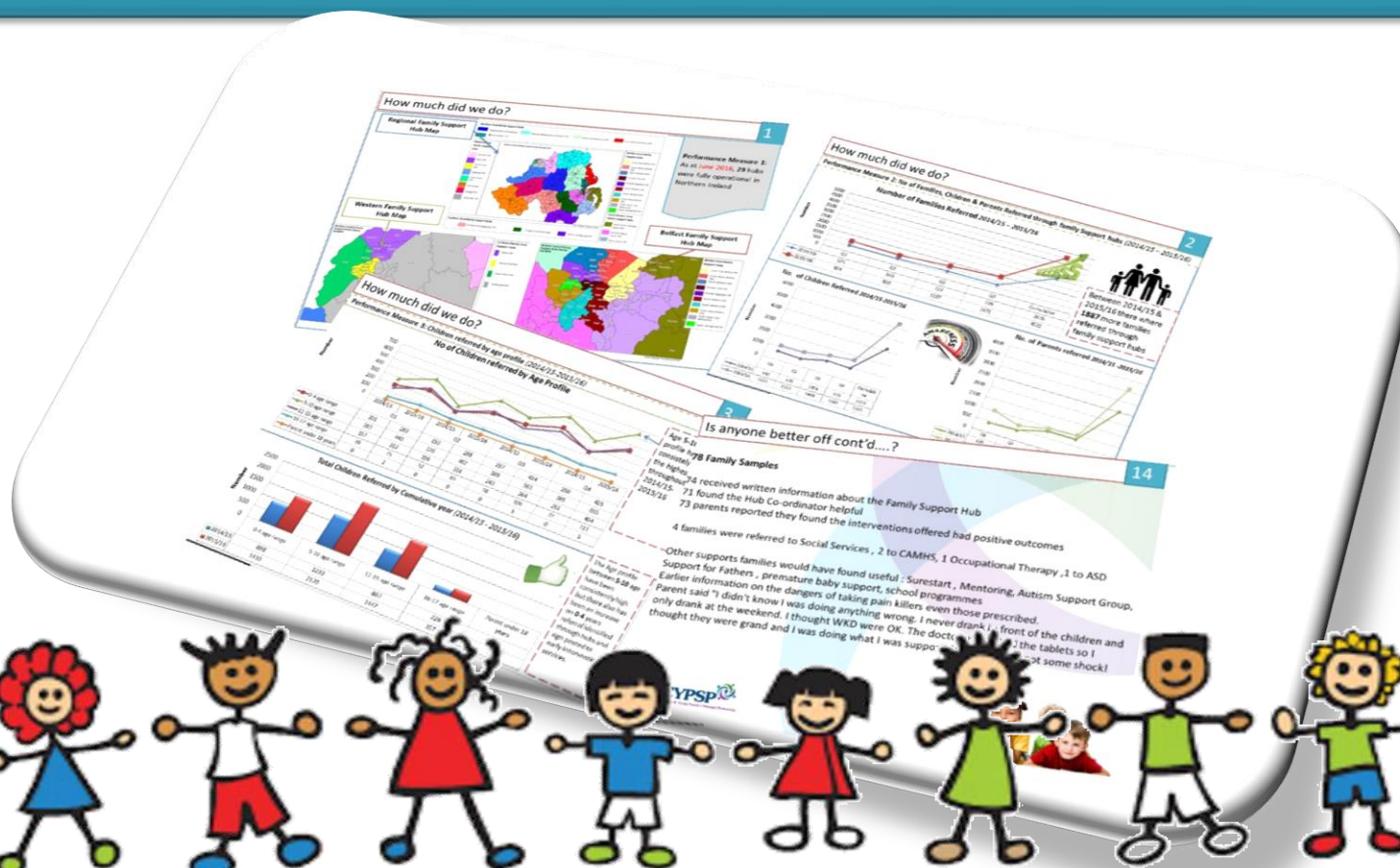


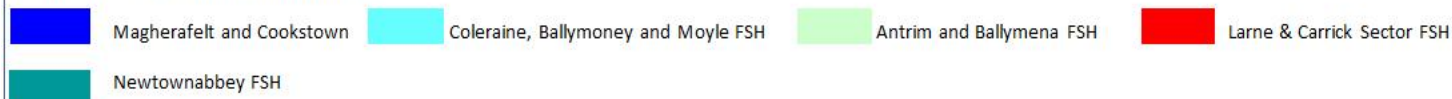
# Family Support Hubs Report Card

*Annual Report Card 2021/22*



# How much did we do?

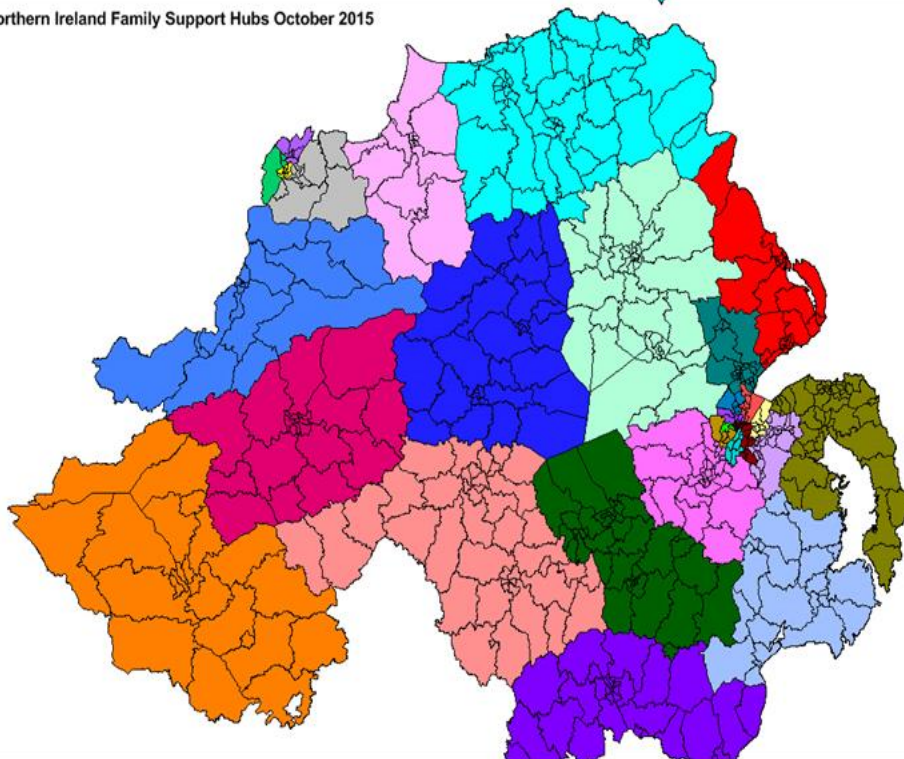
## Northern Area Family Support Hubs



## Western Area Family Support Hubs

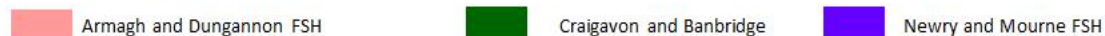


Northern Ireland Family Support Hubs October 2015



Crown Copyright. Produced by CYPSP

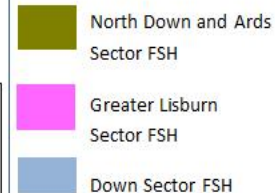
## Southern Area Family Support Hubs



## Belfast Area Family Support Hubs



## South Eastern Area Family Support Hubs

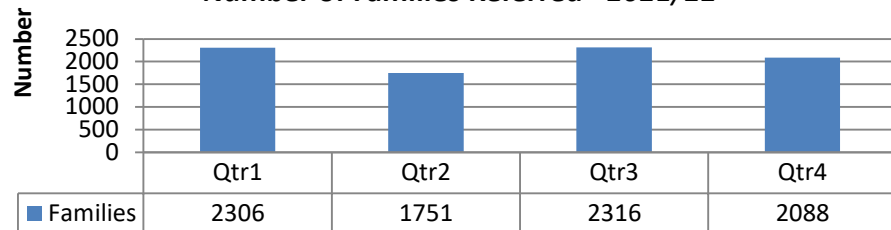


**Performance Measure 1:**  
As at April 2021, 29 hubs were fully operational in Northern Ireland

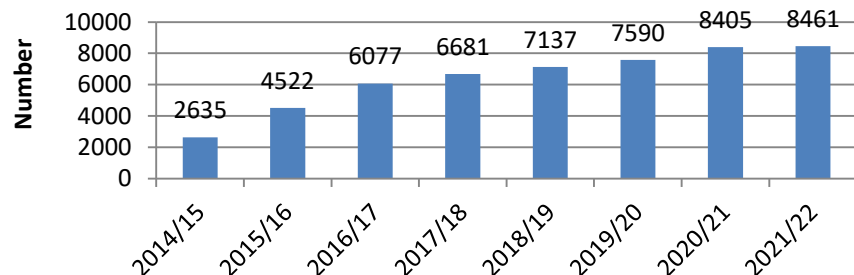
# How much did we do?

## Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – 2021/22

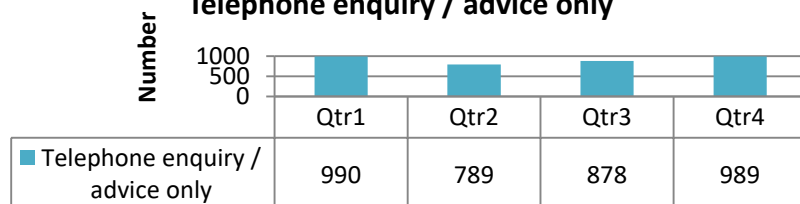
Number of Families Referred - 2021/22



No. of Families Referred - 2014/15 - 2021/22

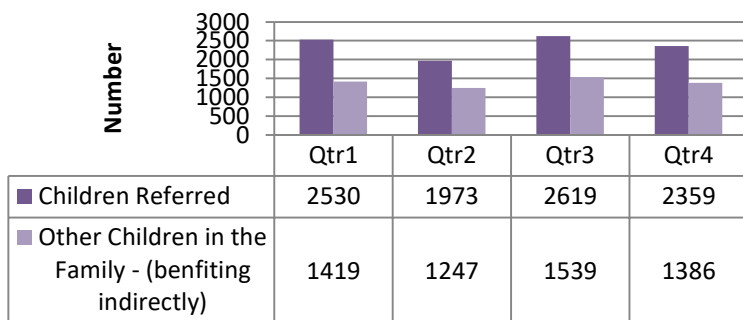


Telephone enquiry / advice only

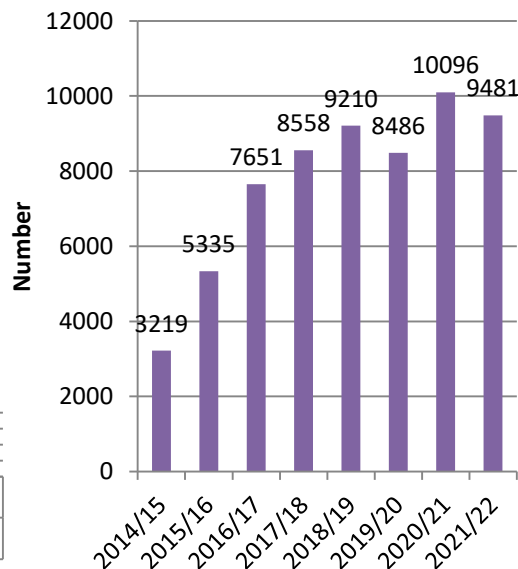


In 2021/22, **8461** families were referred through family support hubs, **56** more families than in 2020/21. There were also **949** families referred for Covid-19 issues only. The hubs received **3646** telephone enquiry/advice only calls in 2021/22, a slight rise since 2020/21.

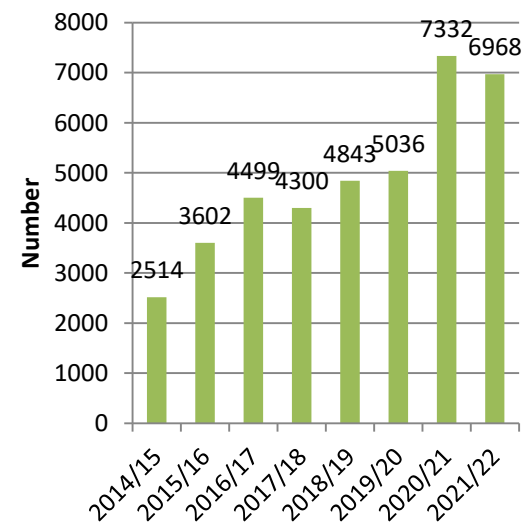
No. of Children Referred – 2021/22



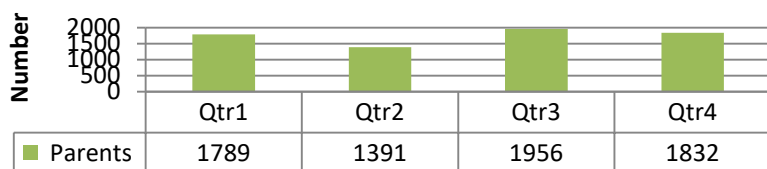
No. of Children



No. of Parents



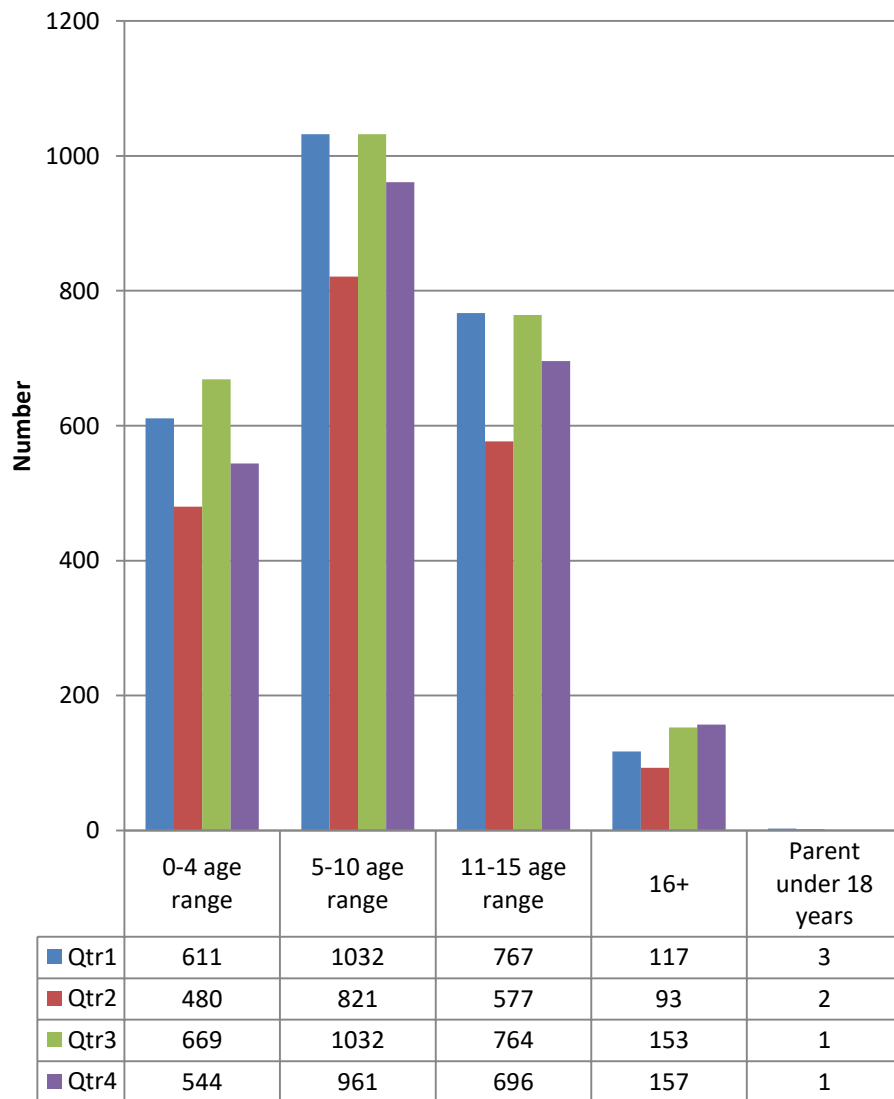
No. of Parents Referred - 2021/22



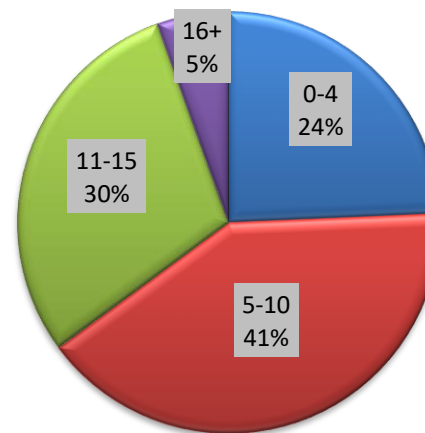
# How much did we do?

## Performance Measure 3: Children referred by Age Profile - 2021/22

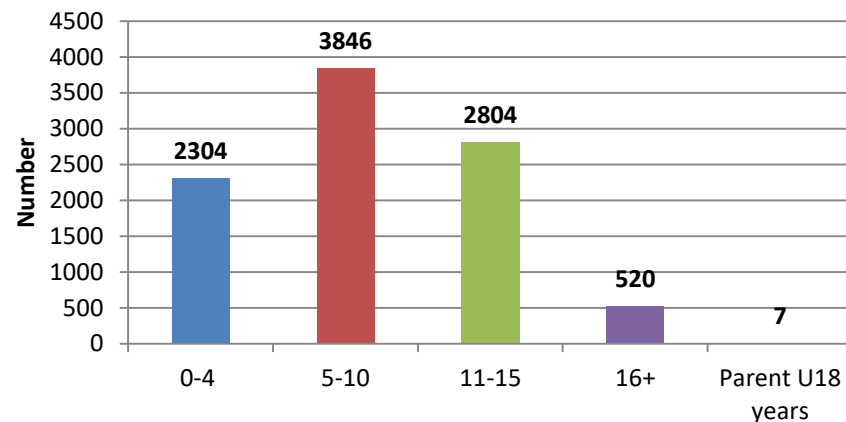
Age Profile of Children Referred 2021/22



Age Profile 2021/22



**5-10 years** has consistently been the highest age group for referrals.



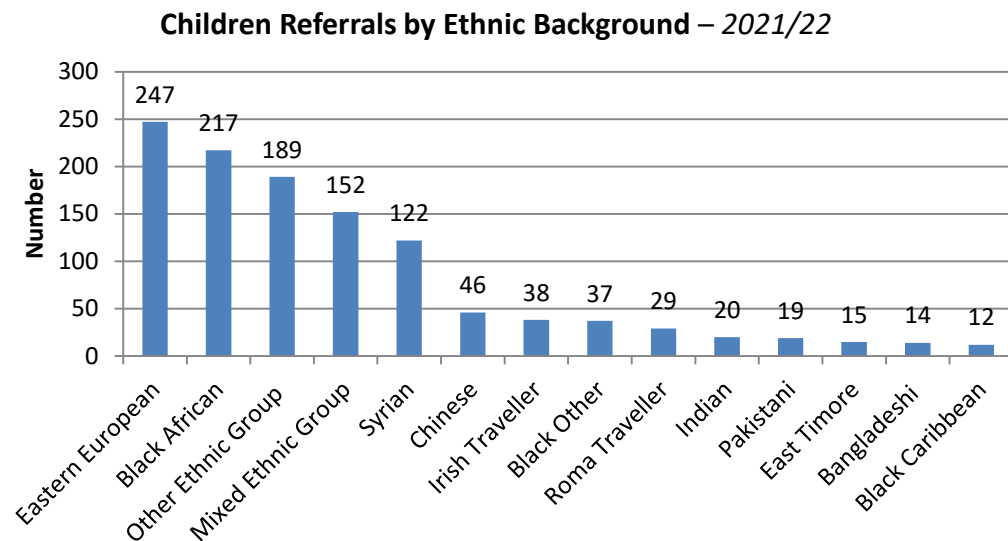
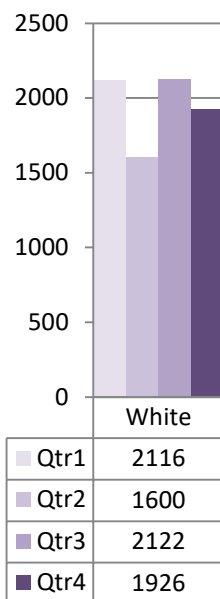
Please Note: As well as **9,481** children referred an additional **5591** children benefitted indirectly as they were part of the families referred.

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

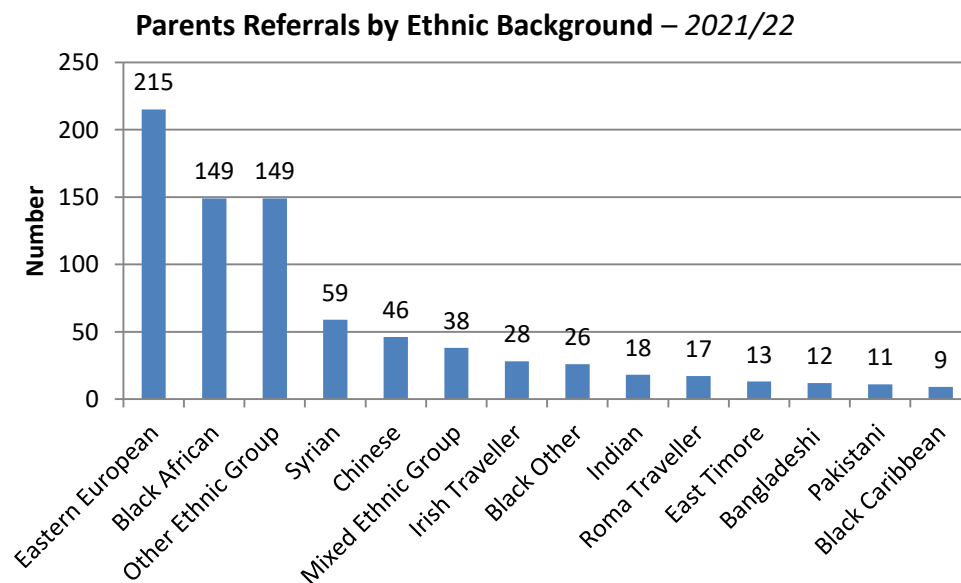
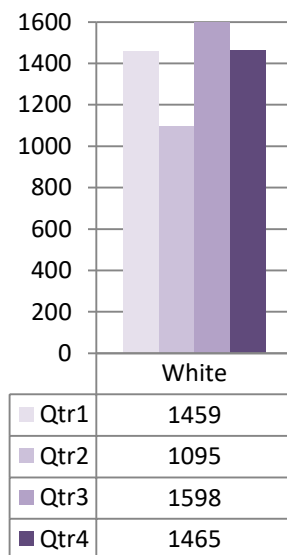
## Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

There has been an increase in both children and families referred from different ethnic backgrounds. For example: Children's referrals from Eastern European have increased from 171 to 247, Black African children have increased from 214 to 217, and Other Ethnic Group from 163 to 189.

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



Please note: 560 children ethnic background - Not Stated

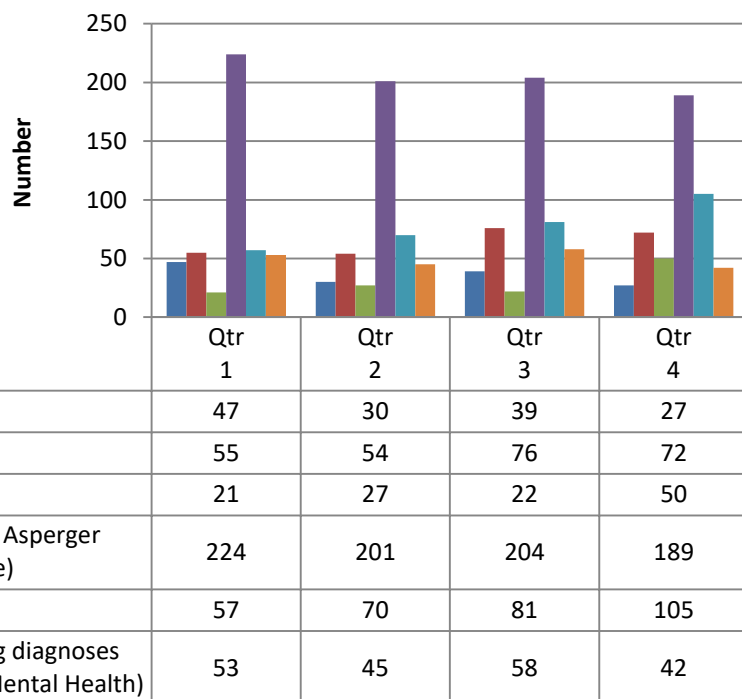


Please note: 561 parents ethnic background - Not Stated

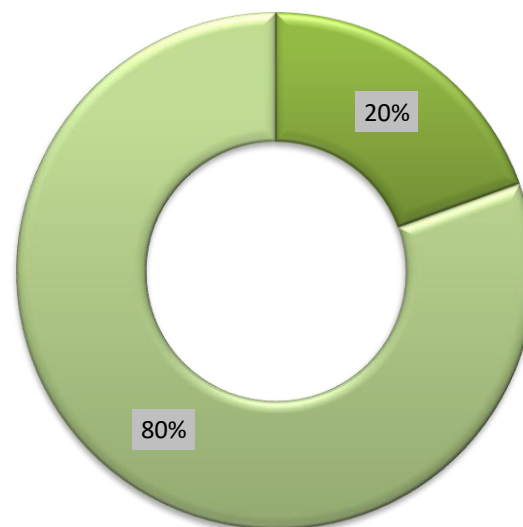


# How much did we do cont'd....?

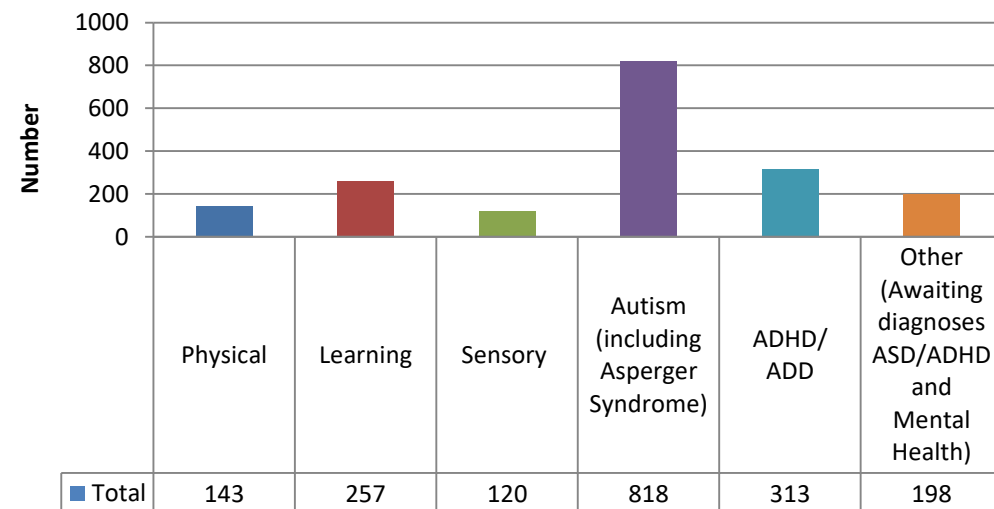
## Performance Measure 4: Children with a disability referred -2021/22



### Children Referred with a Disability



Total children with a disability (**N=1849**)  
Total children referred without a disability (**N=7632**)

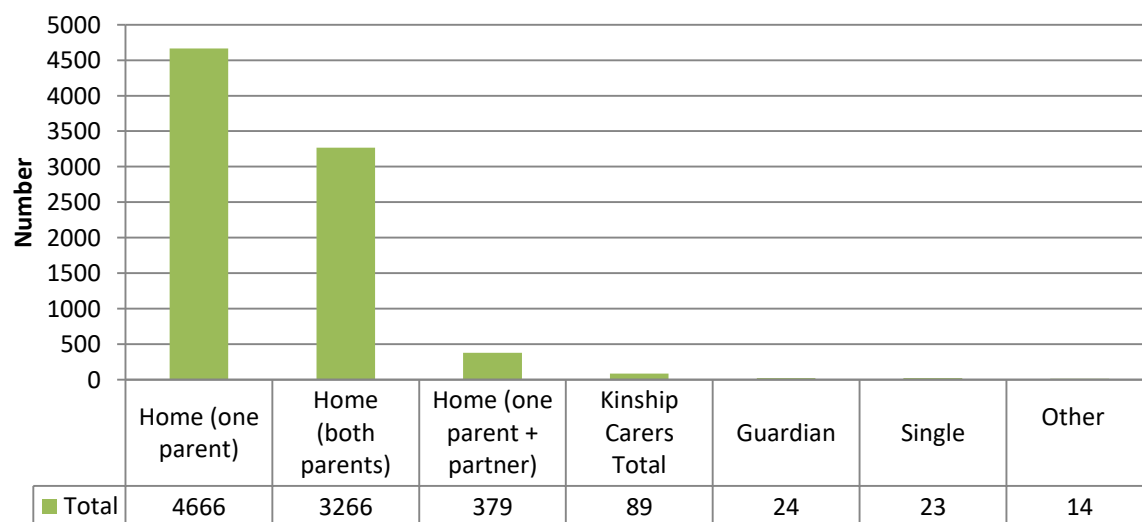
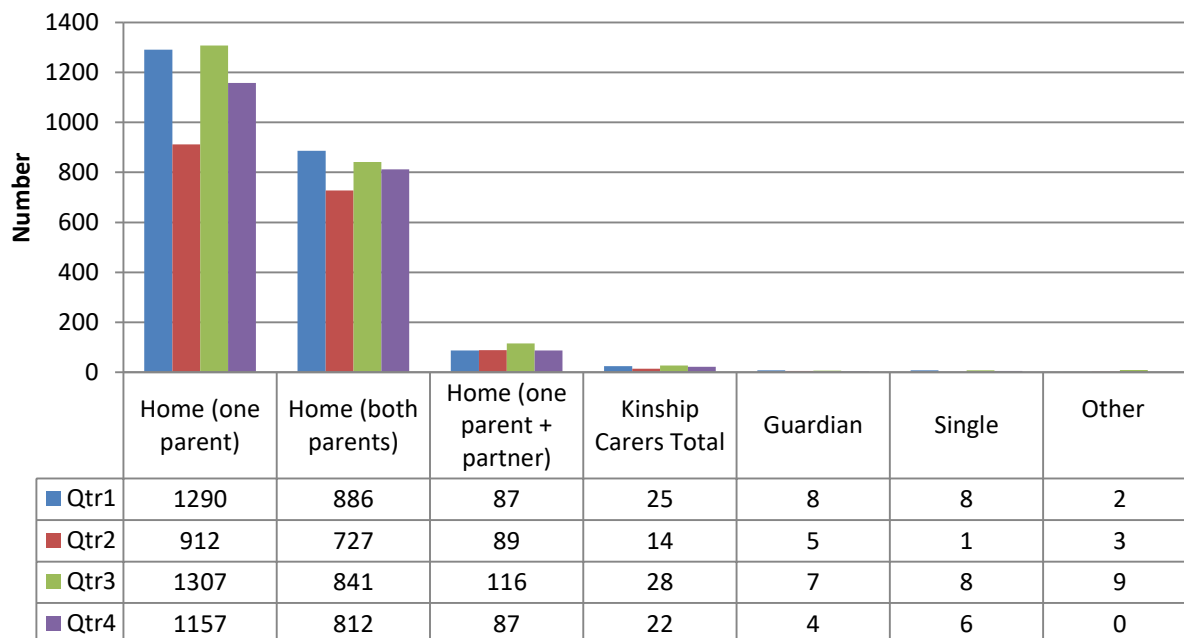


Children with **Autism** had the highest number of disability referrals.



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

## Performance Measure 5: Household Composition -2021/22

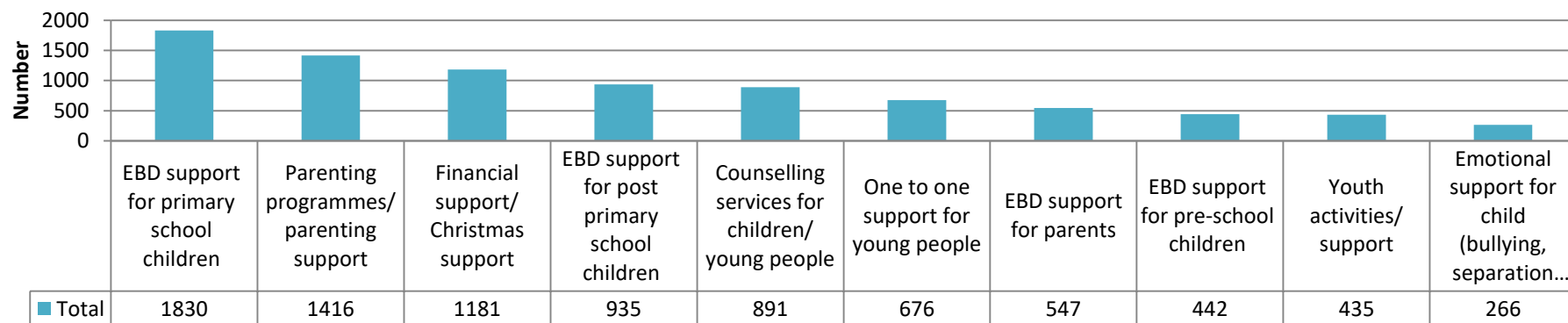
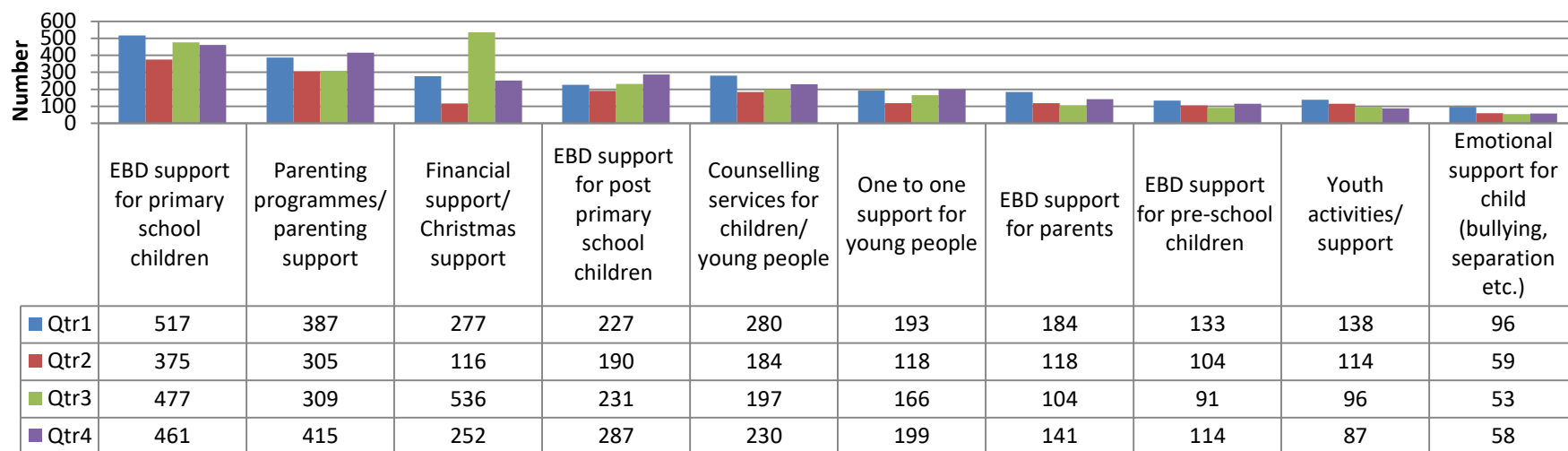


The highest group of families referred are **Lone Parents** with a slight decrease from 4740 in 2020/21 to **4666** in 2021/22. **Home with both parents** has increased from 2972 to **3266** and **One Parent + Partner** has decreased from 495 to **379** in 2021/22. There has been a decrease in **Kinship Carers** from 93 to **89**, an increase for **Guardian** from 8 to **24**, a decrease for **Singles** from 79 to **23** and decreases in **Other** from 18 and **14**.

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

## Performance Measure 6: Main Presenting Reasons for Referral - 2021/22

### Top Ten Reasons for Referral to Hubs



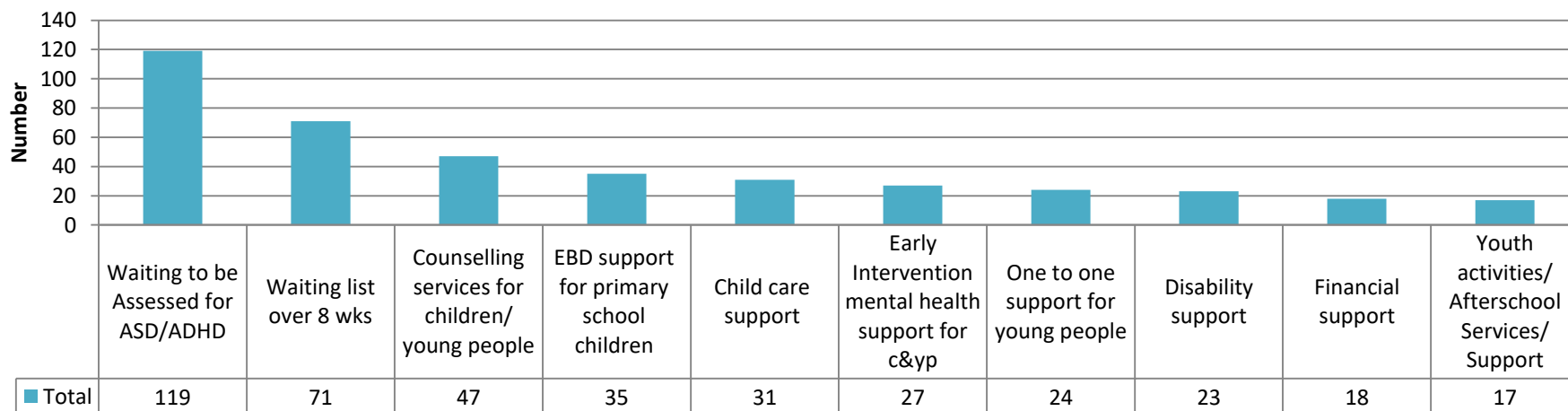
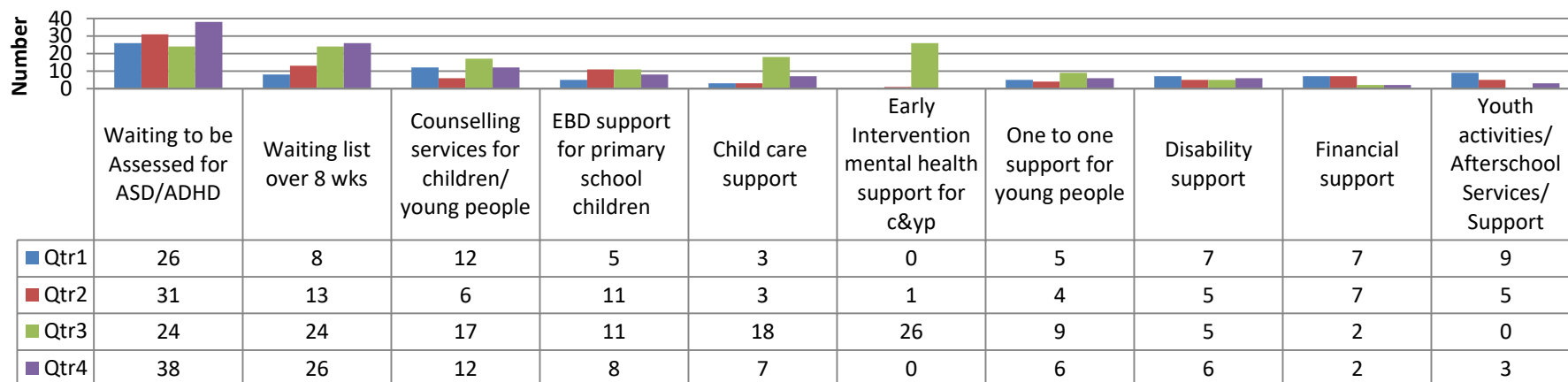
**Reasons for Referral:** The top reason for referral in 2021/22 has converted back to **Emotional Behavioural Difficulty (EBD) for primary school age children** which has been the top reason since the monitoring commenced in 2014/15. This was followed by **Parenting programmes/parenting support**. **Financial Support/Christmas support** has now fallen back to third. Other reasons that were in the Top 10 in 2021/22 were EBD support for post primary school children, Counselling services for children/young people, One to One support for young people and EBD support for parents.



# How well did we do it ....?

## Performance Measure 6: Main Presenting Reasons for Unmet Need – 2021/22

### Unmet Need



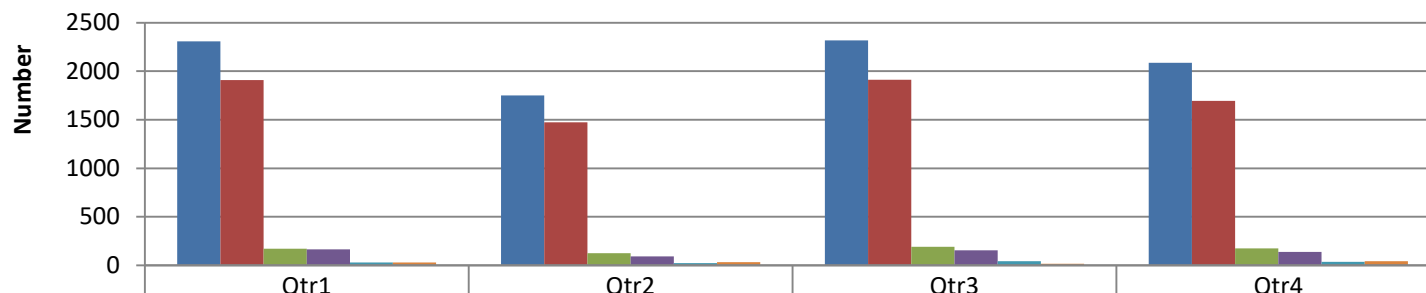
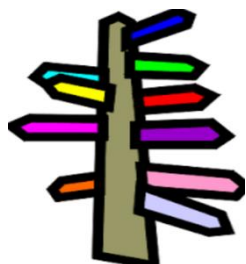
**Unmet Need:** In 2021/22 the highest unmet need was for **Waiting to be assessed for ASD/ADHD** followed by **On waiting list over 8 wks**. Other unmet needs are **Counselling services for children/young people**, **EBD support for primary school children** and **Child care support**.

**Please note:** Some families require more than one service which the hubs were unable to meet.

Produced by CYPSP Information Team

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

## Performance Measure 7: Families Referred that were Accepted & Signposted or Not Accepted for Other Reasons – 2021/22

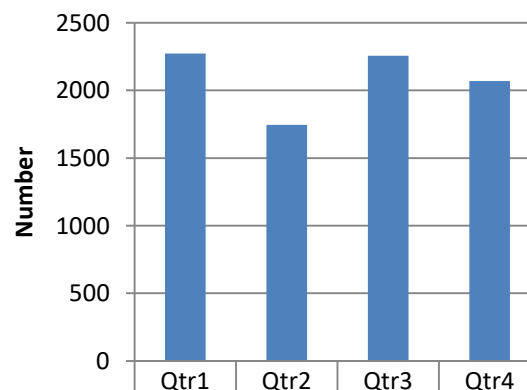


Families Referred	2306	1751	2316	2088
Accepted and Signposted	1909	1474	1911	1695
Further Information Required	172	126	192	174
Above Tier 2 (Inappropriate Referral)	164	93	154	140
Unable to meet need of referred family	30	25	42	37
Signposted but family did not engage	31	33	17	42

## Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – 2021/22

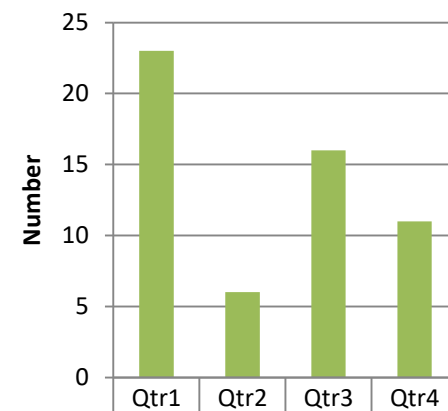
The vast majority of referrals to Hubs were processed within the 4 weeks standard ensuring families receive a timely response to their immediate needs. A further significant number within 5- 8 weeks and of the remaining referrals **64** were processed but exceeded the 8 weeks timescale..

### Achieved in 4 wks & 5-8 wks



Achieved in 4 wks & 5-8 wks	2272	1744	2256	2069
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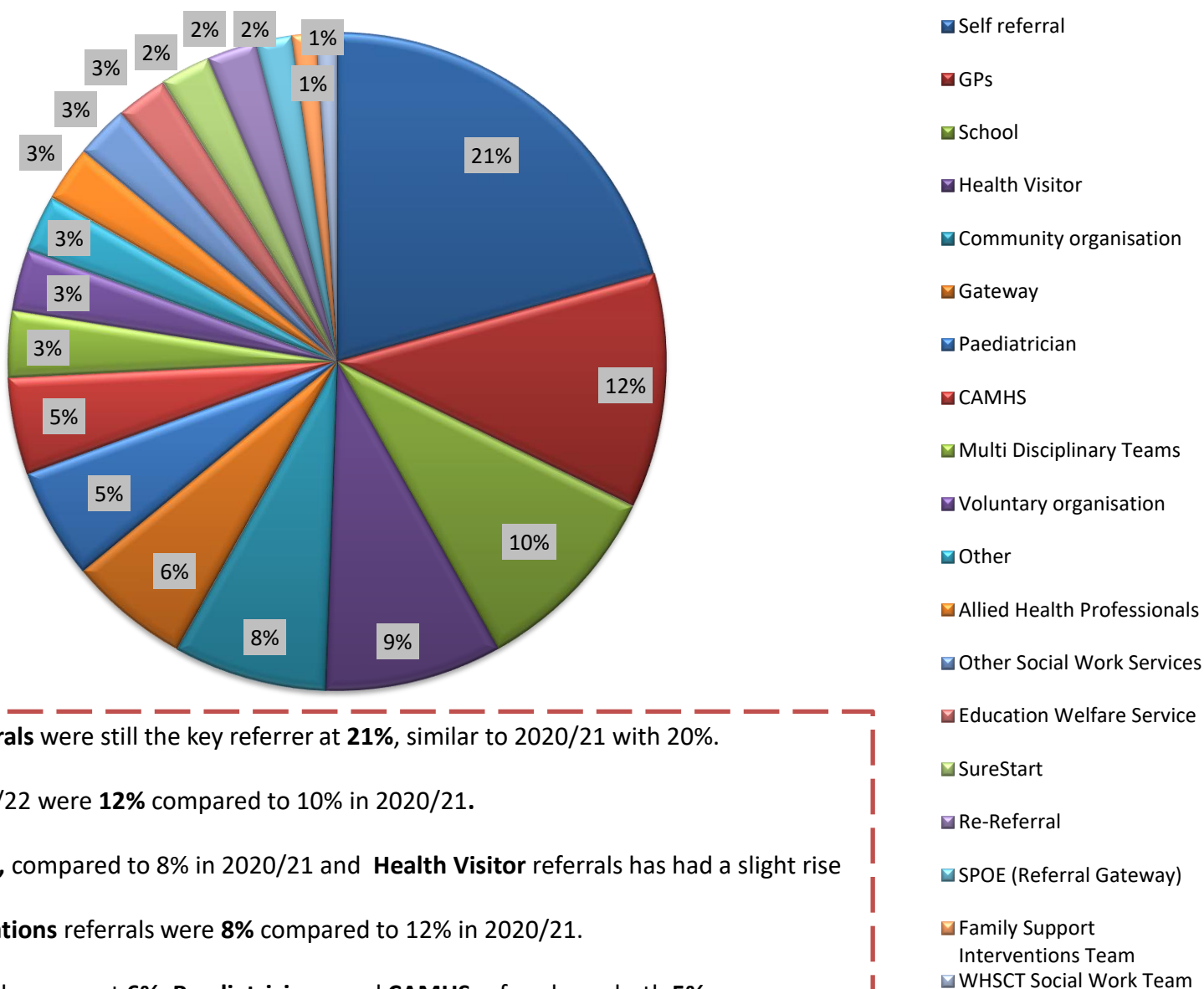
### Not Achieved in Timescale



Not Achieved in Timescale	23	6	16	11
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# How well did we do cont'd....?

## Performance Measure 8: Total Percentage of Referrals by Referring Agency – 2021/22



In 2021/22 **Self referrals** were still the key referrer at **21%**, similar to 2020/21 with 20%.

**GPs** referrals in 2021/22 were **12%** compared to 10% in 2020/21.

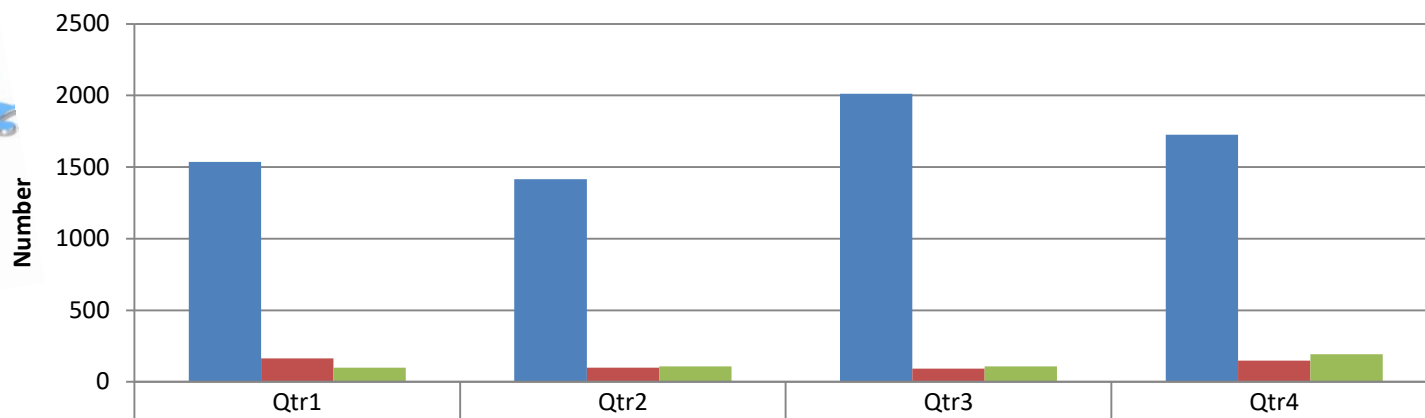
**School** referrals **10%**, compared to 8% in 2020/21 and **Health Visitor** referrals has had a slight rise from 7% to **9%**.

**Community Organisations** referrals were **8%** compared to 12% in 2020/21.

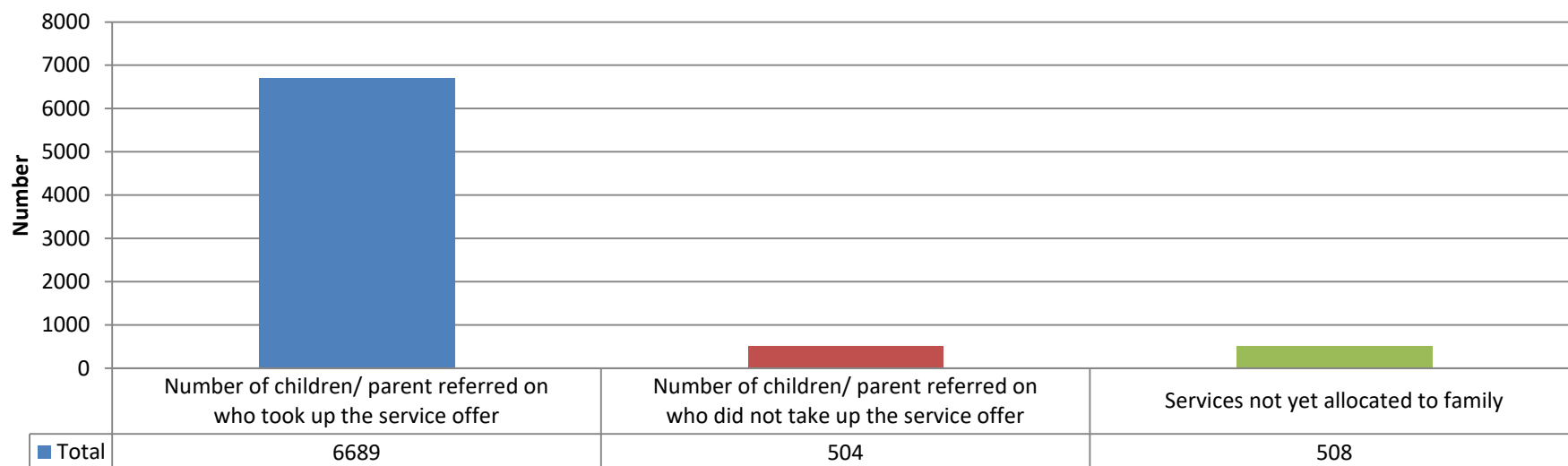
**Gateway** has stayed the same at **6%**, **Paediatricians** and **CAMHS** referrals are both **5%**.

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

## Performance Measure 9: Number of Parents /Children referred who did and did not take up the service offer – 2021/22



■ Number of children/ parent referred on who took up the service offer	Qtr1	Qtr2	Qtr3	Qtr4
	1536	1416	2012	1725
■ Number of children/ parent referred on who did not take up the service offer	164	99	92	149
■ Services not yet allocated to family	98	108	109	193

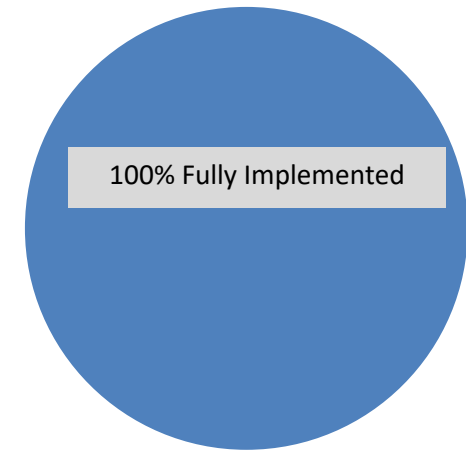


# How well did we do it cont'd.....?

## Performance Measure 10: 10 Standards Fully Implemented – 2021/22

- Standard 1.** Working in PARTNERSHIP is an integral part of Family Support. Partnership includes children, families, professionals and communities
- Standard 2.** Family Support Interventions are NEEDS LED (and provide the minimum intervention required)
- Standard 3.** Family Support requires a clear focus on the WISHES, FEELINGS, SAFETY AND WELL-BEING OF CHILDREN
- Standard 4.** Family Support services reflect a STRENGTHS BASED perspective, which is mindful of resilience as a characteristic of many children and families lives
- Standard 5.** Family Support is ACCESSIBLE AND FLEXIBLE in respect of location, timing, setting and changing needs, and can incorporate both child protection and out of home care
- Standard 6.** Family Support promotes the view that effective interventions are those that STRENGTHEN INFORMAL SUPPORT NETWORKS
- Standard 7.** Families are encouraged to self-refer and MULTI-AGENCY REFERRAL PATHS are facilitated
- Standard 8.** INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis
- Standard 9.** Services aim to PROMOTE SOCIAL INCLUSION and address issues around ethnicity, disability and urban/rural communities
- Standard 10.** MEASURES OF SUCCESS are built into services to demonstrate that interventions result in improved outcomes for service users, and facilitate quality assurance and best practice

### Hub Standards



**All Hubs are expected to administer the self assessment tool based on the 10 Standards and to develop an Action Plan which is reviewed on a 6 monthly basis.**

# Is anyone better off ....?

*Feedback from Parents: The Hubs provide CYPSP with case studies about the families that have been referred. This is a selection of these:*

## Case Study A

Mum with a 4-year-old child was diagnosed with cancer and was struggling to come to terms with the change in circumstances for her family. Mum contacted the FSH looking emotional support for herself and afterschool support for her child so she could attend appointments and treatment.

Day care support services were arranged, and this gave mum peace of mind her child was being cared for while she attended her appointments etc it also gave him a social outlet, mum noted the child loved coming to the crèche, so this made her happy, she was also able to rest and recover from her scheduled treatments knowing that her child was happy and settled.

Mum was offered alternative therapies- to support her between treatments - mum shared that this helped her to relax, she was also signposted for benefit advice to make sure she was getting the appropriate financial support she needed- due to stresses about paying bills and the increase in the cost of living over recent months.

Practical support was also provided by the hub- this included gas/electric voucher. Through support from another service the family were given an activity pack filled with fun items for the family to enjoy and spend quality time together in the garden -as mum was house bound due to covid fears and her low immune system. Mum noted that this enabled them to spend quality time together enjoying the different activities in the pack. Mum was so appreciative of the Hub and the services it provided. (Belfast Hub Co-ordinator)

## Case Study B

Mum recently moved to Belfast with her 4 children, with no other family living in the area and felt socially isolated. The referral came from another organisation requesting support due to a known history of domestic violence, with this having an impact on the family unit. Through the hub we were able to support the family with counselling /play therapy sessions for two of the children, whilst another child was referred to an age-appropriate mentoring service. Mum was able to avail of alternative therapies for relaxation and yoga classes which she really enjoyed and found therapeutic.

Mum noted that the services provided through her local FSH beneficial to her family at a time when they felt alone and in need. She also stated that if it were not for the hub during an extremely difficult period, the family would not have made such valued friendships, nor got the support they really needed at this challenging time. (Belfast Hub Co-ordinator)



## Case Study C

### Northern Family Support Hubs – Parents comments: -

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

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

# Is anyone better off.... cont'd?

## Case Study D

### Craigavon & Banbridge FSH

Polish family re referred back into family support hub by Gateway following their Initial Assessment (previous school referrals received into family Support Hub) . Seven-year old male presenting as anxious over his father returning from Poland. Mum is also frightened at prospect of father's return due to previous domestic violence in household). School have noticed and reported that child is not a good sleeper and he presents as tired at school. The previous school referral raised issue with the smell of child's school clothes. The family live in poor accommodation, which is noticeably damp and it has been advised by Gateway for Mum to open windows and heat the house as ongoing condensation and damp issues. Following previous hub referral Community Intercultural Project had been supporting with liaison with the landlord, housing application and oil vouchers to heat their home. Grandmother also resides at home and there is a strong smell of urine as her mother is incontinent and the youngest child is prone to wetting himself. Mum reported that her 7 year old displays aggressive behaviour in the home and Mum feels unable to manage it.

#### Intervention (Early Intervention Support Service)

1:1 work with child on understanding what anxiety is and how to challenge anxious thoughts. Discussions with son around his fears he faces in relation to his Dad returning to the family home and talking about safety and protection, through the aid of the 'Helping Hands' booklet.

1:1 with child on managing anger and strategies to calm down and mum included in discussion re strategies to promote/ put in place in response to anger / aggression.

Support sessions with Mum around understanding separation anxiety, Relationship and parenting advice using Sollihul.

Liaison with other relevant support agencies SVDP, CIP etc

#### Outcomes

Child using calming down strategies to diffuse his anxiety and anger, before it escalates. Child aware of how and to whom he can disclose to if he is feeling unsafe to Mum/ appropriate adults. Aware of 999 in case of emergency. Feeling less anxious around Dad returning. Mum more confident in using strategies consistently. Feeling better equipped to manage conflict at home. Reported decrease in mum's stress levels, as child thinking, before reacting. Child able to regulate his emotions more and make good choices. Mum received help with food parcels and oil voucher to heat home to help with housing conditions/ drying of clothing.

#### Service User Feedback

*Parent's scored service as excellent- Mum strongly agreed she has the confidence to use EISS strategies in the future. "Thank you for helping me get food and oil and doing work with my son. Very helpful worker". "I liked the worksheets. I am a good boy at home" (Child)*

## Case Study E

**Newry & Mourne Family Support Hub** received a self-referral in December 2021. The family have a 12 year old daughter with a LD and diagnosis of Autism. While his daughter was undergoing the assessment process Dad recognised many of the traits in himself. When advised of the length of waiting lists for adult Autism Diagnostic Service, the family opted for a private assessment. Dad has recently had his diagnosis of Autism confirmed.

The family requested help for several reasons and it was agreed that Bolster Community would accept the family for home-based support and signposting to additional services. Bolster's Family Support Worker completed a comprehensive home-based assessment, exploring the needs of the whole family. The following areas for support and services were provided by the Family Support Worker.

**Financial Support** - Dad's low mood meant he hadn't been able to work. They had a small amount of income from farm land rental and reduced rate benefits. The family talked about the impact of financial pressure. Mum was particularly worried as they had no spare money to provide Christmas gifts for their children and had just run out of oil. Help was accessed through the Poverty Support Fund and local Christmas Toy Appeal. They were signposted to a Debt Advice support and Community Advice Newry and Mourne, to complete a benefits check. The family received over £1000 worth of heating fuel, electricity, winter clothing, food and Christmas toys. This practical financial support alleviated some of the immediate pressure that the family were facing and gave the parents some time to regroup and plan for the future.

**Emotional Support** - Mum is the rock in this family but expressed feeling under pressure and isolated at times. The parents had different views on the future for the family, discussion was facilitated between them to address this. During this time mum was called up for jury duty, she was anxious about this and affording the time away from home; support was provided to get her jury service deferred. The Family were taught stress management techniques and the worker explained the importance of self-care.

Both parents identified challenges parenting their adolescent daughter and understanding her needs. They were signposted to the Parents Plus Additional Needs Programme which offers help and advice to parents of children with a learning disability. Both participated in the programme and reported that "we understand both our children better now, we see we have to help them to become more independent of us and this is reducing some of the pressures we had by doing everything for them". Dad has now registered with New Horizons and is exploring training and employment opportunities. He has met other participants on Autism Connect (a service based in Newry for adults with Autism), he has been able to speak to other adults who have had a recent diagnosis and this is helping him to process and understand his experiences.

Dad reports he is in a much better place now that some of the emotional and environmental stressors have reduced for him and mum reports that the family are "much stronger now that we understand what is happening and that there are places we can go to for help".

***Please note:*** All reports cards are available at  
<https://cypsp.hscni.net/family-support-hubs/>  
*under Family Support Hub Monitoring.*

For further information on Family Support Hubs in your area: -  
Contact Bronwyn Campbell, Regional Family Support Hub  
Co-Ordinator  
Email: [Bronwyn.campbell@hscni.net](mailto:Bronwyn.campbell@hscni.net)