

Families First Outcomes and Performance Report

2016/17 – Quarter 1 report



This report considers the impact of early help services on families in Hertfordshire. **Currently it focuses on families who have been identified for support through a Common Assessment Framework (CAF)** and who present with at least two of the six 'strands' of need shown below. It also summarises activity of agencies involved in early help but who do not use CAF widely, including Children's Centres, Youth Connexions and the Targeted Youth Service.

Over the next quarter the CAF will start to be replaced by the revised 'Families First Assessment' (FFA), which has been developed in consultation with partner agencies. Future reports will increasingly draw on information from the FFA for new cases, along with information from cases which had been opened on a CAF before the transition to the FFA.

The six strands shown here are used by central government when monitoring early help through their Troubled Families agenda, and Hertfordshire's detailed definition for each strand can be found in the [Families First Outcomes Plan](#). The Outcomes Plan also sets out what Hertfordshire considers to be successful outcomes for families, linking to local strategic priorities and locally identified service transformation goals. The Outcomes Plan, and this report, will continue to be developed to demonstrate the impact across the wider breadth of Early Help and to reflect the emerging Life Chances agenda.

A growing number of local early help services are using the Outcomes Star™ to evidence progress that families make as a result of interventions. The Outcomes Star™ data in this report is drawn from Children's Centres, School Partnerships and Thriving Families teams.



1. Parents and children involved in **crime or anti-social behaviour**.



2. Children who have not been **attending school** regularly.



3. **Children who need help**: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan.



4. **Adults out of work or at risk of financial exclusion** or young people at risk of worklessness.



5. Families affected by **domestic violence and abuse**.



6. Parents and children with a **range of health problems**.

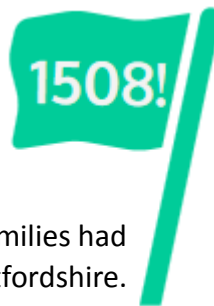
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Central government has set Hertfordshire a target to provide early help support to 4670 families between 1 April 2015 and 31 March 2020 as part of the national Troubled Families Programme.

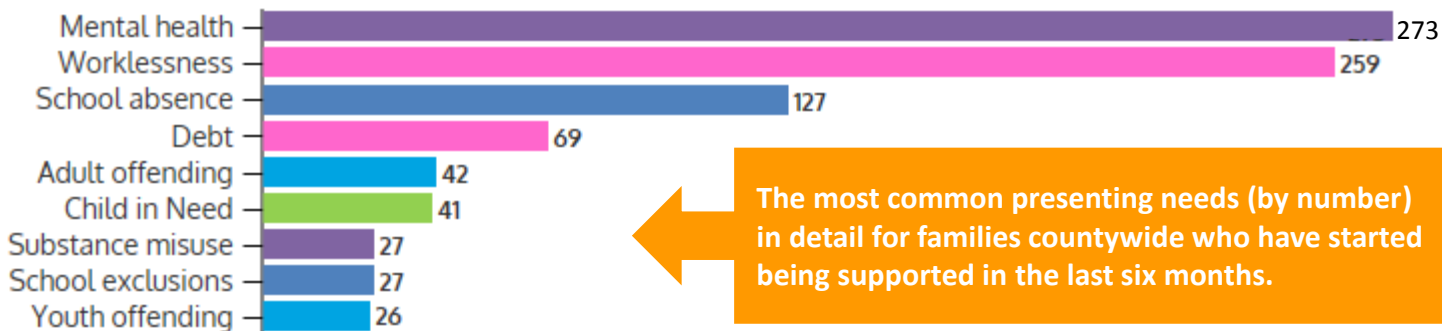


Up to 30 June 2016, **1508** families had started to receive early help support in Hertfordshire.

Almost 3 out of 10 of these families have intensive needs.

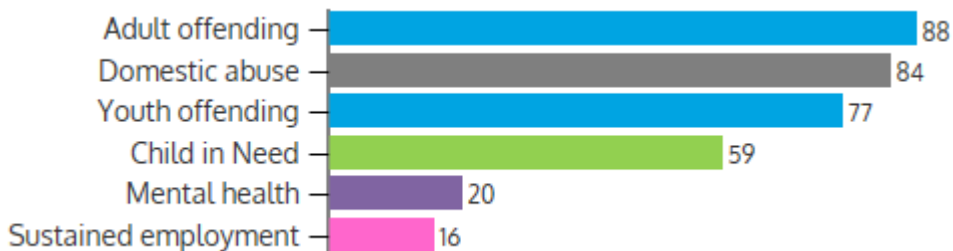
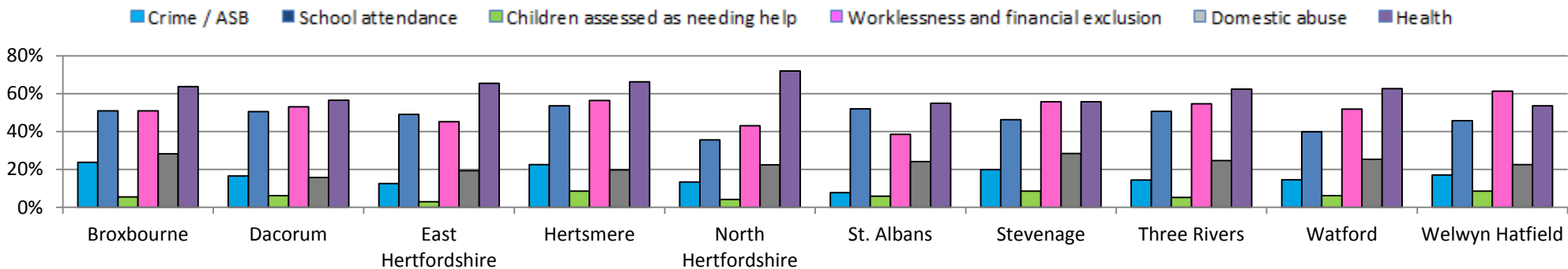


Intensive means that they meet at least four of the six presenting needs when they start receiving support.

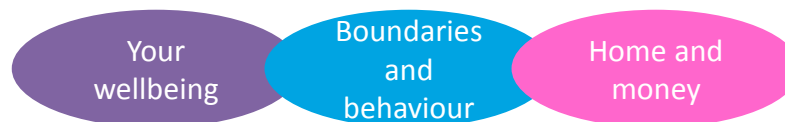


The most common presenting needs (by number) in detail for families countywide who have started being supported in the last six months.

The breakdown of the six main strands for each district, shown as a % of new families who have more than 1 presenting need.



We would not expect to see change quickly, however early progress data shows greatest progress with offending, domestic abuse and Child in Need. Family Star Plus™ is also used to monitor the progress of families. According to this, most progress is being made with:





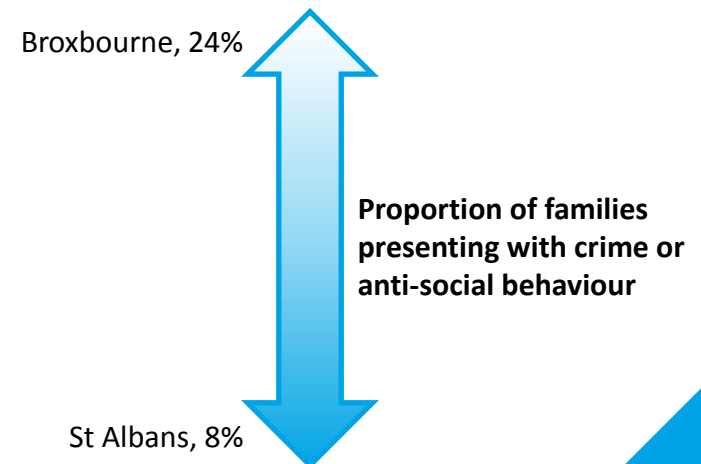
1. Parents and children involved in crime or anti-social behaviour

The focus is on youth crime and anti-social behaviour across the family and links to work with families whose problems span not only behavioural concerns, but also wider family issues such as substance misuse, domestic violence and mental illness.

Presenting need	Definition of sustained and significant progress	Number of families identified with presenting need		Number of families where sustained and significant progress has been met – includes families where support commenced before April 2015
		Jan 2016 – June 2016	July – Dec 2015	Jan 2016 – June 2016
1a. Young person subject to ERJR in the last 12 months and / or young person with one or more offence(s) in the last 12 months.	No. offending in the last 6 months.	26	23	77
1b. Adult with parenting responsibilities has one or more offence(s) in the last 12 months.		42	42	88
1c. Adult with parenting responsibilities currently subject to licence or supervision in the community, serving a community order or suspended sentence.		Not available ¹	Not available	Not available
1d. Family member has received an ASB sanction in the last 12 months (ASBO, Civil Injunction, Criminal Behaviour Order, Community Protection Notice, Closure Notice, Closure Order, ABA, ABC, parenting contract or NOSP).	No. ASB in the last 6 months	0	2	5

Commentary

Hertfordshire’s Youth Offending data shows that in 2015 the number of new entrants to the Youth Offending system was 320; which was a slight increase on the numbers reported in 2014, but considerably lower than the figure of 1,032 reported in 2010. The Numbers of young people requiring intervention from Youth Justice teams has dropped over the last 12 months by 25%. Many of the young people who are engaged with youth offending services require a high level of support due to the complexity of needs for many of the individuals, and their high degree of vulnerability. In the last six months, the number of families identified for support due to involvement in crime or anti-social behaviour has remained steady, but there continues to be a high number of outcomes for this strand.



^[1] Data transfer arrangements still require agreement between Impact, Evaluation & Development Team and BeNCH

2. Children who have not been attending school regularly

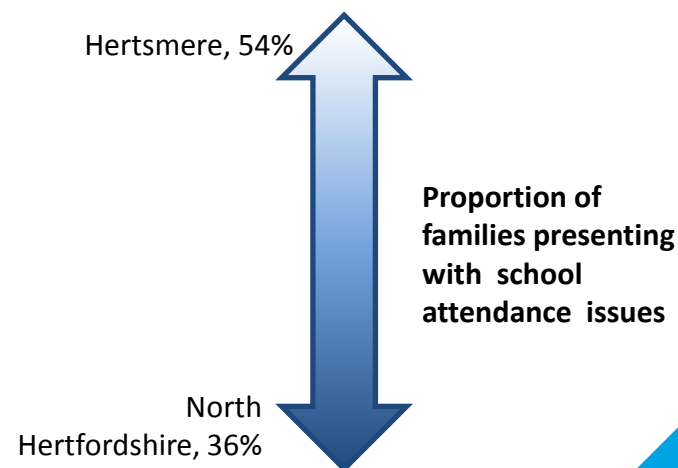
Full time education for school age children is viewed not only as an essential pre-requisite to better attainment, but is also strongly associated with a broad range of positive outcomes including reducing the risk of worklessness, youth crime and anti-social behaviour. Furthermore, child development during the Early Years Foundation Stage and remaining in learning up to the age of 18 are also considered to be critical to children and young people achieving a successful adult life.



Presenting need	Defined sustained and significant progress	Number of families identified with presenting need		Number of families where sustained and significant progress has been met – includes families where support commenced before April 2015
		Jan 2016 – June 2016	July – Dec 2015	Jan 2016 – June 2016
2a. A child of school age who has been subject to permanent exclusion; or 3 or more fixed school exclusions across the last 12 months	No permanent exclusions, less than 3 fixed term exclusions and less than 5/10 (as applicable) school days excluded in the last 12 months, and less than 10% absence in the 3 full terms before claim. (NB all children in families being claimed under TF2 must have less than 10% absence in the 3 full terms before claim, whether they presented with school attendance issues or not)	27	17	Not available (requires school census return from Summer 2016, which should be available December 2016).
2b. A child at primary school who has had 5 or more school days of fixed term exclusion in the last 12 months		17	11	
2c. A child of any age who has had 10 or more school days of fixed term exclusions in the last 12 months.		14	5	
2d. A child of school age who has had 10% absences or more across the last 3 full terms.		127	202	
2e. A child of school age who is neither registered with a school nor being educated in an alternative setting.		3	0	

Commentary

Low attendance at school (below 90%) is often identified amongst families receiving early help support. In a minority of cases this correlates with fixed term and permanent exclusion of children. As success is measured over three terms and the first term that success can be counted is Summer Term 2015 we will not be able to report on progress until there is sufficient data to calculate sustained and significant outcomes. Additionally as there is a time lag for the receipt of this information (in line with school census reporting dates nationally), the figures shown here will be under reported.





3. Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan

'Families First' identifies families who benefit from an integrated whole family approach. Within these families, children may be experiencing poor parenting, have developmental delay, be at risk of exploitation (including sexual exploitation), have challenging behaviours and may have previously been accommodated and returned home from care.

Presenting need	Definition of sustained and significant progress	Number of families identified with presenting need		Number of families where sustained and significant progress has been met – includes families where support commenced before April 2015
		Jan 2016 – June 2016	July – Dec 2015	Jan 2016 – June 2016
3a. A child currently identified as a "child in need" (under S.17 CA1989) with a Child & Family Assessment completed in the last 6 months and has been stepped down to Early Help.	Case has been closed or has been stepped down to Families First Assessment and has not been stepped back up in 6 months from the step down date.	41	31	59
3b. A child who has been identified as missing from home by Police at least 3 times in the last 6 months.	No reports of the child having gone missing from home in the six months before claim.	1	1	1
3c. A child who has been identified as missing from home by Police for at least 24 hours on one occasion in the last 6 months.		1	2	8
3d. A child judged by professionals as being at medium or high risk of Child Sexual Exploitation in the last 6 months.	Child judged to be at low or no risk of Child Sexual Exploitation for six months.	1	0	1

Commentary

For the families supported, the number of children missing from home or identified at being at risk of child sexual exploitation is low. This data also includes families where there have been children stepped down from Child in Need (CiN) to CAF. There has been a slight increase in numbers from the former CiN group and the numbers of children continuing to remain below the threshold for Social Care is increasing. In Autumn 2016, the system used for recording a CAF (to become Families First Assessment) will be changed and this fresh approach is expected to lead to a higher number of families identified for early help support.

Hertsmere, Stevenage, Welwyn Hatfield, all 8%



Proportion of families presenting with children identified as needing help, being in need or subject to Child Protection Plan

East Hertfordshire 3%

4. Adults out of work or at risk of financial exclusion or young people at risk of worklessness



A focus on employment can have a transformative impact not only on family outcomes, but also on the approach and design of local family intervention services. Welfare benefits are the single greatest area of public expenditure on these families and the wider benefits of reducing welfare benefit dependency are felt across improvements in health, reductions in crime and local economic growth. However there is also a preventative angle including support for families where there are young people at high risk of worklessness and for those experiencing problematic debt, particularly those who have financial responsibilities in their household.

Presenting need	Definition of sustained and significant progress	Number of families identified with presenting need		Number of families where sustained and significant progress has been met – includes families where support commenced before April 2015
		Jan 2016 – June 2016	July – Dec 2015	Jan 2016 – June 2016
4a. An adult in receipt of Out of Work benefits (including ESA – Employment Support Allowance).	STAND ALONE EMPLOYMENT CLAIM (NB this outcome can be claimed regardless of progress against other indicators): An individual moves off out of work benefits or Universal Credit (or meets a UC earnings threshold) and sustains a period of continuous employment for 26 out of 30 weeks for JSA, or 13 consecutive weeks for other benefits <u>OR</u> The individual makes significant and sustained progress towards work (e.g. qualification, work experience, traineeship, apprenticeship, temporary or part time work, volunteering, training, Princes Trust) over at least 12 out of 13 weeks (to be revised).	259	205	16
4b. An adult who is claiming Universal Credit and subject to DWP work-related conditions		Applies from April 2017		
4c. A young person aged 16-18 who has been NEET (Not in Education, Employment or Training) for at least 13 weeks.		8	2	7
4d. A family member has significant concern about debt, which impacts on their ability to meet basic family needs e.g. food, clothing, accommodation. Debts could include rent arrears, council tax arrears, private loans or benefit repayments.	The practitioner view is that the family have better control over their financial situation, which may be evidenced by a debt management plan, and there is no concern that statutory enforcement action is expected to be taken.	69	65	4

Commentary

Over a third of the families being supported include an adult receiving out of work benefits. Therefore the priority remains to ensure that those with parental responsibility can access opportunities that lead to progress into work. The number of recorded outcomes for this measure are currently very low.

The number of families with a young person who is NEET is small. This is in part a reflection of the low 16-18 year old NEET rate for the county (3.7% at the end of June 2016).

Welwyn
Hatfield 61%

St Albans
38%



Proportion of families presenting as out of work or at risk of financial exclusion

5. Families affected by domestic violence and abuse

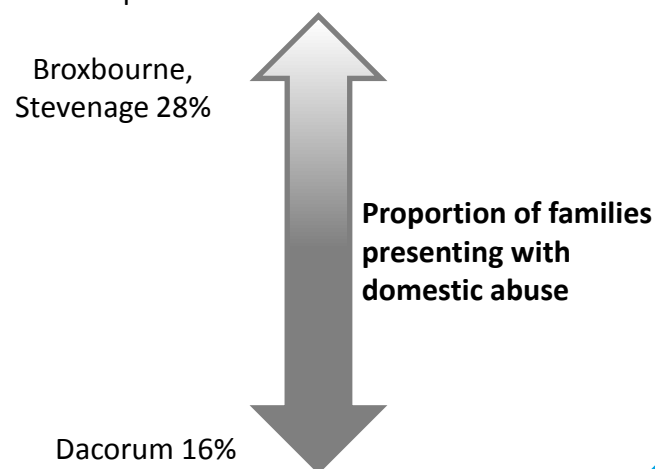


Domestic violence and abuse is a damaging and widespread problem for many families. The consequences of domestic violence and abuse are felt across health, police, housing and Children’s Services.

Presenting need	Definition of sustained and significant progress	Number of families identified with presenting need		Number of families where sustained and significant progress has been met – includes families where support commenced before April 2015
		Jan 2016 – June 2016	July – Dec 2015	
5a. An adult or child in the family has been notified to Children’s Services by Police as experiencing / at risk of domestic abuse in the last 6 months.	Domestic Violence and Abuse has not taken place in the last 6 months – this may be a result of the perpetrator successfully engaging in interventions.	41	52	84
5b. A family being supported by the Healthy Relationships: Healthy Baby initiative (Stefanou Foundation).	Not identified as experiencing /at risk of domestic abuse by MASH in the last 6 months before claim AND no self-reports of abuse to Healthy Relationships: Healthy Baby for 3 months.	0	0	0

Commentary

The identification of families receiving early help support and with a recent experience of domestic abuse has decreased in the last six months; additionally the number of families who then have no further experience of an incident in the following six months has risen (from 50 reported between Oct. 2015 – March 2016 to 84), which is an encouraging sign (although insufficient to confirm a trend). For the quarter from April to June 2016, the number of Domestic Abuse notifications sent by the Police to Children’s Services was over 2,600 with 42% of these requiring further action from the Multi-Agency Safeguarding Hub, 1% going directly to Children’s Social Care and 12% being actioned by the Early Help desk. The majority of the other notifications were linked to ongoing family support cases. Children’s Services and Police are working together to streamline referrals and improve the quality of the data in relation to the impact on children.





6. Parents and children with a range of health problems

Health problems within families can be costly and pervasive. There is now an emphasis on reaching families with a range of physical and mental health problems. The indicators cover three main health priorities: mental illness, substance misuse and vulnerable new mothers.

Presenting need	Definition of sustained and significant progress	Number of families identified with presenting need		Number of families where sustained and significant progress has been met – includes families where support commenced before April 2015
		Jan 2016 – June 2016	July – Dec 2015	Jan 2016 – June 2016
6a. An adult with parental responsibility or a child who has current mental health issues, which are not supported or managed and require further intervention from a health professional.	Adult with parental responsibility or a child engages with support and it is evident that the condition has been managed for 13 weeks.	273	216	20
6b. An adult with parental responsibility or a child who has current substance misuse issues that require professional intervention.		27	37	1

Commentary

An increasing proportion of the families identified for support have had some form of health condition. Sometimes the health issue is identified for the child, in other instances for an adult in the family and in some cases both. The number of families identified where there is a mental health or emotional wellbeing concern has recently become the most prevalent identified need across the monitoring strands. There continues to be a smaller number of cases in which families require support to address a substance misuse issue. Further work will take place to improve our ability to demonstrate the achievement of outcomes when families are engaging with services to receive support for mental health and emotional wellbeing.

North Hertfordshire 72%



Proportion of families presenting with health needs

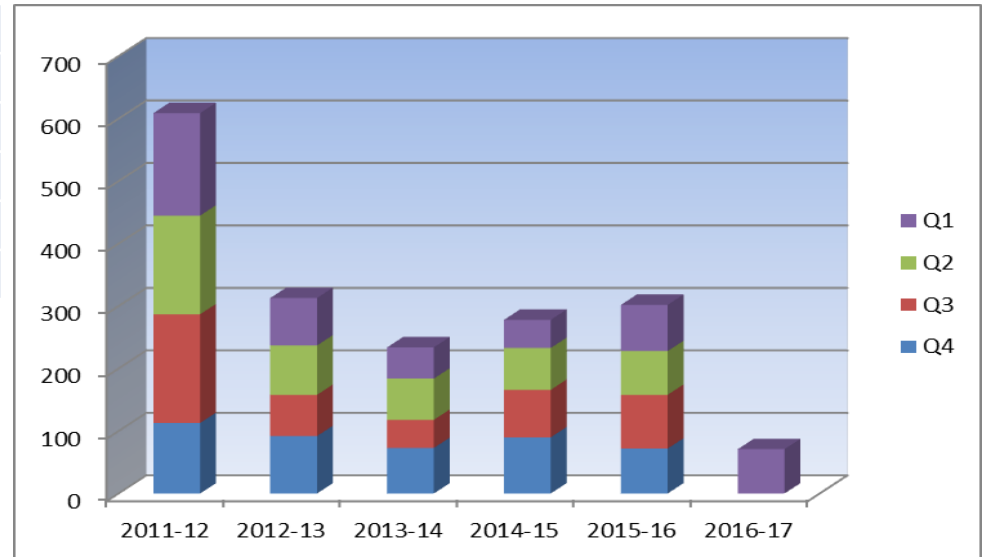
Welwyn Hatfield 53%



Activity recorded outside CAF processes: Youth Justice

	Qtr 2 15/16	Qtr 3 15/16	Qtr 4 15/16	Qtr 1 16/17
Number of First Time Entrants (FTE)	70	86	72	71
Number of Young People given orders	153	169	161	163
Percentage of Custodial Sentences	3.30%	1.67%	2.89%	2.91%
Rate of Re-offending/Recidivism 2013/14 (after 12 months)	0.3	0.57	0.8	0.2
Number of Knife Crime Offenders	10	10	17	3
Percentage in Education, Training Employment	65.90%	74.6%	56.1%	62.8%

First Time Entrants 2011-2016						
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Q4	113	92	73	90	72	
Q3	174	66	45	76	86	
Q2	158	79	66	67	70	
Q1	164	76	50	45	74	71

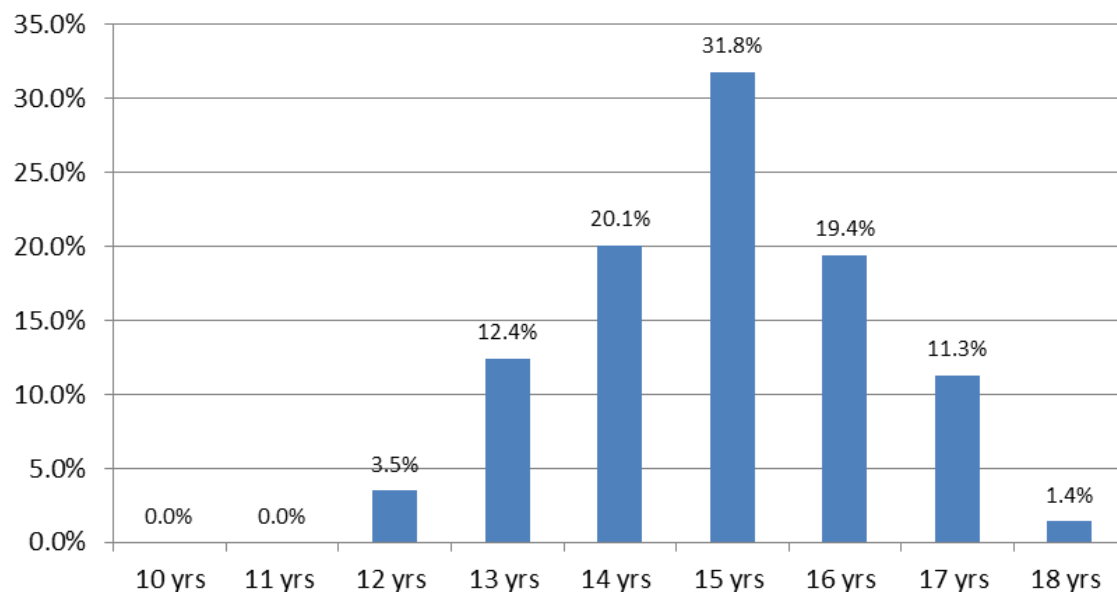




	June 15	Apr 16	May 16	June 16
Active Early Intervention Cases	322	275	278	289
New Early Intervention cases on IES	58	57	73	65
Closed Early Intervention cases on IES	89	97	78	93

Please note: Subsequent validation by teams can alter figures retrospectively. Data is correct at time of publication.

% and number of active Early Intervention cases split by age group as at the end of June 2016



Age	TYS No
10 yrs	0
11 yrs	0
12 yrs	10
13 yrs	35
14 yrs	57
15 yrs	90
16 yrs	55
17 yrs	32
18 yrs	4



Children's Centres - Early Help

Category	Numbers	Numbers	Percentages
Children's Centre Registrations	Under 5 population (Based on mid year population estimate 2015) = 77,172	Children's Centre registrations = 70,664	92%
Sustained contact	Ofsted report based on Under 3s reached and 3-4s in foundation stage – number with 3 or more contacts	47,096	67%
% Open CAF - registered at Children's Centre	Open CAF (under 5s) = 626 (April-June 2016)	536 registered at Children's Centre	86%
% open to social care registered at Children's Centre	Open to social care = 1,431	1,140 registered at Children's Centre	80%
% open to social care and registered at Children's Centre with sustained contact	1,140 registered at Children's Centre	624 with 3 or more contacts	55%
% open Early Support (additional needs)	Open to Early Support = 660 (April-June 2016)	588 registered at Children's Centre	89%
Eligible taking up 2 year old funded place (July 2016)			70%
Teenage parents	377 teenage parents registered at Children's Centres	186 of these reached 3 or more times	49%

Commentary

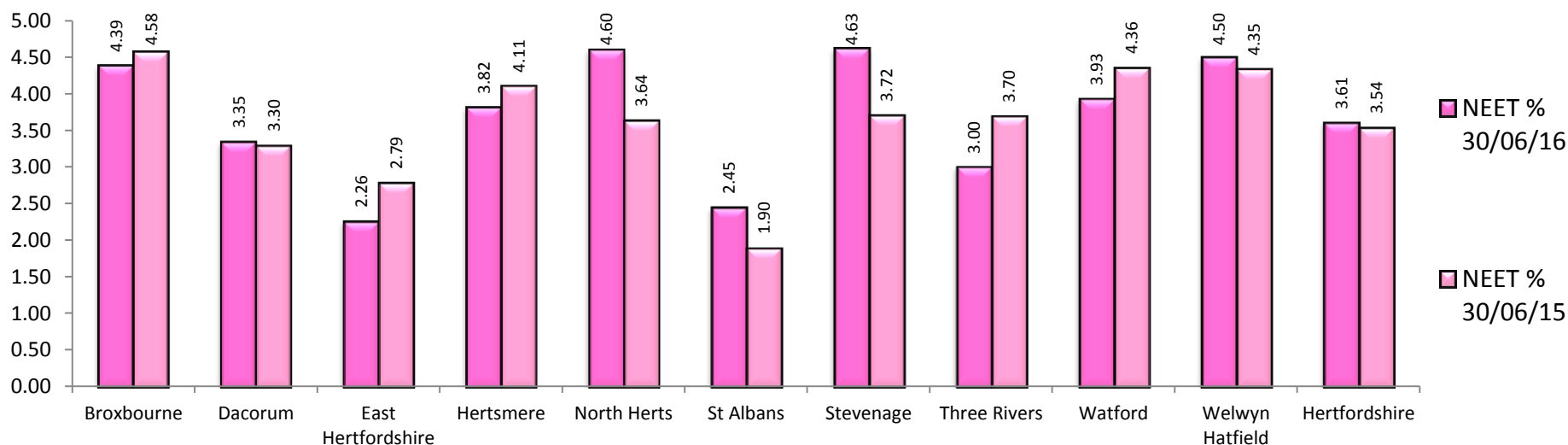
2,276 unique families were supported by Children's Centres through their outreach provision between 01/04/16 – 30/06/16. 685 (30%) of these families had an assigned centre worker. Outreach provision includes Team around the Family meetings, centre and home visits, Core group, case conference, CIN and CLA meetings but excludes Outreach phone calls.

The proportion of registrations with social care involvement has decreased by 2%, but the sustained reach for this group has correspondingly risen by 2%.



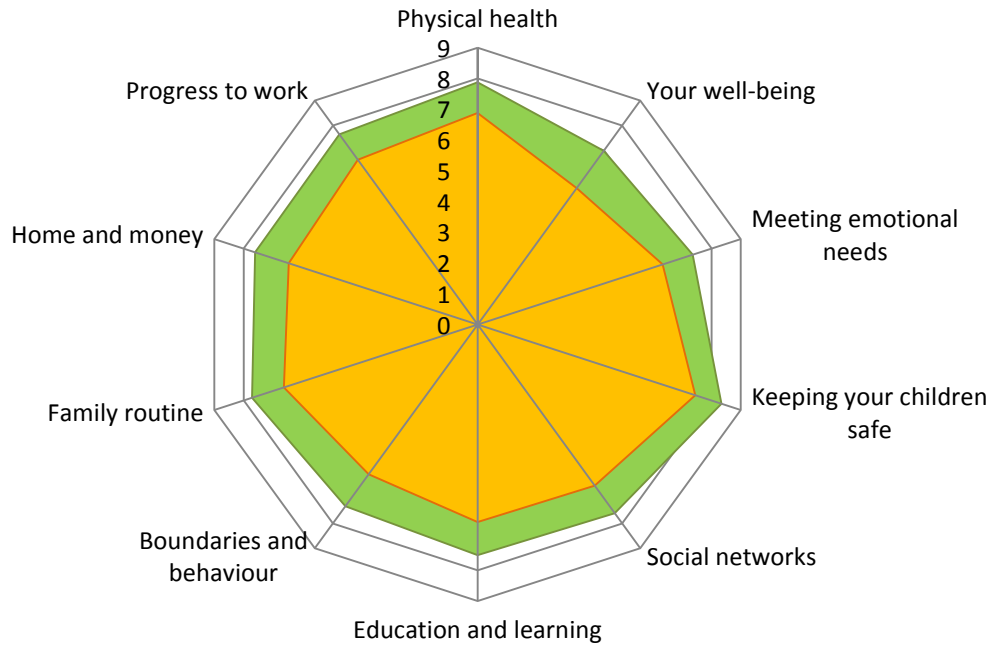
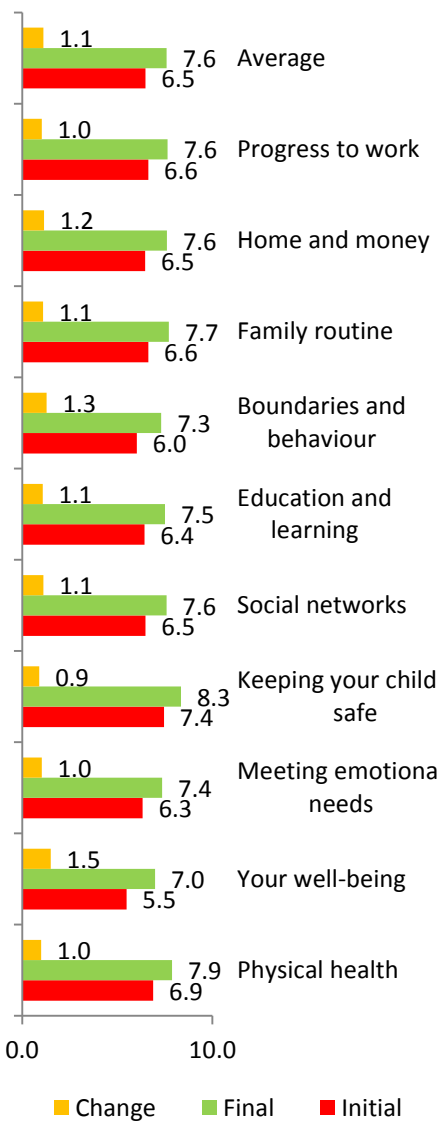
	March 2015	June 2015	Dec 2015	March 2016	June 2016
% of 16-18 year olds who are NEET	3.72	3.54	3.51	3.50	3.61
% of 16-18 year olds who are not in contact with Youth Connexions	2.90	3.63	2.97	3.02	3.60
% of Youth Offenders of academic age 16-18 supervised by Youth Justice, who are NEET	35.4	33.5	28.2	29.6	32.8
% of CLA or care leavers aged 16-18 who are NEET	22.1	23.6	23.7	25.2	29.5
% of 16-18 year olds living in our 20% most deprived communities who are NEET	6.09	5.67	5.62	4.85	5.27
% of 16-18 year olds with LDD who are NEET	10.0	9.8	9.7	10.7	10.7
% of all young people of ages for Year 12 or Year 13 who are in learning	91.8	91.7	93.2	92.5	92.4

Total NEET by district (%)



Outcomes Star™ analysis

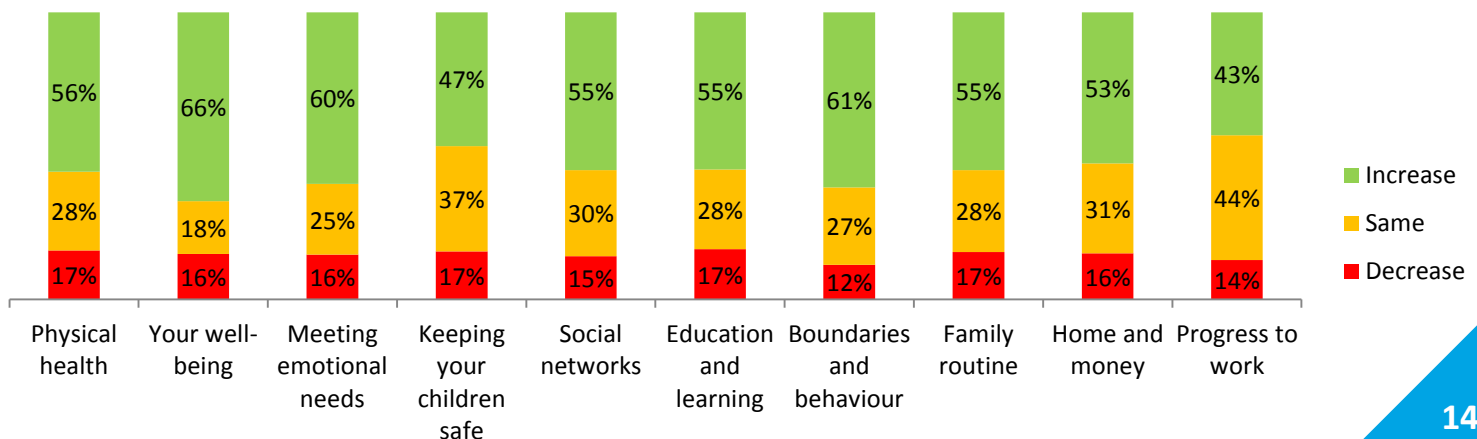
Using Family Star Plus™ data, the data sources used here are Children’s Centres, School Family Partnership and Thriving Families Teams and covers information captured about open cases and those closed within the three months to August 2016. The charts below illustrate the mean average starting point, most recent point and the change for each domain, along with the proportion of scores that have decreased, increased and stayed the same for each domain.



Commentary

‘Keeping your children safe’ has become the domain with the lowest overall change (0.9); however the starting point for this domain is significantly higher than the other domains. The biggest improvements are found with ‘Your wellbeing’ (1.5) and ‘Boundaries and behaviour’ (1.3). This is in part due to over 60% of families recognising improvements in these areas.

At the other end of the scale, only 43% of families recognise that they are making improvements with ‘Progress to work’.

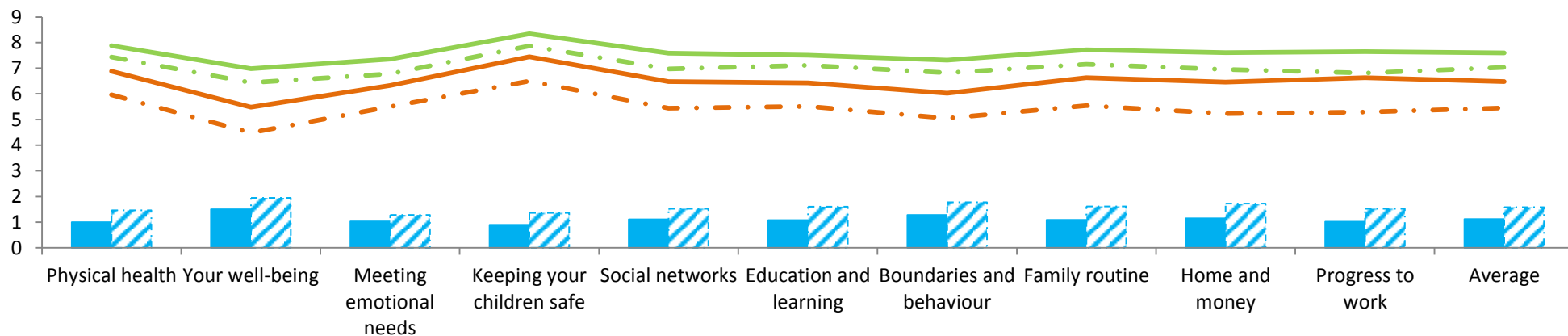


Outcomes Star™ analysis

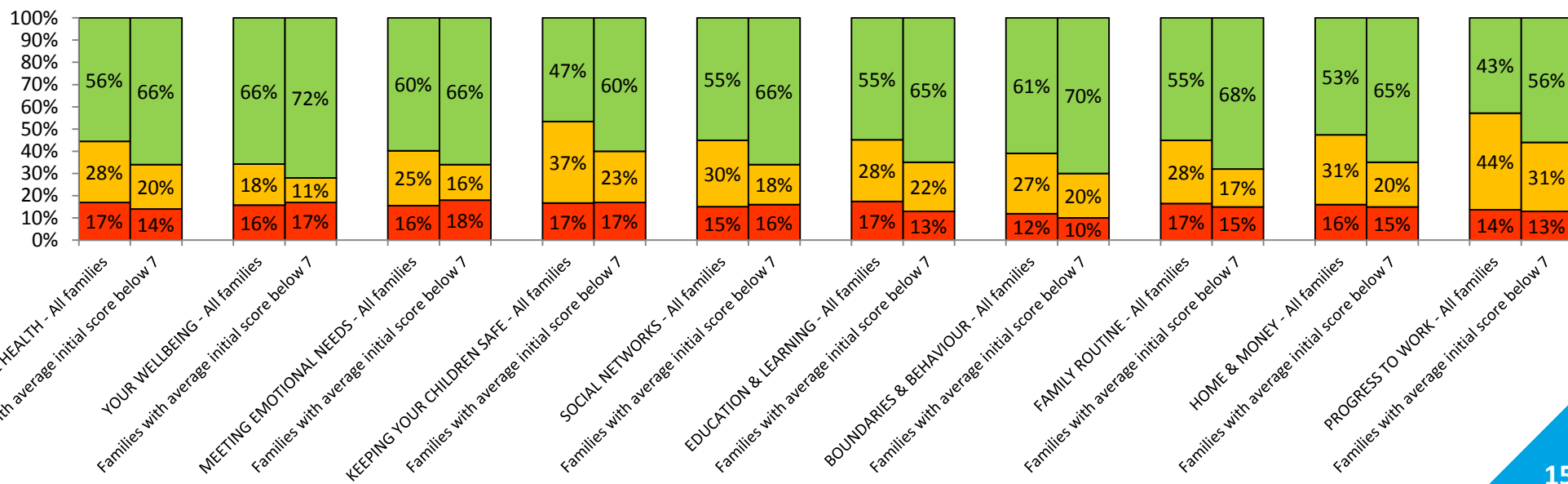
Using Family Star Plus™ data, the data sources used here are Children’s Centres, School Family Partnership and Thriving Families Teams and covers information captured about open cases and those closed within the three months to August 2016. The tables below compare data for all cases from these teams against data for just those cases which had an average starting score lower than 7.

Initial readings, most recent readings and amount of change made on each domain (comparing all families against those with an average starting score below 7)

Solid lines / colours refer to ALL FAMILIES. Dashed lines / colours refer to FAMILIES WITH AN AVERAGE STARTING SCORE BELOW 7.



Percentage of families whose scores improve, get worse or stay the same (comparing all families against those with an average starting score below 7)



District level data – presenting needs

(new families supported by a CAF between July 2015 and June 2016)

Presenting needs identified for families with two or more presenting needs

(shown as % of new cases in district in brackets)

	Parents and children involved in crime or anti-social behaviour	Children who have not been attending school regularly	Children who need help (excludes the criterion of having been identified for support through CAF)	Adults out of work or at risk of financial exclusion or young people at risk of worklessness	Families affected by domestic violence and abuse	Parents and children with a range of health problems	Total number of new cases July 2015 – June 2016
Broxbourne	26 (24%)	56 (51%)	6 (5%)	56 (51%)	31 (28%)	70 (64%)	110
Dacorum	19 (17%)	58 (50%)	7 (6%)	61 (53%)	18 (16%)	65 (57%)	115
East Hertfordshire	13 (12%)	51 (48%)	3 (3%)	47 (44%)	20 (19%)	68 (64%)	107
Hertsmere	16 (23%)	38 (54%)	6 (8%)	40 (56%)	14 (20%)	47 (66%)	71
North Hertfordshire	16 (13%)	43 (36%)	5 (4%)	52 (43%)	27 (22%)	87 (72%)	121
St. Albans	8 (8%)	54 (51%)	6 (6%)	40 (38%)	25 (24%)	57 (54%)	105
Stevenage	21 (19%)	49 (45%)	9 (8%)	59 (55%)	30 (28%)	59 (55%)	108
Three Rivers	11 (14%)	39 (51%)	4 (5%)	42 (55%)	19 (25%)	48 (62%)	77
Watford	12 (14%)	33 (39%)	5 (6%)	43 (51%)	21 (25%)	52 (61%)	85
Welwyn Hatfield	22 (17%)	59 (45%)	11 (8%)	79 (61%)	29 (22%)	69 (53%)	130

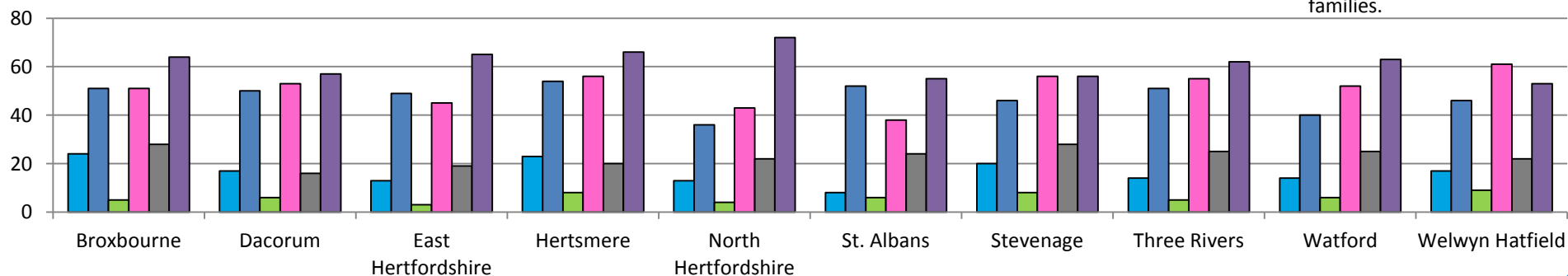
Commentary

The districts with the highest number of families identified for early help support (and meeting the Outcomes Plan criteria) are Welwyn Hatfield (130, 12.6% of the total) and North Hertfordshire (121, 11.8% of the total). Welwyn Hatfield has the highest number of families identified with out of work & financial exclusion, whereas Hertsmere has the highest rate for school attendance as a presenting need.

Crime & anti-social behaviour is more prevalent in families identified in Broxbourne (one percentage point more than Hertsmere).

The highest number of instances of families identified with domestic abuse as an issue are located in Stevenage. Health needs are most prevalent amongst North Hertfordshire families.

NB. There is a time lag with the collection of school attendance data and so the figures in the table above will be under reporting. As presenting needs checks rely on dozens of data sources, some of which are not available on a monthly basis then there will be other figures, which are the most accurate available at time of providing this data, but may require future adjusting (usually increasing) if new information is provided at a later date.



District level data – significant and sustained progress

(progress achieved by new families supported by a CAF between April and December 2015)

Significant and sustained progress evidenced for families with two or more presenting needs

Commentary

The two strands where we have sufficient numbers to assess progress are crime & anti-social behaviour and domestic violence / abuse. For crime & anti-social behaviour, the highest number of outcomes have been achieved in Stevenage, with Watford and North Hertfordshire also recording good progress for this need. The same three districts / boroughs also have the highest number of successful outcomes for Domestic Abuse.

	Parents and children involved in crime or anti-social behaviour	Children who have not been attending school regularly	Children who need help (excludes the criterion of having been identified for support through CAF)	Adults out of work or at risk of financial exclusion or young people at risk of worklessness	Families affected by domestic violence and abuse	Parents and children with a range of health problems
Broxbourne	18	Not available (requires school census return from Summer 2016, which should be available December 2016).	3	1	21	1
Dacorum	21		7	3	15	0
East Hertfordshire	14		8	1	25	6
Hertsmere	15		3	1	12	1
North Hertfordshire	22		2	1	37	4
St. Albans	11		7	3	18	2
Stevenage	24		7	2	32	3
Three Rivers	13		4	2	22	2
Watford	22		9	2	30	2
Welwyn Hatfield	18		8	0	24	3

