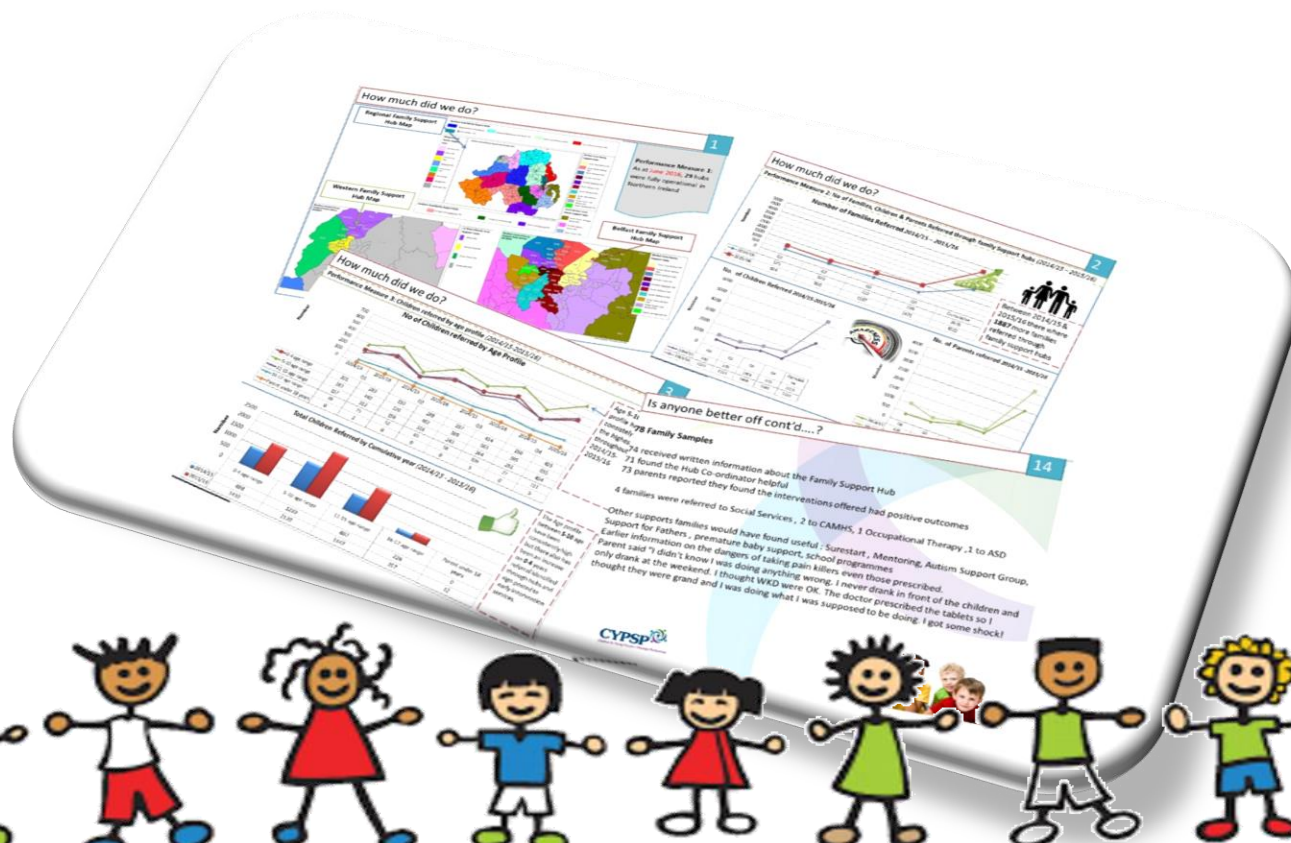


# BHSCT Family Support Hubs Report Card

*Annual Report Card 2020/21*

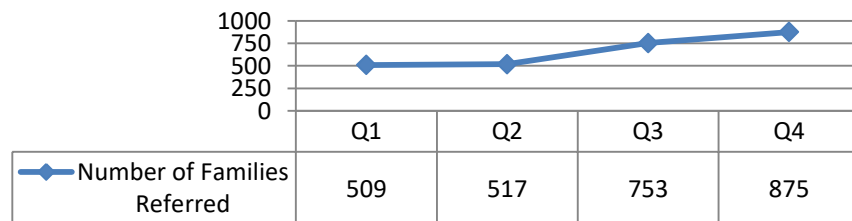


July 2021

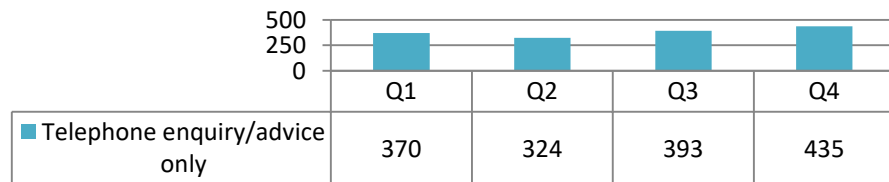
# How much did we do?

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

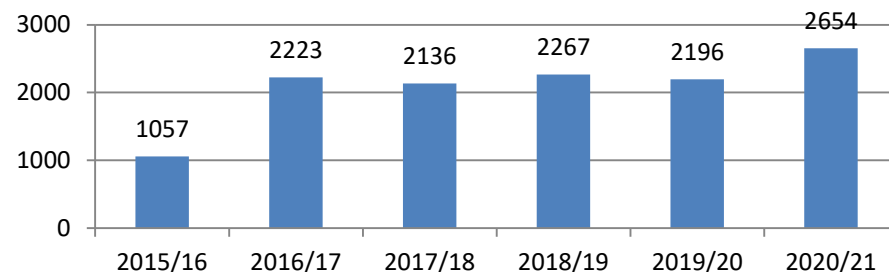
### Number of Families Referred - 2020/21



### Telephone enquiry/advice only -2020/21

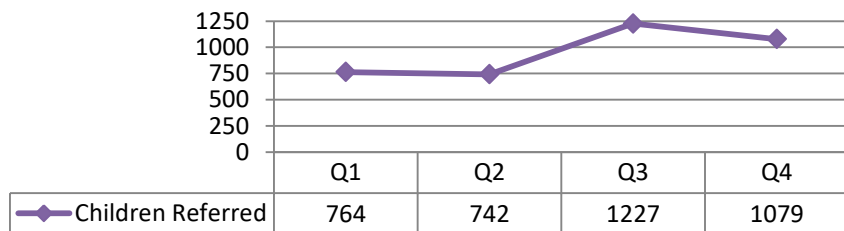


### No. of Families Referred

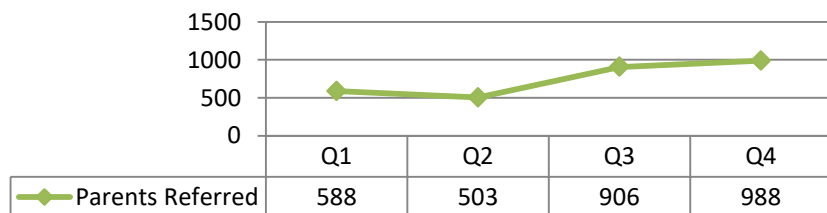


In 2020/21 there was an increase of **458** families referred through Family Support Hubs in Belfast than in 2019/20. There were also **1522** telephone enquiries throughout the year.

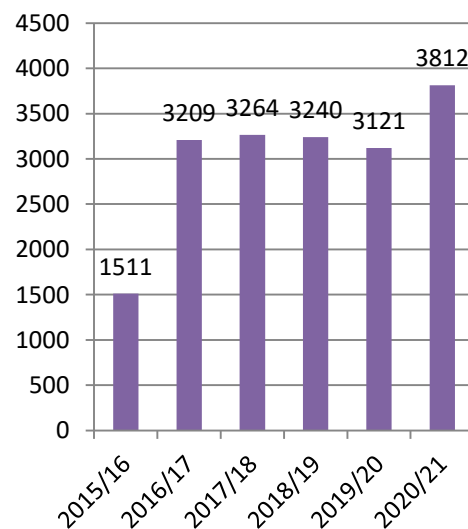
### Number of Children Referred - 2020/21



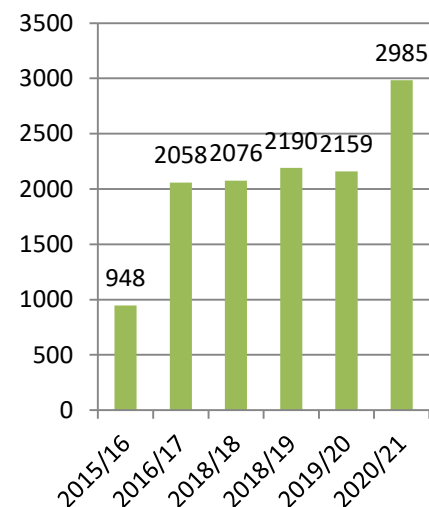
### Number of Parents Referred - 2020/21



### No. of Children

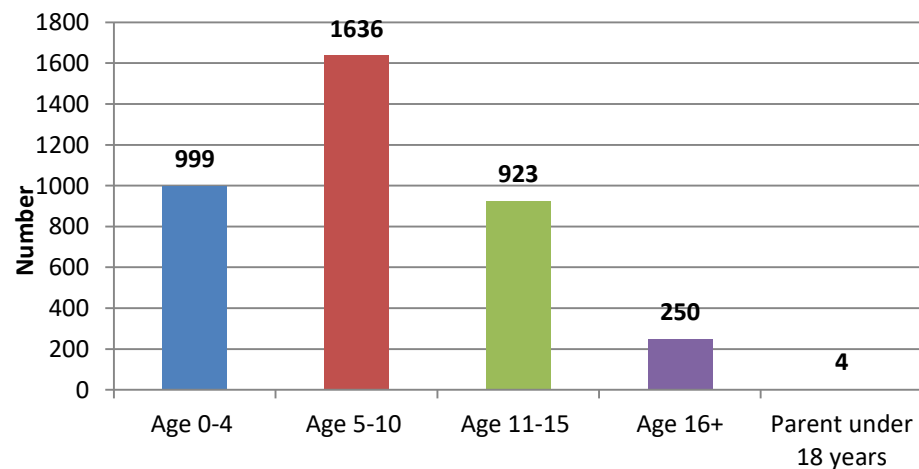
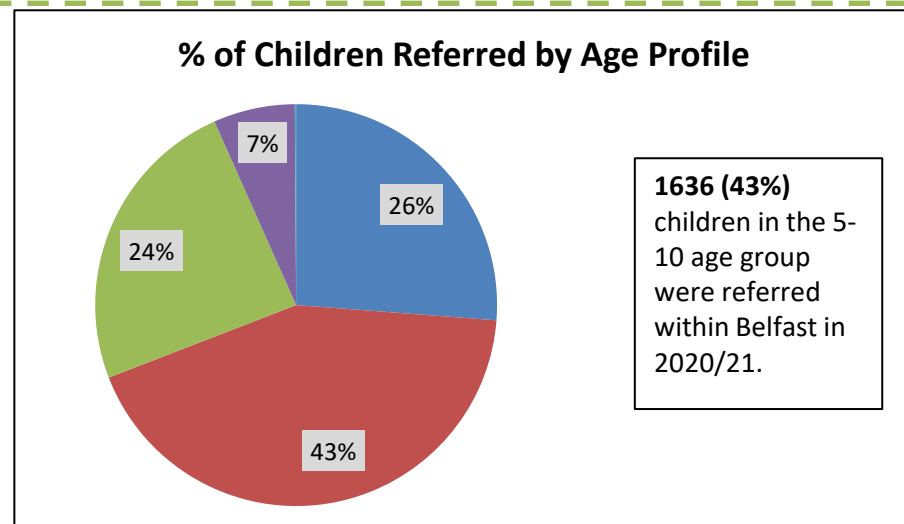
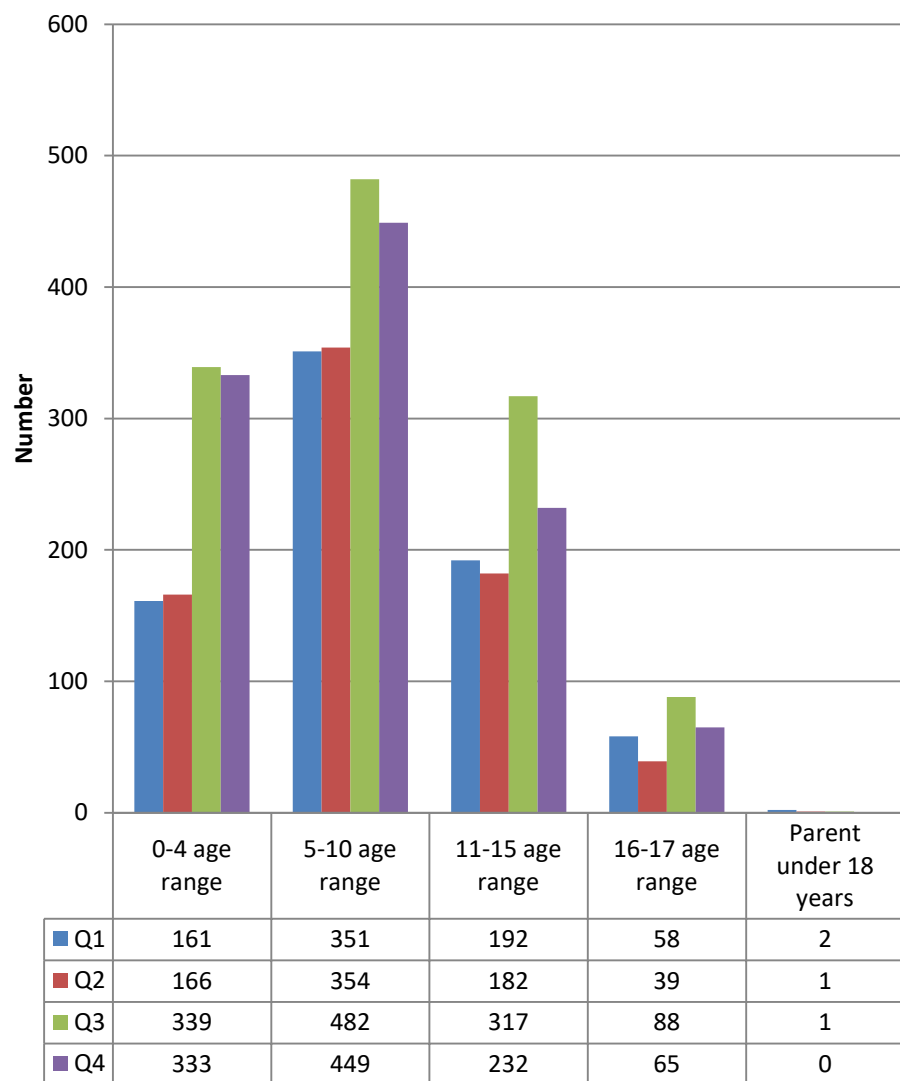


### No. of Parents



# How much did we do?

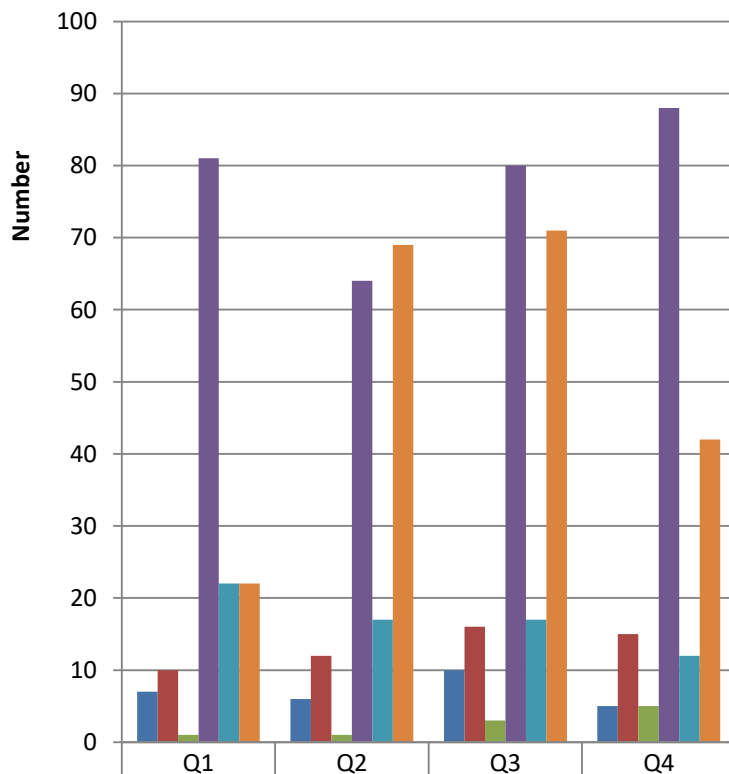
## Performance Measure 2: Children Referred by Age Profile - 2020/21



*Please Note: As well as 3812 children referred an additional **1250** children benefitted as they were part of the families referred.*

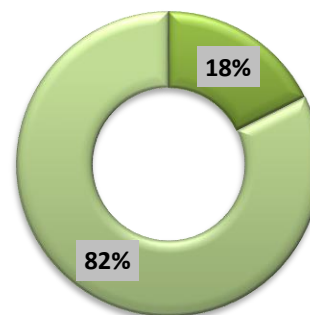
# How much did we do cont'd....?

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



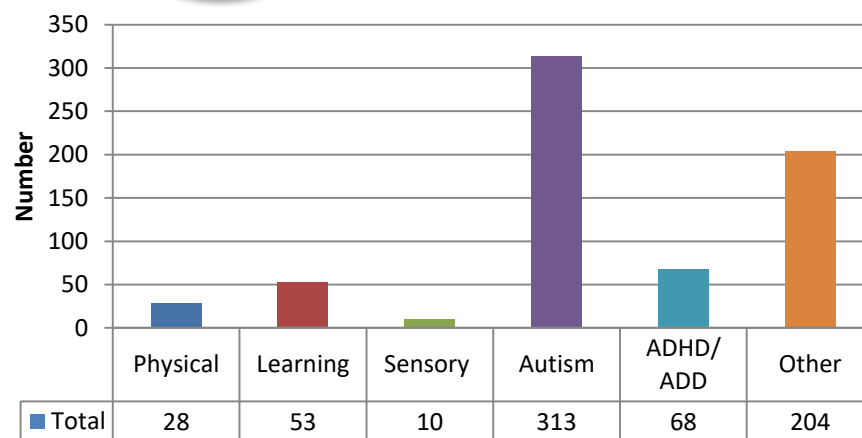
Physical	7	6	10	5
Learning	10	12	16	15
Sensory	1	1	3	5
Autism (including Asperger Syndrome)	81	64	80	88
ADHD/ADD	22	17	17	12
Other (e.g. Awaiting Diagnosis)	22	69	71	42

### Children Referred with a Disability



Total Children Referred with a Disability (No=676)

Total Children Referred without a Disability (No=2355)



Throughout 2020/21, Children with **Autism (including Asperger Syndrome)** had the highest number of disability referrals in Belfast (46%).

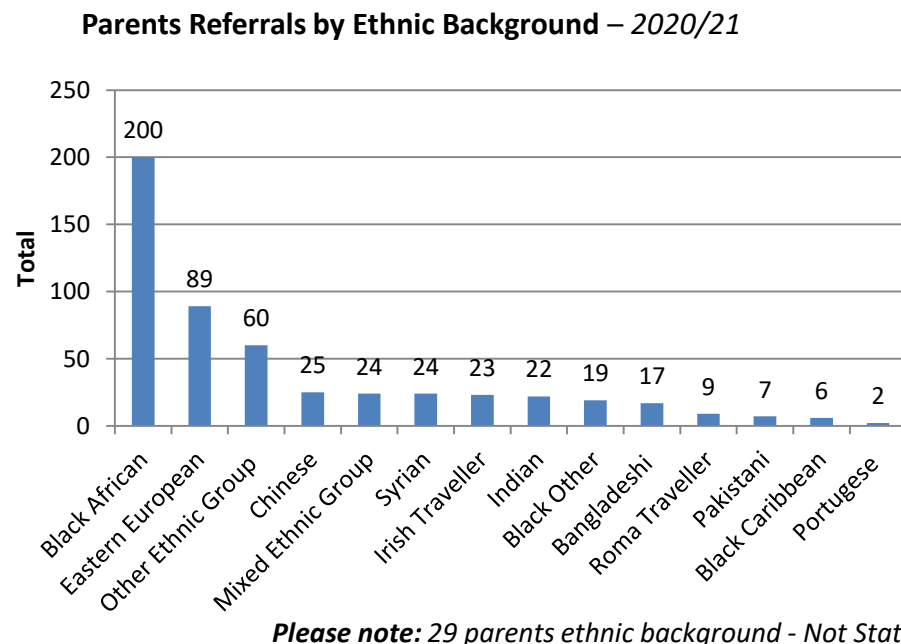
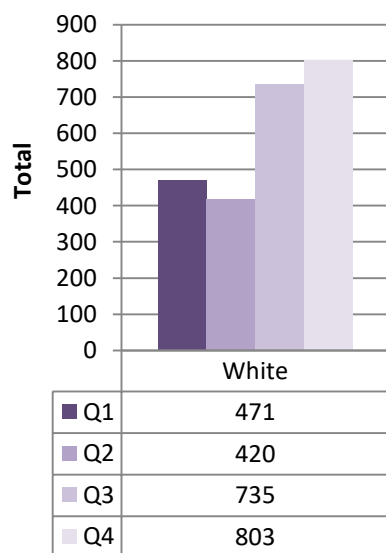
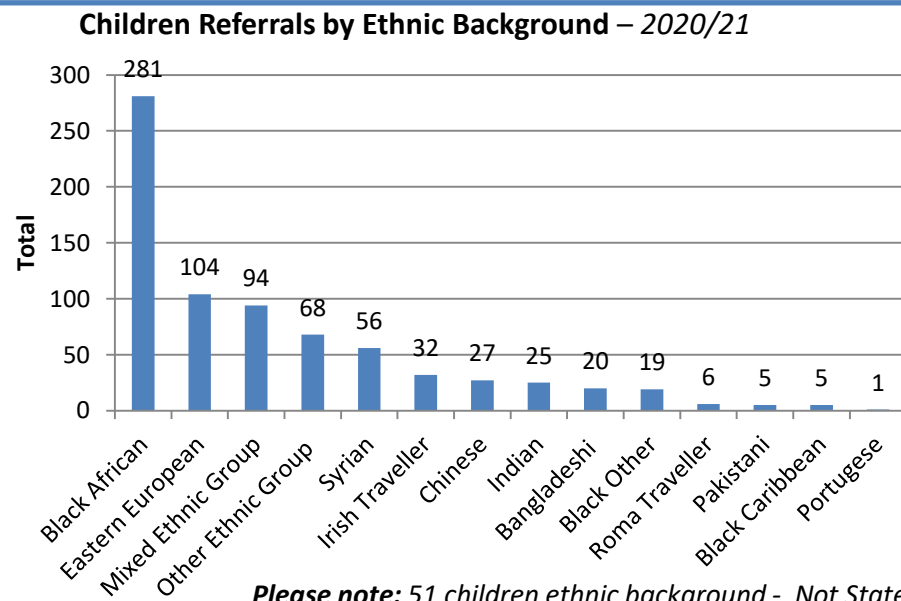
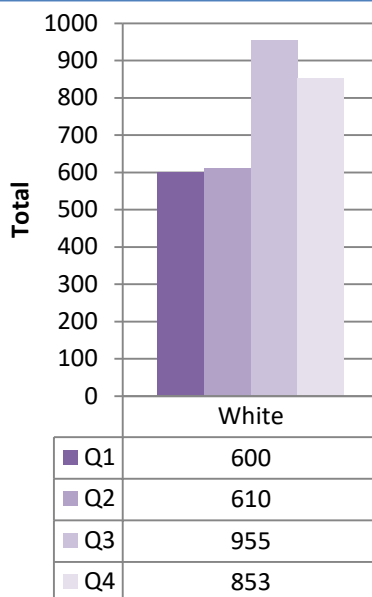


# How much did we do cont'd....?

## Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

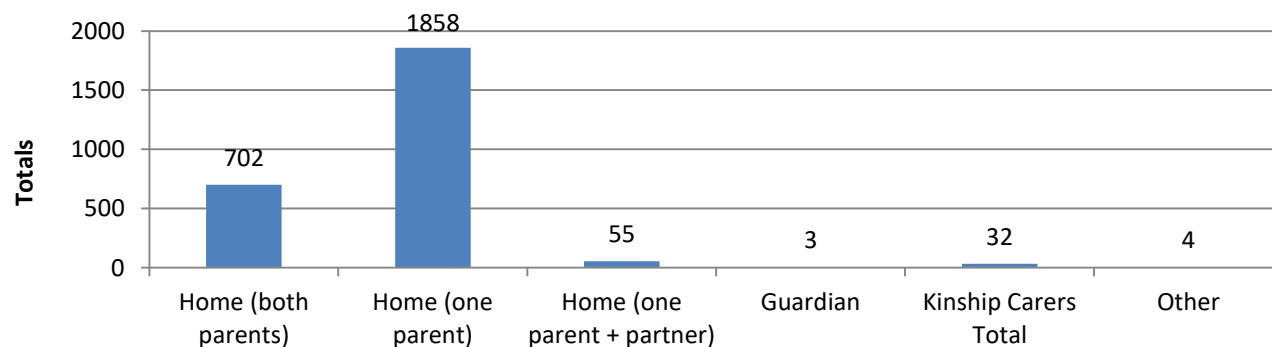
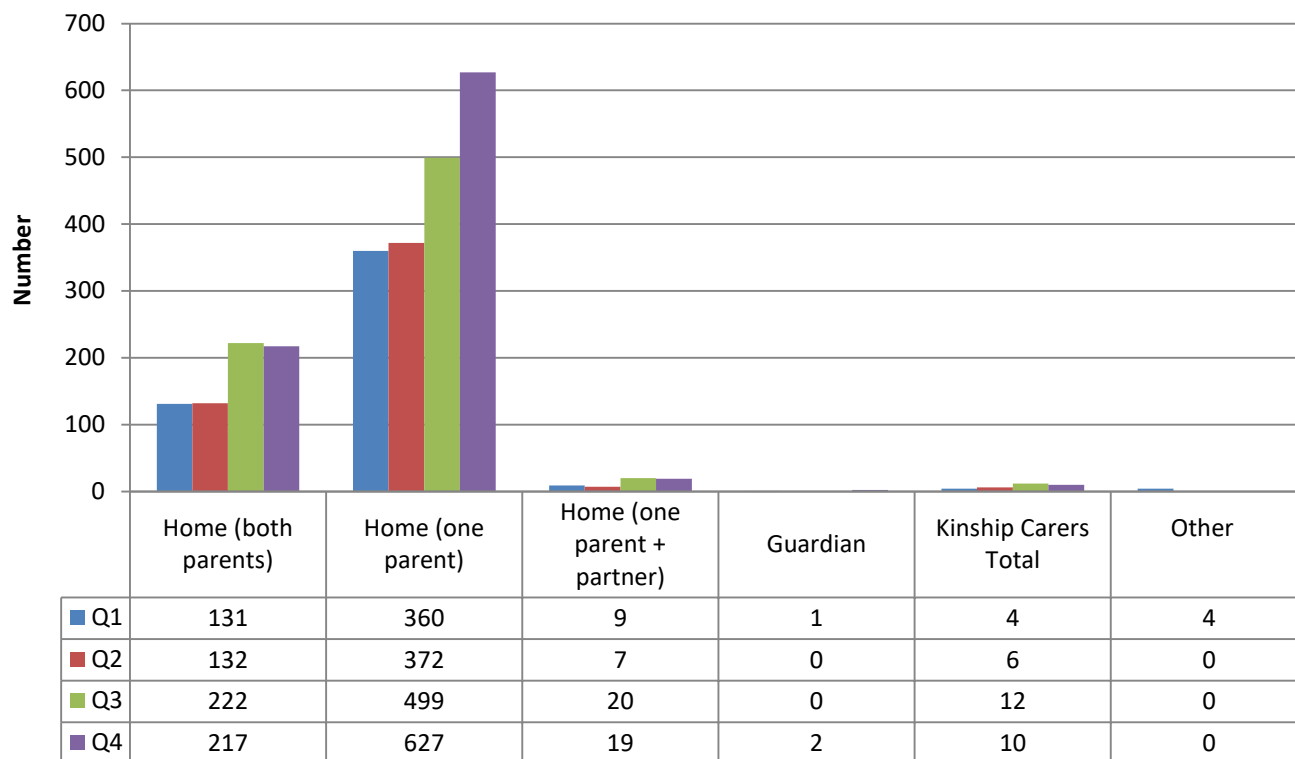
*There has been an increase in both children and families referred from different ethnic backgrounds. For example: Referrals from Black African children are 281 with 200 parents, Eastern European 104 with 89 parents and Mixed Ethnic 94 with 89 parents and Mixed Ethnic 96 with 24 parents.*

*(Note: 'White' has the higher number of referrals for both Children and Parents and are presented on separate scales as shown in these charts.)*



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

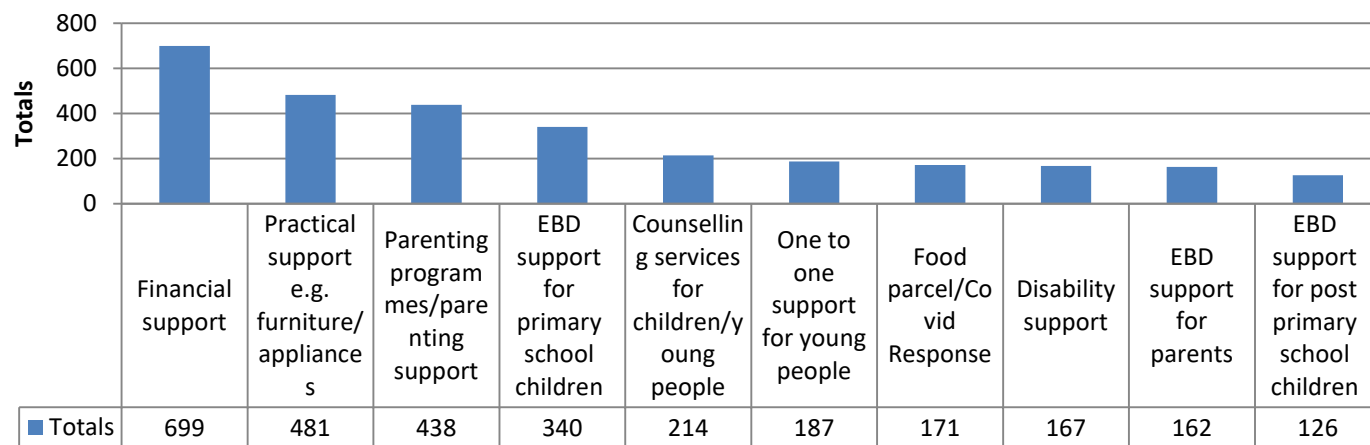
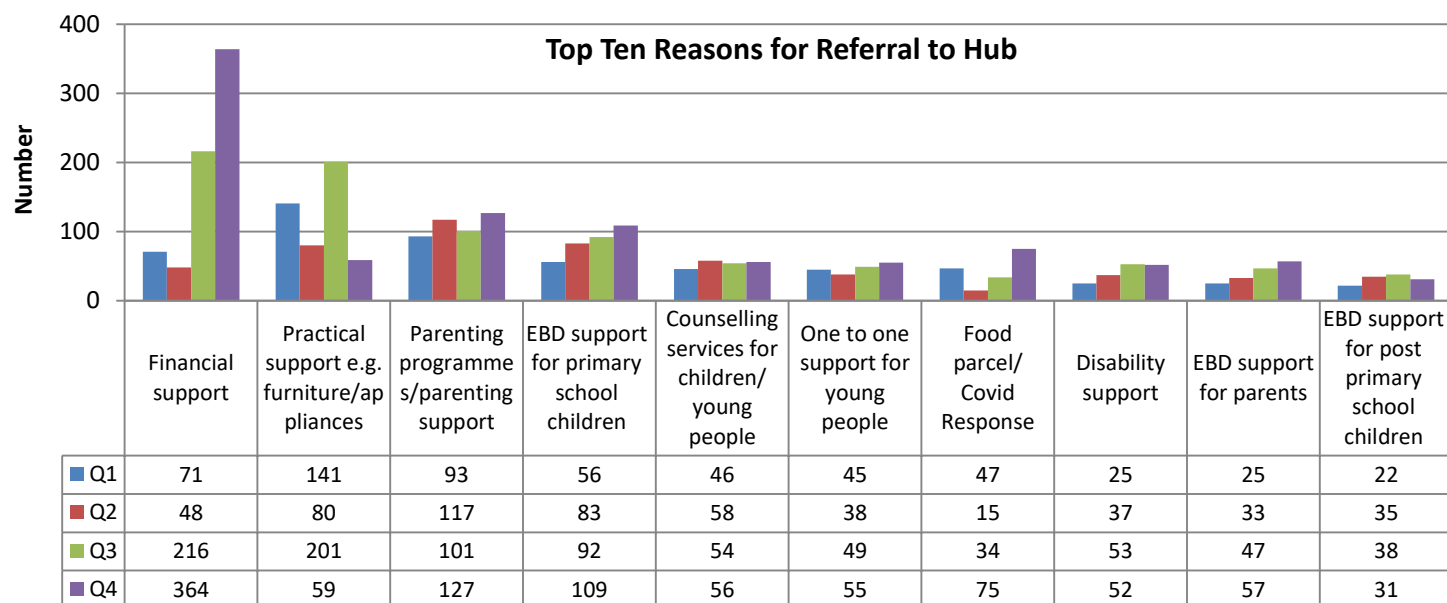
## Performance Measure 4: Household Composition -2020/21



The highest group of families referred were Lone parent families at **1858** followed by Families with both parents **702**. There was a decrease from the previous year in One parent + partner to **(55)** and a slight decrease in Guardians **(3)** and Kinship Carers has decreased slightly to **32**. There were and **4** Other.

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

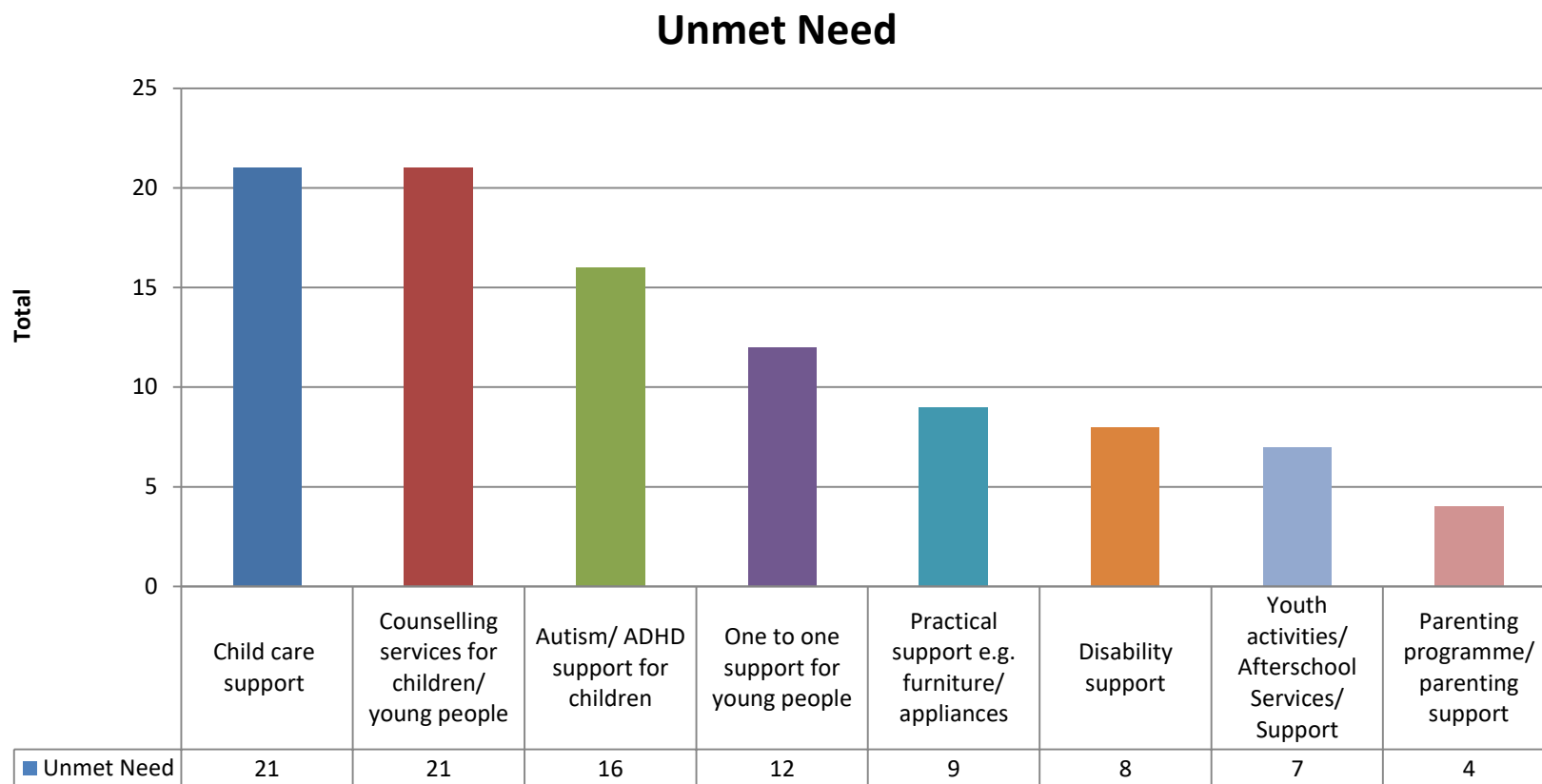
## Performance Measure 5: Main Presenting Reasons for Referral - 2020/21



Due to continuing Covid-19 restrictions **Financial Support** was the top reason for referral in 2020/21 followed by **Practical Support** and **Parenting Programmes/Parenting Support**. Emotional and Behavioural Difficulty (EBD) Support for primary school children is also in the top ten along with Counselling Services for children/young people, One to one support for young people, Food Parcel/Covid Response, Disability Support, EBD support for parents and EBD support for post-primary school children.

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

## Performance Measure 5: Main Presenting Reasons Unmet - 2020/21

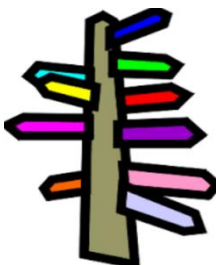


The main reasons unmet in 2020/21 was **Childcare Support** , **Counselling Services for children/young people**, **Autism/ADHD support for children** and **One to one support for young people**.

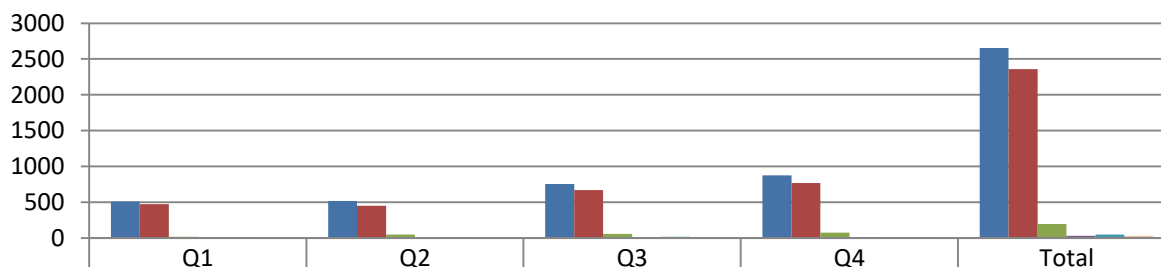


# How well did we do it?

## Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons - 2020/21



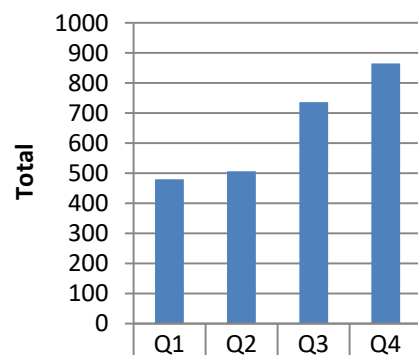
Families Signposted



Families Referred	509	517	753	875	2654
Accepted and Signposted	473	451	669	767	2360
Further Information Required	17	48	55	75	195
Signposted but family did not engage	6	4	8	12	30
Above Tier 2 (Referred back to Gateway)	10	10	17	10	47
Unable to meet need of referred family	3	4	4	11	22

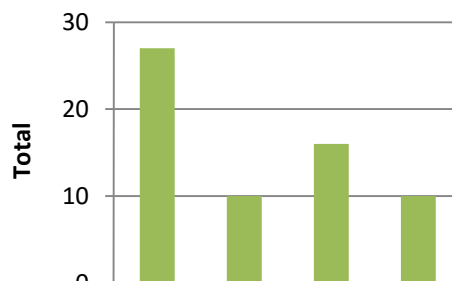
## Performance Measure 7: Achieved in 4 weeks & 5-8 weeks or Not Achieved – 2020/21

### Achieved in 4 wks & 5-8wks



Achieved in 4 wks & 5-8wks	480	506	736	864
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### Not Achieved in Timescale

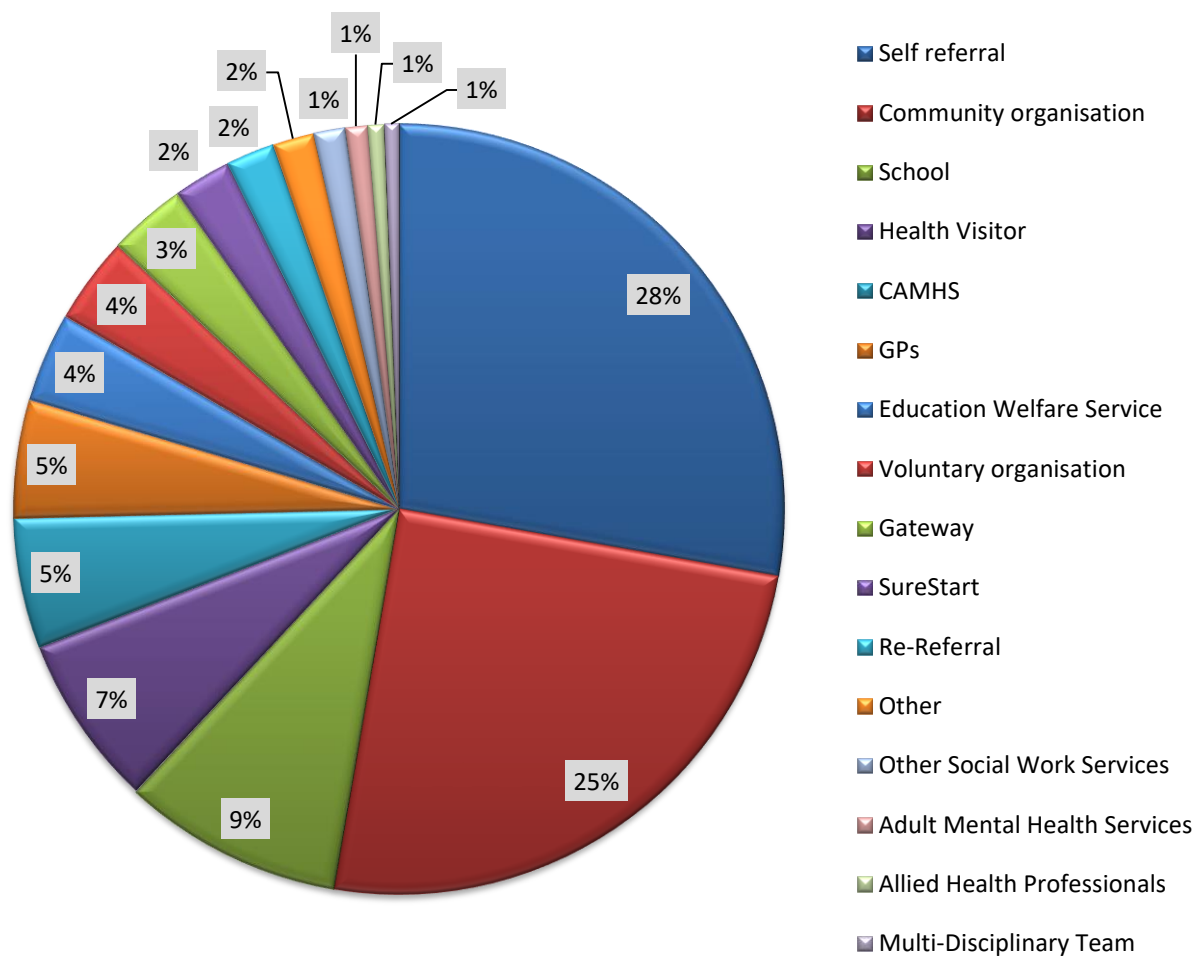


Not Achieved in Timescale	27	10	16	10
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The vast majority of referrals to Hubs were processed within 4 weeks, with the remainder within 5- 8 weeks and **5** achieved within the maximum 8 weeks timescale. **63** were not achieved in timescale within the Belfast Area.

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

## Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2020/21

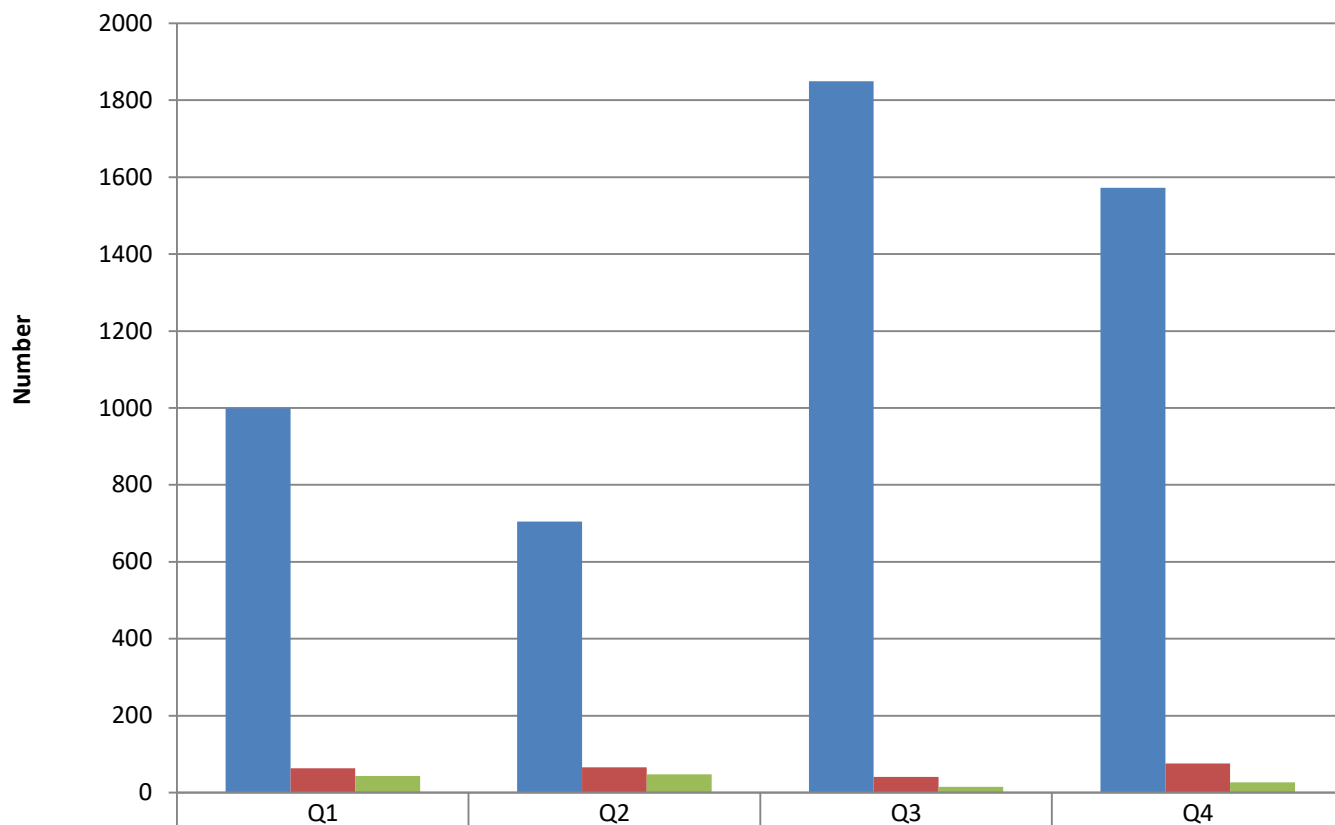


In the Belfast Area **Self referrals** are the key referrals at **28%** followed by **Community Organisations** at **25%**.

Schools are 9% Health Visitors 7% followed by CAMHS and GPs at 5%.

# 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 2020/21



	Q1	Q2	Q3	Q4
■ Number of children/ parent referred on who took up the service offer	999	705	1849	1572
■ Number of children/ parent referred on who did not take up the service offer	64	66	41	76
■ Services not yet allocated to family	44	48	15	27

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

## 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 of the Hubs in Belfast  
have implemented the 10  
standards.  
Each one has an action plan  
in place identifying areas for  
development such as  
promotion of the Hub in the  
locality, working with schools  
to ensure access to early  
intervention services for  
families and ensuring there is  
equality of access across  
each of the geographic  
areas.

## Family Samples

### Case Study A

Self-referral in May - Mum and girl aged 5. Mum currently going through Radiotherapy. She was already linked in with a local North Belfast Cancer Organisation for herself. Her daughter was experiencing anxiety and didn't want to leave mum. From chatting with mum a referral was made to a member organisation for family support and the coordinator linked in with the local Cancer organisation to see if they could provide support for the daughter. They were able to make an onward referral to another Cancer charity for art/play therapy for the daughter to address her anxiety and the local cancer organisation also completed a referral so that mum and daughter could avail of a weekend break away catered to their needs.

Mum and child are still engaging with the family support worker, especially in assisting with the bedtime routine and over the past 2 weeks it has been going really well. The family support organisation has provided mum with some sensory toys to use before bed and also a lava lamp. The daughter will be commencing her art/play therapy in the next week, which will help her explore her emotions & anxieties related to mums cancer.

Mum was delighted with the package of support provided especially for her daughter. (Belfast Hub Co-ordinator)

## Family Samples

### Case Study B

Mum with 4 children under 14 years old. Since last pregnancy mum had been experiencing low moods, anxiety and struggling with relationship difficulties, some of which she noted were a direct result of COVID-19 stresses, including isolation and financial hardships due to loss of income etc. She was initially referred to the Family Support Hub by the Gateway Team. On speaking to mum we found that mum was struggling financially, as well as feeling very alone and isolated, she was finding behaviours of 1 child awaiting diagnosis for possible ADHD quite difficult to manage and having an impact on the family unit.

Due to this hub referral and by talking to mum, the hub was able to make referrals to SureStart, Autism NI, Childcare Support, Practical Support – including food, gas/electric, as well as encouraging Mum to register for self-care programmes- including mindfulness and a local friendship club- to help with isolation etc. (Belfast Hub Co-ordinator)

### Case Study C

Mum with an 8yr old child was referred to hub via community as the child did not want to leave the house due to anxiety levels, with school attendance becoming an issue. This referral was made to the hub by a community organisation- requesting activities for the 8yr old. By speaking to mum- referrals were made for a re-engagement/resettlement pilot scheme service to help young people after COVID-19 etc. Due to the LPG we were also able to give the family a sports activity pack that contained great resources to encourage outdoor activities as a family as well as to encourage families spending quality time together. (Belfast Hub Co-ordinator)