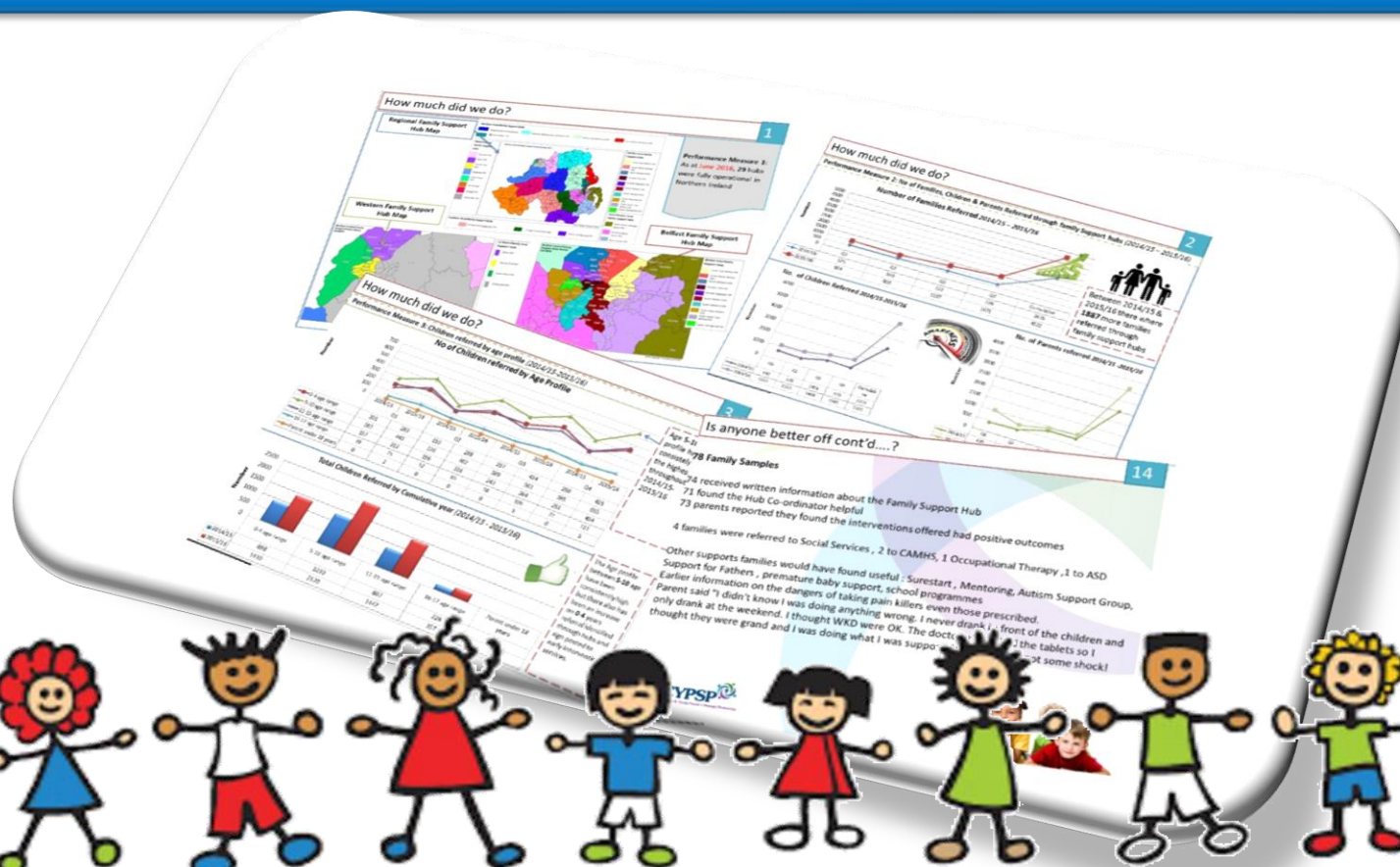


# Family Support Hubs Report Card

*Qtr1 & Qtr2 April - September 2021*

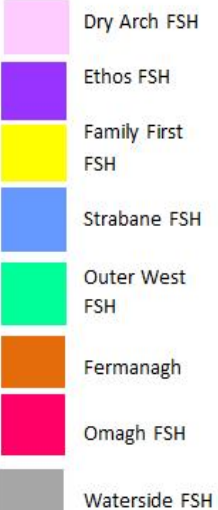


# How much did we do?

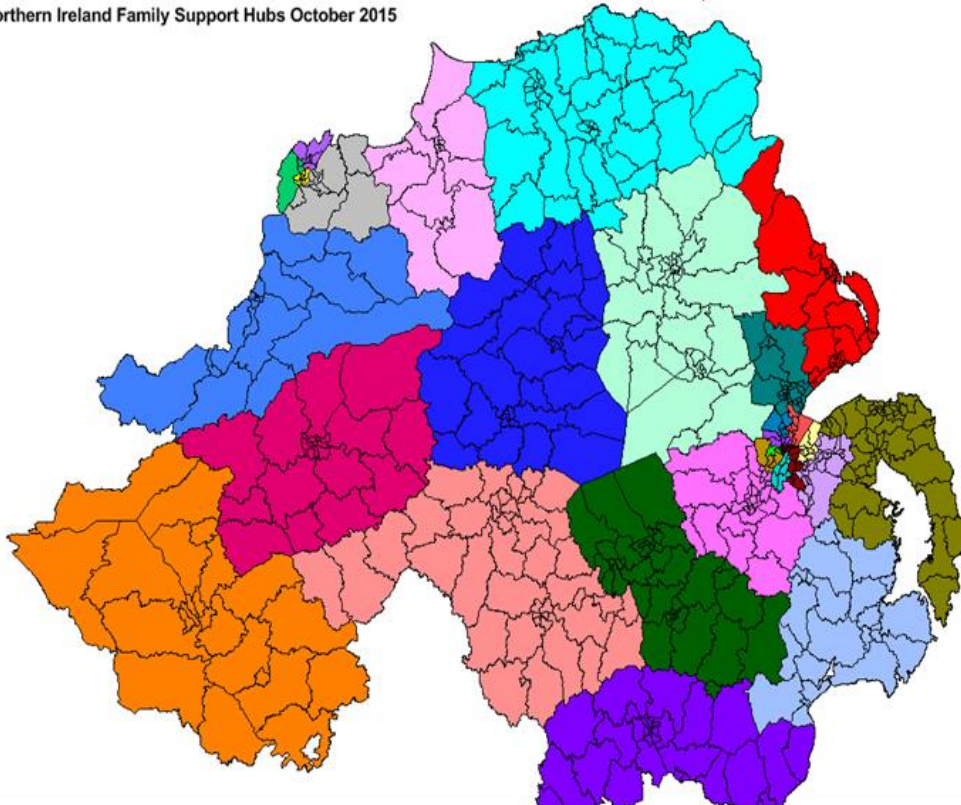
## Northern Area Family Support Hubs



## Western Area Family Support Hubs



Northern Ireland Family Support Hubs October 2015



Crown Copyright: Produced by CYPSP

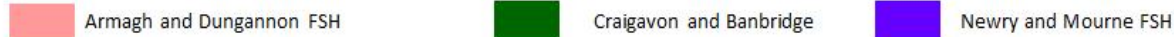
## Belfast Area Family Support Hubs



## South Eastern Area Family Support Hubs



## Southern Area Family Support Hubs

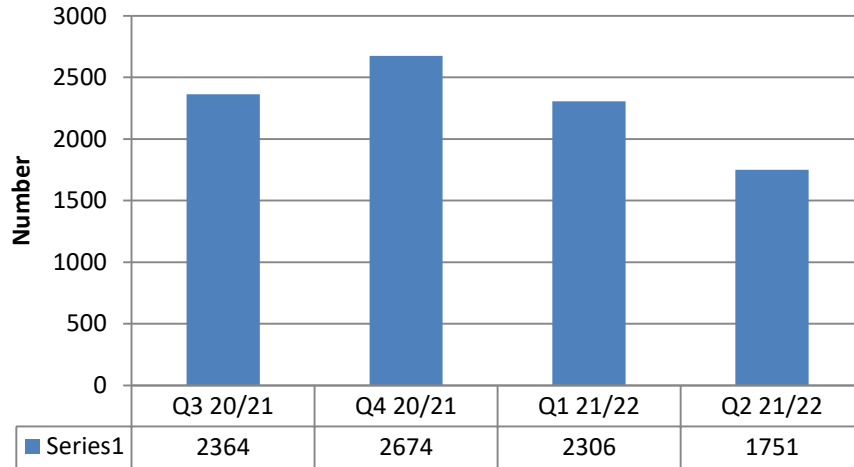


**Performance Measure 1:** As at April 2021, 29 hubs were fully operational in Northern Ireland

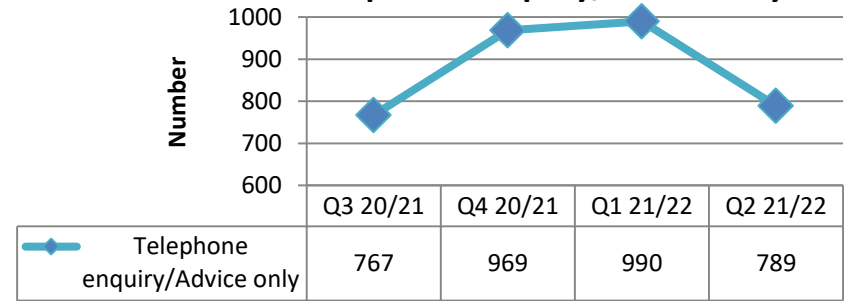
# How much did we do?

## Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 & Q2 2021/22

### Number of Families Referred

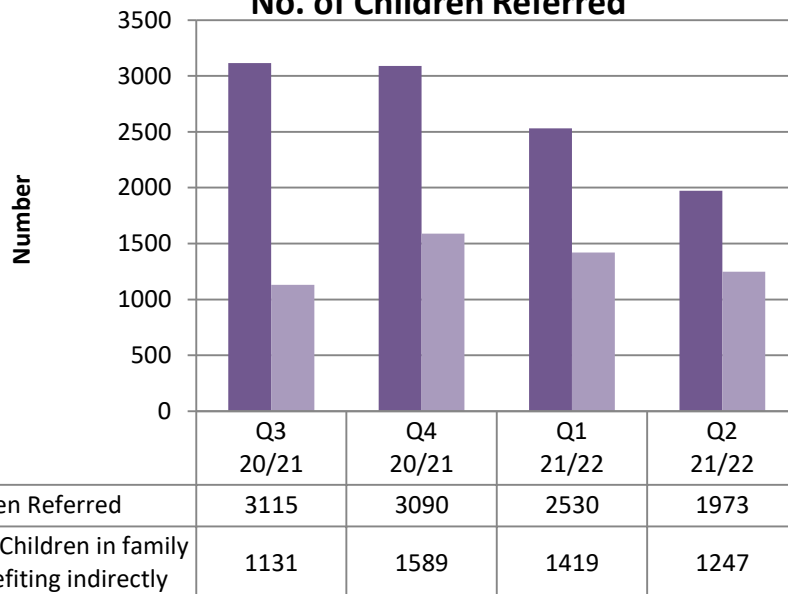


### Telephone enquiry/Advice only

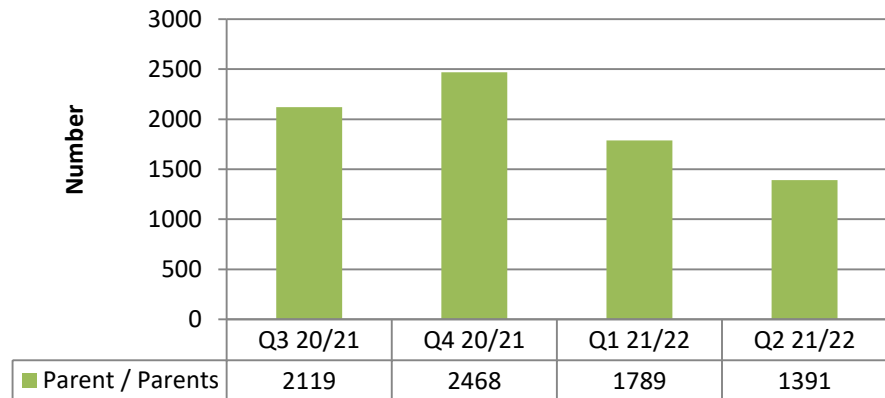


In Qtr2 July to September 2021, **1751** families were referred through family support hubs. There were also **789** telephone enquiry/advice only calls in Qtr2.

### No. of Children Referred



### No. of Parents Referred

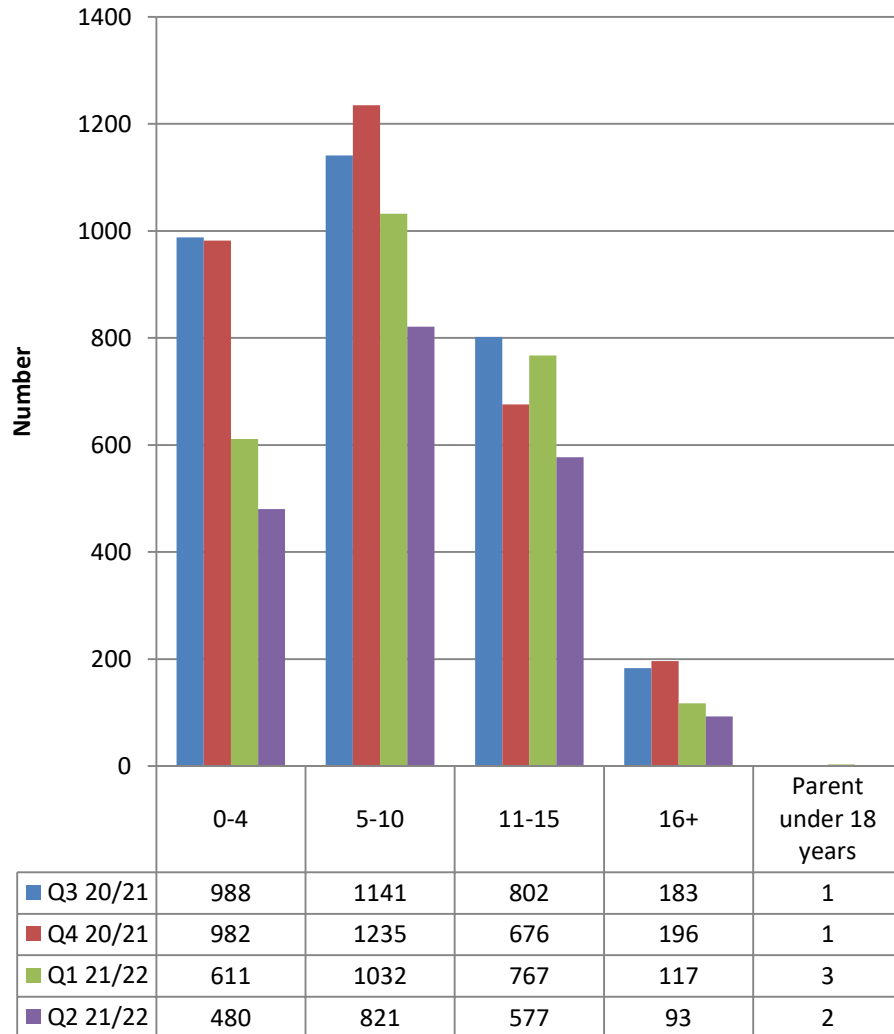


In Qtr2 July to September 2021 there were **1973** children referred in Qtr2 with **1247** other children in the family benefiting indirectly. Parent referrals decreased to **1391**.

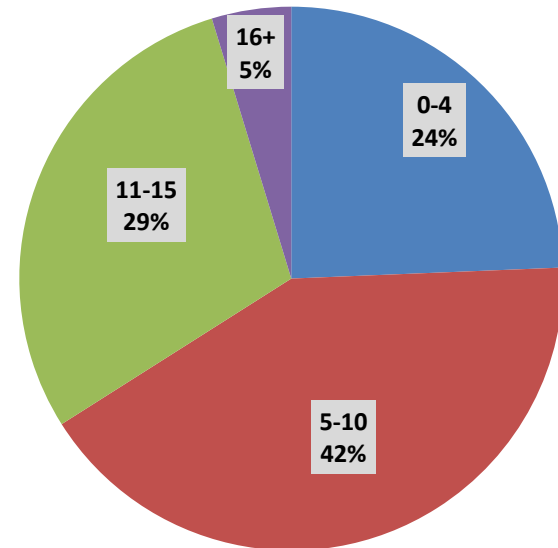
# How much did we do?

**Performance Measure 3: Children referred by Age Profile - July – September 2021 compared to previous quarters**

**Age Profile of Children Referred**



**Age Profile - Qtr2**



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

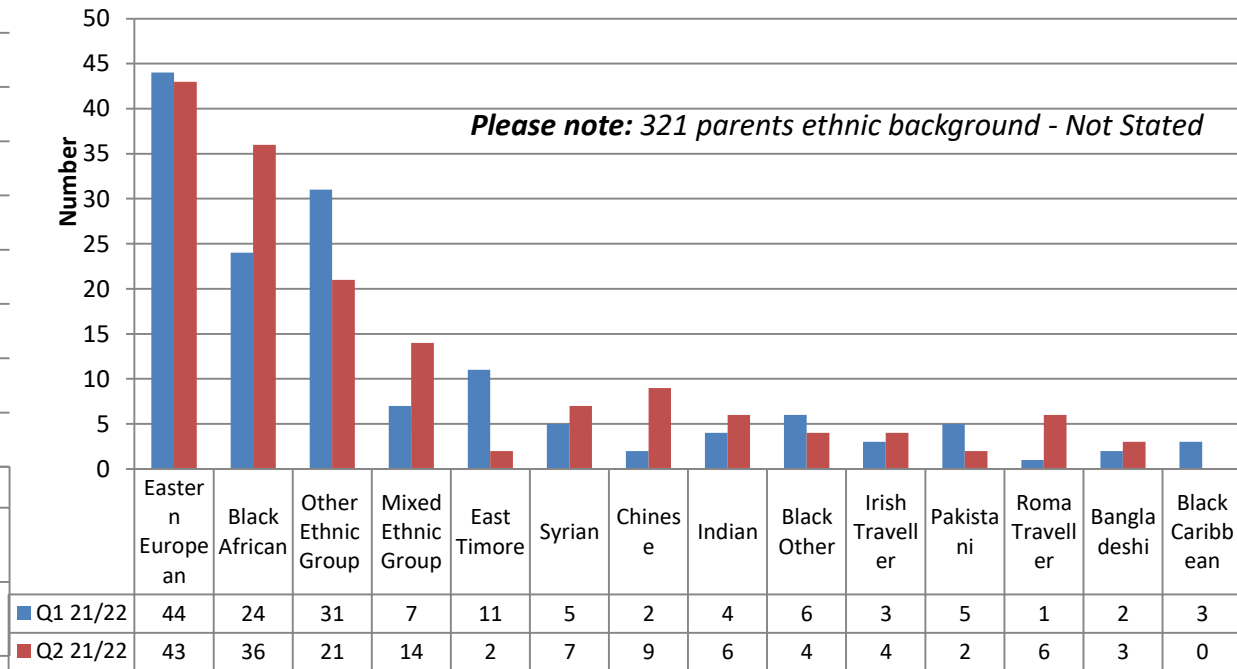
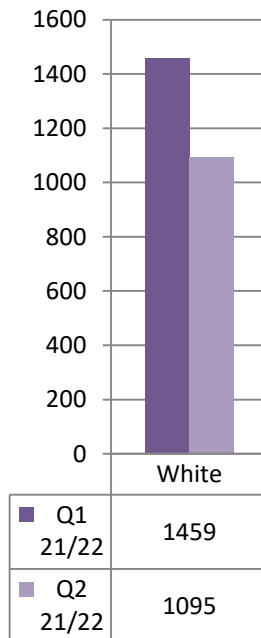
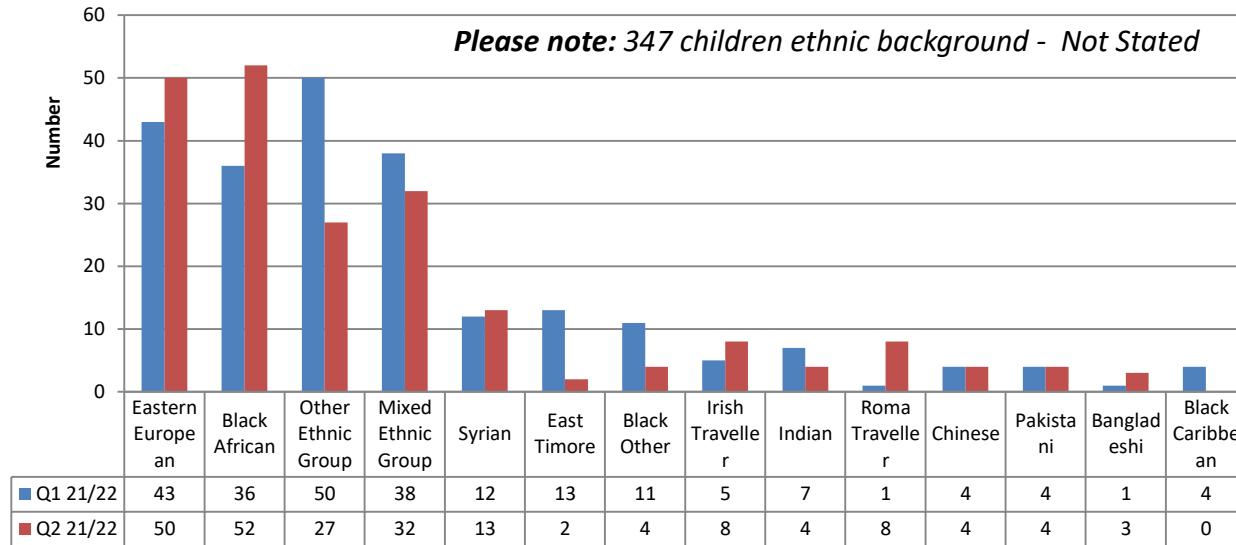
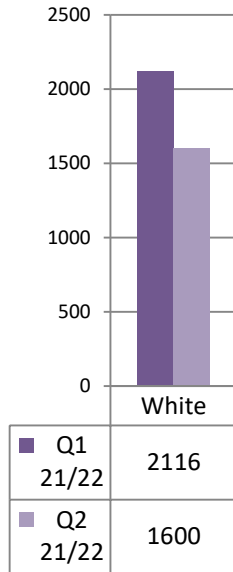
# How much did we do?

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

While there has been a decrease in the number of white children in the last quarter there has been an increase in Parents needing support. There have been increases for Eastern European, Black African, Irish and Roma Travellers, Bangladeshi, Chinese and Indian.

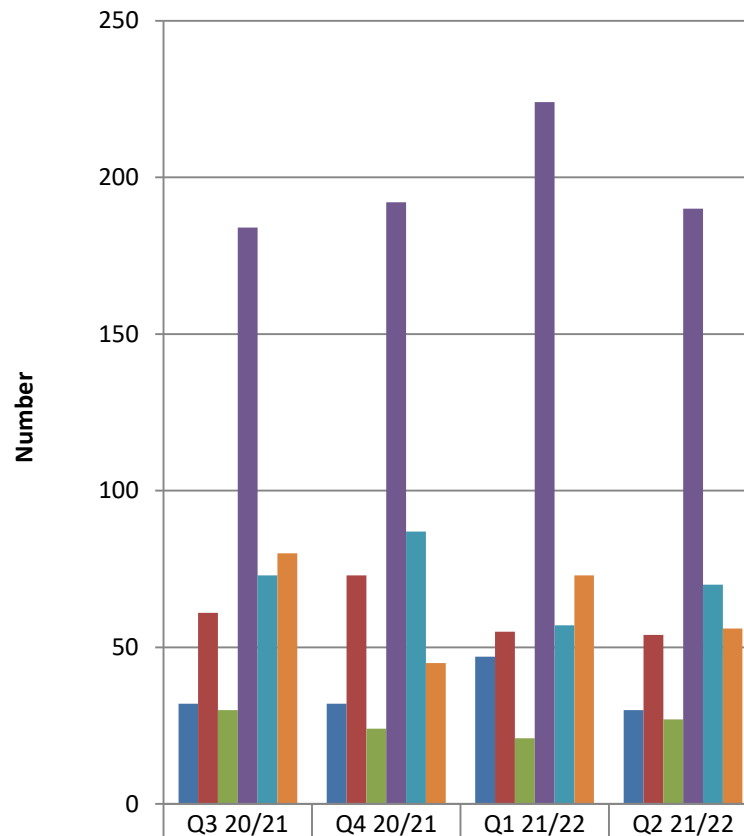
(Note: 'White' has the higher number of referrals for both Children and Parents and are presented on separate scales as shown in these charts.)

## Children and Parent Referrals by Ethnic Background – Qtr1 & Qtr2 21/22

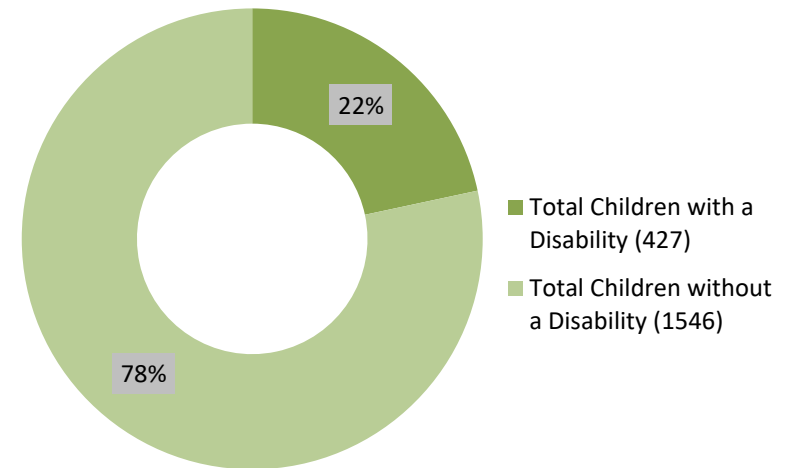


# How much did we do?

## Performance Measure 4: Children with a disability referred – July – September 2021 compared to last quarters



|                                      |     |     |     |     |
|--------------------------------------|-----|-----|-----|-----|
| Physical                             | 32  | 32  | 47  | 30  |
| Learning                             | 61  | 73  | 55  | 54  |
| Sensory                              | 30  | 24  | 21  | 27  |
| Autism (including Asperger Syndrome) | 184 | 192 | 224 | 190 |
| ADHD/ ADD                            | 73  | 87  | 57  | 70  |
| Other (awaiting diagnoses)           | 80  | 45  | 73  | 56  |



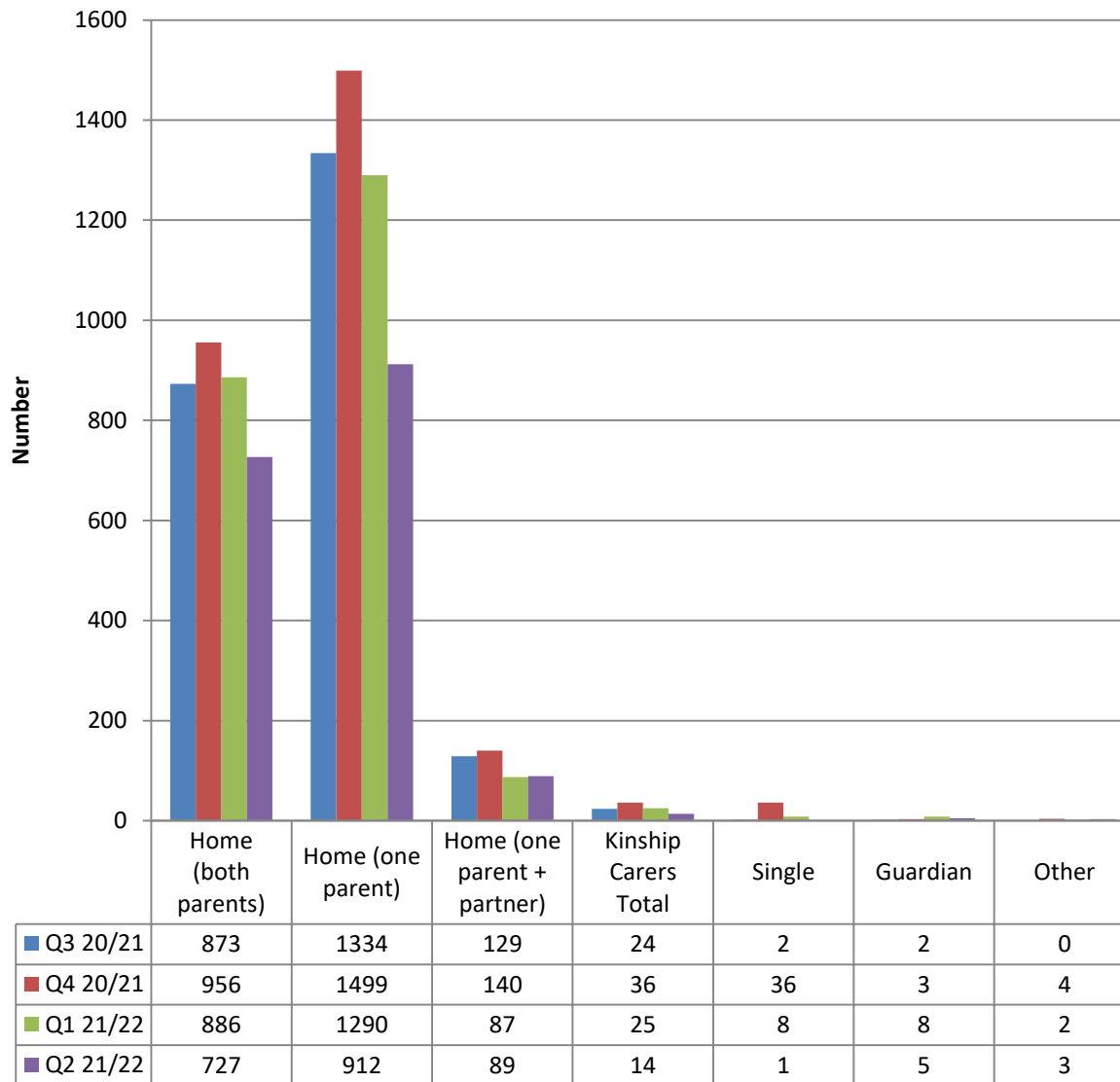
Children with **Autism** had the highest number of disability referrals.





# How much did we do?

## Performance Measure 5: Household Composition - July – September 2021 compared to previous quarters

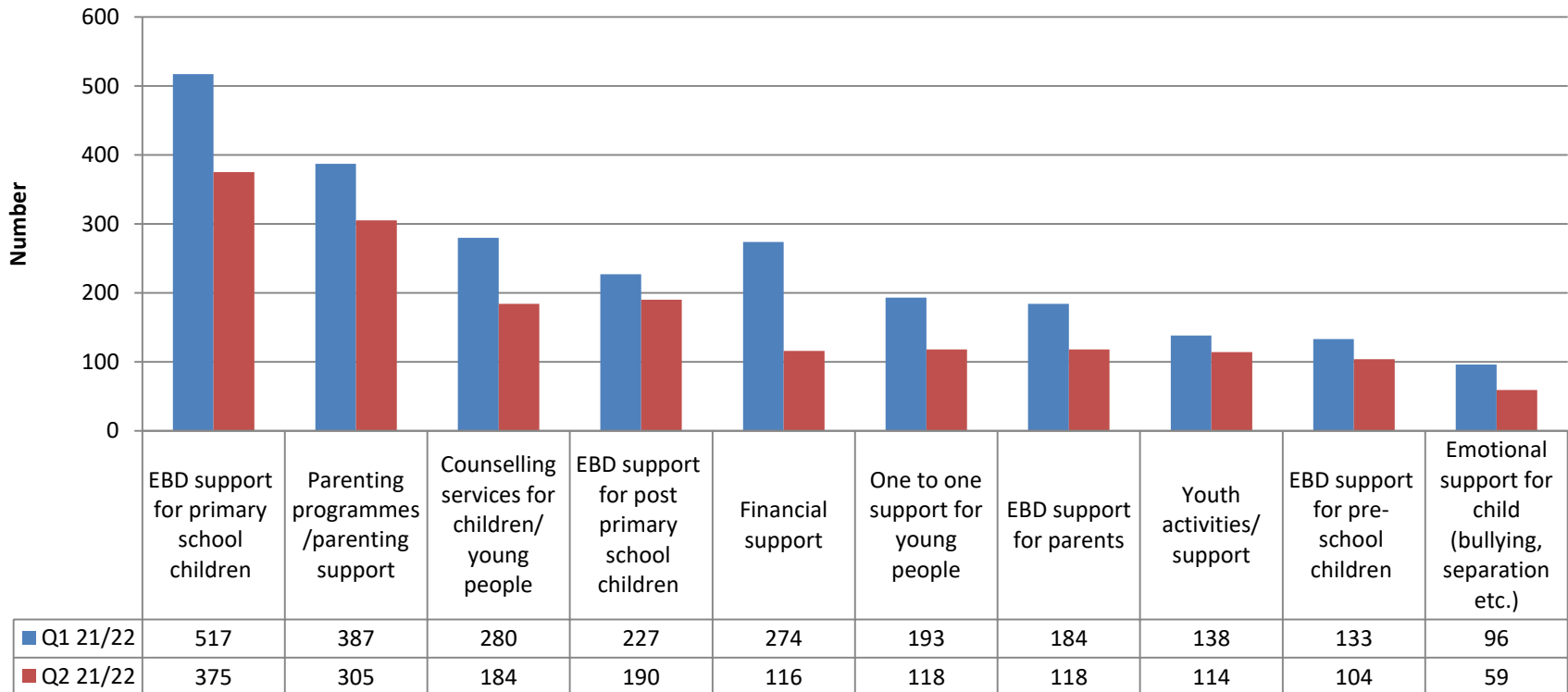


The highest group of families referred are **Lone Parents** at **912** in Qtr 2. **Home with both parents** is **727** and **One Parent + Partner** is **89**. There were **14 Kinship Carers**, **5 Guardians**, **3 Others** and **1 Single**.

# How much did we do?

## Performance Measure 6: Main Presenting Reasons for Referral – Qtr1 & Qtr2 April – September 21/22

Top Ten Reasons for Referral to Hub



### Reasons for Referral:

The top reason for referral in Qtr2 July – September 2021 was for **EBD Support for Primary School children** followed by **Parenting programmes/parenting support**, the same as Qtr1.

Other reasons that were in the Top 10 in Qtr1 and Qtr2 were Counselling services for children/young people, EBD support for post-primary school children, Financial Support, One to one support for young people and EBD support for parents.



# How well did we do?

## Performance Measure 6: Main Presenting Reasons Unmet – Qtr1 & Qtr2 April – September 2021/22

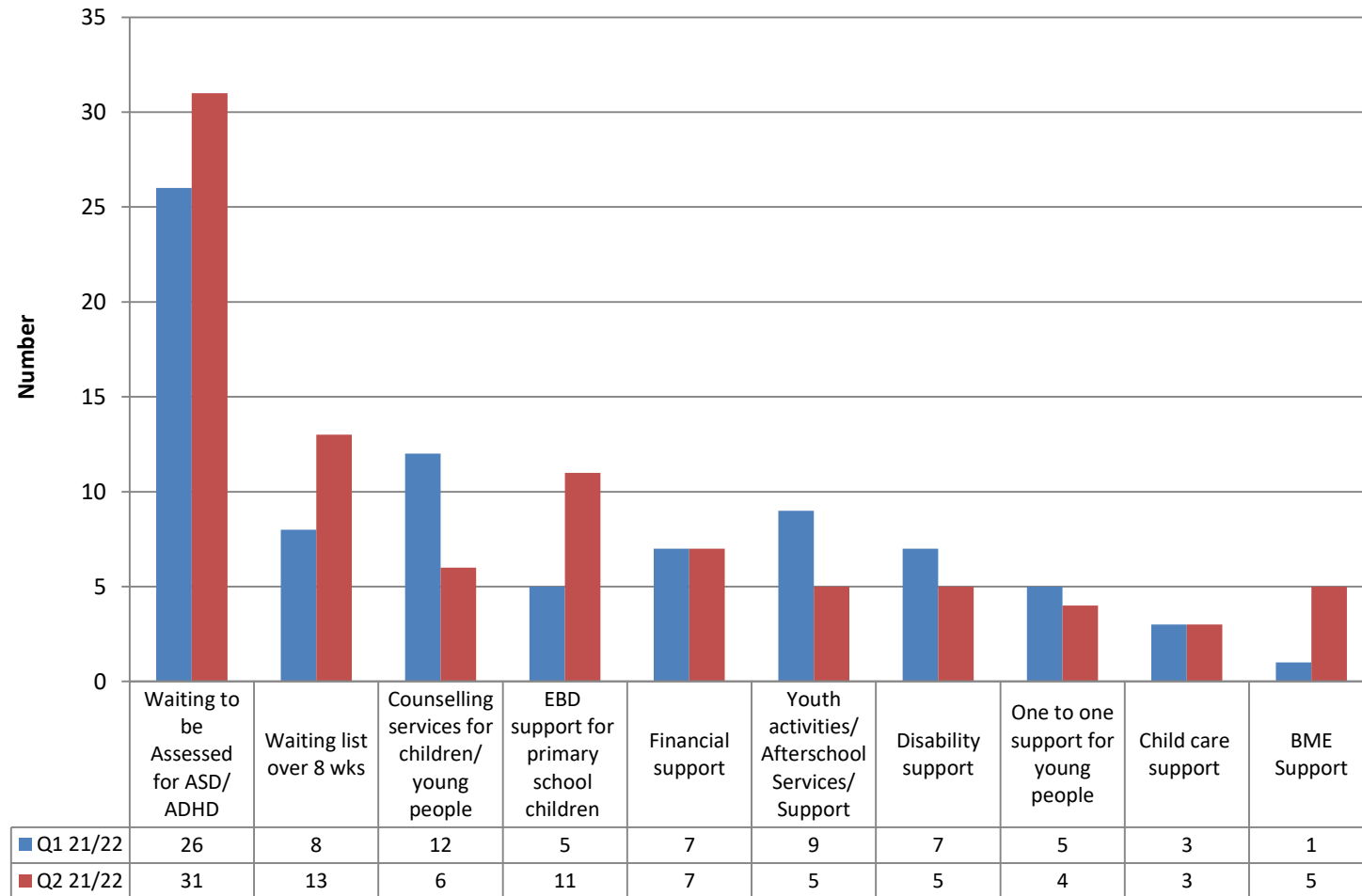
### Unmet Need:

The highest unmet need in Qtr2 was for **Waiting to be Assessed for ASD/ADHD**, the same as in Qtr1.

This was followed by **Waiting list over 8 wks** and **EBD support for primary school children**.

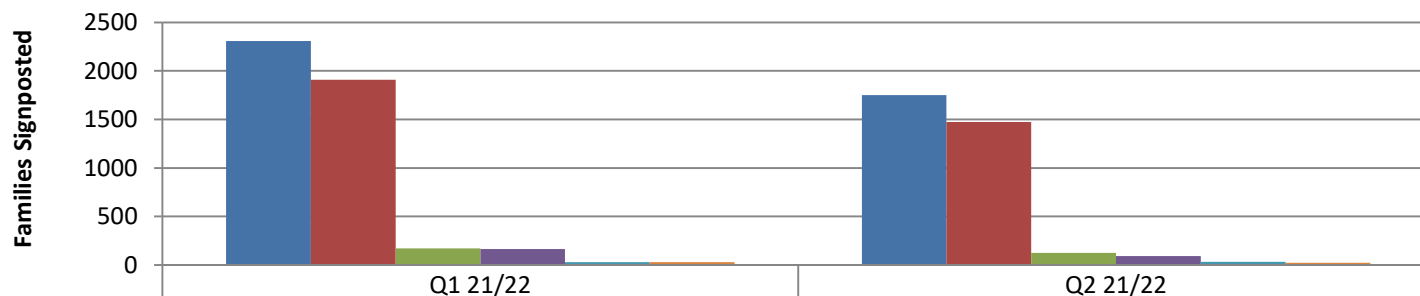
Other unmet needs were **Counselling services for children/young people** and **Financial Support**.

### Unmet Need



# How well did we do?

## Performance Measure 7: Families Referred that were Accepted & Signposted – Qtr1 & Qtr2 April – September 2021/22

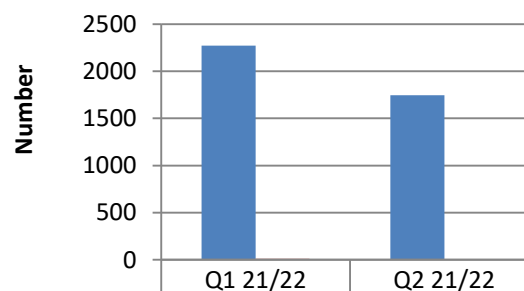


|   | Q1 21/22 | Q2 21/22 |
|---|----------|----------|
| Families Referred                       | 2306     | 1751     |
| Accepted and Signposted                 | 1909     | 1474     |
| Further Information Required            | 172      | 126      |
| Above Tier 2(Inappropriate Referral)    | 164      | 93       |
| Signposted but family did not engage    | 31       | 33       |
| Unable to meet needs of Referred Family | 30       | 25       |

## Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – Qtr1 & Qtr2 April – September 2021/22

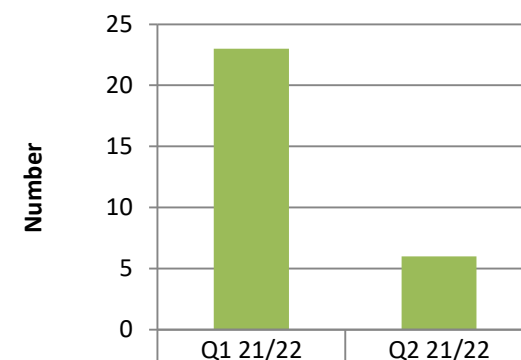
The vast majority of referrals to Hubs in Qtr2 were processed within the 4 weeks standard ensuring families receive a timely response to their immediate needs. A further significant number within 5- 8 weeks and of the remaining referrals **1** was processed but exceeded the 8 weeks timescale.

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



|                           | Q1 21/22 | Q2 21/22 |
|---------------------------|----------|----------|
| Achieved in 4wks & 5-8wks | 2272     | 1744     |
| Achieved in 8 wks+        | 11       | 1        |

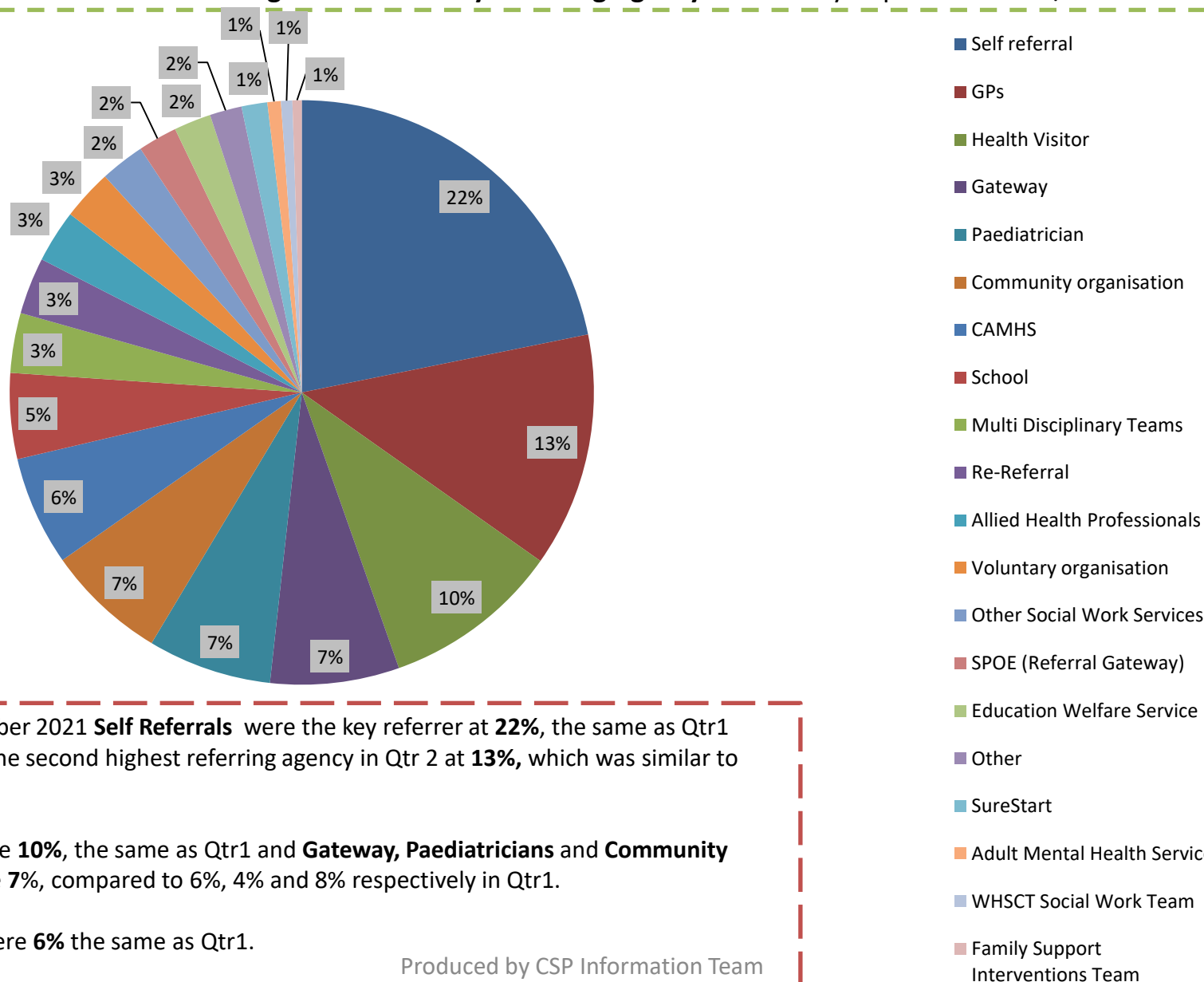
### Not Achieved in Timescale



|                           | Q1 21/22 | Q2 21/22 |
|---------------------------|----------|----------|
| Not Achieved in Timescale | 23       | 6        |

# How well did we do?

## Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr2 July-September 2021/22



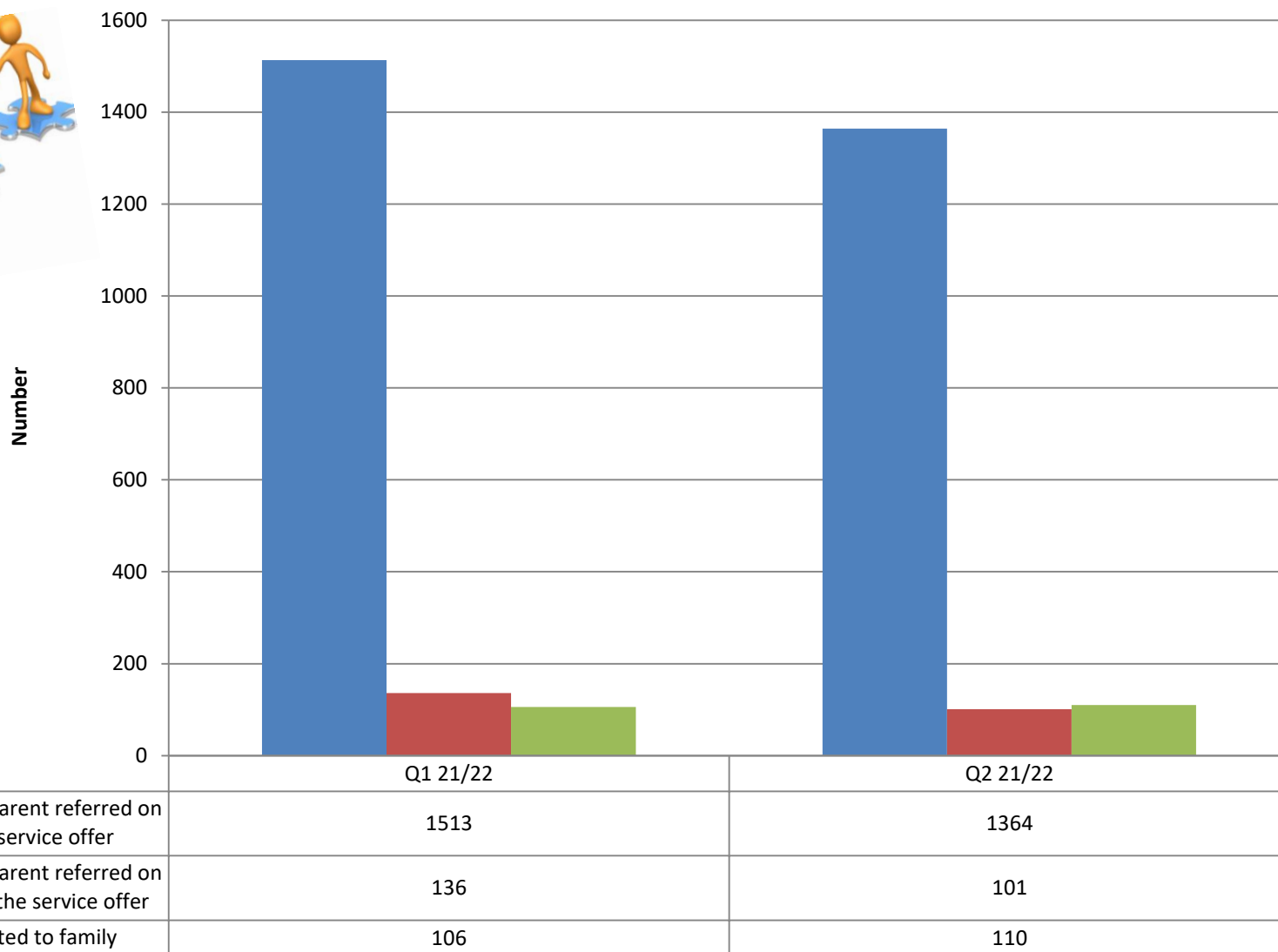
From July - September 2021 **Self Referrals** were the key referrer at **22%**, the same as Qtr1 (20%). **GP's** were the second highest referring agency in Qtr 2 at **13%**, which was similar to Qtr1 at 12%.

**Health Visitors** were **10%**, the same as Qtr1 and **Gateway, Paediatricians** and **Community Organisations** were **7%**, compared to 6%, 4% and 8% respectively in Qtr1.

**CAMHS** referrals were **6%** the same as Qtr1.

# How well did we do?

**Performance Measure 9: Number of Parents /Children referred who did and who did not take up the service offer –  
Qtr1 & Qtr2 April – September 2021/22**



# How well did we do?

## 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

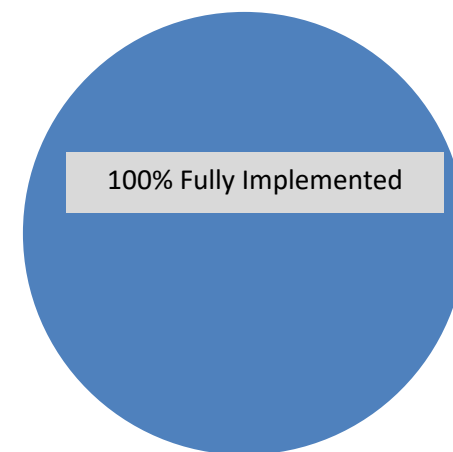
**Standard 8.** INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis

**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

Produced by CSP Information Team

## 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.**

**Please note:** Core members Interagency Survey 2019 is now available on the [www.cypsp.hscni.net](http://www.cypsp.hscni.net) website under the Family Support Hubs page.

For further information on Family Support Hubs in your area: -  
Contact Maxine Gibson, Children's Services Planning Professional  
Advisor

Email: [maxine.gibson@hscni.net](mailto:maxine.gibson@hscni.net)