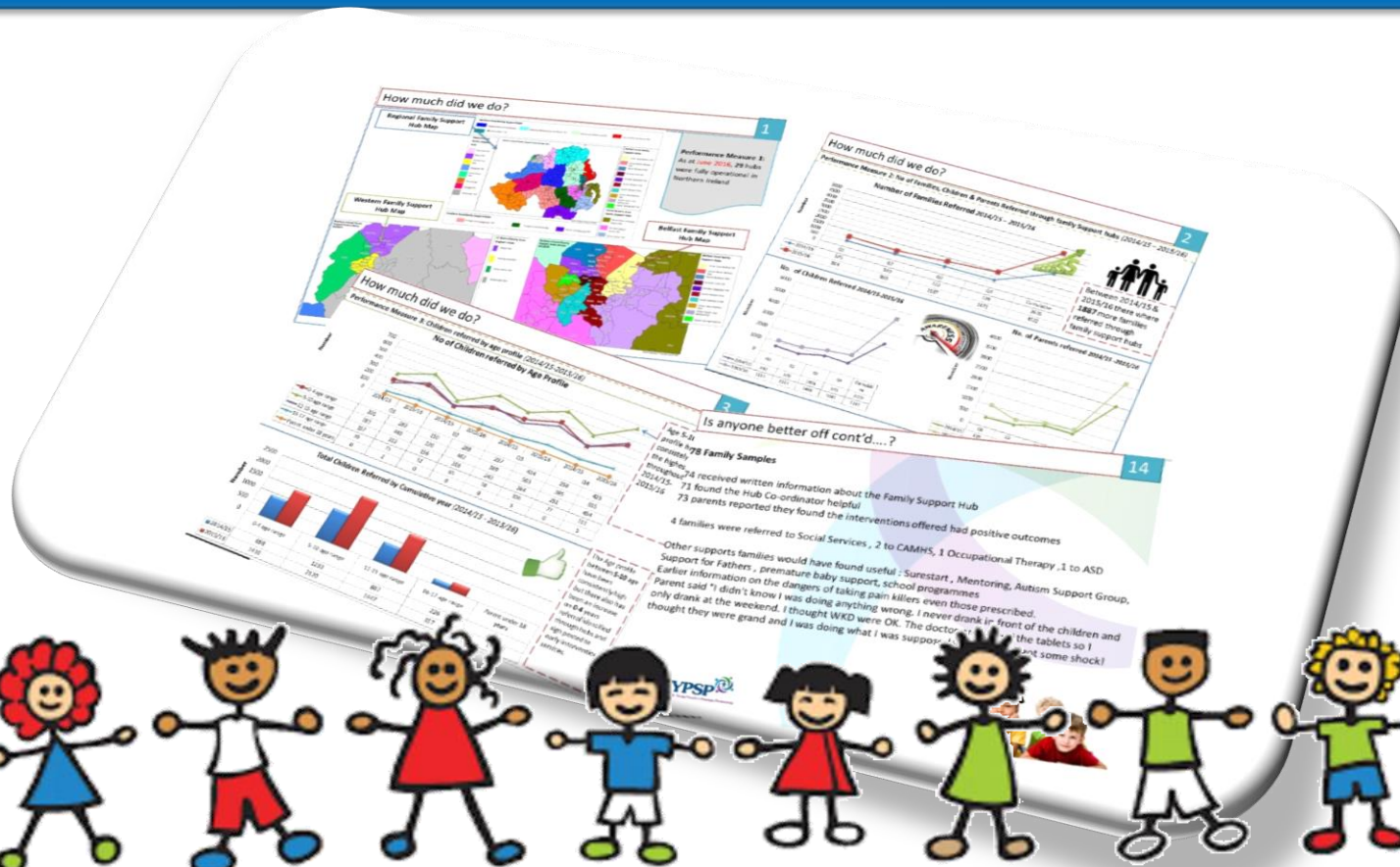


Family Support Hubs Report Card

Qtr1 to Qtr3 April - December 2022



How much did we do?

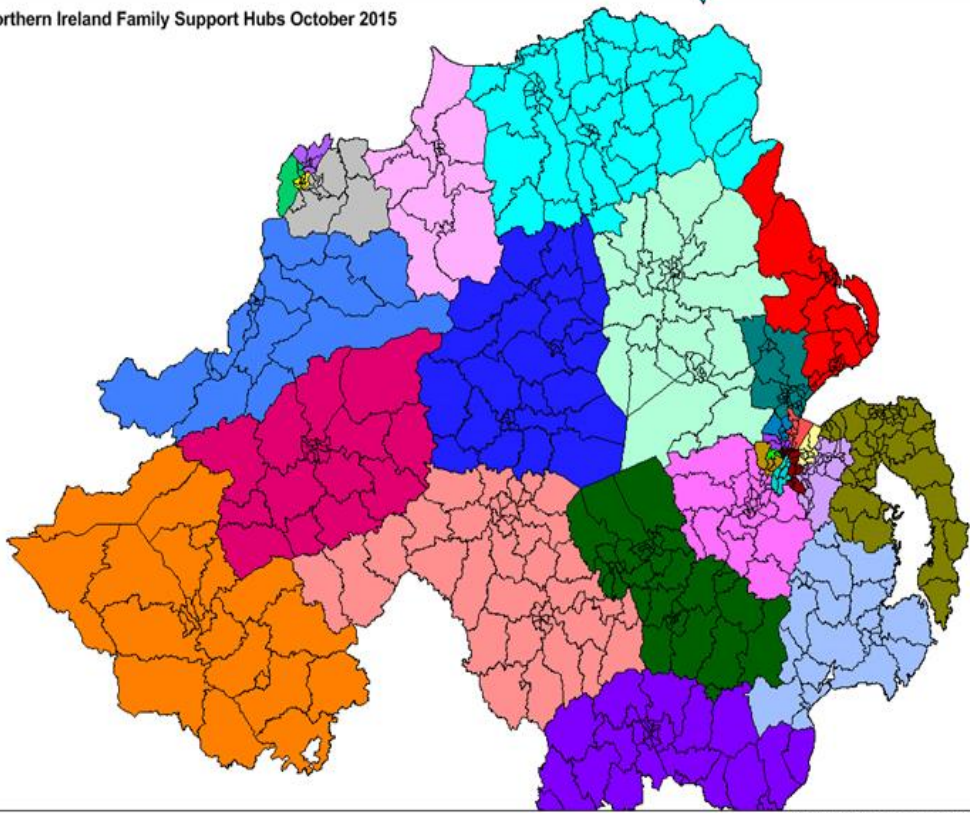
Northern Area Family Support Hubs

- 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

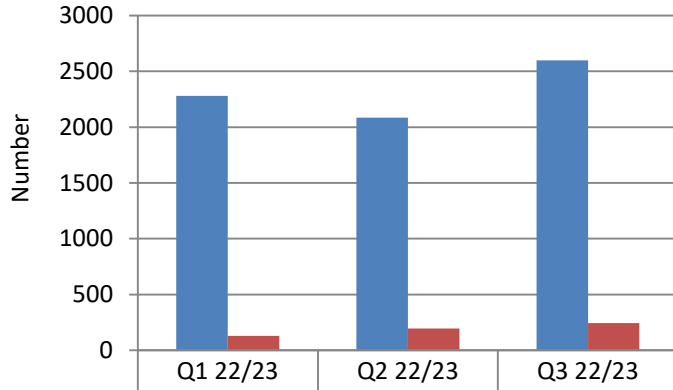
- Armagh and Dungannon FSH
- Craigavon and Banbridge
- Newry and Mourne FSH

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

How much did we do?

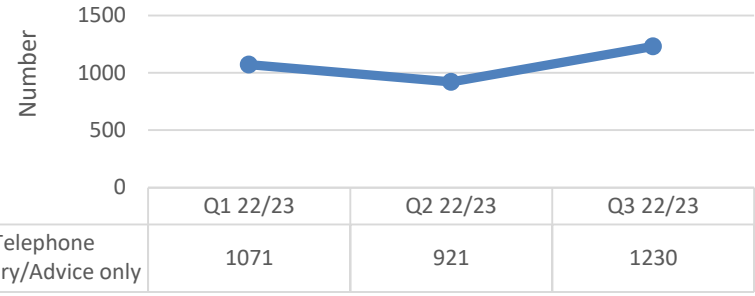
Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 – Q3 2022/23

Number of Families Referred



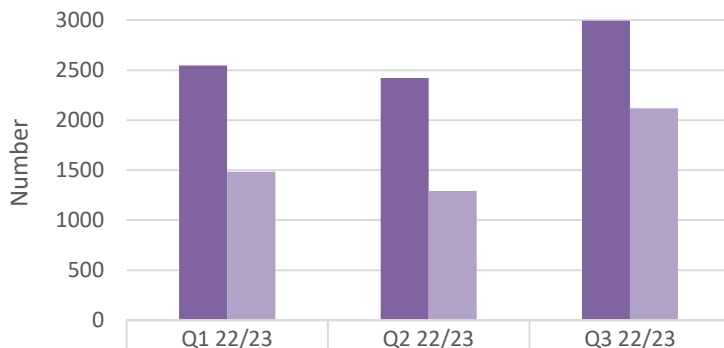
	Q1 22/23	Q2 22/23	Q3 22/23
Families	2281	2084	2597
No. of Re-referrals	129	196	245

Telephone enquiry/Advice only



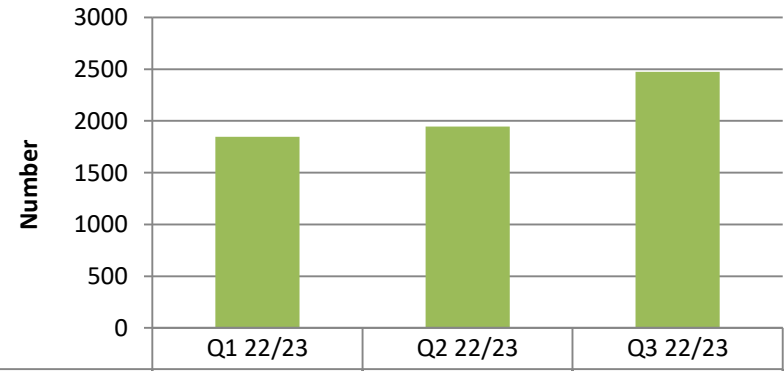
In Qtr3 October to December 2022, **2597** families were referred through family support hubs, an increase of 513 from Qtr2. There were also **1230** telephone enquiry/advice only calls in Qtr3.

No. of Children Referred



	Q1 22/23	Q2 22/23	Q3 22/23
Children Referred (Directly)	2546	2423	2995
Children Referred (Indirectly)	1484	1294	2117

No. of Parents Referred

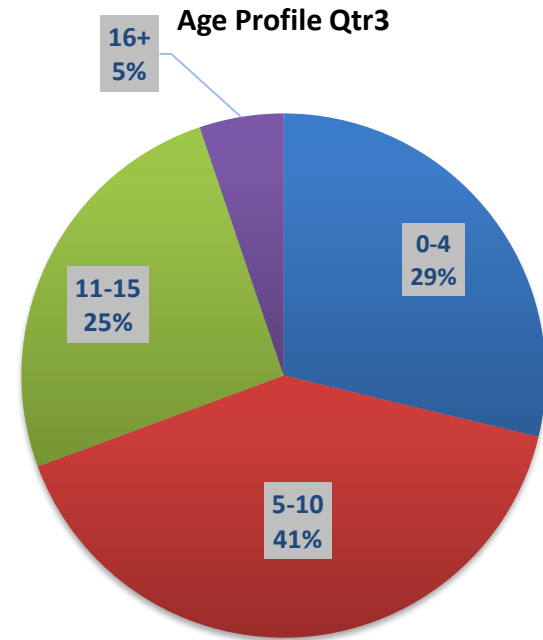
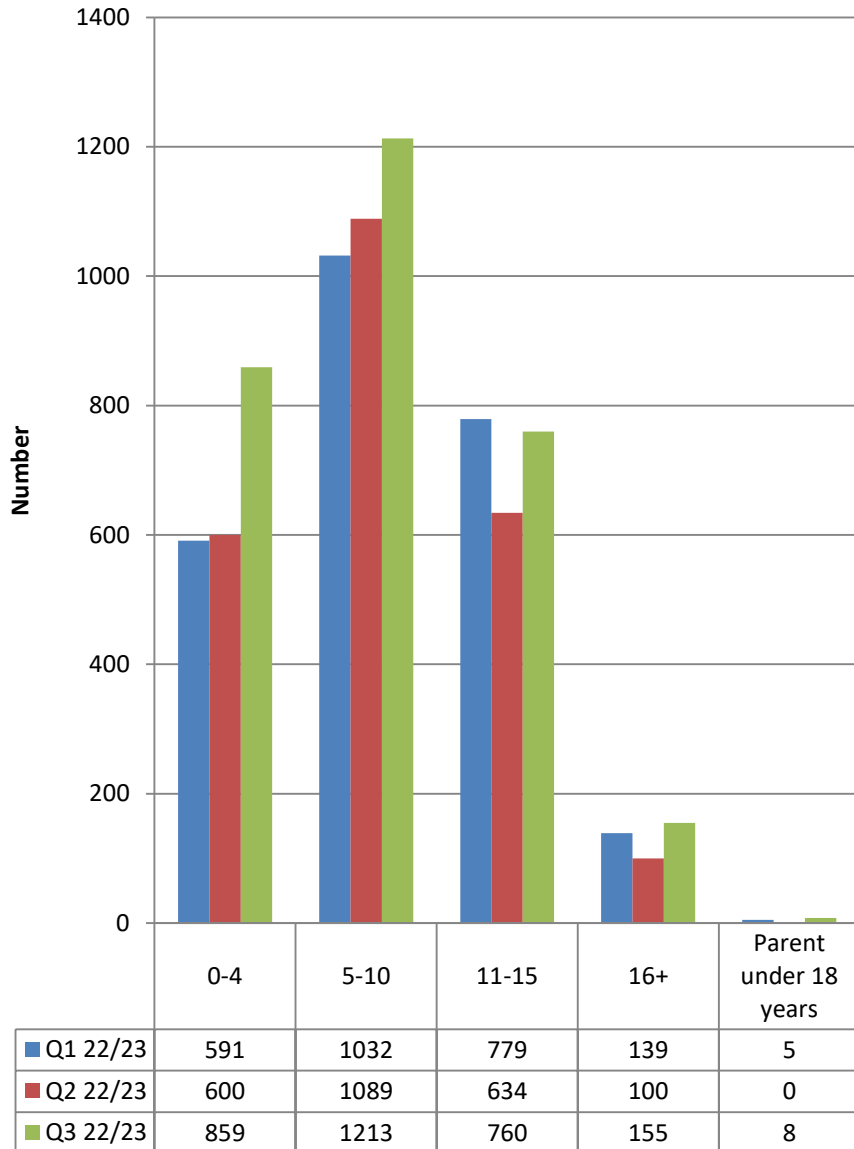


	Q1 22/23	Q2 22/23	Q3 22/23
Parent / Parents	1846	1945	2475

From October to December 2022 there were **2995** children referred in Qtr3 with **2117** other children in the family benefiting indirectly. Parents referrals increased to **2475**.

How much did we do?

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



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

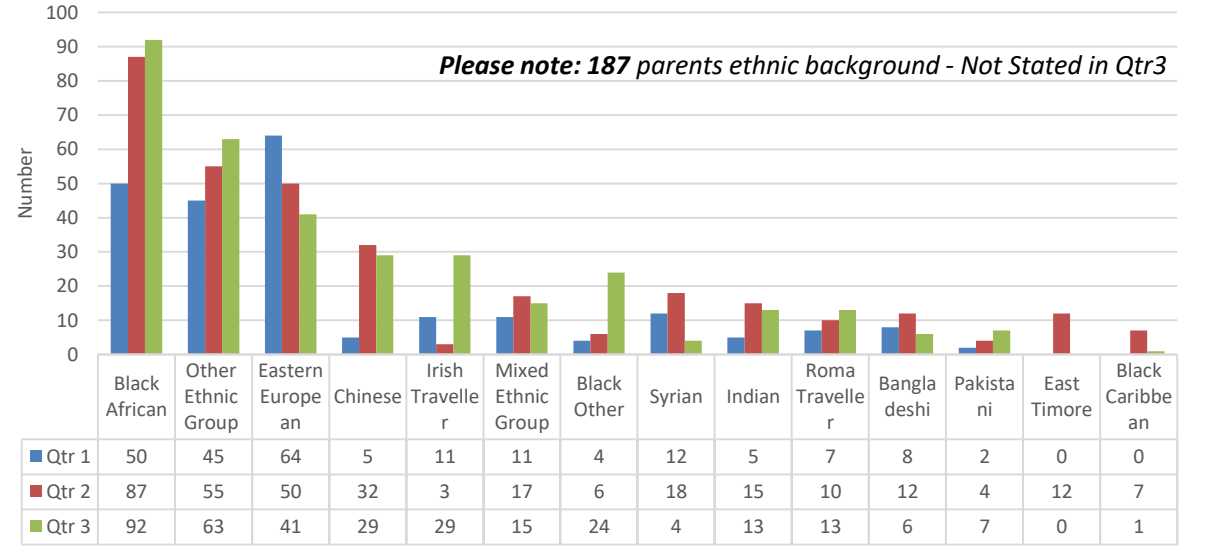
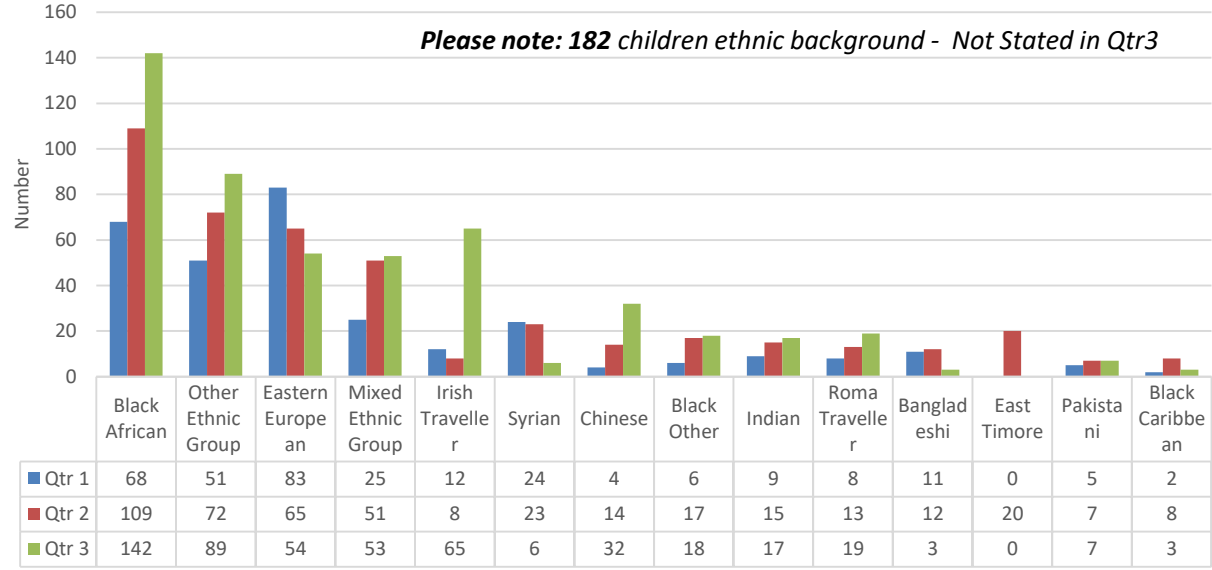
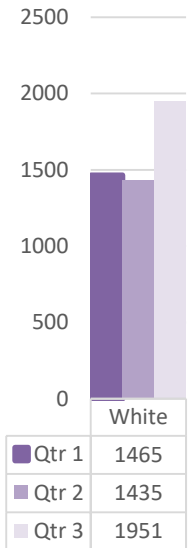
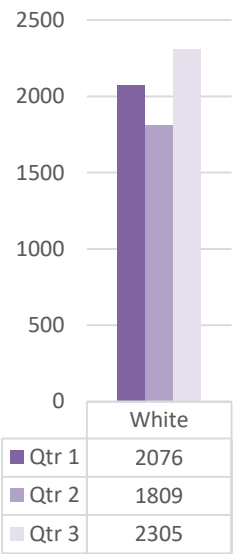
How much did we do?

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

There has been an increase in the number of white children and parents in the last quarter needing support and also increases for Black African, Other Ethnic Group, Mixed Ethnic Group, Irish Traveller, Indian, Black Other, Roma Travellers and Chinese.

(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 - Qtr3 22/23



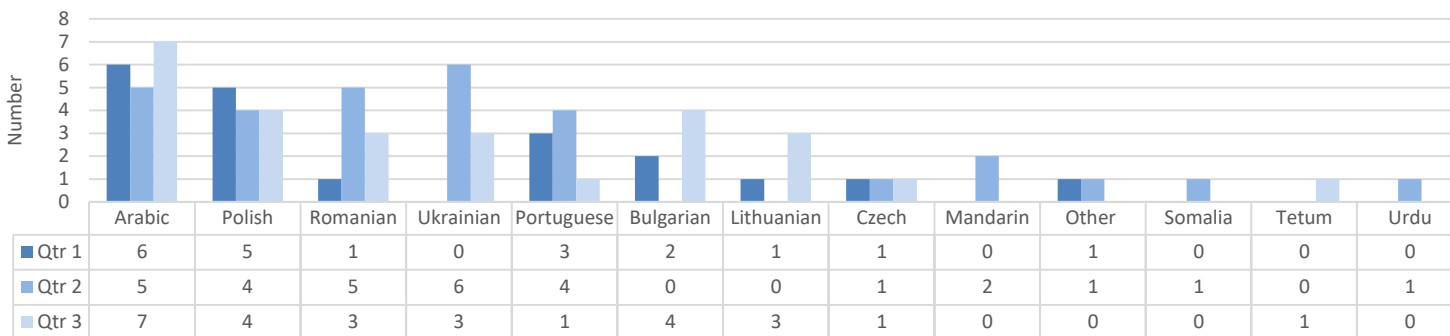
Interpreters Required and Booked by Language – Qtr1 – Qtr3 2022/23

Performance Measure 4: Interpreters Required and Booked by Language

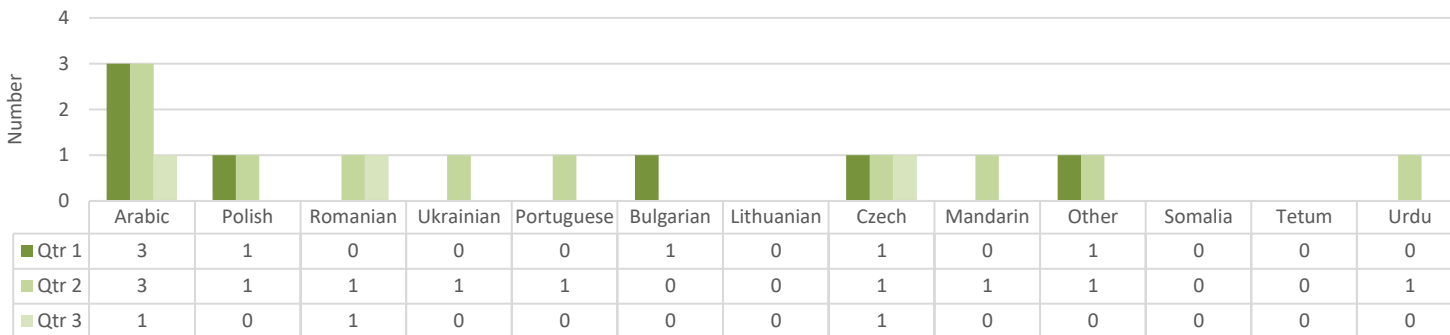
There has been a range of languages required and booked in Qtr1 to Qtr3 with Arabic and Polish the most requested. Interpreters were unable to be booked for 8 different languages in Qtr3.

Google Translate was also used **21** times, Facilitated by Family or Friend used **12** times and there were **1** in Qtr3 where No Interpreting Solution was found.

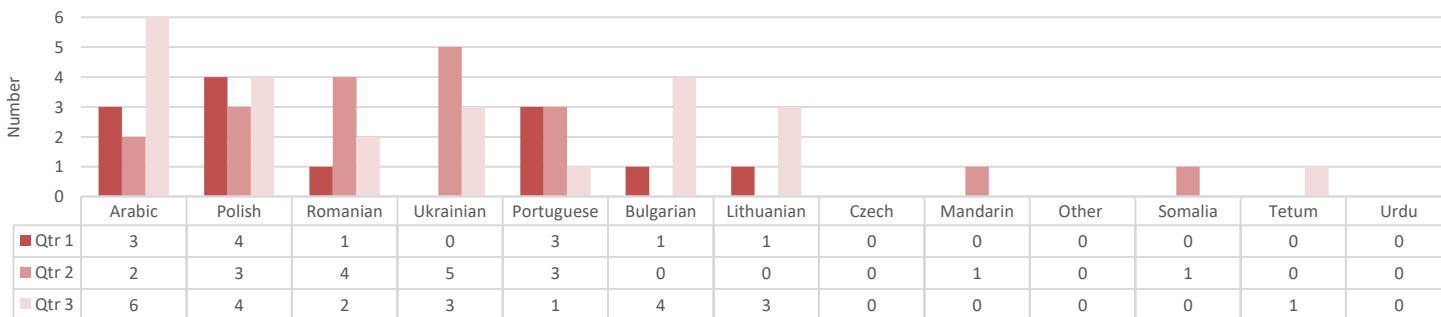
Interpreters Required by Language



Interpreters Booked by Language

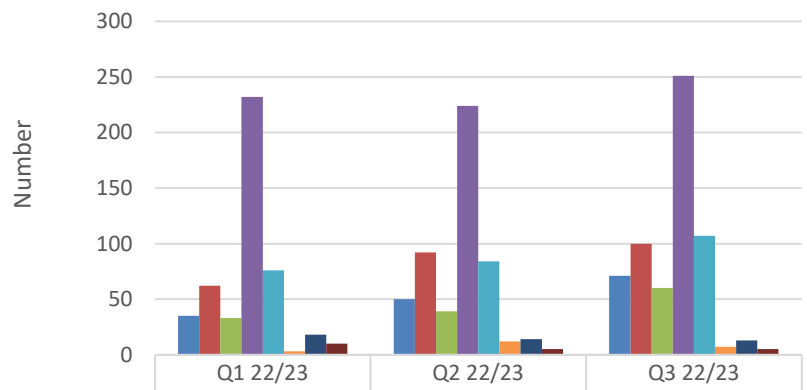


Interpreters Unmet Need

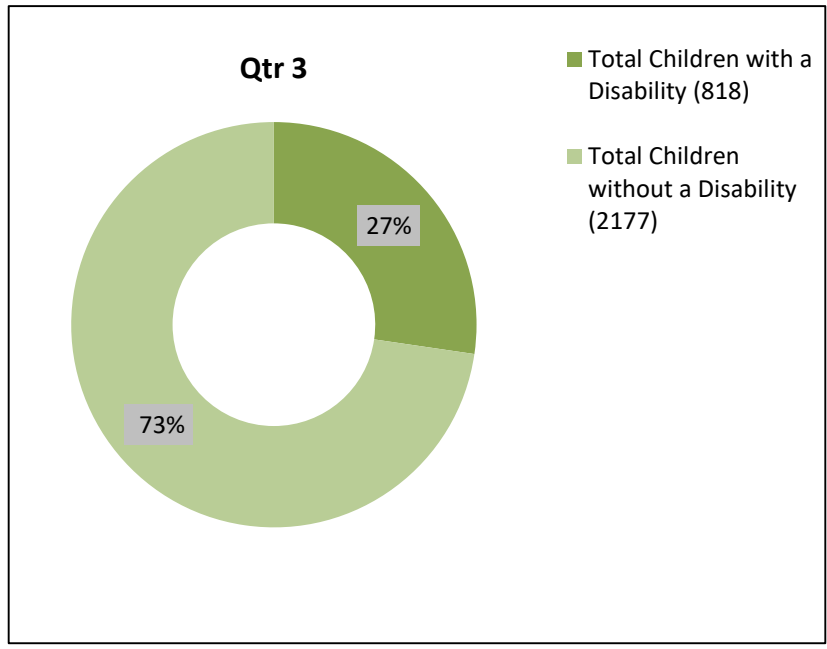


How much did we do?

Performance Measure 4: Children with a disability referred – October – December 2022 compared to last quarters

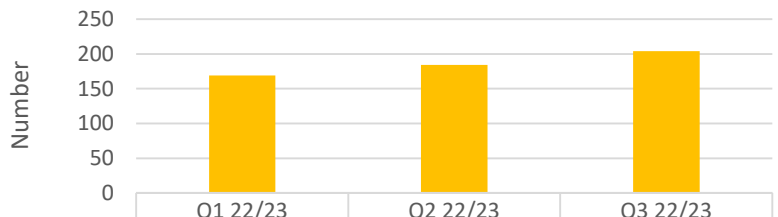


Physical	35	50	71
Learning	62	92	100
Sensory	33	39	60
Autism (including Asperger Syndrome)	232	224	251
ADHD/ADD	76	84	107
Comorbidity	3	12	7
Other (e.g. Acquired Brain Injury)	18	14	13
Mental Health	10	5	5



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

Awaiting Assessment/diagnosis

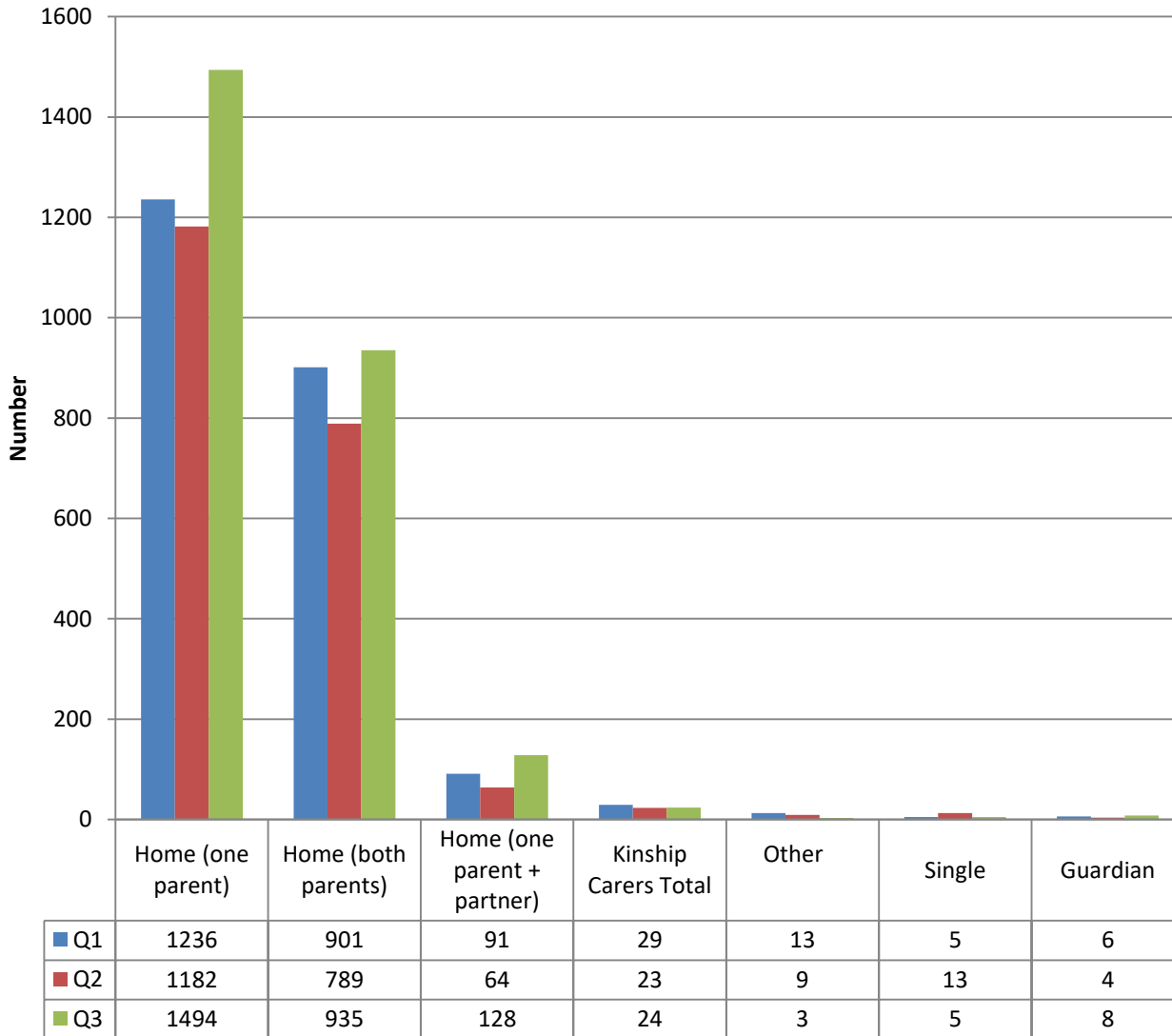


Awaiting Assessment/diagnosis	169	184	204
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How much did we do?

Performance Measure 5: Household Composition - October – December 2022 compared to previous quarters

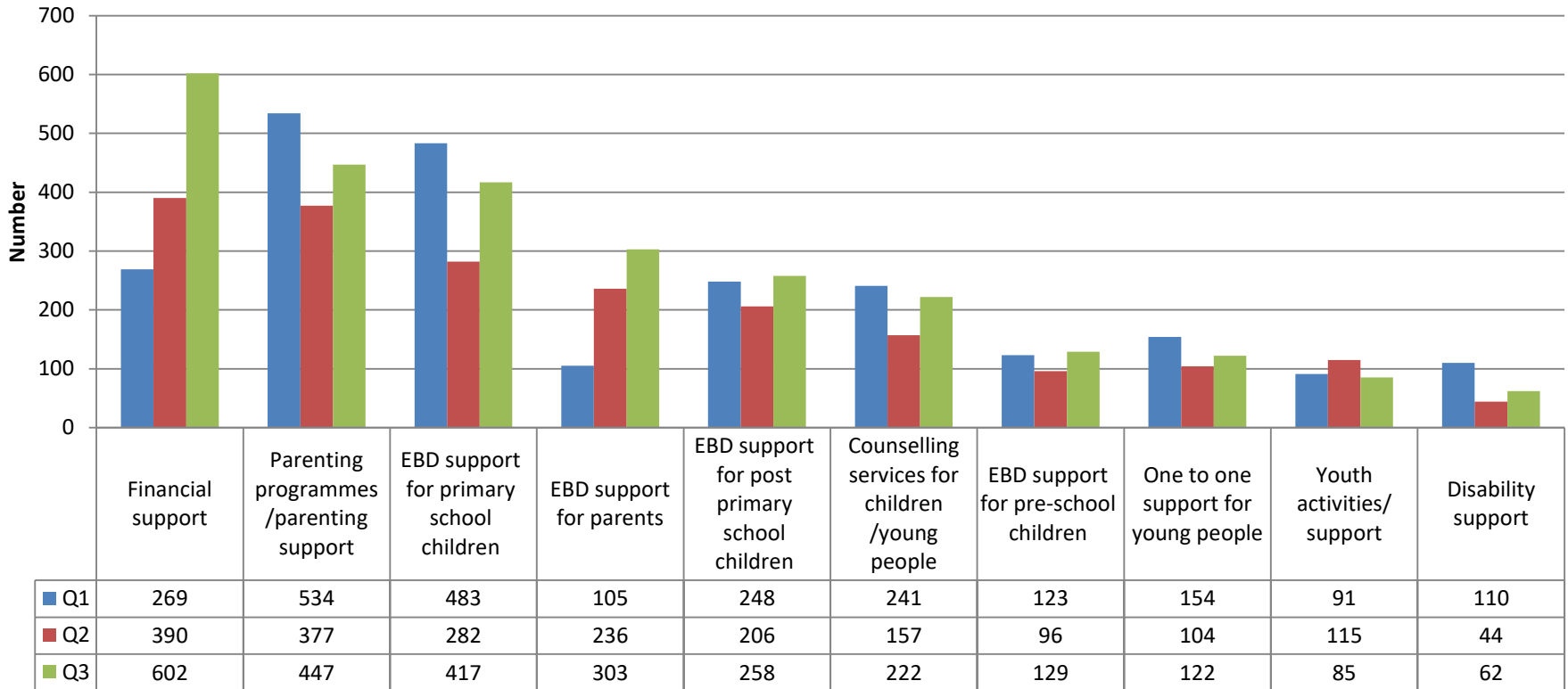


The highest group of families referred are **One Parent Families** at **1494** in Qtr 3. **Home with both parents** is **935** and **One Parent + Partner** is **128**. There were **24 Kinship Carers, 8 Guardians, 5 Singles** and **3 Others**.

How much did we do?

Performance Measure 6: Main Presenting Reasons for Referral – Qtr1 – Qtr3 April – December 2022/23

Top Ten Reasons for Referral in Qtr3



Reasons for Referral:

The top reason for referral in Qtr3 October – December 2022 was for **Financial Support** followed by **Parenting programmes/parenting support**.

Other reasons that were in the Top 10 in Qtr3 were EBD Support for Primary School children, EBD support for parents, EBD support for post-primary school children, Counselling services for children/young people, EBD support for pre-school children, One to one support for young people, Youth activities and Disability support.

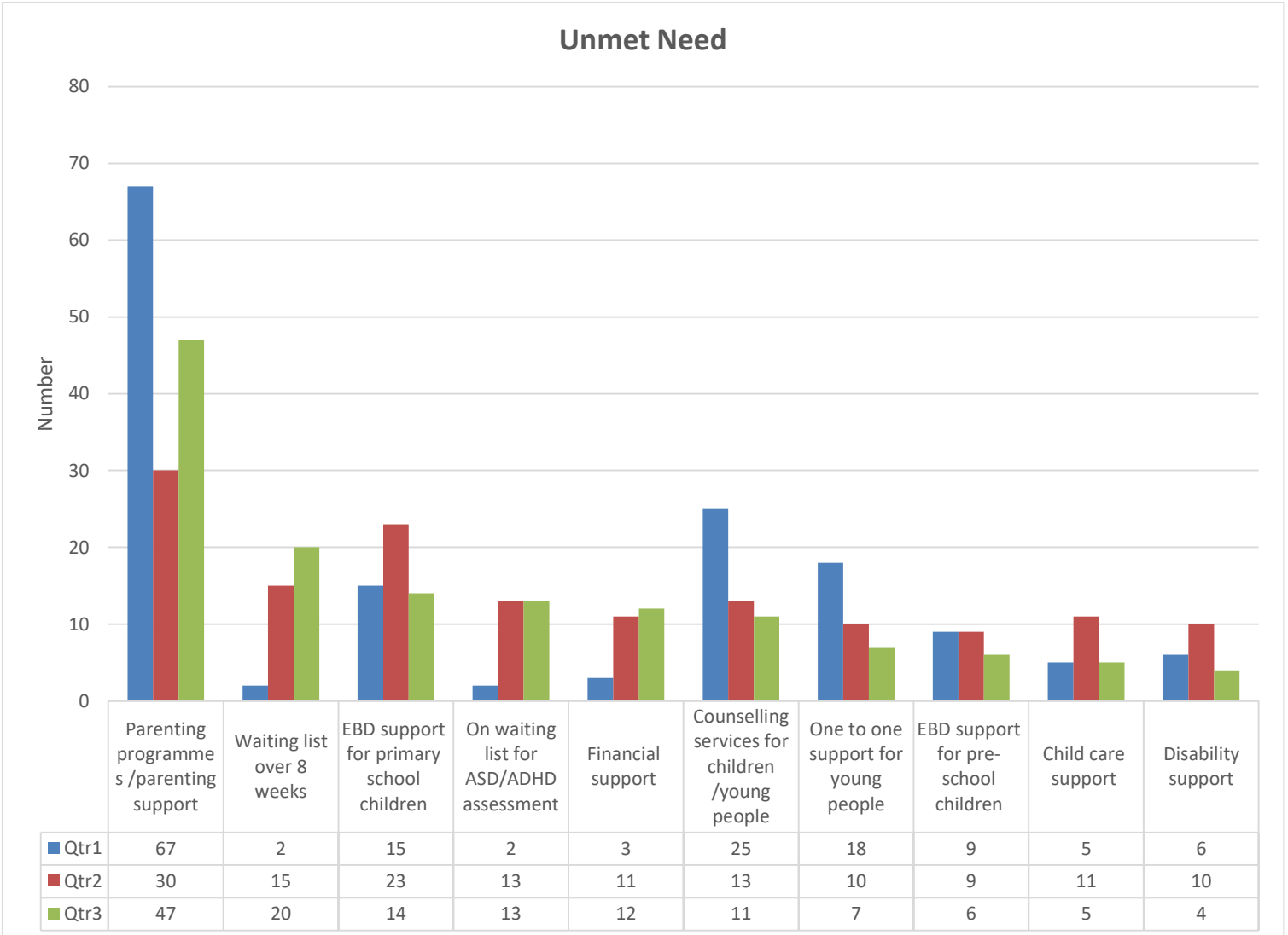
How well did we do it?

Performance Measure 6: Main Presenting Reasons Unmet – Qtr1 – Qtr3 April – December 2022/23

Unmet Need:
 The highest unmet need in Qtr3 was for **Parenting programmes/parenting support**, the same as in Qtr1 and Qtr2.

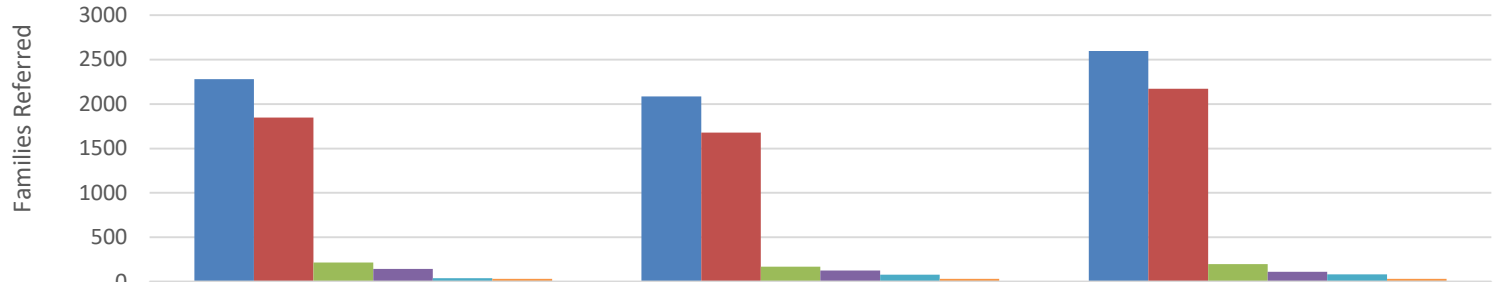
This was followed by **Waiting list over 8 wks.**

Other unmet needs were **EBD support for primary school children, On waiting list for ASD/ADHD assessment, Financial Support and Counselling services for children/young people.**



How well did we do?

Performance Measure 7: Families Referred that were Accepted & Signposted – Qtr1 – Qtr3 April – December 2022/23

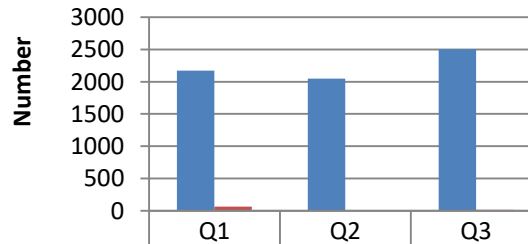


	Q1	Q2	Q3
Families Referred	2281	2084	2597
Accepted and Signposted	1846	1677	2170
Further Information Required	217	169	198
Above Tier 2(Inappropriate Referral)	146	127	112
Signposted but family did not engage	40	79	82
Unable to meet needs of Referred Family	32	32	35

Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – Qtr1 – Qtr3 April – December 2022/23

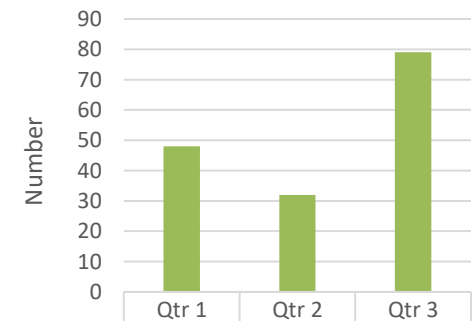
The vast majority of referrals to Hubs in Qtr3 were processed within the 4 weeks standard ensuring families receive a timely response to their immediate needs. A further significant number within 5- 8 weeks and of the remaining referrals **14** was processed but exceeded the 8 weeks timescale.

Achieved in Timescale



	Q1	Q2	Q3
Achieved in 4wks & 5-8wks	2170	2047	2504
Achieved in 8 wks+	63	5	14

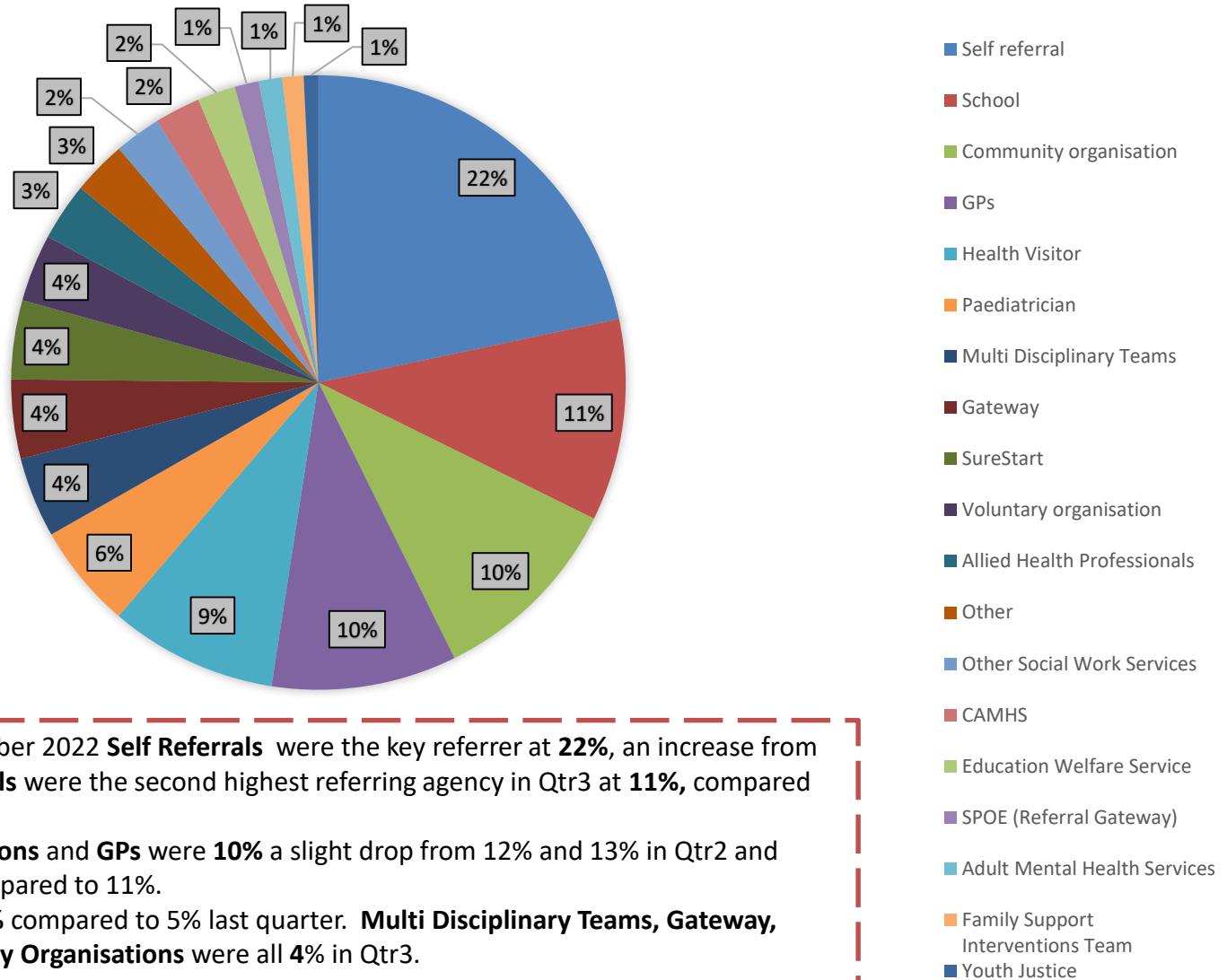
Not Achieved in Timescale



	Qtr 1	Qtr 2	Qtr 3
Not Achieved in Timescale	48	32	79

How well did we do?

Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr3 October-December 2022/23



From October - December 2022 **Self Referrals** were the key referrer at **22%**, an increase from 18% since Qtr2. **Schools** were the second highest referring agency in Qtr3 at **11%**, compared to 5% in Qtr2.

Community Organisations and **GPs** were **10%** a slight drop from 12% and 13% in Qtr2 and **Health Visitor** **9%**, compared to 11%.

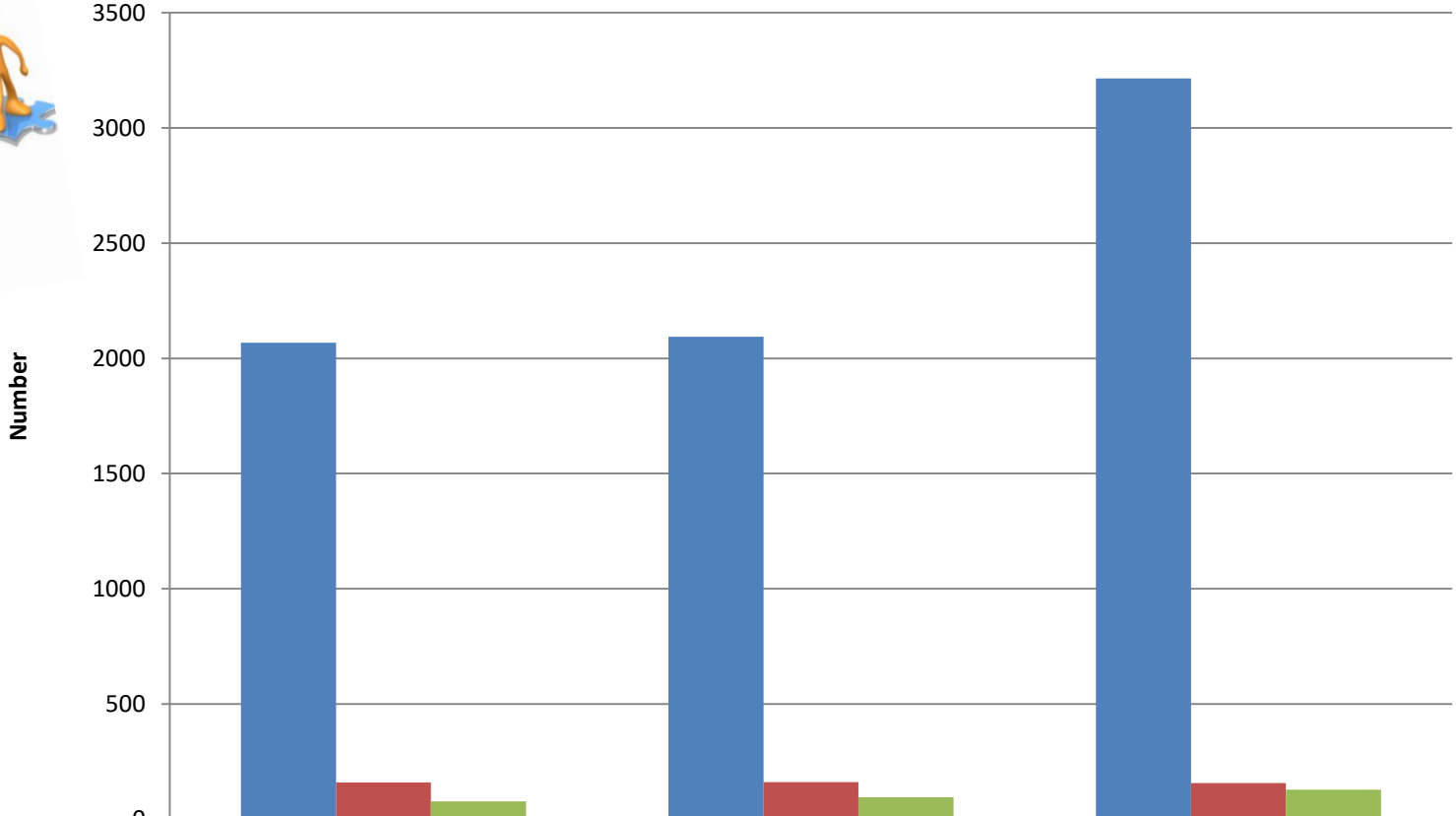
Paediatricians were **6%** compared to 5% last quarter. **Multi Disciplinary Teams, Gateway, SureStart** and **Voluntary Organisations** were all **4%** in Qtr3.

There were **245** Re-referrals in Qtr3.

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 – Qtr3 April – December 2022/23



	Q1	Q2	Q3
■ Number of children/ parent referred on who took up the service offer	2068	2093	3215
■ Number of children/ parent referred on who did not take up the service offer	160	161	157
■ Services not yet allocated to family	78	95	128

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

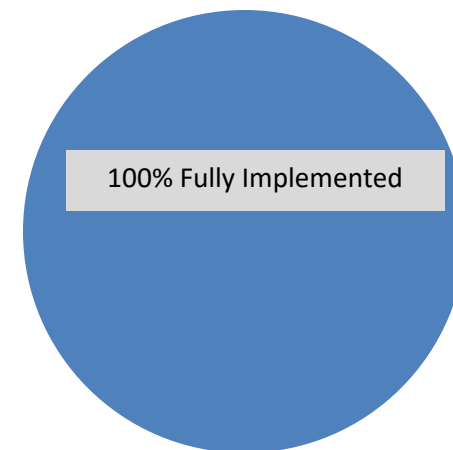
Standard 8. INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis

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