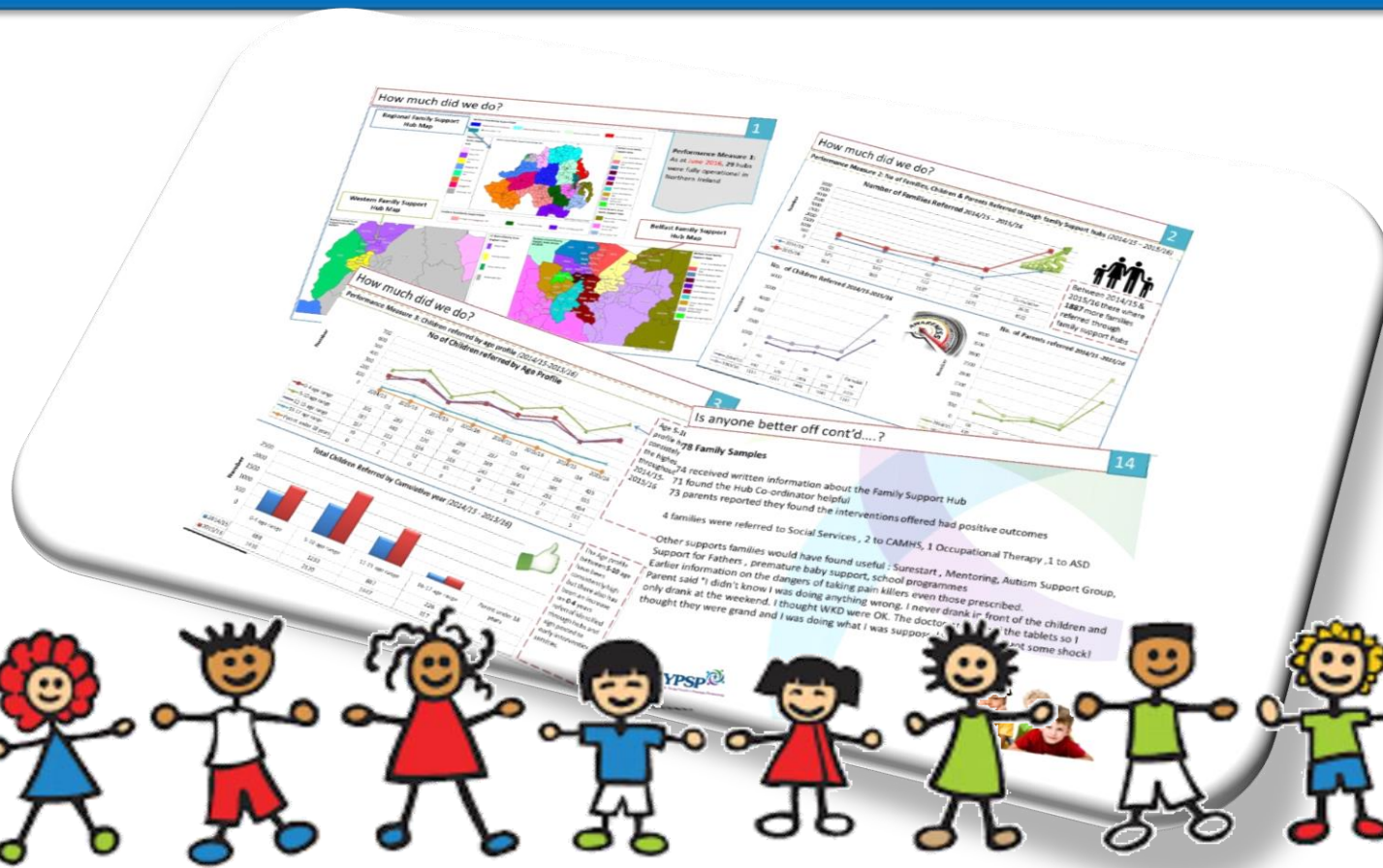


# Family Support Hubs Report Card

Qtr1 & Qtr2 April - September 2023



# How much did we do?

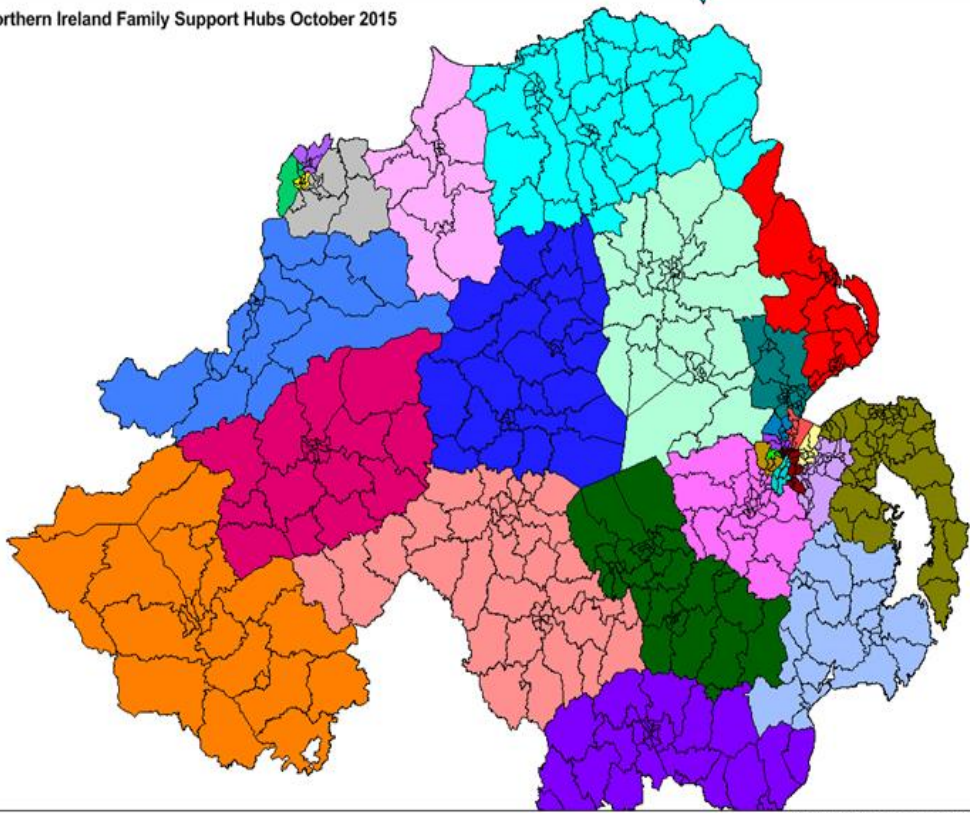
## Northern Area Family Support Hubs

- 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

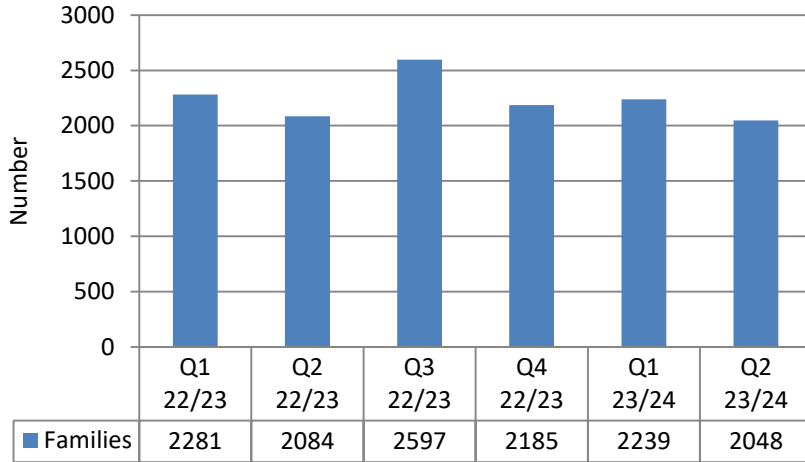
- Armagh and Dungannon FSH
- Craigavon and Banbridge
- Newry and Mourne FSH

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

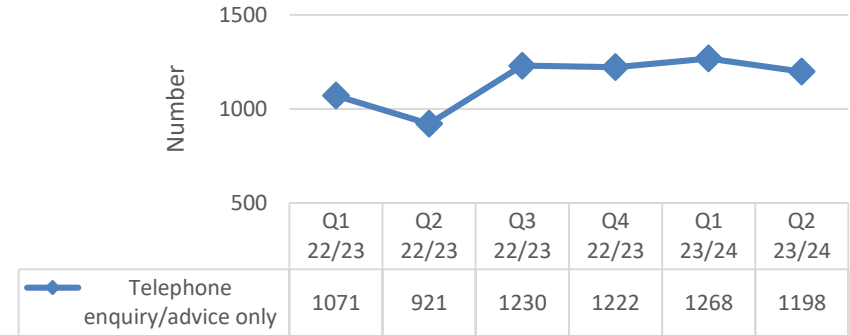
# How much did we do?

## Performance Measure 2: No of Families, Children & Parents Referred through Family Support Hubs – Q1 & Q2 2023/24 – compared to last year

### Number of Families Referred

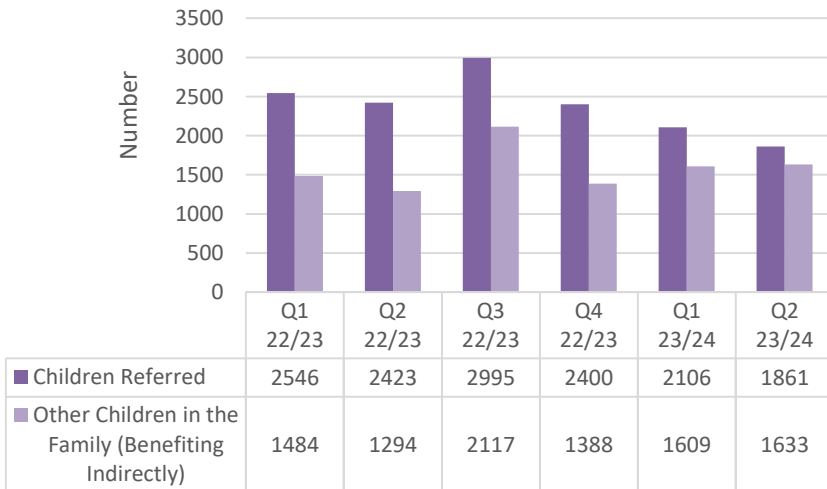


### Telephone Enquiries/Advice Only

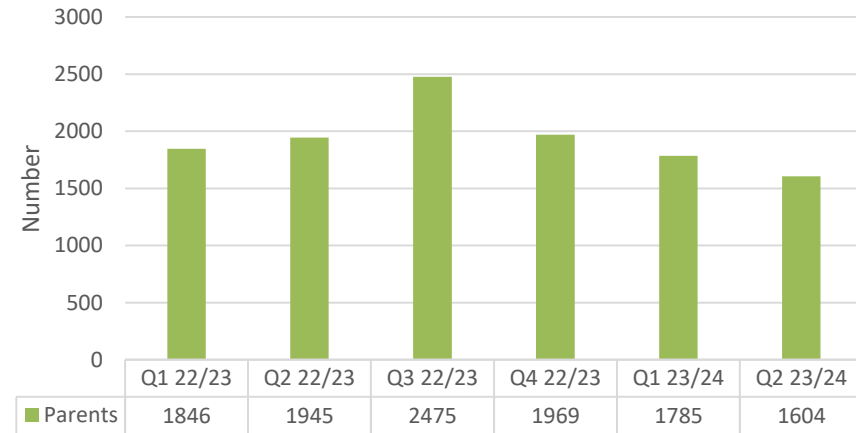


In Qtr2 July to September 2023, **2048** families were referred through family support hubs. There were also **1198** telephone enquiry/advice only calls in Qtr2.

### No. of Children Referred



### No. of Parents Referred

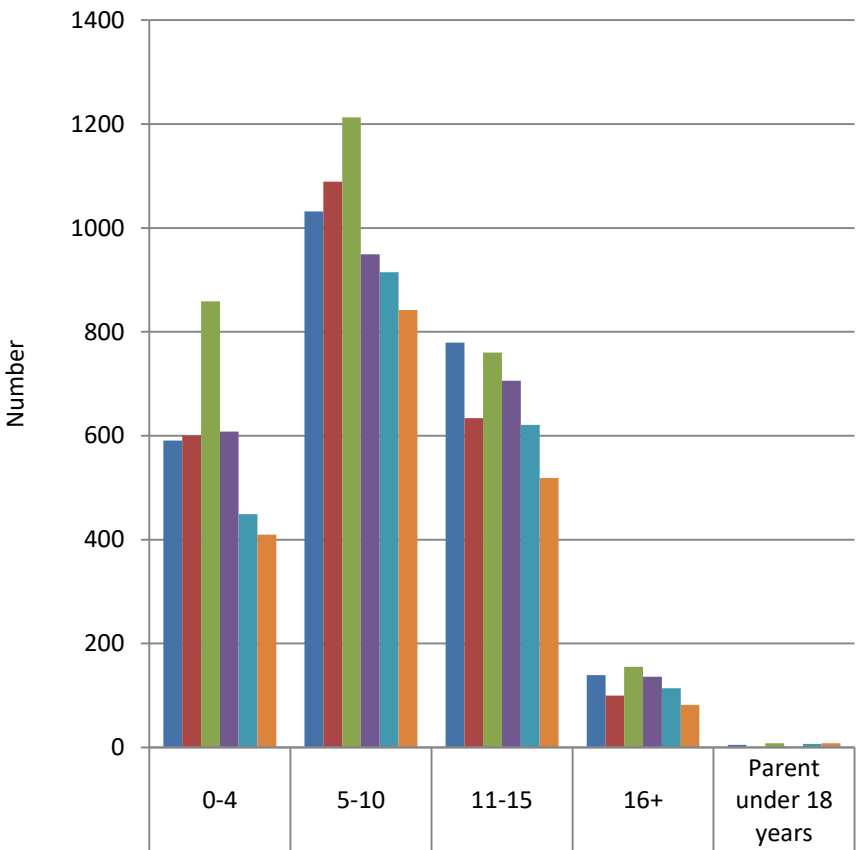


From July to September 2023 there were **1861** children referred in Qtr2 with **1633** other children in the family benefiting indirectly. Parents referrals decreased to **1604**.

# How much did we do?

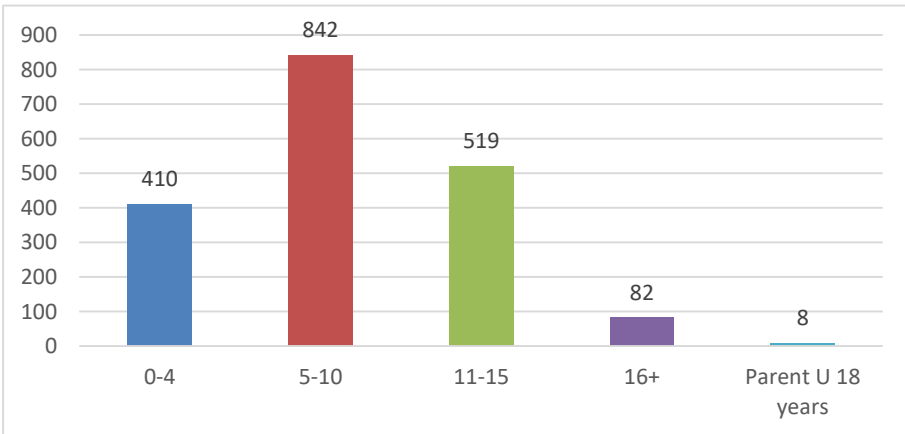
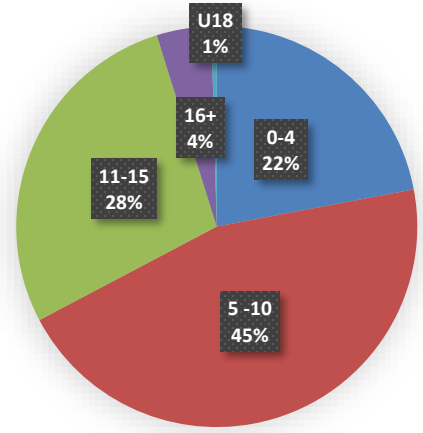
## Performance Measure 3: Children referred by Age Profile - July – September 2023 compared to previous quarters

Age Profile of Children Referred



	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
Q2 23/24	410	842	519	82	8

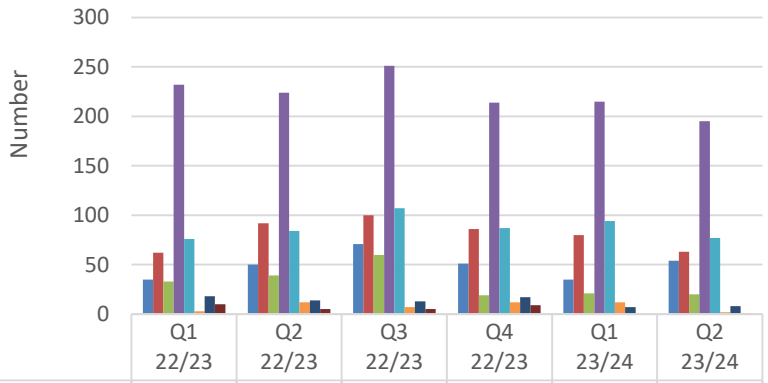
Age Profile Qtr 2



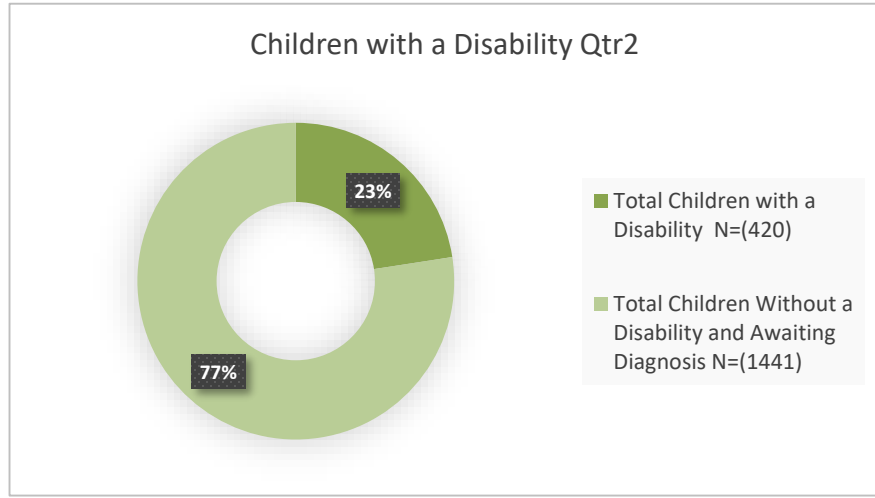
**5-10 years (45%) has consistently been the highest age group for referrals.**

# How much did we do?

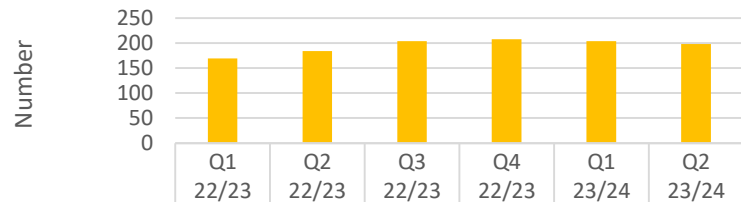
## Performance Measure 4: Children with a disability referred – April – September 2023 compared to last year



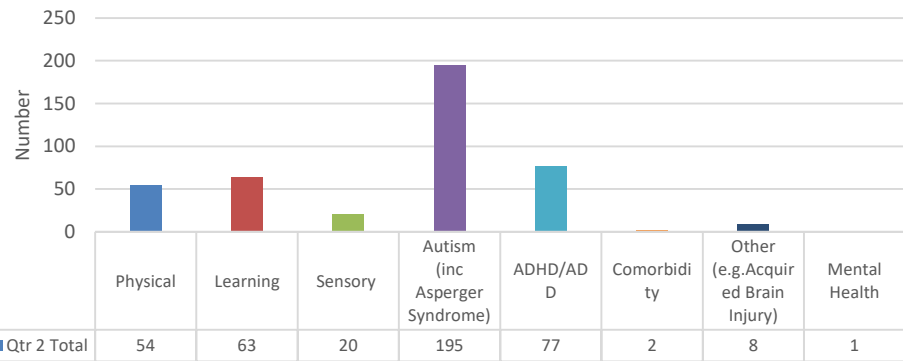
Physical	35	50	71	51	35	54
Learning	62	92	100	86	80	63
Sensory	33	39	60	19	21	20
Autism (including Asperger Syndrome)	232	224	251	214	215	195
ADHD/ADD	76	84	107	87	94	77
Comorbidity	3	12	7	12	12	2
Other (e.g. Acquired Brain Injury)	18	14	13	17	7	8
Mental Health	10	5	5	9	0	1



### Awaiting Assessment/diagnosis



Awaiting Assessment/diagnosis	169	184	204	208	204	198
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Children with **Autism** had the highest number of disability referrals.





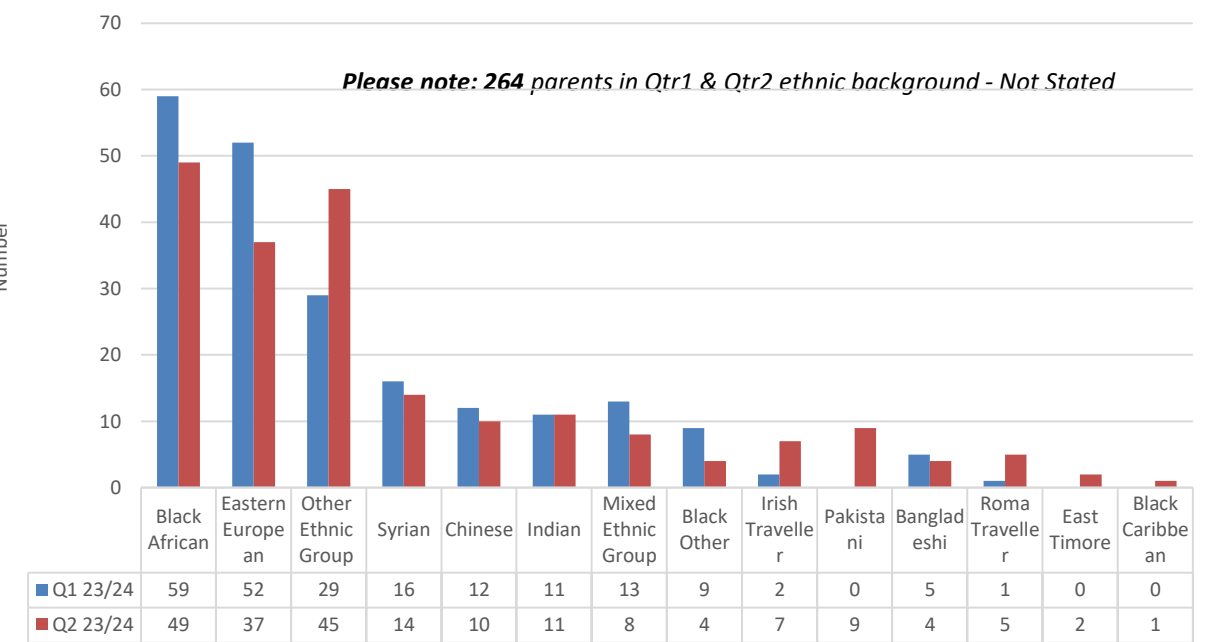
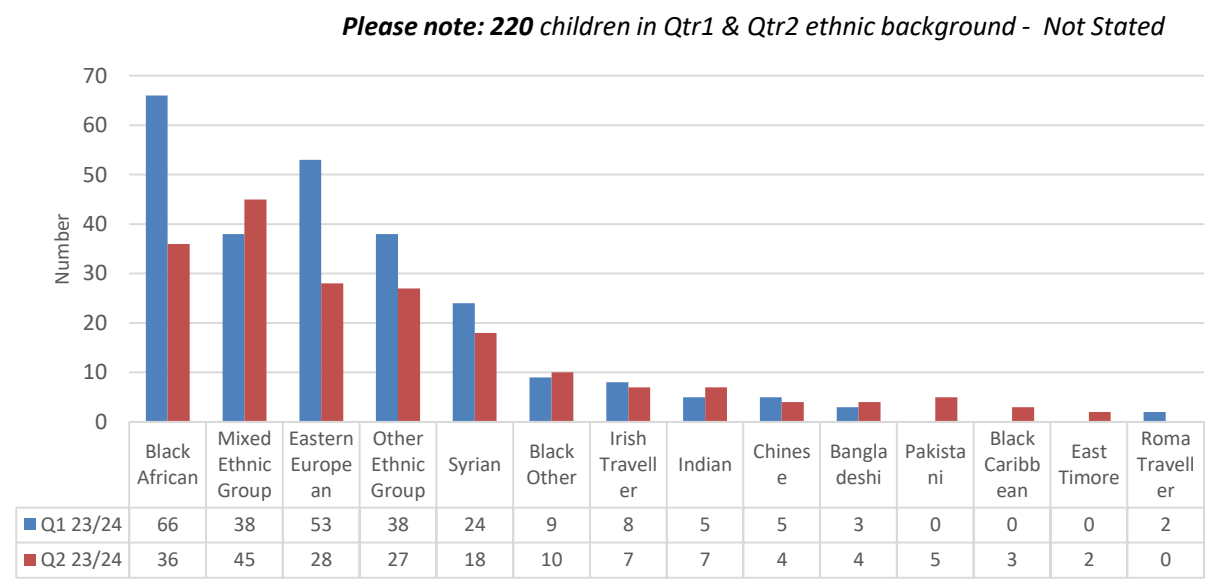
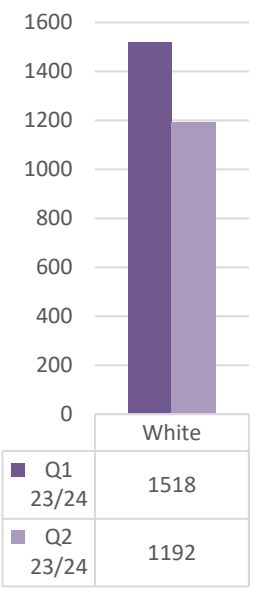
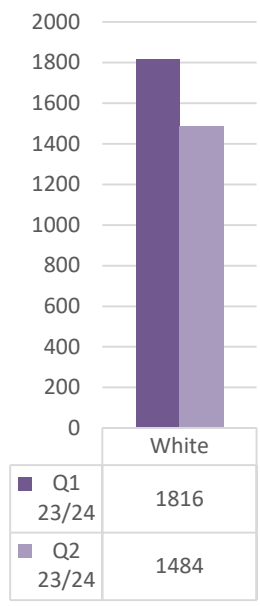
# How much did we do?

## 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 Mixed Ethnic Group in children and Other Ethnic Group in 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 and Parent Referrals by Ethnic Background – Qtr1 & Qtr2 23/24



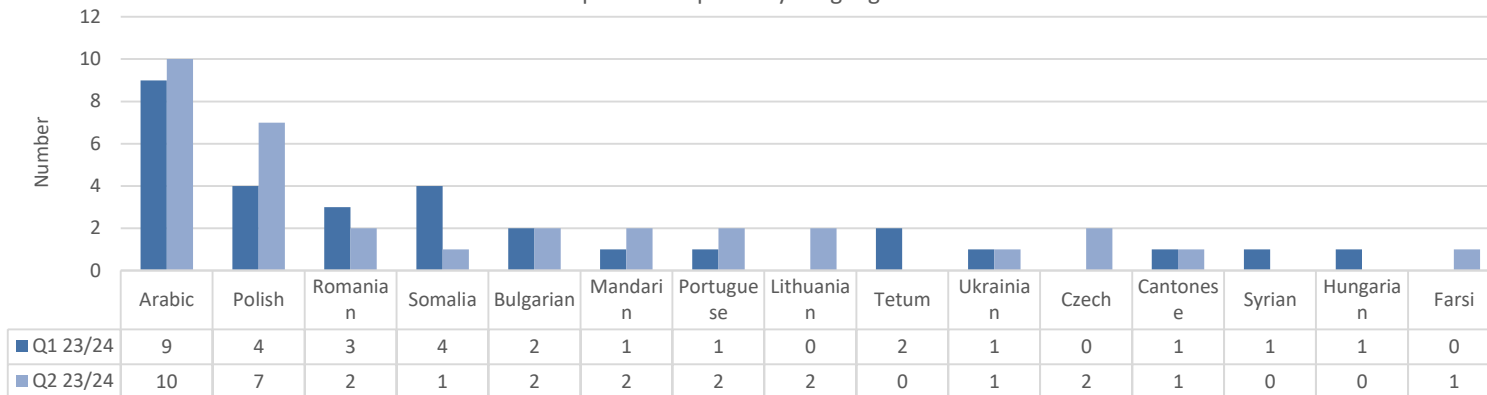
## Performance Measure 4: Interpreters Required and Booked by Language

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 9 different languages in Qtr2.

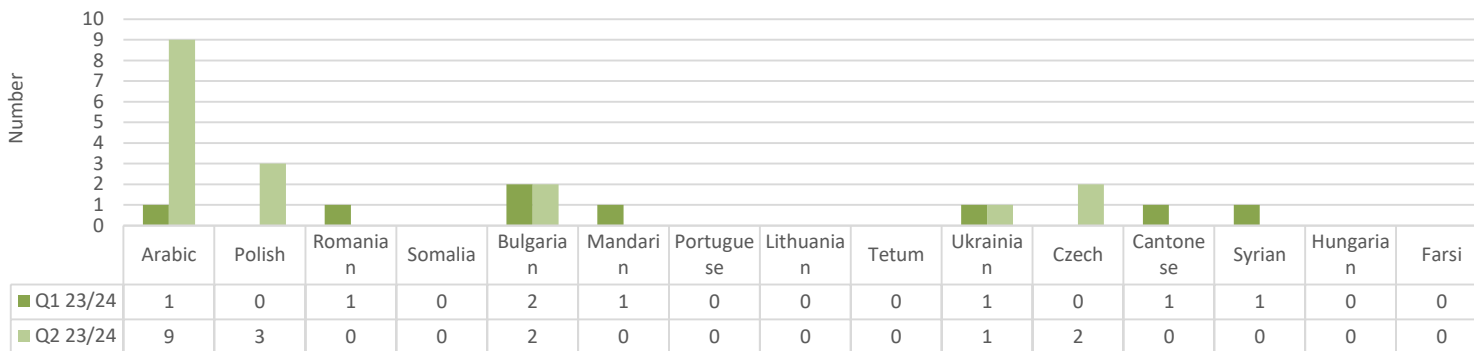
Google Translate was also used 5 times, Facilitated by Family or Friend used 19 times and there was 0 times were No Interpreting Solution was found.

## Interpreters Required and Booked by Language – Qtr1 & Qtr2 2023/24

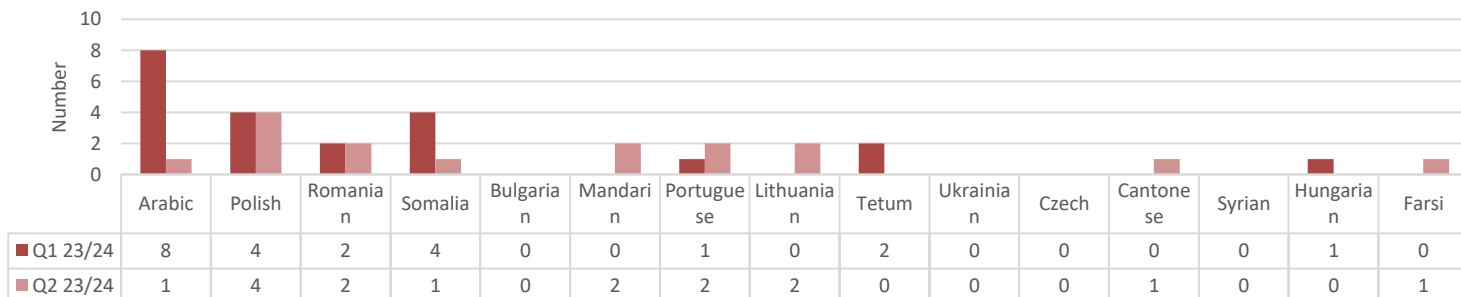
Interpreters Required by Language



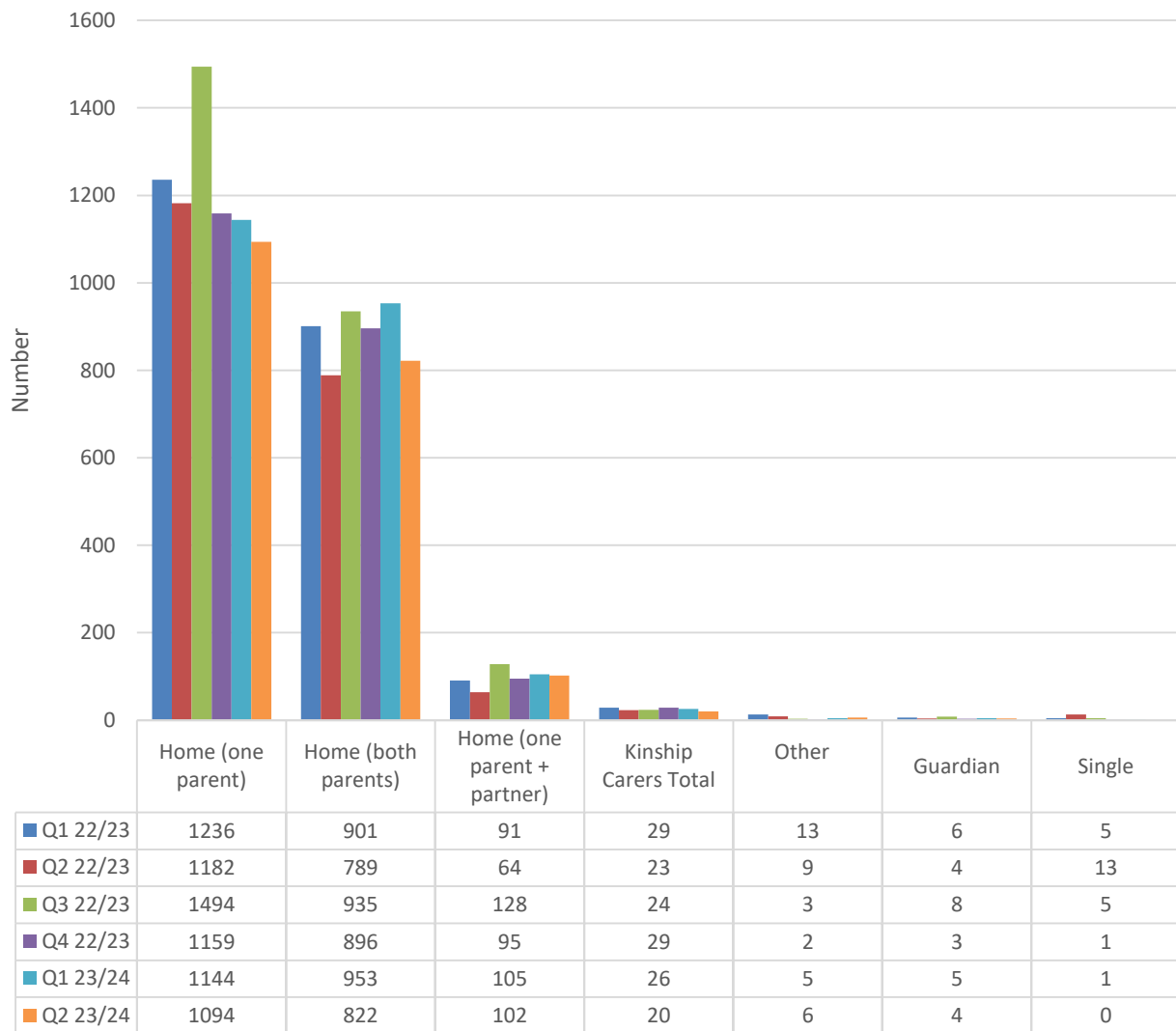
Interpreters Booked by Language



Interpreters Unmet Need



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



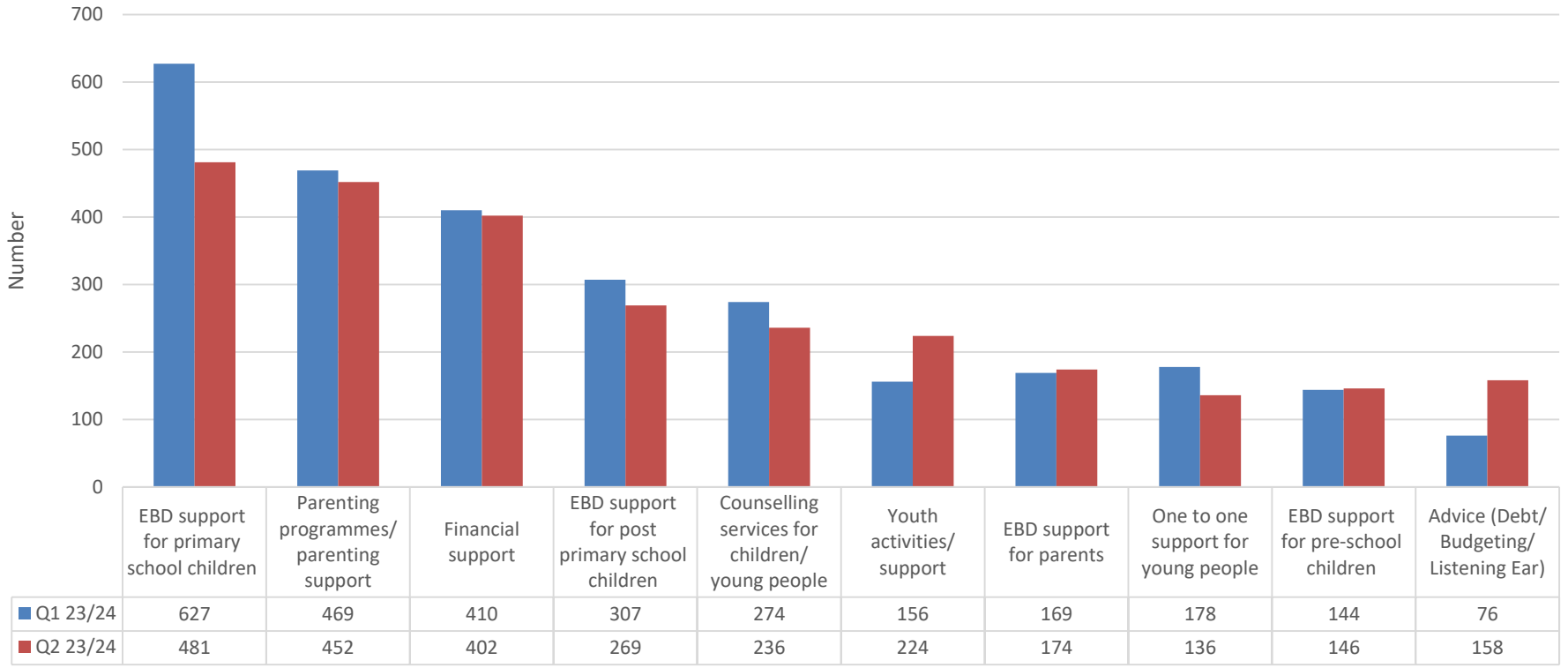
The highest group of families referred are **Lone Parents** at **1094** in Qtr 2. **Home with both parents** is **822** and **One Parent + Partner** is **102**. There were **20 Kinship Carers, 6 Others, 4 Guardians** and **0 Singles**.



# How much did we do?

## Performance Measure 6: Main Presenting Reasons for Referral – Qtr1 & Qtr2 April – September 23/24

Top Ten Reasons for Referrals to Hubs



### Reasons for Referral:

The top reason for referral in Qtr2 July – September 2023 was for **EBD support for primary school children** followed by **Parenting programmes/parenting support**, which was the same as Qtr1.

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

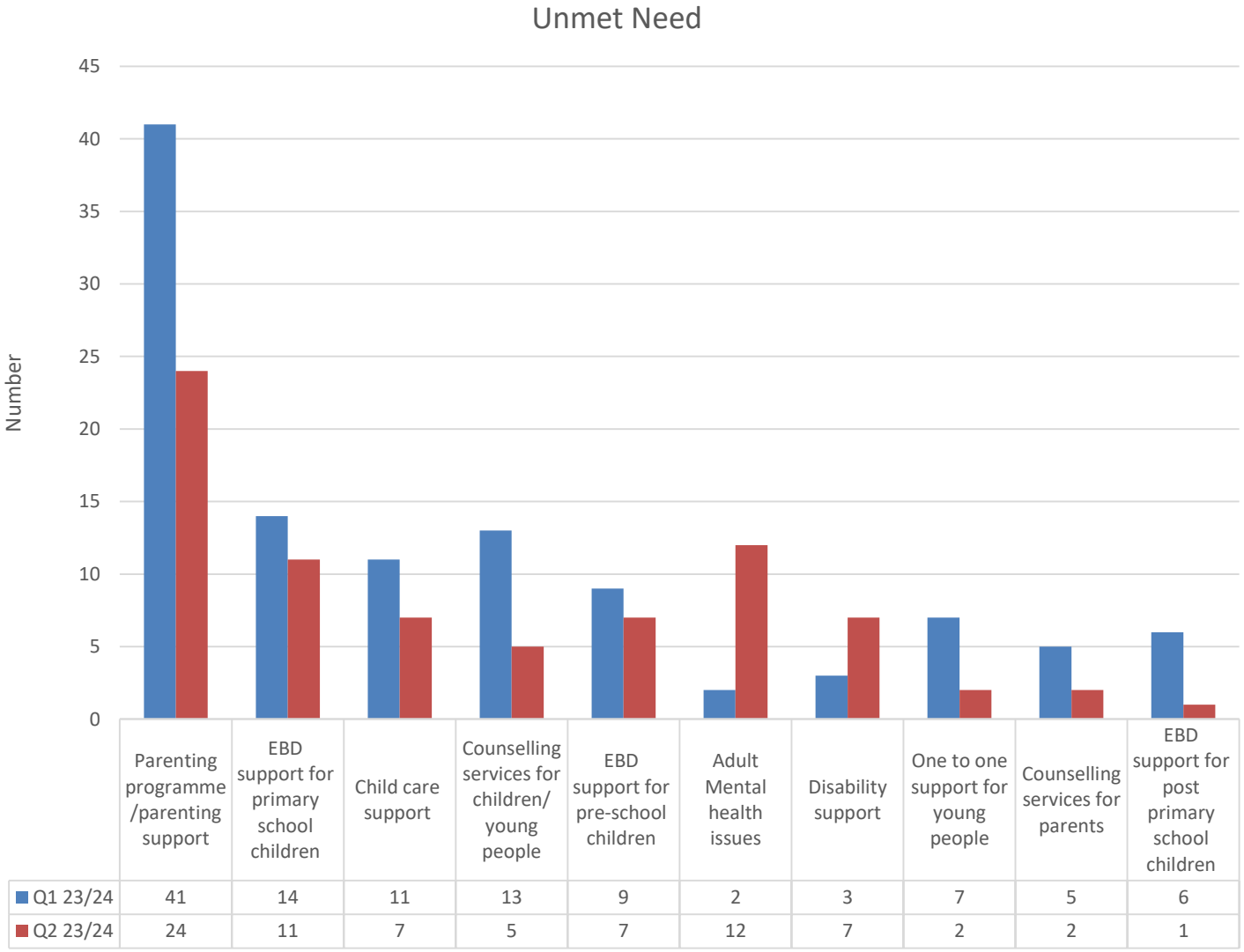
# How well did we do it?

## Performance Measure 6: Main Presenting Reasons Unmet – Qtr1 & Qtr2 April – September 2023/24

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

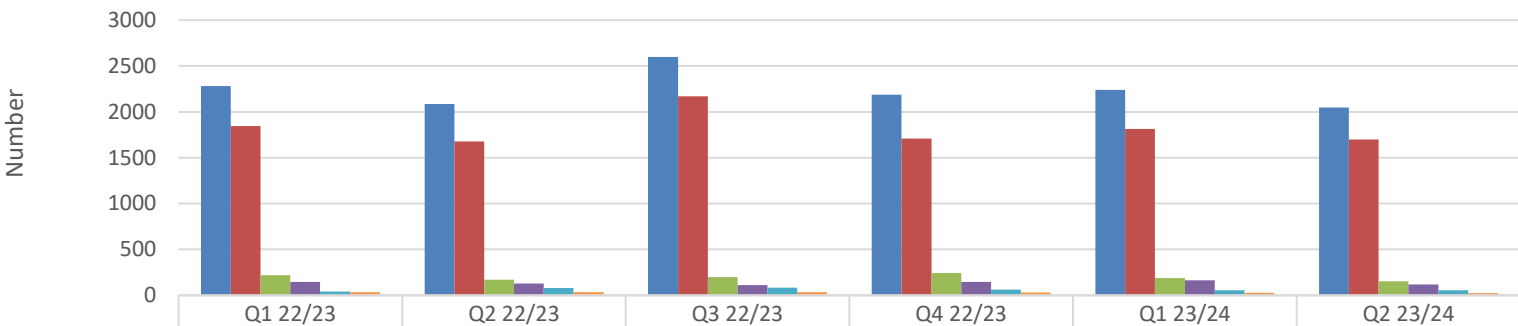
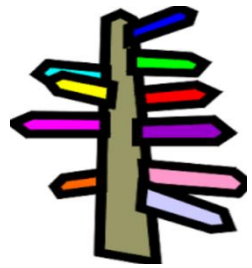
This was followed in Qtr 2 by **Adult Mental Health Issues** and **EBD support for primary school children**.

Other unmet needs were **Child care support**, **EBD support for pre-school children**, **Disability support** and **Counselling Services for children/young people**.



# How well did we do?

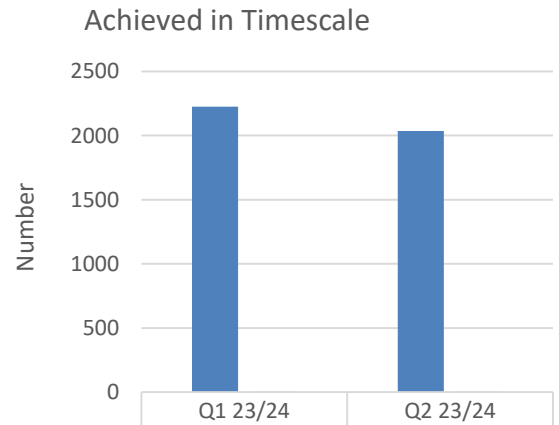
## Performance Measure 7: Families Referred that were Accepted & Signposted – Qtr1 & Qtr2 April – September 2023/24 – compared to last year



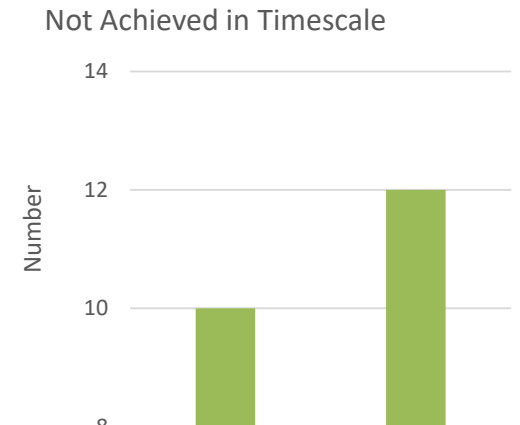
Category	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24	Q2 23/24
Families Referred	2281	2084	2597	2185	2239	2048
Accepted and Signposted	1846	1677	2170	1709	1812	1699
Further Information Required	217	169	198	242	186	154
Above Tier 2(Inappropriate Referral)	146	127	112	144	162	117
Signposted but family did not engage	40	79	82	60	54	54
Unable to meet needs of Referred Family	32	32	35	30	25	24

## Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – Qtr1 & Qtr2 April – September 2023/24

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 1 was processed but exceeded the 8 weeks timescale.



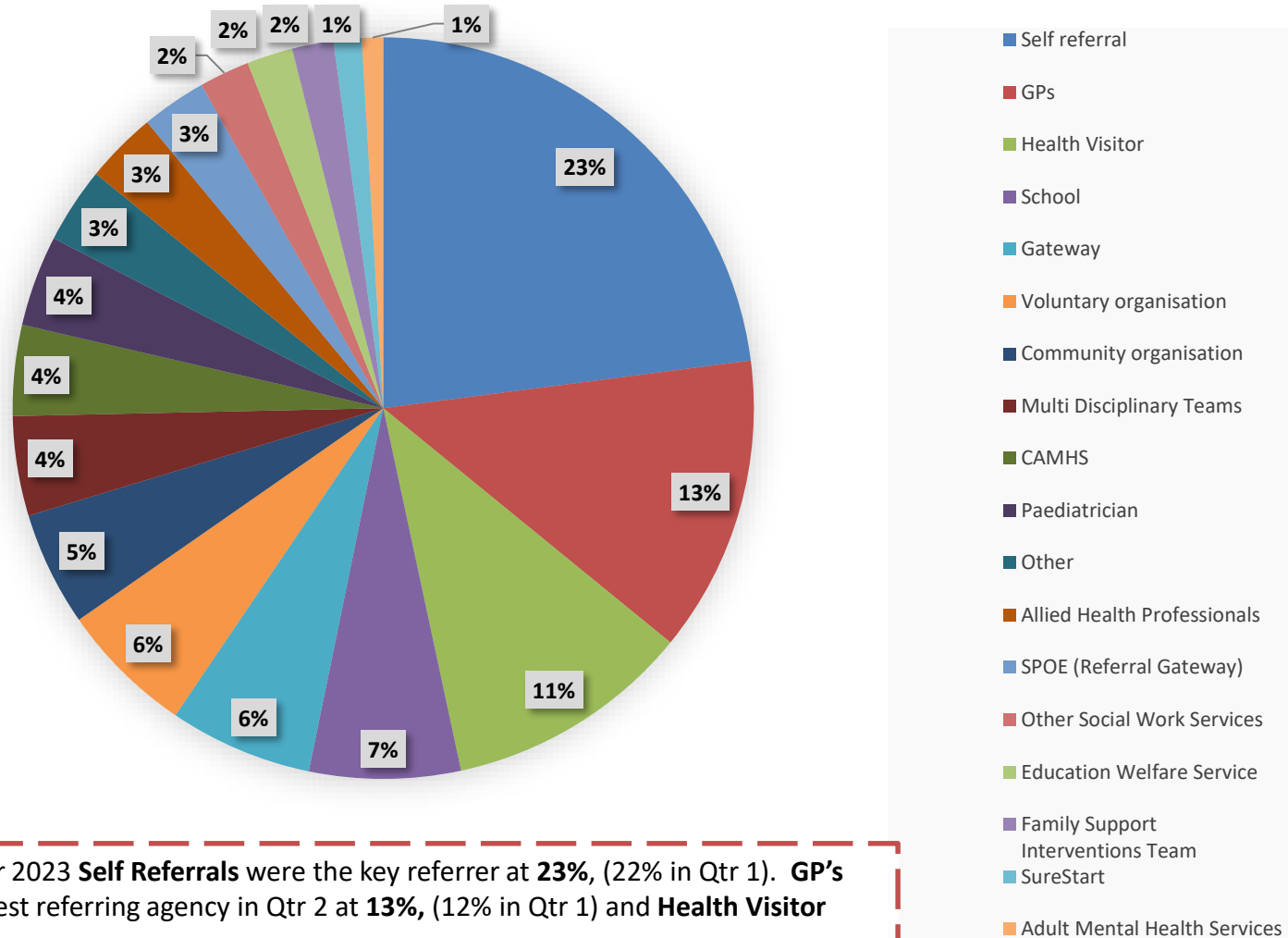
Category	Q1 23/24	Q2 23/24
Achieved in 4wks & 5-8wks	2225	2035
Achieved in 8 wks+	4	1



Category	Q1 23/24	Q2 23/24
Not Achieved in Timescale	10	12

# How well did we do?

## Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr2 July-September 2023/24



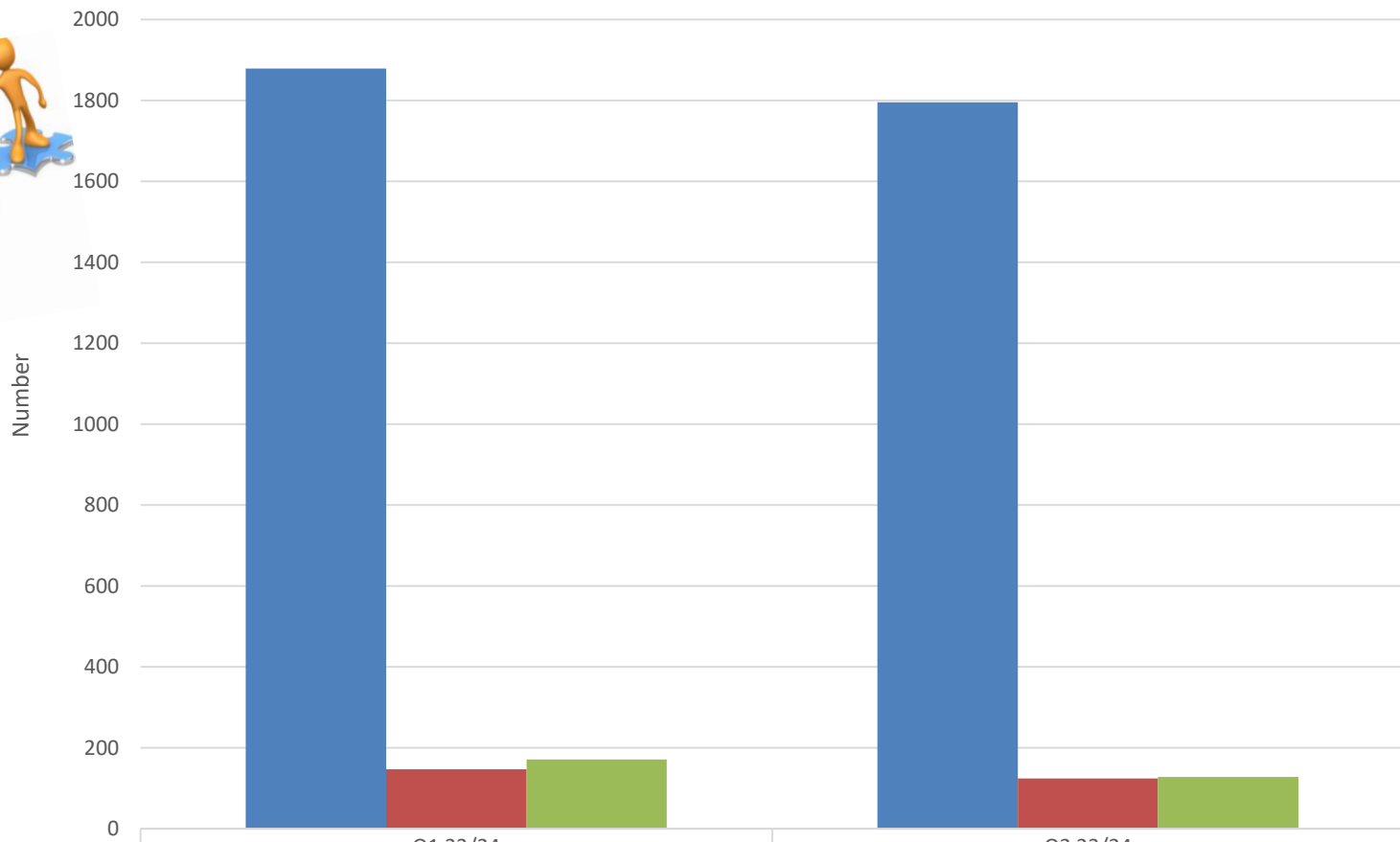
From July - September 2023 **Self Referrals** were the key referrer at **23%**, (22% in Qtr 1). **GP's** were the second highest referring agency in Qtr 2 at **13%**, (12% in Qtr 1) and **Health Visitor** **11%** (9% in Qtr1).

**School** was **7%** (13% in Qtr 1), **Gateway** and **Voluntary Organisations** **6%** and **Community Organisations** **5%**, compared to 6%, 3% and 5% respectively in Qtr 1.

There were **208** Re-referrals in Qtr2.

# 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 2023/24**



	Q1 23/24	Q2 23/24
■ Number of children/ parent referred on who took up the service offer	1879	1796
■ Number of children/ parent referred on who did not take up the service offer	147	124
■ Services not yet allocated to family	171	128

# How well did we do?

## 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

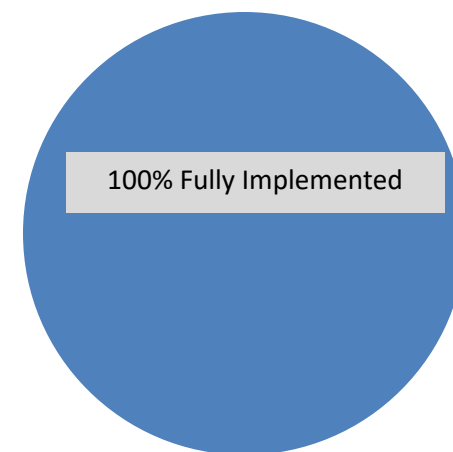
**Standard 8.** INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis

**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

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](mailto:Bronwyn.campbell@hscni.net)