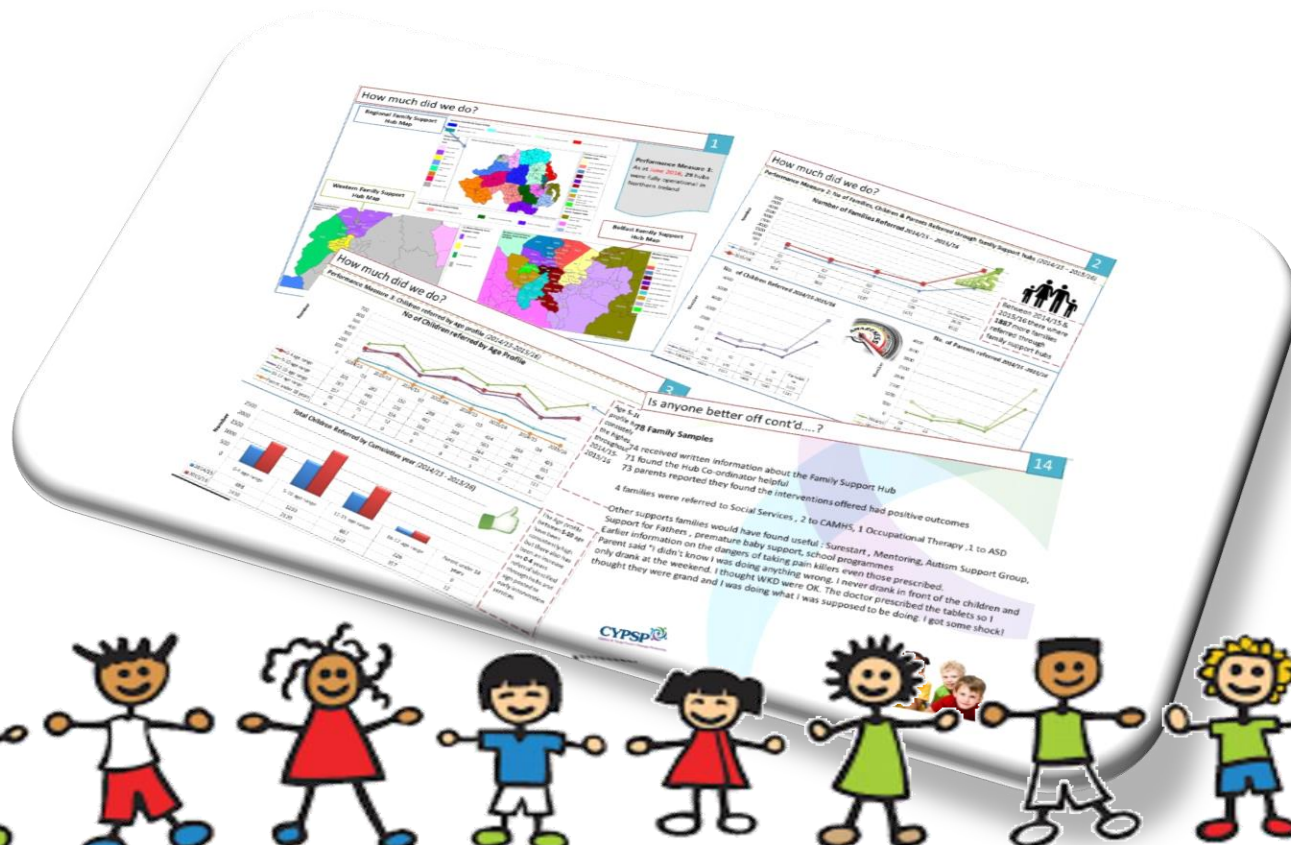


BHSCT Family Support Hubs Report Card

Annual Report Card 2022/23

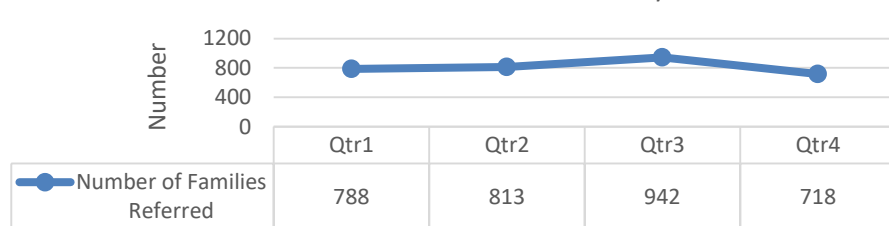


July 2023

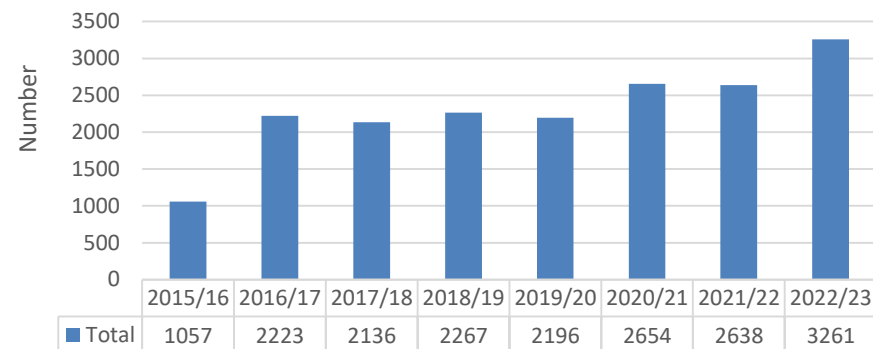
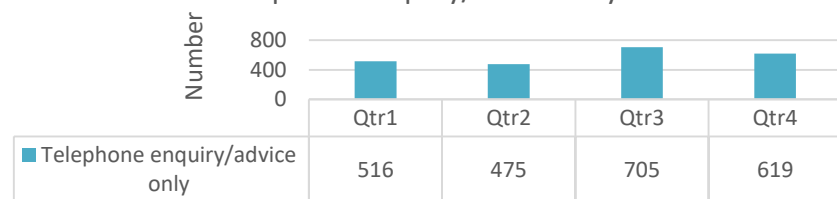
How much did we do?

Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2022/23

Number of Families Referred – 2022/23

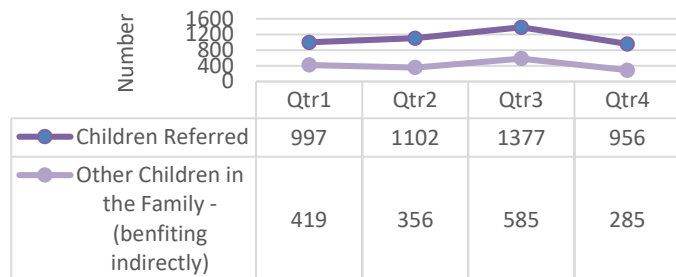


Telephone enquiry/advice only

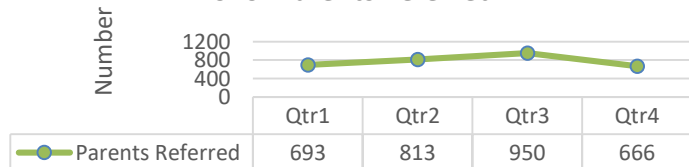


In 2022/23 there was an increase of **623** families referred through Family Support Hubs in Belfast than in 2021/22. There were also **2315** telephone enquiries throughout the year and **60** families referred for Covid-19 issues only.

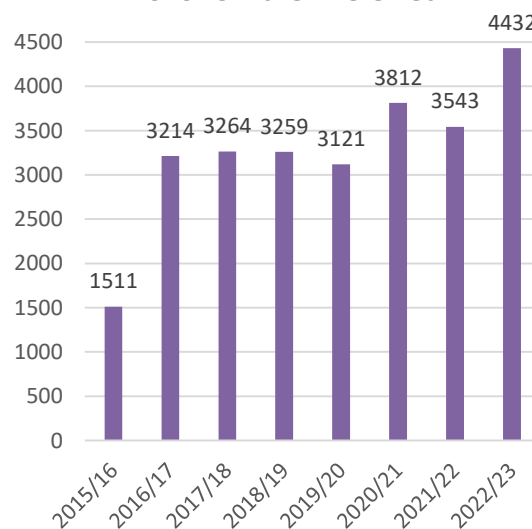
No. Of Children Referred



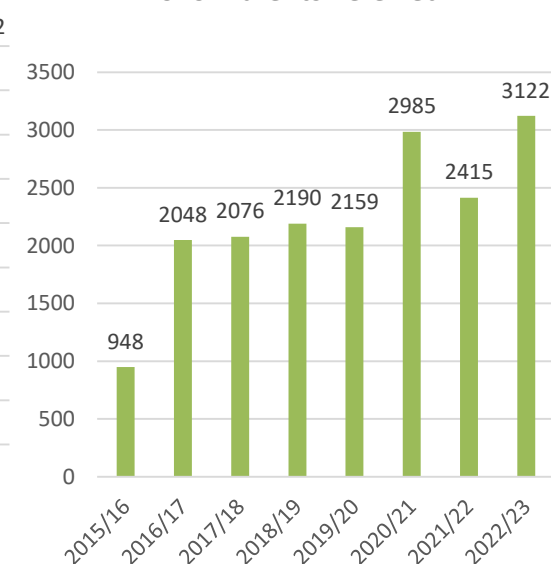
No. of Parents Referred



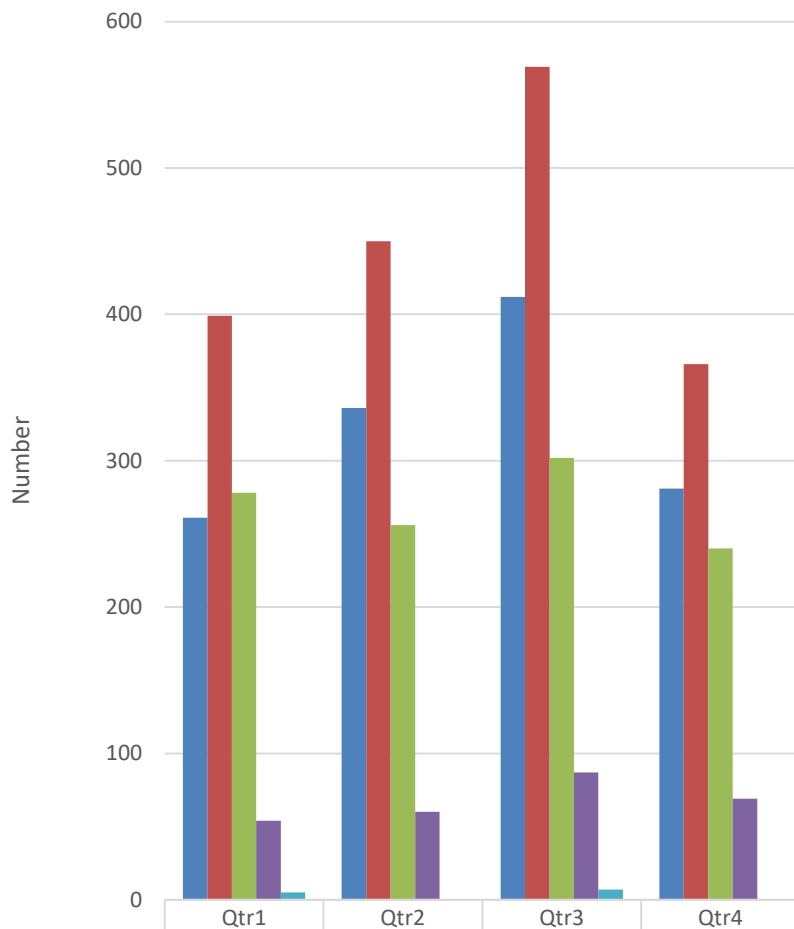
No. of Children Referred



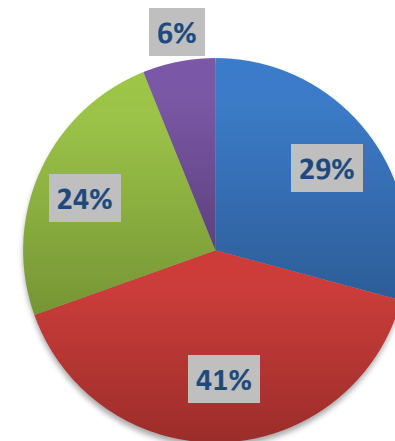
No. of Parents Referred



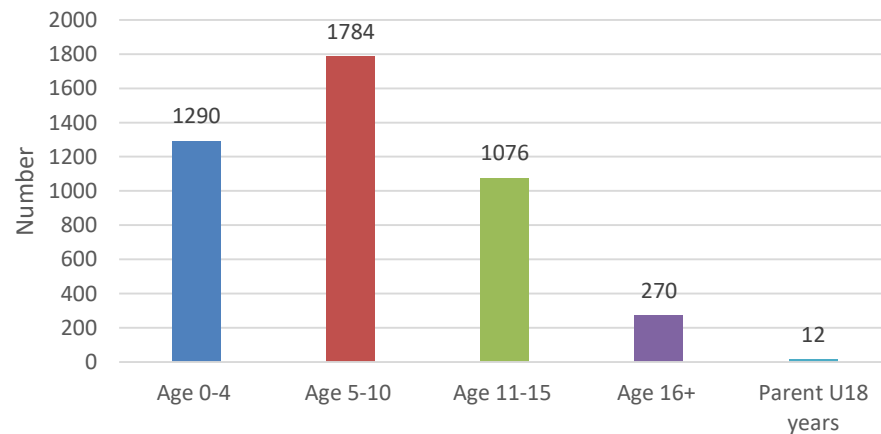
Performance Measure 2: Children Referred by Age Profile - 2022/23



0-4 age range	261	336	412	281
5-10 age range	399	450	569	366
11-15 age range	278	256	302	240
16+ age range	54	60	87	69
Parent under 18 years	5	0	7	0

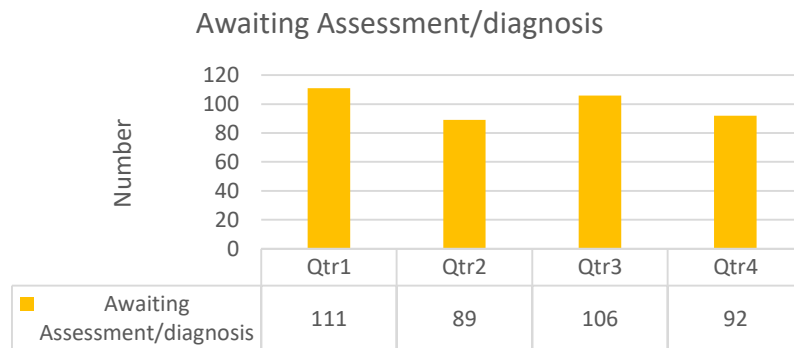
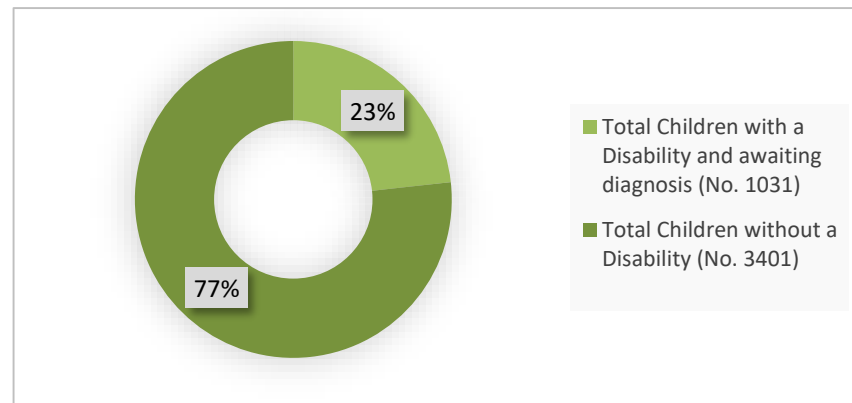
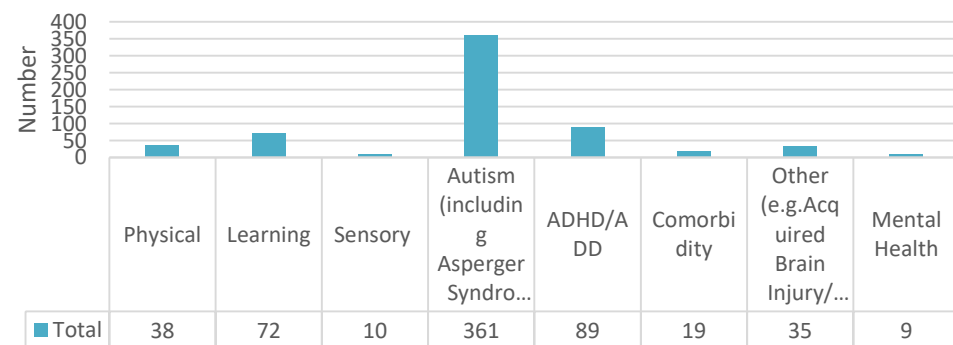
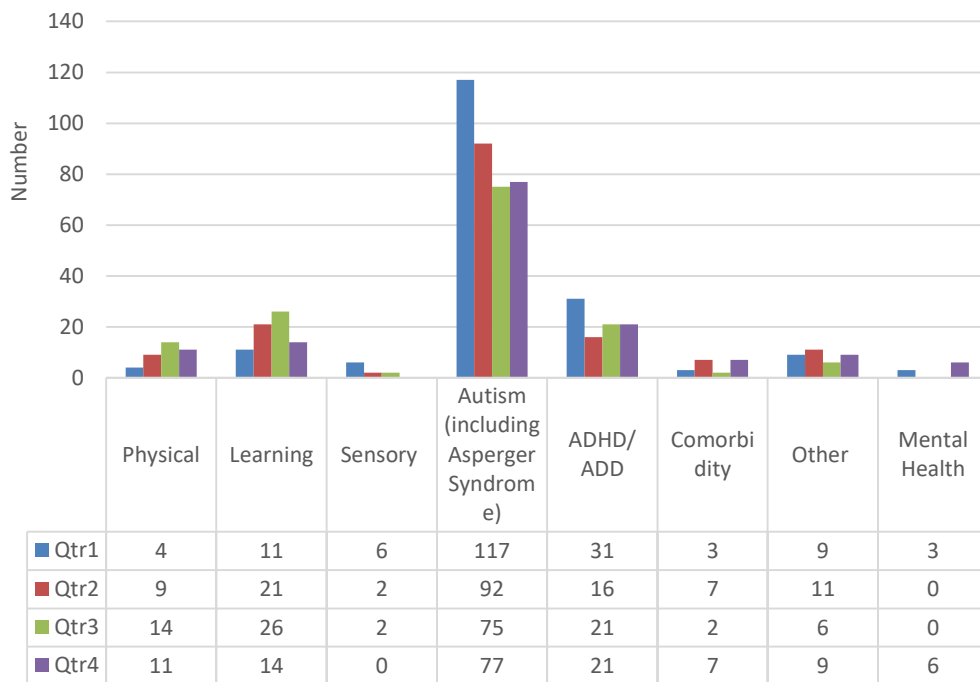


1784 (41%) children in the 5-10 age group were referred within Belfast in 2022/23.



*Please Note: As well as 4432 children referred an additional **1645** children benefitted as they were part of the families referred.*

Performance Measure 3: Children with a Disability Referred - 2022/23



Throughout 2022/23, Children with **Autism (including Asperger Syndrome)** had the highest number of disability referrals in Belfast (**57%**).

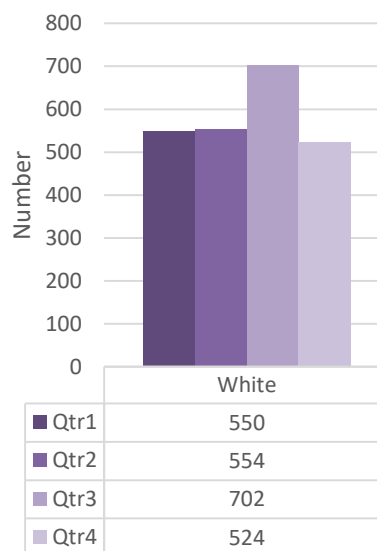
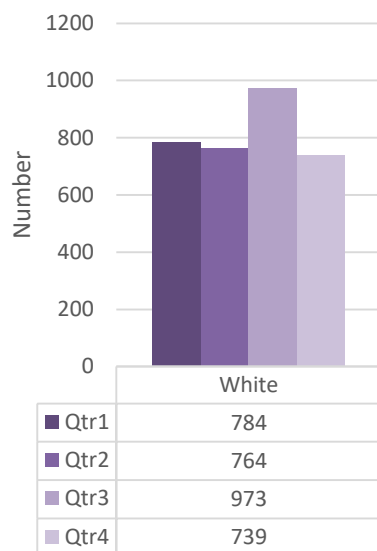


How much did we do cont'd....?

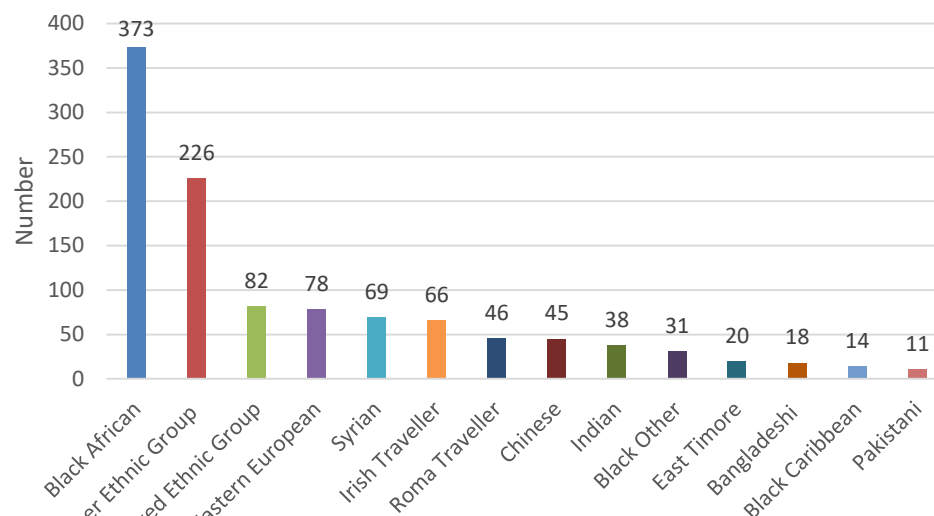
Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

There has been an increase in both children and parents referred from different ethnic backgrounds. For example: Referrals from Black African children are 373 with 259 parents, Other Ethnic Groups (Iraqi, Muslims and Kuwaitis etc) are 226 children and 157 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.)

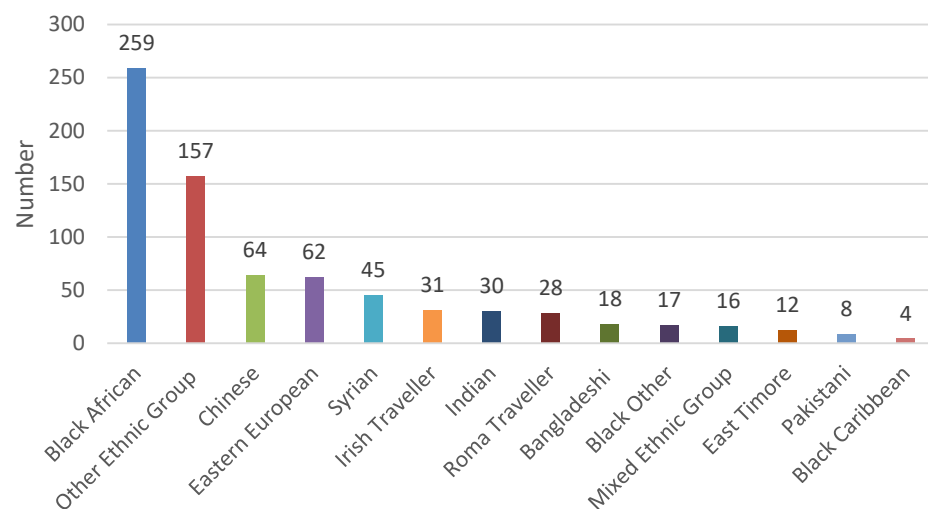


Children Referrals by Ethnic Background – 2022/23



Please note: 55 children ethnic background - Not Stated

Parents Referrals by Ethnic Background – 2022/23



Please note: 41 parents ethnic background - Not Stated

How much did we do?

Performance Measure 4: Interpreters Required and Booked by Language

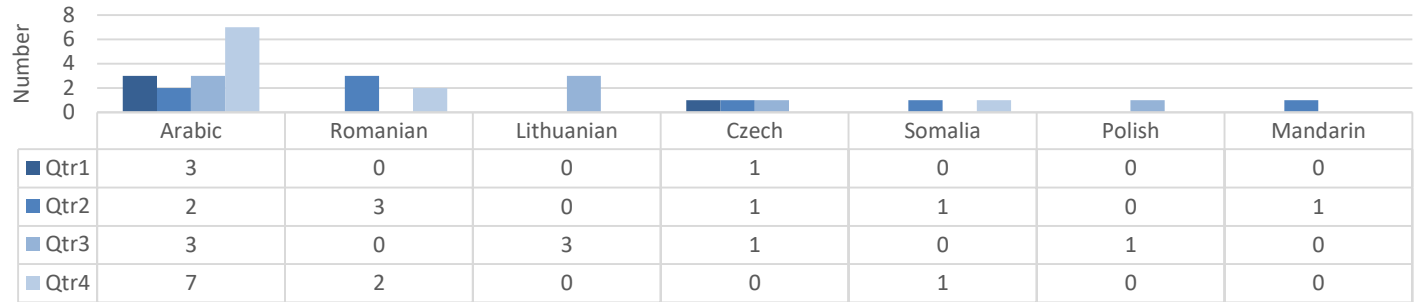
There has been a range of languages required and booked in 2022/23 in the Belfast area with Arabic and Romanian the most requested.

Interpreters were unable to be booked for 6 different languages in 2022/23.

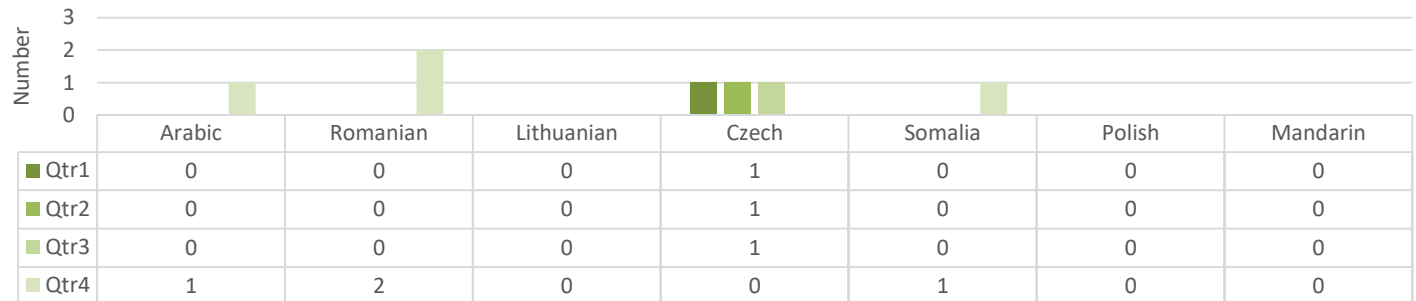
*Google Translate was also used **58** times, Facilitated by Family or Friend used **23** times and all Interpreting Solution were found.*

Interpreters Required and Booked by Language – 2022/23

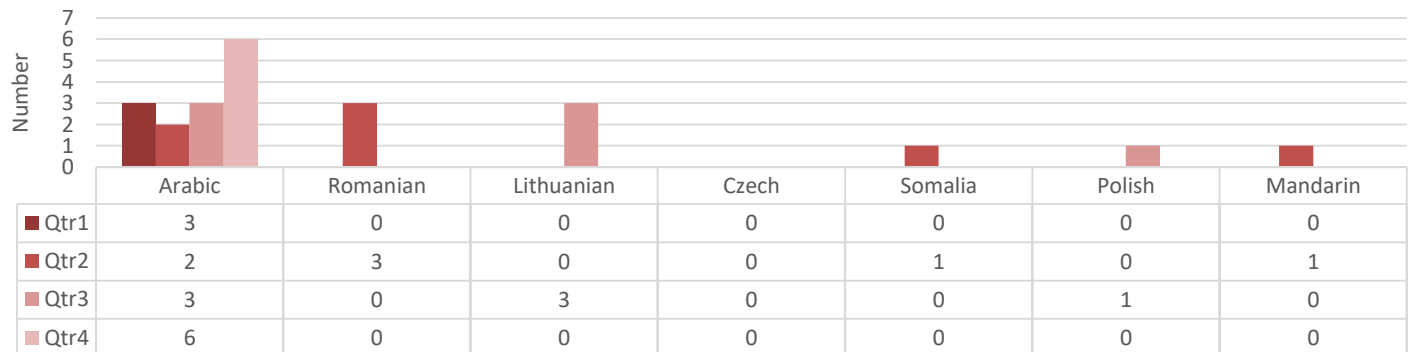
Interpreters Required by Language



Interpreters Booked by Language

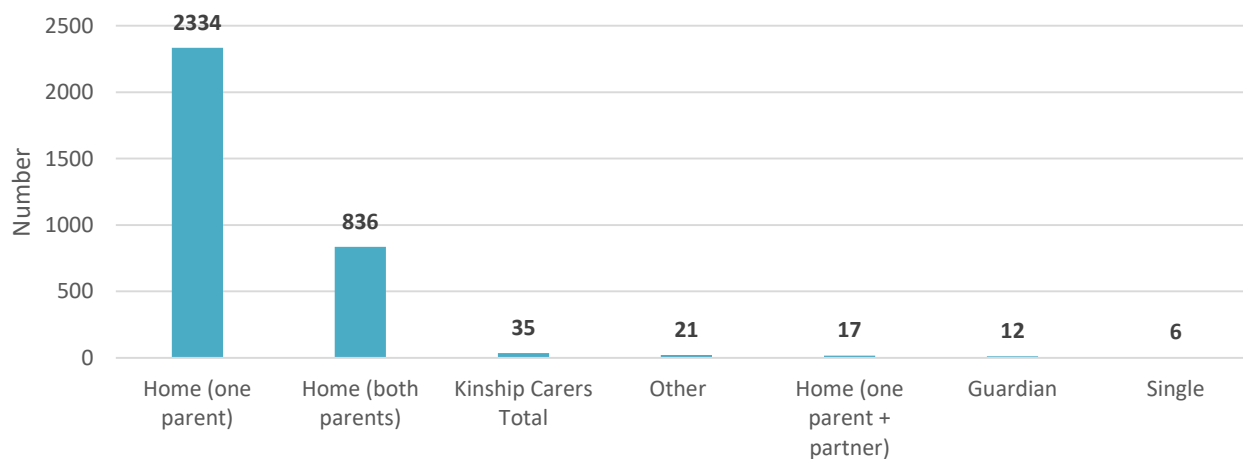
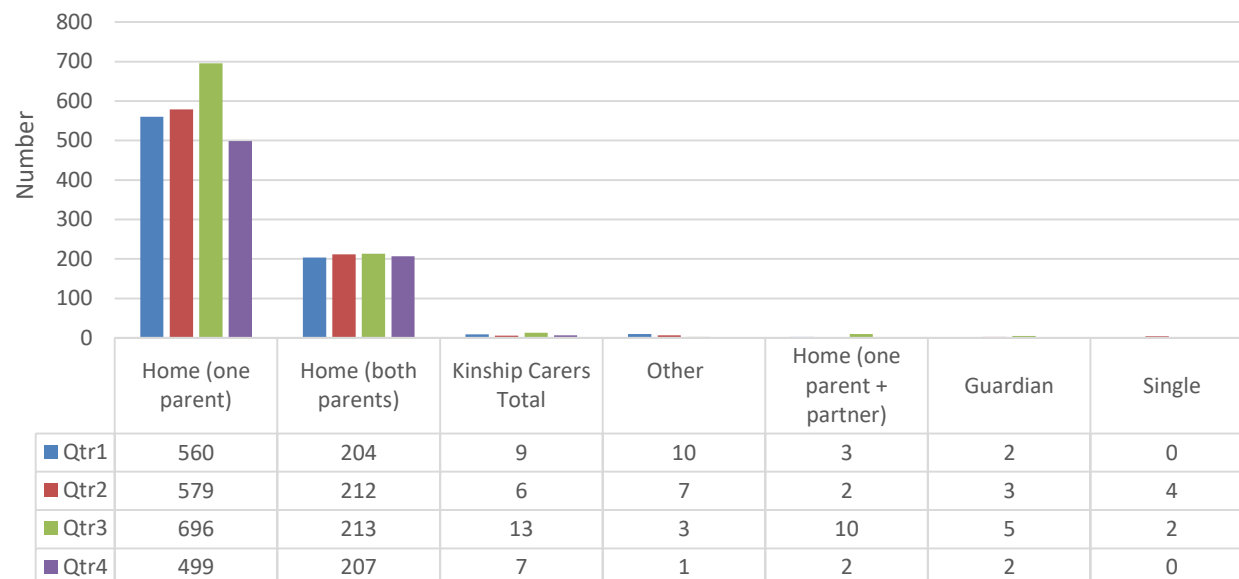


Interpreters Unmet Need



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

Performance Measure 4: Household Composition -2022/23

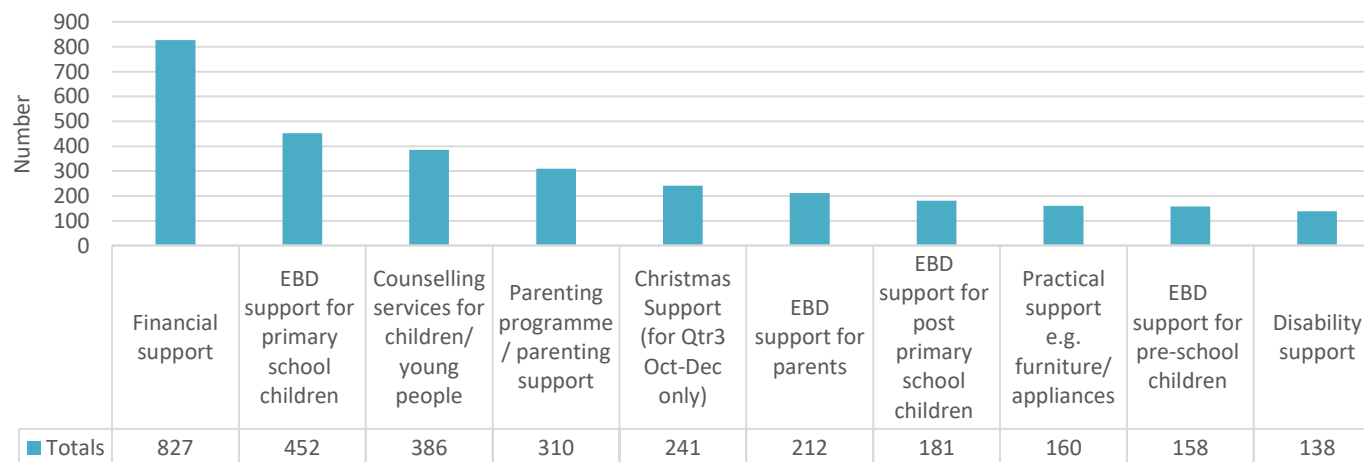
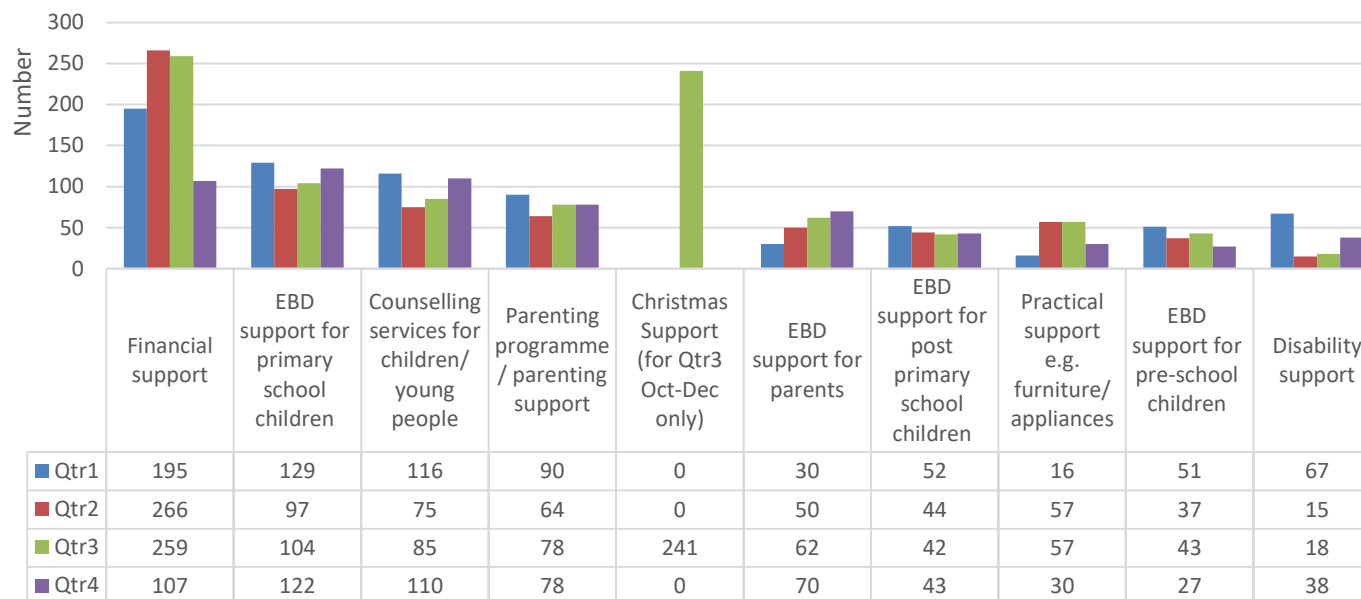


The highest group of families referred were Lone parent families at **2334** followed by Families with both parents **836**. There was a decrease from the previous year in One parent + partner to **17** and Kinship Carers has increased slightly to **35**. There were **21** Other, Guardians **12** and **6** Single.

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

Performance Measure 5: Main Presenting Reasons for Referral - 2022/23

Top Ten Reasons for Referral

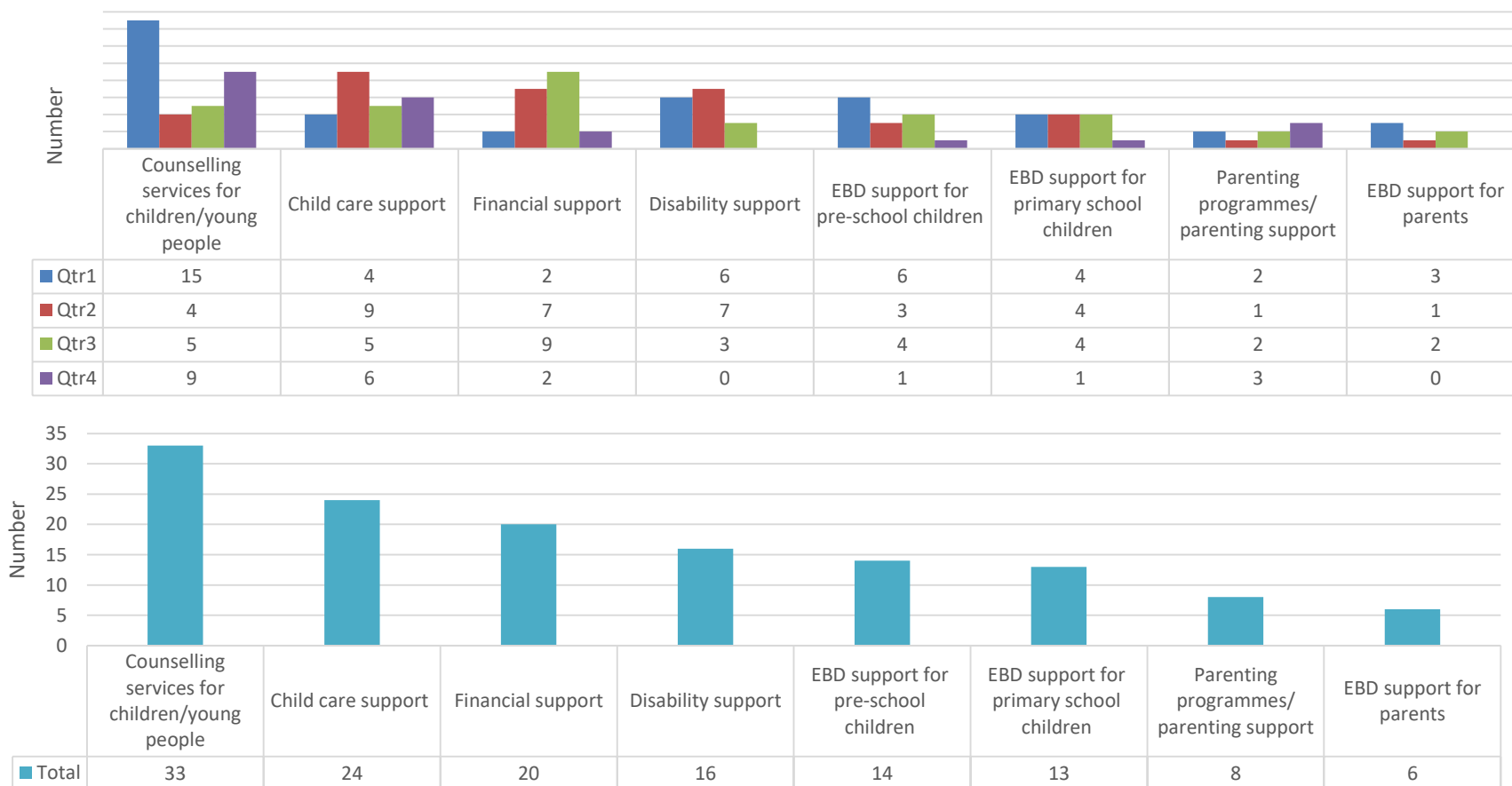


Financial Support was the top reason for referral in 2022/23 followed by **Emotional and Behavioural Difficulty (EBD) Support for primary school children, Counselling Services for children/young people and Parenting Programmes/Parenting Support**. Other reasons for referral in the top ten were Christmas Support (Qtr3 only) EBD support for parents, EBD support for post-primary school children, Practical Support, EBD support for pre-school children and Disability Support.

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

Performance Measure 5: Main Presenting Reasons Unmet - 2022/23

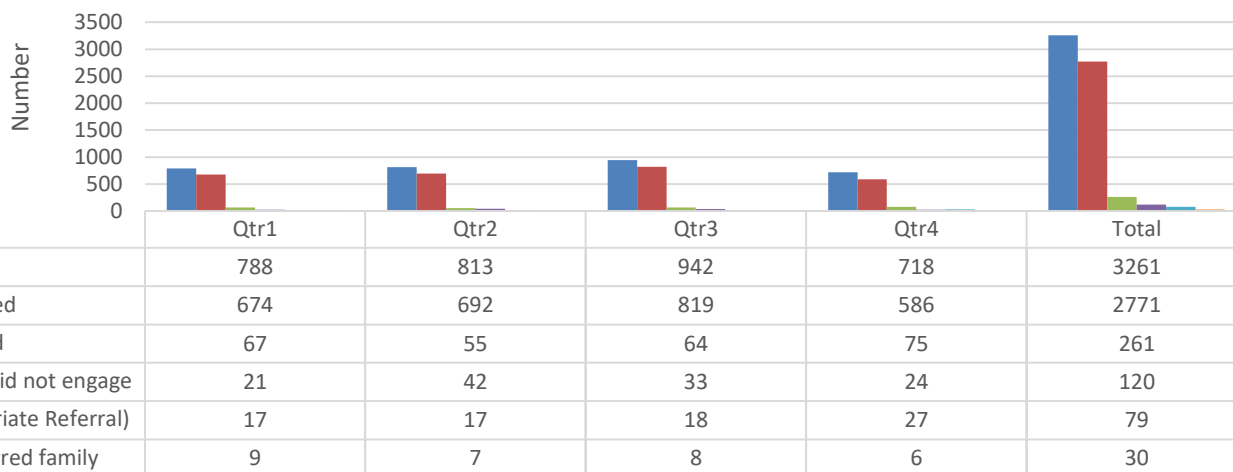
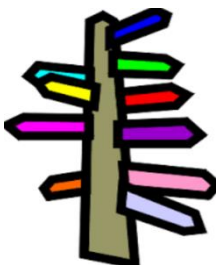
Unmet Need



The main reasons for unmet needs in 2022/23 were **Counselling Services for children/young people, Childcare Support, Financial support, Disability support, EBD support for pre-school and primary school children, Parenting programmes/parenting support and EBD support for parents.**

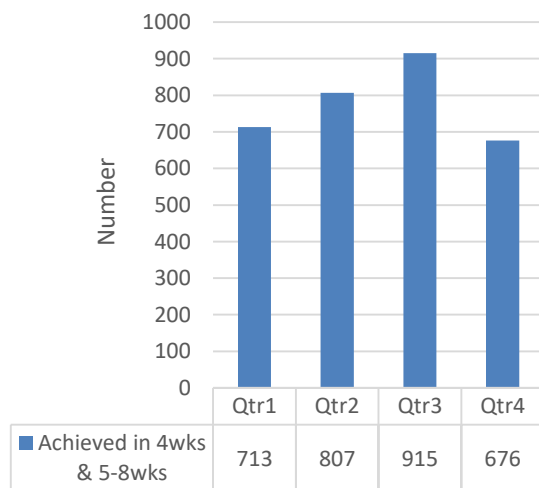
How well did we do it?

Performance Measure 6: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons - 2022/23

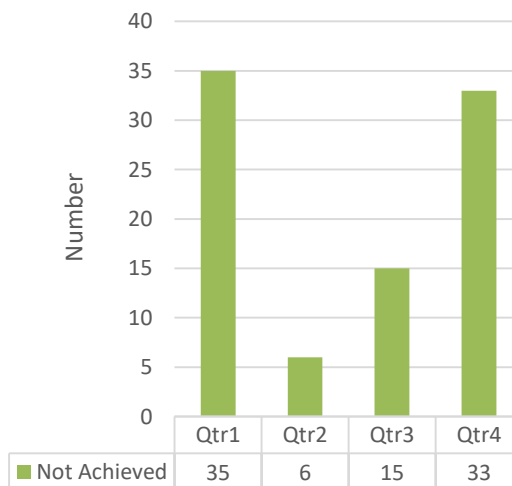


Performance Measure 7: Achieved in 4 weeks & 5-8 weeks or Not Achieved – 2022/23

Achieved in 4wks & 5-8wks



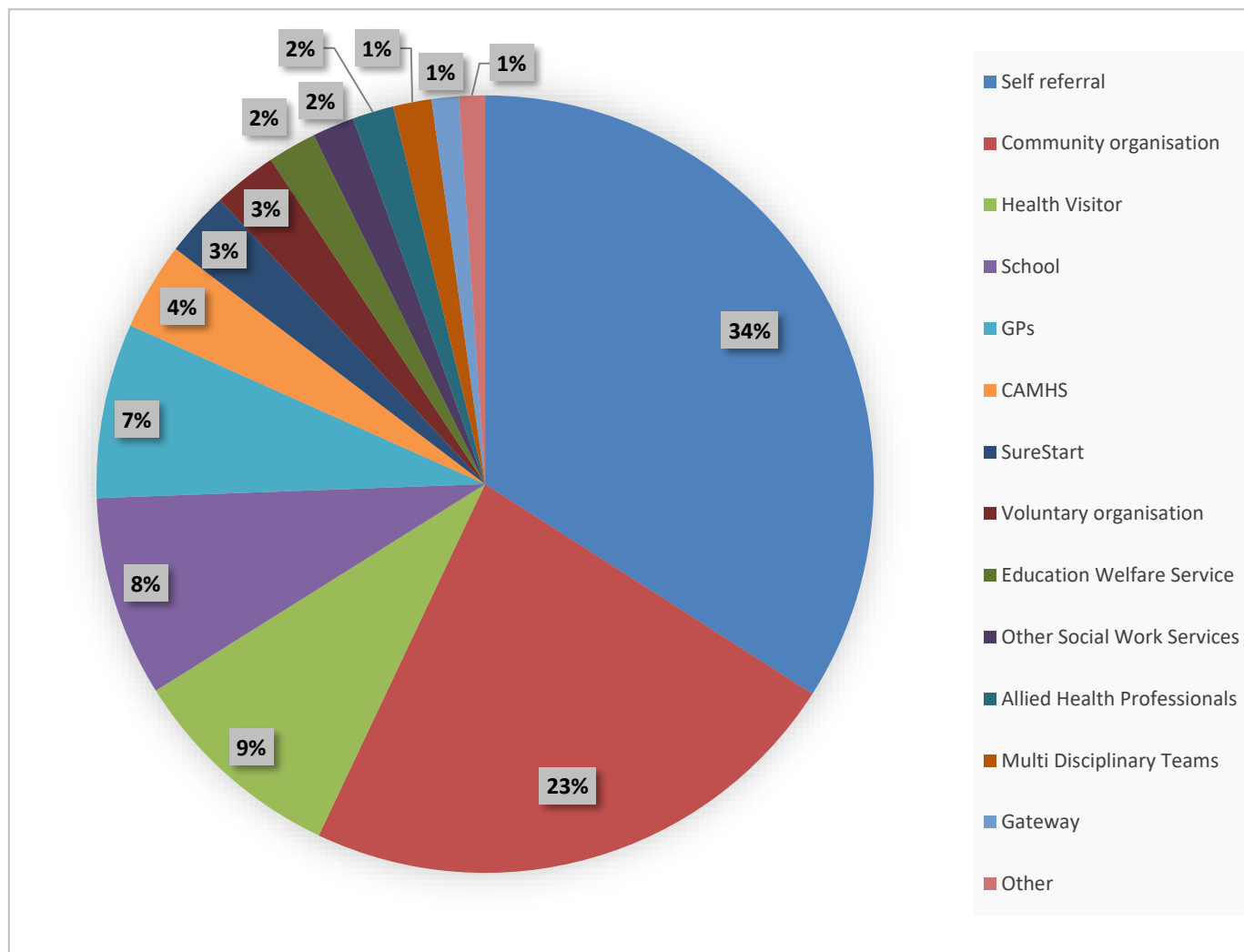
Not Achieved in Timescale



The vast majority of referrals to Hubs were processed within 4 weeks, with the remainder within 5- 8 weeks and **61** achieved within the maximum 8 weeks timescale. **89** were not achieved in timescale within the Belfast Area.

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

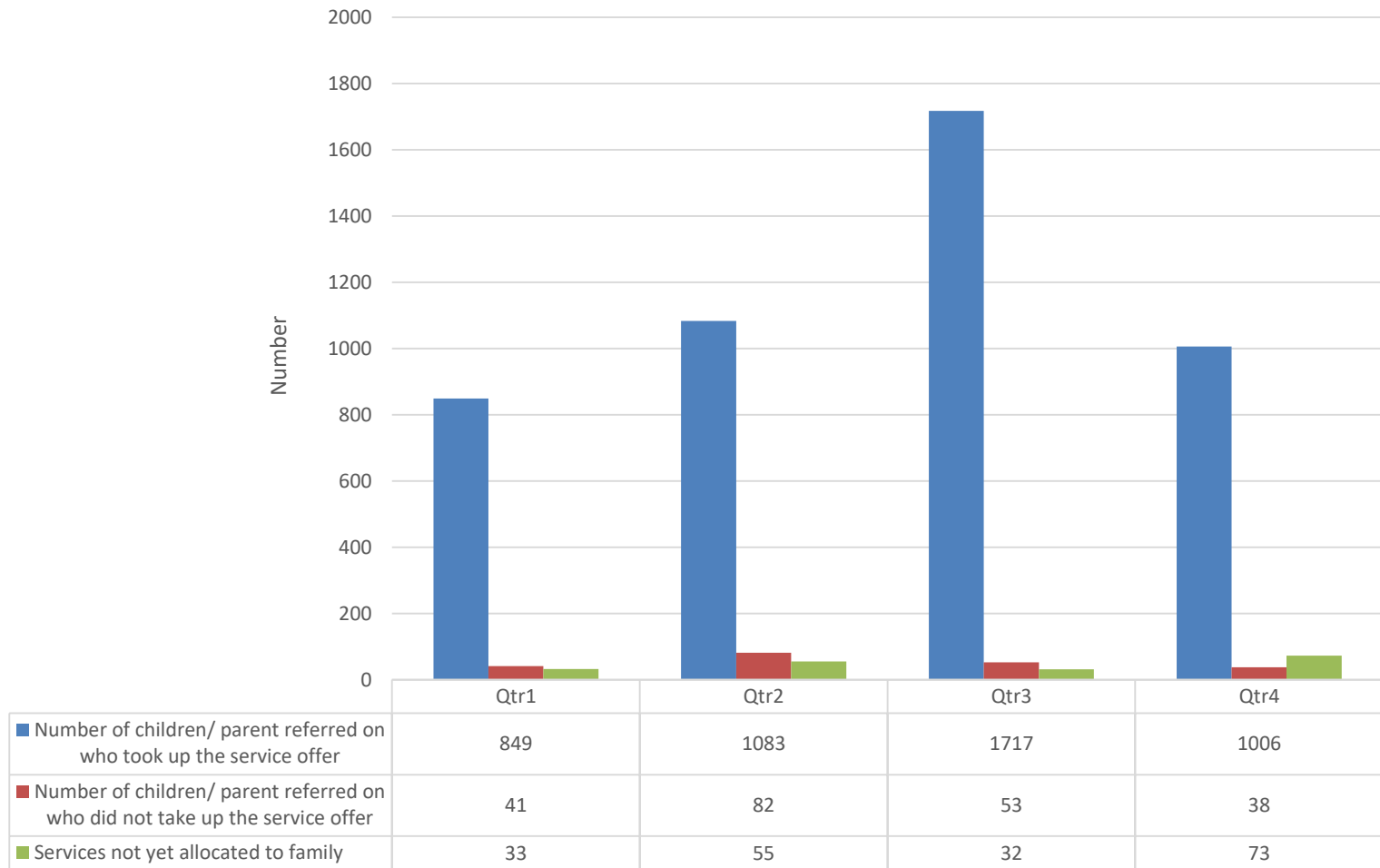
Performance Measure 8: Total Percentage of Referrals by Referral Agency - 2022/23



In the Belfast Area **Self referrals** are the key referrals at **34%** in **2022/23**, a slight rise since 2021/22. This was followed by **Community Organisations** at **23%**. **Health Visitors** are **9%** followed by **Schools** at **8%** and **GPs** **7%**. There were **371** Re-referrals in 2022/23.

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 2022/23



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

Performance Measure 10: 10 Standards Fully Implemented - 2022/23

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's 12-year-old son doesn't leave the family home to socialise, sleeps a lot due to lack of good food consumption, wore earphones /ear defenders all the time had no friends and was very isolated. Her son was also waiting on an ASD assessment. Belfast Family Support Hub made a referral to ASD services. The parent and child were supported by ASD family support services within the organisation and the son was encouraged to attend the 12 week mentoring program. After the program finished the service noticed a significant change in his interaction, participation within the groups, he didn't wear his earphones /ear defenders all the time and his energy levels had increased.

Outcome

After 8 weeks on from the support ended a staff member from the service he was referred to through the hub was driving up the road and saw him walking down the road with a friend, laughing, and smiling and he wasn't wearing his earphones/ear defenders. The service was delighted with the progress, and they felt this all started through a referral which came from the Family Support Hub.

Family Samples

Case Study B

Mum with a 5-year-old son who had a recent ASD diagnosis, severe learning difficulties, social and behaviour issues, non-verbal and Global Delay Development. Mum was looking activity support so her son would benefit from socialising with other children of similar age in a supervised environment. Her son had relied on his mum to meet his needs, he was socially isolated was unable to attend mainstream school or any family functions. Mum had to give up her job so she could look after him. Through the Family Support Hub Mum was supported practically, was referred on to self-care services and her son was referred on to ASD services. Mum and her son attended activities ran by the service which they both enjoyed. Mum also came to an information session facilitated by Special Educational Needs service, so she was able to gain the knowledge she needed to approach the school about additional support needs for her son and take part in that process.

Outcome

Mum shared she felt empowered to be able to do this and was able to seek advice from the service of anything she was unable to understand. Without the Hub mum said she wouldn't have gone as far as she did and her and her son wouldn't have had a more enjoyable quality time together engaging in fun activities.