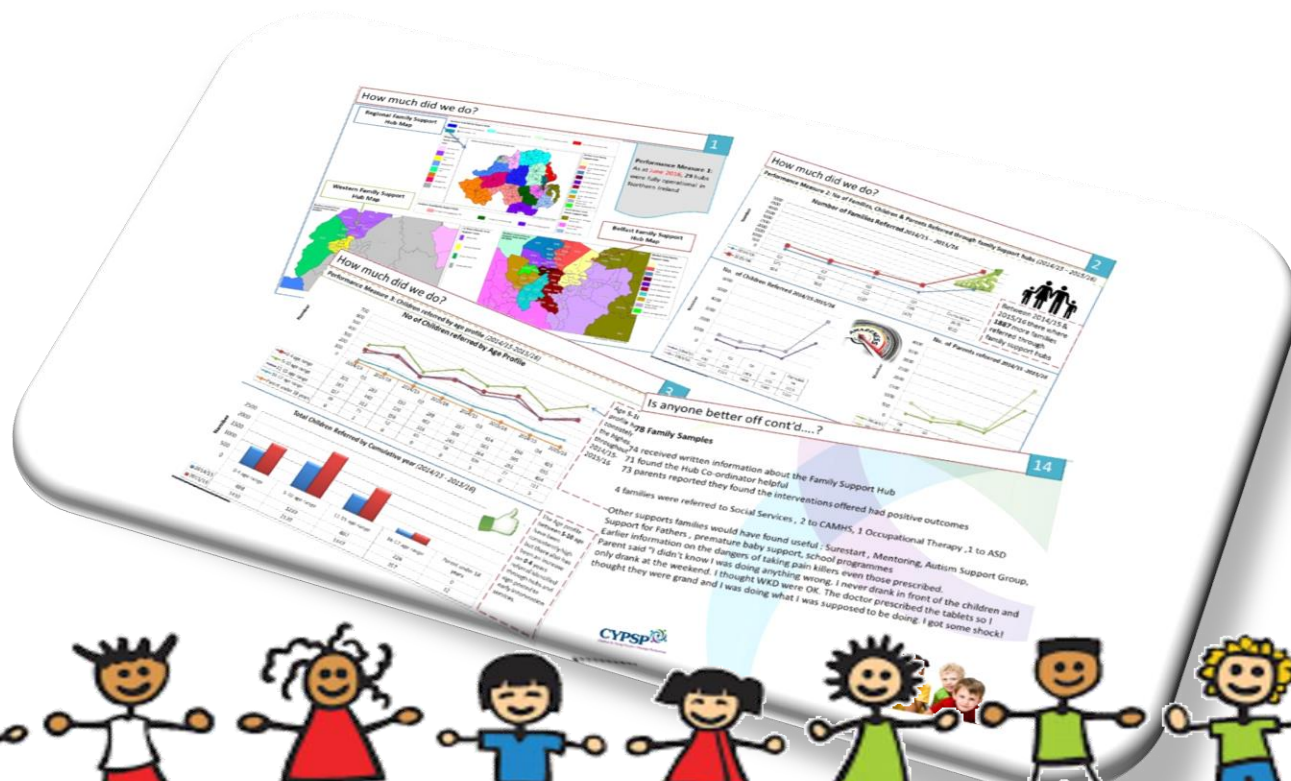


BHSCT Family Support Hubs Report Card

Annual Report Card 2021/22

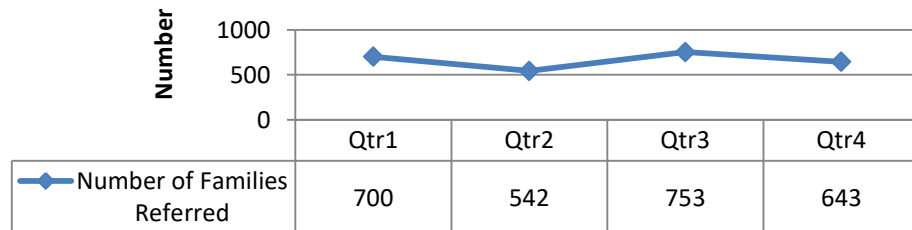


July 2022

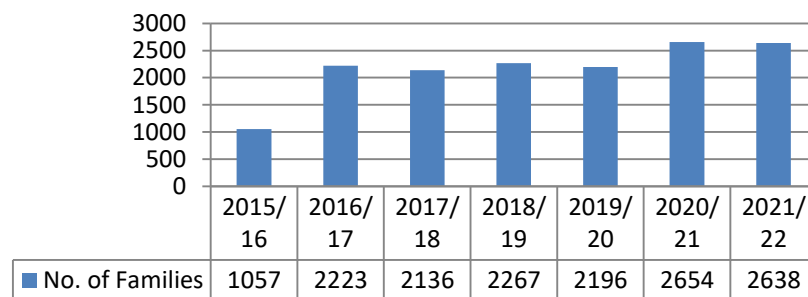
How much did we do?

Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2021/22

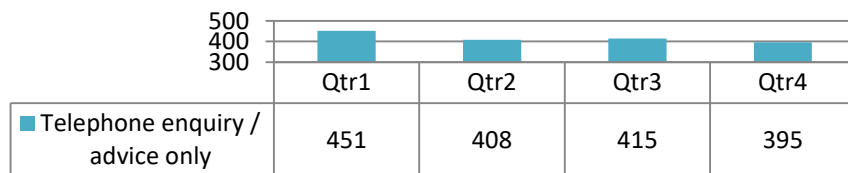
Number of Families Referred – 2021/22



No. of Families Referred

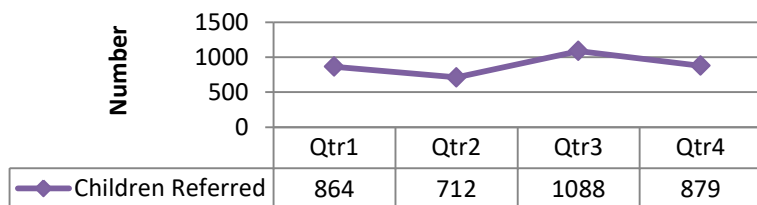


Telephone enquiry / advice only

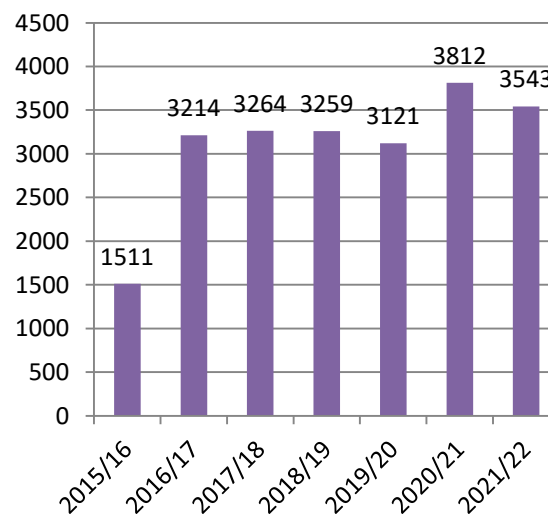


In 2021/22 there was a decrease of **16** families referred through Family Support Hubs in Belfast than in 2020/21. There were also **1669** telephone enquiries throughout the year and **152** families referred for Covid-19 issues only.

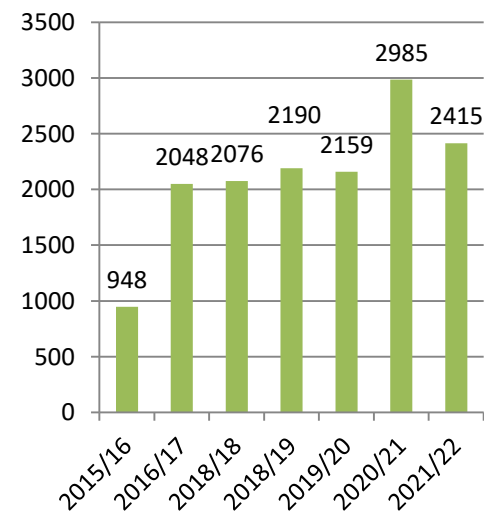
No. of Children Referred – 2021/22



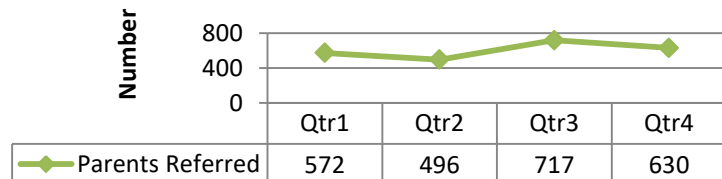
No. of Children Referred



No. of Parents Referred

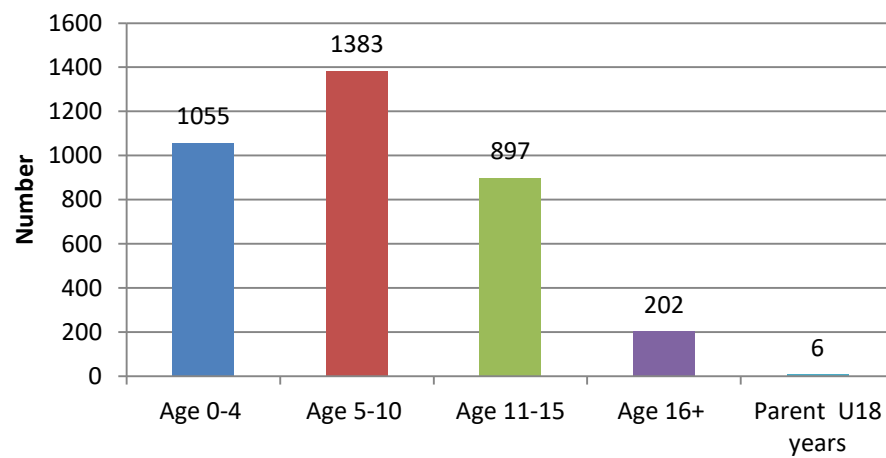
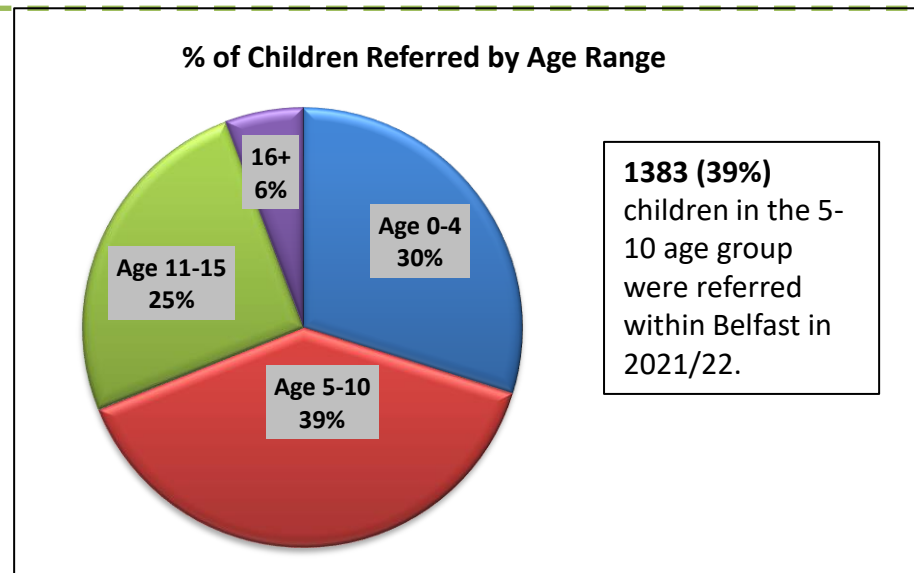
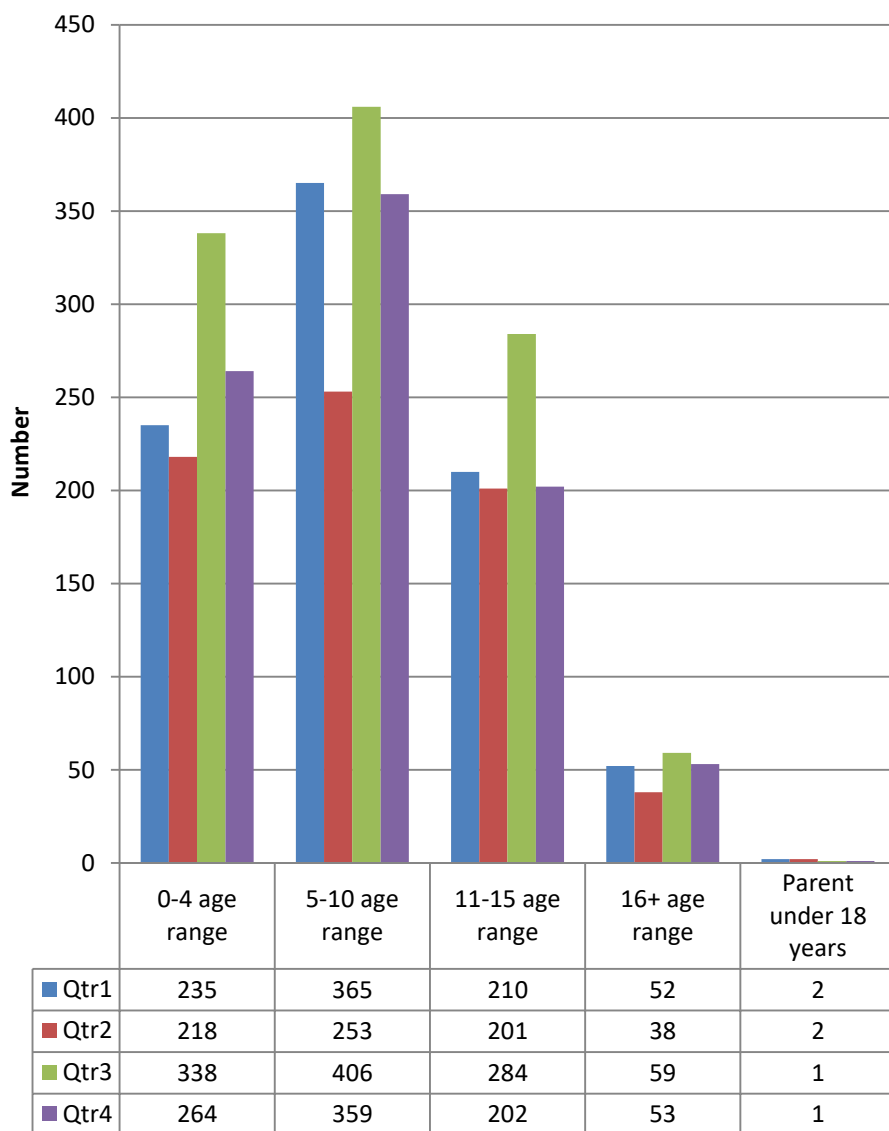


No. of Parents Referred – 2021/22



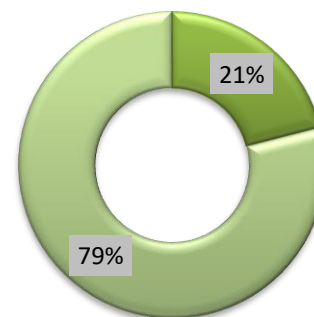
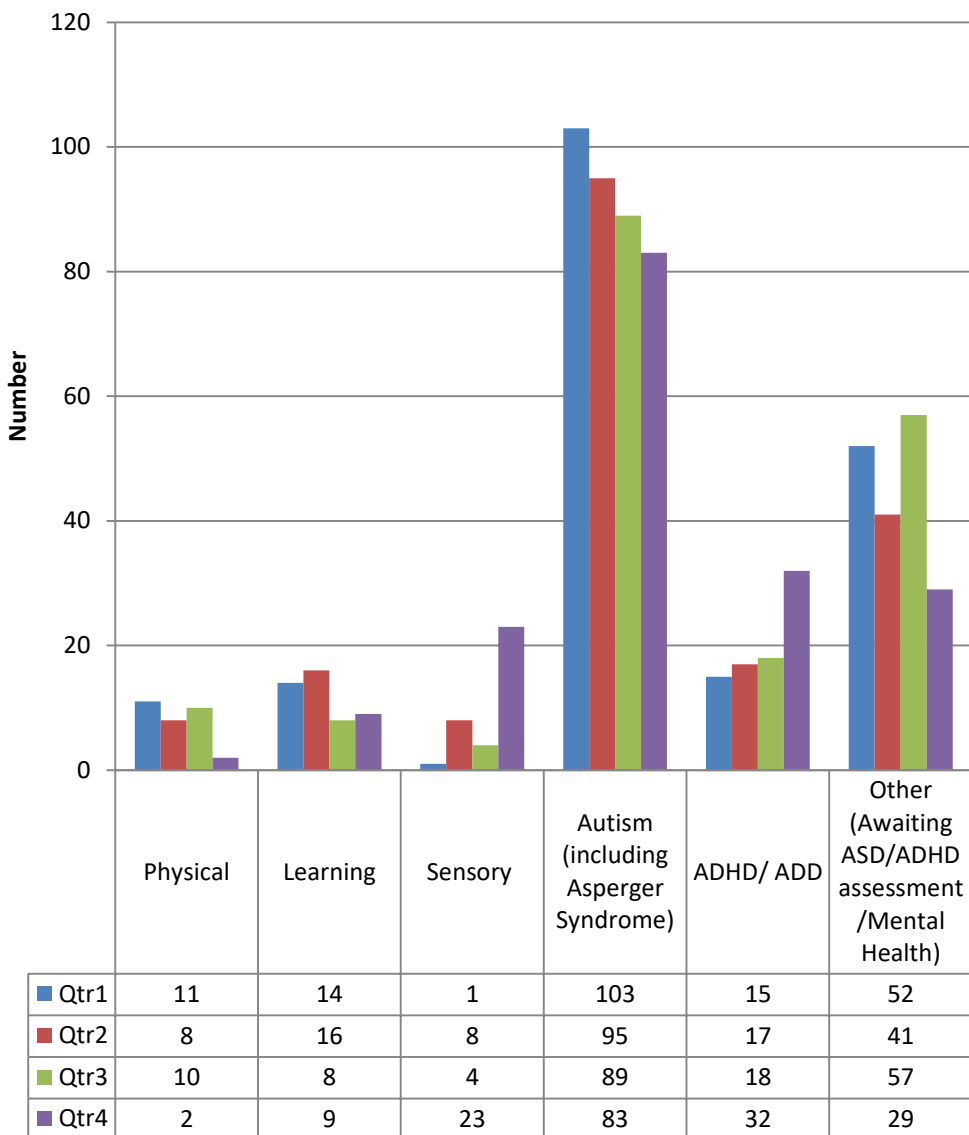
How much did we do?

Performance Measure 2: Children Referred by Age Profile - 2021/22



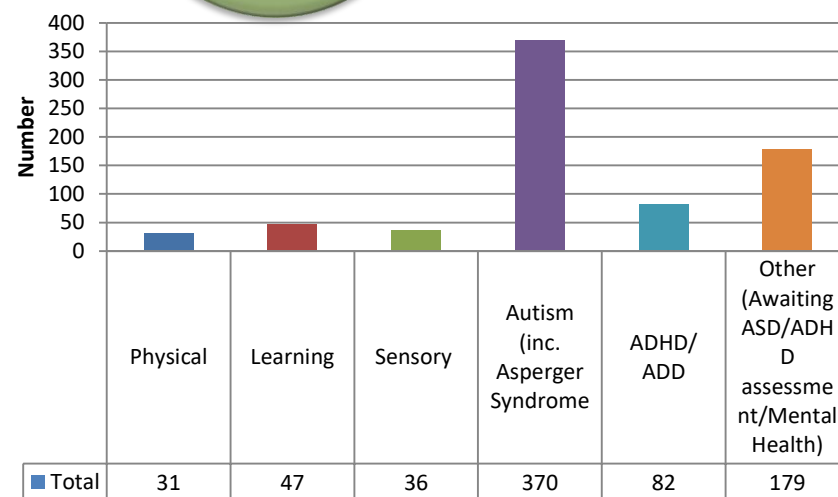
*Please Note: As well as 3543 children referred an additional **1569** children benefitted as they were part of the families referred.*

Performance Measure 3: Children with a Disability Referred - 2021/22



■ Total Children Referred with a Disability (No. 745)

■ Total Children without a Disability (No. 2798)



Throughout 2021/22, Children with **Autism (including Asperger Syndrome)** had the highest number of disability referrals in Belfast (**50%**).

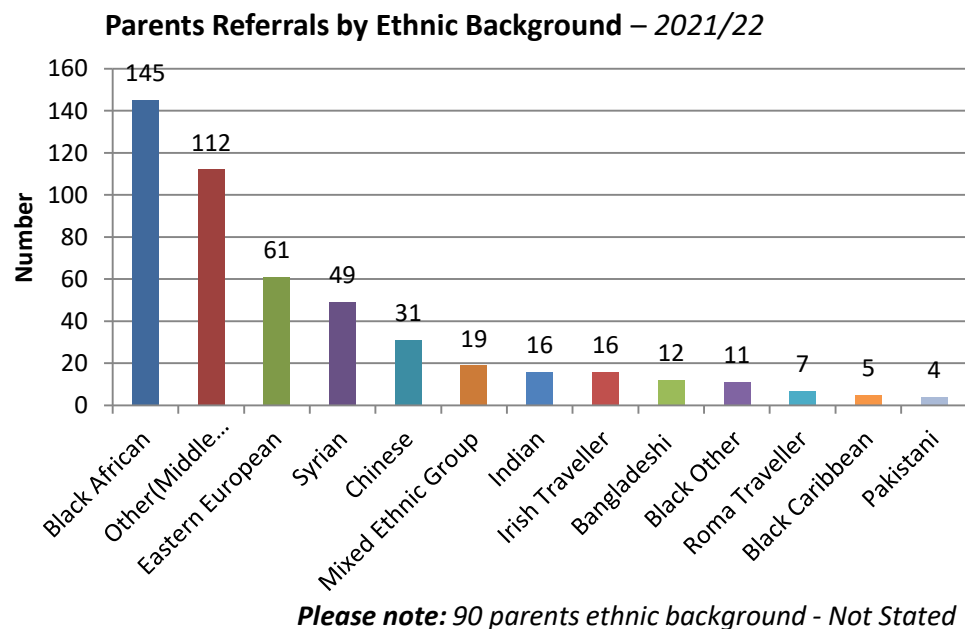
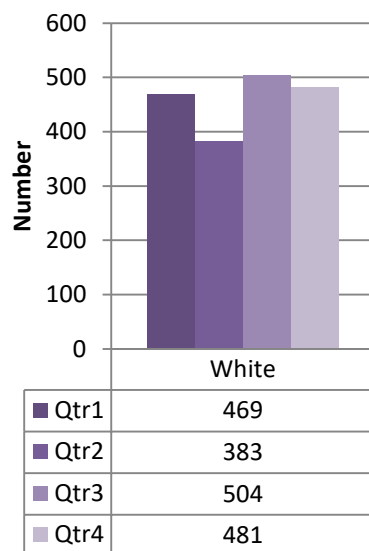
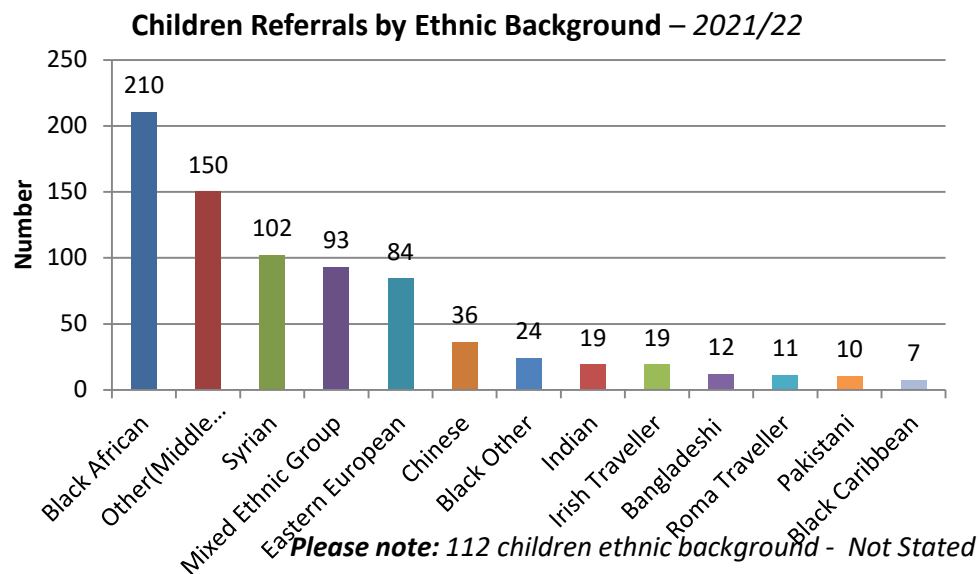
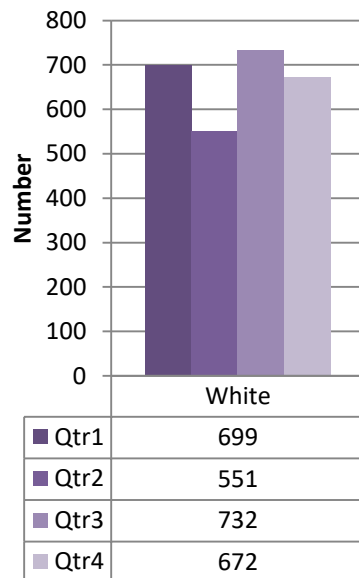


How much did we do cont'd....?

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

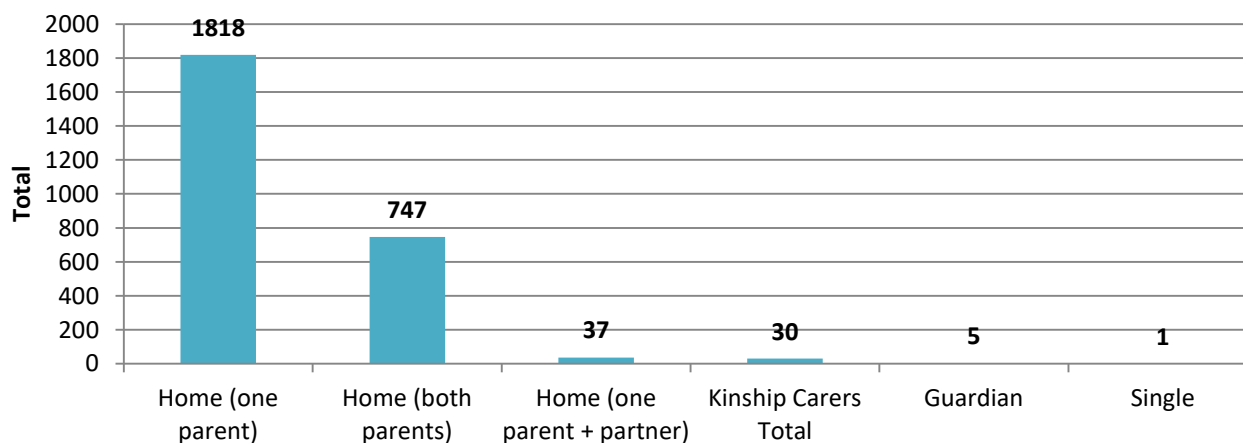
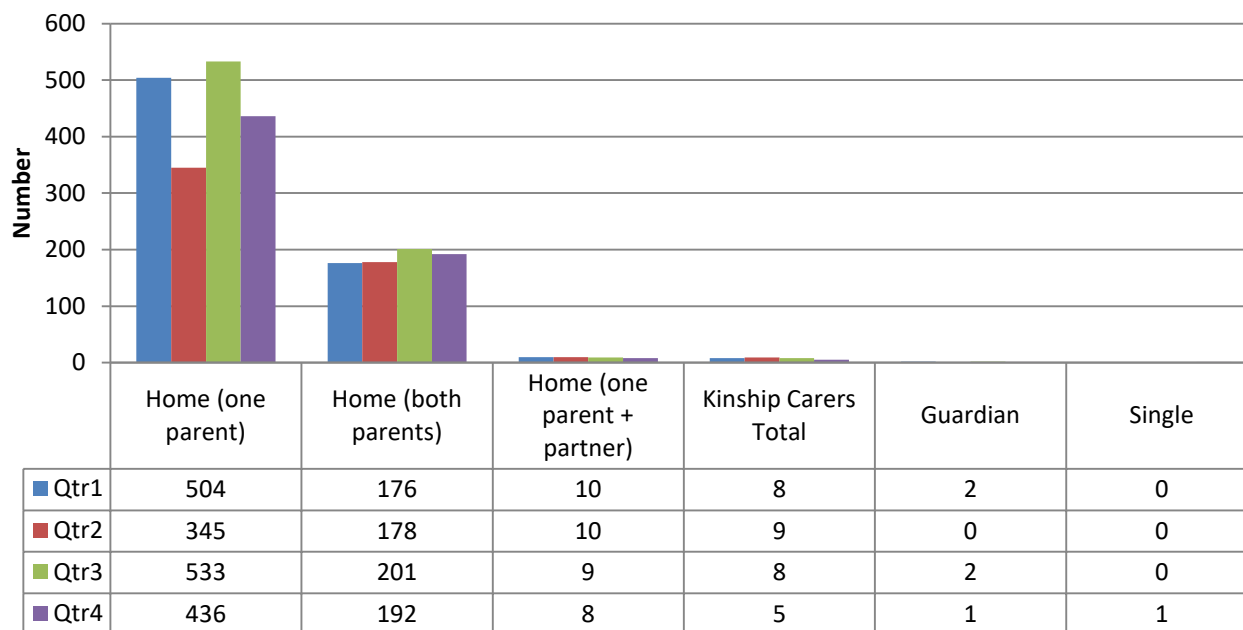
There has been an increase in both children and parents referred from different ethnic backgrounds. For example: Referrals from Black African children are 210 with 145 parents, Other (Middle East, Sudanese and Kuwaitis etc) 150 and 112 parents and Syrian children 102 with 49 parents.

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



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

Performance Measure 4: Household Composition -2021/22



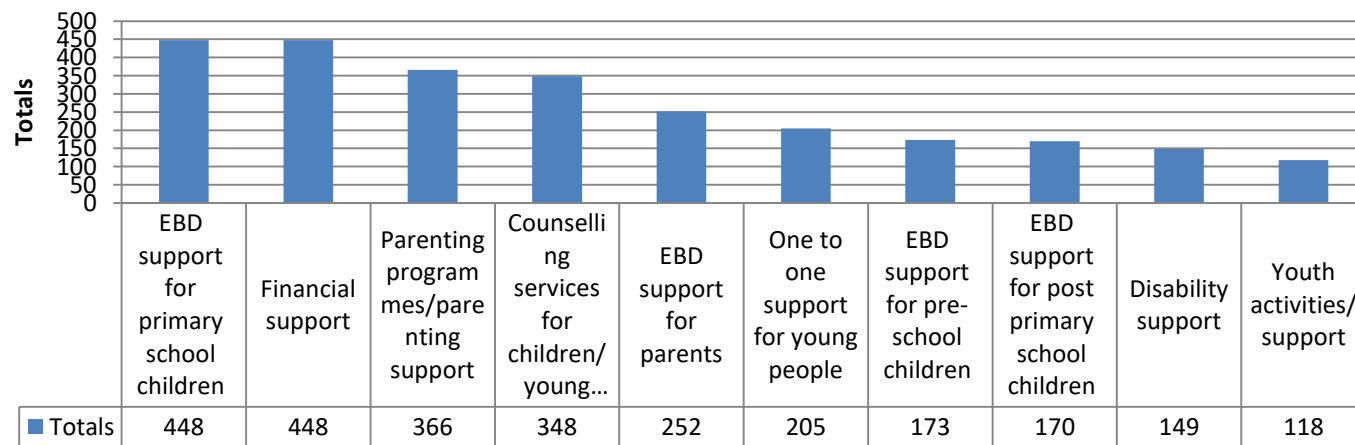
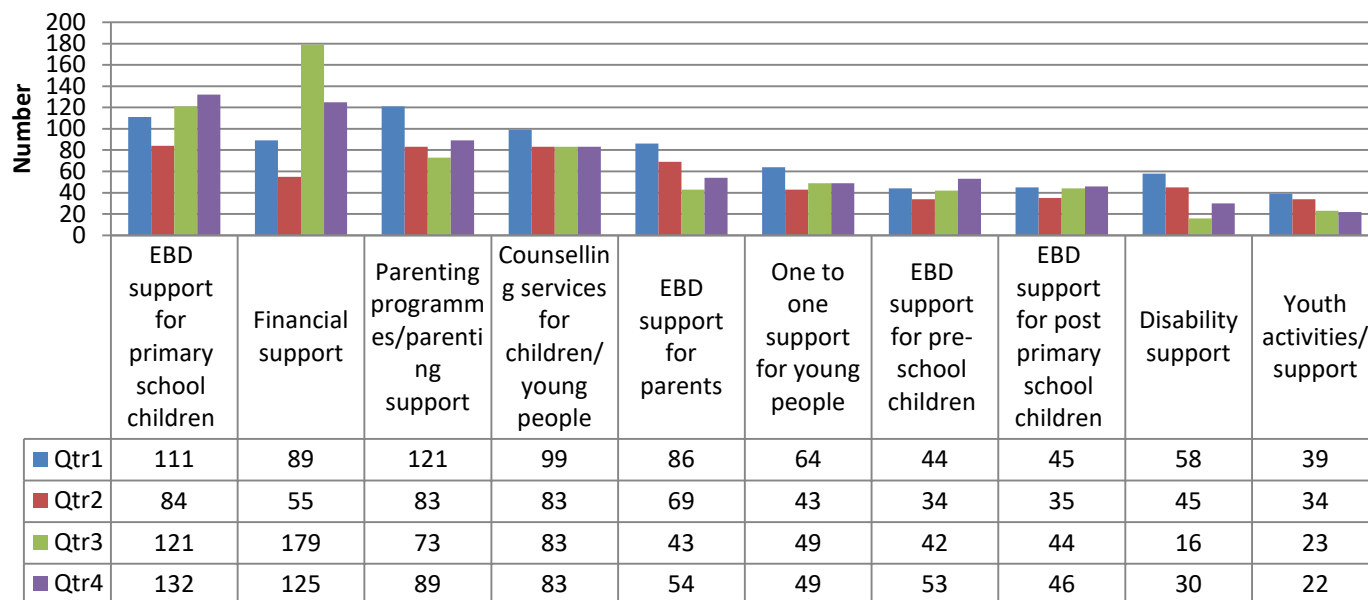
The highest group of families referred were Lone parent families at **1818** followed by Families with both parents **747**.

There was a decrease from the previous year in One parent + partner to **(37)** and Kinship Carers has decreased slightly to **30**. Guardians **(5)** and **1** Single.

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

Performance Measure 5: Main Presenting Reasons for Referral - 2021/22

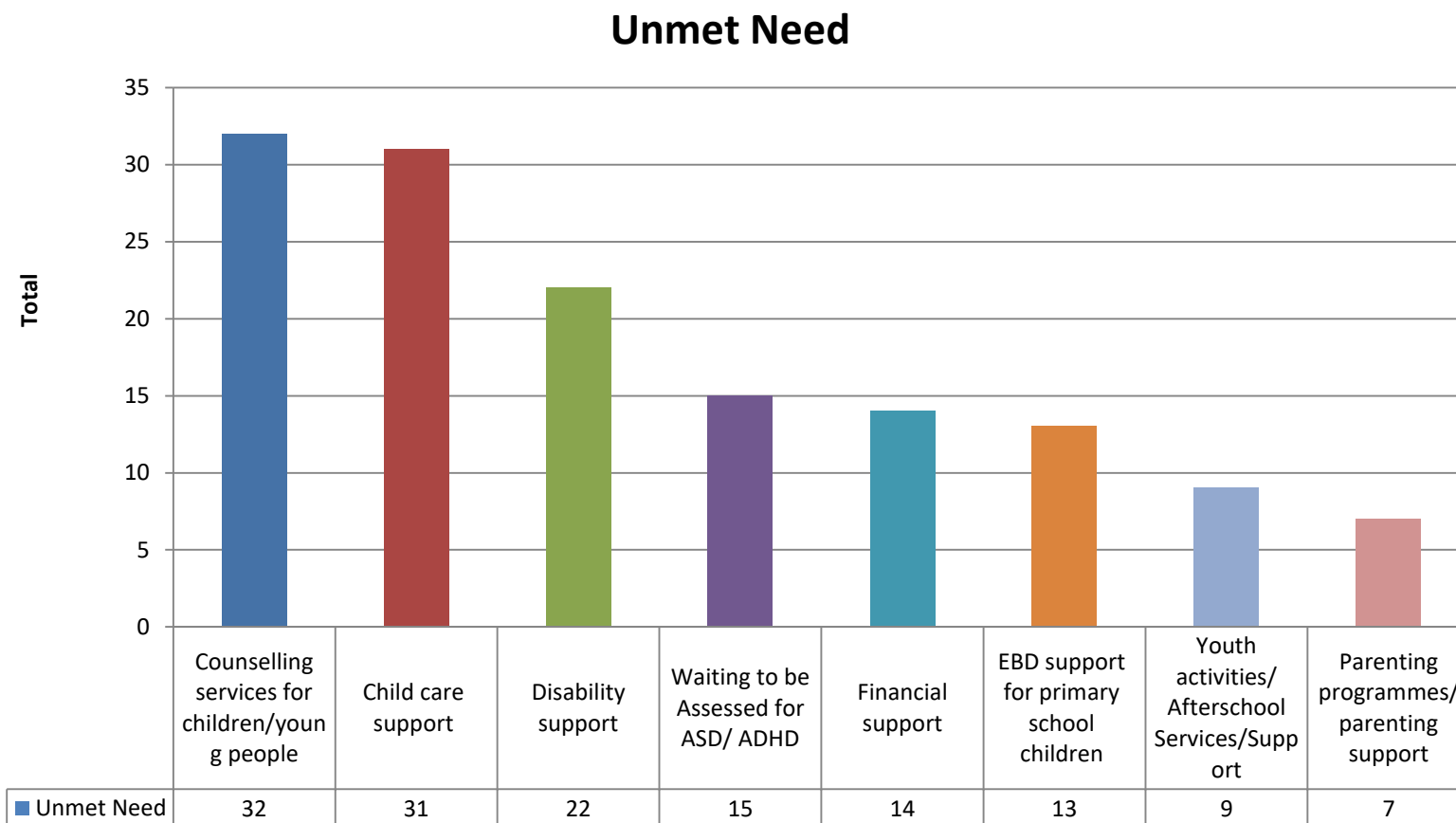
Top Ten Reasons for Referral



Emotional and Behavioural Difficulty (EBD) Support for primary school children and Financial Support were the top reasons for referral in 2021/22 followed by **Parenting Programmes/Parenting Support** and **Counselling Services for children/young people**. Other reasons for referral in the top ten are EBD support for parents, One to one support for young people, EBD support for pre-school children, EBD support for post-primary school children, Disability Support and Youth activities/support.

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

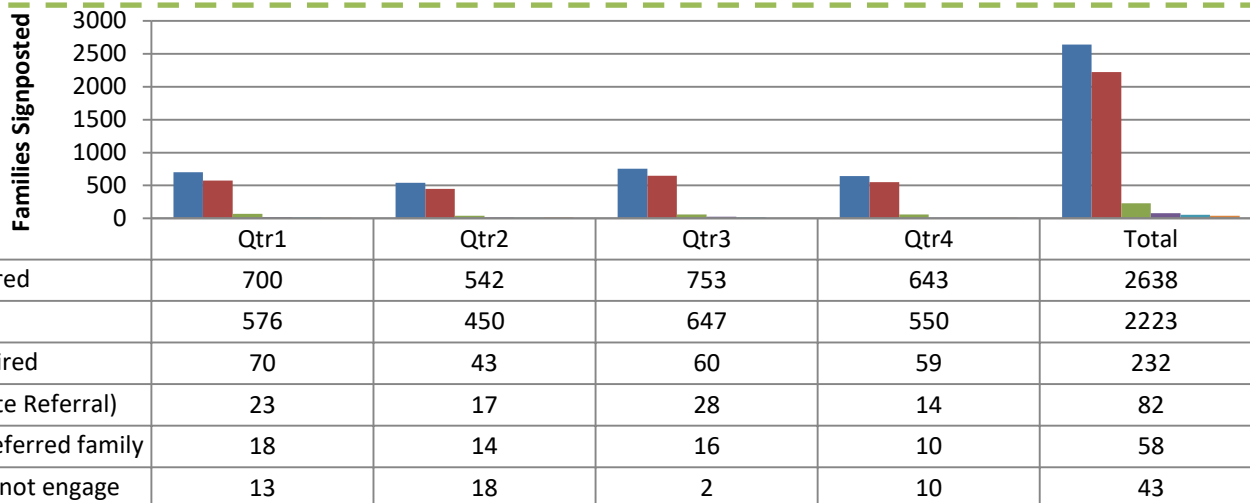
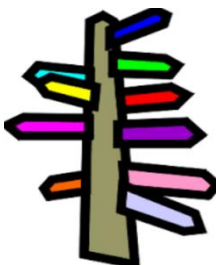
Performance Measure 5: Main Presenting Reasons Unmet - 2021/22



The main reasons for unmet needs in 2021/22 were **Counselling Services for children/young people, Childcare Support , Disability support, Waiting to be assessed for ASD/ADHD support** and **Financial support**.

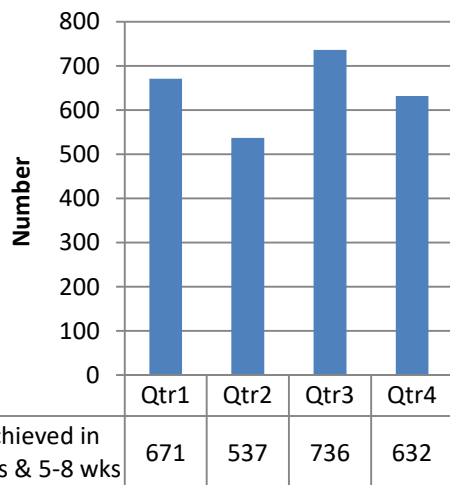
How well did we do it?

Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons - 2021/22

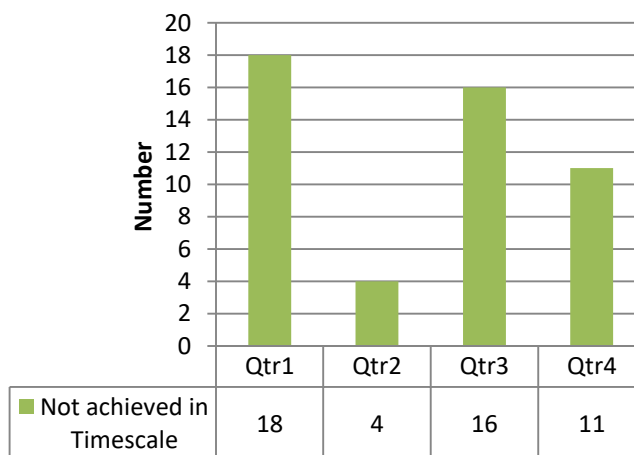


Performance Measure 7: Achieved in 4 weeks & 5-8 weeks or Not Achieved – 2021/22

Achieved in 4wks & 5-8 wks



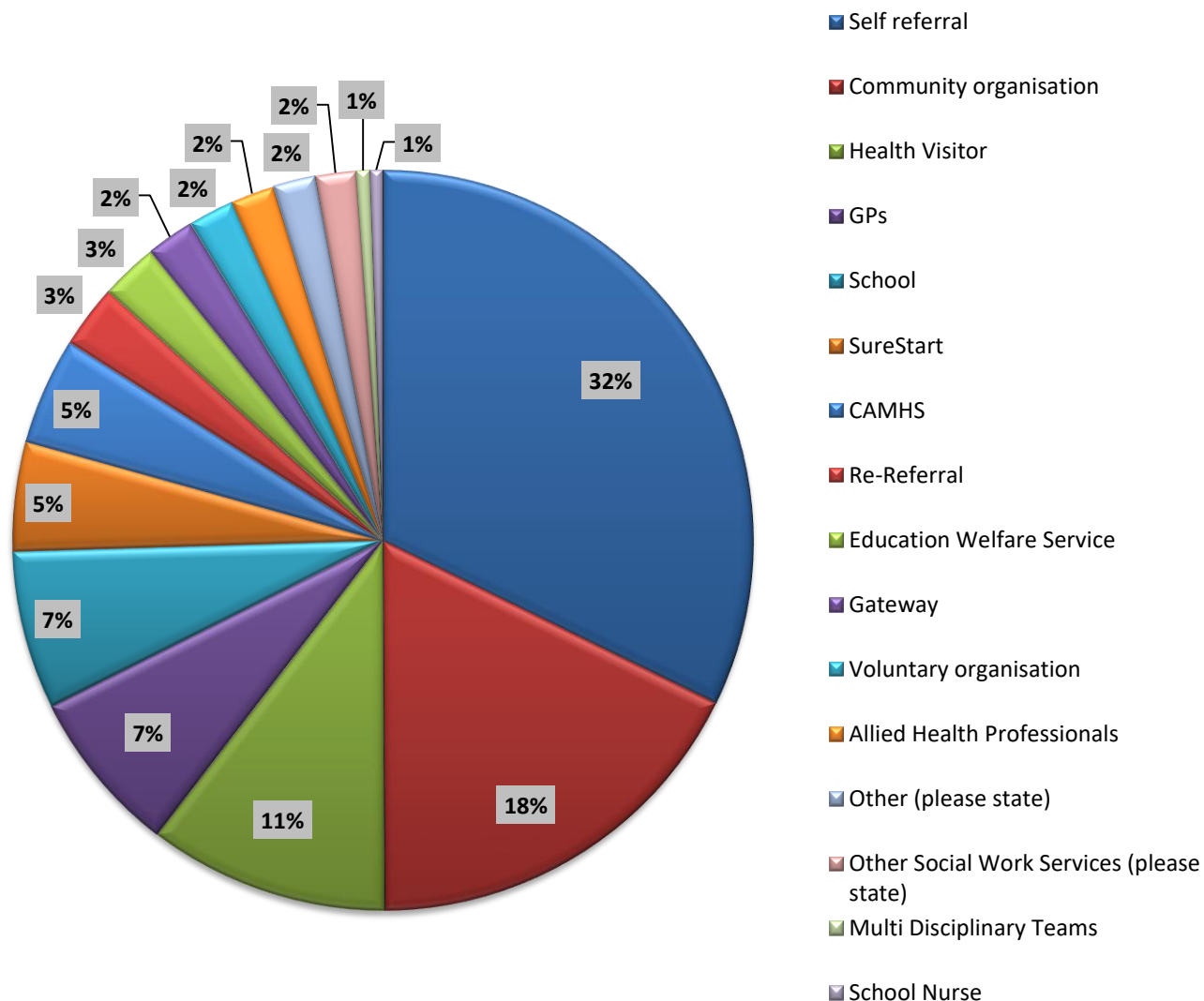
Not achieved in Timescale



The vast majority of referrals to Hubs were processed within 4 weeks, with the remainder within 5- 8 weeks and **13** achieved within the maximum 8 weeks timescale. **49** were not achieved in timescale within the Belfast Area.

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

Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2021/22

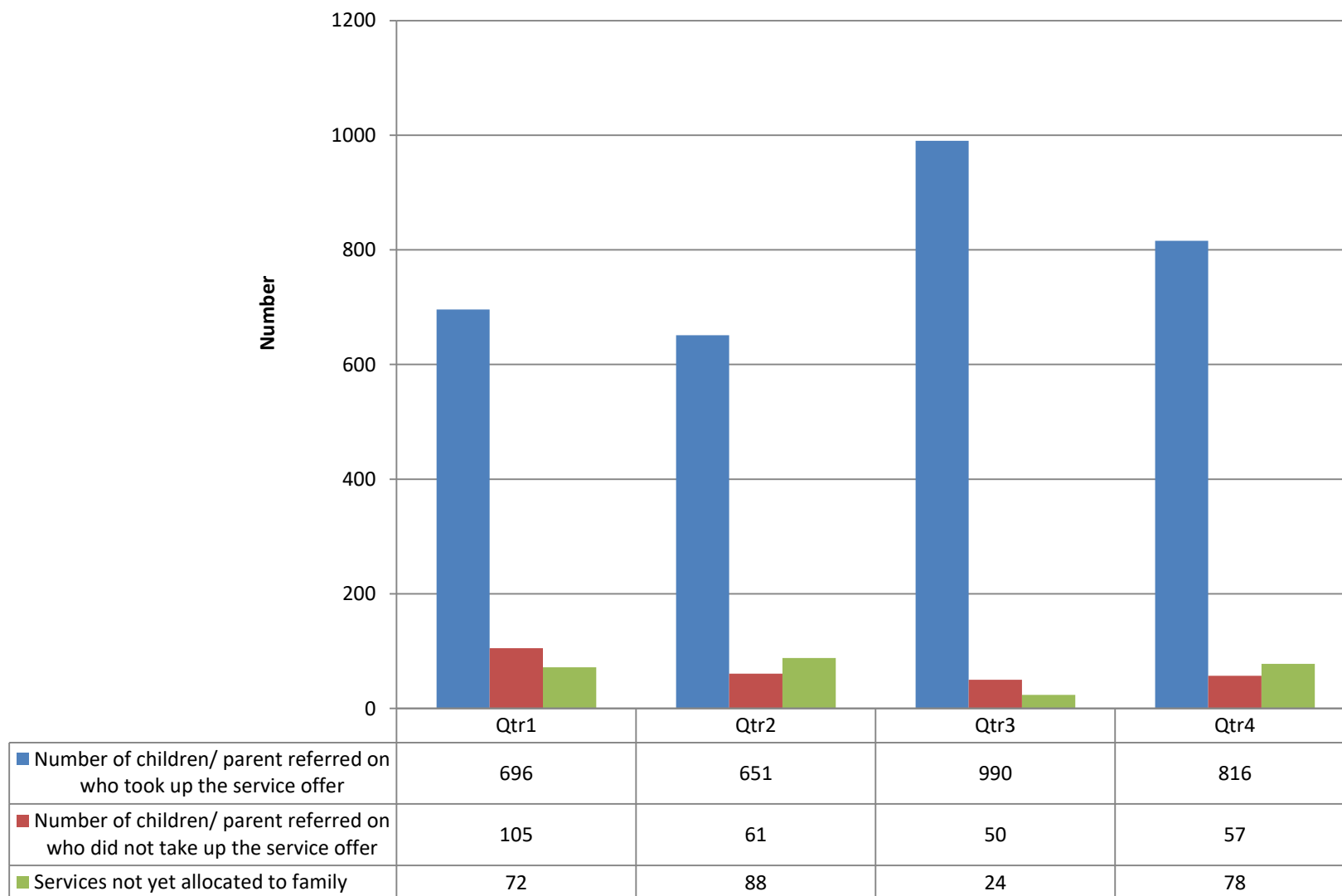


In the Belfast Area **Self referrals** are the key referrals at **32% in 2021/22**, the same as 2020/21 at 28%. This was followed by **Community Organisations** at **18%.**

Health Visitors are **11%** followed by GPs and Schools at **7%.**

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

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



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

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.

Family Samples

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)

Family Samples

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)