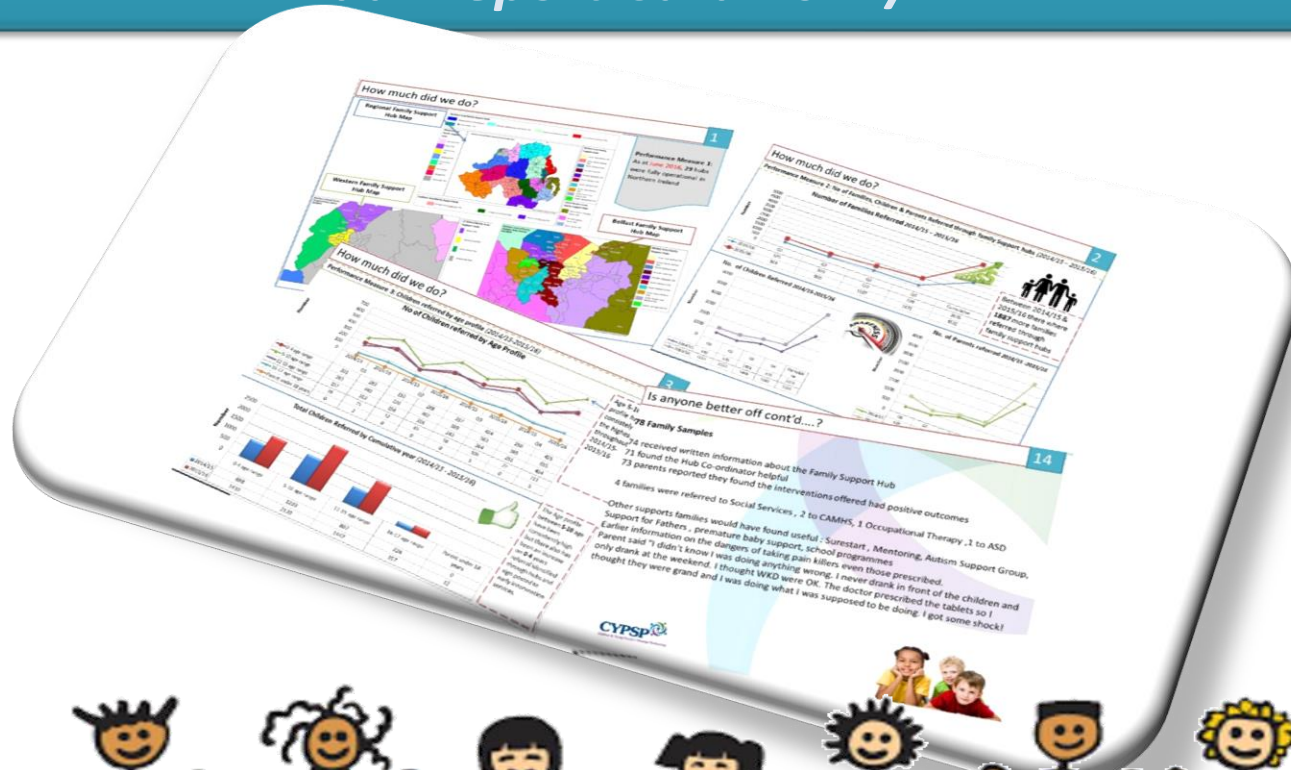


NHSCT Family Support Hubs Report Card

Annual Report Card 2021/22



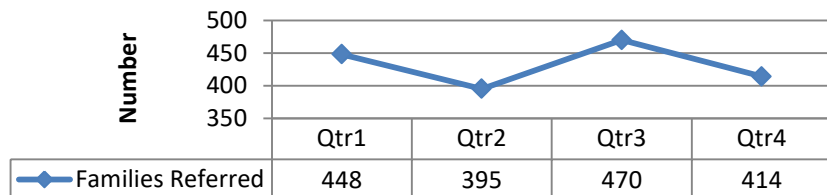
July 2022



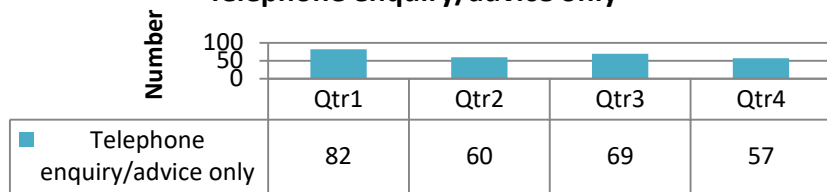
How much did we do?

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

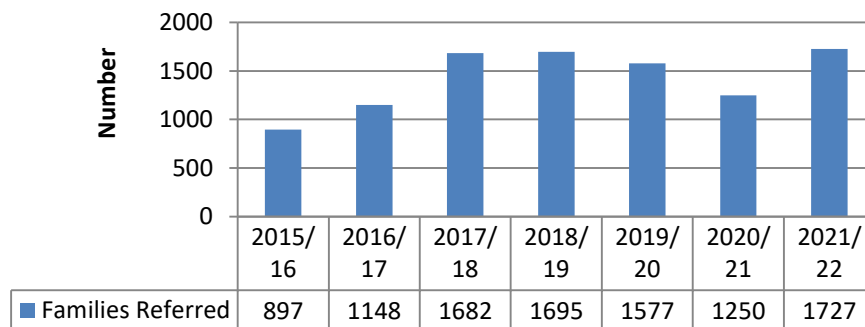
No. of Families Referred – 2021/22



Telephone enquiry/advice only

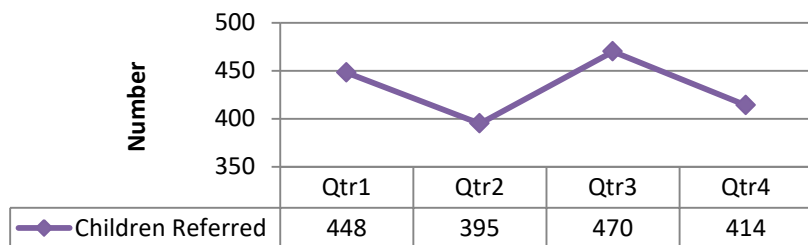


Families Referred

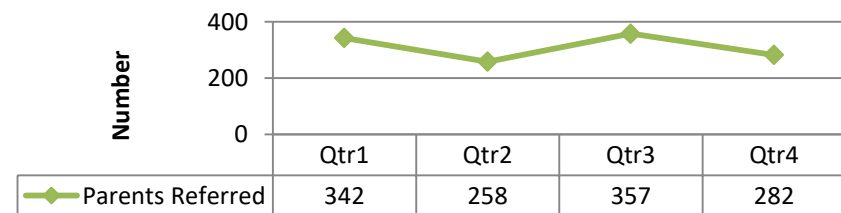


Throughout 2021/22 there was an increase of **477** families referred through family support hubs in the Northern area with **268** Telephone/Advice only calls and **197** families referred for Covid-19 issues only.

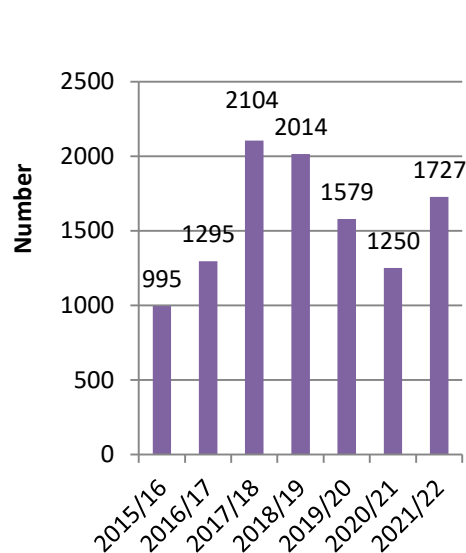
No. of Children Referred – 2021/22



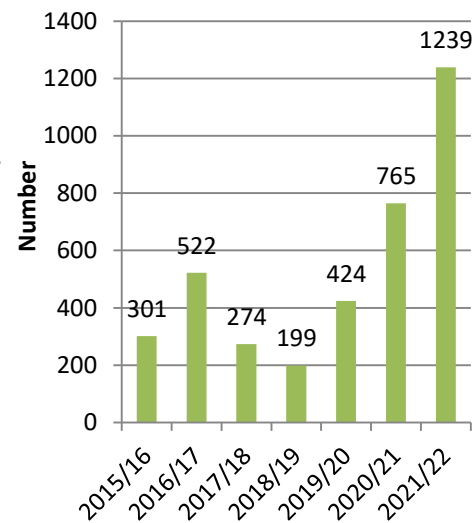
No. of Parents Referred – 2021/22



Children Referred

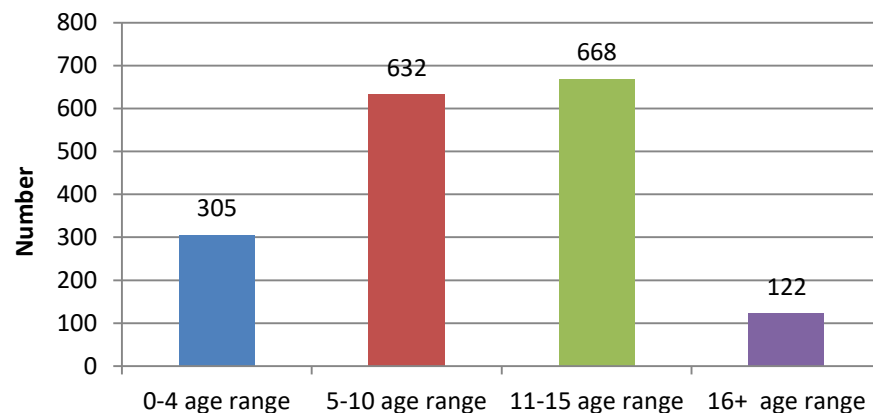
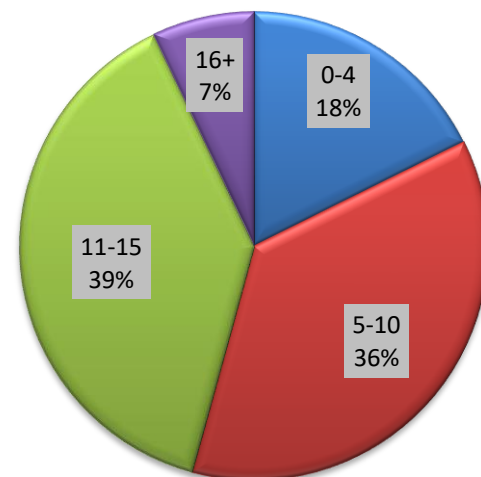
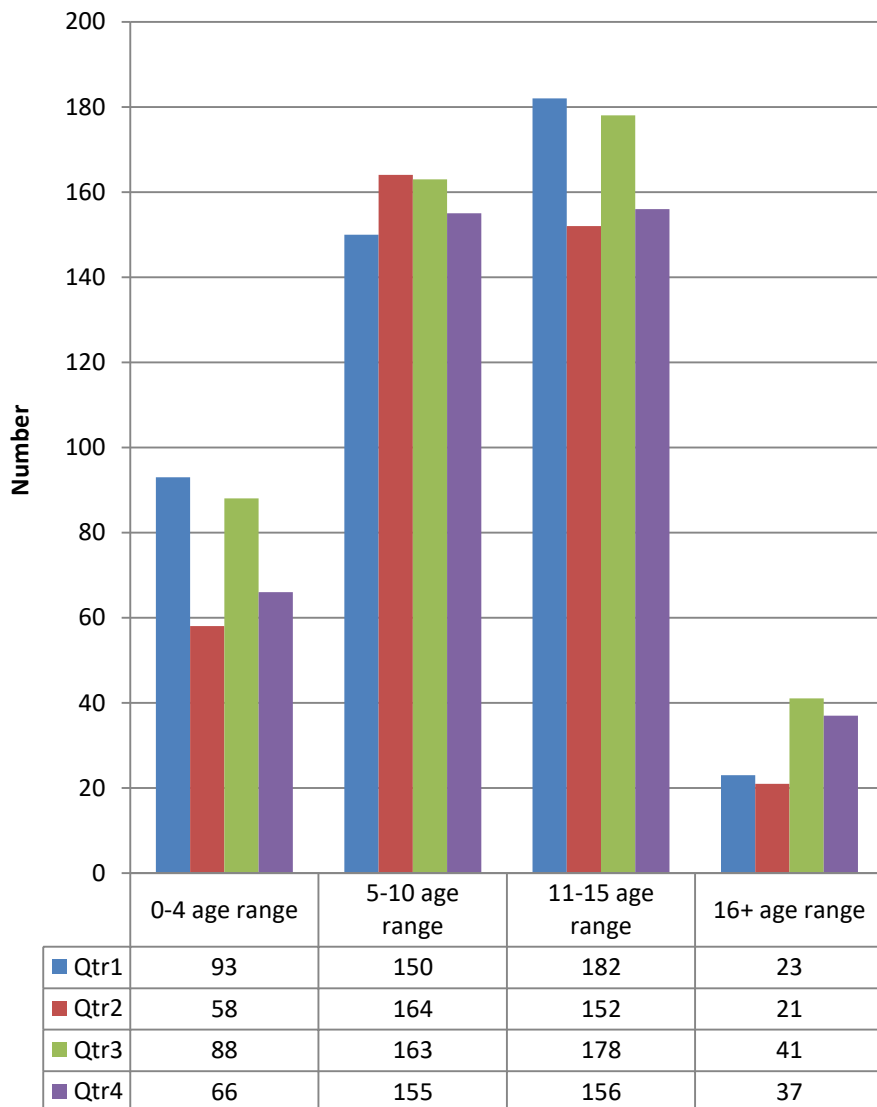


Parents Referred



How much did we do?

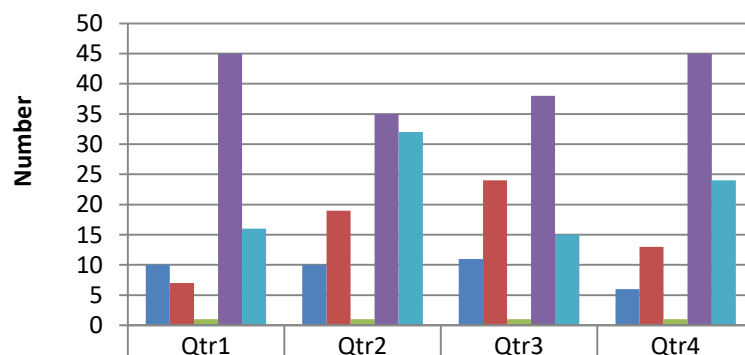
Performance Measure 2: Children Referred by Age Profile 2021/22



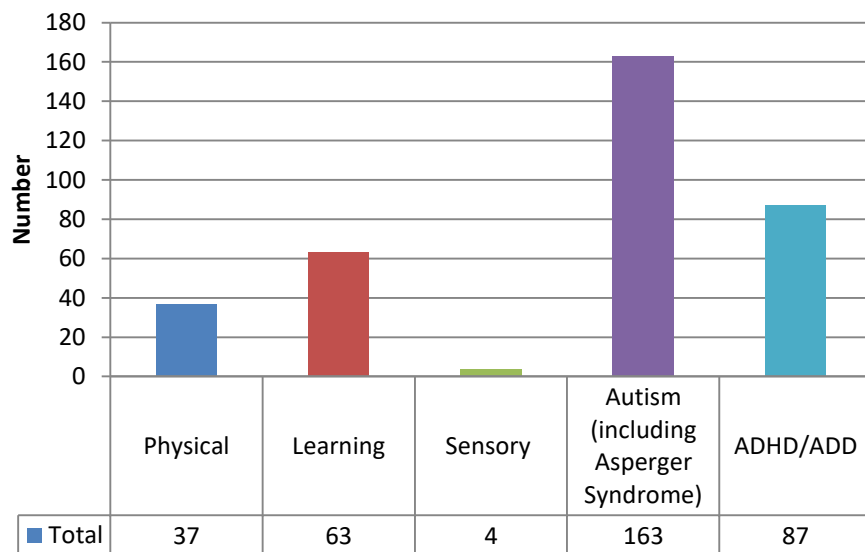
*Please note: As well as 1727 children referred an additional **1037** children benefitted as they were part of the families referred.*

How much did we do?

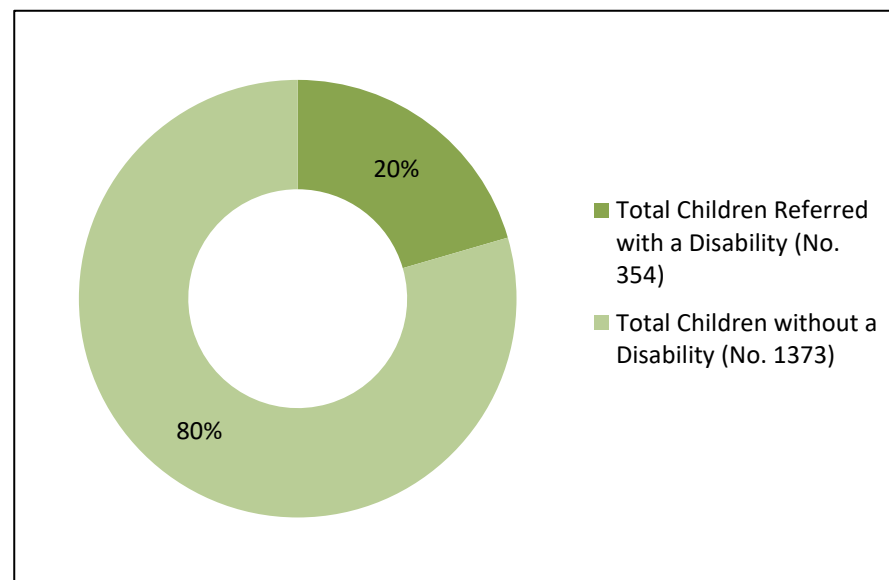
Performance Measure 3: Children with a Disability Referred – 2021/22



Physical	10	10	11	6
Learning	7	19	24	13
Sensory	1	1	1	1
Autism (including Asperger Syndrome)	45	35	38	45
ADHD/ADD	16	32	15	24



Children Referred with a Disability 2021/22



Throughout 2021/22, Children with **Autism** had the highest number of referrals throughout NHSCT.

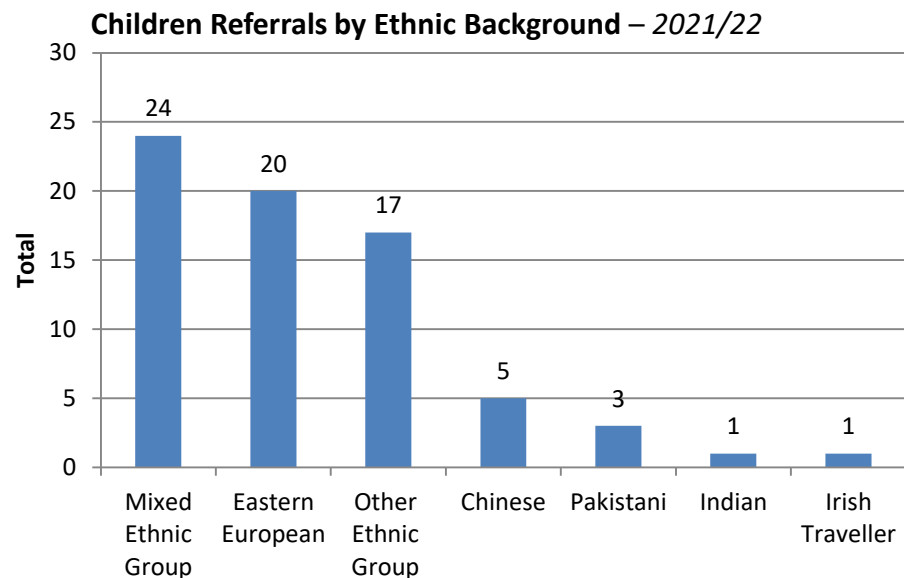
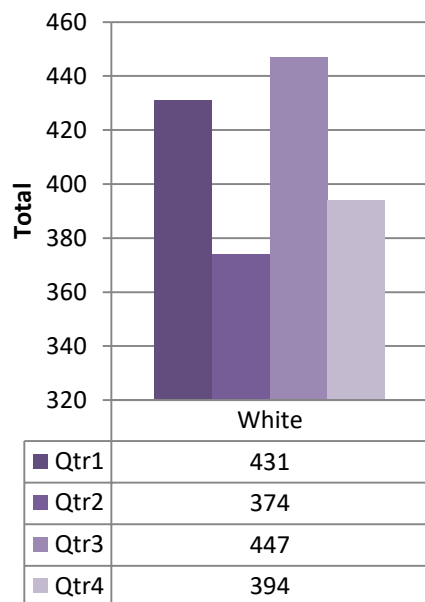


How much did we do cont'd....?

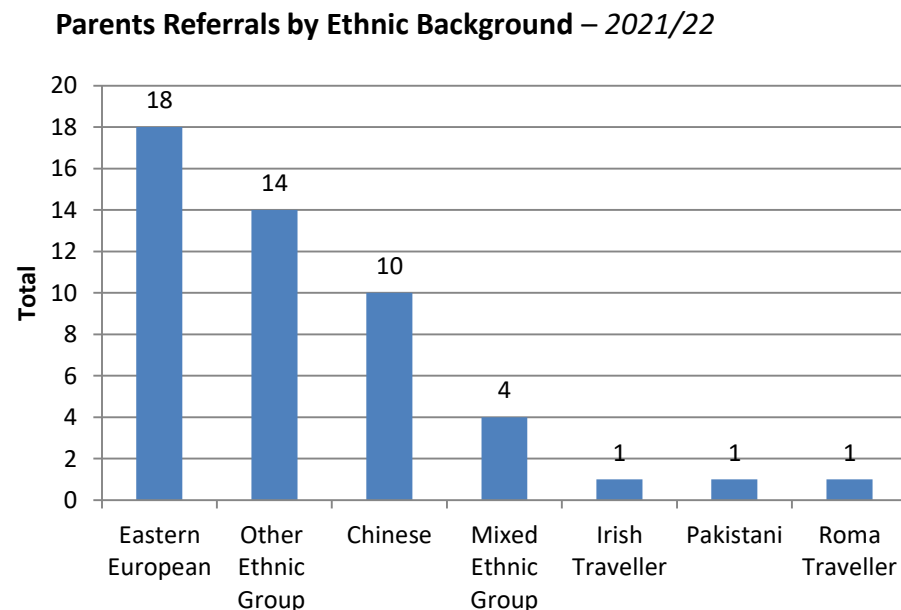
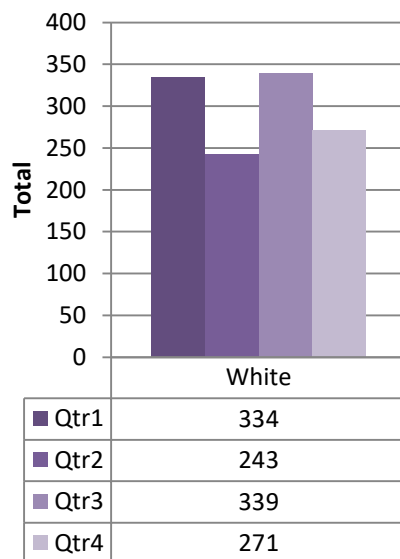
Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

There has been an increase in both children and families referred from different ethnic backgrounds. For example: Referrals from Eastern European children are 20 with 18 parents, Mixed Ethnic 24 with 4 parents and 17 Other Ethnic Group with 14 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.)



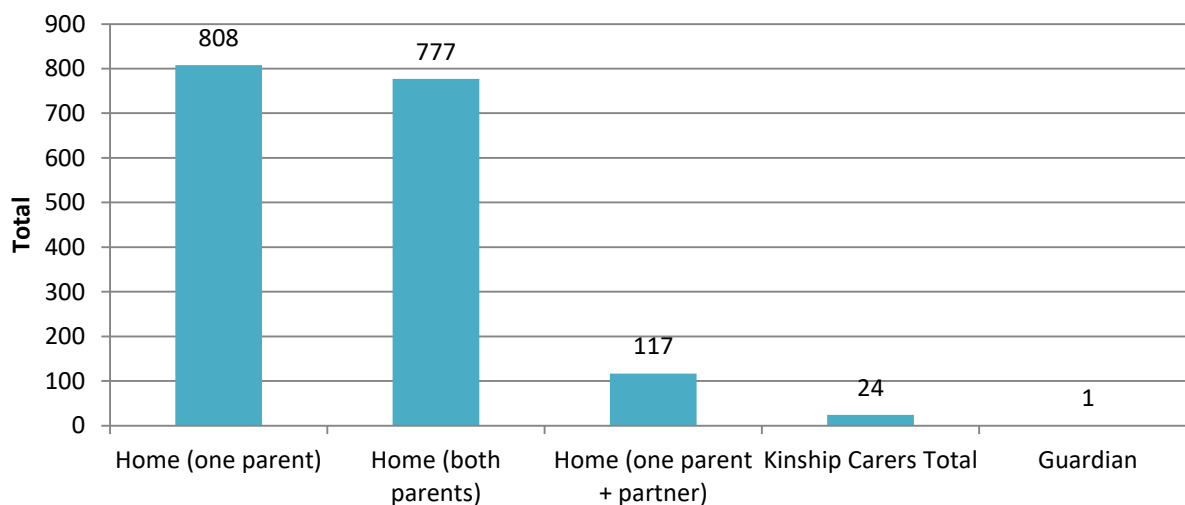
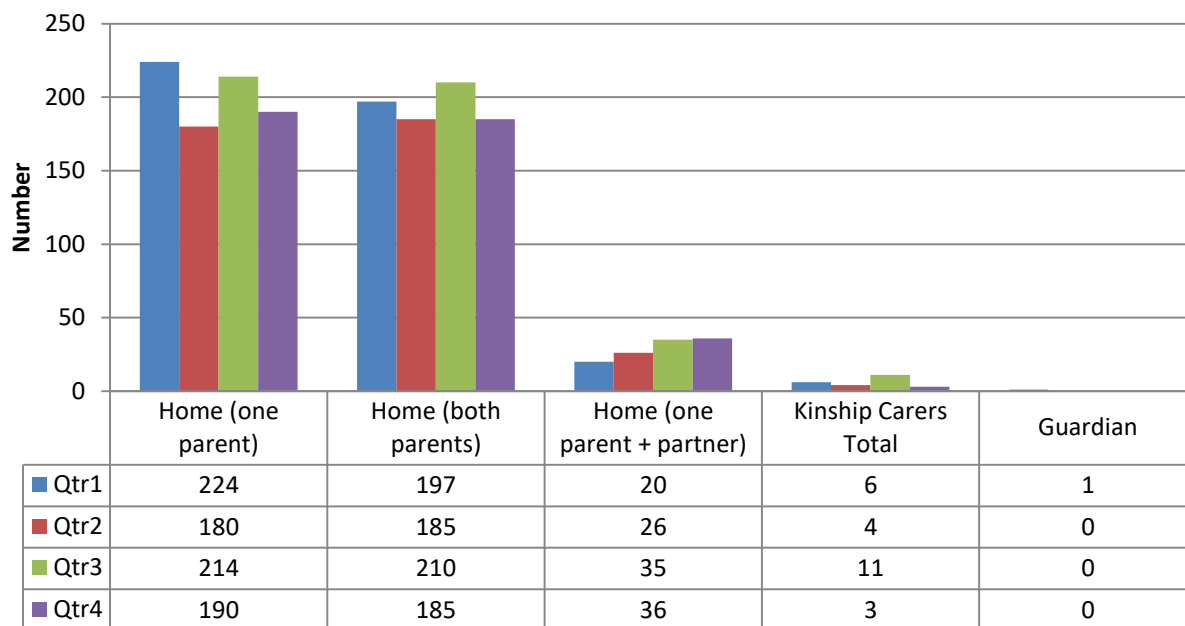
Please note: 10 children's ethnic background - Not Stated



Please note: 3 parents ethnic background - Not Stated

How much did we do?

Performance Measure 4: Household Composition – 2021/22

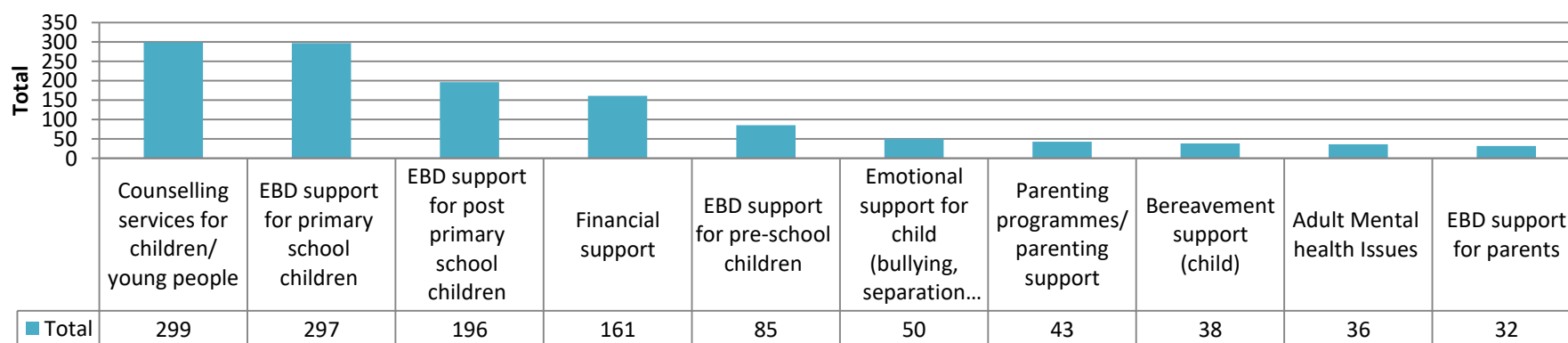
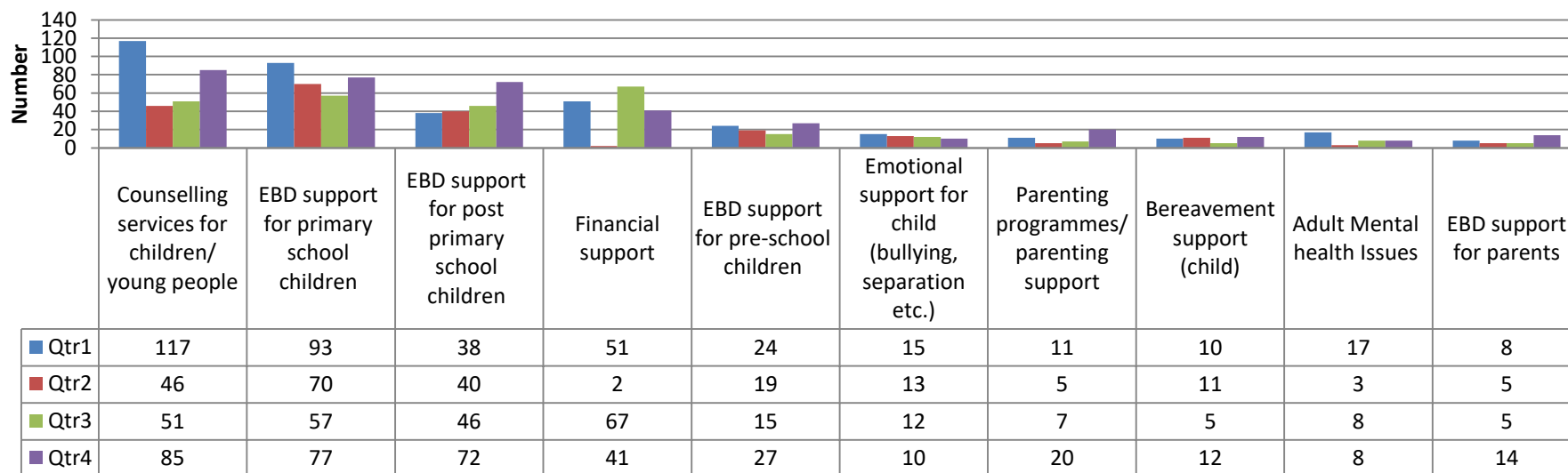


In the Northern area the household composition One parents families (**808**) has the highest referrals, with Home with both parents (**777**) second highest in 2021/22. There was a increase in one parent plus partner from 92 to **117**, with Kinship Carers a slight increase from 22 to **24**, and Guardians **1**.

How much did we do?

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

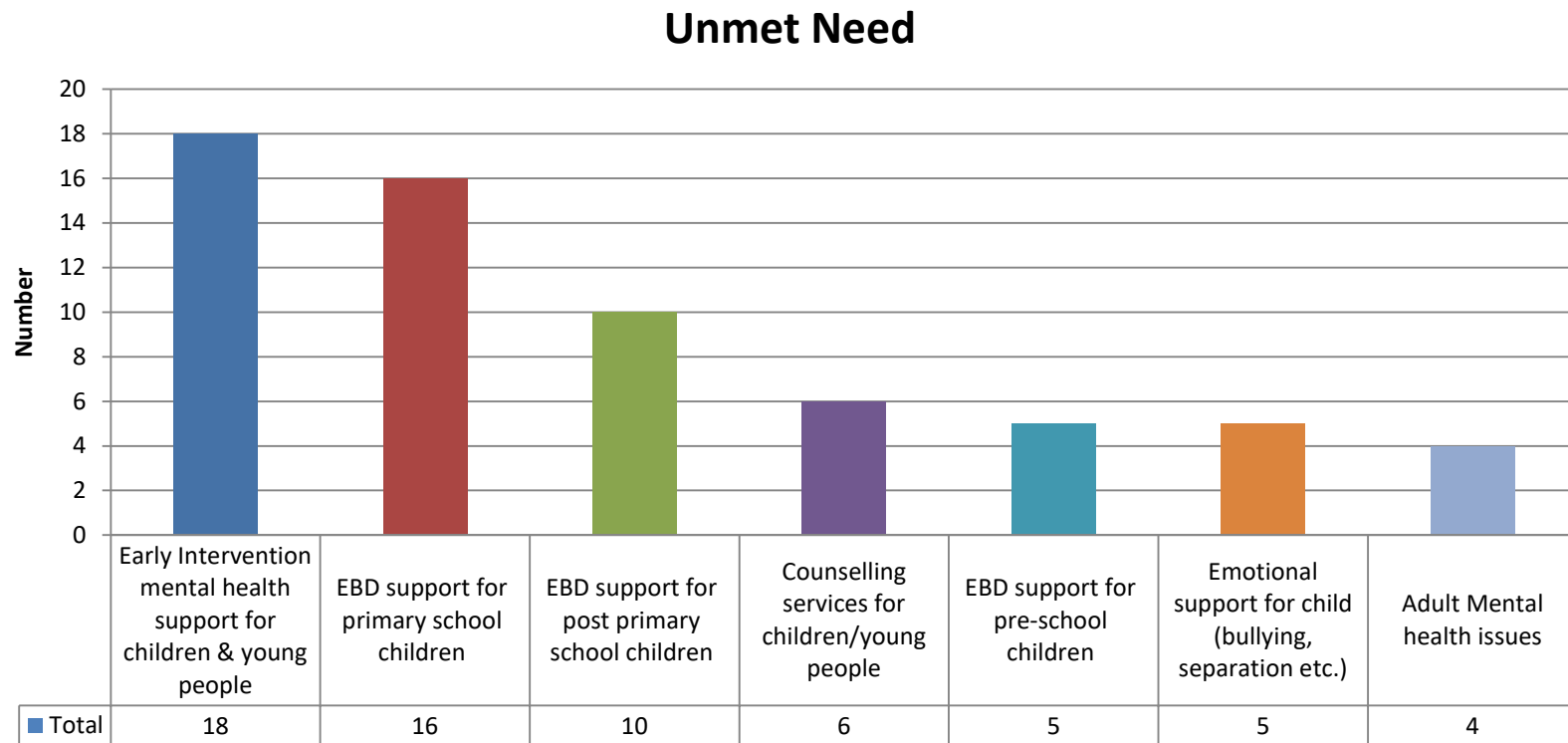
Top Ten Reasons for Referral to Hubs



The main reason for referrals were **Counselling services for children/young people** and **Emotional Behaviour Difficulty (EBD) for primary school age children** in 2021/22. This was followed by EBD for post primary school children, Financial Support and EBD for pre-school children.

How well did we do it?

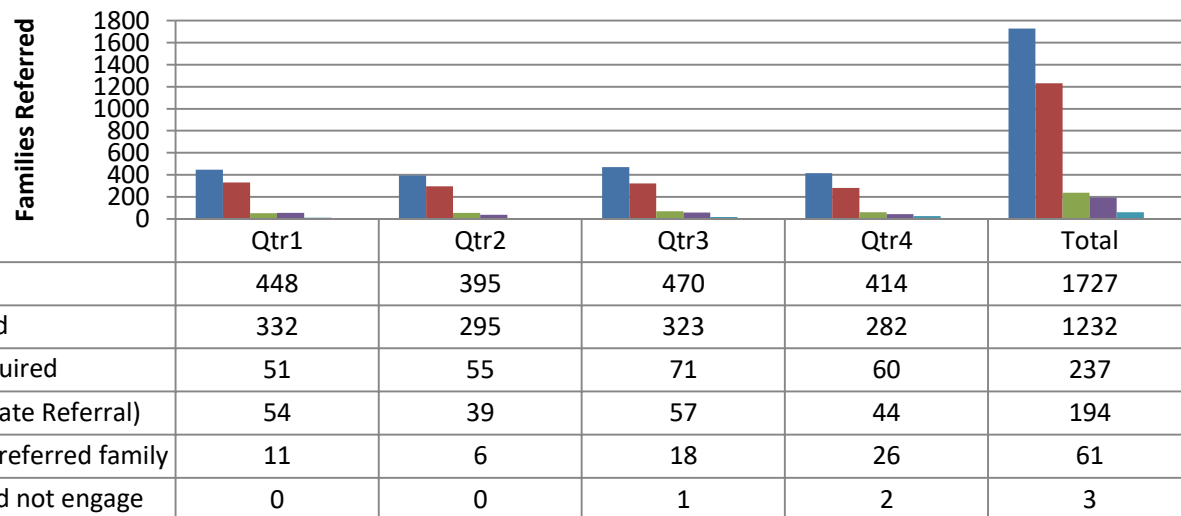
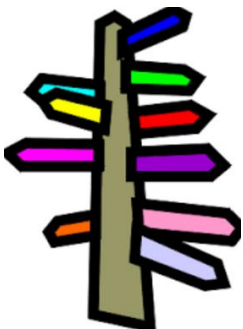
Performance Measure 6: Main Presenting Reasons Unmet - 2021/22



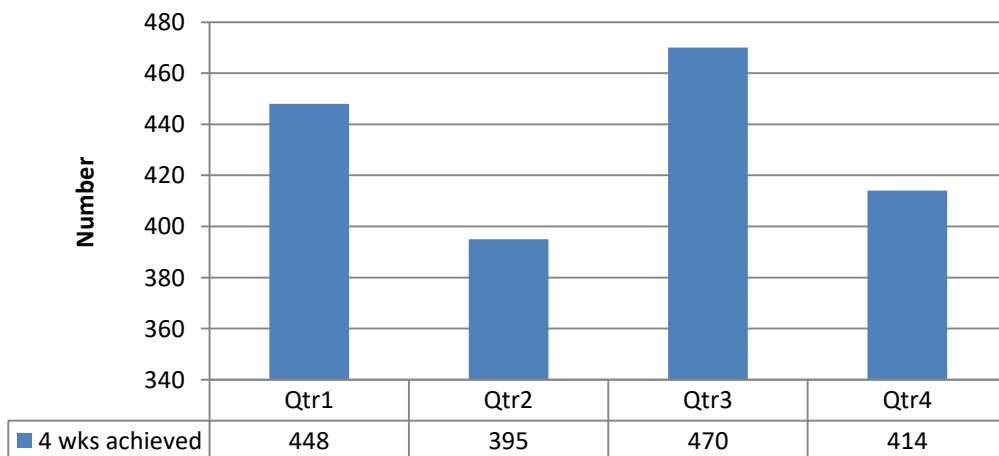
Early Intervention mental health support for C&YP and Emotional Behaviour Difficulty (EBD) for primary school age children was the highest unmet need in 2021/22. This was followed by **EBD post primary school children, Counselling services for children/young people, EBD support for pre-school children, Emotional support for child** and **Adult Mental Health Issues**.

How well did we do it?

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



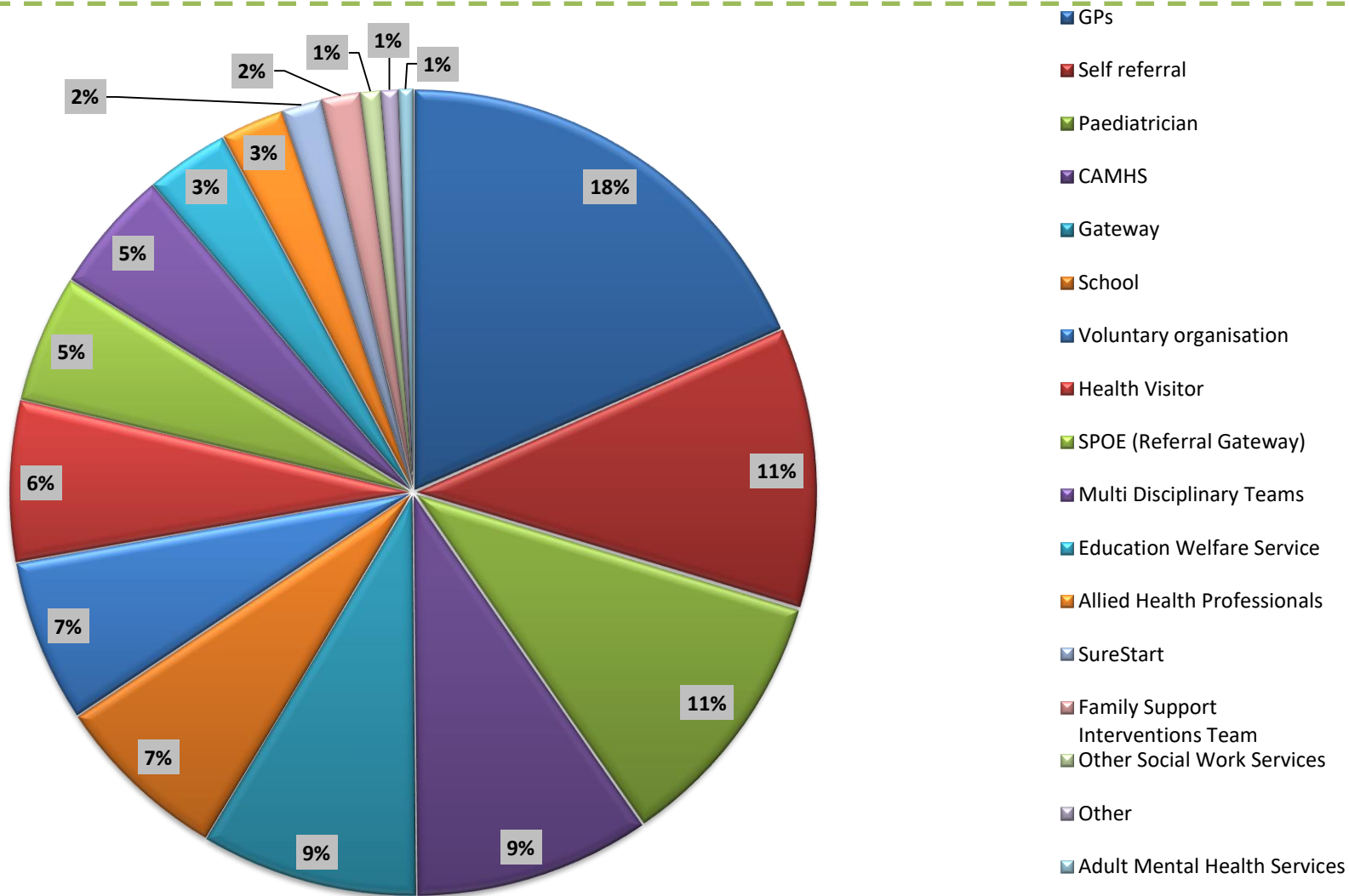
Performance Measure 7: Outcome 4 weeks achieved / Not Achieved – 2021/22



All the referrals to Hubs were processed within 4wks in the Northern Area. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

How well did we do it?

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



In the Northern Area **GPs** are still the largest key referrers at **18%** in 2021/22 compared to 22% last year. This was followed by Self-referrals and Paediatricians at **11%** (9% and 10% last year). CAMHS and Gateway at **9%** (11% and 10% last year) and Schools and Voluntary organisations **7%**.

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 5 Hubs in the Northern Outcomes Group area have implemented the 10 Standards and have action plans in place to further develop the Hubs to ensure access to services for families. This includes awareness raising events and identifying services in the community that can provide timely support for children, young people and families.

Family Samples

Parents comments: -

I was initially referred to the Family Support Hub by my Health Visitor in November 2021 as I was keen to access ASD supports due to difficulties I was experiencing with my son. I required coping strategies and behaviour support and never availed of any ASD support to date. I was contacted by a Family Support Practitioner within the Family Support Hub and she explained the hub process. During conversation I admitted we were struggling financially and my husband had to take on extra hours to meet our bills each month. I was referred to Community Advice for advice and support surrounding my finances and received information and services on ASD supports to include Autism NI, Empower and Middletown. The Family Support practitioner also informed me I could be supported further financially through their financial fund and provided us with a home heating oil delivery. I was so relieved to be supported by the Family Support hubs and the support they provided me was beyond what I imagined I would be able to get. I was contacted in December to check how I was getting on and the Family Support Practitioner asked how I was managing in the lead up to Christmas. Again, I admitted I was really worried about Christmas gifts for my young children as I was struggling to afford the basics. I was offered support through the Hub to provide toys for my children as well as a large food hamper in the run up to Christmas. I was overwhelmed with the kindness and supportive conversations with the hub staff and the financial and practical support helped us immensely.

In March 2022 I contacted the Family Support hubs directly myself as I was keen to get further support as my son was displaying challenging behaviour and I was finding it difficult to manage this. I was referred to the Northern Early Intervention Service (NEISS). I felt the Family Support Practitioner from the Hubs provided me with a listening ear and was supportive. I was referred very quickly to a service which has been of great benefit to my family. I am more than happy with the support received, how quickly it all came about and how soon I was contacted and with the services I received. I am extremely grateful for the support, particularly the financial support and Christmas toys which we received.