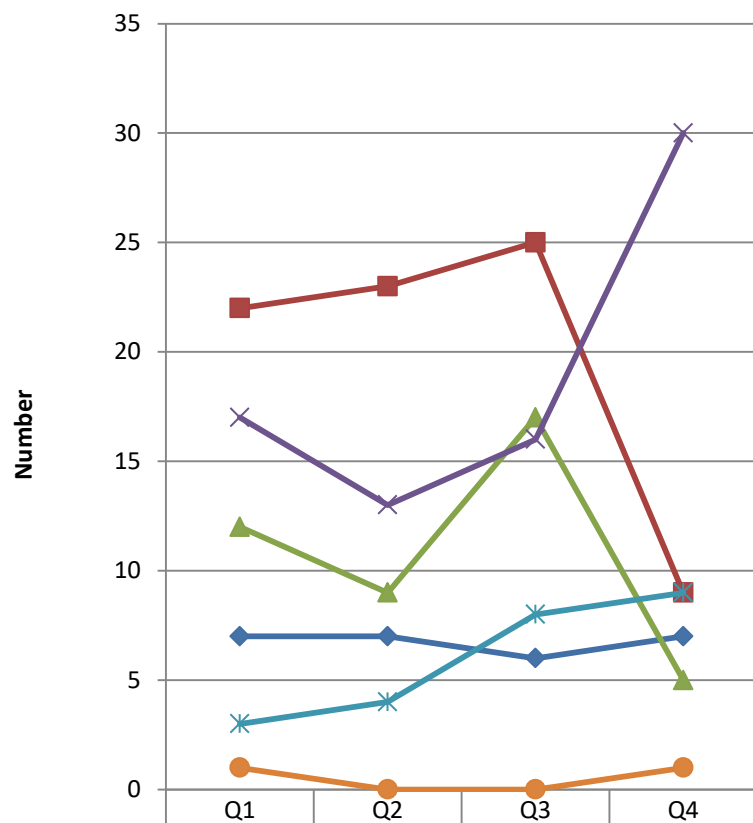
The 5-10 age range is the highest age group for referrals in the Western area throughout 2019/20 with **591 (41%)** referred.



*Please Note: As well as 1447 children referred an additional **1070** children benefitted as they were part of the families referred.*

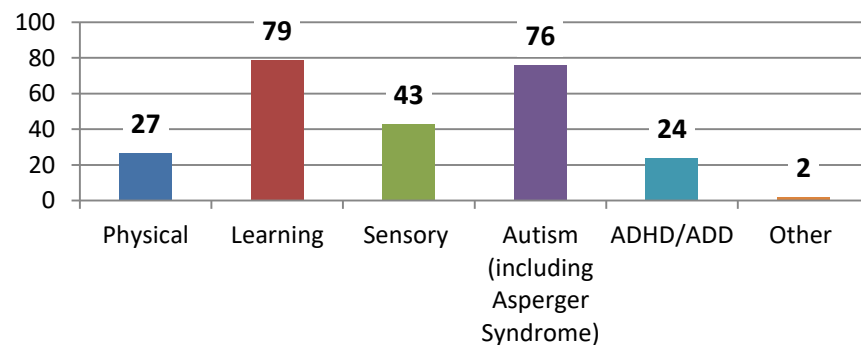
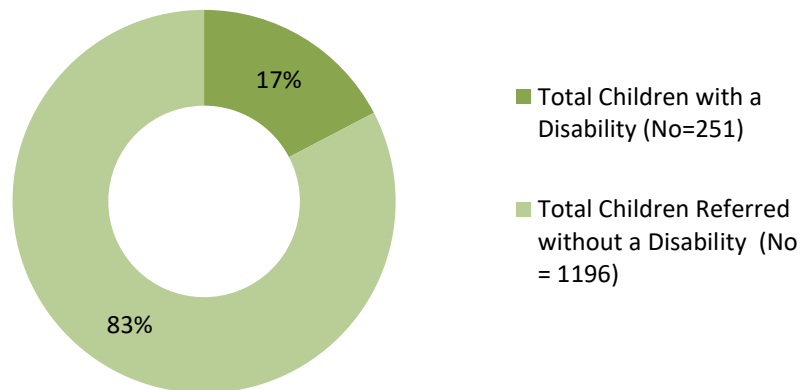
How much did we do cont'd....?

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



	Q1	Q2	Q3	Q4
Physical	7	7	6	7
Learning	22	23	25	9
Sensory	12	9	17	5
Autism (including Asperger Syndrome)	17	13	16	30
ADHD/ADD	3	4	8	9
Other (e.g. Acquired Brain Injury)	1	0	0	1

Children Referred with a Disability

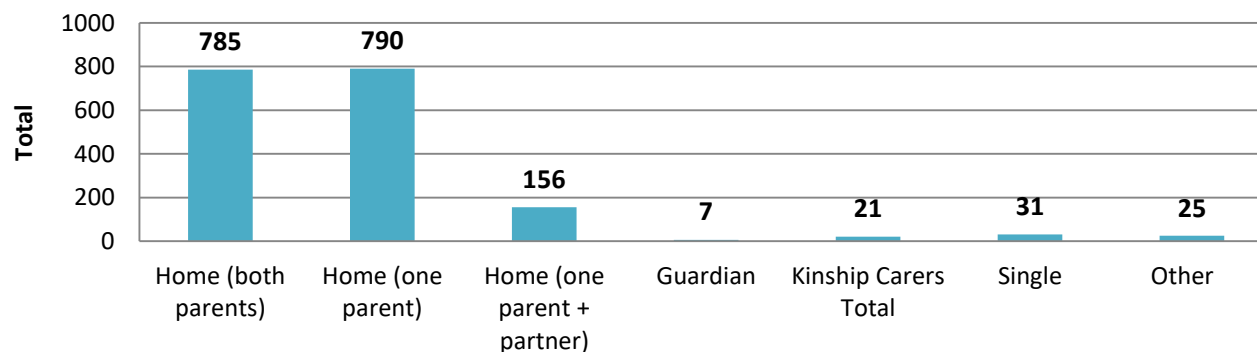
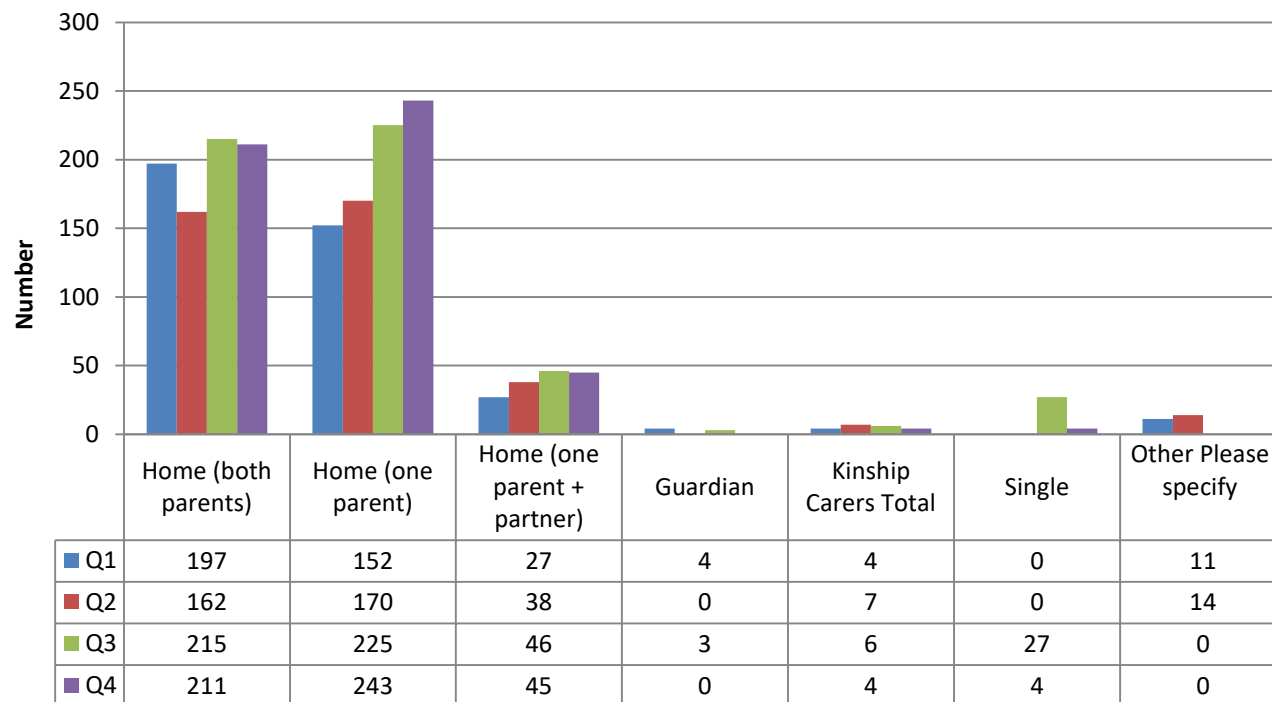


Learning disability had the highest number of referrals in 2019/20, followed closely by Autism.



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

Performance Measure 4: Household Composition - 2019/20

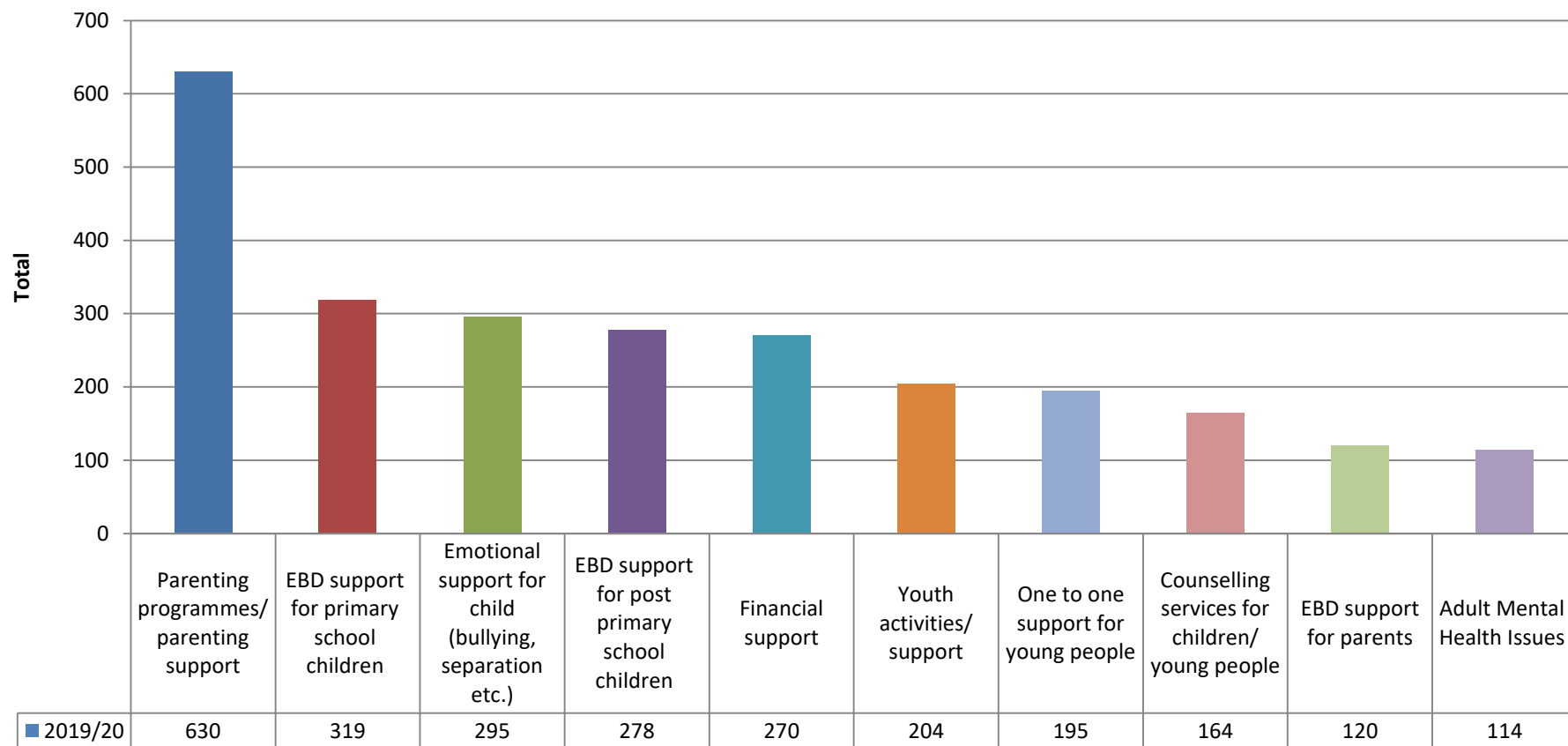


The largest group referred are **One Parent Families** at **790** in 2019/20, followed closely by **Home with Both Parents** at **785**. One parent and partner families have doubled from 53 to **156**. Guardians have increased to **7**, Kinship Carers Total to **21**, Singles **31** and Others **25**.

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

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

2019/20

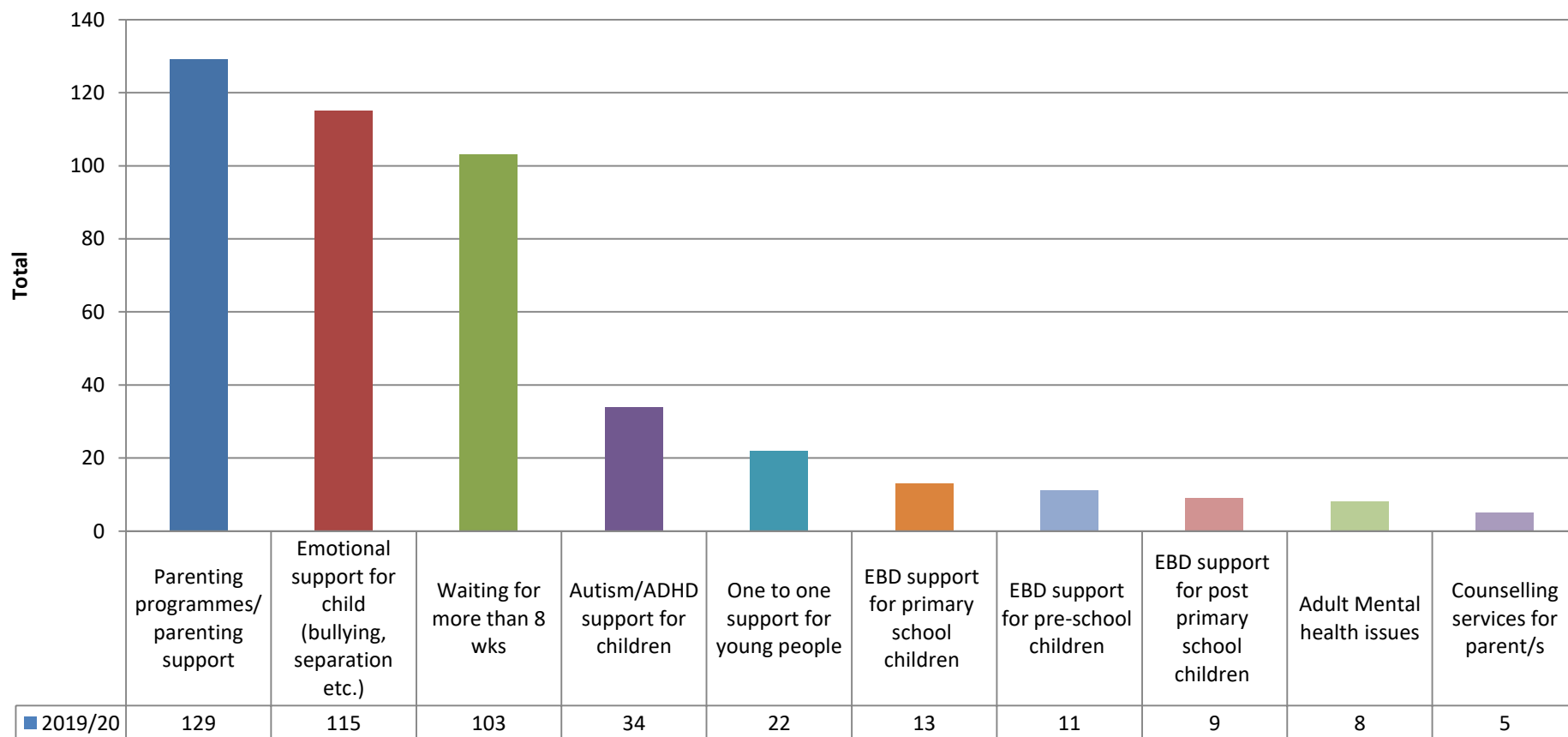


The main presenting reason in 2019/20 for referral was **Parenting programmes/parent support at 630**, an increase from 2018/19. The second key reason for referral was **EBD support for primary school children at 319**. This was followed by **Emotional support for child, EBD support for post primary school children, Financial support and Youth activities**.

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

Performance Measure 5: Main Presenting Reasons Unmet - 2019/20

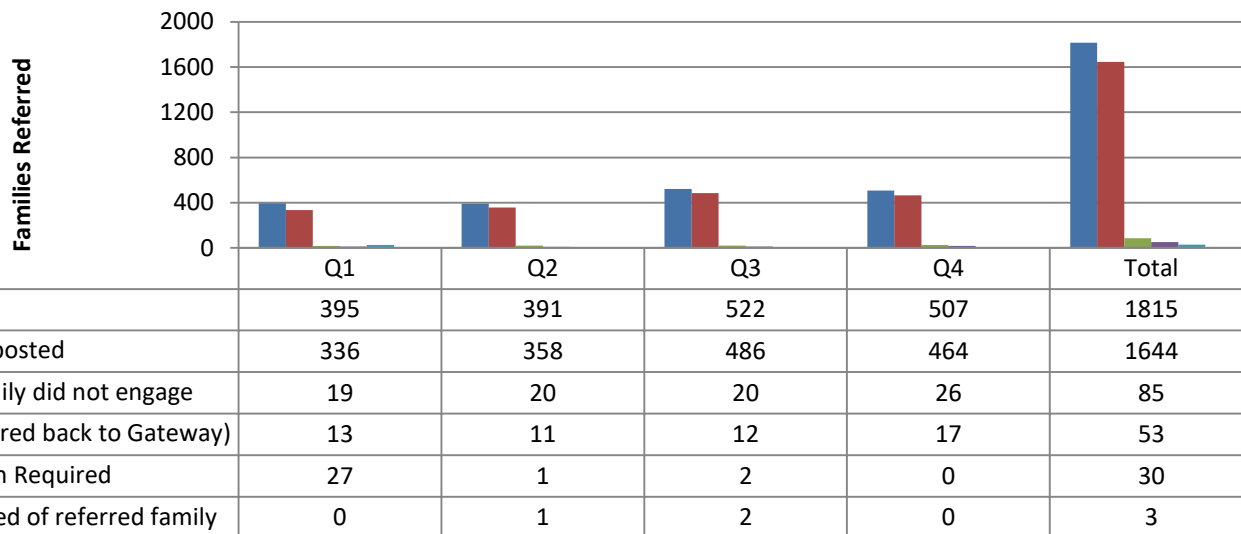
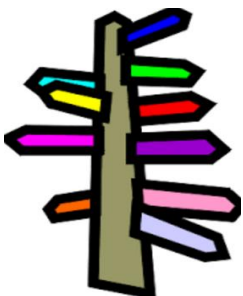
2019/20



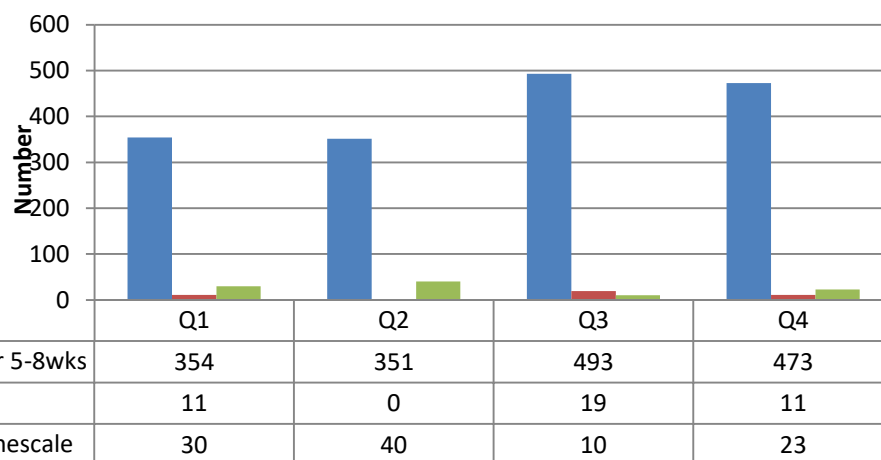
Requests for **Parenting programmes/parent support** was the highest unmet need, which was also the top reason for referrals in the Western Trust. The second key reason for referrals not being met was **Emotional support for child**.

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



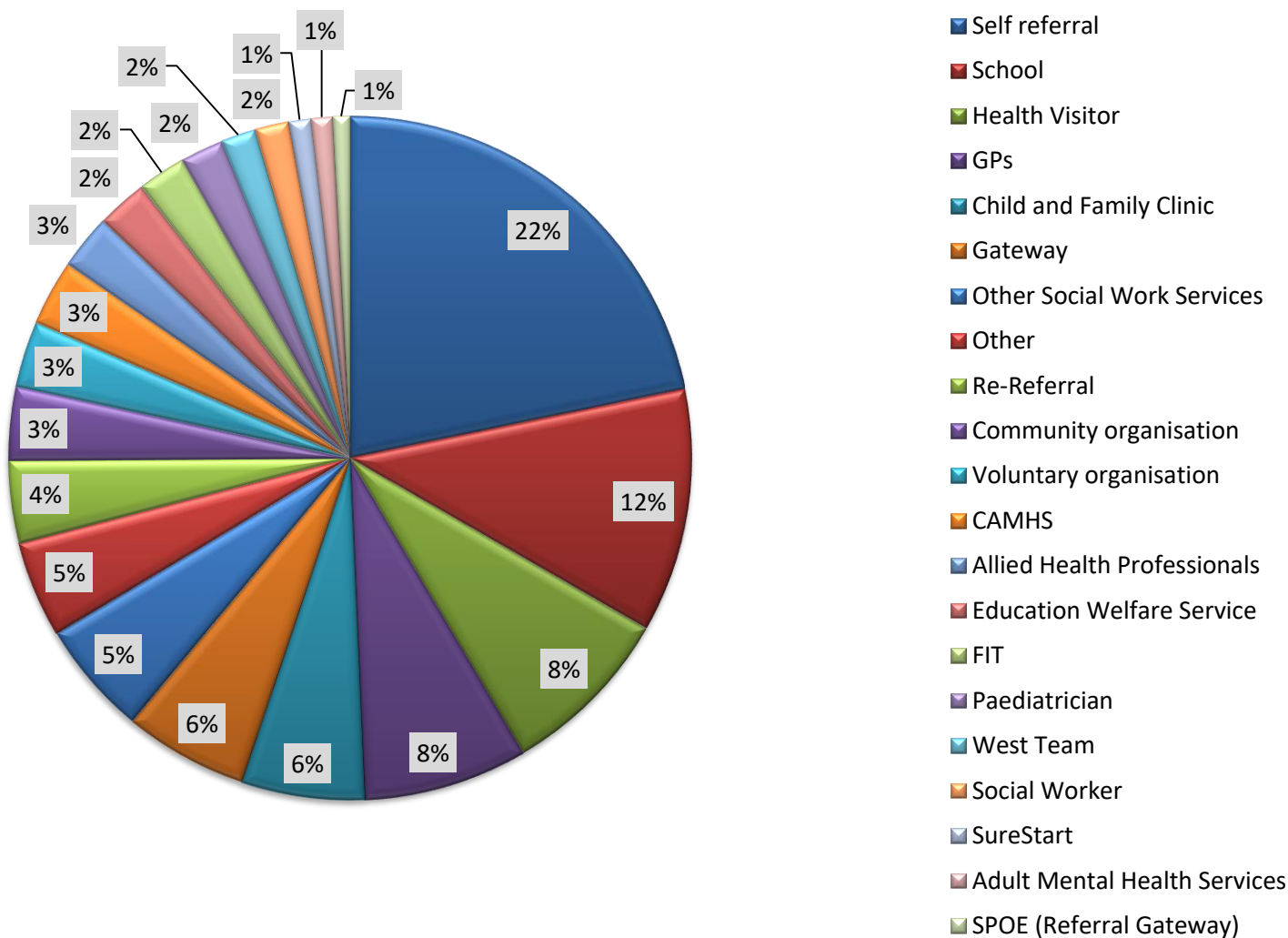
Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2019/20



The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5-8 weeks. **103** exceeded the maximum 8 weeks timescale within Western Area.

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

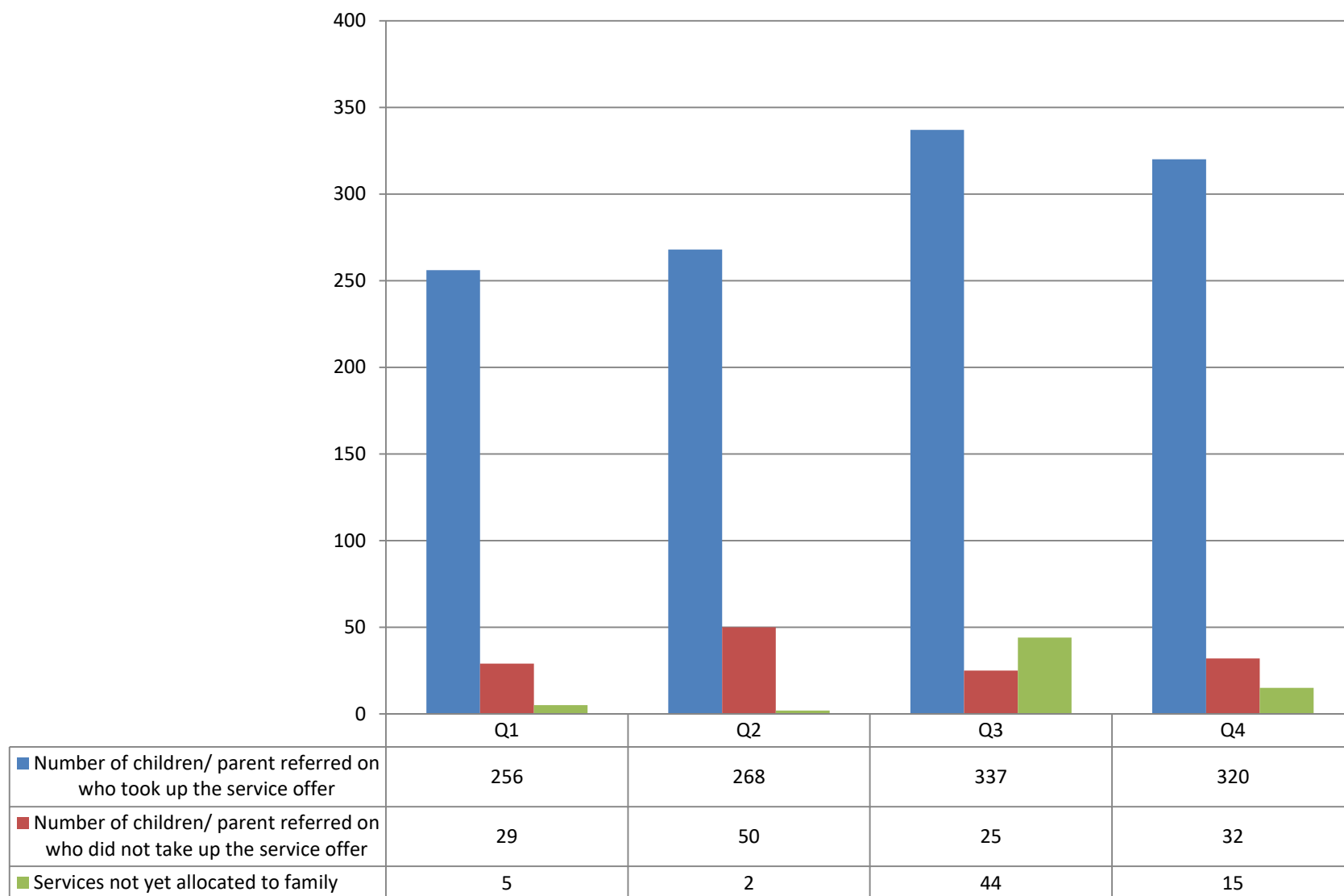
Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2019/20



Self referrals continue to be largest referral agency in 2019/20 at **22%** the same as 2018/19. This was followed by Schools at **12%**, similar to 2018/19. Health Visitor referrals and GPs are both **8%** in 2019/20.

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 - 2019/20



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

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 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

Case Study A

A family with 3 children were referred by their GP to the Family Support Hub as the youngest child was experiencing high levels of anxiety and was self-harming.

The child engaged well in 1-1 work with a Support Worker from Early Intervention Family Support Service. Following this work the parent reported that the child's anxiety has reduced and things have turned around, she is more social with friends and doesn't worry about larger gatherings anymore. Parents attitudes and responses towards the child's anxiety have also changed.

Case Study B

A family with 2 children referred themselves to the Hub as one of the children was very stressed due to bullying incidents in school. The Hub Coordinator met with parent at the office, shared some resources and made a referral for 1-1 support to be offered for this child. Child was offered and attended a Children's mindfulness group and 1-1 support.

Parent's comments : " the Hub Co-ordinator Karen had a lovely attentive manner and helped me to feel at ease and that I was doing the right thing contacting them for my daughter".

Case Study C

A recently bereaved mother of one child was referred by her GP to the Family Support Hub for bereavement counselling. The mother said "I am so grateful to the Hub Worker making links with Cruse. It has took a lot of stress off me and I would never have looked about support for myself otherwise".

Family samples

Case Study D

A lone parent with 2 children referred herself to the Family Support Hub . The youngest child had a diagnosis of Autism and she was keen to find support. She was referred to an Autism Incredible Years Parenting Programme.

She later said she found “ being part of a group a great support for me. I was feeling very alone and unsupported before I came along to the group. It is really helping me and I feel more confident and reassured as a mummy.”

Case Study E

Parents of 4 children 2 of whom had ASD diagnoses referred themselves for help to the Hub and were referred to a local group. They later reported “I received all the information I needed about the Family Support Hub. I am aware of this service as I have used it before.

My son really looks forward to the weekly session. His whole mood lifts on the day he has to attend for his appointments. My son has become less aggressive and has learnt to regulate his emotions a lot better. This has helped the whole family and the appointments give him the time he needs on his own to talk about how he is feeling”