



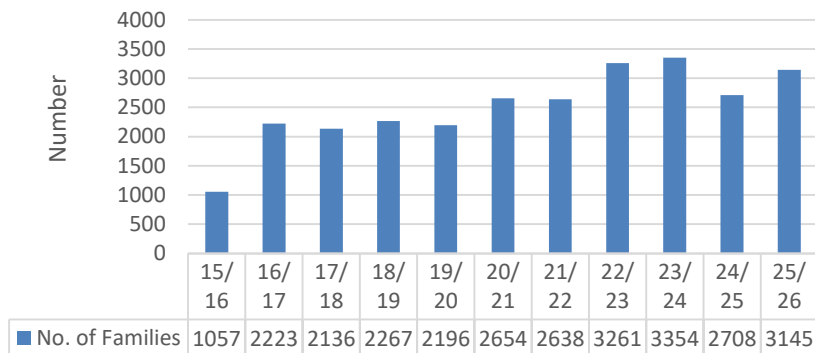
BHSCT FAMILY SUPPORT HUBS REPORT CARD

Annual Report Card 2025/26



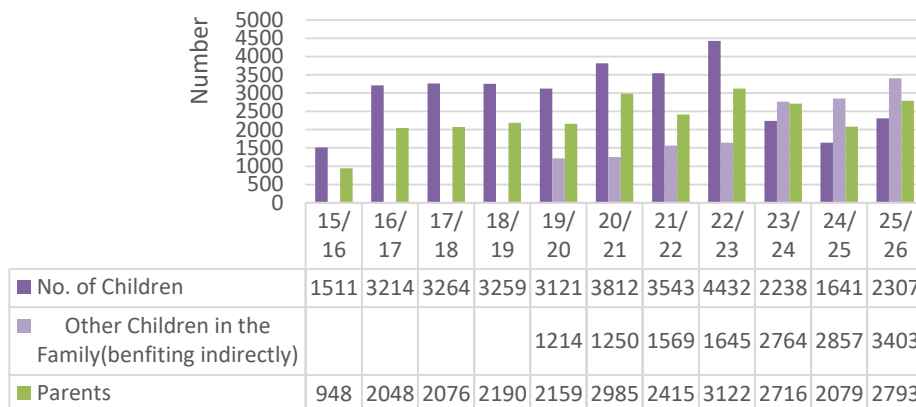
Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2025/26

No. of Families Referred 2015/16 - 2025/26

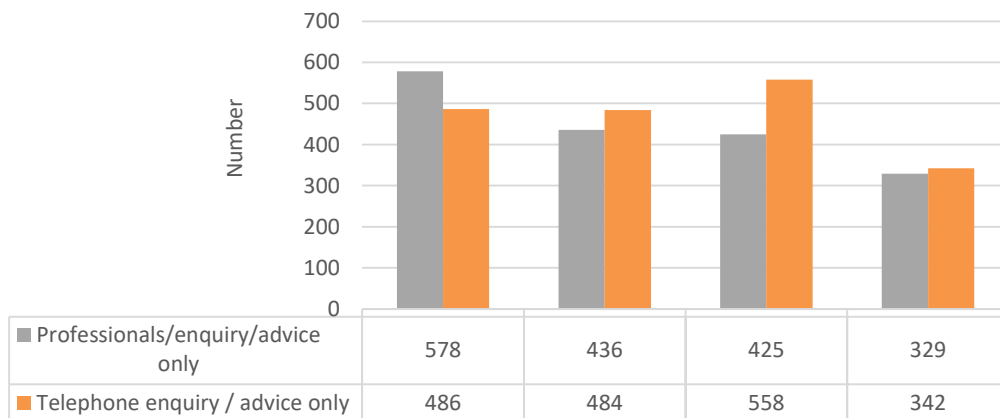


In 2025/26 there was an increase of **437** families referred through Family Support Hubs in Belfast compared to 2024/25.

No. of Children/Other Children Indirectly and Parents Referred



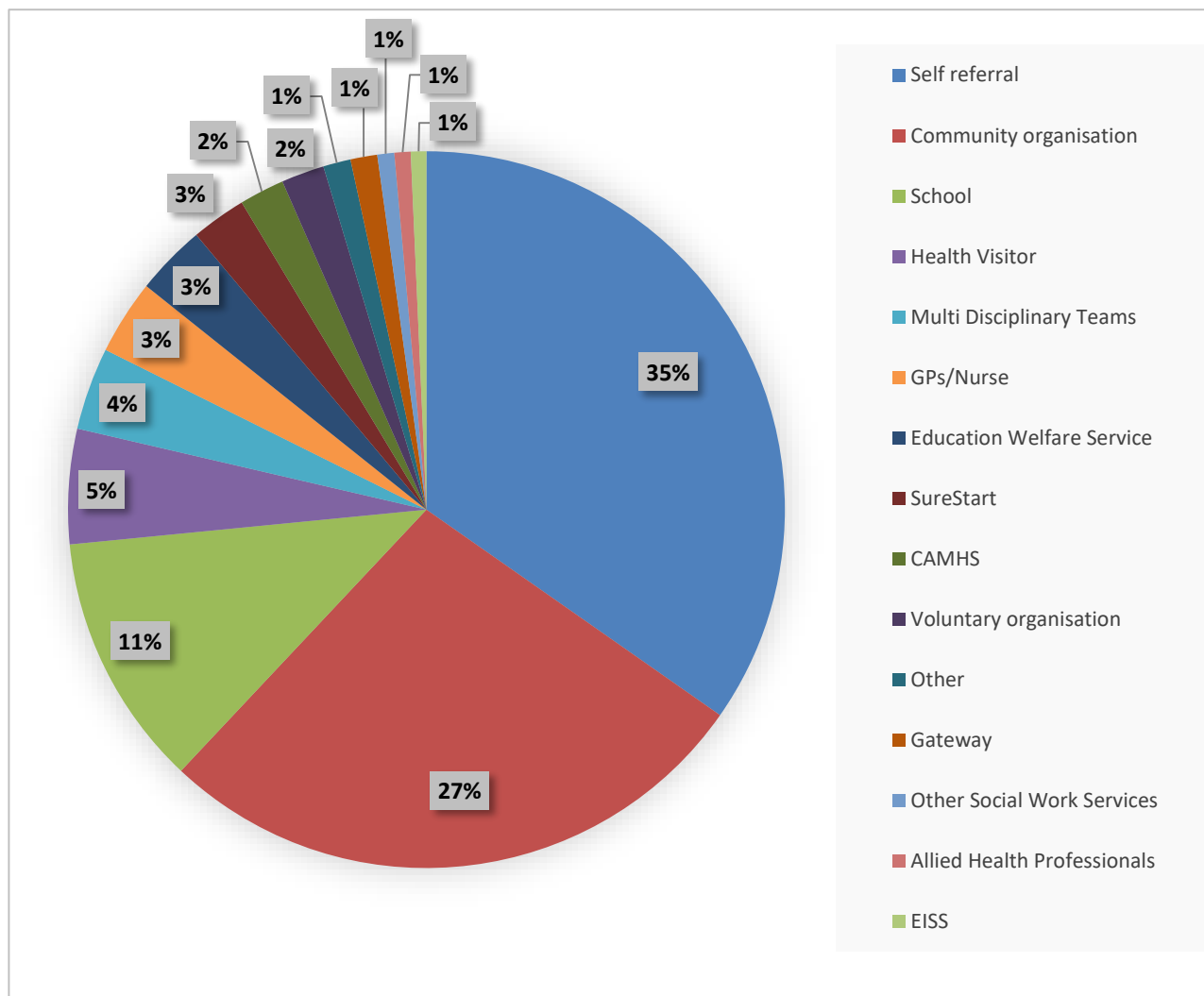
Professionals/Telephone Enquiries



Belfast Hubs dealt with **1768** professional enquiries and **1870** Telephone enquiries in 2025/26, directly from families and professionals seeking advice regarding services in the area or as a listening ear. This is a vital part of their role and can take up a significant amount of their time but does not result in a full referral. This in itself can be sufficient to support the family or may result in a full referral at a future date.



Performance Measure 2: Total Percentage of Referrals by Referral Agency - 2025/26

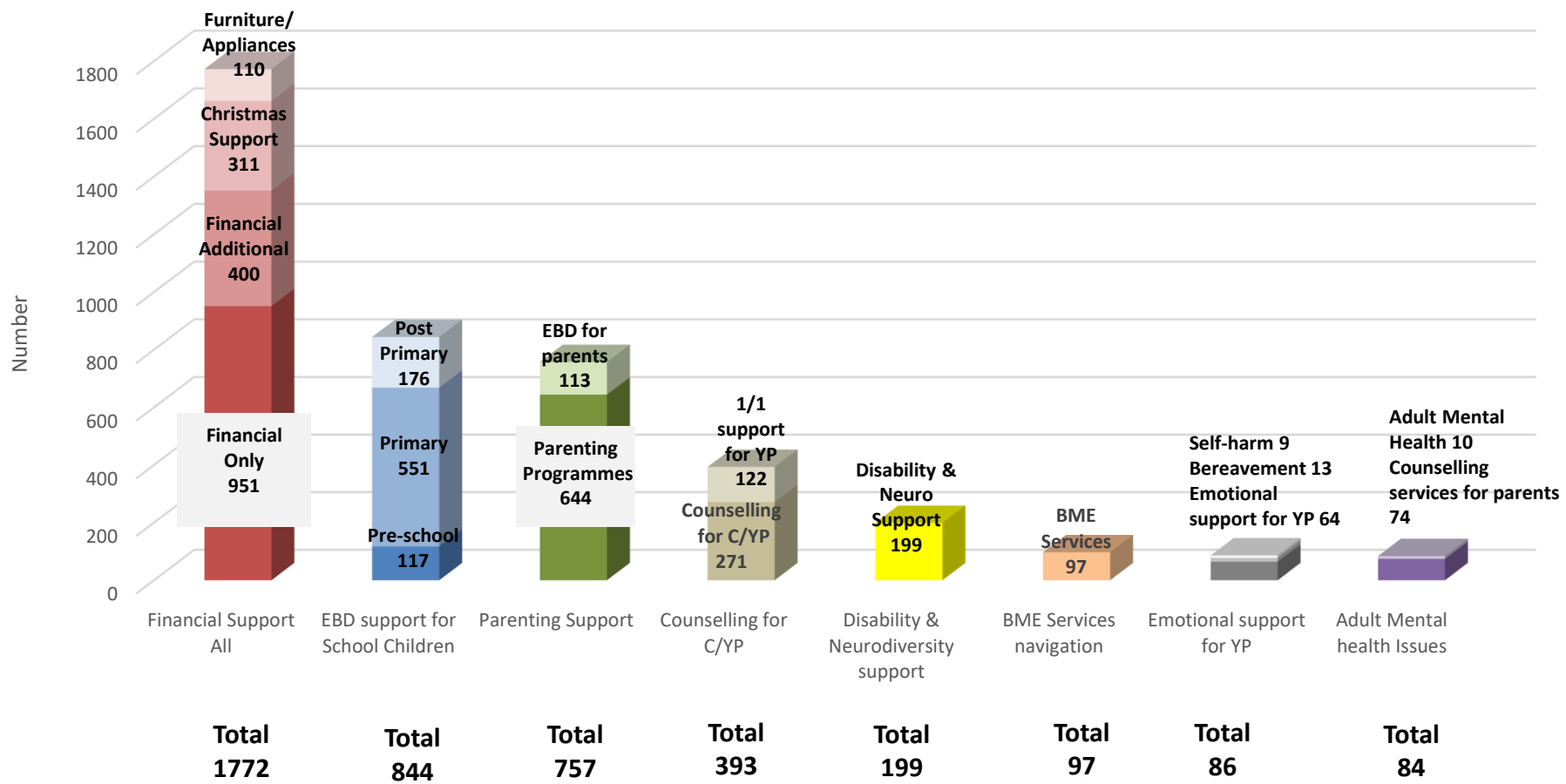


In the Belfast Area **Self referrals** are highest at **35%** in **2025/26**, a slight drop from (38%) in 2024/25. This was followed by referrals from **Community Organisations** at **27%** for 25/26 compared to (21%) for 24/25, **School referrals** **11%** for 25/26 and (9%) at 24/25, followed by **Health Visitor** at **5%** and **Multi Disciplinary Teams** **4%**.



Performance Measure 3: Main Presenting Reasons for Referral - 2025/26

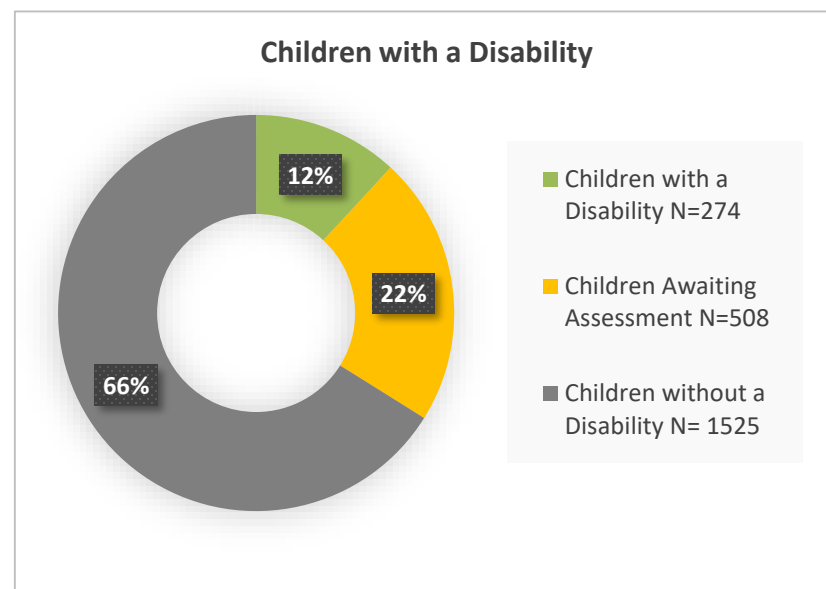
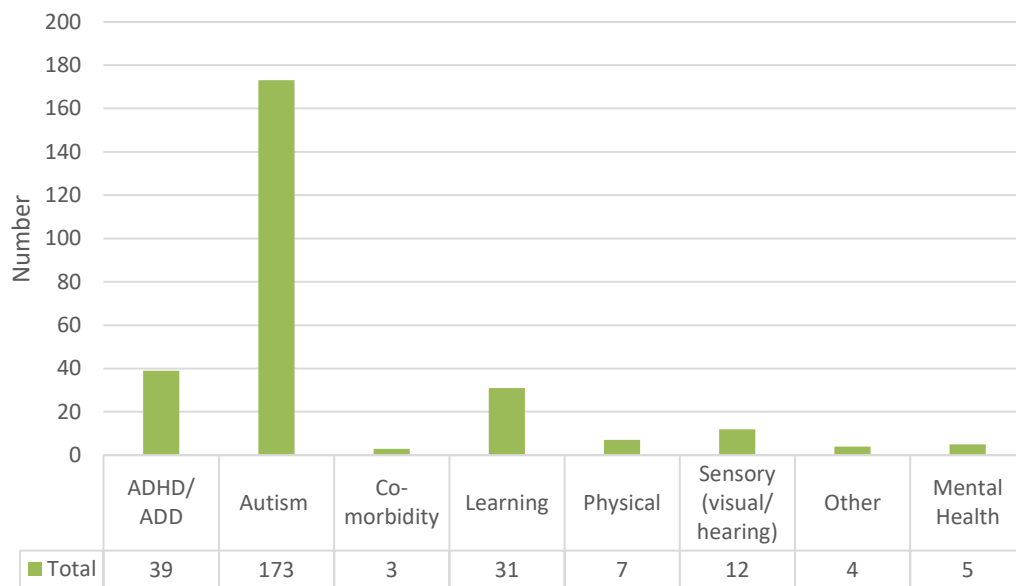
Main Reasons for Referral



Financial Support All was the top reason for referral in 2025/26 at **1772**, the same as in 2024/25. This was followed by Emotional and Behavioural Difficulty (EBD) Support for all school children **844**, Parenting Support **757**, Counselling Services for children/young people **393**, Disability and Neurodivergent support **199**, BME Services navigation **97**, Emotional Support for child **86** and Adult Mental Health Issues **84**.



Performance Measure 4: Children with a Disability Referred - 2025/26

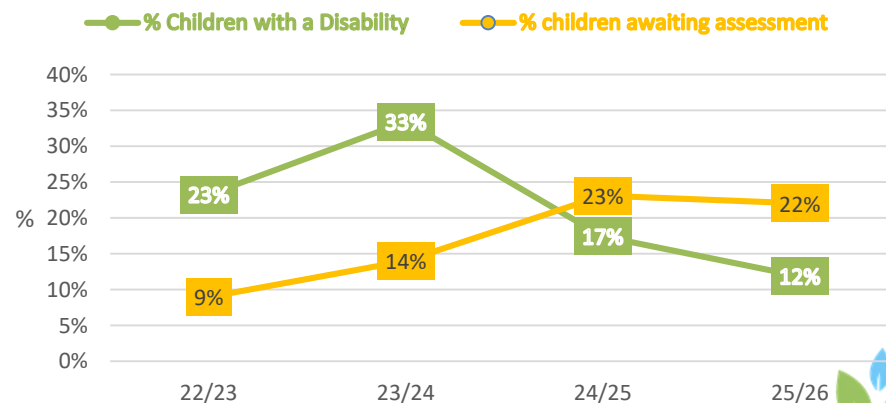


Throughout 2025/26, a total of **274** children with a disability were referred. Children with **Autism** were the highest number (**173**) of disability referred at (**63%**).

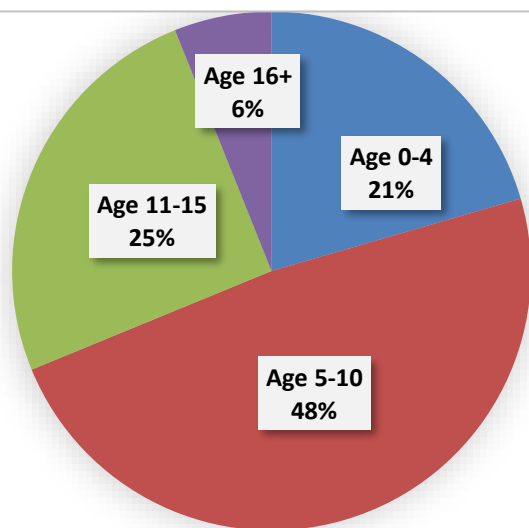
Belfast had the highest % of children awaiting assessment (**22%**) over all the Trusts.



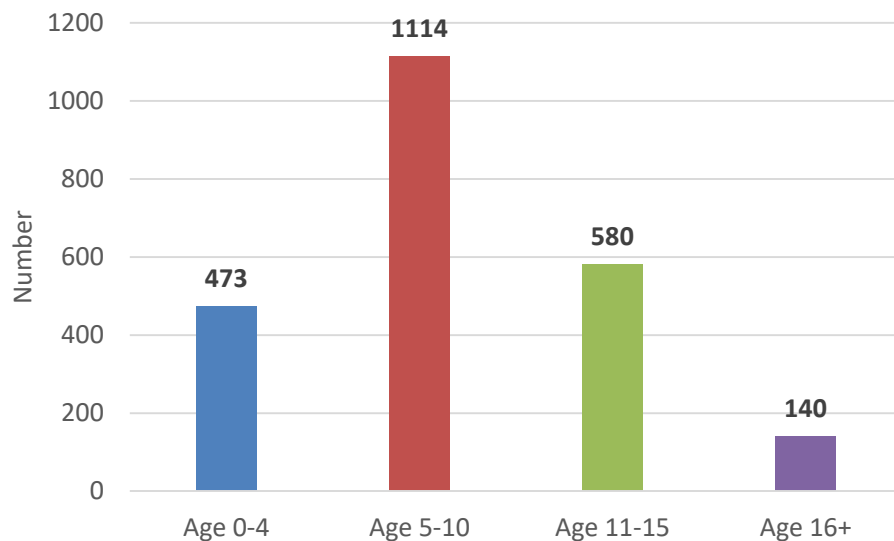
% Children with a Disability & Awaiting Assessment



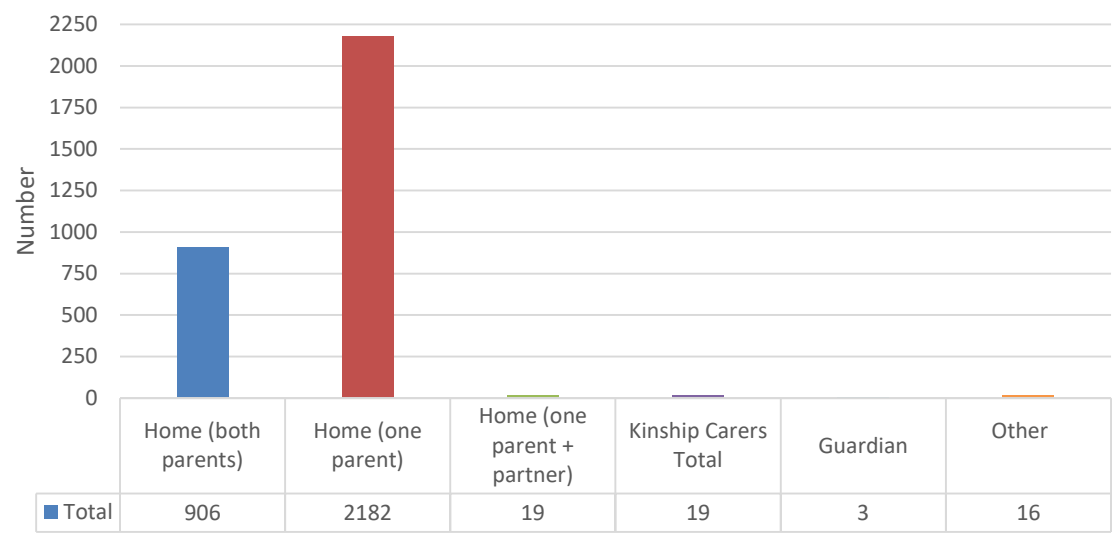
Performance Measure 5: Children Referred by Age Profile - 2025/26



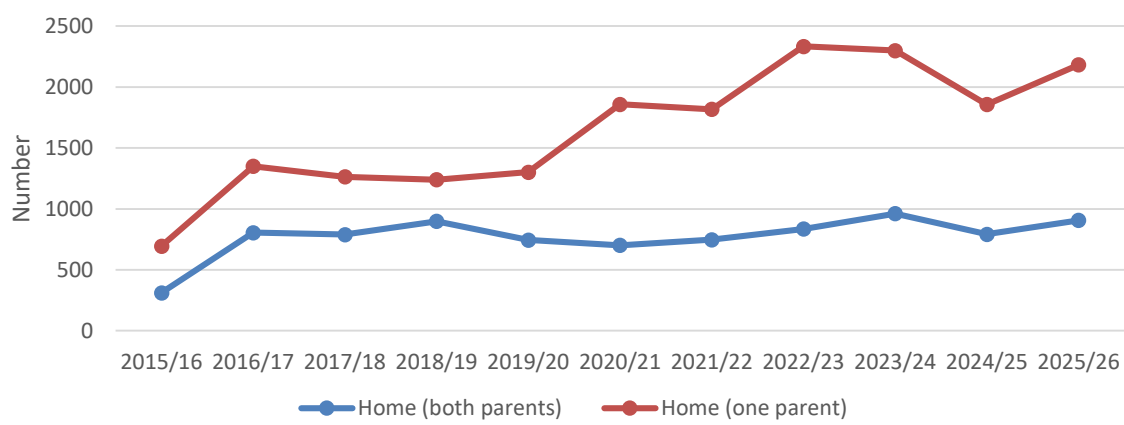
Of the total number **2307** children referred, the **5-10 year** age range was the highest representing **48%** followed by **11-15 year** age range **25%** in the Belfast area throughout 2025/26.



Performance Measure 6: Household Composition -2025/26



Home (both parents) v Home (one parent)



One Parent Families have been consistently the largest group over the past 10 years referred in Belfast at **2182** followed by both parents at **906** in 2025/26.



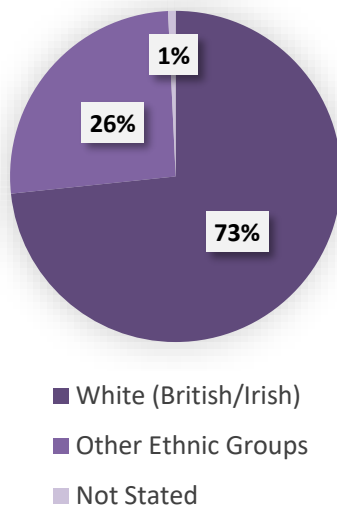
How much did we do cont'd....?

Performance Measure 7: Referrals by Ethnic Background for Children and Parents referred.

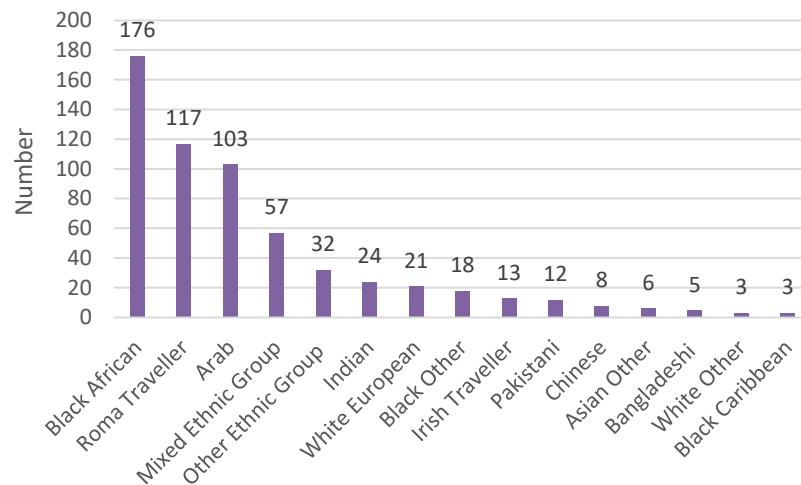
The percentage of children and parents identifying from **Other Ethnic Groups** other than White (British/Irish) varies year by year with Belfast reporting the highest proportion at **26%** and **22%** respectively. For e.g. Referrals from Black African children are **176** with **192** parents and Roma Traveller are **117** children and **71** parents.

Note: The breakdown of Other Ethnic Groups for both Children and Parents are presented on separate bar charts.

Child's Ethnicity

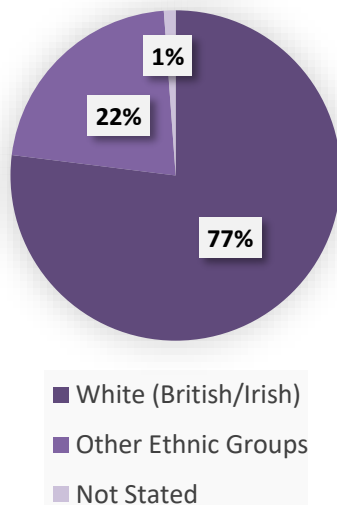


Children Referrals by Other Ethnic Groups – 2025/26

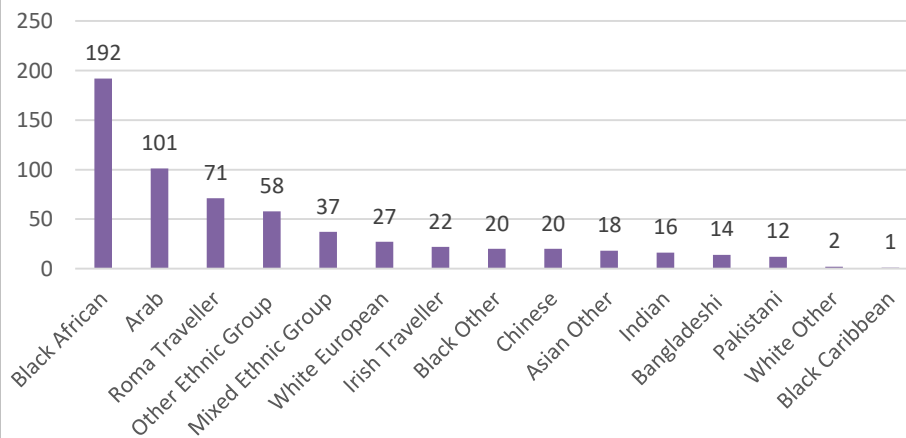


Please note: 17 children's ethnic background - Not Stated

Parent's Ethnicity



Parents Referrals by Other Ethnic Groups – 2025/26



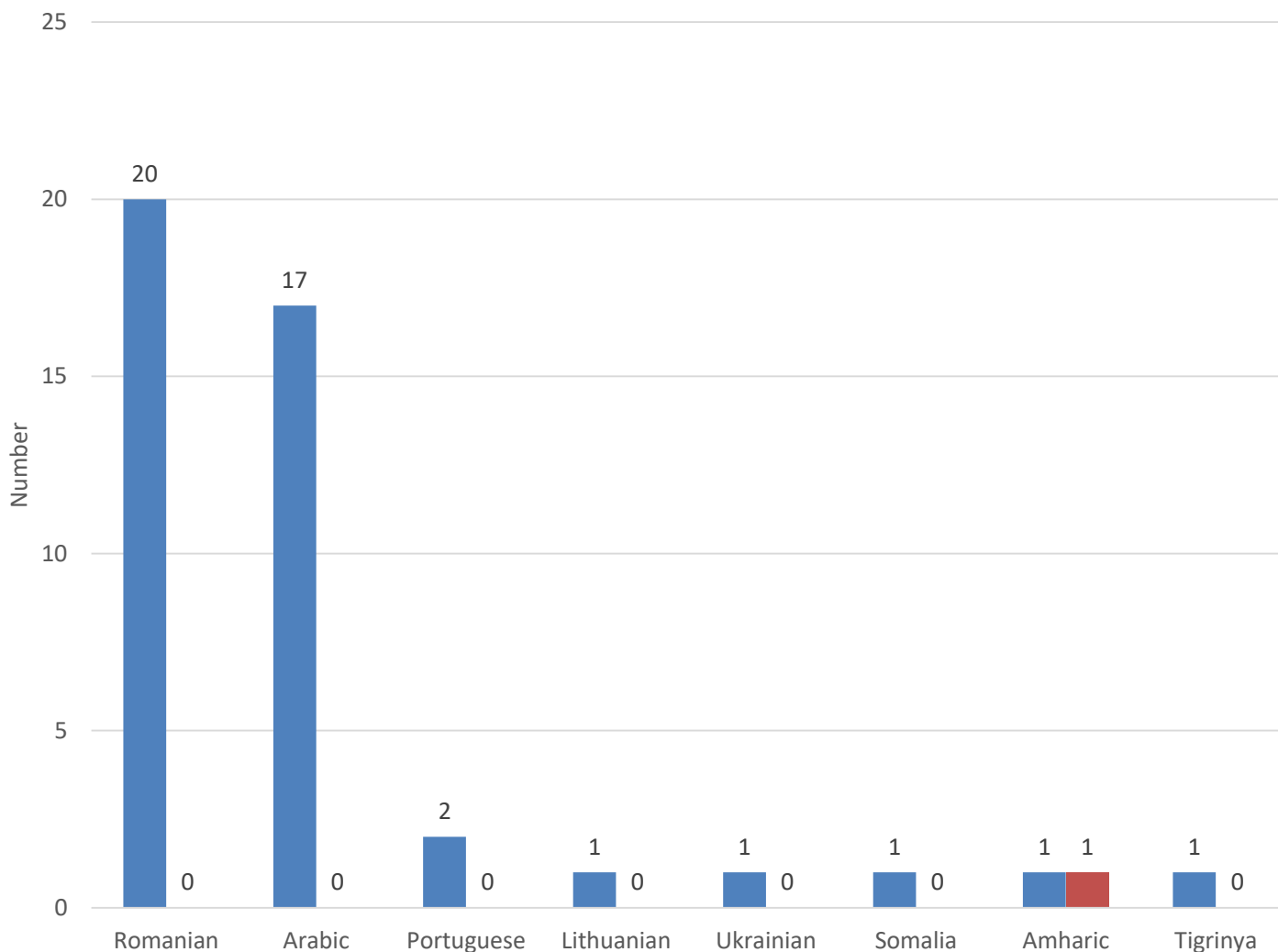
Please note: 32 parents ethnic background - Not Stated

Performance Measure 8: Interpreters Required and Booked by Language

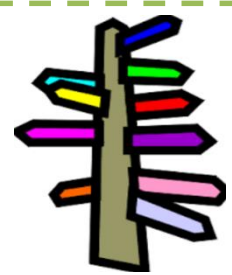
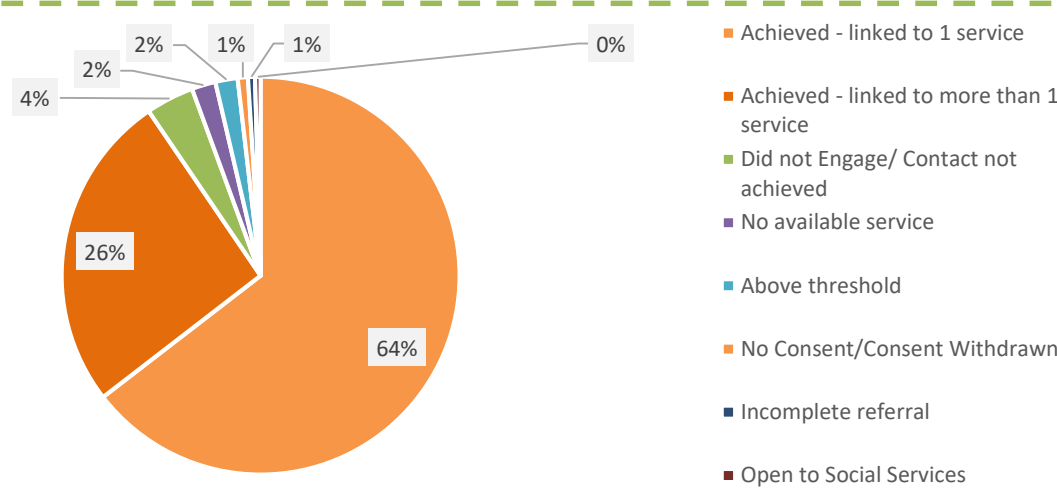
*There has been a range of languages required and booked in 2025/26 in the Belfast area with Romanian and Arabic the most requested. In Belfast **44** interpreters were required with only **1** booked in 2025/26.*

*However, Hubs have used Google Translate or Vasco Translator **45** times and Facilitated by Family or Friend **21** times with **No** Interpreting Solution not found.*

Interpreters Required and Booked by Language – 2025/26

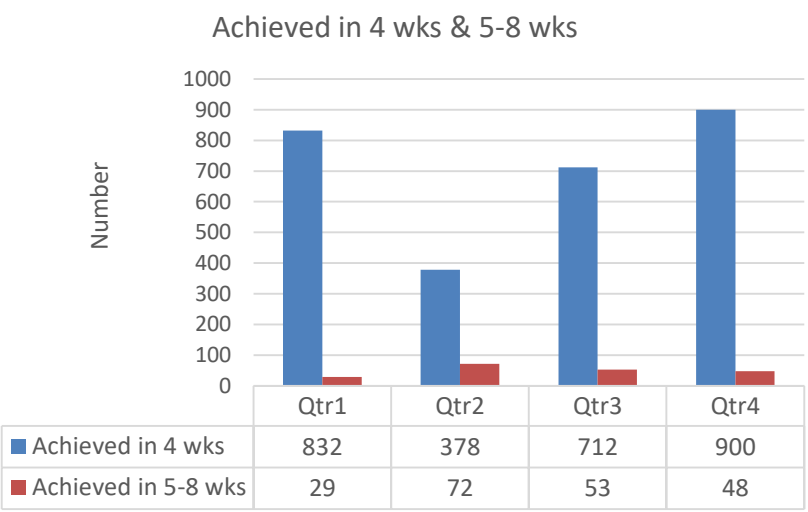


Performance Measure 9: Families Referred that were Linked to a Service, Above Threshold or Other Reasons for Outcome of Referral - 2025/26



64% of families were signposted to 1 service, with **26%** linked to more than 1 service.

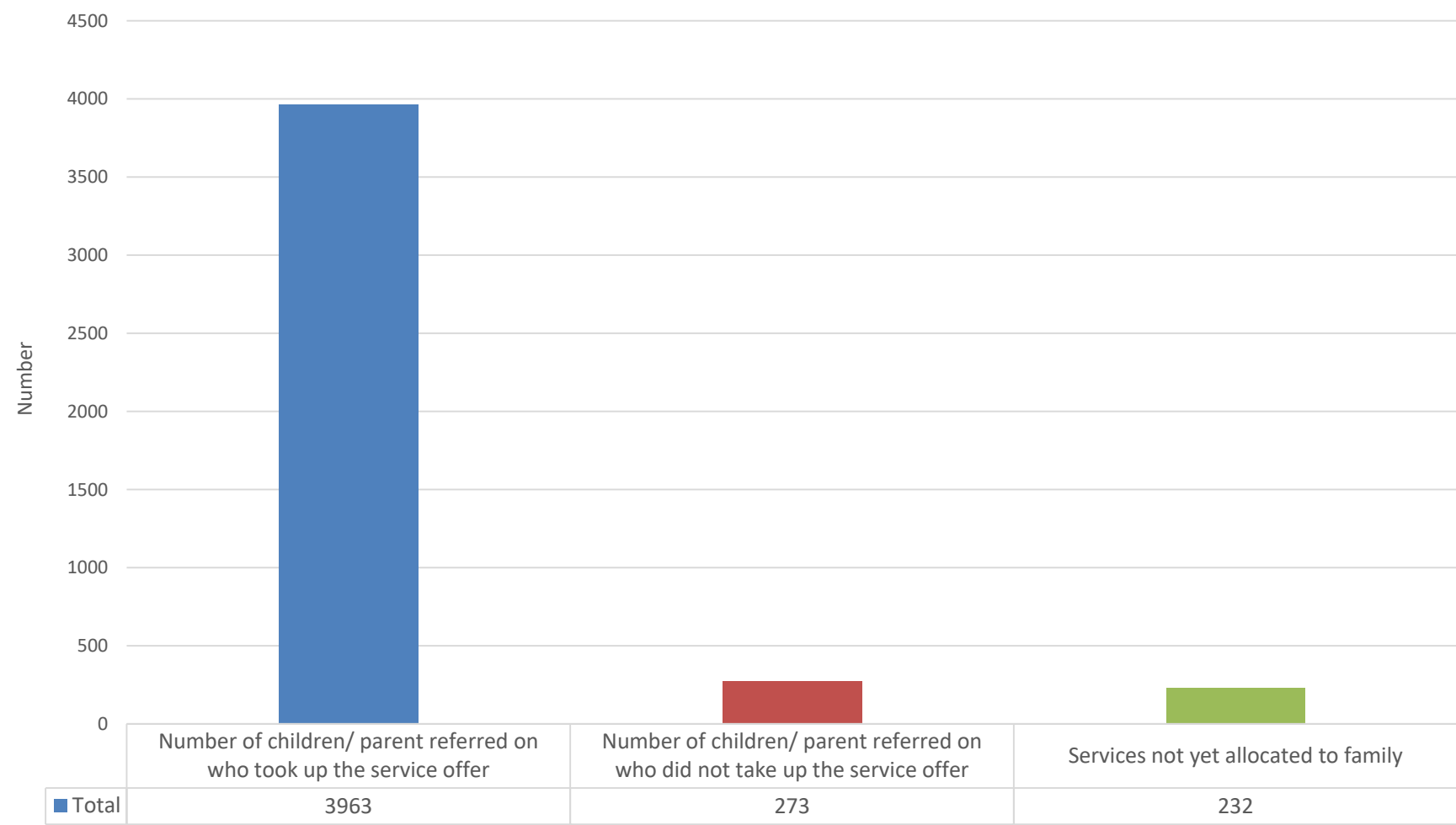
Performance Measure 10: Achieved in 4 weeks & 5-8 weeks – 2025/26



The vast majority of referrals to Hubs were processed within 4 weeks, with the remainder within 5- 8 weeks and **19** achieved within the maximum 8 weeks timescale. **102** were not achieved within the timescale in the Belfast Area.



Performance Measure 11: Number of Parents/Children referred who did and did not take up the service offer 2025/26



Performance Measure 12: Main Presenting Reasons Unmet - 2025/26

Categories of unmet need by Belfast Hub

Greater Falls 16 categories of unmet need

- Bereavement support (adult)
- Bereavement support (child)
- Childcare support
- Counselling services for children/young people
- Counselling services for parent/s
- Disability and neurodiversity support
- EBD support for pre-school children
- EBD support for primary school children
- EBD support for post primary school children
- Family breakdown
- Financial support
- Parenting programmes/parenting support
- Respite
- Self-care support
- Social activities support
- Reduced timetable/No school placement (SEN)

Upper Springfield & Whiterock

3 categories of unmet need

- Counselling services for children/young people
- Social activities
- Family support

Outer West 4 categories of unmet need

- Counselling services for children/young people
- Youth activities
- Family support
- Other (not disclosed)

South 2 (Casa) 7 categories of unmet need

- Counselling services for children/young people
- Counselling services for parent/s
- EBD support for primary school children
- EBD support for post primary school children
- Financial support
- Parenting programmes/parenting support
- Practical support

South 1 3 categories of unmet need

- Counselling services for children/young people
- Counselling services for parents
- Disability and neurodiversity support

Greater Shankill

2 categories of unmet need

- Counselling services for children/young people
- EBD support for primary school children

Upper North

6 categories of unmet need

- Counselling services for children/young people
- Counselling services for parents
- Disability & Neurodiversity support
- Financial support
- Parenting programmes/parenting support
- Other (Gender Identity)

Lower North

4 categories of unmet need

- Childcare support
- Counselling services for families
- Disability & Neurodiversity support
- Financial support

Inner East 2 category of unmet need

- Financial support
- Homelessness

Outer South East 9 categories of unmet need

- Bereavement support (child)
- Child care support
- Counselling services for children/young people
- Counselling services for parent/s
- Disability and Neurodiversity support
- EBD support for primary school children
- EBD support for post primary school children
- Financial support
- Parenting programmes/parenting support



Performance Measure 13: 10 Standards Fully Implemented - 2025/26

Standard 1. Working in PARTNERSHIP is an integral part of Family Support.
Partnership includes children, families, professionals and communities

Standard 2. Family Support Interventions are NEEDS LED
(and provide the minimum intervention required)

Standard 3. Family Support requires a clear focus on the WISHES, FEELINGS,
SAFETY AND WELL-BEING OF CHILDREN

Standard 4. Family Support services reflect a STRENGTHS BASED perspective,
which is mindful of resilience as a characteristic of many children and families
lives

Standard 5. Family Support is ACCESSIBLE AND FLEXIBLE in respect of location,
timing, setting and changing needs, and can incorporate both child protection
and out of home care

Standard 6. Family Support promotes the view that effective interventions are
those that STRENGTHEN INFORMAL SUPPORT NETWORKS

Standard 7. Families are encouraged to self-refer and MULTI-AGENCY REFERRAL
PATHS are facilitated

Standard 8. INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE
PLANNING, DELIVERY AND EVALUATION of family support services in practised
on an on-going basis

Standard 9. Services aim to PROMOTE SOCIAL INCLUSION and address
issues around ethnicity, disability and urban/rural communities

Standard 10. MEASURES OF SUCCESS are built into services to demonstrate that
interventions result in improved outcomes for service users, and facilitate quality
assurance and best practice

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



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 the Children's Services Planning Team,
Email: cypsp@hscni.net

