

# NHSCT FAMILY SUPPORT HUBS REPORT CARD

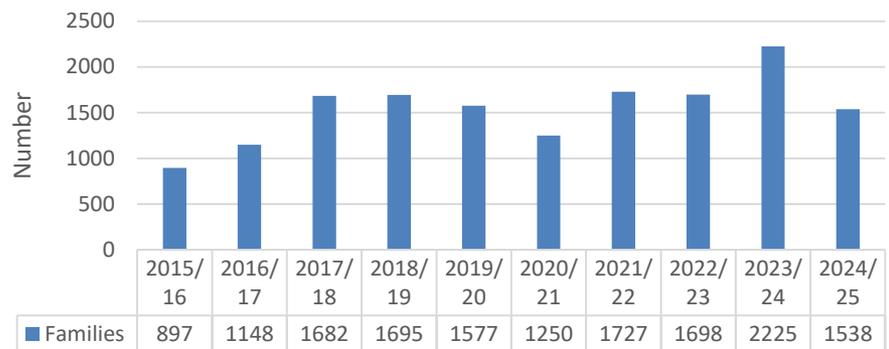
Annual Report Card 2024/25



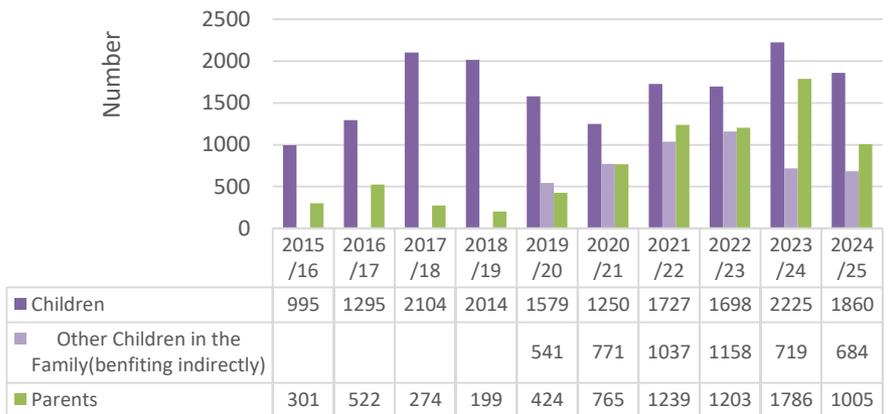
# How much did we do?

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

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

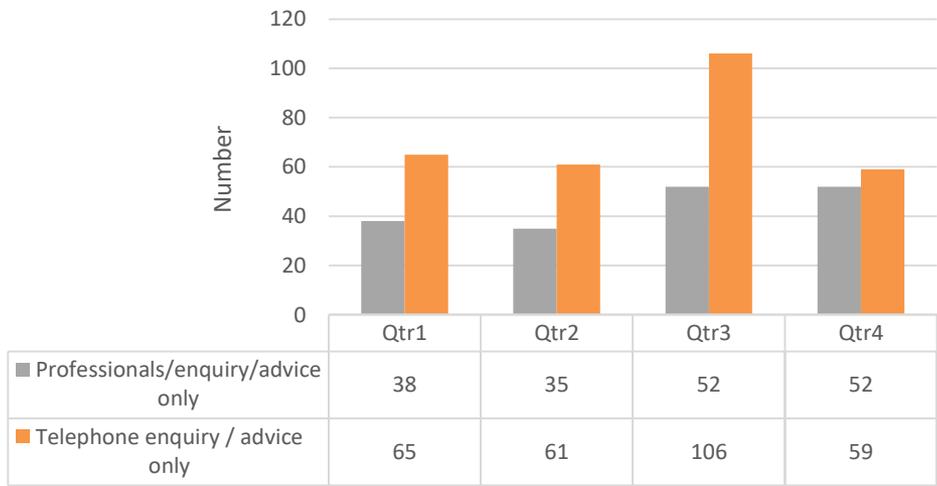


No. of Children/Other Children Indirectly and Parents Referred



Throughout 2024/25 there were **1538** families referred through family support hubs a decrease of **687** families.

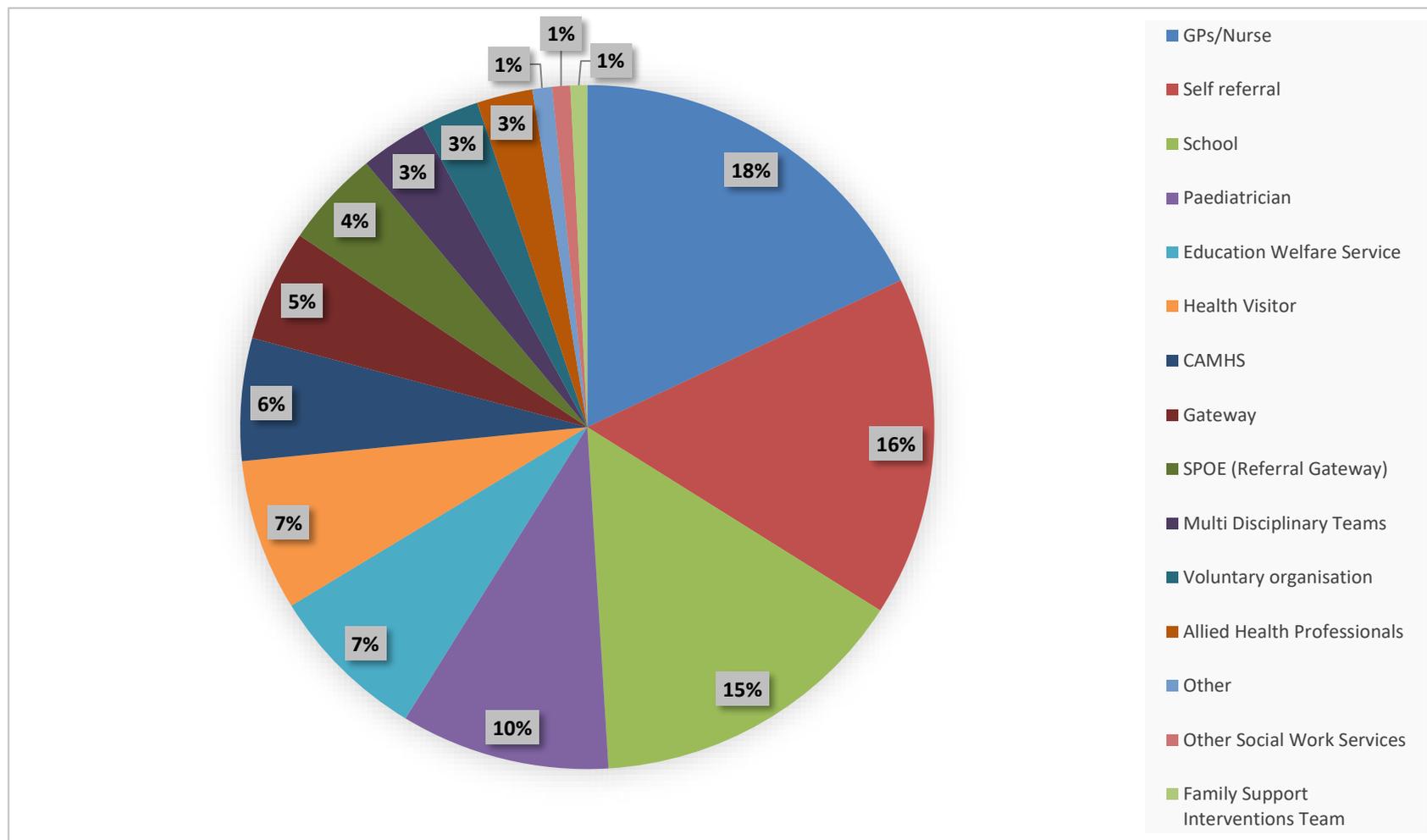
Professionals/Telephone Enquiries



Northern Hubs dealt with **177** professional enquiries and **291** telephone enquiries, 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.

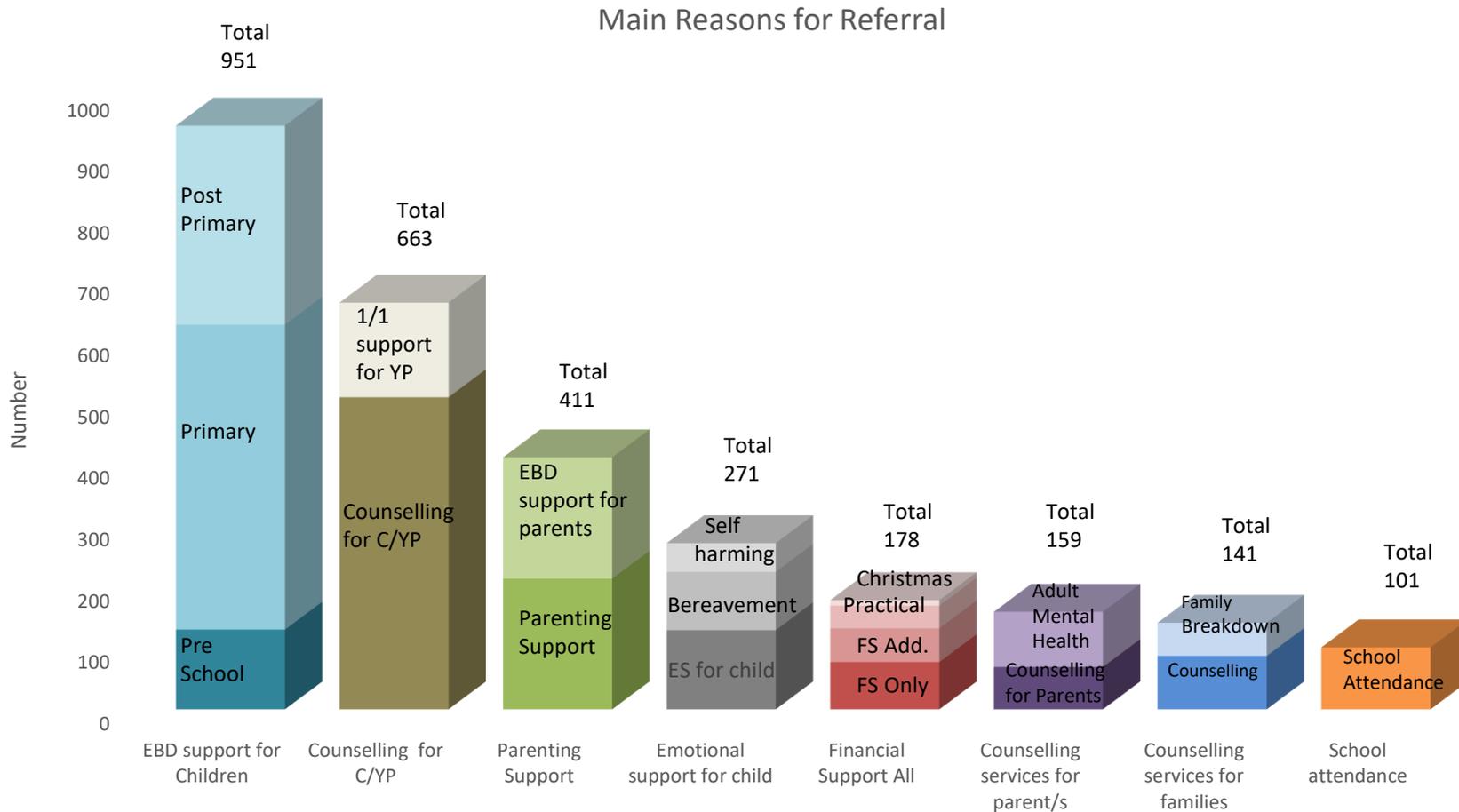
# How well did we do it?

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



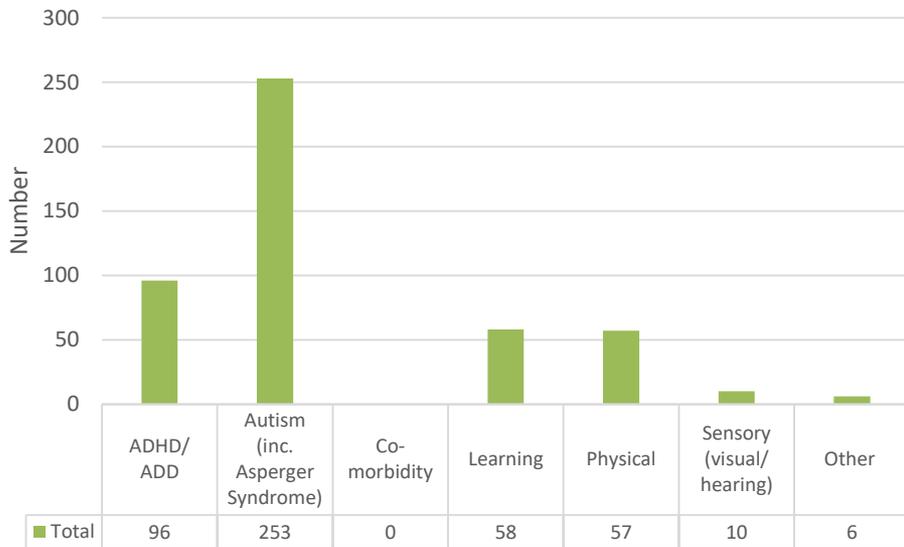
In the Northern Area **GPs/Nurse** are still the largest key referrers at **18%** in 2024/25, the same as last year. This was followed by Self referrals at **16%** (13% last year), School **15%** (12%), Paediatricians **10%** (8%), Education Welfare Service and Health Visitor **7%** (3% and 12% respectively).

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



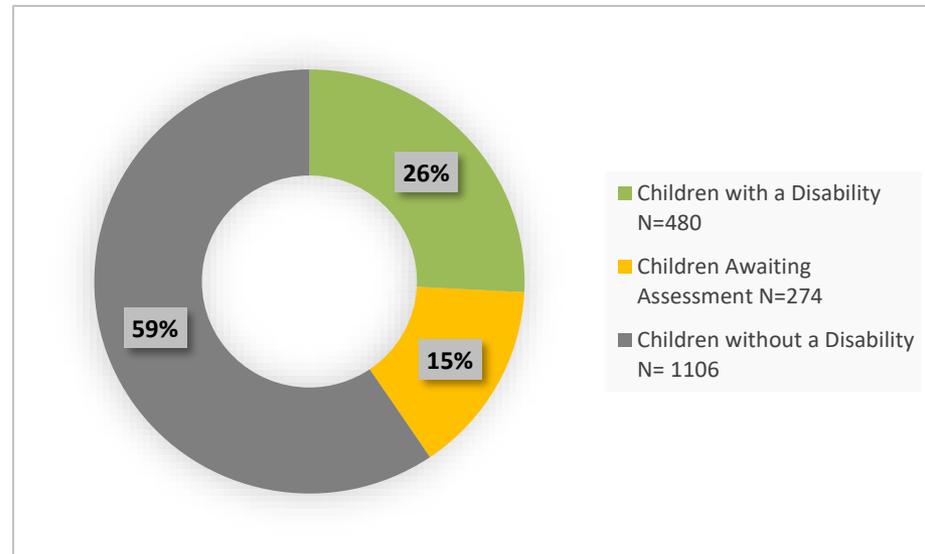
The main reason for referrals were **Emotional Behaviour Difficulty (EBD) for school children at 951**, followed by **Counselling for children/young people at 663** in 2024/25. This was followed by Parenting support **411**, Emotional support for Child **271**, Financial Support All at **178**, Counselling services for Parents **159**, Counselling for Families **141** and School Attendance **101**.

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

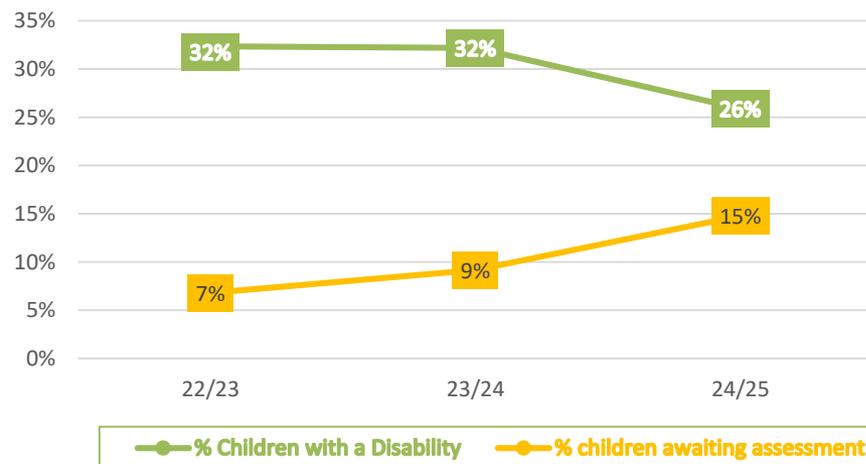


Throughout 2024/25, Children with **Autism** had the highest number of referrals throughout NHSCT at **(13.6%)**.

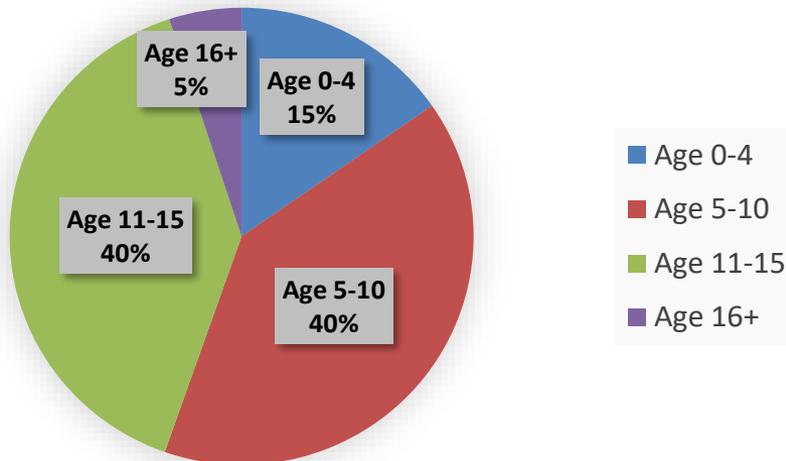
## Children Referred with a Disability 2024/25



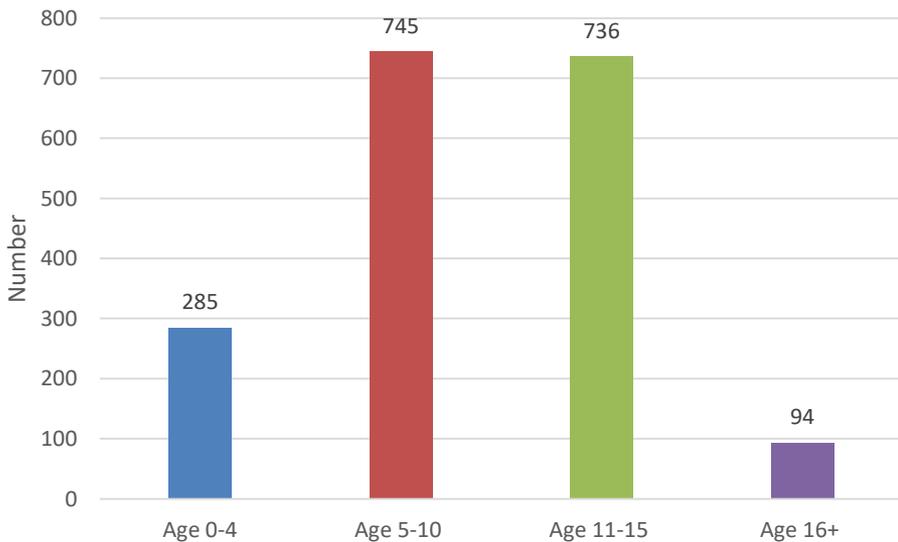
## Children with a Disability and Awaiting Assessment



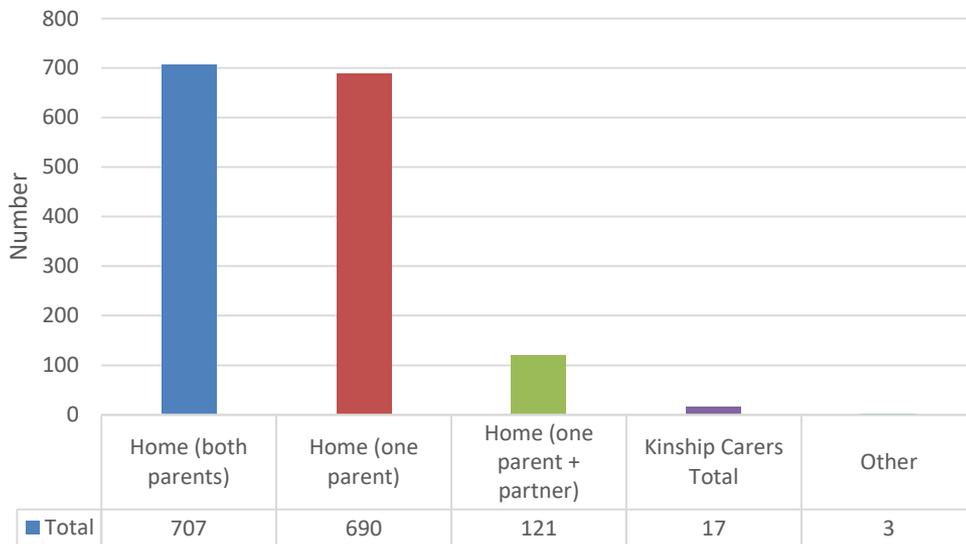
## Performance Measure 5: Children Referred by Age Profile 2024/25



*The 5-10 and the 11-15 age group is the same in the Northern area for 2024/25. This is unique in the Northern area as other areas have a larger proportion of the 5-10 age group.*



## Performance Measure 6: Household Composition – 2024/25



Home Both Parents v Home One Parent



	2015 /16	2016 /17	2017 /18	2018 /19	2019 /20	2020 /21	2021 /22	2022 /23	2023 /24	2024 /25
● Home (both parents)	375	504	789	769	748	581	808	812	1078	707
● Home (one parent)	361	511	684	698	630	555	777	743	962	690

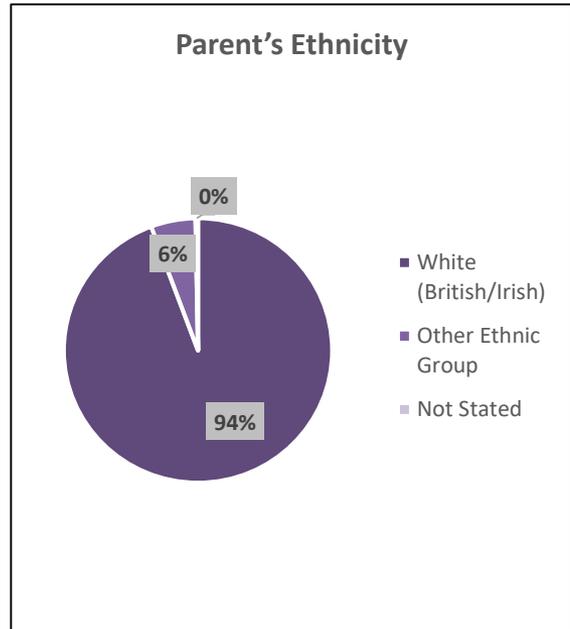
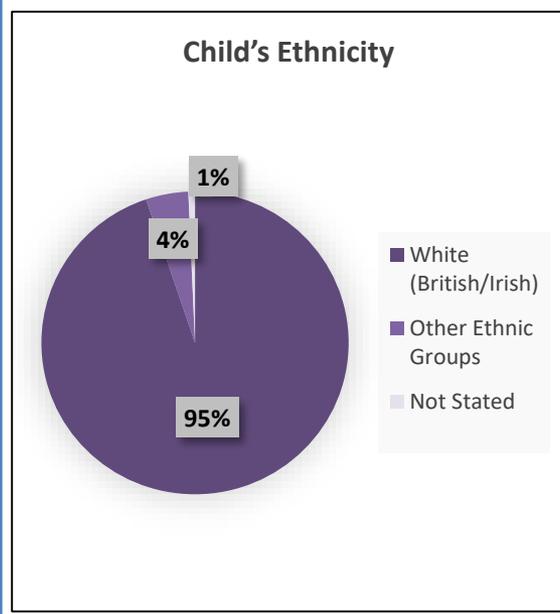
In the Northern area the largest group referred in the household composition was Home with both parents at **707** in 2024/25, followed by Home One parent families at **690**.

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

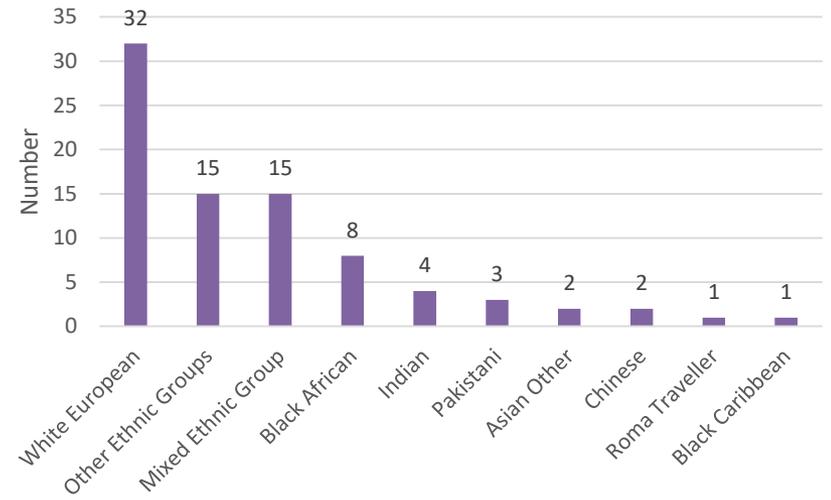
**Performance Measure 7:  
Referrals by Ethnic  
Background for Children  
and Parents referred.**

The percentage of children and parents identifying from **Other Ethnic Groups** other than White (British/Irish) varies year by year with Northern reporting the lowest proportion at 4% and 6% regionally.

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

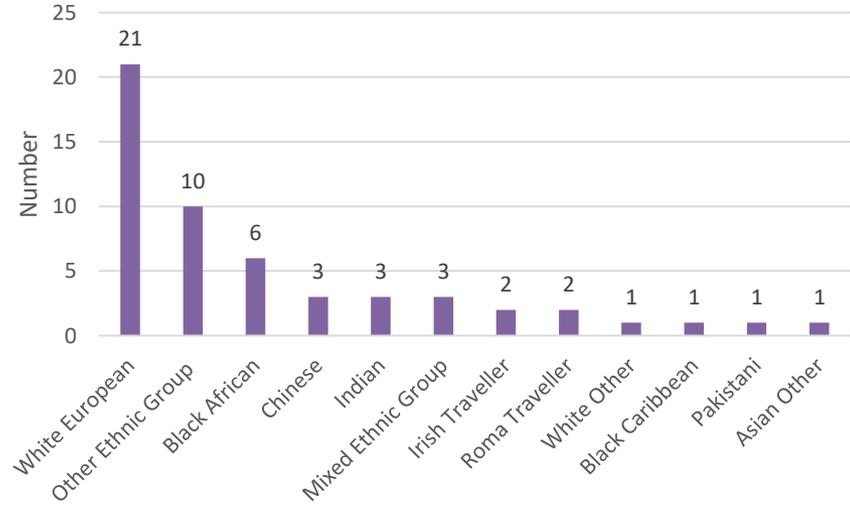


**Children Referrals by Ethnic Background – 2024/25**



Please note: 13 children's ethnic background - Not Stated

**Parents Referrals by Ethnic Background – 2024/25**



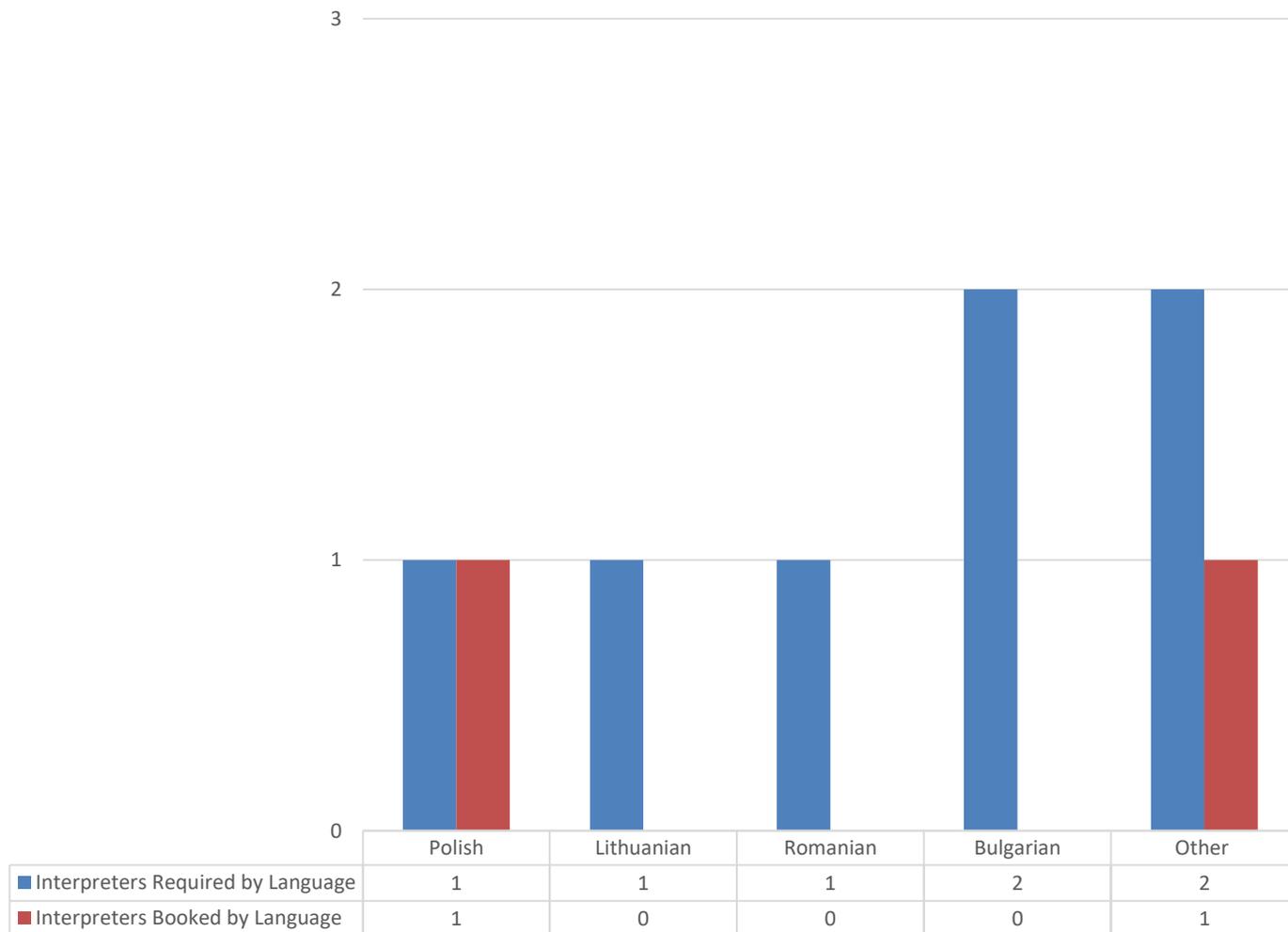
Please note: 3 parent ethnic background - Not Stated

**Performance Measure 8: Interpreters Required and Booked by Language**

*There has been a range of languages required and booked in 2024/25 in the Northern area with Bulgarian and Other the most requested. In Northern area 7 interpreters were required with 2 booked in 2024/25.*

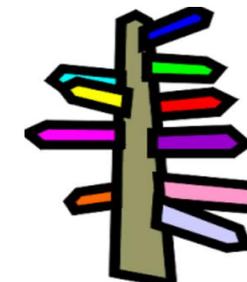
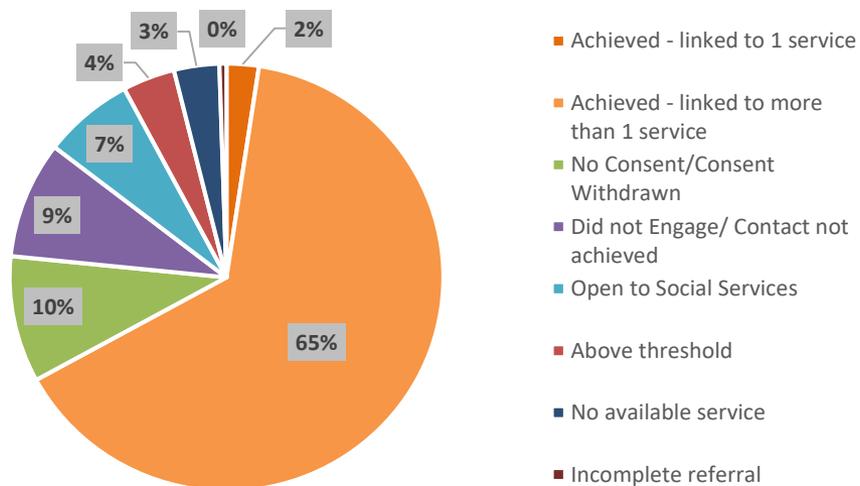
*Google Translate and Facilitated by Family or Friend were not used and 1 Interpreting Solutions not found.*

**Interpreters Required and Booked by Language – 2024/25**



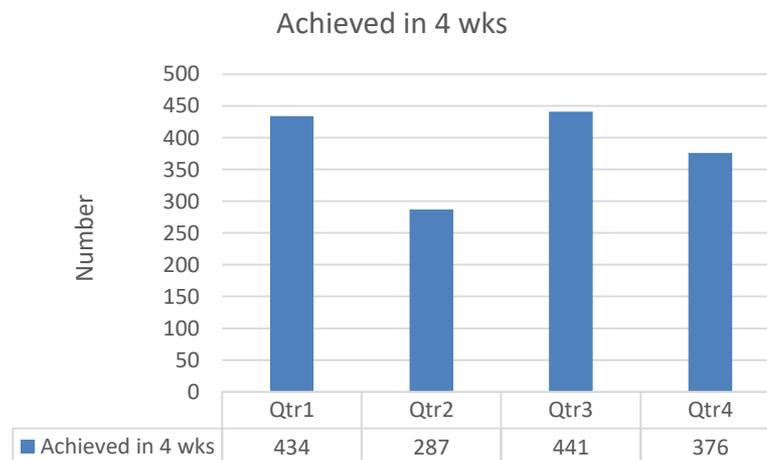
**5 Interpreters were unable to be booked**

## Performance Measure 9: Families Referred that were Accepted & Signposted, Above Tier 2 or Other Reasons for Outcome of Referral- 2024/25



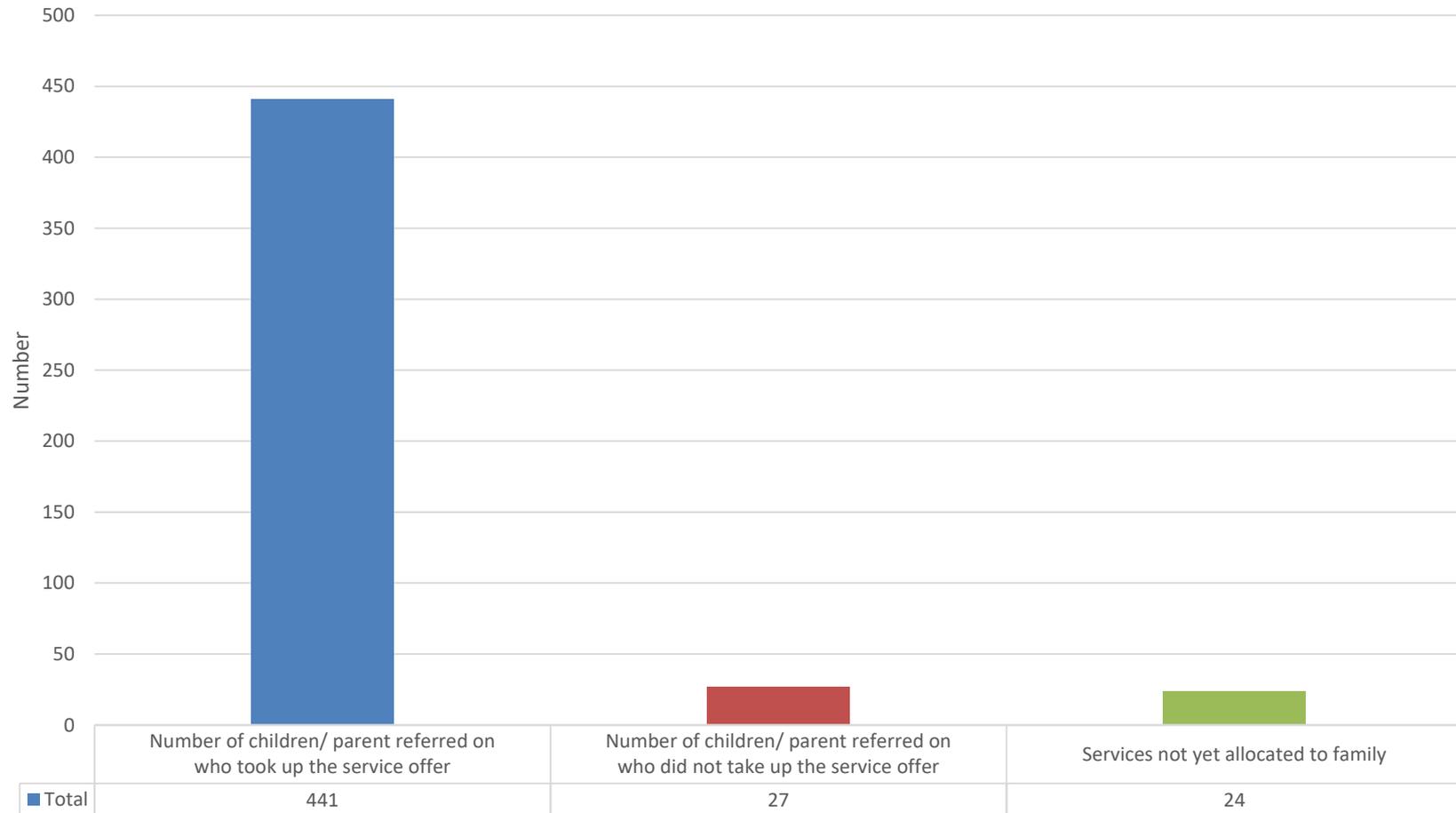
2% of families were signposted to 1 service, with 65% linked to more than 1 service.

## Performance Measure 10: Outcome 4 weeks achieved – 2024/25



All the referrals to Hubs were processed within 4wks in the Northern Area. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

## 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

### Coleraine, Ballymoney & Moyle

4 categories of unmet need

- Counselling services for children/young people
- EBD support for primary school children
- Emotional support for child (bullying, separation etc.)
- Parenting programmes/parenting support

### Newtownabbey, Larne & Carrick

8 categories of unmet need

- Counselling for Children/ Young People
- Bereavement support (child)
- EBD support for pre-school children
- EBD support for primary school children
- EBD support for parents
- Parenting programmes/parenting support
- School attendance
- One to one support for young people

### Magherafelt & Cookstown

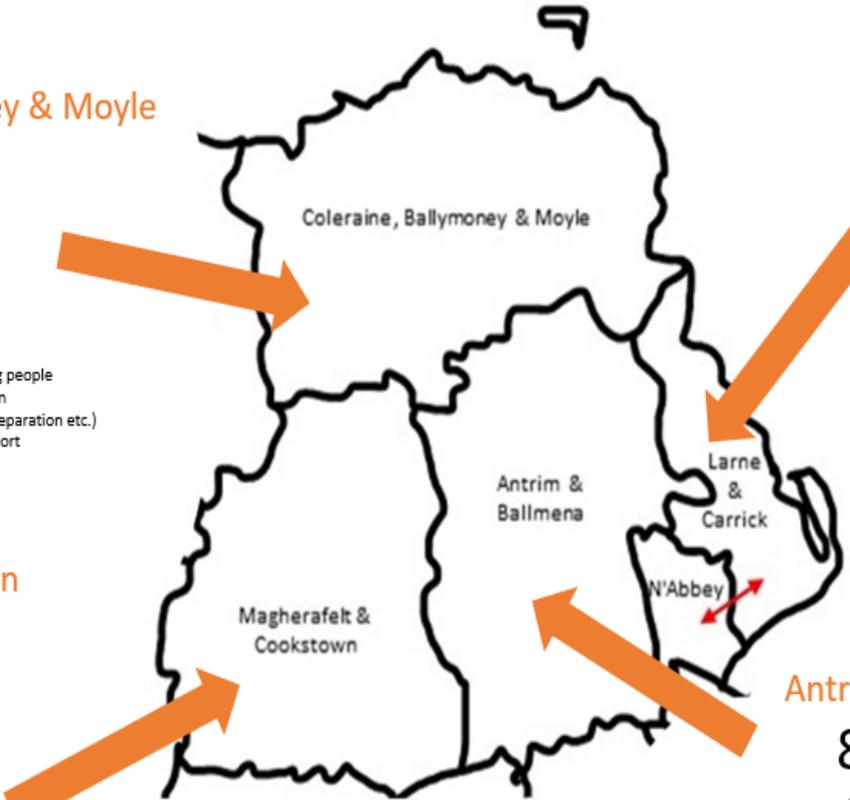
7 categories of unmet need

- Adult Mental health issues
- Child care support
- Disability support
- Counselling for Children/ Young People
- EBD support for pre-school children
- EBD support for parents
- Emotional Support for Children (bullying, separation etc)

### Antrim & Ballymena

8 categories of unmet need

- Counselling for Children/ Young People
- EBD support for pre-school children
- EBD support for parents
- Parenting programmes/parenting support
- Counselling services for parent/s
- Drug/alcohol related harm/abuse by adults (including parents)
- EBD support for post primary school children
- EBD support for primary school children



## 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 5 Hubs in the Northern Outcomes Group area have implemented the 10 Standards and have action plans in place to further develop the Hubs to ensure access to services for families. This includes awareness raising events and identifying services in the community that can provide timely support for children, young people and families.

***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](mailto:cypsp@hscni.net)