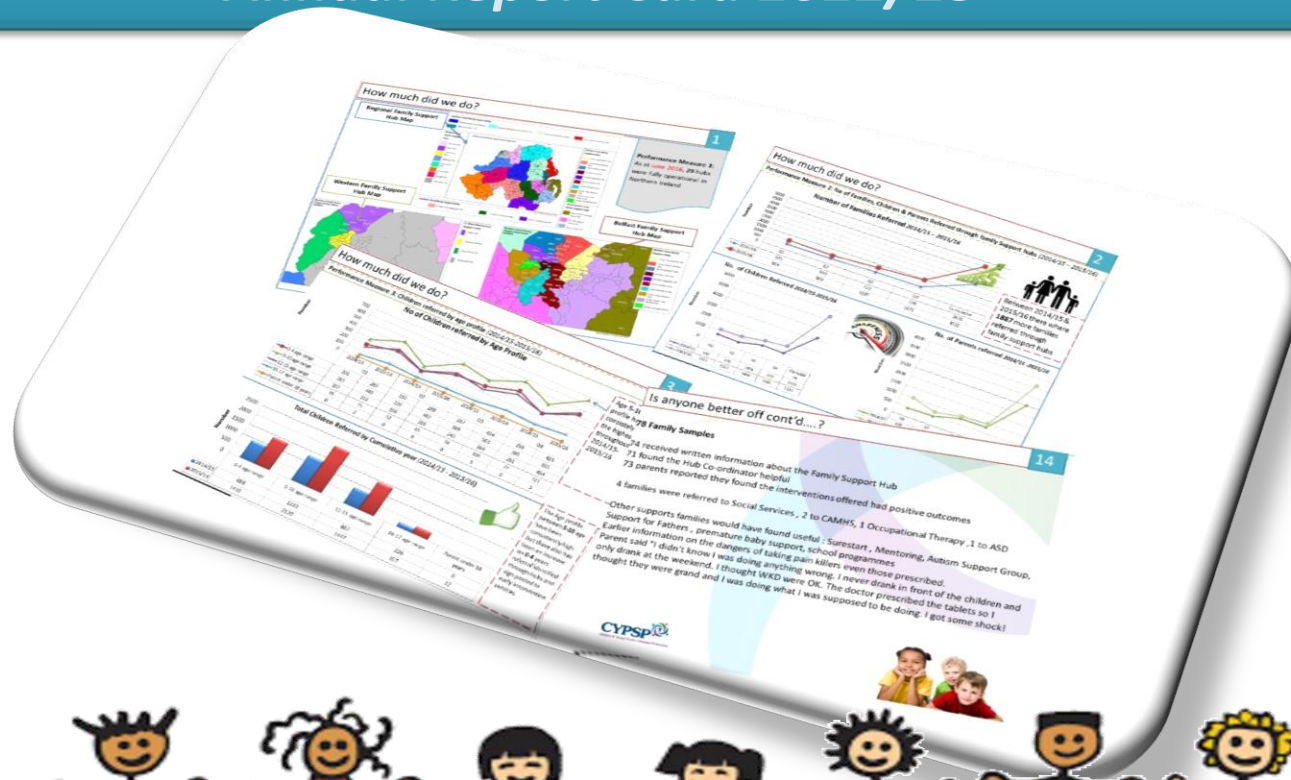


WHSCT Family Support Hubs Report Card

Annual Report Card 2022/23

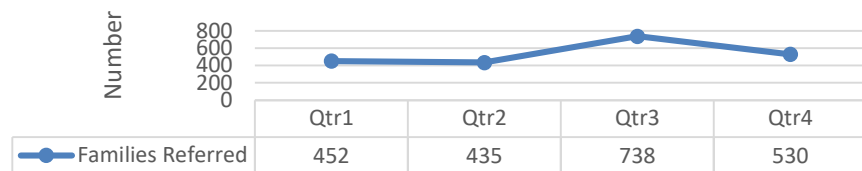


How much did we do?

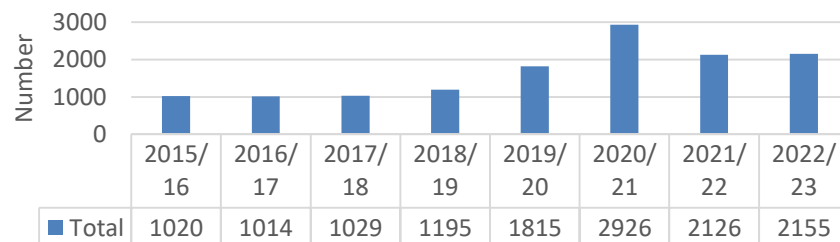
1

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

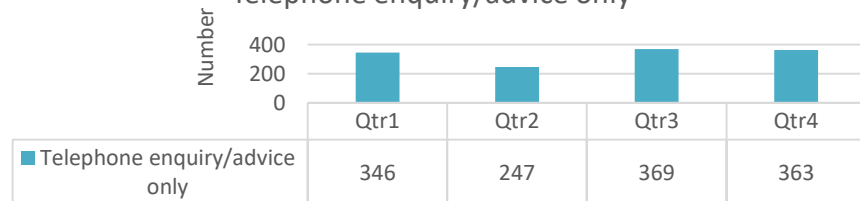
No. of Families Referred 2022/23



No. of Families Referred 2015/16 to 2022/23

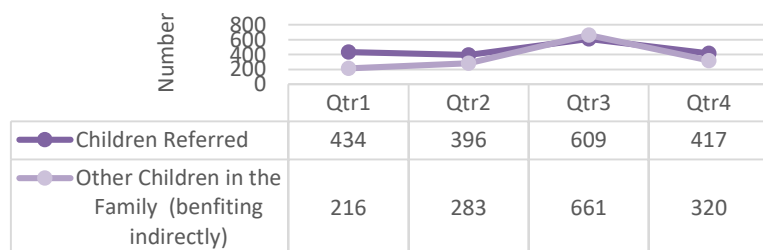


Telephone enquiry/advice only

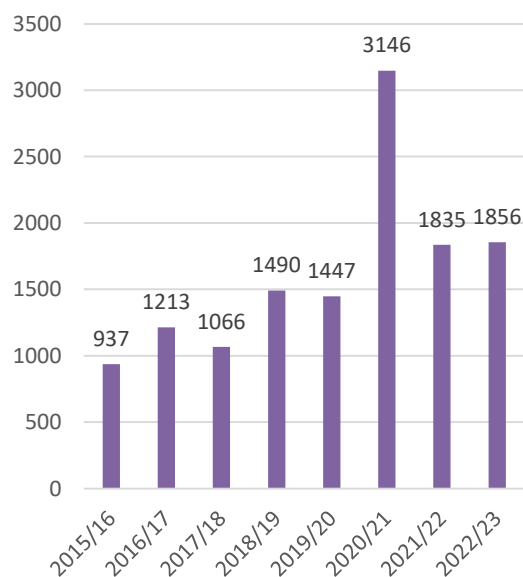


Throughout 2022/23 there were **2155** families referred through the Western area family support hubs, an increase of **29** from 2021/22. In addition there were **28** families referred for Covid-19 issues only and **1325** telephone enquiries/advice only given throughout the year.

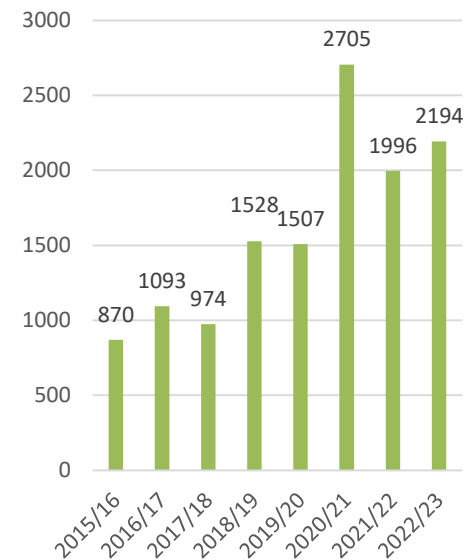
No. of Children Referred 2022/23



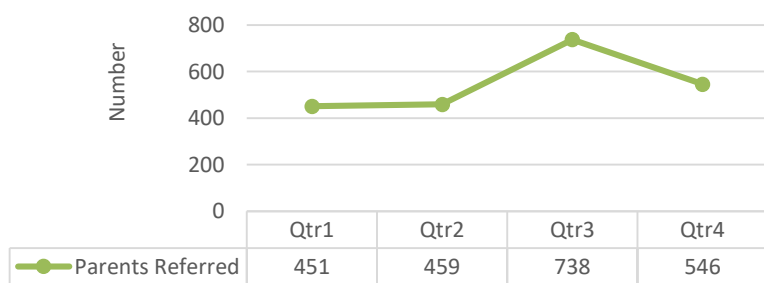
No. of Children Referred



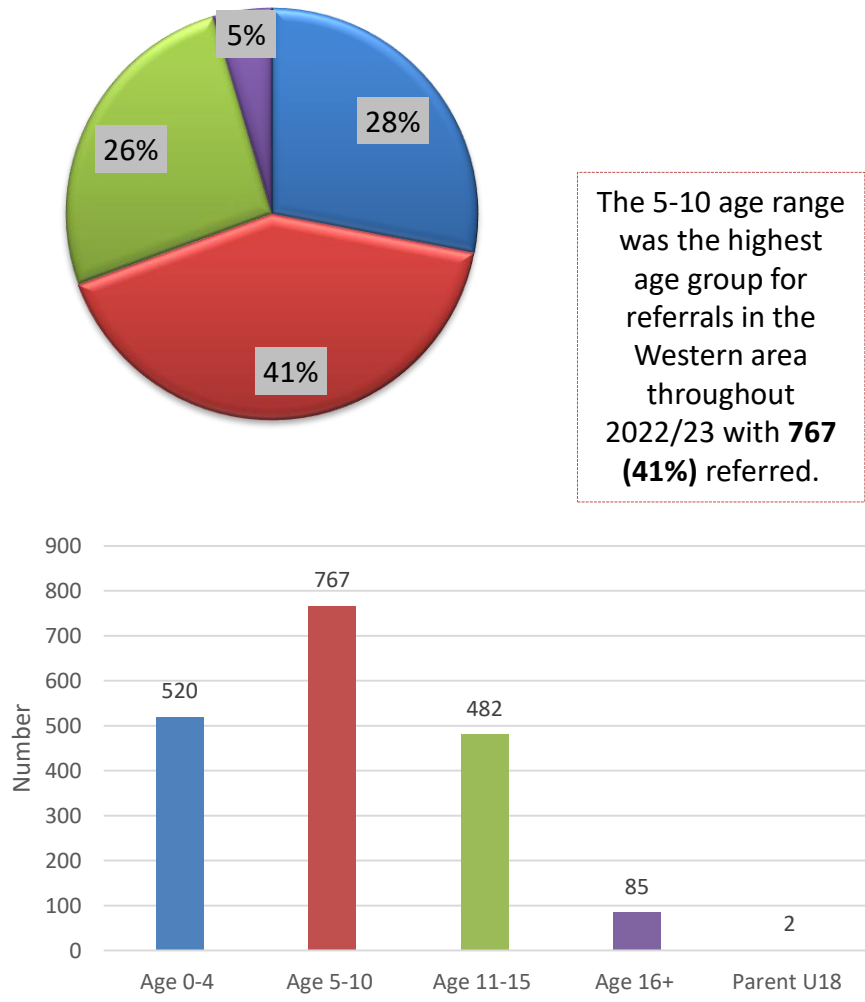
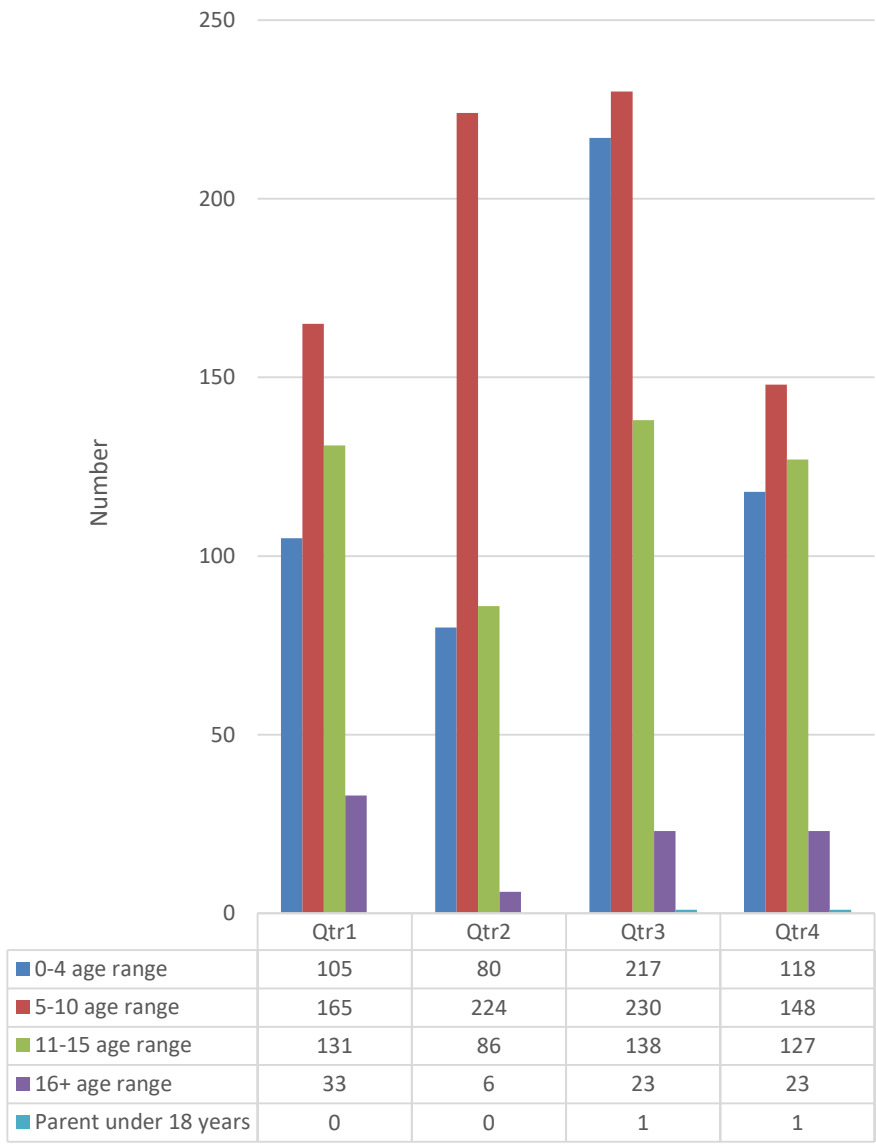
No. of Parents Referred



No. of Parents Referred 2022/23



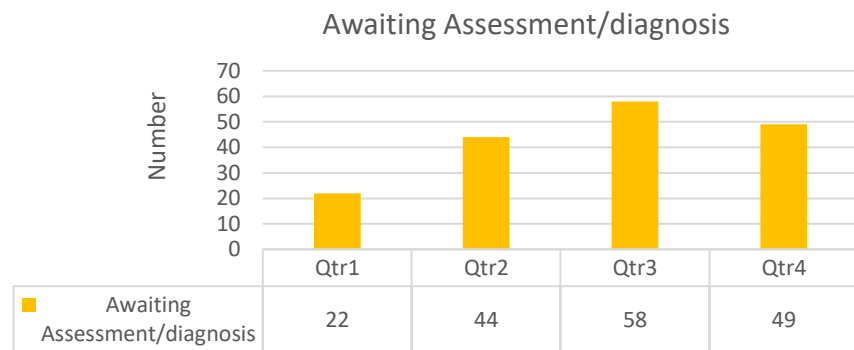
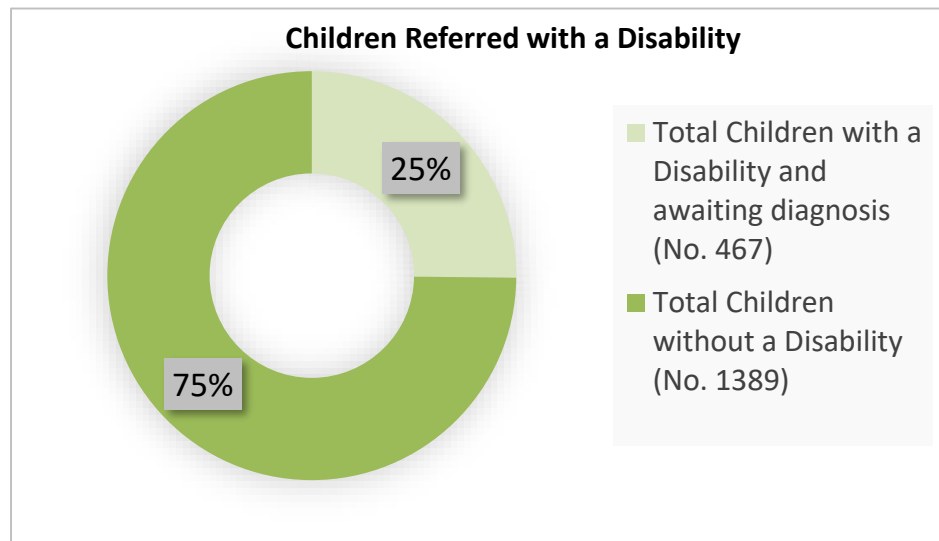
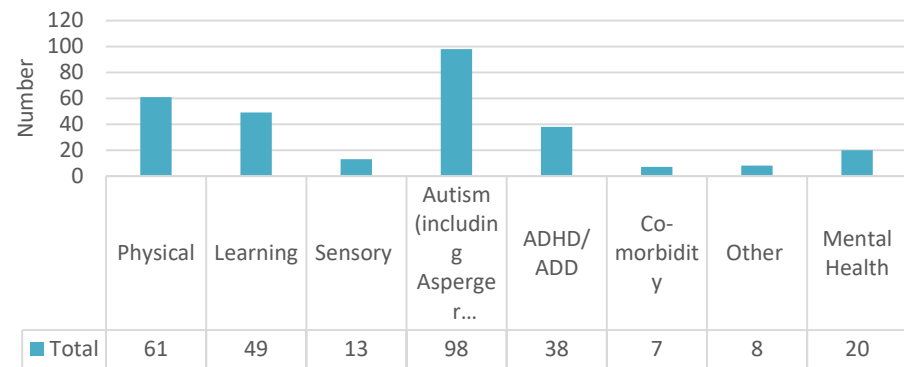
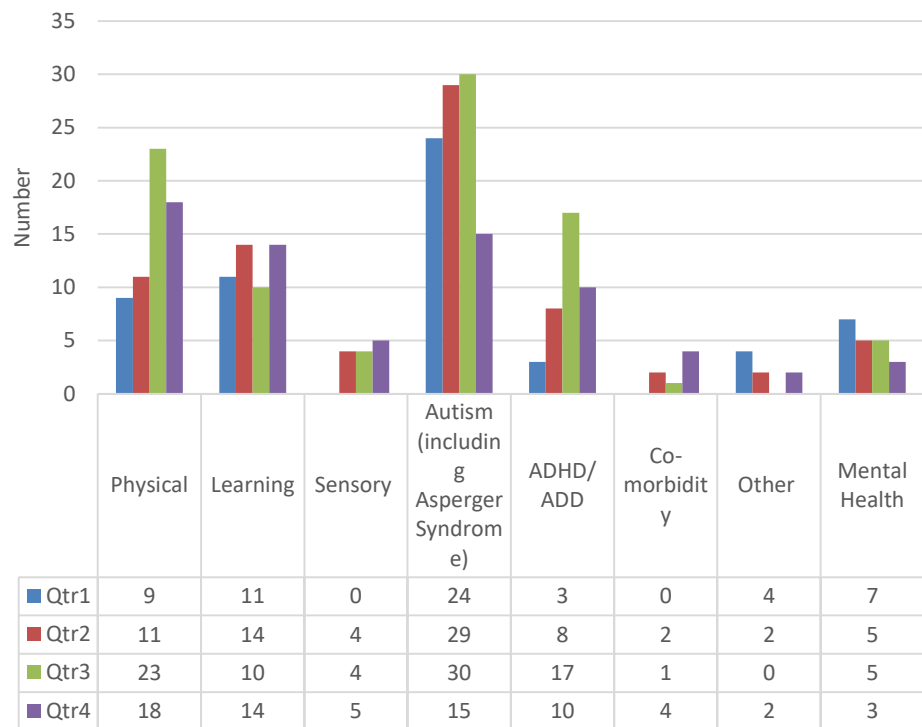
Performance Measure 2: Children Referred by Age Profile - 2022/23



*Please Note: As well as 1856 children referred an additional **1480** 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 -2022/23



Autism (including Asperger Syndrome) had the highest number of referrals in 2022/23.

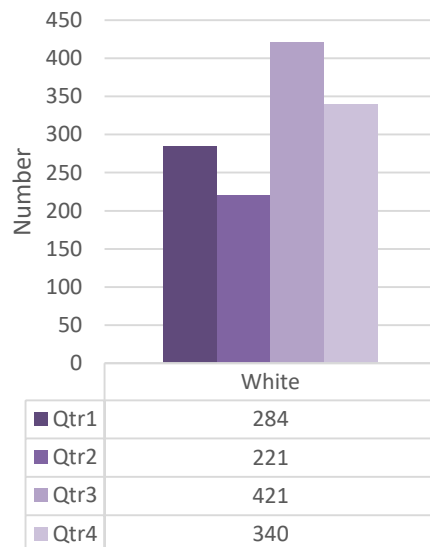


How much did we do cont'd....?

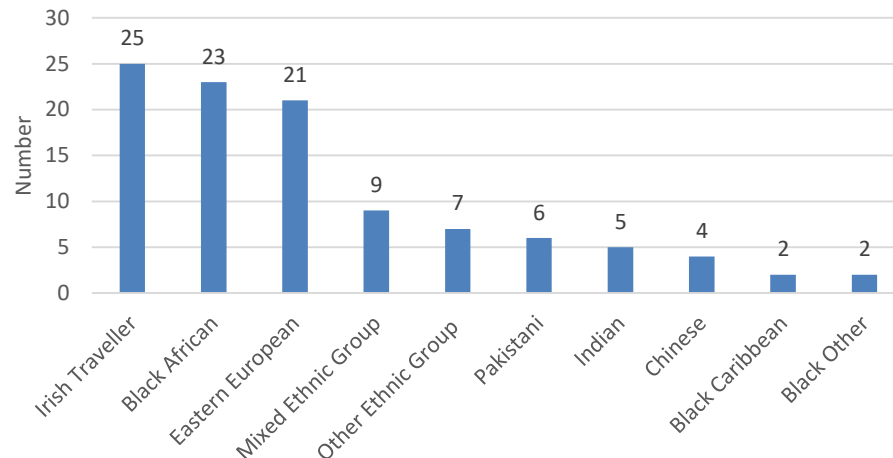
Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

There has been an increase in both children and families referred from different ethnic backgrounds. For example: Referrals from Irish Traveller children are 25 with 17 parents, Black African children 23 with 22 parents, Eastern European 21 with 16 parents.

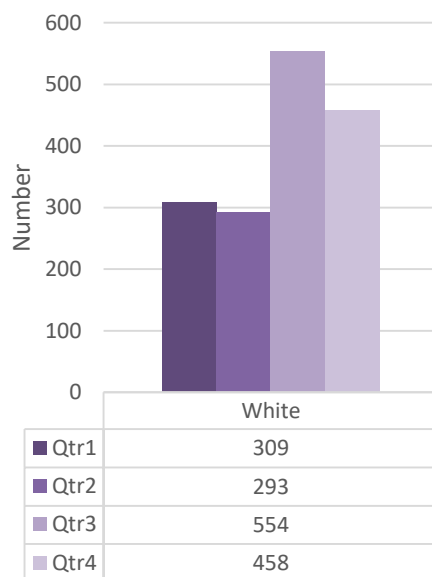
(Note: 'White' has the higher number of referrals for both Children and Parents and are presented on separate scales as shown in these charts.)



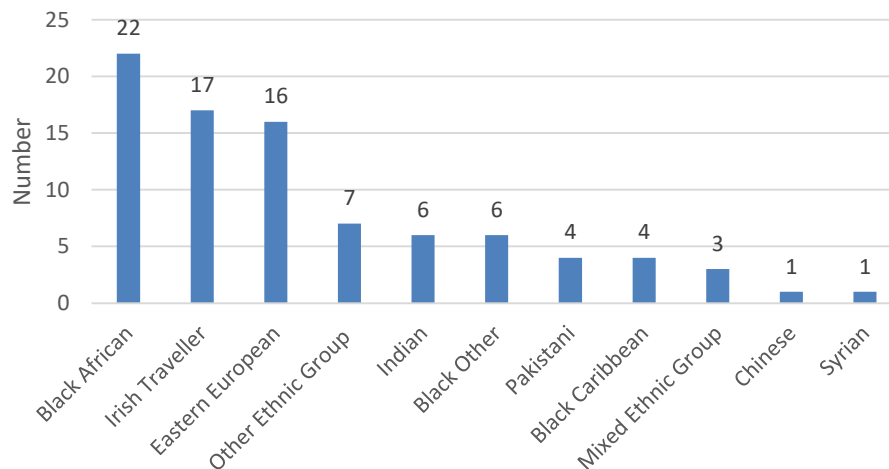
Children Referrals by Ethnic Background – 2022/23



Please note: 486 children ethnic background - Not Stated



Parents Referrals by Ethnic Background – 2022/23



Please note: 493 parents ethnic background - Not Stated

How much did we do?

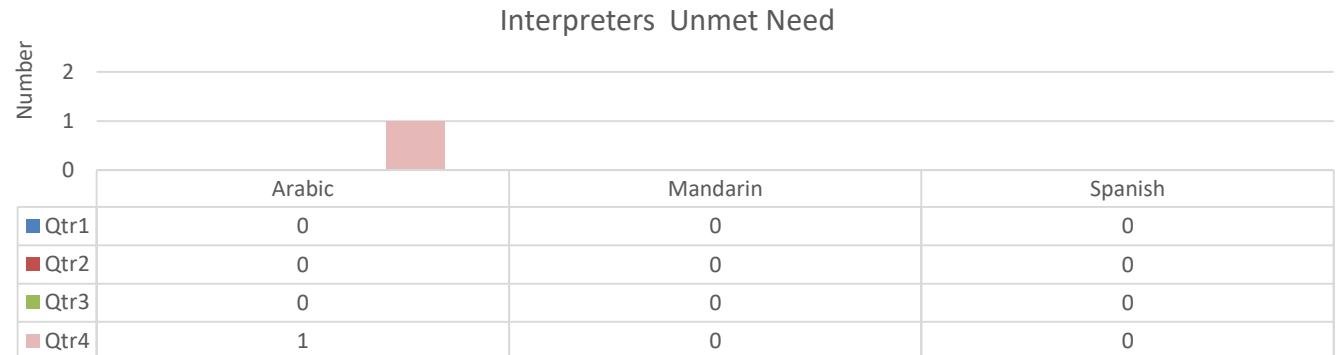
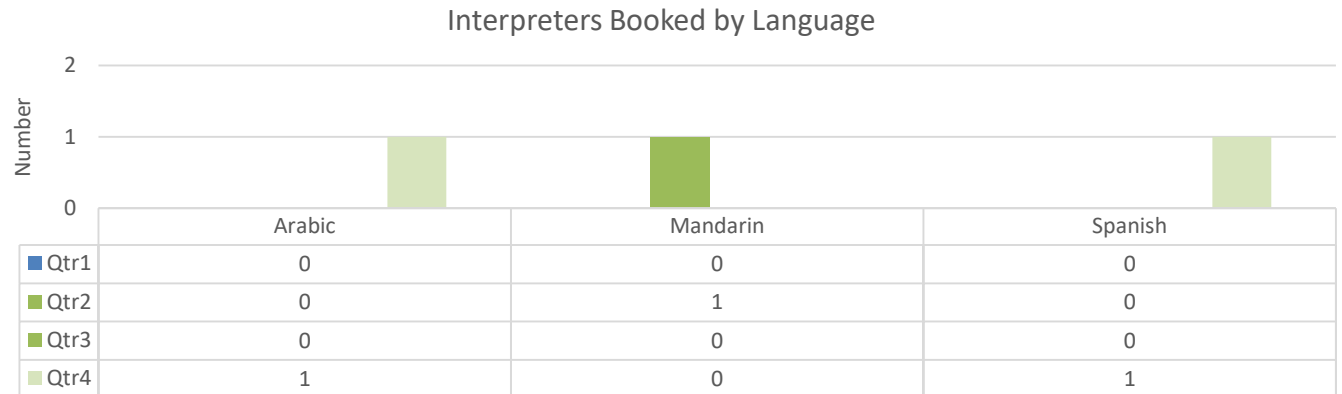
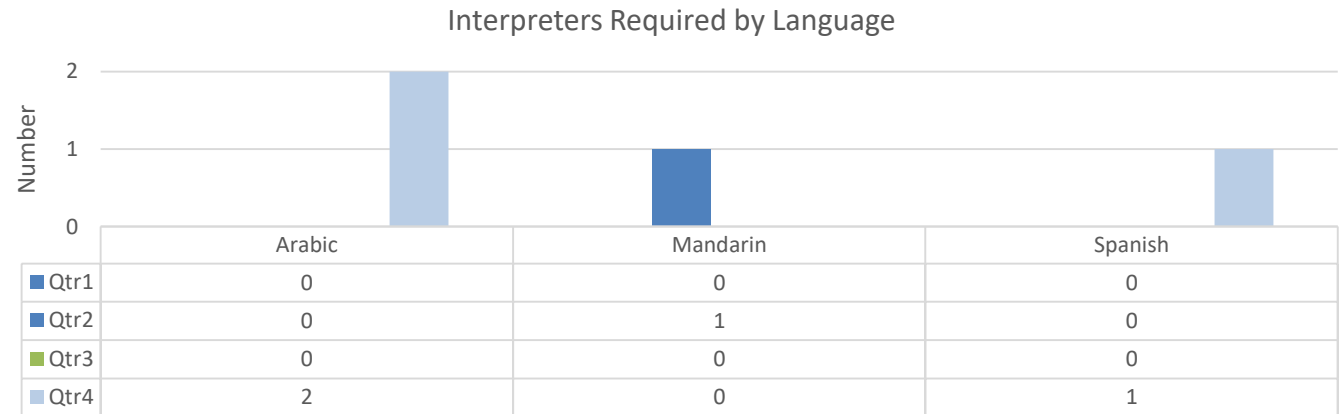
Performance Measure 4: Interpreters Required and Booked by Language

There has been a few languages required and booked in 2022/23 in the Western area such as Arabic, Mandarin and Spanish.

Interpreters were unable to be booked for Arabic in 2022/23.

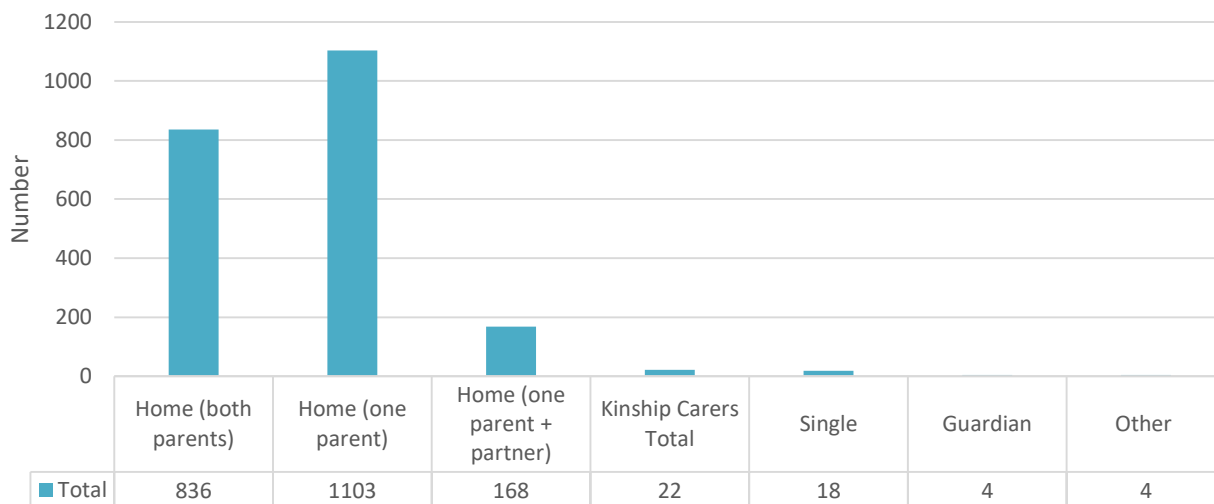
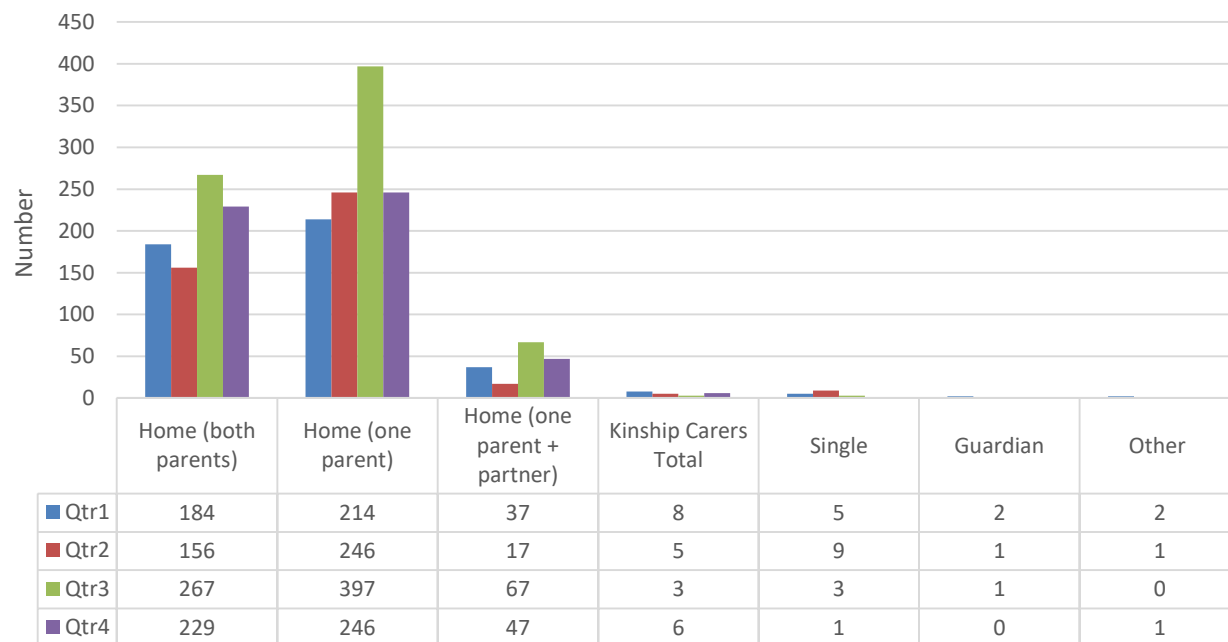
Google Translate was also used 8 times, Facilitated by Family or Friend used 2 times and all Interpreting Solution were found.

Interpreters Required and Booked by Language – 2022/23



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

Performance Measure 4: Household Composition - 2022/23

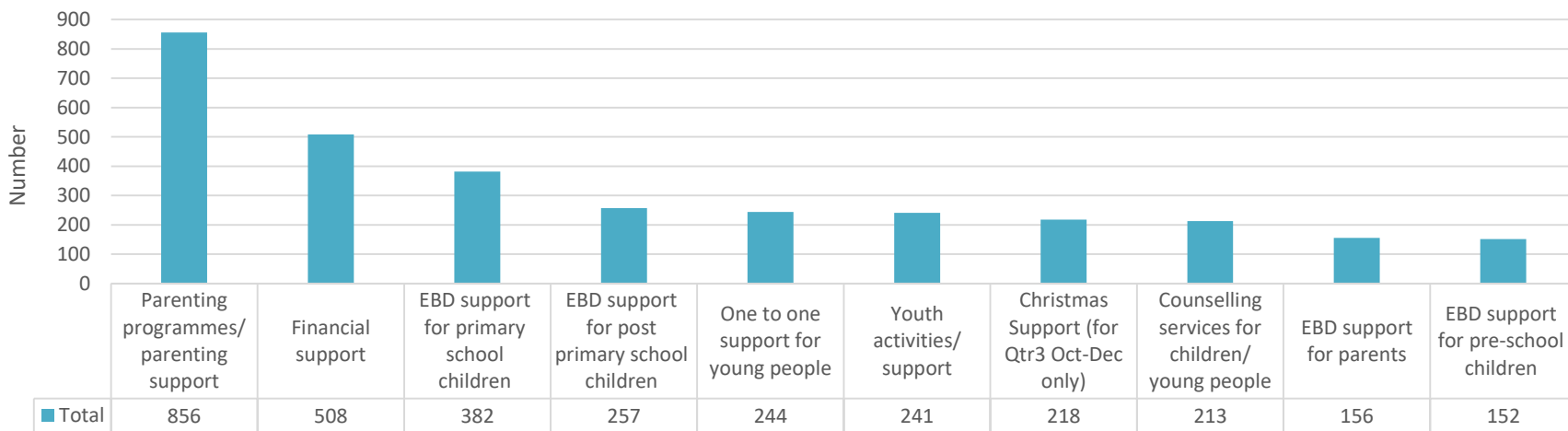
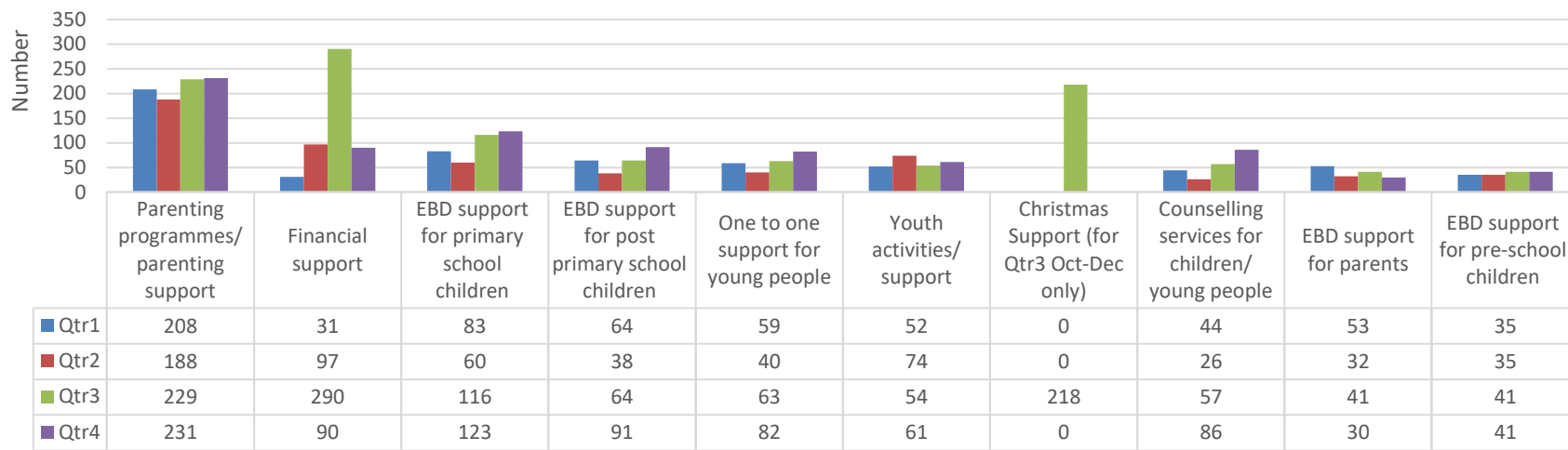


The largest group referred are **One Parent Families** at **1103** in 2022/23, followed by **Home(both parents)** at **836**. One parent and partner families is **168**. Kinship Carers **22**, Singles **18** Guardians **4** and Other **4**.

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

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

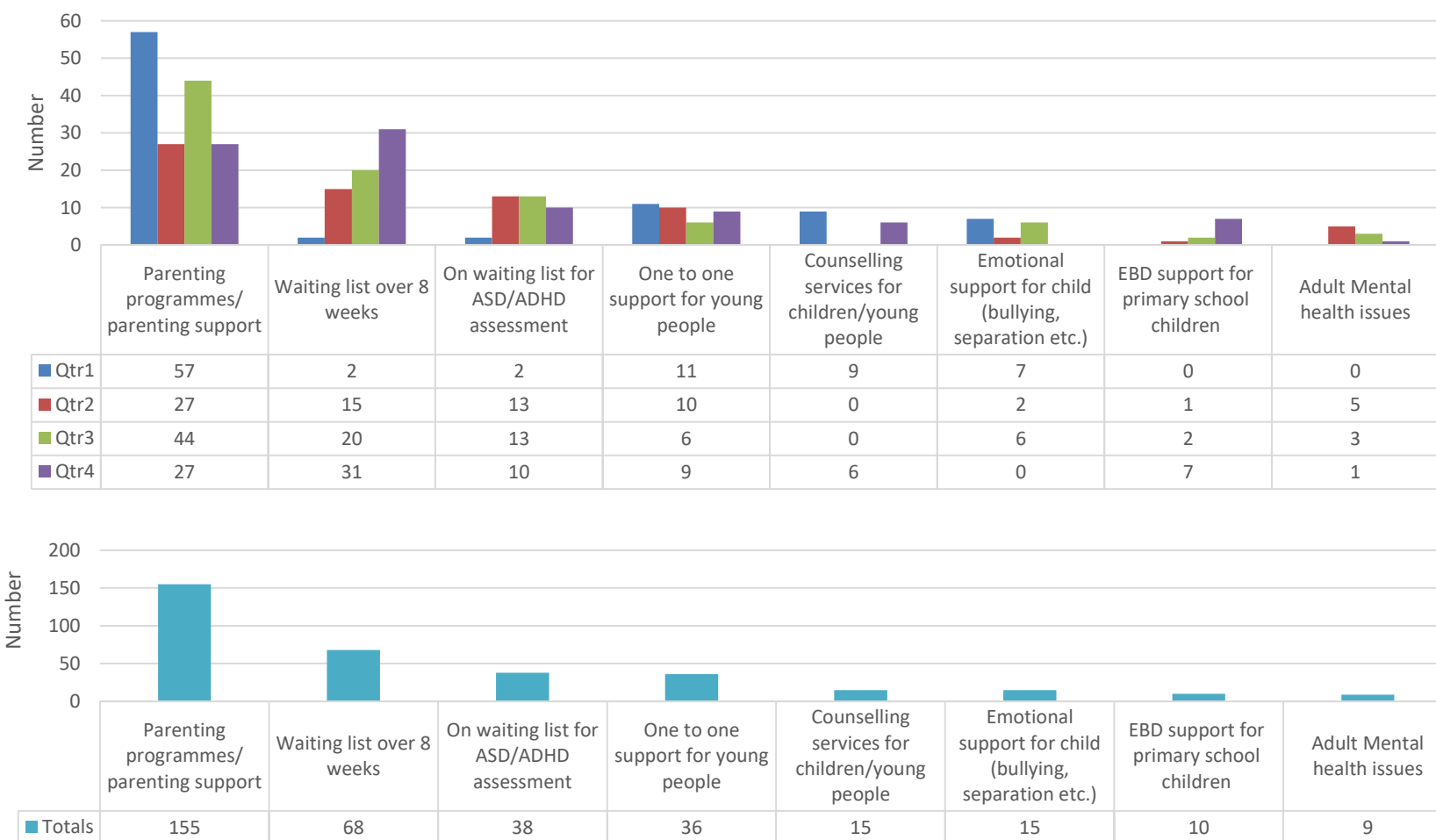
Top Ten Reasons for Referral to Hubs



The main presenting reason for referral in 2022/23 was **Parenting programmes/parent support** at **856**, followed by **Financial Support** at **508**. The next key reasons for referral were **EBD support for primary and post primary school children**. This was followed by **One to one support for young people**, **Youth activities**, **Christmas Support**, **Counselling services for children/young people** and **EBD support for parents and pre-school children**.

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

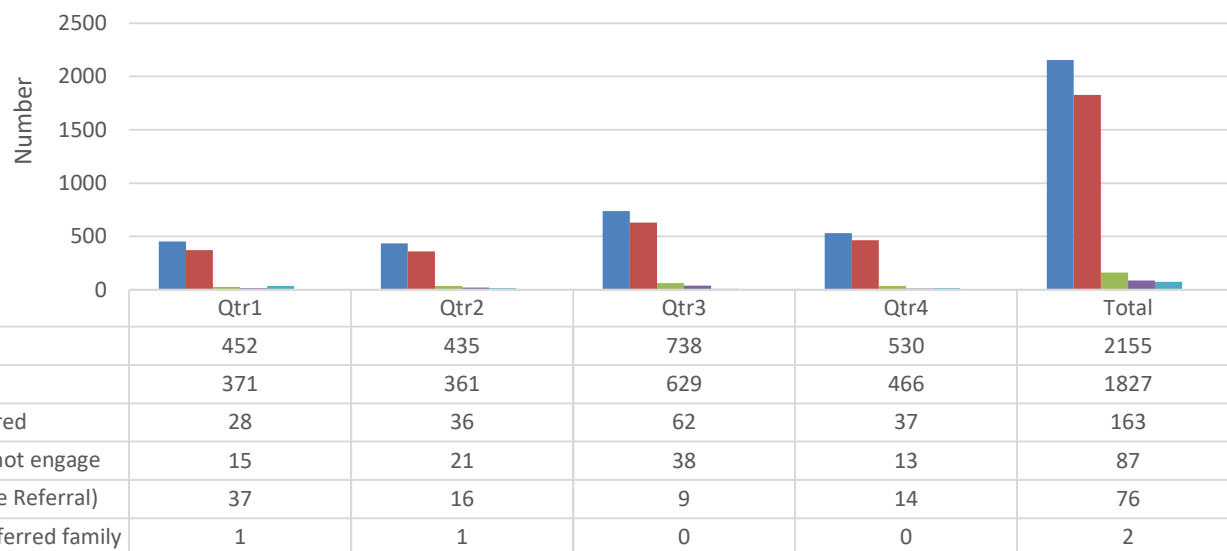
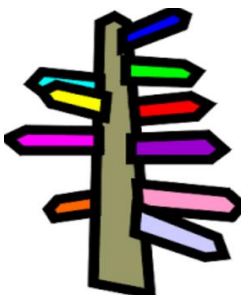
Performance Measure 5: Main Presenting Reasons Unmet - 2022/23



Parenting programmes/parenting support and **Waiting list over 8 wks** were the highest unmet needs in the Western area. This was followed by On waiting list for ASD/ADHD assessment, One to one support for young people, Counselling services for children/young people, Emotional support for child, EBD support for primary school children and Adult mental health issues.

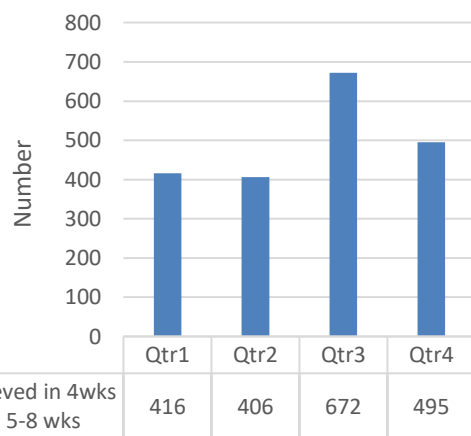
How well did we do it?

Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2022/23

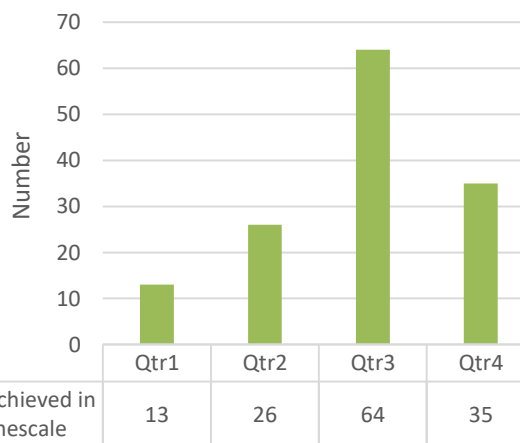


Performance Measure 7: Outcome 4 weeks & 5-8 weeks achieved / Not Achieved – 2022/23

Achieved in 4wks & 5-8 wks



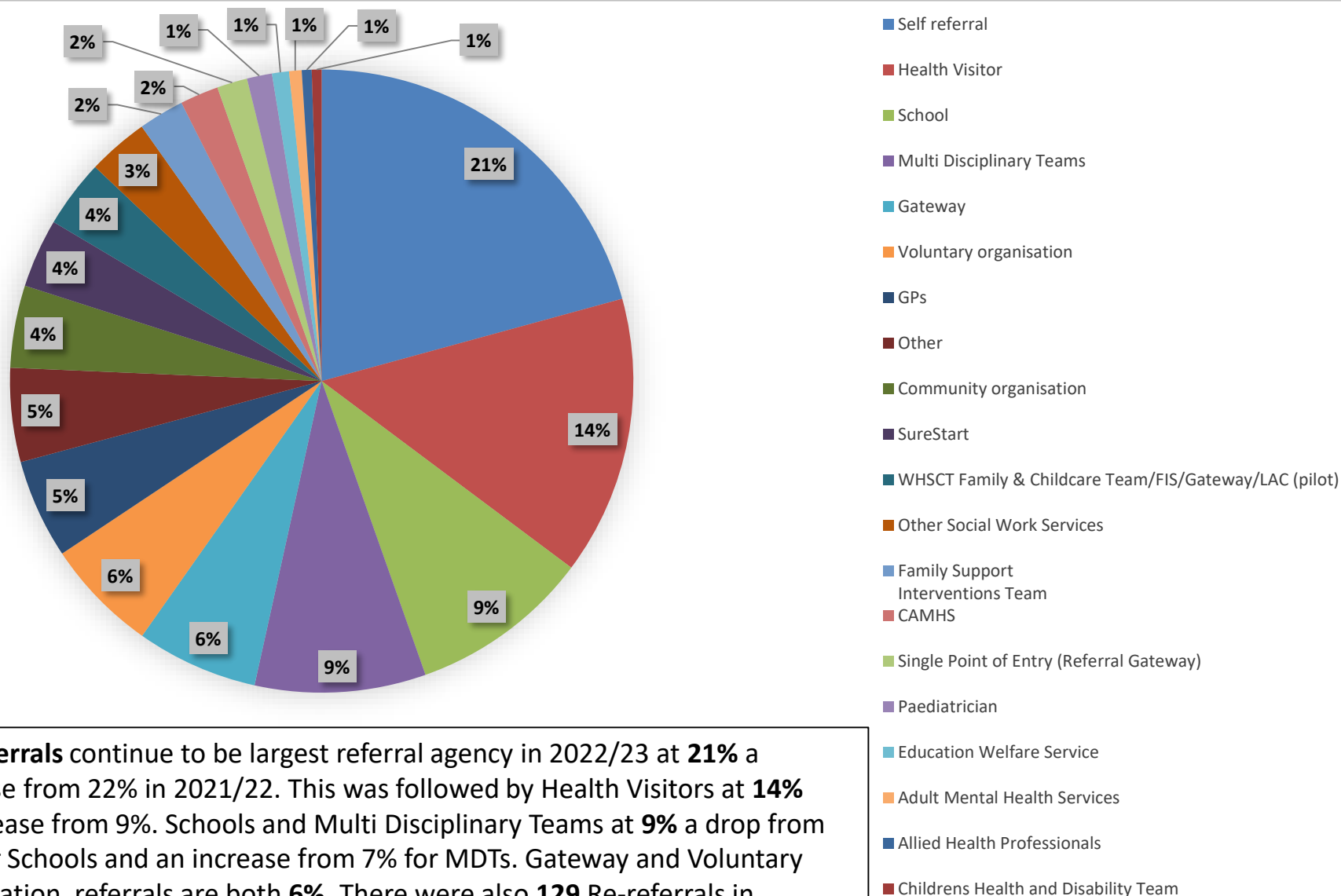
Not Achieved in Timescale



The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5- 8 weeks. **28** exceeded the maximum 8 weeks timescale within Western Area.

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

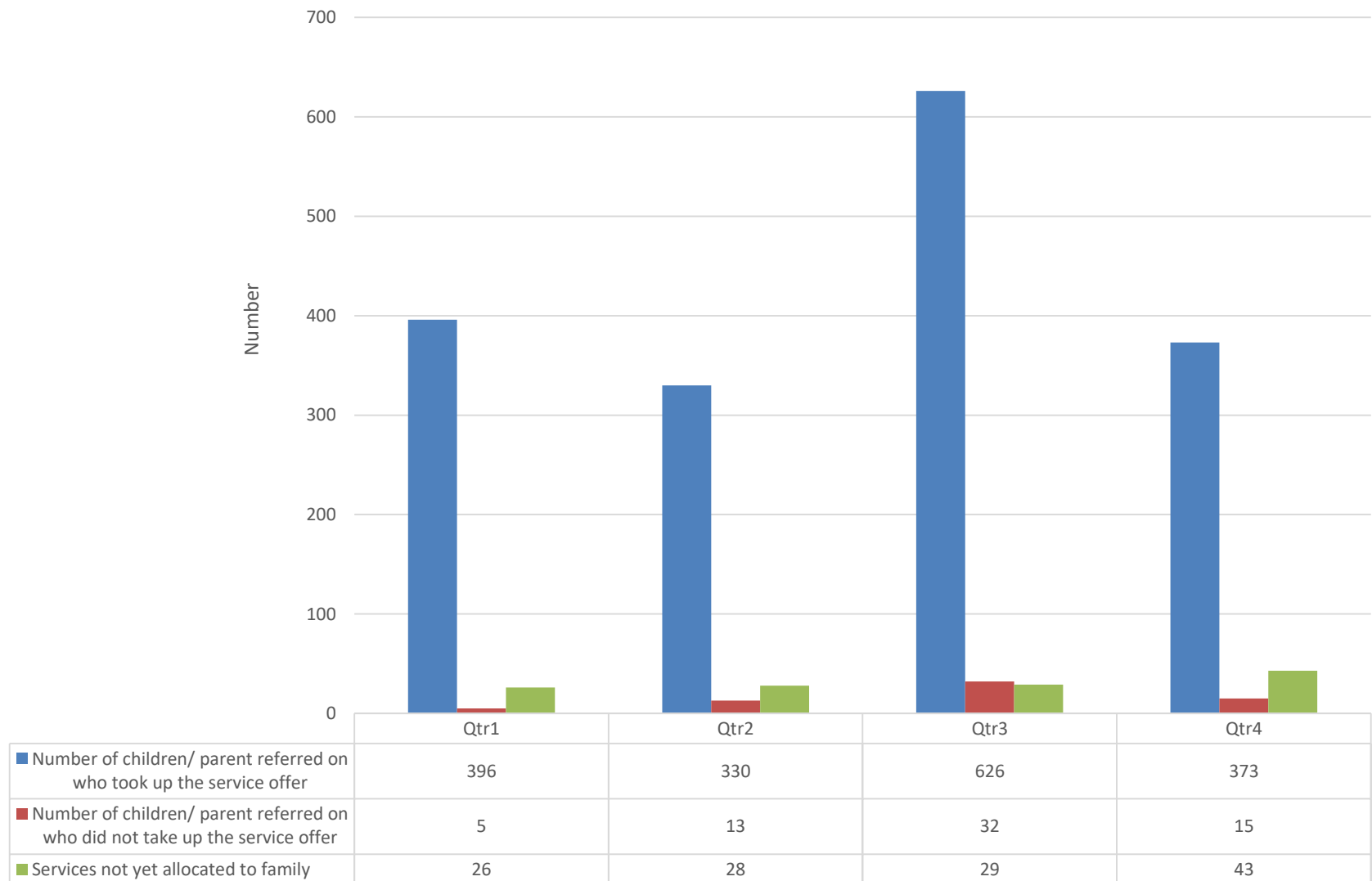
Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2022/23



Self referrals continue to be largest referral agency in 2022/23 at **21%** a decrease from 22% in 2021/22. This was followed by Health Visitors at **14%** an increase from 9%. Schools and Multi Disciplinary Teams at **9%** a drop from 13% for Schools and an increase from 7% for MDTs. Gateway and Voluntary Organisation referrals are both **6%**. There were also **129** Re-referrals in 2022/23.

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 - 2022/23



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

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 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.

Case Studies

Case Study A - Waterside Family Support Hub

Self-referral from a couple needing financial support as they were struggling with settling down in their new home. This family recently moved to Derry with very little English. The mum is at home with two young children- one child aged 4 and the second child 8 years old. The dad is currently a student studying at Magee University. With no income coming in, the family were struggling to buy food, as well as clothes, household items and keep up with bills.

Programme of support and/or intervention

Application to the Crisis fund. As the family were struggling buying household items it was thought Tesco vouchers would be the most beneficial for the family. This will then free up money to pay their bills - electric, heating etc. As the family were struggling to buy food, the FSH co-ordinator contacted a local food bank and requested a food parcel for a family of 4 (including their young children). The following day two food parcels arrived, and the FSH co-ordinator delivered them personally to the family's door. As both children were at school age an application for Turner & Townsend Grant was approved and the FSH co-ordinator visited the local uniform shop and purchased two £40 vouchers for the family to purchase uniforms for the new year- which will ease the financial strain.

Outcomes for family

Mum and dad were able to feed their children, have the household necessities in their home for their children, as well as free any money up for heat and electric to keep their house running. Less stress for the mum having two children to get sorted for a new school year. The two food parcels will keep them going a while without having to spend money on food. Once they run out they also have their Tesco vouchers to use as they wish.

Outcomes for services/lessons learned

This is an example of just how hard things are for families moving to a new country, not knowing anyone, with nothing of their own. The dad is trying to better himself at Uni but whilst that's amazing the family had no income. Having two young children to feed and attending school is very challenging for them. Without the support of the AFC Crisis Fund, this mother would have had to make the decision of 'eat or heat'. They as parents can relax more knowing their children have the necessities they need.