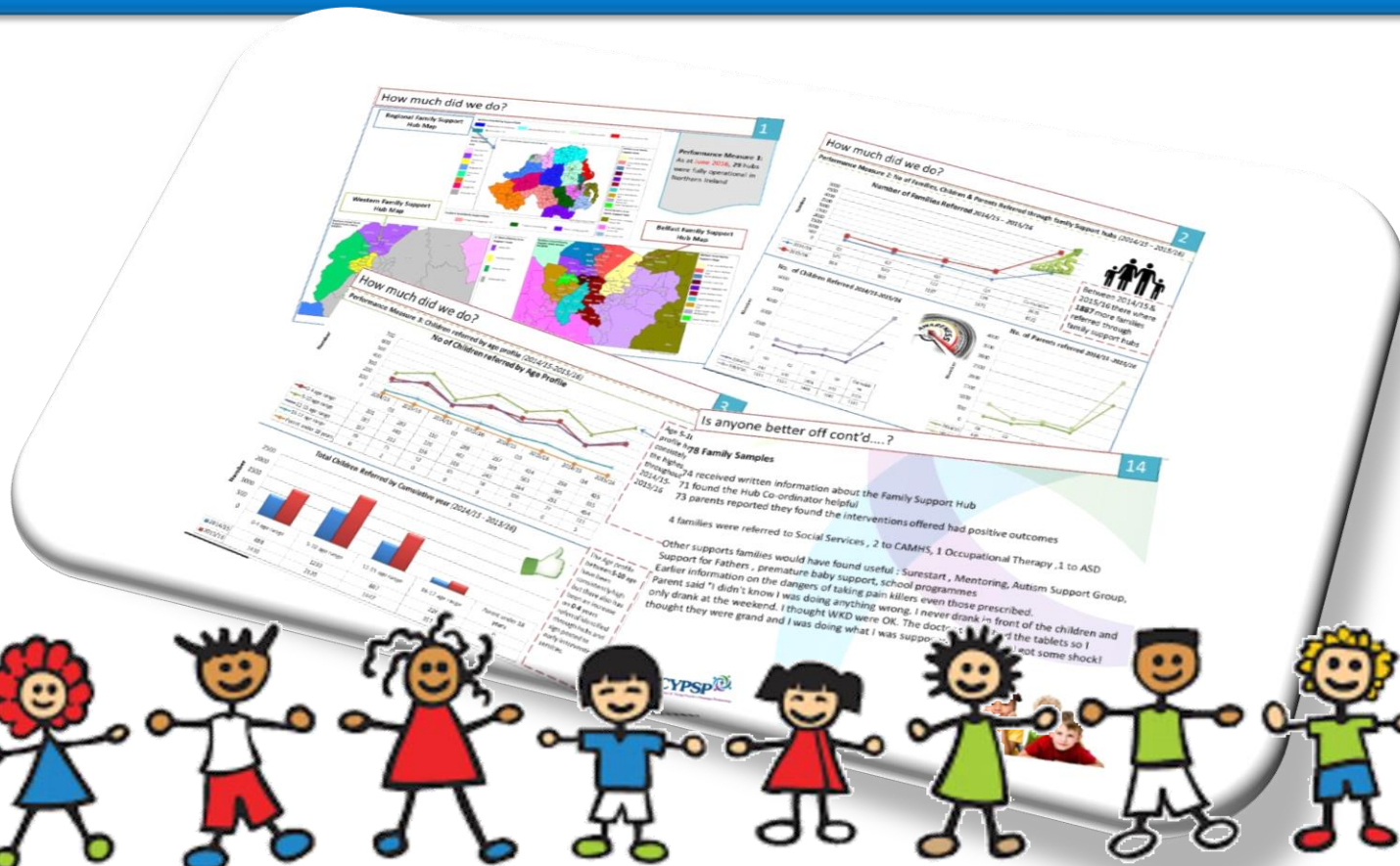


Family Support Hubs Report Card Qtr1 April - June 2023



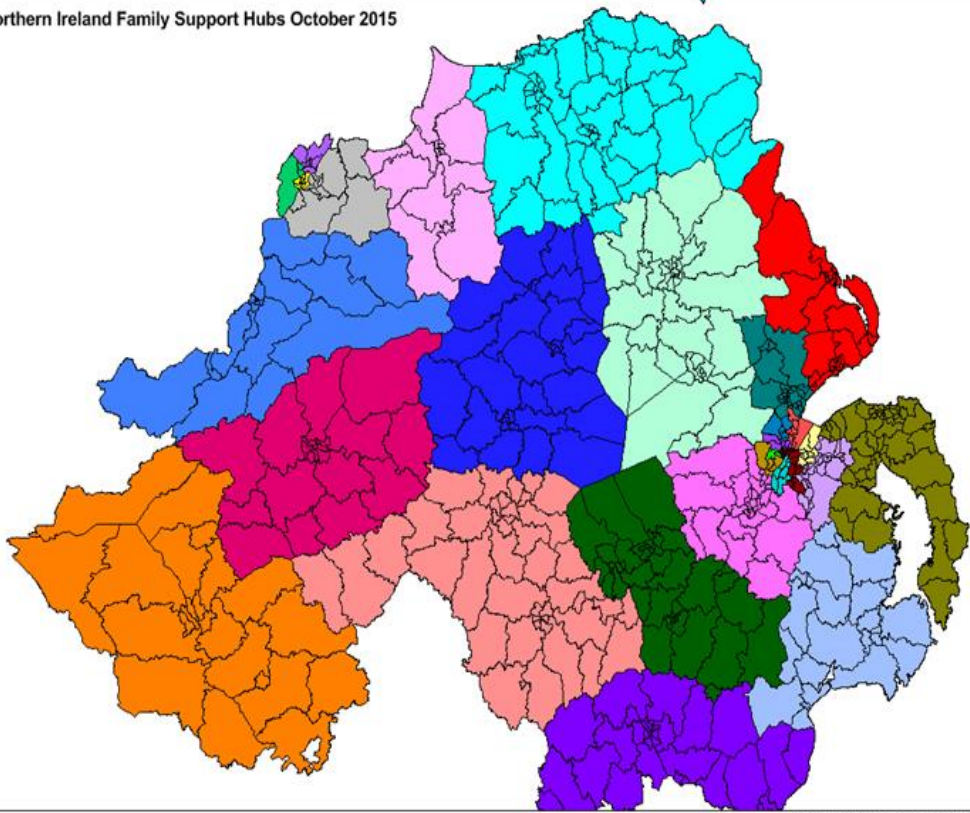
Northern Area Family Support Hubs

- 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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Southern Area Family Support Hubs

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

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

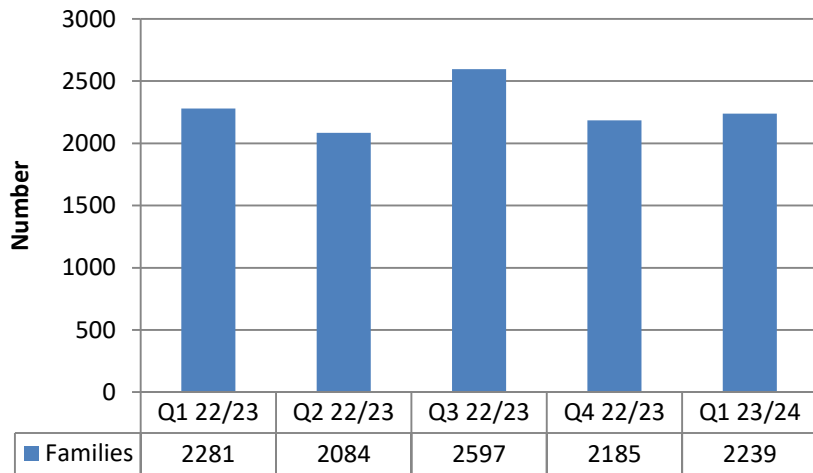
South Eastern Area Family Support Hubs

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

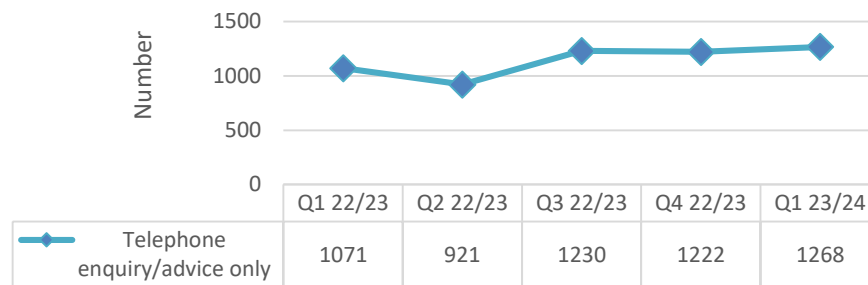
Performance Measure 1: As at April 2023, 29 hubs were fully operational in Northern Ireland

Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 23/24 compared to previous year

Number of Families Referred

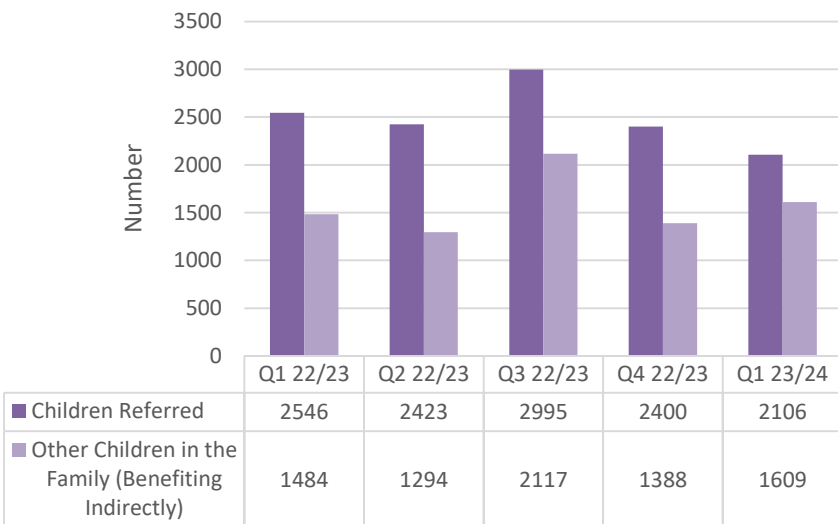


Telephone enquiry/advice only

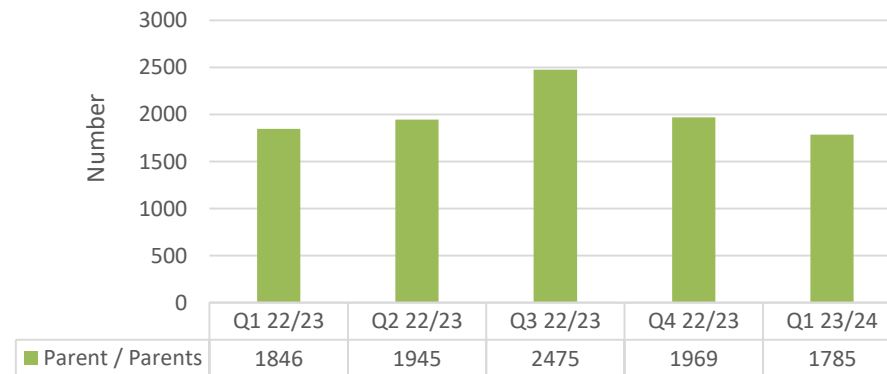


In Qtr1 April to June 2023, **2239** families were referred through family support hubs, a decrease of **42** families from Qtr1 2022/23. There was an increase of telephone enquiry/advice only calls in Qtr1 to **1268**.

Number of Children Referred



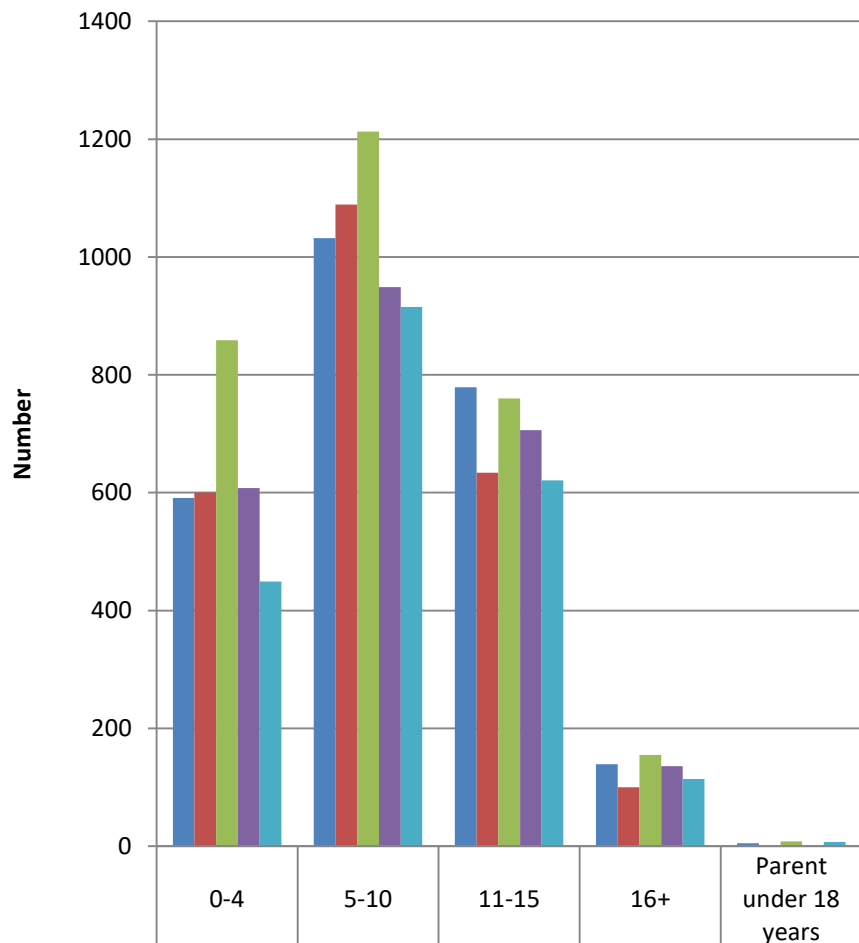
Number of Parents Referred



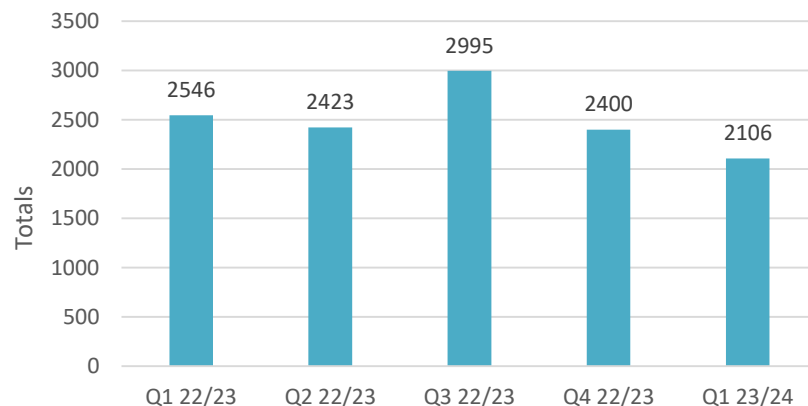
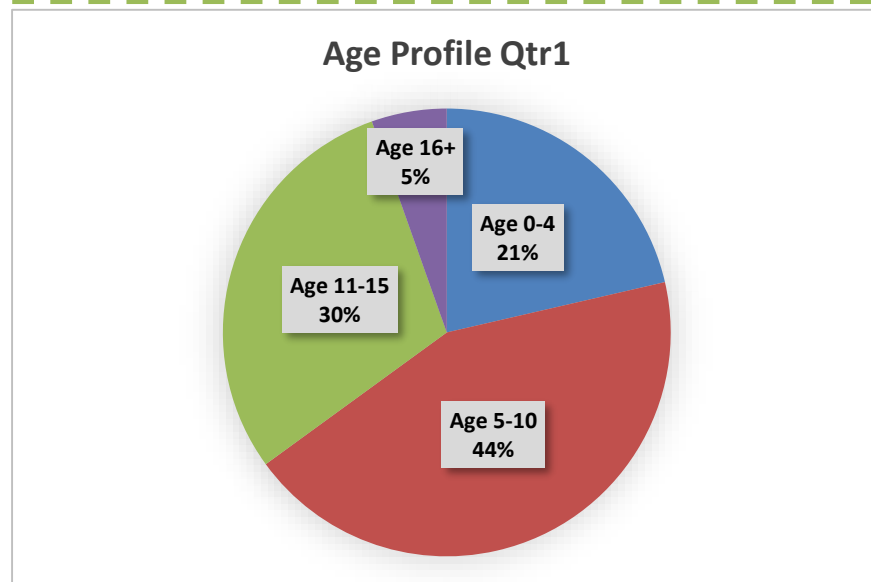
In Qtr1 April to June 2023 there was a decrease of children referred from 2546 to **2106**. Other children in the family benefiting indirectly increased to **1609** and parent referrals decreased to **1785**.

How much did we do?

Performance Measure 3: Children referred by Age Profile - April – June 2023 compared to previous year

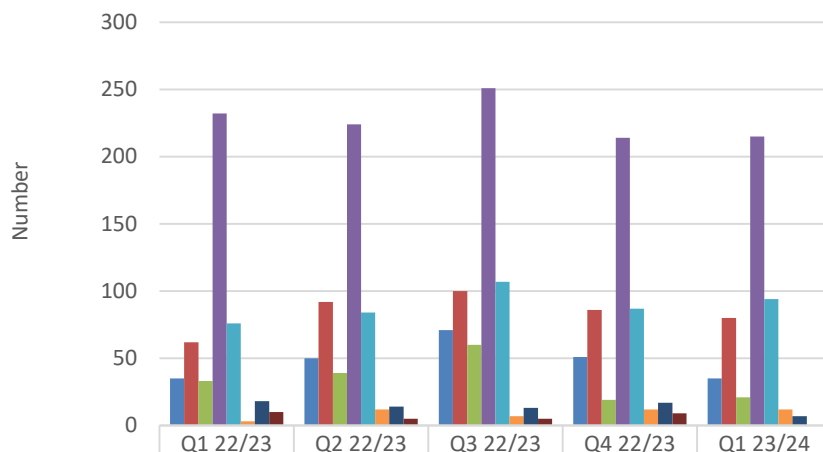


	0-4	5-10	11-15	16+	Parent under 18 years
Q1 22/23	591	1032	779	139	5
Q2 22/23	600	1089	634	100	0
Q3 22/23	859	1213	760	155	8
Q4 22/23	608	949	706	136	1
Q1 23/24	449	915	621	114	7

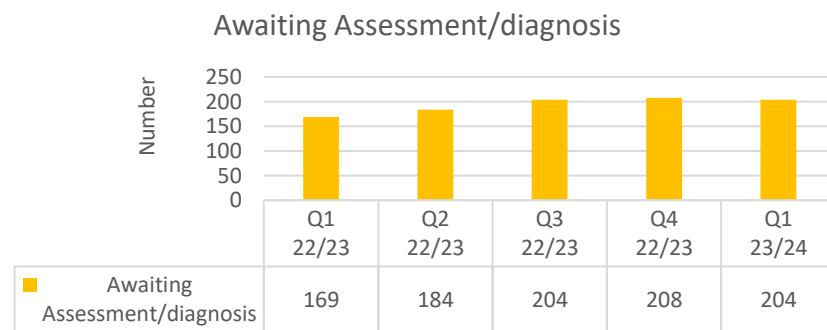
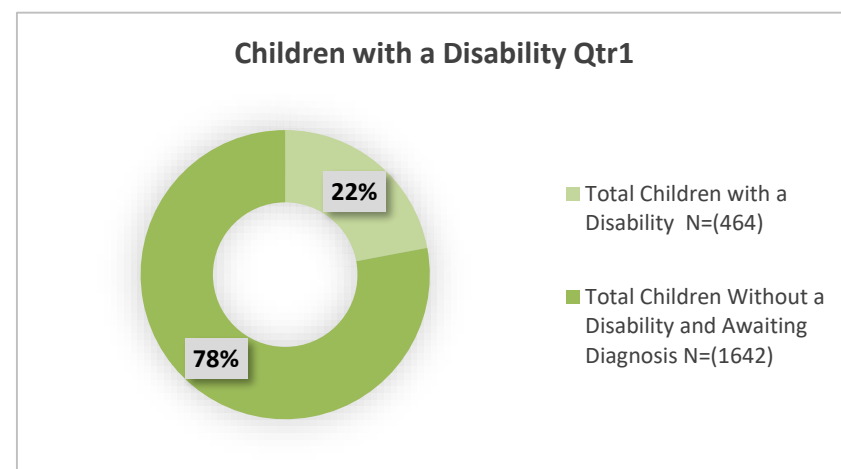
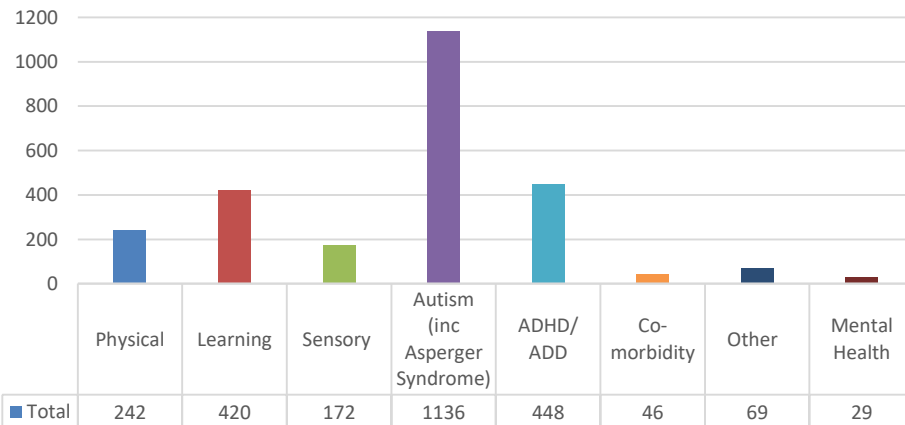


5-10 years(44%) has consistently been the highest age group for referrals.

Performance Measure 4: Children with a disability referred – April – June 2023 compared to previous year



Physical	35	50	71	51	35
Learning	62	92	100	86	80
Sensory	33	39	60	19	21
Autism (including Asperger Syndrome)	232	224	251	214	215
ADHD/ADD	76	84	107	87	94
Comorbidity	3	12	7	12	12
Other	18	14	13	17	7
Mental Health	10	5	5	9	0



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

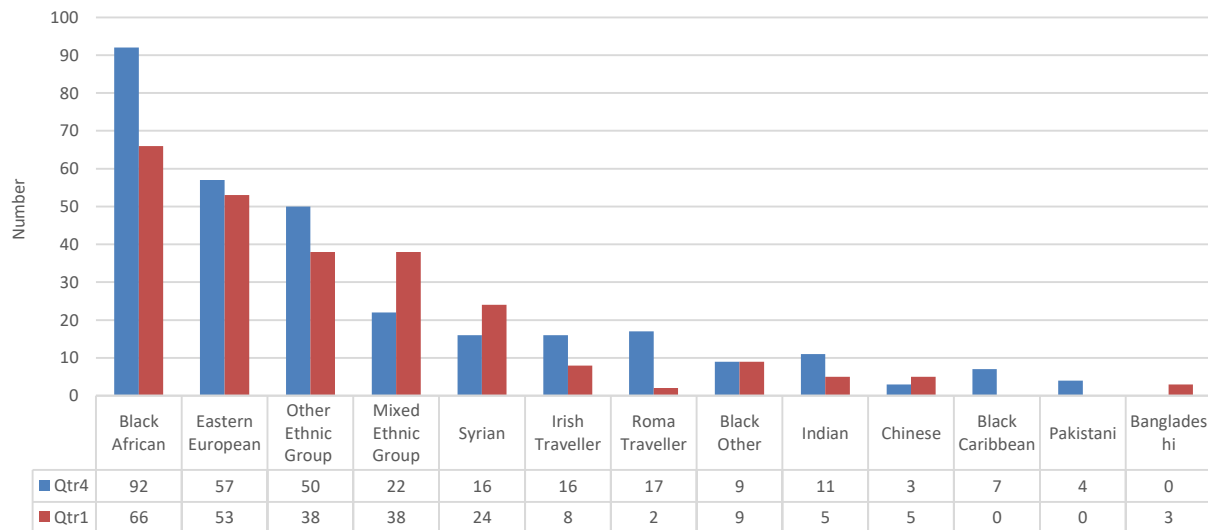
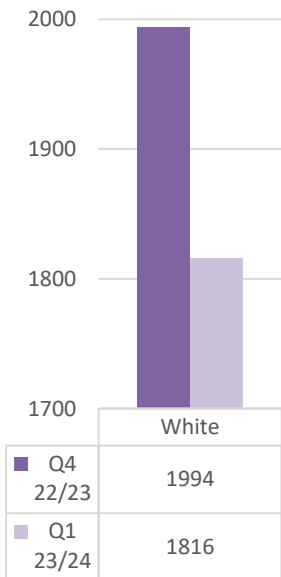


Performance Measure 4: Referrals by Ethnic Background for Children and Parents referred.

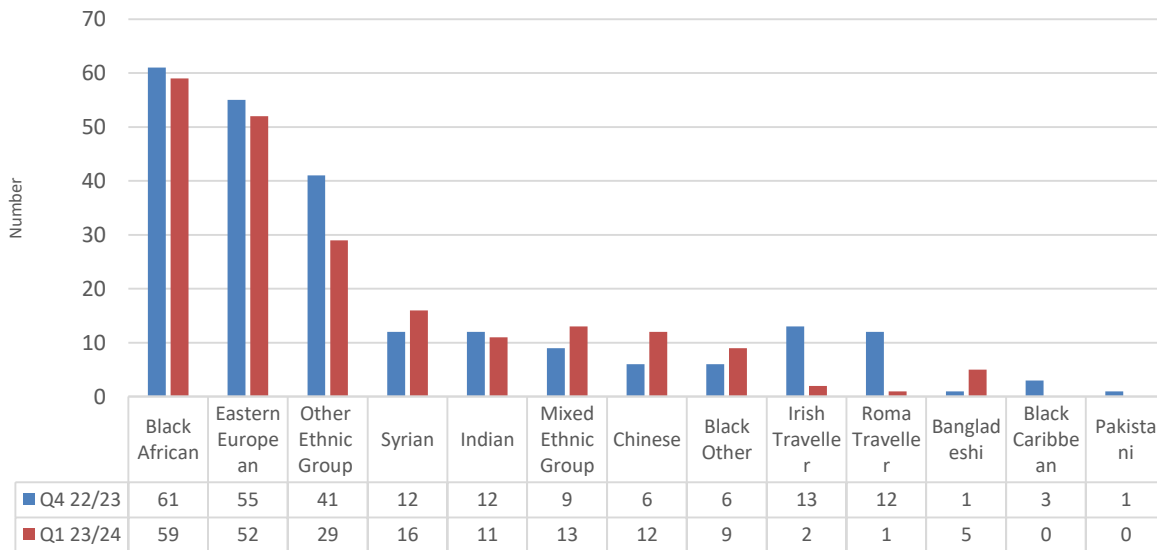
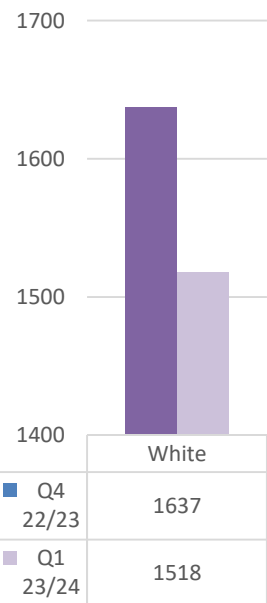
There has been a decrease in the number of white children and parents in the last quarter and referrals from Black African, Eastern European and Other Ethnic Groups in children and parents still high.

(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 Parents Referrals by Ethnic Background – Qtr1 23/24 compared to Q4 22/23



Please note: 141 children in Q4 & Q1 ethnic background - Not Stated



Please note: 158 parents in Q4 & Q1 ethnic background - Not Stated

Performance Measure 4: Interpreters Required and Booked by Language

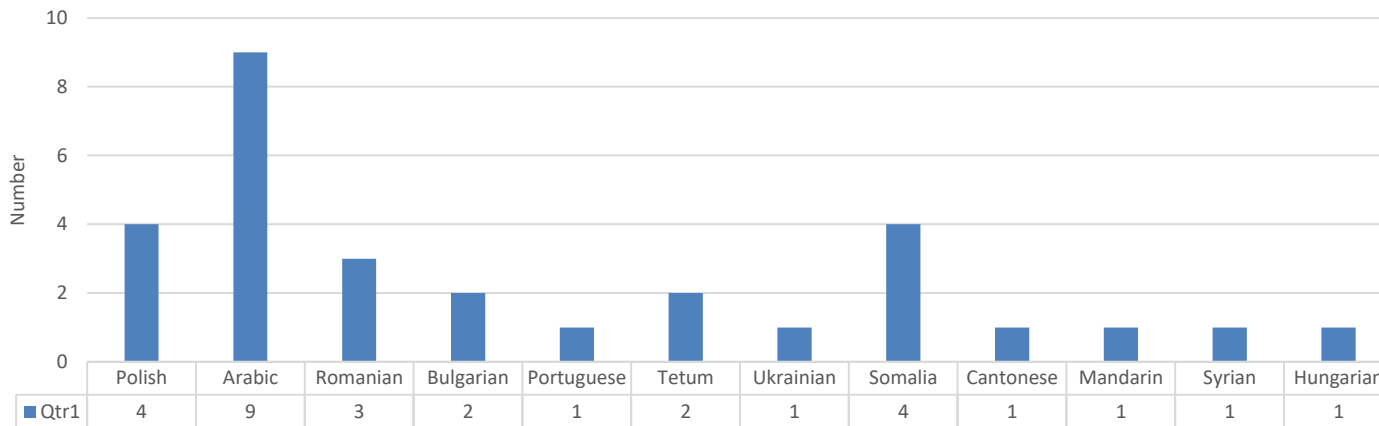
There has been a range of languages required and booked in Qtr1 with Arabic and Polish the most requested.

Interpreters were unable to be booked for 7 different languages in Qtr1.

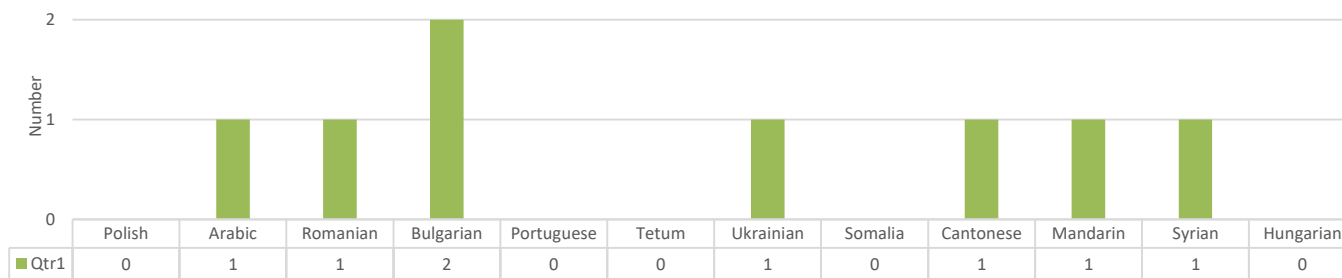
*Google Translate was used **19** times and Facilitated by Family or Friend used **15** times.*

Interpreters Required and Booked by Language – Qtr1 23/24

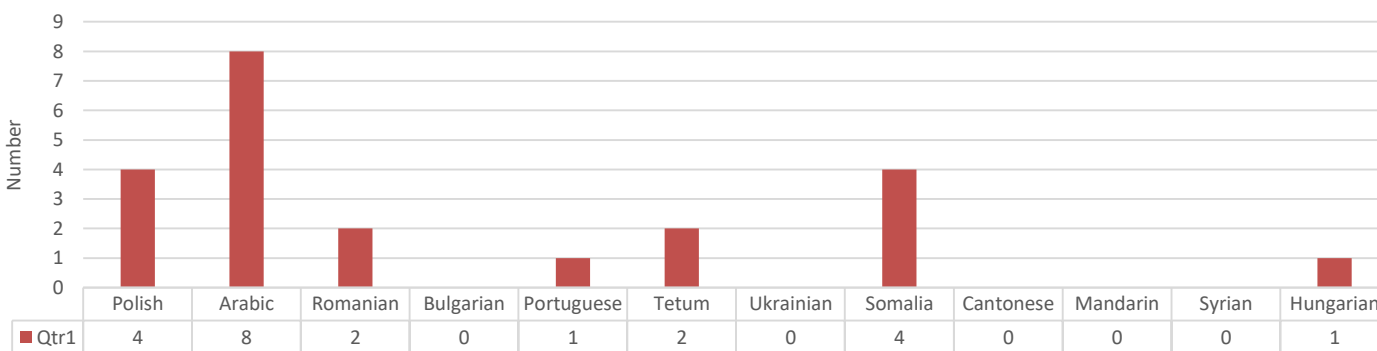
Interpreters Required by Language



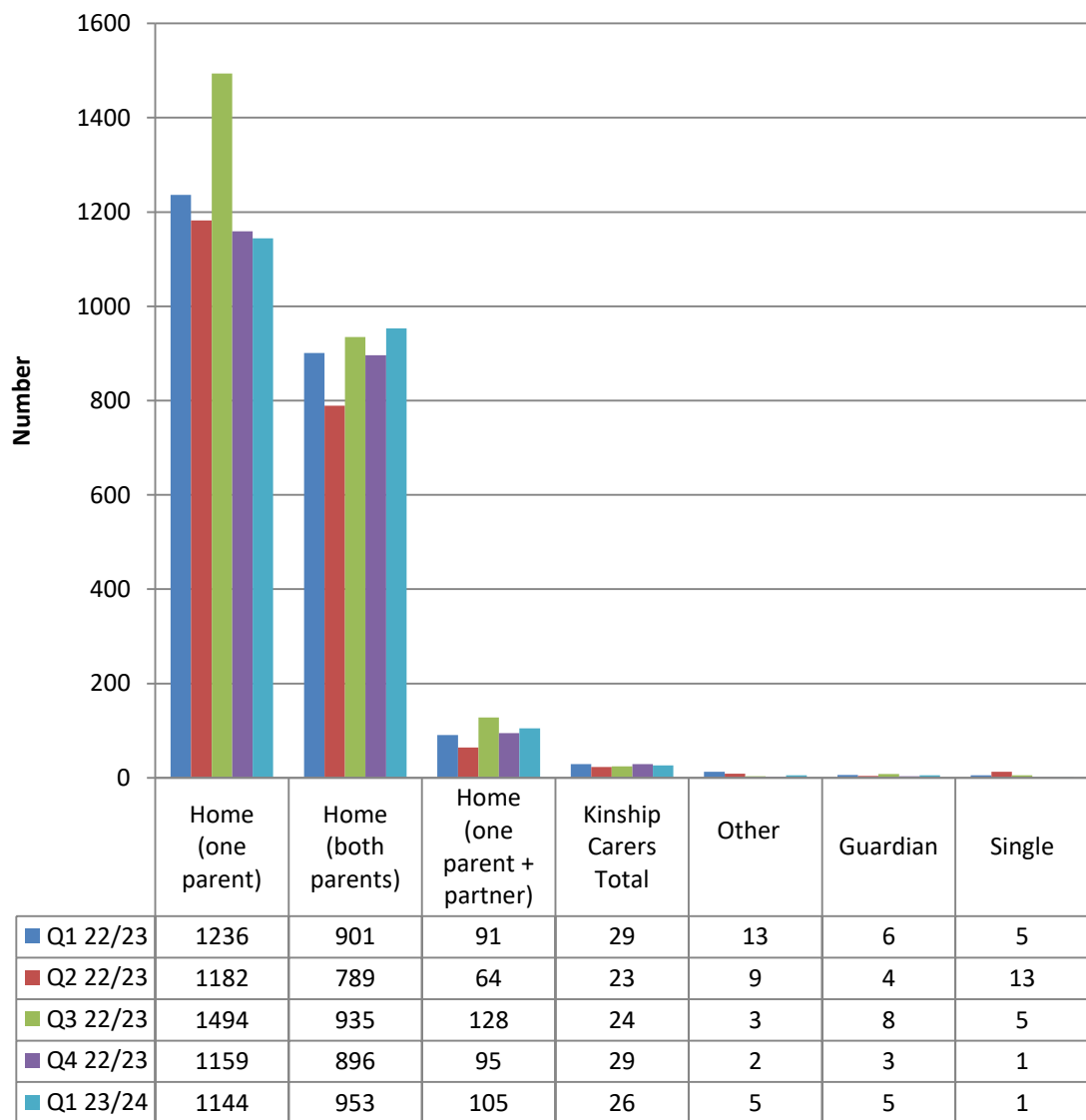
Interpreters Booked by Language



Interpreters Unmet Need



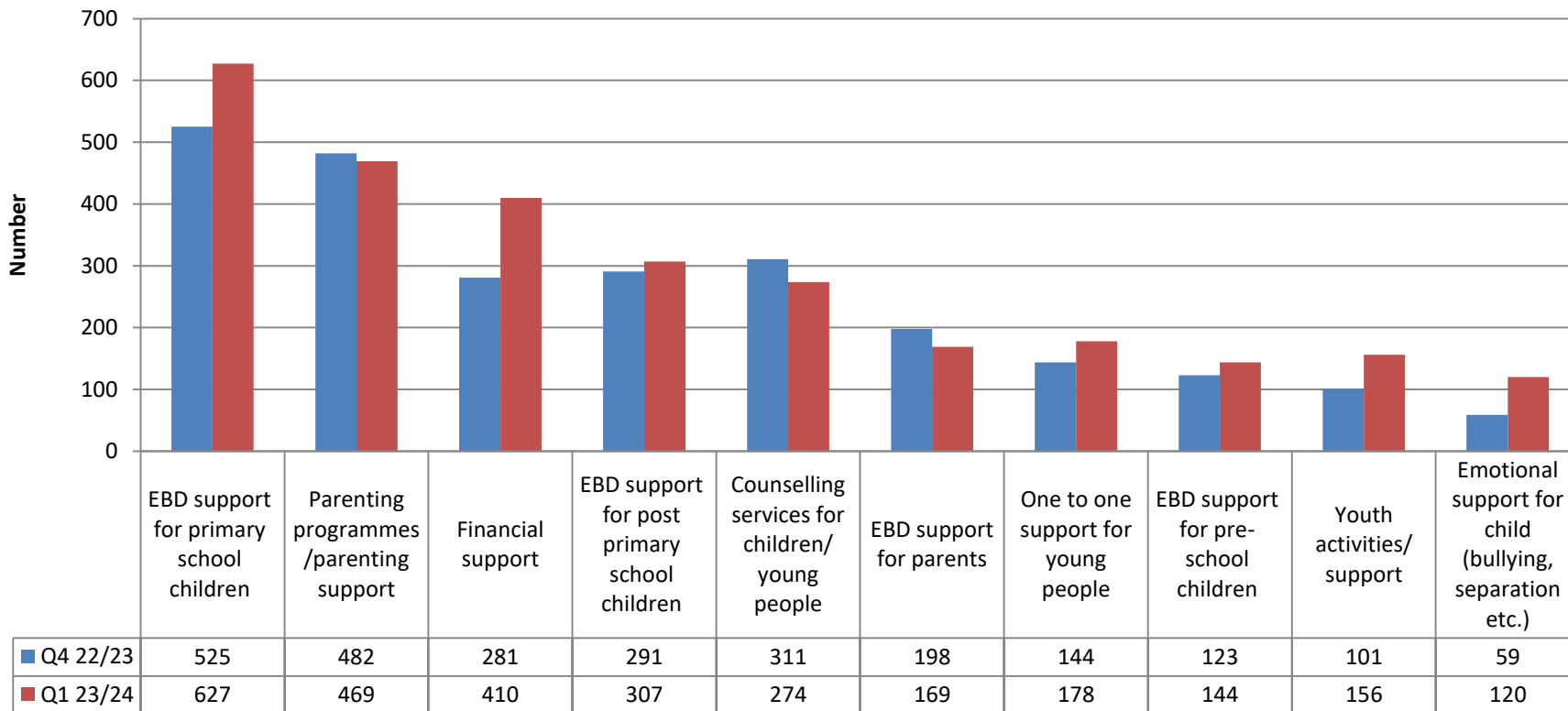
Performance Measure 5: Household Composition - April – June 2023 compared to last year



The highest group of families referred are **Lone Parents** at **1144** in Qtr 1. **Home with both parents** is **953** and **One Parent + Partner** has increased to **105**. There were **26 Kinship Carers, 5 Others, 5 Guardians** and **1 single** (with no children).

Performance Measure 6: Main Presenting Reasons for Referral – April – June 2023 compared to Qtr4 2022/23

Top Ten Reasons for Referrals to Hubs



Reasons for Referral:

The top reason for referral in Qtr1 April – June 2023 was for **EBD support for primary school children**, followed by **Parenting programmes/parenting support** and then **Financial Support**.

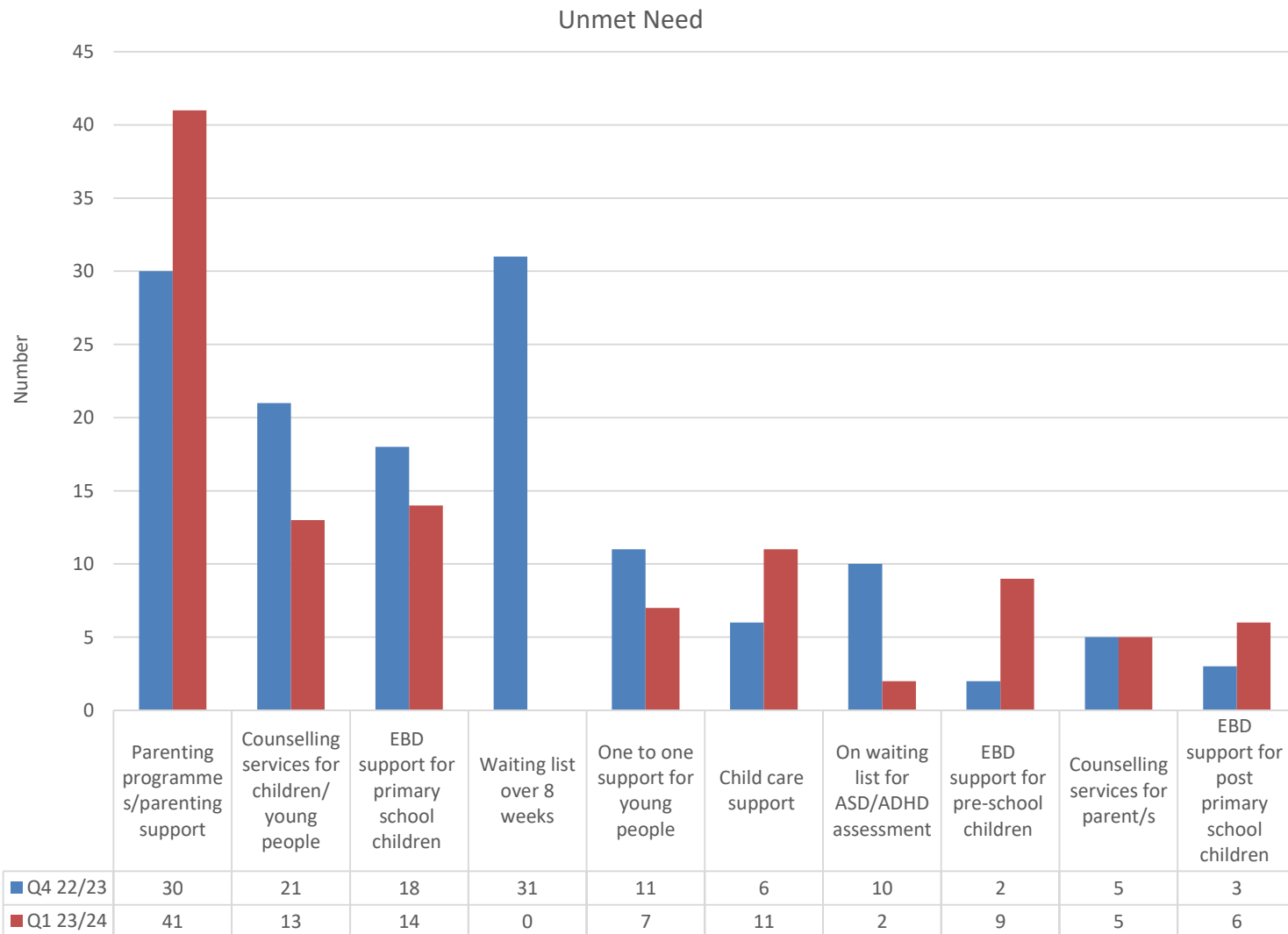
Other reasons that were in the Top 10 in Qtr1 were EBD support for post-primary school children, Counselling services for children/young people, EBD support for parents, One to One support for young people, EBD support for pre-school children, Youth Activities/support and Emotional support for child.

Performance Measure 6: Main Presenting Reasons Unmet – April – June 2023 compared to Qtr4 2022/23

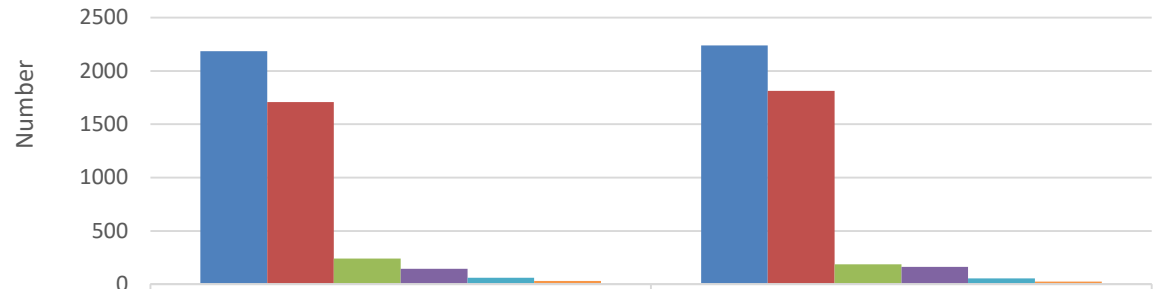
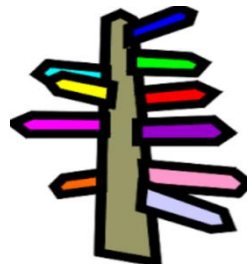
Unmet Need:

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

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



Performance Measure 7: Families Referred that were Accepted & Signposted – April–June 2023 – compared to Qtr4 2022/23

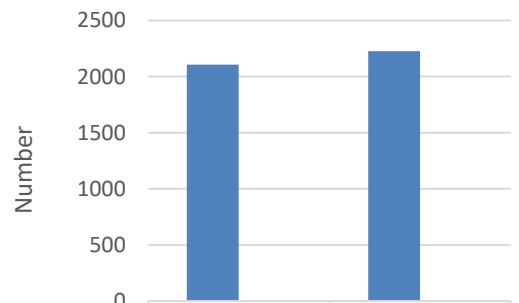


	Q4 22/23	Q1 23/24
Families Referred	2185	2239
Accepted and Signposted	1709	1812
Further Information Required	242	186
Above Tier 2(Inappropriate Referral)	144	162
Signposted but family did not engage	60	54
Unable to meet needs of Referred Family	30	25

Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – April–June 2023 compared to Qtr4 2022/23

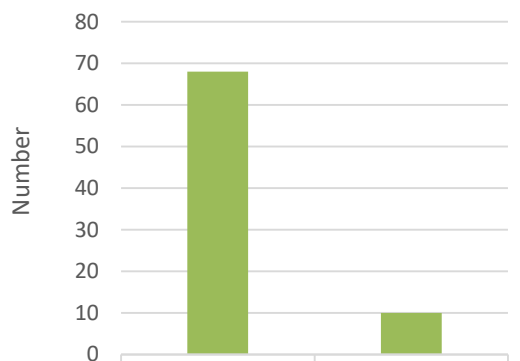
The vast majority of referrals to Hubs in Qtr1 were processed within the 4 weeks standard ensuring families receive a timely response to their immediate needs. A further significant number within 5- 8 weeks and of the remaining referrals **13** were processed but exceeded the 8 weeks timescale.

Achieved in Timescale



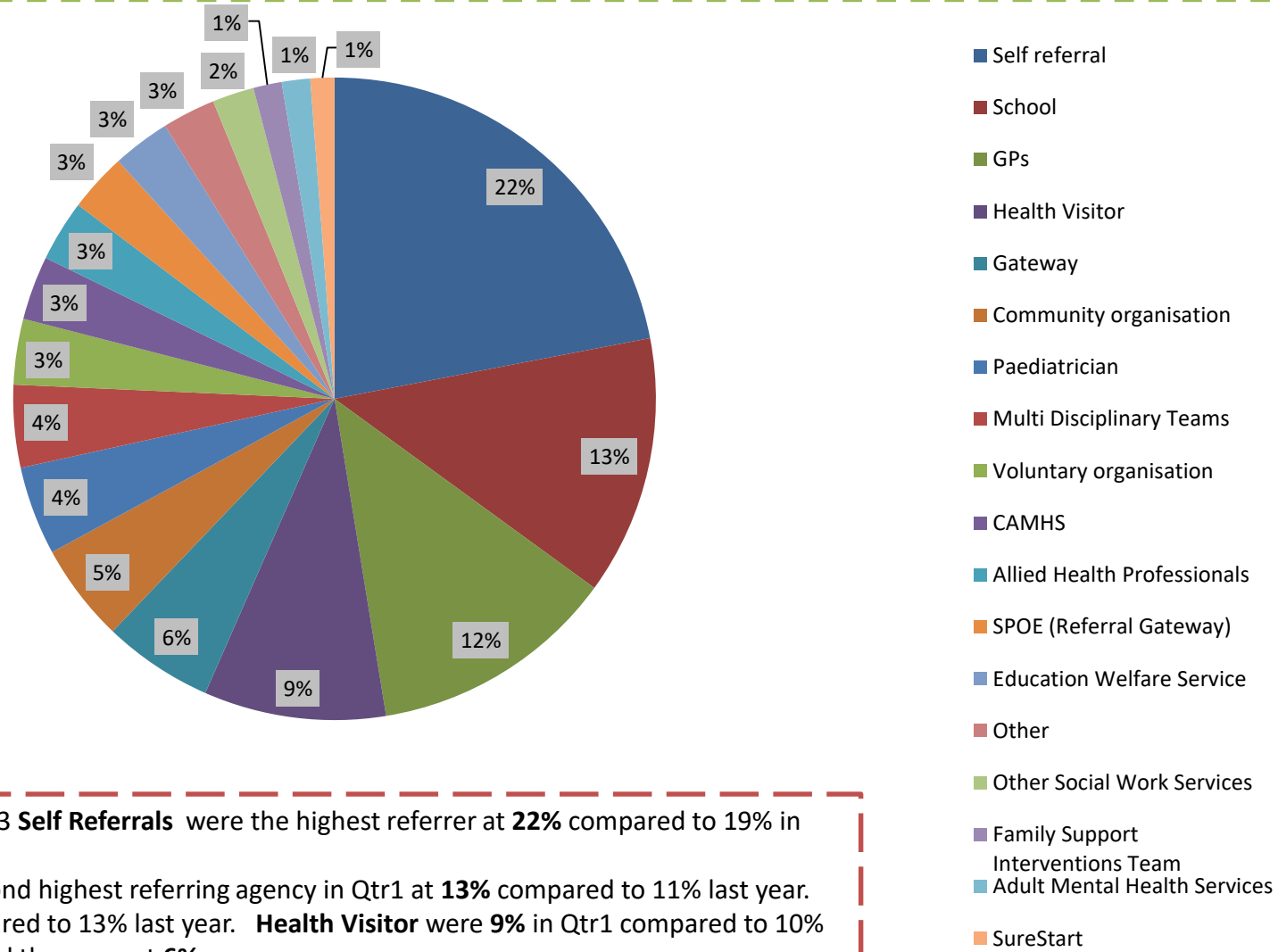
	Q4 22/23	Q1 23/24
Achieved in 4wks & 5-8wks	2108	2225
Achieved in 8 wks+	9	4

Not Achieved in Timescale



	Q4 22/23	Q1 23/24
Not Achieved in Timescale	68	10

Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr1 April – June 2023/24

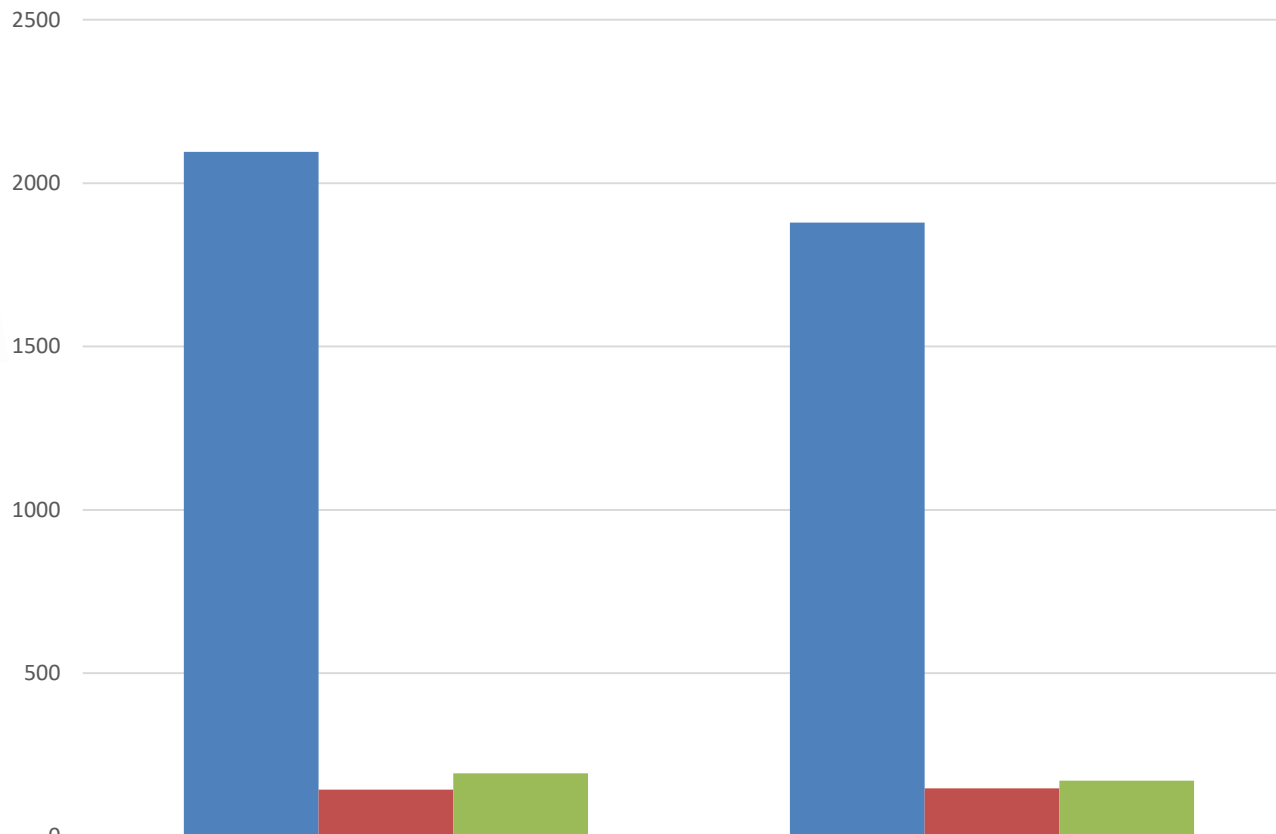


From April – June 2023 **Self Referrals** were the highest referrer at **22%** compared to 19% in April – June 2022.
 Schools were the second highest referring agency in Qtr1 at **13%** compared to 11% last year.
GP's were **12%** compared to 13% last year. **Health Visitor** were **9%** in Qtr1 compared to 10% and Gateway remained the same at **6%**.
 There were **240 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 2023 – compared to Qtr4 2022/23



Number

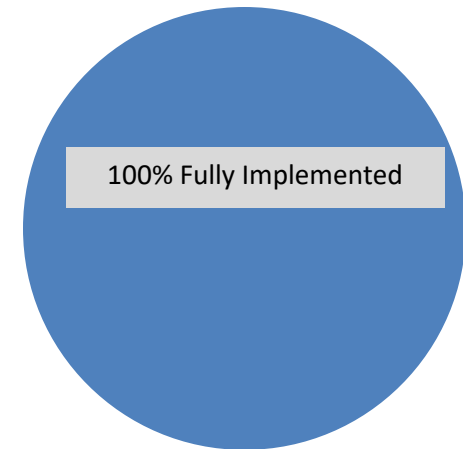


■ Number of children/ parent referred on who took up the service offer	2096	1879
■ Number of children/ parent referred on who did not take up the service offer	143	147
■ Services not yet allocated to family	193	171

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

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