



*Action for  
Children*

# Family Support Hubs

# What is a Family Support Hub?

The Family Support Hubs provides a collaborative interface of agencies (voluntary/community and statutory). These work directly with parents and children throughout 4 localities. Hub Meetings take place once per month and aim to match requests for family support to the most appropriate services.

The Family Support Hub network engages with families who do not meet the threshold for statutory social work support and aims to avoid duplication and improve coordination of service delivery to individual families.

The organisations involved have extensive knowledge of the support services available to families in the local area.

The F.S.H also aims to help identify areas of unmet within each geographical area to better inform service delivery in the local area.

# What areas do we cover?





# Access to the Family Support Hubs:

A family with at least one child 0-17 that lives in a geographical area covered by the Hub. Pre-birth referrals can be made to ensure that appropriate services are in place for parenting support/guidance.

Families experiencing 'early onset of problems' that do not meet the criteria of statutory social services or CAMHS.

Referrer is either unclear about what exists to support a family with the problems they are experiencing or feels the family need the support of more than one agency.

Referrals will be accepted from social services in circumstances where it is the intention to close the case to statutory intervention but there is a need to maintain a lower level of family support.

# Referrals to the Family Support Hubs

The network accepts referrals of families who need early intervention family support and uses their knowledge of local service providers and the Family Support Database to signpost families with specific needs to appropriate services.

The Hub concept is based on the idea that early intervention services can be delivered more effectively if existing providers are encouraged to work more closely together and form a supportive network.

The cut-off date for all referrals is the 10<sup>th</sup> of each month. This is to ensure that all essential information is gathered prior to each referral being presented at the hub meeting.

# What makes an appropriate Referral?

- Essential Family/Child Info.
- Parental Consent has been obtained to share the information and hub process fully discussed.
- Tick only the most appropriate boxes for support being sought.
- Brief Description of presenting issues/reason for referral.

# Family Support and CAMHS Interface

- Referrals can be made by CAMHS Tier 2 or following a Choice appointment.
- Young people currently open to CAMHS Tier 3 can only be accepted if they are not receiving therapeutic input in regards to their mental health i.e review of medication only.
- The Family Support Hubs are currently attended by representatives from CAMHS in each of the hub areas.



# How does it all work?

You can complete a referral form yourself or, with your permission, this can be completed by someone else, such as your GP, health visitor, child's school or local community group.



Our Service Co-ordinator will receive your referral form and one of our Family Support Workers may contact you for more information prior to the next Hub meeting in your area.



We will present your referral at the Hub meeting. Only relevant information will be shared outlining your needs in order to identify the most appropriate service for you.



We will contact you to advise on the outcome of your support hub referral.



You will be contacted by the organisation identified as most appropriate to meet your needs and they will arrange a start date with you.

# Case Study

I was initially referred to the Family Support Hub by my Health Visitor in November 2021 as I was keen to access ASD supports due to difficulties I was experiencing with my son. I required coping strategies and behavior support and never availed of any ASD support to date. I was contacted by a Family Support Practitioner within the Family Support Hub and she explained the hub process. During conversation I admitted we were struggling financially, and my husband had to take on extra hours to meet our bills each month. I was referred to Community Advice for advice and support surrounding my finances and received information and services on ASD supports to include Autism NI, Empower and Middletown. The Family Support practitioner also informed me I could be supported further financially through their financial fund and provided us with a home heating oil delivery. I was so relieved to be supported by the Family Support hubs and the support they provided me was beyond what I imagined I would be able to get. I was contacted in December to check how I was getting on and the family Support Practitioner asked how I was managing in the lead up to Christmas. Again, I admitted I was really worried about Christmas gifts for my young children as I was struggling to afford the basics. I was offered support through the Hubs to provide toys for my children as well as a large food hamper in the run up to Christmas. I was overwhelmed with the kindness and supportive conversations with the hub staff and the financial and practical support helped us immensely.

In March 2022 I contacted the Family Support hubs directly myself as I was keen to get further support as my son was displaying challenging behaviour and I was finding it difficult to manage this. I was referred to the Northern Early Intervention Service (NEISS). I felt the Family Support Practitioner from the Hubs provided me with a listening ear and was supportive. I was referred very quickly to a service which has been of great benefit to my family. I am more than happy with the support received, how quickly it all came about and how soon I was contacted and with the services I received. I am extremely grateful for the support, particularly the financial support and Christmas toys which we received.



- Excellent service and I am so grateful for the lovely team that supported me and my family at a really difficult time.
- Absolutely fantastic, understanding, and non-judgemental which was great as I've really bad mental health issues and we're just really struggling so this support was much needed and greatly appreciated honestly can't thank you all enough. Blessed.
- Amazing job you do thank you for all your help this is amazing help for me and my 6 kids the oil and electric are very much appreciated thank you all again.
- I cannot thank you enough for the help electric and Tesco voucher you have no idea what this has meant to me I cannot thank you enough !! You are angels thank you from the bottom of my heart , the support worker was very helpful and explained everything to me in detail...she also had a very caring manner. Thank you.
- The service has been better than I expected and took less time also. Thank you.
- The support that I received for my children was an amazing help, for which I am forever grateful. It has given my son and daughter much help and joy, thank you.
- Thank you very much for the £100 Tesco gift card and my electric I appreciate the great work you all do, it hasn't been easy as a single dad since my kids mum past away I appreciate all the help I can get keep up the great work thank you.
- The lady I spoke to was very helpful and supportive. She listened to our issues and problems and for the first time I felt we weren't going to be passed from pillar to post and at last someone was going to help us. We were really at our wit's end with our son and how to help him but hopefully now we can start to look forward.

# Thank you

**www**

actionforchildren.org.uk



/actionforchildren



@actnforchildren



@actionforchildrenuk