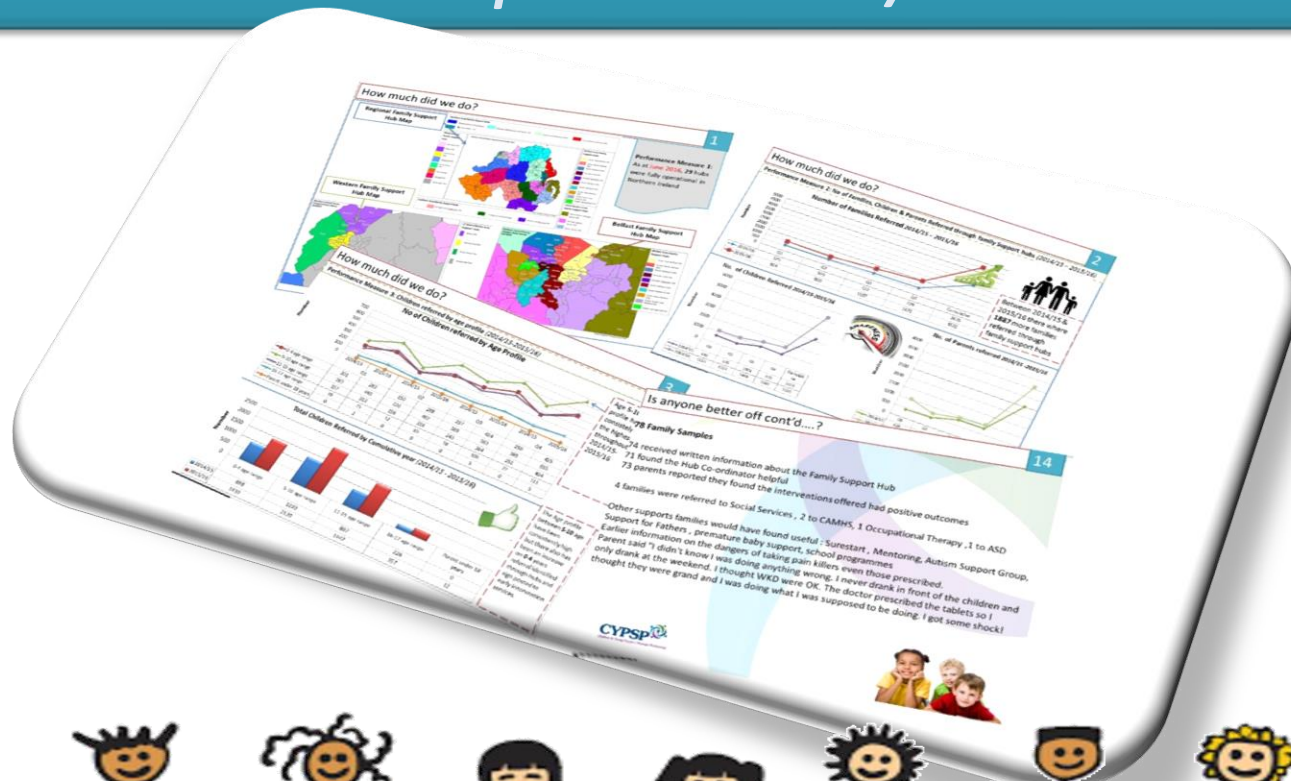
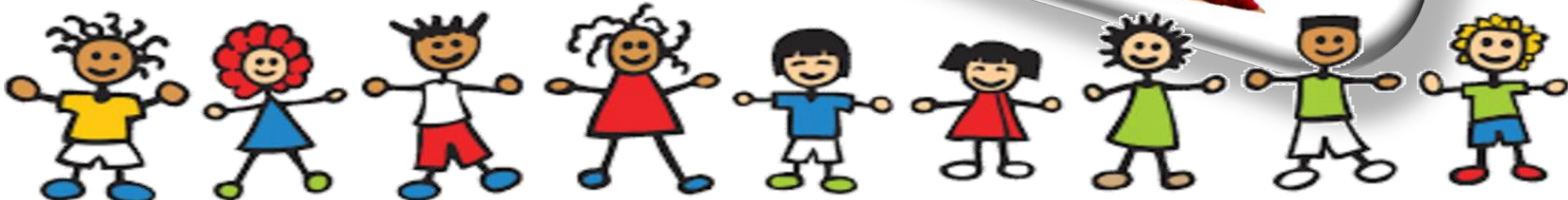


# SHSCT Family Support Hubs Report Card

*Annual Report Card 2021/22*



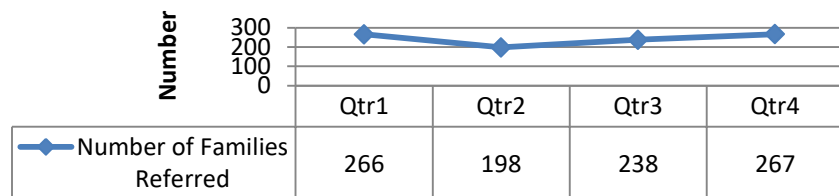
July 2022



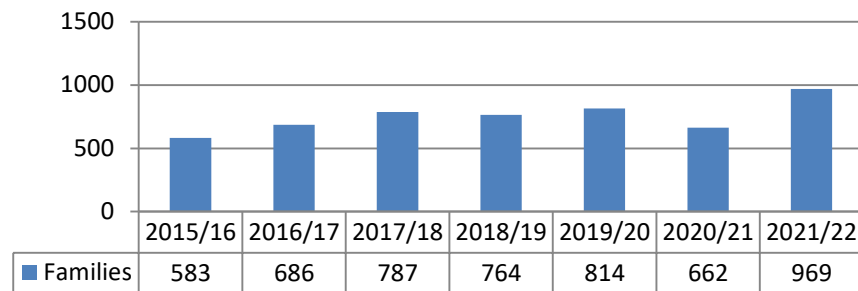
# How much did we do?

## Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2021/22

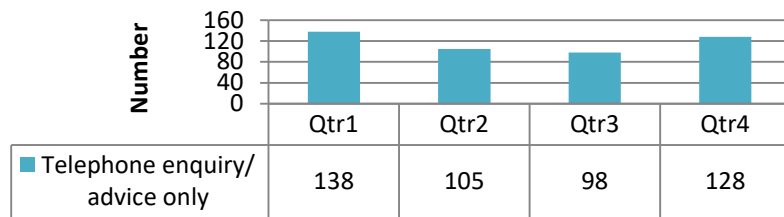
### No. of Families Referred – 2021/22



### No. of Families Referred

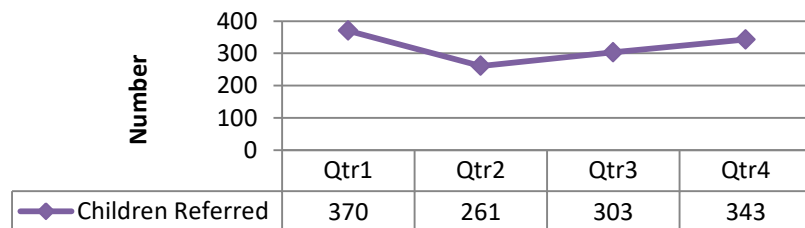


### Telephone enquiry/ advice only

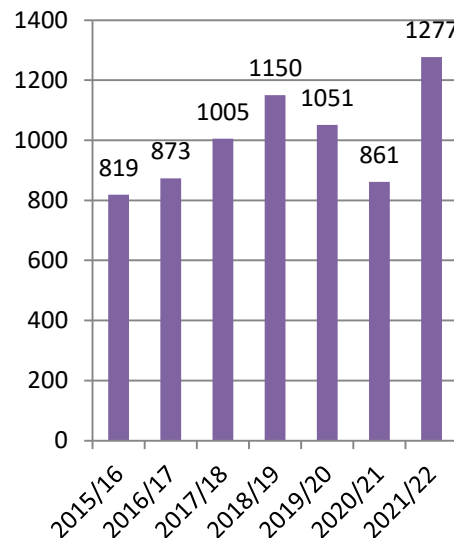


Throughout 2021/22 there were **969** families referred through family support hubs in the SHSCT area. This is an increase of **307** from 2020/21. In addition there were **469** telephone enquiries/advice only.

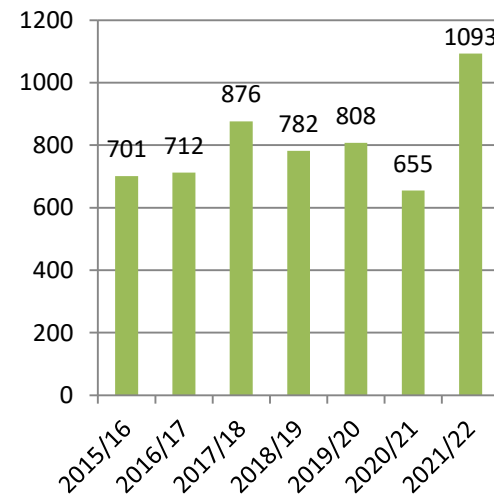
### No. of Children Referred – 2021/22



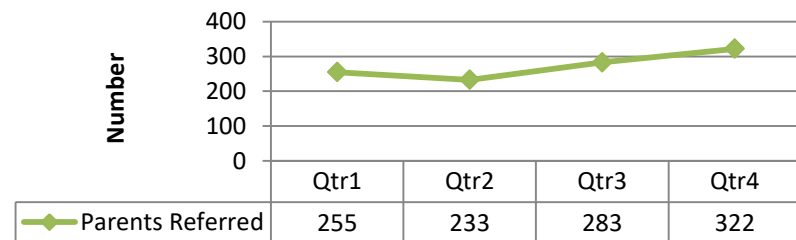
### No. of Children Referred



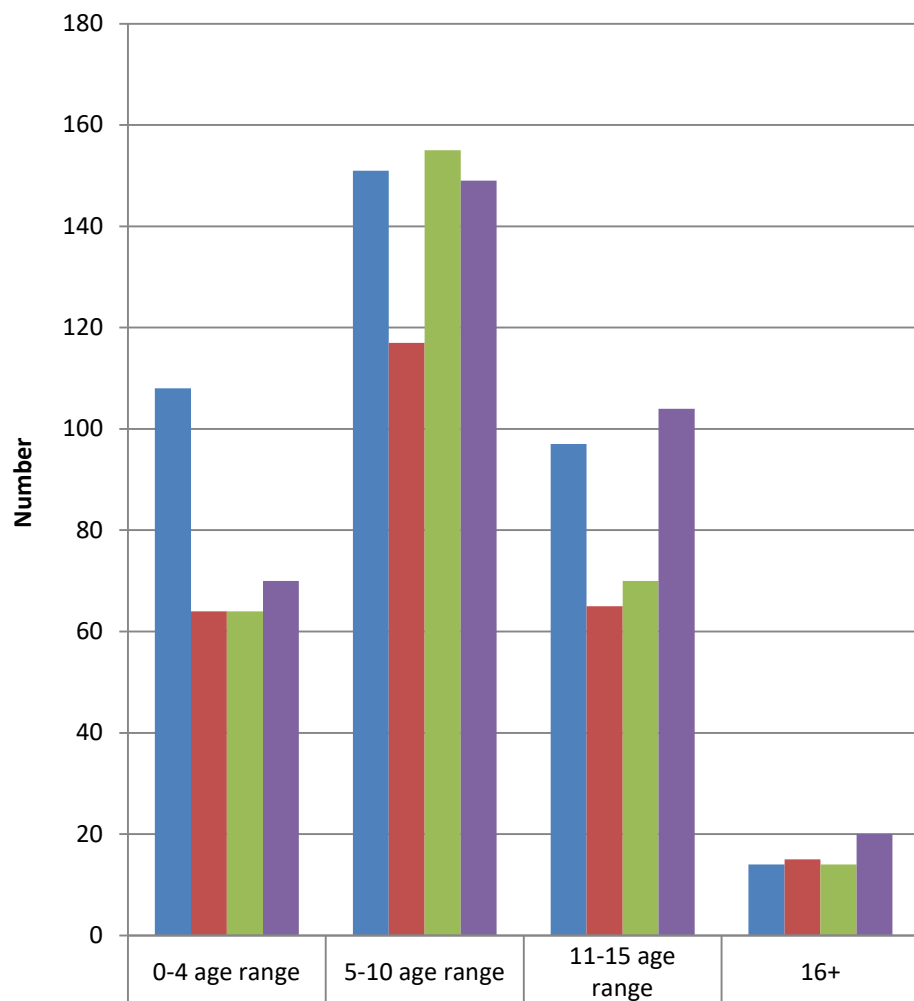
### No. of Parents Referred



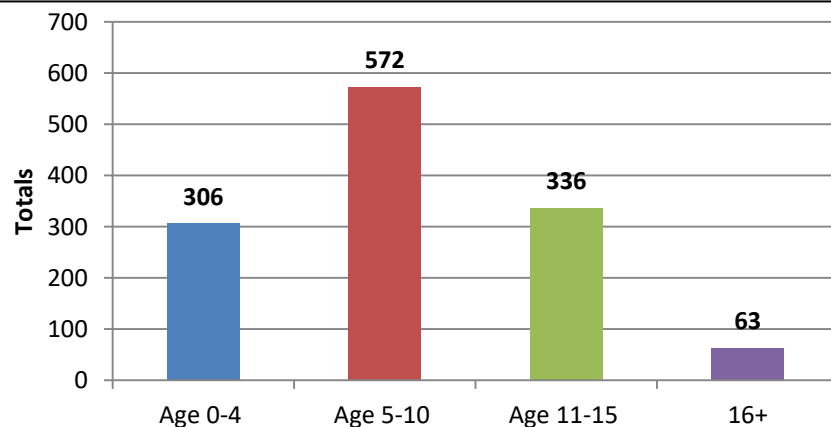
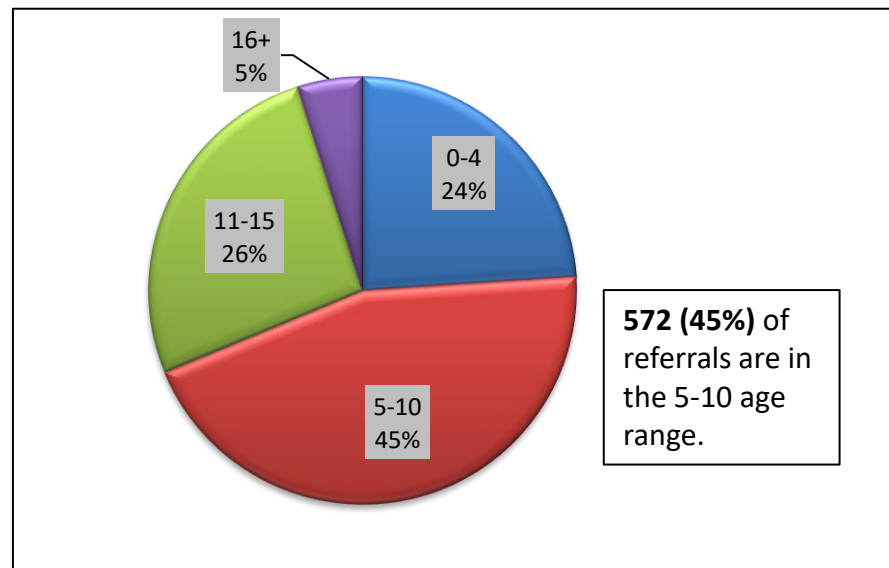
### No. of Parents Referred – 2021/22



## Performance Measure 2: Children Referred by Age Profile -2021/22



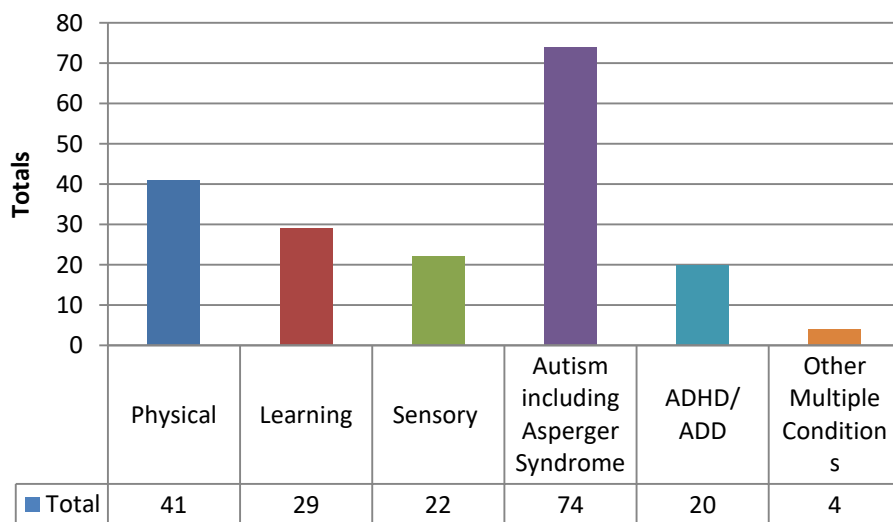
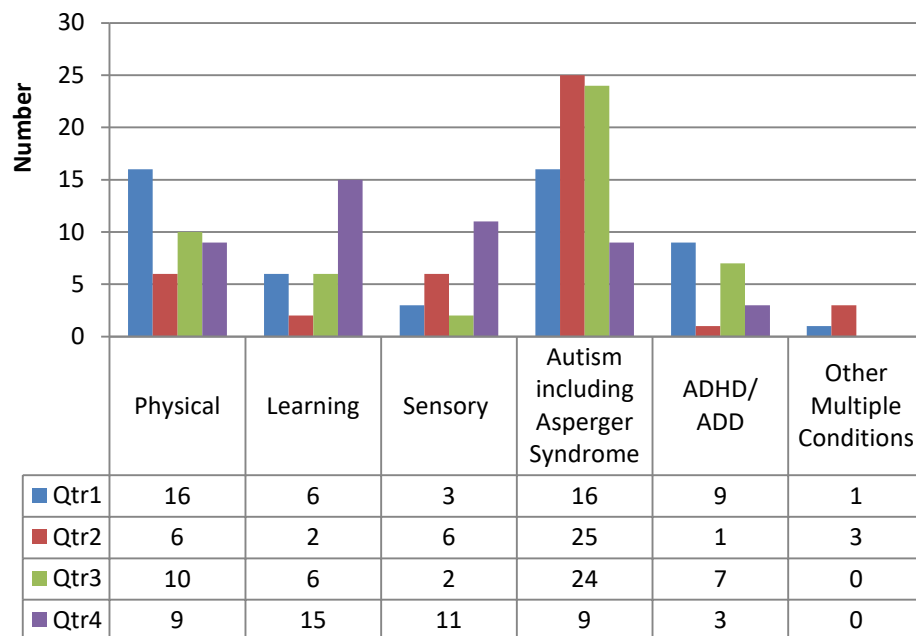
■ Qtr1	108	151	97	14
■ Qtr2	64	117	65	15
■ Qtr3	64	155	70	14
■ Qtr4	70	149	104	20



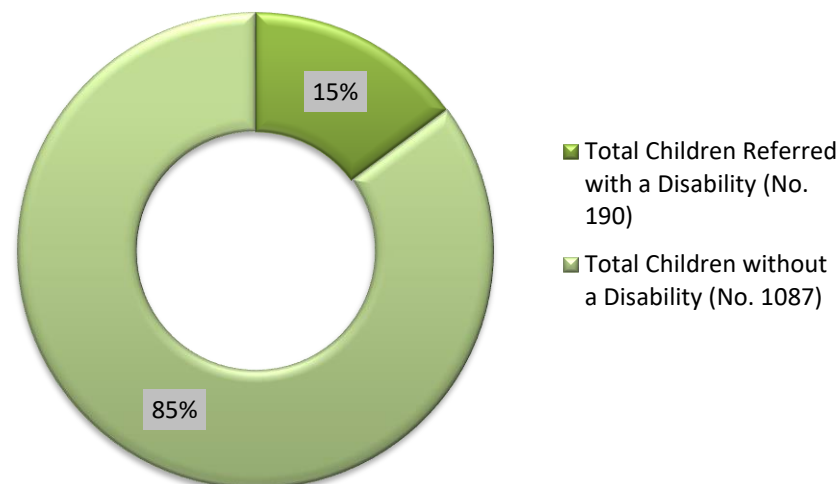
*Please Note: As well as 1277 children referred an additional 847 children benefitted as they were part of the families referred .*

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

## Performance Measure 3: Children with a Disability Referred -2021/22



## % Children Referred with a Disability



In 2021/22, Children with **Autism** had the highest number of referrals throughout SHSCT area .

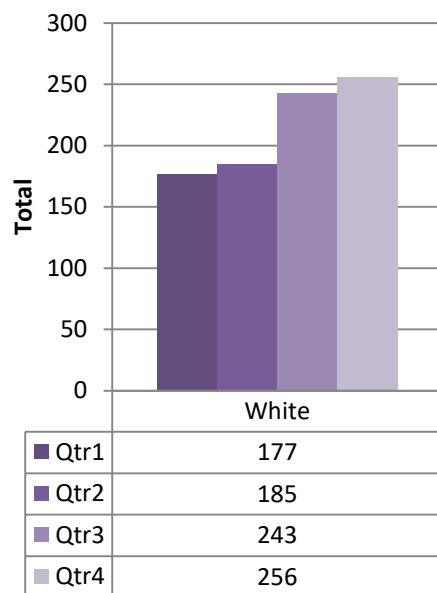
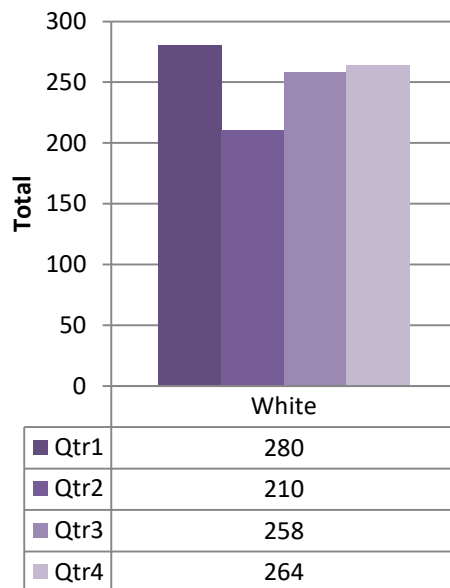


# How much did we do cont'd....?

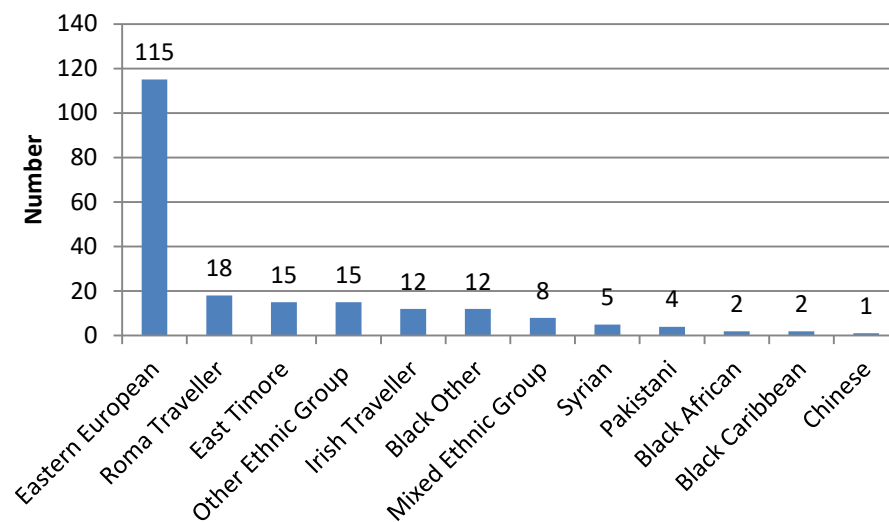
## Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

*There has been an increase in both children and families referred from different ethnic backgrounds. For example: Referrals from Eastern European children are 115 with 113 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.)*

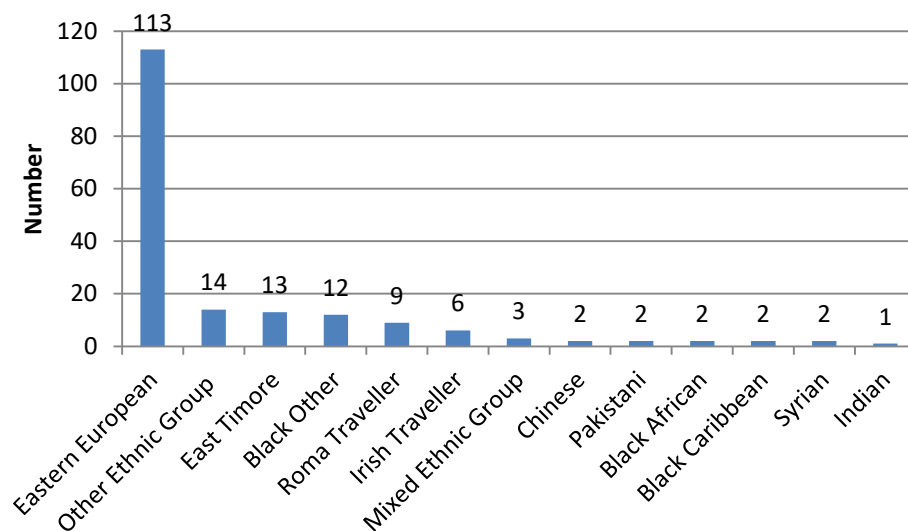


## Children Referrals by Ethnic Background – 2021/22



**Please note:** 56 children ethnic background - Not Stated

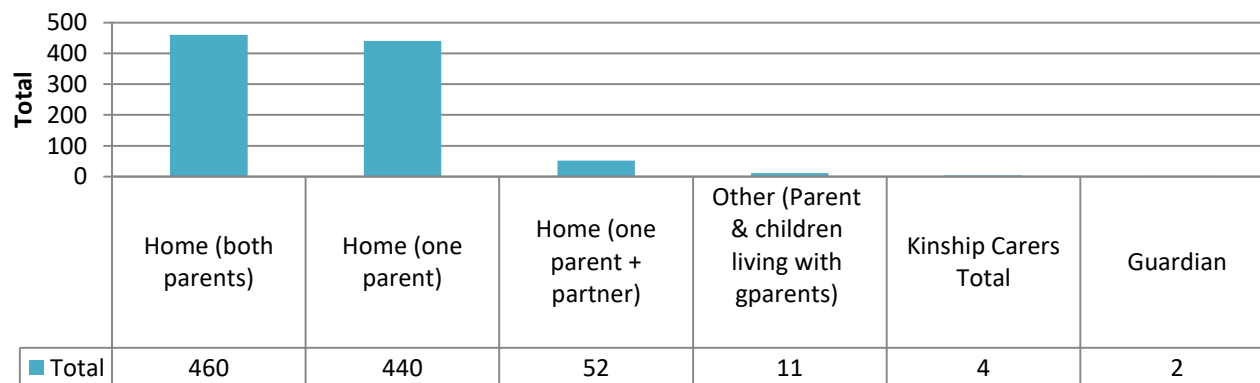
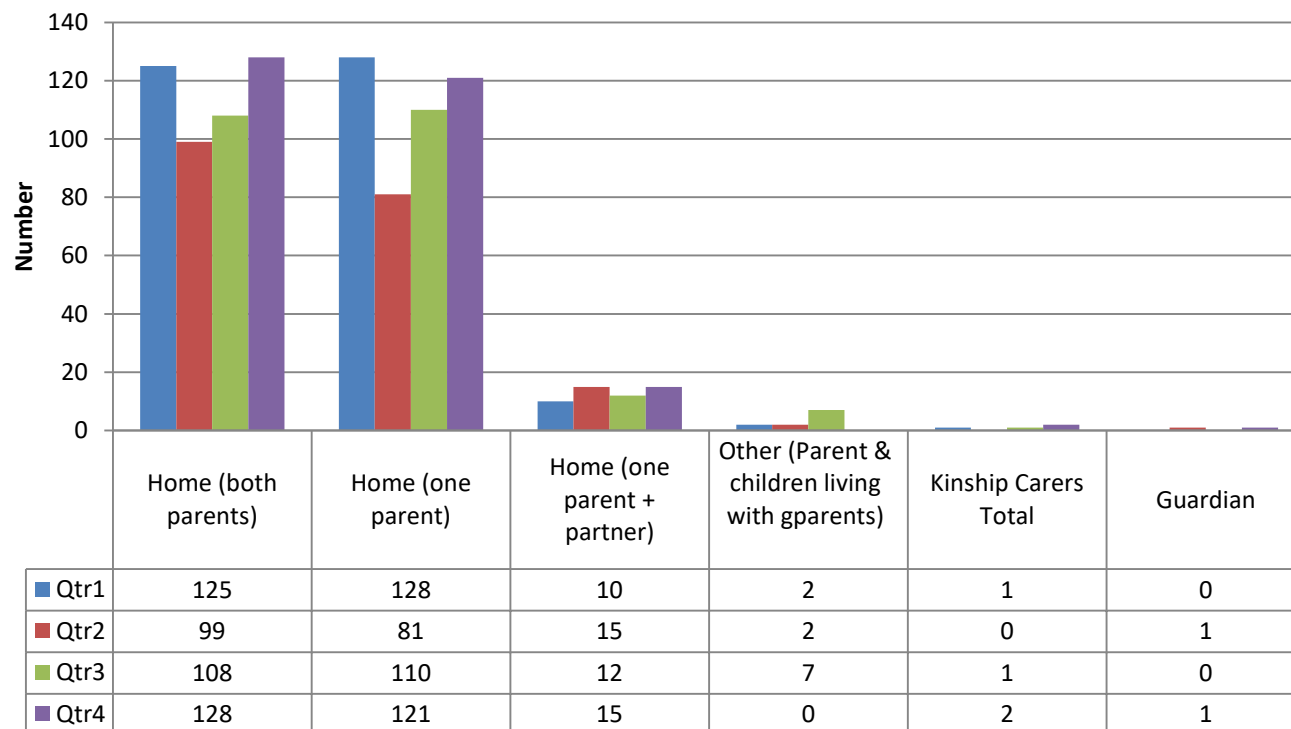
## Parents Referrals by Ethnic Background – 2021/22



**Please note:** 51 parents ethnic background - Not Stated

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

## Performance Measure 4: Household Composition -2021/22

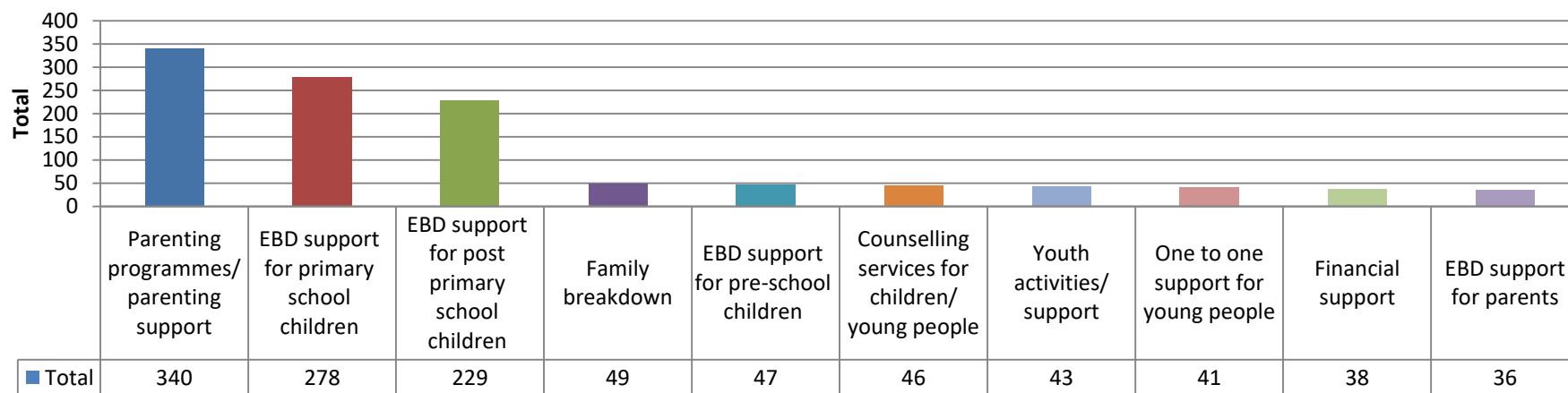
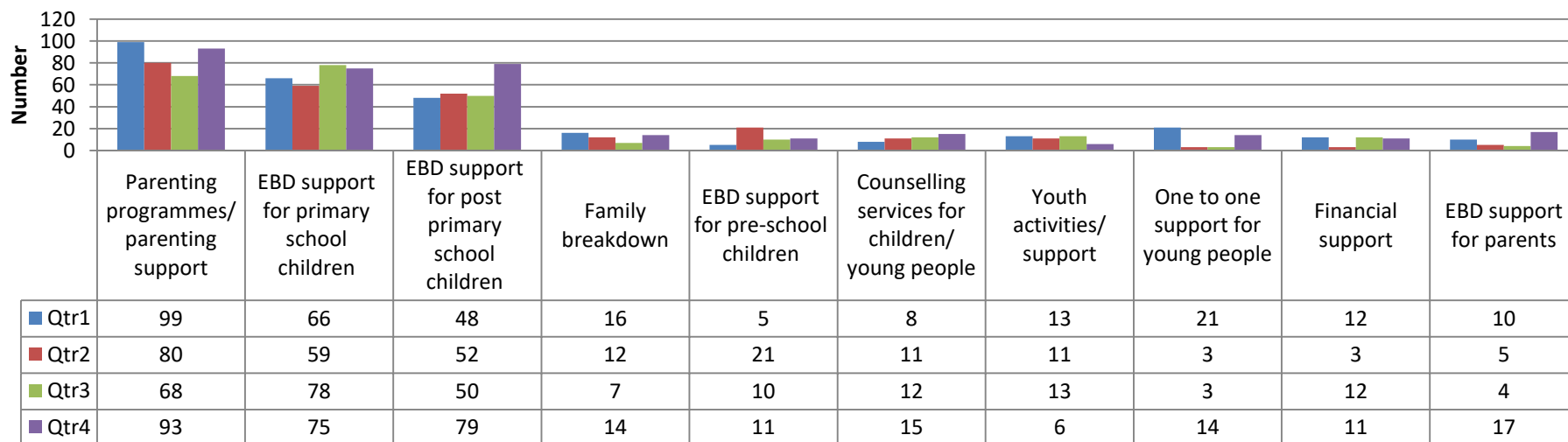


The highest group of families referred were Both Parents at **460** followed by One Parent at **440** in 2021/22. The number of One parent + partner was **52**, Other **11**, Kinship Carers **4** and **2** Guardian.

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

## Performance Measure 5: Main Presenting Reasons for Referral - 2021/22

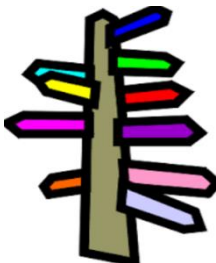
### Top Ten Reasons for Referral



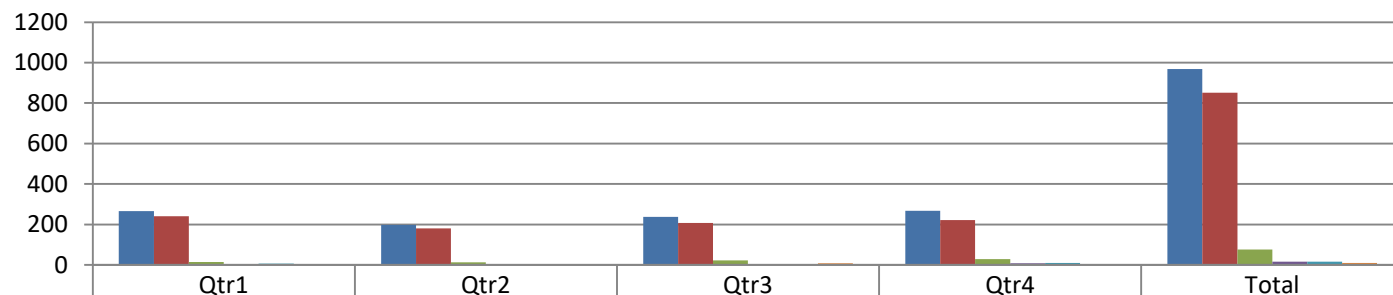
The key reason for referrals in 2021/22 was Parenting programmes/parenting support at **340** followed by Emotional Behavioural Difficulty (EBD) for primary and post primary school age children at **278** and **229** respectively.

# 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- 2021/22



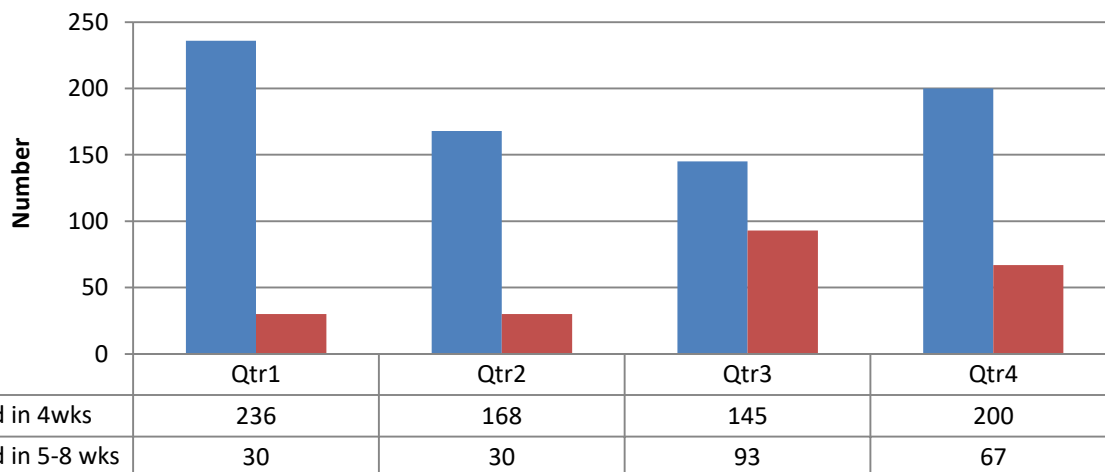
Families Signposted



	Qtr1	Qtr2	Qtr3	Qtr4	Total
Number of Families Referred	266	198	238	267	969
Accepted and Signposted	241	181	207	222	851
Above Tier 2 (Inappropriate Referral)	14	13	22	28	77
Signposted but family did not engage	4	3	1	8	16
Further Information Required	7	0	0	9	16
Unable to meet need of referred family	0	1	8	0	9

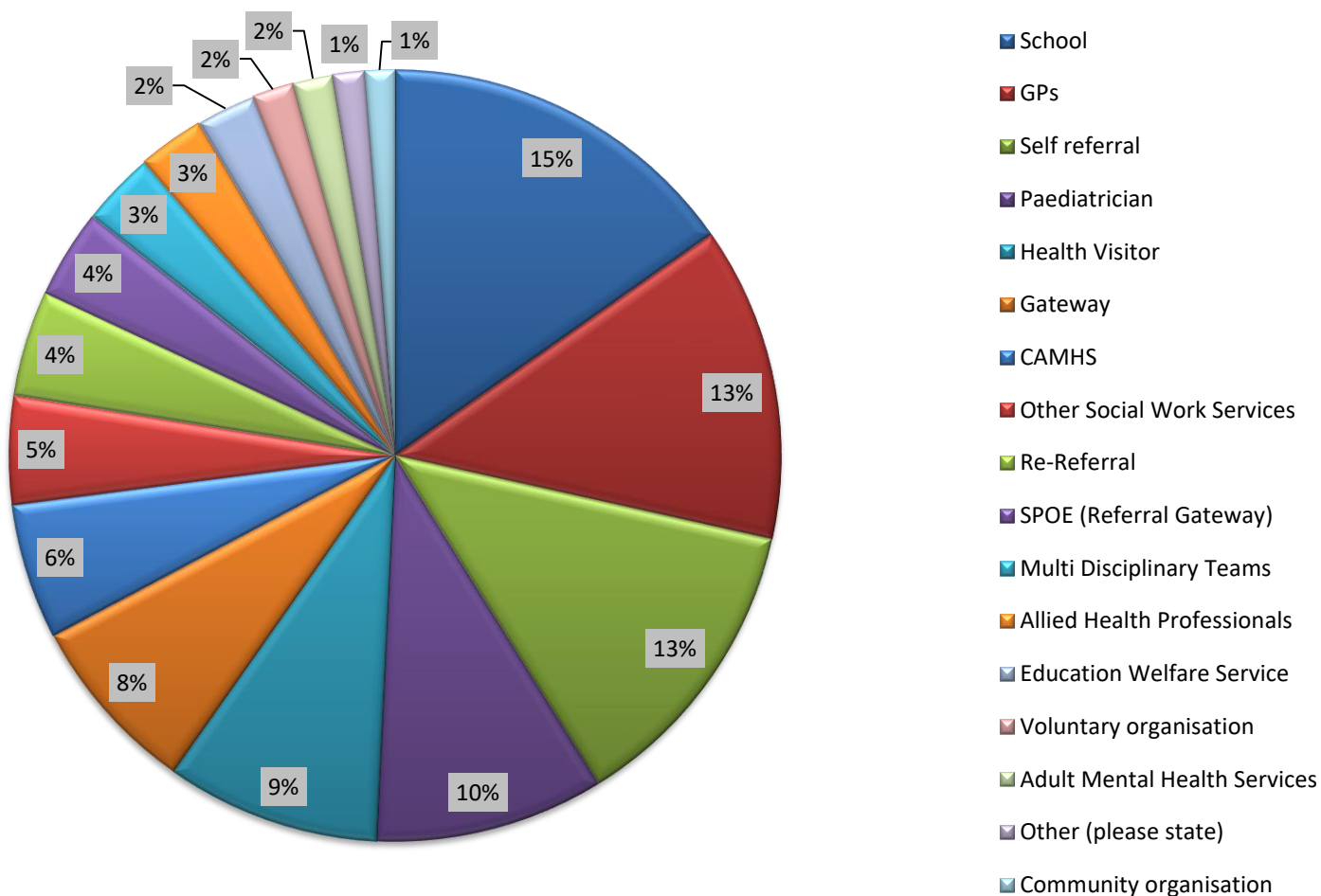
## Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved – 2021/22

**100%** of referrals were achieved within 4 weeks or 5-8 weeks timescale.



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

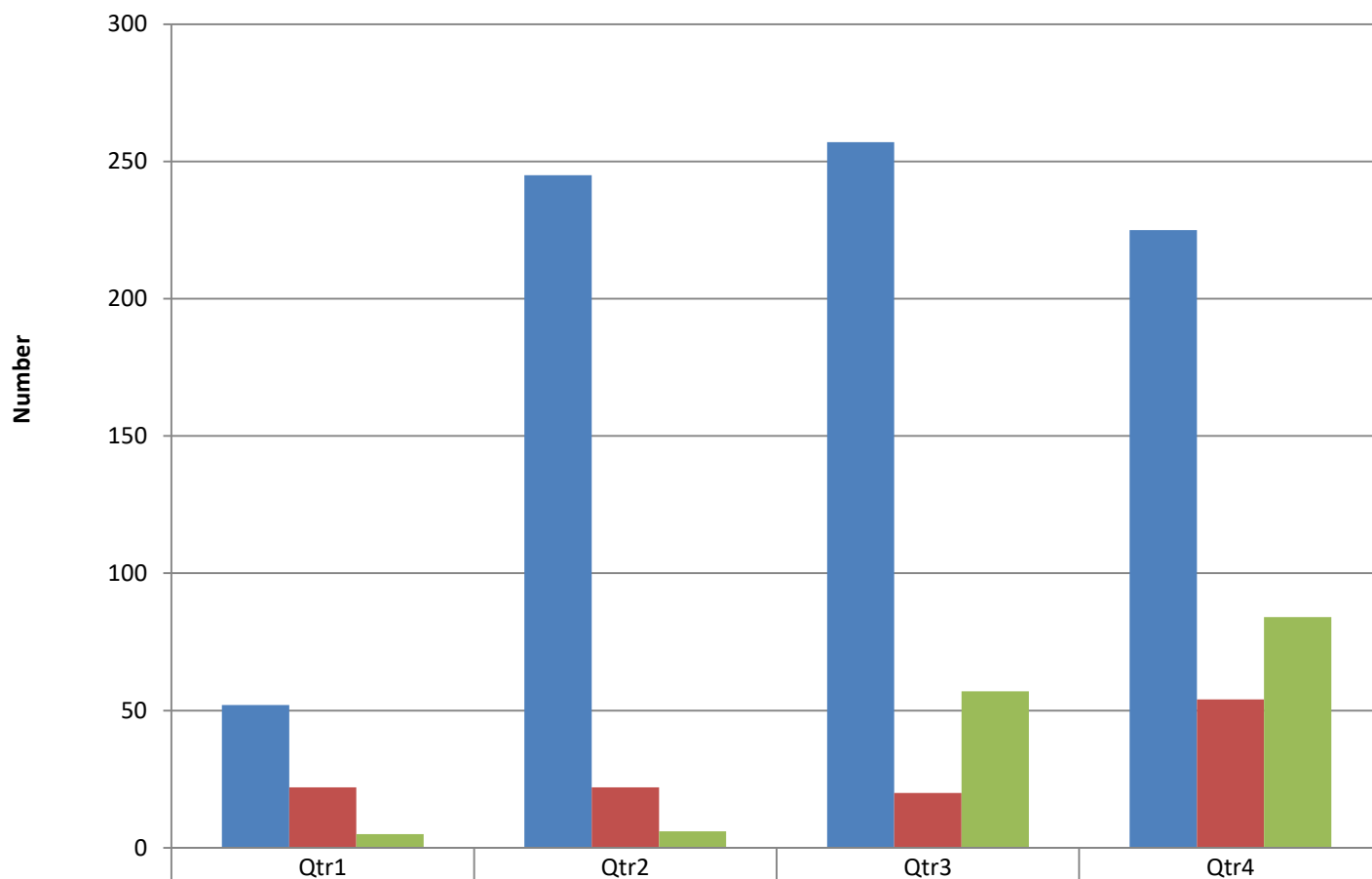
## Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2021/22



Schools are the highest referring agency at **15%** in 2021/22 compared to 11% in 2020/21. GPs have stayed the same at **13%** with Self referrals down from 19% to **13%**. Paediatrician referrals are down from 14% from **10%**. Health Visitors are now **9%** and Gateway **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 2021/22



	Qtr1	Qtr2	Qtr3	Qtr4
■ Number of children/ parent referred on who took up the service offer	52	245	257	225
■ Number of children/ parent referred on who did not take up the service offer	22	22	20	54
■ Services not yet allocated to family	5	6	57	84

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

## Performance Measure 10: 10 Standards Fully Implemented - 2021/22

**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 FSH

Polish family re referred back into family support hub by Gateway following their Initial Assessment (previous school referrals received into family Support Hub) . Seven-year old male presenting as anxious over his father returning from Poland. Mum is also frightened at prospect of father's return due to previous domestic violence in household). School have noticed and reported that child is not a good sleeper and he presents as tired at school. The previous school referral raised issue with the smell of child's school clothes. The family live in poor accommodation, which is noticeably damp and it has been advised by Gateway for Mum to open windows and heat the house as ongoing condensation and damp issues. Following previous hub referral Community Intercultural Project had been supporting with liaison with the landlord, housing application and oil vouchers to heat their home. Grandmother also resides at home and there is a strong smell of urine as her mother is incontinent and the youngest child is prone to wetting himself. Mum reported that her 7 year old displays aggressive behaviour in the home and Mum feels unable to manage it.

#### **Intervention (Early Intervention Support Service)**

1:1 work with child on understanding what anxiety is and how to challenge anxious thoughts. Discussions with son around his fears he faces in relation to his Dad returning to the family home and talking about safety and protection, through the aid of the 'Helping Hands' booklet.

1:1 with child on managing anger and strategies to calm down and mum included in discussion re strategies to promote/ put in place in response to anger / aggression.

Support sessions with Mum around understanding separation anxiety, Relationship and parenting advice using Sollihul.

Liaison with other relevant support agencies SVDP, CIP etc

#### **Outcomes**

Child using calming down strategies to diffuse his anxiety and anger, before it escalates. Child aware of how and to whom he can disclose to if he is feeling unsafe to Mum/ appropriate adults. Aware of 999 in case of emergency. Feeling less anxious around Dad returning. Mum more confident in using strategies consistently. Feeling better equipped to manage conflict at home. Reported decrease in mum's stress levels, as child thinking, before reacting. Child able to regulate his emotions more and make good choices. Mum received help with food parcels and oil voucher to heat home to help with housing conditions/ drying of clothing.

#### **Service User Feedback**

*Parent's scored service as excellent- Mum strongly agreed she has the confidence to use EISS strategies in the future. "Thank you for helping me get food and oil and doing work with my son. Very helpful worker". "I liked the worksheets. I am a good boy at home" (Child)*

## Case Studies

### Case Study B

**Newry & Mourne Family Support Hub** received a self-referral in December 2021. The family have a 12 year old daughter with a LD and diagnosis of Autism. While his daughter was undergoing the assessment process Dad recognised many of the traits in himself. When advised of the length of waiting lists for adult Autism Diagnostic Service, the family opted for a private assessment. Dad has recently had his diagnosis of Autism confirmed. The family requested help for several reasons and it was agreed that Bolster Community would accept the family for home-based support and signposting to additional services. Bolster's Family Support Worker completed a comprehensive home-based assessment, exploring the needs of the whole family. The following areas for support and services were provided by the Family Support Worker.

- **Financial Support** - Dad's low mood meant he hadn't been able to work. They had a small amount of income from farm land rental and reduced rate benefits. The family talked about the impact of financial pressure. Mum was particularly worried as they had no spare money to provide Christmas gifts for their children and had just run out of oil. Help was accessed through the Poverty Support Fund and local Christmas Toy Appeal. They were signposted to a Debt Advice support and Community Advice Newry and Mourne, to complete a benefits check. The family received over £1000 worth of heating fuel, electricity, winter clothing, food and Christmas toys. This practical financial support alleviated some of the immediate pressure that the family were facing and gave the parents some time to regroup and plan for the future.
- **Emotional Support** - Mum is the rock in this family but expressed feeling under pressure and isolated at times. The parents had different views on the future for the family, discussion was facilitated between them to address this. During this time mum was called up for jury duty, she was anxious about this and affording the time away from home; support was provided to get her jury service deferred. The Family were taught stress management techniques and the worker explained the importance of self-care.
- Both parents identified challenges parenting their adolescent daughter and understanding her needs. They were signposted to the Parents Plus Additional Needs Programme which offers help and advice to parents of children with a learning disability. Both participated in the programme and reported that "we understand both our children better now, we see we have to help them to become more independent of us and this is reducing some of the pressures we had by doing everything for them".
- Dad has now registered with New Horizons and is exploring training and employment opportunities. He has met other participants on Autism Connect (a service based in Newry for adults with Autism), he has been able to speak to other adults who have had a recent diagnosis and this is helping him to process and understand his experiences.
- Dad reports he is in a much better place now that some of the emotional and environmental stressors have reduced for him and mum reports that the family are "much stronger now that we understand what is happening and that there are places we can go to for help".