

# SHSCT FAMILY SUPPORT HUBS REPORT CARD

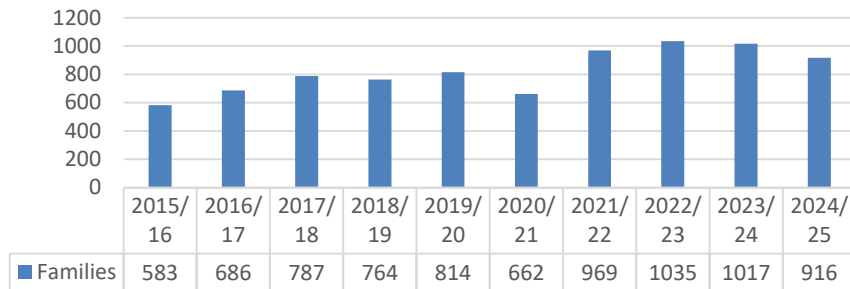
Annual Report Card 2024/25



# How much did we do?

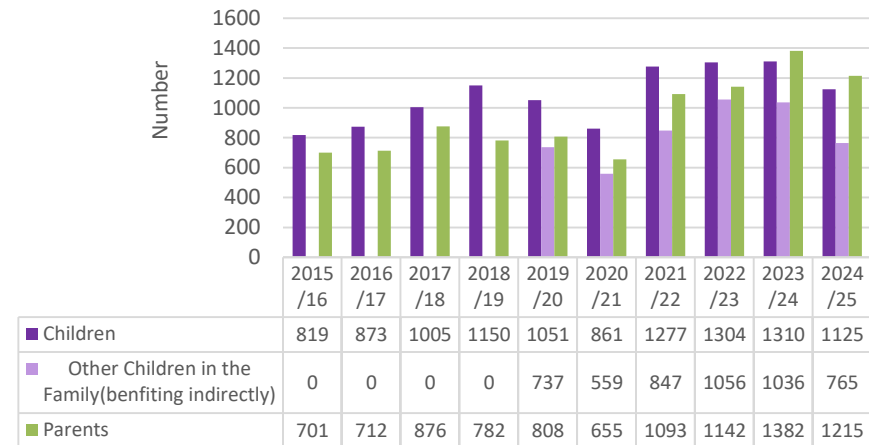
## Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs 2024/25

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

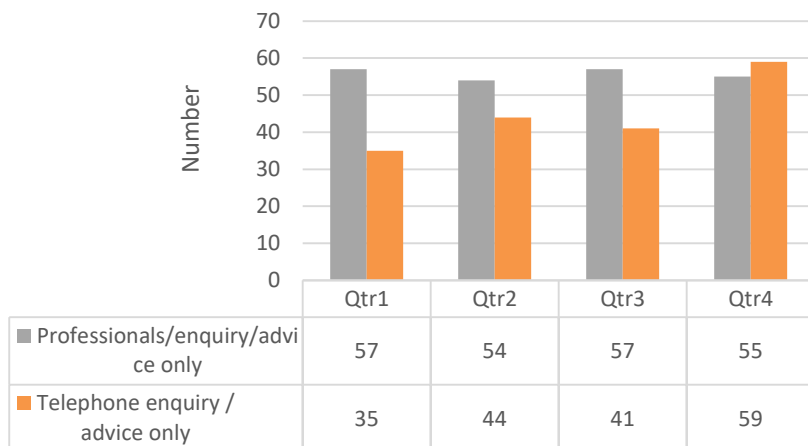


Throughout 2024/25 there were **916** families referred through family support hubs in the SHSCT area. This was a decrease of **101** from 2023/24.

No. of Children/Other Children Indirectly and Parents Referred 2015/16 - 2024/25

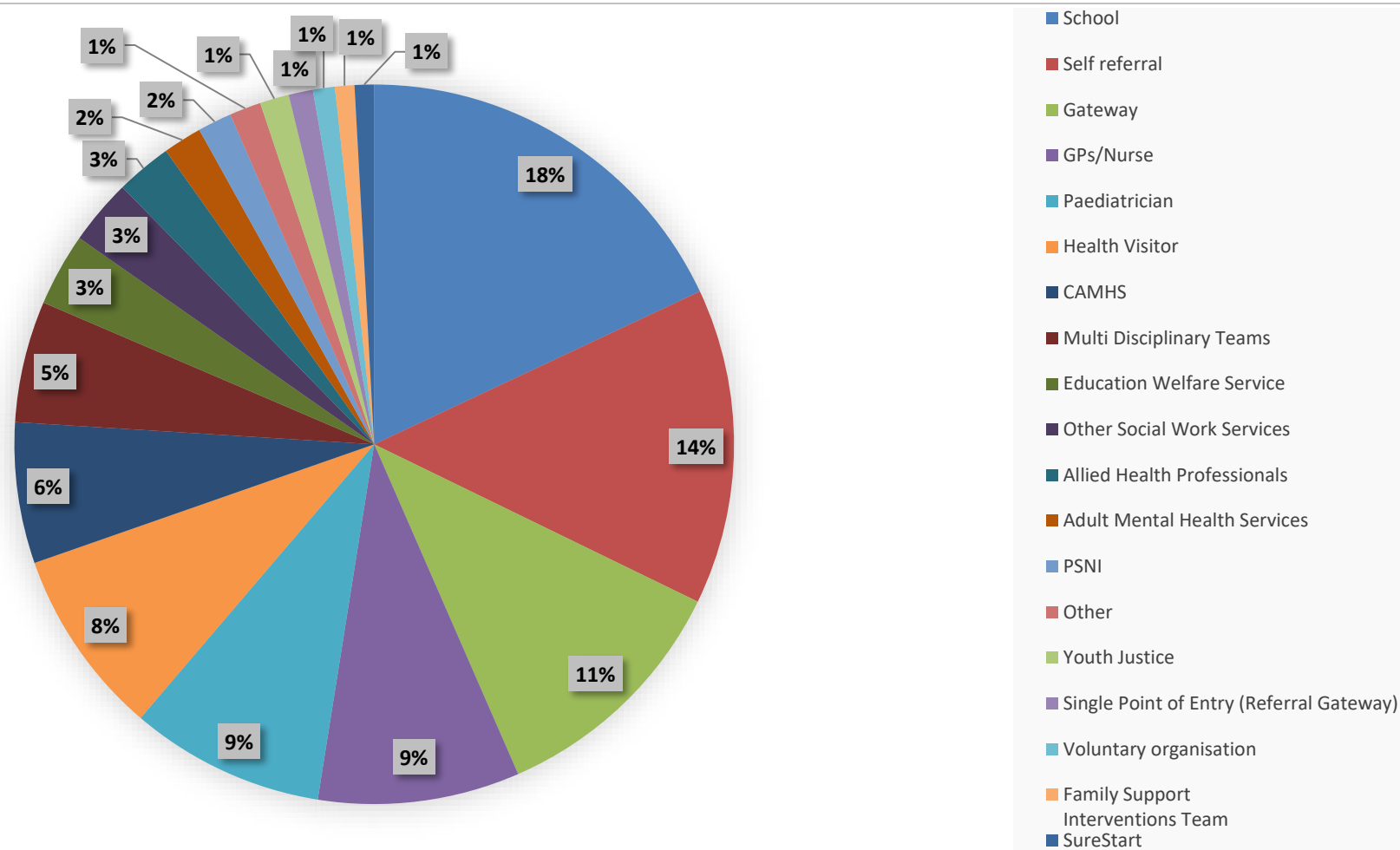


Professionals/Telephone Enquiries



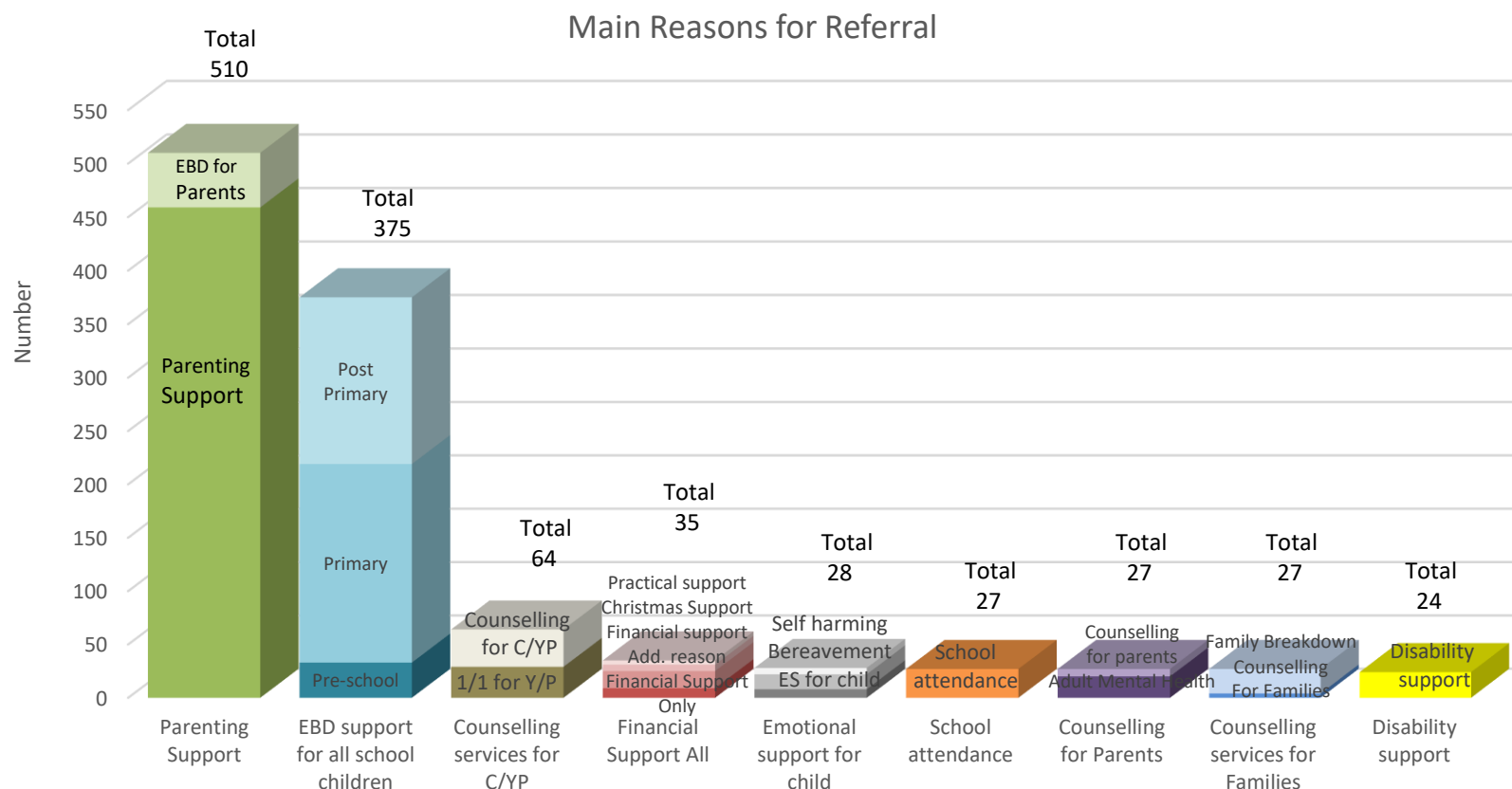
Southern Hubs dealt with **223** professional enquiries and **179** telephone enquiries, directly from families and professionals seeking advice regarding services in the area or as a listening ear. This is a vital part of their role and can take up a significant amount of their time but does not result 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



**Schools** are the highest referring agency at **18%** in 2024/25 the same as 2023/24. Self referrals have stayed the same at **14%** and also Gateway at **11%**. GPs/Nurse and Paediatrician both at **9%** (10% and 8% respectively), Health Visitors **8%** (10%) and CAMHS **6%**.

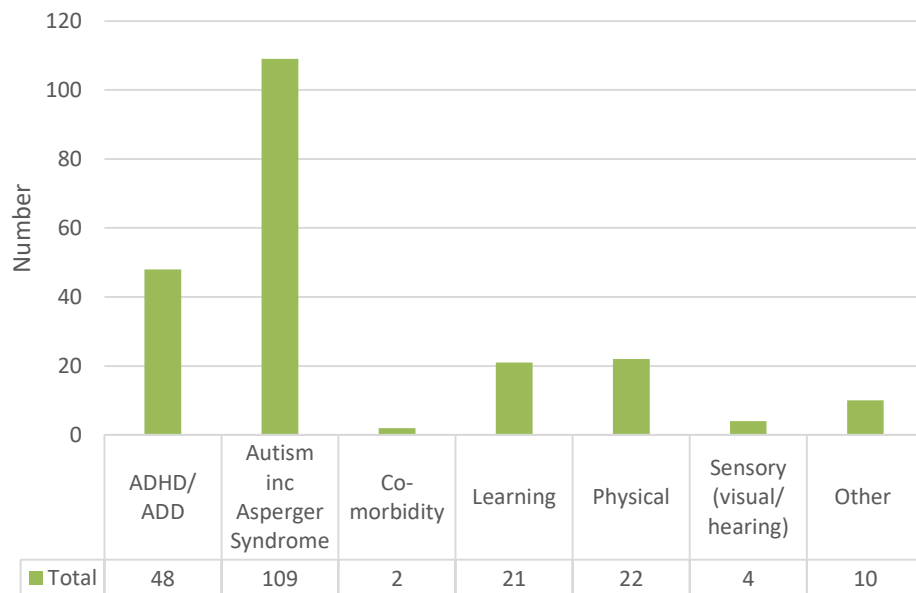
## Performance Measure 3: Main Presenting Reasons for Referral - 2024/25



The main presenting reasons for referrals in 2024/25 were for **Parenting support and EBD support for parents at 510**, followed by Emotional Behavioural Difficulty (EBD) for school age children at **375**. Other reasons for referral were One/One support and Counselling Services for C/YP **64**, Financial Support All **35**, Emotional support for child/bereavement and Self-harm **28**, School attendance **27**, Adult mental health/Counselling for parents **27**, Counselling services/Family breakdown **27** and Disability support **24**.

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

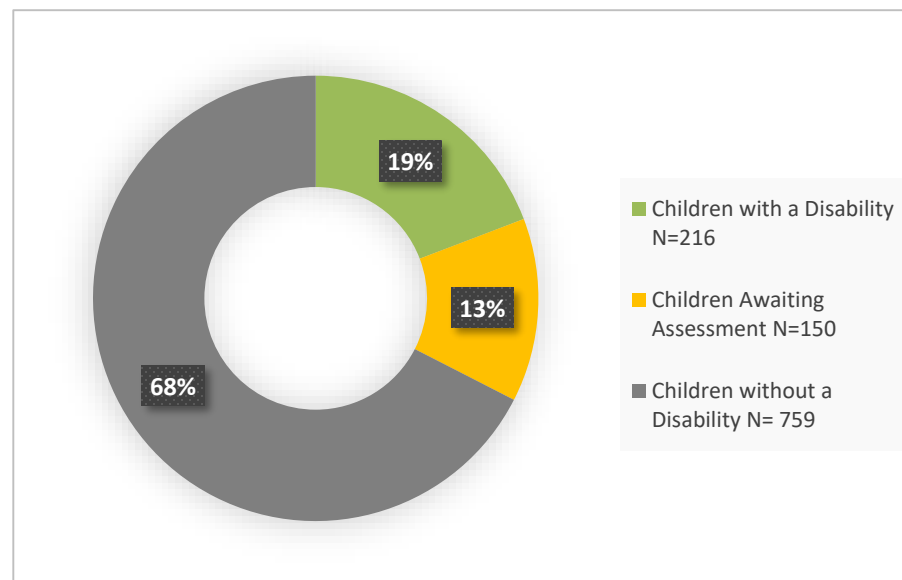
## Performance Measure 4: Children with a Disability Referred -2024/25



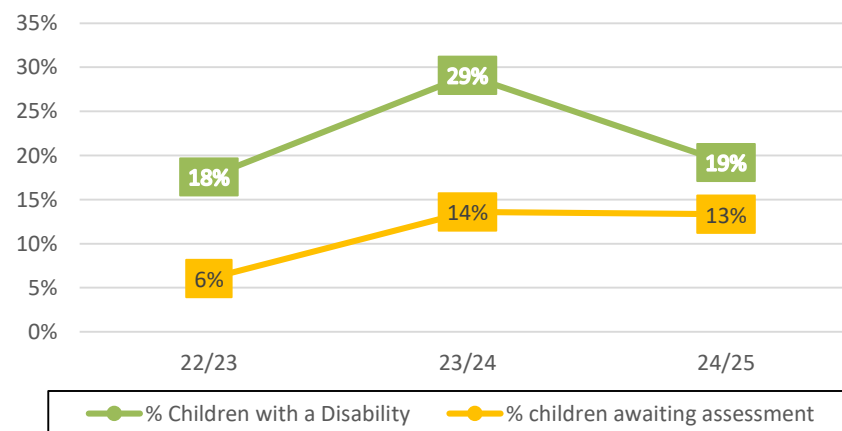
In 2024/25, Children with **Autism** had the highest number of referrals throughout SHSCT area at **9.7%**.



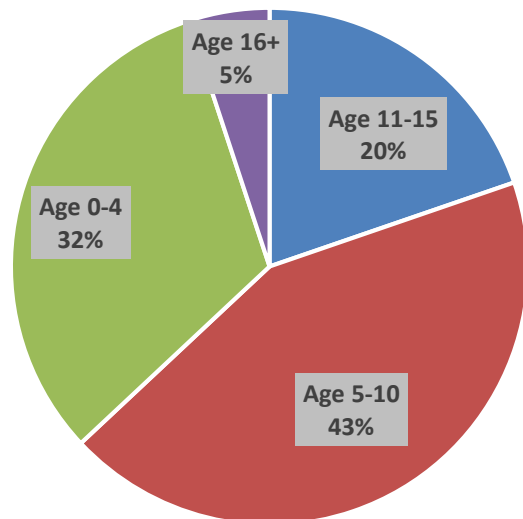
### % Children Referred with a Disability



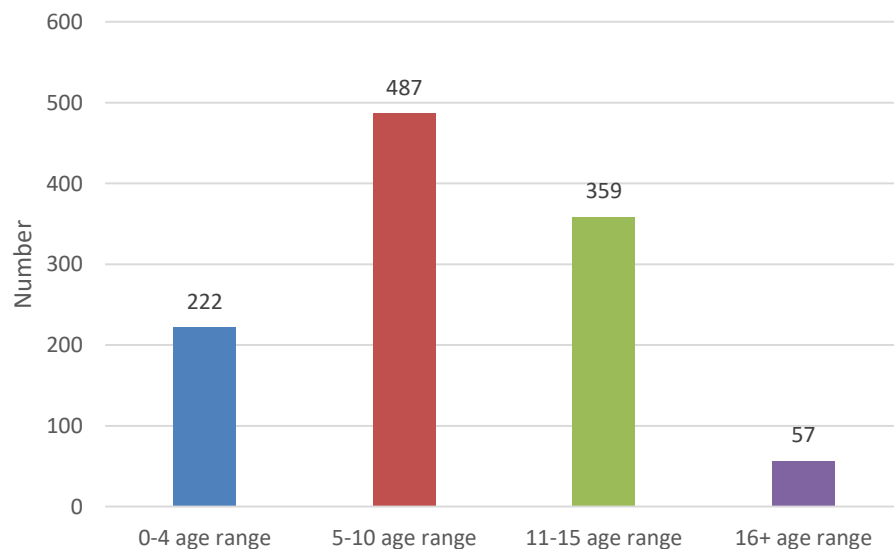
### % Children with a Disability and Awaiting Assessment



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



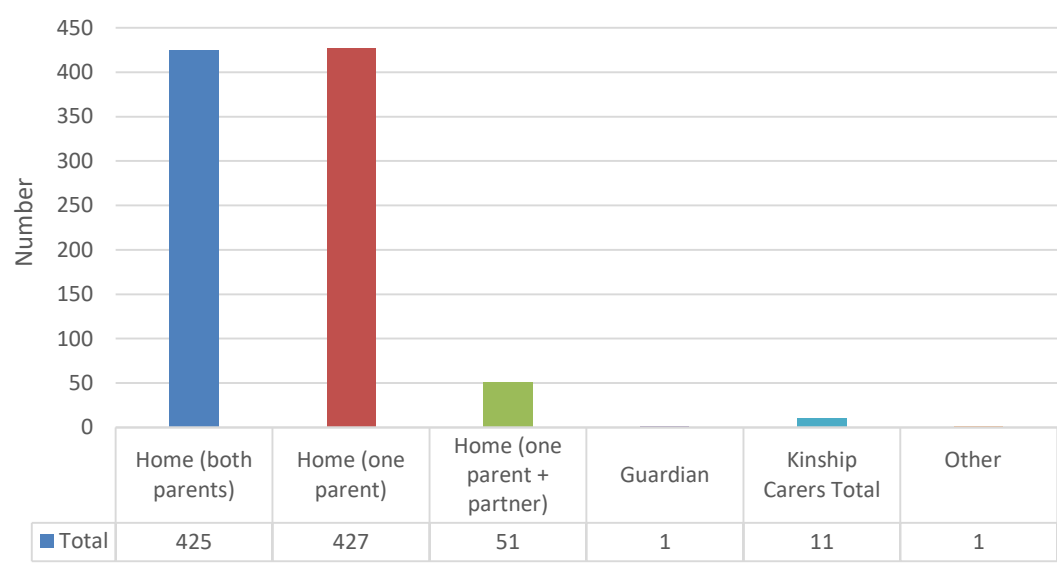
The 5-10 age range was the highest age group for referrals in the Southern area throughout 2024/25 with **487 (43%)** referred.



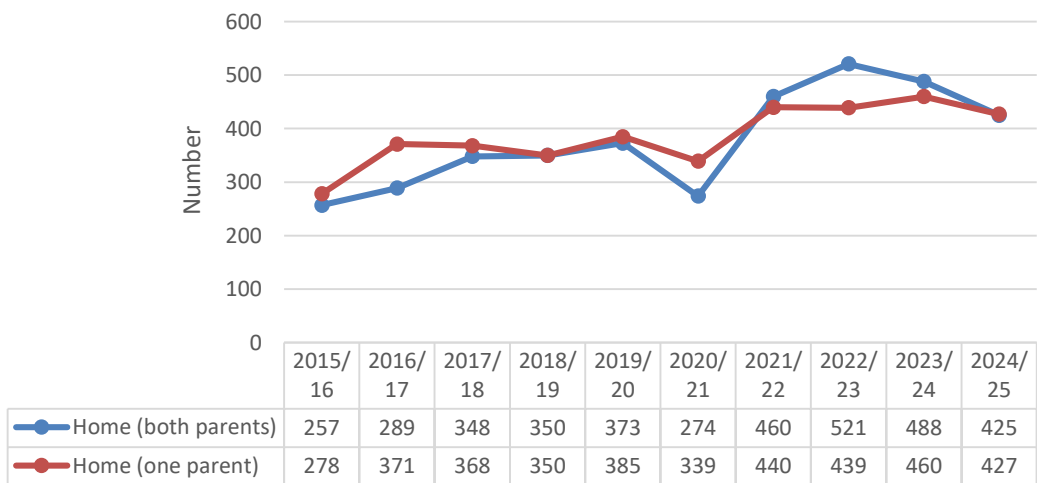
Produced by CSP Information Team



Performance Measure 6: Household Composition -2024/25



Home (both parents v Home (one parent)



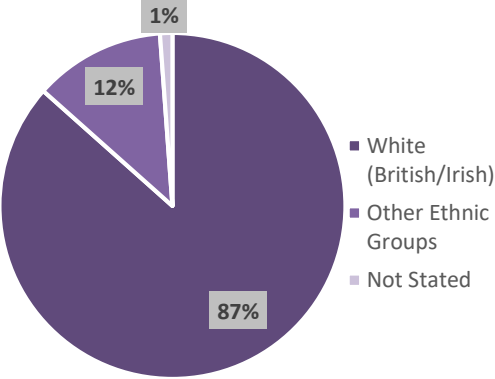
The largest group of families referred were One Parent families at **427** followed closely by Both Parents at **425** in 2024/25.

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

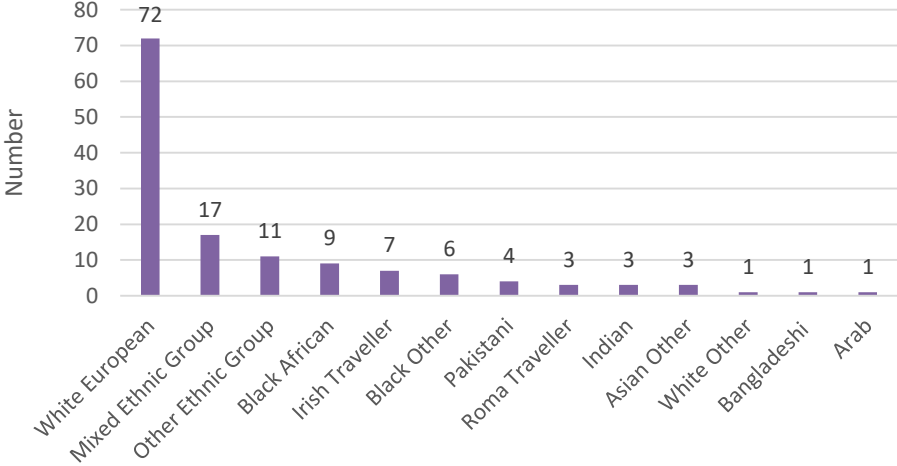
The percentage of children and parents identifying from **Other Ethnic Groups** other than White (British/Irish) has increased with Southern area reporting the same percentage of **12%** for children and parents.

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

Children's Ethnicity

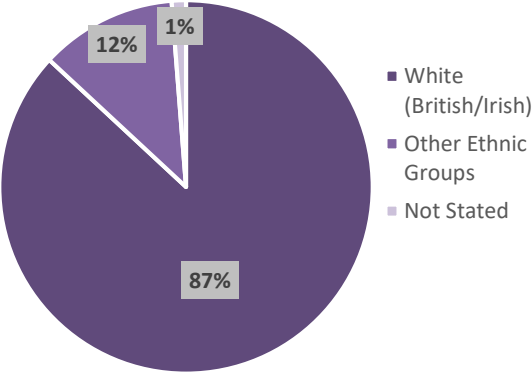


Children Referrals by Ethnic Background – 2024/25

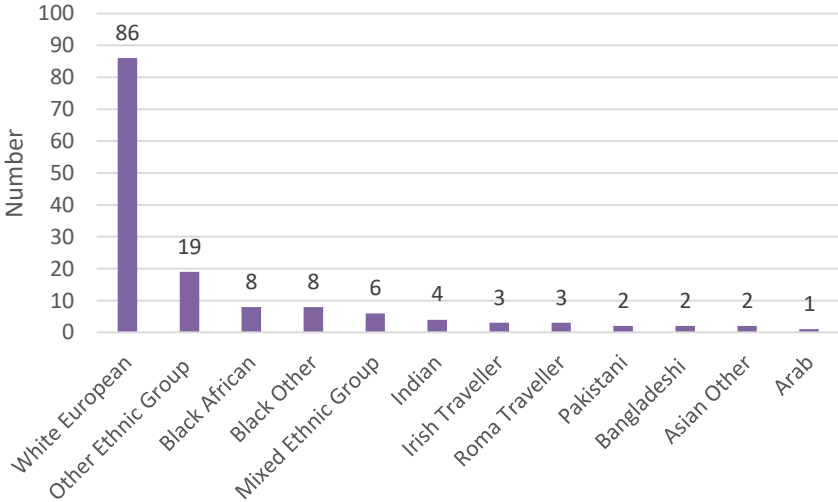


Please note: 13 children ethnic background - Not Stated

Parent's Ethnicity



Parents Referrals by Ethnic Background – 2024/25



Please note: 15 parents ethnic background - Not Stated

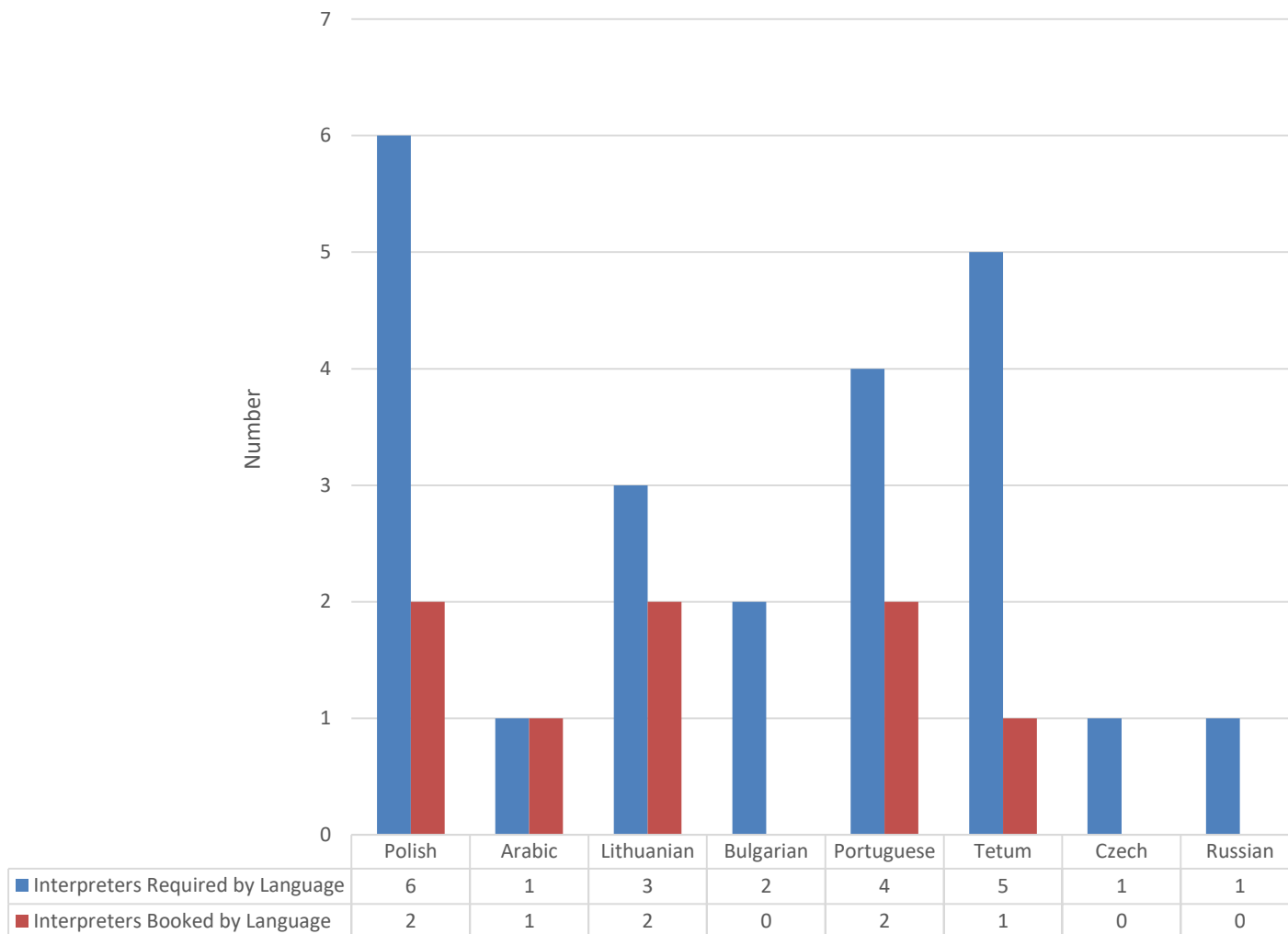


## Performance Measure 8: Interpreters Required and Booked by Language

*There has been a range of languages required and booked in 2024/25 in the Southern area with Polish and Tetum the most requested. In Southern area 23 interpreters were required with 8 booked in 2024/25.*

*Google Translate was used 2 times, Facilitated by Family or Friend used 2 times and No Interpreting Solution not found.*

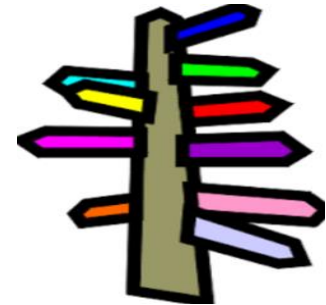
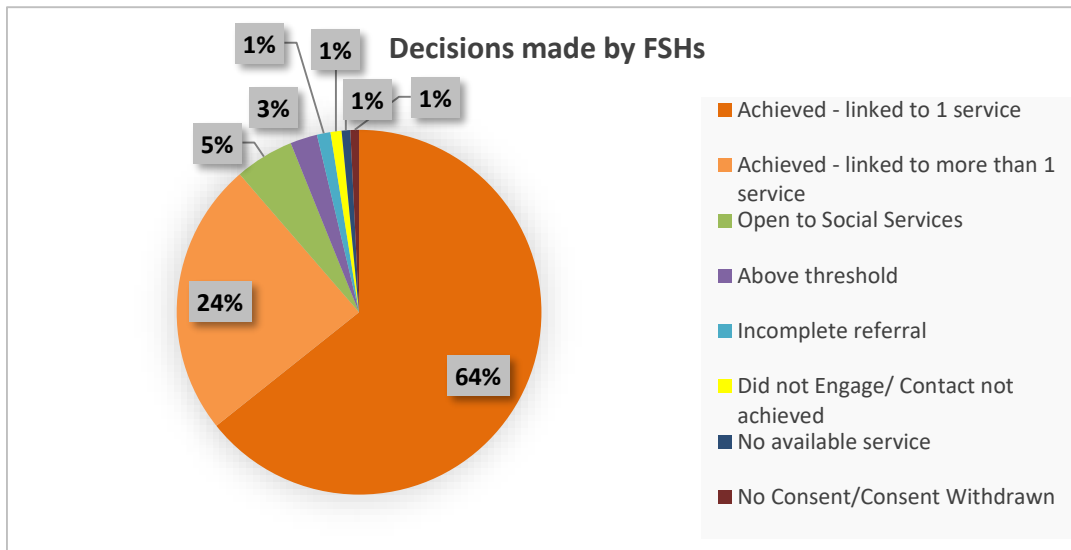
Interpreters Required and Booked by Language – 2024/25



15 interpreters were unable to be booked

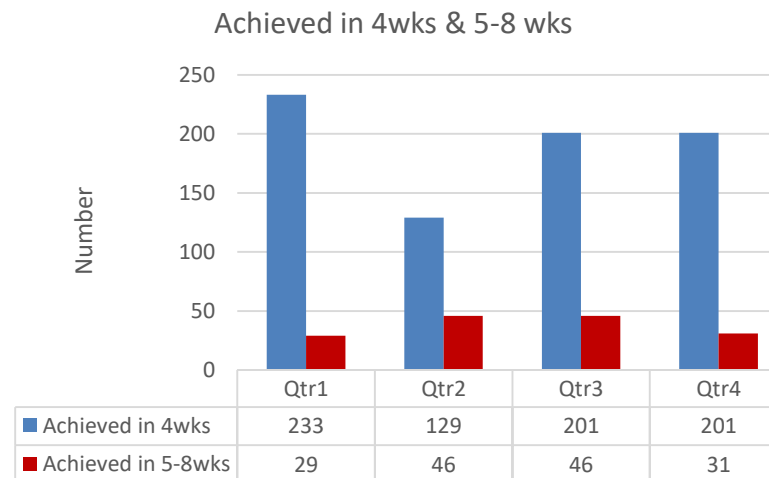
# How well did we do it cont'd...?

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



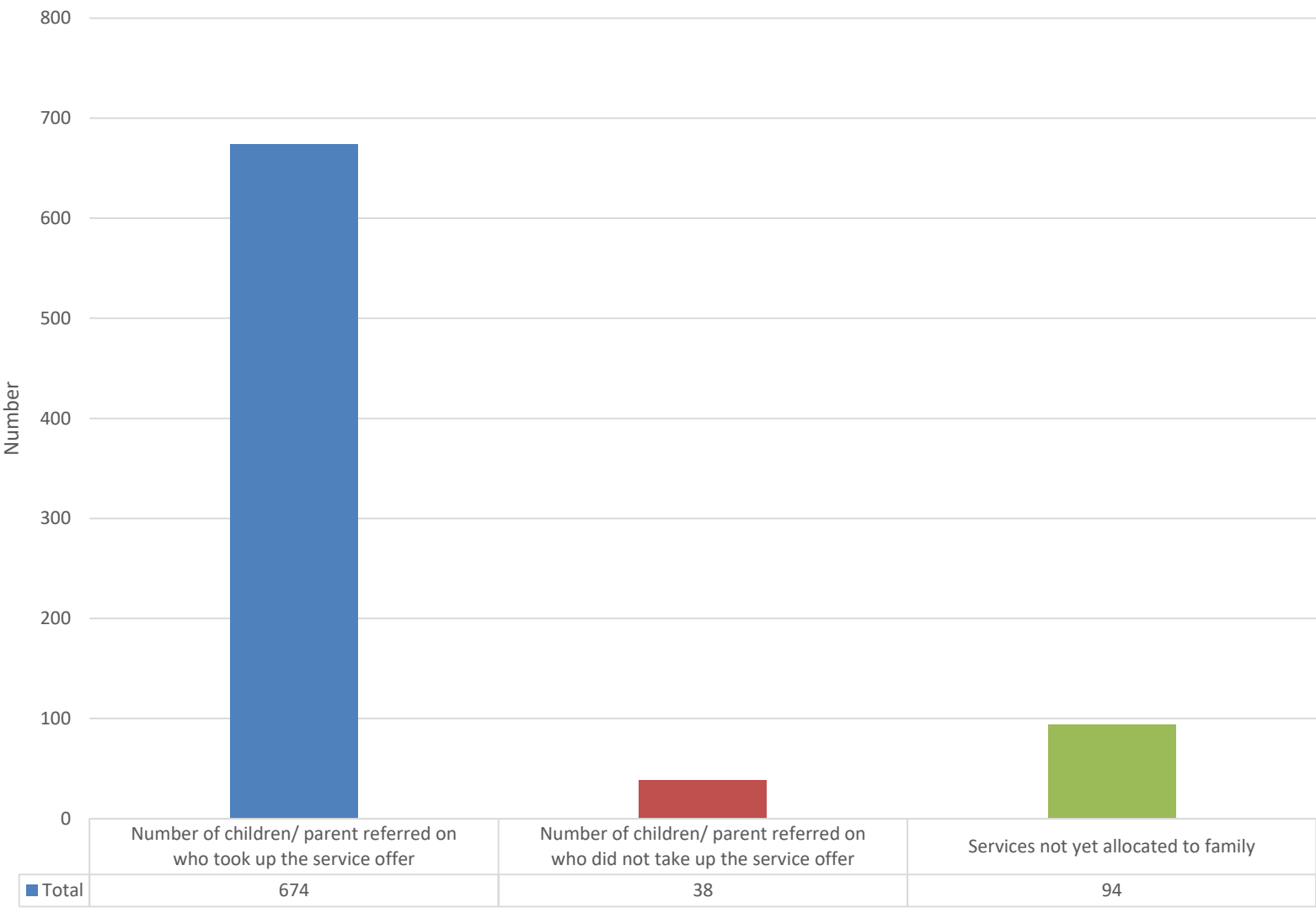
**64%** of families were signposted to 1 service, with **24%** linked to more than 1 service.

## Performance Measure 10: Outcome 4 weeks & 5-8 weeks achieved – 2024/25

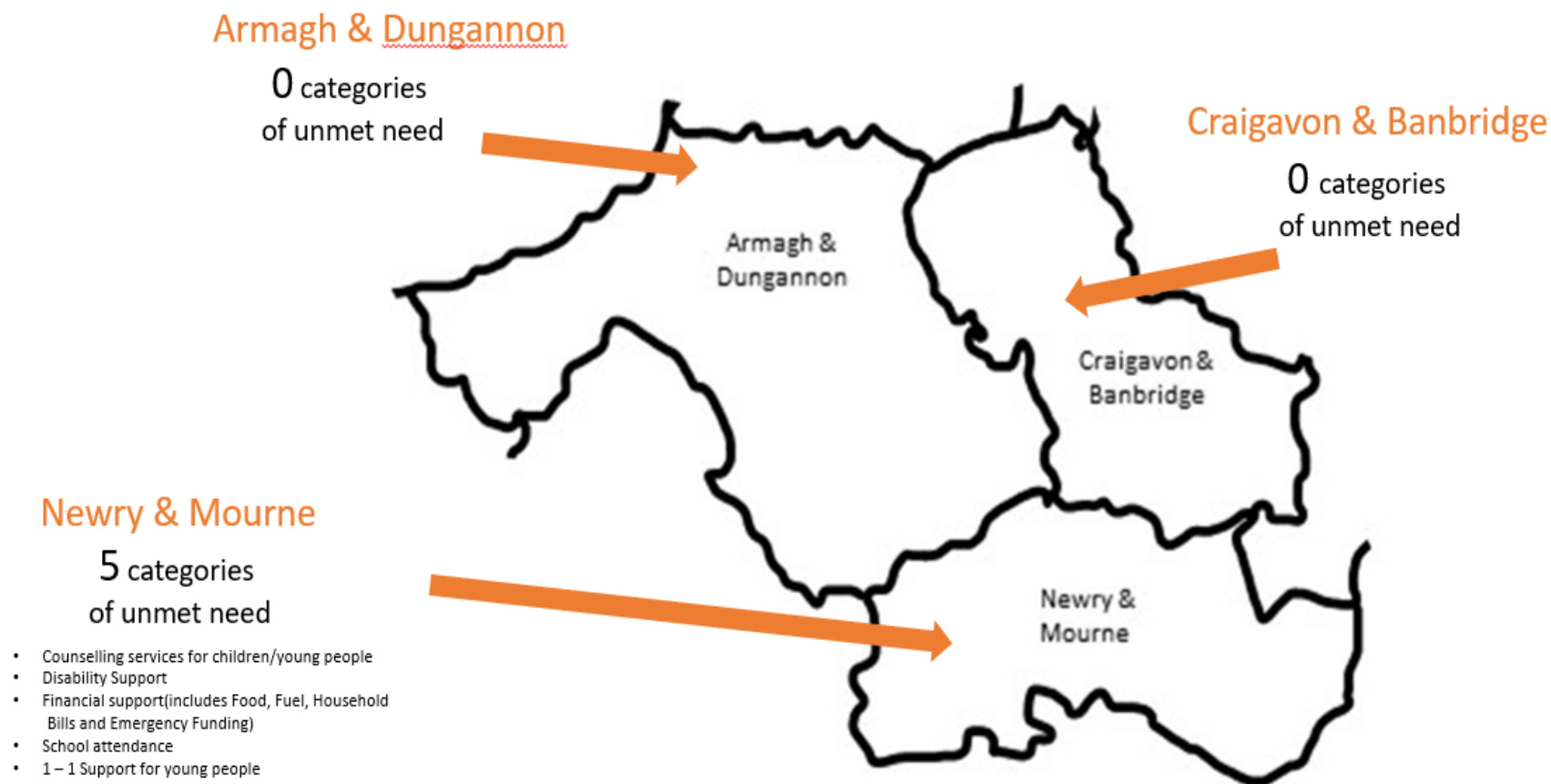


**83%** of referrals were achieved within 4 weeks timescale, with the remainder achieved in 5-8 weeks.

Performance Measure 11: Number of Children/Parents referred who did and who 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 3 Hubs in the Southern Health and Social Care Trust have implemented the 10 Standards and continue to work collaboratively across the area in developing their relationships with providers across the community, voluntary and statutory sectors.

***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)