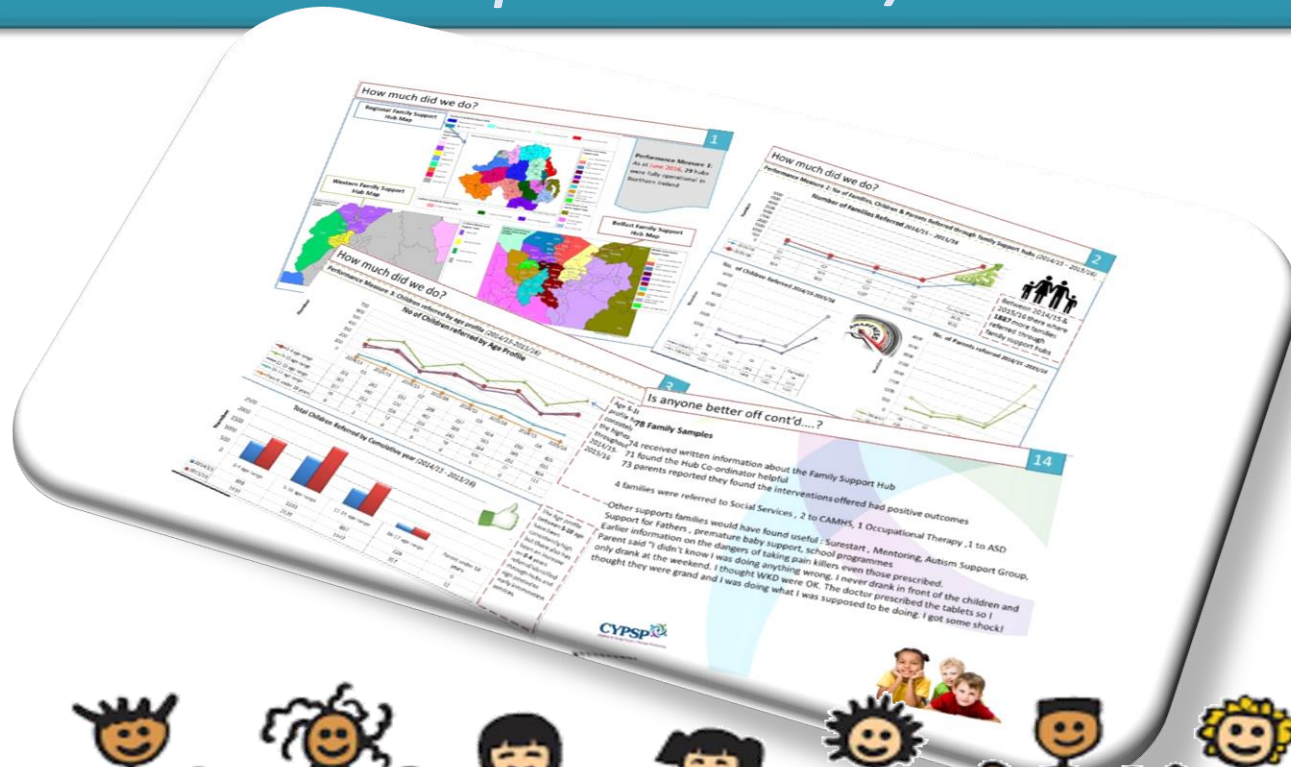


BHSCT Family Support Hubs Report Card

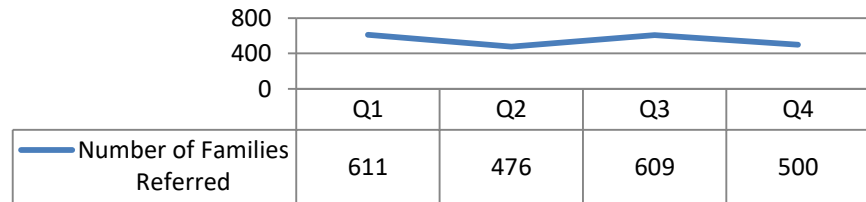
Annual Report Card 2019/20



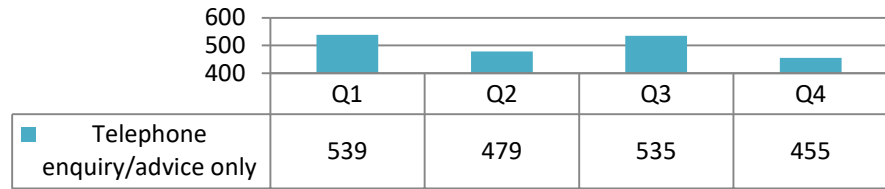
How much did we do?

Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2019/20

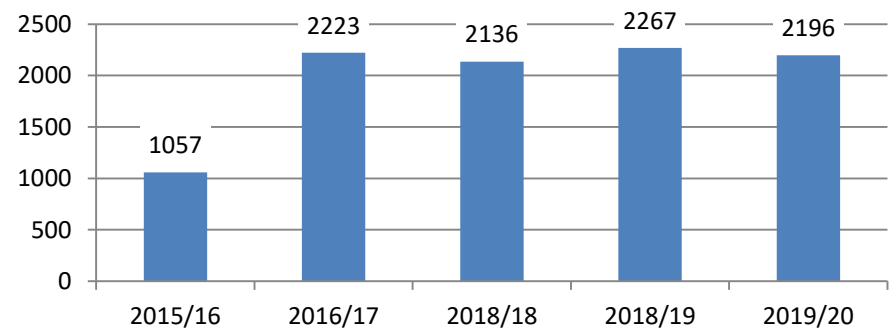
Number of Families Referred - 2019/20



Telephone enquiry/advice only -2019/20

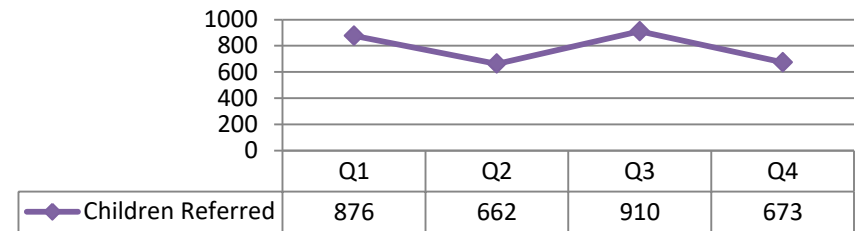


No. of Families

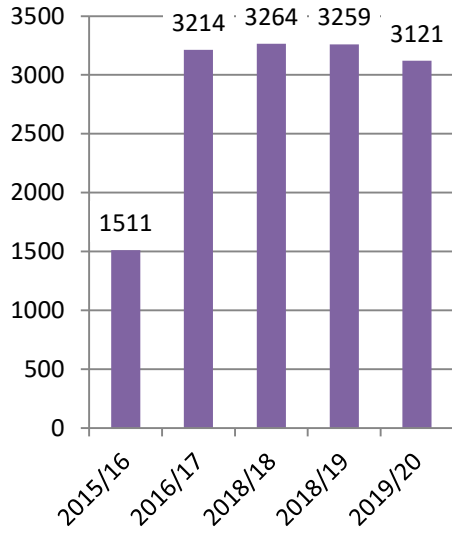


In 2019/20 there was a slight decrease in families referred through Family Support Hubs in Belfast than in 2018/19. There were also **2008** telephone enquiries throughout the year.

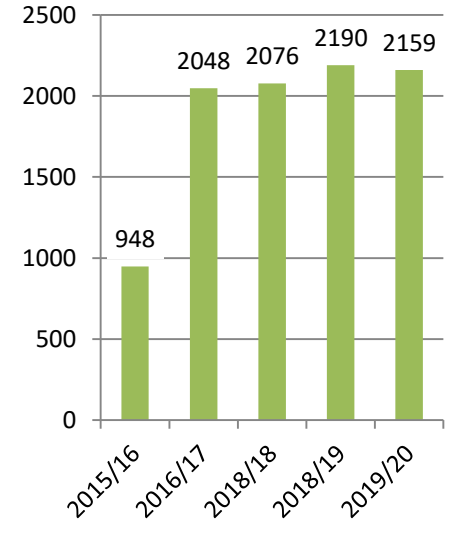
Number of Children Referred - 2019/20



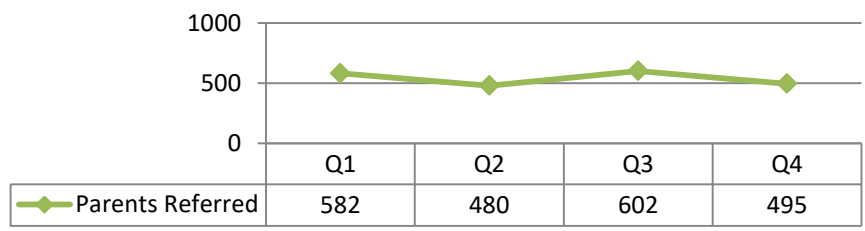
No. of Children



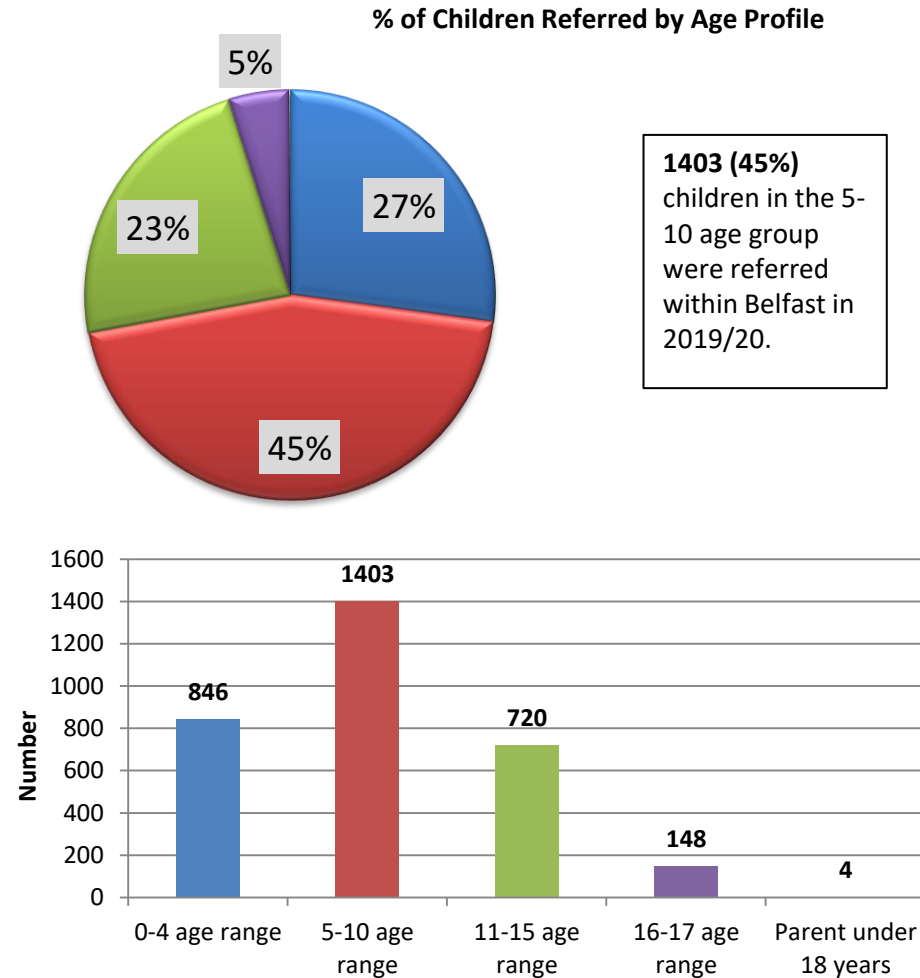
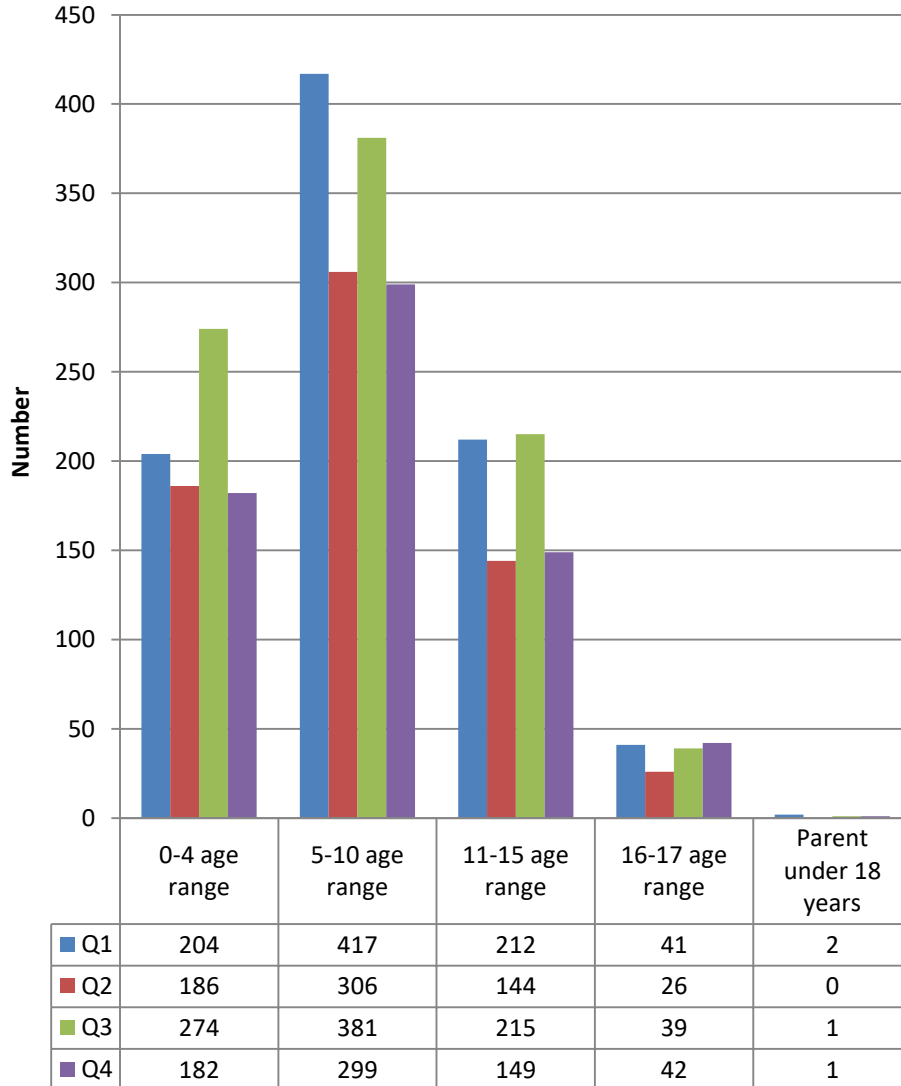
No. of Parents



Number of Parents Referred - 2019/20



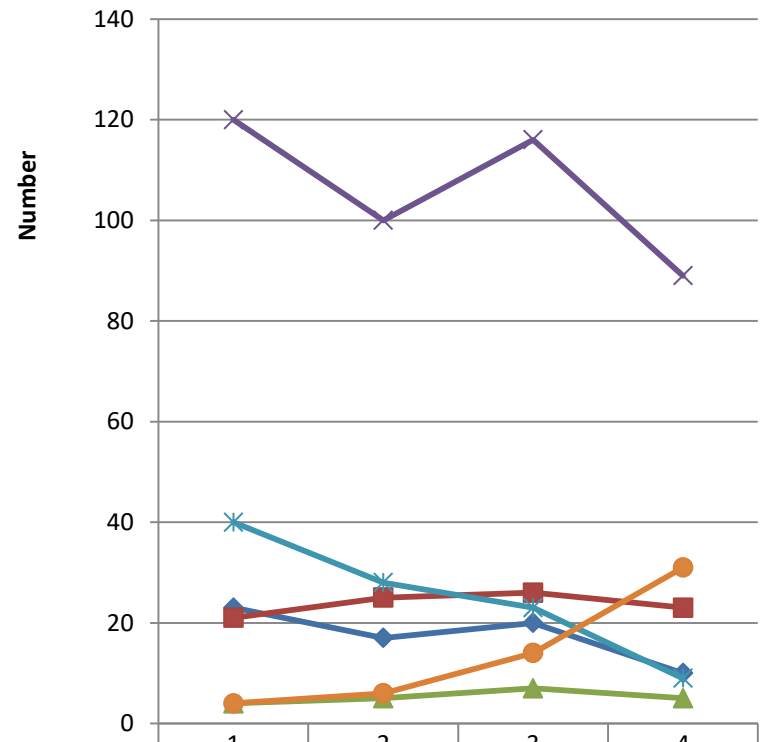
Performance Measure 2: Children Referred by Age Profile - 2019/20



Please Note: As well as 3121 children referred an additional 1214 children benefitted as they were part of the families referred.

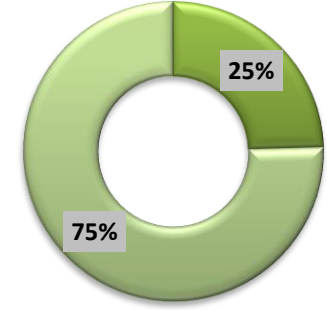
How much did we do cont'd....?

Performance Measure 3: Children with a Disability Referred - 2019/20



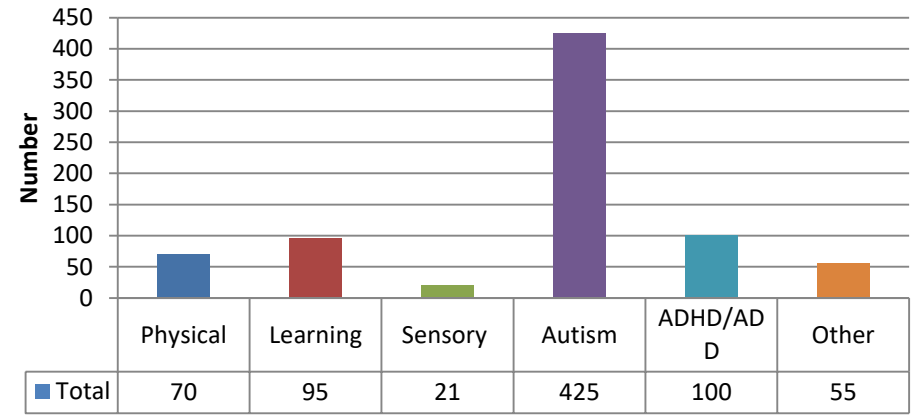
◆ Physical	23	17	20	10
■ Learning	21	25	26	23
▲ Sensory	4	5	7	5
✕ Autism (including Asperger Syndrome)	120	100	116	89
✧ ADHD/ADD	40	28	23	9
● Other (e.g. Acquired Brain Injury) Please specify:	4	6	14	31

Children Referred with a Disability



■ Total Children with a Disability (No=766)

■ Total Children Referred without a Disability (No = 2355)

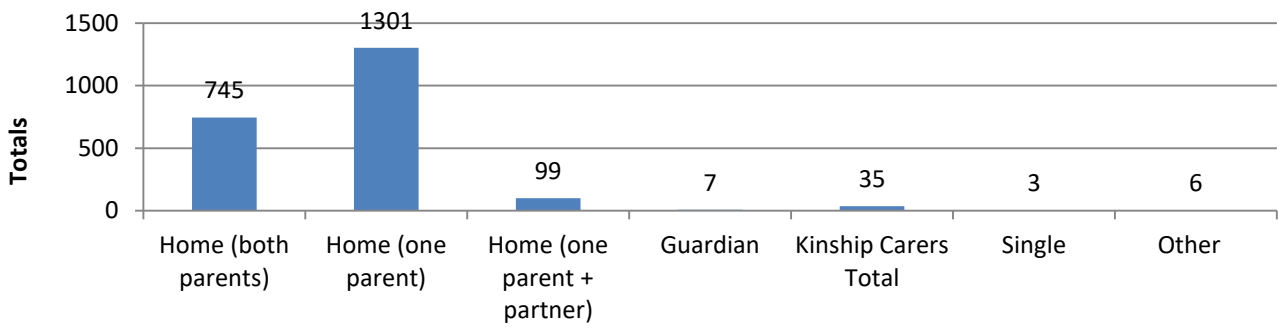
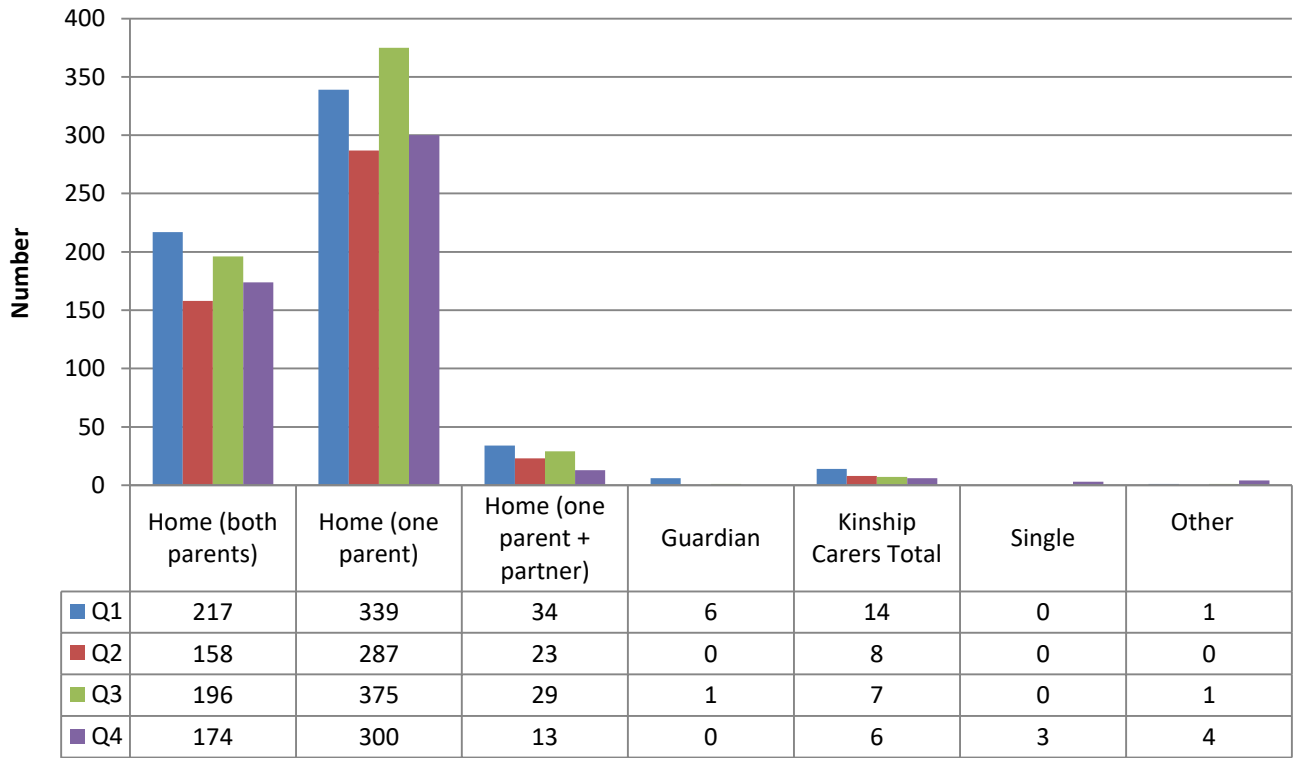


Throughout 2019/20, Children with **Autism (including Asperger Syndrome)** had the highest number of disability referrals in Belfast (55%).



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

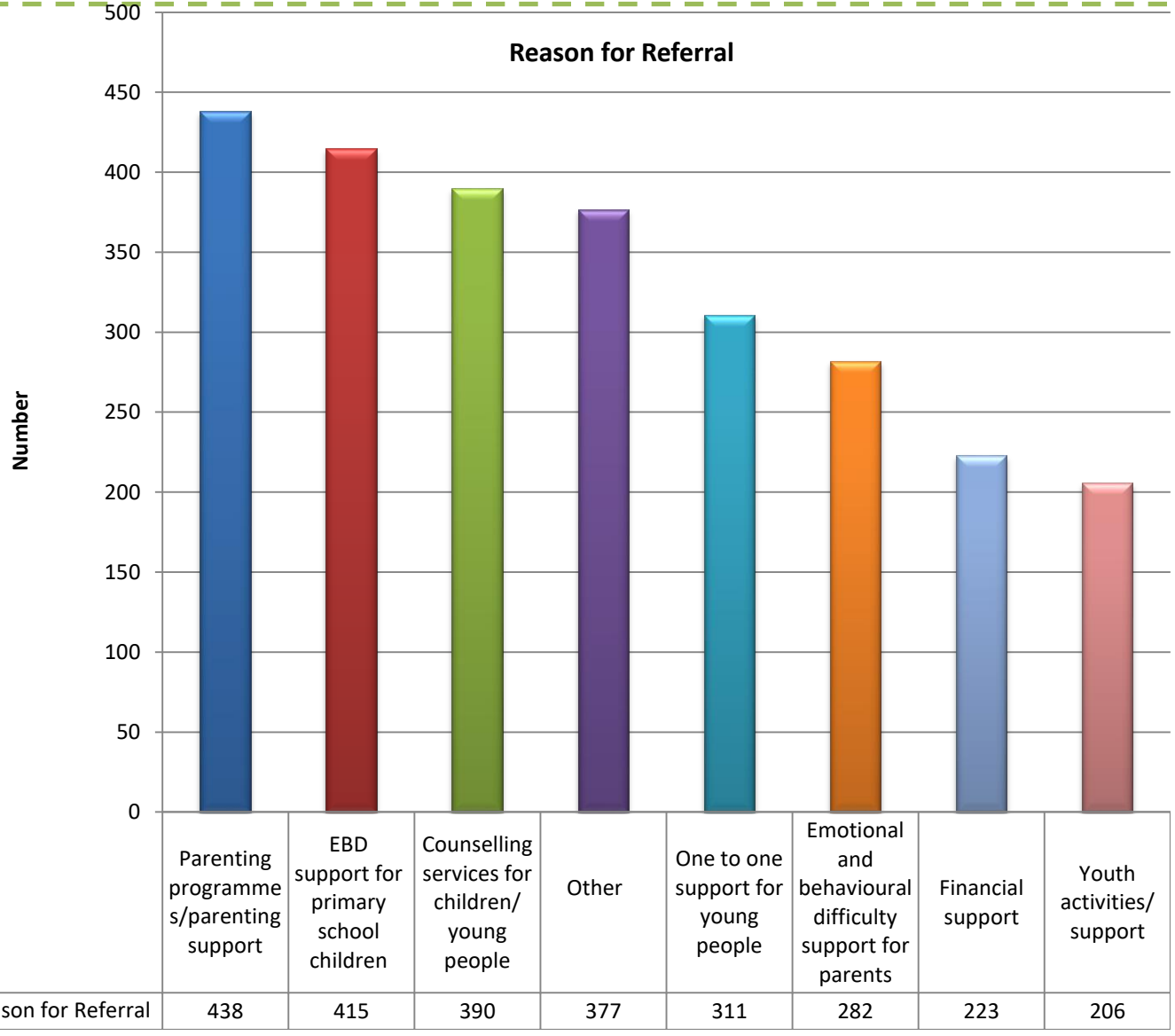
Performance Measure 4: Household Composition -2019/20



The highest group of families referred were Lone parent families at **1301** followed by Families with both parents **745**. There was an increase from the previous year in One parent + partner (**99**) and a slight decrease in Guardians (**7**) and Kinship Carers has increased from 13 to **35**. There were **3** singles and **6** Other.

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

Performance Measure 5: Main Presenting Reasons for Referral - 2019/20

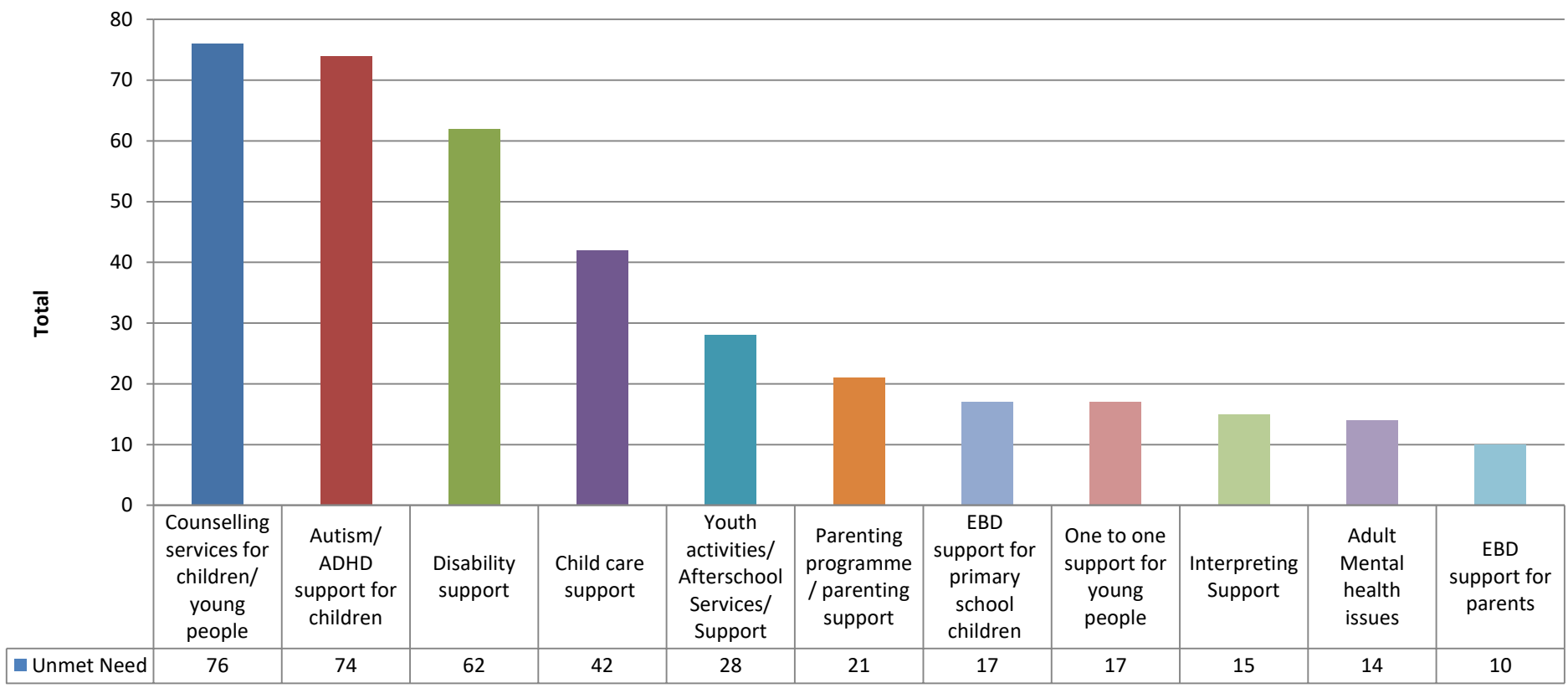


The main reason for referral in 2019/20 was **Parenting Programmes/Parenting Support** followed closely by **Emotional and Behavioural Difficulty (EBD) Support for primary school children**. Counselling Services for children/young people One to one support for young people, EBD support for parents, Financial Support and Youth Activities are also in the top eight reasons.

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

Performance Measure 5: Main Presenting Reasons Unmet - 2019/20

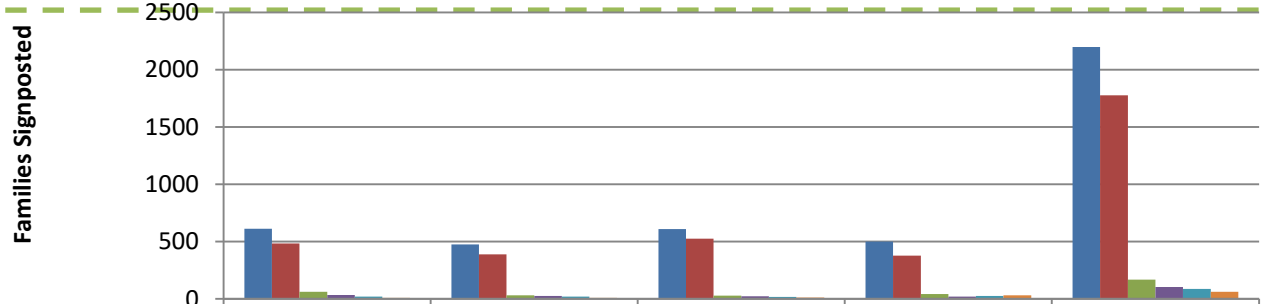
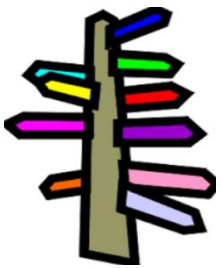
Unmet Need



The main reasons unmet in 2019/20 was **Counselling Services for children/young people, Autism/ADHD support for children, Disability Support and Childcare Support.**

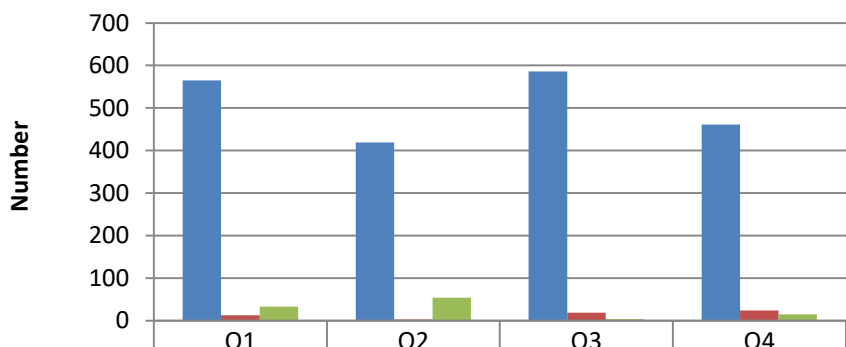
How well did we do it?

Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2019/20



	Q1	Q2	Q3	Q4	Total
Families Referred	611	476	609	500	2196
Accepted and Signposted	483	388	525	379	1775
Further Information Required	62	33	30	43	168
Signposted but family did not engage	34	25	24	20	103
Above Tier 2 (Referred back to Gateway)	22	21	18	27	88
Unable to meet need of referred family	10	9	12	31	62

Performance Measure 7: Achieved in 4 weeks & 5-8 weeks or Not Achieved – 2019/20

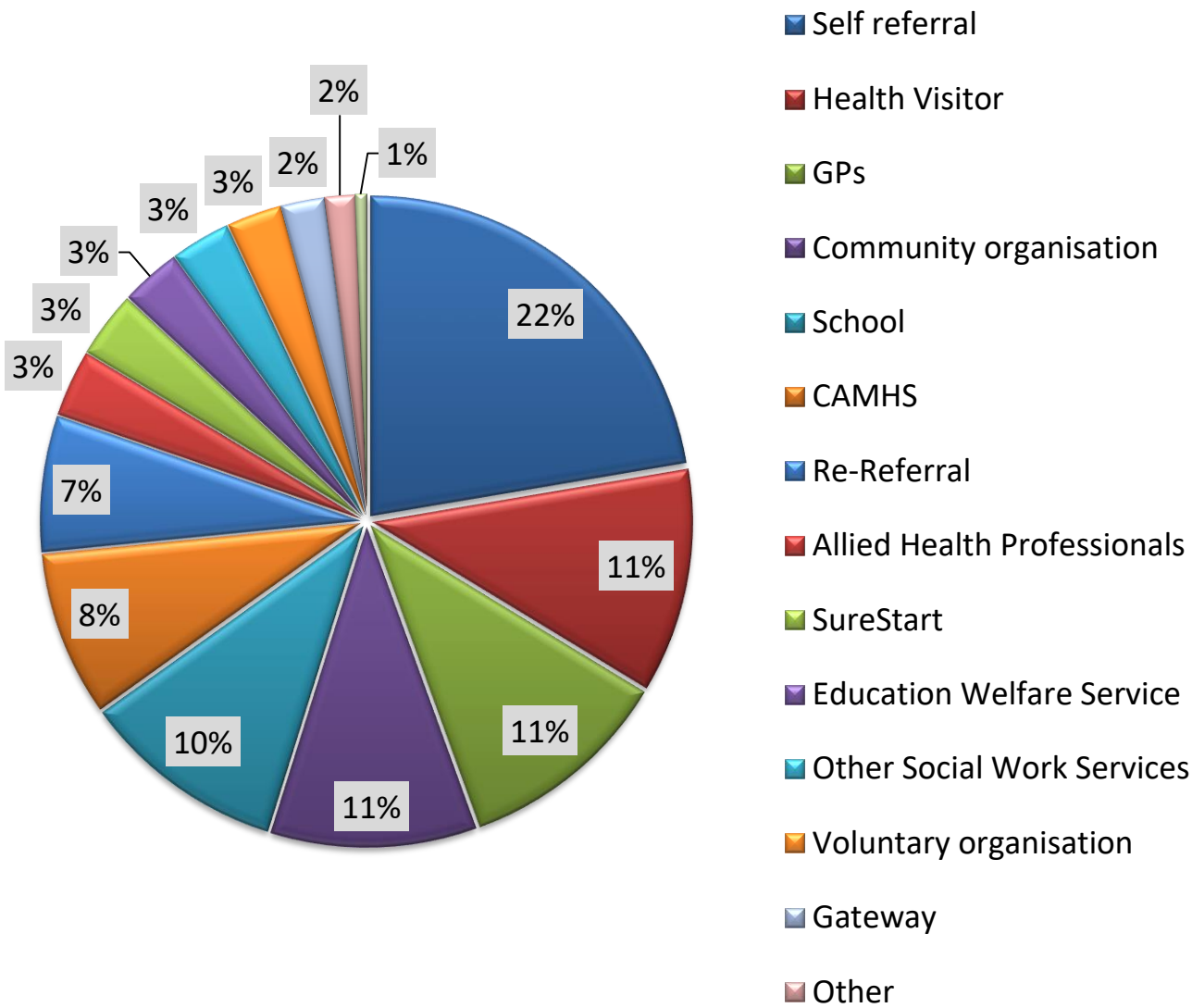


	Q1	Q2	Q3	Q4
Achieved in 4 wks & 5-8wks	565	419	586	461
Achieved in 8wks+	13	3	19	24
Not Achieved in Timescale	33	54	4	15

The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5- 8 weeks. **59** exceeded the maximum 8 weeks timescale within Belfast Area. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

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

Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2019/20



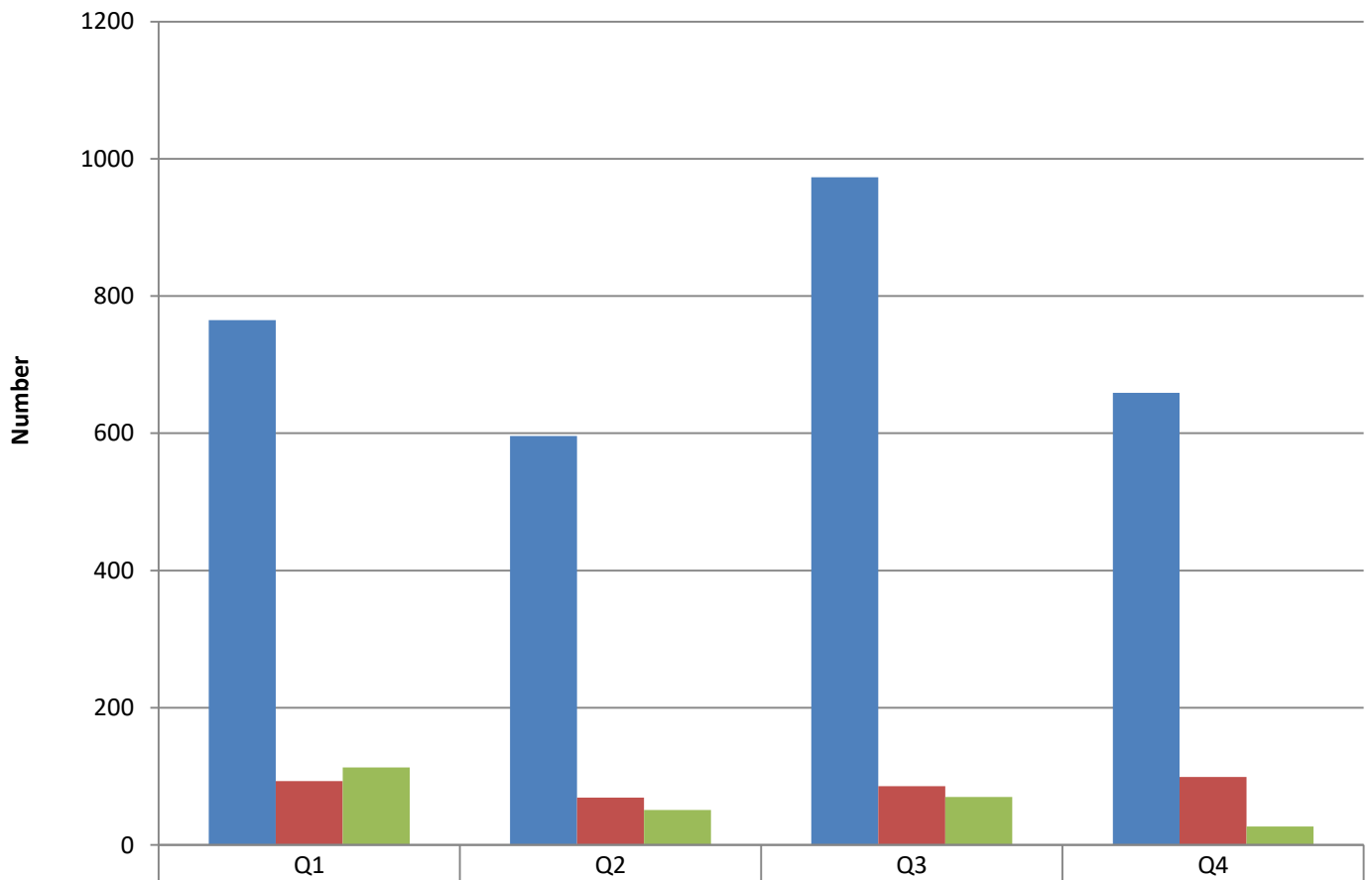
In the Belfast Area **Self referrals** are nearly a quarter of the key referrers at 22%.

Health Visitors, GPs and Community Organisations are the second highest referral agencies at 11%, followed by **Schools** at 10%.

CAMHS are 8%, followed by **Re-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
2019/20



■ Number of children/ parent referred on who took up the service offer	765	596	973	659
■ Number of children/ parent referred on who did not take up the service offer	93	69	86	99
■ Services not yet allocated to family	113	51	70	27

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

Performance Measure 10: 10 Standards Fully Implemented - 2019/20

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 Belfast have implemented the 10 standards.
Each one has an action plan in place identifying areas for development such as promotion of the Hub in the locality, working with schools to ensure access to early intervention services for families and ensuring there is equality of access across each of the geographic areas.

Family Samples

Case Study A

A school referred a mother with 3 children whose husband died for support from the Family Support Hub.

Each child had responded differently one was angry and another refused to talk about his dad. They were as a result able to avail of Family Counselling and Family Therapy.

Case Study B

A GP referred a mother with 5 children aged between 2 years and 14 years of age to the Hub. The 7 year old was exhibiting behavioural issues both at home and school and there were some concerns he may be ADHD.

The family it was ascertained following referral had a number of other issues and as a result received parenting support, some financial assistance, mentoring for the 7 year old and referral to SureStart for the 2 year old.

As this referral was received during December they also received a hamper and toys and gifts. Mum reported she was really grateful and would be confident about seeking help in the future.

Family Samples

Case Study C

“A mum with 3 kids was finding it very difficult financially due to trying to feed her 3 children aged 5- 11. She was initially referred to the Family Support Hub for a food parcel by Education Authority. On speaking to mum it also transpired she had depression in the past and was finding having everyone at home a struggle. One of her children was also feeling particularly anxious, dealing with issues in reference to lockdown and not seeing friends socially. Spending time speaking to mum enabled me to refer her and her child for further services in particular counselling which only happened because of the referral for her immediate need for food.” (Family Support Hub Co-ordinator Belfast area)

Case Study D

“These parents have 5 children from 0-6 years old. The referral came from school who indicated they were going to be in need of ongoing food parcels due to the financial strains of Covid 19, the children being at home all day and the father being ‘laid off’ work with no income. This family were awaiting benefits as well as school dinner money being paid retrospectively. After speaking to the family on a follow up call I was told they were really struggling using a smart phone for two of the older kids as they had no technology in the home. They also expressed the need for resources and support with regards to their 6 year old autistic son who was finding the transition during lockdown very difficult and this was putting additional stress on mum and dad. Therefore a referral was also made to Autism NI, on their behalf, as well as printable resources they could use at home as they did not have the facilities to do so.” Belfast Hub Co-ordinator.