

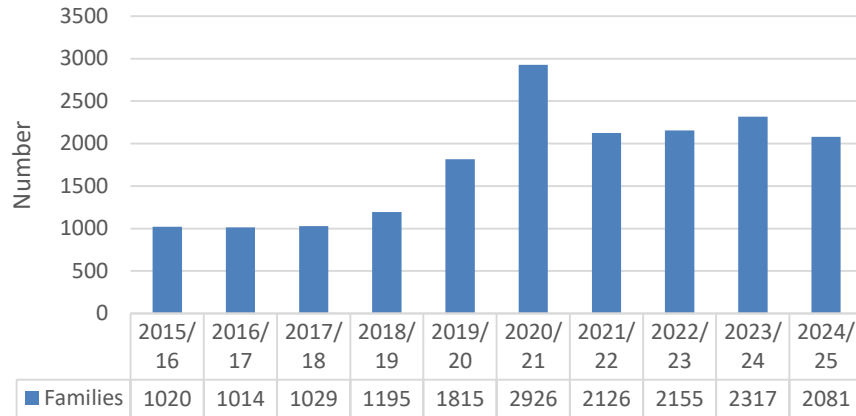
WHSCT FAMILY SUPPORT HUBS REPORT CARD

Annual Report Card 2024/25



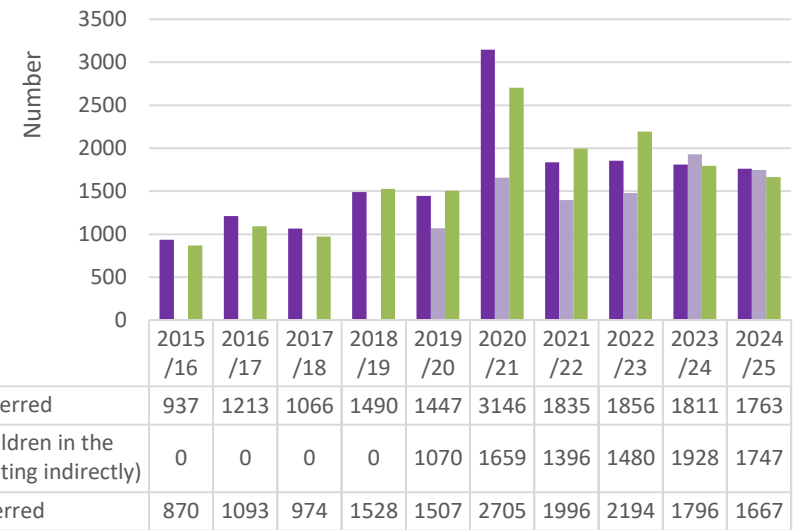
Performance Measure 1: No of Families, Children & Parents Referred through Family Support Hubs -2024/25

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

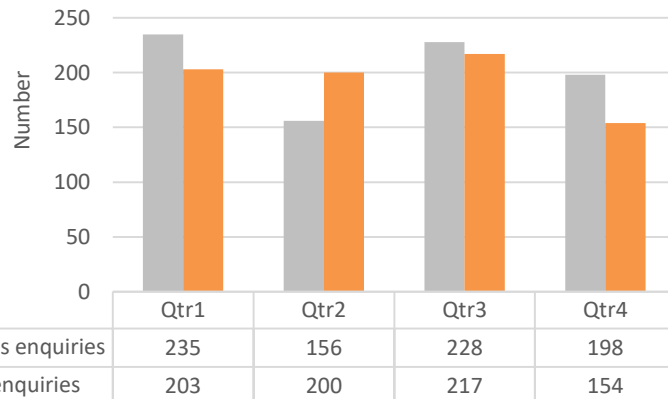


Throughout 2024/25 there were **2081** families referred through the Western area family support hubs, a decrease of **236** from 2023/24.

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

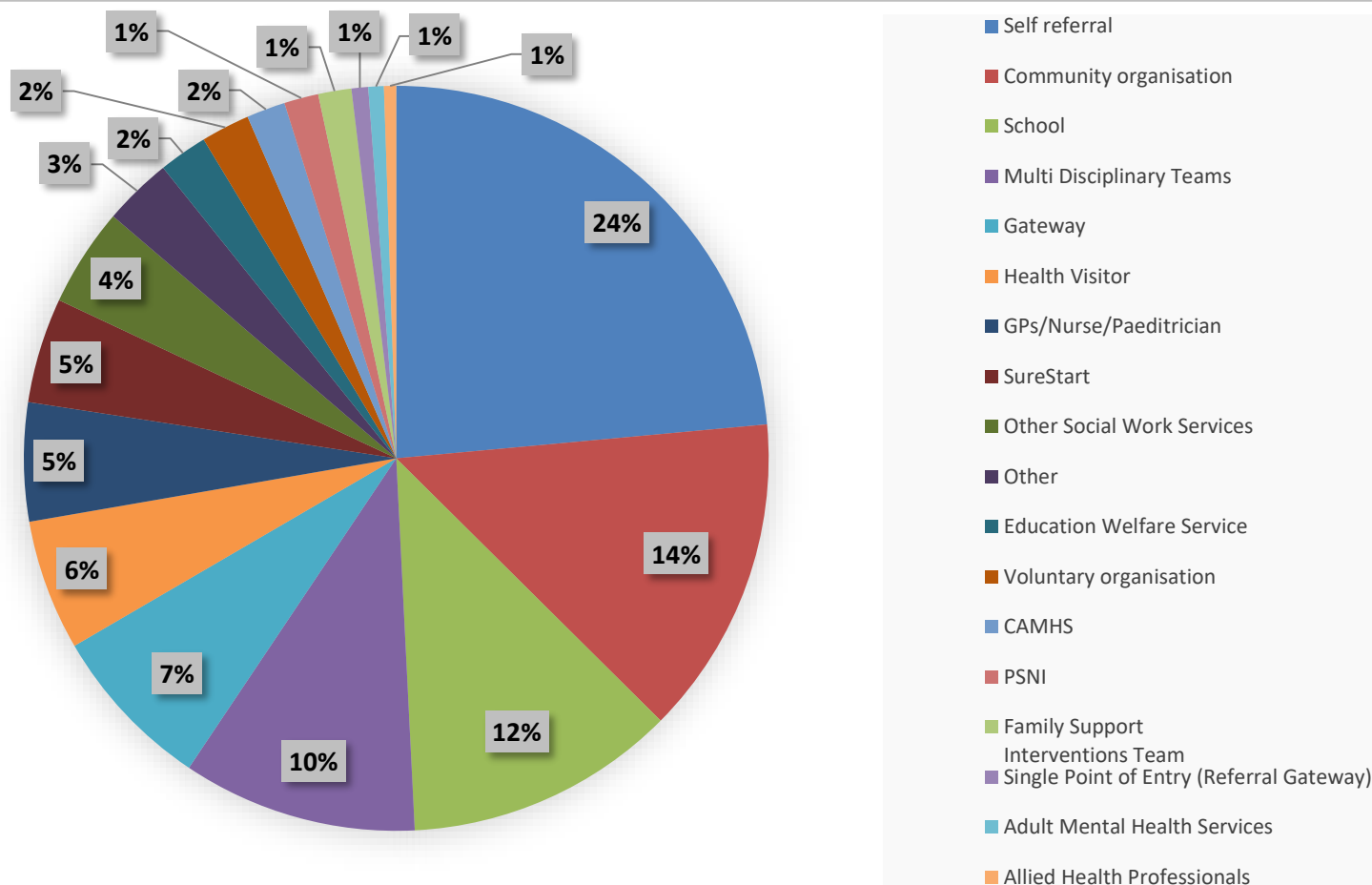


Professionals/Telephone Enquiries



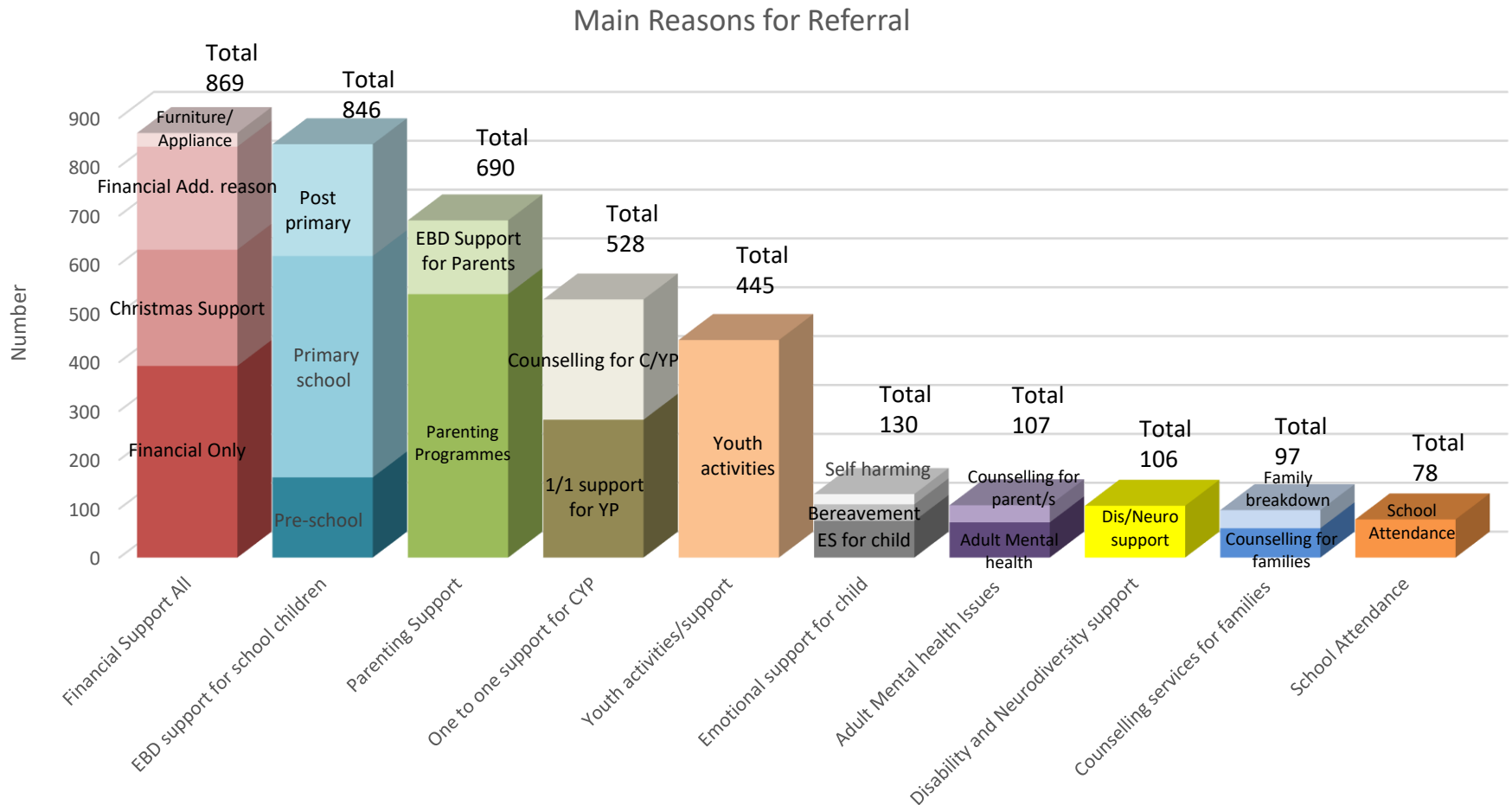
Western Hubs dealt with **817** professional enquiries and **774** telephone enquiries, directly from families and professionals seeking advice regarding services in the area or as a listening ear. This is a vital part of their role and can take up a significant amount of their time but does not result 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



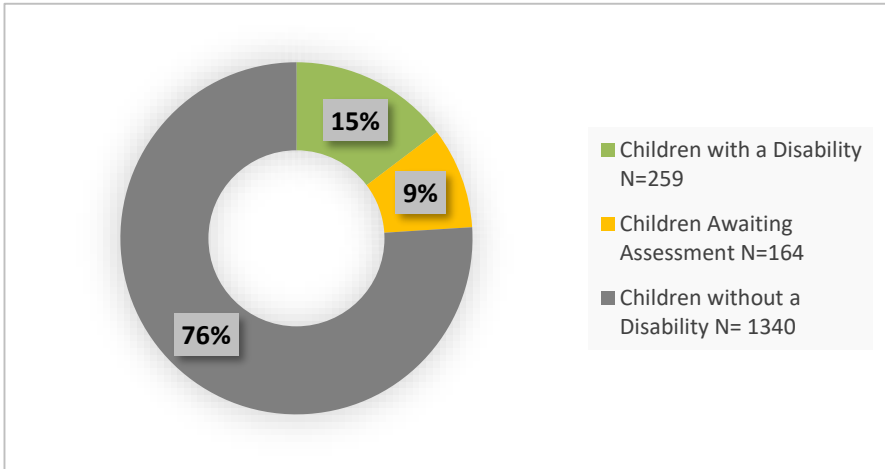
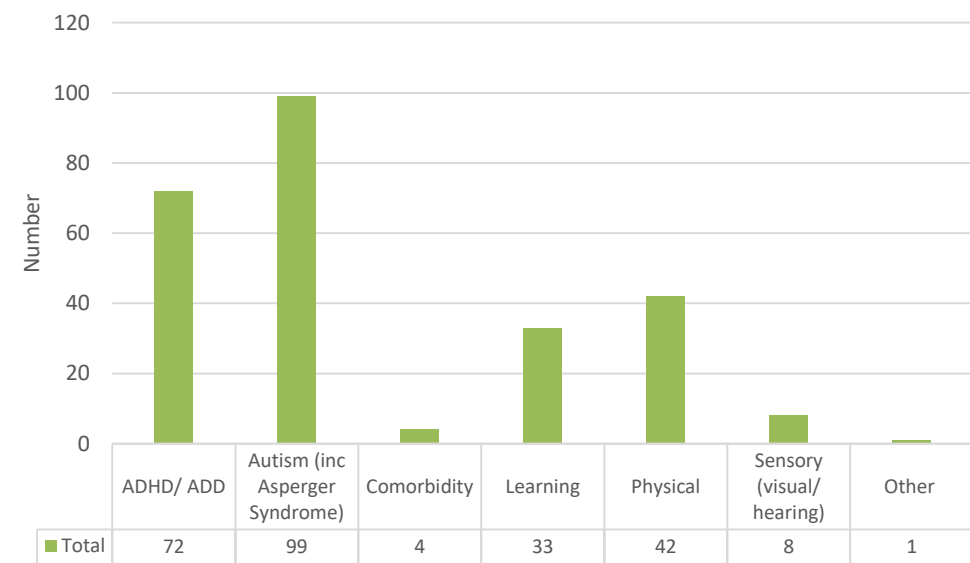
Self referrals continue to be largest referral agency in 2024/25 at **24%**, slightly higher than 2023/24 of 21%. This was followed by Community Organisations at **14%** an increase from 6%. Schools were **12%** a drop from 13% in 2023/24 and Multi Disciplinary Teams **10%** (6%), Gateway **7%** (6%) and Health Visitor **6%** (5%).

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

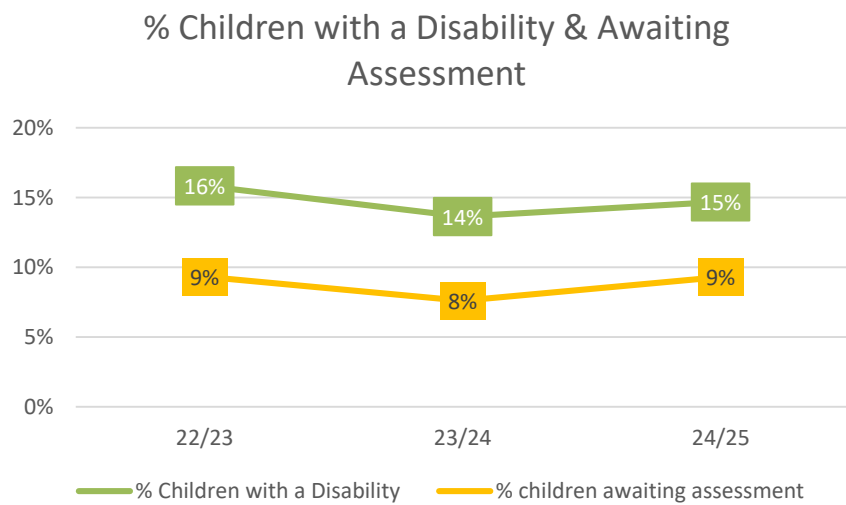


The main presenting reason for referral in 2024/25 was for **Financial Support** at **869** followed by **EBD support for school children** at **846**. The next key reasons for referral were Parenting Programme and EBD support for Parents at **690**, One to one support for young people and Counselling services for children/young people at **528**, Youth Activities/support at **445**, Emotional support for Child **130** and Adult Mental Health Issues **107**, Disability/Neurodiversity Support **106**, Counselling Services for families **97** and School Attendance **78**.

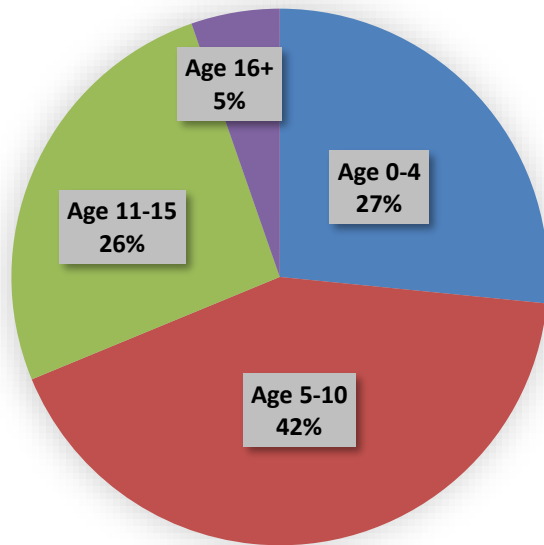
Performance Measure 4: Children Referred with a Disability -2024/25



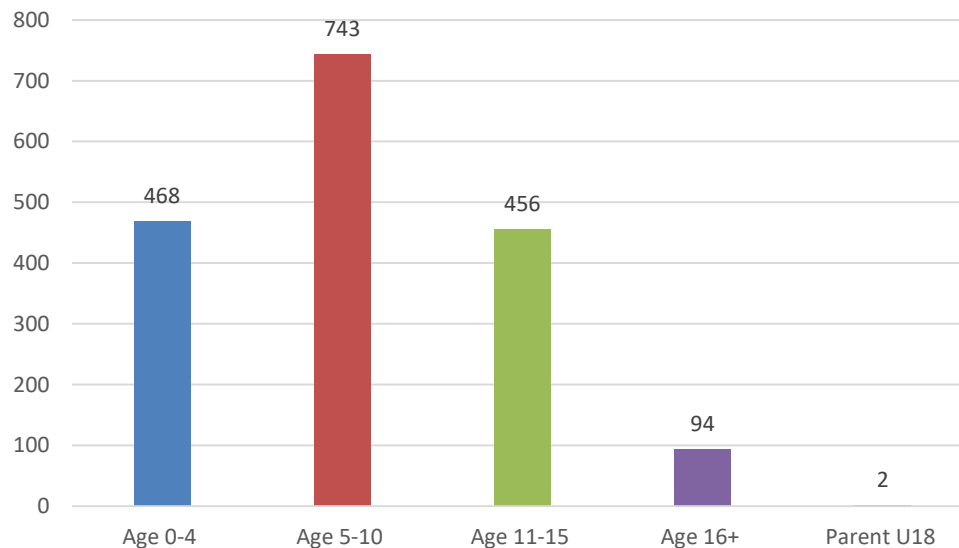
Autism (including Asperger Syndrome) continues to have the highest number of referrals in 2024/25 at **5.6%.**



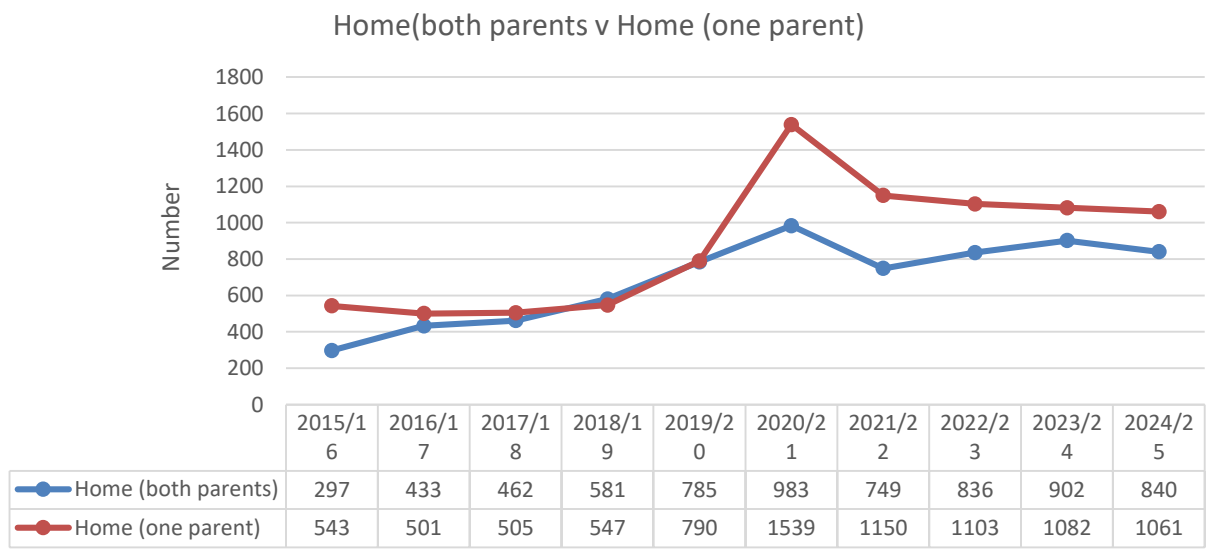
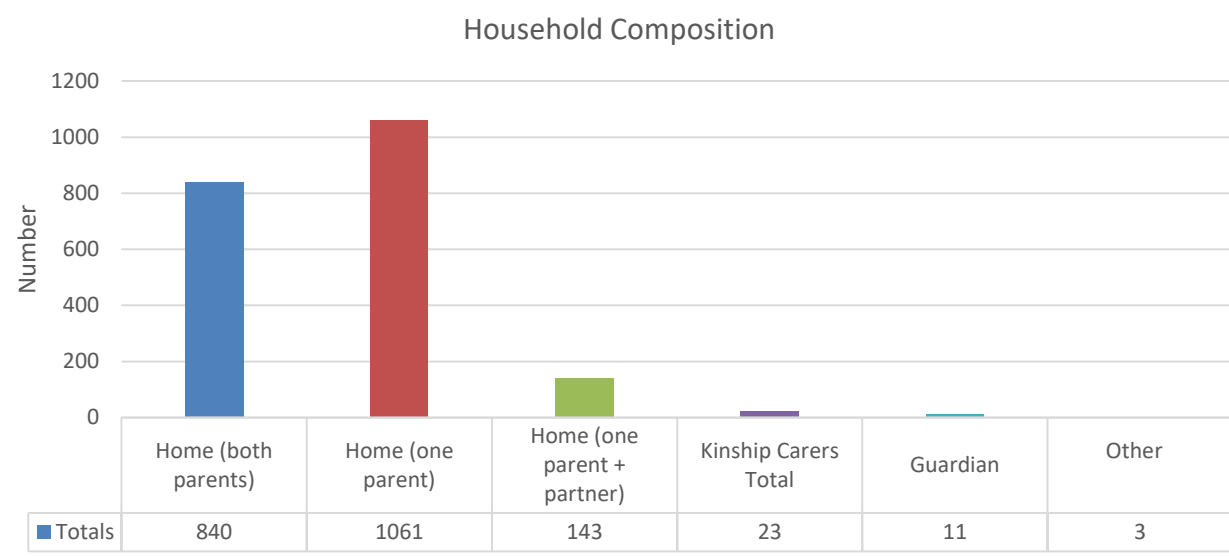
Performance Measure 5: Children Referred by Age Profile - 2024/25



The 5-10 age range was the highest age group for referrals in the Western area throughout 2024/25 with **743 (42%)** referred.



Performance Measure 6: Household Composition - 2024/25

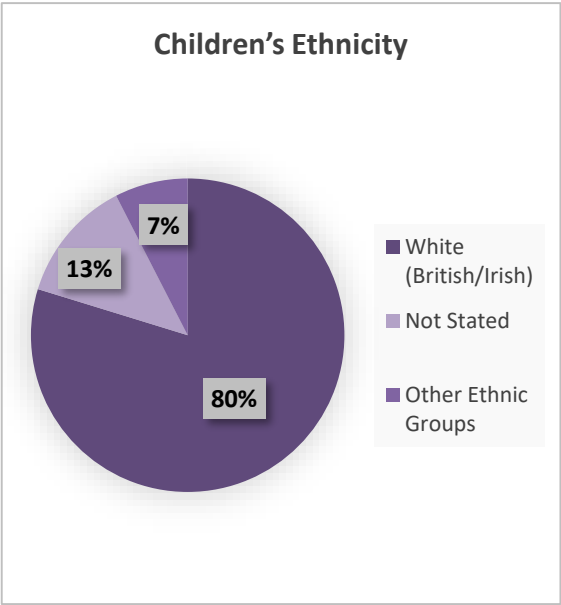


The largest group referred are **One Parent Families** at **1061** in 2024/25, followed by **Home(both parents)** at **840**.

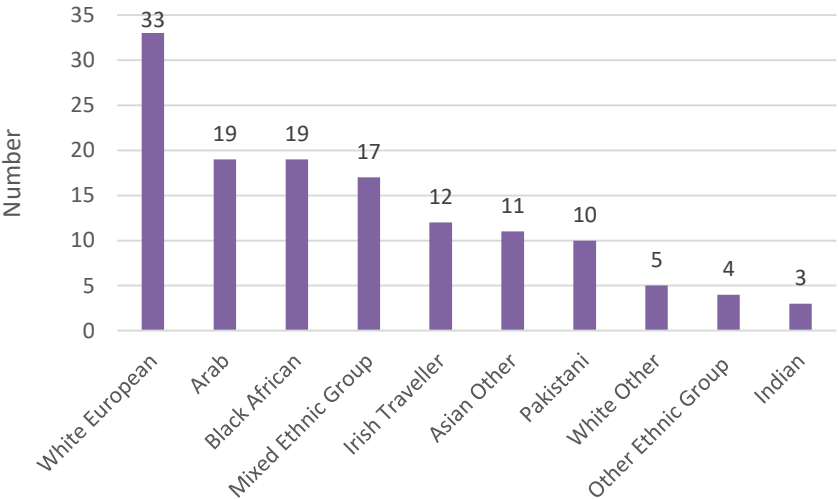
**Performance Measure 7:
Referrals by Ethnic
Background for Children
and Parents referred.**

The percentage of children and parents identifying from **Other Ethnic Groups** other than White (British/Irish) varies year by year with the Western area reporting at **7% and 9% respectively**. For e.g. the top three referrals are White European, Arab and Black African.

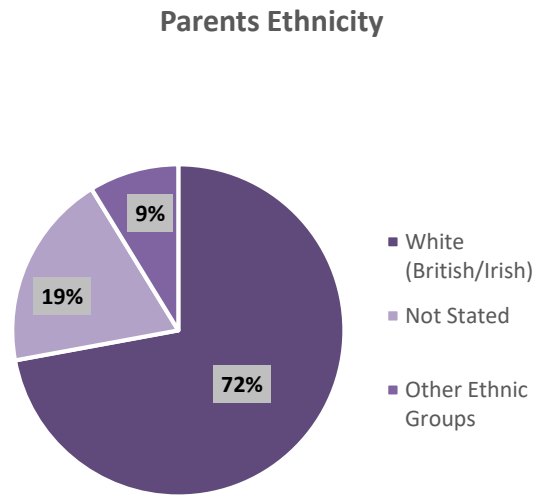
Note: The breakdown of Other Ethnic Groups by both Children and Parents are presented on separate bar charts.)



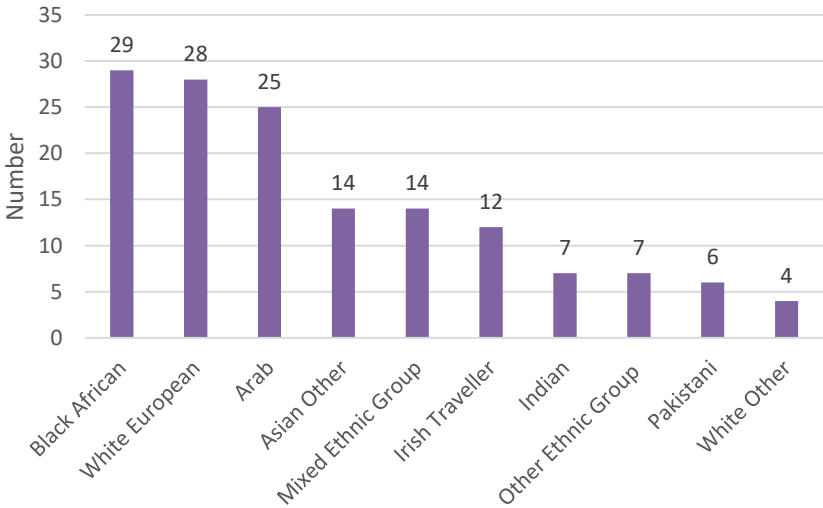
Children Referrals by Ethnic Background – 2024/25



Please note: 224 children's ethnic background - Not Stated



Parents Referrals by Ethnic Background – 2024/25



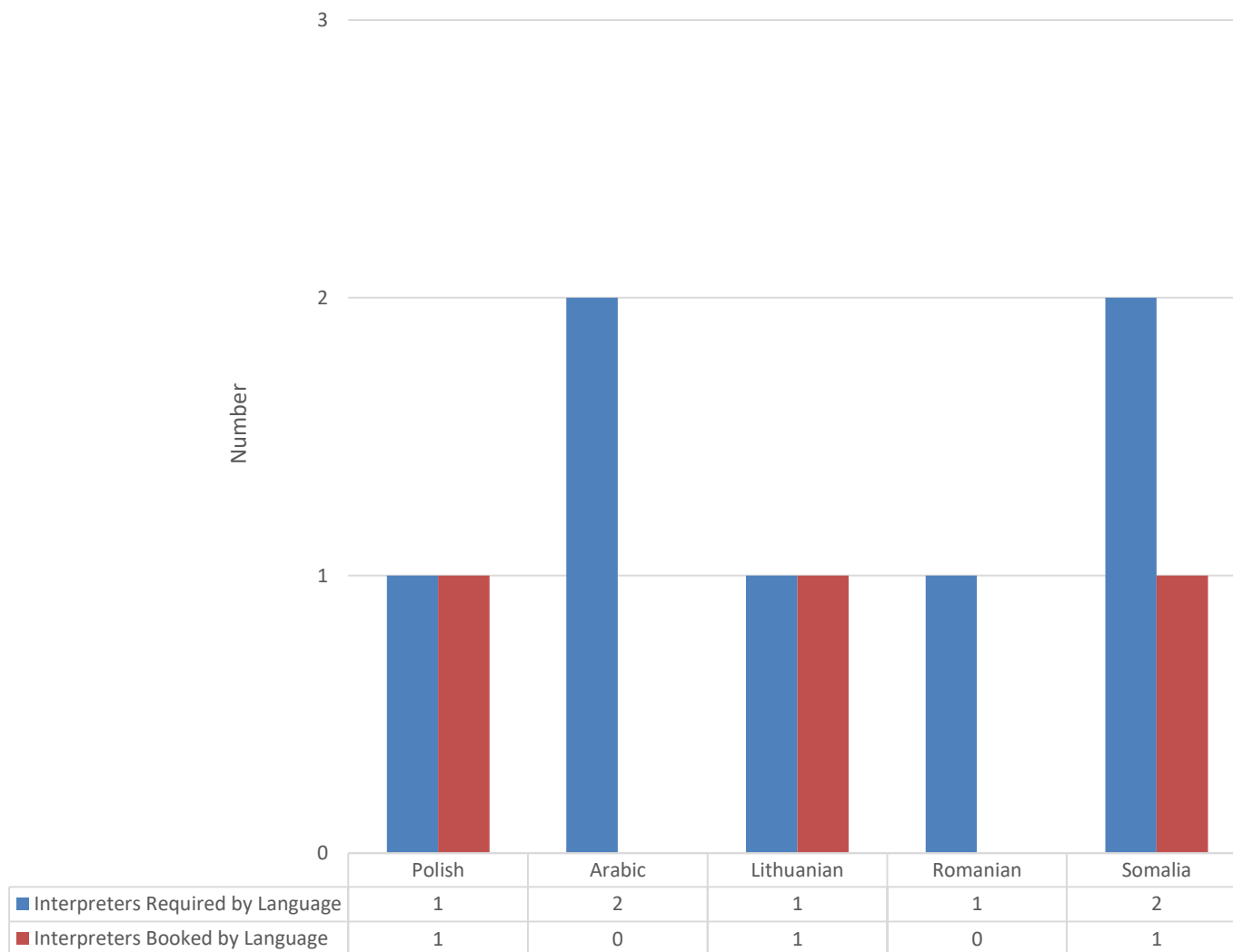
Please note: 319 parents ethnic background - Not Stated

Performance Measure 8: Interpreters Required and Booked by Language

There has been an array of languages required in 2024/25 in the Western area such as, Polish, Arabic, Lithuanian, Romanian and Somalia. In the Western area 7 interpreters were required with 2 booked in 2024/25.

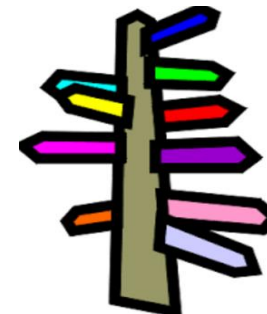
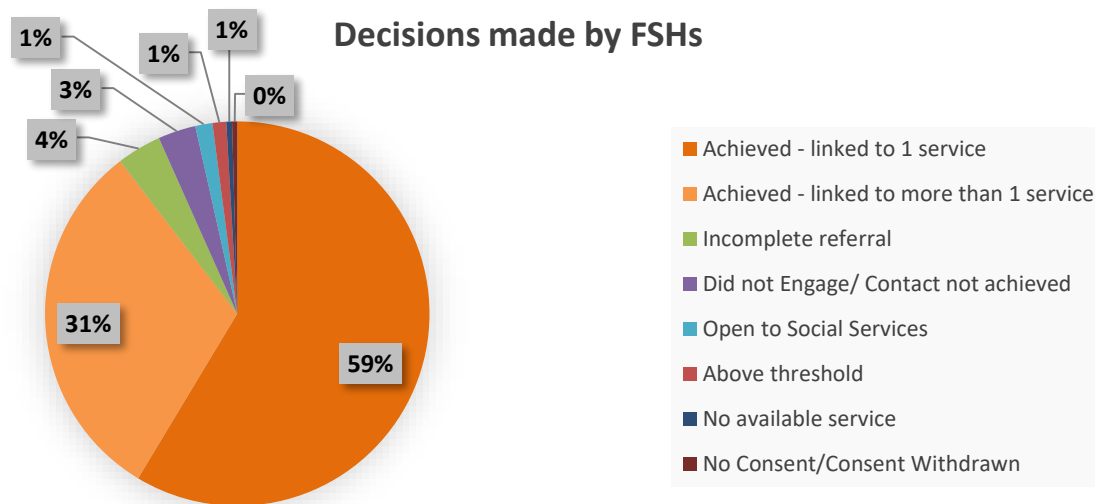
*Google Translate was also used **32** times, Facilitated by Family or Friend used **5** times and **0** No Interpreting Solution were found.*

Interpreters Required and Booked by Language – 2024/25



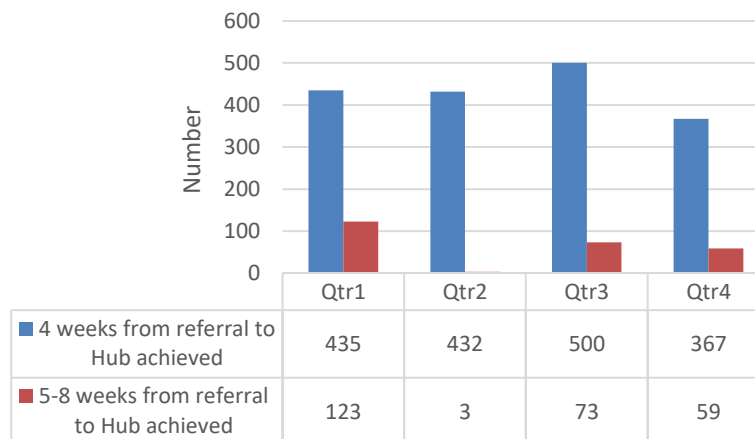
4 Interpreters were unable to be booked

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



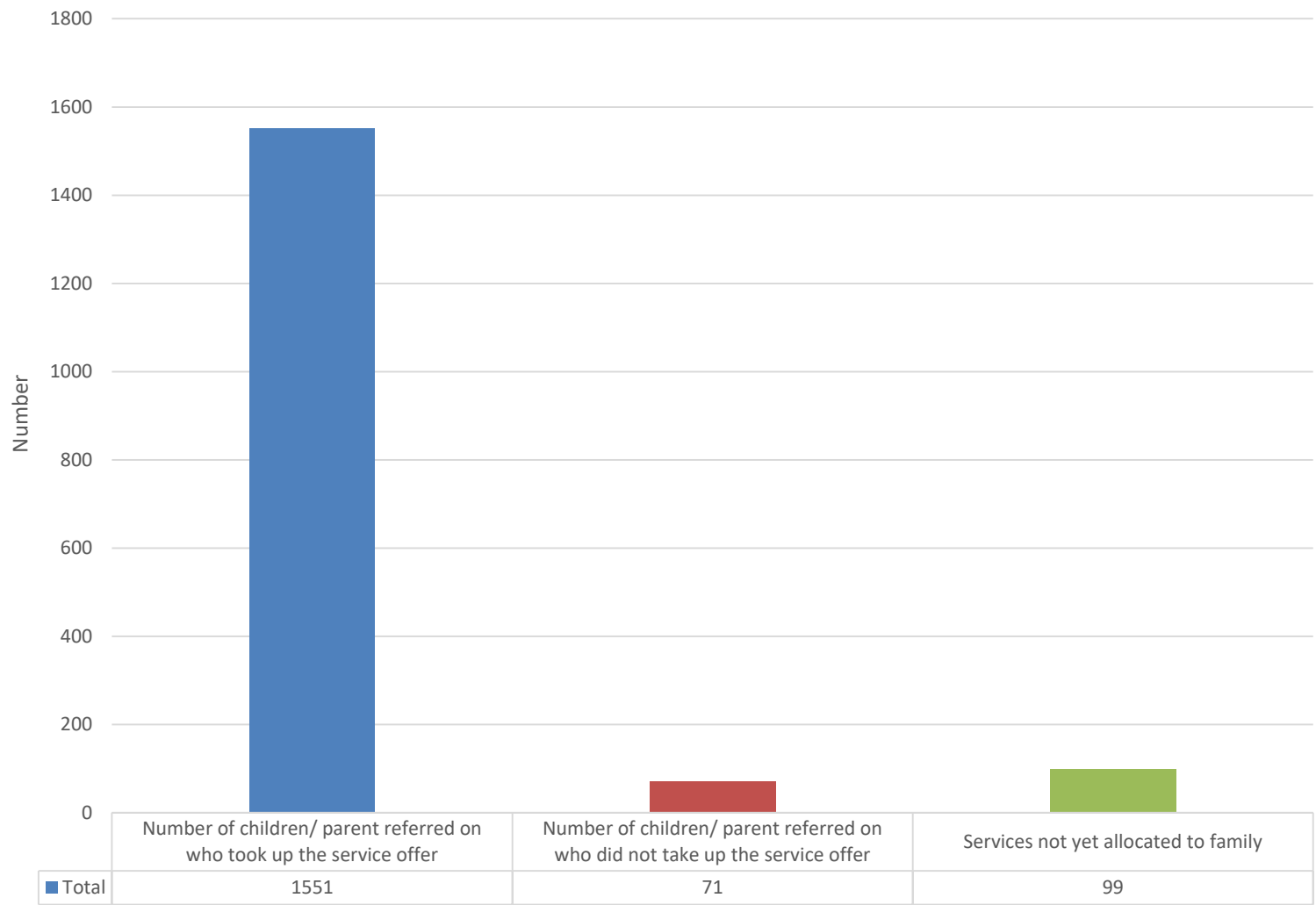
59% of families were signposted to 1 service, with **31%** linked to more than 1 service.

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

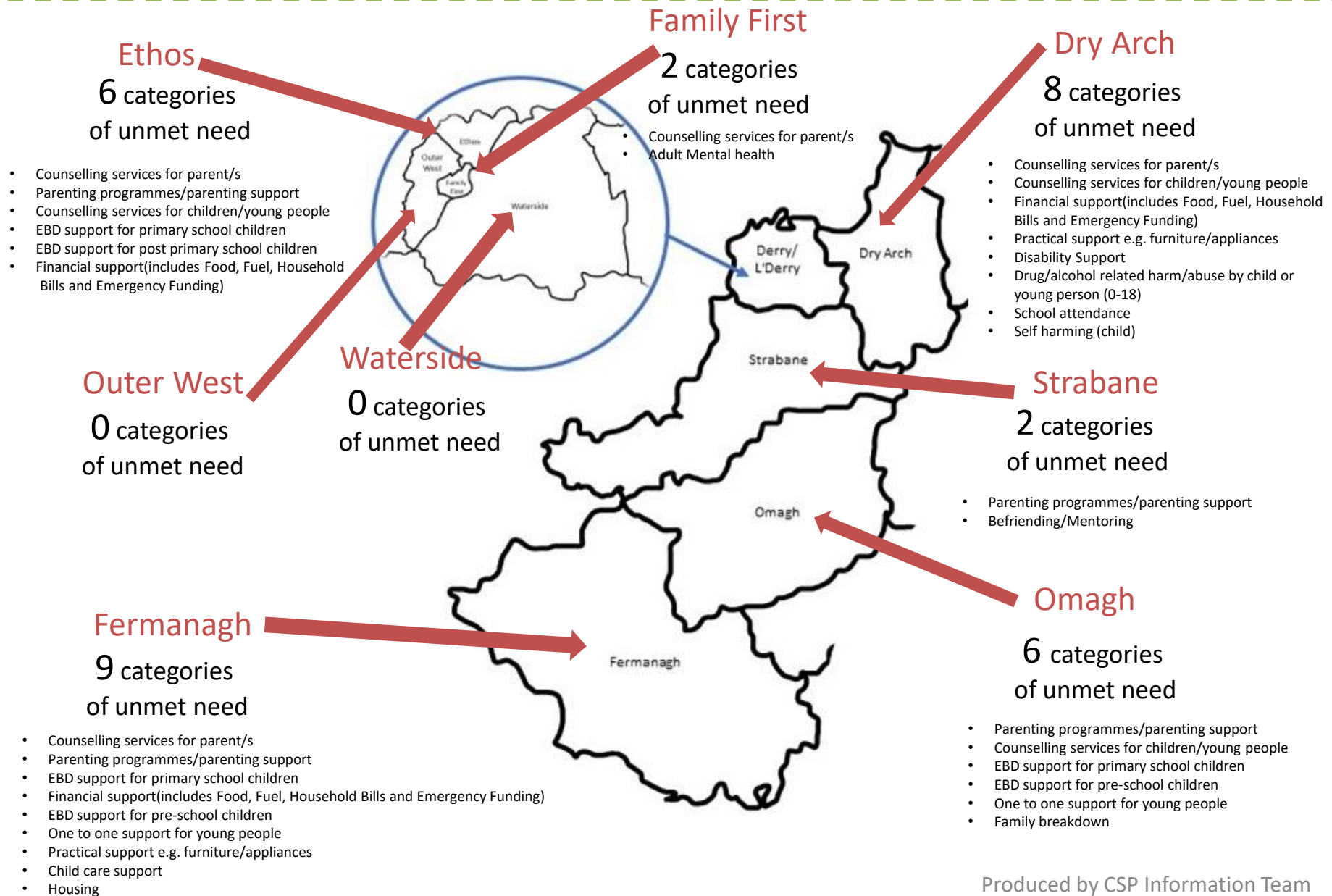


The vast majority of referrals to Hubs were processed within 4 weeks and the remainder within 5- 8 weeks. **0** exceeded the maximum 8 weeks and **89** were not achieved within the timescale in the Western Area.

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



Performance Measure 12: Categories of Unmet Need - 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 of the Hubs in the Western Outcomes Group area have implemented the 10 standards and continue to work on action plans within their Hubs to develop access to the range of early intervention supports available to 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