Family Support Hubs
Report Card
Qtr1 April - June 2022

Oct. 2022

Northern Area Family Support Hubs

- ▮ (blue) Magherafelt and Cookstown
- ▮ (cyan) Coleraine, Ballymoney and Moyle FSH
- ▮ (light green) Antrim and Ballymena FSH
- ▮ (red) Larne & Carrick Sector FSH
- ▮ (teal) 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
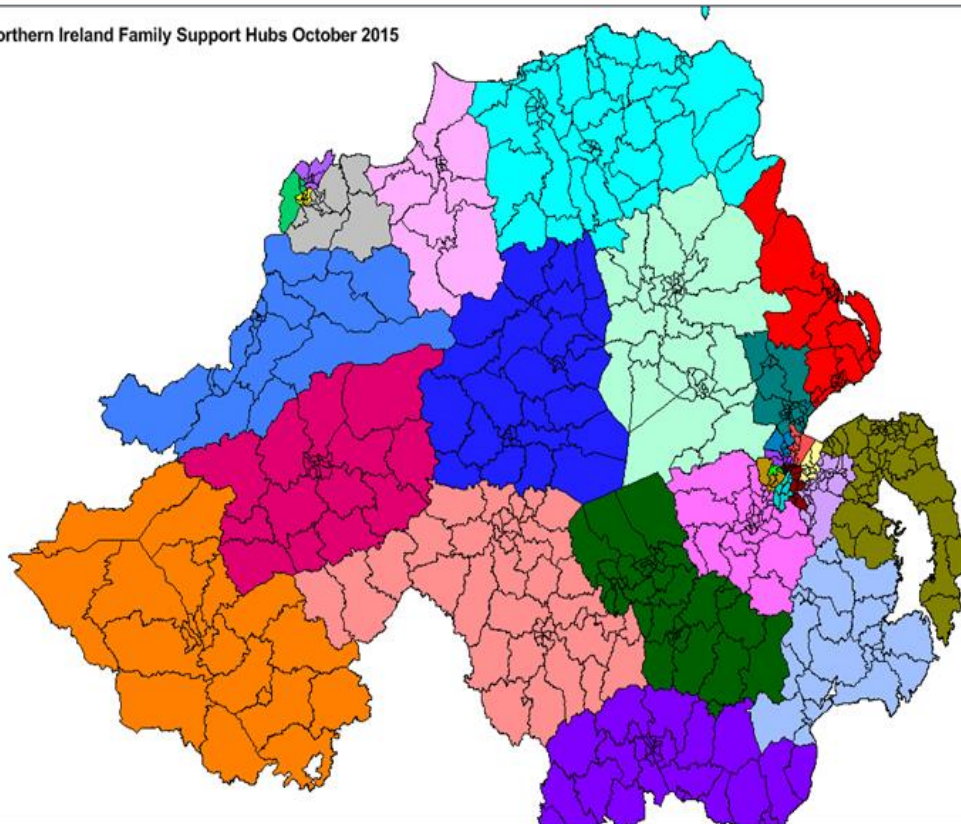
Crown Copyright: Produced by CYPSP

Belfast Area Family Support Hubs

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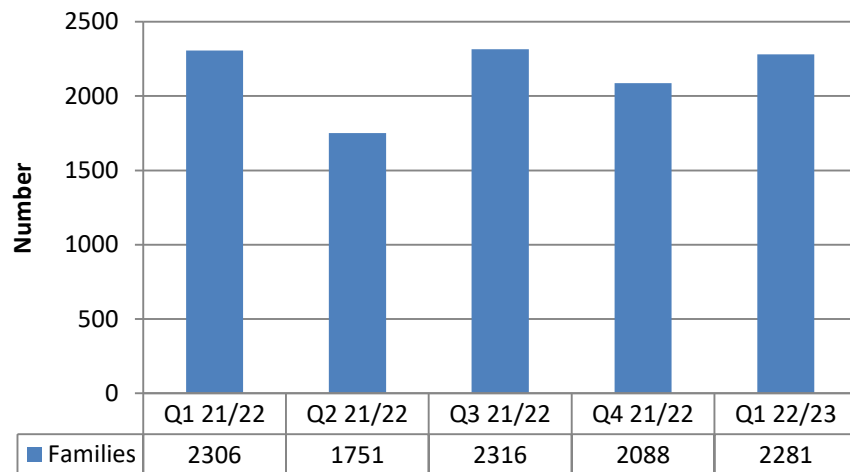- ▮ Lower North Belfast FSH
- ▮ North Belfast II FSH
- ▮ Greater Falls FSH
- ▮ Greater Shankill FSH
- ▮ South Belfast I FSH
- ▮ South Belfast II FSH
- ▮ Outer West Belfast FSH
- ▮ Outer South East Belfast FSH
- ▮ Upper Springfield FSH

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
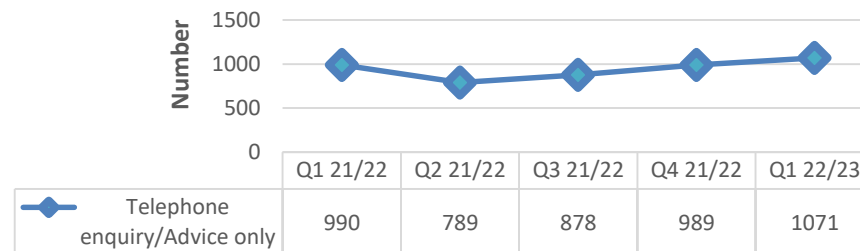- ▮ Newry and Mourne FSH
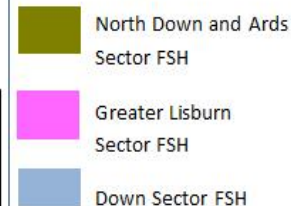
Performance Measure 1: As at April 2022, **29** hubs were fully operational in Northern Ireland

Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 *22/23 compared to previous year*
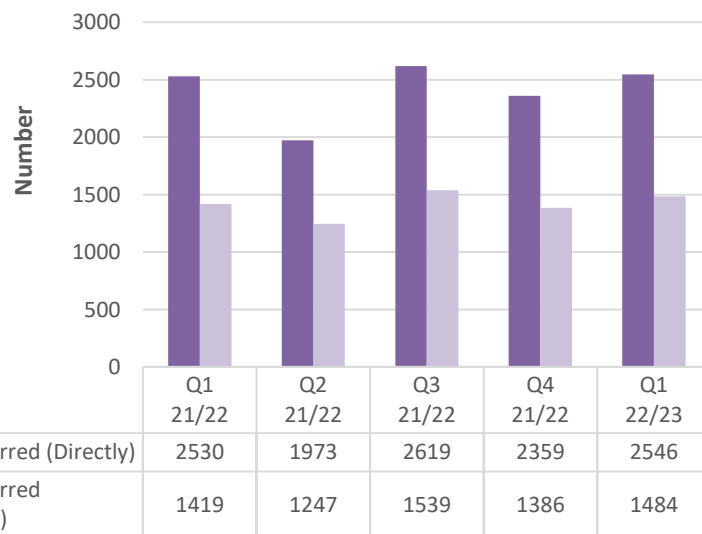
Number of Families Referred

	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23
Families	2306	1751	2316	2088	2281

Telephone enquiry/Advice only

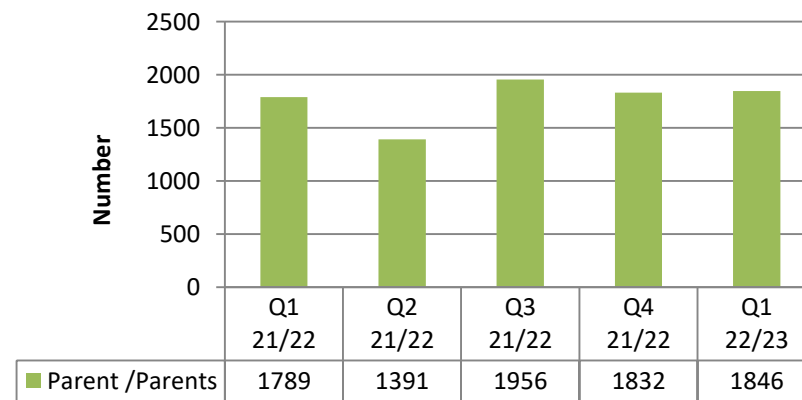|	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23
Telephone enquiry/Advice only	990	789	878	989	1071

In Qtr1 April to June 2022, **2281** families were referred through family support hubs, a decrease of **25** families from Qtr1 2021/22. There was an increase of telephone enquiry/advice only calls in Qtr1 to **1071**. 170 families were referred specifically for Covid-19 issues.

Number of Children Referred

	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23
Children Referred (Directly)	2530	1973	2619	2359	2546
Children Referred (Indirectly)	1419	1247	1539	1386	1484

No. of Parents Referred

	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23
Parent /Parents	1789	1391	1956	1832	1846

In Qtr1 April to June 2022 there was a slight increase of children referred to **2546** and other children in the family benefiting indirectly to **1484** from 2021/22**.** Parent referrals increased to **1846**.
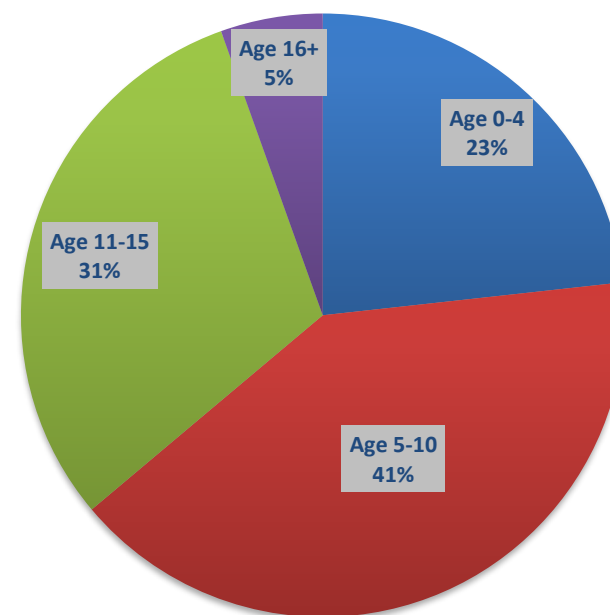
Performance Measure 3: Children referred by Age Profile - *April – June 2022 compared to previous year*
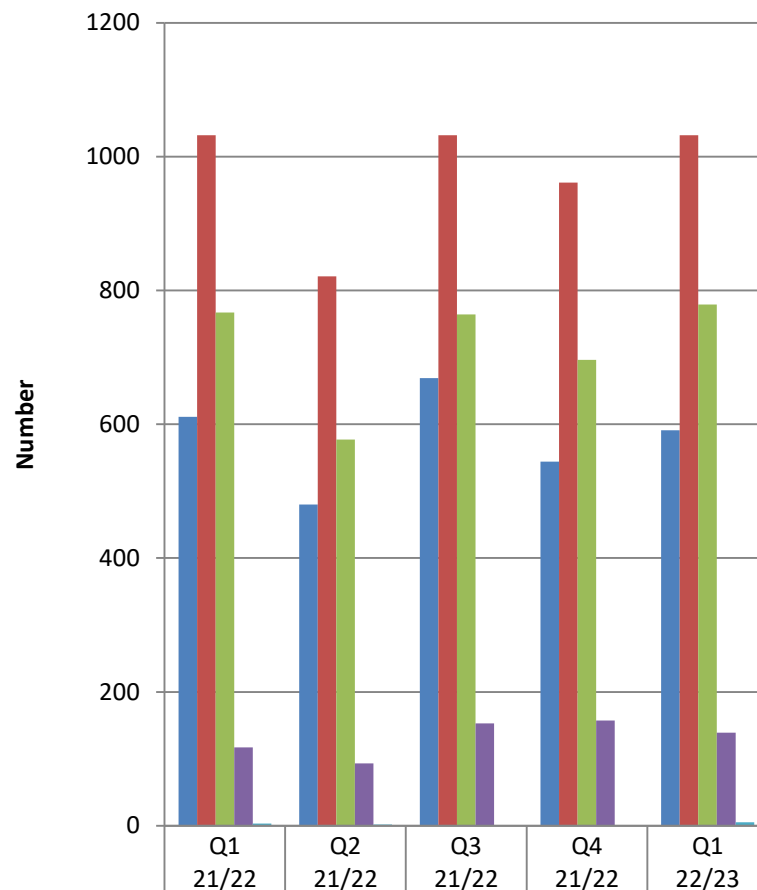
Age Profile Qtr 1

	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23
0-4	611	480	669	544	591
5-10	1032	821	1032	961	1032
11-15	767	577	764	696	779
16+	117	93	153	157	139
Parent under 18 years	3	2	1	1	5

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

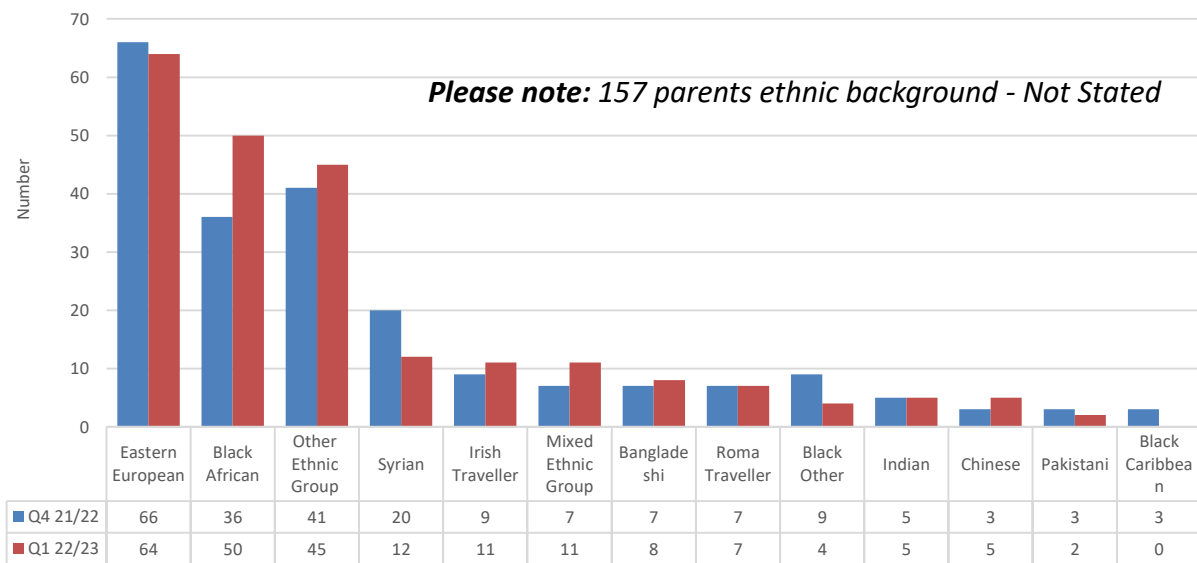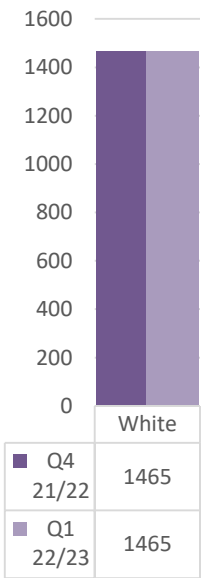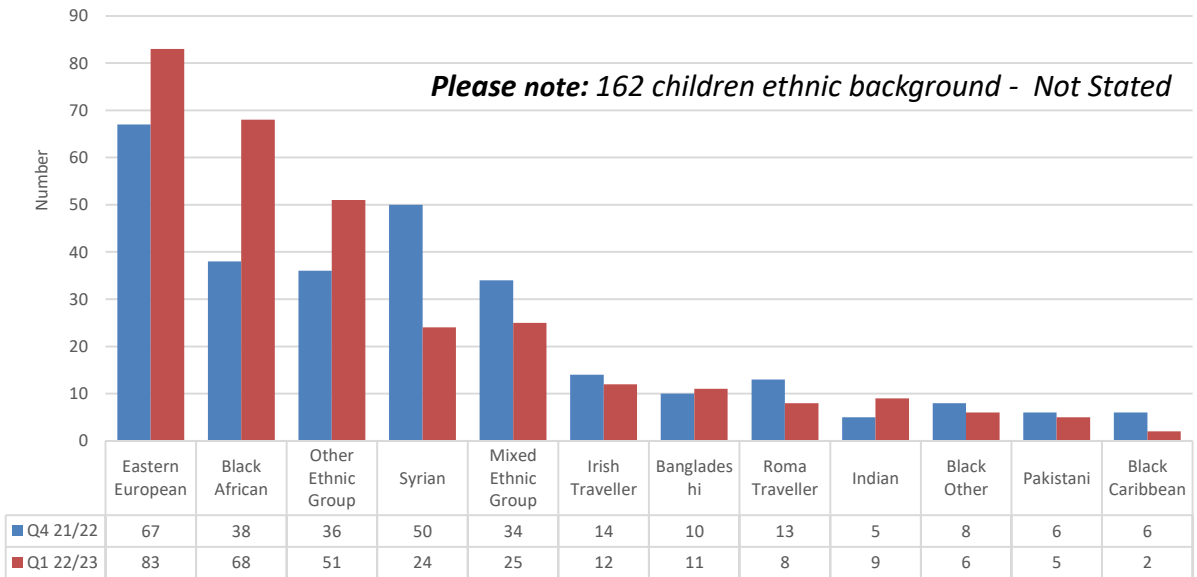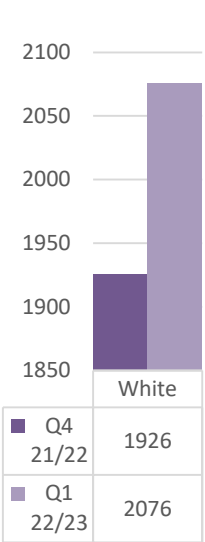## Children and Parents Referrals by Ethnic Background – *Qtr1 22/23 compared to Q4 21/22*

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

There has been an increase in the number of white children in the last quarter with parents staying the same. There has been increase for Eastern European, Black African and Other Ethnic Groups in children and 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.)

White	Q4 21/22	Q1 22/23
	1926	2076

Please note: 162 children ethnic background - Not Stated

	Eastern European	Black African	Other Ethnic Group	Syrian	Mixed Ethnic Group	Irish Traveller	Bangladeshi	Roma Traveller	Indian	Black Other	Pakistani	Black Caribbean
Q4 21/22	67	38	36	50	34	14	10	13	5	8	6	6
Q1 22/23	83	68	51	24	25	12	11	8	9	6	5	2

White	Q4 21/22	Q1 22/23
	1465	1465

Please note: 157 parents ethnic background - Not Stated

	Eastern European	Black African	Other Ethnic Group	Syrian	Irish Traveller	Mixed Ethnic Group	Bangladeshi	Roma Traveller	Black Other	Indian	Chinese	Pakistani	Black Caribbean
Q4 21/22	66	36	41	20	9	7	7	7	9	5	3	3	3
Q1 22/23	64	50	45	12	11	11	8	7	4	5	5	2	0

CYPSP
Children & Young People's Strategic Partnership

Interpreters Required and Booked by Language – *Qtr1 22/23*

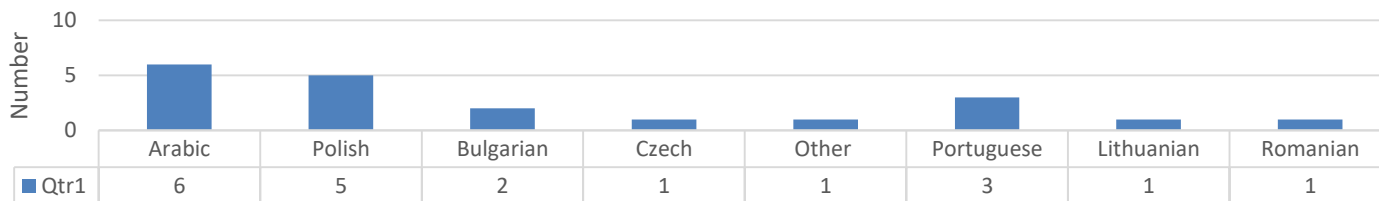**Performance Measure 4: Interpreters Required and Booked by Language**

There has been a range of languages required and booked in Qtr1 with Arabic and Polish the most requested. Interpreters were unable to be booked for 6 different languages. In Qtr1.
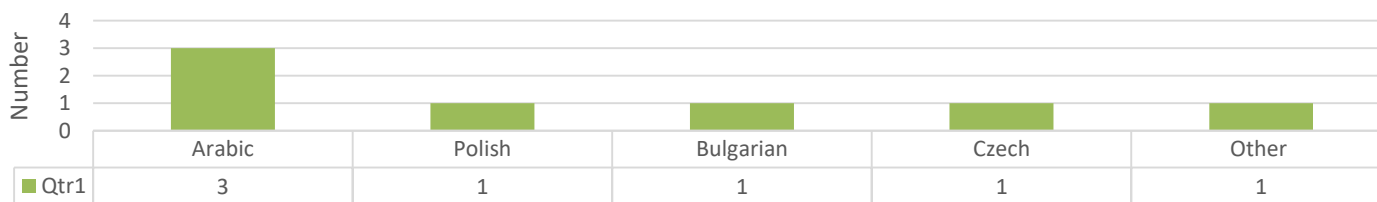
*Google Translate was also used **5** times and Facilitated by Family or Friend used **4** times.*

Interpreters Required by Language

	Arabic	Polish	Bulgarian	Czech	Other	Portuguese	Lithuanian	Romanian
Qtr1	6	5	2	1	1	3	1	1

Interpreters Booked by Language

	Arabic	Polish	Bulgarian	Czech	Other
Qtr1	3	1	1	1	1

Interpreters Unmet Need

	Arabic	Polish	Bulgarian	Czech	Other	Portuguese	Lithuanian	Romanian
Qtr1	3	4	1	0	0	3	1	1
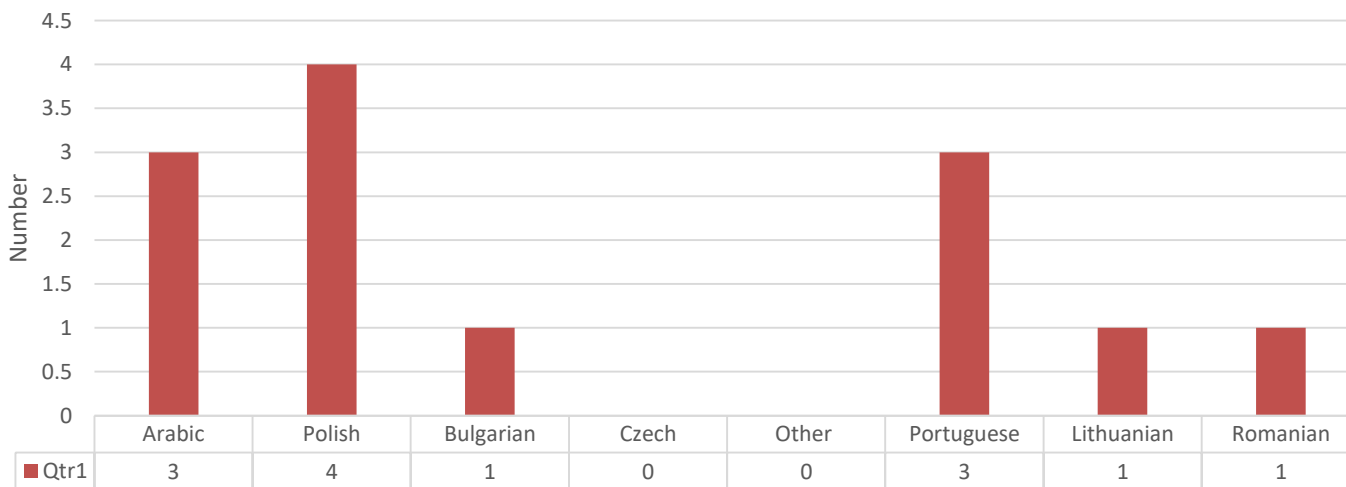
Performance Measure 4: Children with a disability referred – *April – June 2022 compared to previous year*

Children with a Disability Qtr1

- Total Children with a Disability (638)
- Total Children without a Disability (1908)

25%

75%

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

	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23
Physical	47	30	39	27	35
Learning	55	54	76	72	62
Sensory	21	27	22	50	33
Autism (including Asperger Syndrome)	224	201	204	189	232
ADHD/ADD	57	70	81	105	76
Awaiting Assessment/diagnosis	36	27	41	21	169
Comorbidity	0	0	0	0	3
Other (e.g.Acquired Brain Injury/Sensory Processing Disorder)	4	6	3	13	18
Mental Health	13	12	14	8	10

How much did we do?

Performance Measure 5: Household Composition - *April – June 2022 compared to last year*

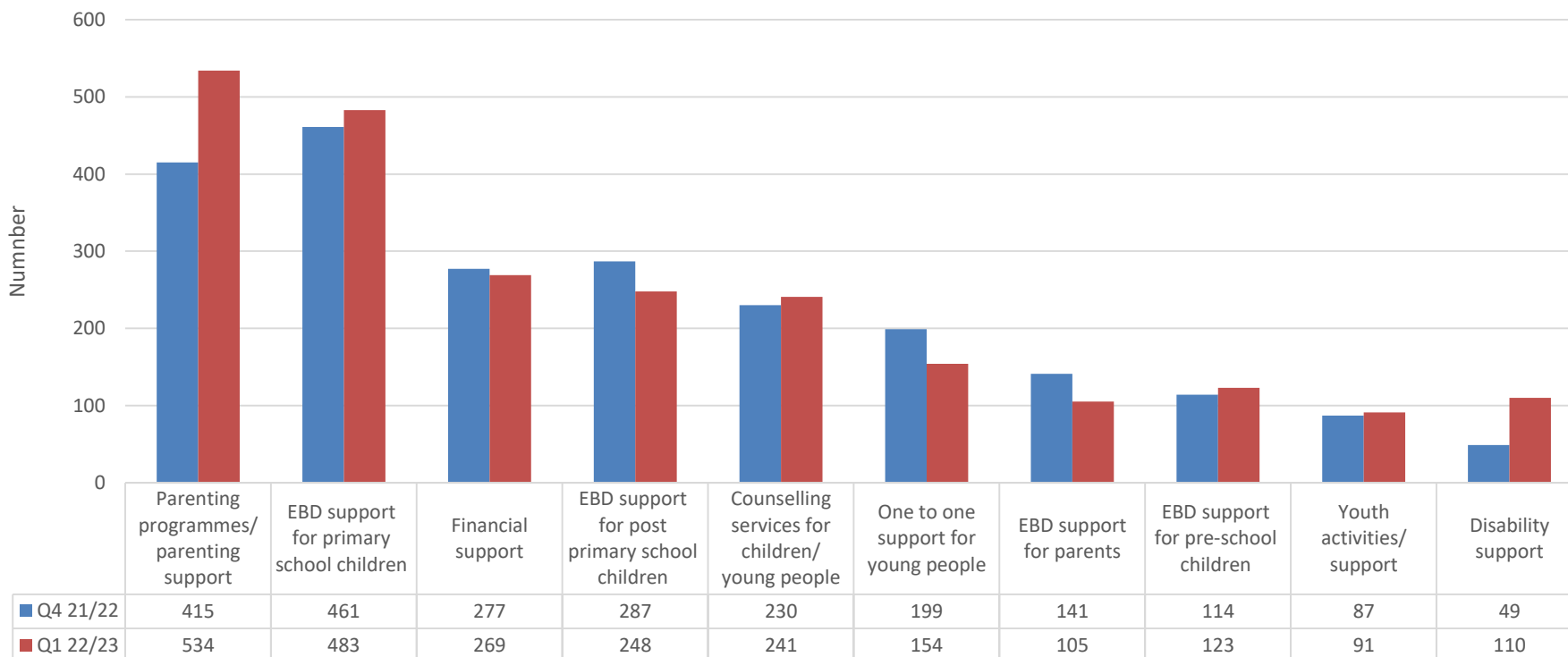|	Home (one parent)	Home (both parents)	Home (one parent + partner)	Kinship Carers Total	Guardian	Single	Other
Q1 21/22	1290	886	87	25	8	8	2
Q2 21/22	912	727	89	14	5	1	3
Q3 21/22	1307	841	116	28	7	8	9
Q4 21/22	1157	812	87	22	4	6	0
Q1 22/23	1236	901	91	29	6	5	13
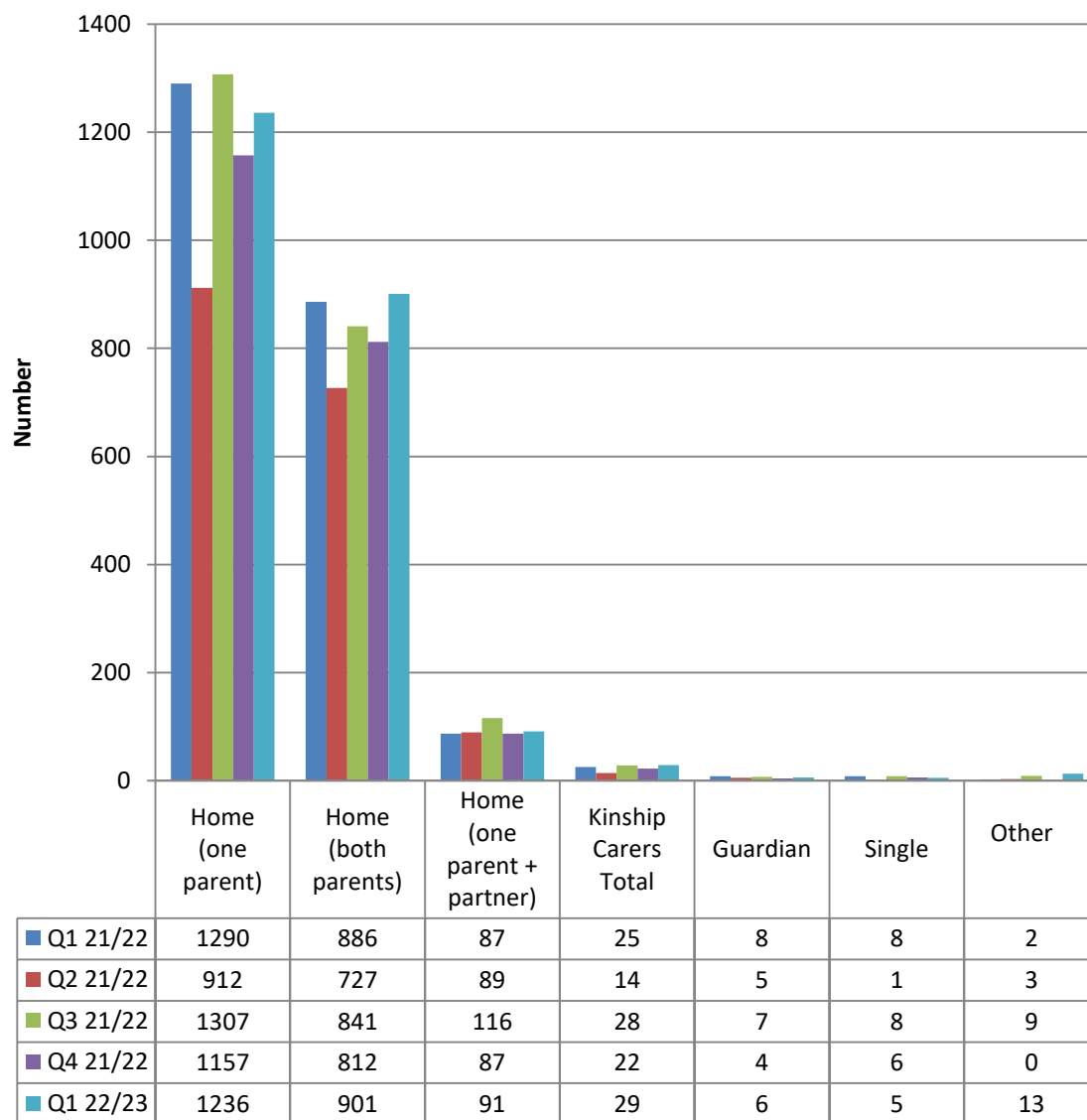
The highest group of families referred are **Lone Parents** at **1236** in Qtr 1. **Home with both parents** is **901** and **One Parent + Partner** has increased to **91**. There were **29 Kinship Carers, 5 singles** (with no children), **6** with **Guardians** and **13 Others**.

Produced by CYPSP Information Team

Performance Measure 6: Main Presenting Reasons for Referral – *April – June 2022 compared to Qtr4 2021/22*

Top Ten Reasons for Referrals to Hubs

	Parenting programmes/ parenting support	EBD support for primary school children	Financial support	EBD support for post primary school children	Counselling services for children/ young people	One to one support for young people	EBD support for parents	EBD support for pre-school children	Youth activities/ support	Disability support
Q4 21/22	415	461	277	287	230	199	141	114	87	49
Q1 22/23	534	483	269	248	241	154	105	123	91	110

Reasons for Referral:
The top reason for referral in Qtr1 April – June 2022 was for **Parenting programmes/parenting support** followed by **EBD support for primary school children** and then **Financial Support.**

Other reasons that were in the Top 10 in Qtr1 were EBD support for post-primary school children, Counselling services for children/young people, One to One support for young people and EBD support for parents.
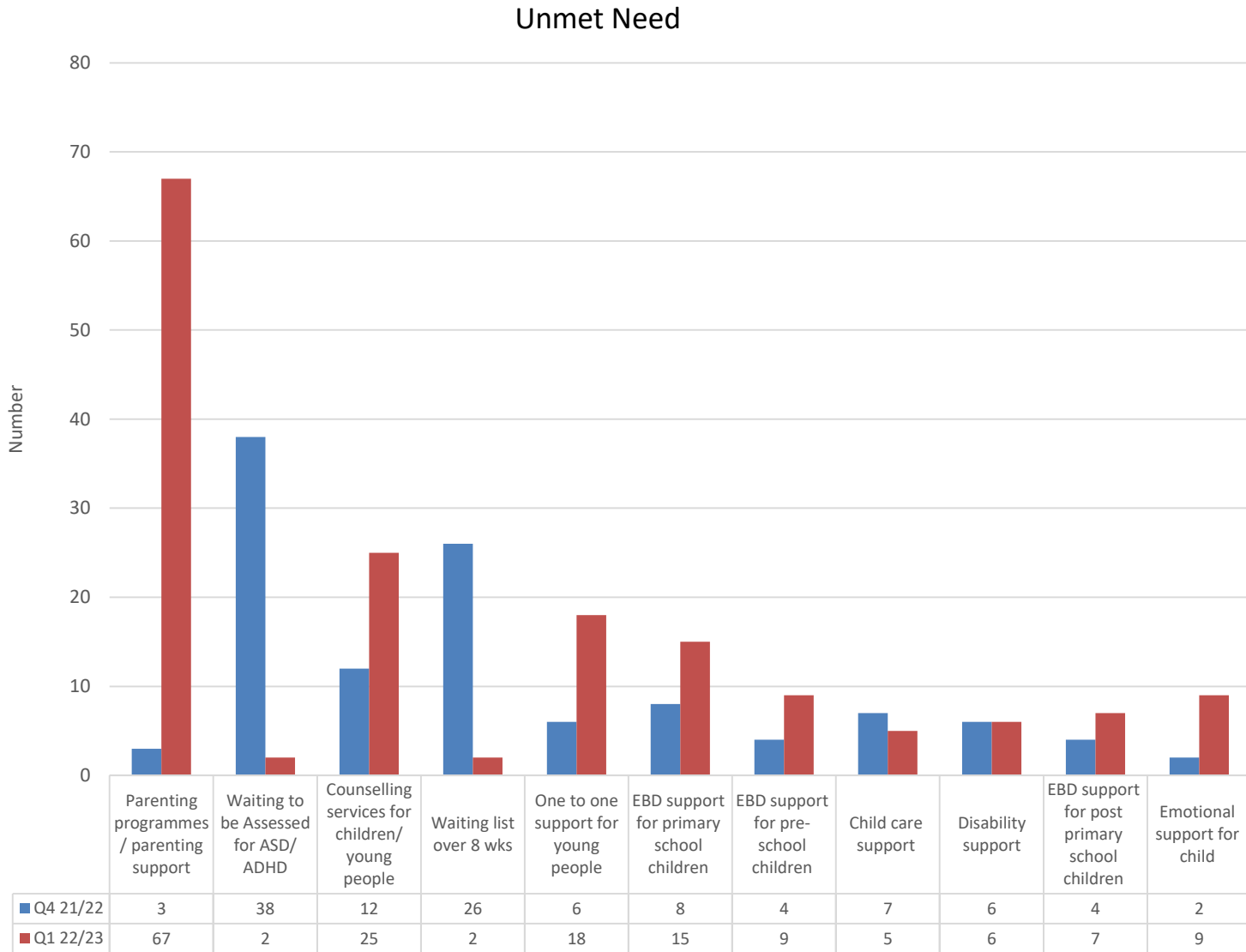
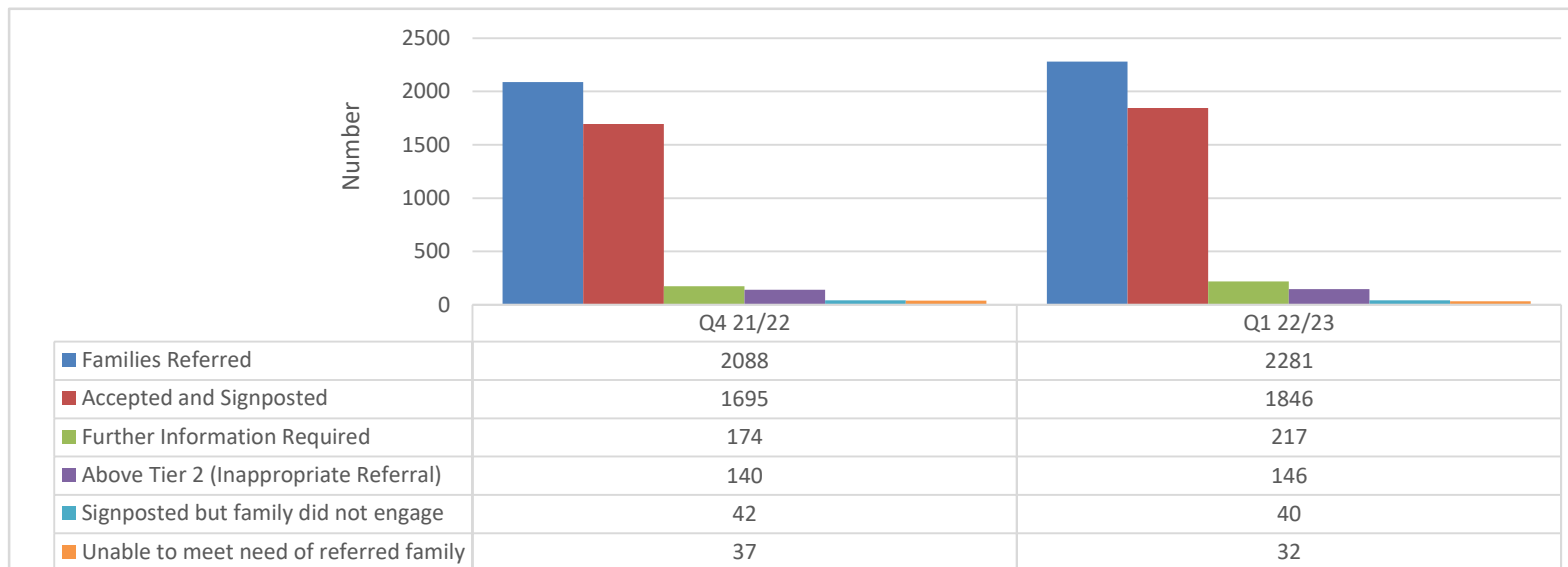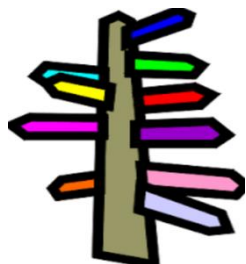**Performance Measure 6: Main Presenting Reasons Unmet –** *April – June 2022 compared to Qtr4 2021/22*

Unmet Need:
The highest unmet need in Qtr1 was for Parenting programmes/parenting support

This was followed by Counselling Services for children/young people, One to one support for young people and EBD support for primary school children.

Unmet Need

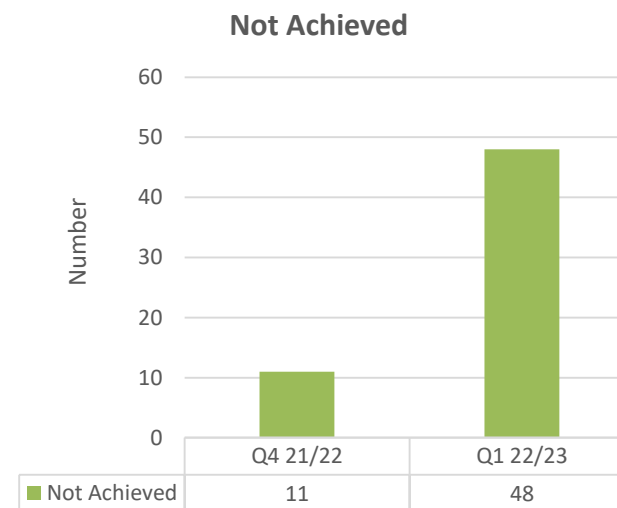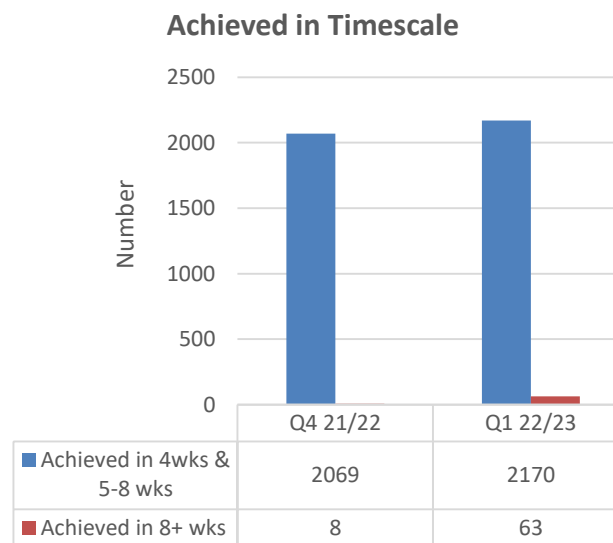|	Parenting programmes / parenting support	Waiting to be Assessed for ASD/ ADHD	Counselling services for children/ young people	Waiting list over 8 wks	One to one support for young people	EBD support for primary school children	EBD support for pre-school children	Child care support	Disability support	EBD support for post primary school children	Emotional support for child
Q4 21/22	3	38	12	26	6	8	4	7	6	4	2
Q1 22/23	67	2	25	2	18	15	9	5	6	7	9

Produced by CYPSP Information Team

Performance Measure 7: Families Referred that were Accepted & Signposted – *April–June 2022 – compared to Qtr4 2021/22*

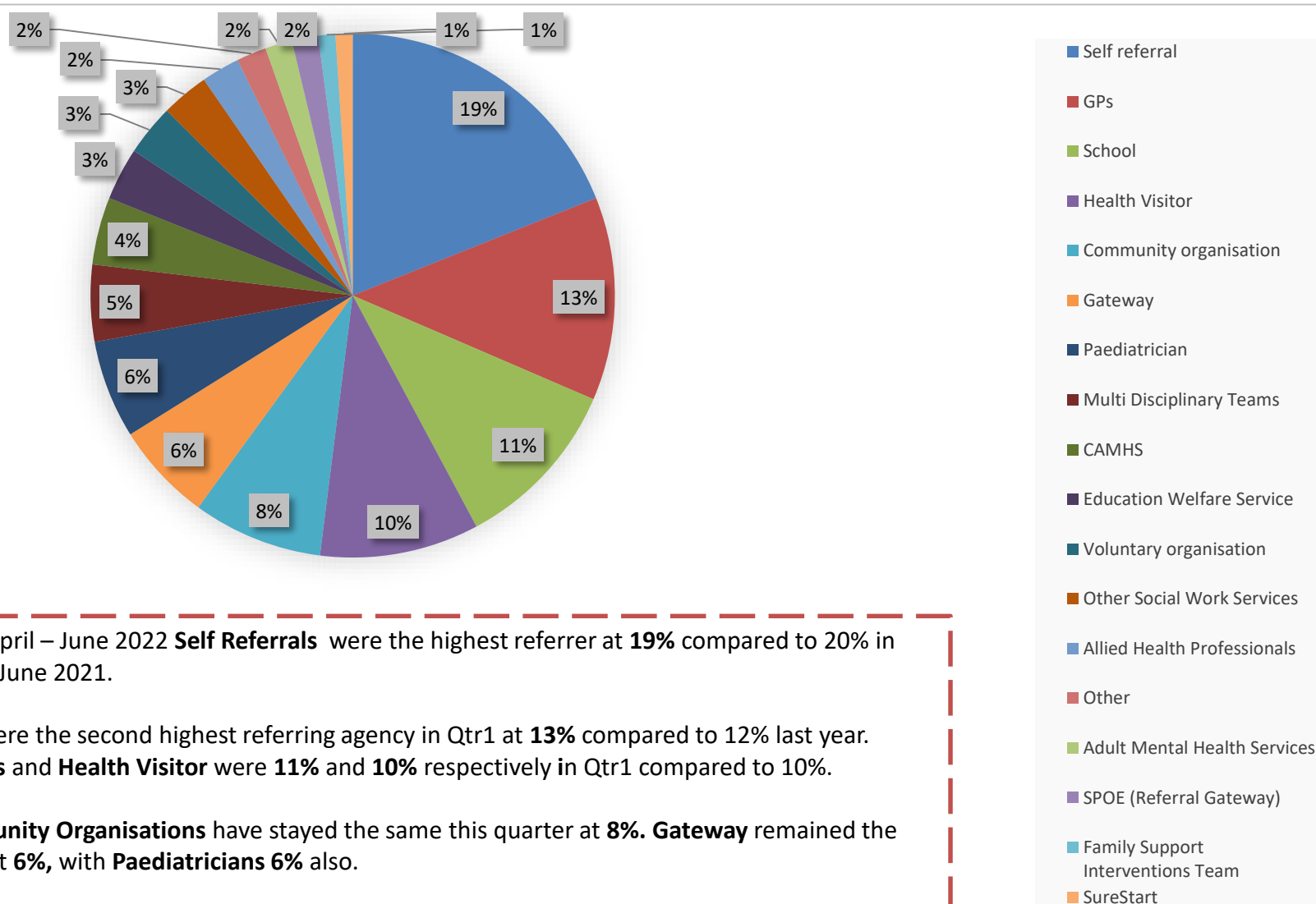|	Q4 21/22	Q1 22/23
Families Referred	2088	2281
Accepted and Signposted	1695	1846
Further Information Required	174	217
Above Tier 2 (Inappropriate Referral)	140	146
Signposted but family did not engage	42	40
Unable to meet need of referred family	37	32

Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – April–June *2022 compared to Qtr4 2021/22*

The vast majority of referrals to Hubs in Qtr1 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 **63** were processed but exceeded the 8 weeks timescale.

Achieved in Timescale

	Q4 21/22	Q1 22/23
Achieved in 4wks & 5-8 wks	2069	2170
Achieved in 8+ wks	8	63

Not Achieved

	Q4 21/22	Q1 22/23
Not Achieved	11	48

Produced by CYPSP Information Team

Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr1 April – June 2022/23

Legend:
- Self referral
- GPs
- School
- Health Visitor
- Community organisation
- Gateway
- Paediatrician
- Multi Disciplinary Teams
- CAMHS
- Education Welfare Service
- Voluntary organisation
- Other Social Work Services
- Allied Health Professionals
- Other
- Adult Mental Health Services
- SPOE (Referral Gateway)
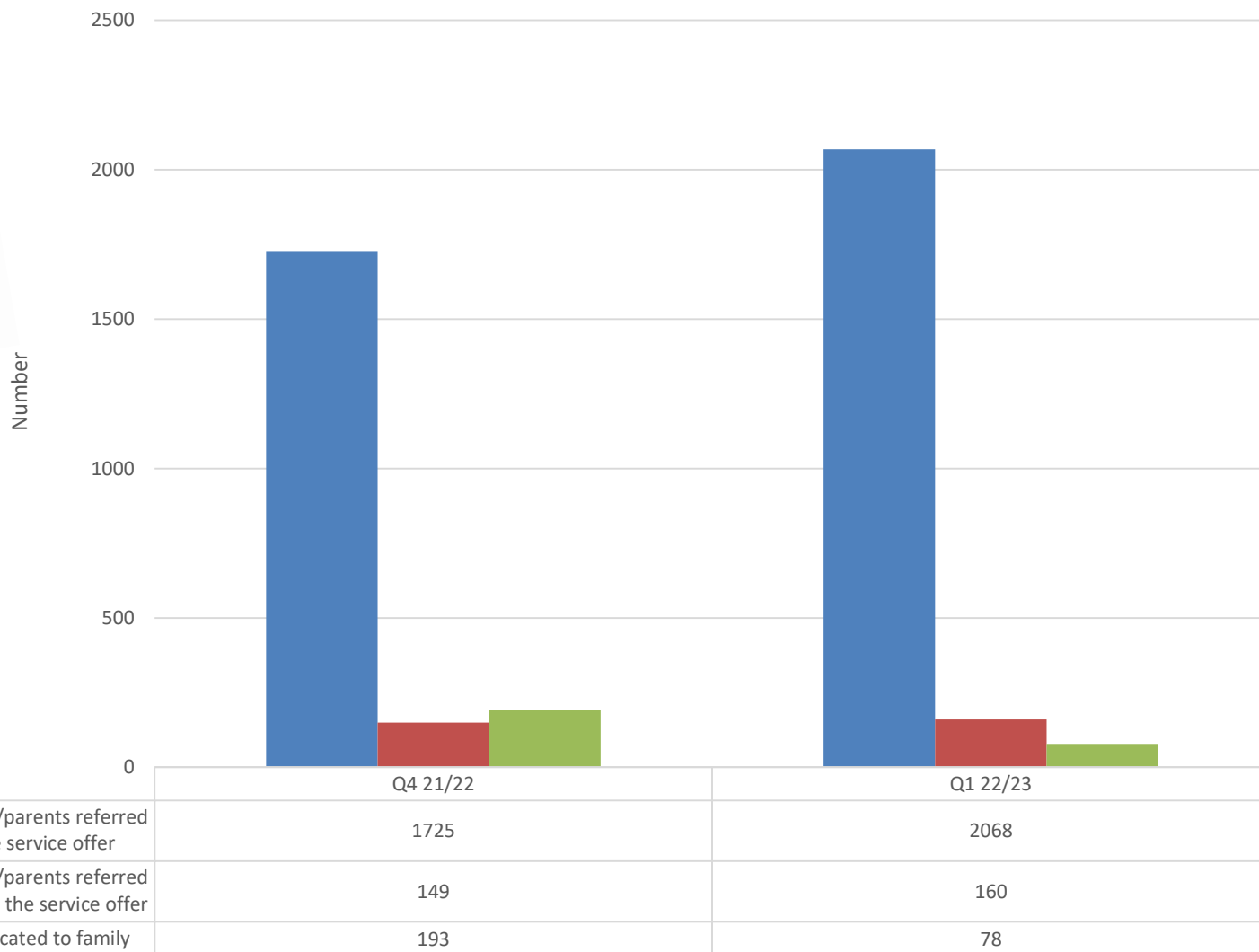- Family Support Interventions Team
- SureStart

From April – June 2022 **Self Referrals** were the highest referrer at **19%** compared to 20% in April – June 2021.

GP's were the second highest referring agency in Qtr1 at **13%** compared to 12% last year. **Schools** and **Health Visitor** were **11%** and **10%** respectively **i**n Qtr1 compared to 10%.

Community Organisations have stayed the same this quarter at **8%. Gateway** remained the same at **6%,** with **Paediatricians 6%** also.

There were **129 Re-referrals** in Qtr1.

Performance Measure 9: Number of Children/Parents referred who did and who did not take up the service offer – *April – June 2022 – compared to Qtr4 2021/22*

	Q4 21/22	Q1 22/23
■ Number of children/parents referred who took up the service offer	1725	2068
■ Number of children/parents referred who did not take up the service offer	149	160
■ Services not yet allocated to family	193	78

How well did we do it?

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

Hub Standards

100% Fully Implemented
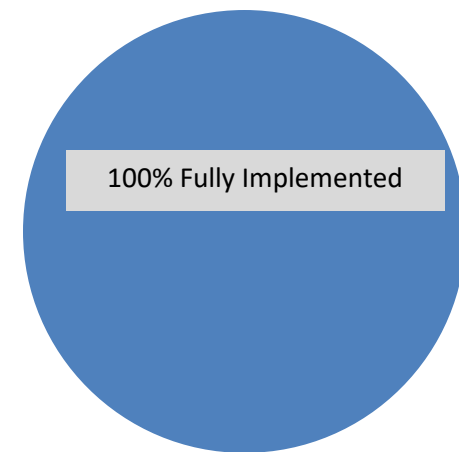
All Hubs are expected to administer the self assessment tool based on the 10 Standards and to develop an Action Plan which is reviewed on a 6 monthly basis.

Produced by CYPSP Information Team

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

CYPSP
Children & Young People's Strategic Partnership