



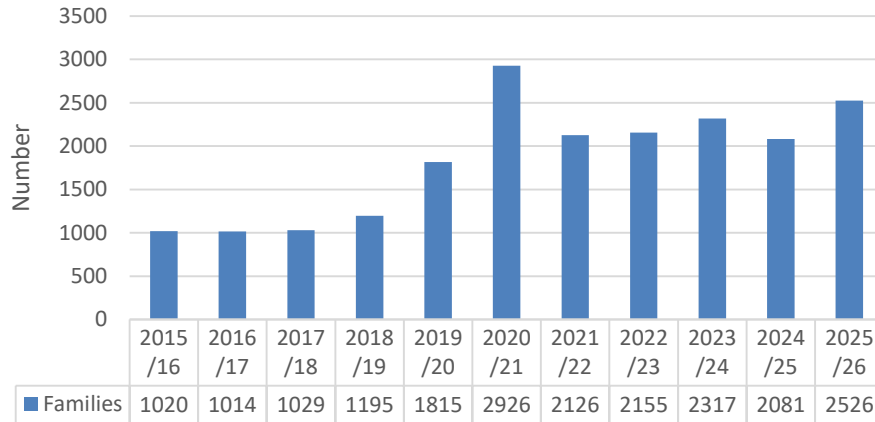
WHSCT FAMILY SUPPORT HUBS REPORT CARD

Annual Report Card 2025/26



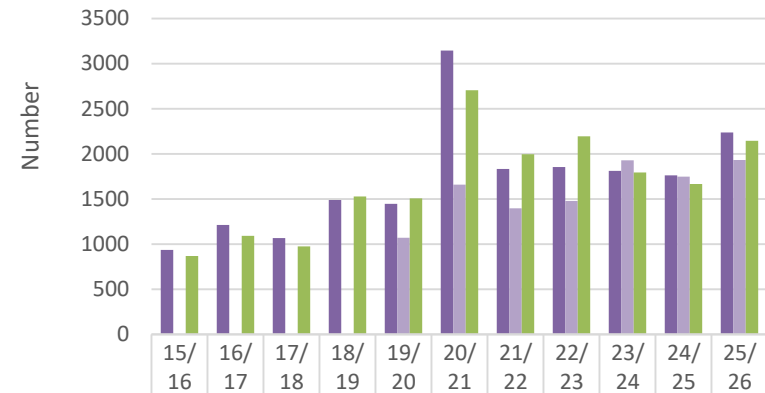
Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2025/26

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



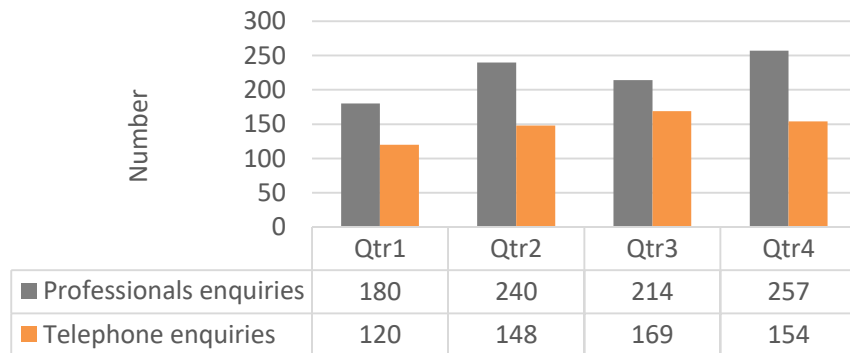
Throughout 2025/26 there were **2526** families referred through the Western area family support hubs, an increase of **445** from 2024/25.

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



Children Referred	937	1213	1066	1490	1447	3146	1835	1856	1811	1763	2239
Other Children in the Family(benefiting indirectly)	0	0	0	0	1070	1659	1396	1480	1928	1747	1931
Parents Referred	870	1093	974	1528	1507	2705	1996	2194	1796	1667	2144

Professionals/Telephone Enquiries

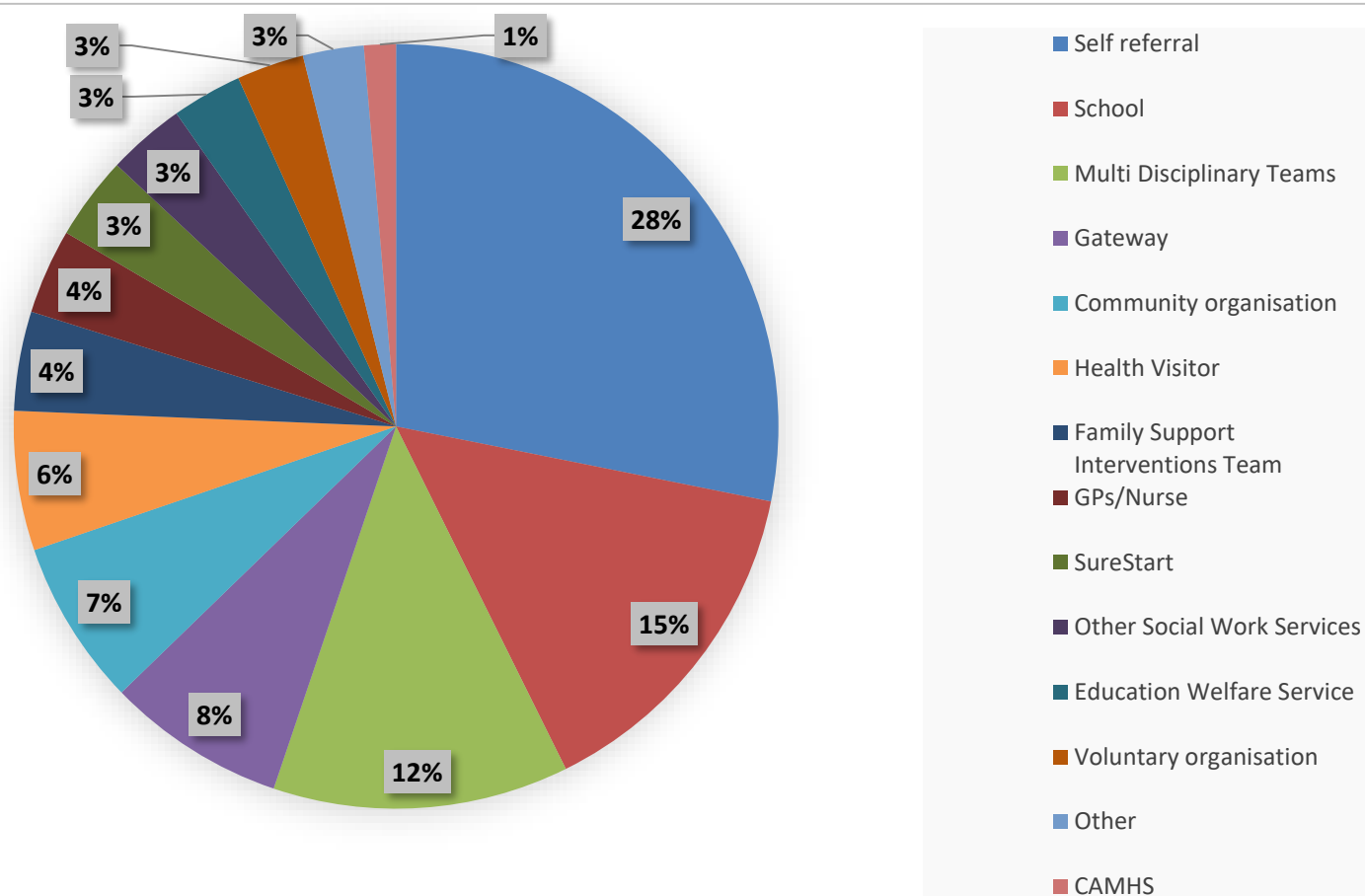


Professionals enquiries Telephone enquiries

Western Hubs dealt with **891** professional enquiries and **591** 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.



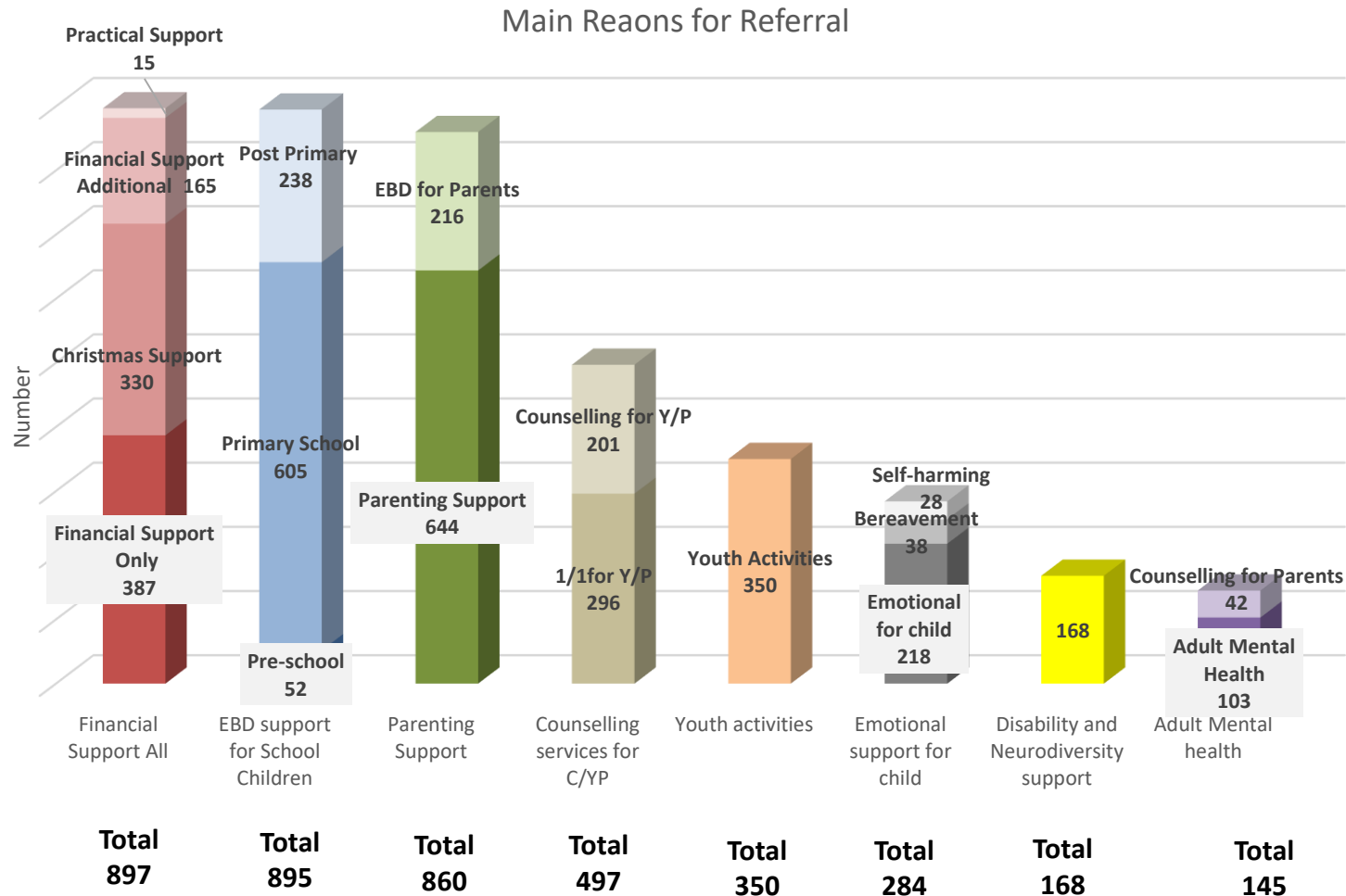
Performance Measure 2: Total Percentage of Referrals by Referral Agency - 2025/26



Self referrals continue to be largest referral agency in 2025/26 at **28%**, slightly higher than 2024/25 of 24%. This was followed by Schools at **15%** a rise from 12% in 2024/25 and Multi Disciplinary Teams **12%** (10%), Gateway **8%** (7%) Community Organisations at **7%** a decrease from 14%. and Health Visitor **6%** (6%).



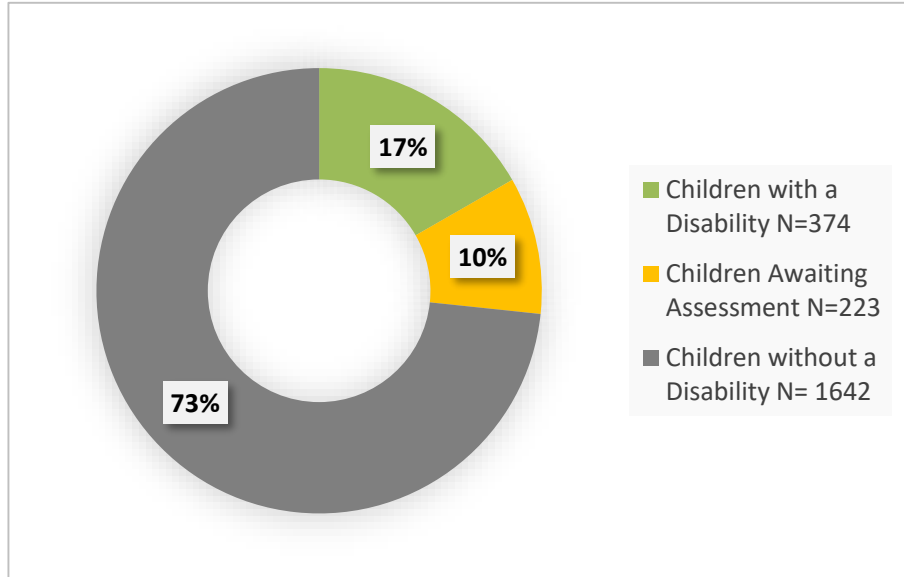
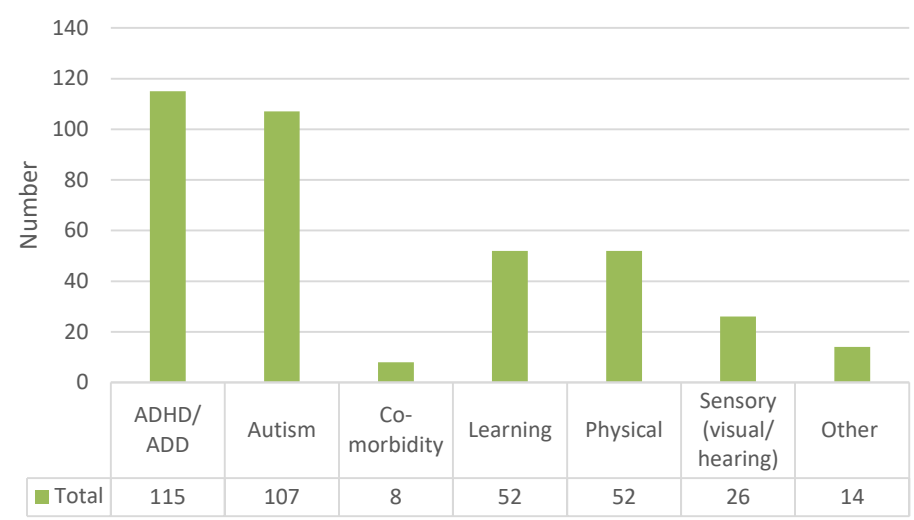
Performance Measure 3: Main Presenting Reasons for Referral - 2025/26



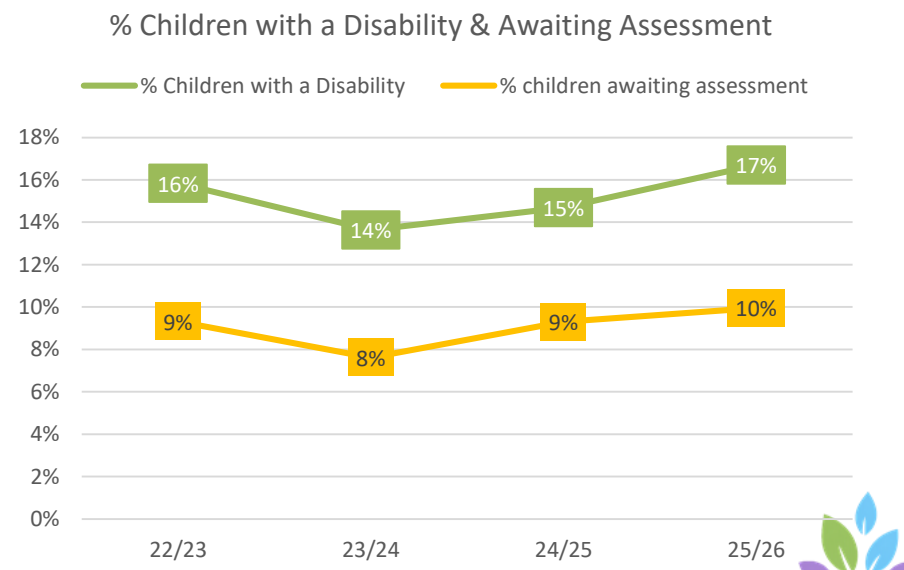
The main presenting reason for referral in 2025/26 was for **Financial Support** at **897** followed closely by **EBD support for school children** at **895**. The next key reasons for referral were Parenting Programme and EBD support for Parents at **860**, One to one support for young people and Counselling services for children/young people at **497**, Youth Activities/support at **350**, Emotional support for Child **284**, Disability/Neurodiversity Support **168** and Adult Mental Health Issues **145**.



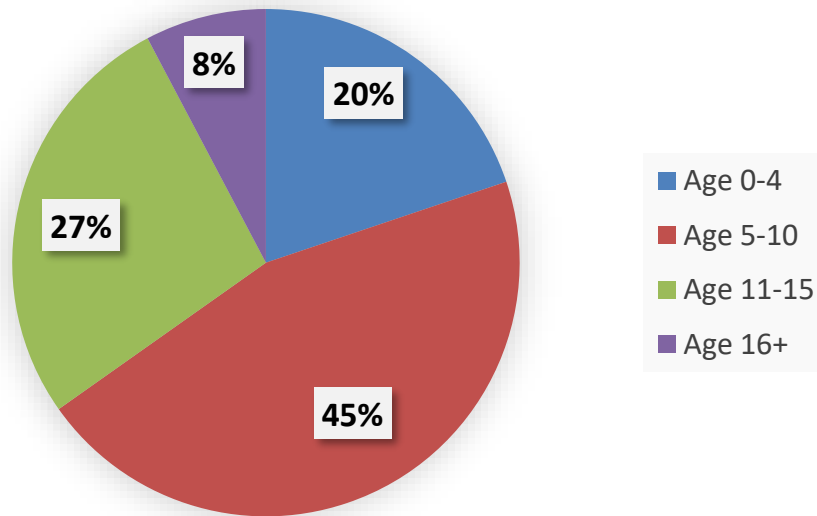
Performance Measure 4: Children Referred with a Disability -2025/26



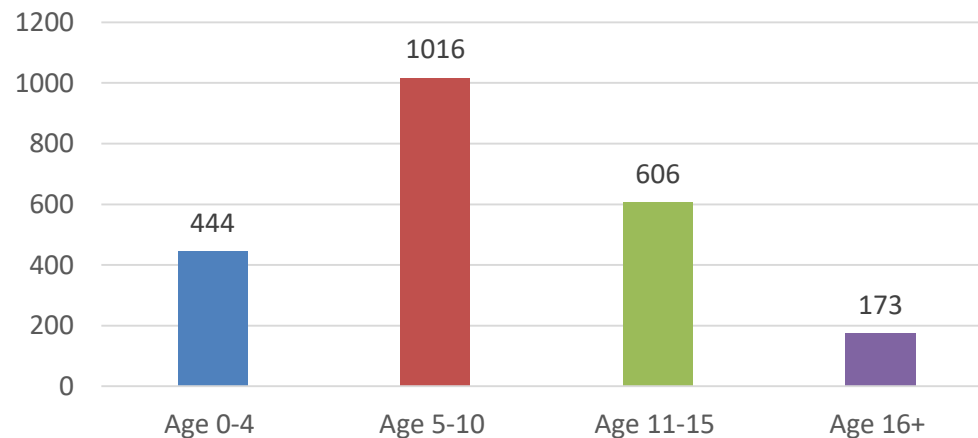
In total **374** children with a disability were referred to hubs in 2025/26. **ADHD/ADD** have the highest referrals in at **31%** followed closely by Autism at **29%**. Western is the only Outcome Group that reports ADHD/ADD as more prevalent than Autism.



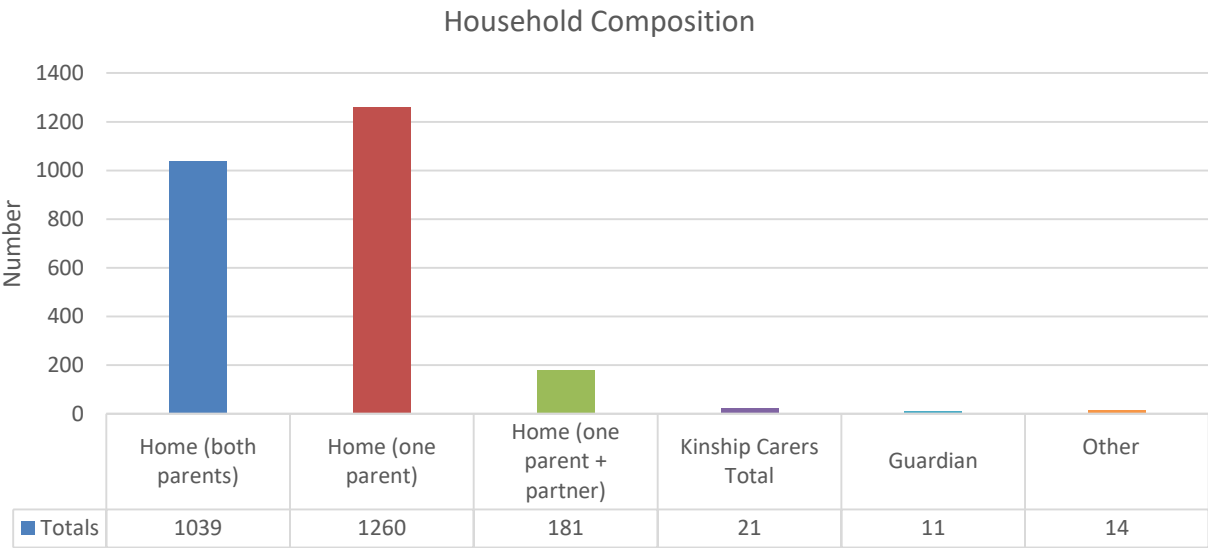
Performance Measure 5: Children Referred by Age Profile - 2025/26



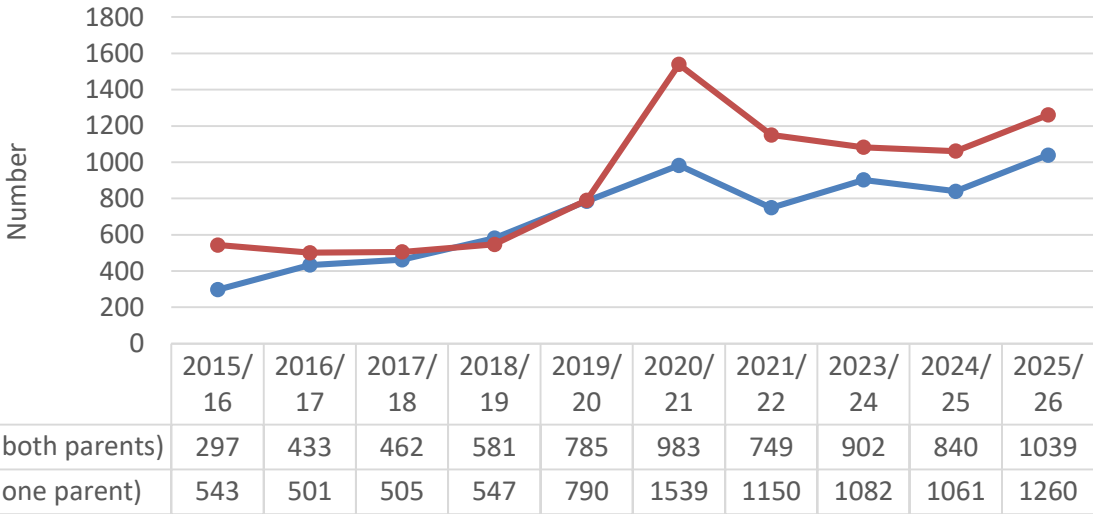
The 5-10 age range was the highest age group for referrals in the Western area throughout 2025/26 with **1016 (45%)** followed by 11-15 age range with **606 (27%)** referred.



Performance Measure 6: Household Composition - 2025/26



Home(both parents v Home (one parent)



The largest group referred are **One Parent Families** at **1260** in 2025/26, followed by **Home(both parents)** at **1039**.

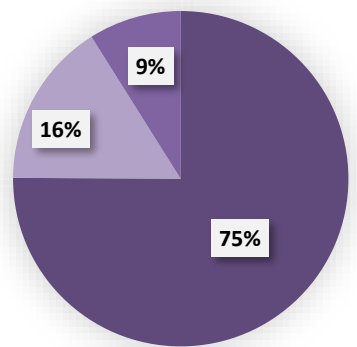


**Performance Measure 7:
Referrals by Ethnic
Background for Children
and Parents referred.**

The percentage of children and parents identifying from **Other Ethnic Groups** other than White (British/Irish) varies year by year with the Western area reporting at **9%** and **7%** respectively. For e.g. the top two referrals are Irish Traveller and White European.

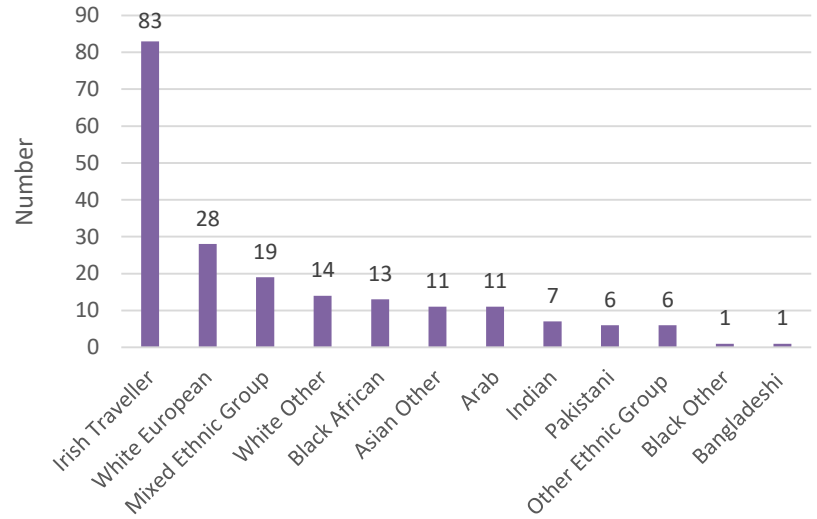
Note: The breakdown of Other Ethnic Groups by both Children and Parents are presented on separate bar charts.)

Children's Ethnicity



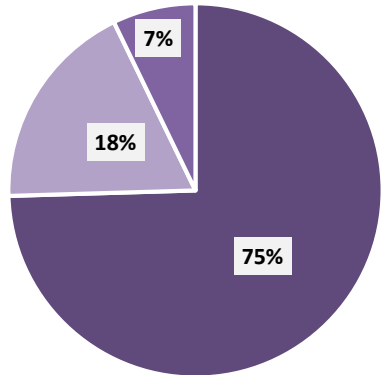
■ White (British/Irish) ■ Not Stated
■ Other Ethnic Groups

Children Referrals by Ethnic Background – 2025/26



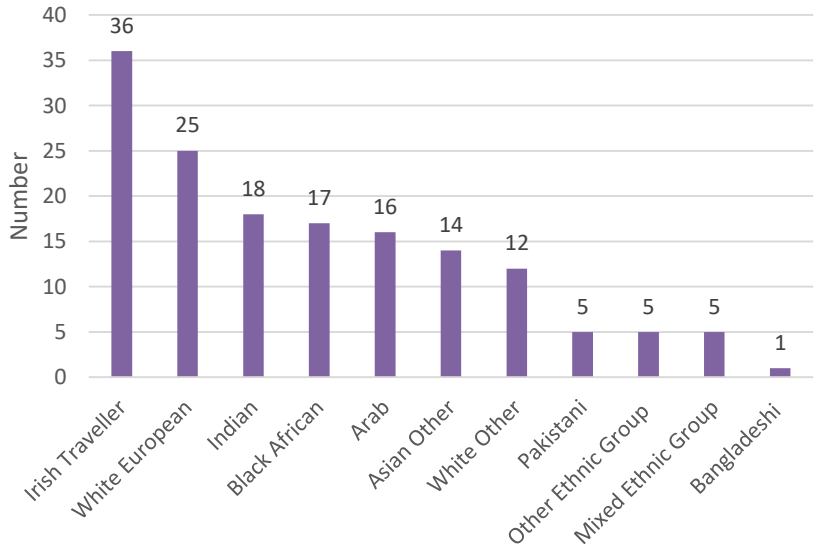
Please note: 358 children's ethnic background - Not Stated

Parent's Ethnicity



■ White (British/Irish) ■ Not Stated
■ Other Ethnic Groups

Parents Referrals by Ethnic Background – 2025/26



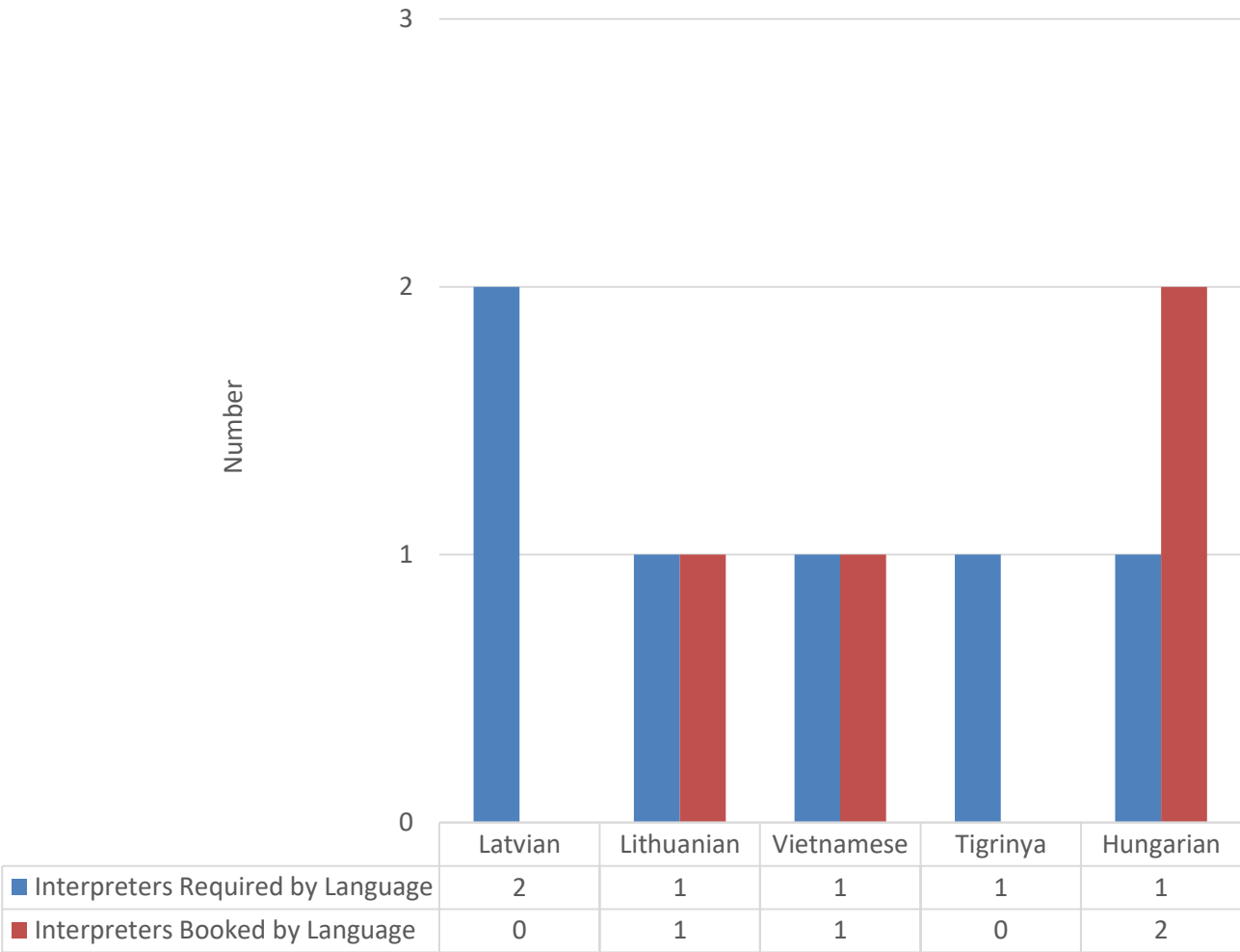
Please note: 392 parents ethnic background - Not Stated

**Performance Measure
8: Interpreters Required
and Booked by
Language**

There has been an array of languages required in 2025/26 in the Western area such as Latvian, Lithuanian, Vietnamese, Tigrinya and Hungarian.

*Google Translate was also used **7** times, Facilitated by Family or Friend used **1** times and **0** No Interpreting Solution were found.*

Interpreters Required and Booked by Language – 2025/26



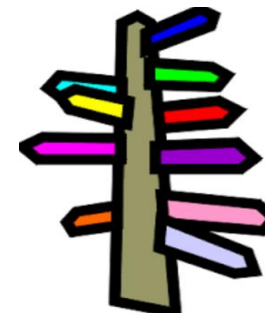
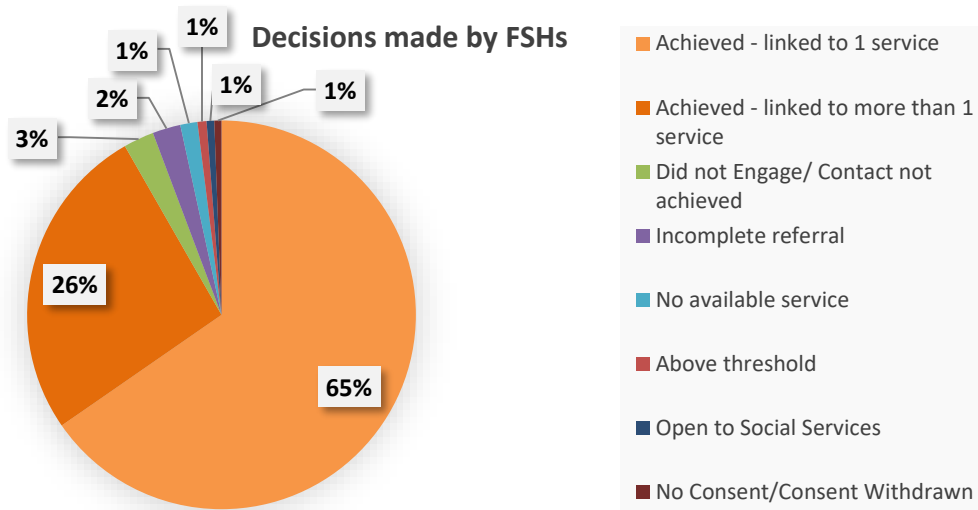
3 Interpreters were unable to be booked

*Please note:
Interpreters booked
twice for one
Hungarian family



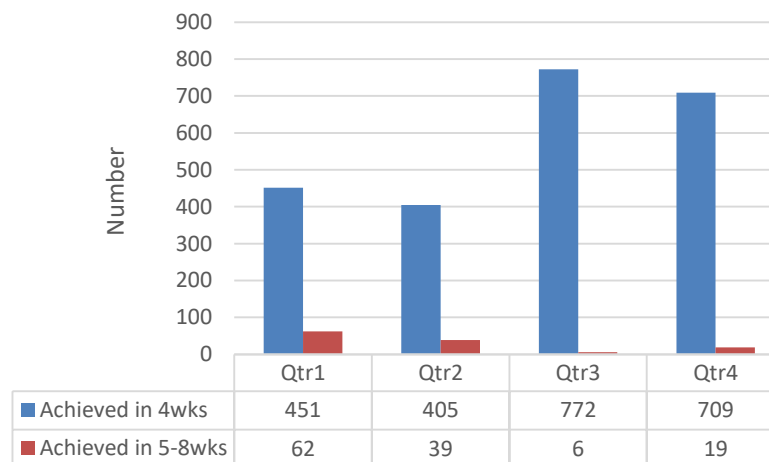
How well did we do it cont'd...?

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



65% of families were signposted to 1 service, with **26%** linked to more than 1 service.

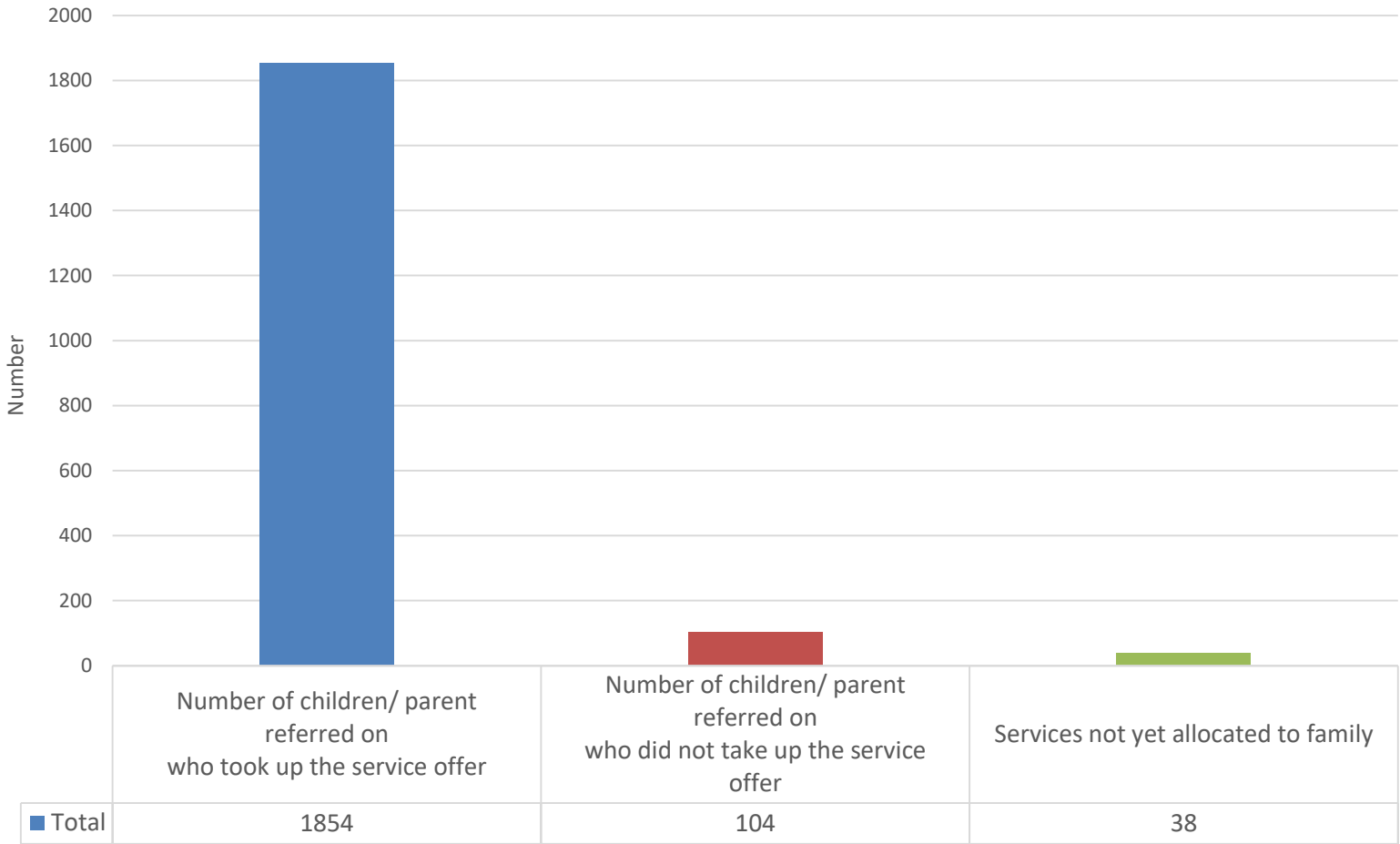
Performance Measure 10: Achieved in 4 weeks & 5-8 weeks – 2025/26



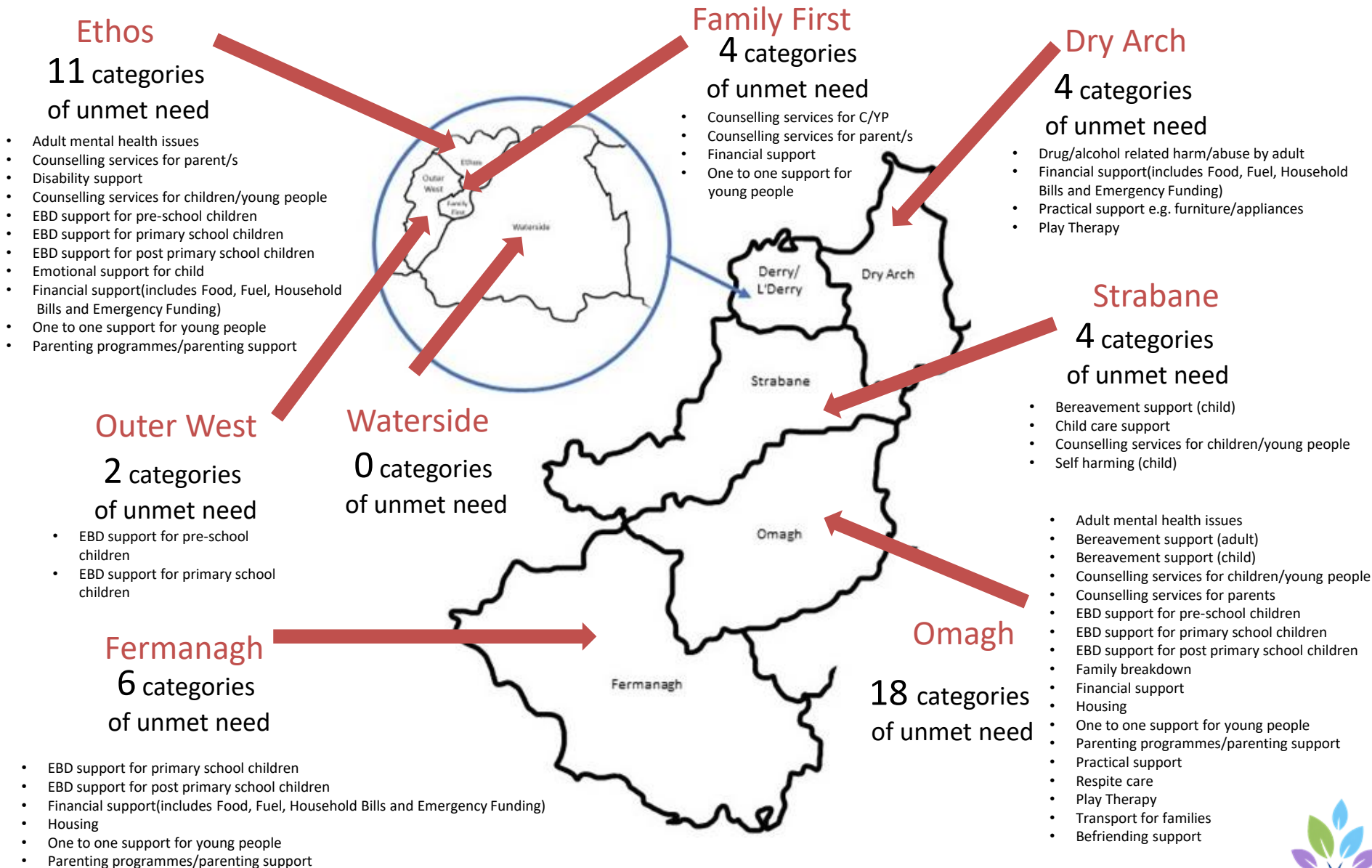
The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5- 8 weeks. **5** exceeded the maximum 8 weeks and **58** were not achieved within the timescale in the Western Area.



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



Performance Measure 12: Categories of Unmet Need - 2025/26



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 the
Western Outcomes
Group area have
implemented the 10
standards and continue
to work on action plans
within their Hubs to
develop access to the
range of early
intervention supports
available to families.



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

