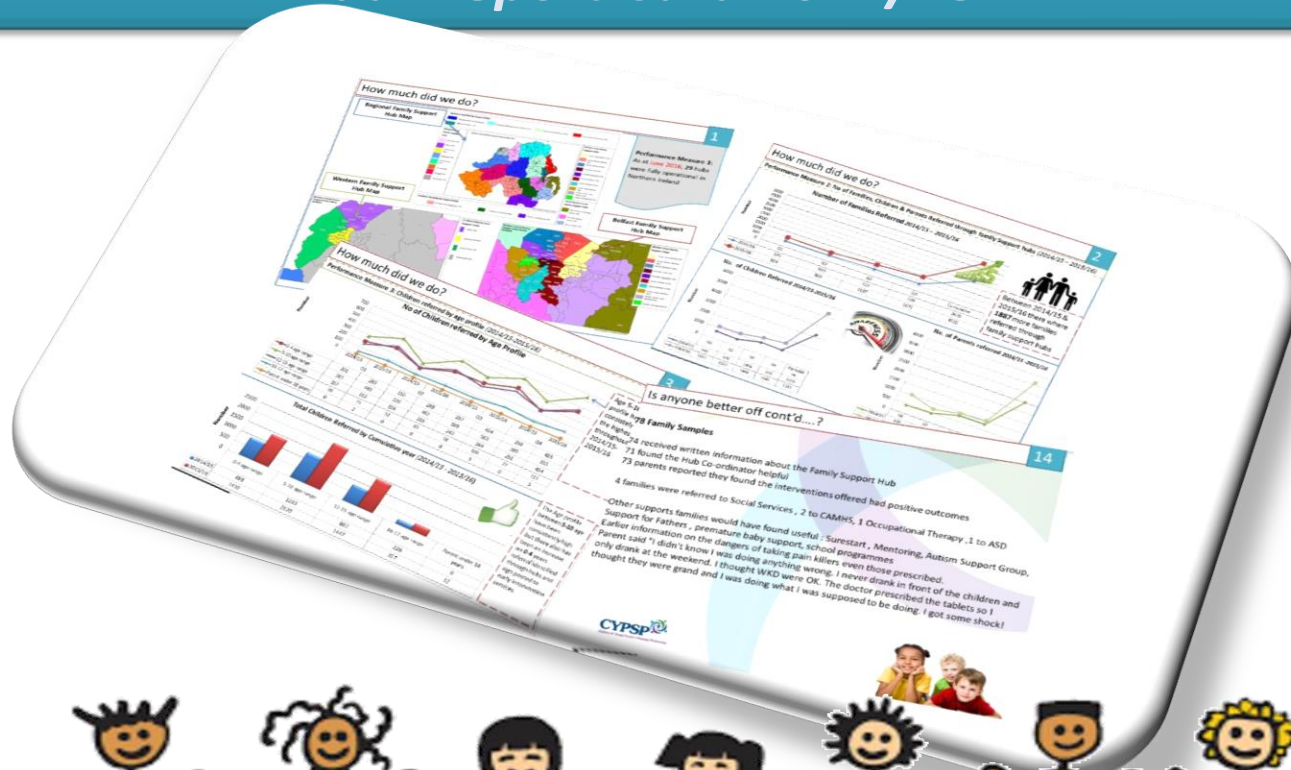


NHSCT Family Support Hubs

Report Card

Annual Report Card 2022/23

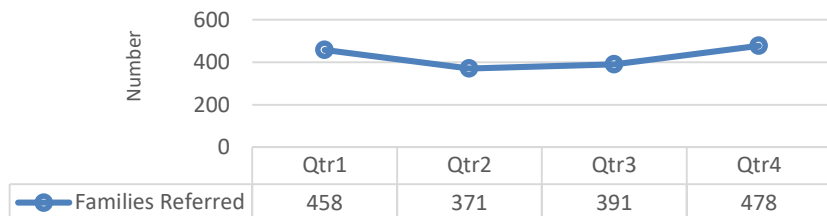


July 2023

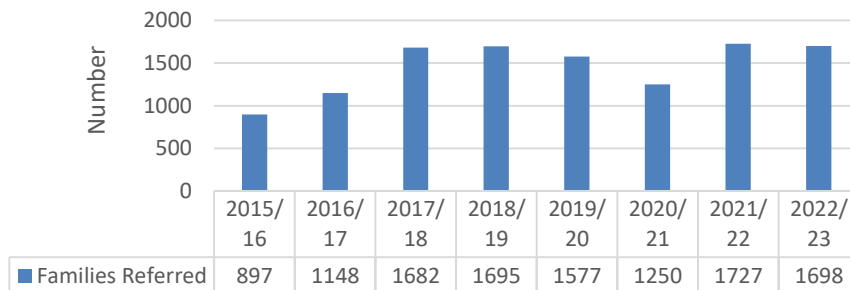
How much did we do?

Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2022/23

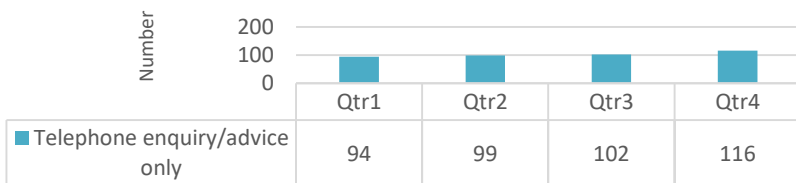
No. of Families Referred 2022/23



Families Referred - 2015/16 - 2022/23

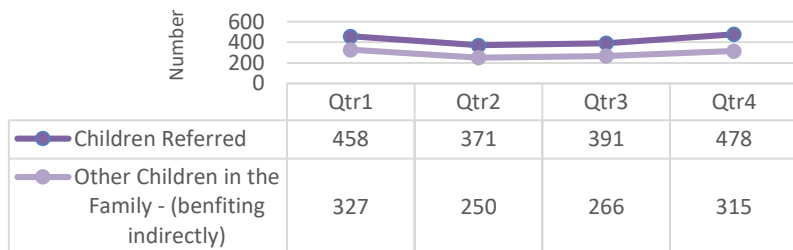


Telephone enquiry/advice only

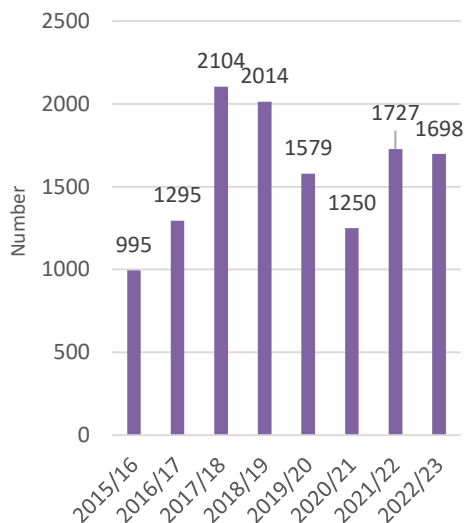


Throughout 2022/23 there was **1698** families referred through family support hubs in the Northern area with **411** Telephone/advice only calls and **193** families referred for Covid-19 issues only.

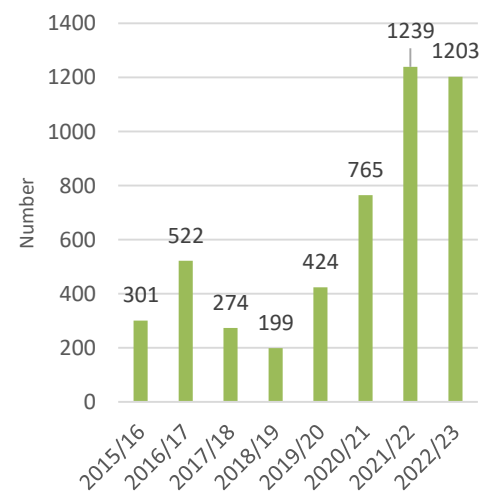
No. of Children Referred – 2022/23



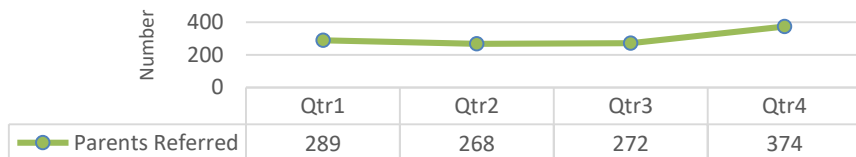
Children Referred



Parents Referred

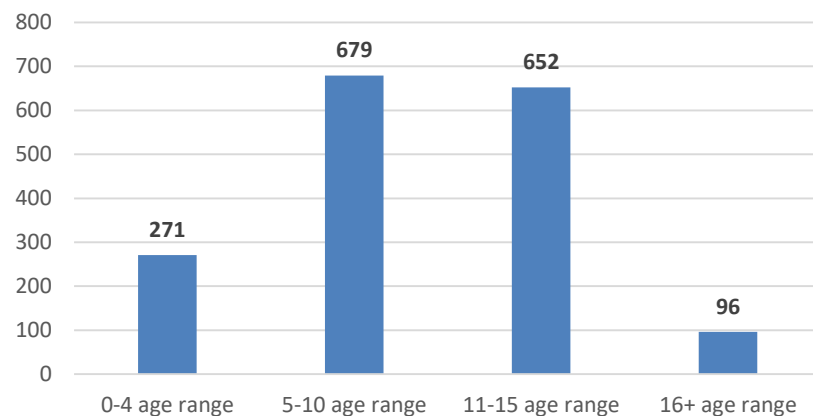
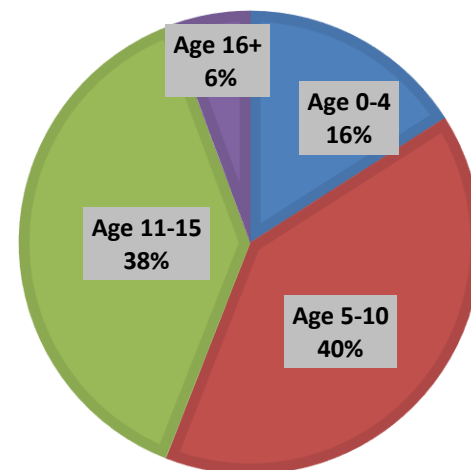
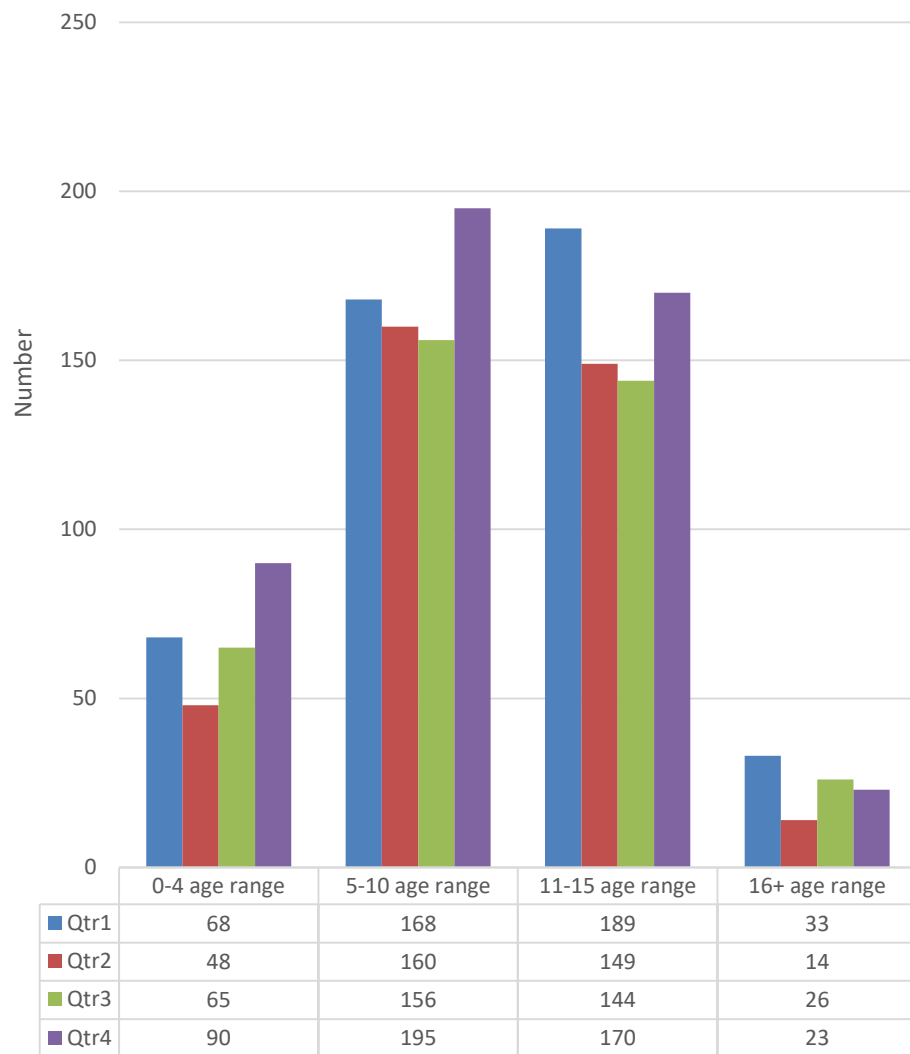


No. of Parents Referred – 2022/23



How much did we do?

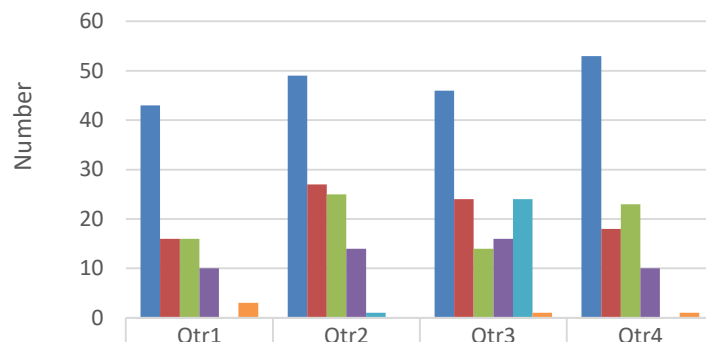
Performance Measure 2: Children Referred by Age Profile 2022/23



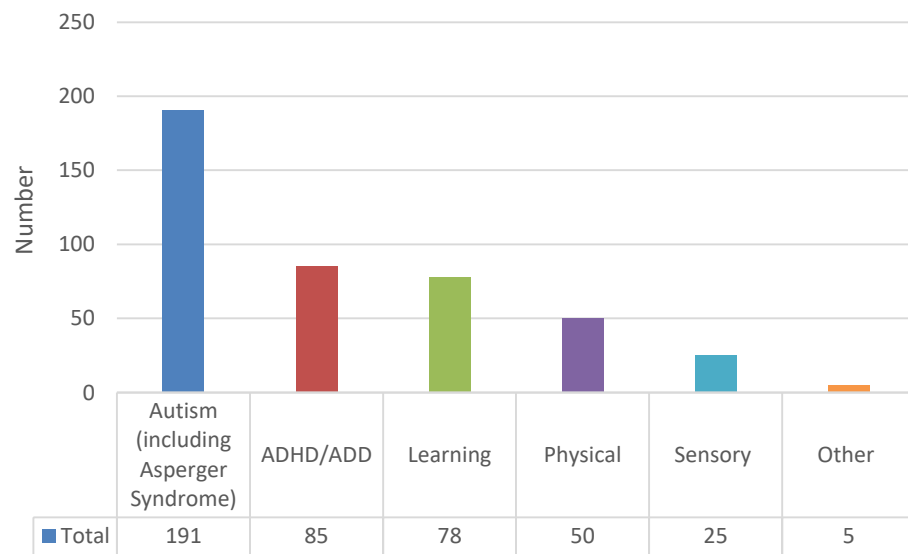
*Please note: As well as 1698 children referred an additional **1158** children benefitted as they were part of the families referred.*

How much did we do?

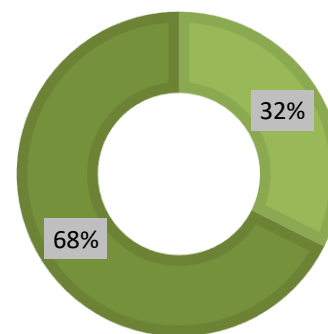
Performance Measure 3: Children with a Disability Referred – 2022/23



Autism (including Asperger Syndrome)	43	49	46	53
ADHD/ADD	16	27	24	18
Learning	16	25	14	23
Physical	10	14	16	10
Sensory	0	1	24	0
Other	3	0	1	1

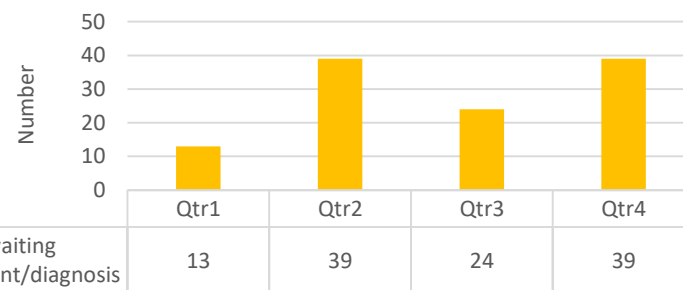


Children Referred with a Disability 2022/23



- Total Children with a Disability and awaiting diagnosis (No. 549)
- Total Children without a Disability (No. 1149)

Awaiting Assessment/diagnosis



Throughout 2022/23, Children with **Autism** had the highest number of referrals throughout NHSCT.

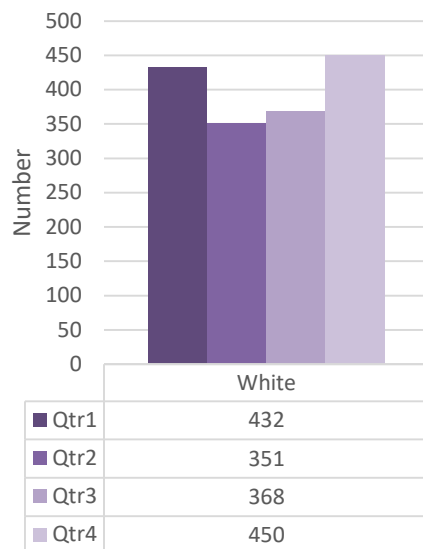


How much did we do cont'd....?

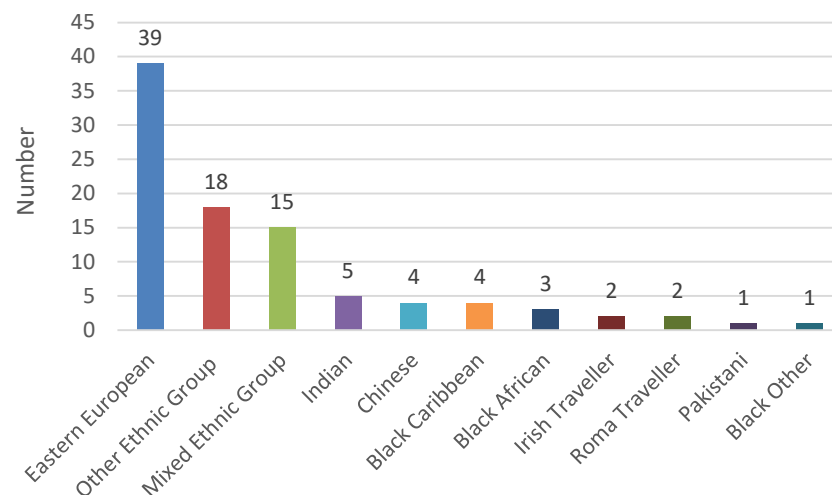
Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

There has been an increase in both children and families referred from different ethnic backgrounds. For example: Referrals from Eastern European children are 39 with 37 parents, 18 Other Ethnic Group with 27 parents and Mixed Ethnic 15 with 6 parents.

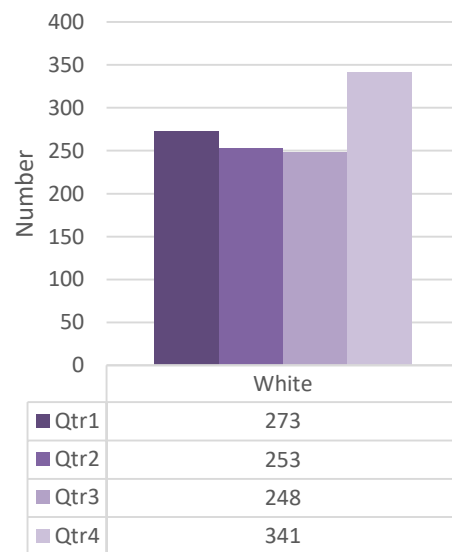
(Note: 'White' has the higher number of referrals for both Children and Parents and are presented on separate scales as shown in these charts.)



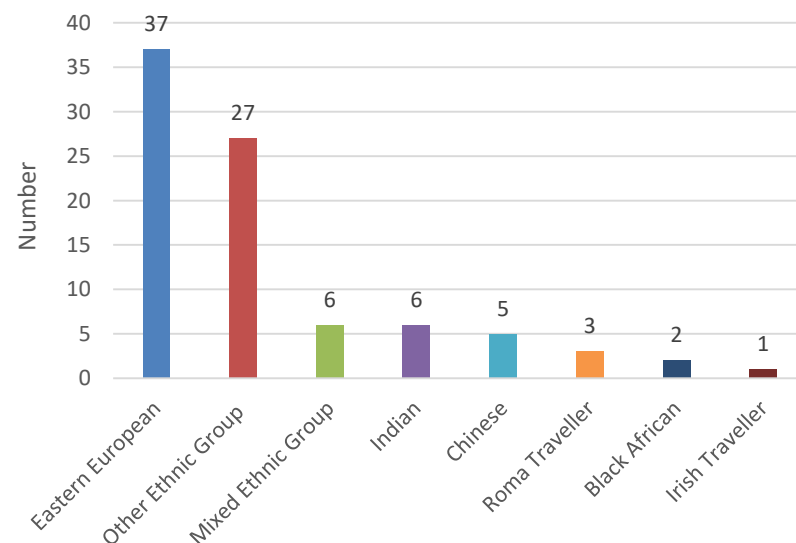
Children Referrals by Ethnic Background – 2022/23



Please note: 3 children's ethnic background - Not Stated



Parents Referrals by Ethnic Background – 2022/23



Please note: 1 parent ethnic background - Not Stated

How much did we do?

Performance Measure 4: Interpreters Required and Booked by Language

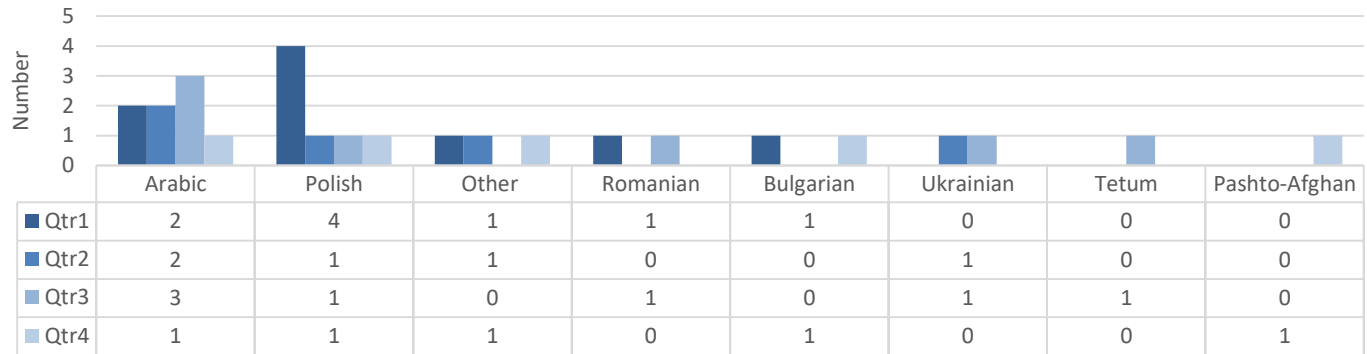
There has been a range of languages required and booked in 2022/23 in the Northern area with Arabic and Polish the most requested.

Interpreters were unable to be booked for 5 different languages in 2022/23.

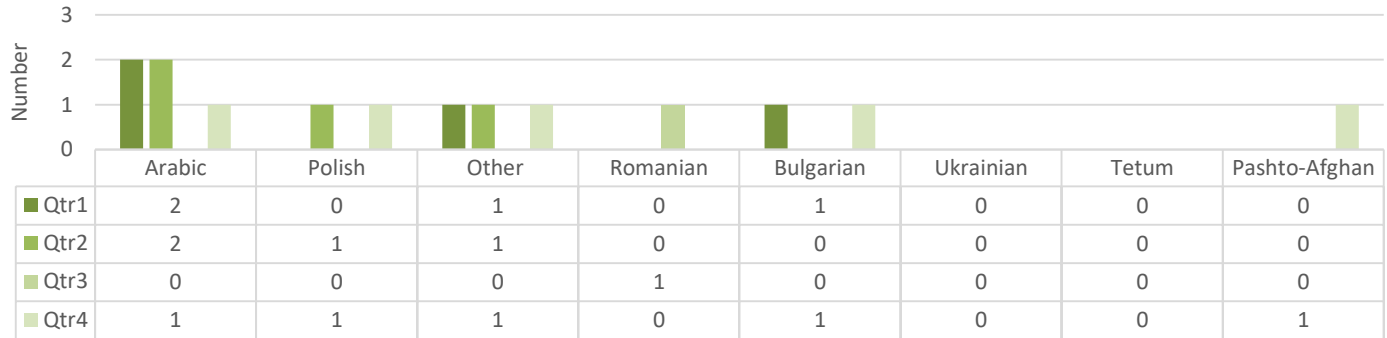
*Google Translate was used **once**, Facilitated by Family or Friend **6** times and **2** Interpreting Solutions not found.*

Interpreters Required and Booked by Language – 2022/23

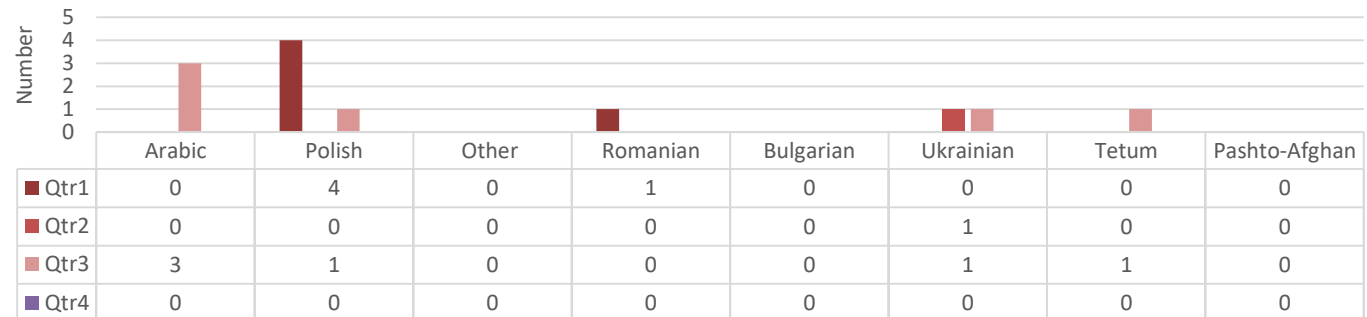
Interpreters Required by Language



Interpreters Booked by Language

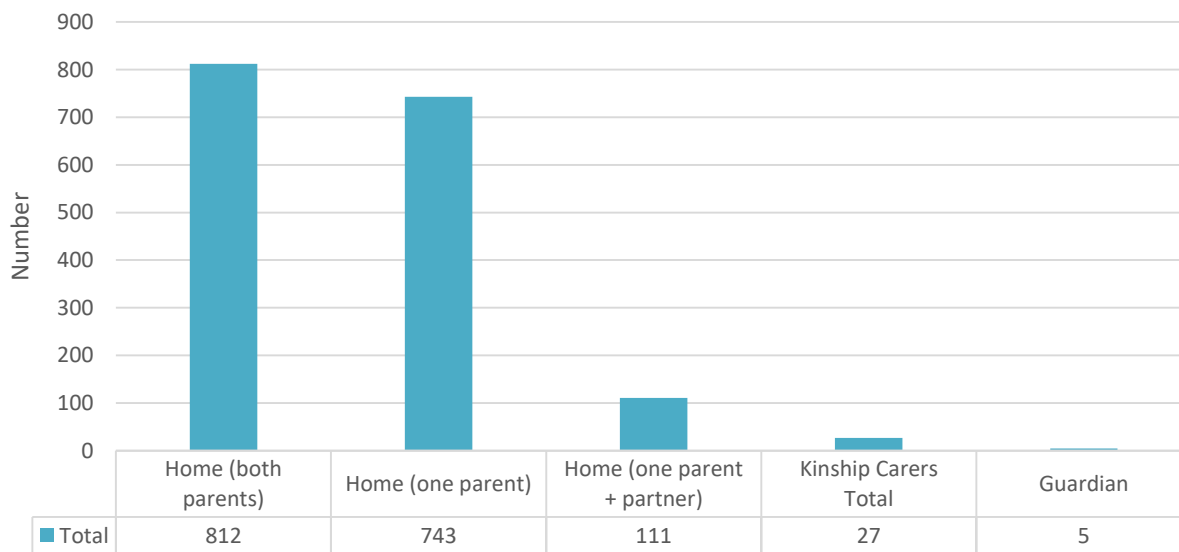
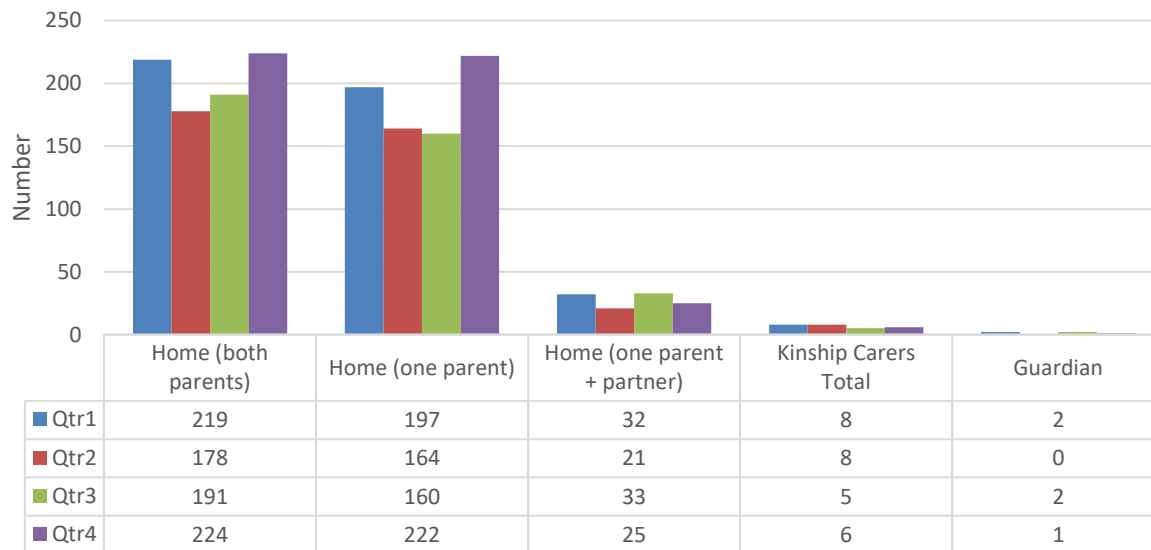


Interpreters Unmet Need



How much did we do?

Performance Measure 4: Household Composition – 2022/23



In the Northern area the household composition Home with both parents **812** had the highest referrals and One parents families **743** with the second highest in 2022/23. There was a decrease in one parent plus partner from 117 to **111**, Kinship Carers a slight increase from 24 to **27**, and Guardians **5**.

How much did we do?

Performance Measure 5: Main Presenting Reasons for Referral - 2022/23

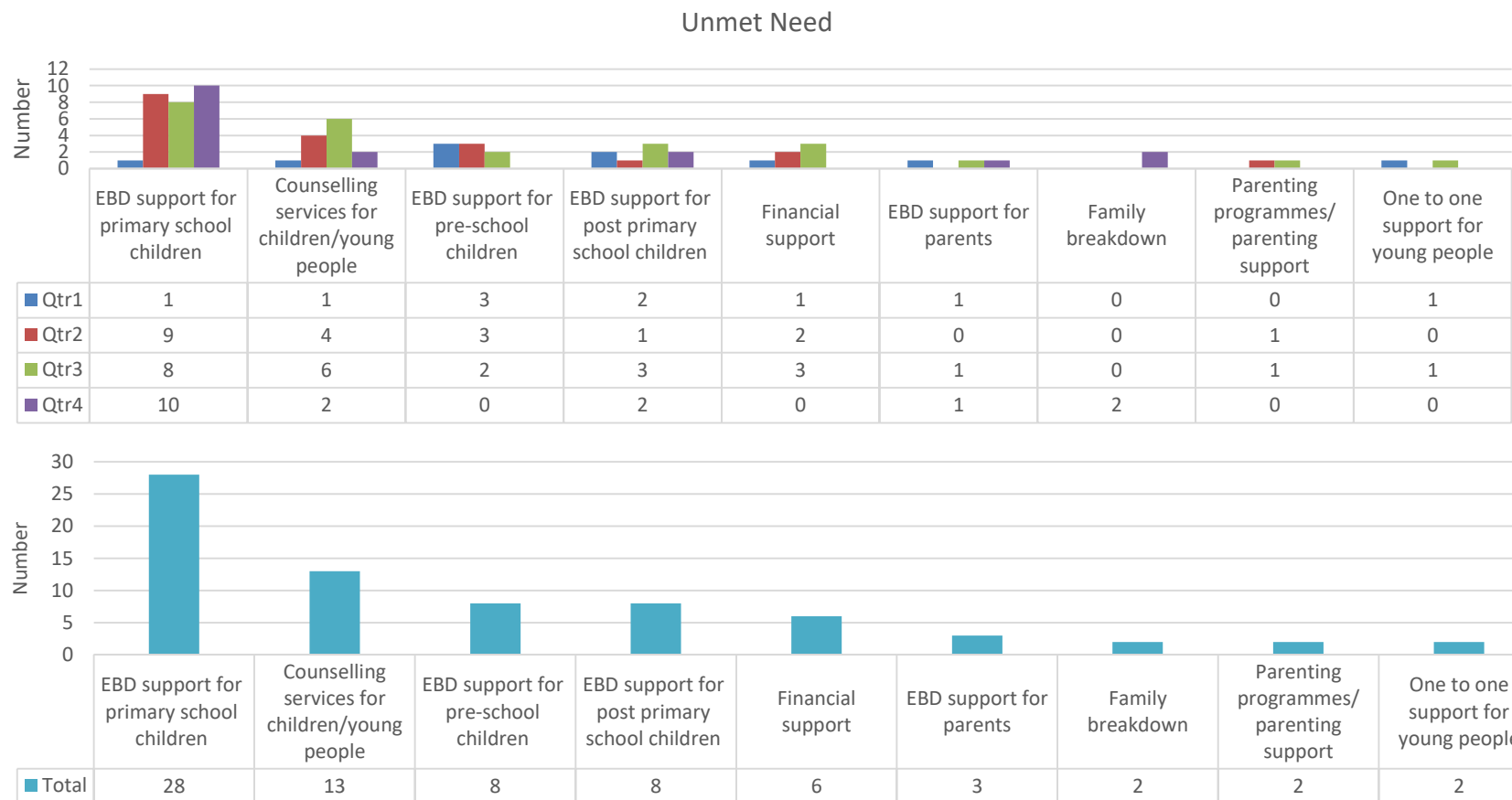
Top Ten Reasons for Referral



The main reason for referrals were **Emotional Behaviour Difficulty (EBD) for primary school age children** and **Counselling services for children/young people** in 2022/23. This was followed by EBD for post primary school children and Financial Support.

How well did we do it?

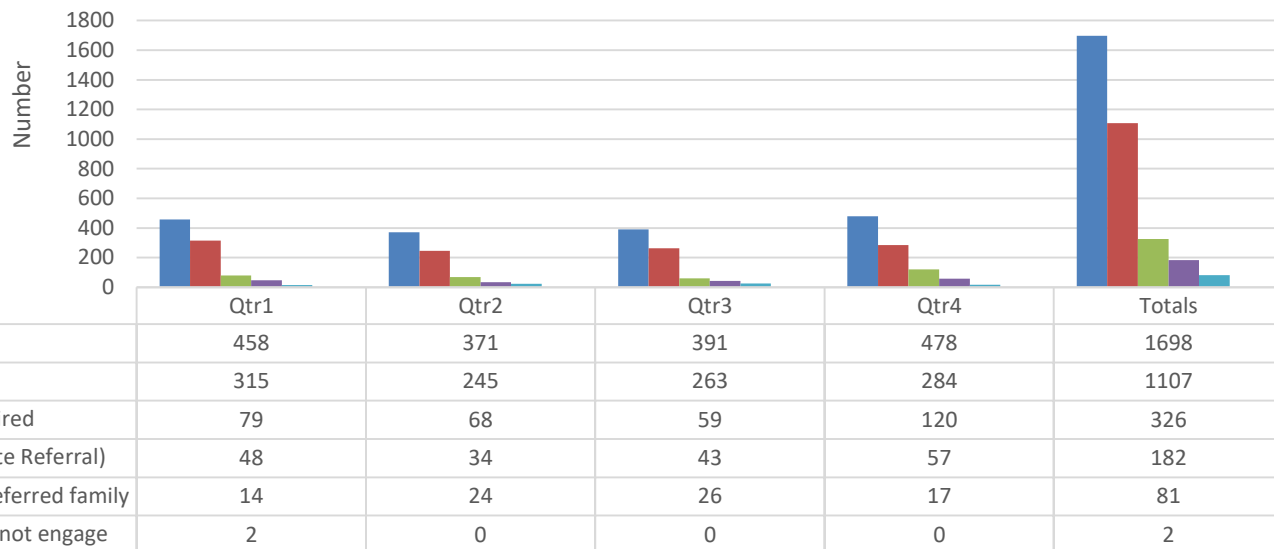
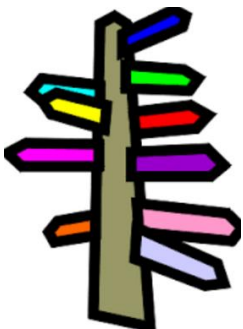
Performance Measure 6: Main Presenting Reasons Unmet - 2022/23



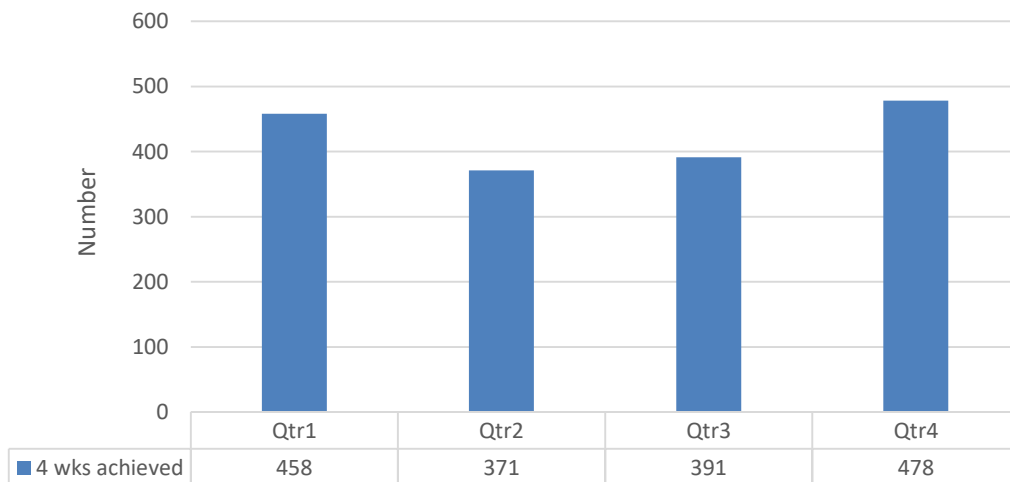
Emotional Behaviour Difficulty (EBD) for primary school age children and Counselling services for children/young people were the highest unmet need in 2022/23. This was followed by **EBD support for pre-school children and post primary school children, Financial support and EBD support for parents.**

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- 2022/23



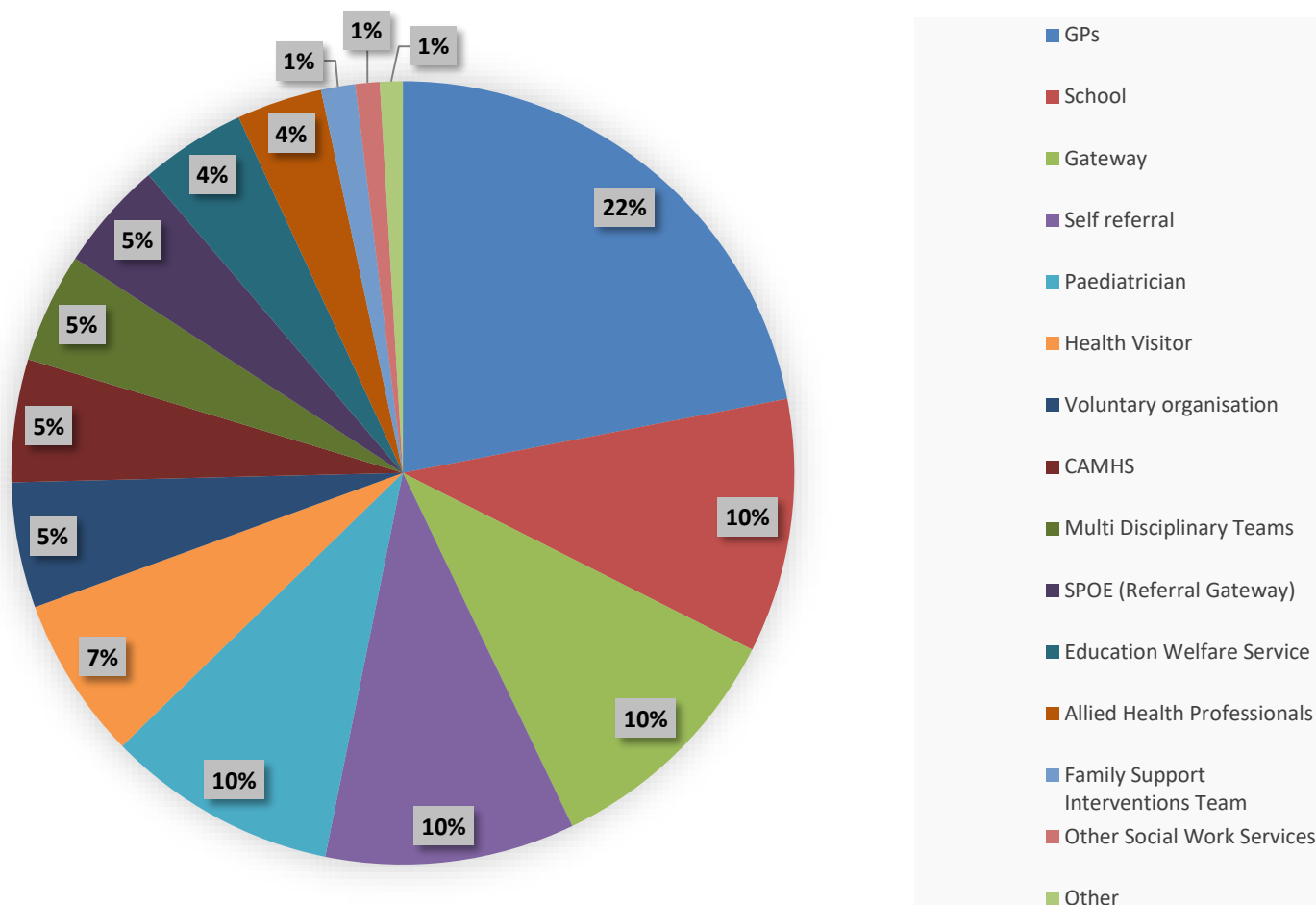
Performance Measure 7: Outcome 4 weeks achieved – 2022/23



All the referrals to Hubs were processed within 4wks in the Northern Area. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

How well did we do it?

Performance Measure 8: Total Percentage of Referrals by Referral Agency – 2022/23



In the Northern Area **GPs** are still the largest key referrers at **22%** in 2022/23 compared to 18% last year. This was followed by Schools, Gateway, Self referrals and Paediatricians at **10%** (7%, 9% and 11% last year respectively.) Health Visitors were **7%**. There were also **160** Re-referrals in 2022/23.

Performance Measure 10: 10 Standards Fully Implemented – 2022/23

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 5 Hubs in the Northern Outcomes Group area have implemented the 10 Standards and have action plans in place to further develop the Hubs to ensure access to services for families. This includes awareness raising events and identifying services in the community that can provide timely support for children, young people and families.

Is anyone better off?

Case Study

BACKGROUND

Family was originally referred in 2019 when the child was 4 years old. The referral was requesting support for ASD and behaviour. The family were known to the Family support and intervention team at the time and therefore the Family support Hubs were unable to support them. A second referral from Gateway was received for the family in January 21 for Emotional and behavioural difficulty support for parents. This referral noted that the parents are separated and the children primarily live with their mother and have contact with their dad but are struggling with same.

Mum advised she was concerned about dad's limited understanding surrounding their child's diagnosis of ASD and "feels that he lacks an understanding of autism and how best to manage their child if he is having a 'meltdown'. It appears that dad had been trying to restrain young person during one of his 'meltdowns'. Mum believes that dad needs to be supported in regard to appropriately managing his son's behaviour and dad has agreed to engage with support.

Mum advised that sometimes these meltdowns can last over an hour and that it is difficult to manage the child's behaviour during this time. Mum advised that she is able to manage his behaviour and can recognise if a meltdown is likely to happen, however, she advised that dad only sees the children periodically and is less likely to recognise signs that indicate he may be going to have a meltdown. Dad would like support at this time to help him to appropriately manage his son's behaviour and Mum is keen for this to happen so she can feel reassured when he is at contact. School also report recent difficulty in managing child's behaviour.

A third referral was received by the HUBS as a self referral from mum requesting - Emotional and behavioural difficulty support for post primary school children. Mum said her son's ASD is becoming increasingly difficult to manage and it was having a huge impact on family life and its affecting mum's own health and the emotional health of her daughter. Mum said "we need help in any form possible and would also like information about clubs and activities" which her son could attend. Anything in support for her daughter would be welcome also and some good support for herself as she feels totally deflated and "doesn't know what to do anymore".

PROGRAMME OF SUPPORT AND/OR INTERVENTION

In Jan 21 the Family support practitioner referred the family to Autism NI and signposted mum to Middletown Centre for Autism, Empower, Parenting NI for online courses and NHSCT ASD Intervention Helpline. In August 22 the Family support practitioner referred mum to the Network personnel Community Family Support Program and signposted mum to All about us ASD youth group.

Family support practitioner also gave mum details of the Northern trust ASD podcasts and how to access them.

OUTCOMES FOR FAMILY

Family has not availed of any support provided and his behaviour still appears to be challenging at home. Mum did not link in with the ASD support services with the exception of Autism NI – mum advised she wanted face to face support rather than online workshops. Mum advised she missed an initial call from Network personnel as she was on holidays and is going to contact them again for support.

OUTCOMES FOR SERVICES/LESSONS LEARNED

Northern Early Intervention Support Service (NEISS) would have been an extremely beneficial support for the family providing in home family support for up to 12 weeks, however, they reside outside of NEISS catchment area and there is not an equivalent service within their area that works with children as young as this family. Mum advised the family support practitioner was very quick and effective in getting in touch with mum and gathering further information. Mum said the family support practitioner "was a great point of contact and she did everything in her power to help mum". Mum felt the family support practitioner was really trying her best to support both mum and her son and was a great support by simply having a conversation and listening to her.