



SHSCT FAMILY SUPPORT HUBS REPORT CARD

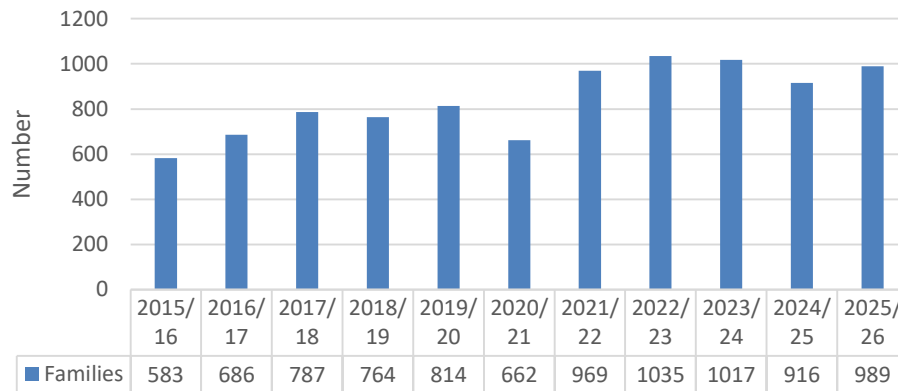
Annual Report Card 2025/26



How much did we do?

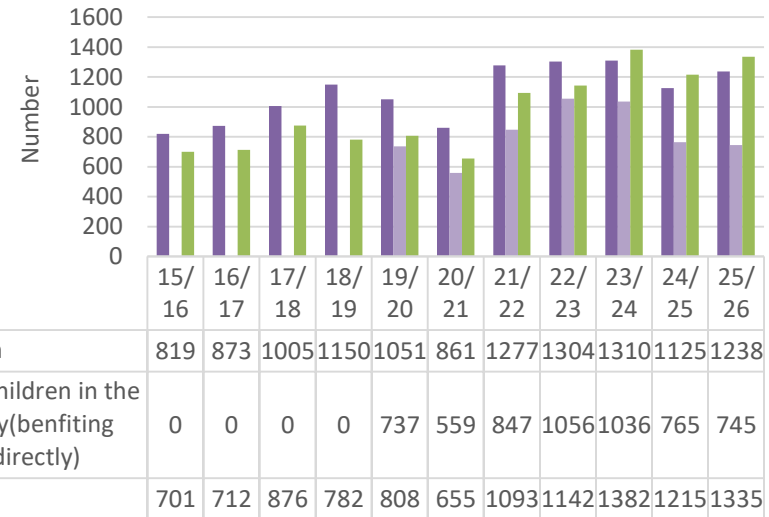
Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2025/26

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

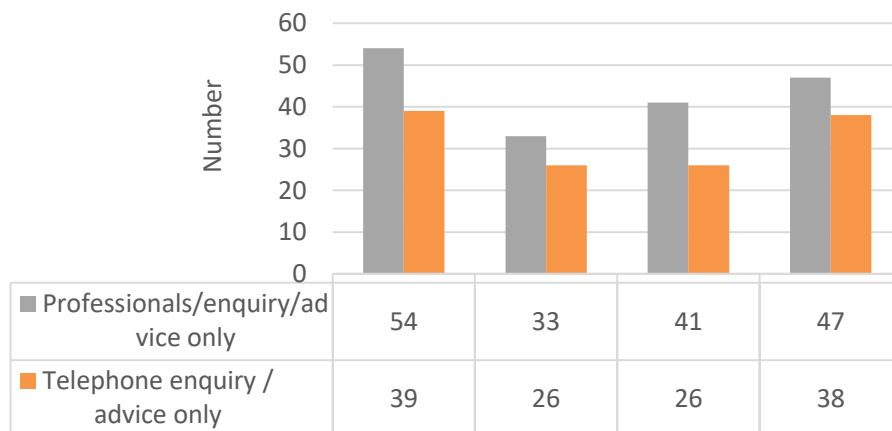


Throughout 2025/26 there were **989** families referred through family support hubs in the SHSCT area. This was an increase of **73** from 2024/25.

No. of Children/Other Children Indirectly and Parents Referred 2015/16 - 2025/26



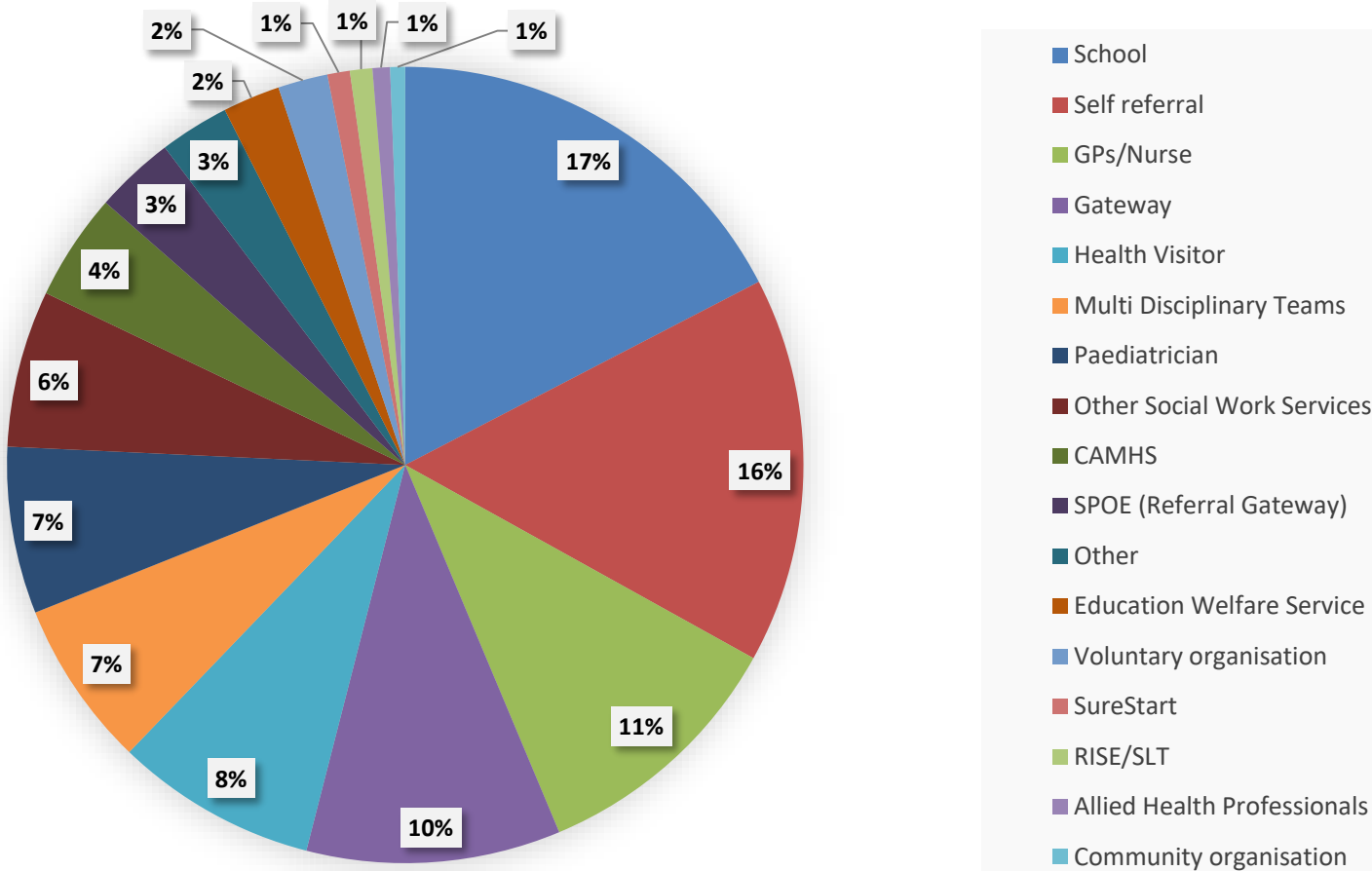
Professionals/Telephone Enquiries



Southern Hubs dealt with **175** professional enquiries and **129** telephone enquiries, 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

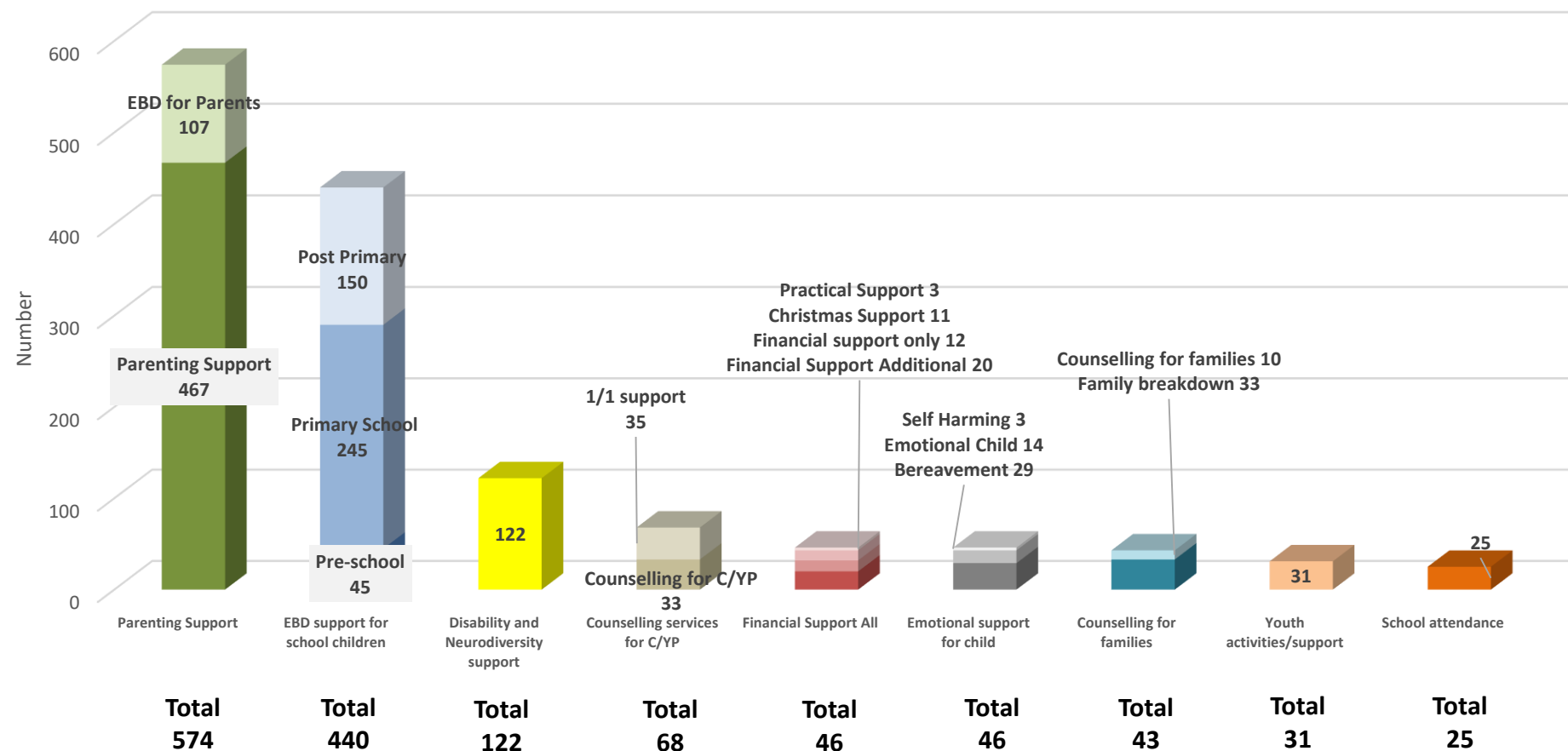


Schools are the highest referring agency at **17%** in 2025/26, similar to 2024/25 at 19%. Self referrals increased to **16%**(12%) last year and GPs/Nurse now **11%** (9%). Gateway **10%**(11%), Health Visitor **8%** (9%), Multi Disciplinary Teams and Paediatricians **7%**.



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

Main Reasons for Referral

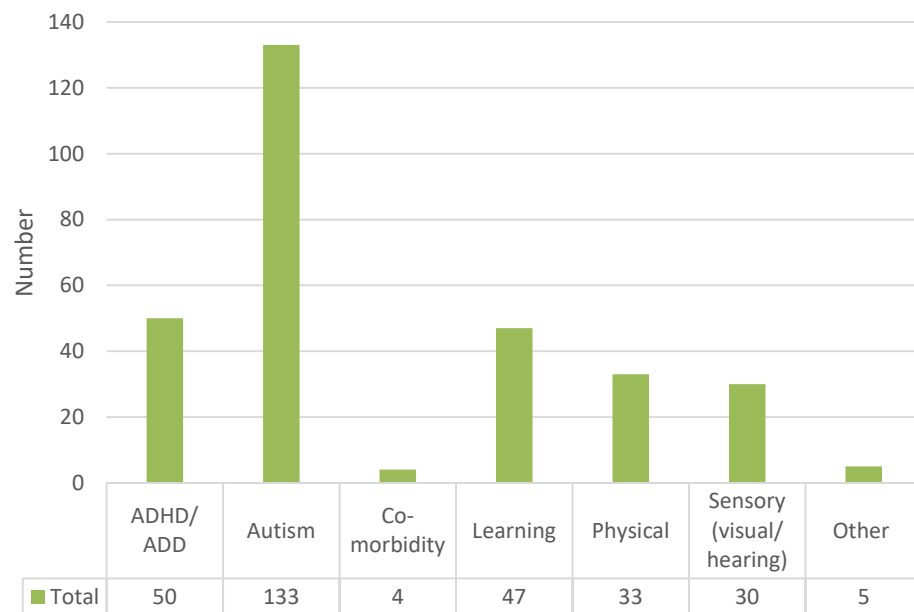


The main presenting reasons for referrals in 2025/26 were for **Parenting support and EBD support for parents** at **574**, followed by Emotional Behavioural Difficulty (EBD) for school age children at **440**. Other reasons for referral were Disability and Neurodiversity support **122**, One/One support and Counselling Services for C/YP **68**, Financial Support All **46**, Emotional support for child/bereavement and Self-harm **46**, Counselling services/Family breakdown **43**, Youth Activities/support **31** and School attendance **25**.



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

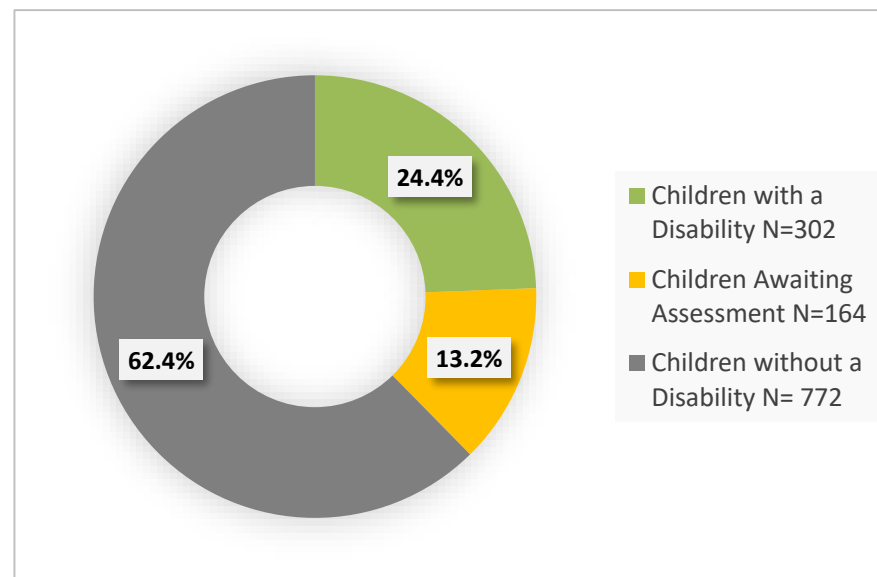
Performance Measure 4: Children with a Disability Referred -2025/26



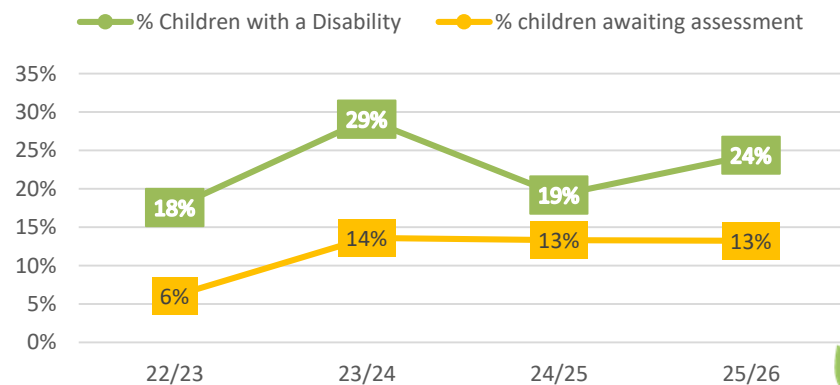
In 2025/26, there were 302 Children with a disability referred, with **Autism** the highest referrals at 133 (44%).



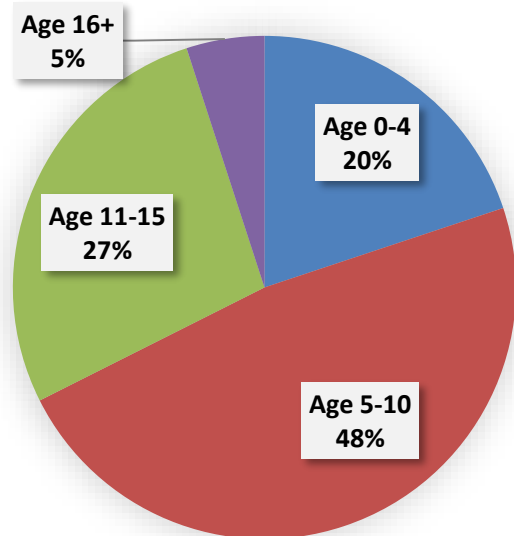
% Children Referred with a Disability



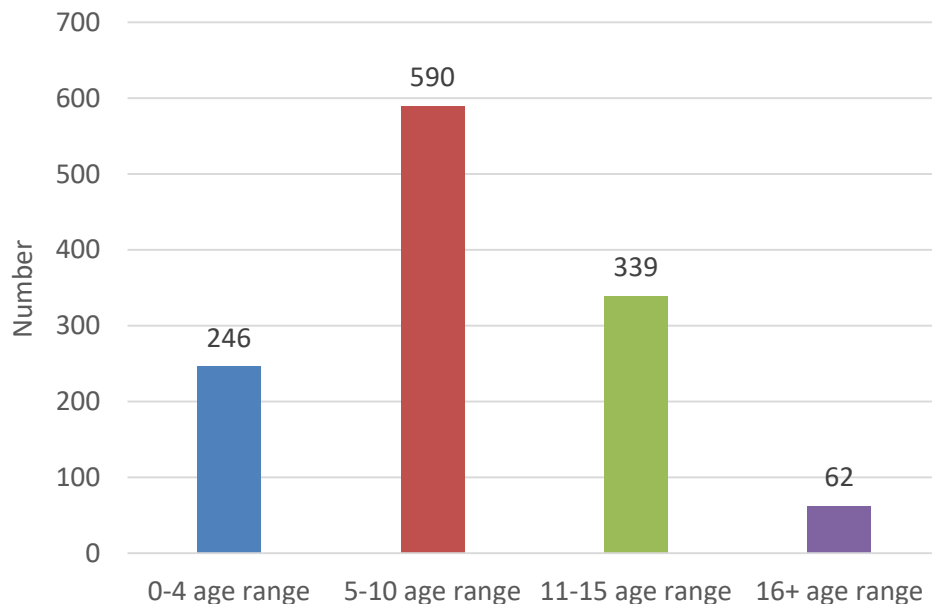
% Children with a Disability and Awaiting Assessment



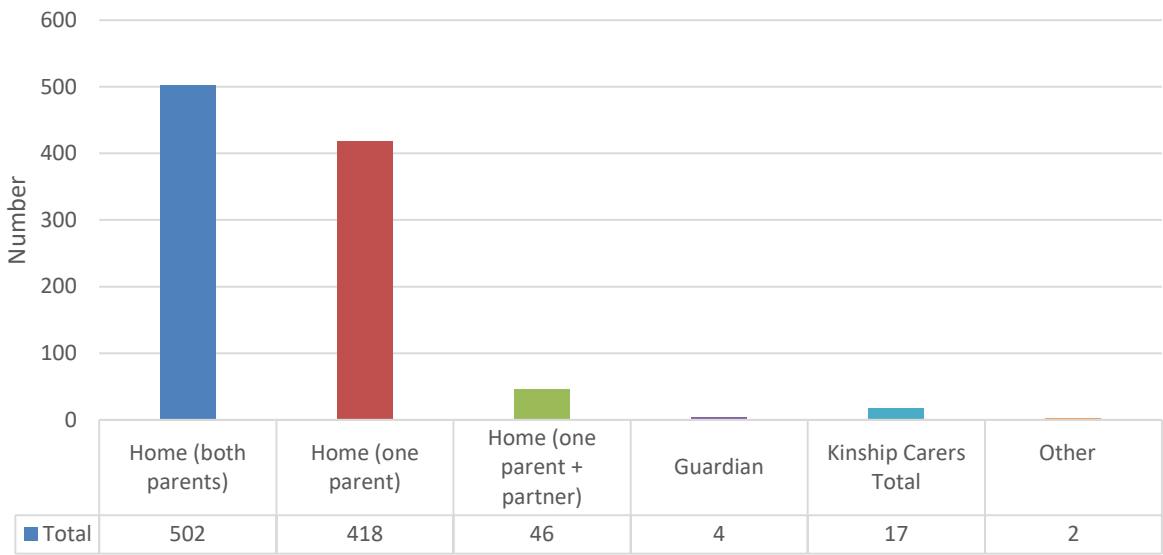
Performance Measure 5: Children Referred by Age Profile -2025/26



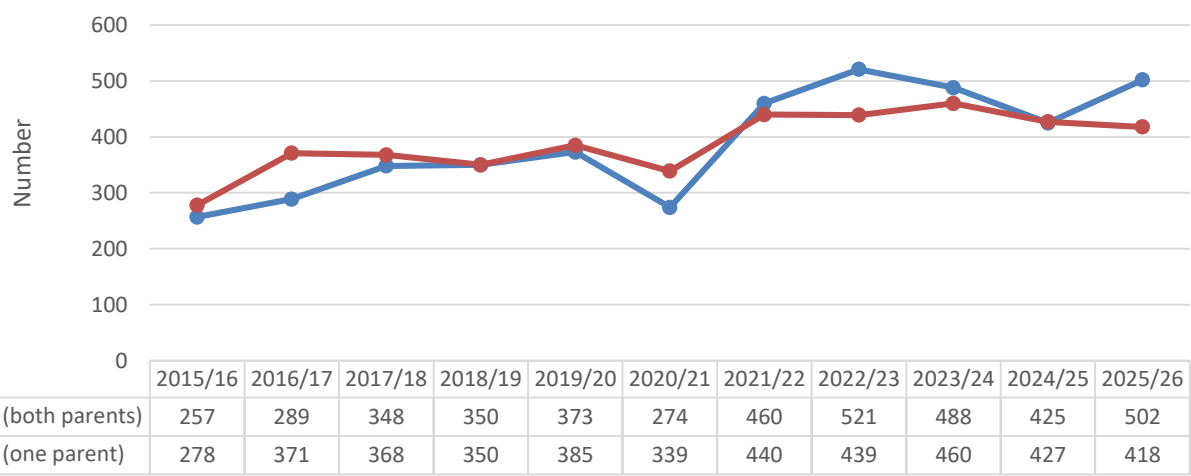
The 5-10 age range was the highest age group for referrals in the Southern area throughout 2025/26 with **590 (48%)** referred followed by 11-15 age range with **339 (27%)**.



Performance Measure 6: Household Composition -2025/26



Home (both parents v Home (one parent)



The largest group of families referred were Both Parent families at **502** followed closely by One Parent families at **418** in 2025/26.

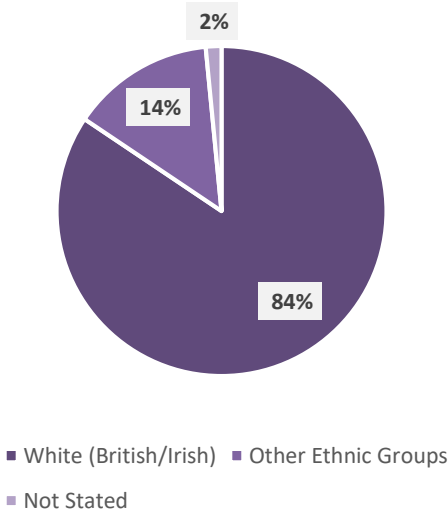


**Performance Measure 7:
Referrals by Ethnic
Background for Children
and Parents referred.**

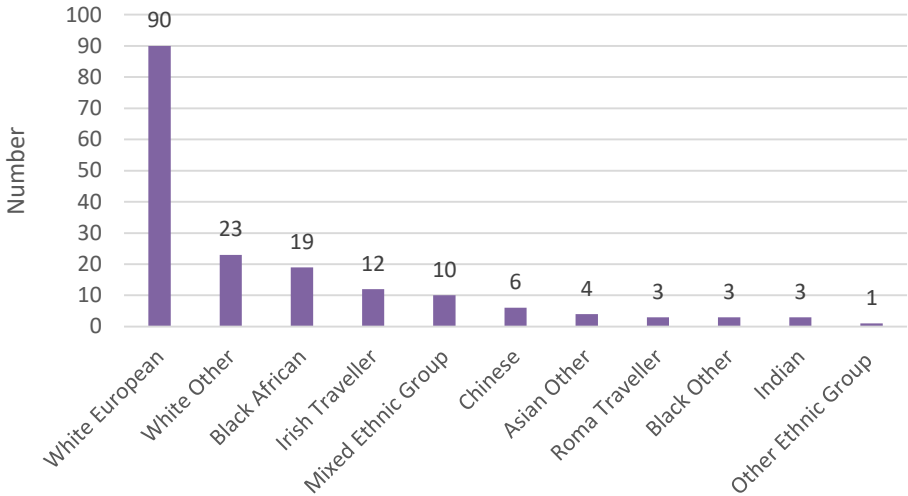
The percentage of children and parents identifying from **Other Ethnic Groups** other than White (British/Irish) has increased with Southern area reporting the same percentage of **14%** for children and parents.

(Note: The breakdown of **Other Ethnic Groups** by both Children and Parents are presented on separate bar charts.)

Children's Ethnicity

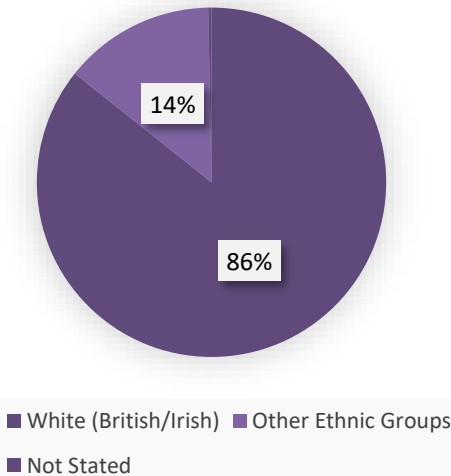


Children Referrals by Ethnic Background – 2025/26

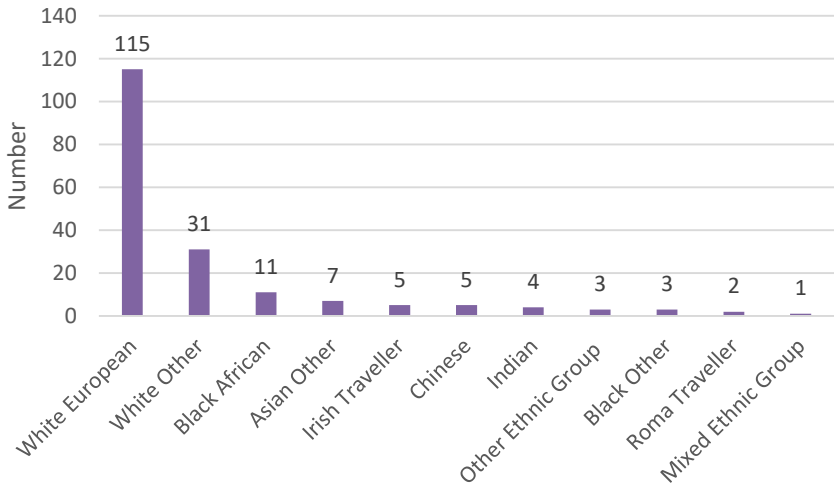


Please note: 19 children ethnic background - Not Stated

Parent's Ethnicity



Parents Referrals by Ethnic Background – 2025/26



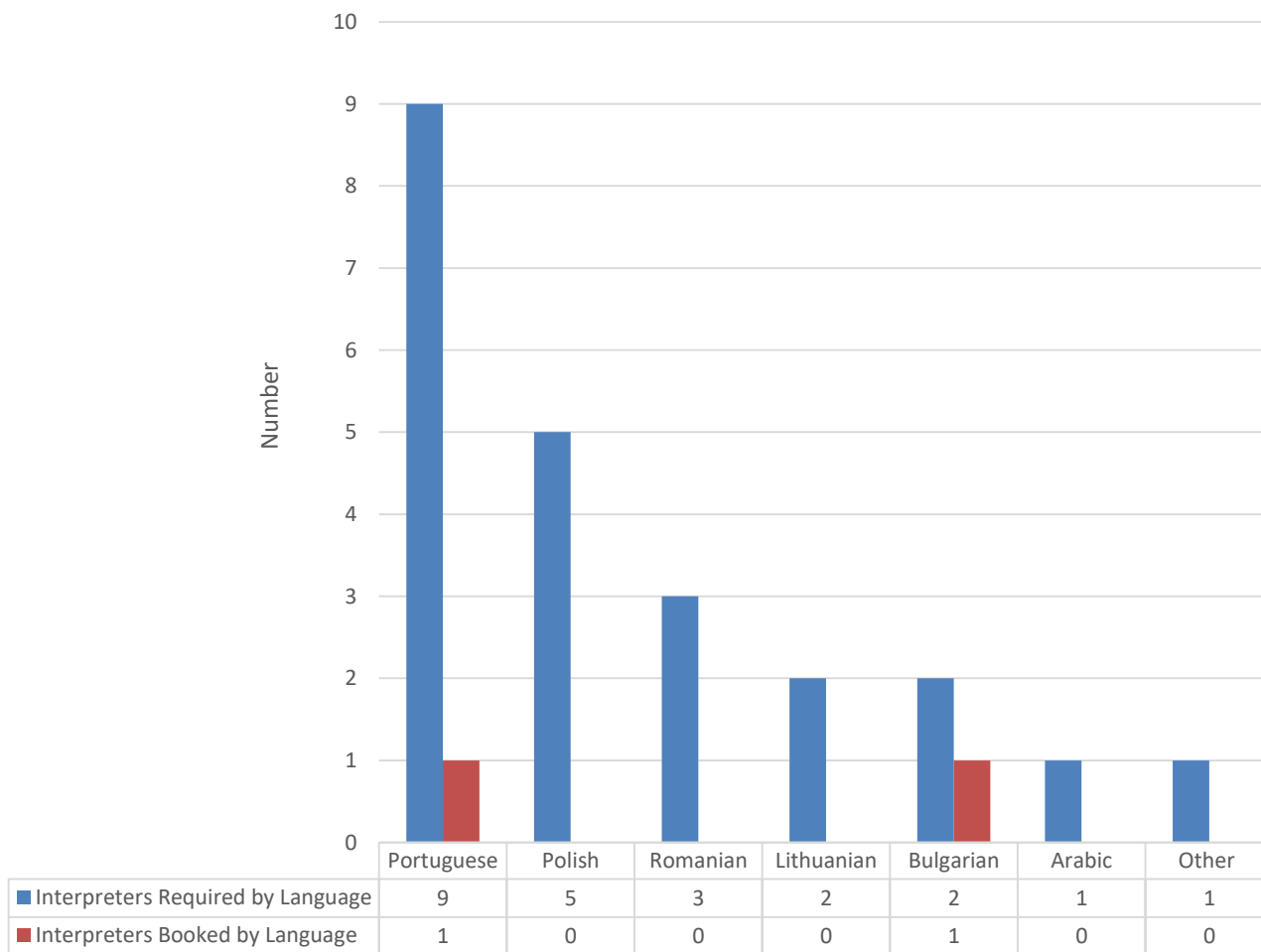
Please note: 4 parents ethnic background - Not Stated

Performance Measure 8: Interpreters Required and Booked by Language

There has been a range of languages required and booked in 2025/26 in the Southern area with Portuguese and Polish the most requested. In Southern area 23 interpreters were required with 2 booked in 2025/26.

*Google Translate or Vasco Translator was used **11** times, Facilitated by Family or Friend used **3** times and No Interpreting Solution not found.*

Interpreters Required and Booked by Language – 2025/26

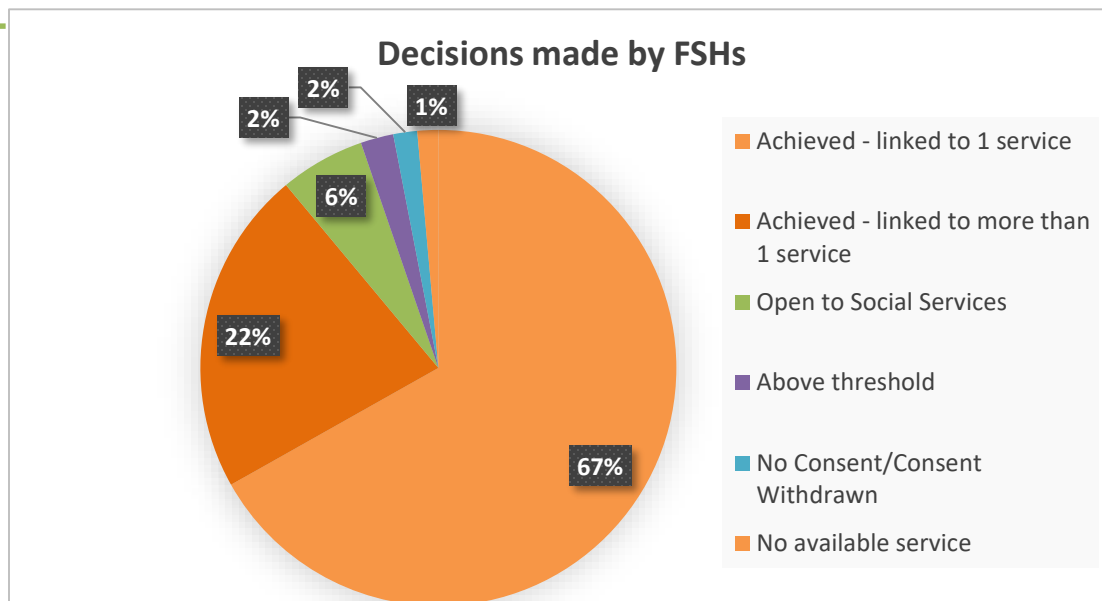


21 interpreters were unable to be booked



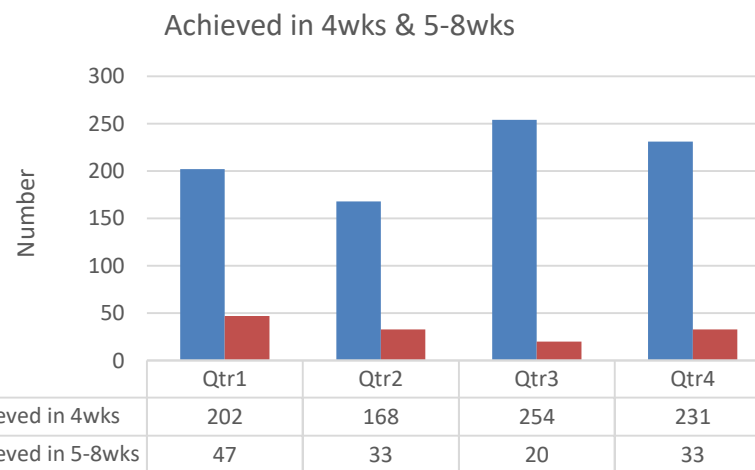
How well did we do it cont'd...?

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



67% of families were signposted to 1 service, with **22%** linked to more than 1 service.

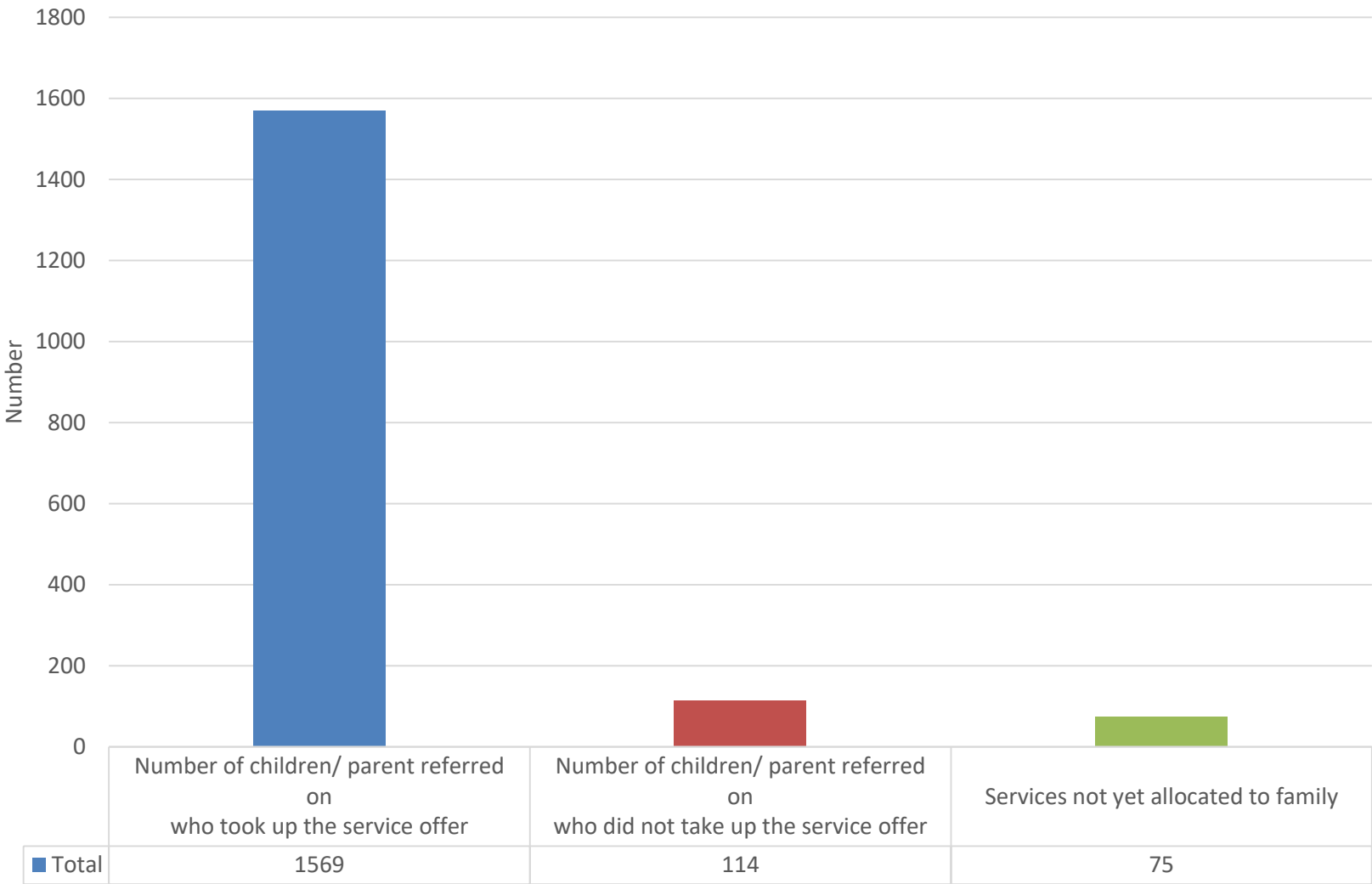
Performance Measure 10: Outcome 4 weeks & 5-8 weeks achieved – 2025/26



86% of referrals were achieved within 4 weeks timescale, with the remainder achieved in 5-8 weeks and 1 8+ wks.



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



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

Armagh & Dungannon

3 categories
of unmet need

- Emotional Behavioural difficulty support for pre-school children
- Emotional Behaviour difficulty support for primary school children
- Other (not specified)

Craigavon & Banbridge

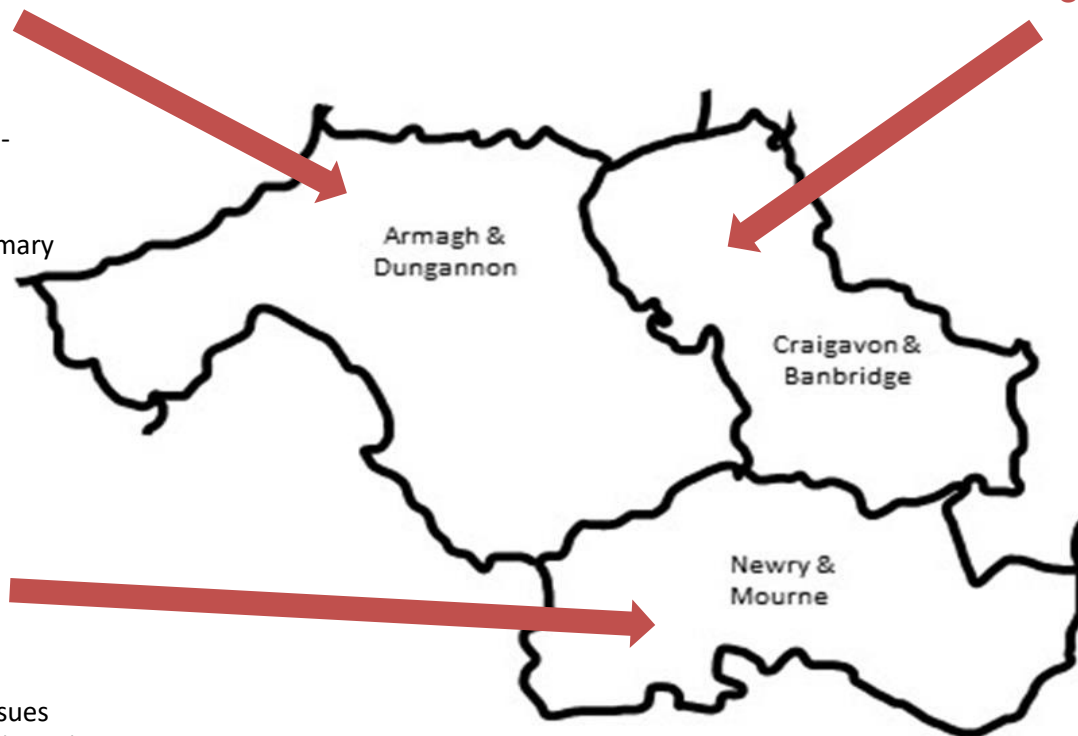
12 categories
of unmet need

- Bereavement support (adult)
- Bereavement support (child)
- Counselling services for children/young people
- Counselling services for parents
- Counselling services for families
- Domestic violence
- On waiting list for ASD/ADHD support
- Cruse 1:1
- Caps
- Respite Care
- Youth mentoring
- Women's Aid

Newry & Mourne

10 categories
of unmet need

- Adult Mental health issues
- Bereavement support (adult)
- Bereavement support (child)
- Child care support
- Counselling services for children/young people
- Counselling services for parents
- Drug/alcohol abuse by adults
- Offending for children and young people
- School attendance
- 1 – 1 Support for young people



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 3 Hubs in the Southern Health and Social Care Trust have implemented the 10 Standards and continue to work collaboratively across the area in developing their relationships with providers across the community, voluntary and statutory sectors.



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

