

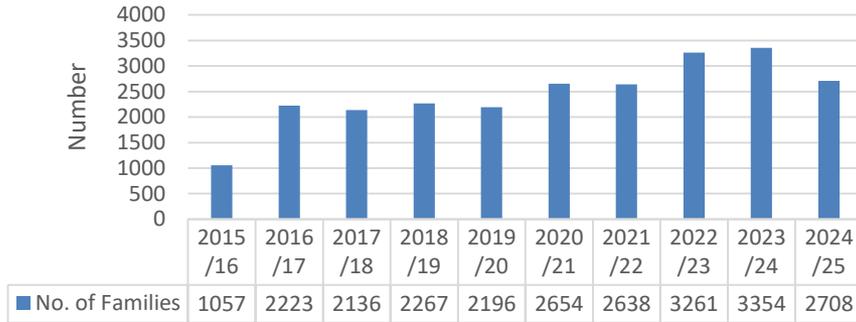
BHSCT FAMILY SUPPORT HUBS REPORT CARD

Annual Report Card 2024/25

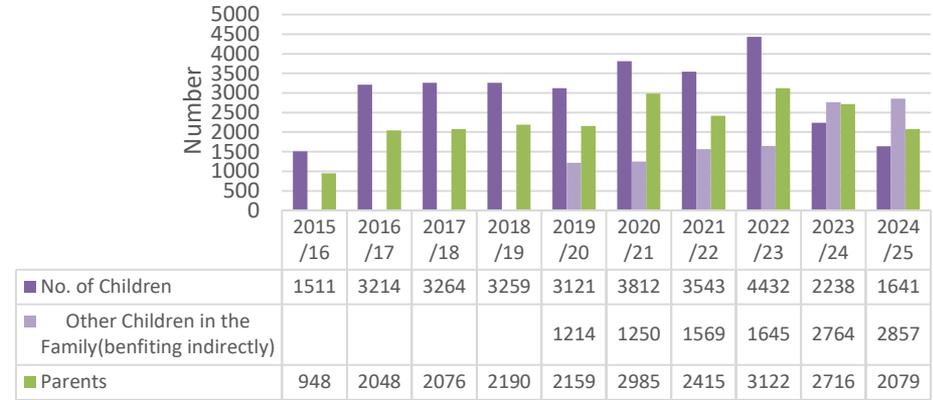


Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2024/25

No. of Families Referred 2015/16 - 2024/25

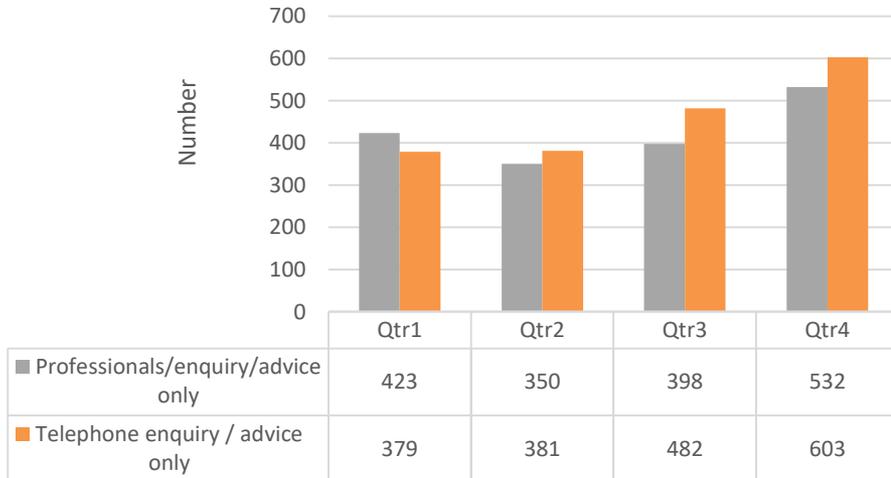


No. of Children/Other Children Indirectly and Parents Referred



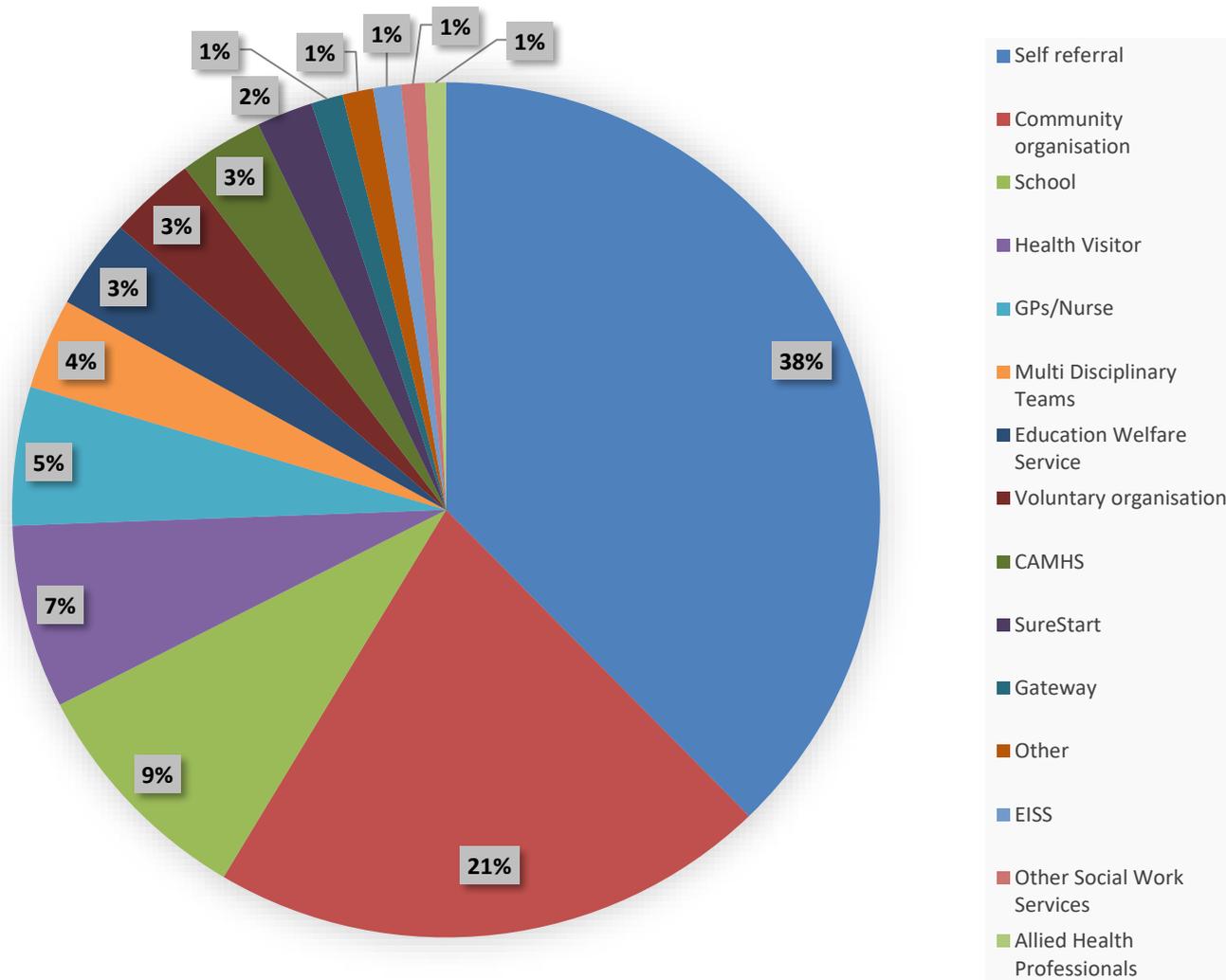
In 2024/25 there was a decrease of **646** families referred through Family Support Hubs in Belfast than in 2023/24.

Professionals/Telephone Enquiries



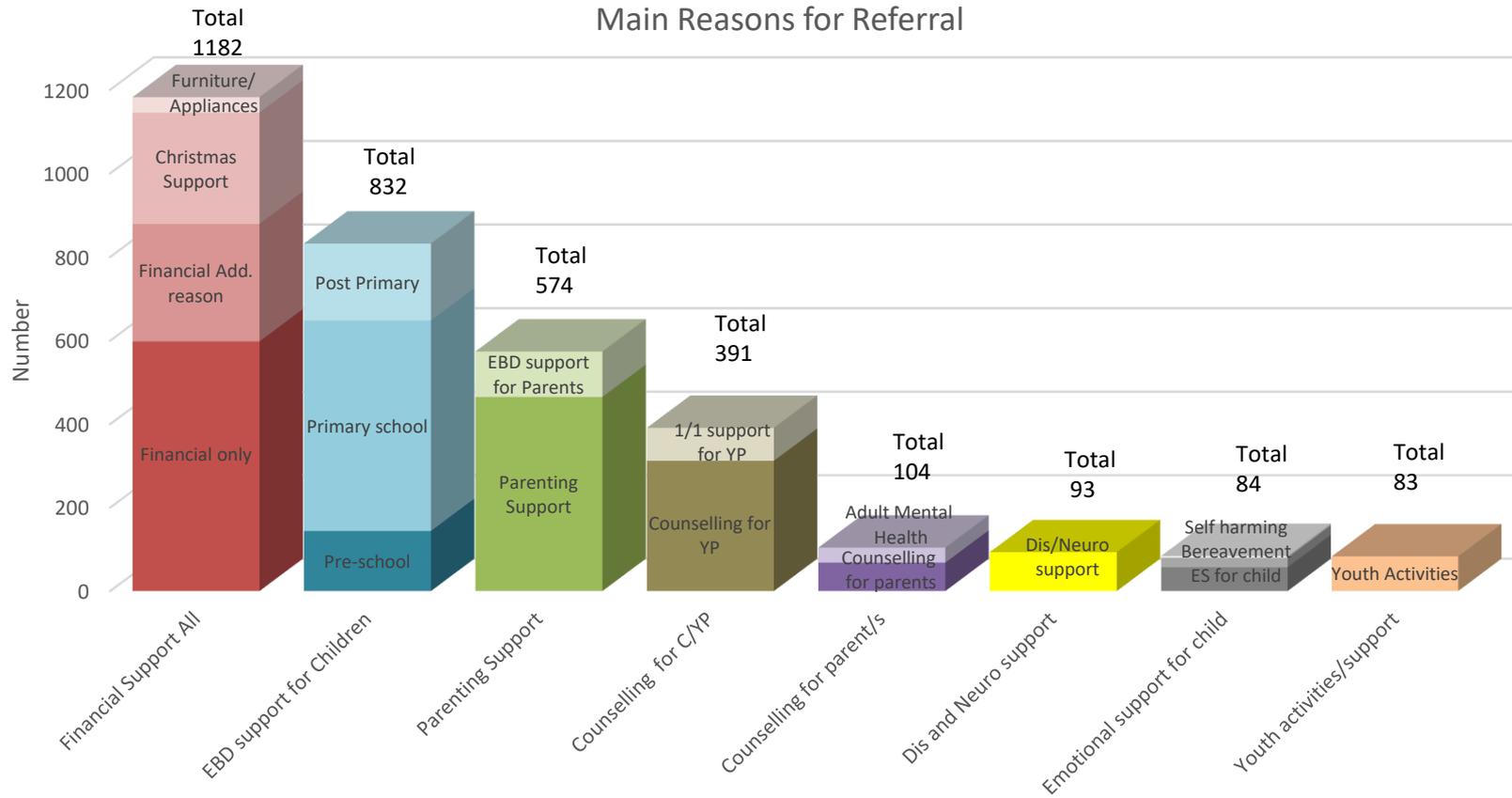
Belfast Hubs dealt with **1703** professional enquiries and **1845** Telephone enquiries in 2024/25, directly from families and professionals seeking advice regarding services in the area or as a listening ear. This is a vital part of their role and can take up a significant amount of their time but does not result in a full referral. This in itself can be sufficient to support the family or may result in a full referral at a future date.

Performance Measure 2: Total Percentage of Referrals by Referral Agency - 2024/25



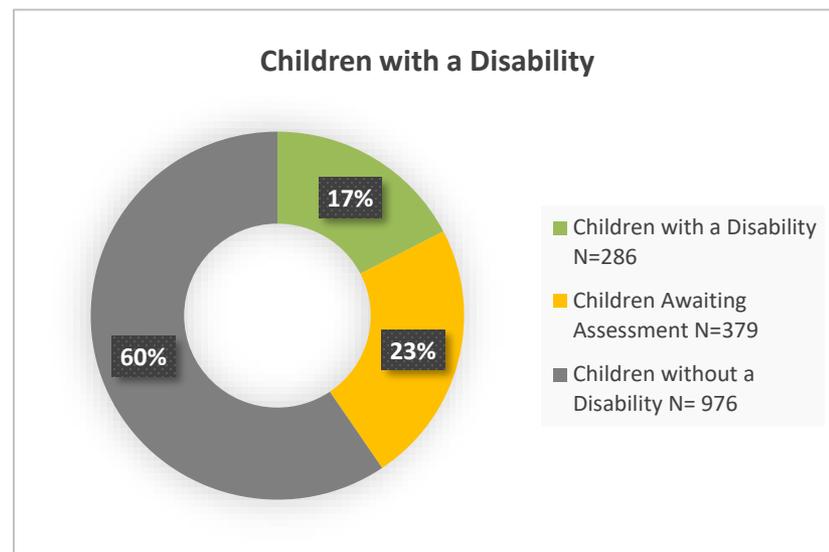
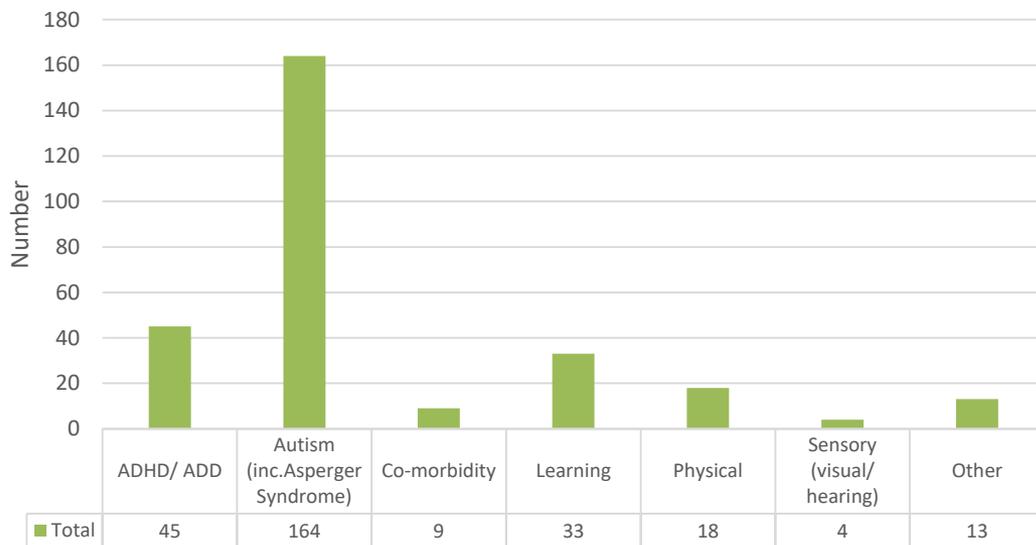
In the Belfast Area **Self referrals** are the key referrals at **38%** in **2024/25**, a slight drop (39%) since 2023/24. This was followed by **Community Organisations** at **21%**. **Schools** are **9%** followed by **Health Visitor** at **7%** and **GPs/Nurse** **5%**.

Performance Measure 3: Main Presenting Reasons for Referral - 2024/25



Financial Support All was the top reason for referral in 2024/25 at **1182**, the same as in 2023/24. This was followed by Emotional and Behavioural Difficulty (EBD) Support for all school children **832**, Parenting Support **574**, Counselling Services for children/young people **391**, Counselling for Parents at **104**, Disability and Neurodiversity support **93**, Emotional Support for child **84** and Youth Activities/support at **83**.

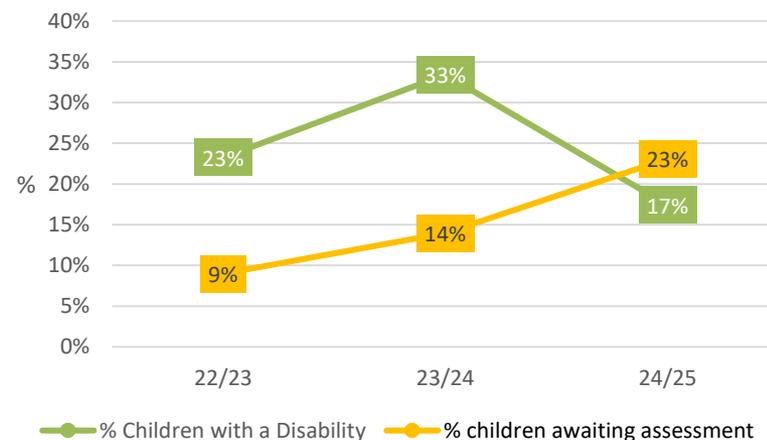
Performance Measure 4: Children with a Disability Referred - 2024/25



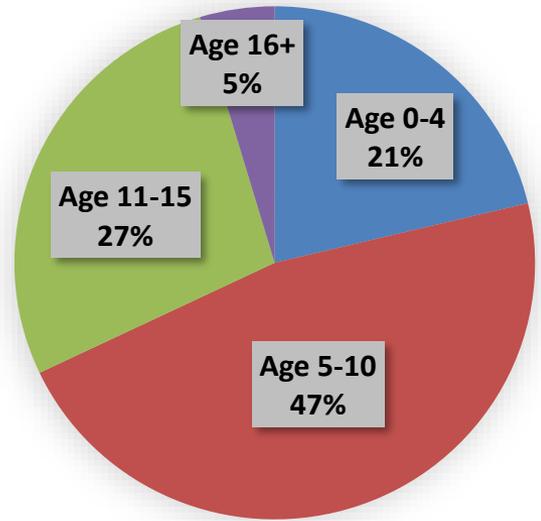
Throughout 2024/25, Children with **Autism (including Asperger Syndrome)** had the highest number of children referred to Belfast Hubs (**10%**). Belfast also had the highest % of children awaiting assessment (**23%**) over all the Trusts.



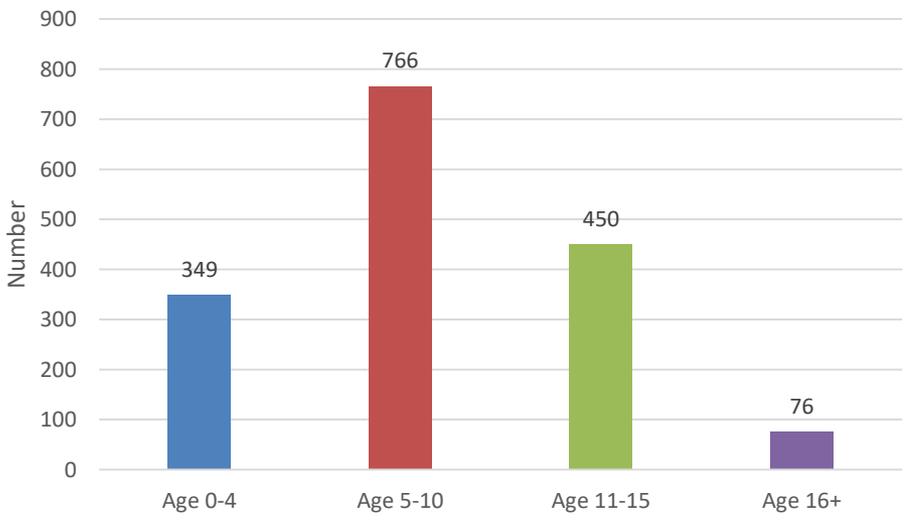
% Children with a Disability & Awaiting Assessment



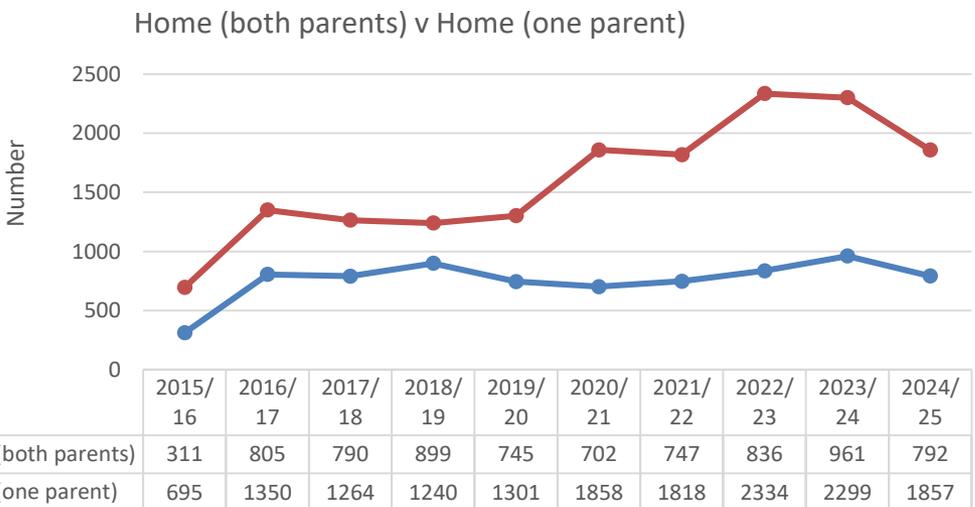
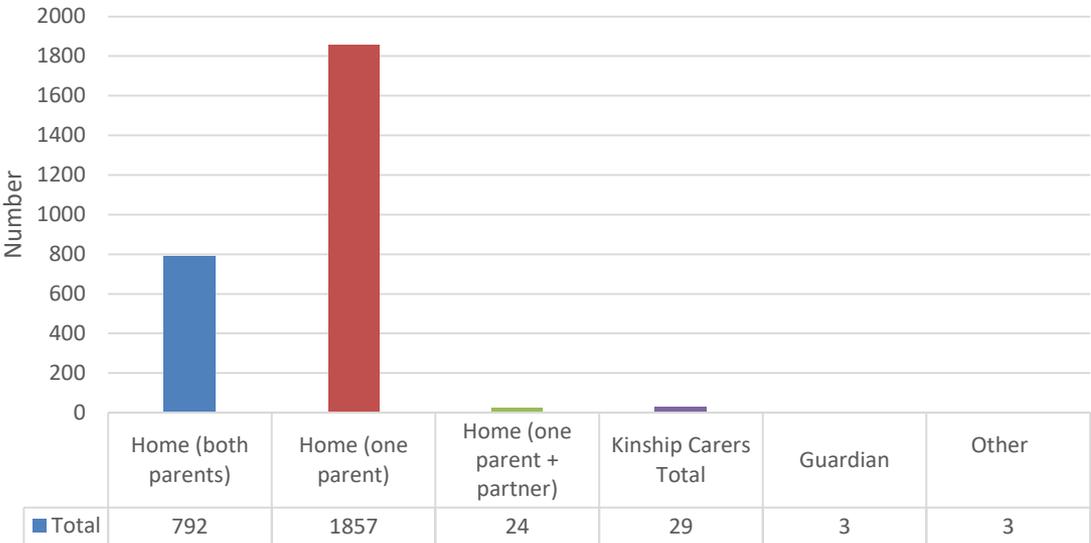
Performance Measure 5: Children Referred by Age Profile - 2024/25



The 5-10 age range was the highest age group for referrals in the Belfast area throughout 2024/25 with **766 (47%)** referred.



Performance Measure 6: Household Composition -2024/25



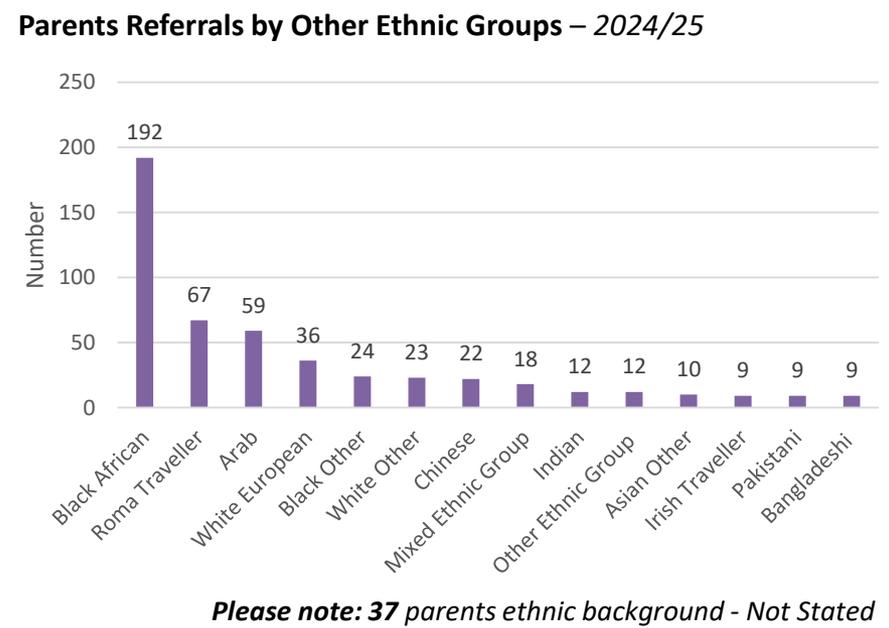
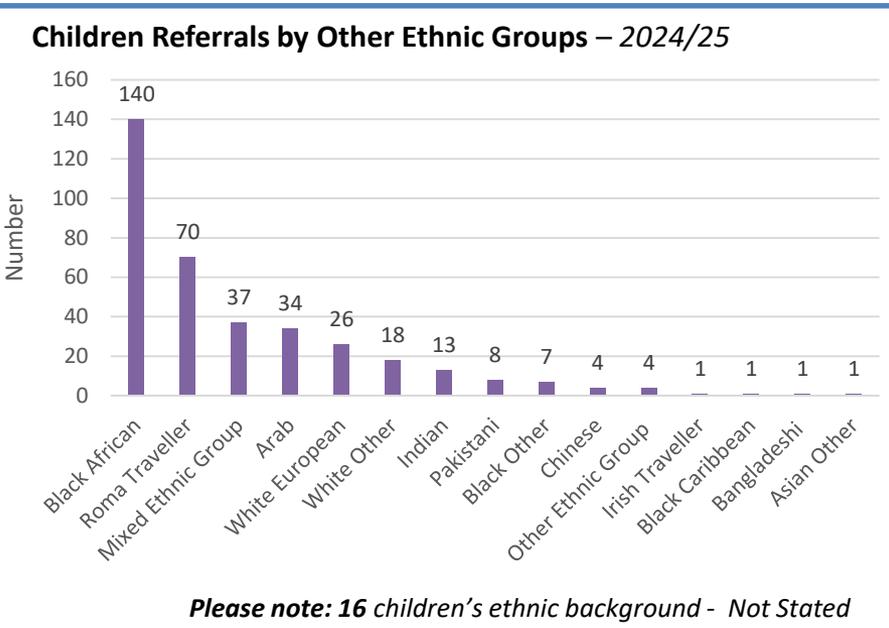
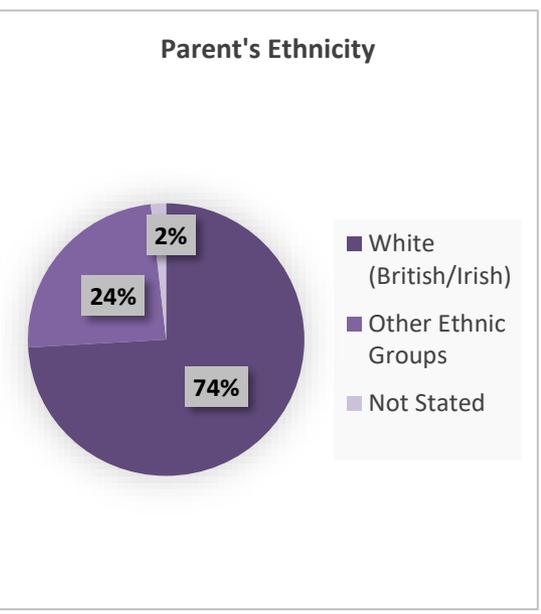
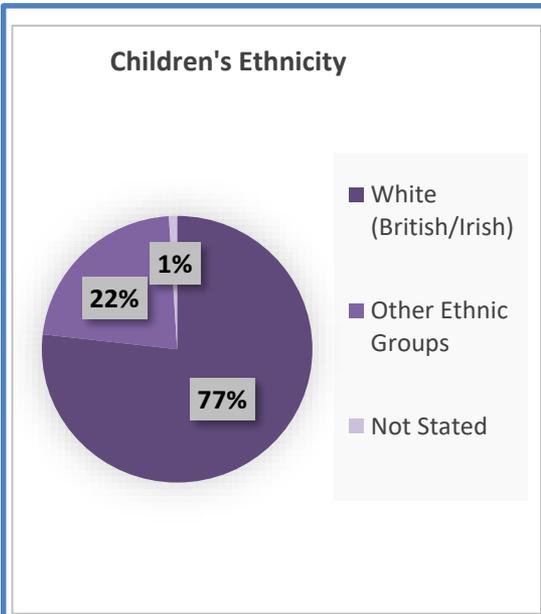
One Parent Families have been consistently over the past 10 years the largest group referred in Belfast at **1857** followed by both parents at **792** in 2024/25.

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

Performance Measure 7: Referrals by Ethnic Background for Children and Parents referred.

The percentage of children and parents identifying from **Other Ethnic Groups** other than White (British/Irish) varies year by year with Belfast reporting the highest proportion at **22%** and **24%** respectively. For e.g. Referrals from Black African children are **140** with **192** parents and Roma Traveller are **70** children and **67** parents.

Note: The breakdown of Other Ethnic Groups for both Children and Parents are presented on separate bar charts.

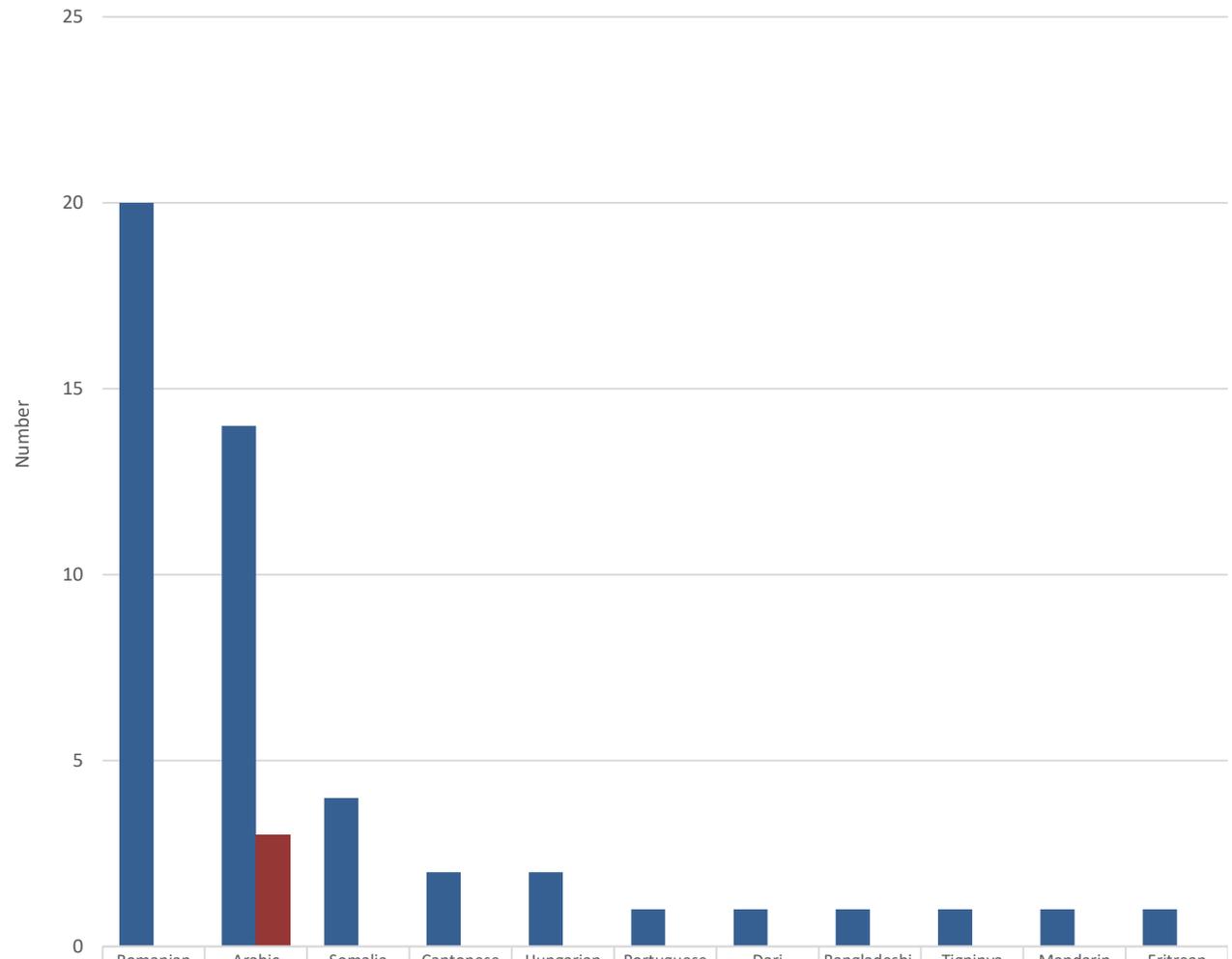


Performance Measure 8: Interpreters Required and Booked by Language

There has been a range of languages required and booked in 2024/25 in the Belfast area with Romanian, Arabic and Somalia the most requested. In Belfast 48 interpreters were required with only 3 booked in 2024/25.

Google Translate was also used 50 times, Facilitated by Family or Friend used 31 times and 0 Interpreting Solution not found.

Interpreters Required and Booked by Language – 2024/25

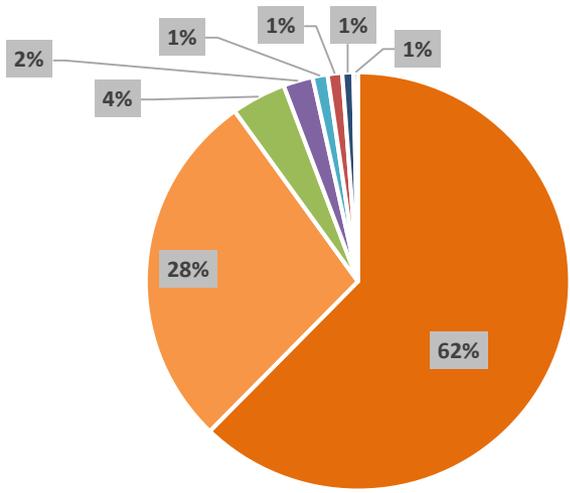


■ Interpreters Required by Language	20	14	4	2	2	1	1	1	1	1	1
■ Interpreters Booked by Language	0	3	0	0	0	0	0	0	0	0	0

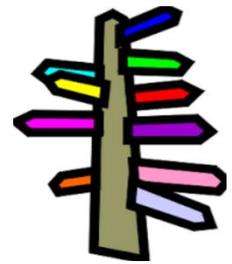
45 Interpreters were unable to be booked

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

Performance Measure 9: Families Referred that were Linked to a Service, Above Threshold or Other Reasons for Outcome of Referral - 2024/25

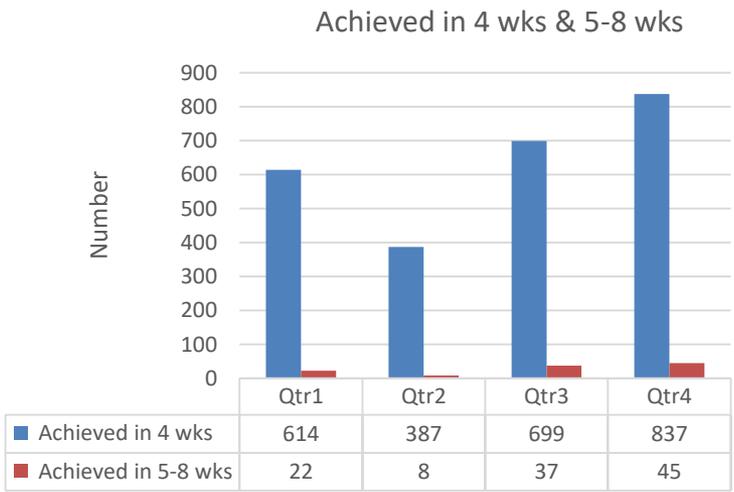


- Achieved - linked to 1 service
- Achieved - linked to more than 1 service
- Did not Engage/ Contact not achieved
- No available service
- No Consent/Consent Withdrawn
- Open to Social Services
- Above threshold
- Incomplete referral



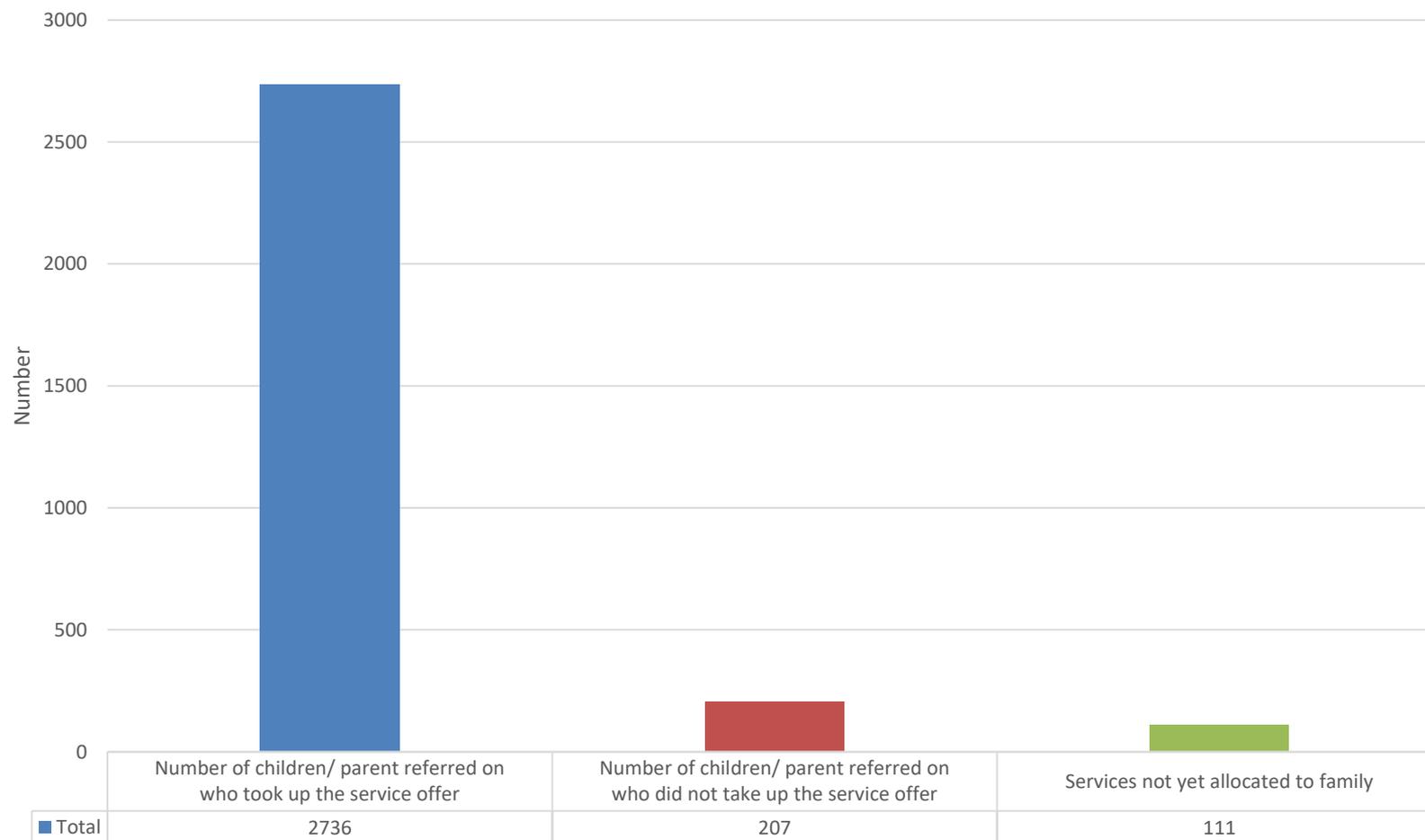
62% of families were signposted to 1 service, with **28%** linked to more than 1 service.

Performance Measure 10: Achieved in 4 weeks & 5-8 weeks – 2024/25



The vast majority of referrals to Hubs were processed within 4 weeks, with the remainder within 5- 8 weeks and **3** achieved within the maximum 8 weeks timescale. **56** were not achieved within the timescale in the Belfast Area.

Performance Measure 11: Number of Parents/Children referred who did and did not take up the service offer 2024/25



Performance Measure 12: Main Presenting Reasons Unmet - 2024/25

Categories of unmet need by Belfast Hub

Greater Shankill 4 categories of unmet need

- EBD support for primary school children
- Youth activities/Afterschool Services/Support
- Disability support
- Child care support

North 8 categories of unmet need

- Parenting programmes/parenting support
- Youth activities/Afterschool Services/Support
- Neurodiversity Support
- Other
- Disability support
- Financial support
- Child care support
- Counselling services for children/young people

Lower North 4 categories of unmet need

- Practical support e.g. furniture/appliances
- EBD support for pre-school children
- Other
- Counselling services for children/young people

Inner East 1 category of unmet need

- Financial support

Outer South East 14 categories of unmet need

- EBD support for parents
- Emotional support for child
- School attendance
- Self-care support for children
- On waiting list for ASD/ADHD assessment
- Counselling services for families
- Counselling services for parent/s
- EBD support for pre-school children
- EBD support for primary school children
- Neurodiversity Support
- Disability support
- Financial support
- Child care support
- Counselling services for children/young people

Greater Falls 9 categories of unmet need

- Bereavement support (adult)
- Offending (at risk behaviour) for children and young people
- Parenting programmes/parenting support
- One to one support for young people
- Counselling services for parent/s
- Disability support
- Financial support
- Child care support
- Counselling services for children/young people

Upper Springfield & Whiterock 3 categories of unmet need

- EBD support for post primary school children
- Child care support
- Counselling services for children/young people

Outer West 2 categories of unmet need

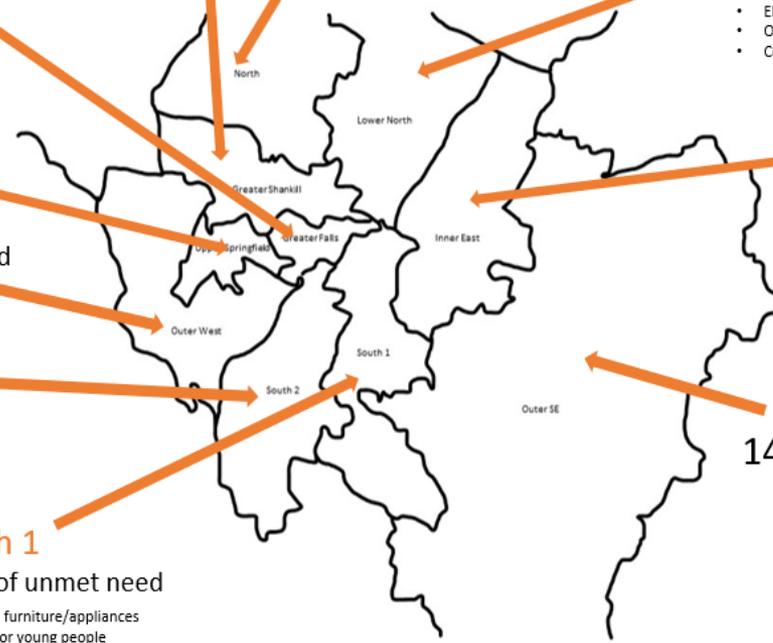
- Summer Activities
- Neurodiversity Support

South 2 10 categories of unmet need

- Respite Care
- Counselling services for families
- Counselling services for parent/s
- EBD support for pre-school children
- EBD support for primary school children
- Youth activities/Afterschool Services/Support
- Other
- Financial support
- Child care support
- Counselling services for children/young people

South 1 3 categories of unmet need

- Practical support e.g. furniture/appliances
- One to one support for young people
- Counselling services for children/young people



Performance Measure 13: 10 Standards Fully Implemented - 2024/25

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.

***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 the Children's Services Planning Team,
Email: cypsp@hscni.net