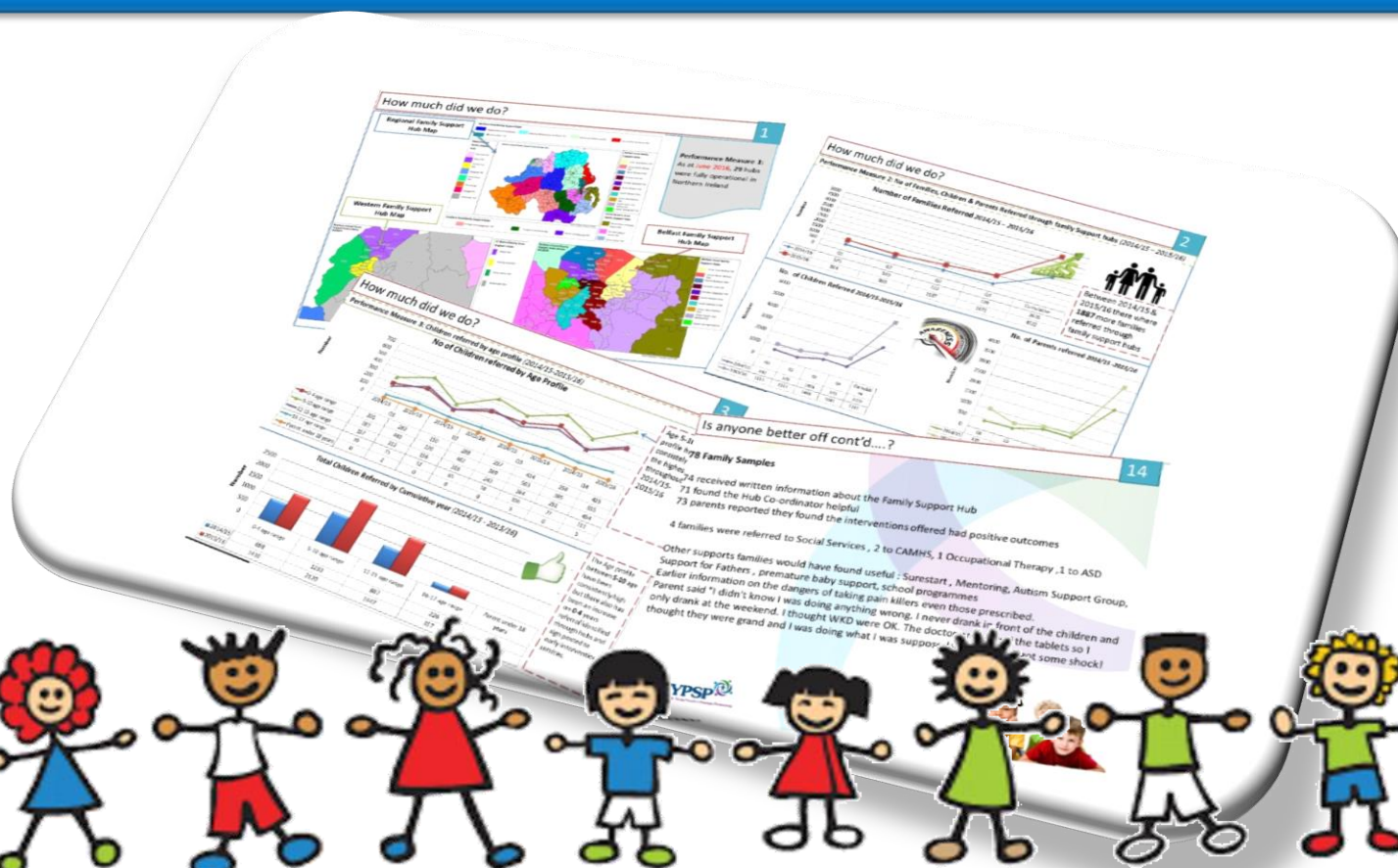


# Family Support Hubs Report Card

Qtr1 & Qtr2 April - September 2024



# How much did we do?

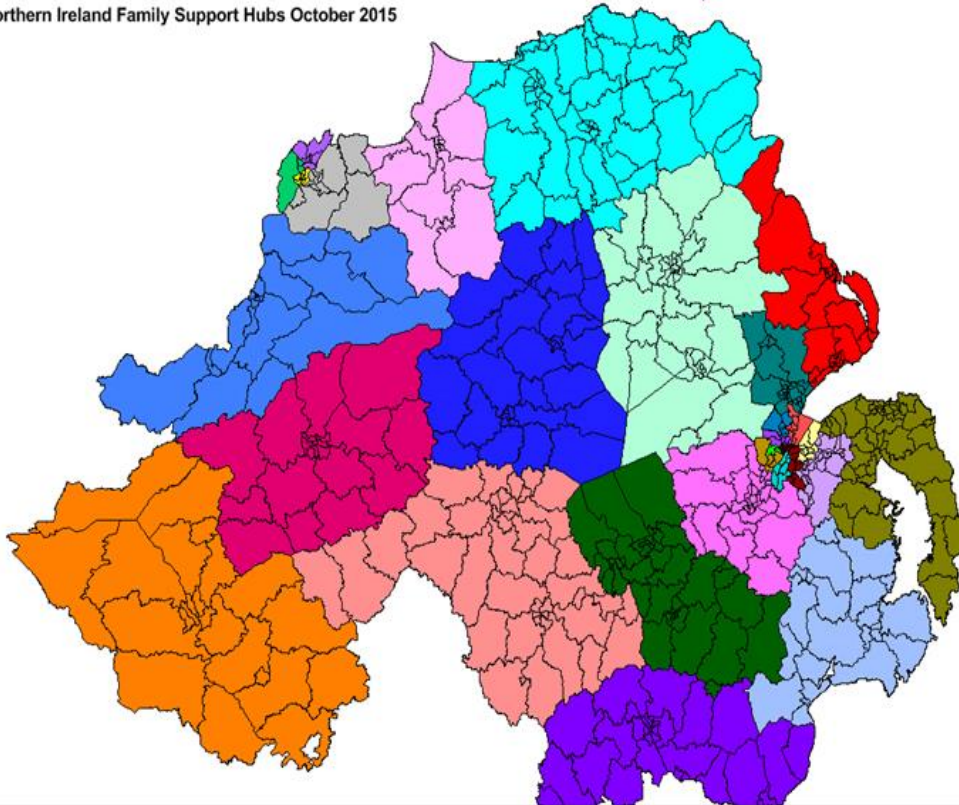
## Northern Area Family Support Hubs



## Western Area Family Support Hubs



Northern Ireland Family Support Hubs October 2015

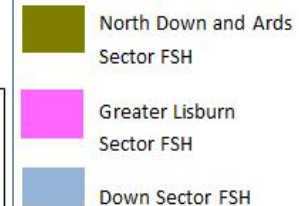


Crown Copyright: Produced by CYPSP

## Belfast Area Family Support Hubs



## South Eastern Area Family Support Hubs



## Southern Area Family Support Hubs

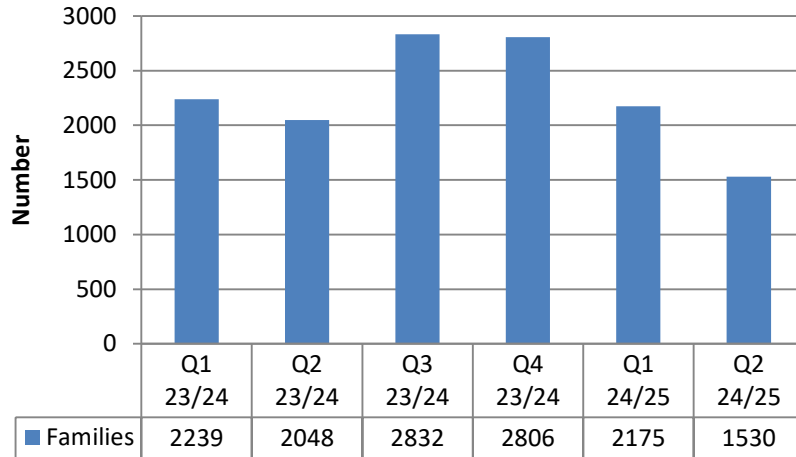


**Performance Measure 1:** As at April 2024, **29** hubs were fully operational in Northern Ireland

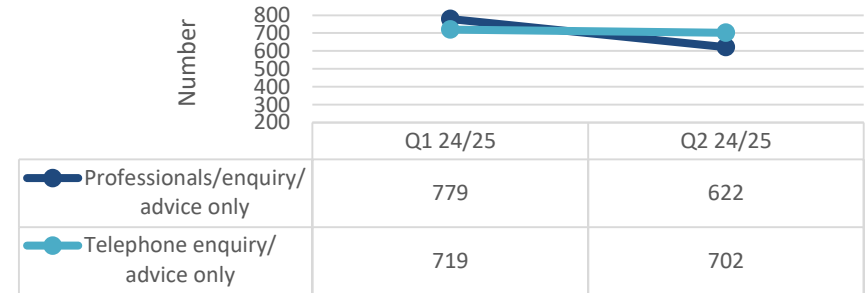
# How much did we do?

## Performance Measure 2: No of Families, Children & Parents Referred through FSHs – Q1 & Q2 2024/25 – compared to previous year

### Number of Families Referred

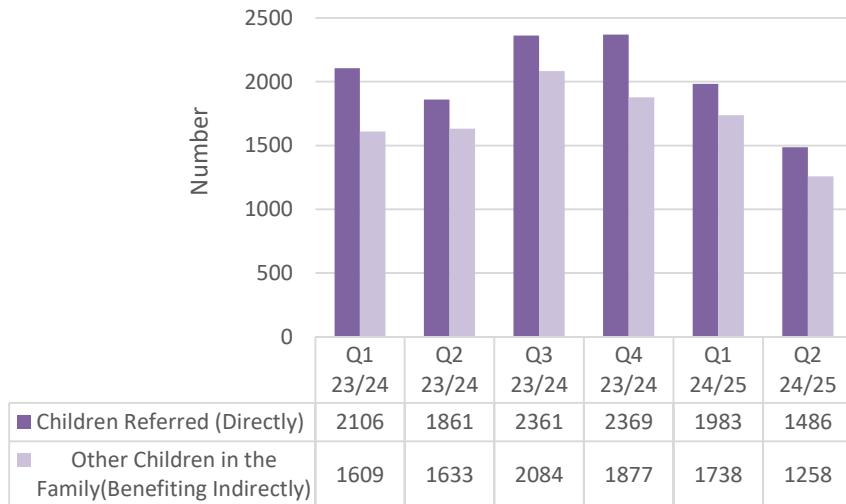


### Professional and Telephone Enquiries

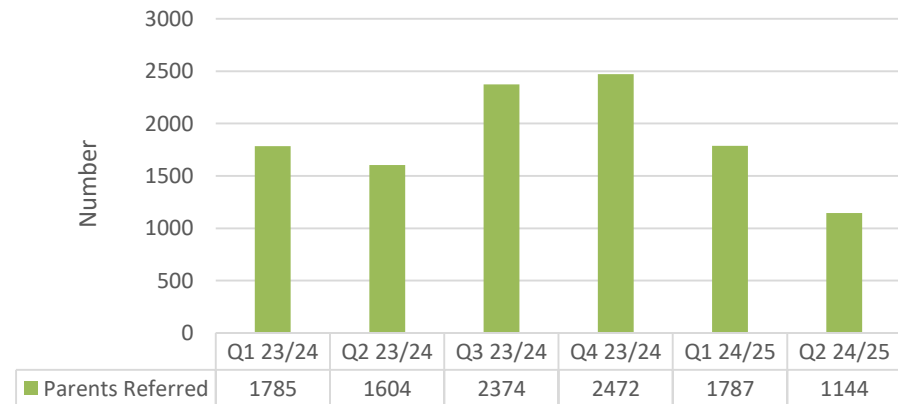


In Qtr2 July to September 2024, **1530** families were referred through family support hubs. There were also **1324** professional/telephone enquiry/advice only calls in Qtr2.

### No. of Children Referred



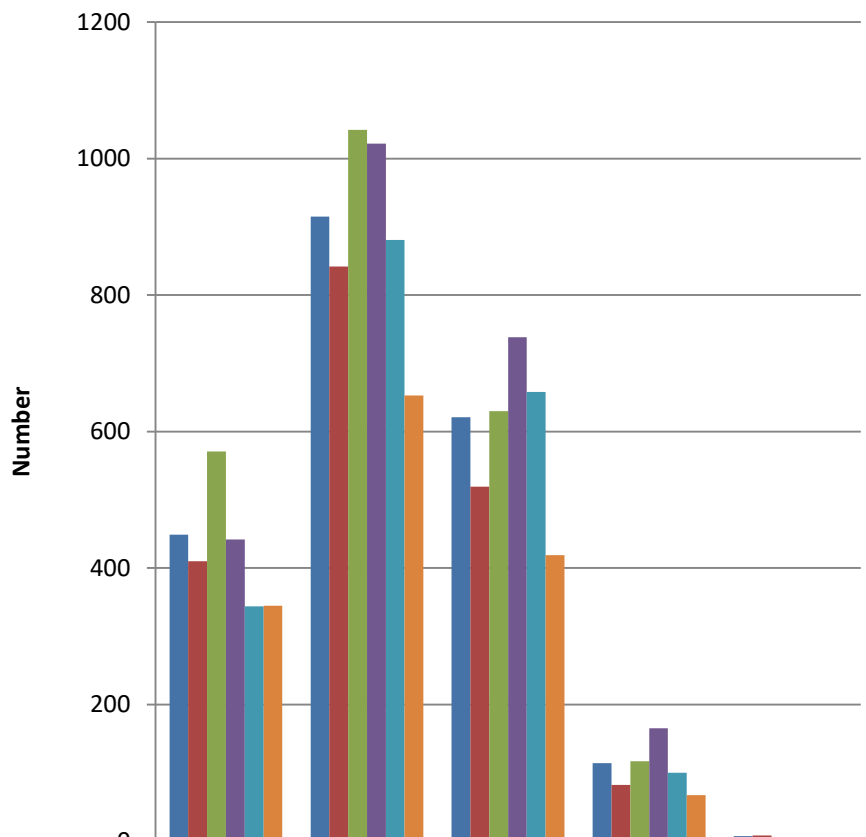
### No. of Parents Referred



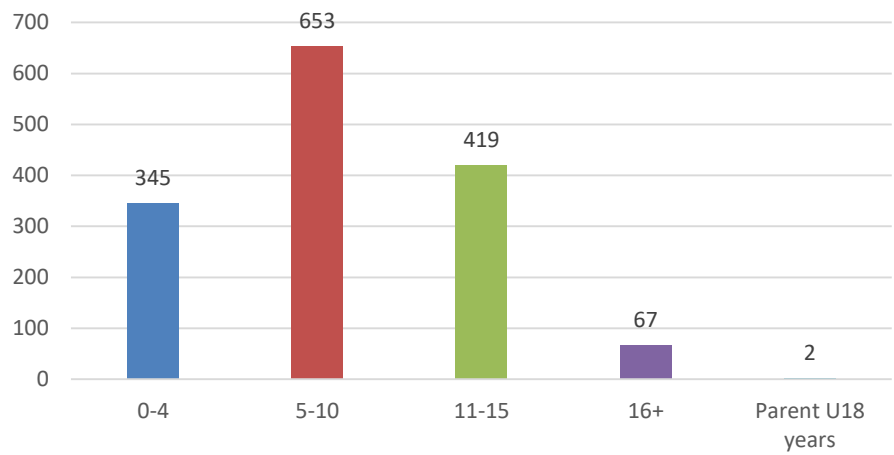
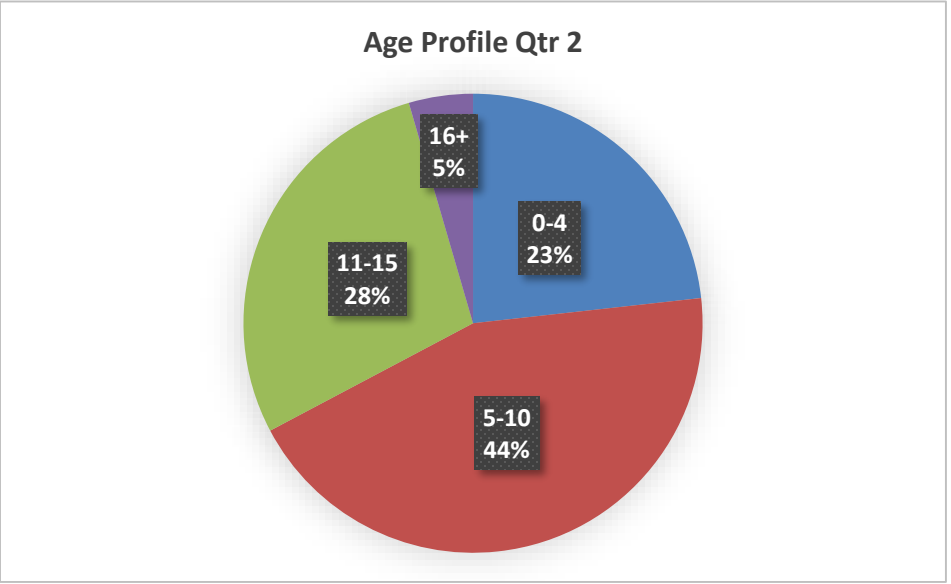
From July to September 2024 there were **1486** children referred in Qtr2 with **1258** other children in the family benefiting indirectly. Parents referrals decreased to **1144**.

# How much did we do?

**Performance Measure 3: Children referred by Age Profile - April – September 2024 compared to previous year**



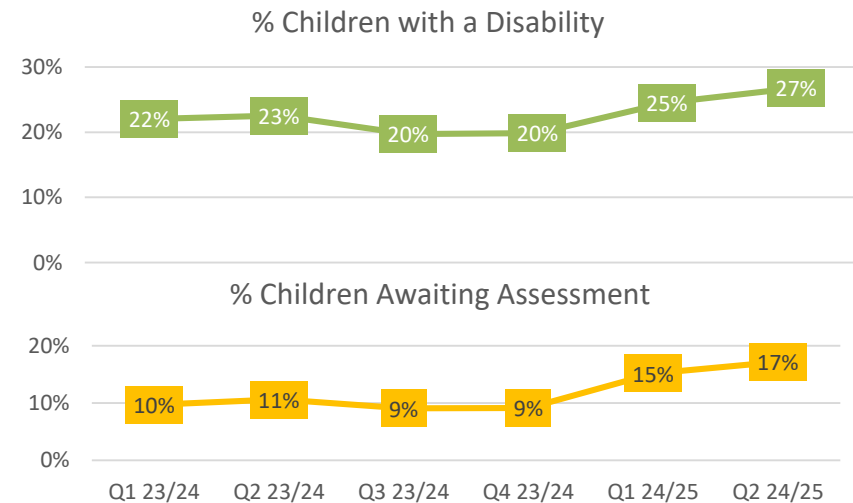
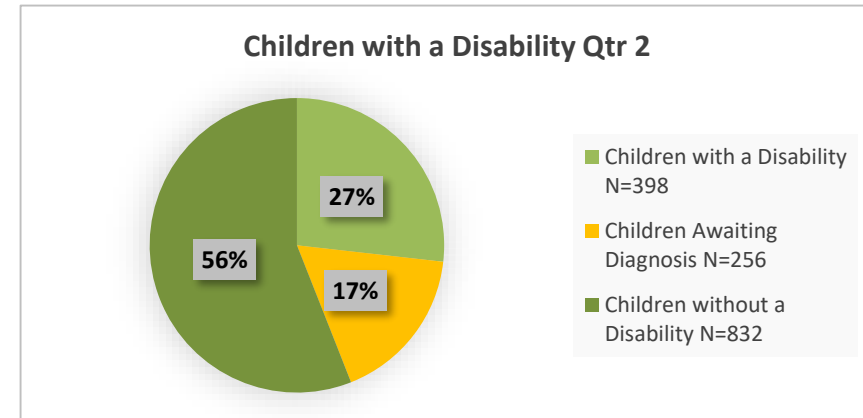
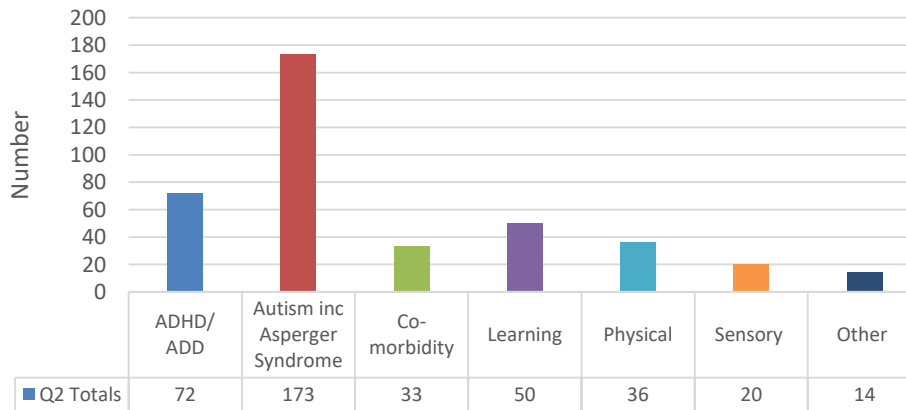
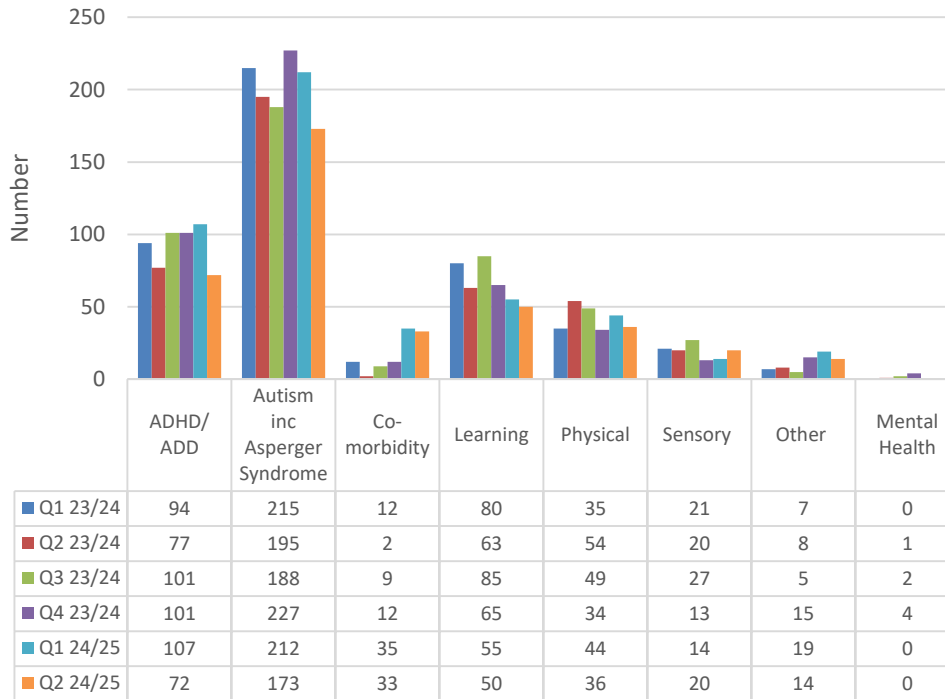
	0-4	5-10	11-15	16+	Parent U18 years
Q1 23/24	449	915	621	114	7
Q2 23/24	410	842	519	82	8
Q3 23/24	571	1042	630	117	1
Q4 23/24	442	1022	738	165	2
Q1 24/25	344	881	658	100	0
Q2 24/25	345	653	419	67	2



**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 2024 compared to previous year



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





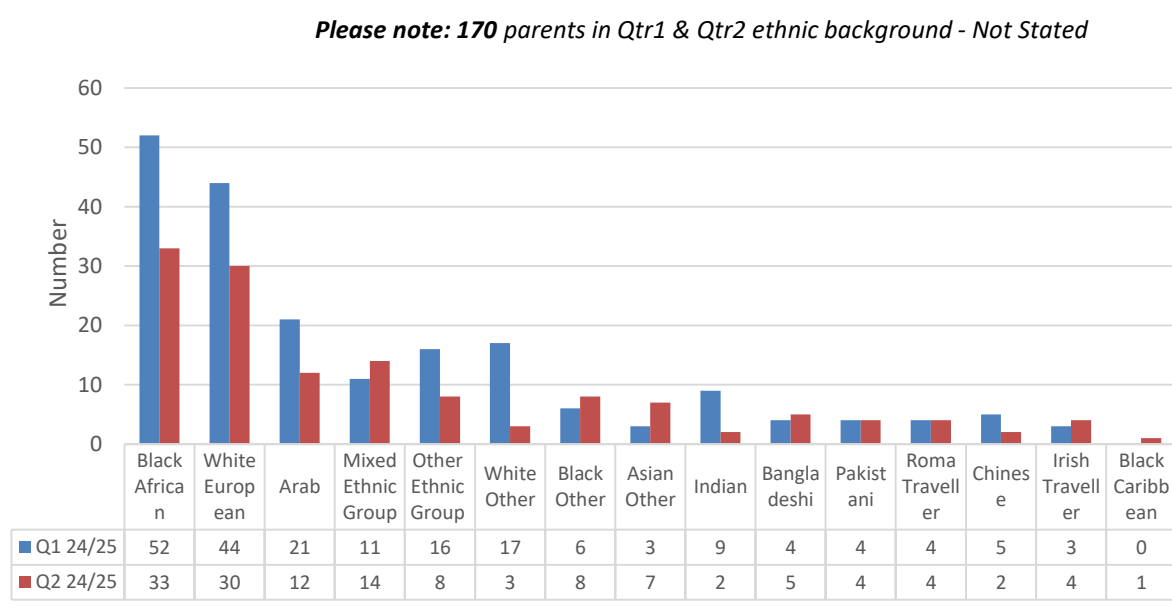
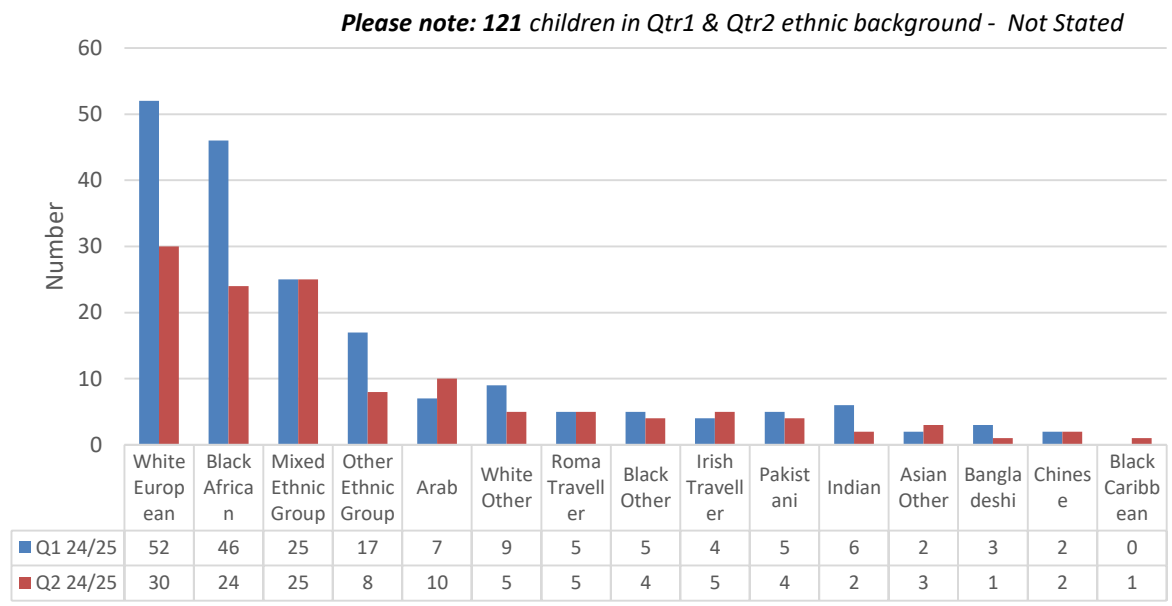
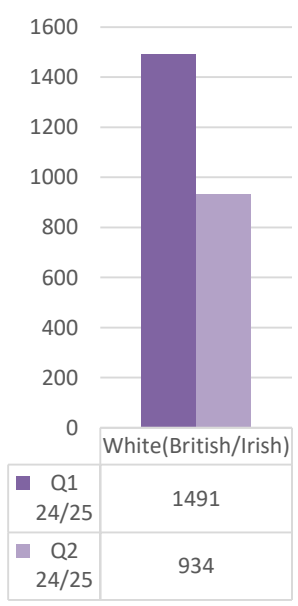
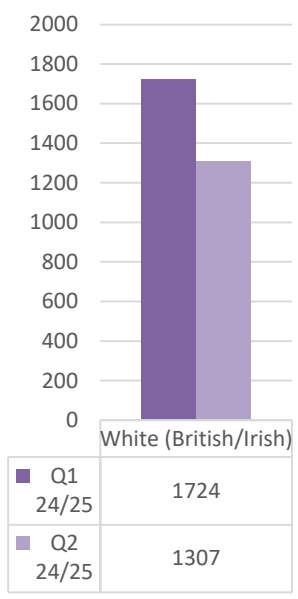
# How much did we do?

## 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 24/25



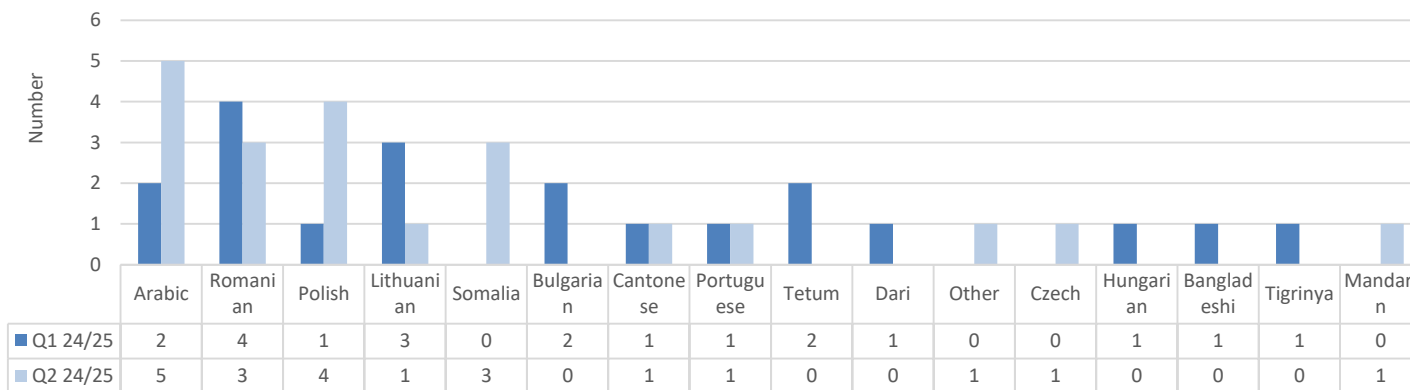
## Performance Measure 4: Interpreters Required and Booked by Language

*There has been a range of languages required and booked in Qtr1 and Qtr2 with Arabic and Romanian the most requested. Interpreters were unable to be booked for 14 different languages in Qtr2.*

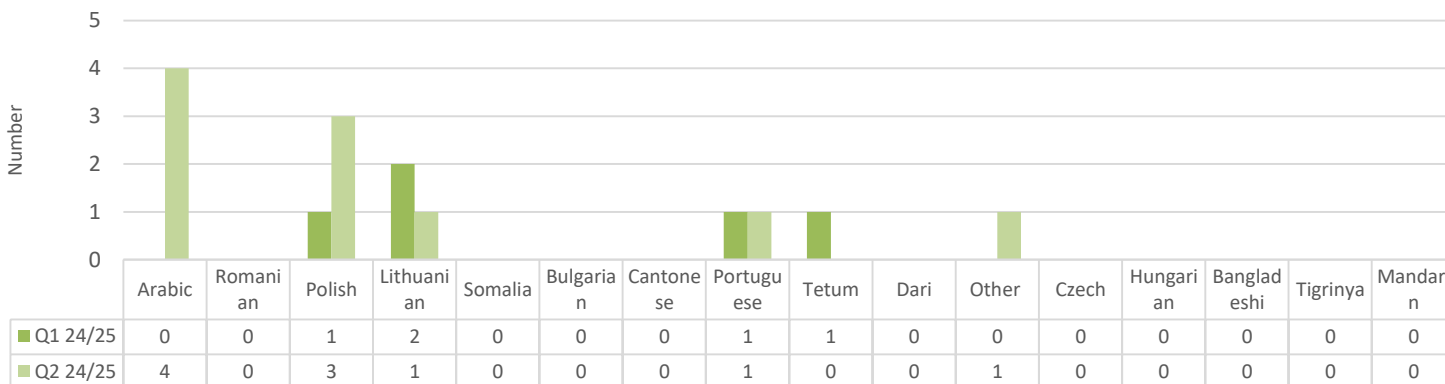
*Google Translate was also used **22** times, Facilitated by Family or Friend used **6** times.*

## Interpreters Required and Booked by Language – Qtr1 & Qtr2 2024/25

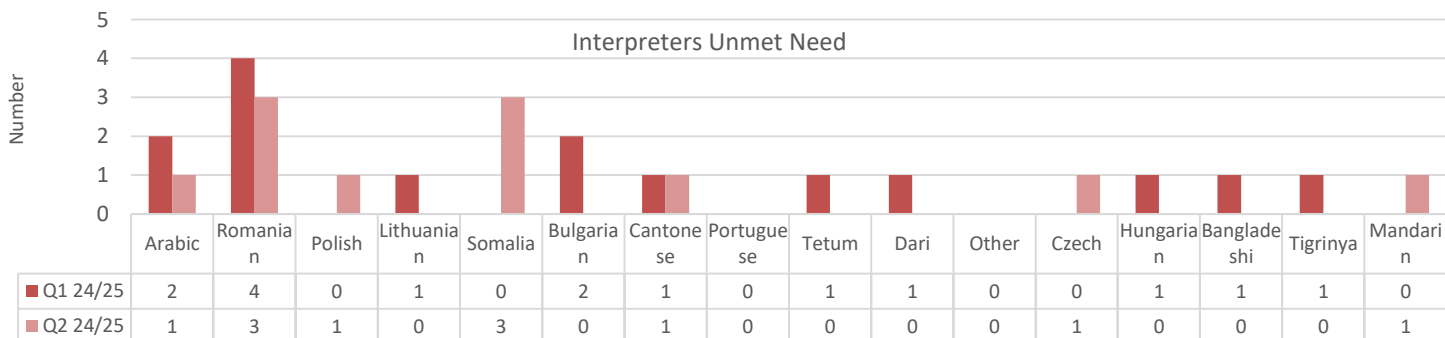
Interpreters Required by Language



Interpreters Booked by Language

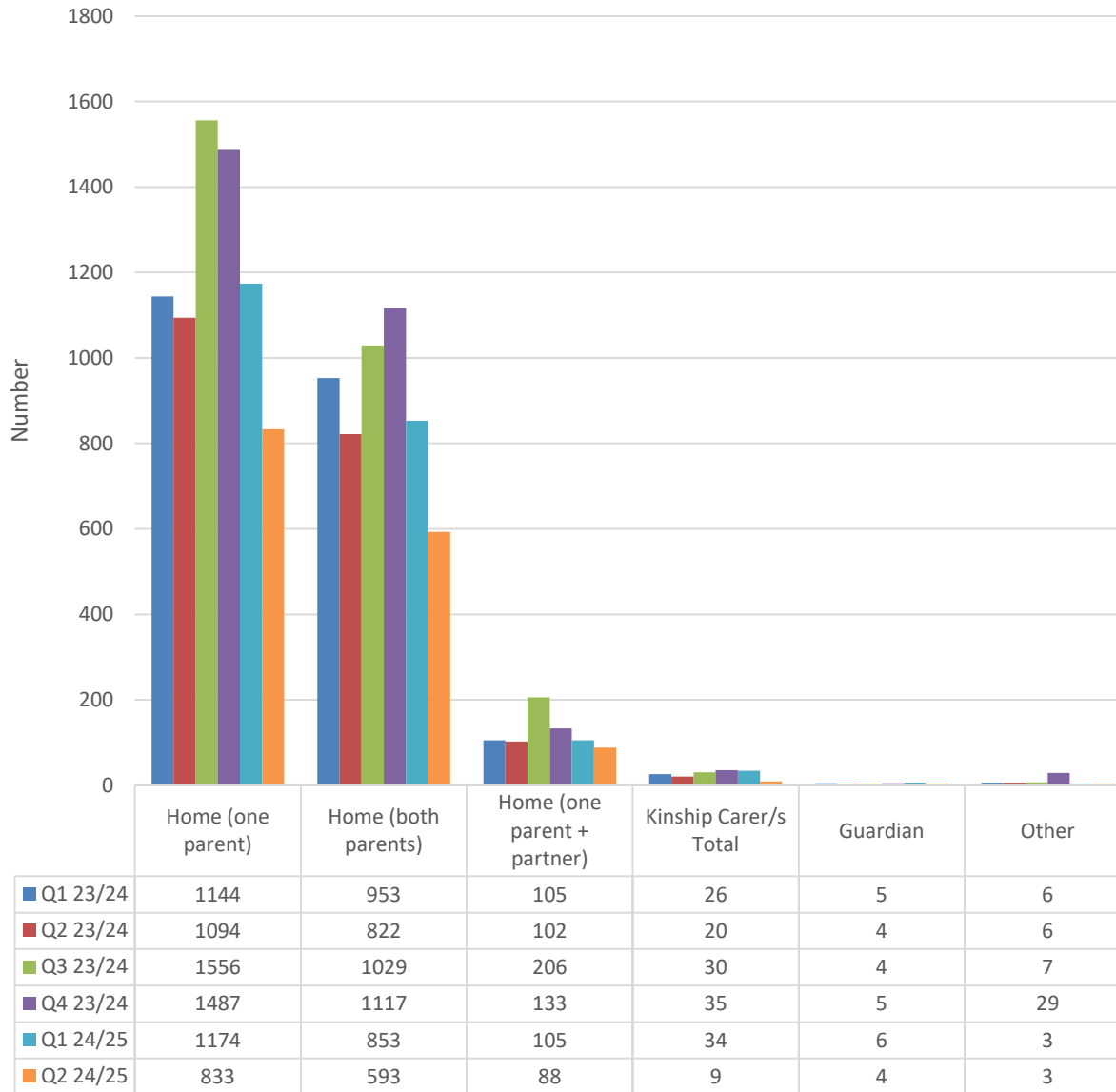


Interpreters Unmet Need



# How much did we do?

## Performance Measure 5: Household Composition - April – September 2024 compared to last year



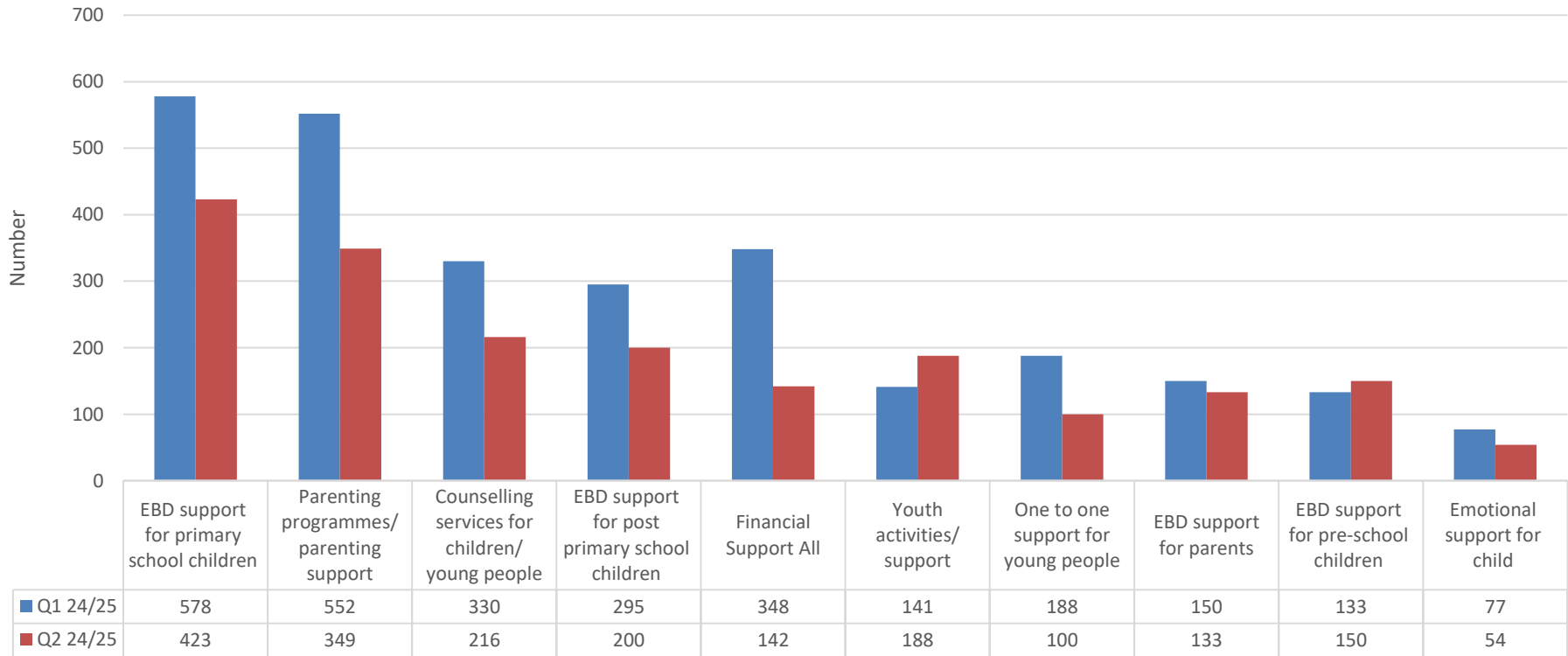
The highest group of families referred are **Lone Parents** at **833** in Qtr 2. **Home with both parents** is **593** and **One Parent + Partner** is **88**. There were **9 Kinship Carers**, **4 Guardians** and **3 Others**.



# How much did we do?

## Performance Measure 6: Main Presenting Reasons for Referral – Qtr1 & Qtr2 April – September 24/25

### Top Ten Reasons for Referrals to Hubs



### Reasons for Referral:

The top reason for referral in Qtr2 July – September 2024 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 Counselling services for children/young people, EBD support for post-primary school children, Youth Activities, EBD support for pre-school children, Financial Support All, EBD support for parents, One to one support for young people and Emotional support for child.

# How well did we do it?

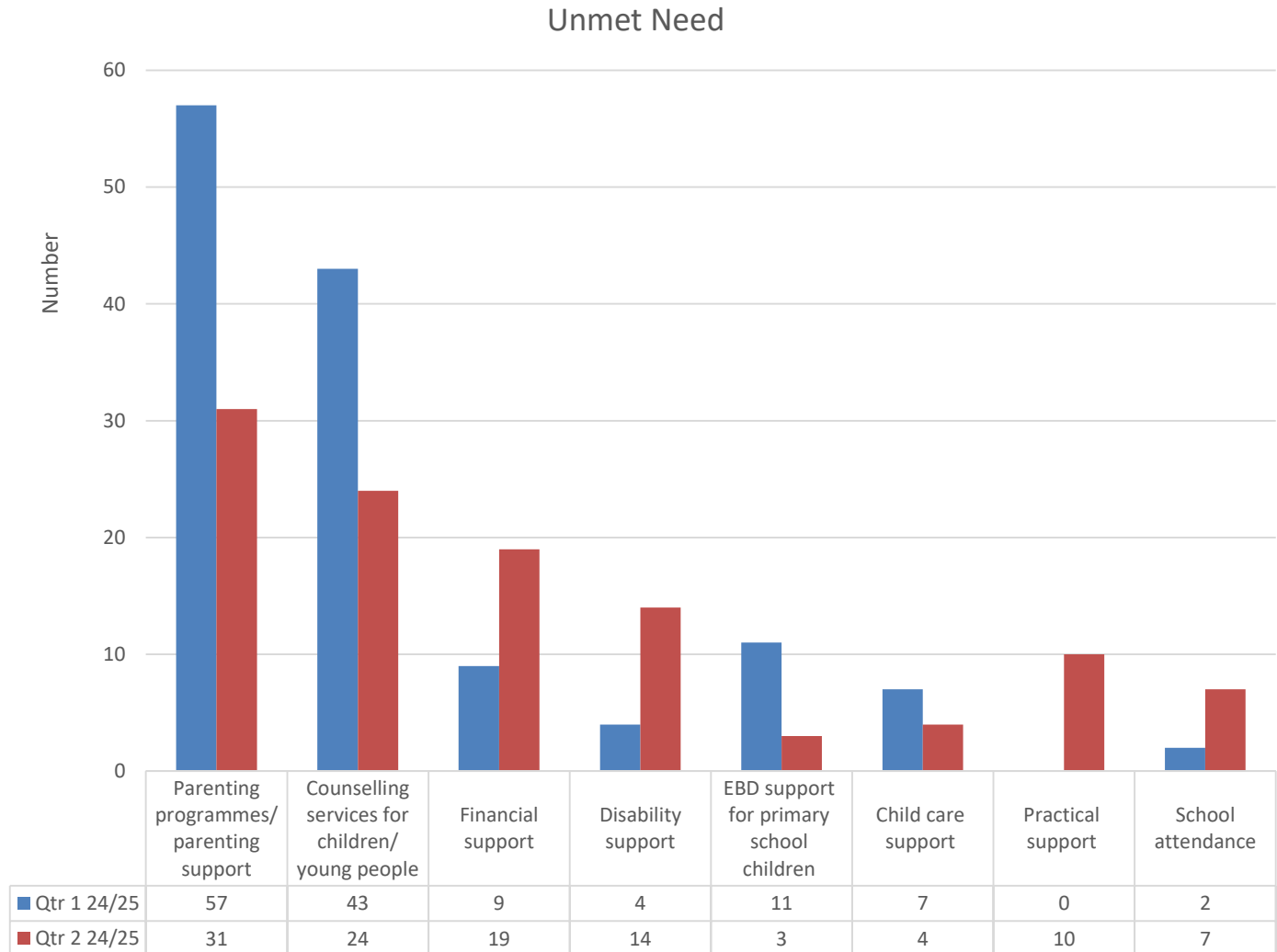
## Performance Measure 6: Main Presenting Reasons Unmet – Qtr1 & Qtr2 April – September 2024/25

### Unmet Need:

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

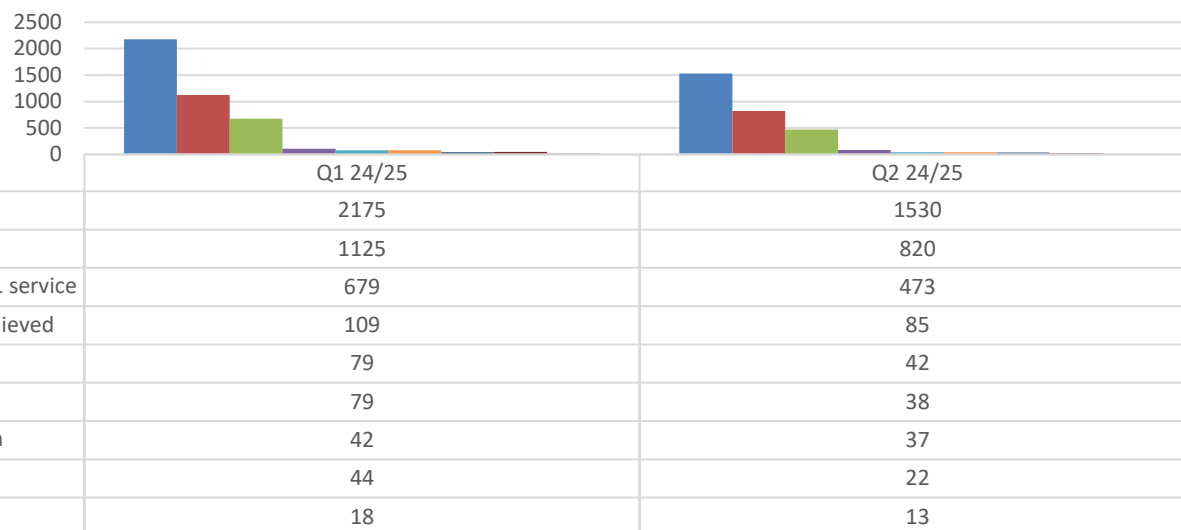
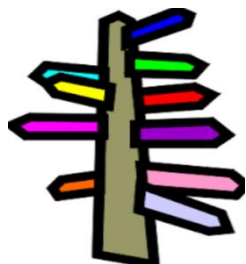
This was followed in Qtr 2 by **Counselling Services for children/young people, Financial support** and **Disability support**.

Other unmet needs were **Practical support, School attendance, Child care support** and **EBD support for primary school children**.



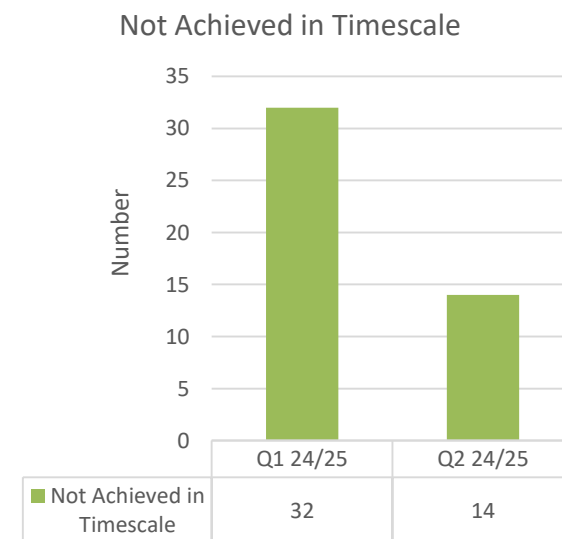
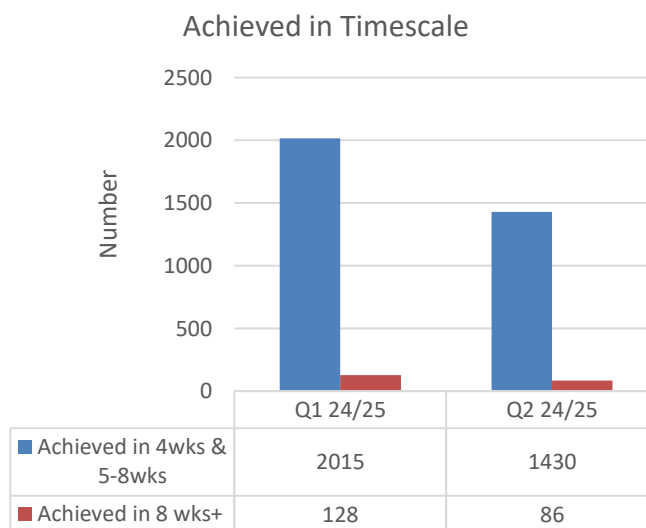
# How well did we do?

## Performance Measure 7: Families Referred that were Accepted & Signposted – Qtr1 & Qtr2 April – September 2024/25



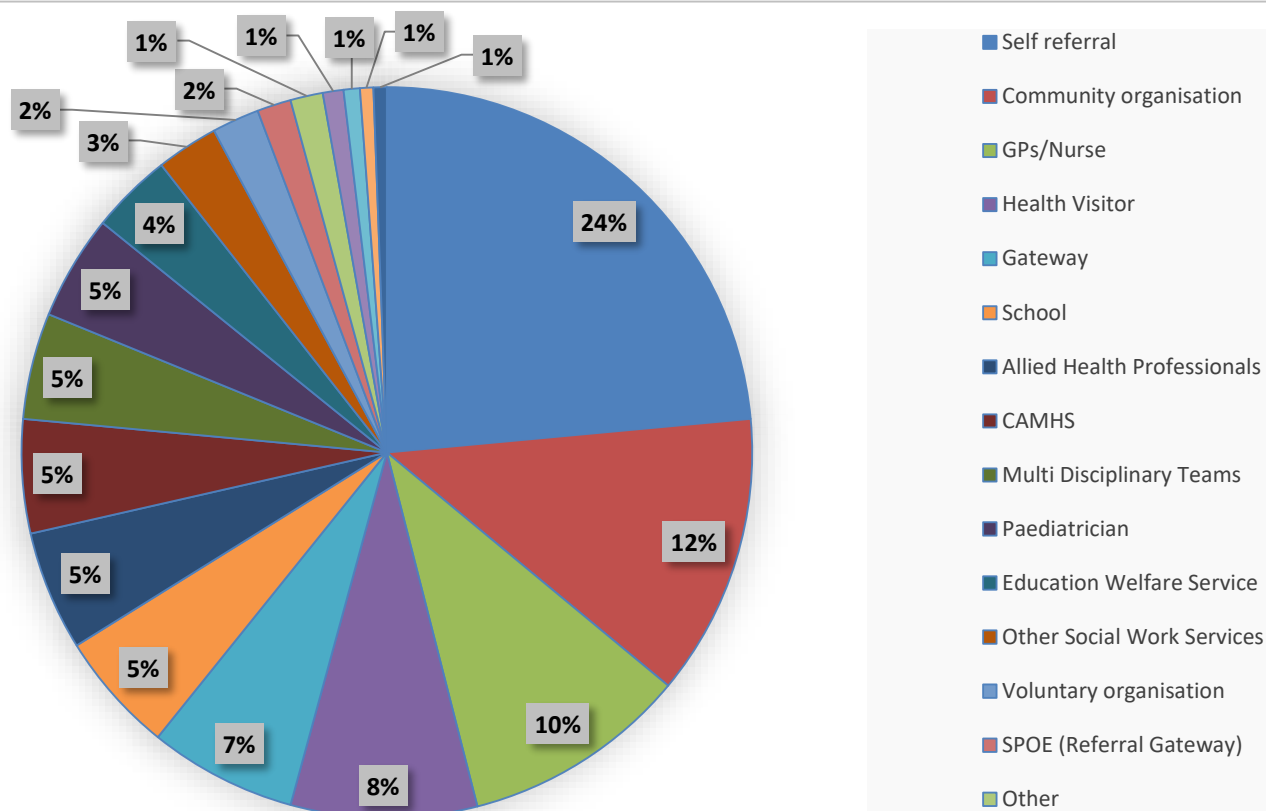
## Performance Measure 8: Referral Process: Achieved in 4 weeks & 5-8 weeks or Not Achieved – Qtr1 & Qtr2 April – September 2024/25

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 **86** was processed but exceeded the 8 weeks timescale.



# How well did we do?

## Performance Measure 8: Total Percentage of Referrals by Referring Agency – Qtr2 July-September 2024/25



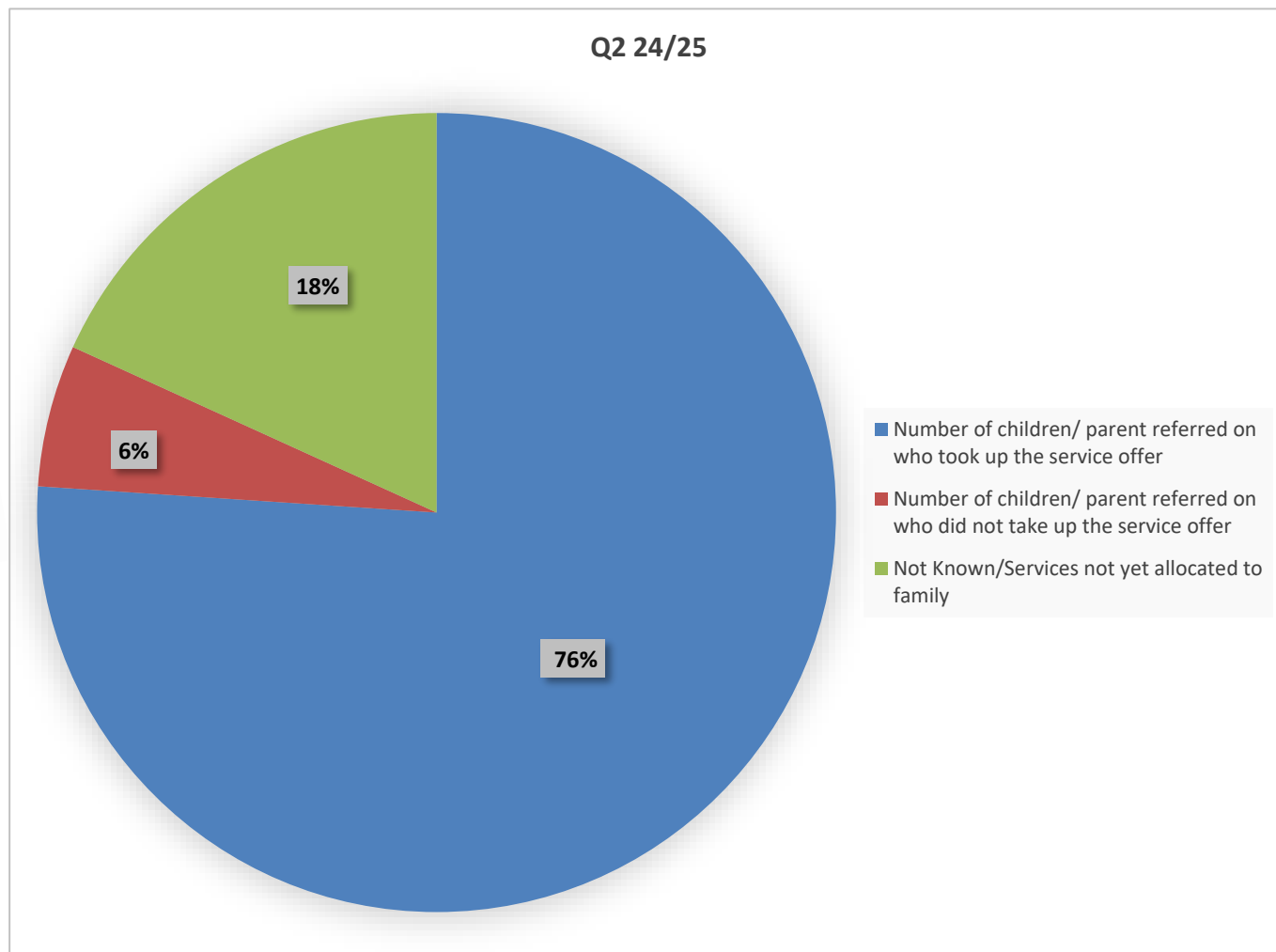
From July - September 2024 **Self Referrals** were the key referrer at **24%**, the same as in Qtr1. Community Organisations were the second highest referring agency in Qtr 2 at **12%** (6% in Qtr1), **GP's** were **10%** and **Health Visitor** **8%** (both the same in Qtr1).

**Gateway** were **7%** (6% in Qtr 1), **School**, **Allied Health Professionals**, **CAMHS**, **MDTs** and **Paediatricians** were all **5%** (compared to 14%, 3%, 4%, 6% and 3% respectively in Qtr 1).

There were **261** 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 –**  
*Qtr2 September – December 2024/25*



# How well did we do?

## Performance Measure 10: 10 Standards Fully Implemented – 2023/24

**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

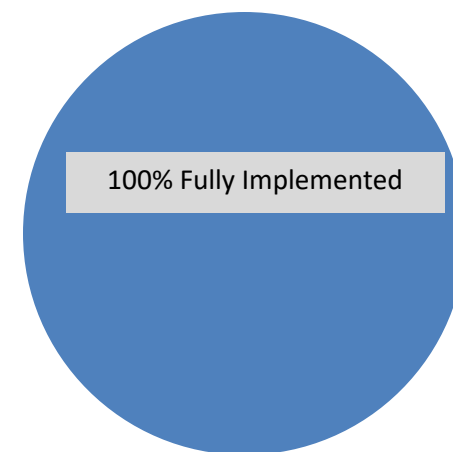
**Standard 8.** INVOLVEMENT OF SERVICE USERS AND PROVIDERS IN THE PLANNING, DELIVERY AND EVALUATION of family support services in practised on an on-going basis

**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)