



**Department of
Health and Children**

A Census of Family Support Services in Ireland:

**Results of a Census of Family Support
Services which were Funded by Health
Boards in 2002**

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Funded by Health Boards in 2002

Report to Department of Health & Children

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Section 1

This report is based on a census of family support services. The population covered by the census comprises family support services in receipt of Health Board funding in 2002, whether the service was delivered directly by a Health Board or by another agency. The report begins by defining the range of services included in the census and the justification for that definition (Section 2). The response rate to the census is analysed by Health Board and by type of service in order to establish its comprehensiveness (Section 3). Our analysis begins by comparing the prevalence of family support services in each Health Board relative to its population (Section 4). This is followed by a detailed description of the characteristics of those family support services who completed the census including their type (Section 5), location (Section 6), organisation (Section 7), financial characteristics (Section 8), staffing (Section 9), premises (Section 10), service characteristics (Section 11), referral and inter-agency work (Section 12), monitoring and evaluation (Section 13), and service users (Section 14). The chapter also reports the results of a survey of service users, which was carried out in parallel with the census, in order to determine their satisfaction with family support services (Section 15). Finally, the report concludes with a brief summary of the key findings and their implications for the future development of family support services (Section 16).

Definition of Family Support Services Used in Census



Section 2

The census covers two broad categories of service: (i) general family support services and (ii) childcare family support services.

General Family Support Services

General family support services are offered to a wide range of families for the purpose of either preventing problems or addressing problems after they have emerged. For example, some services such as Community Mothers, Lifestart, Homestart, etc., are offered to prevent family problems occurring while other services such as family support projects, respite, Family Welfare Conferences, Teen Parenting, Youth Advocacy, etc., are offered when problems are beginning to emerge or have already developed. The following are the general family support services included in the census:

- Family Support Projects & Centres
- Family Support Services with a residential component
- Day Foster Care
- Respite Care
- Parent Support & Education Programmes such as Community Mothers Programme
- Family Support Workers in Health Board
- Family Welfare Conferences
- Family Support Services for Asylum Seekers
- Family Support Services for Travellers
- Traveller Health Initiatives
- Services for domestic violence including refuge services
- Home Management Advisory Services
- Parent & Toddler Services
- Springboard Projects

- Teen Parent Projects
- Pre-school services & nurseries including community child services
- After-school & out-of-school services
- Community Child Care Workers in Health Board
- Youth Services including Neighbourhood Youth Projects & Youth Advocate Programmes
- Mentoring Programmes
- Services for young people misusing drugs
- Youth Homeless Service
- Teenage Health Initiative
- Community Development Projects

Childcare Family Support Services

Childcare family support services are offered to families in order to promote child development but may also facilitate parents who wish to work. The following are the childcare family support services included in the census:

- Parent & Toddler Services
- Pre-school services & nurseries including community child services.

Limitations to the Census



Section 3

The census has three limitations which means that it does not comprehensively enumerate all of the family support services available throughout the country. The first limitation is the exclusion of family support services provided by some Health Board professionals, notably Social Workers and Public Health Nurses, since this aspect of their work cannot be separately identified from the other core work of these professionals. The second limitation is the exclusion of a range of Health Board-funded family support services in the areas of mental health and disability. These were excluded because, relative to the services listed above, these involve separate administrative structures within Health Boards and would require separate liaison groups in order to compile lists of the different services. The third limitation is the exclusion of a wide range of family support services which, though not funded by Health Boards, are funded through other Government Departments and agencies such as the Department of Justice, Equality & Law Reform, the Department of Community, Rural & Gaeltacht Affairs and the Family Support Agency. A notable example is the provision of childcare services, many of which are not funded through Health Boards; the recent National Childcare Census identified 2,607 separate childcare facilities (60% of them privately run)¹ compared to 836 childcare services listed by Health Boards for the purpose of this census, almost all of them community-based.

As a result of these limitations, some care is needed in making inferences from the census about the overall provision of family support services in different parts of the country. One of the key responsibilities on Health Boards is “to promote the welfare of children ... who are not receiving adequate care and protection” (Child Care Act 1991) and family support services which are funded by Health Boards are informed by this statutory remit. Thus the scope of this census is primarily defined by the Health Board’s responsibilities under the Child Care Act 1991.

The census is based on a list of family support services compiled by personnel in each Health Board. Every service on this list was sent a census form in October 2003. Due

¹ Department of Justice, Equality and Law Reform, 2003:27

to a relatively modest response rate, particularly in the area of general family support services, it was decided to re-send the census form in April 2004 to those general family support services who did not respond. This resulted in a much higher response rate. We now proceed to examine the overall response rate since this is crucial in determining the confidence we can have that the results of the census provide a reliable picture of the family support services which were funded by Health Boards in 2002.



Response Rate to the Census



Section 4

The response rate to the census was 56% (Tables 1.1a, 1.1b and 1.1c). This was considerably higher for general family support services (68%) than for childcare family support services (44%). The response rate for general family support services is satisfactory because a substantial majority of these services are covered in the census. This is important because this category contains a great diversity of services, as can be seen from the list in the previous section, and therefore requires a high response rate in order to have confidence that this diversity has been captured. The response rate for childcare family support services, though considerably lower, is also satisfactory given that there are only two types of service in this category. Overall, therefore, the census provides a reliable basis from which to draw inferences about the characteristics of family support services which were funded by Health Boards in 2002, bearing in mind the limitations identified in the previous section.

Distribution of Family Support Services in Health Boards



Section 5

The list of services supplied by Health Boards indicate that they funded 1,596 family support services in 2002 (Tables 1.2a and 1.2b). These are divided almost equally between general family support services (48%) and childcare family support services (52%).

In order to compare the distribution of services across Health Boards, we calculated the number of family support services per 10,000 population. This is a simple comparison – indeed the only comparison which is possible with this data – and takes no account of considerations such as the level of family need in the different Health Board regions, the quality of services offered, the number of people served by each service or the availability of other family support services in the regions. For these reasons, it is important to regard the data as no more than indicative of the different levels of service provision between Health Boards; in a subsequent section (Section 8) we will supplement this comparison by drawing upon the results of the census to estimate expenditure by Health Boards on family support services.

Table A below shows the number of services in each Health Board per 10,000 population for: (i) general family support services (ii) childcare family support services and (iii) all family support services². Additional data from the 2001 Interim Minimum Dataset is also included on the number of children in care per 10,000 children in each Health Board. The results reveal that the level of family support provision varies widely between Health Boards with a six-fold difference between the highest and the lowest. The Health Boards with the highest level of family support provision are in the western and southern parts of the country (notably NWHB, WHB, SHB and SEHB) while the lowest levels of provision are in the eastern parts of the country (notably NAHB, ECAHB, SWAHB) with the remainder holding an intermediate position (NEHB, MHB, MWHB).

² Throughout the chapter, the following acronyms are used: ERHA = Eastern Regional Health Authority; NAHB = Northern Area Health Board; ECAHB = East Coast Area Health Board; SWAHB = South Western Area Health Board; NEHB = North Eastern Health Board; NWHB = North Western Health Board; MHB = Midland Health Board; WHB = Western Health Board; MWHB = Mid-Western Health Board; SHB = Southern Health Board; SEHB = South Eastern Health Board.

The data in Table A also shows that Health Boards with the lowest levels of family support provision have the highest rates of children in care while those with the highest level of family support provision tend to have the lowest rates of children in care. It is not possible to explain this inverse association with the data available but the following possibilities, or a combination of possibilities, are worth considering: (i) family support services may help to prevent children going into care; (ii) the cost of keeping children in care may inhibit the development of family support services; (iii) there may be other factors influencing both the provision of family support services and the admission of children to care such as levels of need, professional practices and /or management approaches to each type of service. Whatever the explanation, the results provide food for further reflection and investigation.

Table A: Family Support Services in Each Health Board Per 10,000 Population in 2002 with Additional Data on Children in Care Per 10,000 Children in Each Health Board in 2001

Health Board	Rates of General Family Support (i)	Rates of Childcare Family Support (i)	Rates of All Family Support (i)	Rates of Children in Care (ii)
NAHB	1.1	0.6	1.7	
ECAHB	1.1	0.3	1.4	78 (ERHA)
SWAHB	1.3	0.5	1.8	
NEHB	2.0	1.4	3.4	45
NWHB	3.0	6.2	9.2	34
MHB	2.7	1.0	3.7	37
WHB	1.9	5.8	7.8	25
MWHB	2.2	1.2	3.4	41
SHB	2.9	2.7	5.5	37
SEHB	1.9	3.3	5.2	45
Ireland	1.9	2.1	4.1	51 ³

(i) Derived from data supplied by each Health Board.

(ii) Interim Minimum Dataset, 2001:15⁴

³ It is significant to note that the rate of children in care per 10,000 children is almost identical in England (52) as in Ireland (51) for the years 2001/2002 (see Social Information Systems, 2001:37).

⁴ Department of Health and Children, 2001



Variations in the provision of family support services can be found not only between Health Boards but also between community care areas within Health Boards (Table 1.3a, 1.3b, 1.3c). It is frequently claimed that rural areas experience a much lower level of service provision than urban areas. Given the geographically dispersed nature of rural populations, it is not difficult to understand how people experience service provision in this way. However, the distribution of family support services per 10,000 population suggests that, in a number of Health Boards, rural areas may have a higher level of provision than urban areas as measured by the number of family support services per 10,000 population. This can be seen in those Health Boards which have significant urban and rural populations (NEHB, WHB, MWHB, SHB). In the NEHB, for example, the more urban county of Louth has a lower level of provision (3.3) compared to the more rural area of Cavan / Monaghan (5.1). (Questionnaire completion rate of only 9.5% by childcare family support services in the NEHB may have impacted on these figures). Similarly, in the WHB, the more rural counties of Mayo (9.4) and Roscommon (11.2) have higher levels of family support services than the more urban county of Galway (6.0). In the MWHB, provision in the more rural counties of Clare (4.3) and North Tipperary (4.9) is higher than the more urban county of Limerick (2.5). In the SHB, the pattern is less clear-cut with West Cork (11.4) having a much higher level of service provision than any other community care area including Kerry (4.9), North Cork (5.4), North Lee (5.2) and South Lee (4.5). In most cases, the higher level of provision in rural community care areas is attributable to a higher level of childcare family support services in those areas.

It is worth emphasising that the analysis in this section is indicative only. Comparing rates of service provision per 10,000 population can be useful but it needs to be supplemented by additional data on the level of family need in the different Health Board regions, the quality of services offered, the number of people served and the availability of other family support services in the regions. Accordingly, it is not possible to assess from this data alone if the overall distribution of services between or within Health Boards is equitable. Equally however it is worth stating that no one knows if the existing provision of family support services is equitable, either between or within Health Boards. This is a significant gap in information given the importance attached to the equitable distribution of services in the Government's health strategy⁵.

⁵ Department of Health and Children, 2001:18

Type of Family Support Services



Section 6

We have seen that the two categories of family support services – general and childcare – comprise a number of sub-categories within them (see Section 2). The census revealed that the main sub-categories within general family support services are family support projects and services (28%), youth services (10%), services for domestic violence (8%), parent support and education programmes (7%), community development projects (7%), as well as Health Board employees, both family support workers (6%) and community child care workers (5%) (Tables 1.4a and 1.4b).

Childcare family support services comprise mainly parent & toddler groups (77%) with pre-school services and nurseries making up the remainder (23%). In numerical terms, the largest concentrations of childcare family support services are to be found in those Health Boards which also have the highest overall provision of family support services (notably NWHB, WHB, SHB, SEHB).



The term 'location' refers to the type and extent of catchment area in which the family support service is located and whether it is within walking distance for service users. In addition to measuring these characteristics, the census also tried to determine if services were located in areas of disadvantage. The results indicate that nearly two thirds of services (65%) tend to be in areas which also have an ADM Partnership / Community Group while more than half (56%) have a project in the Community Development Programme (Tables 2.1.1a to 2.1.3b). About a third of services are located in areas which also have the RAPID programme (36%), with a similar proportion having a Local Drugs Task Force (32%).

Given that more than half the population of Ireland (54%) live in a partnership area, these results suggest that family support services are slightly targeted, implicitly or explicitly, towards more disadvantaged areas. However in most Health Boards, general family support services tend to be much more targeted at disadvantaged areas compared to childcare family support services. An exception to this is to be found in the eastern part of the country (notably NAHB, ECAHB, SWAHB, NEHB) where both general and childcare family support services tend to be heavily targeted at disadvantaged areas.

The census reveals that general family support services tend to have considerably larger catchment areas than childcare family support services (Table 2.2.1a to 2.2.3b). This is evident in the fact that nearly two thirds of general family support services (64%) have catchment areas covering a Health Board region (13%), a community care area (21%), a county (15%) or a city or town (15%). By contrast, a similar proportion of childcare family support services tend to have catchment areas which are based on either the local neighbourhood (33%) or parish (30%).

The type of catchment area in which family support services are located is partly influenced by the rural-urban composition of the Health Board region (Tables 2.3.1a to 2.3.3b). General family support services are more likely to be located in urban areas such as a city / town centre (40%) or in the housing estate of a city / town (18%). This is true for all Health Boards. By contrast, childcare family support services are somewhat more likely to be located in villages or rural areas (51%), particularly in

those regions which have significant rural populations (notably NWHB, WHB, MWHB, SHB, SEHB).

An important location characteristic from the point of view of accessibility is whether the service is located within walking distance of service users, where 'walking distance' is defined by the distance that can be walked in no more than 10-15 minutes. The results of the census, based on those services which are not delivered within the home, indicate that childcare family support services tend to be more accessible than general family support services. Nearly three quarters (74%) of childcare family support services are within walking distance for over half their service users compared to less than six out of ten (57%) of general family support services (Tables 2.4.1a to 2.4.3b). In general, all family support services tend to be more geographically accessible in the ERHA than in the other Health Board regions reflecting the rural/urban composition of their populations.

Overall, these results indicate a slight tendency for family support services to be located in areas of disadvantage, a tendency which is more pronounced for general family support services, and for those located in the eastern part of the country (notably NAHB, ECAHB, SWAHB, NEHB). General family support services also tend to serve larger catchment areas and to be located in urban areas while childcare family support services are slightly more likely to be located in rural areas, particularly in those regions which have significant rural populations (notably NWHB, WHB, MWHB, SHB, SEHB). Areas which have substantial rural populations (notably NEHB, NWHB, WHB, MWHB, SHB, SEHB) also tend to have services which are not within walking distance for service users and this may affect accessibility to these services depending on the extent of car ownership.





There has been considerable expansion in family support services in Ireland in recent years and this is reflected in the census returns (Tables 3.1.1a to 3.1.3b). More than six out of ten services (62%) were set up in the past ten years. However the census also indicates that a significant proportion of family support services (19%) have been in existence for much longer, varying from eleven to twenty years, and a similar proportion (19%) were established over twenty years ago. There is very little difference in the mean ages of general (11.2 years) and childcare (11.5 years) family support services.

Most family support services, according to the census, are delivered directly by, or in partnership with, the voluntary and community sector (74%) (Tables 3.2.1a to 3.2.3b). In a pattern which is fairly consistent across Health Boards, childcare family support services are more likely to be delivered in this way (87%) compared to general family support services (65%). Health Boards are rarely involved in the direct delivery of childcare services but are involved in up to a quarter (26%) of family support services. In general, there is greater reliance on the voluntary and community sector in western and southern parts of the country (notably NWHB, MWHB, SHB, SEHB), possibly reflecting a commitment to community development as part of the strategy of supporting families. A minority (3%) of family support services are delivered by private organisations.

An indicator of organisational development within the voluntary and community sector is that four in ten (39%) of these organisations are themselves part of larger parent organisations, particularly those involved in delivering general family support services (Tables 3.3.1a to 3.3.3b). Another indicator of organisational development is that two thirds (68%) are registered companies limited by guarantee, although only about a fifth (22%) of these have charitable status (Tables 3.4.1a to 3.4.3b). Again, organisations who deliver general family support services are significantly more likely to be registered companies than organisations delivering childcare family support services. The vast majority (92%) of voluntary and community organisations have a

management committee and this is consistent across all Health Boards and for both categories of family support services (Tables 3.5.1a to 3.5.3b).

Family support services, both general and childcare, which are delivered by voluntary and community organisations are more likely to have structures which give regular representation to service users (76%) compared to services provided by Health Boards (50%) (Tables 3.6.1a to 3.7.3b). In the voluntary and community sector, service user representation mainly occurs through the management committee (58%) but a significant minority (25%) indicated that they used 'other structures' for service user representation. In Health Boards, representation of service users occurs mainly through 'other structures' (35%) but also through local advisory committees (19%) and boards of management (11%).

Overall, these findings indicate that family support services, which have expanded considerably over the past decade, rely heavily on the voluntary and community sector for their delivery. This sector is showing signs of considerable organisational development with nearly four out of ten being part of a larger parent organisation, particularly those involved in delivering general family support services. Three quarters of the services delivered by voluntary and community organisations have structures which give regular representation to service users compared to half the services delivered by Health Boards.





The census asked each service to provide details on the financial cost of its service in 2002. The results indicate that the services who responded to the census cost €97 million in 2002 (Tables 4.1.1a to 4.1.3c). Given that this represents just over half (56%) of all family support services provided by Health Boards in that year, the estimated cost of all family support services in Ireland in 2002, based on the assumption that the pattern of costs is similar among respondents and non-respondents, is around €202 million. Most of this expenditure is attributable to general family support services which make up 78% of the total with childcare family support services accounting for the remaining 22%.

It is significant that, although Health Boards are a source of funding for all of the family support services in the census, their overall contribution to total funding is just over half at 53%. Their contribution to the cost of general family support services (57%) is higher than their contribution to childcare family support services (34%). However there is a good deal of variation between Health Boards in terms of their share of family support costs and this may be a reflection of the range of funding sources available in each region.

In addition to Health Board funding, family support services are supported financially by other statutory sources who contributed 35% to the overall cost of services (Tables 4.2.1a to 4.2.3b). For general family support services, the most frequently cited sources of non-Health Board funding were: Department of Social and Family Affairs / Family Support Agency (33%), Vocational Education Committee (25%), Department of Justice, Equality and Law Reform (23%), Area Development Management Limited (18%), City / County Councils (17%), Department of Education and Science (13%), and Partnership Companies (12%). For childcare family support services, the most frequently cited sources of non-Health Board funding were: Department of Justice, Equality and Law Reform (27%), Area Development Management Limited (14%) and Partnership Companies (7%).

Non-statutory funders - such as grants from private and philanthropic organisations as well as fund-raising events – represent a considerably higher proportion of funding

in childcare services (18%) than in general family support services (7%). Overall, however non-statutory funding accounts for less than a tenth (9%) of the total.

The average cost of family support services varies widely from one Health Board to another. This applies particularly to general family support services which are considerably higher in the ERHA, the NEHB and the MWHB than in other Health Boards. For example, the average cost of a general family support service in Ireland in 2002 was €208k but this varied from a high of €424k in the NAHB⁶ to a low of €129k in the SHB. Childcare family support services are also higher in the ERHA, the NEHB and the MWHB than in other Health Boards. It is difficult to explain this level of variation but the possibility of response error is unlikely to be the only factor.

A significant question in this context is whether there is any relationship between the average expenditure on each family support service and the number of services provided per head of population, given our earlier finding that the number of services per head of population is unevenly distributed between Health Board regions (see Section 4). This question is addressed in Table B and shows that the four Health Boards with the highest level of family support services per head of population (NWHB, WHB, SHB and SEHB) also have the lowest cost per service, both for general and childcare family support services. Table B also shows that the total amount spent on family support services per head of population does not vary greatly between Health Board region, or at least varies much less than the variation in the number of services provided or the cost of those services. This finding prompts the suggestion that a key source of variation between Health Board regions is their differing capacities to generate services with broadly similar amounts of money. Since we have already established that those Health Board regions which have larger numbers of family support services per head of population have correspondingly lower numbers of children in care, this finding should merit further reflection and investigation in order to more fully understand how these associations are working in practice. Further analysis of the dynamic involved would require more information about the level of need in the different Health Board regions, the quality and impact of family support services, the differing capacities of organisations in the voluntary / community sector as well as the factors which influence both the development of family support services and the admission of children to care.

We have seen in the previous section that nearly three quarters of family support services (74%) are delivered through voluntary community organisations. Similarly, just over two thirds (68%) of all expenditure on family support services is spent through voluntary and community organisations (Tables 4.3.1a to 4.3.3b). Services delivered through Health Boards account for a fifth (21%) of total expenditure although joint initiatives involving both Health Boards and the voluntary / community organisations absorb a further 6% of resources. In general, and with only two

⁶ We have excluded the ECAHB from this comparison due to the small number of services (11) which provided details.



exceptions (SWAHB and MWHB), services delivered by Health Boards tend to cost more than services delivered by voluntary, community or private organisations although it is worth emphasising that the type of services delivered by Health Boards may also be different.

Table B: Expenditure ('000 Euro) on Family Support Services in each Health Board in 2002 with Additional Comparative Data

Health Board	Average Expenditure ('000 Euro) Per Family Support Services	Expenditure Per Person ('000 Euro) on all Family Support Services	All Family Support Service Per 10,000 Population	Rates of Children in Care
	(i)	(i)	(i)	(ii)
NAHB	403	64.52	1.8	
ECAHB	507	76.47	1.4	78 (ERHA)
SWAHB	217	41.99	1.7	
NEHB	229	54.90	3.4	45
NWHB	80	64.91	9.2	34
MHB	146	60.60	3.7	37
WHB	128	66.77	7.8	25
MWHB	170	59.51	3.4	41
SHB	90	47.80	5.5	37
SEHB	82	40.47	5.2	45
Ireland	141	51.64	4.1	51

(i) Derived from data supplied by each Health Board (See Tables 4.1.1a to 4.1.3a).

(ii) Interim Minimum Dataset, 2001:15⁷

In view of this pattern of expenditure, it is surprising that only 4% of organisations in the voluntary, community and private sectors have a formal contract with the Health Board, either through a service agreement or a letter of agreement (Table 4.4). This situation may have changed since 2002.

Family support, like most services, is highly labour-intensive and this is reflected in the fact that 70% of expenditure is incurred on staff costs (Tables 4.5.1a to 4.5.3b). This pattern is relatively uniform across the different Health Boards and between

⁷ Department of Health and Children, 2002

general and childcare family support services. Staff costs in an 'average' general family support service are €146k compared to €42k in an 'average' childcare family support project. Non-staff costs vary similarly from €61k in a general family support project to €14k in a childcare family support project.

There is a good deal of variation in the annual cost of both general and childcare family support services (see Tables 4.6, 4.7.1a to 4.7.3b). In making these comparisons it is important to remember that no judgements are warranted regarding the quality or cost effectiveness of these different services since that would require much more detailed information than is available from the census. In the childcare sector, the average cost of a pre-school service and nursery is €61k while the average cost of a parent and toddler service is €22k. Turning to general family support services, the census reveals that two thirds (67%) of general family support services cost less than €200k. The largest single category within general family support services is 'family support projects and services' and the average cost of these in 2002 was €178k. Parent education and support programmes, which includes Community Mothers, are also available in every Health Board at an average cost of €242k. Springboard projects cost an average of €253k while services for domestic violence cost an average of €333k each. Family support services for Travellers cost an average of €403k.

An important implication of these results is that childcare services, which are primarily targeted at prevention and early intervention, are significantly less expensive than general family support services which tend to involve later intervention in the life of family problems. As a result, most of the resources within family support services are spent on late intervention rather than prevention and early intervention. There is no doubt that all of these services are valuable though no one knows which of them offers the best value for money or how best to strike the balance between prevention, early intervention and late intervention.

Overall, the results in this section suggest that total expenditure on all family support services in Ireland during 2002 was around €202 million, about 80% of it being spent on general family support services. Expenditure on family support services does not vary greatly between Health Board regions but those regions with the highest number of family support services per head of population had the lowest average cost per service suggesting differing capacities to generate services, both general and childcare, with the resources available. About 70% of the resources devoted to family support services are spent through voluntary and community organisations, few of whom had a formal contract with the Health Board in 2002 although that is likely to have changed somewhat since then. Family support services whose main focus is prevention and early intervention tend to be substantially cheaper than services with a focus on late intervention. It is worth emphasising that these findings do not imply any judgements about the quality or cost effectiveness of the different services since that would require much more detailed information than is available from the census.





Section 10

The census revealed that 11,800 personnel were working in family support services at the end of 2002 (Tables 5.1.1a to 5.1.3b). If, given the response rate, this represents 56% of the entire sector, then we estimate that over 21,000 personnel were engaged in family support services in 2002. These are split 80/20 between general and childcare family support services respectively.

A striking feature of the workforce is that more than four in ten (44%) are volunteers; nearly half of those involved in general family support services are volunteers (48%) compared to over a quarter (27%) in childcare family support services. Just over a third of the personnel in all family support services (34%) are in paid employment, either full-time (19%) or part-time (15%), while employment schemes such as Community Employment, Jobs Initiative and the Social Economy constitute over a tenth (15%) of the workforce. These results reflect the major involvement of voluntary and community organisations in family support services although it may be unusual, even within that sector, to have such a high level of volunteerism. From this it would seem that family support services do not fit the usual 'professional' or 'expert' model of service delivery.

Significantly, the vacancy rate for full-time positions (5%) is higher than the overall vacancy rate (3%) among the organisations who completed the census (Tables 5.2.1a to 5.2.3b). A majority of full-time staff (73%) have a third level degree or diploma which is relevant to their work while nearly half of all part-time staff (46%) have a relevant third level qualification; this varies little between general and childcare family support services (Tables 5.3.1a to 5.3.3b).



Family support services involve a range of interventions including individual work⁸, group work⁹, family work¹⁰, peer support¹¹, information / advice¹², advocacy¹³, practical help¹⁴, mentoring¹⁵, socialisation and play¹⁶. The main forms of intervention offered by general family support services are individual work (77%), information / advice (68%), group work (65%) and advocacy (53%) (Table 6.1). By contrast, the main form of intervention in childcare family support services is socialisation / play (83%) as well as group work (58%).

Most family support services, both general and childcare, are centre-based (72%) in the sense that service users come to a centre, office or clinic to receive the service (Table 6.2). However a substantial proportion of general family support services (43%) also provide a home-based service. Nearly half of all general family support services (47%) are engaged in activities which are directed at the community such as public lectures and courses, the distribution of leaflets and booklets containing information and advice, etc; less than a fifth of childcare family support services (18%) engage in these community-based activities. Over a tenth of services (13%), particularly those involved in general family support, undertake activities which are outside the community such as day-trips and weekends.

8 Individual work refers to any one-to-one sessions with the service user for the purpose of assessing needs or meeting developmental / therapeutic goals.

9 Group work refers to sessions with groups of parents or children and may involve sharing personal experiences, doing a course together, or sharing activities such as sport, recreation, arts and crafts, etc.

10 Family work refers to sessions with two or more members of the family for the purpose of assessing needs, drawing up a family plan, or meeting therapeutic goals.

11 Peer support refers to arrangements where people in similar circumstances, such as parents or adults dealing with a similar problem, offer support to each other.

12 Information / advice refers to the time spent giving information and / or advice to service users on their entitlements and how to access them as well as information and / or advice on more specialised services.

13 Advocacy refers to the time spent liaising and lobbying with other agencies to obtain services for the service user, accompanying them to appointments, writing letters on their behalf, helping to access financial assistance, etc.

14 Practical help refers to help offered to parents with everyday activities such as cleaning, cooking, shopping, getting children ready for school, child-minding, etc; it may also involve helping children with their homework, including the provision of space within the centre for this purpose.

15 Mentoring refers to formal arrangements where a more experienced person offers support to a less experienced person such as adults mentoring children or more experienced parents mentoring less experienced parents.

16 Socialisation and play refers to opportunities, mainly for children, to allow them to develop their socialisation skills through play and other forms of interaction, for example, pre-schools.

Family support services are mainly provided during weekdays between 9.00 am and 5.00 pm (87%) (Table 6.3). However a third of general family support services are available after 5pm (36%); a tenth (10%) of childcare services are available after 5pm. A tenth (10%) of both types of services are also available on weekdays before 9.00 am and on Sundays. A similar proportion of general family support services also offer a 24-hour service during weekdays (9%).

Some family support services offer food and beverages as part of their service. The census revealed that about half of both types of services provide either snacks (52% in the case of childcare services), or tea / coffee (54% in the case of general services) (Table 6.4). Around a tenth of all family support services offer breakfast (10%), lunch (15%), and / or dinner (11%).





Section 12

Most family support services, as we have seen in the previous section, are centre-based. On average, these centres comprise 2-4 rooms. General family support services tend to be delivered in centres which have a larger number of rooms (4.4) than childcare family support services (2.4) (Tables 7.1a and 7.1b). This is a consistent pattern across Health Boards.

A majority of childcare family support services (56%) have an outdoor play facility but a much smaller proportion of general family support services (29%) have this facility (Table 7.2). Childcare family support services are also more likely to be in centres which have access for wheelchairs (62%) compared to general family support services (52%) (Table 7.3). Most services in both categories (73%) have not had an access audit carried out on their premises within the past five years (Table 7.4).



Section 13

The majority of those who used general family support services in 2002 came through referrals (58%) with the remainder (42%) coming through self-referrals (Tables 8.1.1 to 8.1.3). However this varies considerably between Health Boards; for example, most clients in the NAHB (92%) came through referrals whereas most clients in the SHB came through self-referrals (81%). The main sources of referrals to general family support services are Health Board personnel, particularly Social Workers (67%) and Public Health Workers (45%) (Tables 8.2.1a to 8.2.3b). Community (39%) and voluntary (34%) organisations as well as schools, both primary (34%) and secondary (34%), are also important sources of referral. General family support services also make referrals to other services (Tables 8.3.1a to 8.3.3b). More than half these services made referrals to counsellors (55%) and Social Workers (55%) while just under half (45%) made referrals to a voluntary or community organisation. It is clear from this that the vast majority of general family support services (87%) are in regular contact with other agencies (Tables 8.4.1a and 8.4.3b).

By contrast, access to childcare family support services tends to be through self-referral (66%) but this too varies between Health Boards. For example, a majority of clients in the NAHB (78%) came through referrals whereas most clients in the SEHB came through self-referrals (90%). Where referrals occur, these tend to come from Public Health Nurses (32%), local residents (28%) and Social Workers (21%). In general, childcare family support services make few referrals to other services although a fifth (21%) made referrals to a Public Health Nurse and a smaller proportion (16%) made referrals to the primary school. In general, most childcare family support services (60%) are not in regular contact with other agencies.



There is a growing appreciation of the importance of monitoring and evaluating services, including those targeted at children and families. In view of this it is significant that more than half of all family support services (55%) claim to have undertaken an internal evaluation of their service within the past five years while more than a third (35%) have commissioned an external evaluation (Tables 9.1.1a to 9.1.3b). General family support services are somewhat more likely to undertake evaluations than childcare family support services. These evaluations have tended to focus on a qualitative assessment of structures and procedures (69%) but some have also carried out case studies of service users (49%) and a significant minority (34%) have used standardised instruments¹⁷ to assess needs (Tables 9.2.1a to 9.2.3b). These results suggest a relatively widespread awareness of the importance of monitoring and evaluation within family support services.

¹⁷ A standardised instrument takes the form of a questionnaire that has been independently tested and is a professionally recognised and approved assessment tool for measuring developmental and other needs.

Service Users of Family Support Services



Section 15

The census reveals that 282,000 people used family support services in 2002 (Tables 10.1.1a to 10.1.3b). If, given the response rate of 56%, this is adjusted to include all family support services, then it is estimated that half a million people availed of family support services in Ireland during 2002. Parents (43%) and children (40%) are the main service users although 'others', such as adults who are not parents (17%), constitute a significant minority. As might be expected, children are the main users of childcare facilities (59%) even though parent and toddler groups make up three quarters of this service category (Table 1.4b).

General family support services have a much higher average number of users per service (594) compared to childcare family support services (82). There is also significant variation between Health Board regions in the average number of users per service. The range varies from 721 users per service in the NAHB and 661 in the SHB to 207 in the WHB and 158 in the SEHB. The variation in the number of users per service is not easy to explain and seems to bear no relationship to either the type or cost of each service, the number of staff involved or the size of premises. This level of variation would seem to imply that there is great diversity throughout the country in how family support services are delivered, particularly general family support services.

More than half of all services (56%) have a waiting list of service users (Tables 10.2.1a to 10.2.3b). Most of those on a waiting list receive a service within three months (56%), but a significant minority have to wait longer than this (44%). On average, the number of persons on waiting lists for family support services in 2002 was equivalent to 5% of those who used the service in that year (Tables 10.3.1a to 10.3.3b). General family support services tend to have more people on waiting lists than childcare family support services and children are more likely to be on waiting lists than parents in both categories of service.

Most service users stay with the service for at least a year (Tables 10.4.1a to 10.4.3b). This is particularly true of childcare family support services where 90% of service users have been with the service for over a year compared to 60% of those using general family support services. In 2002, about 40% of all service users in both categories of service were new to the service which implies that about 60% were known to the service from the previous year (Tables 10.5.1a to 10.5.3b).

Satisfaction With Services



Section 16

As part of the census, each service was invited to distribute a one-page self-completion questionnaire to three service users which could then be posted back to the research team in a stamped-addressed envelope. Over 4,000 forms were distributed in this way and 22% were returned (Table 11.1). This is a low response rate and it is difficult to determine if those who responded are truly representative of those who did not. In addition, the forms were distributed by staff in each service and this may have created a bias towards more positive ratings of each service. Accordingly, the results should be taken as indicative rather than definitive. The majority of respondents are mothers (78%), the modal age is between 18 and 45 years (78%), and two thirds (67%) have been with the service for over six months (Tables 11.2.1a to 11.2.3b). Nearly a fifth of the respondents (17%) are children.

The survey results, as summarised in Table C, indicate an extremely high level of satisfaction with all aspects of the service. This uniformly high level of satisfaction with both general and childcare family support services may be due to the possibility that some services distributed the questionnaires to those who were known to be satisfied. Alternatively or in addition, it may be due to the possibility that those who continue to use a service are more likely to be satisfied with it and returned the questionnaire. Whatever the explanation, the results indicate a very high level of satisfaction and very little variability.

Overall satisfaction with the service was measured by asking: 'Overall, how satisfied are you with the service?' All but 1% of respondents are satisfied or very satisfied with the service (Tables 11.6.1 to 11.6.3). We also asked respondents to rate the service relative to other services. The results indicate that more than eight out of ten (83%) rated both categories of service as better, or much better, than their experience of services such as schools, hospitals, GPs and local authorities (Tables 11.7.1 to 11.7.3).

The responses from service users were further analysed according to selected characteristics of the services. The only significant result to emerge is that service users are more satisfied with services provided by voluntary and community organisations than with those provided by Health Boards. Services delivered by

private organisations received the highest satisfaction ratings of all , although there were relatively few in this category (Table 11.8).

Table C: Percent of Service Users Who 'Always' or 'Often' Agree with These Statements (N=988)

Statement	% 'Always' or 'Often' Agree
I am made to feel welcome by the service	99
I am listened to by the service	96
I am understood by the service	95
I enjoy coming to the service	96
The service gives me help just when I need it	94
The service is there to support me	97
The service is a big help to me	95
The service is a big help to my family	87
Staff in the service genuinely care about me	96
Staff in the service respect me	97
Staff in the service are helpful	98
Staff in the service are fair	97
Staff in the service are very good at what they do	98

Source: Tables 11.5a to 11.5m

In interpreting these results it is important to note that satisfaction with a service does not imply that the service is effective. It is also worth noting that these high levels of satisfaction may not be truly representative of all service users given the possibility that only those who are satisfied may have responded while questionnaires may only have been distributed to those who were known to be satisfied with the service. In view of these caveats, it is all the more noteworthy that statistically significant variations in satisfaction levels were found between Health Boards and the community and voluntary sector.



This report gives a detailed profile of family support services in Ireland based on a census of services which were funded by Health Boards in 2002. We distinguish between two types of family support service: (i) general family support services which are offered to a wide range of families for the purpose of either preventing problems or addressing them after they have emerged; (ii) childcare family support services which are offered to families in order to promote child development and possibly facilitate parents who wish to work.

The overall response rate to the census was 56% but was considerably higher for general family support services (68%) than for childcare family support services (44%). This response rate is satisfactory in terms of reflecting the diversity of services and provides a reliable basis from which to draw inferences about the characteristics of family support services in general.

It is worth noting that the data produced by the census has three limitations from the point of view of establishing a comprehensive picture of family support services in Ireland: (i) family support services which are provided by some Health Board professionals, notably Social Workers and Public Health Nurses, are not included since this aspect of their work could not be separately identified; (ii) Health Board-funded family support services in the areas of mental health and disability are not included due to the administrative difficulties of collecting this data; (iii) a wide range of family support services which, though not funded by Health Boards, are funded through other Government Departments and agencies, are not included, again due to the cost and administrative difficulties of collecting this data. Thus the scope of this census is defined primarily by the Health Board's responsibilities under the Child Care Act 1991, the key one being "to promote the welfare of children who are not receiving adequate care and protection" (Child Care Act 1991). As a result of these limitations, some care is needed in making inferences from the census about the overall provision of family support services in different parts of the country.

With these considerations in mind, the key findings of the census are:

- Health Boards in the western and southern parts of the country (notably NWHB, WHB, SHB, SEHB), have much higher levels of family support provision than the

more eastern parts of the country (notably NAHB, ECAHB, SWAHB) when their respective populations are taken into account.

- Health Boards with the lowest rates of family support provision have the highest rates of children in care.
- In some Health Boards (notably NEHB, WHB, MWHB, SHB), rural areas seem to have a higher level of service provision than urban areas mainly due to a higher level of childcare family support services.
- The main sub-categories within general family support services are: family support projects and services (28%), youth services (10%), services for domestic violence (8%), parent support and education programmes (7%), and community development projects. By contrast, childcare family support services comprise mainly parent & toddler groups (77%) with pre-school services and nurseries making up the remainder (23%).
- There is a slight tendency for family support services to be located in areas of disadvantage, a tendency which is more pronounced for general family support services, and for those located in the eastern part of the country (notably NAHB, ECAHB, SWAHB, NEHB).
- General family support services tend to serve larger catchment areas and to be located in urban areas while childcare family support services are more likely to be located in rural areas, particularly in those regions which have significant rural populations.
- Areas which have substantial rural populations tend to have services which are not within walking distance for service users and this may affect accessibility depending on the extent of car ownership in those areas.
- There has been considerable expansion in family support services in Ireland in recent years and this is reflected in the census with more than six out of ten services (62%) being set up in the past ten years. There is very little difference in the mean ages of general (11.2 years) and childcare (11.5 years) family support services.
- Most family support services are delivered directly by, or in partnership with, the voluntary and community sector (74%). Nearly four in ten (39%) of these organisations are themselves part of larger parent organisations, particularly those involved in delivering general family support services.
- Family support services which are delivered by voluntary and community organisations are more likely to have structures which give regular representation to service users (76%) compared to services provided by Health Boards (50%).
- Total expenditure on all family support services in Ireland during 2002 was around €202 million, about 80% of it being spent on general family support services.
- Expenditure on family support services does not vary greatly between Health Board regions but those regions with the highest number of family support

services per head of population had the lowest average cost per service suggesting differing capacities to generate services, both general and childcare, with the resources available.

- About 70% of the resources devoted to family support services are spent through voluntary and community organisations, few of whom had a formal contract with the Health Board in 2002 although this may have changed since then.
- Family support services whose main focus is prevention and early intervention tend to be substantially cheaper than services with a focus on late intervention.
- Over 21,000 personnel were engaged in family support services in Ireland in 2002.
- A striking feature of the workforce delivering family support services is that more than four in ten (44%) are volunteers. Just over a third are in paid employment, either full-time (19%) or part-time (15%), while employment schemes such as Community Employment, Jobs Initiative and the Social Economy constitute over a tenth (15%) of the workforce.
- A majority of full-time staff (73%) have a third level degree or diploma which is relevant to their work while nearly half of all part-time staff (46%) have a relevant third level qualification; this varies little between general and childcare family support services.
- General family support services offer assistance to families in a variety of ways through individual work (77%), information / advice (68%), group work (65%), and advocacy (53%). The main activity in childcare services is socialisation and play (83%).
- Most family support services (72%) are centre-based in the sense that service users come to a centre, office or clinic to receive the service. However, a substantial proportion of general family support services (43%) also provide a home-based service. On average, these centres comprise 3-4 rooms.
- Family support services are mainly provided during weekdays between 9am and 5pm (87%). However, a third of general family support services are available after 5pm (36%).
- About half of all family support services provide either snacks (52% in the case of childcare services), or tea / coffee (54% in the case of general services).
- A majority of those who used general family support services in 2002 came through referrals (58%) while access to childcare family support services was mainly through self-referral (66%). However, there is great variation between Health Board regions in how these services are accessed.
- The vast majority of general family support services (87%) are in regular contact with other services.
- More than half of all family support services (55%) have undertaken an internal evaluation of their service within the past five years while more than a third (35%) have commissioned an external evaluation.



- We estimate from the census that over half a million people availed of family support services in Ireland during 2002. Parents (43%) and children (40%) are the main service users although 'others', such as adults who are not parents (17%), constitute a significant minority.
- General family support services have a much higher average number of users per service (594) compared to childcare family support services (82). However, there is significant variation between Health Board regions in the average number of users per service which is not easy to explain since it seems to bear no relationship to the number of staff involved, the size of premises, the type of service or the average cost of services.
- Service users are extremely satisfied with family support services and regard them as better than other services such as schools, hospitals, GPs and local authorities. Greater satisfaction was expressed with services provided by voluntary and community organisations than with those provided by Health Boards.

These findings draw attention to a number of issues that merit further consideration in the overall context of developing family support services. Five issues in particular are worth reflecting on.

The first issue is that there tends to be an inverse relationship between the provision of family support services and the number of children in care. As a result, Health Boards with the lowest levels of family support provision have the highest rates of children in care while those with the highest level of family support provision have the lowest rates of children in care. It is not possible to offer a definitive explanation for this association but the following possibilities, or a combination of possibilities, are worth considering: (i) family support services may help to prevent children going into care; (ii) the cost of keeping children in care may inhibit the development of family support services; (iii) there may be other factors influencing both the provision of family support services and the admission of children to care such as levels of need, professional practices and /or management approaches to each type of service. Whatever the explanation, the results provide food for further reflection and investigation.

The second issue is that family support services are distributed quite unevenly throughout the country when measured by the number of services per 10,000 population. Given that the total amount spent on family support services per head of population in each Health Board region does not vary greatly this prompts the suggestion that a key source of variation between Health Board regions may be their differing capacities to generate services with broadly similar amounts of money, including the differing capacities of organisations in the voluntary / community sector which deliver three quarters of all family support services. Since Health Board regions which have more family support services per head of population have correspondingly lower numbers of children in care, this finding should merit further reflection and investigation in order to understand how these associations are

working in practice. Further analysis would require more information about the level of need in the different Health Board regions, the quality and impact of existing family support services, the differing capacities of organisations in the voluntary / community sector as well as the factors which influence both the development of family support services and the admission of children to care. It would seem from these results that the existing distribution of family support services may be inequitable in that children and families with similar needs may be offered quite different responses depending on the part of Ireland in which they happen to live. This is contrary to the principle of equity advanced in the Health Strategy: "Improving equity of access will improve health by ensuring that people know what services they are entitled to and how to get those services and that there are no barriers, financial or otherwise, to receiving the services they need"¹⁸.

The third issue concerns the overall balance between prevention, early intervention and late intervention. It can be difficult to analyse services in terms of these categories since many offer a combination of all three. However, some services, particularly childcare family support services, are almost exclusively directed at prevention and early intervention and these make up about half of all family support services. Some general family support services, particularly those involving parent education and support such as Community Mothers, Home Start, and Lifestart are also targeted at prevention and early intervention but most of the services in this category involve interventions which are often relatively late in the life of a family problem. The census makes clear that the average cost of services involved in prevention and early intervention are much cheaper than services involved in late intervention. Although we are not in a position to assess the cost effectiveness of different services, we do know from the census that most resources spent on family support services are allocated to late intervention rather than prevention and early intervention. This is despite the widespread perception that family support is a form of prevention. There is almost no information on whether specific services within family support – or indeed within child protection or children in care – are value for money so it is impossible to say whether prevention, early intervention or late intervention offer better value for money. However, a number of studies have shown the pivotal importance of the early years for children¹⁹ and the cost effectiveness of prevention and early intervention²⁰ and this type of information needs to be taken into account in making strategic decisions about the desired balance between these

18 Department of Health and Children, 2001:18

19 Duncan and Brooks-Gunn, 1997; Cameron and Heckman, 1999; Heckman, 1999. According to James Heckman (1999), winner of the Nobel Prize in Economics in 2000, "Policies directed toward families may be a more effective means for improving the performance of schools than direct expenditure on teacher salaries or computer equipment. Policies that seek to remedy deficits incurred in early years are much more costly than early investments wisely made, and do not restore lost capacities even when large costs are incurred. The later in life we attempt to repair early defects, the costlier the remediation becomes."

20 See, for example, Karoly, et al., 1998 who used US data from the Elmira Prenatal & Early Infancy Project as well as the Perry Preschool Programme to show that every dollar spent on prevention and early intervention yields 3-4 dollars in return; see also Greenwood et al, 1998; for a review of this literature, see McKeown and Sweeney, 2001, Chapter Four.



different forms of intervention. It is also worth remembering that, given the greater cost of late intervention relative to prevention and early intervention, a reduction in resources going to late intervention could purchase a correspondingly greater amount of prevention and early intervention services.

The fourth issue concerns the respective roles of Health Boards and the voluntary / community sector in delivering family support services. The cost of family support services in 2002 was around €200 million and most of these were delivered by the voluntary / community sector. This sector is highly diverse with a heavy reliance on volunteers, part-time workers and people on various employment schemes, while at the same time over a third are part of larger parent organisations. As such this sector does not conform to a standard or uniform model of service delivery and indeed this may be one of its strengths. Arrangements between Health Boards and this sector remain largely informal with few having service agreements, at least in 2002. At the same time, service users report a high level of satisfaction with services delivered by voluntary and community organisations and indeed a higher level than that recorded by services delivered by Health Boards²¹. Voluntary and community organisations are also more likely than Health Boards to have structures which give regular representation to service users. There is clearly a case for more formal arrangements between Health Boards and the organisations they contract to deliver family support services. However, these arrangements need to be developed in the broader context of a strategy for family support services which is better informed by studies of need among clinical and community populations as well as careful judgements about the overall balance between prevention, early intervention and late intervention. In that context, service agreements could justifiably specify the type of outputs and outcomes that might reasonably be expected from the allocation of Health Board and other financial resources. Similar standards of accountability might also be drawn up for the Health Boards' own services.

The fifth issue is about appreciating the rich resource of services which is currently constituted under the umbrella of family support services. We estimate that around half a million people were in contact with family support services in 2002. For this reason, their potential to affect the well-being of children and families is quite considerable and it is appropriate to ask if this resource is currently being directed and applied in the most effective manner. Given that this study was initiated as part of a broader review of family support services it is timely to address the issue of how to support and develop this sector as part of an integrated strategy to promote the well-being of children and families. That is the challenge and the opportunity.

²¹ Services delivered by private organisations received the highest satisfaction ratings.

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Section One: Scope of Census of Family Support Services

Table 1.1a: Family Support Services Who Completed the Census in Each Health Board Region (N)

Services Who Completed Census	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General Services (i)	33	16	33	57	47	41	71	55	117	47	517
Childcare Services (ii)	6	2	19	6	81	15	65	28	81	67	370
Total	39	18	52	63	128	56	136	83	198	114	887

Table 1.1b: Family Support Services Who Completed the Census as Percent of Family Support Services Listed by Each Health Board (%)

Services Who Completed Census	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General Services (i)	84.6	88.9	63.5	90.5	36.7	73.2	52.2	66.3	59.1	41.2	58.3
Childcare Services (ii)	15.4	11.1	36.5	9.5	63.3	26.8	47.8	33.7	40.9	58.8	41.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 1.1c: Response Rates (%)

Type of Family Support Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General Services (i)	54.1	43.2	47.1	83.8	70.1	68.3	95.9	73.3	70.5	57.3	68.0
Childcare Services (ii)	20.7	20.0	65.5	12.0	58.3	65.2	29.4	66.7	52.6	48.2	44.3
Total	43.3	38.3	52.5	53.4	62.1	67.5	46.1	70.9	61.9	51.6	55.6

- (i) General family support services are offered to a wide range of families for the purpose of either preventing problems or addressing problems after they have emerged. For example, some services such as Community Mothers, Lifestart, Homestart, etc., are offered to prevent family problems occurring while other services such as family support projects, respite, Family Welfare Conferences, Teen Parenting, Youth Advocacy, etc., are offered when problems are beginning to emerge or have already developed (See Tables 1.4a and 1.4b below).
- (ii) Childcare family support services are offered to families in order to promote child development and may also facilitate parents who wish to work. Examples include pre-school services and nurseries as well as parent and toddler groups (See Tables 1.4a and 1.4b below).

Table 1.3a: General Family Support Services Listed by Health Boards for Census by Community Care Area (N)

Community Care Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Regional Service	7	1	4	–	–	–	–	–	0	0	–
Area One	17	14	19	22	34	29	41	34	51	19	–
Area Two	24	12	18	31	33	31	22	20	55	21	–
Area Three	13	10	16	15	–	–	11	21	13	17	–
Area Four	–	–	13	–	–	–	–	0	18	25	–
Area Five	–	–	–	–	–	–	–	0	29	–	–
Total	61	37	70	68	67	60	74	75	166	82	760

Table 1.3b: Childcare Family Support Services Listed by Health Boards for Census by Community Care Area (N)

Community Care Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Regional Service	–	–	–	–	–	–	–	–	–	–	–
Area One	15	6	7	34	92	18	84	9	30	22	–
Area Two	6	4	8	3	47	5	88	24	21	30	–
Area Three	8	0	6	13	–	–	49	9	27	48	–
Area Four	0	0	8	–	–	–	–	–	40	39	–
Area Five	0	0	–	–	–	–	–	–	36	–	–
Total	29	10	29	50	139	23	221	42	154	139	836

Table 1.3c: All Family Support Services Listed by Health Boards for Census by Community Care Area (N)

Community Care Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Regional Service	7	1	4	–	–	–	–	–	–	–	–
Area One	32	20	26	56	126	47	125	43	81	41	–
Area Two	30	16	26	34	80	36	110	44	76	51	–
Area Three	21	10	22	28	–	–	60	30	40	65	–
Area Four	–	–	21	–	–	–	–	–	58	64	–
Area Five	–	–	–	–	–	–	–	–	65	–	–
Total	90	47	99	118	206	83	295	117	320	221	1,596

NAHB: Area One refers to CCA6, Area Two refers to CCA7, Area Three refers to CCA 8.

ECAHB: Area One refers to CCA1, Area Two refers to CCA2, Area Three refers to CCA10.

SWAHB: Area One refers to CCA3, Area Two refers to CCA4, Area Three refers to CCA5, Area Four refers to CCA9.

NEHB: Area One refers to Cavan / Monaghan, Area Two refers to Louth, Area Three refers to Meath.

NWHB: Area One refers to Donegal, Area Two refers to Sligo / Leitrim / West Cavan.

MHB: Area One refers to Laois / Offaly, Area Two refers to Longford / Westmeath.

WHB: Area One refers to Galway, Area Two refers to Mayo, Area Three refers to Roscommon.

MWHB: Area One refers to Limerick, Area Two refers to Clare, Area Three refers to North Tipperary.

SHB: Area One refers to North Lee, Area Two refers to South Lee, Area Three refers to North Cork, Area Four refers to West Cork, Area Five refers to Kerry.

SEHB: Area One refers to Carlow / Kilkenny, Area Two refers to South Tipperary, Area Three refers to Waterford, Area Four refers to Wexford.

Table 1.3d: Population Living in Each Community Care Area, 2002

Community Care Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Area One	160,571	128,814	130,493	109,188	137,575	122,437	208,826	175,304	156,036	126,266	–
Area Two	122,423	105,068	145,765	101,802	85,187	102,926	117,428	103,277	167,479	79,213	–
Area Three	203,940	99,991	125,747	133,936	–	–	53,803	61,010	73,511	101,518	–
Area Four	–	–	178,629	–	–	–	–	–	50,803	116,543	–
Area Five	–	–	–	–	–	–	–	–	132,527	–	–
Total	486,934	333,873	580,634	344,926	222,762	225,363	380,057	339,591	580,356	423,540	3,917,203

Table 1.3e: General Family Support Services Listed by Health Boards in Each Community Care Area Per 10,000 Population

Community Care Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Regional Service	0.1	0.0	0.1						0.0	0.0	
Area One	1.1	1.1	1.5	2.0	2.5	2.4	2.0	1.9	3.3	1.5	
Area Two	2.0	1.1	1.2	3.0	3.9	3.0	1.9	1.9	3.3	2.7	
Area Three	0.6	1.0	1.3	1.1			2.0	3.4	1.8	1.7	
Area Four			0.7						3.5	2.1	
Area Five									2.2		
General Services per 10,000 Population	1.3	1.1	1.2	2.0	3.0	2.7	1.9	2.2	2.9	1.9	1.9

Table 1.3f: Childcare Family Support Services Listed by Health Boards in Each Community Care Area Per 10,000 Population

Community Care Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Regional Service											
Area One	0.9	0.5	0.5	3.1	6.7	1.5	4.0	0.5	1.9	1.7	
Area Two	0.5	0.4	0.5	0.3	5.5	0.5	7.5	2.3	1.3	3.8	
Area Three	0.4	0.0	0.5	1.0			9.1	1.5	3.7	4.7	
Area Four			0.4						7.9	3.3	
Area Five									2.7		
Childcare Services per 10,000 Population	0.6	0.3	0.5	1.4	6.2	1.0	5.8	1.2	2.7	3.3	2.1

Table 1.3g: All Family Support Services Listed by Health Boards in Each Community Care Area Per 10,000 Population

Community Care Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Regional Service	0.1	0.0	0.1								
Area One	2.0	1.6	2.0	5.1	9.2	3.8	6.0	2.5	5.2	3.2	
Area Two	2.5	1.5	1.8	3.3	9.4	3.5	9.4	4.3	4.5	6.4	
Area Three	1.0	1.0	1.7	2.1			11.2	4.9	5.4	6.4	
Area Four			1.2						11.4	5.5	
Area Five									4.9		
All Services per 10,000 Population	1.8	1.4	1.7	3.4	9.2	3.7	7.8	3.4	5.5	5.2	4.1

Table 1.4a: Types of Family Support Services Who Completed the Census in Each Health Board (N)

Type of Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Family Support Projects and Centres	14	5	10	8	9	9	19	16	37	15	142
Family Support Services with a residential component				1	4			2	1		8
Day Foster Care	1	1	3	3	1	2	3		2	1	17
Respite Care								1	1		2
Parent Support & Education Programmes	3	2	3	5	5	2	1	6	7	4	38
Family Support Workers in Health Board	2	3	3	6	1	4	2	2	5	2	30
Family Welfare Conferences		1		3	3	1	6	1	2	1	18
Family Support Services for Asylum Seekers				1		1		2	2		6
Family Support Services for Travellers	1		4	2	2					1	10
Traveller Health Initiatives			1	3	1	3	2		2		12
Services for domestic violence including refuge services	4	1	2	6	2	3	6	3	13	2	42
Home Management Advisory Services						4	3	2			9
Springboard Projects	1	1	2	2	2	2	3	3	1	1	18
Teen Parent Projects			1	1	2	1	1				6
After-school and out-of-school services	2		1	2	4	4	2		3	4	22
Community Child Care Workers in Health Board		1		3	2	3	5	2	9	3	28
Youth Services	2		2	8	6	1	11	5	13	5	53
Services for young people misusing drugs							1		5	1	7
Youth Homeless Service				1				1	1		3
Teenage Health Initiative	1			2		1	3	1	3		11
Community Development Projects	2	1	1		3		3	8	10	7	35
All General Family Support Services	33	16	33	57	47	41	71	55	117	47	517
Pre-school services and nurseries	1				27	7	1	6	29	13	84
Parent & Toddler Services	5	2	19	6	54	8	64	22	52	54	286
All Childcare Family Support Services	6	2	19	6	81	15	65	28	81	67	370
All Family Support Services	39	18	52	63	128	56	136	83	198	114	887

Table 1.4b: Types of Family Support Services Who Completed the Census in Each Health Board (%)

Type of Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Family Support Projects and Centres	42.4	31.3	30.3	14.0	19.1	22.0	26.8	29.1	31.6	31.9	27.5
Family Support Services with a residential component				1.8	8.5			3.6	.9		1.5
Day Foster Care	3.0	6.3	9.1	5.3	2.1	4.9	4.2		1.7	2.1	3.3
Respite Care								1.8	.9		.4
Parent Support & Education Programmes	9.1	12.5	9.1	8.8	10.6	4.9	1.4	10.9	6.0	8.5	7.4
Family Support Workers in Health Board	6.1	18.8	9.1	10.5	2.1	9.8	2.8	3.6	4.3	4.3	5.8
Family Welfare Conferences		6.3		5.3	6.4	2.4	8.5	1.8	1.7	2.1	3.5
Family Support Services for Asylum Seekers				1.8		2.4		3.6	1.7		1.2
Family Support Services for Travellers	3.0		12.1	3.5	4.3					2.1	1.9
Traveller Health Initiatives			3.0	5.3	2.1	7.3	2.8		1.7		2.3
Services for domestic violence including refuge services	12.1	6.3	6.1	10.5	4.3	7.3	8.5	5.5	11.1	4.3	8.1
Home Management Advisory Services						9.8	4.2	3.6			1.7
Springboard Projects	3.0	6.3	6.1	3.5	4.3	4.9	4.2	5.5	.9	2.1	3.5
Teen Parent Projects			3.0	1.8	4.3	2.4	1.4				1.2
After-school and out-of-school services	6.1		3.0	3.5	8.5	9.8	2.8		2.6	8.5	4.3
Community Child Care Workers in Health Board		6.3		5.3	4.3	7.3	7.0	3.6	7.7	6.4	5.4
Youth Services	6.1		6.1	14.0	12.8	2.4	15.5	9.1	11.1	10.6	10.3
Services for young people misusing drugs							1.4		4.3	2.1	1.4
Youth Homeless Service				1.8				1.8	.9		.6
Teenage Health Initiative	3.0			3.5		2.4	4.2	1.8	2.6		2.1
Community Development Projects	6.1	6.3	3.0		6.4		4.2	14.5	8.5	14.9	6.8
All General Family Support Services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Pre-school services and nurseries	16.7				33.3	46.7	1.5	21.4	35.8	19.4	22.7
Parent & Toddler Services	83.3	100.0	100.0	100.0	66.7	53.3	98.5	78.6	64.2	80.6	77.3
All Childcare Family Support Services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 1.4c: Types of Family Support Services Who Completed the Census in Each Health Board (% of All Family Support Services)

Type of Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Family Support Projects and Centres	35.9	27.8	19.2	12.7	7.0	16.1	14.0	19.3	18.7	13.2	16.0
Family Support Services with a residential component				1.6	3.1			2.4	0.5		0.9
Day Foster Care	2.6	5.6	5.8	4.8	0.8	3.6	2.2		1.0	0.9	1.9
Respite Care								1.2	0.5		0.2
Parent Support & Education Programmes	7.7	11.1	5.8	7.9	3.9	3.6	0.7	7.2	3.5	3.5	4.3
Family Support Workers in Health Board	5.1	16.7	5.8	9.5	0.8	7.1	1.5	2.4	2.5	1.8	3.4
Family Welfare Conferences		5.6		4.8	2.3	1.8	4.4	1.2	1.0	0.9	2.0
Family Support Services for Asylum Seekers				1.6		1.8		2.4	1.0		0.7
Family Support Services for Travellers	2.6		7.7	3.2	1.6					0.9	1.1
Traveller Health Initiatives			1.9	4.8	0.8	5.4	1.5		1.0		1.4
Services for domestic violence including refuge services	10.3	5.6	3.8	9.5	1.6	5.4	4.4	3.6	6.6	1.8	4.7
Home Management Advisory Services						7.1	2.2	2.4			1.0
Springboard Projects	2.6	5.6	3.8	3.2	1.6	3.6	2.2	3.6	0.5	0.9	2.0
Teen Parent Projects			1.9	1.6	1.6	1.8	0.7				0.7
After-school and out-of-school services	5.1		1.9	3.2	3.1	7.1	1.5		1.5	3.5	2.5
Community Child Care Workers in Health Board		5.6		4.8	1.6	5.4	3.7	2.4	4.5	2.6	3.2
Youth Services	5.1		3.8	12.7	4.7	1.8	8.1	6.0	6.6	4.4	6.0
Services for young people misusing drugs							0.7		2.5	0.9	0.8
Youth Homeless Service				1.6				1.2	0.5		0.3
Teenage Health Initiative	2.6			3.2		1.8	2.2	1.2	1.5		1.2
Community Development Projects	5.1	5.6	1.9		2.3		2.2	9.6	5.1	6.1	3.9
All General Family Support Services	84.6	88.9	63.5	90.5	36.7	73.2	52.2	66.3	59.1	41.2	58.3
Pre-school services and nurseries	2.6				21.1	12.5	0.7	7.2	14.6	11.4	9.5
Parent & Toddler Services	12.8	11.1	36.5	9.5	42.2	14.3	47.1	26.5	26.3	47.4	32.2
All Childcare Family Support Services	15.4	11.1	36.5	9.5	63.3	26.8	47.8	33.7	40.9	58.8	41.7
All Family Support Services	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Section Two: Catchment Area of Family Support Services

Table 2.1.1a: General Family Support Services Stating Presence of Other Programmes (N)

Other Programmes in Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Area Partnership / ADM											
Community Group	26	15	25	49	36	30	42	41	74	38	376
Local Drugs Task Force	24	13	27	30	12	12	14	16	64	18	230
Community Development Programme	23	10	22	48	31	25	39	37	66	34	335
RAPID	18	8	22	40	14	9	25	27	61	36	260
CLÁR	1			19	10	5	16	8	22	2	83
Total Number of Projects	33	16	33	57	47	41	71	55	117	47	517

Table 2.1.1b: General Family Support Services Stating Presence of Other Programmes (%)

Other Programmes in Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Area Partnership / ADM											
Community Group	78.8	93.8	75.8	86.0	76.6	73.2	59.2	74.5	63.2	80.9	72.7
Local Drugs Task Force	72.7	81.3	81.8	52.6	25.5	29.3	19.7	29.1	54.7	38.3	44.5
Community Development Programme	69.7	62.5	66.7	84.2	66.0	61.0	54.9	67.3	56.4	72.3	64.8
RAPID	54.5	50.0	66.7	70.2	29.8	22.0	35.2	49.1	52.1	76.6	50.3
CLÁR	3.0			33.3	21.3	12.2	22.5	14.5	18.8	4.3	16.1

Table 2.1.2a: Childcare Family Support Services Stating Presence of Other Programmes (N)

Other Programmes in Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Area Partnership / ADM											
Community Group	6	2	13	6	38	7	31	14	44	43	204
Local Drugs Task Force	5	1	11	4	5	2	5	3	12	8	56
Community Development Programme	2	1	9	4	44	8	24	13	28	32	165
RAPID	4	1	8	4	3	4	7	7	10	13	61
CLÁR		1	1	5	14	3	14	6	10	1	55
Total Number of Projects	6	2	19	6	81	15	65	28	81	67	370

Table 2.1.2b: Childcare Family Support Services Stating Presence of Other Programmes (%)

Other Programmes in Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Area Partnership / ADM											
Community Group	100.0	100.0	68.4	100.0	46.9	46.7	47.7	50.0	54.3	64.2	55.1
Local Drugs Task Force	83.3	50.0	57.9	66.7	6.2	13.3	7.7	10.7	14.8	11.9	15.1
Community Development Programme	33.3	50.0	47.4	66.7	54.3	53.3	36.9	46.4	34.6	47.8	44.6
RAPID	66.7	50.0	42.1	66.7	3.7	26.7	10.8	25.0	12.3	19.4	16.5
CLÁR		50.0	5.3	83.3	17.3	20.0	21.5	21.4	12.3	1.5	14.9

Table 2.1.3a: All Family Support Services Stating Presence of Other Programmes (N)

Other Programmes in Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Area Partnership / ADM											
Community Group	32	17	38	55	74	37	73	55	118	81	580
Local Drugs Task Force	29	14	38	34	17	14	19	19	76	26	286
Community Development Programme											
RAPID	25	11	31	52	75	33	63	50	94	66	500
CLÁR	22	9	30	44	17	13	32	34	71	49	321
CLÁR	1	1	1	24	24	8	30	14	32	3	138
Total Number of Projects	39	18	52	63	128	56	136	83	198	114	887

Table 2.1.3b: All Family Support Services Stating Presence of Other Programmes (%)

Other Programmes in Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Area Partnership / ADM											
Community Group	82.1	94.4	73.1	87.3	57.8	66.1	53.7	66.3	59.6	71.1	65.4
Local Drugs Task Force	74.4	77.8	73.1	54.0	13.3	25.0	14.0	22.9	38.4	22.8	32.2
Community Development Programme											
RAPID	64.1	61.1	59.6	82.5	58.6	58.9	46.3	60.2	47.5	57.9	56.4
CLÁR	56.4	50.0	57.7	69.8	13.3	23.2	23.5	41.0	35.9	43.0	36.2
CLÁR	2.6	5.6	1.9	38.1	18.8	14.3	22.1	16.9	16.2	2.6	15.6

Table 2.2.1a: Extent of Catchment Area – General Family Support Services (N)

Extent of Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board region	7	4	3	8	7	2	11	9	15		66
Community Care area	14	5	8	17	1	15	10	12	14	11	107
County	2	1	2	9	9	9	16	11	11	9	79
City / town		2	4	12	8	3	7	9	18	14	77
Parish					4	3	5	2	8	3	25
Local neighbourhood	8	2	10	5	9	4	14	7	28	9	96
Other	2	2	6	6	9	5	8	5	23	1	67
Total	33	16	33	57	47	41	71	55	117	47	517

Table 2.2.1b: Extent of Catchment Area – General Family Support Services (%)

Extent of Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board region	21.2	25.0	9.1	14.0	14.9	4.9	15.5	16.4	12.8		12.8
Community Care area	42.4	31.3	24.2	29.8	2.1	36.6	14.1	21.8	12.0	23.4	20.7
County	6.1	6.3	6.1	15.8	19.1	22.0	22.5	20.0	9.4	19.1	15.3
City / town		12.5	12.1	21.1	17.0	7.3	9.9	16.4	15.4	29.8	14.9
Parish					8.5	7.3	7.0	3.6	6.8	6.4	4.8
Local neighbourhood	24.2	12.5	30.3	8.8	19.1	9.8	19.7	12.7	23.9	19.1	18.6
Other	6.1	12.5	18.2	10.5	19.1	12.2	11.3	9.1	19.7	2.1	13.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 2.2.2a: Extent of Catchment Area – Childcare Family Support Services (N)

Extent of Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board region			2		1	3	1	2	1		10
Community Care area	2	1	5		6	1	5		4	3	27
County				4	4		3	1	1	3	16
City / town			1		10	5	12	5	5	17	55
Parish	1		3		26	3	21	6	29	22	111
Local neighbourhood	3	1	6	1	30	3	18	10	32	17	121
Other			2	1	4		5	4	9	5	30
Total	6	2	19	6	81	15	65	28	81	67	370

Table 2.2.2b: Extent of Catchment Area – Childcare Family Support Services (%)

Extent of Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board region			10.5		1.2	20.0	1.5	7.1	1.2		2.7
Community Care area	33.3	50.0	26.3		7.4	6.7	7.7		4.9	4.5	7.3
County				66.7	4.9		4.6	3.6	1.2	4.5	4.3
City / town			5.3		12.3	33.3	18.5	17.9	6.2	25.4	14.9
Parish	16.7		15.8		32.1	20.0	32.3	21.4	35.8	32.8	30.0
Local neighbourhood	50.0	50.0	31.6	16.7	37.0	20.0	27.7	35.7	39.5	25.4	32.7
Other			10.5	16.7	4.9		7.7	14.3	11.1	7.5	8.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 2.2.3a: Extent of Catchment Area – All Family Support Services (N)

Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board region	7	4	5	8	8	5	12	11	16		76
Community Care area	16	6	13	17	7	16	15	12	18	14	134
County	2	1	2	13	13	9	19	12	12	12	95
City / town		2	5	12	18	8	19	14	23	31	132
Parish	1		3		30	6	26	8	37	25	136
Local neighbourhood	11	3	16	6	39	7	32	17	60	26	217
Other	2	2	8	7	13	5	13	9	32	6	97
Total	39	18	52	63	128	56	136	83	198	114	887

Table 2.2.3b: Extent of Catchment Area – All Family Support Services (%)

Extent of Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board region	17.9	22.2	9.6	12.7	6.3	8.9	8.8	13.3	8.1		8.6
Community Care area	41.0	33.3	25.0	27.0	5.5	28.6	11.0	14.5	9.1	12.3	15.1
County	5.1	5.6	3.8	20.6	10.2	16.1	14.0	14.5	6.1	10.5	10.7
City / town		11.1	9.6	19.0	14.1	14.3	14.0	16.9	11.6	27.2	14.9
Parish	2.6		5.8		23.4	10.7	19.1	9.6	18.7	21.9	15.3
Local neighbourhood	28.2	16.7	30.8	9.5	30.5	12.5	23.5	20.5	30.3	22.8	24.5
Other	5.1	11.1	15.4	11.1	10.2	8.9	9.6	10.8	16.2	5.3	10.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 2.3.2a: Type of Catchment Area – Childcare Family Support Services (N)

Type of Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
City centre		2	2		1		2		3	6	16
Town centre			1	2	17	3	11	4	15	14	67
Housing estate in city	2		5				5	4	8	2	26
Housing estate in town	1		2	1	5	2	7	2	5	5	30
Housing estate in rural							1	2	1		4
Village / rural area					55	5	34	14	45	34	187
Other	3		9	3	3	5	5	2	4	6	40
Total	6	2	19	6	81	15	65	28	81	67	370

Table 2.3.2b: Type of Catchment Area – Childcare Family Support Services (%)

Type of Catchment Area	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
City centre		100.0	10.5		1.2		3.1		3.7	9.0	4.3
Town centre			5.3	33.3	21.0	20.0	16.9	14.3	18.5	20.9	18.1
Housing estate in city	33.3		26.3				7.7	14.3	9.9	3.0	7.0
Housing estate in town	16.7		10.5	16.7	6.2	13.3	10.8	7.1	6.2	7.5	8.1
Housing estate in rural							1.5	7.1	1.2		1.1
Village / rural area					67.9	33.3	52.3	50.0	55.6	50.7	50.5
Other	50.0		47.4	50.0	3.7	33.3	7.7	7.1	4.9	9.0	10.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 2.4.1a: Proportion of Service Users Living Within Walking Distance* of General Family Support Service (N)

Proportion Within Walking Distance	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Up to 25%	5	5	11	19	17	12	31	14	48	17	179
26% to 50%	5	2	4	7	5	7	12	14	8	2	66
51% to 75%	1	2	4	7	4	5	6	7	13	8	57
76% to 95%	5	1	2	9	8	5	8	8	15	10	71
96% to 100%	8	3	6	4	5	4	4	6	12	4	56
Total	24	13	27	46	39	33	61	49	96	41	429

Table 2.4.1b: Proportion of Service Users Living Within Walking Distance* of General Family Support Service (%)

Proportion Within Walking Distance	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Up to 25%	20.8	38.5	40.7	41.3	43.6	36.4	50.8	28.6	50.0	41.5	41.7
26% to 50%	20.8	15.4	14.8	15.2	12.8	21.2	19.7	28.6	8.3	4.9	15.4
51% to 75%	4.2	15.4	14.8	15.2	10.3	15.2	9.8	14.3	13.5	19.5	13.3
76% to 95%	20.8	7.7	7.4	19.6	20.5	15.2	13.1	16.3	15.6	24.4	16.6
96% to 100%	33.3	23.1	22.2	8.7	12.8	12.1	6.6	12.2	12.5	9.8	13.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

*'Walking distance' is defined as the distance that can be walked in no more than 10-15 minutes.

**Tables apply only to those services not delivered within the home.

Table 2.4.2a: Proportion of Service Users Living Within Walking Distance* of Childcare Family Support Service (N)

Proportion Within Walking Distance	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Up to 25%	1		3	5	53	3	35	11	46	38	195
26% to 50%			2		15	2	11	6	10	9	55
51% to 75%					4	2	2	3	8	5	24
76% to 95%	3	1	6		5	2	2	6	8	9	42
96% to 100%	1	1	7			1	5	2	5	2	24
Total	5	2	18	5	77	10	55	28	77	63	340

Table 2.4.2b: Proportion of Service Users Living Within Walking Distance* of Childcare Family Support Service (%)

Proportion Within Walking Distance	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Up to 25%	20.0		16.7	100.0	68.8	30.0	63.6	39.3	59.7	60.3	57.4
26% to 50%			11.1		19.5	20.0	20.0	21.4	13.0	14.3	16.2
51% to 75%					5.2	20.0	3.6	10.7	10.4	7.9	7.1
76% to 95%	60.0	50.0	33.3		6.5	20.0	3.6	21.4	10.4	14.3	12.4
96% to 100%	20.0	50.0	38.9			10.0	9.1	7.1	6.5	3.2	7.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

*'Walking distance' is defined as the distance that can be walked in no more than 10-15 minutes.

**Tables apply only to those services not delivered within the home.

Table 2.4.3a: Proportion of Service Users Living Within Walking Distance* of All Family Support Service (N)

Proportion Within Walking Distance	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Up to 25%	6	5	14	24	70	15	66	25	94	55	374
26% to 50%	5	2	6	7	20	9	23	20	18	11	121
51% to 75%	1	2	4	7	8	7	8	10	21	13	81
76% to 95%	8	2	8	9	13	7	10	14	23	19	113
96% to 100%	9	4	13	4	5	5	9	8	17	6	80
Total	29	15	45	51	116	43	116	77	173	104	769

Table 2.4.3b: Proportion of Service Users Living Within Walking Distance* of All Family Support Service (%)

Proportion Within Walking Distance	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Up to 25%	20.7	33.3	31.1	47.1	60.3	34.9	56.9	32.5	54.3	52.9	48.6
26% to 50%	17.2	13.3	13.3	13.7	17.2	20.9	19.8	26.0	10.4	10.6	15.7
51% to 75%	3.4	13.3	8.9	13.7	6.9	16.3	6.9	13.0	12.1	12.5	10.5
76% to 95%	27.6	13.3	17.8	17.6	11.2	16.3	8.6	18.2	13.3	18.3	14.7
96% to 100%	31.0	26.7	28.9	7.8	4.3	11.6	7.8	10.4	9.8	5.8	10.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

*'Walking distance' is defined as the distance that can be walked in no more than 10-15 minutes.

**Tables apply only to those services not delivered within the home.

Section Three: Organisation Characteristics of Family Support Services

Table 3.1.1a: Number of Years Since General Family Support Service was Established (N)

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than five	7	5	9	24	21	11	27	14	32	9	159
Five to ten	8	5	7	21	14	15	18	16	27	17	148
Eleven to twenty	10	3	10	2	7	6	7	9	21	9	84
Over twenty	7	1	4	4	5	3	13	9	26	9	81
Total	32	14	30	51	47	35	65	48	106	44	472

Table 3.1.1b: Number of Years Since General Family Support Service was Established (%)

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than five	21.9	35.7	30.0	47.1	44.7	31.4	41.5	29.2	30.2	20.5	33.7
Five to ten	25.0	35.7	23.3	41.2	29.8	42.9	27.7	33.3	25.5	38.6	31.4
Eleven to twenty	31.3	21.4	33.3	3.9	14.9	17.1	10.8	18.8	19.8	20.5	17.8
Over twenty	21.9	7.1	13.3	7.8	10.6	8.6	20.0	18.8	24.5	20.5	17.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 3.1.1c: Mean Number of Years Since General Family Support Service was Established

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Mean Years	14.1	9.4	11.5	7.7	8.9	9.7	10.6	12.3	13.0	12.5	11.2

Table 3.1.2a: Number of Years Since Childcare Family Support Service was Established (N)

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than five	1		3	4	27	8	23	9	31	18	124
Five to ten			2	2	25	3	9	8	13	15	77
Eleven to twenty	1	1	4		10	1	15	5	19	14	70
Over twenty	3		8		12	2	17	4	14	14	74
Total	5	1	17	6	74	14	64	26	77	61	345

Table 3.1.2b: Number of Years Since Childcare Family Support Service was Established (%)

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than five	20.0		17.6	66.7	36.5	57.1	35.9	34.6	40.3	29.5	35.9
Five to ten			11.8	33.3	33.8	21.4	14.1	30.8	16.9	24.6	22.3
Eleven to twenty	20.0	100.0	23.5		13.5	7.1	23.4	19.2	24.7	23.0	20.3
Over twenty	60.0		47.1		16.2	14.3	26.6	15.4	18.2	23.0	21.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 3.1.2c: Mean Number of Years Since Childcare Family Support Service was Established

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Mean Years	23.0	–	20.0	4.3	9.4	7.8	12.0	11.4	10.8	12.5	11.5

Table 3.1.3a: Number of Years Since All Family Support Service was Established (N)

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than five	8	5	12	28	48	19	50	23	63	27	283
Five to ten	8	5	9	23	39	18	27	24	40	32	225
Eleven to twenty	11	4	14	2	17	7	22	14	40	23	154
Over twenty	10	1	12	4	17	5	30	13	40	23	155
Total	37	15	47	57	121	49	129	74	183	105	817

Table 3.1.3b: Number of Years Since All Family Support Service was Established (%)

Years Established	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than five	21.6	33.3	25.5	49.1	39.7	38.8	38.8	31.1	34.4	25.7	34.6
Five to ten	21.6	33.3	19.1	40.4	32.2	36.7	20.9	32.4	21.9	30.5	27.5
Eleven to twenty	29.7	26.7	29.8	3.5	14.0	14.3	17.1	18.9	21.9	21.9	18.8
Over twenty	27.0	6.7	25.5	7.0	14.0	10.2	23.3	17.6	21.9	21.9	19.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 3.1.3c: Mean Number of Years Since All Family Support Service was Established

	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Mean Years	15.3	9.7	14.6	7.3	9.2	9.2	11.3	12.0	12.1	12.5	11.3

Table 3.2.1a: Type of Organisation Delivering General Family Support Services (N)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	9	8	8	20	5	12	31	9	24	7	133
Voluntary/Community	18	6	16	27	36	18	25	38	72	35	291
Joint Health Board & Voluntary/ Community	6		7	5	5	5	6	3	4	3	44
Private		1		1			2	1	6		11
Other		1	2	4	1	6	7	4	11	2	38
Total	33	16	33	57	47	41	71	55	117	47	517

Table 3.2.1b: Type of Organisation Delivering General Family Support Services (%)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	27.3	50.0	24.2	35.1	10.6	29.3	43.7	16.4	20.5	14.9	25.7
Voluntary/Community	54.5	37.5	48.5	47.4	76.6	43.9	35.2	69.1	61.5	74.5	56.3
Joint Health Board & Voluntary/ Community	18.2		21.2	8.8	10.6	12.2	8.5	5.5	3.4	6.4	8.5
Private		6.3		1.8			2.8	1.8	5.1		2.1
Other		6.3	6.1	7.0	2.1	14.6	9.9	7.3	9.4	4.3	7.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 3.2.2a: Type of Organisation Delivering Childcare Family Support Services (N)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board			2		3	5	1	1			12
Voluntary/Community	4	2	14	5	69	7	41	24	68	46	280
Joint Health Board & Voluntary/ Community	1		2	1	5	2	10	2	9	11	43
Private							12	1		5	18
Other	1		1		4	1	1		4	5	17
Total	6	2	19	6	81	15	65	28	81	67	370

Table 3.2.2b: Type of Organisation Delivering Childcare Family Support Services (%)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board			10.5		3.7	33.3	1.5	3.6			3.2
Voluntary/Community	66.7	100.0	73.7	83.3	85.2	46.7	63.1	85.7	84.0	68.7	75.7
Joint Health Board & Voluntary/ Community	16.7		10.5	16.7	6.2	13.3	15.4	7.1	11.1	16.4	11.6
Private							18.5	3.6		7.5	4.9
Other	16.7		5.3		4.9	6.7	1.5		4.9	7.5	4.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 3.2.3a: Type of Organisation Delivering All Family Support Services (N)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	9	8	10	20	8	17	32	10	24	7	145
Voluntary/Community	22	8	30	32	105	25	66	62	140	81	571
Joint Health Board & Voluntary/ Community	7		9	6	10	7	16	5	13	14	87
Private		1		1			14	2	6	5	29
Other	1	1	3	4	5	7	8	4	15	7	55
Total	39	18	52	63	128	56	136	83	198	114	887

Table 3.2.3b: Type of Organisation Delivering All Family Support Services (%)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	23.1	44.4	19.2	31.7	6.3	30.4	23.5	12.0	12.1	6.1	16.3
Voluntary/Community	56.4	44.4	57.7	50.8	82.0	44.6	48.5	74.7	70.7	71.1	64.4
Joint Health Board & Voluntary/ Community	17.9		17.3	9.5	7.8	12.5	11.8	6.0	6.6	12.3	9.8
Private		5.6		1.6			10.3	2.4	3.0	4.4	3.3
Other	2.6	5.6	5.8	6.3	3.9	12.5	5.9	4.8	7.6	6.1	6.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

**Table 3.3.1a: Voluntary / Community / Private Organisations Attached to Parent Organisations
– General Family Support Services (N)**

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Voluntary/Community	11	2	13	15	24	8	15	19	27	15	149
Private	0	0	0	0	0	0	1	0	3	0	4
Total	18	7	16	28	36	18	27	39	78	35	302

**Table 3.3.1b Voluntary / Community / Private Organisations Attached to Parent Organisations
– General Family Support Services (%)**

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Voluntary/Community	61.1	33.3	81.3	55.6	66.7	44.4	60.0	50.0	37.5	42.9	51.2
Private		0.0		0.0			50.0	0.0	50.0		36.4
Total	61.1	28.6	81.3	53.6	66.7	44.4	59.3	48.7	38.5	42.9	50.7

**Table 3.3.2a Voluntary / Community / Private Organisations Attached to Parent Organisations
– Childcare Family Support Services (N)**

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Voluntary/Community	1	1	9	1	21	0	12	7	17	9	78
Private	0	0	0	0	0	0	1	0	0	2	3
Total	4	2	14	5	69	7	53	25	68	51	298

**Table 3.3.2b: Voluntary / Community / Private Organisations Attached to Parent Organisations
– Childcare Family Support Services (%)**

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Voluntary/Community	25.0	50.0	64.3	20.0	30.4	0.0	29.3	29.2	25.0	19.6	27.9
Private							8.3	0.0		40.0	16.7
Total	25.0	50.0	64.3	20.0	30.4	0.0	24.5	28.0	25.0	21.6	27.2

**Table 3.3.3a: Voluntary / Community / Private Organisations Attached to Parent Organisations
– All Family Support Services (N)**

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Voluntary/Community	12	3	22	16	45	8	27	26	44	24	227
Private							2		3	2	7
Total	22	9	30	33	105	25	78	64	146	86	600

**Table 3.3.3b: Voluntary / Community / Private Organisations Attached to Parent Organisations
– All Family Support Services (%)**

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Voluntary/Community	54.5	37.5	73.3	50.0	42.9	32.0	40.9	41.9	31.4	29.6	39.8
Private							14.3		50.0	40.0	24.1
Total	54.5	37.5	73.3	50.0	42.9	32.0	37.2	41.9	32.2	30.2	39.0

**Table 3.4.1a: Legal Structure of Voluntary / Community and Private Organisations
– General Family Support Services (N)**

Legal Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Not-for-Profit company with charitable status	2		1		6	3	3	8	18	6	47
Not-for-Profit company without charitable status	9	6	14	25	25	14	19	16	45	21	194
For-Profit company with shares											
Unincorporated	4		1	3			3	5	3	3	22
Other	3	1			5	1	2	10	12	5	39
Total	18	7	16	28	36	18	27	39	78	35	302

**Table 3.4.1b Legal Structure of Voluntary / Community and Private Organisations
– General Family Support Services (%)**

Legal Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Not-for-Profit company with charitable status	11.1		6.3		16.7	16.7	11.1	20.5	23.1	17.1	15.6
Not-for-Profit company without charitable status	50.0	85.7	87.5	89.3	69.4	77.8	70.4	41.0	57.7	60.0	64.2
For-Profit company with shares											
Unincorporated	22.2		6.3	10.7			11.1	12.8	3.8	8.6	7.3
Other	16.7	14.3			13.9	5.6	7.4	25.6	15.4	14.3	12.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

**Table 3.4.2a: Legal Structure of Voluntary / Community and Private Organisations
– Childcare Family Support Services (N)**

Legal Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Not-for-Profit company with charitable status	2			2	8	2	8	1	13	5	41
Not-for-Profit company without charitable status	2	1	11	3	28	4	18	10	23	24	124
For-Profit company with shares							1		1		2
Unincorporated			1		9		6	6	10	7	39
Other		1	2		24	1	20	8	21	15	92
Total	4	2	14	5	69	7	53	25	68	51	298

**Table 3.4.2b: Legal Structure of Voluntary / Community and Private Organisations
– Childcare Family Support Services (%)**

Legal Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Not-for-Profit company with charitable status	50.0			40.0	11.6	28.6	15.1	4.0	19.1	9.8	13.8
Not-for-Profit company without charitable status	50.0	50.0	78.6	60.0	40.6	57.1	34.0	40.0	33.8	47.1	41.6
For-Profit company with shares							1.9		1.5		.7
Unincorporated			7.1		13.0		11.3	24.0	14.7	13.7	13.1
Other		50.0	14.3		34.8	14.3	37.7	32.0	30.9	29.4	30.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

**Table 3.5.1a: Management Committees in Voluntary / Community and Private Organisations
– General Family Support Services (N)**

Management Committee?	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Yes	18	7	16	26	32	16	27	36	76	35	289
No				2	4	2		3	2		13
Total	18	7	16	28	36	18	27	39	78	35	302

**Table 3.5.1b: Management Committees in Voluntary / Community and Private Organisations
– General Family Support Services (%)**

Management Committee?	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Yes	100.0	100.0	100.0	92.9	88.9	88.9	100.0	92.3	97.4	100.0	95.7
No				7.1	11.1	11.1		7.7	2.6		4.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

**Table 3.5.2a: Management Committees in Voluntary / Community and Private Organisations
– Childcare Family Support Services (N)**

Management Committee?	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Yes	4	2	12	5	65	5	40	21	64	44	262
No			2		4	2	13	4	4	7	36
Total	4	2	14	5	69	7	53	25	68	51	298

**Table 3.6.1a: Structures for User Representation in Voluntary / Community and Private Organisations
– General Family Support Services (N)**

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Representation on MC	4	3	6	11	25	7	16	20	46	22	160
Consumer panel	2	0	0	1	0	2	2	2	2	1	12
Other	7	1	4	11	11	6	10	21	29	10	110
Total	10	4	8	23	32	12	22	36	64	27	238

**Table 3.6.1b: Structures for User Representation in Voluntary / Community and Private Organisations
– General Family Support Services (%)**

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Representation on MC	22.2	42.9	37.5	39.3	69.4	38.9	59.3	51.3	59.0	62.9	53.0
Consumer panel	11.1	0.0	0.0	3.6	0.0	11.1	7.4	5.1	2.6	2.9	4.0
Other	38.9	14.3	25.0	39.3	30.6	33.3	37.0	53.8	37.2	28.6	36.4
Total	55.6	57.1	50.0	82.1	88.9	66.7	81.5	92.3	82.1	77.1	78.8

Note: Projects may have more than one kind of service user representation.

**Table 3.6.2a: Structures for User Representation in Voluntary / Community and Private Organisations
– Childcare Family Support Services (N)**

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Representation on MC	2	2	10	5	45	3	28	14	44	33	186
Consumer panel	0	0	0	0	2	0	0	0	3	4	9
Other	1	0	1	0	7	2	7	5	11	5	39
Total	3	2	11	5	51	4	33	19	51	37	216

**Table 3.6.2b: Structures for User Representation in Voluntary / Community and Private Organisations
– Childcare Family Support Services (%)**

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Representation on MC	50.0	100.0	71.4	100.0	65.2	42.9	52.8	56.0	64.7	64.7	62.4
Consumer panel	0.0	0.0	0.0	0.0	2.9	0.0	0.0	0.0	4.4	7.8	3.0
Other	25.0	0.0	7.1	0.0	10.1	28.6	13.2	20.0	16.2	9.8	13.1
Total	75.0	100.0	78.6	100.0	73.9	57.1	62.3	76.0	75.0	72.5	72.5

Note: Projects may have more than one kind of service user representation.

**Table 3.6.3a: Structures for User Representation in Voluntary / Community and Private Organisations
– All Family Support Services (N)**

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Representation on MC	6	5	16	16	70	10	44	34	90	55	346
Consumer panel	2	0	0	1	2	2	2	2	5	5	21
Other	8	1	5	11	18	8	17	26	40	15	149
Total	13	6	19	28	83	16	55	55	115	64	454

**Table 3.6.3b: Structures for User Representation in Voluntary / Community and Private Organisations
– All Family Support Services (%)**

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Representation on MC	27.3	55.6	53.3	48.5	66.7	40.0	55.0	53.1	61.6	64.0	57.7
Consumer panel	9.1	0.0	0.0	3.0	1.9	8.0	2.5	3.1	3.4	5.8	3.5
Other	36.4	11.1	16.7	33.3	17.1	32.0	21.3	40.6	27.4	17.4	24.8
Total	59.1	66.7	63.3	84.8	79.0	64.0	68.8	85.9	78.8	74.4	75.7

Note: Projects may have more than one kind of service user representation.

Table 3.7.1a: Structures for Service User Representation in Health Boards – General Family Support Services (N)

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Local advisory committee	0	1	0	5	4	1	10	1	2	1	25
Board of Management	0	0	0	4	1	1	5	0	1	1	13
Other structures	4	2	3	7	4	2	13	1	9	1	46
Total	4	2	3	13	5	2	23	1	11	1	65

Table 3.7.1b: Structures for Service User Representation in Health Boards – General Family Support Services (%)

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Local advisory committee	0.0	12.5	0.0	25.0	80.0	8.3	32.3	11.1	8.3	14.3	18.8
Board of Management	0.0	0.0	0.0	20.0	20.0	8.3	16.1	0.0	4.2	14.3	9.8
Other structures	44.4	25.0	37.5	35.0	80.0	16.7	41.9	11.1	37.5	14.3	34.6
Total	44.4	25.0	37.5	65.0	100.0	16.7	74.2	11.1	45.8	14.3	48.9

Note: Projects may have more than one kind of service user representation

Table 3.7.2a: Structures for Service User Representation in Health Boards – Childcare Family Support Services (N)

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Local advisory committee	0	0	1	0	1	1	0	0	0	0	3
Board of Management	0	0	1	0	1	1	0	0	0	0	3
Other structures	0	0	0	0	2	3	0	0	0	0	5
Total	0	0	1	0	3	4	0	0	0	0	8

Table 3.7.2b: Structures for Service User Representation in Health Boards – Childcare Family Support Services (%)

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Local advisory committee	0.0	0.0	50.0	0.0	33.3	20.0	0.0	0.0	0.0	0.0	25.0
Board of Management	0.0	0.0	50.0	0.0	33.3	20.0	0.0	0.0	0.0	0.0	25.0
Other structures	0.0	0.0	0.0	0.0	66.7	60.0	0.0	0.0	0.0	0.0	41.7
Total	0.0	0.0	50.0	0.0	100.0	80.0	0.0	0.0	0.0	0.0	66.7

Table 3.7.3a: Structures for Service User Representation in Health Boards – All Family Support Services (N)

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Local advisory committee	0	1	1	5	5	2	10	1	2	1	28
Board of Management	0	0	1	4	2	2	5	0	1	1	16
Other structures	4	2	3	7	6	5	13	1	9	1	51
Total	4	2	4	13	8	6	23	1	11	1	73

Table 3.7.3b: Structures for Service User Representation in Health Boards – All Family Support Services (%)

Type of Structure	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Local advisory committee	0.0	12.5	10.0	25.0	62.5	11.8	31.3	10.0	8.3	14.3	19.3
Board of Management	0.0	0.0	10.0	20.0	25.0	11.8	15.6	0.0	4.2	14.3	11.0
Other structures	44.4	25.0	30.0	35.0	75.0	29.4	40.6	10.0	37.5	14.3	35.2
Total	44.4	25.0	40.0	65.0	100.0	35.3	71.9	10.0	45.8	14.3	50.3

Section Four: Costs and Funding

Table 4.1.1a: Amount and Source of Funding for General Family Support Services in 2002 ('000 Euro).

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	5,985	3,888	3,912	5,833	4,117	3,023	7,110	3,351	6,578	2,154	45,951
Other Statutory*	1,198	2,379	2,607	4,138	1,749	1,084	2,492	4,372	4,080	3,347	27,445
Non-Statutory**	884	126	290	511	554	474	573	689	834	631	5,565
Surplus / Deficit	-2	70	227	562	77	43	89	459	411	96	2,032
Total	8,064	6,463	7,037	11,043	6,497	4,624	10,264	8,870	11,903	6,227	80,993
N providing details	19	11	23	50	42	25	52	38	92	38	390
N in sample	33	16	33	57	47	41	71	55	117	47	517
Total No. of services	61	37	70	68	67	60	74	75	166	82	760
Est HB Expenditure,€m	19.2	13.1	11.9	7.9	6.6	7.3	10.1	6.6	11.9	4.6	89.5
Est HB Exp. per person	39.46	39.17	20.50	23.00	29.49	32.19	26.62	19.47	20.45	10.98	22.86
Est Expenditure,€m	25.9	21.7	21.4	15.0	10.4	11.1	14.6	17.5	21.5	13.4	157.8
Est Exp. per person	53.17	65.12	36.88	43.54	46.53	49.25	38.43	51.55	37.01	31.73	40.29

Table 4.1.1b: Amount and Source of Funding for General Family Support Services in 2002 (%)

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	74.2	60.2	55.6	52.8	63.4	65.4	69.3	37.8	55.3	34.6	56.7
Other Statutory*	14.9	36.8	37.1	37.5	26.9	23.4	24.3	49.3	34.3	53.7	33.9
Non-Statutory**	11.0	1.9	4.1	4.6	8.5	10.3	5.6	7.8	7.0	10.1	6.9
Surplus / Deficit	0.0	1.1	3.2	5.1	1.2	0.9	0.9	5.2	3.5	1.5	2.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 4.1.1c: Average Amount and Source of Funding for General Family Support Services in 2002 ('000 Euro).

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	315	353	170	117	98	121	137	88	72	57	118
Other Statutory*	63	216	113	83	42	43	48	115	44	88	70
Non-Statutory**	47	11	13	10	13	19	11	18	9	17	14
Surplus / Deficit	0	6	10	11	2	2	2	12	4	3	5
Total	424	588	306	221	155	185	197	233	129	164	208

Table 4.1.2a: Amount and Source of Funding for Childcare Family Support Services in 2002 ('000 Euro).

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	815	32	1,285	160	840	93	860	375	626	389	5,475
Other Statutory*	578	105	367	868	630	125	857	629	1,673	739	6,572
Non-Statutory**	593	15	197	294	318	38	255	303	516	400	2,929
Surplus / Deficit	36	-25	-8	444	39	-54	221	172	114	-10	929
Total	2,022	127	1,841	1,767	1,827	201	2,193	1,479	2,929	1,519	15,905
N providing details	6	2	18	6	62	8	45	23	72	57	299
N in sample	6	2	19	6	81	15	65	28	81	67	370
Total No. of services	29	10	29	50	139	23	221	42	154	139	836
Est HB Expenditure,€m	n/a	n/a	2.1	n/a	1.9	n/a	4.2	0.7	1.3	0.9	15.3
Est HB Exp. per person	n/a	n/a	3.56	n/a	8.45	n/a	11.11	2.02	2.31	2.24	3.91
Est. Expenditure (€m)	n/a	n/a	3.0	n/a	4.1	n/a	10.8	2.7	6.3	3.7	44.5
Est. Exp. per person	n/a	n/a	5.11	n/a	18.39	n/a	28.34	7.96	10.79	8.74	11.35

Note: Expenditures for 4 Health Boards (NAHB, ECAHB, NEHB and MHB) cannot be estimated due to the small number of responses and their likely bias towards larger-scale services.

Table 4.1.2b: Amount and Source of Funding for Childcare Family Support Services in 2002 (%)

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	40.3	25.2	69.8	9.1	46.0	46.1	39.2	25.4	21.4	25.6	34.4
Other Statutory*	28.6	82.7	20.0	49.1	34.5	61.9	39.1	42.5	57.1	48.7	41.3
Non-Statutory**	29.3	11.8	10.7	16.6	17.4	18.8	11.6	20.5	17.6	26.3	18.4
Surplus / Deficit	1.8	-19.7	-0.5	25.1	2.1	-26.9	10.1	11.6	3.9	-0.7	5.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 4.1.2c: Average Amount and Source of Funding for Childcare Family Support Services in 2002 ('000 Euro).

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	n/a	n/a	71	n/a	14	n/a	19	16	9	7	18
Other Statutory*	n/a	n/a	20	n/a	10	n/a	19	27	23	13	22
Non-Statutory**	n/a	n/a	11	n/a	5	n/a	6	13	7	7	10
Surplus / Deficit	n/a	n/a	0	n/a	1	n/a	5	7	2	0	3
Total	n/a	n/a	102	n/a	29	n/a	49	64	41	27	53

Note: Average amounts of funding for 4 Health Boards (NAHB, ECAHB, NEHB and MHB) cannot be estimated due to the small number of responses and their likely bias towards larger-scale services.

* Other Statutory Funding includes funding from Government Departments, Statutory Agencies, Partnerships, LEADER, EU Programmes such as Peace II, etc.

** Non-Statutory funding includes grants from private and philanthropic organisations as well as fund-raising events, etc.

Table 4.1.3c: Average Amount and Source of Funding for All Family Support Services in 2002 ('000 Euro).

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	272	302	127	107	48	94	82	61	44	27	75
Other Statutory*	71	191	73	89	23	37	35	82	35	43	49
Non-Statutory**	59	11	12	14	8	16	9	16	8	11	12
Surplus / Deficit	1	3	5	18	1	0	3	10	3	1	4
Total	403	507	217	229	80	146	128	170	90	82	141

* Other Statutory Funding includes funding from Government Departments, Statutory Agencies, Partnerships, LEADER, EU Programmes such as Peace II, etc.

** Non-Statutory funding includes grants from private and philanthropic organisations as well as fund-raising events, etc.

**Table 4.2.1a: Other Funding Sources for Voluntary / Community / Private Organisations in 2002
– General Family Support Services (N)***

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Dept. Social & Family Affairs / Family Support Agency	4	3	6	10	14	8	9	15	18	13	100
Dept. Justice Equality & Law Reform	3	1	3	8	6	6	7	7	18	11	70
Dept. Education & Science	3	2	6	5	2	1	3	6	5	6	39
Dept. Arts Tourism & Sport				1	1			1	3	1	7
Dept. Community Rural & Gaeltacht Affairs	1	1	1	2	3	1	2	5	9	9	34
Health Boards	6	3	3	4	7	5	13	8	17	8	74
City/County Council	2	1	3	6	8	2	7	6	9	8	52
Family Support Agency	1		2	1	1		1	4	4	5	19
Udarás na Gaeltachta					1				2		3
EU Programme	1	1	1	8	3	1	1	1	3	2	22
Local Drugs Task Force	1	3	4		1			1	7		17
National / Regional Youth Agency			1	2	1		1	2	4	1	12
VEC	1	2	2	8	7	3	8	10	18	16	75
ADM	3	3	4	6		3	5	8	11	11	54
Partnership Company			1	5	9	1	1	3	11	4	35
Garda Síochána			1	2	1	2			1	1	8
National Voluntary Agency				1							1
Charitable Trust	1		1	1	2	1	2	5	6	6	25
Ireland Fund	1		1	1	2	1	2	1	4	1	14
Other	6	1	5	7	14	4	9	18	23	11	98
Total with additional funding**	13	6	14	22	30	15	20	31	59	29	239
Total voluntary, community and private services	18	7	16	28	36	18	27	39	78	35	302

Note: Based on family support services which supplied complete financial data.

*All voluntary / community and private organisations are in receipt of Health Board funding since that is one of the criteria for inclusion in the census.

** Services can have more than one additional funding source.

**Table 4.2.1b: Other Funding Sources for Voluntary / Community / Private Organisations in 2002
– General Family Support Services (%)***

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Dept. Social & Family Affairs / Family Support Agency	22.2	42.9	37.5	35.7	38.9	44.4	33.3	38.5	23.1	37.1	33.1
Dept. Justice Equality & Law Reform	16.7	14.3	18.8	28.6	16.7	33.3	25.9	17.9	23.1	31.4	23.2
Dept. Education & Science	16.7	28.6	37.5	17.9	5.6	5.6	11.1	15.4	6.4	17.1	12.9
Dept. Arts Tourism & Sport	0.0	0.0	0.0	3.6	2.8	0.0	0.0	2.6	3.8	2.9	2.3
Dept. Community Rural & Gaeltacht Affairs	5.6	14.3	6.3	7.1	8.3	5.6	7.4	12.8	11.5	25.7	11.3
Health Boards	33.3	42.9	18.8	14.3	19.4	27.8	48.1	20.5	21.8	22.9	24.5
City/County Council	11.1	14.3	18.8	21.4	22.2	11.1	25.9	15.4	11.5	22.9	17.2
Family Support Agency	5.6	0.0	12.5	3.6	2.8	0.0	3.7	10.3	5.1	14.3	6.3
Udarás na Gaeltachta	0.0	0.0	0.0	0.0	2.8	0.0	0.0	0.0	2.6	0.0	1.0
EU Programme	5.6	14.3	6.3	28.6	8.3	5.6	3.7	2.6	3.8	5.7	7.3
Local Drugs Task Force	5.6	42.9	25.0	0.0	2.8	0.0	0.0	2.6	9.0	0.0	5.6
National / Regional Youth Agency	0.0	0.0	6.3	7.1	2.8	0.0	3.7	5.1	5.1	2.9	4.0
VEC	5.6	28.6	12.5	28.6	19.4	16.7	29.6	25.6	23.1	45.7	24.8
ADM	16.7	42.9	25.0	21.4	0.0	16.7	18.5	20.5	14.1	31.4	17.9
Partnership Company	0.0	0.0	6.3	17.9	25.0	5.6	3.7	7.7	14.1	11.4	11.6
Garda Síochána	0.0	0.0	6.3	7.1	2.8	11.1	0.0	0.0	1.3	2.9	2.6
National Voluntary Agency	0.0	0.0	0.0	3.6	0.0	0.0	0.0	0.0	0.0	0.0	0.3
Charitable Trust	5.6	0.0	6.3	3.6	5.6	5.6	7.4	12.8	7.7	17.1	8.3
Ireland Fund	5.6	0.0	6.3	3.6	5.6	5.6	7.4	2.6	5.1	2.9	4.6
Other	33.3	14.3	31.3	25.0	38.9	22.2	33.3	46.2	29.5	31.4	32.5
Total	72.2	85.7	87.5	78.6	83.3	83.3	74.1	79.5	75.6	82.9	79.1

Note: Based on family support services which supplied complete financial data.

*All voluntary / community and private organisations are in receipt of Health Board funding since that is one of the criteria for inclusion in the census.

** Services can have more than one additional funding source.

**Table 4.2.2a: Other Funding Sources for Voluntary / Community / Private Organisations in 2002
– Childcare Family Support Services (N)***

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Dept. Social & Family Affairs / Family Support Agency		1	2	1	3	1	1	2	6		17
Dept. Justice Equality & Law Reform	1	1	4	5	16	1	20	6	16	11	81
Dept. Education & Science			2				5			1	8
Dept. Arts Tourism & Sport											0
Dept. Community Rural & Gaeltacht Affairs			1						1		2
Health Boards	2		2	2	4		7	2	16	4	39
City/County Council			1					1	3	2	7
Family Support Agency											0
Udarás na Gaeltachta					8		3		1		12
EU Programme							1	1		1	3
Local Drugs Task Force	1										1
National / Regional Youth Agency					2						2
VEC	1		1		4	1	1	1	5	2	16
ADM	2	1	2	1	9		7	6	8	6	42
Partnership Company	1		2	3	6		5		3	1	21
Garda Síochána											0
National Voluntary Agency											0
Charitable Trust			4		6	1		3	5	8	27
Ireland Fund											0
Other	2		1	3	19	2	6	10	19	9	71
Total with additional funding**	3	1	9	5	49	4	36	18	46	31	202
Total voluntary, community and private services	4	2	14	5	69	7	53	25	68	51	298

Note: Based on family services which supplied complete financial data.

*All voluntary / community and private organisations are in receipt of Health Board funding since that is one of the criteria for inclusion in the census.

** Services can have more than one additional funding source

**Table 4.2.2b: Other Funding Sources for Voluntary / Community / Private Organisations in 2002
– Childcare Family Support Services (%)***

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Dept. Social & Family Affairs / Family Support Agency	0.0	50.0	14.3	20.0	4.3	14.3	1.9	8.0	8.8	0.0	5.7
Dept. Justice Equality & Law Reform	25.0	50.0	28.6	100.0	23.2	14.3	37.7	24.0	23.5	21.6	27.2
Dept. Education & Science	0.0	0.0	14.3	0.0	0.0	0.0	9.4	0.0	0.0	2.0	2.7
Dept. Arts Tourism & Sport	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Dept. Community Rural & Gaeltacht Affairs	0.0	0.0	7.1	0.0	0.0	0.0	0.0	0.0	1.5	0.0	0.7
Health Boards	50.0	0.0	14.3	40.0	5.8	0.0	13.2	8.0	23.5	7.8	13.1
City/County Council	0.0	0.0	7.1	0.0	0.0	0.0	0.0	4.0	4.4	3.9	2.3
Family Support Agency	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Udarás na Gaeltachta	0.0	0.0	0.0	0.0	11.6	0.0	5.7	0.0	1.5	0.0	4.0
EU Programme	0.0	0.0	0.0	0.0	0.0	0.0	1.9	4.0	0.0	2.0	1.0
Local Drugs Task Force	25.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
National / Regional Youth Agency	0.0	0.0	0.0	0.0	2.9	0.0	0.0	0.0	0.0	0.0	0.7
VEC	25.0	0.0	7.1	0.0	5.8	14.3	1.9	4.0	7.4	3.9	5.4
ADM	50.0	50.0	14.3	20.0	13.0	0.0	13.2	24.0	11.8	11.8	14.1
Partnership Company	25.0	0.0	14.3	60.0	8.7	0.0	9.4	0.0	4.4	2.0	7.0
Garda Síochána	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
National Voluntary Agency	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Charitable Trust	0.0	0.0	28.6	0.0	8.7	14.3	0.0	12.0	7.4	15.7	9.1
Ireland Fund	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	50.0	0.0	7.1	60.0	27.5	28.6	11.3	40.0	27.9	17.6	23.8
Total	75.0	50.0	64.3	100.0	71.0	57.1	67.9	72.0	67.6	60.8	67.8

Note: Based on family services which supplied complete financial data.

*All voluntary / community and private organisations are in receipt of Health Board funding since that is one of the criteria for inclusion in the census.

** Services can have more than one additional funding source.

**Table 4.2.3a: Other Funding Sources for Voluntary / Community / Private Organisations in 2002
– All Family Support Services (N)***

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Dept. Social & Family Affairs / Family Support Agency	4	4	8	11	17	9	10	17	24	13	117
Dept. Justice Equality & Law Reform	4	2	7	13	22	7	27	13	34	22	151
Dept. Education & Science	3	2	8	5	2	1	8	6	5	7	47
Dept. Arts Tourism & Sport				1	1			1	3	1	7
Dept. Community Rural & Gaeltacht Affairs	1	1	2	2	3	1	2	5	10	9	36
Health Boards	8	3	5	6	11	5	20	10	33	12	113
City/County Council	2	1	4	6	8	2	7	7	12	10	59
Family Support Agency	1		2	1	1		1	4	4	5	19
Udarás na Gaeltachta					9		3		3		15
EU Programme	1	1	1	8	3	1	2	2	3	3	25
Local Drugs Task Force	2	3	4		1			1	7		18
National / Regional Youth Agency			1	2	3		1	2	4	1	14
VEC	2	2	3	8	11	4	9	11	23	18	91
ADM	5	4	6	7	9	3	12	14	19	17	96
Partnership Company	1		3	8	15	1	6	3	14	5	56
Garda Síochána			1	2	1	2			1	1	8
National Voluntary Agency				1							1
Charitable Trust	1		5	1	8	2	2	8	11	14	52
Ireland Fund	1		1	1	2	1	2	1	4	1	14
Other	8	1	6	10	33	6	15	28	42	20	169
Total with additional funding**	16	7	23	27	79	19	56	49	105	60	441
Total voluntary, community and private services	22	9	30	33	105	25	80	64	146	86	600

Note: Based on family support services which supplied complete financial data.

*All voluntary / community and private organisations are in receipt of Health Board funding since that is one of the criteria for inclusion in the census.

** Services can have more than one additional funding source

**Table 4.2.3b: Other Funding Sources for Voluntary / Community / Private Organisations in 2002
– All Family Support Services (%)***

Source of Funding	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Dept. Social & Family Affairs / Family Support Agency	18.2	44.4	26.7	33.3	16.2	36.0	12.5	26.6	16.4	15.1	19.5
Dept. Justice Equality & Law Reform	18.2	22.2	23.3	39.4	21.0	28.0	33.8	20.3	23.3	25.6	25.2
Dept. Education & Science	13.6	22.2	26.7	15.2	1.9	4.0	10.0	9.4	3.4	8.1	7.8
Dept. Arts Tourism & Sport	0.0	0.0	0.0	3.0	1.0	0.0	0.0	1.6	2.1	1.2	1.2
Dept. Community Rural & Gaeltacht Affairs	4.5	11.1	6.7	6.1	2.9	4.0	2.5	7.8	6.8	10.5	6.0
Health Boards	36.4	33.3	16.7	18.2	10.5	20.0	25.0	15.6	22.6	14.0	18.8
City/County Council	9.1	11.1	13.3	18.2	7.6	8.0	8.8	10.9	8.2	11.6	9.8
Family Support Agency	4.5	0.0	6.7	3.0	1.0	0.0	1.3	6.3	2.7	5.8	3.2
Udarás na Gaeltachta	0.0	0.0	0.0	0.0	8.6	0.0	3.8	0.0	2.1	0.0	2.5
EU Programme	4.5	11.1	3.3	24.2	2.9	4.0	2.5	3.1	2.1	3.5	4.2
Local Drugs Task Force	9.1	33.3	13.3	0.0	1.0	0.0	0.0	1.6	4.8	0.0	3.0
National / Regional Youth Agency	0.0	0.0	3.3	6.1	2.9	0.0	1.3	3.1	2.7	1.2	2.3
VEC	9.1	22.2	10.0	24.2	10.5	16.0	11.3	17.2	15.8	20.9	15.2
ADM	22.7	44.4	20.0	21.2	8.6	12.0	15.0	21.9	13.0	19.8	16.0
Partnership Company	4.5	0.0	10.0	24.2	14.3	4.0	7.5	4.7	9.6	5.8	9.3
Garda Síochána	0.0	0.0	3.3	6.1	1.0	8.0	0.0	0.0	0.7	1.2	1.3
National Voluntary Agency	0.0	0.0	0.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
Charitable Trust	4.5	0.0	16.7	3.0	7.6	8.0	2.5	12.5	7.5	16.3	8.7
Ireland Fund	4.5	0.0	3.3	3.0	1.9	4.0	2.5	1.6	2.7	1.2	2.3
Other	36.4	11.1	20.0	30.3	31.4	24.0	18.8	43.8	28.8	23.3	28.2
Total	72.7	77.8	76.7	81.8	75.2	76.0	70.0	76.6	71.9	69.8	73.5

Note: Based on family support services which supplied complete financial data.

*All voluntary / community and private organisations are in receipt of Health Board funding since that is one of the criteria for inclusion in the census.

** Services can have more than one additional funding source.

Table 4.3.1c: Average Expenditure by Type of Organisation Delivering General Family Support Services ('000 Euro)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	650	655	44	367	197	334	217	108	223	255	285
Voluntary/Community	509	618	374	149	157	143	202	262	122	158	206
Joint Health Board & Voluntary/ Community	159	0	173	28	132	310	84	12	41	76	125
Private	0	135	0	300	0	0	200	0	52	0	105
Other	0	0	343	0	1	45	240	81	90	254	149
Total	424	588	306	221	155	185	197	233	129	164	208

Table 4.3.2a: Total Expenditure by Type of Organisation Delivering Childcare Family Support Services ('000 Euro)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board			205		228	28	12	27			501
Voluntary/Community	1,663	127	1,350	1,620	1,518	133	1,866	1,398	2,677	1,062	13,414
Joint Health Board & Voluntary/ Community	136		255	148	44	40	286	53	186	178	1,327
Private							21	2		2	25
Other	222		31		37		8		66	276	639
Total	2,022	127	1,841	1,767	1,827	201	2,193	1,479	2,929	1,519	15,905

Table 4.3.2b: Total Expenditure by Type of Organisation Delivering Childcare Family Support Services (%)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board			11.2		12.5	14.0	0.5	1.8			3.1
Voluntary/Community	82.3	100.0	73.3	91.7	83.1	66.1	85.1	94.5	91.4	69.9	84.3
Joint Health Board & Voluntary/ Community	6.7		13.9	8.3	2.4	19.9	13.0	3.6	6.3	11.7	8.3
Private							1.0	0.1		0.2	0.2
Other	11.0		1.7		2.0		0.3		2.3	18.2	4.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 4.3.2c: Average Expenditure by Type of Organisation Delivering Childcare Family Support Services ('000 Euro)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board			103		114	14	12	27			63
Voluntary/Community	416	64	104	324	28	27	55	74	45	25	56
Joint Health Board & Voluntary/ Community	136		128	148	15	40	36	27	21	22	38
Private							21	2		1	4
Other	222		31		18		8		22	92	58
Total	337 *	64 *	102	295 *	29	25 *	49	64	41	27	53

Note: Based on the averages for other Health Boards, due to lack of data for NAHB, ECAHB, NEHB and MHB (see note to Table 4.1.2a).

Table 4.3.3a: Total Expenditure by Type of Organisation Delivering All Family Support Services ('000 Euro)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	650	2,619	249	6,606	1,016	1,030	3,919	350	3,561	766	20,767
Voluntary/Community	8,283	3,836	6,961	5,646	6,699	2,424	6,319	9,772	10,005	5,789	65,734
Joint Health Board & Voluntary/ Community	931		1,293	260	571	1,280	792	65	348	405	5,946
Private		135		300			221	2	314	2	973
Other	222		374		38	91	1,205	161	604	783	3,478
Total	10,086	6,590	8,878	12,811	8,324	4,825	12,457	10,350	14,832	7,746	96,898

Table 4.3.3b: Total Expenditure by Type of Organisation Delivering All Family Support Services (%)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	6.4	39.7	2.8	51.6	12.2	21.3	31.5	3.4	24.0	9.9	21.4
Voluntary/Community	82.1	58.2	78.4	44.1	80.5	50.2	50.7	94.4	67.5	74.7	67.8
Joint Health Board & Voluntary/ Community	9.2		14.6	2.0	6.9	26.5	6.4	0.6	2.3	5.2	6.1
Private		2.0		2.3			1.8	0.0	2.1	0.0	1.0
Other	2.2		4.2		0.5	1.9	9.7	1.6	4.1	10.1	3.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 4.3.3c: Average Expenditure by Type of Organisation Delivering All Family Support Services ('000 Euro)

Type of Organisation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board	650	655	83	367	169	206	206	88	223	255	263
Voluntary/Community	487	480	249	176	76	115	113	192	83	80	133
Joint Health Board & Voluntary/ Community	155		162	52	82	256	57	22	27	37	83
Private		135		300			111	2	52	1	65
Other	222		187		13	45	201	81	67	157	116
Total	403	507	217	229	80	146	128	170	90	82	141

Table 4.4: Voluntary / Community and Private Organisations Having Formal Contract with Health Board

Type of Contract	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Service Agreement		1		2	1		2	1	3	1	11
Letter of Agreement								1			1
Other	2	1	2	1	3		1		2		12
Total with Contract	2	2	2	3	4	0	3	2	5	1	24
Total Organisations	22	9	30	33	105	25	80	64	146	86	600
Total with Contract %	9.1	22.2	6.7	9.1	3.8	0.0	3.8	3.1	3.4	1.2	4.0

Table 4.5.1a: Staff and Non-Staff Costs of General Family Support Services in 2002 ('000 Euro)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	5,294	3,430	3,490	8,189	4,210	2,536	7,452	6,560	6,389	4,248	51,796
Non-Staff costs	2,029	1,229	2,024	3,477	2,180	931	2,285	2,294	3,625	1,443	21,516
Balance	728	255	501	-730	98	224	238	-422	744	520	2,156
Total	8,050	4,914	6,015	10,935	6,488	3,690	9,975	8,431	10,759	6,211	75,468
N providing details	18	10	21	47	39	23	49	35	77	35	354
N in sample	33	16	33	57	47	41	71	55	117	47	517

Table 4.5.1b: Staff and Non-Staff Costs of General Family Support Services in 2002 (%)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	65.8	69.8	58.0	74.9	64.9	68.7	74.7	77.8	59.4	68.4	68.6
Non-Staff costs	25.2	25.0	33.6	31.8	33.6	25.2	22.9	27.2	33.7	23.2	28.5
Balance	9.0	5.2	8.3	-6.7	1.5	6.1	2.4	-5.0	6.9	8.4	2.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 4.5.1c: Average Staff and Non-Staff Costs of General Family Support Services in 2002 ('000 Euro)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	294	343	166	174	108	110	152	187	83	121	146
Non-Staff costs	113	123	96	74	56	40	47	66	47	41	61
Balance	40	26	24	-16	3	10	5	-12	10	15	6
Total	447	491	286	233	166	160	204	241	140	177	213

Table 4.5.2a: Staff and Non-Staff Costs of Childcare Family Support Services in 2002 ('000 Euro)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	1,626	206	1,574	658	1,333	193	1,128	1,317	1,981	1,021	11,038
Non-Staff costs	443	33	292	494	400	32	637	226	701	502	3,760
Balance	-47	-112	-25	615	-66	-64	37	-91	-166	-31	50
Total	2,022	127	1,841	1,767	1,667	161	1,802	1,452	2,515	1,493	14,848
N providing details	6	2	18	6	49	7	43	22	61	48	262
N in sample	6	2	19	6	81	15	65	28	81	67	370

Table 4.5.2b: Staff and Non-Staff Costs of Childcare Family Support Services in 2002 (%)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	80.4	162.2	85.5	37.3	80.0	119.7	62.6	90.7	78.8	68.4	74.3
Non-Staff costs	21.9	26.0	15.9	27.9	24.0	20.0	35.3	15.6	27.9	33.7	25.3
Balance	-2.3	-88.2	-1.4	34.8	-3.9	-39.7	2.0	-6.2	-6.6	-2.1	0.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 4.5.2c: Average Staff and Non-Staff Costs of Childcare Family Support Services in 2002 ('000 Euro)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	271	103	87	110	27	28	26	60	32	21	42
Non-Staff costs	74	17	16	82	8	5	15	10	11	10	14
Balance	-8	-56	-1	103	-1	-9	1	-4	-3	-1	0
Total	337	64	102	295	34	23	42	66	41	31	57

Table 4.5.3a: Staff and Non-Staff Costs of All Family Support Services in 2002 ('000 Euro)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	6,919	3,636	5,064	8,847	5,543	2,728	8,580	7,877	8,370	5,269	62,834
Non-Staff costs	2,471	1,262	2,316	3,971	2,580	963	2,922	2,520	4,326	1,945	25,275
Balance	681	143	476	-115	33	160	274	-513	578	489	2,206
Total	10,072	5,041	7,856	12,703	8,155	3,851	11,776	9,884	13,274	7,703	90,316
N providing details	24	12	39	53	88	30	92	57	138	83	616
N in sample	39	18	52	63	128	56	136	83	198	114	887

Table 4.5.3b: Staff and Non-Staff Costs of All Family Support Services in 2002 (%)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	68.7	72.1	64.5	69.6	68.0	70.8	72.9	79.7	63.1	68.4	69.6
Non-Staff costs	24.5	25.0	29.5	31.3	31.6	25.0	24.8	25.5	32.6	25.3	28.0
Balance	6.8	2.8	6.1	-0.9	0.4	4.2	2.3	-5.2	4.4	6.3	2.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 4.5.3c: Average Staff and Non-Staff Costs of All Family Support Services in 2002 ('000 Euro)

Costs	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Staff costs	288	303	130	167	63	91	93	138	61	63	102
Non-Staff costs	103	105	59	75	29	32	32	44	31	23	41
Balance	28	12	12	-2	0	5	3	-9	4	6	4
Total	420	420	201	240	93	128	128	173	96	93	147

Table 4.6: Variation in the Cost for each Type of Family Support in 2002

Type of Service	under 50k	50k – 200k	200k – 1m	over 1m	Total No.	Average (€ 000)	Total (€ 000)
General Family Support Services							
Family Support Projects and Centres	31	53	31	3	118	178	21,049
Residential Family Support Services		6	1		7	157	1,096
Day Foster Care	1	2	1		4	116	465
Respite Care			1		1	284	284
Parent Support & Education Programmes	7	16	9	1	33	242	7,973
Family Support Workers in Health Board	4	9	1		14	122	1,703
Family Welfare Conferences		6	3	1	10	269	2,695
Family Support Services for Asylum Seekers		2	1	1	4	1,028	4,111
Family Support Services for Travellers	2	3	2	2	9	403	3,629
Traveller Health Initiatives	4	2	3		9	310	2,788
Services for domestic violence	3	11	21	1	36	333	11,972
Home Management Advisory Services		6	2		8	149	1,193
Springboard Projects	1	3	12		16	253	4,053
Teen Parent Projects	1	4			5	85	423
After-school and out-of-school services	10	4	2		16	69	1,105
Community Child Care Workers in Health Board	4	6	5		15	149	2,240
Youth Services	6	25	13		44	162	7,149
Services for young people misusing drugs	4	1	1		6	109	657
Youth Homeless Service		1	1		2	347	694
Teenage Health Initiative	2	3	1		6	114	683
Community Development Projects	6	11	10		27	186	5,030
Childcare Family Support Services							
Pre-school services and nurseries	167	43	27		237	61	14,540
Parent & Toddler Services	60		2		62	22	1,365
Total	313	217	150	9	689	141	96,898

Note: Based on services which supplied complete financial data.

Table 4.7.1a: Variation in the Cost of Family Support Services in 2002 – General Family Support Services (N)

Cost Range	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
under 50,000	2		4	12	9	5	6	5	31	12	86
50,000 – 200,000	3	4	8	24	23	13	30	16	38	15	174
200,000 – 1million	12	5	9	13	9	6	16	17	23	11	121
1million and over	2	2	2	1	1	1					9
Total	19	11	23	50	42	25	52	38	92	38	390

Note: Based on services which supplied complete financial data.

Table 4.7.1b: Variation in the Cost of Family Support Services in 2002 – General Family Support Services (%)

Cost Range	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
under 50,000	10.5		17.4	24.0	21.4	20.0	11.5	13.2	33.7	31.6	22.1
50,000 – 200,000	15.8	36.4	34.8	48.0	54.8	52.0	57.7	42.1	41.3	39.5	44.6
200,000 – 1million	63.2	45.5	39.1	26.0	21.4	24.0	30.8	44.7	25.0	28.9	31.0
1million and over	10.5	18.2	8.7	2.0	2.4	4.0					2.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note: Based on services which supplied complete financial data.

Table 4.7.2a: Variation in the Cost of Family Support Services in 2002 – Childcare Family Support Services (N)

Cost Range	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
under 50,000		1	6		52	7	39	17	56	49	227
50,000 – 200,000	1	1	8	2	7	1	3	4	11	5	43
200,000 – 1million	5		4	4	3		3	2	5	3	29
1million and over											
Total	6	2	18	6	62	8	45	23	72	57	299

Note: Based on services which supplied complete financial data.

Table 4.7.2b: Variation in the Cost of Family Support Services in 2002 – Childcare Family Support Services (%)

Cost Range	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
under 50,000		50.0	33.3		83.9	87.5	86.7	73.9	77.8	86.0	75.9
50,000 – 200,000	16.7	50.0	44.4	33.3	11.3	12.5	6.7	17.4	15.3	8.8	14.4
200,000 – 1million	83.3		22.2	66.7	4.8		6.7	8.7	6.9	5.3	9.7
1million and over											
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note: Based on services which supplied complete financial data.

Table 4.7.3a: Variation in the Cost of Family Support Services in 2002 – All Family Support Services (N)

Cost Range	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
under 50,000	2	1	10	12	61	12	45	22	87	61	313
50,000 – 200,000	4	5	16	26	30	14	33	20	49	20	217
200,000 – 1million	17	5	13	17	12	6	19	19	28	14	150
1million and over	2	2	2	1	1	1					9
Total	25	13	41	56	104	33	97	61	164	95	689

Note: Based on services which supplied complete financial data.

Table 4.7.3b: Variation in the Cost of Family Support Services in 2002 – All Family Support Services (%)

Cost Range	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
under 50,000	8.0	7.7	24.4	21.4	58.7	36.4	46.4	36.1	53.0	64.2	45.4
50,000 – 200,000	16.0	38.5	39.0	46.4	28.8	42.4	34.0	32.8	29.9	21.1	31.5
200,000 – 1million	68.0	38.5	31.7	30.4	11.5	18.2	19.6	31.1	17.1	14.7	21.8
1million and over	8.0	15.4	4.9	1.8	1.0	3.0					1.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note: Based on services which supplied complete financial data.

Section Five: Staffing

Table 5.1.1a: Personnel Working in General Family Support Services at the end of 2002 (N)

Staff Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	212	98	158	215	133	127	249	191	310	103	1,796
Part-time paid	82	67	113	87	75	100	159	134	271	164	1,252
CE*, JI**, SE***	47	91	26	73	245	242	15	245	268	138	1,390
Volunteers	260	171	76	73	824	86	563	314	1289	915	4,571
Student Placements	14	5	23	22	69	37	40	26	74	40	350
Other	12	8	14	9	27	9	35	16	55	6	191
Total	627	440	410	479	1373	601	1061	926	2267	1366	9,550
Total FTE	348	223	256	321	523	331	496	470	934	494	4,395

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

* FTE: Full-Time Equivalents: FT = 1 / PT, CE JI SE = .5 / Volunteers, Students, Other = .25.

Table 5.1.1b: Personnel Working in General Family Support Services at the end of 2002 (%)

Staff Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	34	22	39	45	10	21	23	21	14	8	19
Part-time paid	13	15	28	18	5	17	15	14	12	12	13
CE*, JI**, SE***	7	21	6	15	18	40	1	26	12	10	15
Volunteers	41	39	19	15	60	14	53	34	57	67	48
Student Placements	2	1	6	5	5	6	4	3	3	3	4
Other	2	2	3	2	2	1	3	2	2	0	2
Total	100	100	100	100	100	100	100	100	100	100	100

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

Table 5.1.2a: Personnel Working in Childcare Family Support Services at the end of 2002 (N)

Staff Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	45	4	52	22	58	15	94	32	76	62	460
Part-time paid	32	5	31	3	82	11	86	91	99	88	528
CE*, JI**, SE***	31	10	38	23	44	9	20	55	94	36	360
Volunteers	1	0	22	0	73	6	49	205	174	62	592
Student Placements	24	3	22	1	54	8	41	36	43	39	271
Other	0	0	1	0	1	1	12	5	0	1	21
Total	133	22	166	49	312	50	302	424	486	288	2,232
Total FTE	83	12	98	35	153	29	173	167	227	150	1125

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

* FTE: Full-Time Equivalents: FT = 1 / PT, CE JI SE = .5 / Volunteers, Students, Other = .25.

Table 5.1.2b: Personnel Working in Childcare Family Support Services at the end of 2002 (%)

Staff Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	34	18	31	45	19	30	31	8	16	22	21
Part-time paid	24	23	19	6	26	22	28	21	20	31	24
CE*, JI**, SE***	23	45	23	47	14	18	7	13	19	13	16
Volunteers	1	0	13	0	23	12	16	48	36	22	27
Student Placements	18	14	13	2	17	16	14	8	9	14	12
Other	0	0	1	0	0	2	4	1	0	0	1
Total	100	100	100	100	100	100	100	100	100	100	100

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

Table 5.1.3a: Personnel Working in All Family Support Services at the end of 2002 (N)

Staff Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	257	102	210	237	191	142	343	223	386	165	2,256
Part-time paid	114	72	144	90	157	111	245	225	370	252	1,780
CE*, JI**, SE***	78	101	64	96	289	251	35	300	362	174	1,750
Volunteers	261	171	98	73	897	92	612	519	1463	977	5,163
Student Placements	38	8	45	23	123	45	81	62	117	79	621
Other	12	8	15	9	28	10	47	21	55	7	212
Total	760	462	576	528	1685	651	1363	1350	2753	1654	11,782
Total FTE	431	235	354	356	676	360	668	636	1161	644	5520

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

* FTE: Full-Time Equivalents: FT = 1 / PT, CE JI SE = .5 / Volunteers, Students, Other = .25.

Table 5.1.3b: Personnel Working in All Family Support Services at the end of 2002 (%)

Staff Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	34	22	36	45	11	22	25	17	14	10	19
Part-time paid	15	16	25	17	9	17	18	17	13	15	15
CE*, JI**, SE***	10	22	11	18	17	39	3	22	13	11	15
Volunteers	34	37	17	14	53	14	45	38	53	59	44
Student Placements	5	2	8	4	7	7	6	5	4	5	5
Other	2	2	3	2	2	2	3	2	2	0	2
Total	100	100	100	100	100	100	100	100	100	100	100

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

Table 5.2.1a: Positions Vacant in General Family Support Services at end 2002 (N)

Category of Personnel	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	60	2	28	40	2	13	13	9	6	2	175
Part-time paid	1	21	5	1	2	6	8	2	12	5	63
CE*, JI**, SE***	0	0	1	6	7	12	0	4	3	3	36
Volunteers	0	0	0	7	5	2	0	12	2	6	34
Student Placements	0	0	0	1	3	6	3	0	2	0	15
Other	0	0	0	0	0	0	0	0	0	0	0
Total	61	23	34	55	19	39	24	27	25	16	323
Total FTE	61	13	31	46	9	24	18	15	15	8	237

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

* FTE: Full-Time Equivalents: FT = 1 / PT, CE JI SE = .5 / Volunteers, Students, Other = .25.

Table 5.2.1b: Positions Vacant in General Family Support Services end 2002 as Percent of Total Positions (%)

Category of Personnel	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	28	2	18	19	2	10	5	5	2	2	10
Part-time paid	1	31	4	1	3	6	5	1	4	3	5
CE*, JI**, SE***	0	0	4	8	3	5	0	2	1	2	3
Volunteers	0	0	0	10	1	2	0	4	0	1	1
Student Placements	0	0	0	5	4	16	8	0	3	0	4
Other			0	0	0	0	0	0	0	0	0
Total Vacancy Rate	10	5	8	11	1	6	2	3	1	1	3
FTE Vacancy Rate	17	6	12	14	2	7	4	3	2	2	5

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

Table 5.2.2a: Positions Vacant in Childcare Family Support Services at end 2002 (N)

Category of Personnel	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	0	0	2	2	1	1	0	1	0	3	10
Part-time paid	0	3	2	0	1	0	3	3	5	1	18
CE*, JI**, SE***	7	0	1	0	0	0	1	0	2	2	13
Volunteers	0	0	0	0	1	0	1	3	4	9	18
Student Placements	0	0	4	0	0	0	1	2	2	6	15
Other	0	0	0	0	0	0	0	1	0	0	1
Total	7	3	9	2	3	1	6	10	13	21	75
Total FTE	4	2	5	2	2	1	3	4	5	8	34

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

* FTE: Full-Time Equivalents: FT = 1 / PT, CE JI SE = .5 / Volunteers, Students, Other = .25.

Table 5.2.2b: Positions Vacant in Childcare Family Support Services end 2002 as Percent of Total Positions (%)

Category of Personnel	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	0	0	4	9	2	7	0	3	0	5	2
Part-time paid	0	60	6	0	1	0	3	3	5	1	3
CE*, JI**, SE***	23	0	3	0	0	0	5	0	2	6	4
Volunteers	0		0		1	0	2	1	2	15	3
Student Placements	0	0	18	0	0	0	2	6	5	15	6
Other			0		0	0	0	20		0	5
Total Vacancy Rate	5	14	5	4	1	2	2	2	3	7	3
FTE Vacancy Rate	4	12	5	6	1	3	1	2	2	6	3

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

Table 5.2.3a: Positions Vacant in All Family Support Services at end 2002 (N)

Category of Personnel	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	60	2	30	42	3	14	13	10	6	5	185
Part-time paid	1	24	7	1	3	6	11	5	17	6	81
CE*, JI**, SE***	7	0	2	6	7	12	1	4	5	5	49
Volunteers	0	0	0	7	6	2	1	15	6	15	52
Student Placements	0	0	4	1	3	6	4	2	4	6	30
Other	0	0	0	0	0	0	0	1	0	0	1
Total	68	26	43	57	22	40	30	37	38	37	398
Total FTE	64	14	36	48	10	25	20	19	20	16	271

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

* FTE: Full-Time Equivalents: FT = 1 / PT, CE JI SE = .5 / Volunteers, Students, Other = .25.

Table 5.2.3b: Positions Vacant in All Family Support Services end 2002 as Percent of Total Positions (%)

Category of Personnel	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Full-time paid	23	2	14	18	2	10	4	4	2	3	8
Part-time paid	1	33	5	1	2	5	4	2	5	2	5
CE*, JI**, SE***	9	0	3	6	2	5	3	1	1	3	3
Volunteers	0	0	0	10	1	2	0	3	0	2	1
Student Placements	0	0	9	4	2	13	5	3	3	8	5
Other			0	0	0	0	0	5	0	0	0
Total Vacancy Rate	9	6	7	11	1	6	2	3	1	2	3
FTE Vacancy Rate	15	6	10	13	2	7	3	3	2	2	5

*CE = Community Employment; **JI = Jobs Initiative; ***SE = Social Economy.

Table 5.3.1a: Full-time Staff with Relevant Third Level Qualifications in General Family Support Services as Percent of Full-time Staff (%)

Third Level Qualification	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Third level degree	50	33	53	25	44	15	59	49	56	37	43
Third level diploma	21	33	10	15	13	33	25	21	17	34	21
Other third level	7	17	13	15	16	2	6	5	11	6	10
Total	78	83	75	55	72	50	90	75	84	77	74

Table 5.3.1b: Part-time Staff with Relevant Third Level Qualifications in General Family Support Services as Percent of Part-time Staff (%)

Third Level Qualification	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Third level degree	11	19	4	8	9	13	34	22	37	6	20
Third level diploma	24	38	10	17	9	18	5	11	15	14	14
Other third level	2	0	9	2	4	7	5	15	16	18	10
Total	37	57	24	27	23	38	45	49	68	38	44

Table 5.3.2a: Full-time Staff with Relevant Third Level Qualifications in Childcare Family Support Services as Percent of Full-time Staff (%)

Third Level Qualification	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Third level degree	16	n/a	22	47	2	55	7	5	9	26	16
Third level diploma	22	n/a	29	6	22	36	48	29	42	18	30
Other third level	36	n/a	20	35	20	0	24	29	24	26	25
Total	73	n/a	71	88	44	91	79	62	75	71	70

Table 5.3.2b: Part-time Staff with Relevant Third Level Qualifications in Childcare Family Support Services as Percent of Part-time Staff (%)

Third Level Qualification	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Third level degree	9	0	0	0	0	0	7	5	6	0	4
Third level diploma	13	0	11	0	10	50	38	9	23	19	19
Other third level	3	100	0	0	48	50	36	18	22	31	25
Total	25	100	11	0	58	100	80	32	51	50	48

Table 5.3.3a: Full-time Staff with Relevant Third Level Qualifications in All Family Support Services as Percent of Full-time Staff (%)

Third Level Qualification	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Third level degree	40	33	40	27	32	19	46	44	45	34	37
Third level diploma	21	33	18	14	16	33	31	22	23	29	23
Other third level	15	17	15	17	17	2	11	8	14	13	13
Total	77	83	73	58	65	55	88	73	82	75	73

Table 5.3.3b: Part-time Staff with Relevant Third Level Qualifications in All Family Support Services as Percent of Part-time Staff (%)

Third Level Qualification	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Third level degree	11	17	3	8	5	13	24	17	29	5	16
Third level diploma	20	35	10	16	10	19	18	11	17	15	16
Other third level	2	9	7	2	23	9	17	16	17	22	14
Total	33	61	21	27	38	40	58	44	63	41	46

Section Six: Characteristics of Service

Table 6.1: Proportion of Services applying various Approaches to Work (%)

Type of Service	Individ. work	Group work	Peer support	Family work	Advo- cacy	Mentor- ing	Info / Advice	Social / play	Practical help	Drop- in
Family Support Projects and Centres	77	73	39	51	42	20	63	54	36	44
Family Support Services with residential component	75	75	50	50	38	13	38	50	63	50
Day Foster Care	77	41	29	53	59	35	71	35	59	12
Respite Care	50	0	0	50	0	0	50	0	50	0
Parent Support & Education Programmes	71	66	53	26	37	47	71	29	21	24
Family Support Workers in Health Board	77	23	10	73	80	63	67	67	83	3
Family Welfare Conferences	78	50	17	78	44	6	67	0	17	0
Family Support Services for Asylum Seekers	100	50	0	50	67	17	100	50	50	50
Family Support Services for Travellers	80	80	40	50	70	50	70	80	60	70
Traveller Health Initiatives	67	67	50	42	67	50	92	33	42	50
Services for domestic violence	93	45	38	38	81	10	86	36	52	38
Home Management Advisory Services	89	67	33	56	78	22	100	0	33	11
Springboard Projects	100	94	33	100	83	11	94	83	89	72
After-school and out-of-school services	67	67	50	33	67	17	83	17	67	33
Community Child Care Workers in Health Board	59	77	46	23	27	18	55	82	55	36
Youth Services	82	29	11	54	54	18	50	79	21	7
Mentoring Programmes	79	85	47	42	53	42	60	68	51	59
Services for young people misusing drugs	71	86	43	14	57	29	57	57	29	43
Teenage Health Initiative	100	33	33	67	100	33	100	67	100	33
Community Development Projects	64	91	18	9	9	9	64	9	27	36
Other	63	74	43	14	51	20	69	57	37	37
General Family Support Services	77	65	36	46	53	27	68	52	44	37
Parent & Toddler Services	7	52	39	8	5	10	23	83	12	26
Pre-school services and nurseries	40	59	15	7	14	14	28	83	19	8
Childcare Family Support Services	32	58	21	7	12	13	27	83	17	12
All Family Support Services	59	62	30	30	36	21	51	65	33	26

Table 6.2: Proportions of Services directed at Various Levels (%)

Type of Service	Centre-based	Home-based	Community-based	Outside community
Family Support Projects and Centres	86	33	50	15
Family Support Services with residential component	75	13	25	38
Day Foster Care	41	71	18	12
Respite Care	0	50	0	0
Parent Support & Education Programmes	55	61	53	8
Family Support Workers in Health Board	10	93	20	10
Family Welfare Conferences	6	78	39	0
Family Support Services for Asylum Seekers	83	50	67	17
Family Support Services for Travellers	100	30	60	40
Traveller Health Initiatives	58	42	58	17
Services for domestic violence	91	19	60	17
Home Management Advisory Services	100	56	67	11
Springboard Projects	100	100	50	44
After-school and out-of-school services	67	33	50	33
Community Child Care Workers in Health Board	96	18	46	32
Youth Services	61	71	4	7
Mentoring Programmes	85	28	45	30
Services for young people misusing drugs	57	29	43	14
Teenage Health Initiative	67	100	33	67
Community Development Projects	64	27	73	9
Other	71	9	77	23
General Family Support Services	72	43	47	18
Parent & Toddler Services	73	0	11	4
Pre-school services and nurseries	71	6	20	5
Childcare Family Support Services	71	4	18	5
All Family Support Services	72	27	35	13

Table 6.3: Proportions of Services Accessible at Various Times of the Week (%)

Type of Service	Weekdays before 9am	Weekdays 9am-5pm	Weekdays after 5pm	Weekdays 24 hours	Saturdays	Sundays
Family Support Projects and Centres	17	80	42	4	1	17
Family Support Services with residential component	0	50	25	0	0	0
Day Foster Care	12	47	24	18	12	12
Respite Care	0	100	0	0	0	0
Parent Support & Education Programmes	5	84	26	8	5	5
Family Support Workers in Health Board	20	93	20	0	0	20
Family Welfare Conferences	11	83	78	33	28	11
Family Support Services for Asylum Seekers	17	83	0	0	0	17
Family Support Services for Travellers	10	80	20	0	0	10
Traveller Health Initiatives	8	83	17	17	8	8
Services for domestic violence	5	62	17	17	7	5
Home Management Advisory Services	0	100	0	11	11	0
Springboard Projects	28	100	50	6	6	28
After-school and out-of-school services	0	100	50	17	17	0
Community Child Care Workers in Health Board	14	96	46	9	0	14
Youth Services	4	89	14	0	0	4
Mentoring Programmes	2	85	64	15	4	2
Services for young people misusing drugs	0	71	43	14	0	0
Teenage Health Initiative	0	100	0	0	0	0
Community Development Projects	0	82	46	9	0	0
Other	6	77	37	6	0	6
General Family Support Services	10	81	36	9	4	10
Parent & Toddler Services	1	23	2	0	0	1
Pre-school services and nurseries	13	90	12	1	0	13
Childcare Family Support Services	10	75	10	1	0	10
All Family Support Services	10	87	28	14	8	10

Table 6.4: Proportion of Services Providing Meals / Beverages (%)

Type of Service	Breakfast	Lunch	Dinner	Snacks	Tea/coffee
Family Support Projects and Centres	12	17	11	52	65
Family Support Services with residential component	50	63	50	63	63
Day Foster Care	29	29	29	35	47
Respite Care	0	50	50	0	50
Parent Support & Education Programmes	11	13	3	16	37
Family Support Workers in Health Board	3	13	7	17	27
Family Welfare Conferences	11	28	22	61	67
Family Support Services for Asylum Seekers	17	17	17	17	17
Family Support Services for Travellers	60	40	40	50	50
Traveller Health Initiatives	8	17	0	25	33
Services for domestic violence	7	5	10	19	50
Home Management Advisory Services	0	0	0	0	44
Springboard Projects	28	17	6	89	94
After-school and out-of-school services	0	0	0	33	50
Community Child Care Workers in Health Board	23	27	18	77	50
Youth Services	0	4	0	32	29
Mentoring Programmes	11	25	6	64	72
Services for young people misusing drugs	14	29	43	57	57
Teenage Health Initiative	0	0	0	0	33
Community Development Projects	0	0	0	27	18
Other	3	17	11	43	57
General Family Support Services	12	17	11	43	54
Parent & Toddler Services	1	2	4	57	79
Pre-school services and nurseries	8	15	10	51	14
Childcare Family Support Services	7	12	9	52	28
All Family Support Services	10	15	10	47	43

Section Seven: Premises

Table 7.1a: Number of Rooms Available to Service Users in Family Support Services (%)

Number of Rooms	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
None			2.2	2.2	.8	4.5	.9		1.7		1.2
One	9.7		17.8	28.9	31.4	25.0	36.2	31.9	33.1	25.3	29.1
Two	6.5	33.3	17.8	13.3	32.2	31.8	27.6	13.9	21.7	37.4	25.0
Three	9.7	16.7	20.0	17.8	14.9	13.6	12.1	9.7	13.7	14.1	13.8
Four	25.8		13.3	8.9	9.1	6.8	10.3	13.9	10.3	10.1	10.8
Five	19.4	16.7	6.7	4.4	3.3	6.8	2.6	4.2	3.4	5.1	4.9
More than five	29.0	33.3	22.2	24.4	8.3	11.4	10.3	26.4	16.0	8.1	15.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Rooms used for office administration as well as rooms for bathrooms / toilets are excluded.

Table 7.1b: Average Number of Rooms Available to Service Users in Family Support Services (%)

Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General Services	5.1	4.9	4.6	5.5	3.9	3.8	3.3	5.8	4.0	4.5	4.4
Childcare Services	5.2	n/a	2.6	2.3	2.1	1.4	2.1	3.6	2.2	1.9	2.4
All Family Services	5.1	n/a	3.8	5.2	2.7	3.2	2.7	5.0	3.2	2.9	3.5

Rooms used for office administration as well as rooms for bathrooms / toilets are excluded.

Note: Average Rooms for the ECAHB cannot be computed due to the small number of non-representative returns to this question.

Table 7.2: Access to Outdoor Play Facility in Family Support Services (%)

Outdoor Play Facility?	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General Services	33.3	18.8	42.4	14.0	27.7	26.8	21.1	38.2	30.8	40.4	29.2
Childcare Services	83.3	50.0	78.9		46.9	20.0	61.5	64.3	51.9	67.2	55.9
All Family Services	41.0	22.2	55.8	12.7	39.8	25.0	40.4	47.0	39.4	56.1	40.4

Table 7.3: Access for Wheelchairs in Family Support Services (%)

Wheelchair Access?	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General Services	51.5	50.0	33.3	29.8	53.2	58.5	56.3	56.4	60.7	53.2	52.0
Childcare Services	66.7	50.0	52.6	16.7	65.4	46.7	58.5	57.1	61.7	74.6	62.2
All Family Services	53.8	50.0	40.4	28.6	60.9	55.4	57.4	56.6	61.1	65.8	56.3

Table 7.4: Access Audits Carried Out in Family Support Services (%)

Access Audit?	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General Services	21.2	31.3	30.3	24.6	12.8	29.3	28.2	20.0	26.5	27.7	25.0
Childcare Services	16.7		10.5		28.4	20.0	35.4	32.1	27.2	34.3	28.6
All Family Services	20.5	27.8	23.1	22.2	22.7	26.8	31.6	24.1	26.8	31.6	26.5

An 'access audit' involves an assessment of how well a building is designed to facilitate access by persons with a physical disability.

Section Eight: Referrals and Inter-Agency Work

Table 8.1.1: Referrals and Self-Referrals to General Family Support Services During 2002 (%)

Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Referrals	91.7	n/a	51.1	52.2	70.2	n/a	65.5	36.1	19.5	42.7	58.4
Self-Referrals	8.3	n/a	48.9	47.8	29.8	n/a	34.5	63.9	80.5	57.3	41.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note: n/a signifies data which could not be reliably computed due to the small number of returns on this question.

Table 8.1.2: Referrals and Self-Referrals to Childcare Family Support Services During 2002 (%)

Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Referrals	n/a	n/a	n/a	n/a	78.1	n/a	46.4	n/a	42.5	10.0	33.7
Self-Referrals	n/a	n/a	n/a	n/a	21.9	n/a	53.7	n/a	57.5	90.0	66.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 8.1.3: Referrals and Self-Referrals to All Family Support Services During 2002 (%)

Category	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Referrals	91.7	n/a	51.1	45.3	70.8	n/a	63.4	36.1	21.2	34.3	57.1
Self-Referrals	8.3	n/a	48.9	54.7	29.2	n/a	36.6	63.9	78.8	65.7	42.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 8.2.1a: Number of General Family Support Services Receiving Referrals during 2002 by Health Board and Source of Referral (N)

Source of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	23	12	24	40	29	28	58	37	63	34	348
Health Board: Public Health Nurse	18	9	20	21	22	20	33	23	41	28	235
Health Board: Psychiatric Service	17	6	13	16	16	16	32	13	19	14	162
Health Board: Other	18	7	14	26	15	19	44	27	41	18	229
Hospital	15	4	12	12	7	6	13	10	18	6	103
General Practitioner	13	4	10	15	11	15	17	18	33	11	147
Counselling Services	16	3	11	8	13	12	23	17	34	15	152
Garda Síochána	6	3	10	13	10	12	22	8	31	12	127
Probation & Welfare Service	8	2	10	7	6	11	13	12	27	11	107
Local Authority	8	2	9	8	5	8	11	8	9	7	75
Department of Social & Family Affairs	4	1	4	1	7	5	6	4	11	8	51
FÁS	4	2	8	5	10	6	8	7	17	9	76
Primary school	16	6	17	15	19	16	24	17	29	18	177
Secondary school	13	3	12	17	17	12	32	15	39	18	178
Community organisation	16	5	14	22	10	15	31	23	41	24	201
Voluntary body (eg. social services, SVP)	17	2	14	15	12	13	32	17	42	14	178
Citizen's Information Centre	6	2	5	9	9	8	11	10	21	10	91
Local residents	11	3	11	14	11	10	18	15	37	19	149
Other	12	5	5	15	11	10	28	12	36	13	147
Total Number of Services	33	16	33	57	47	41	71	55	117	47	517

Table 8.2.1b: Proportion of General Family Support Services Receiving Referrals during 2002 by Health Board and Source of Referral (%)

Source of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	70	75	73	70	62	68	82	67	54	72	67
Health Board: Public Health Nurse	55	56	61	37	47	49	46	42	35	60	45
Health Board: Psychiatric Service	52	38	39	28	34	39	45	24	16	30	31
Health Board: Other	55	44	42	46	32	46	62	49	35	38	44
Hospital	45	25	36	21	15	15	18	18	15	13	20
General Practitioner	39	25	30	26	23	37	24	33	28	23	28
Counselling Services	48	19	33	14	28	29	32	31	29	32	29
Garda Síochána	18	19	30	23	21	29	31	15	26	26	25
Probation & Welfare Service	24	13	30	12	13	27	18	22	23	23	21
Local Authority	24	13	27	14	11	20	15	15	8	15	15
Department of Social & Family Affairs	12	6	12	2	15	12	8	7	9	17	10
FÁS	12	13	24	9	21	15	11	13	15	19	15
Primary school	48	38	52	26	40	39	34	31	25	38	34
Secondary school	39	19	36	30	36	29	45	27	33	38	34
Community organisation	48	31	42	39	21	37	44	42	35	51	39
Voluntary body (eg. social services, SVP)	52	13	42	26	26	32	45	31	36	30	34
Citizen's Information Centre	18	13	15	16	19	20	15	18	18	21	18
Local residents	33	19	33	25	23	24	25	27	32	40	29
Other	36	31	15	26	23	24	39	22	31	28	28

Table 8.2.2a: Number of Childcare Family Support Services Receiving Referrals during 2002 by Health Board and Source of Referral (N)

Source of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	5	0	8	1	6	5	16	11	16	10	78
Health Board: Public Health Nurse	5	1	13	1	24	7	14	15	21	17	118
Health Board: Psychiatric Service	2	0	4	0	1	0	1	1	2	1	12
Health Board: Other	3	0	7	2	15	2	10	4	8	14	65
Hospital	2	0	4	0	1	0	5	0	0	1	13
General Practitioner	2	0	3	1	7	0	6	2	5	3	29
Counselling Services	1	0	3	1	4	0	1	0	0	1	11
Garda Síochána	0	0	0	0	0	0	0	0	0	0	0
Probation & Welfare Service	0	0	0	0	0	0	0	0	0	1	1
Local Authority	0	0	0	1	1	0	1	0	1	1	5
Department of Social & Family Affairs	0	0	0	0	1	0	3	0	1	2	7
FÁS	1	0	1	2	4	3	5	3	7	3	29
Primary school	3	0	8	1	10	1	4	6	12	7	52
Secondary school	1	0	0	0	1	1	2	0	3	3	11
Community organisation	2	0	2	1	9	4	5	6	10	8	47
Voluntary body (eg. social services, SVP)	3	0	8	0	5	0	8	5	7	8	44
Citizen's Information Centre	0	0	0	0	2	2	0	1	2	4	11
Local residents	2	0	4	0	27	4	11	10	25	22	105
Other	1	0	5	1	10	2	11	3	11	14	58
Total Number of Services	6	2	19	6	81	15	65	28	81	67	370

Table 8.2.2b: Proportion of Childcare Family Support Services Receiving Referrals during 2002 by Health Board and Source of Referral (%)

Source of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	83	0	42	17	7	33	25	39	20	15	21
Health Board: Public Health Nurse	83	50	68	17	30	47	22	54	26	25	32
Health Board: Psychiatric Service	33	0	21	0	1	0	2	4	2	1	3
Health Board: Other	50	0	37	33	19	13	15	14	10	21	18
Hospital	33	0	21	0	1	0	8	0	0	1	4
General Practitioner	33	0	16	17	9	0	9	7	6	4	8
Counselling Services	17	0	16	17	5	0	2	0	0	1	3
Garda Síochána	0	0	0	0	0	0	0	0	0	0	0
Probation & Welfare Service	0	0	0	0	0	0	0	0	0	1	0
Local Authority	0	0	0	17	1	0	2	0	1	1	1
Department of Social & Family Affairs	0	0	0	0	1	0	5	0	1	3	2
FÁS	17	0	5	33	5	20	8	11	9	4	8
Primary school	50	0	42	17	12	7	6	21	15	10	14
Secondary school	17	0	0	0	1	7	3	0	4	4	3
Community organisation	33	0	11	17	11	27	8	21	12	12	13
Voluntary body (eg. social services, SVP)	50	0	42	0	6	0	12	18	9	12	12
Citizen's Information Centre	0	0	0	0	2	13	0	4	2	6	3
Local residents	33	0	21	0	33	27	17	36	31	33	28
Other	17	0	26	17	12	13	17	11	14	21	16

Table 8.2.3a: Number of All Family Support Services Receiving Referrals during 2002 by Health Board and Source of Referral (N)

Source of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	28	12	32	41	35	33	74	48	79	44	426
Health Board: Public Health Nurse	23	10	33	22	46	27	47	38	62	45	353
Health Board: Psychiatric Service	19	6	17	16	17	16	33	14	21	15	174
Health Board: Other	21	7	21	28	30	21	54	31	49	32	294
Hospital	17	4	16	12	8	6	18	10	18	7	116
General Practitioner	15	4	13	16	18	15	23	20	38	14	176
Counselling Services	17	3	14	9	17	12	24	17	34	16	163
Garda Síochána	6	3	10	13	10	12	22	8	31	12	127
Probation & Welfare Service	8	2	10	7	6	11	13	12	27	12	108
Local Authority	8	2	9	9	6	8	12	8	10	8	80
Department of Social & Family Affairs	4	1	4	1	8	5	9	4	12	10	58
FÁS	5	2	9	7	14	9	13	10	24	12	105
Primary school	19	6	25	16	29	17	28	23	41	25	229
Secondary school	14	3	12	17	18	13	34	15	42	21	189
Community organisation	18	5	16	23	19	19	36	29	51	32	248
Voluntary body (eg. social services, SVP)	20	2	22	15	17	13	40	22	49	22	222
Citizen's Information Centre	6	2	5	9	11	10	11	11	23	14	102
Local residents	13	3	15	14	38	14	29	25	62	41	254
Other	13	5	10	16	21	12	39	15	47	27	205
Total Number of Services	39	18	52	63	128	56	136	83	198	114	887

Table 8.2.3b: Proportion of All Family Support Services Receiving Referrals during 2002 by Health Board and Source of Referral (%)

Source of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	72	67	62	65	27	59	54	58	40	39	48
Health Board: Public Health Nurse	59	56	63	35	36	48	35	46	31	39	40
Health Board: Psychiatric Service	49	33	33	25	13	29	24	17	11	13	20
Health Board: Other	54	39	40	44	23	38	40	37	25	28	33
Hospital	44	22	31	19	6	11	13	12	9	6	13
General Practitioner	38	22	25	25	14	27	17	24	19	12	20
Counselling Services	44	17	27	14	13	21	18	20	17	14	18
Garda Síochána	15	17	19	21	8	21	16	10	16	11	14
Probation & Welfare Service	21	11	19	11	5	20	10	14	14	11	12
Local Authority	21	11	17	14	5	14	9	10	5	7	9
Department of Social & Family Affairs	10	6	8	2	6	9	7	5	6	9	7
FÁS	13	11	17	11	11	16	10	12	12	11	12
Primary school	49	33	48	25	23	30	21	28	21	22	26
Secondary school	36	17	23	27	14	23	25	18	21	18	21
Community organisation	46	28	31	37	15	34	26	35	26	28	28
Voluntary body (eg. social services, SVP)	51	11	42	24	13	23	29	27	25	19	25
Citizen's Information Centre	15	11	10	14	9	18	8	13	12	12	11
Local residents	33	17	29	22	30	25	21	30	31	36	29
Other	33	28	19	25	16	21	29	18	24	24	23

Table 8.3.1a: Number of General Family Support Services Making Referrals during 2002 by Health Board and Destination of Referral (N)

Destination of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	23	8	23	32	17	24	48	32	49	27	283
Health Board: Public Health Nurse	17	7	15	17	18	15	31	22	44	22	208
Health Board: Psychiatric Service	12	5	12	18	12	13	26	18	27	15	158
Health Board: Other	15	5	9	27	10	14	36	26	42	17	201
Hospital	13	3	8	11	6	7	11	8	19	3	89
General Practitioner	16	5	18	19	14	22	27	14	40	18	193
Counselling Services	26	7	27	22	21	20	40	31	64	27	285
Garda Síochána	8	2	8	13	5	13	13	14	33	10	119
Probation & Welfare Service	4	1	2	5	0	2	7	8	12	8	49
Local Authority	16	4	19	15	13	13	20	21	36	20	177
Department of Social & Family Affairs	10	2	6	10	8	12	15	15	31	15	124
FÁS	11	4	13	19	16	16	17	22	33	20	171
Primary school	12	4	8	14	7	11	13	12	26	14	121
Secondary school	9	4	9	11	9	10	20	14	24	11	121
Community organisation	22	4	18	17	17	16	31	28	51	28	232
Voluntary body (eg. social services, SVP)	23	6	18	24	17	19	33	22	46	25	233
Citizen's Information Centre	15	3	8	17	18	15	18	23	38	22	177
Local residents	3	1	3	3	6	3	2	9	13	10	53
Other	4	3	4	9	7	9	19	12	21	6	94
Total Number of Services	33	16	33	57	47	41	71	55	117	47	517

Table 8.3.1b: Proportion of General Family Support Services Making Referrals during 2002 by Health Board and Destination of Referral (%)

Destination of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	70	50	70	56	36	59	68	58	42	57	55
Health Board: Public Health Nurse	52	44	45	30	38	37	44	40	38	47	40
Health Board: Psychiatric Service	36	31	36	32	26	32	37	33	23	32	31
Health Board: Other	45	31	27	47	21	34	51	47	36	36	39
Hospital	39	19	24	19	13	17	15	15	16	6	17
General Practitioner	48	31	55	33	30	54	38	25	34	38	37
Counselling Services	79	44	82	39	45	49	56	56	55	57	55
Garda Síochána	24	13	24	23	11	32	18	25	28	21	23
Probation & Welfare Service	12	6	6	9	0	5	10	15	10	17	9
Local Authority	48	25	58	26	28	32	28	38	31	43	34
Department of Social & Family Affairs	30	13	18	18	17	29	21	27	26	32	24
FÁS	33	25	39	33	34	39	24	40	28	43	33
Primary school	36	25	24	25	15	27	18	22	22	30	23
Secondary school	27	25	27	19	19	24	28	25	21	23	23
Community organisation	67	25	55	30	36	39	44	51	44	60	45
Voluntary body (eg. social services, SVP)	70	38	55	42	36	46	46	40	39	53	45
Citizen's Information Centre	45	19	24	30	38	37	25	42	32	47	34
Local residents	9	6	9	5	13	7	3	16	11	21	10
Other	12	19	12	16	15	22	27	22	18	13	18

Table 8.3.2a: Number of Childcare Family Support Services Making Referrals during 2002 by Health Board and Destination of Referral (N)

Destination of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	4	0	6	0	5	4	7	5	6	10	47
Health Board: Public Health Nurse	4	0	7	0	15	2	9	10	15	15	77
Health Board: Psychiatric Service	0	0	2	0	2	0	2	1	1	3	11
Health Board: Other	2	0	9	0	15	3	14	6	9	14	72
Hospital	1	0	1	0	2	0	0	0	1	0	5
General Practitioner	2	0	2	0	9	0	0	2	7	2	24
Counselling Services	1	0	4	0	3	0	1	0	3	3	15
Garda Síochána	0	0	0	0	2	0	0	0	1	1	4
Probation & Welfare Service	0	0	0	0	0	0	0	0	0	0	0
Local Authority	0	0	1	0	2	0	0	0	1	3	7
Department of Social & Family Affairs	0	0	1	0	2	0	1	0	3	1	8
FÁS	1	0	0	1	5	1	2	1	5	6	22
Primary school	1	0	9	0	12	1	10	5	9	13	60
Secondary school	0	0	0	0	1	0	0	0	0	3	4
Community organisation	3	0	2	0	9	2	2	4	6	3	31
Voluntary body (eg. social services, SVP)	2	0	8	0	3	1	0	3	6	5	28
Citizen's Information Centre	1	0	1	1	4	2	0	1	4	4	18
Local residents	0	0	2	0	8	0	2	4	5	5	26
Other	0	0	0	1	2	0	1	2	5	4	15
Total Number of Services	6	2	19	6	81	15	65	28	81	67	370

Table 8.3.2b: Proportion of Childcare Family Support Services Making Referrals during 2002 by Health Board and Destination of Referral (%)

Destination of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	67	0	32	0	6	27	11	18	7	15	13
Health Board: Public Health Nurse	67	0	37	0	19	13	14	36	19	22	21
Health Board: Psychiatric Service	0	0	11	0	2	0	3	4	1	4	3
Health Board: Other	33	0	47	0	19	20	22	21	11	21	19
Hospital	17	0	5	0	2	0	0	0	1	0	1
General Practitioner	33	0	11	0	11	0	0	7	9	3	6
Counselling Services	17	0	21	0	4	0	2	0	4	4	4
Garda Síochána	0	0	0	0	2	0	0	0	1	1	1
Probation & Welfare Service	0	0	0	0	0	0	0	0	0	0	0
Local Authority	0	0	5	0	2	0	0	0	1	4	2
Department of Social & Family Affairs	0	0	5	0	2	0	2	0	4	1	2
FÁS	17	0	0	17	6	7	3	4	6	9	6
Primary school	17	0	47	0	15	7	15	18	11	19	16
Secondary school	0	0	0	0	1	0	0	0	0	4	1
Community organisation	50	0	11	0	11	13	3	14	7	4	8
Voluntary body (eg. social services, SVP)	33	0	42	0	4	7	0	11	7	7	8
Citizen's Information Centre	17	0	5	17	5	13	0	4	5	6	5
Local residents	0	0	11	0	10	0	3	14	6	7	7
Other	0	0	0	17	2	0	2	7	6	6	4

Table 8.3.3a: Number of All Family Support Services Making Referrals during 2002 by Health Board and Destination of Referral (N)

Destination of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	27	8	29	32	22	28	55	37	55	37	330
Health Board: Public Health Nurse	21	7	22	17	33	17	40	32	59	37	285
Health Board: Psychiatric Service	12	5	14	18	14	13	28	19	28	18	169
Health Board: Other	17	5	18	27	25	17	50	32	51	31	273
Hospital	14	3	9	11	8	7	11	8	20	3	94
General Practitioner	18	5	20	19	23	22	27	16	47	20	217
Counselling Services	27	7	31	22	24	20	41	31	67	30	300
Garda Síochána	8	2	8	13	7	13	13	14	34	11	123
Probation & Welfare Service	4	1	2	5	0	2	7	8	12	8	49
Local Authority	16	4	20	15	15	13	20	21	37	23	184
Department of Social & Family Affairs	10	2	7	10	10	12	16	15	34	16	132
FÁS	12	4	13	20	21	17	19	23	38	26	193
Primary school	13	4	17	14	19	12	23	17	35	27	181
Secondary school	9	4	9	11	10	10	20	14	24	14	125
Community organisation	25	4	20	17	26	18	33	32	57	31	263
Voluntary body (eg. social services, SVP)	25	6	26	24	20	20	33	25	52	30	261
Citizen's Information Centre	16	3	9	18	22	17	18	24	42	26	195
Local residents	3	1	5	3	14	3	4	13	18	15	79
Other	4	3	4	10	9	9	20	14	26	10	109
Total Number of Services	39	18	52	63	128	56	136	83	198	114	887

Table 8.3.3b: Proportion of All Family Support Services Making Referrals during 2002 by Health Board and Destination of Referral (%)

Destination of Referrals	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Health Board: Social Worker	69	44	56	51	17	50	40	45	28	32	37
Health Board: Public Health Nurse	54	39	42	27	26	30	29	39	30	32	32
Health Board: Psychiatric Service	31	28	27	29	11	23	21	23	14	16	19
Health Board: Other	44	28	35	43	20	30	37	39	26	27	31
Hospital	36	17	17	17	6	13	8	10	10	3	11
General Practitioner	46	28	38	30	18	39	20	19	24	18	24
Counselling Services	69	39	60	35	19	36	30	37	34	26	34
Garda Síochána	21	11	15	21	5	23	10	17	17	10	14
Probation & Welfare Service	10	6	4	8	0	4	5	10	6	7	6
Local Authority	41	22	38	24	12	23	15	25	19	20	21
Department of Social & Family Affairs	26	11	13	16	8	21	12	18	17	14	15
FÁS	31	22	25	32	16	30	14	28	19	23	22
Primary school	33	22	33	22	15	21	17	20	18	24	20
Secondary school	23	22	17	17	8	18	15	17	12	12	14
Community organisation	64	22	38	27	20	32	24	39	29	27	30
Voluntary body (eg. social services, SVP)	64	33	50	38	16	36	24	30	26	26	29
Citizen's Information Centre	41	17	17	29	17	30	13	29	21	23	22
Local residents	8	6	10	5	11	5	3	16	9	13	9
Other	10	17	8	16	7	16	15	17	13	9	12

Table 8.4.1a: Frequency of General Family Support Services Working with Other Agencies (N)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Always	15	7	16	15	14	26	42	20	36	21	212
Often	13	5	14	24	24	7	20	26	49	16	198
Sometimes	2	2	2	7	7	2	3	2	16	4	47
Rarely				1	1	1			6	3	12
Never				1				1			2
Total	30	14	32	48	46	36	65	49	107	44	471

Table 8.4.1b: Frequency of General Family Support Services Working with Other Agencies (%)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Always	50.0	50.0	50.0	31.3	30.4	72.2	64.6	40.8	33.6	47.7	45.0
Often	43.3	35.7	43.8	50.0	52.2	19.4	30.8	53.1	45.8	36.4	42.0
Sometimes	6.7	14.3	6.3	14.6	15.2	5.6	4.6	4.1	15.0	9.1	10.0
Rarely				2.1	2.2	2.8			5.6	6.8	2.5
Never				2.1				2.0			.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 8.4.2a: Frequency of Childcare Family Support Services Working with Other Agencies (N)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Always	2		4		8	3	15	4	5	9	50
Often	3	1	6	3	13	4	12	9	16	13	80
Sometimes	1		6		23	4	22	6	31	22	115
Rarely		1			19		5	6	15	11	57
Never			1		7	2	2	1	8	5	26
Total	6	2	17	3	70	13	56	26	75	60	328

Table 8.4.2b: Frequency of Childcare Family Support Services Working with Other Agencies (%)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Always	33.3		23.5		11.4	23.1	26.8	15.4	6.7	15.0	15.2
Often	50.0	50.0	35.3	100.0	18.6	30.8	21.4	34.6	21.3	21.7	24.4
Sometimes	16.7		35.3		32.9	30.8	39.3	23.1	41.3	36.7	35.1
Rarely		50.0			27.1		8.9	23.1	20.0	18.3	17.4
Never			5.9		10.0	15.4	3.6	3.8	10.7	8.3	7.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 8.4.3a: Frequency of All Family Support Services Working with Other Agencies (N)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Always	17	7	20	15	22	29	57	24	41	30	262
Often	16	6	20	27	37	11	32	35	65	29	278
Sometimes	3	2	8	7	30	6	25	8	47	26	162
Rarely		1		1	20	1	5	6	21	14	69
Never			1	1	7	2	2	2	8	5	28
Total	36	16	49	51	116	49	121	75	182	104	799

Table 8.4.3b: Frequency of All Family Support Services Working with Other Agencies (%)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Always	47.2	43.8	40.8	29.4	19.0	59.2	47.1	32.0	22.5	28.8	32.8
Often	44.4	37.5	40.8	52.9	31.9	22.4	26.4	46.7	35.7	27.9	34.8
Sometimes	8.3	12.5	16.3	13.7	25.9	12.2	20.7	10.7	25.8	25.0	20.3
Rarely		6.3		2.0	17.2	2.0	4.1	8.0	11.5	13.5	8.6
Never			2.0	2.0	6.0	4.1	1.7	2.7	4.4	4.8	3.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Section Nine: Monitoring and Evaluation

Table 9.1.1a: Evaluations of General Family Support Services in Past Five Years (N)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Internal Evaluations	18	12	22	32	28	21	39	30	76	27	305
External Evaluations	12	10	12	20	15	15	23	15	37	18	177

Table 9.1.1b: Evaluations of General Family Support Services in Past Five Years as Percent of all General Family Support Services (%)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Internal Evaluations	69.2	80.0	68.8	65.3	62.2	56.8	58.2	57.7	70.4	60.0	64.1
External Evaluations	46.2	66.7	37.5	40.8	33.3	40.5	34.3	28.8	34.3	40.0	37.2

Table 9.1.2a: Evaluations of Childcare Family Support Services in Past Five Years (N)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Internal Evaluations	3	1	7	5	29	7	27	13	23	28	143
External Evaluations	4	1	9	2	23	1	21	8	20	15	104

Table 9.1.2b: Evaluations of Childcare Family Support Services in Past Five Years as Percent of all Childcare Family Support Services (%)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Internal Evaluations	50.0	100.0	38.9	100.0	39.7	58.3	45.0	50.0	31.1	45.9	42.6
External Evaluations	66.7	100.0	50.0	40.0	31.5	8.3	35.0	30.8	27.0	24.6	31.0

Table 9.1.3a: Evaluations of All Family Support Services in Past Five Years (N)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Internal Evaluations	21	13	29	37	57	28	66	43	99	55	448
External Evaluations	16	11	21	22	38	16	44	23	57	33	281

Table 9.1.3b: Evaluations of All Family Support Services in Past Five Years as Percent of All Family Support Services (%)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Internal Evaluations	65.6	81.3	58.0	68.5	48.3	57.1	52.0	55.1	54.4	51.9	55.2
External Evaluations	50.0	68.8	42.0	40.7	32.2	32.7	34.6	29.5	31.3	31.1	34.6

Table 9.2.1a: Types of Data Used in Evaluations of General Family Support Services in Past Five Years (N)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Qualitative assessment of structures and procedures	13	7	17	15	15	16	28	17	46	20	194
Case studies of service users	14	9	12	16	10	12	23	9	30	12	147
Standardised instruments to assess needs*	10	5	8	7	9	8	15	8	15	10	95

*A standardised instrument takes the form of a questionnaire that has been independently tested and is a professionally recognised and approved assessment tool for measuring developmental and other needs.

Table 9.2.1b: Types of Data Used in Evaluations of General Family Support Services in Past Five Years as Percent of Evaluations Carried Out (%)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Qualitative assessment of structures and procedures	76.5	63.6	85.0	53.6	78.9	80.0	84.8	63.0	79.3	71.4	74.3
Case studies of service users	82.4	81.8	60.0	57.1	52.6	60.0	69.7	33.3	51.7	42.9	56.3
Standardised instruments to assess needs*	58.8	45.5	40.0	25.0	47.4	40.0	45.5	29.6	25.9	35.7	36.4

*A standardised instrument takes the form of a questionnaire that has been independently tested and is a professionally recognised and approved assessment tool for measuring developmental and other needs.

Table 9.2.2a: Types of Data Used in Evaluations of Childcare Family Support Services in Past Five Years (N)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Qualitative assessment of structures and procedures	3		4		16	4	14	9	16	13	79
Case studies of service users	2		2		11	2	7	4	7	12	47
Standardised instruments to assess needs*	2		3		7	2	7	4	10	6	41

*A standardised instrument takes the form of a questionnaire that has been independently tested and is a professionally recognised and approved assessment tool for measuring developmental and other needs.

Table 9.2.2b: Types of Data Used in Evaluations of Childcare Family Support Services in Past Five Years as Percent of Evaluations Carried Out (%)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Qualitative assessment of structures and procedures	100.0		66.7		66.7	66.7	58.3	64.3	53.3	48.1	57.7
Case studies of service users	66.7		33.3		45.8	33.3	29.2	28.6	23.3	44.4	34.3
Standardised instruments to assess needs*	66.7		50.0		29.2	33.3	29.2	28.6	33.3	22.2	29.9

*A standardised instrument takes the form of a questionnaire that has been independently tested and is a professionally recognised and approved assessment tool for measuring developmental and other needs.

Table 9.2.3a: Types of Data Used in Evaluations of All Family Support Services in Past Five Years (N)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Qualitative assessment of structures and procedures	16	7	21	15	31	20	42	26	62	33	273
Case studies of service users	16	9	14	16	21	14	30	13	37	24	194
Standardised instruments to assess needs*	12	5	11	7	16	10	22	12	25	16	13

*A standardised instrument takes the form of a questionnaire that has been independently tested and is a professionally recognised and approved assessment tool for measuring developmental and other needs.

Table 9.2.3b: Types of Data Used in Evaluations of All Family Support Services in Past Five Years as Percent of Evaluations Carried Out (%)

Type of Evaluation	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Qualitative assessment of structures and procedures	80.0	63.6	80.8	48.4	72.1	76.9	73.7	63.4	70.5	60.0	68.6
Case studies of service users	80.0	81.8	53.8	51.6	48.8	53.8	52.6	31.7	42.0	43.6	48.7
Standardised instruments to assess needs*	60.0	45.5	42.3	22.6	37.2	38.5	38.6	29.3	28.4	29.1	34.2

*A standardised instrument takes the form of a questionnaire that has been independently tested and is a professionally recognised and approved assessment tool for measuring developmental and other needs.

Section Ten: Service Users

Table 10.1.1a: Service Users in General Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	12,623	557	13,076	3,879	8,141	3,524	8,095	5,591	51,612	4,780	111,878
Children	4,400	1,775	6,012	8,719	17,276	3,714	11,075	6,852	32,169	4,589	96,581
Others	5,396	1,827	663	256	4,197	1,252	2,908	2,429	23,737	2,425	45,090
Total	22,419	4,159	19,751	12,854	29,614	8,490	22,078	14,872	107,518	11,794	253,549
Number of Services	26	13	30	39	43	33	61	46	96	40	427

Table 10.1.1b: Service Users in General Family Support Services During 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	56	13	66	30	27	42	37	38	48	41	44
Children	20	43	30	68	58	44	50	46	30	39	38
Others	24	44	3	2	14	15	13	16	22	21	18
Total	100	100	100	100	100	100	100	100	100	100	100

Table 10.1.1c: Average Number of Service Users in General Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	486	43	436	99	189	107	133	122	538	120	262
Children	169	137	200	224	402	113	182	149	335	115	226
Others	208	141	22	7	98	38	48	53	247	61	106
Total	862	320	658	330	689	257	362	323	1,120	295	594

Table 10.1.2a: Service Users in Childcare Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	47	0	990	80	1,725	193	1,328	1,411	2,295	1,195	9,264
Children	579	63	1,090	119	1,799	4,246	2,107	1,564	3,028	1,885	16,480
Others	15	0	195	20	327	180	146	31	225	1,245	2,384
Total	641	63	2,275	219	3,851	4,619	3,581	3,006	5,548	4,325	28,128
Number of Services	6	2	19	3	75	12	63	28	75	62	345

Table 10.1.2b: Service Users in Childcare Family Support Services During 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	7	0	44	37	45	4	37	47	41	28	33
Children	90	100	48	54	47	92	59	52	55	44	59
Others	2	0	9	9	8	4	4	1	4	29	8
Total	100	100	100	100	100	100	100	100	100	100	100

Table 10.1.2c: Average Number of Service Users in Childcare Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	8	0	52	27	23	16	21	50	31	19	27
Children	97	32	57	40	24	354	33	56	40	30	48
Others	3	0	10	7	4	15	2	1	3	20	7
Total	107	32	120	73	51	385	57	107	74	70	82

Table 10.1.3a: Service Users in All Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	12,670	557	14,066	3,959	9,866	3,717	9,423	7,002	53,907	5,975	121,142
Children	4,979	1,838	7,102	8,838	19,075	7,960	13,182	8,416	35,197	6,474	113,061
Others	5,411	1,827	858	276	4,524	1,432	3,054	2,460	23,962	3,670	47,474
Total	23,060	4,222	22,026	13,073	33,465	13,109	25,659	17,878	113,066	16,119	281,677
Number of Services	32	15	49	42	118	45	124	74	171	102	772

Table 10.1.3b: Service Users in All Family Support Services During 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	55	13	64	30	29	28	37	39	48	37	43
Children	22	44	32	68	57	61	51	47	31	40	40
Others	23	43	4	2	14	11	12	14	21	23	17
Total	100	100	100	100	100	100	100	100	100	100	100

Table 10.1.3c: Average Number of All Users in General Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	396	37	287	94	84	83	76	95	315	59	157
Children	156	123	145	210	162	177	106	114	206	63	146
Others	169	122	18	7	38	32	25	33	140	36	61
Total	721	281	450	311	284	291	207	242	661	158	365

Table 10.2.1a: Average Time Spent on Waiting List for General Family Support Services at the end of 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
No waiting list	6	6	10	22	24	11	29	24	47	11	190
Up to four weeks	4	2	3	14	7	3	14	13	11	7	78
1-3 months	10	3	8	6	5	8	14	6	11	10	81
4-6 months	3	1	4	2	1	4	4	1	7	5	32
6-12 months	4	1	4	1	4	2	1	1	9	5	32
1-2 years		1	1			1			4		7
More than two years											
Total	27	14	30	45	41	29	62	45	89	38	420

Table 10.2.1b: Average Time Spent on Waiting List for General Family Support Services at the end of 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
No waiting list	22.2	42.9	33.3	48.9	58.5	37.9	46.8	53.3	52.8	28.9	45.2
Up to four weeks	14.8	14.3	10.0	31.1	17.1	10.3	22.6	28.9	12.4	18.4	18.6
1-3 months	37.0	21.4	26.7	13.3	12.2	27.6	22.6	13.3	12.4	26.3	19.3
4-6 months	11.1	7.1	13.3	4.4	2.4	13.8	6.5	2.2	7.9	13.2	7.6
6-12 months	14.8	7.1	13.3	2.2	9.8	6.9	1.6	2.2	10.1	13.2	7.6
1-2 years		7.1	3.3			3.4			4.5		1.7
More than two years											
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 10.2.3a: Average Time Spent on Waiting List for All Family Support Services at the end of 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
No waiting list	6	6	11	23	60	16	47	29	90	30	318
Up to four weeks	4	2	3	15	10	3	19	15	14	8	93
1-3 months	11	4	13	7	13	11	25	10	19	20	133
4-6 months	4	1	5	2	5	6	7	5	12	11	58
6-12 months	8	1	8	1	14	2	10	6	15	15	80
1-2 years		2	7		2	1	7	2	10	4	35
More than two years					1		1		1	1	4
Total	33	16	47	48	105	39	116	67	161	89	721

Table 10.2.3b: Average Time Spent on Waiting List for All Family Support Services at the end of 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
No waiting list	18.2	37.5	23.4	47.9	57.1	41.0	40.5	43.3	55.9	33.7	44.1
Up to four weeks	12.1	12.5	6.4	31.3	9.5	7.7	16.4	22.4	8.7	9.0	12.9
1-3 months	33.3	25.0	27.7	14.6	12.4	28.2	21.6	14.9	11.8	22.5	18.4
4-6 months	12.1	6.3	10.6	4.2	4.8	15.4	6.0	7.5	7.5	12.4	8.0
6-12 months	24.2	6.3	17.0	2.1	13.3	5.1	8.6	9.0	9.3	16.9	11.1
1-2 years		12.5	14.9		1.9	2.6	6.0	3.0	6.2	4.5	4.9
More than two years					1.0		.9		.6	1.1	.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 10.3.1a: Persons on Waiting List for General Family Support Services at the end of 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	498	67	407	431	127	194	219	136	519	368	2,966
Children	782	139	680	314	166	336	261	150	885	481	4,194
Others	56	7	21	0	170	9	18	45	191	160	678
Total	1,336	213	1,108	745	463	539	498	331	1,595	1,009	7,838

Table 10.3.1b: Persons on Waiting List for General Family Support Services at the end of 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	4	12	3	11	2	6	3	2	1	8	3
Children	18	8	11	4	1	9	2	2	3	10	4
Others	1	0	3	0	4	1	1	2	1	7	2
Total	6	5	6	6	2	6	2	2	1	9	3

Table 10.3.2a: Persons on Waiting List for Childcare Family Support Services at the end of 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	10	0	150	0	383	9	138	160	279	311	1,440
Children	321	73	503	119	402	67	392	306	863	673	3,719
Others	0	0	0	0	3	0	0	6	4	0	13
Total	331	73	653	119	788	76	530	472	1,146	984	5,172

Table 10.3.2b: Persons on Waiting List for Childcare Family Support Services at the end of 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	21		15	0	22	5	10	11	12	26	16
Children	55	116	46	100	22	2	19	20	29	36	23
Others	0		0	0	1	0	0	19	2	0	1
Total	52	116	29	54	20	2	15	16	21	23	18

Table 10.3.3a: Persons on Waiting List for All Family Support Services at the end of 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	508	67	557	431	510	203	357	296	798	679	4,406
Children	1,103	212	1,183	433	568	403	653	456	1,748	1,154	7,913
Others	56	7	21	0	173	9	18	51	195	160	691
Total	1,667	286	1,761	864	1,251	615	1,028	803	2,741	1,993	13,010

Table 10.3.3b: Persons on Waiting List for All Family Support Services at the end of 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	4	12	4	11	5	5	4	4	1	11	4
Children	22	12	17	5	3	5	5	5	5	18	7
Others	1	0	2	0	4	1	1	2	1	4	1
Total	7	7	8	7	4	5	4	4	2	12	5

Table 10.4.2a: Average Time Spent by Service Users in Childcare Family Support Services (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than 1 week									1		1
1-3 weeks							1		1		2
1-3 months							1	1			2
4-6 months					1						1
6-12 months					4		6	3	6	8	27
1-2 years	5	2	17		54	7	42	15	46	49	237
More than 2 years	1		1	3	11	5	10	7	22	5	65
Total	6	2	18	3	70	12	60	26	76	62	335

Table 10.4.2b: Average Time Spent by Service Users in Childcare Family Support Services (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Less than 1 week									1.3		.3
1-3 weeks							1.7		1.3		.6
1-3 months							1.7	3.8			.6
4-6 months					1.4						.3
6-12 months					5.7		10.0	11.5	7.9	12.9	8.1
1-2 years	83.3	100.0	94.4		77.1	58.3	70.0	57.7	60.5	79.0	70.7
More than 2 years	16.7		5.6	100.0	15.7	41.7	16.7	26.9	28.9	8.1	19.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 10.5.1a: New Service Users in General Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	3,578	248	1,631	1,729	4,277	1,697	3,521	2,064	20,105	2,516	41,366
Children	2,681	456	2,374	2,282	9,080	2,327	8,088	2,836	8,249	2,053	40,426
Others	977	406	319	116	2,696	440	471	1,359	13,916	1,970	22,670
Total	7,236	1,110	4,324	4,127	16,053	4,464	12,080	6,259	42,270	6,539	104,462

Table 10.5.1b: New Service Users in General Family Support Services During 2002 (%)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	49	22	38	42	27	38	29	33	48	38	40
Children	37	41	55	55	57	52	67	45	20	31	39
Others	14	37	7	3	17	10	4	22	33	30	22
Total	100	100	100	100	100	100	100	100	100	100	100

Table 10.5.2a: New Service Users in Childcare Family Support Services During 2002 (N)

Type of Service User	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Parents	25	0	145	110	967	175	718	346	1,155	943	4,584
Children	240	51	442	80	1,036	186	1,546	770	1,518	1,205	7,074
Others	15	0	0	20	93	104	112	13	125	518	1,000
Total	280	51	587	210	2,096	465	2,376	1,129	2,798	2,666	12,658

Section Eleven: Survey of Service Users

Table 11.1: Extent of Survey

Questionnaires	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Forms distributed	248	275	108	128	637	108	929	370	1022	665	4490
Forms returned	36	14	46	25	181	30	197	87	231	141	988
Response rate	14.5	5.1	42.6	19.6	28.4	27.9	21.2	23.5	22.6	21.2	22.0

Table 11.2.1a: Type of Service User – General Family Support Services (N)

Type	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Boy	3	2	1	1	9	2	12	7	14	4	55
Girl	4	2	3	4	15	4	24	9	12	8	85
Mother	19	5	19	17	40	7	30	26	56	26	245
Father	1		1	2	4		6	3	7	3	27
Other		1	3		3		7	1	14	1	30
Total	27	10	27	24	71	13	79	46	103	42	442

Table 11.2.1b: Type of Service User – General Family Support Services (%)

Type	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Boy	11.1	20.0	3.7	4.2	12.7	15.4	15.2	15.2	13.6	9.5	12.4
Girl	14.8	20.0	11.1	16.7	21.1	30.8	30.4	19.6	11.7	19.0	19.2
Mother	70.4	50.0	70.4	70.8	56.3	53.8	38.0	56.5	54.4	61.9	55.4
Father	3.7		3.7	8.3	5.6		7.6	6.5	6.8	7.1	6.1
Other		10.0	11.1		4.2		8.9	2.2	13.6	2.4	6.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.2.3a: Type of Service User – All Family Support Services (N)

Type	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Boy	3	2	1	1	15	2	13	7	14	4	62
Girl	4	2	4	4	23	4	27	13	13	11	105
Mother	26	9	34	17	131	20	131	55	169	115	707
Father	2		2	2	5	1	18	8	15	7	60
Other		1	3		3	1	8	2	19	3	40
Total	35	14	44	24	177	28	197	85	230	140	974

Table 11.2.3b: Type of Service User – All Family Support Services (%)

Type	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Boy	8.6	14.3	2.3	4.2	8.5	7.1	6.6	8.2	6.1	2.9	6.4
Girl	11.4	14.3	9.1	16.7	13.0	14.3	13.7	15.3	5.7	7.9	10.8
Mother	74.3	64.3	77.3	70.8	74.0	71.4	66.5	64.7	73.5	82.1	72.6
Father	5.7		4.5	8.3	2.8	3.6	9.1	9.4	6.5	5.0	6.2
Other		7.1	6.8		1.7	3.6	4.1	2.4	8.3	2.1	4.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.3.1a: Age of Service User – General Family Support Services (N)

Age	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
11 - 18	6	5	2	4	21	5	32	14	23	11	123
19 - 30	9	1	6	11	12	5	18	10	22	9	103
31 - 45	11	3	13	6	33	5	23	16	41	22	173
Over 45	1	1	8	4	6		6	7	17	1	51
Total	27	10	29	25	72	15	79	47	103	43	450

Table 11.3.1b: Age of Service User – General Family Support Services (%)

Age	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
11 - 18	22.2	50.0	6.9	16.0	29.2	33.3	40.5	29.8	22.3	25.6	27.3
19 - 30	33.3	10.0	20.7	44.0	16.7	33.3	22.8	21.3	21.4	20.9	22.9
31 - 45	40.7	30.0	44.8	24.0	45.8	33.3	29.1	34.0	39.8	51.2	38.4
Over 45	3.7	10.0	27.6	16.0	8.3		7.6	14.9	16.5	2.3	11.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note: The instructions at the beginning of the questionnaire state that: "You must be over the age of 11 before you can complete this questionnaire".

Table 11.3.2a: Age of Service User – Childcare Family Support Services (N)

Age	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
11 - 18					10		5	1	1	1	18
19 - 30	2	1	6		25	3	24	10	28	33	132
31 - 45	7	3	7		71	11	87	26	92	62	366
Over 45			4		3	1	2	3	7	2	22
Total	9	4	17		109	15	118	40	128	98	538

Table 11.3.2b: Age of Service User – Childcare Family Support Services (%)

Age	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
11 - 18					9.2		4.2	2.5	.8	1.0	3.3
19 - 30	22.2	25.0	35.3		22.9	20.0	20.3	25.0	21.9	33.7	24.5
31 - 45	77.8	75.0	41.2		65.1	73.3	73.7	65.0	71.9	63.3	68.0
Over 45			23.5		2.8	6.7	1.7	7.5	5.5	2.0	4.1
Total	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note: The instructions at the beginning of the questionnaire state that: "You must be over the age of 11 before you can complete this questionnaire".

Table 11.3.3a: Age of Service User – All Family Support Services (N)

Age	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
11 - 18	6	5	2	4	31	5	37	15	24	12	141
19 - 30	11	2	12	11	37	8	42	20	50	42	235
31 - 45	18	6	20	6	104	16	110	42	133	84	539
Over 45	1	1	12	4	9	1	8	10	24	3	73
Total	36	14	46	25	181	30	197	87	231	141	988

Table 11.3.3b: Age of Service User – All Family Support Services (%)

Age	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
11 - 18	16.7	35.7	4.3	16.0	17.1	16.7	18.8	17.2	10.4	8.5	14.3
19 - 30	30.6	14.3	26.1	44.0	20.4	26.7	21.3	23.0	21.6	29.8	23.8
31 - 45	50.0	42.9	43.5	24.0	57.5	53.3	55.8	48.3	57.6	59.6	54.6
Over 45	2.8	7.1	26.1	16.0	5.0	3.3	4.1	11.5	10.4	2.1	7.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Note: The instructions at the beginning of the questionnaire state that: "You must be over the age of 11 before you can complete this questionnaire".

Table 11.4.1a: Time Spent by Service Users in General Family Support Services (N)

Time in service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
1-3 months	2	2	6	5	8		13	6	23	5	70
4-6 months	3		2	3	12	7	15	4	9	5	60
7-12 months	11	2	7	5	10	4	18	11	16	10	94
1-2 years	9	3	6	5	26	2	19	10	25	13	118
More than 2 years	2	3	8	7	16	2	14	16	30	10	108
Total	27	10	29	25	72	15	79	47	103	43	450

Table 11.4.1b: Time Spent by Service Users in General Family Support Services (%)

Time in service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
1-3 months	7.4	20.0	20.7	20.0	11.1		16.5	12.8	22.3	11.6	15.6
4-6 months	11.1		6.9	12.0	16.7	46.7	19.0	8.5	8.7	11.6	13.3
7-12 months	40.7	20.0	24.1	20.0	13.9	26.7	22.8	23.4	15.5	23.3	20.9
1-2 years	33.3	30.0	20.7	20.0	36.1	13.3	24.1	21.3	24.3	30.2	26.2
More than 2 years	7.4	30.0	27.6	28.0	22.2	13.3	17.7	34.0	29.1	23.3	24.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.4.2a: Time Spent by Service Users in Childcare Family Support Services (N)

Time in service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
1-3 months			3		35	2	36	6	30	24	136
4-6 months	2		1		11	2	13	4	17	13	63
7-12 months	1	1	4		19		22	8	31	29	115
1-2 years	6	1	3		24	7	30	8	22	22	123
More than 2 years		2	6		20	4	17	14	28	10	101
Total	9	4	17		109	15	118	40	128	98	538

Table 11.4.2b: Time Spent by Service Users in Childcare Family Support Services (%)

Time in service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
1-3 months			17.6		32.1	13.3	30.5	15.0	23.4	24.5	25.3
4-6 months	22.2		5.9		10.1	13.3	11.0	10.0	13.3	13.3	11.7
7-12 months	11.1	25.0	23.5		17.4		18.6	20.0	24.2	29.6	21.4
1-2 years	66.7	25.0	17.6		22.0	46.7	25.4	20.0	17.2	22.4	22.9
More than 2 years		50.0	35.3		18.3	26.7	14.4	35.0	21.9	10.2	18.8
Total	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.4.3a: Time Spent by Service Users in All Family Support Services (N)

Time in service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
1-3 months	2	2	9	5	43	2	49	12	53	29	206
4-6 months	5		3	3	23	9	28	8	26	18	123
7-12 months	12	3	11	5	29	4	40	19	47	39	209
1-2 years	15	4	9	5	50	9	49	18	47	35	241
More than 2 years	2	5	14	7	36	6	31	30	58	20	209
Total	36	14	46	25	181	30	197	87	231	141	988

Table 11.4.3b: Time Spent by Service Users in All Family Support Services (%)

Time in service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
1-3 months	5.6	14.3	19.6	20.0	23.8	6.7	24.9	13.8	22.9	20.6	20.9
4-6 months	13.9		6.5	12.0	12.7	30.0	14.2	9.2	11.3	12.8	12.4
7-12 months	33.3	21.4	23.9	20.0	16.0	13.3	20.3	21.8	20.3	27.7	21.2
1-2 years	41.7	28.6	19.6	20.0	27.6	30.0	24.9	20.7	20.3	24.8	24.4
More than 2 years	5.6	35.7	30.4	28.0	19.9	20.0	15.7	34.5	25.1	14.2	21.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.5a: Frequency of Response 'Always' or 'Often' to Statement 'I am made to feel welcome by the service' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	100.0	100.0	100.0	100.0	100.0	100.0	98.7	97.9	96.1	95.2	98.2
Childcare	100.0	100.0	100.0		98.2	100.0	99.2	97.5	100.0	99.0	99.1
All Services	100.0	100.0	100.0	100.0	98.9	100.0	99.0	97.7	98.3	97.9	98.7

Table 11.5b: Frequency of Response 'Always' or 'Often' to Statement 'I am listened to by the service' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	96.3	80.0	100.0	100.0	95.8	93.3	98.7	97.9	96.1	90.7	96.2
Childcare	100.0	100.0	100.0		94.3	100.0	96.6	97.5	96.9	96.9	96.6
All Services	97.2	85.7	100.0	100.0	94.9	96.7	97.4	97.7	96.5	95.0	96.4

Table 11.5c: Frequency of Response 'Always' or 'Often' to Statement 'I am understood by the service' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	88.9	90.0	100.0	96.0	97.2	100.0	94.8	91.5	95.1	86.0	94.2
Childcare	100.0	100.0	100.0		91.5	100.0	94.9	95.0	95.3	97.9	95.3
All Services	91.7	92.9	100.0	96.0	93.8	100.0	94.9	93.1	95.2	94.2	94.8

Table 11.5d: Frequency of Response 'Always' or 'Often' to Statement 'I enjoy coming to the service' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	92.3	100.0	96.6	88.0	89.9	92.9	96.2	93.3	93.1	87.8	92.7
Childcare	92.3	100.0	96.6	88.0	89.9	92.9	96.2	93.3	93.1	87.8	92.7
All Services	94.1	100.0	97.8	88.0	95.5	96.6	97.5	95.3	95.7	96.3	96.0

Table 11.5e: Frequency of Response 'Always' or 'Often' to Statement 'The service gives me help just when I need it' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	92.6	90.0	96.6	100.0	94.4	100.0	94.9	93.6	90.3	81.4	92.7
Childcare	100.0	100.0	100.0		92.5	100.0	96.5	90.0	96.1	94.7	95.1
All Services	94.4	92.9	97.8	100.0	93.3	100.0	95.9	92.0	93.5	90.6	94.0

Table 11.5f: Frequency of Response 'Always' or 'Often' to Statement 'The service is there to support me' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	100.0	88.9	100.0	100.0	93.0	100.0	97.5	91.5	94.1	93.0	95.3
Childcare	100.0	100.0	100.0		93.4	100.0	97.4	92.3	95.2	96.8	95.8
All Services	100.0	92.3	100.0	100.0	93.2	100.0	97.4	91.9	94.7	95.7	95.6

Table 11.5g: Frequency of Response 'Always' or 'Often' to Statement 'The service is a big help to me' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	96.3	80.0	96.6	100.0	91.4	93.3	90.9	89.4	94.2	88.4	92.4
Childcare	100.0	100.0	100.0		94.5	100.0	97.4	92.3	96.9	97.9	96.6
All Services	97.2	85.7	97.8	100.0	93.3	96.7	94.8	90.7	95.7	95.0	94.7

Table 11.5h: Frequency of Response 'Always' or 'Often' to Statement 'The service is a big help to my family' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	81.5	40.0	88.9	88.0	81.2	73.3	76.7	82.2	73.2	80.5	78.3
Childcare	88.9	100.0	100.0		88.9	100.0	96.6	92.3	96.0	92.8	94.0
All Services	83.3	57.1	93.0	88.0	85.9	86.7	88.9	86.9	86.0	89.1	87.0

Table 11.5.i: Frequency of Response 'Always' or 'Often' to Statement 'Staff in the service genuinely care about me' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	96.3	88.9	96.6	96.0	95.8	100.0	94.9	93.6	94.2	93.0	94.9
Childcare	100.0	100.0	100.0		96.3	100.0	98.3	97.5	95.3	98.0	97.2
All Services	97.2	92.3	97.8	96.0	96.1	100.0	96.9	95.4	94.8	96.5	96.1

Table 11.5j: Frequency of Response 'Always' or 'Often' to Statement 'Staff in the service respect me' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	100.0	88.9	100.0	96.0	93.1	100.0	96.2	95.7	98.0	95.3	96.4
Childcare	100.0	100.0	100.0		98.2	100.0	99.1	97.5	97.7	96.9	98.1
All Services	100.0	92.3	100.0	96.0	96.1	100.0	97.9	96.6	97.8	96.5	97.4

Table 11.5k: Frequency of Response 'Always' or 'Often' to Statement 'Staff in the service are helpful' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	96.3	90.0	100.0	100.0	97.2	100.0	97.4	95.7	98.1	97.7	97.5
Childcare	100.0	100.0	100.0		97.2	100.0	99.2	97.5	98.4	97.9	98.3
All Services	97.2	92.9	100.0	100.0	97.2	100.0	98.5	96.6	98.3	97.9	98.0

Table 11.5l: Frequency of Response 'Always' or 'Often' to Statement 'Staff in the service are fair' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	100.0	100.0	100.0	100.0	97.2	100.0	96.2	95.7	95.1	90.7	96.4
Childcare	100.0	100.0	100.0		97.2	100.0	98.3	97.5	98.4	96.9	97.9
All Services	100.0	100.0	100.0	100.0	97.2	100.0	97.5	96.6	97.0	95.0	97.3

Table 11.5m: Frequency of Response 'Always' or 'Often' to Statement: 'Staff in the service are very good at what they do' (%)

Service	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
General	100.0	100.0	100.0	100.0	95.8	100.0	97.5	97.9	98.1	97.7	98.0
Childcare	100.0	100.0	100.0		97.2	100.0	98.3	97.5	98.4	99.0	98.3
All Services	100.0	100.0	100.0	100.0	96.7	100.0	98.0	97.7	98.3	98.6	98.2

Table 11.6.1: Frequency of Response to the Question: 'Overall, how satisfied are you with the service?' General Service Users (%)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Very satisfied	88.9	80.0	75.0	92.0	87.3	93.3	70.9	80.9	82.5	71.4	80.8
Satisfied	11.1	20.0	21.4	8.0	11.3	6.7	29.1	17.0	15.5	23.8	17.7
Unsure			3.6		1.4				1.0	4.8	1.1
Dissatisfied											
Very dissatisfied								2.1	1.0		.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.6.2 Frequency of Response to the Question: 'Overall, how satisfied are you with the service?' Childcare Service Users (%)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Very satisfied	88.9	100.0	88.2		66.7	93.3	87.3	92.5	85.2	81.6	82.3
Satisfied	11.1		11.8		31.5	6.7	10.2	7.5	14.8	18.4	16.8
Unsure					1.9		2.5				.9
Dissatisfied											
Very dissatisfied											
Total	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.7.2: Frequency of Response to comparison with other services? – Childcare Service Users (%)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Much better	77.8	100.0	58.8		37.0	40.0	44.4	43.6	47.2	38.1	43.7
Better	22.2		17.6		37.0	26.7	36.8	35.9	40.2	43.3	37.3
About the same			23.5		25.9	33.3	18.8	20.5	12.6	18.6	18.9
Worse											
Much worse											
Total	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 11.7.3: Frequency of Response to comparison with other services? – All Service Users (%)

Frequency	NAHB	ECAHB	SWAHB	NEHB	NWHB	MHB	WHB	MWHB	SHB	SEHB	Total
Much better	69.4	78.6	63.6	60.0	41.9	56.7	51.5	47.7	49.6	40.3	49.3
Better	22.2	7.1	18.2	32.0	37.4	16.7	32.1	37.2	35.7	40.3	33.7
About the same	8.3	14.3	18.2		20.7	26.7	16.3	15.1	14.3	19.4	16.6
Worse				8.0					.4		.3
Much worse											
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Question wording: 'Most people have direct experience of services such as schools, hospitals, GPs, local authorities, etc. How does your experience of this service compare to your experience of these other services?'

Table 11.8: Satisfaction with Services Provided by Different Types of Organisation

Type of Organisation	Very satisfied	Satisfied	Unsure	Dissatisfied	Very dissatisfied	Total
Health Board	71.6	28.4				100.0
Voluntary/Community Organisation	83.6	15.1	1.0		.3	100.0
Jointly managed	84.3	14.6	1.1			100.0
Private Organisation	90.0	10.0				100.0
Other / Unknown	72.7	24.2	3.1			100.0