

NHSCT FAMILY SUPPORT HUBS REPORT CARD

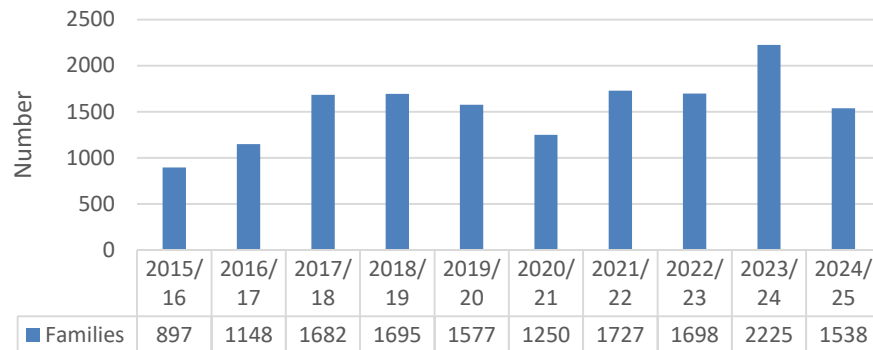
Annual Report Card 2024/25



How much did we do?

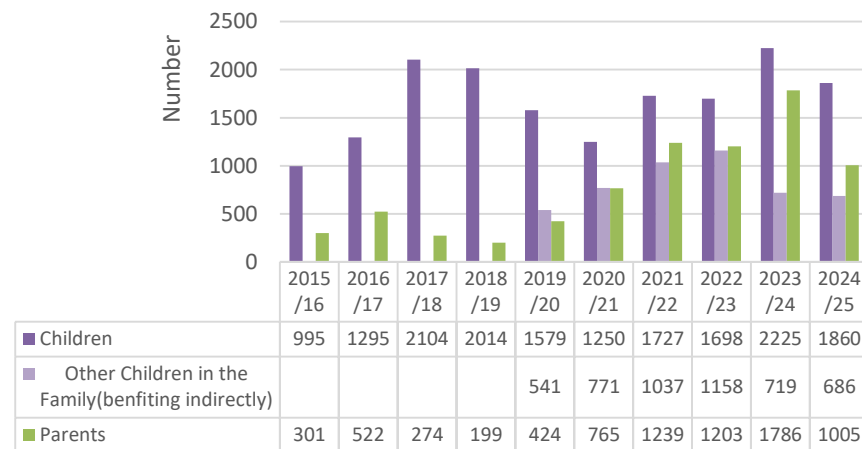
Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2024/25

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

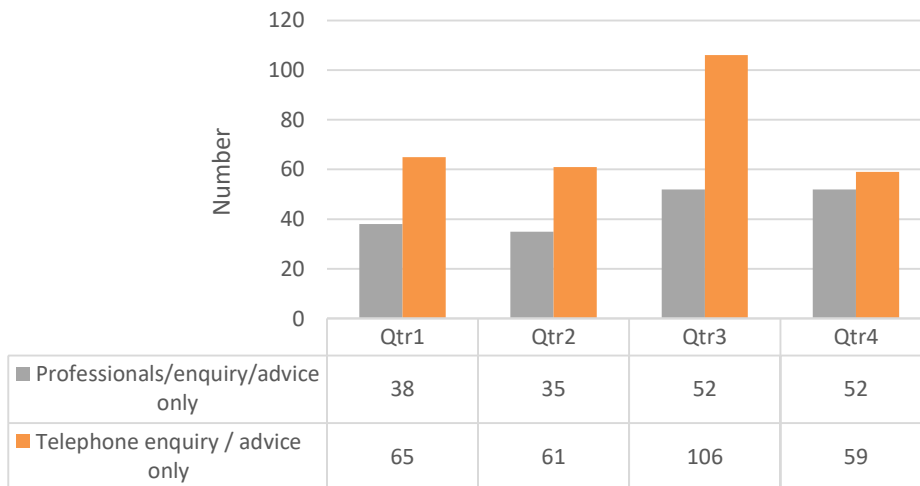


Throughout 2024/25 there were **1538** families referred through family support hubs a decrease of **687** families.

No. of Children/Other Children Indirectly and Parents Referred

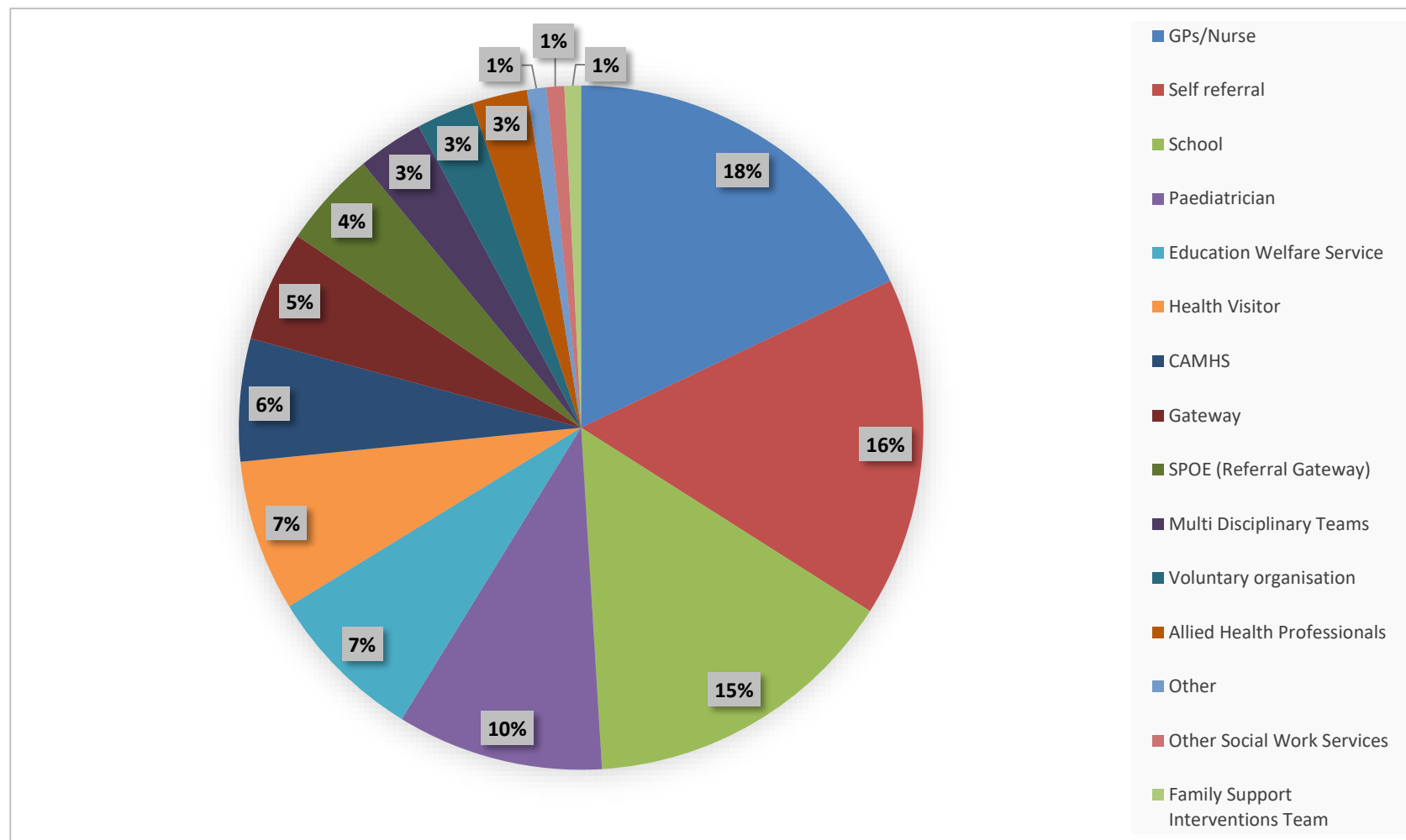


Professionals/Telephone Enquiries



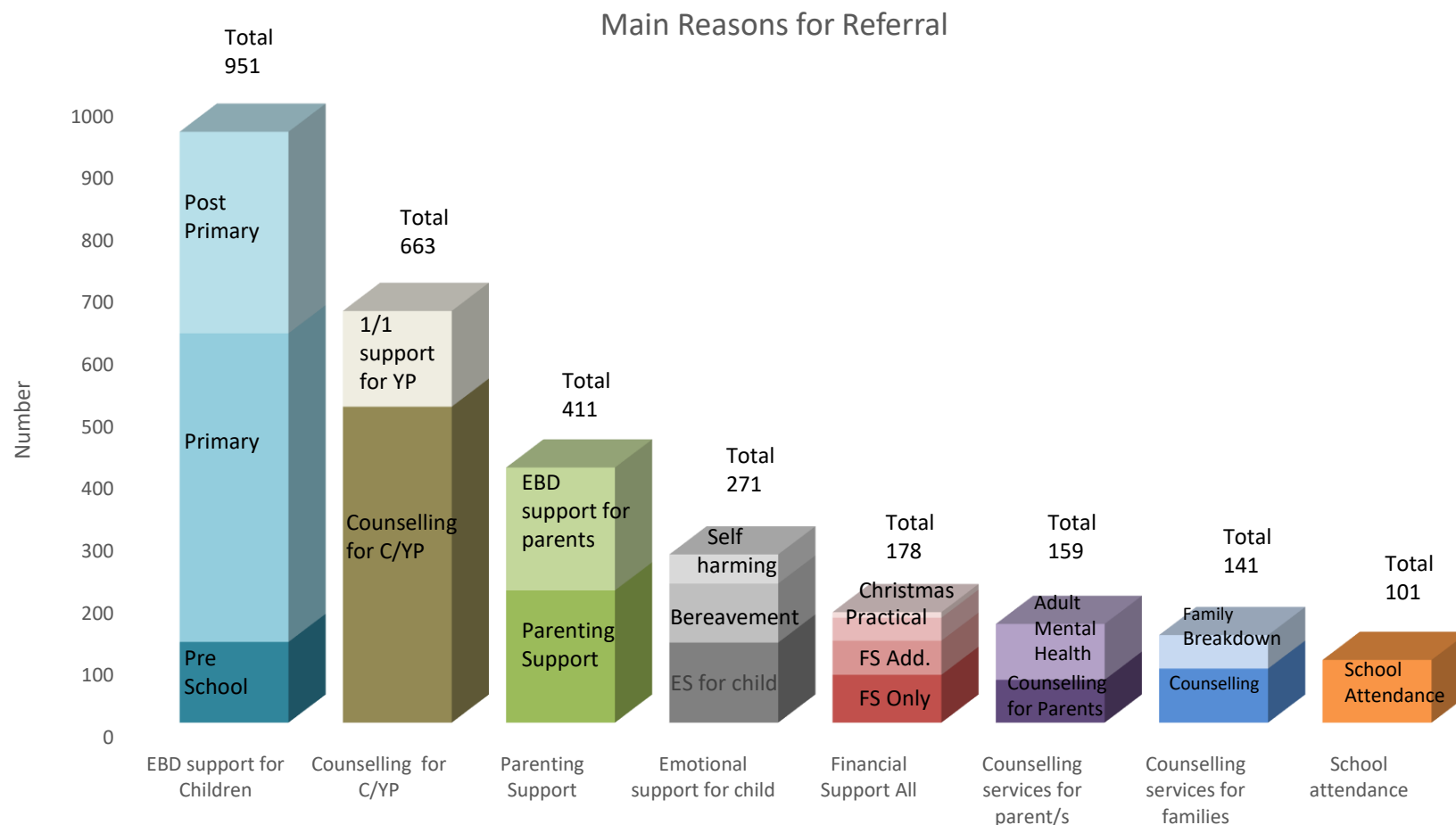
Northern Hubs dealt with **177** professional enquiries and **291** telephone enquiries, directly from families and professionals seeking advice regarding services in the area or as a listening ear. This is a vital part of their role and can take up a significant amount of their time but does not result 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.

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



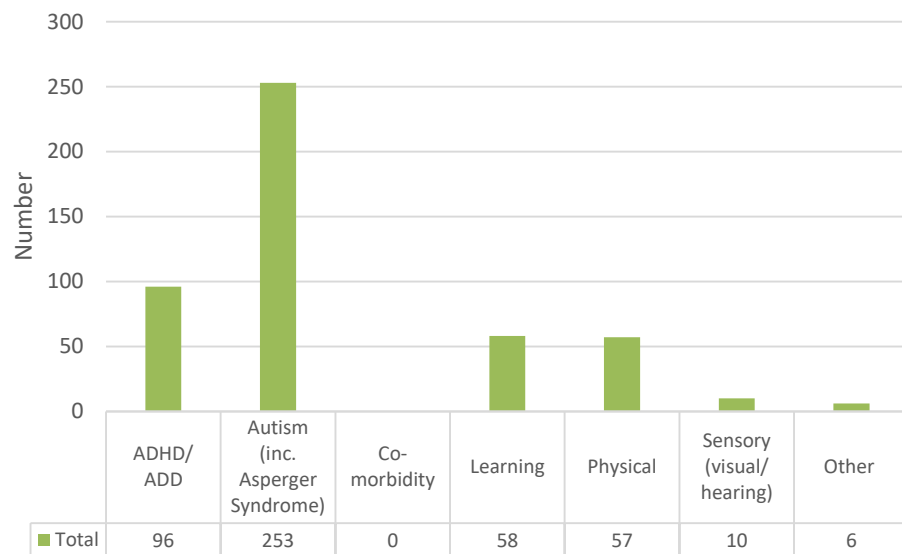
In the Northern Area **GPs/Nurse** are still the largest key referrers at **18%** in 2024/25, the same as last year. This was followed by Self referrals at **16%** (13% last year), School **15%** (12%), Paediatricians **10%** (8%), Education Welfare Service and Health Visitor **7%** (3% and 12% respectively).

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**.

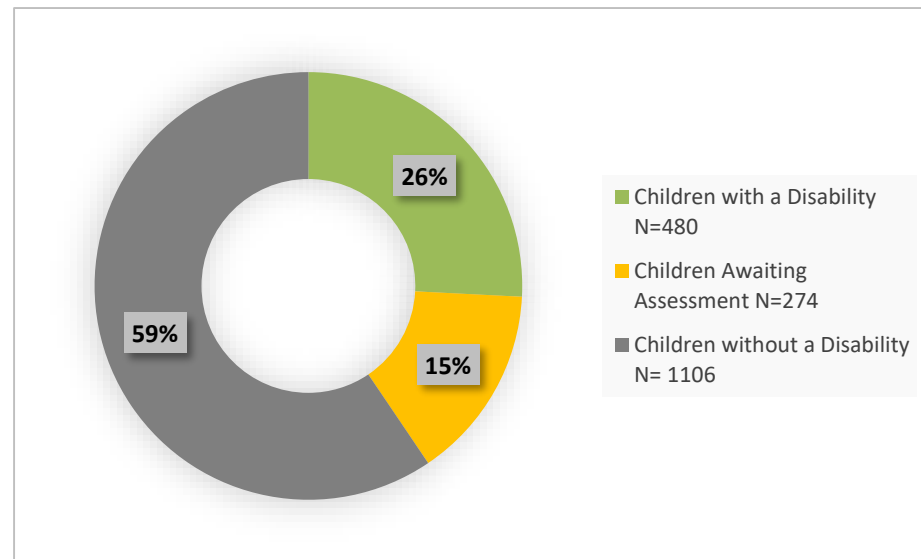
Performance Measure 4: Children with a Disability Referred – 2024/25



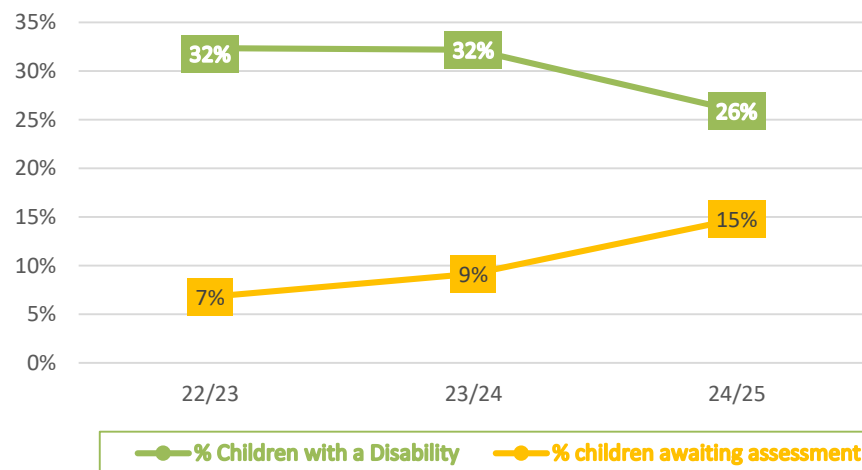
Throughout 2024/25, Children with **Autism** had the highest number of referrals throughout NHSCT at (13.6%).



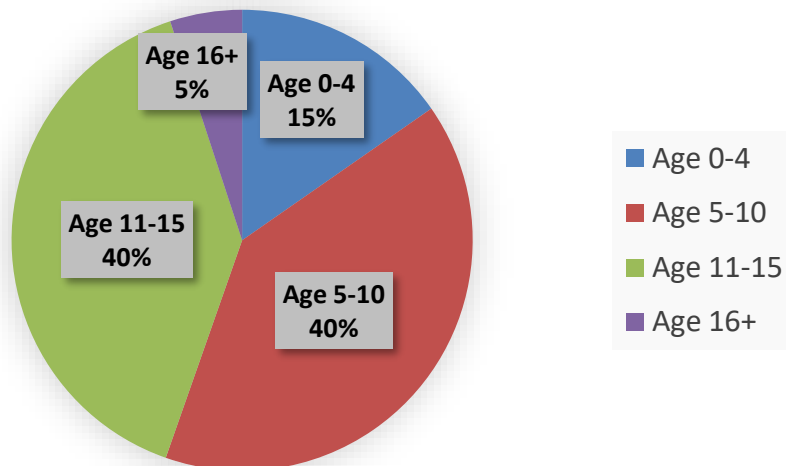
Children Referred with a Disability 2024/25



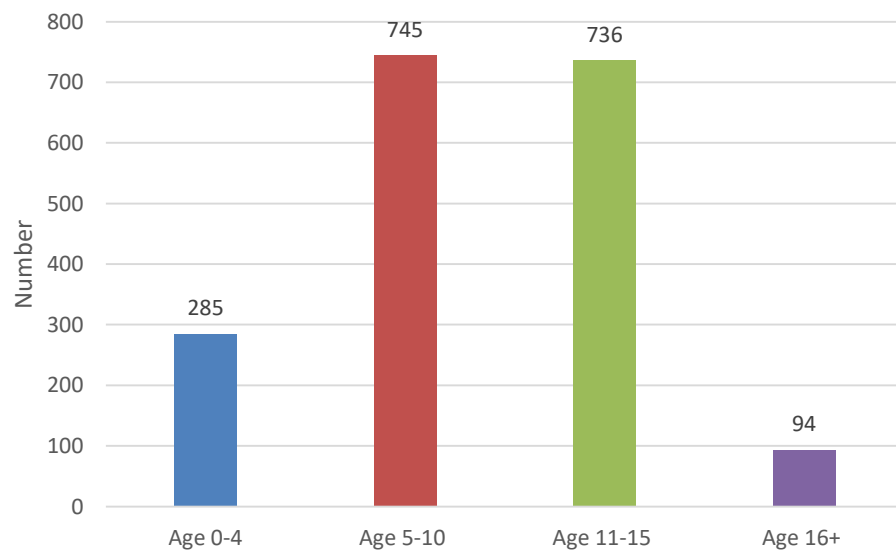
Children with a Disability and Awaiting Assessment



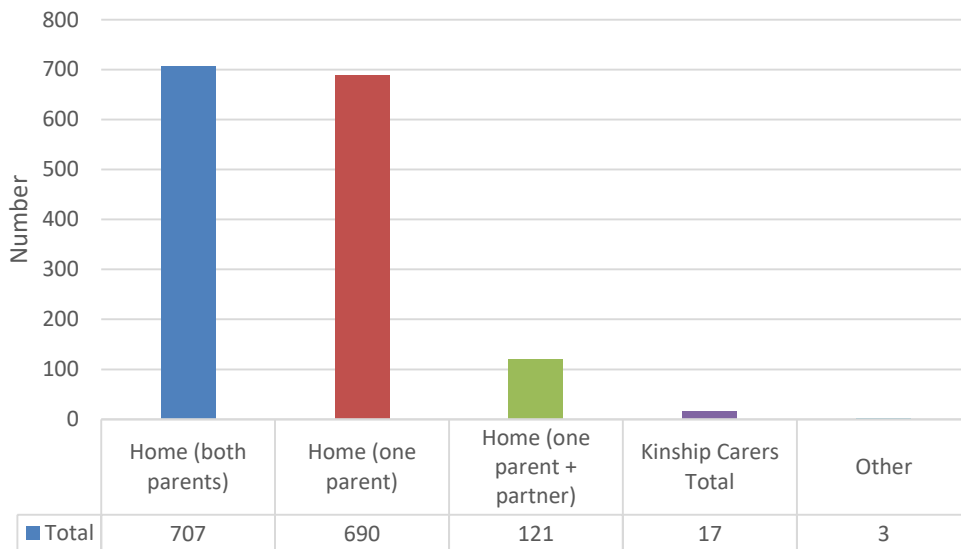
Performance Measure 5: Children Referred by Age Profile 2024/25



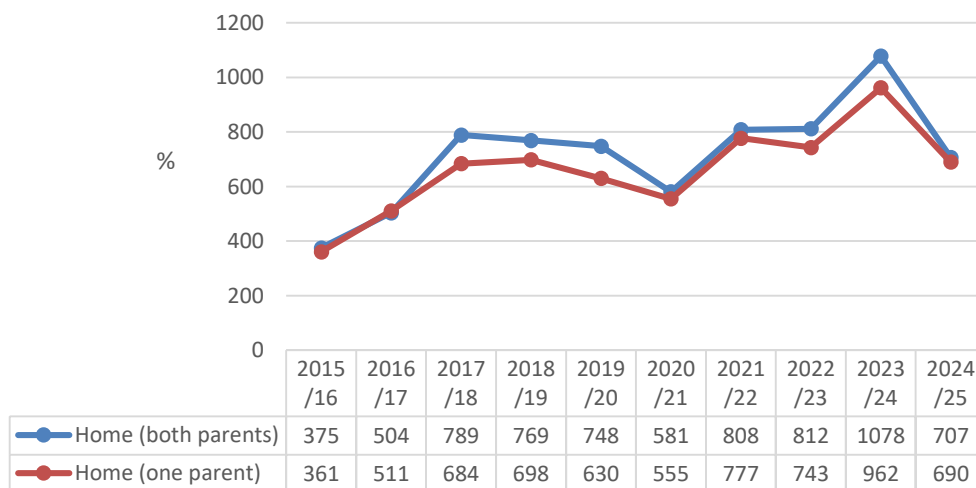
The 5-10 and the 11-15 age group is the same in the Northern area for 2024/25. This is unique in the Northern area as other areas have a larger proportion of the 5-10 age group.



Performance Measure 6: Household Composition – 2024/25



Home Both Parents v Home One Parent

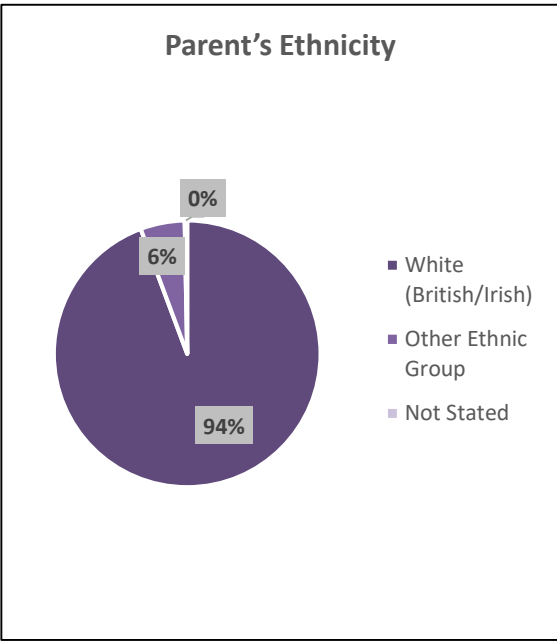
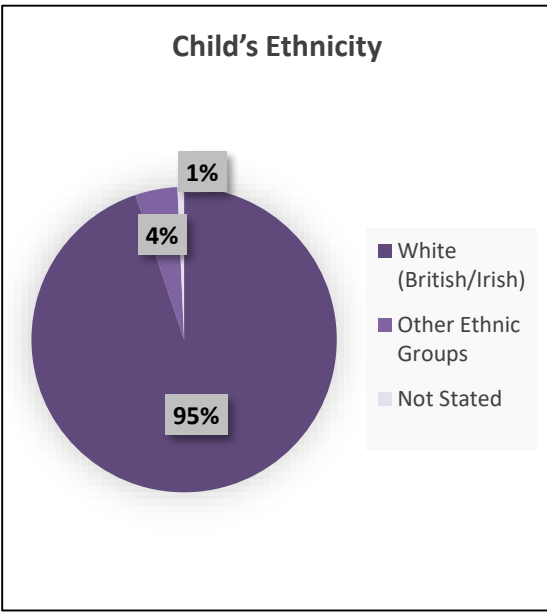


In the Northern area the largest group referred in the household composition was Home with both parents at **707** in 2024/25, followed by Home One parent families at **690**.

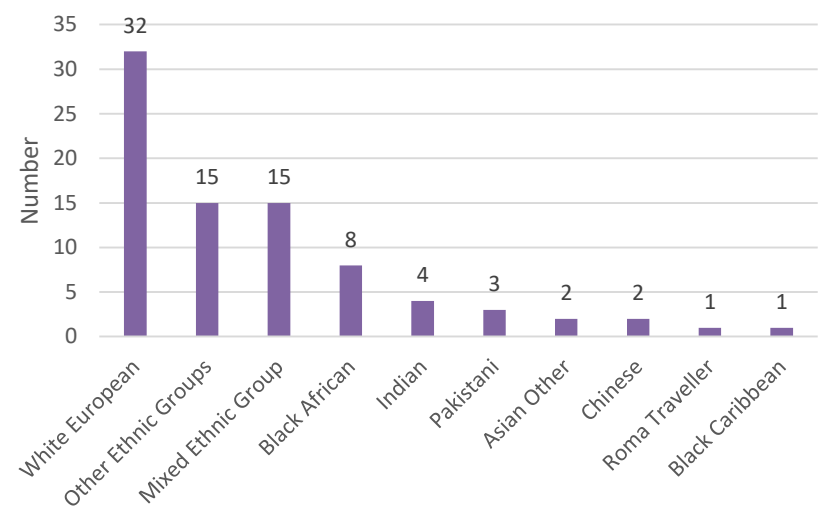
**Performance Measure 7:
Referrals by Ethnic
Background for Children
and Parents referred.**

*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.)

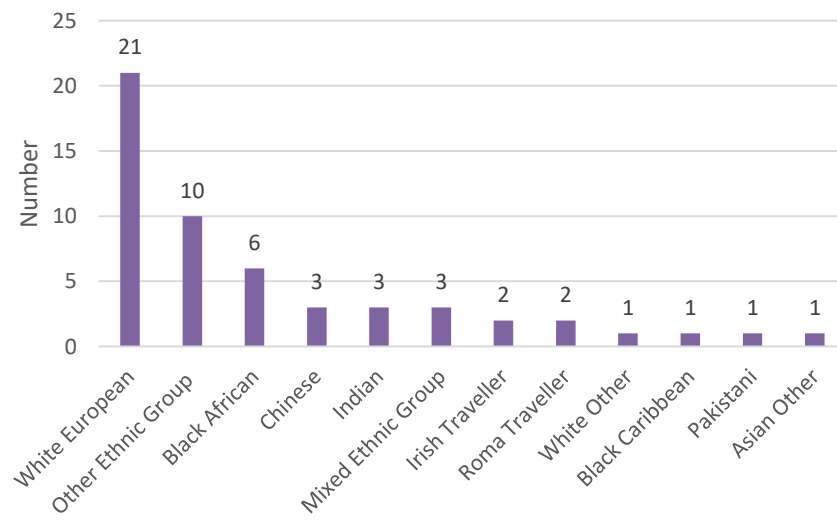


Children Referrals by Ethnic Background – 2024/25



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

Parents Referrals by Ethnic Background – 2024/25



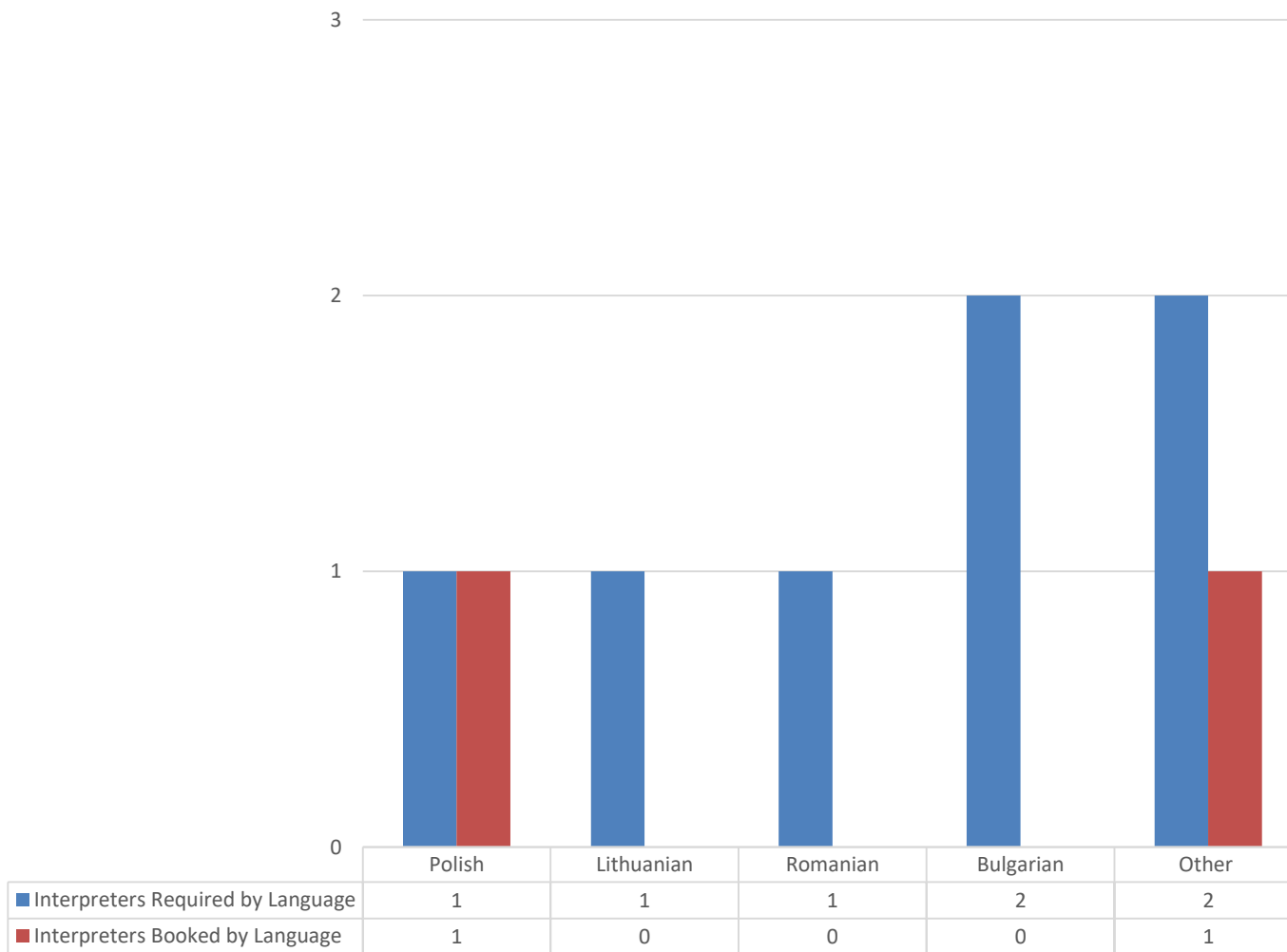
Please note: 3 parent ethnic background - Not Stated

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.

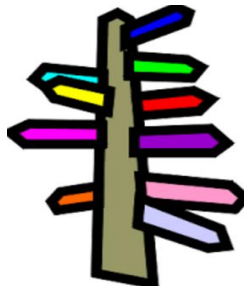
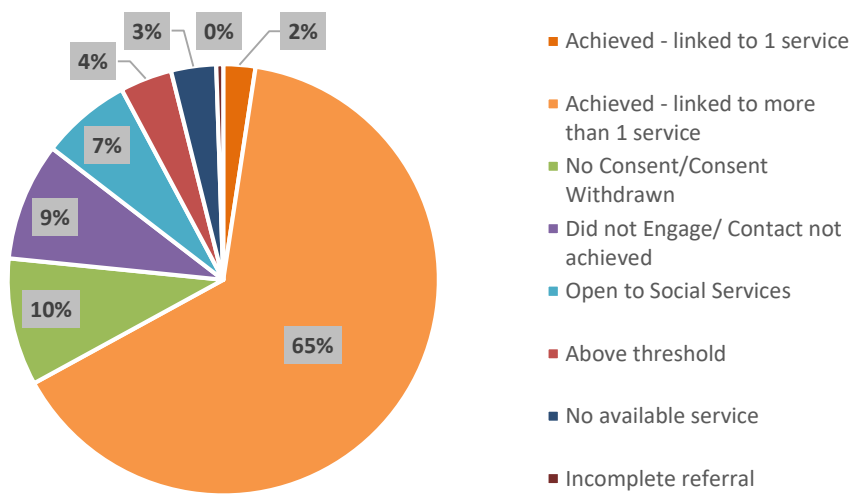
Google Translate and Facilitated by Family or Friend were not used and 2 Interpreting Solutions not found.

Interpreters Required and Booked by Language – 2024/25



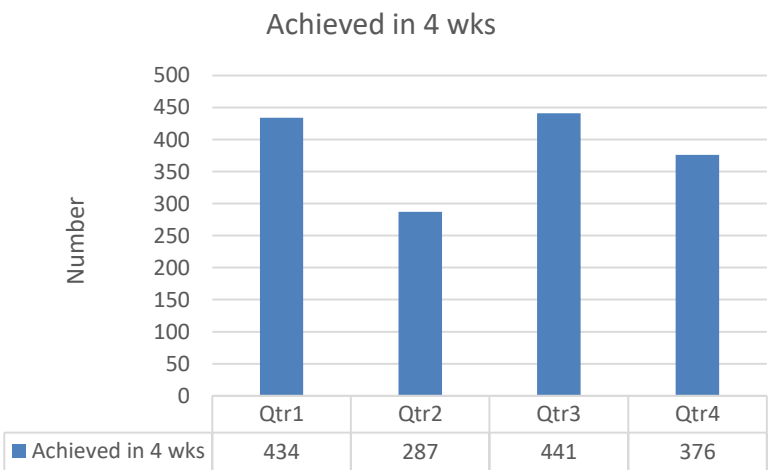
5 Interpreters were unable to be booked

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



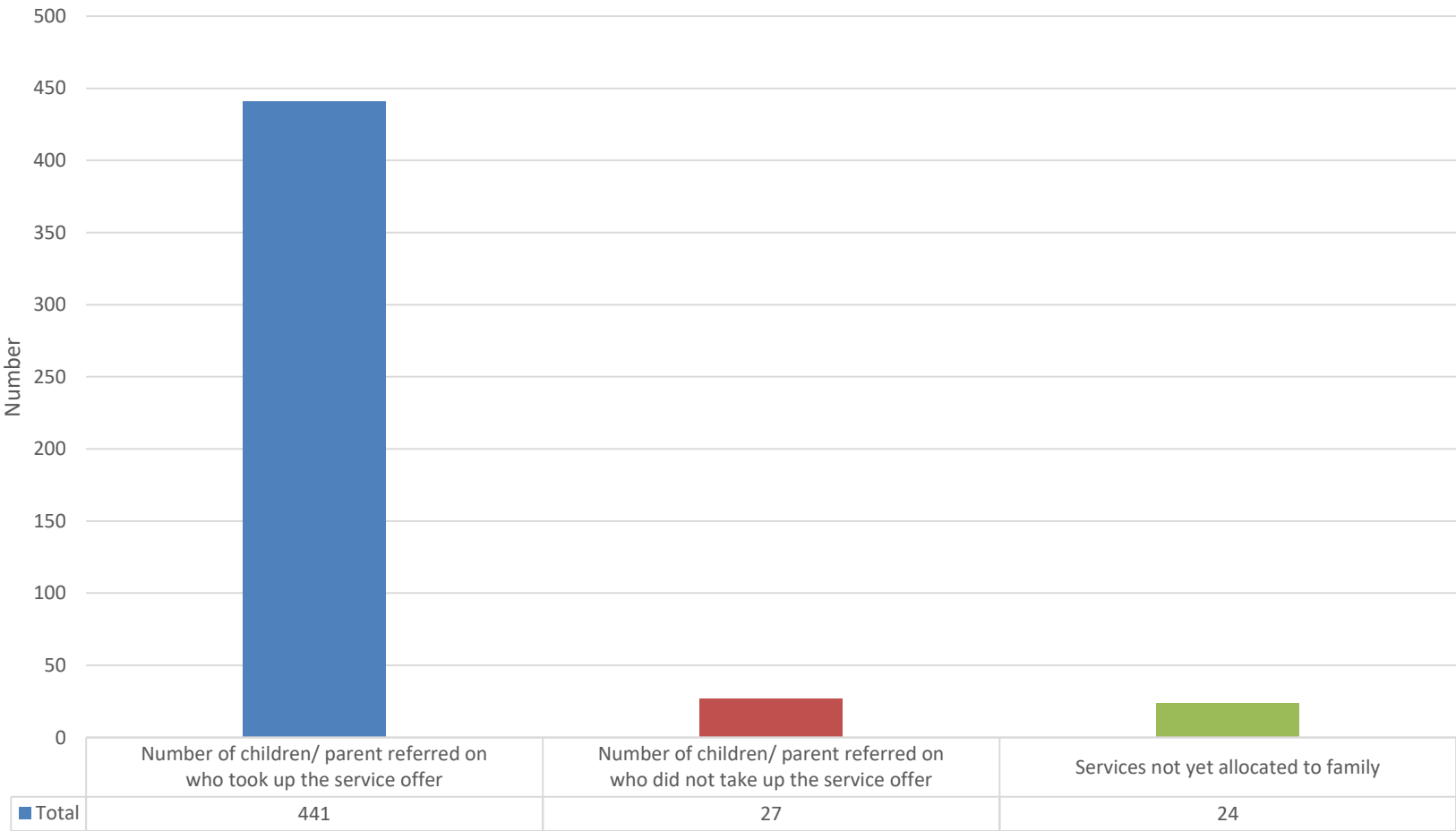
2% of families were signposted to 1 service, with 65% linked to more than 1 service.

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

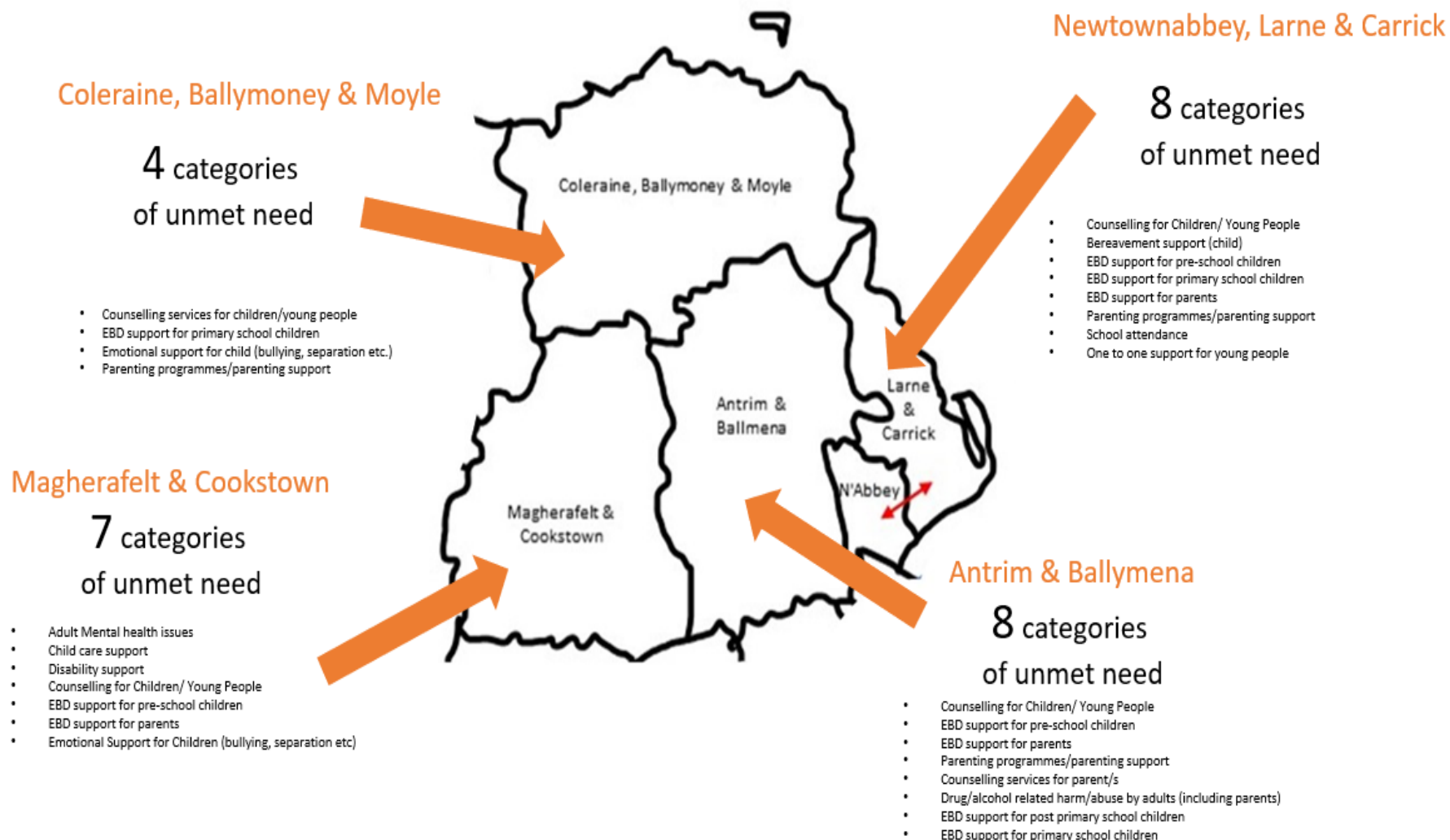


All the referrals to Hubs were processed within 4wks in the Northern Area. This ensures families receive a timely response to their immediate needs from the Hub Co-ordinator.

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



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