

## Parent feedback

*"We have been given lots of ideas on how to manage some of the more difficult behaviours our son has and also practical advice on parenting have been very useful".*

*"She was very easy to talk to, went above and beyond her remit to provide information and support and has genuinely made life easier for our family".*

*"Couldn't fault service. Find it hard to let people through the door but myself and child felt comfortable with him".*

## Child feedback

*"I learned to think before I do anything and ways to calm down".*  
**(13 year old boy)**

*"I think I have improved as a person".*  
**(12 year old boy)**

*"She helped me with my unhappys".*  
**(7 year old girl)**

## What happens to my information?

All information will be treated in a confidential manner. Your information will only be shared with organisations that may be of help to you and your family.

Referrals will not be accepted without a signature to confirm consent (parent/carer or young person).

## Where are the Hubs located?

There are 3 Family Support Hubs covering the entire South Eastern HSC Trust area based in the following locations:

- Lisburn
- Downpatrick
- Newtownards.

### Family Support Co-ordinator

**Tel: (028) 9250 1357**

**email:**

**[familysupporthubs@setrust.hscni.net](mailto:familysupporthubs@setrust.hscni.net)**

## Children's Services

## Family Support Hubs

**FAMILY**

Information for Parents

## What is a Family Support Hub?

The Family Support Hub brings together representatives from community, voluntary and statutory organisations who deliver services for children and families.

The members of the Family Support Hub are from local services and can connect your family to the service you need at a time when you need it.

## What do Family Support Hubs do?

We will work alongside your family to identify the areas where support can be provided. Examples of these areas are:



## If you would like support from the Family Support Hub:

- 1 Either contact the Hub Co-ordinator or a professional who knows your family eg. GP, health visitor, teacher
- 2 A referral form is completed
- 3 The referrer sends the referral form to the Hub Co-ordinator
- 4 Hub Co-ordinator brings referrals to monthly meeting
- 5 Hub Members aim to match your family to the best service for you
- 6 You will receive a letter from the Hub Co-ordinator to let you know what to expect next

## What are the criteria for making a referral to the Hub?

- Children and family would like support
- Family with children aged 0 - 17
- Support required is short term
- No social worker currently involved with your family
- Referral must be signed by the parent/carer or young person if they are over 16
- Support required is early intervention.

## Who can make a referral?



## What happens after the Hub meeting?

We will write to you after the Hub meeting to let you know what is happening.