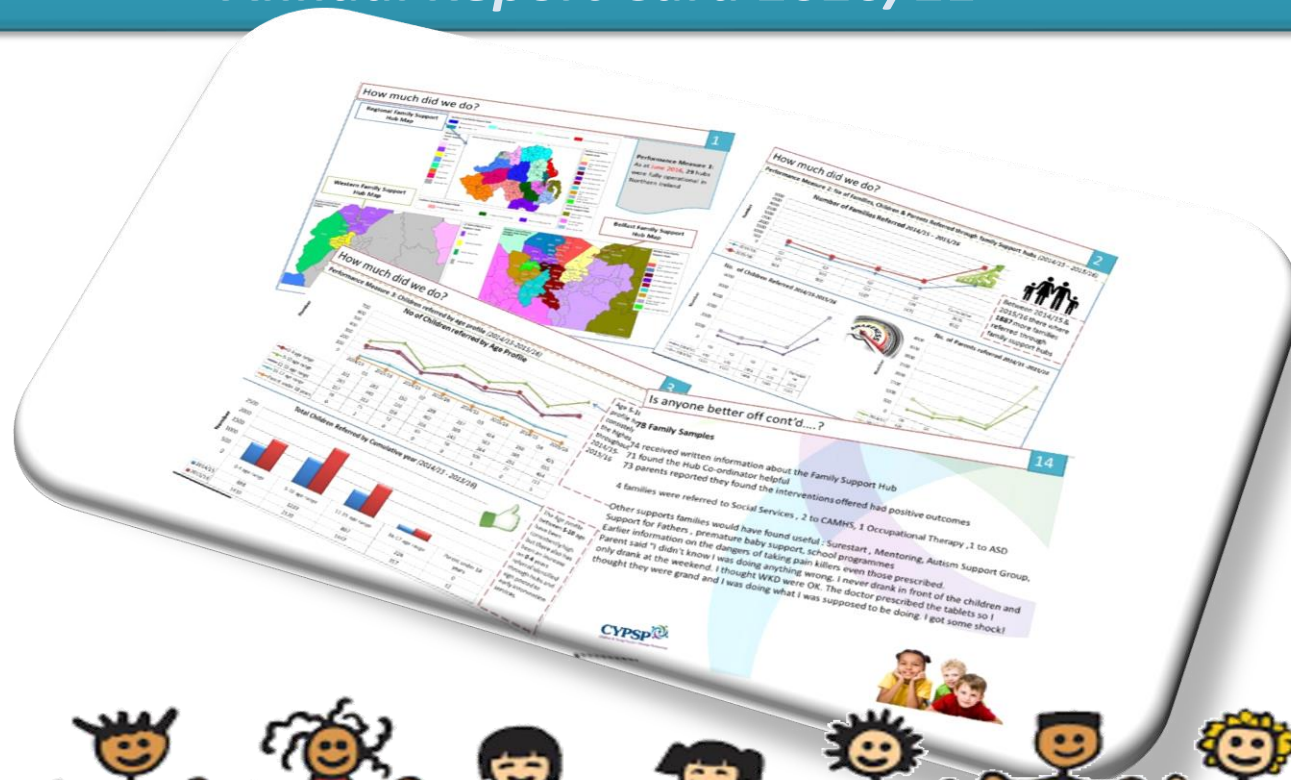


WHSCT Family Support Hubs Report Card

Annual Report Card 2020/21



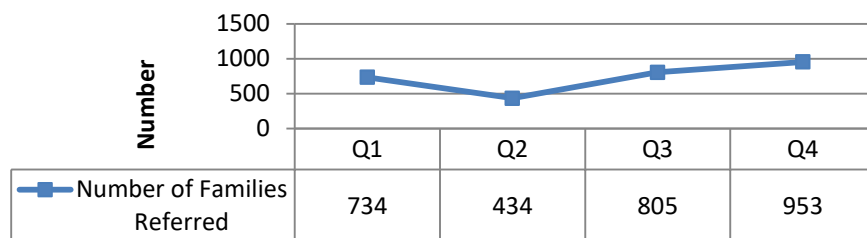
July 2021

How much did we do?

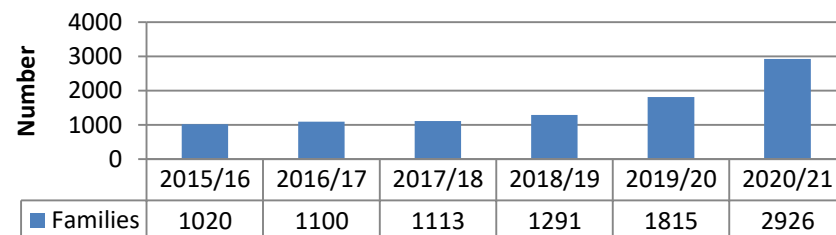
1

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

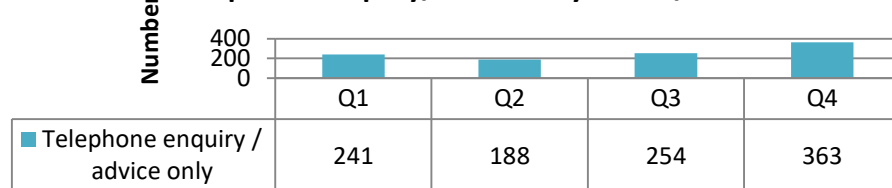
Number of Families Referred - 2020/21



No. of Families Referred

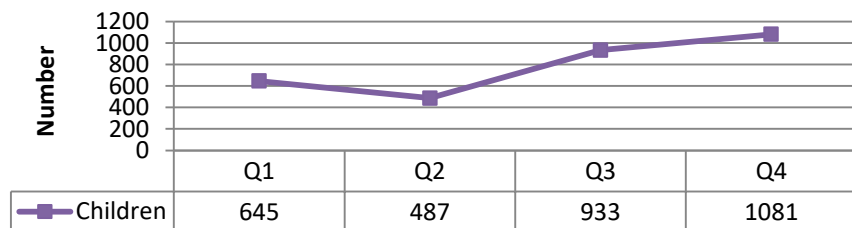


Telephone enquiry/advice only - 2020/21

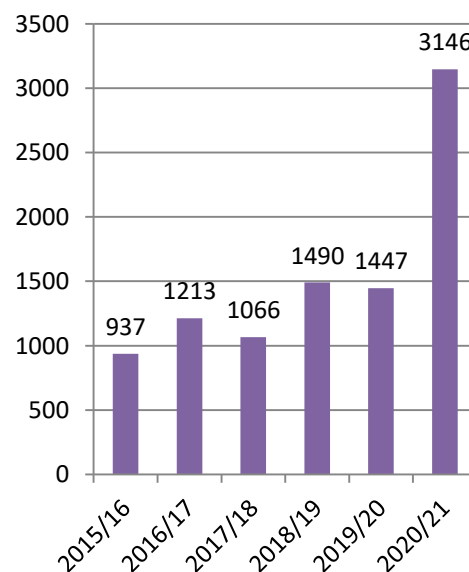


Throughout 2020/21 there were **2926** families referred through the Western area family support hubs, a significant increase in the past year. In addition there were **1046** telephone enquiries/advice only given throughout the year.

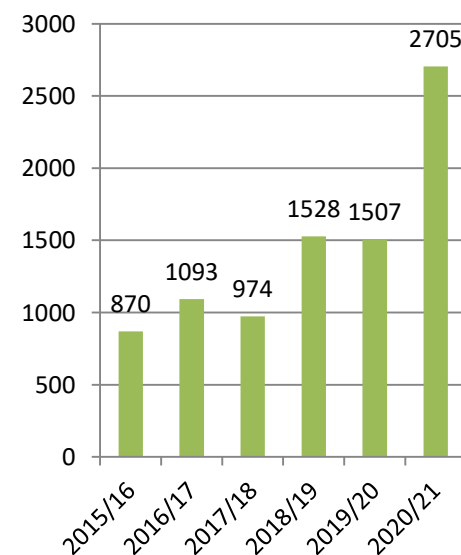
No. of Children Referred - 2020/21



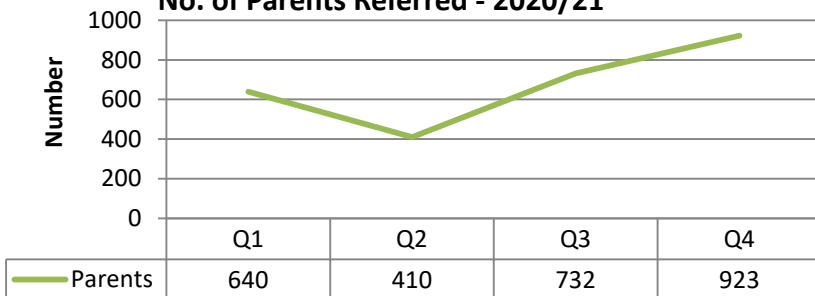
No. of Children Referred



No. of Parents Referred

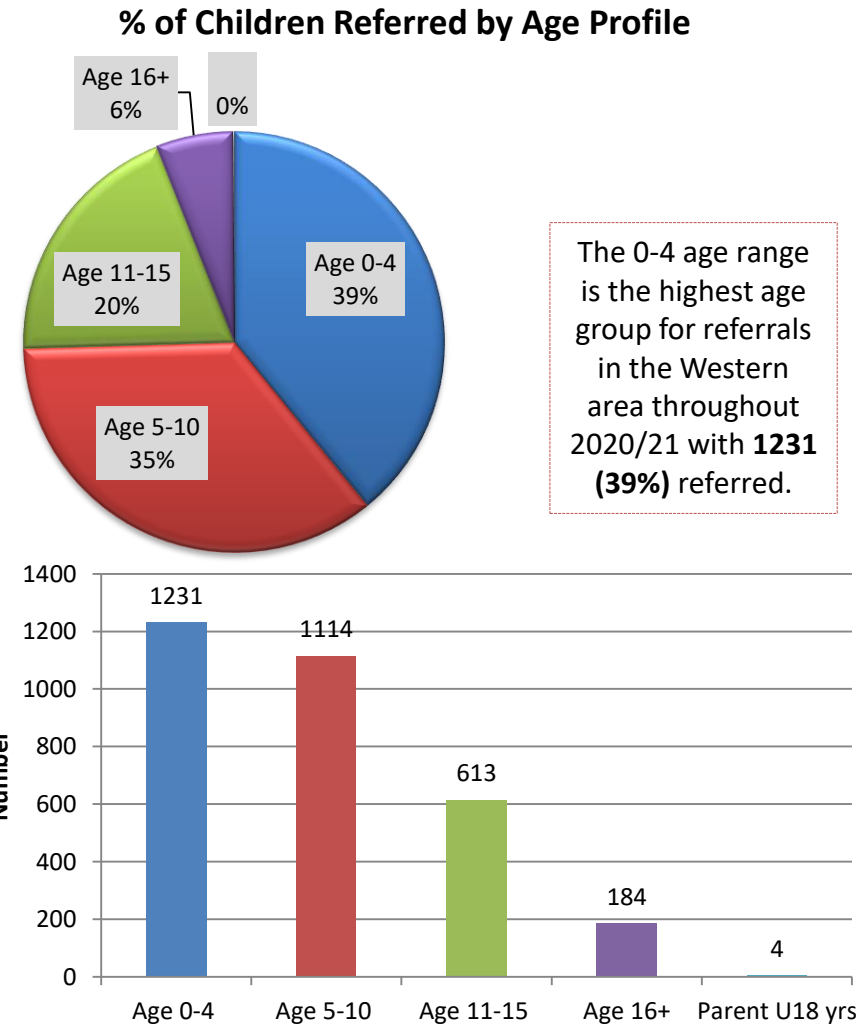
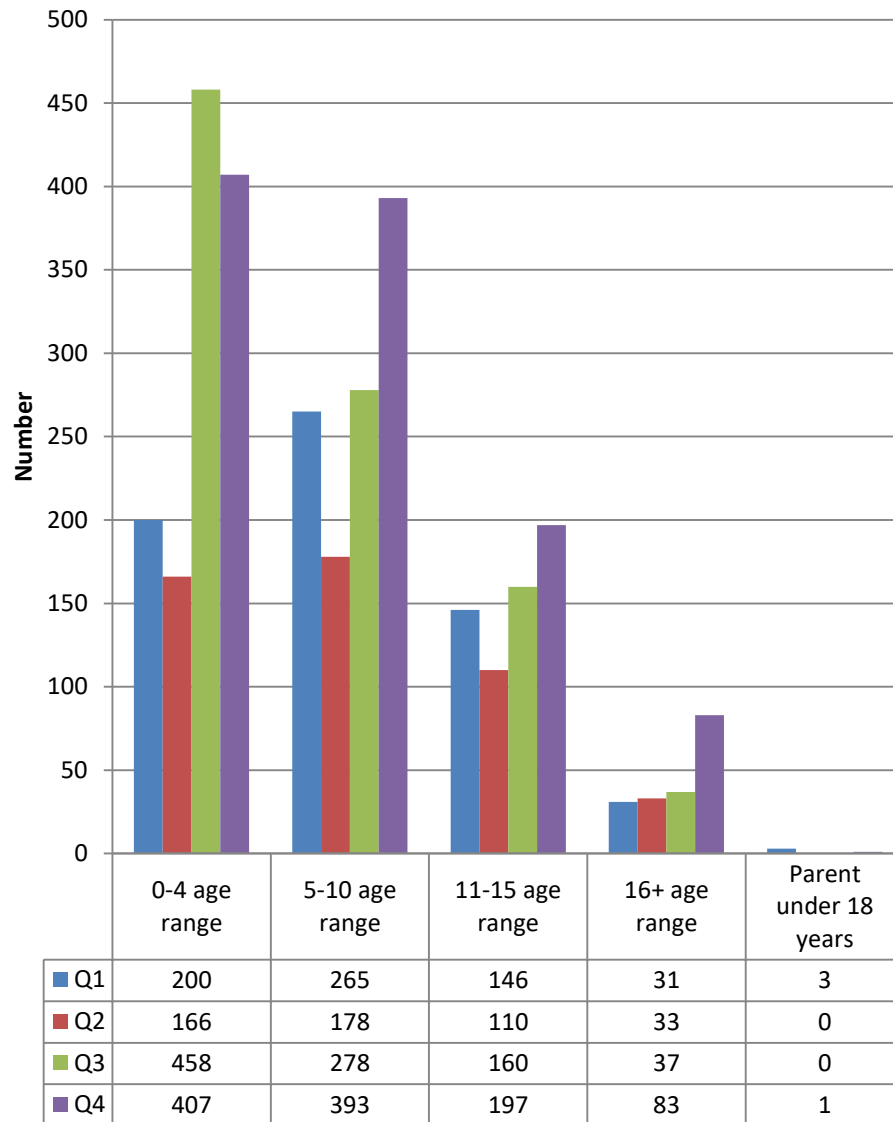


No. of Parents Referred - 2020/21



How much did we do?

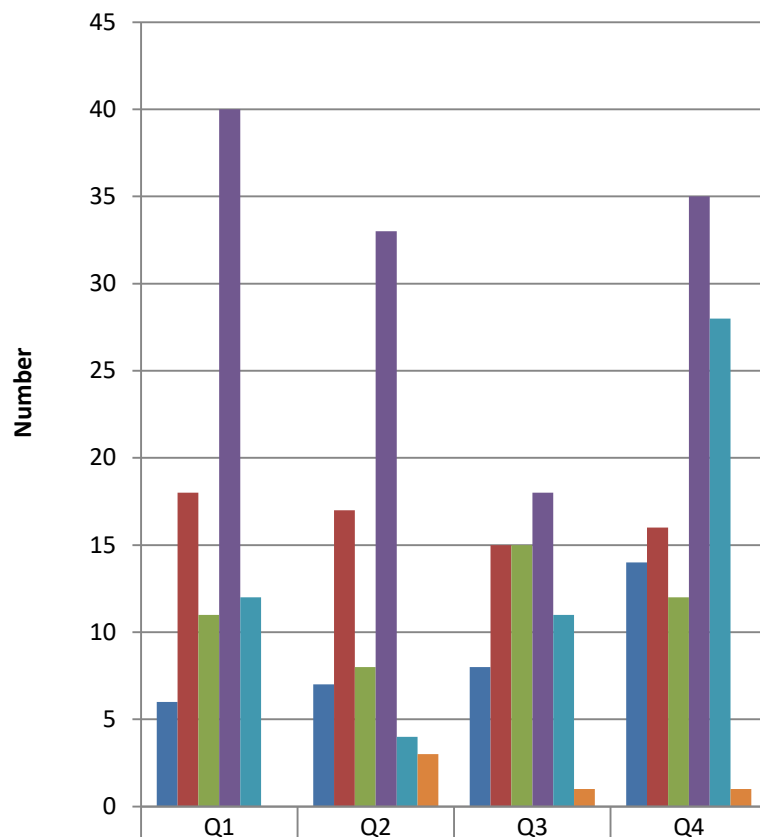
Performance Measure 2: Children Referred by Age Profile - 2020/21



*Please Note: As well as 3146 children referred an additional **1659** children benefitted as they were part of the families referred .*

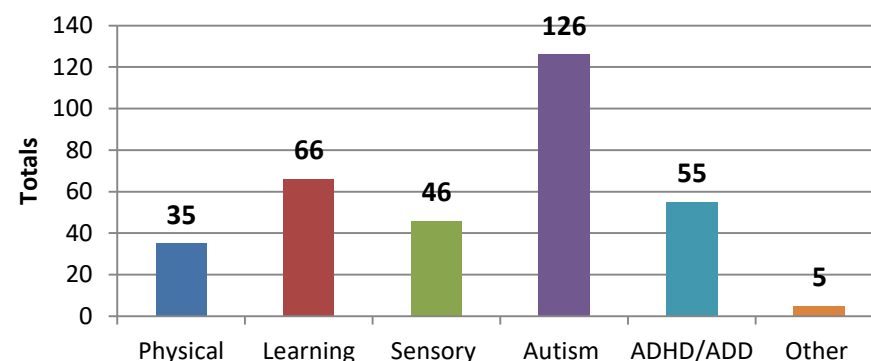
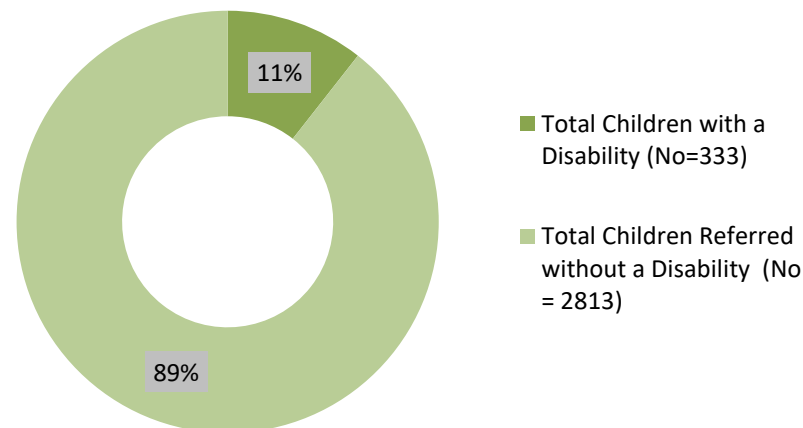
How much did we do cont'd....?

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



Physical	6	7	8	14
Learning	18	17	15	16
Sensory	11	8	15	12
Autism (including Asperger Syndrome)	40	33	18	35
ADHD/ADD	12	4	11	28
Other (e.g. Awaiting Diagnosis)	0	3	1	1

Children Referred with a Disability



Autism (including Asperger Syndrome) had the highest number of referrals in 2020/21.

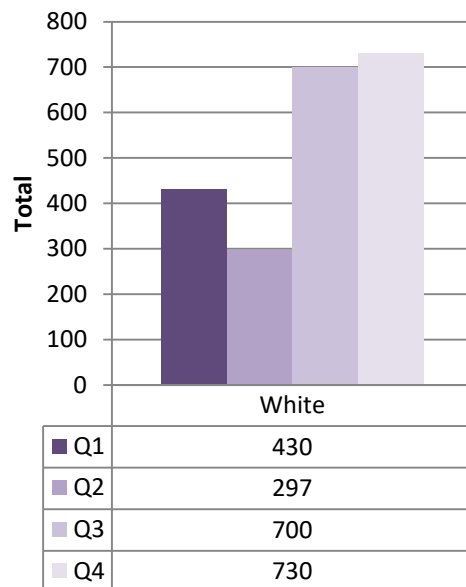


How much did we do cont'd....?

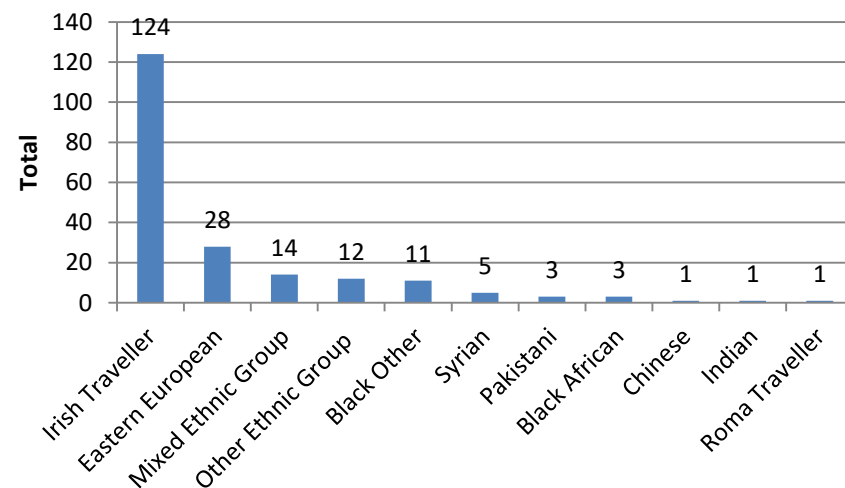
Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

There has been an increase in both children and families referred from different ethnic backgrounds. For example: Referrals from Irish Traveller children are 124 with 53 parents, Eastern European 28 with 31 parents and Mixed Ethnic 14 with 13 parents.

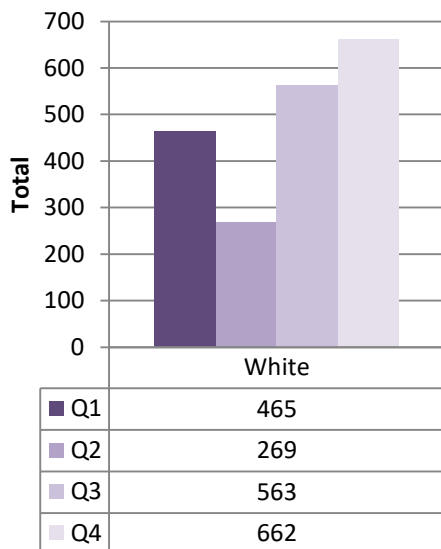
(Note: 'White' has the higher number of referrals for both Children and Parents and are presented on separate scales as shown in these charts.)



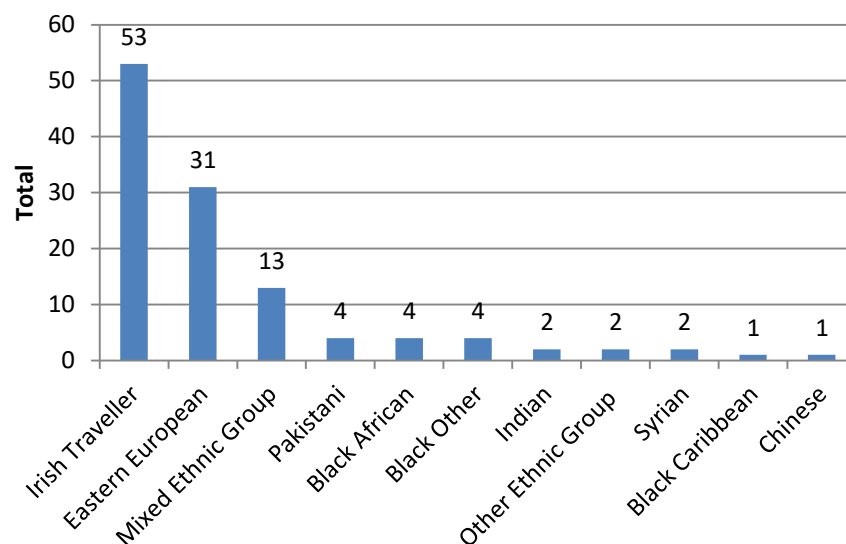
Children Referrals by Ethnic Background – 2020/21



Please note: 786 children ethnic background - Not Stated



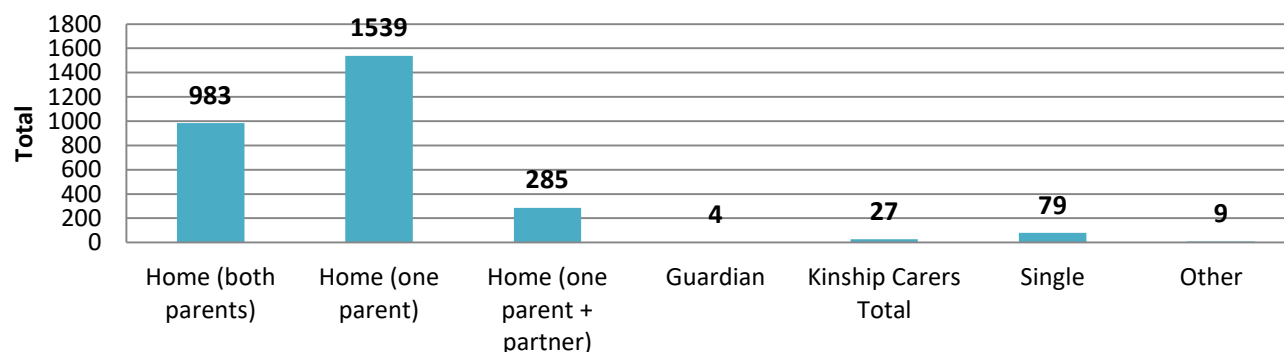
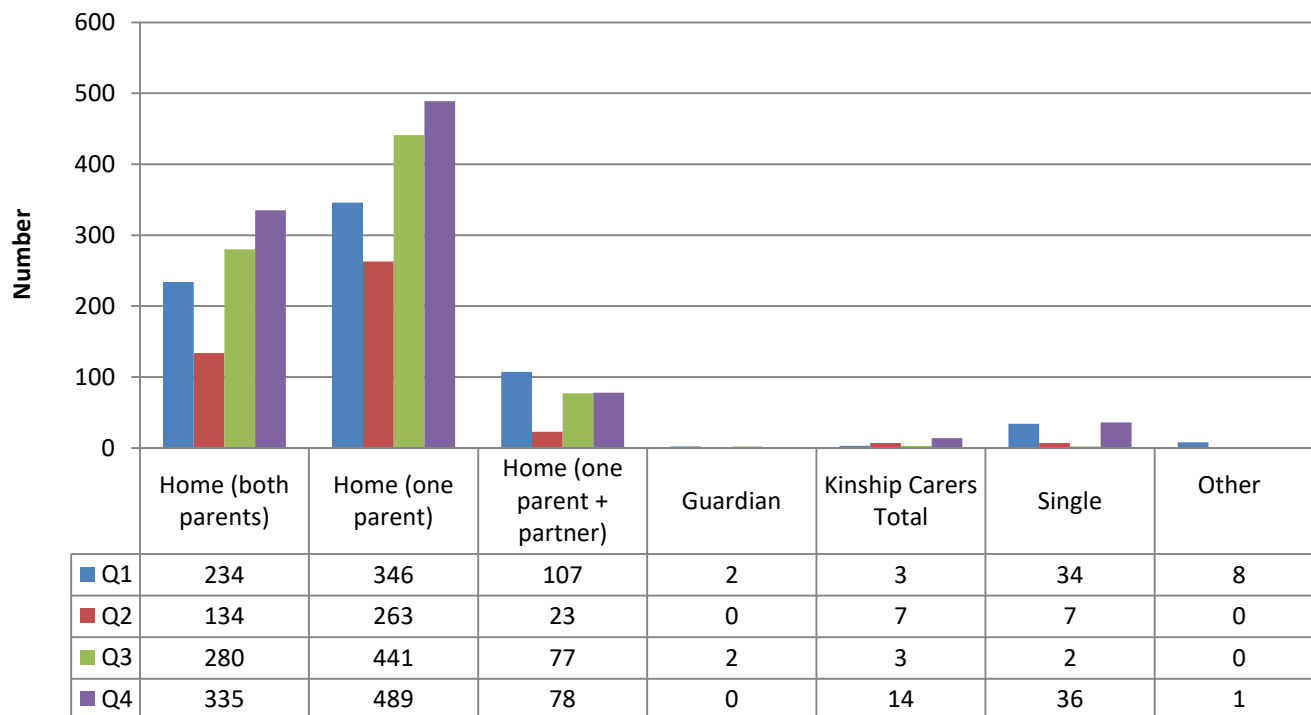
Parents Referrals by Ethnic Background – 2020/21



Please note: 629 parents ethnic background - Not Stated

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

Performance Measure 4: Household Composition - 2020/21

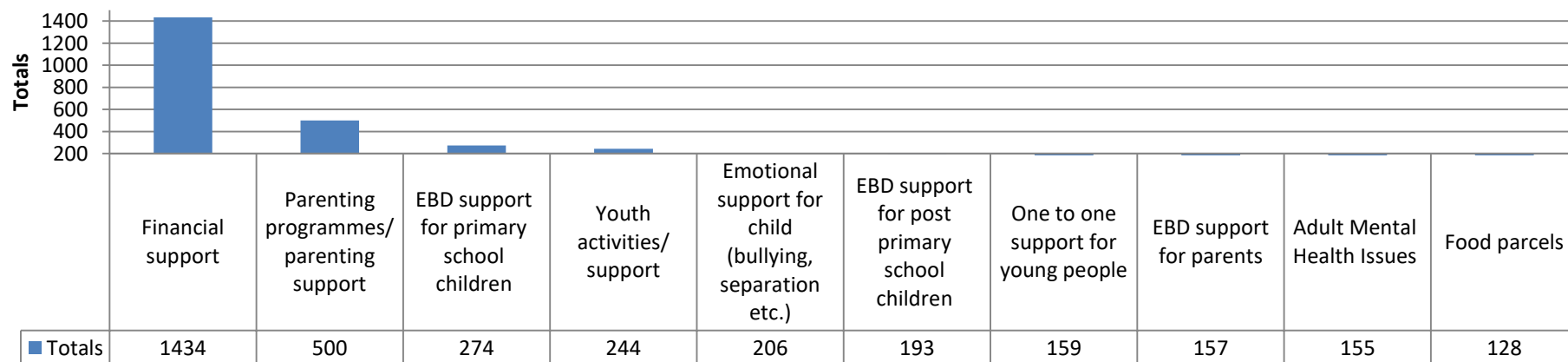
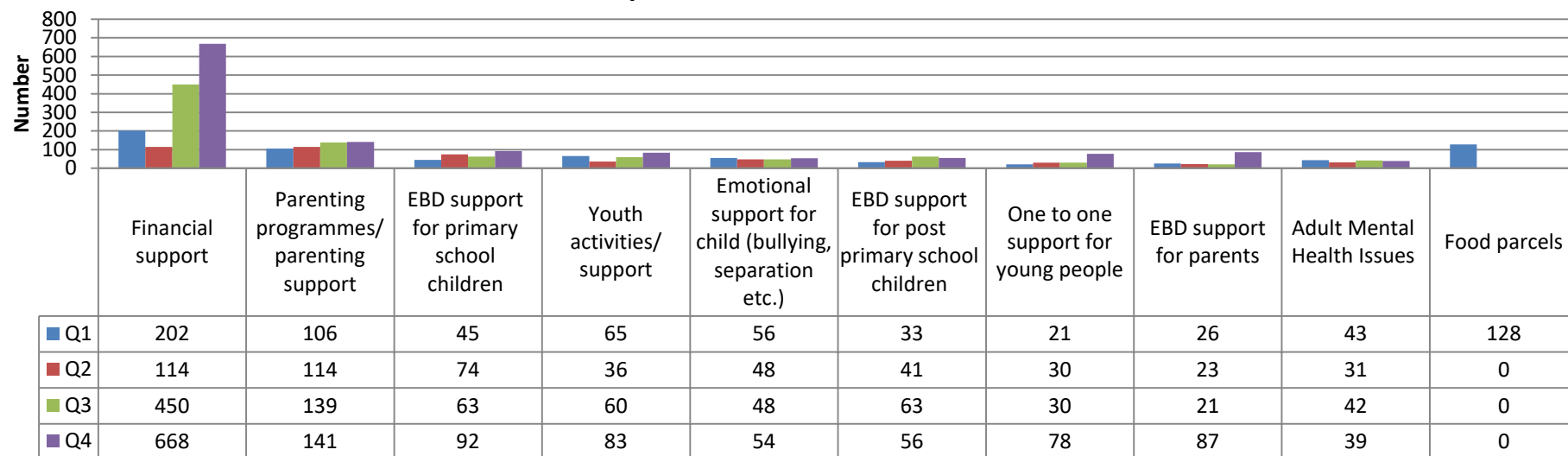


The largest group referred are **One Parent Families** at **1539** in 2020/21, followed by **Home(both parents)** at **983**. One parent and partner families have nearly doubled from 156 to **285**. Guardians have decreased to **4**, Kinship Carers Total to **27**, Singles **79** and Other **9**.

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

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

Top Ten Reasons for Referral

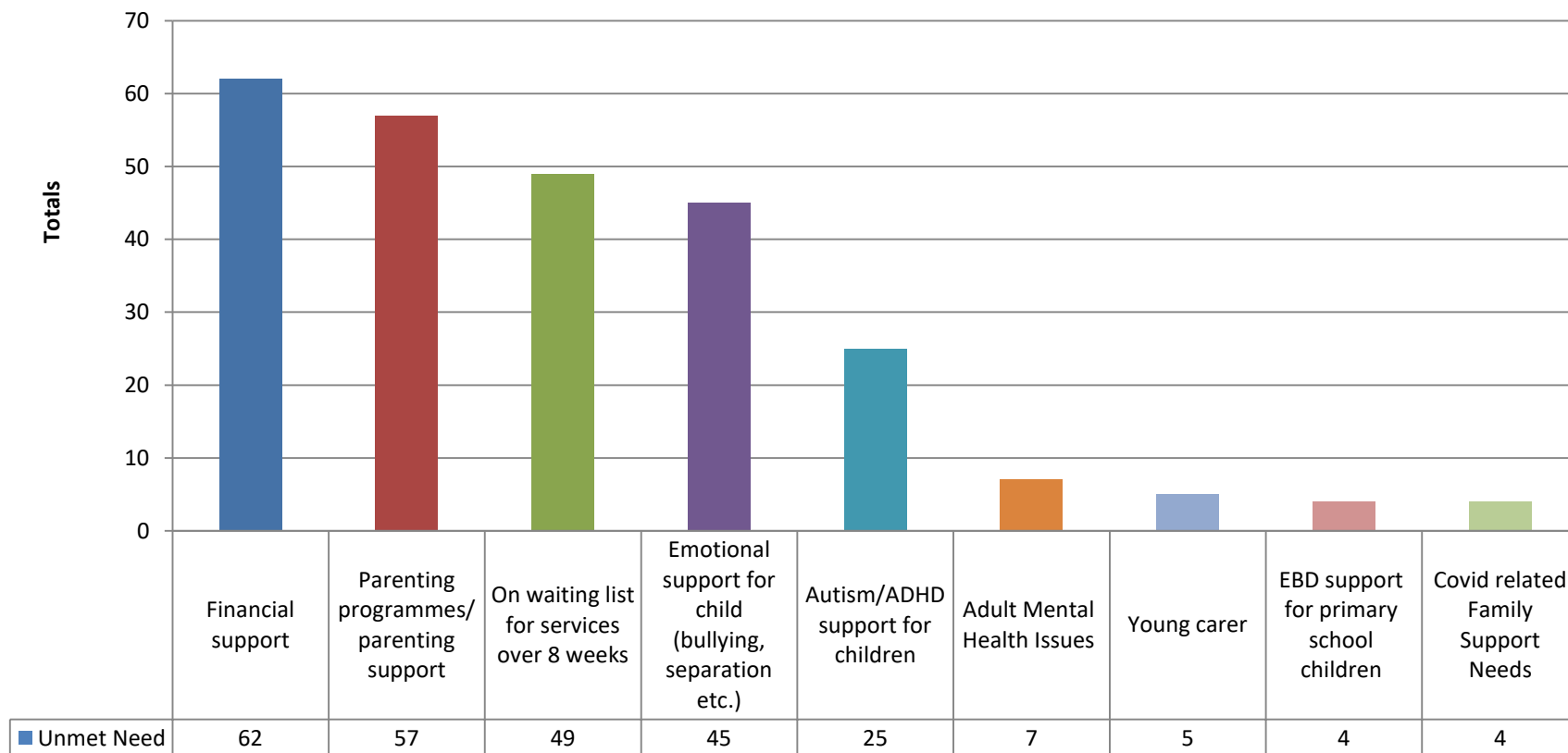


The main presenting reason in 2020/21 for referral was **Financial Support** at **1434**, followed by **Parenting programmes/parent support** at **500**. The third key reason for referral was **EBD support for primary school children** at **274**. This was followed by **Youth activities**, **Emotional support for child** and **EBD support for post primary school children**.

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

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

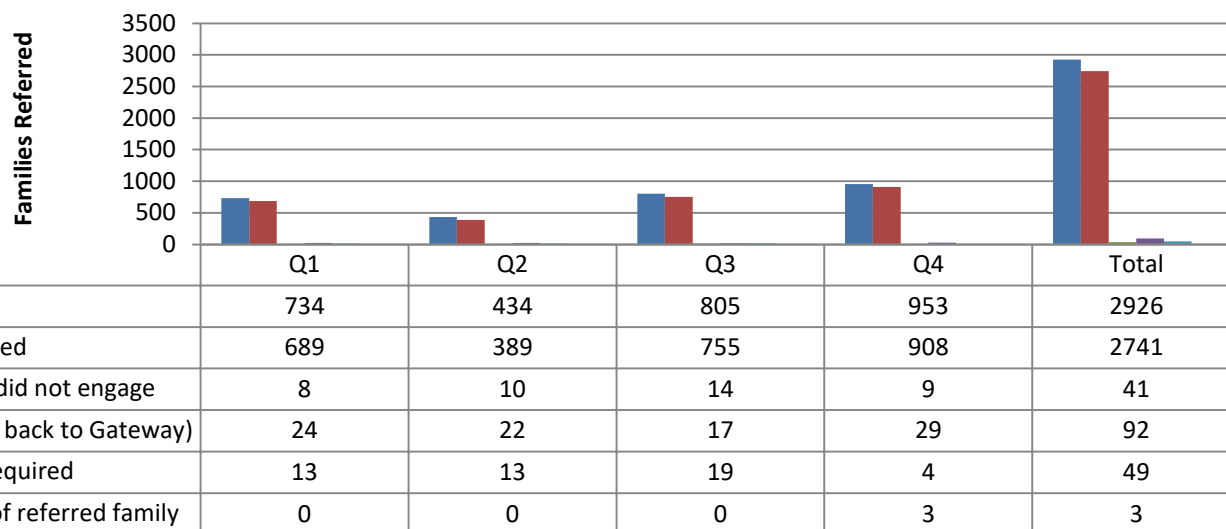
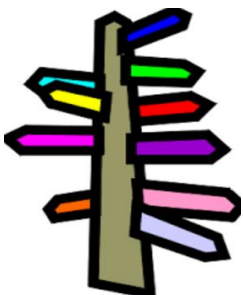
Unmet Need



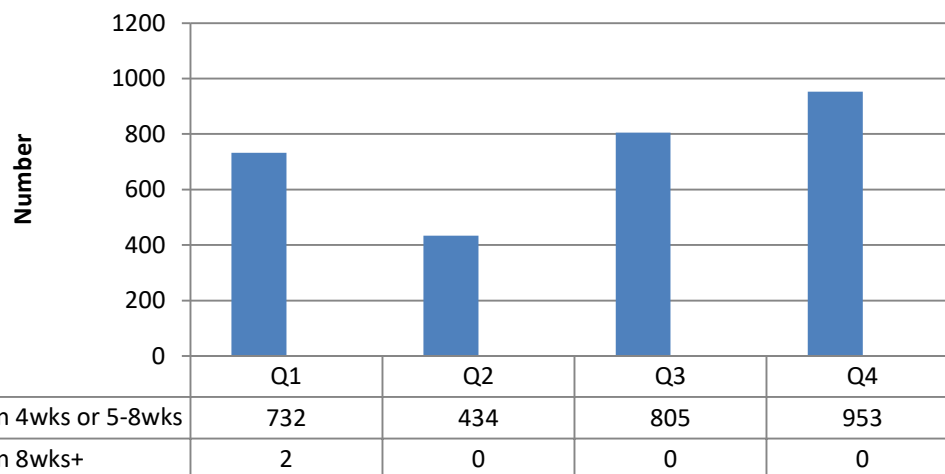
Requests for **Financial Support** and **Parenting programmes/parent support** were the highest unmet need, which was also the top reasons for referrals in the Western Trust in 2020/21. This was followed by On waiting list for services over 8 weeks , Emotional support for child and Autism/ADHD support for children.

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- 2020/21



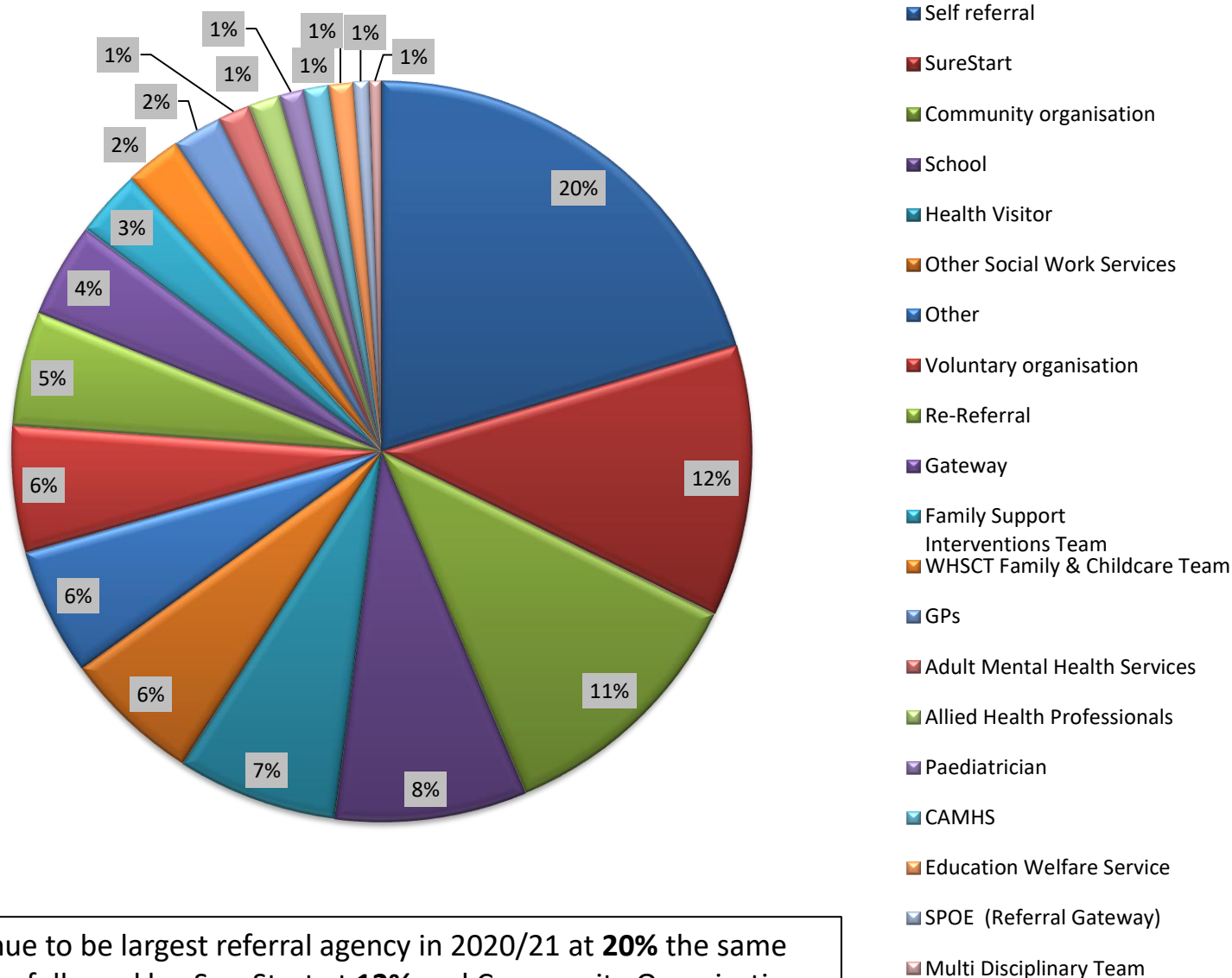
Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2020/21



The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5-8 weeks. **2** exceeded the maximum 8 weeks timescale within Western Area.

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

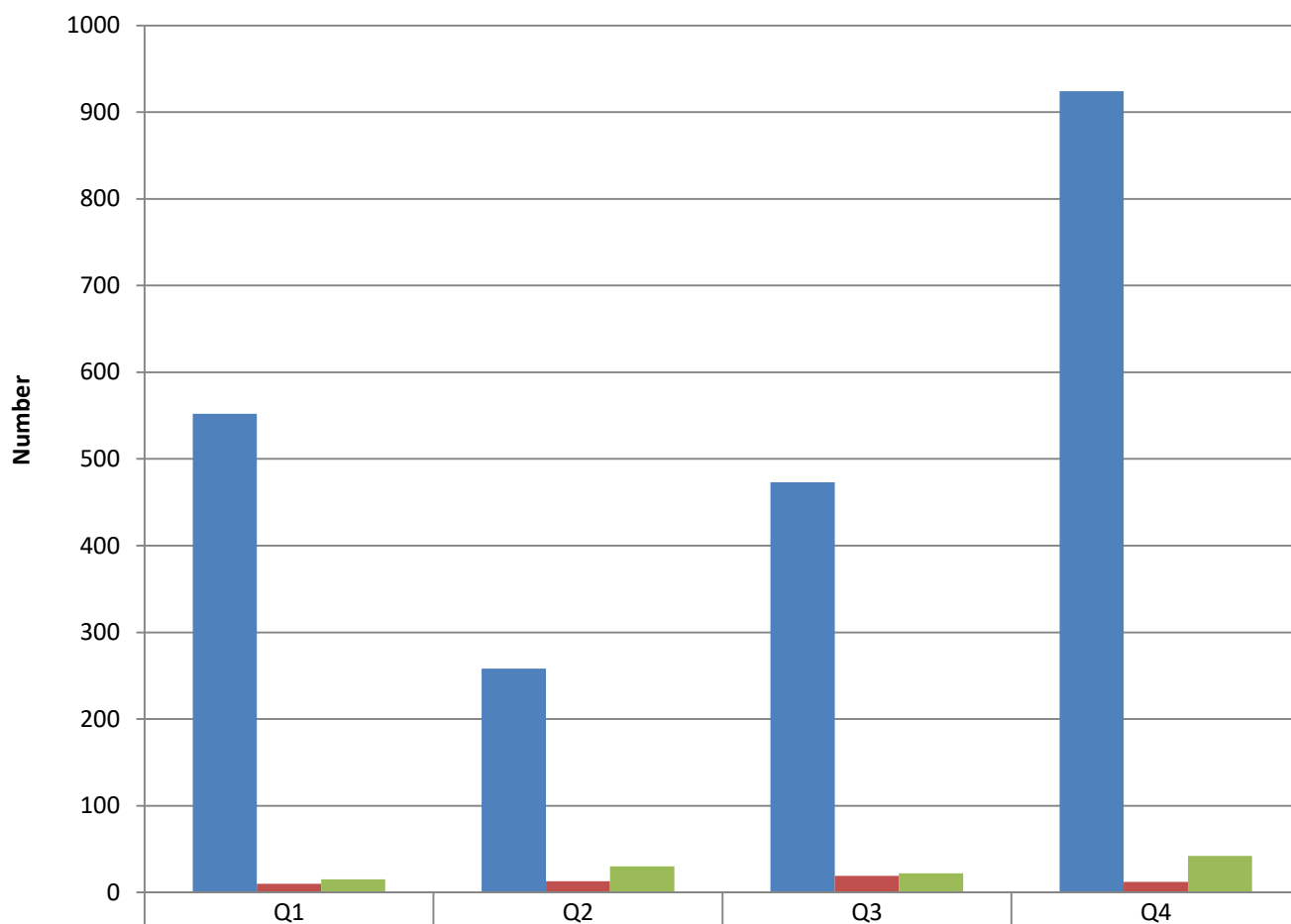
Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2020/21



Self referrals continue to be largest referral agency in 2020/21 at **20%** the same as 2019/20. This was followed by SureStart at **12%** and Community Organisations at **11%**. Schools at **8%** and Health Visitor referrals at **7%**.

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



■ Number of children/ parent referred on who took up the service offer	552	258	473	924
■ Number of children/ parent referred on who did not take up the service offer	10	13	19	12
■ Services not yet allocated to family	15	30	22	42

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 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

This mum came into the Hub as a self-referral after a very difficult 5 years of her life. She has various health concerns, was in and out of hospital a lot 2 years ago, and now has a stoma bag and managing well with day-to-day life. She has two young girls a 7yr old, a 4 year old and another baby on the way and is a single mum. Her relationship with her ex-partner was not great and she is going through courts for contact due to oldest child's Dad. There has been family breakdown, the oldest young girl witnessed past domestic disputes, and there are current issues with contact and controlling behaviour towards mum. The oldest girl has become very anxious and attached to her mum at nights and will not sleep in her own room, started to become defiant. She is beginning to push boundaries at home, which are difficult for mum to manage as her own stress levels have been raised because of her 4yr old and the pregnancy. This mum was trying very hard to stay positive but has noticed her mental health deteriorating and cannot get the right support due to her pregnancy and this was really worrying her. Mum was very grateful for the Hub to be taking the time to listen to and support her with everything that she is going through and she was very nervous about the baby coming. She was able to start counselling at La Dolce vita – due to past domestic violence that helped her with courts and facing her ex-partner. Her daughter attended connected kids and gaining some tips with controlling her own feelings and ways to calm herself down in the evenings. Her mum began attending a group meditation class and finding ways to relax and let things go. Then her daughter participated in circus skills and art therapy and really enjoyed it and learnt some new skills and engaged really positively with her peers and showed no anxiety leaving her mum, which was amazing progress.

Family samples

Case Study B

A single mum of one came into the HUB looking for help and support with her daughter who is having a lot of difficulties with bullying in her first year of secondary school. Her attendance is really dipping and her mum feels that it is affecting her moods at home and causing her to have anger outbursts. Upon assessment the client really opened up about her own mental health, explained that she is currently been having a hard time and has low motivation at present. She feels she lacks in confidence and isn't consistent with her boundaries and parenting with her child and sought help from the hub to support her with this.

During a period of time both mum & daughter has engaged in many one to one sessions, mindfulness, tips on building their relationship and have built up a good rapport with the staff in Ethos. We worked closely with the SENCO and the teachers in the school to ensure there was a child-focused approach to ensure that her wellbeing was paramount. We liaised with Voices/Start360 so the young person could explore her past issues and her relationship with her dad. Staff helped mum contact mental health Practitioners and her GP to ensure that she has relevant up to date medication.

Over a few months the mum engaged in 1 counselling session but felt it was too much, and attended Strengthening families programme with her daughter, but wasn't able to follow through therefor staff have maintained 1-1 contact at home. School are enquiring about a special needs assessment for her daughter and mum is nervous and required support with this.

Family samples

Case Study C

One family that engaged in hub had taken on kinship placement of 2 young girls because social services removed them due to their mums drugs and alcohol misuse. Gratefully for the children this Uncle (through marriage only) decided to put the children first, began living with his parents and told social services he would foster them long term. Once the family came into the hub via self-referral for an assessment it was clear that these 2 young girls has suffered a lot of trauma from a very early age. The kindness shown by their Uncle and his Parents to offer them a new home felt safe but not without issues. The girls found sleeping very difficult and were regularly having accidents at night, finding school difficult, attachment issues & growing anxiety was becoming overwhelming for them.

The 2 girls started connected kids group work, they both were very nervous and took a lot of encouragement from their uncle to get them settled in the room. They began to relax and picked up on some strategies that were explained to the other 2 care givers, Uncle & His mum (they call her Granny now). Both Carers had mindfulness, 1-1 treatments, Reiki, emotional clearings and reflexology that worked on unblocking a lot of their worries and stressors with all the changes in their life.