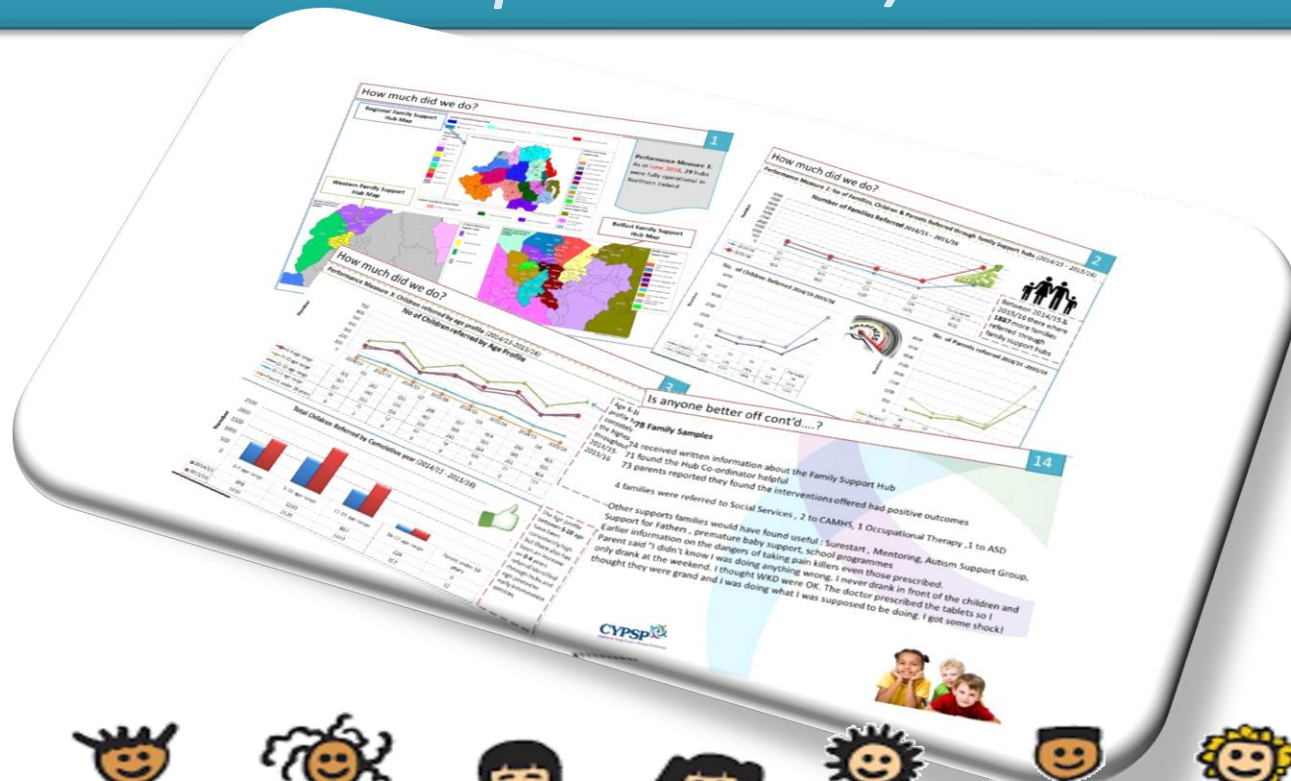


SHSCT Family Support Hubs Report Card

Annual Report Card 2019/20



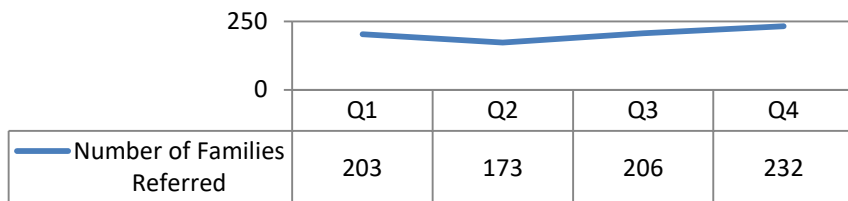
July 2020



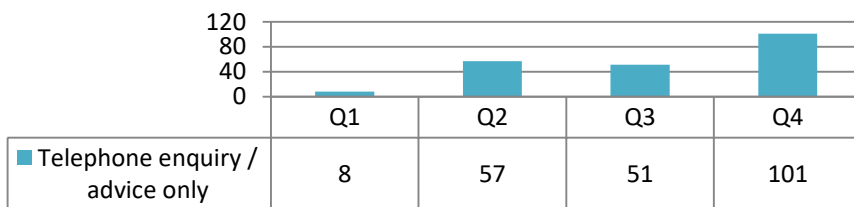
How much did we do?

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

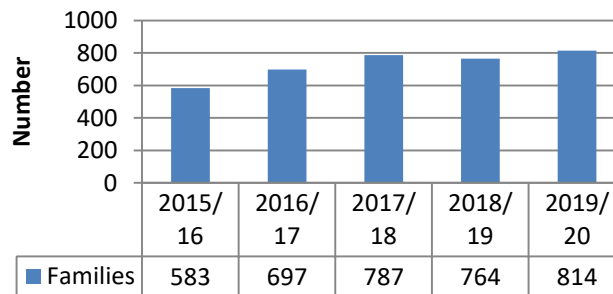
No. of Families Referred - 2019/20



Telephone enquiry/advice only – 2019/20

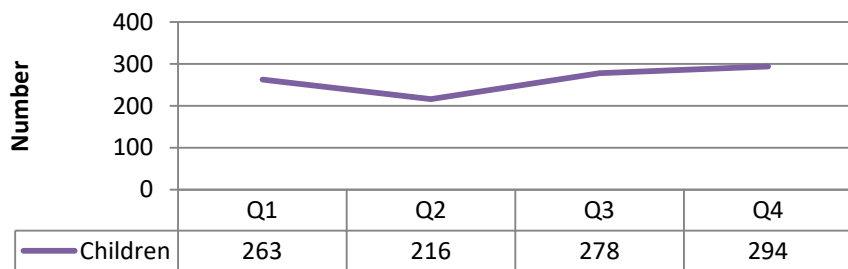


No. of Families Referred

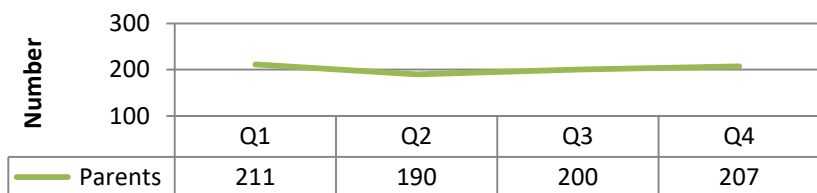


Throughout 2019/20 there were **814** families referred through family support hubs in the SHSCT area. This is an increase of **50** from 2018/19. In addition there were also **217** telephone enquiries with a 50% increase in Qtr4.

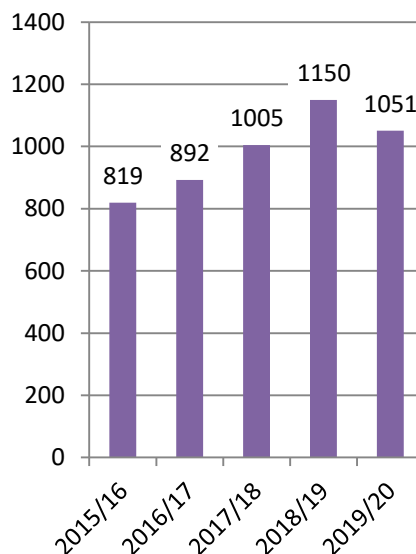
No. of Children Referred - 2019/20



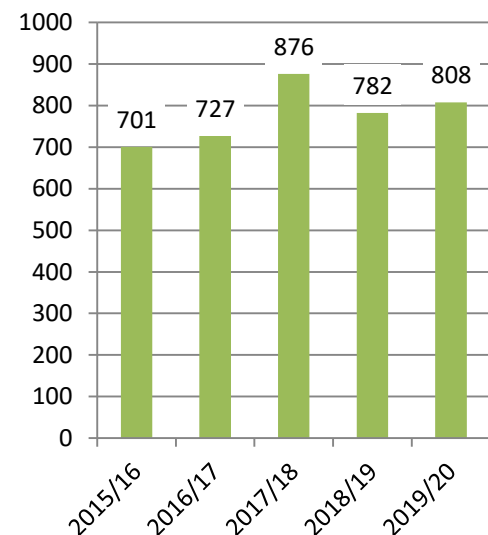
No. of Parents Referred - 2019/20



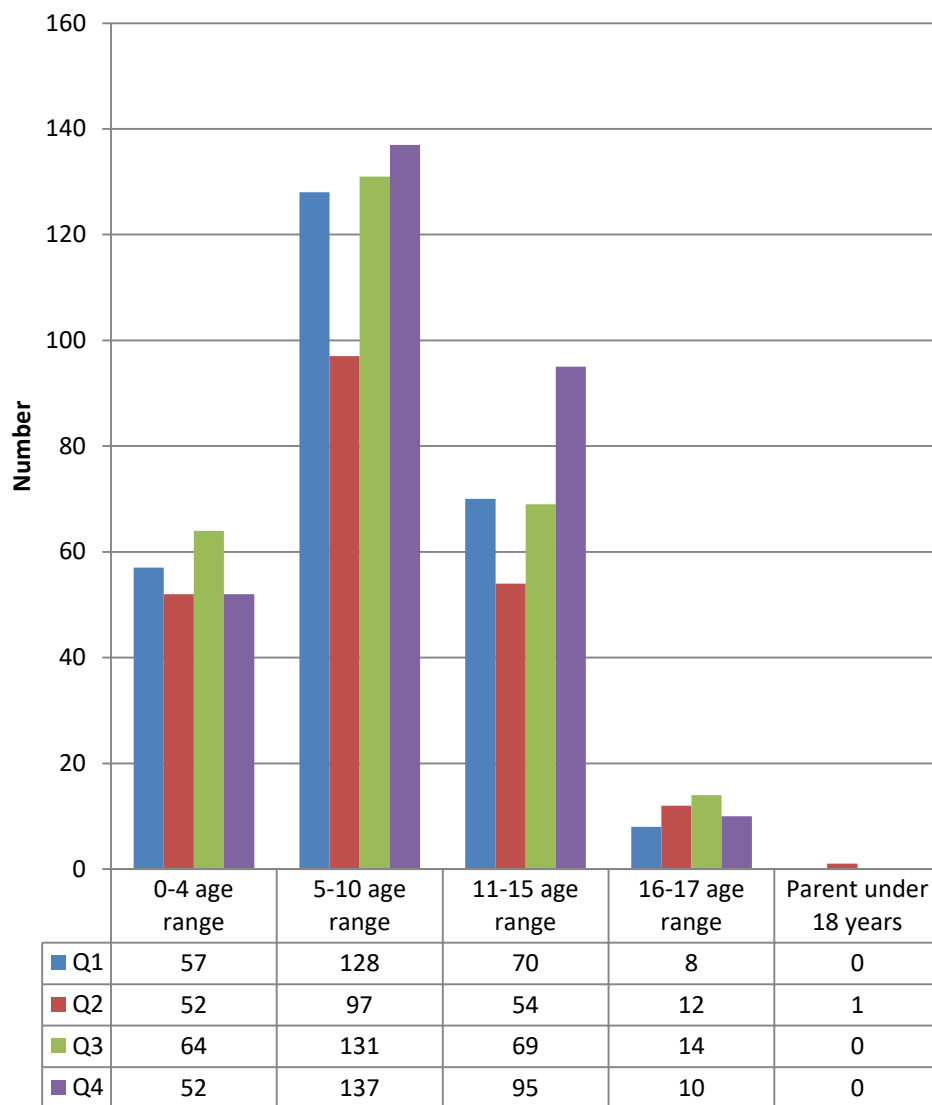
No. of Children Referred



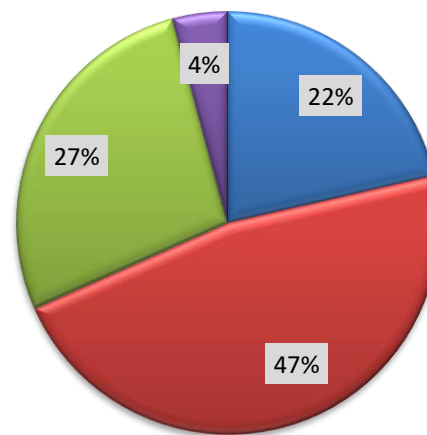
No. of Parents Referred



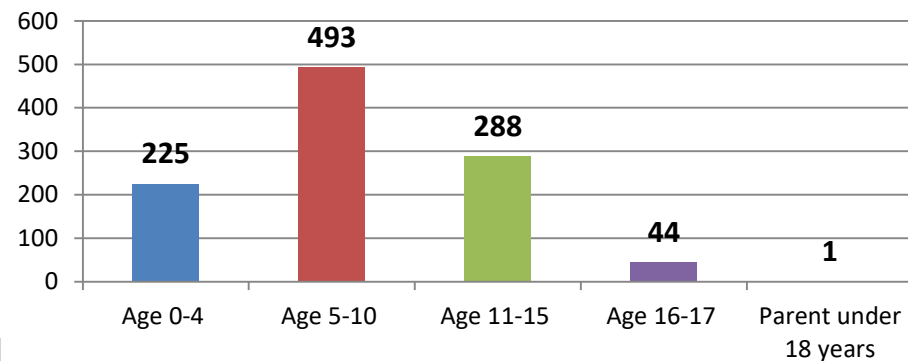
Performance Measure 2: Children Referred by Age Profile -2019/20



% of Children Referred by Age Profile



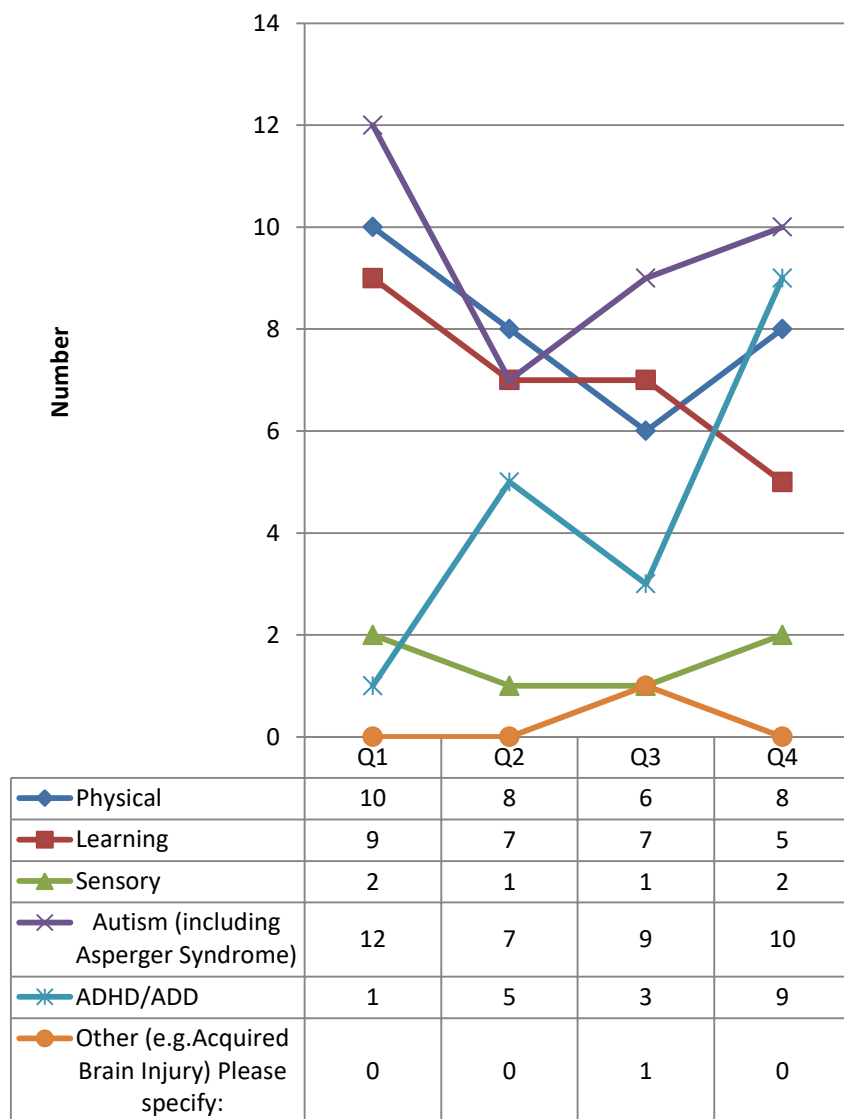
493 (47%) of referrals are in the 5-10 age range.



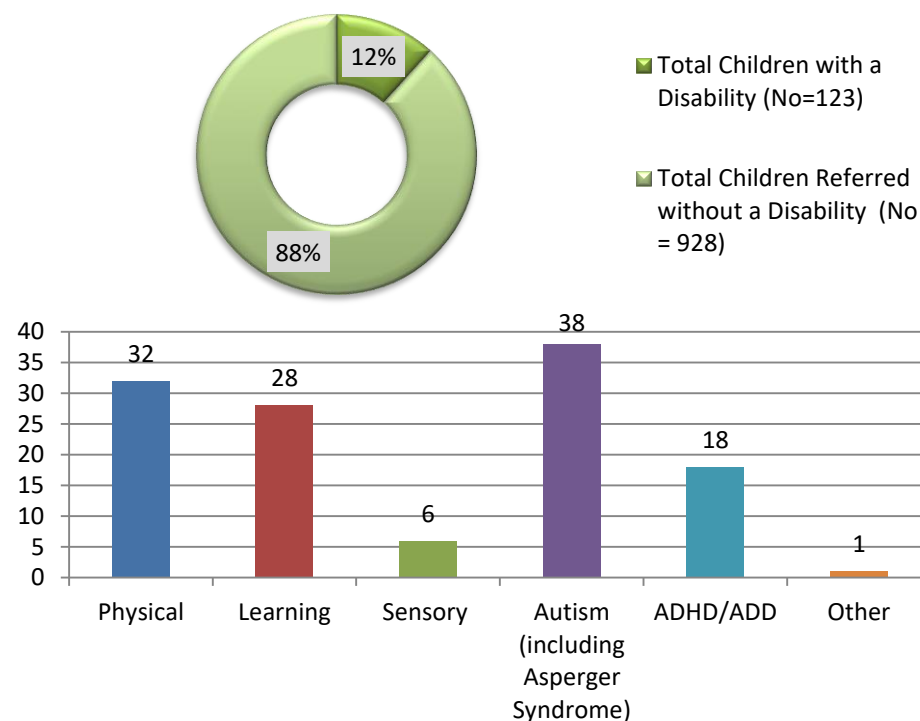
*Please Note: As well as 1051 children referred an additional **737** children benefitted as they were part of the families referred .*

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

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



% Children Referred with a Disability

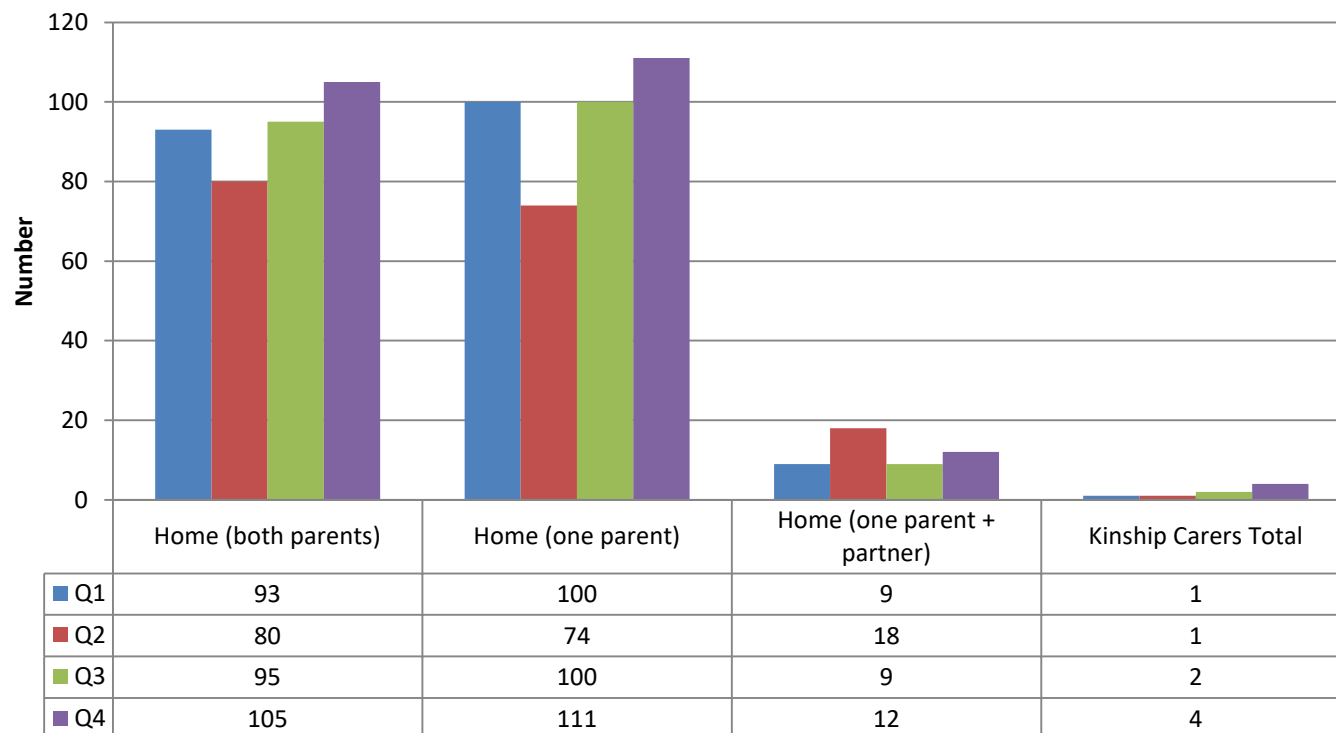


In 2019/20, Children with **Autism** had the highest number of referrals throughout SHSCT area and second was Physical disability.

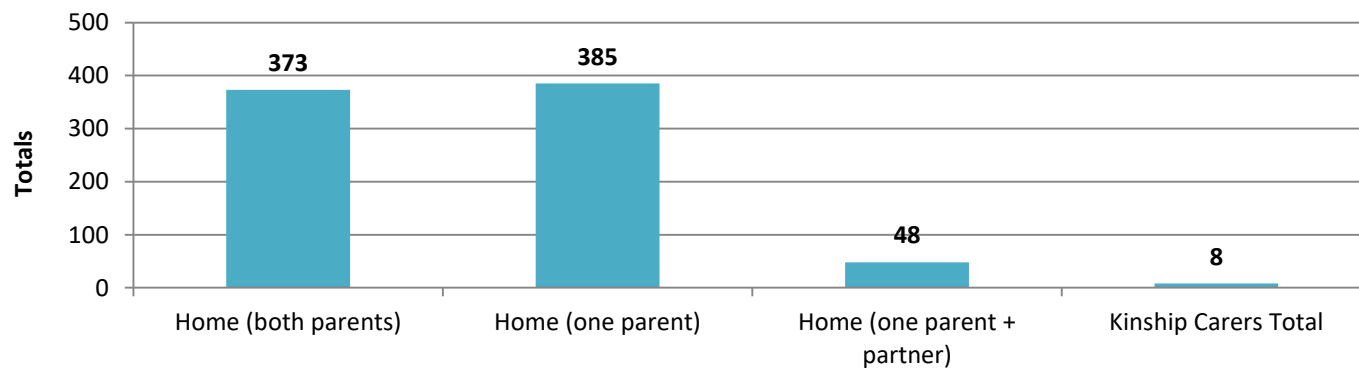


How much did we do cont'd....?

Performance Measure 4: Household Composition -2019/20

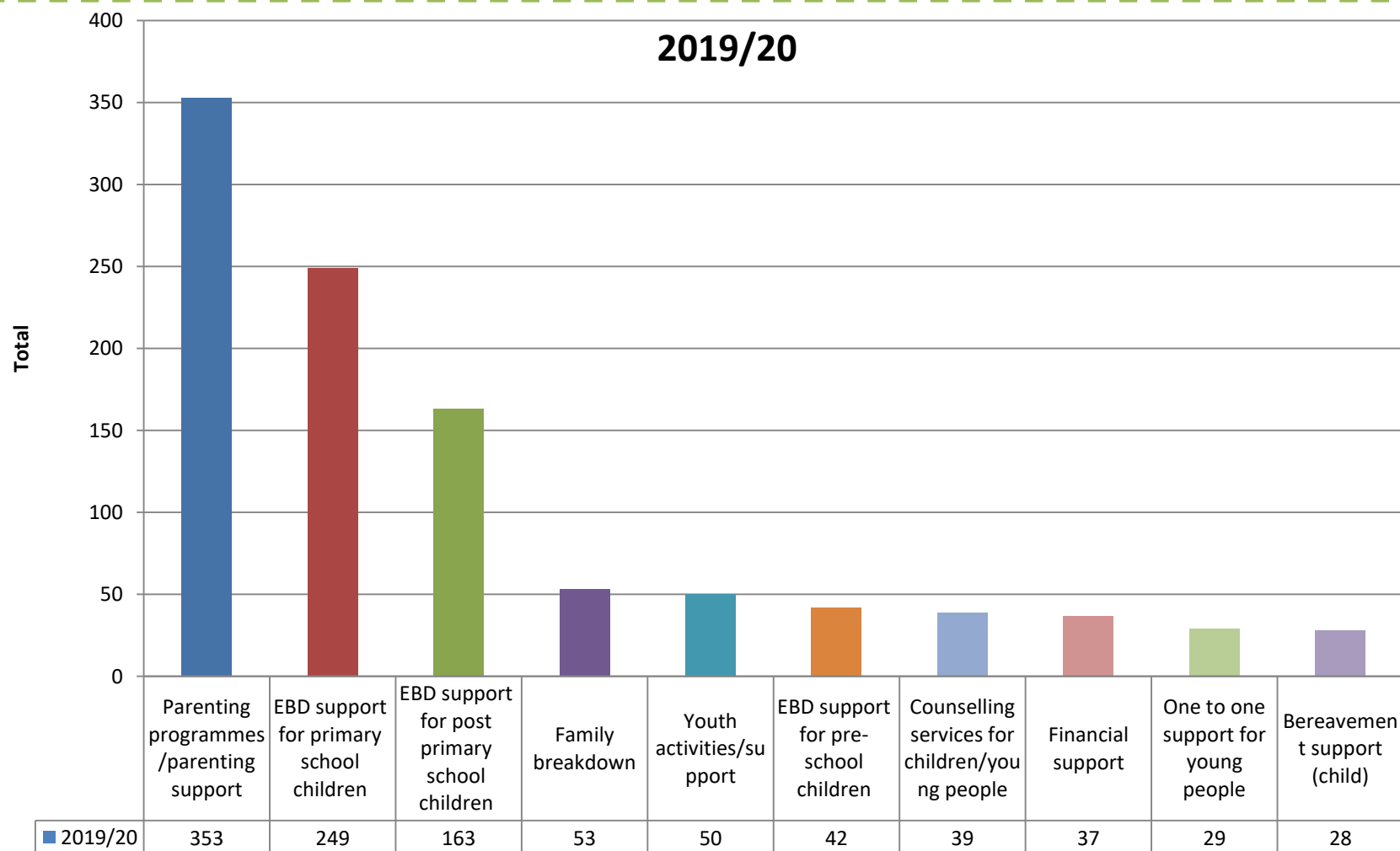


The number of families with Both Parents are slightly less at **373** than Single Parents at **385** in 2019/20. The number of One parent + partner was **48** and Kinship Carers total was **8**.



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

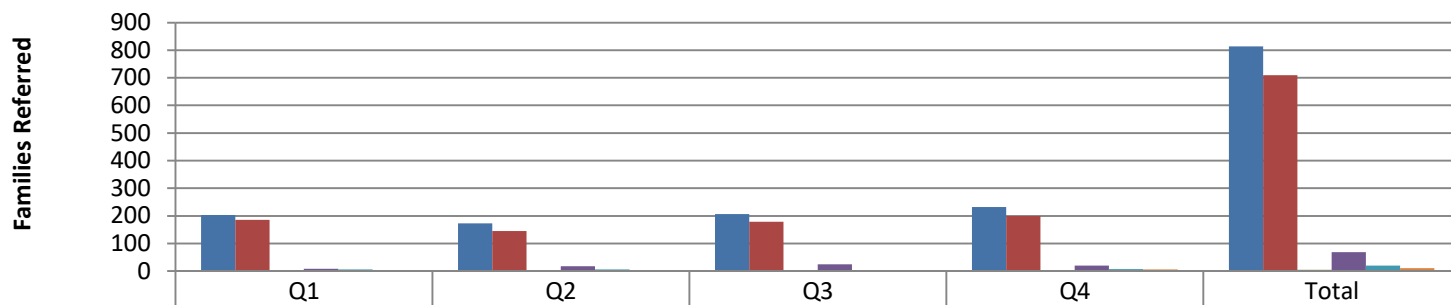
Performance Measure 5: Main Presenting Reasons for Referral - 2019/20



The key reasons for referrals in 2019/20 are Parenting programmes/parenting support at **353** with Emotional Behavioural Difficulty (EBD) for primary and post primary school age children at **249** and **163** respectively.

How well did we do it?

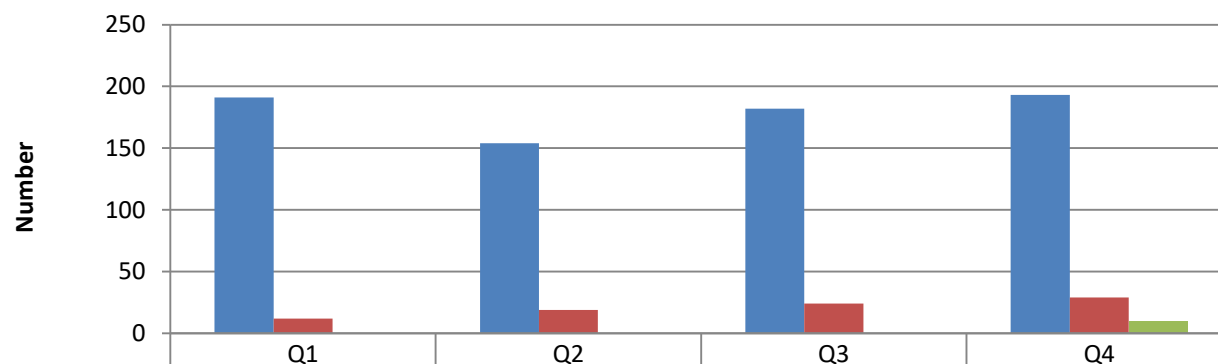
Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2019/20



Families Referred	203	173	206	232	814
Accepted and Signposted	186	145	179	199	709
Signposted but family did not engage	2	3	0	0	5
Above Tier 2 (Referred back to Gateway)	8	17	24	20	69
Further Information Required	6	6	1	7	20
Unable to meet need of referred family	1	2	2	6	11

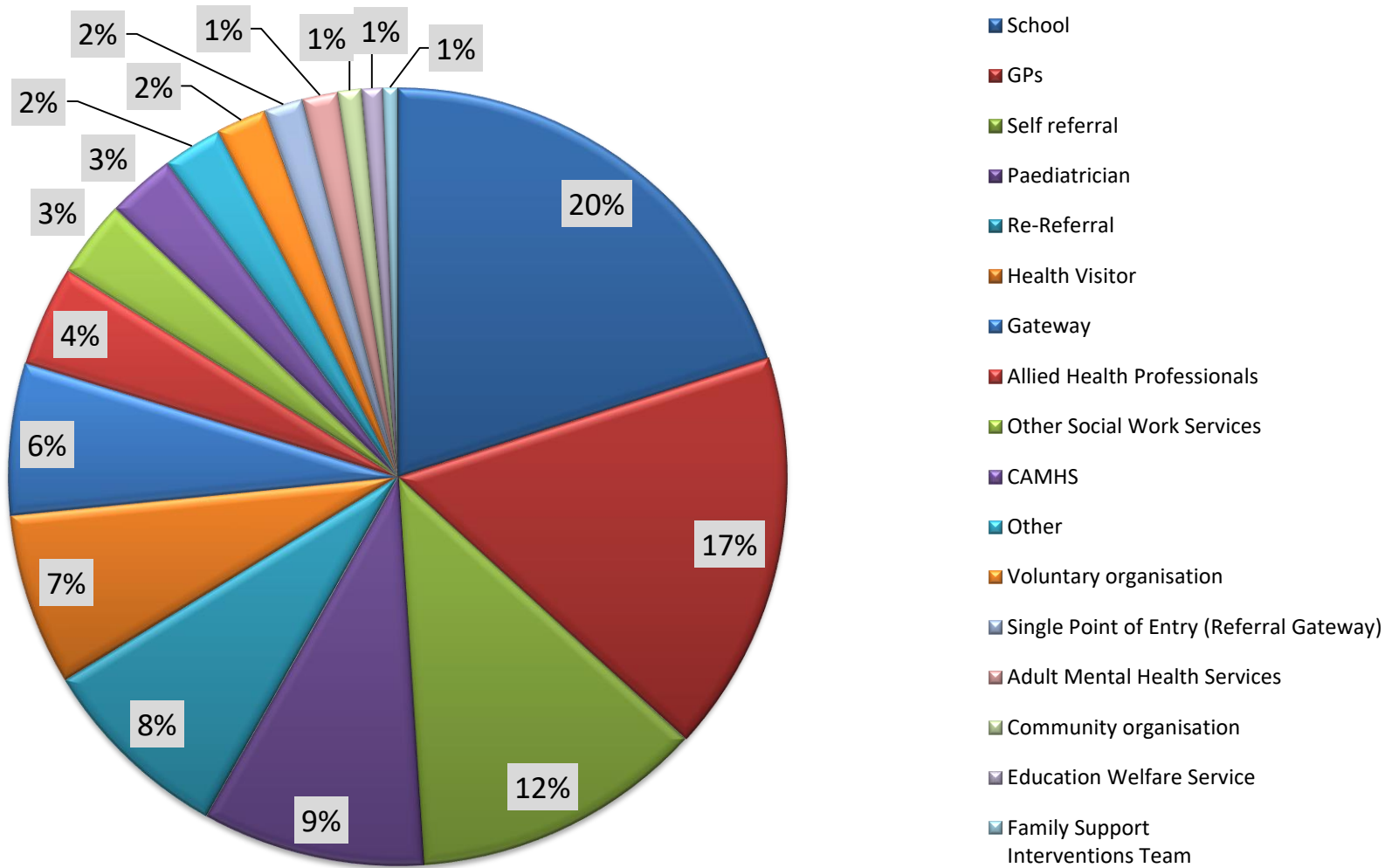
Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2019/20

99% of referrals were achieved within 4 weeks or 5-8 weeks.



Achieved in 4wks	191	154	182	193
Achieved in 5-8wks	12	19	24	29
Not Achieved in Timescale	0	0	0	10

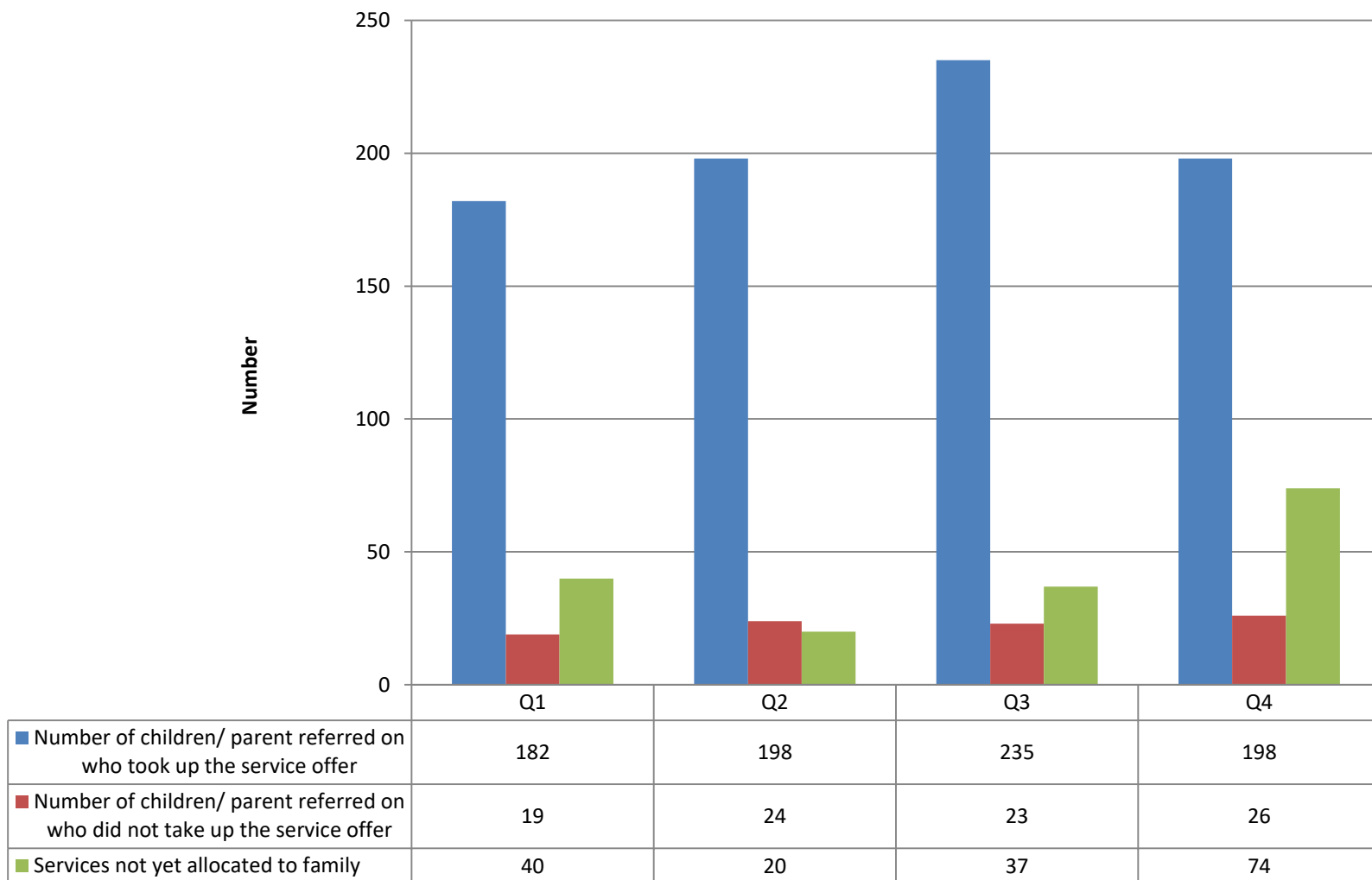
Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2019/20



School referrals are still the highest referring agency at 20% in 2019/20, the same as 2018/19. GPs referrals are now increased from 14% to 17% and Self referrals are up to 12%. Paediatrician referrals are now down to 9% and Re-referrals are up to 8%.

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

Performance Measure 9: Number of Children/Parents referred who did and who did not take up the service offer 2019/20



Qtr4 is when the Covid-19 pandemic had an impact on service provision due to lockdown.

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 3 Hubs in the Southern Health and Social Care Trust have implemented the 10 Standards and continue to work collaboratively across the area in developing their relationships with providers across the community, voluntary and statutory sectors.

Case Studies

Case Study A

Craigavon/ Banbridge Family Support Hub during COVID -19

“A mum is parenting alone with two children 8 & 11. She is from a minority ethnic community, and separated from her husband some time ago and has very limited family support, which is not local. At the start of lockdown the Family Support Hub staff made `check in` calls to families involved in the Holiday Hunger programme run by a local youth provider which has developed links with the local Family Support Hub over the last 2 years. When the Hub Co-ordinator contacted mum she was extremely grateful as she was very concerned as she had been informed that she may be made redundant from her part time job. Dad has not had any contact with the children during lockdown. His financial contributions to the family are reported to have been minimal since separation. She is further concerned other child care options will not be open due to COVID over the summer. Mum is extremely independent and prides herself on coping alone and with few resources. She worries that her finances will be so tight that she will not be able to occasionally buy her children an ice cream or a small birthday gift for her son. As a result of referral to the Hub mum was able to access financial advice and support around work and benefits. The Early Intervention Support Service was able to provide ongoing support to mum to access the food banks, fuel payments, and new school uniforms (as eldest child is transitioning to secondary school). Also support to update her CV to enable her to acquire some work. She got support from a local community organisation that has kept families engaged with a range of competitions including a 6 weeks programme to encourage young people to make a weekly family meal (with recipes and ingredients provided). In addition, these families receive food parcels along with these challenges – which has been a creative way of helping families like this one during this time without the fear of stigma. ”

Case Studies

Case Study B

A mother with 3 children from a minority ethnic community was referred as a Step Down referral from the Family Intervention Team to the Family Support Hub following reports of the family having no food, toiletries and money. The 3 children had previously mentioned domestic violence and the parents separated. The Hub Co-ordinator arranged for NIACRO'S Get Real Project contact the family to discuss supports required including any interpretation needs. A Befriender from local church also got in touch with hub so supports can be better co-ordinated. Mum also agreed to being connected to other Muslim women in NI via a WhatsApp group. NIACRO'S FAMM – Family & Money Matters support helped with child benefit plus budgeting plan and to work out realistic rehousing options. Christian's Against Poverty Group were also identified for her and mum to be introduced later on as an ongoing local support once her English more established. A Christmas hamper and gifts for children were organised through St Vincent de Paul (SVP)

Hub Co-ordinator contacted the school, benefits office and medical appointments to confirm interpreters in place for mum. Portadown Gets Active Group for the children was arranged for Easter time.

At a later stage the referral was returned back to hub and an additional appropriate service has been identified to move forward in the form of the Early Intervention Support Service.

Case Studies

Case Study C:

A mum with a learning disability with a 3 year old was referred to the Hub for Family Support and a Parenting Programme from a community organisation.

The Hub decided 1 to 1 support for her at home would be the most appropriate place to start. The SPACE Family Support Worker therefore provided play support, taught the parent about setting boundaries, how to access the food bank as required and supported the mum with a referral to Community Paediatrics and attended appointments with her.

The parent is fully engaging and the work is on-going. With regard to unmet need it was agreed a befriending service for mum would be useful as she has no social company of her own age in the area.

Case Study D:

A mother from a minority ethnic community with a serious long term medical condition requested child care support as she is caring for her niece(whose mother is deceased) and her own 3 children. On further enquiry it was decided by the Hub that the following supports were required - BCM Parent Support project, Clanmill Housing Association, Housing Rights Service, Local MLA and the Food bank. Fortunately a member of the extended family from overseas joined the family and was able to help with childcare so mum can rest. Her health has improved slightly and the family now have carers support from SHSCT, lots of support from the Health Visitor and an OT referral via GP for possible adaptations as well as the Young Carers Project and course information given to the family for the Incredible Years.