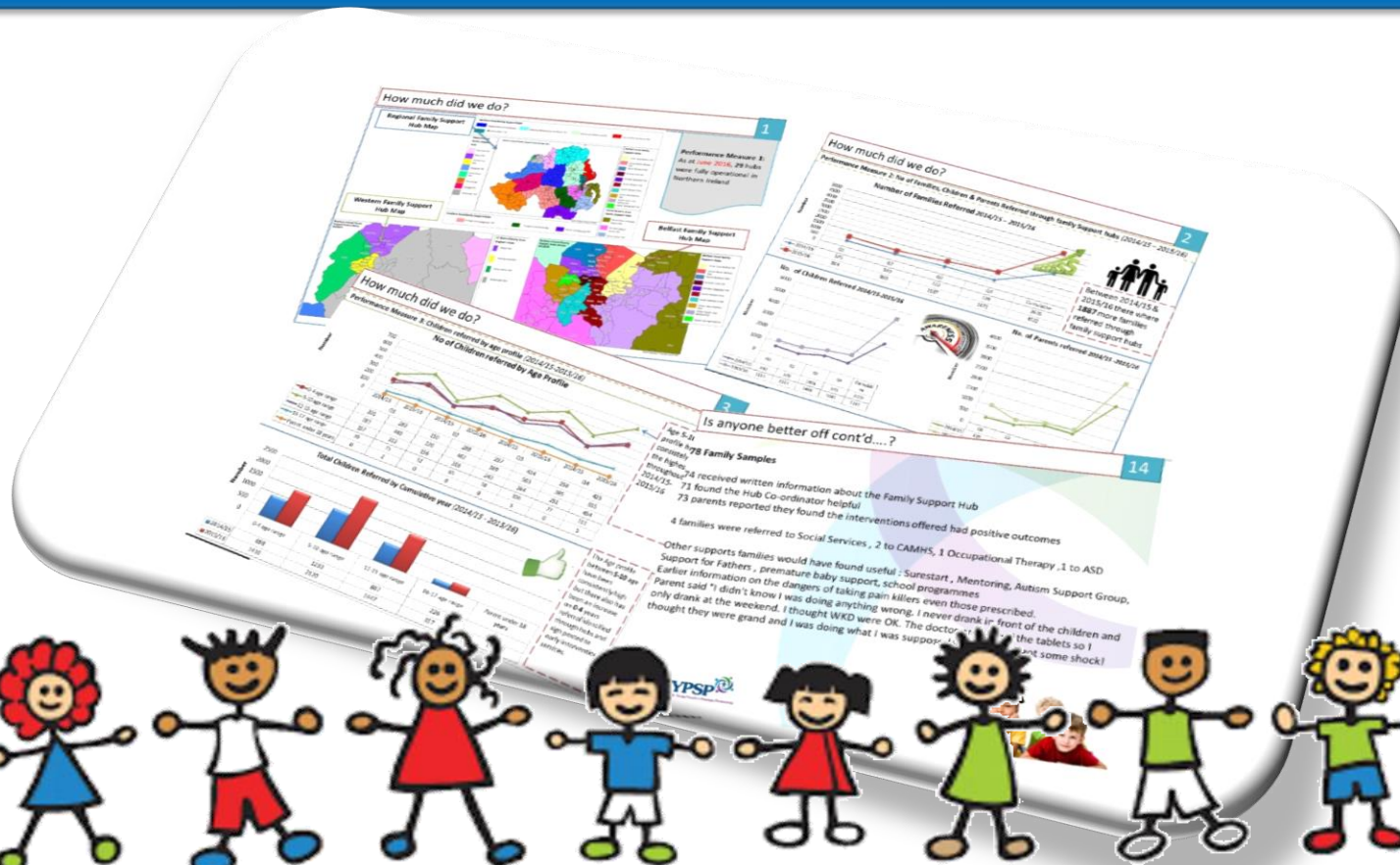


Family Support Hubs Report Card

Qtr1 & Qtr2 April - September 2022



How much did we do?

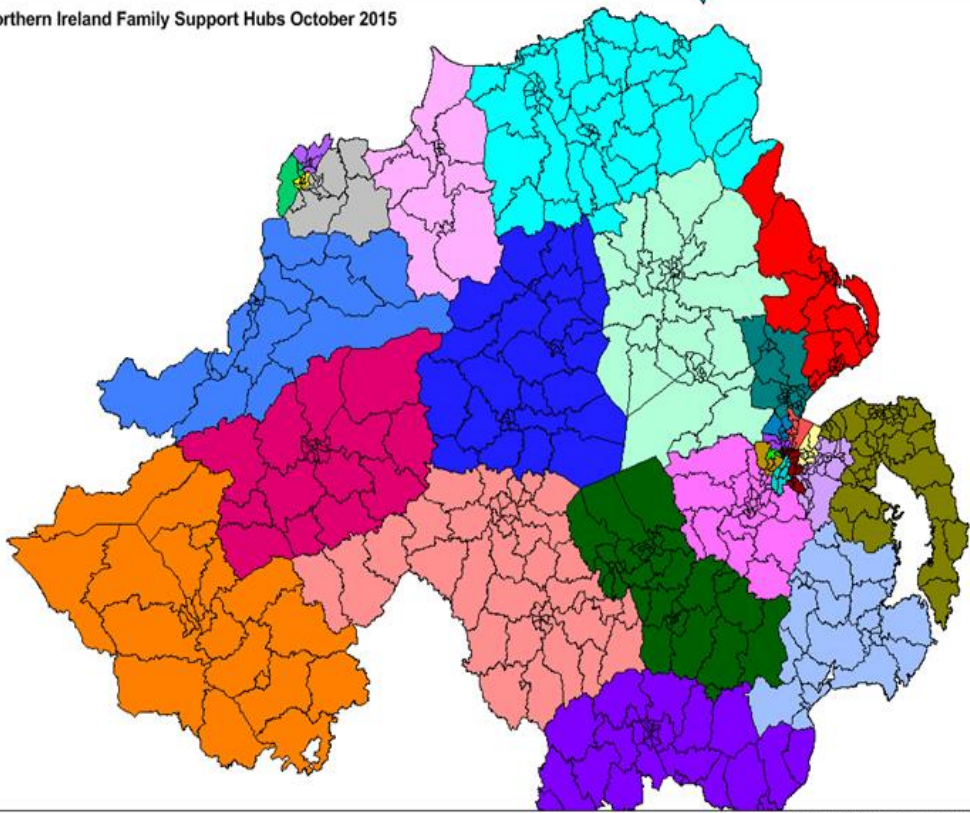
Northern Area Family Support Hubs

- Magherafelt and Cookstown
- Coleraine, Ballymoney and Moyle FSH
- Antrim and Ballymena FSH
- Larne & Carrick Sector FSH
- Newtownabbey FSH

Western Area Family Support Hubs

- Dry Arch FSH
- Ethos FSH
- Family First FSH
- Strabane FSH
- Outer West FSH
- Fermanagh
- Omagh FSH
- Waterside FSH

Northern Ireland Family Support Hubs October 2015



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Belfast Area Family Support Hubs

- Inner East Belfast FSH
- Lower North Belfast FSH
- North Belfast II FSH
- Greater Falls FSH
- Greater Shankill FSH
- South Belfast I FSH
- South Belfast II FSH
- Outer West Belfast FSH
- Outer South East Belfast FSH
- Upper Springfield FSH

South Eastern Area Family Support Hubs

- North Down and Ards Sector FSH
- Greater Lisburn Sector FSH
- Down Sector FSH

Southern Area Family Support Hubs

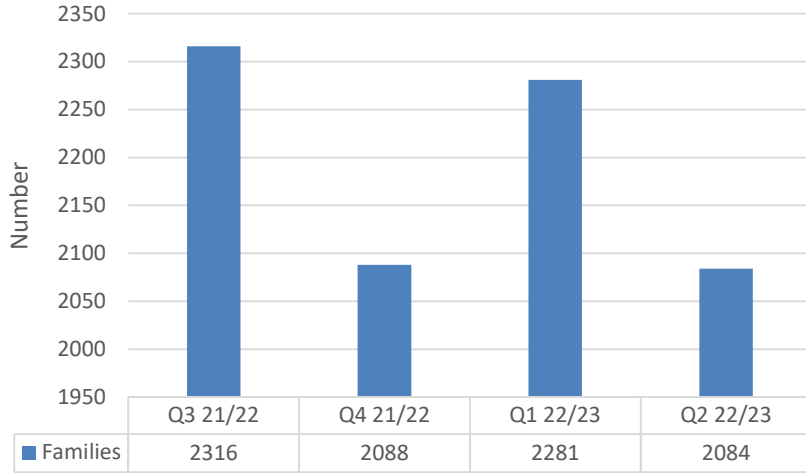
- Armagh and Dungannon FSH
- Craigavon and Banbridge
- Newry and Mourne FSH

Performance Measure 1: As at April 2022, 29 hubs were fully operational in Northern Ireland

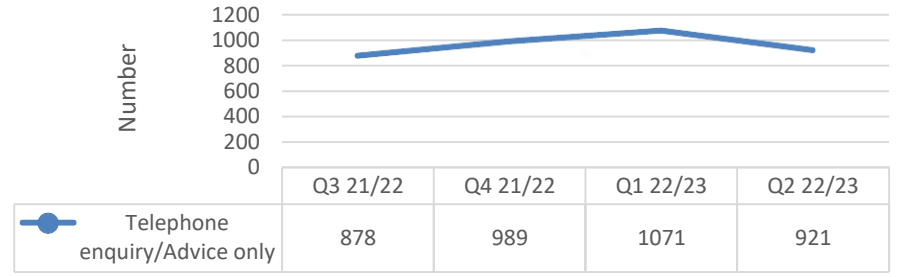
How much did we do?

Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 & Q2 2022/23

No. of Families Referred

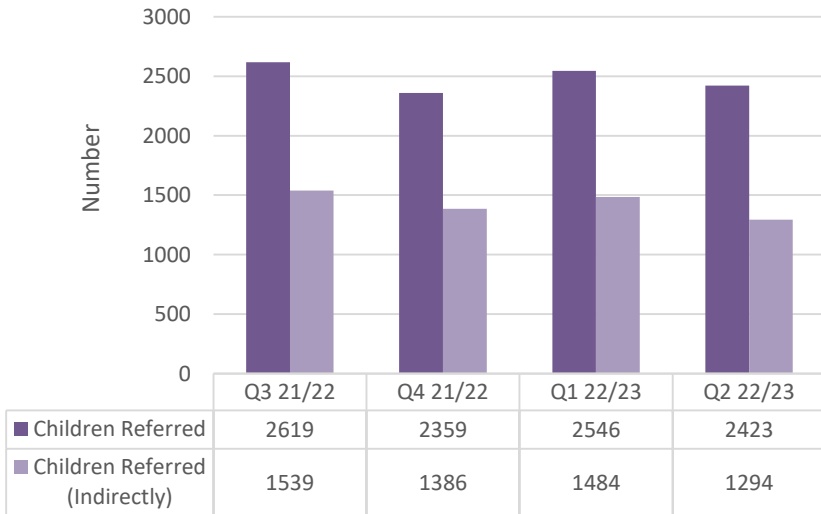


Telephone Enquiry/Advice only

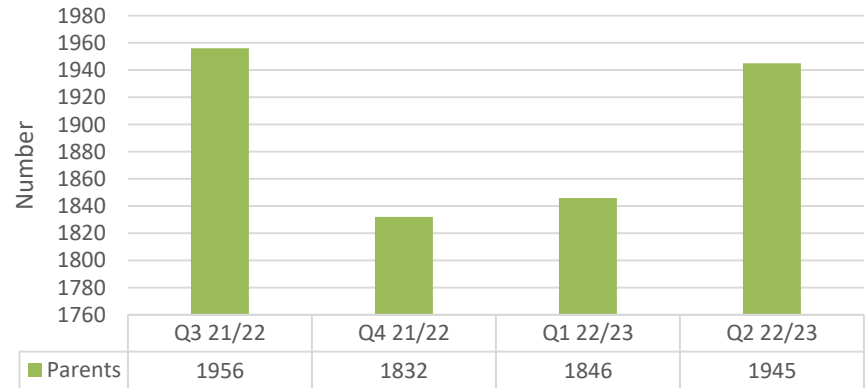


In Qtr2 July to September 2022, **2084** families were referred through family support hubs. There were also **921** telephone enquiry/advice only calls in Qtr2.

No. of Children Referred



No. of Parents Referred

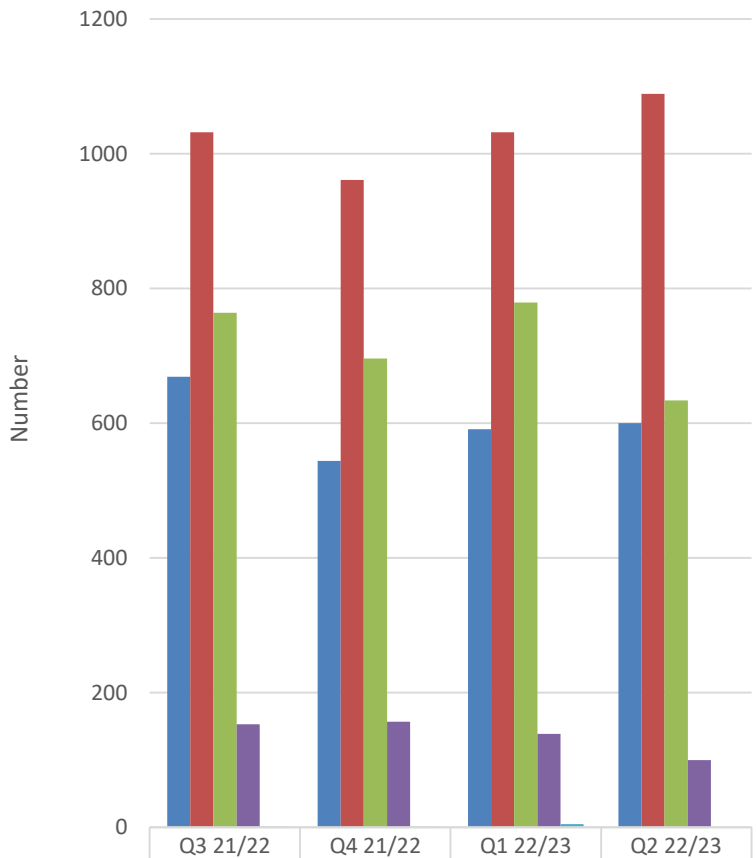


From July to September 2022 there were **2423** children referred in Qtr2 with **1294** other children in the family benefiting indirectly. Parents referrals increased to **1945**.

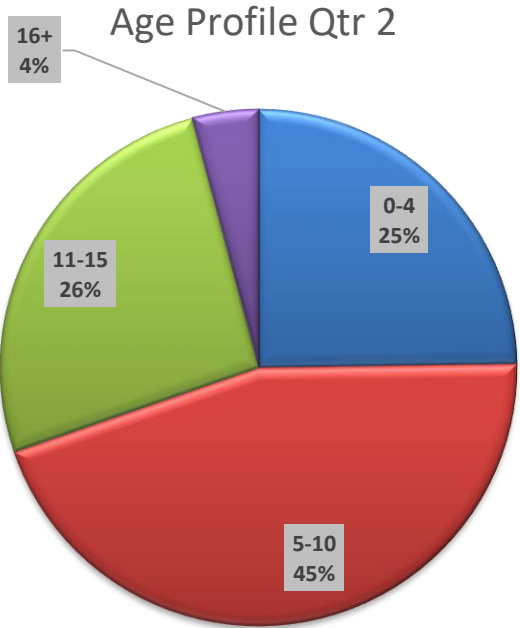
How much did we do?

Performance Measure 3: Children referred by Age Profile - July – September 2022 compared to previous quarters

Age Profile of Children Referred



0-4	669	544	591	600
5-10	1032	961	1032	1089
11-15	764	696	779	634
16+	153	157	139	100
Parent under 18 years	1	1	5	0



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

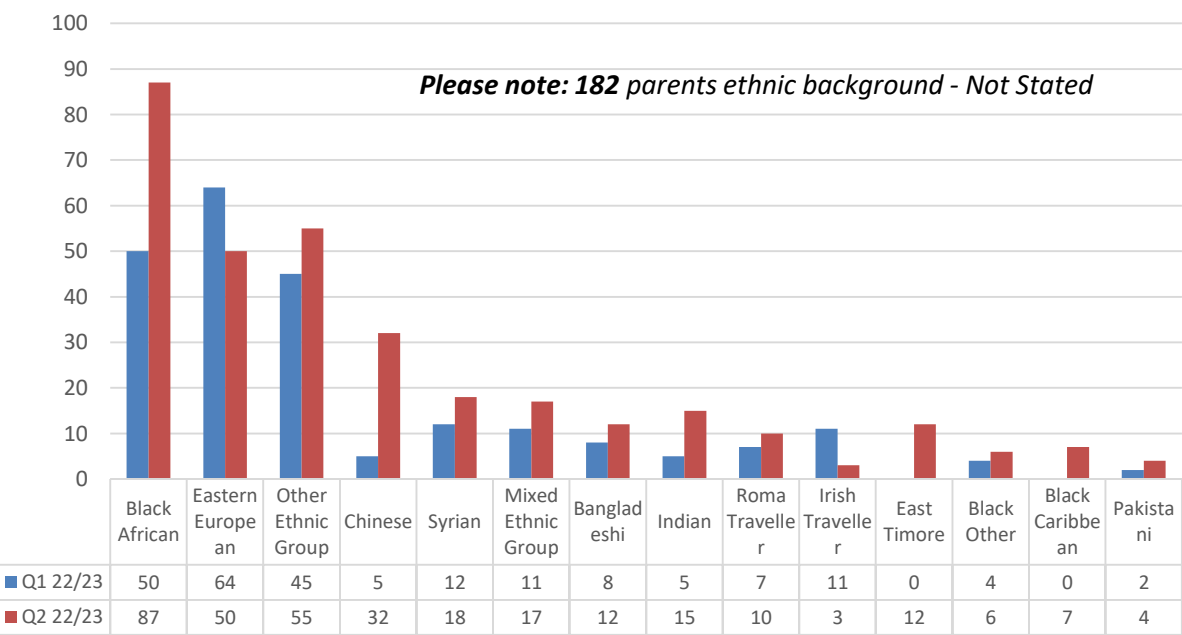
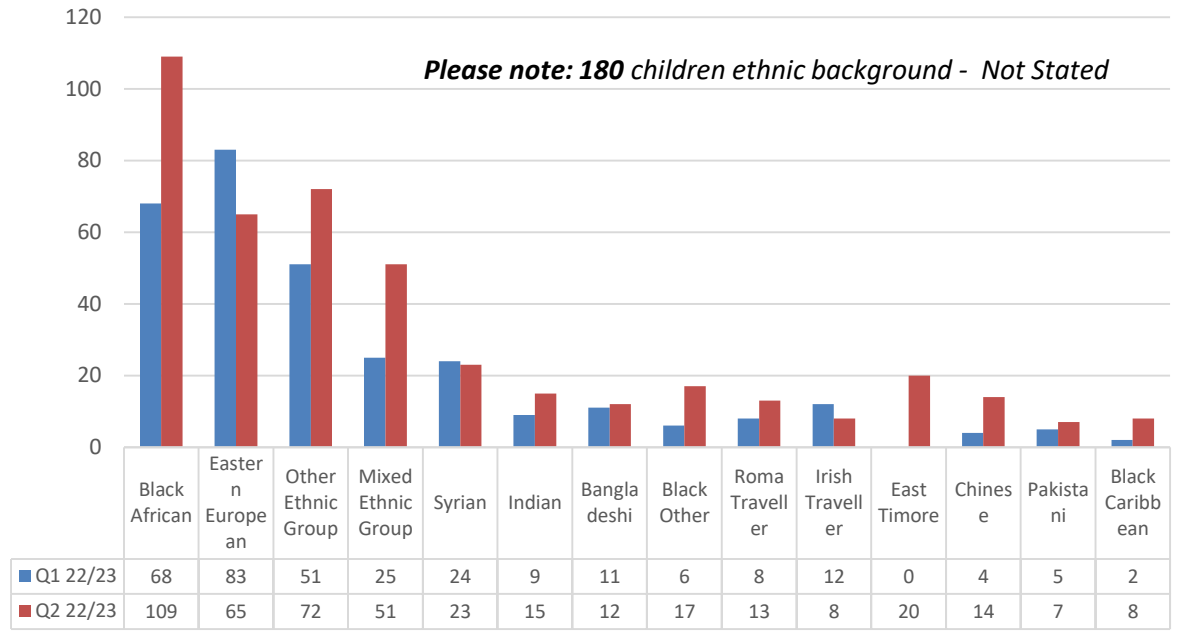
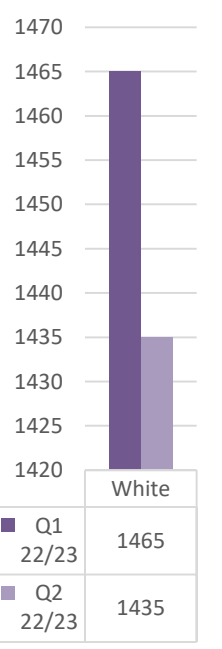
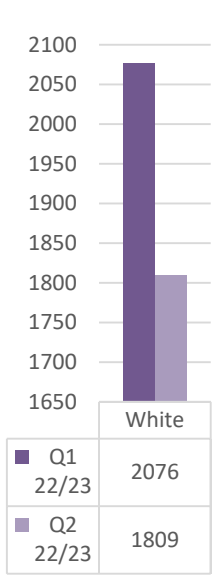
How much did we do?

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

While there has been a decrease in the number of white children and parents in the last quarter needing support, there have been increases for Black African, Other Ethnic Groups, Mixed Ethnic Groups, Indian, Bangladeshi, Black Other, Roma Travellers, East Timore, Chinese, Pakistan and Black Caribbean.

(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 22/23



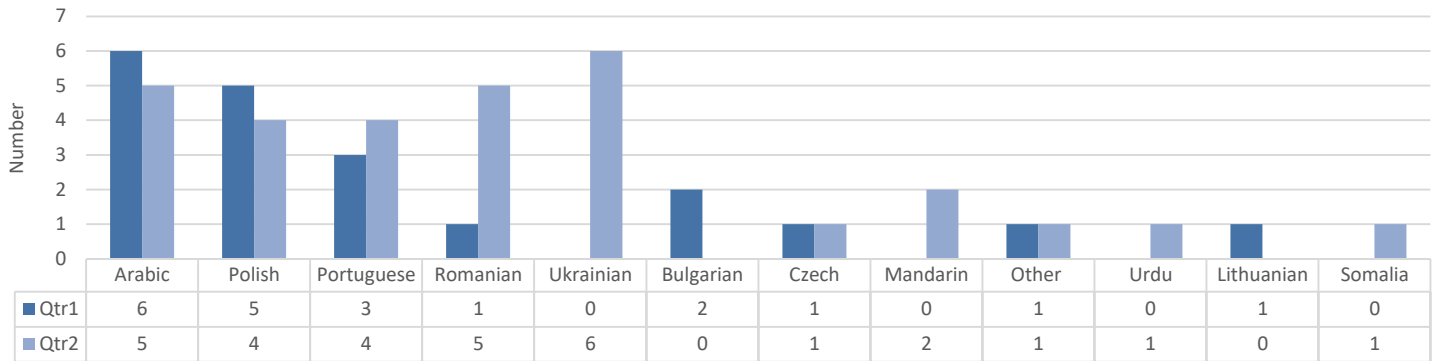
Performance Measure 4: Interpreters Required and Booked by Language

There has been a range of languages required and booked in Qtr1 and Qtr2 with Arabic and Polish the most requested. Interpreters were unable to be booked for 7 different languages in Qtr2.

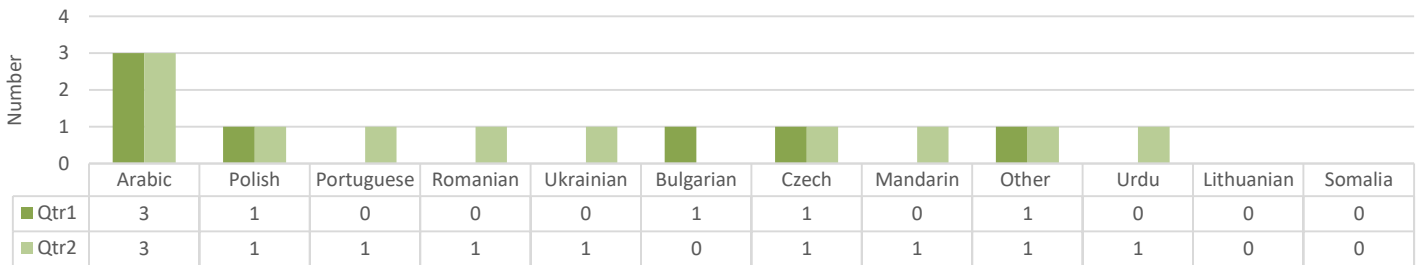
Google Translate was also used **29** times, Facilitated by Family or Friend used **25** times and there were **1** in Qtr2 where No Interpreting Solution was found.

Interpreters Required and Booked by Language – Qtr1 & Qtr2 2022/23

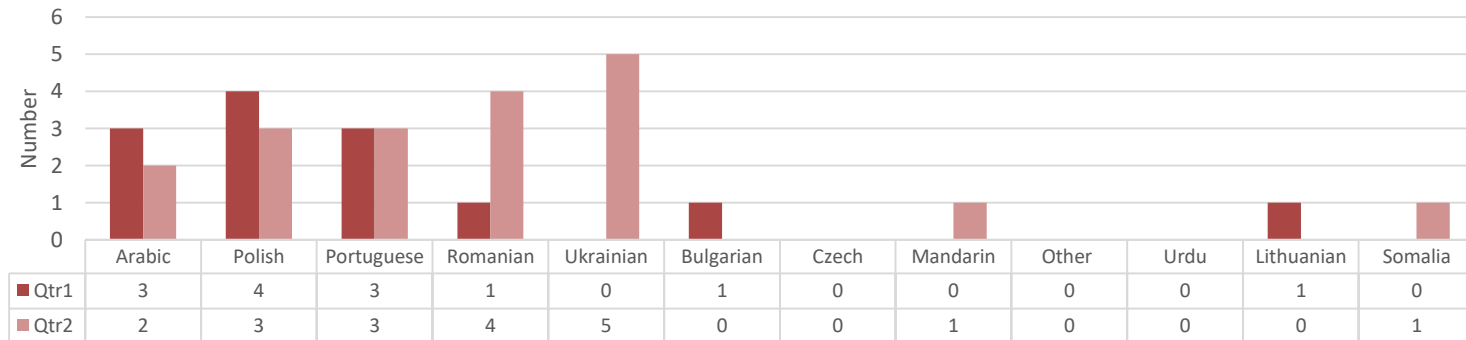
Interpreters Required by Language



Interpreters Booked by Language

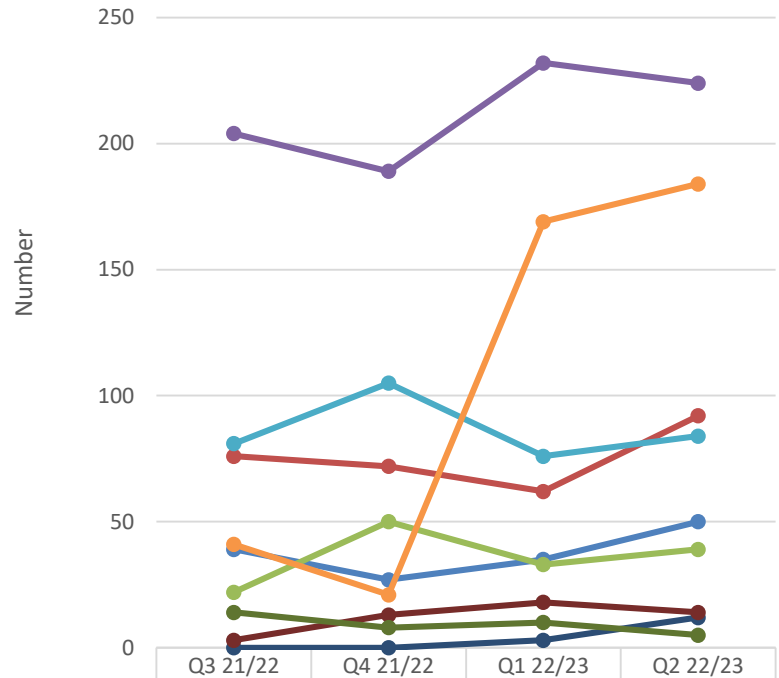


Interpreters Unmet Need



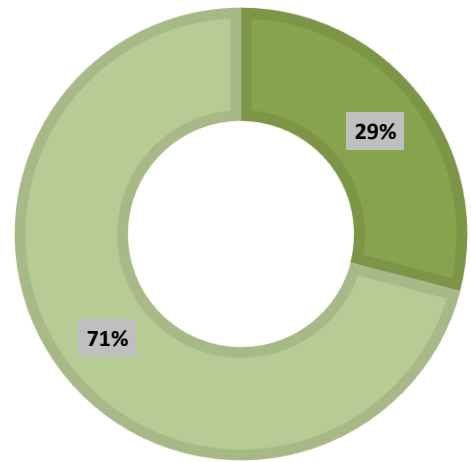
How much did we do?

Performance Measure 4: Children with a disability referred – July – September 2022 compared to last quarters



Category	Q3 21/22	Q4 21/22	Q1 22/23	Q2 22/23
Physical	39	27	35	50
Learning	76	72	62	92
Sensory	22	50	33	39
Autism (including Asperger Syndrome)	204	189	232	224
ADHD/ADD	81	105	76	84
Awaiting Assessment/diagnosis	41	21	169	184
Comorbidity	0	0	3	12
Other (e.g. Acquired Brain Injury/Sensory Processing Disorder)	3	13	18	14
Mental Health	14	8	10	5

■ Total Children with a Disability (704)
 ■ Total Children without a Disability (1719)

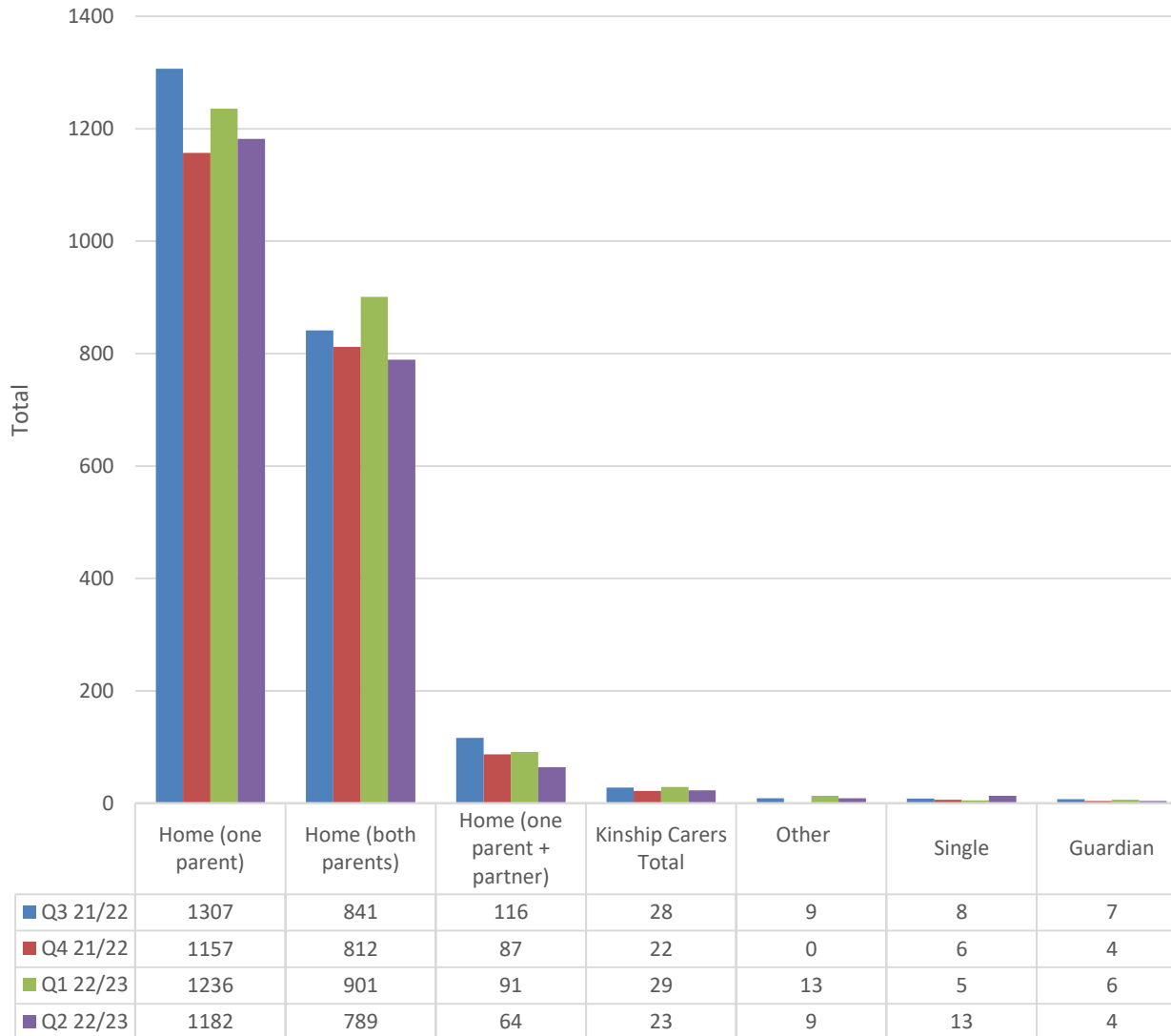


Children with **Autism** had the highest number of disability referrals.



How much did we do?

Performance Measure 5: Household Composition - July – September 2022 compared to previous quarters

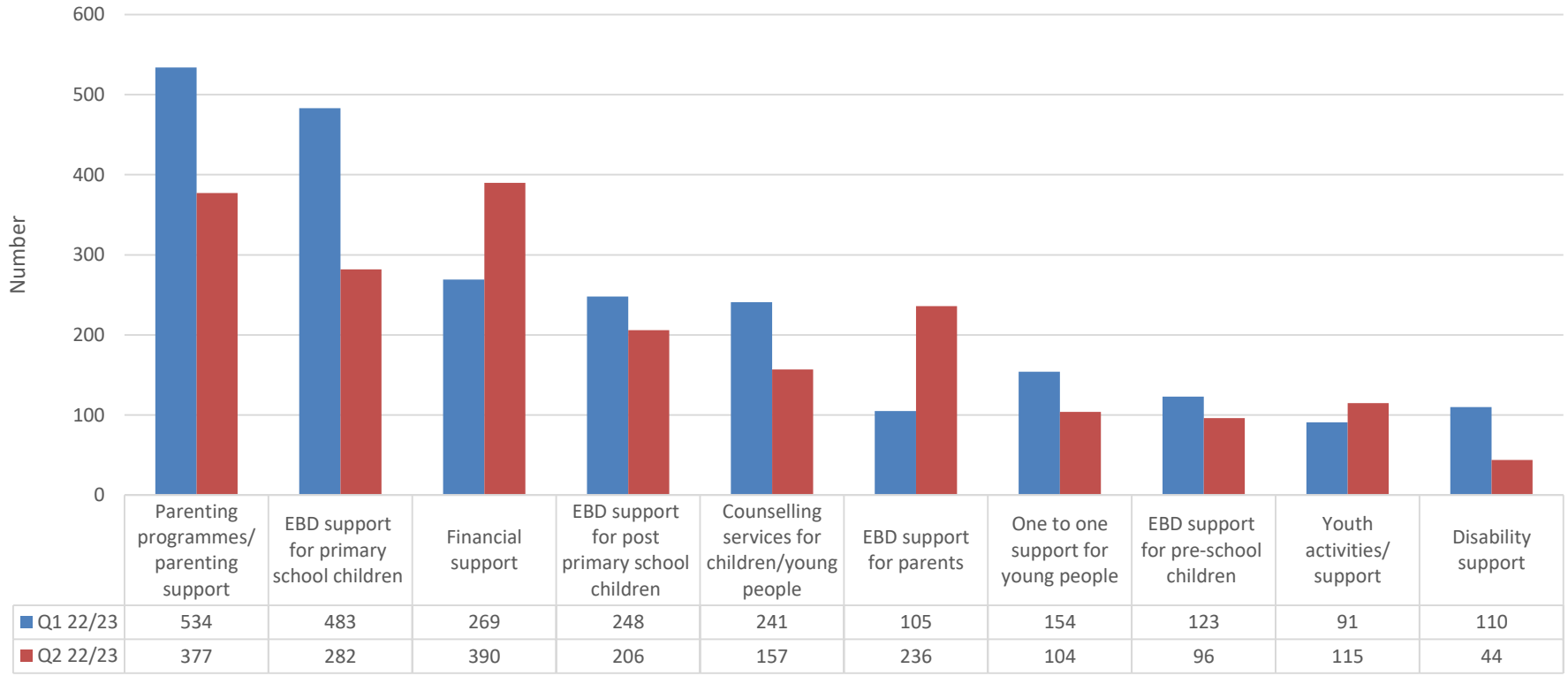


The highest group of families referred are **Lone Parents** at **1182** in Qtr 2. **Home with both parents** is **789** and **One Parent + Partner** is **64**. There were **23 Kinship Carers**, **13 Singles**, **9 Others** and **4 Guardians**.

How much did we do?

Performance Measure 6: Main Presenting Reasons for Referral – Qtr1 & Qtr2 April – September 22/23

Top Ten Reasons for Referrals to Hubs



Reasons for Referral:

The top reason for referral in Qtr2 July – September 2022 was for **Financial Support** followed by **Parenting programmes/parenting support**.

Other reasons that were in the Top 10 in Qtr2 were EBD Support for Primary School children, EBD support for parents. EBD support for post-primary school children, Counselling services for children/young people, Youth Activities ,One to one support for young people, EBD support for pre-school children and Disability support.

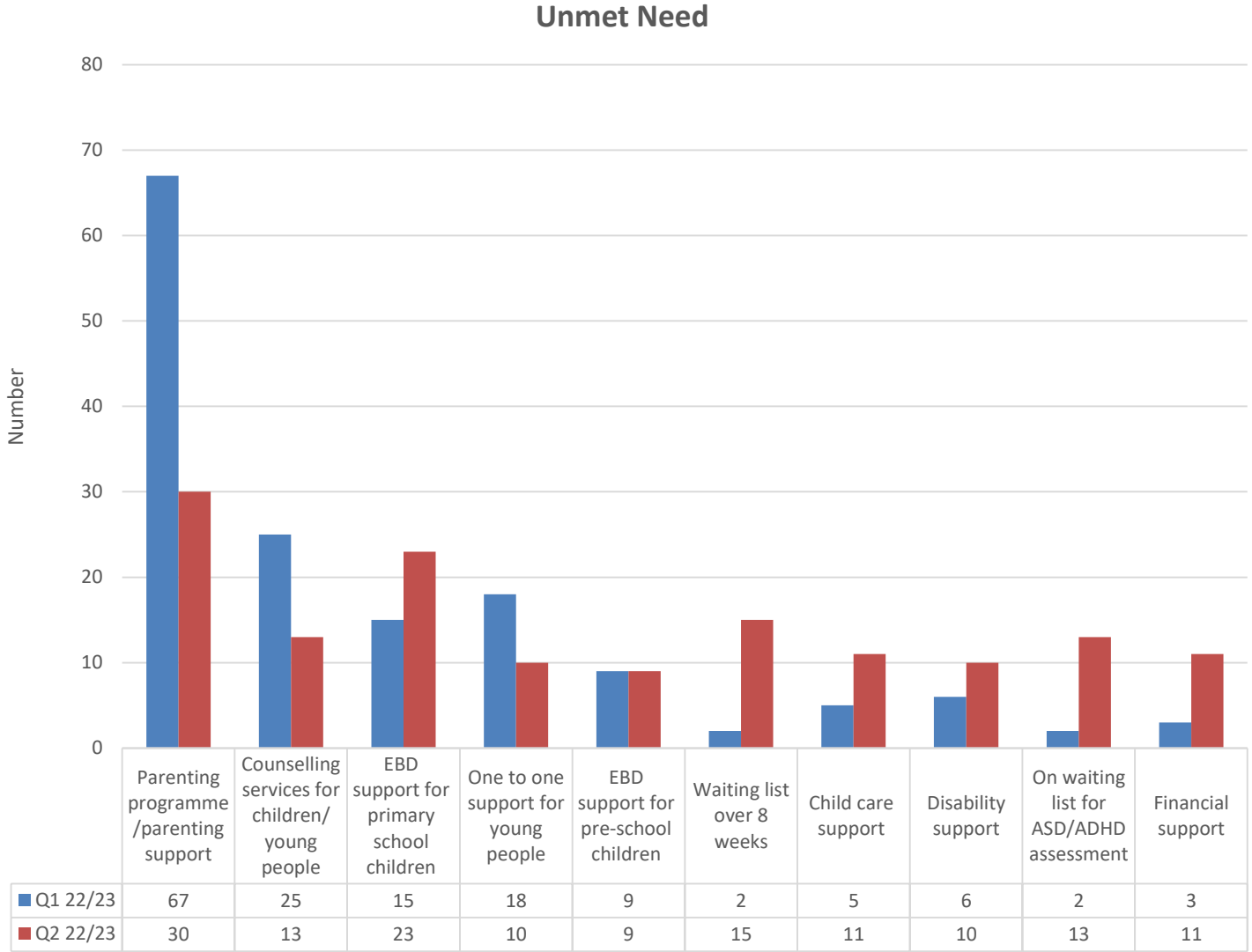
How well did we do it?

Performance Measure 6: Main Presenting Reasons Unmet – Qtr1 & Qtr2 April – September 2022/23

Unmet Need:
 The highest unmet need in Qtr2 was for **Parenting programmes/parenting support**, the same as in Qtr1.

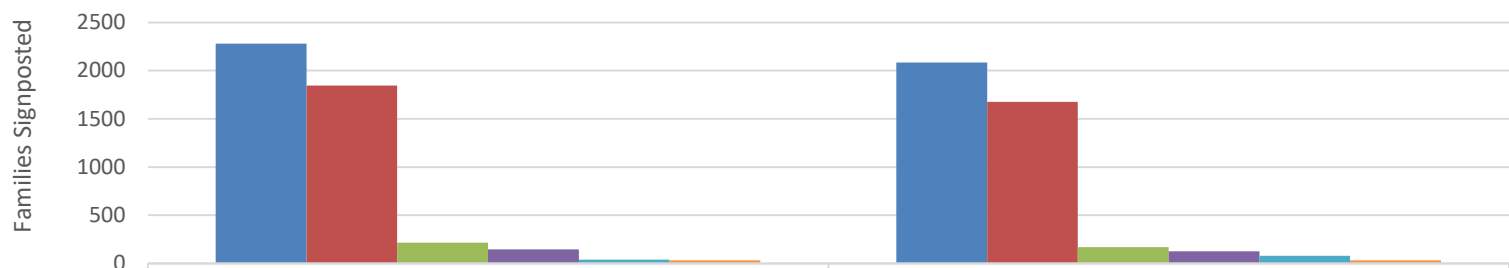
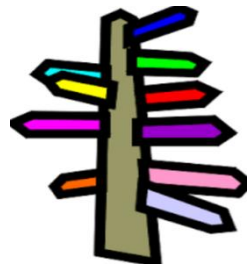
This was followed by **EBD support for primary school children** and **Waiting list over 8 wks.**

Other unmet needs were **Counselling services for children/young people** and **On waiting list for ASD/ADHD assessment.**



How well did we do?

Performance Measure 7: Families Referred that were Accepted & Signposted – Qtr1 & Qtr2 April – September 2022/23

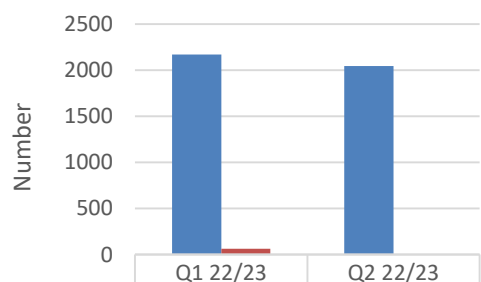


	Q1 22/23	Q2 22/23
Families Referred	2281	2084
Accepted and Signposted	1846	1677
Further Information Required	217	169
Above Tier 2 (Inappropriate Referral)	146	127
Signposted but family did not engage	40	79
Unable to meet need of referred family	32	32

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

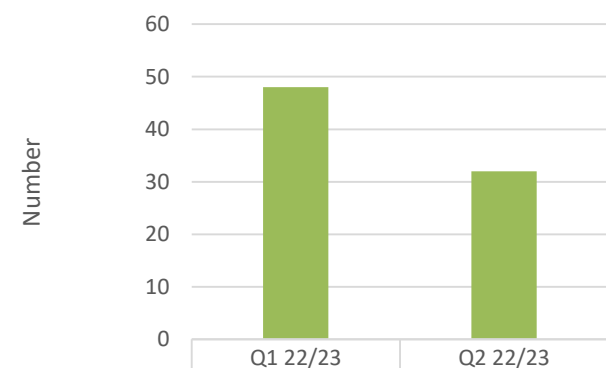
The vast majority of referrals to Hubs in Qtr2 were processed within the 4 weeks standard ensuring families receive a timely response to their immediate needs. A further significant number within 5- 8 weeks and of the remaining referrals 5 was processed but exceeded the 8 weeks timescale.

Achieved in Timescale



	Q1 22/23	Q2 22/23
Achieved in 4wks & 5-8 wks	2170	2047
Achieved in 8+ wks	63	5

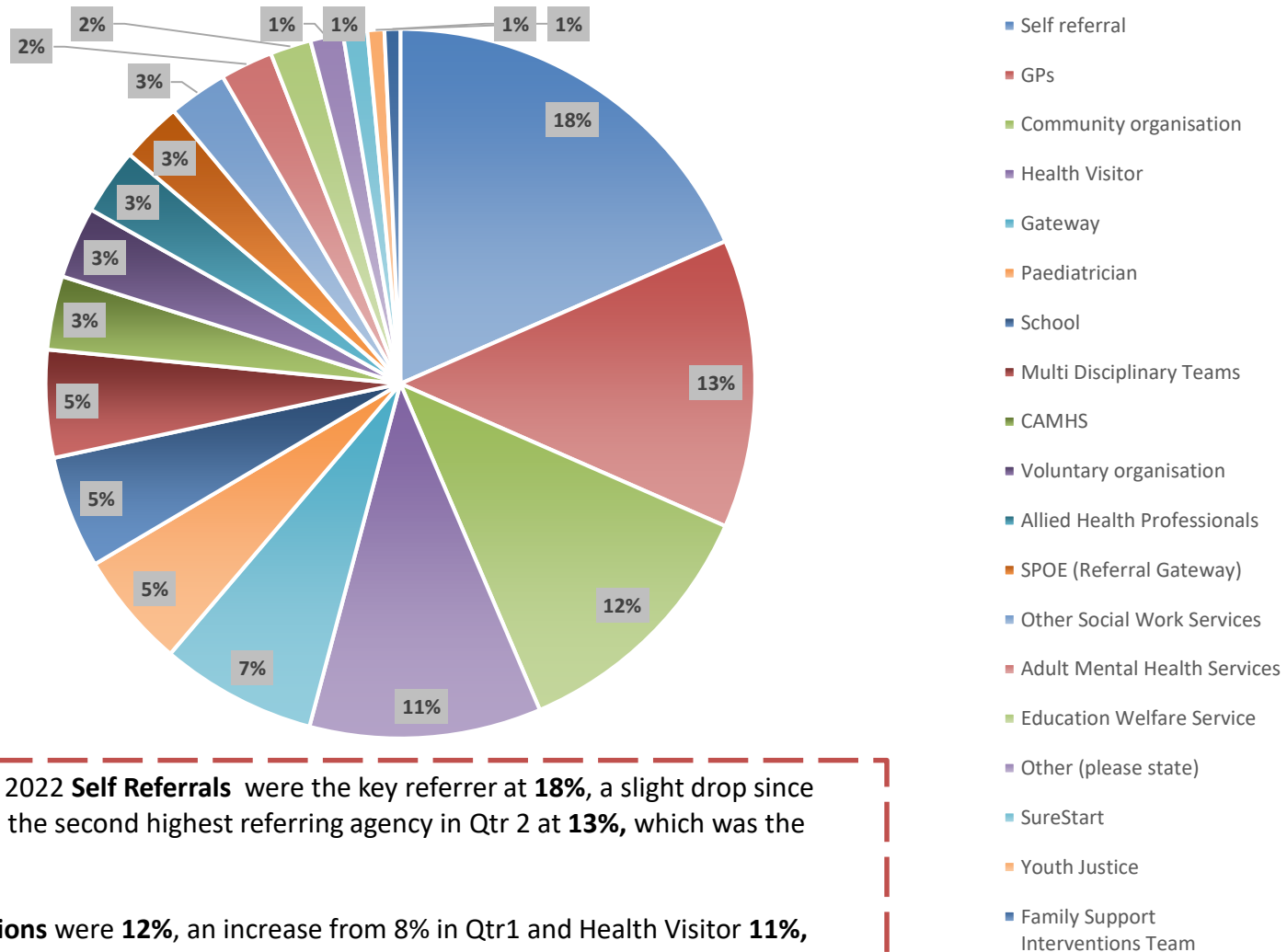
Not Achieved in Timescale



	Q1 22/23	Q2 22/23
Not Achieved	48	32

How well did we do?

Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr2 July-September 2022/23



From July - September 2022 **Self Referrals** were the key referrer at **18%**, a slight drop since Qtr1 (19%). **GP's** were the second highest referring agency in Qtr 2 at **13%**, which was the same as Qtr1.

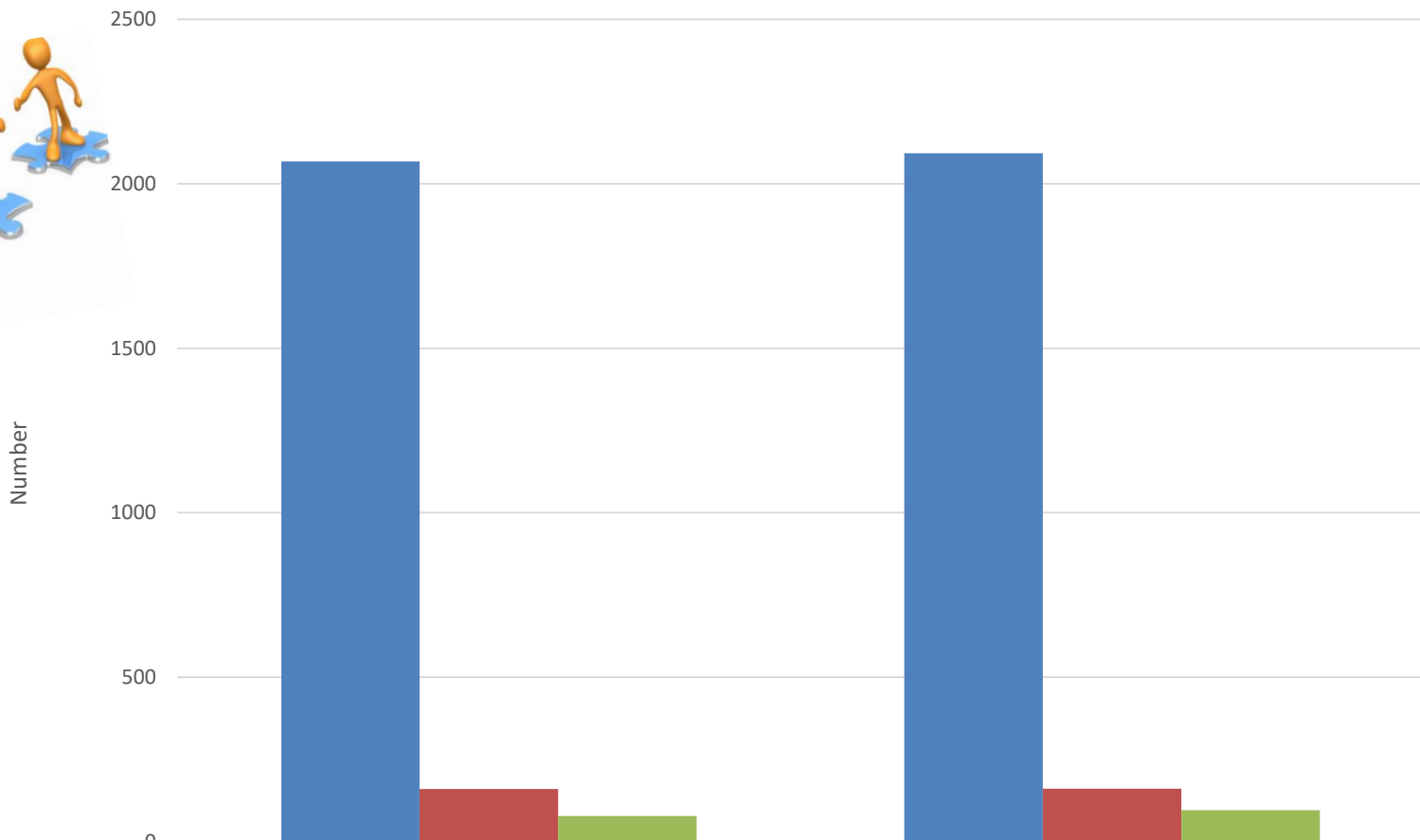
Community Organisations were **12%**, an increase from 8% in Qtr1 and Health Visitor **11%**, compared to 10%. **Gateway** was **7%** compared to 6% last quarter. **Paediatricians, School** and **Multi Disciplinary Teams** were **5%**, compared to 6%, 11% and 5% respectively in Qtr1.

There were **196** Re-referrals in Qtr2.

Produced by CSP Information Team

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 2022/23



	Q1 22/23	Q2 22/23
■ Number of children/parents referred who took up the service offer	2068	2093
■ Number of children/parents referred who did not take up the service offer	160	161
■ Services not yet allocated to family	78	95

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

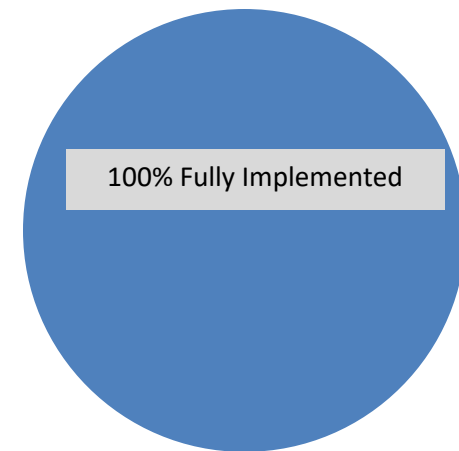
Standard 8. INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis

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: 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 Bronwyn Campbell, Regional Family Support Hub
Co-ordinator
Email: Bronwyn.campbell@hscni.net