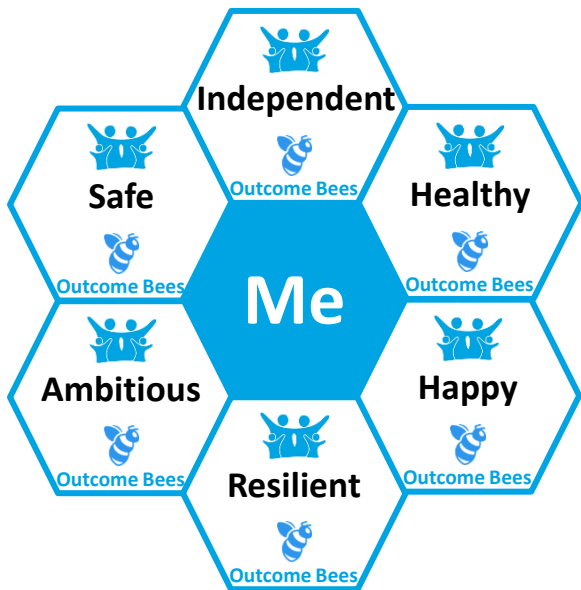


Quarterly report



Hertfordshire

Financial year 2017-2018 Q3

1 April – 31 December 2017

www.hertfordshirefamiliesfirst.org.uk

How to read the quarterly report data

Contents and helpful notes



The figures in this report come from data from 1 April 2017 – 31 December 2017 (Q1-Q3 of the financial year), unless otherwise noted



Data accurate as of 29/01/2018. We are aware of retrospective recording, and this will mean that Q3 data is under reporting.



There is a time lag with some data (such as school attendance) which may result in under-reporting of presenting needs at the time of publishing this report



Keyworker agency reflects current keyworker at time of analysis





‘FFA completed’ refers to completion of assessment, *not* episode closure


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FFAs started	4 - 9
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Hertfordshire summary

- 

The completed FFAs from the last nine months have included 2,272 children, which equates to 0.9% of all under 18s in the county.
- 

The presenting needs most commonly recorded in FFAs are mental health (91%), school absence (73%), other health issues (69%) and Domestic Abuse (66%).
- 

In 46% of cases, all outcomes are achieved when FFAs are closed, 17% result in some outcomes being achieved and 11% are stepped up to Specialist & Safeguarding Services.
- 

From Families Star Plus data, 'Your well-being' is the area with highest initial need, with an average initial score of 5.3. This is also the area with the greatest change, moving forward by 1.7 points (mean average). More families made progress in their Journey of Change with 'Keeping Your Children safe' (69%) than any other domain. For families with the lowest initial scores, more families made progress in their Journey of Change with 'Physical Health' (79%).

Families First Assessments (FFA) started

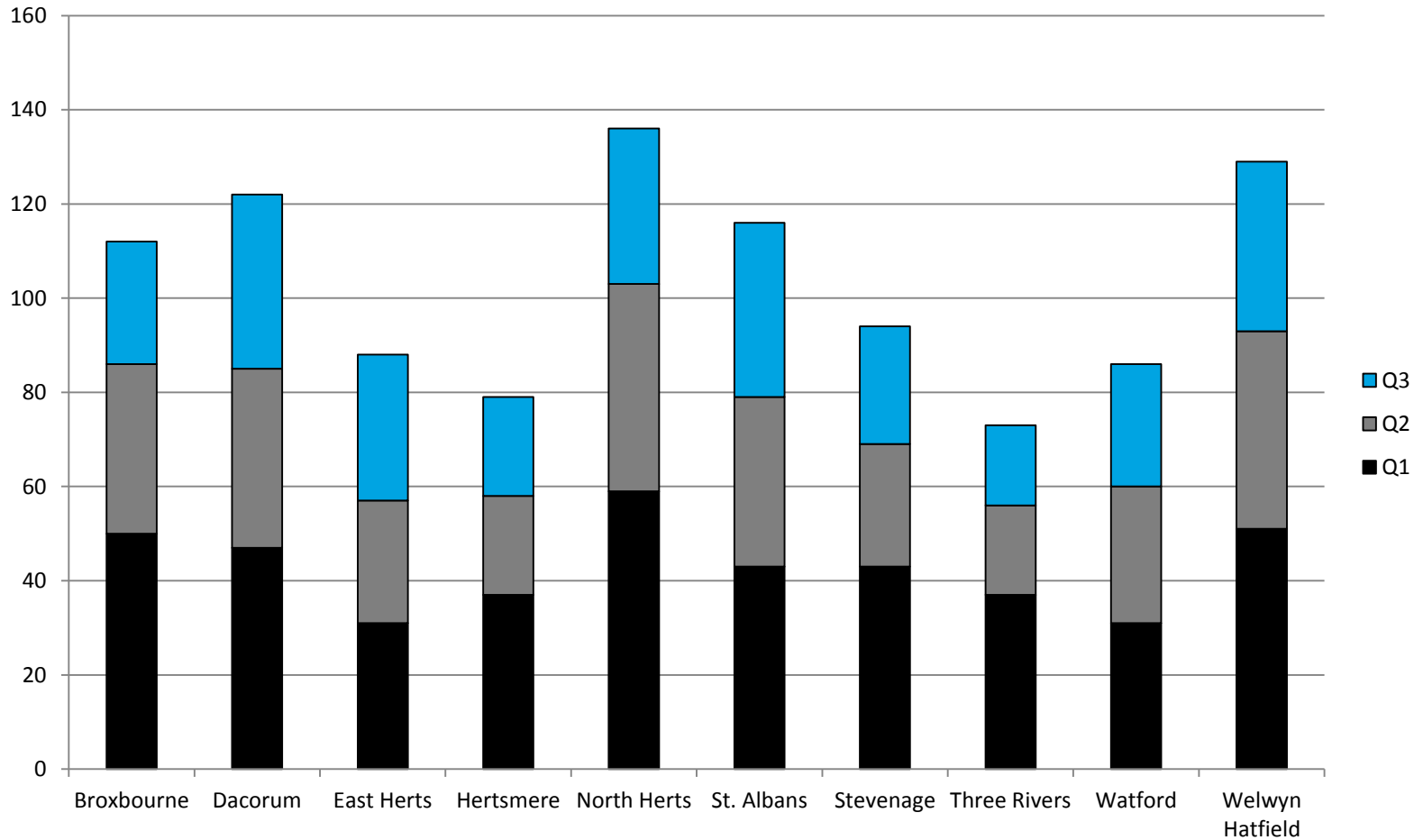
Number of families by district and quarter



DISTRICT	Q1	Q2	Q3	TOTAL
Broxbourne	50	36	26	112
Dacorum	47	38	37	122
East Herts	31	26	31	88
Hertsmere	37	21	21	79
North Herts	59	44	33	136
St. Albans	43	36	37	116
Stevenage	43	26	25	94
Three Rivers	37	19	17	73
Watford	31	29	26	86
Welwyn Hatfield	51	42	36	129
TOTAL	429	317	289	1035

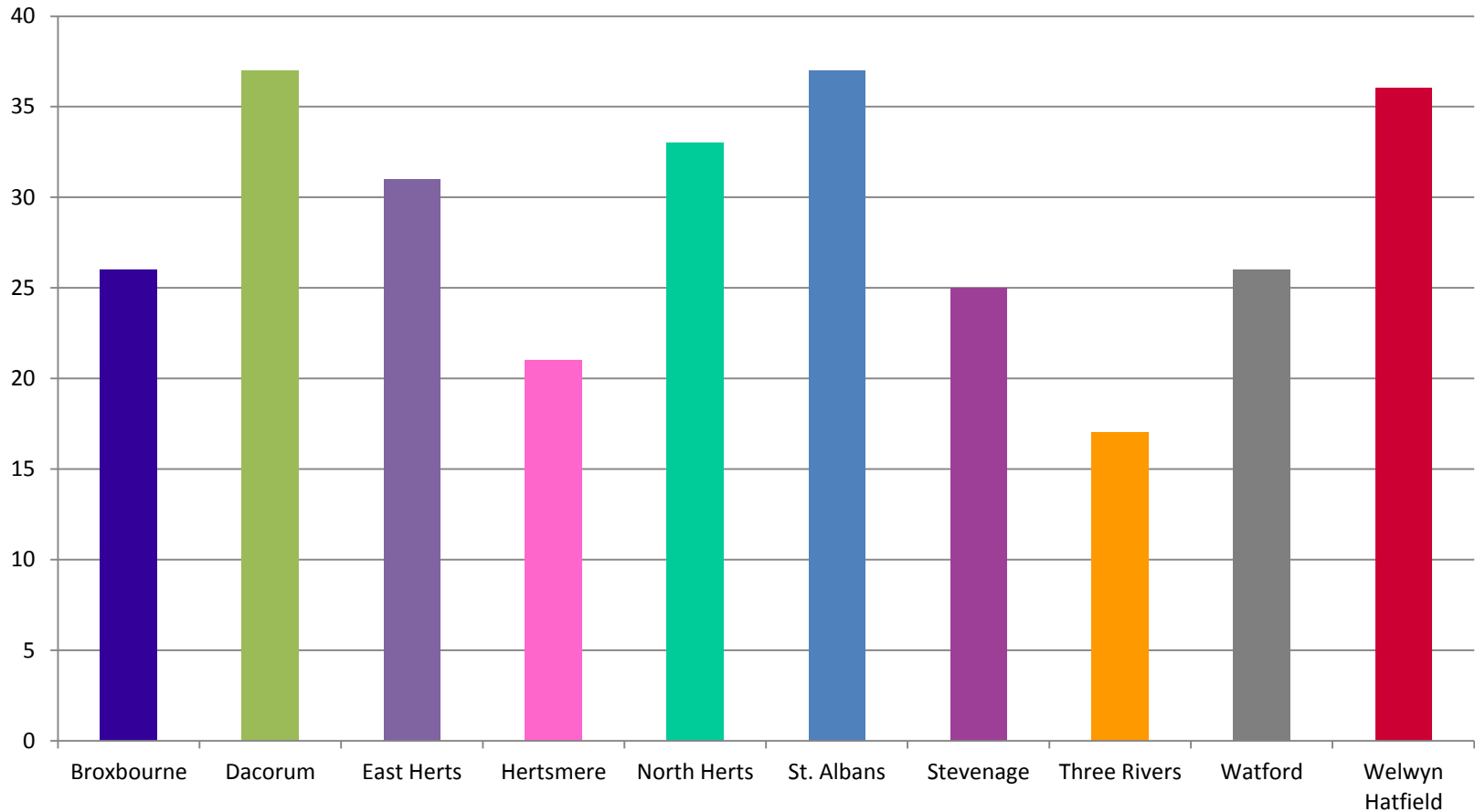
Families First Assessments (FFA) started

Number of families by district and quarter



Families First Assessments (FFA) started

Number of families by district in Q3



Families First Assessments (FFA) started

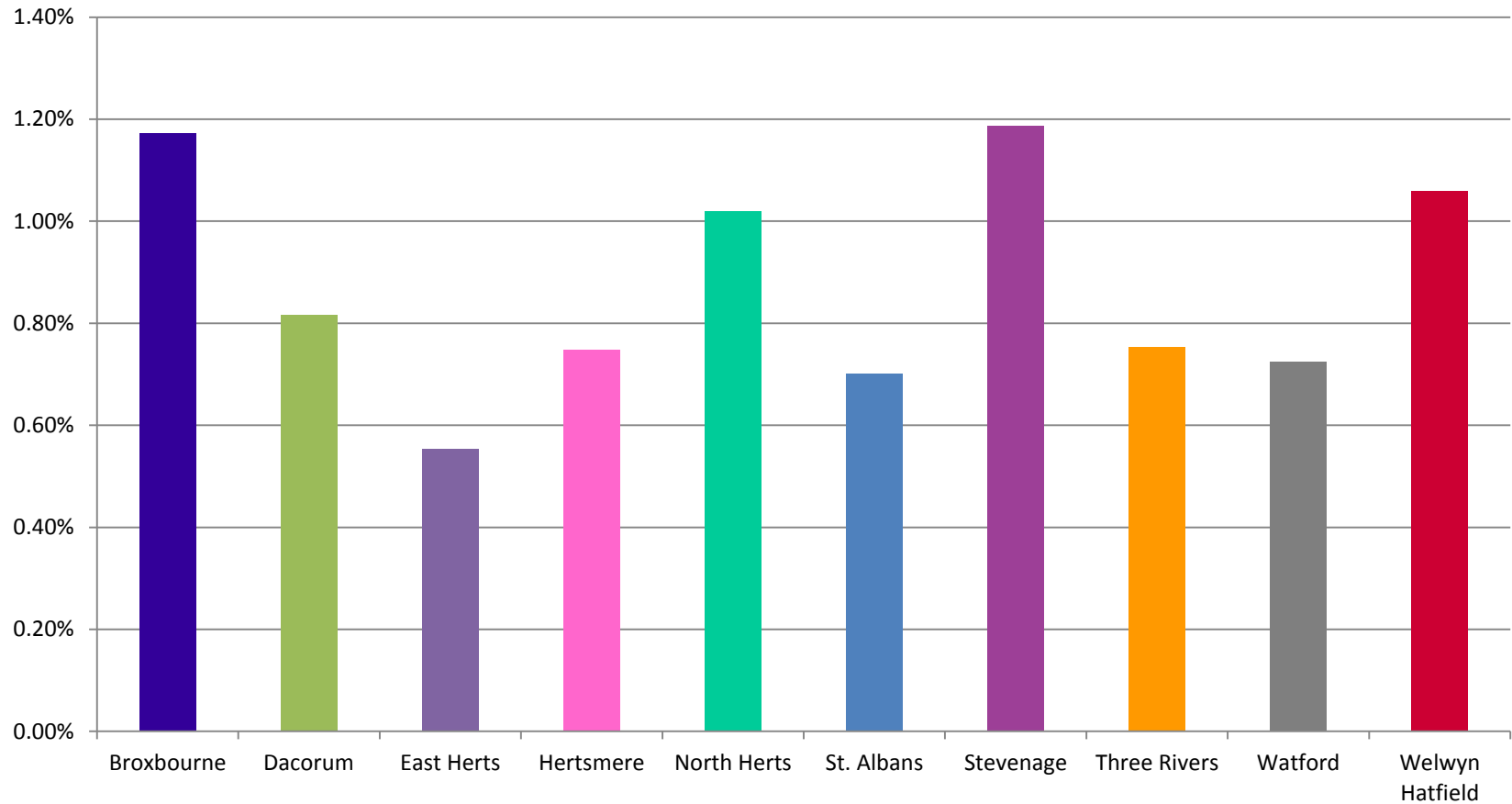
By age, district, and proportion of U18 population



DISTRICT	Started (families)	UBB - 4 years	5 - 9 years	10 - 14 years	15 -17 years	Children (total)	U18 pop'n (2016)	% of U18 pop'n
Broxbourne	112	69	83	76	27	255	21752	1.2%
Dacorum	122	63	102	94	19	278	34034	0.8%
East Herts	88	43	57	60	20	180	32541	0.6%
Hertsmere	79	39	59	58	25	181	24227	0.7%
North Herts	136	69	110	80	37	296	29061	1.0%
St. Albans	116	49	80	94	30	253	36104	0.7%
Stevenage	94	50	96	71	19	236	19878	1.2%
Three Rivers	73	30	60	54	15	159	21112	0.8%
Watford	86	39	68	47	15	169	23308	0.7%
Welwyn Hatfield	129	60	99	77	29	265	25021	1.1%
TOTAL	1035	511	814	711	236	2272	267038	0.9%

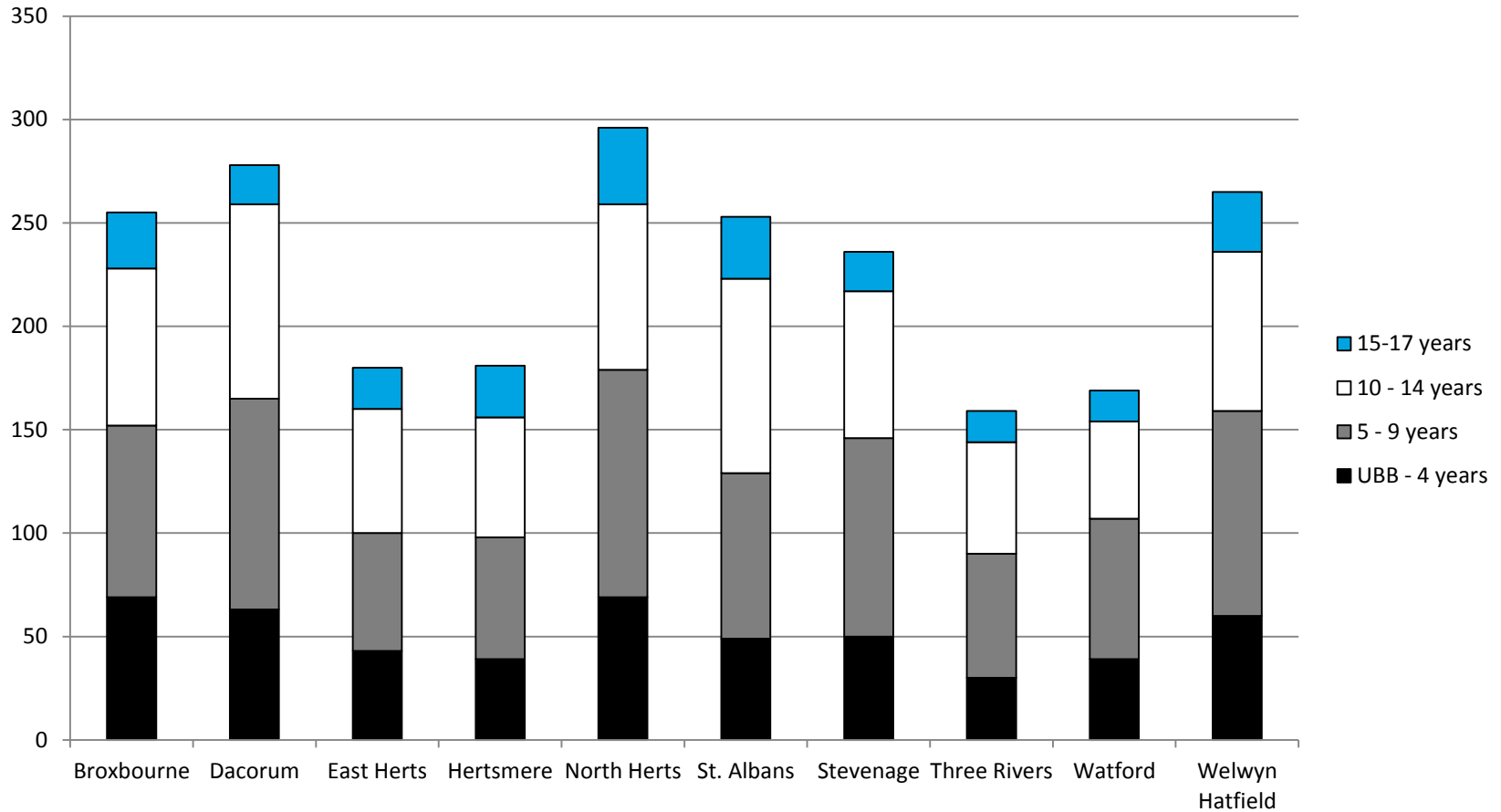
Families First Assessments (FFA) started

% of U18 population by district



Families First Assessments (FFA) started

By age and district



Families First Assessments (FFA) completed

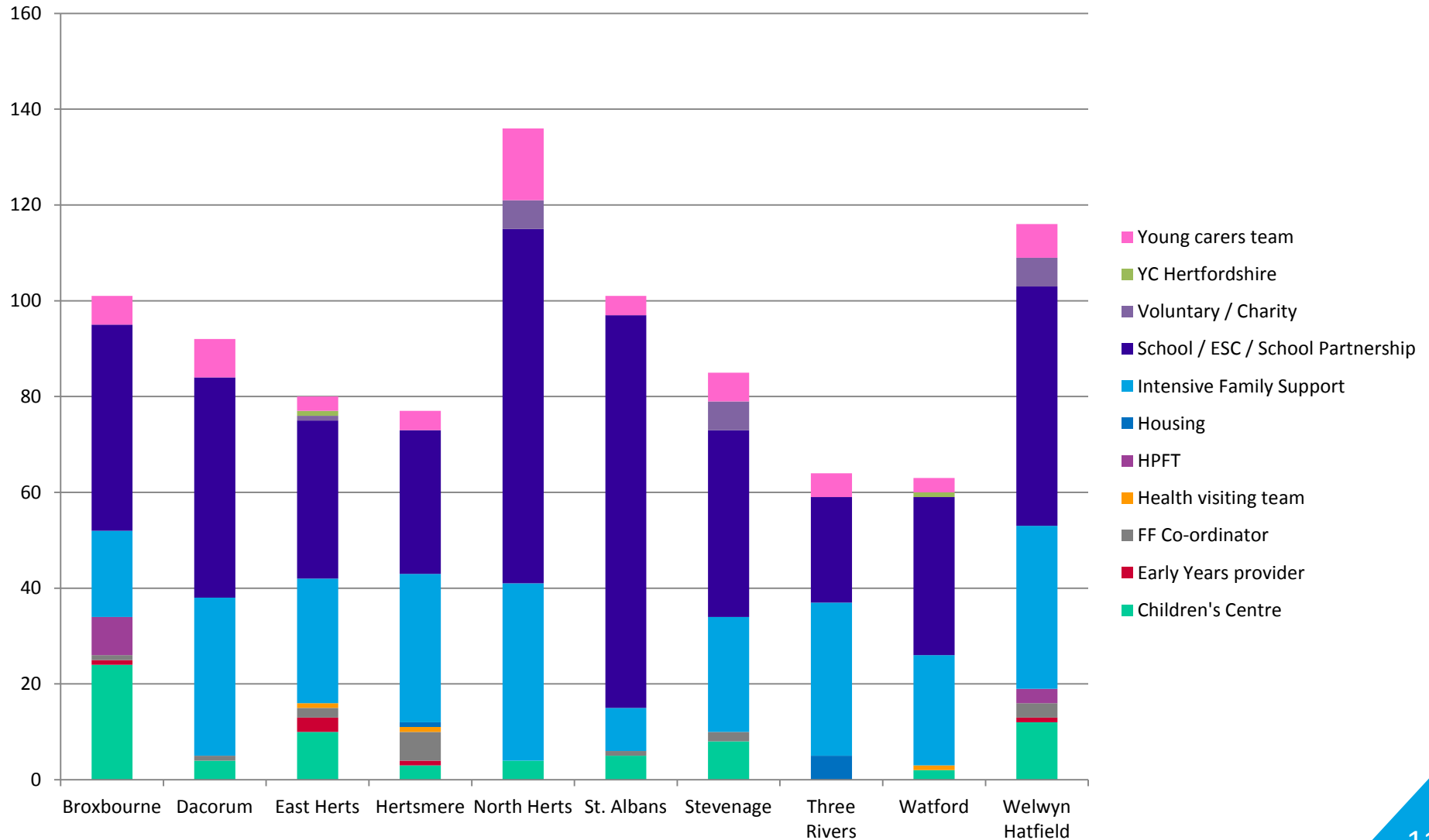
By current lead agency and district



DISTRICT	Children's Centre	Early Years provider	FF Co-ordinator	Health visiting team	HPFT	Housing	Intensive Family Support	School / ESC / School Partnership	Voluntary / Charity	YC Hertfordshire	Young carers team	TOTAL
Broxbourne	24	1	1		8		18	43			6	101
Dacorum	4		1				33	46			8	92
East Herts	10	3	2	1			26	33	1	1	3	80
Hertsmere	3	1	6	1		1	31	30			4	77
North Herts	4						37	74	6		15	136
St. Albans	5		1				9	82			4	101
Stevenage	8		2				24	39	6		6	85
Three Rivers						5	32	22			5	64
Watford	2			1			23	33		1	3	63
Welwyn Hatfield	12	1	3		3		34	50	6		7	116
TOTAL	72	6	16	3	11	6	267	452	19	2	61	915

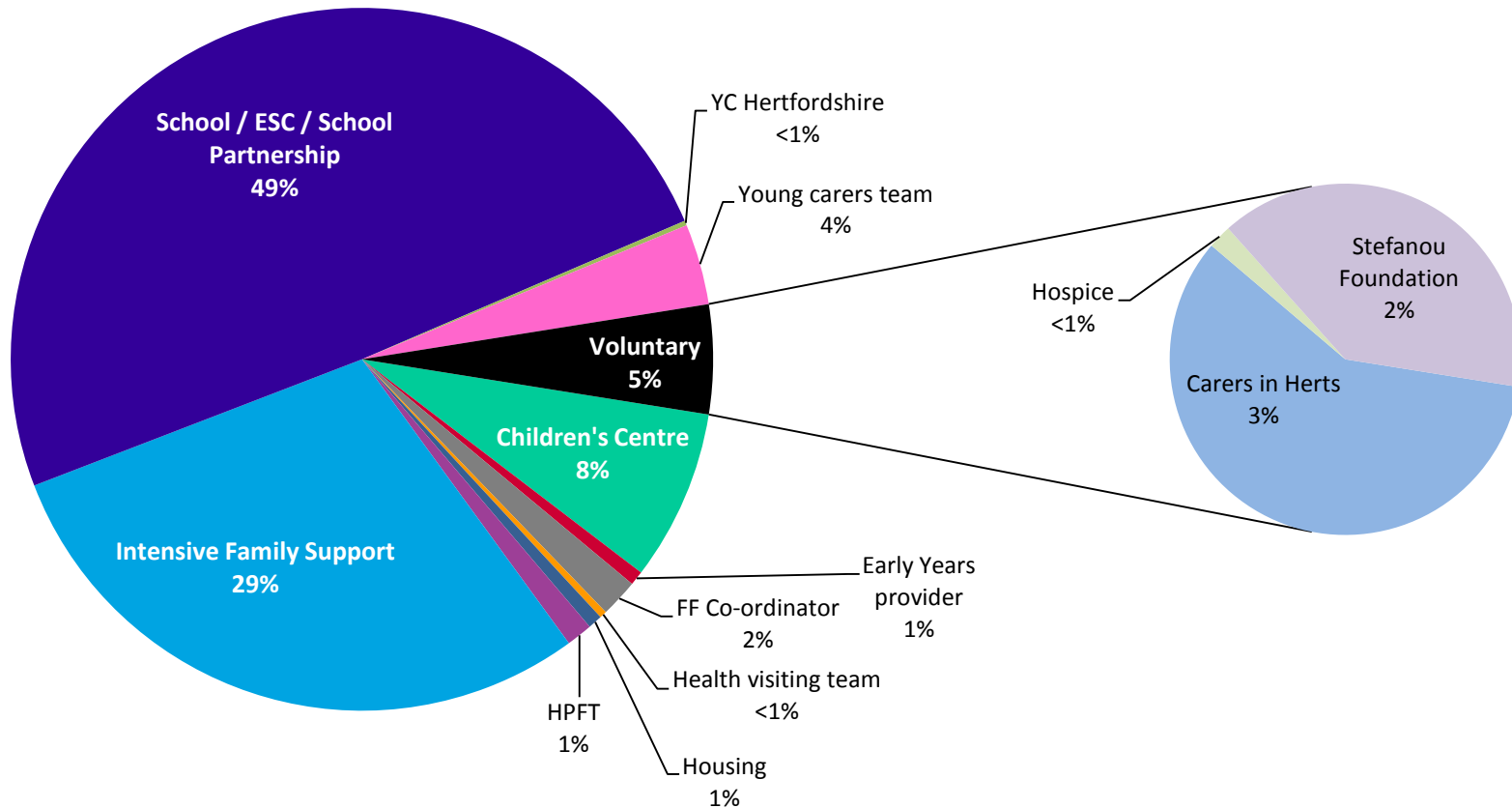
Families First Assessments (FFA) completed

By current lead agency and district



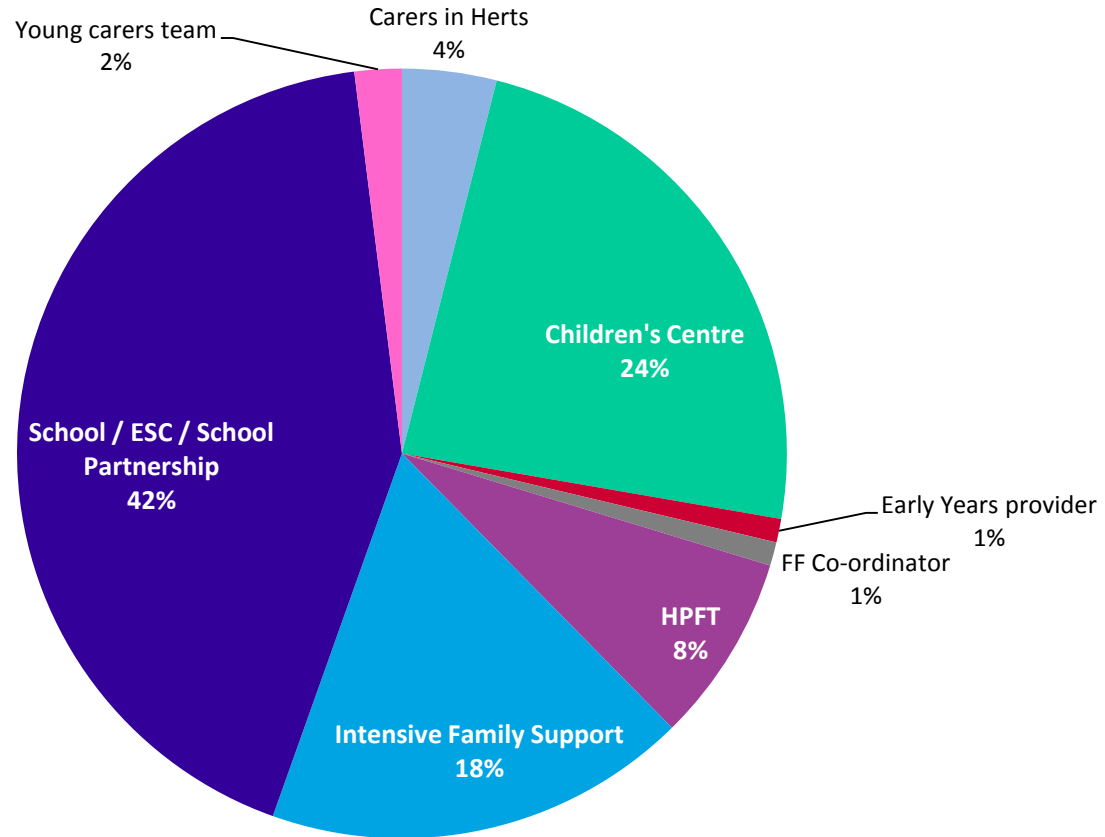
Families First Assessments (FFA) completed

By lead agency – Hertfordshire total



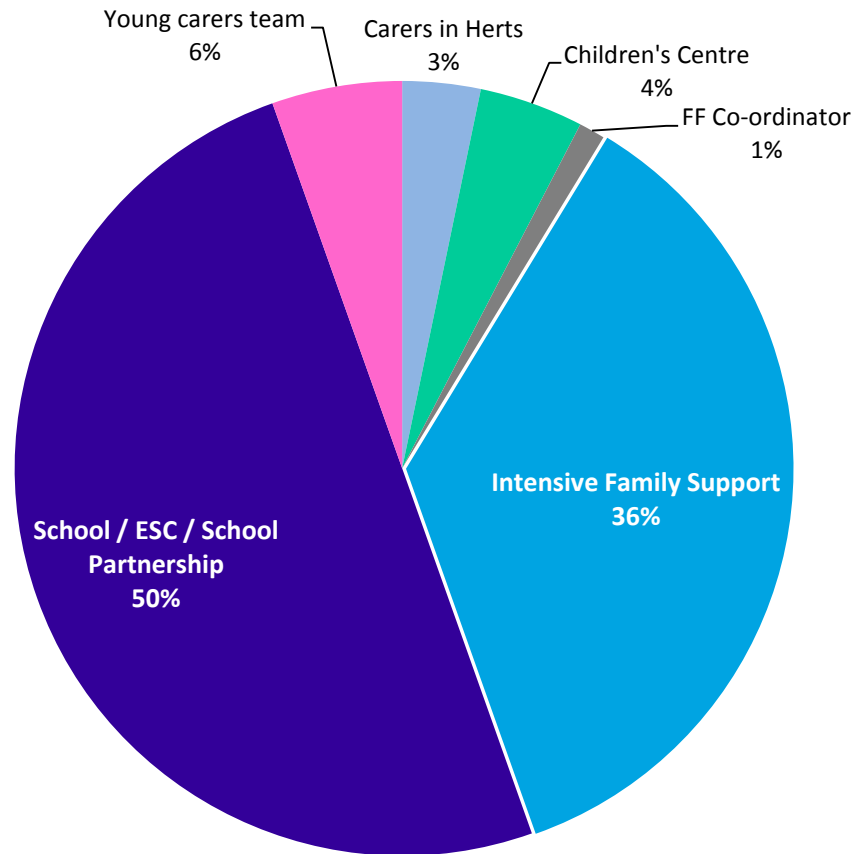
Families First Assessments (FFA) completed

By lead agency – Broxbourne



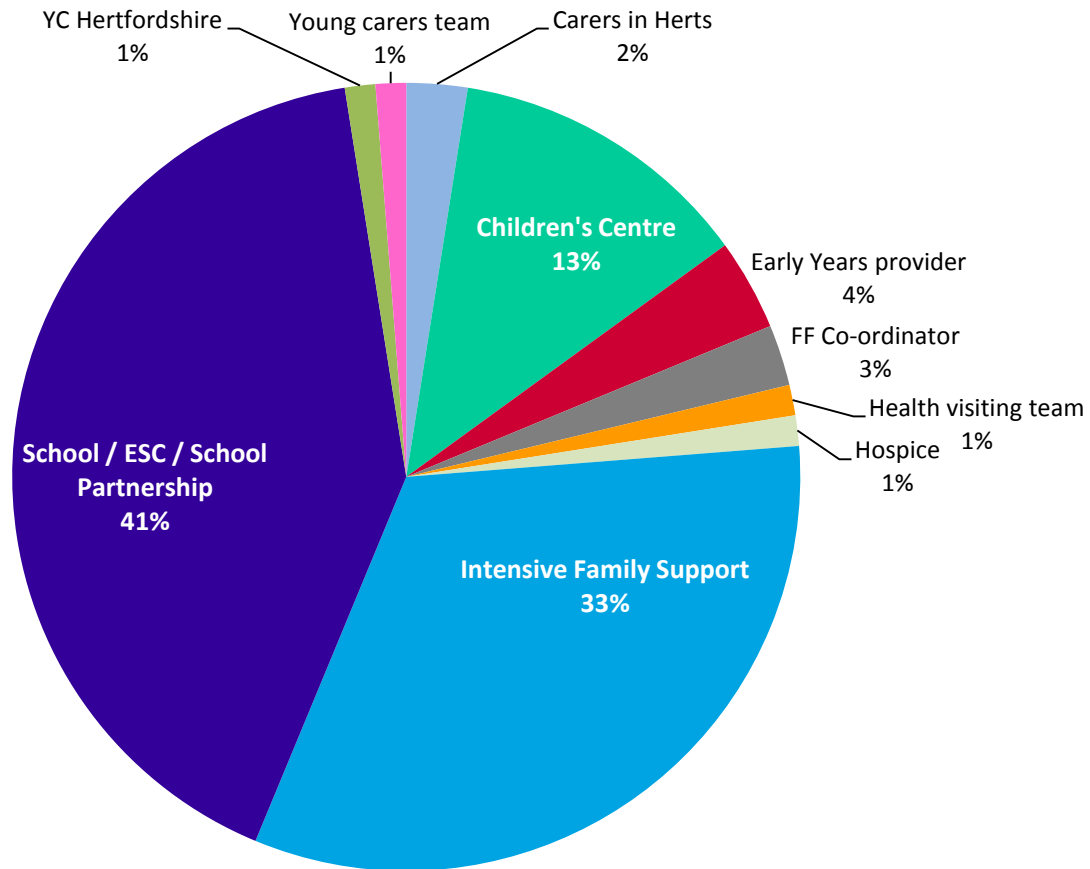
Families First Assessments (FFA) completed

By lead agency – Dacorum



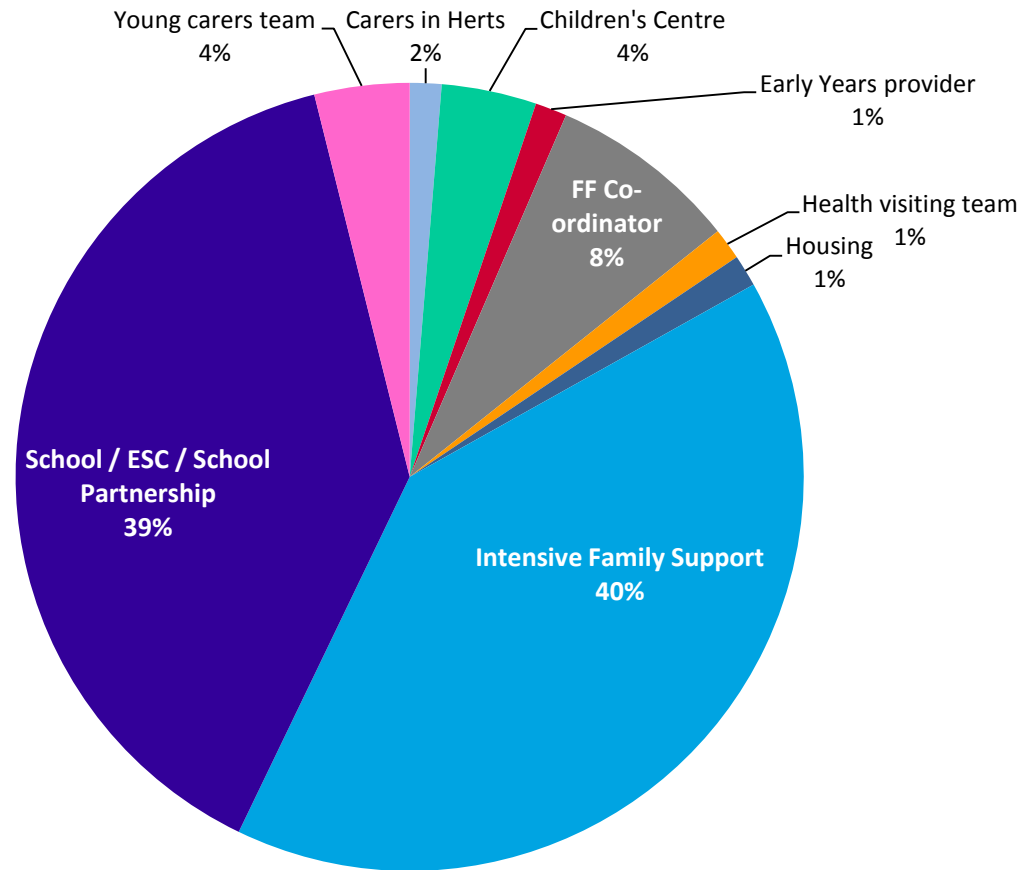
Families First Assessments (FFA) completed

By lead agency – East Hertfordshire



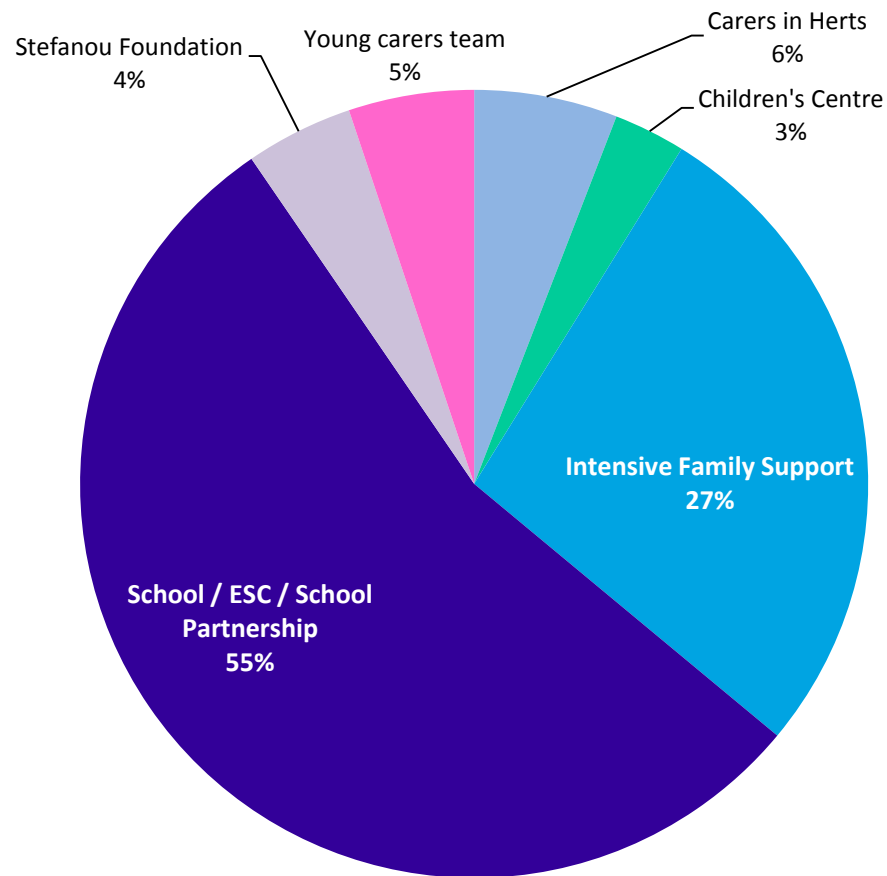
Families First Assessments (FFA) completed

By lead agency – Hertsmere



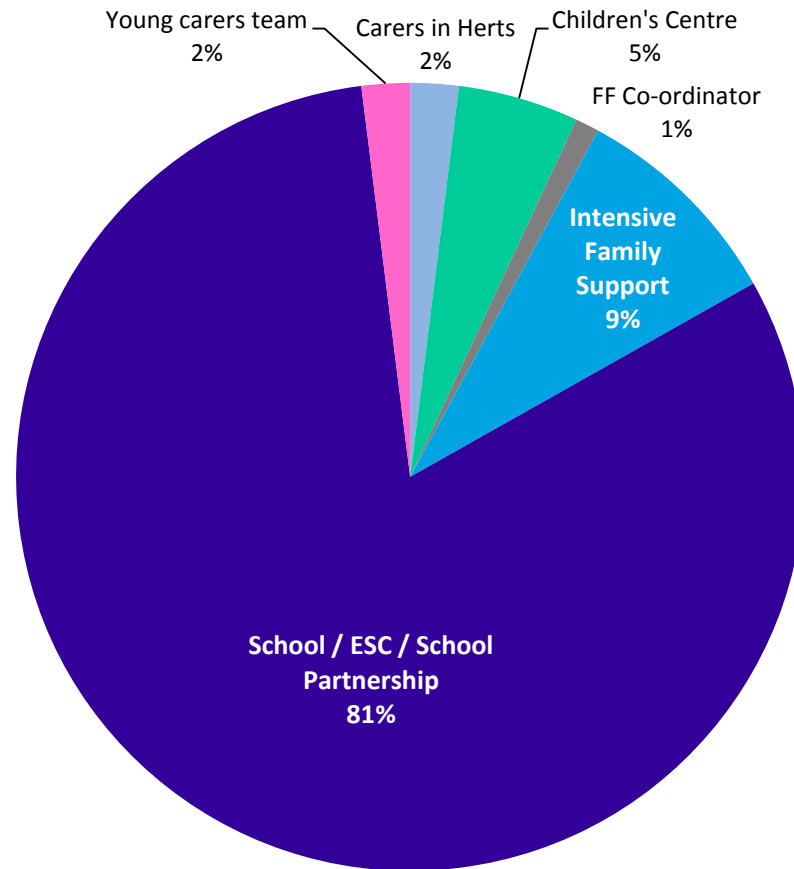
Families First Assessments (FFA) completed

By lead agency – North Hertfordshire



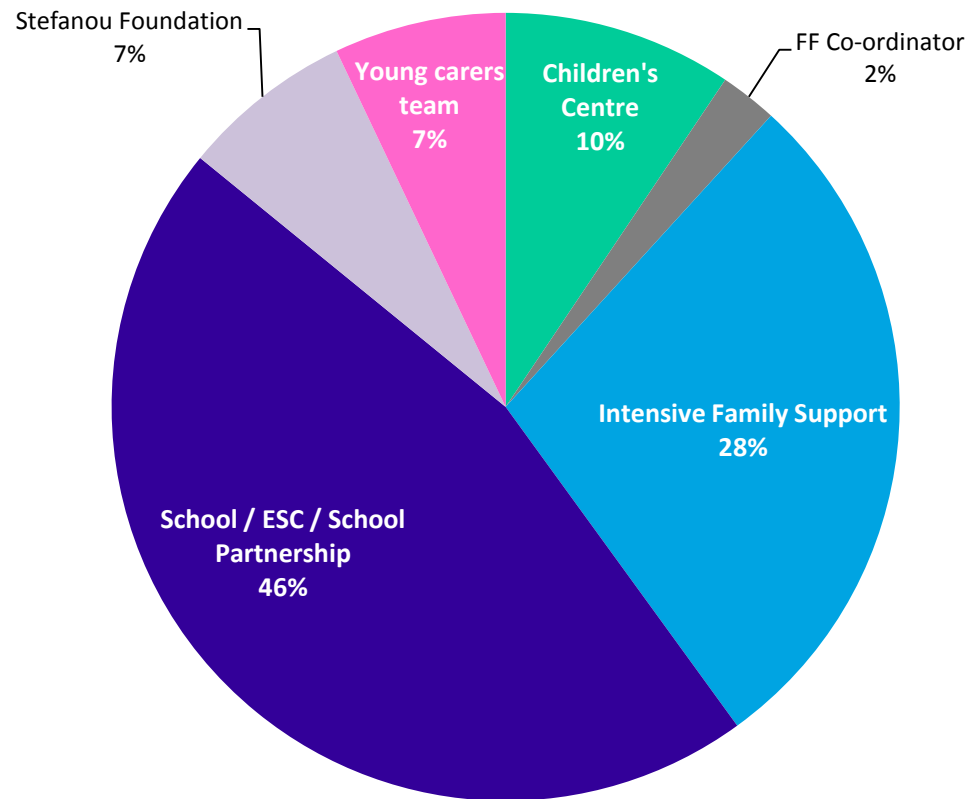
Families First Assessments (FFA) completed

By lead agency – St. Albans



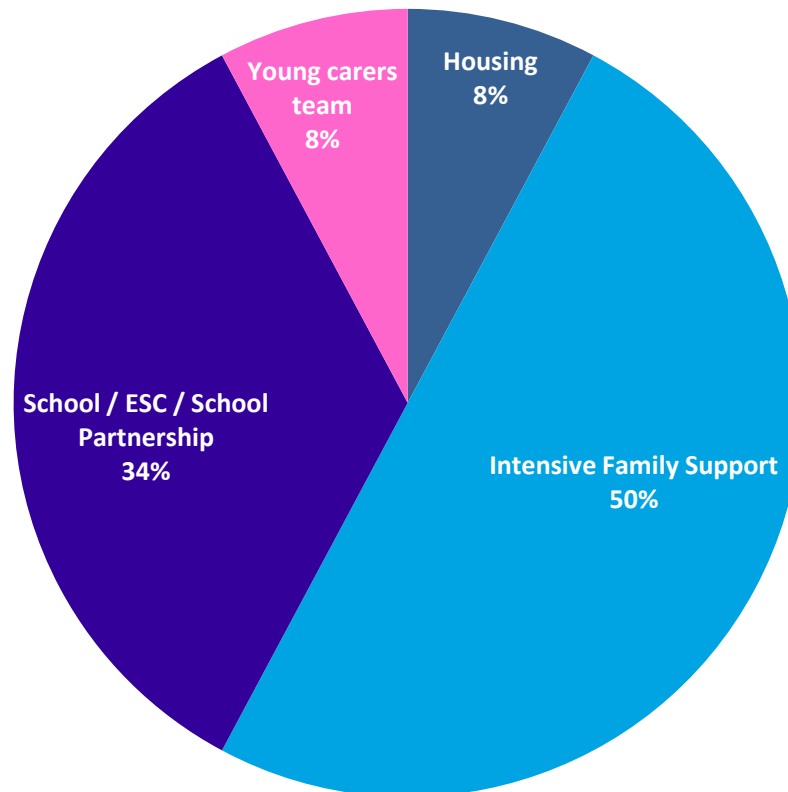
Families First Assessments (FFA) completed

By lead agency – Stevenage



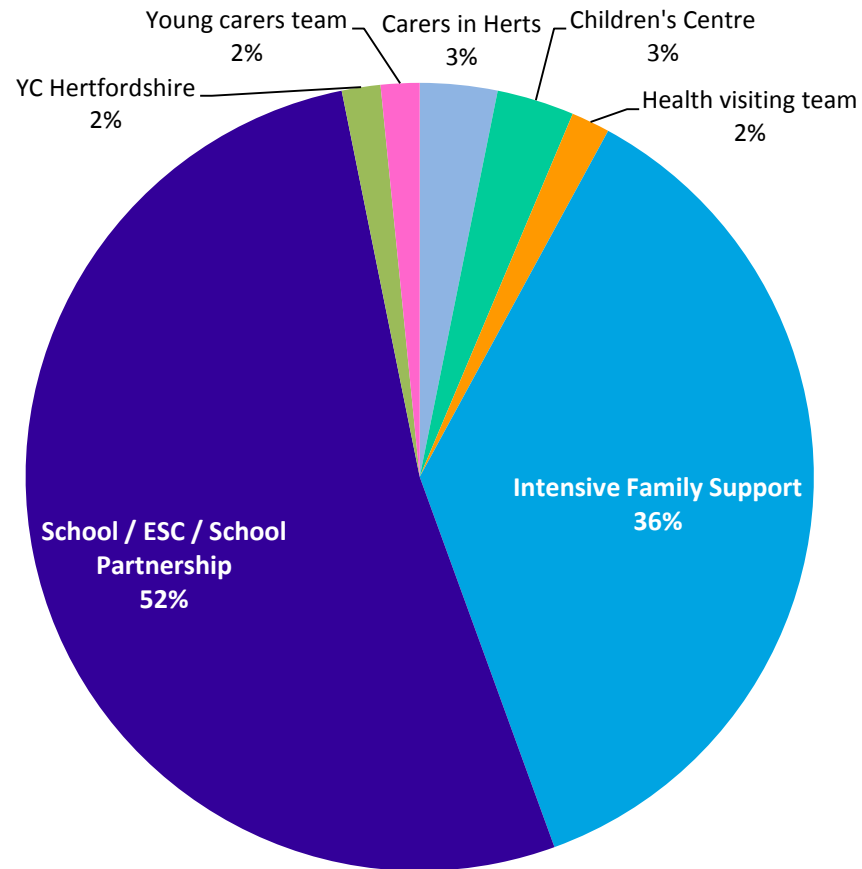
Families First Assessments (FFA) completed

By lead agency – Three Rivers



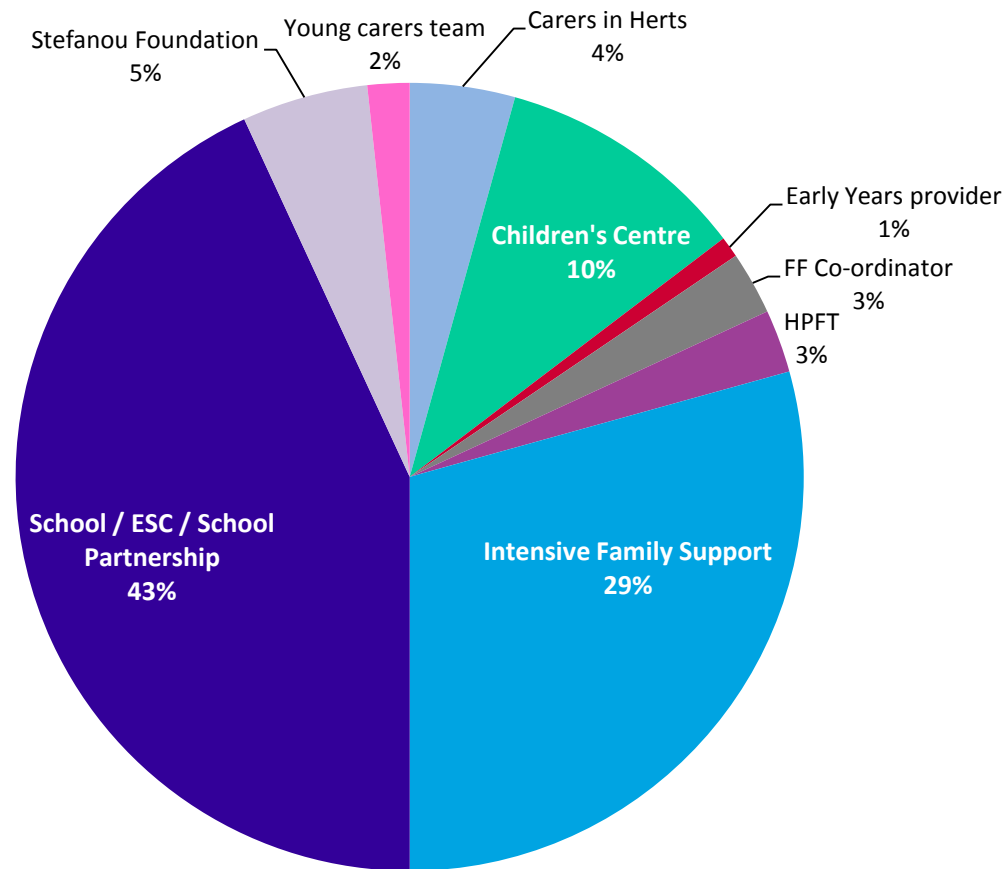
Families First Assessments (FFA) completed

By lead agency – Watford



Families First Assessments (FFA) completed

By lead agency – Welwyn Hatfield



Presenting needs in completed FFAs

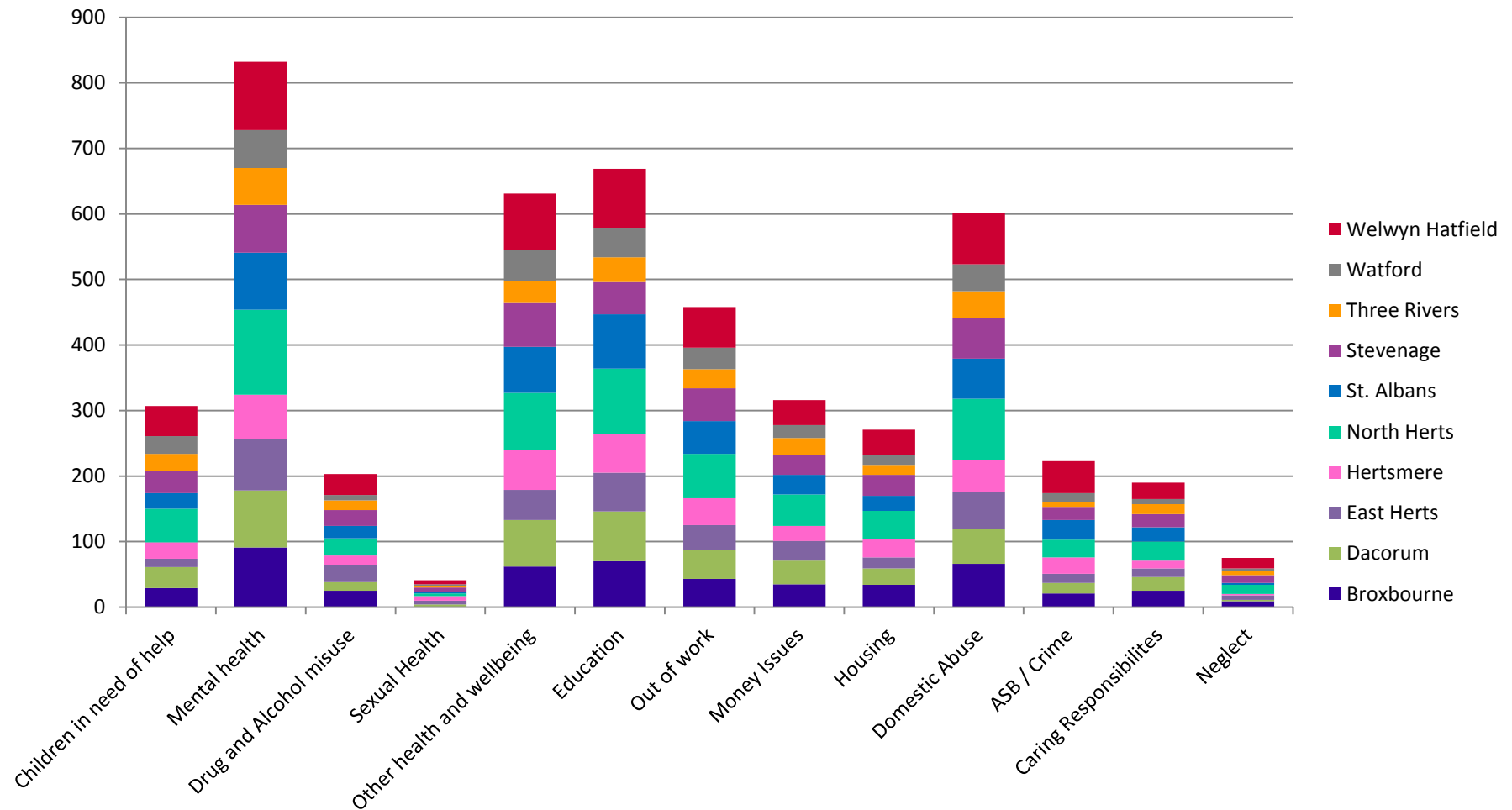
By district



DISTRICT	Children in need of help	Mental health	Drug and Alcohol misuse	Sexual Health	Other health and wellbeing	Education	Out of work	Money Issues	Housing	Domestic Abuse	ASB / Crime	Caring Responsibilities	Neglect
Broxbourne (n=101)	29	91	25	1	62	70	43	35	34	66	21	25	9
Dacorum (n=92)	32	87	13	3	71	76	45	36	25	54	16	21	2
East Hertfordshire (n=80)	13	78	26	6	46	59	37	30	17	56	14	13	7
Hertsmere (n=77)	25	68	15	7	61	59	41	23	28	49	25	12	2
North Hertfordshire (n=136)	51	130	26	4	87	100	68	48	43	93	27	29	14
St. Albans (n=101)	24	87	19	2	70	83	50	30	23	61	30	22	3
Stevenage (n=85)	34	73	24	7	67	49	50	30	32	62	20	20	12
Three Rivers (n=64)	26	56	15	2	34	38	29	26	14	41	8	15	7
Watford (n=63)	27	58	8	3	47	45	33	20	16	41	13	8	3
Welwyn Hatfield (n=116)	46	104	32	6	86	90	62	38	39	78	49	25	16
TOTAL	307	832	203	41	631	669	458	316	271	601	223	190	75

Presenting needs in completed FFAs

By district



FFA closure/outcome

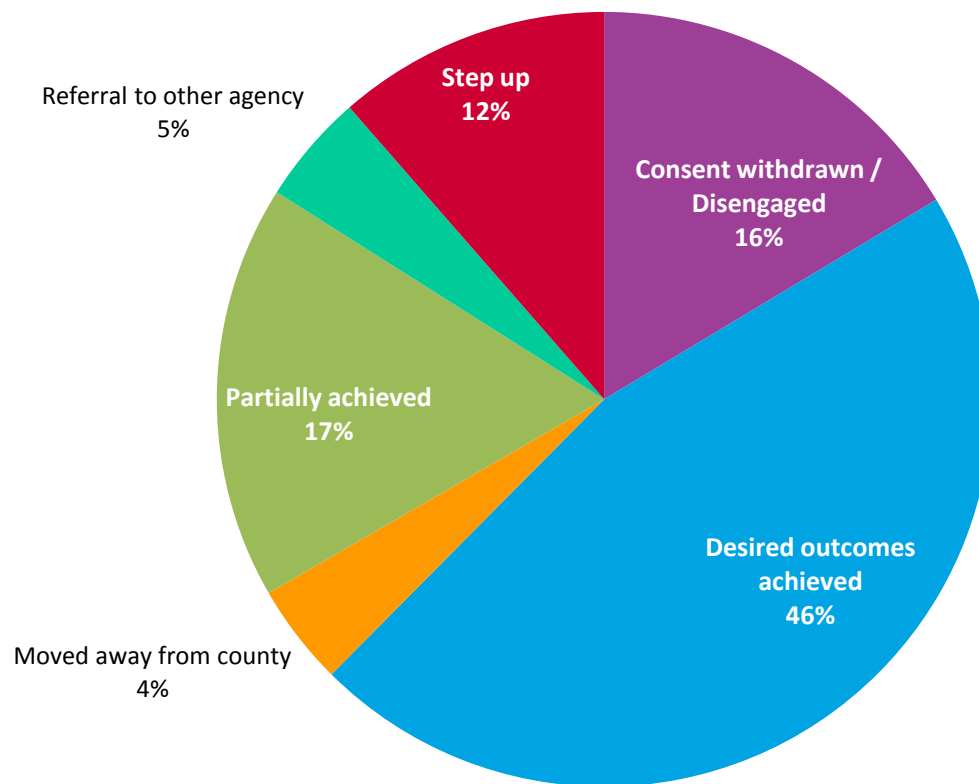
By district



DISTRICT	Consent withdrawn	Desired outcomes achieved	Moved away from county	Partially achieved	Referral to other agency	Step up	TOTAL
Broxbourne	9	32	6	12	1	8	68
Dacorum	7	23	2	12	4	11	59
East Herts	9	15	1	6	0	5	36
Hertsmere	11	30	0	10	3	6	60
North Herts	7	31	3	13	3	3	60
St. Albans	6	14	2	10	2	6	40
Stevenage	2	29	3	4	2	7	47
Three Rivers	8	23	1	10	5	5	52
Watford	15	20	3	7	3	2	50
Welwyn Hatfield	15	33	2	10	2	9	71
TOTAL	89	250	23	94	25	62	543

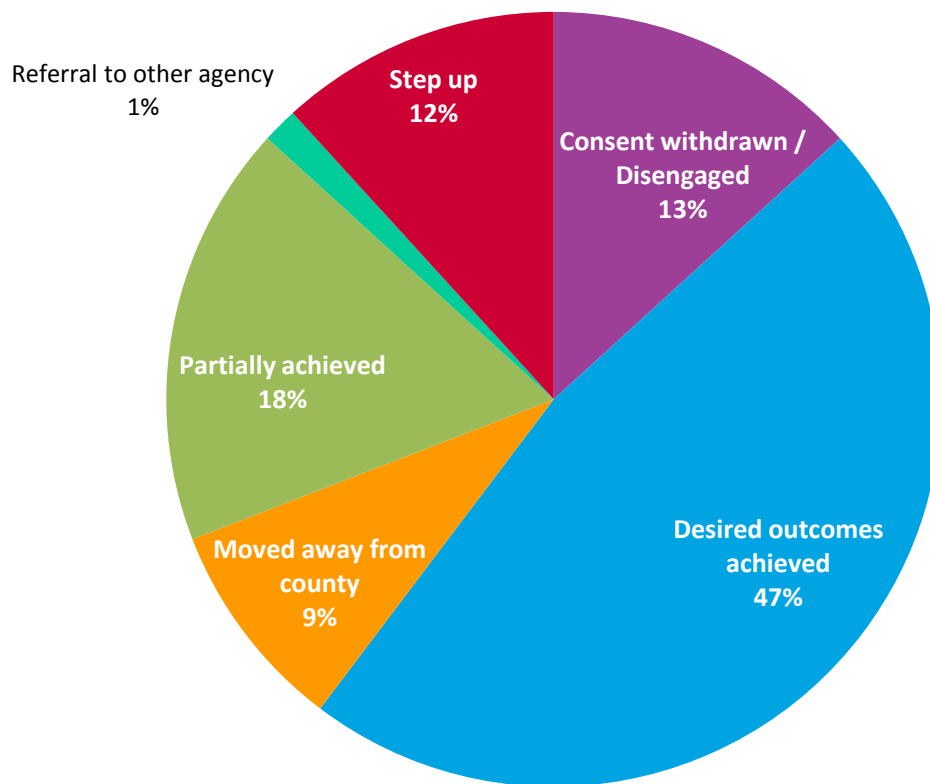
FFA closure/outcome

Hertfordshire total



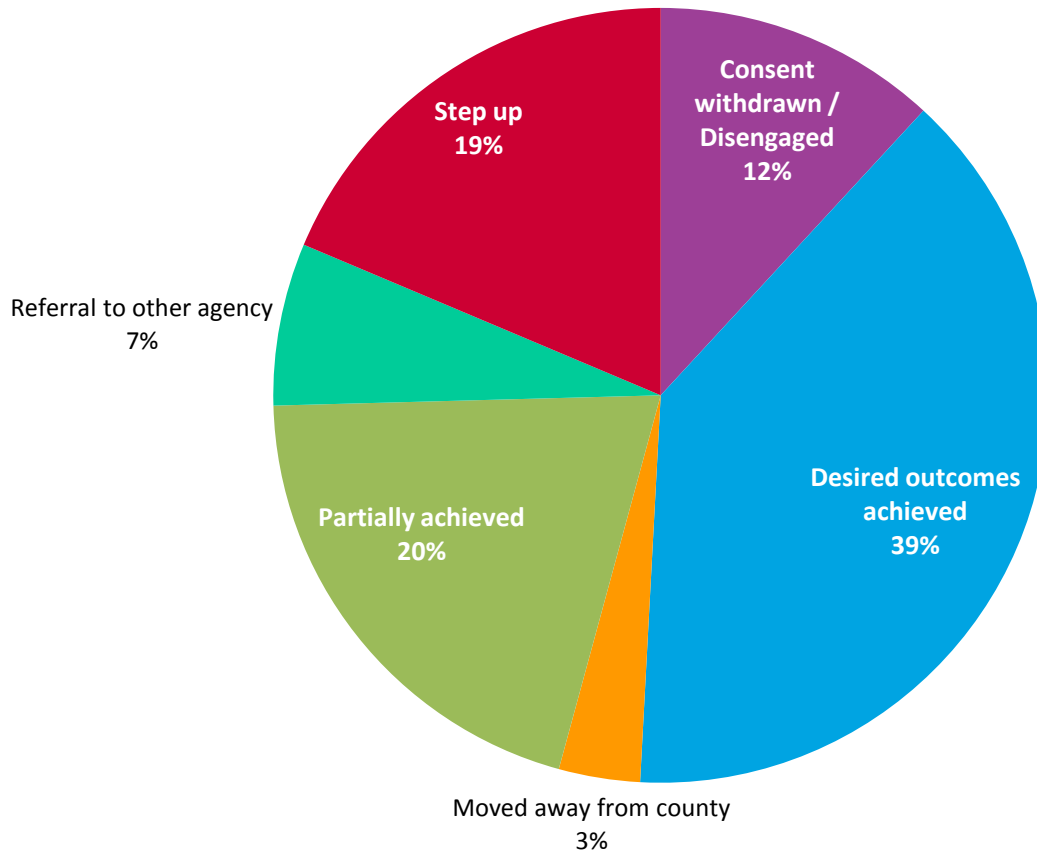
FFA closure/outcome

Broxbourne



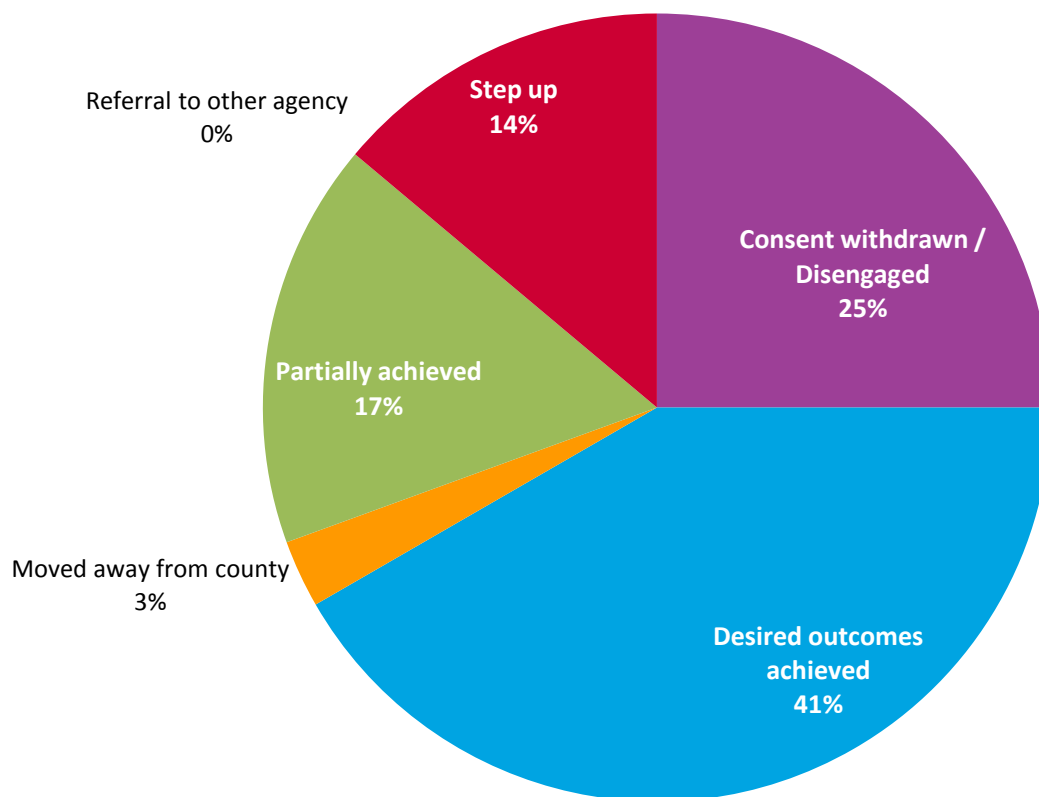
FFA closure/outcome

Dacorum



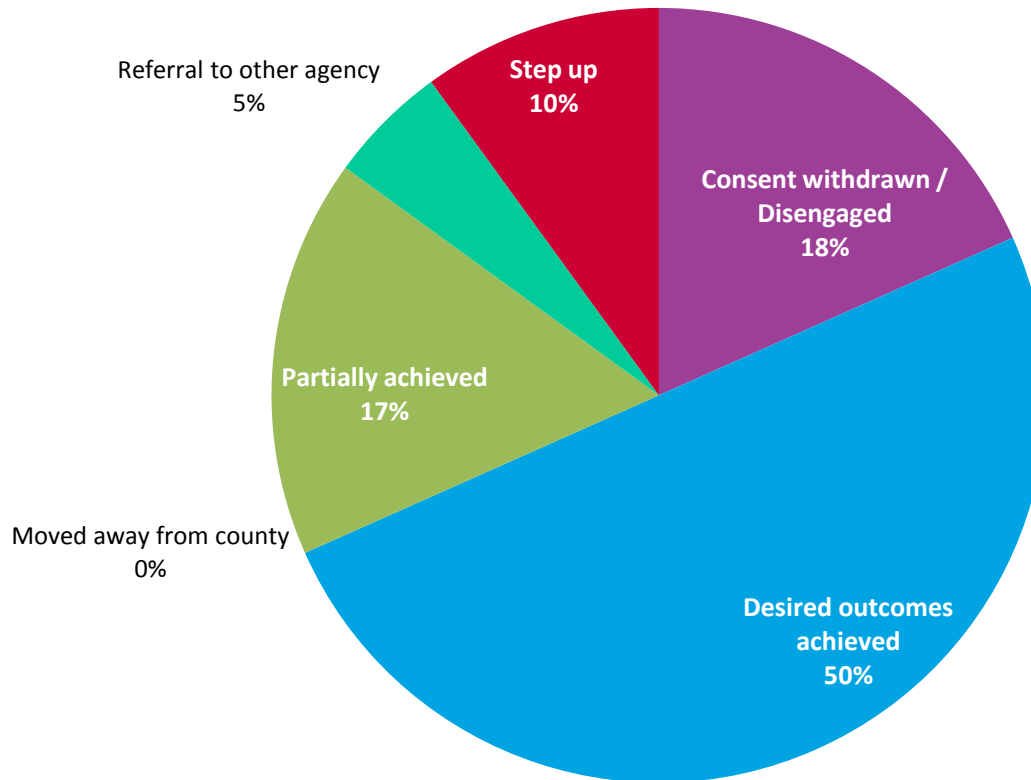
FFA closure/outcome

East Hertfordshire



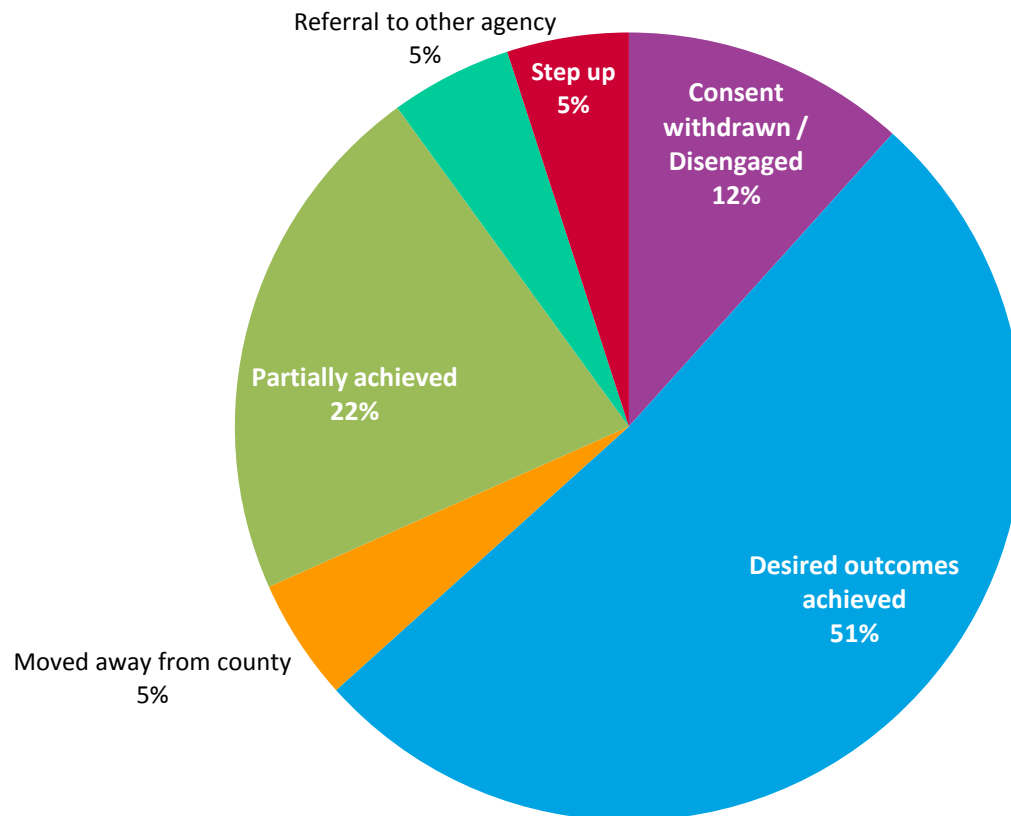
FFA closure/outcome

Hertsmere



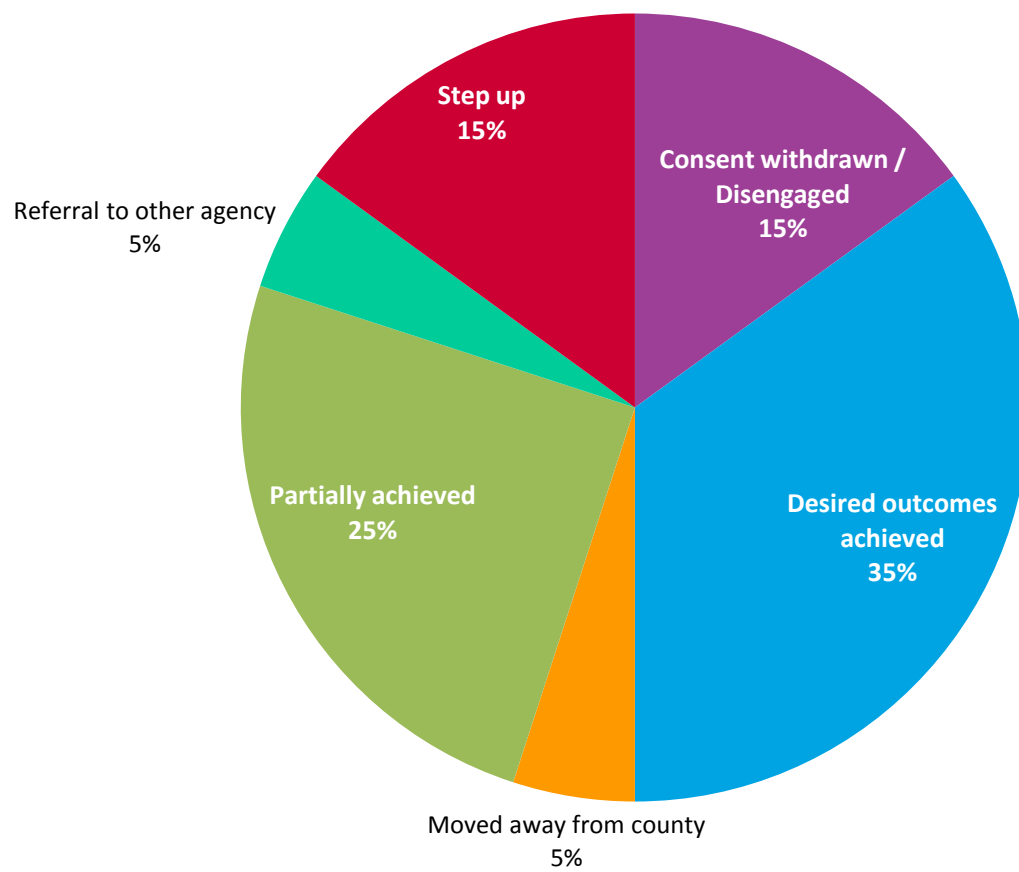
FFA closure/outcome

North Hertfordshire



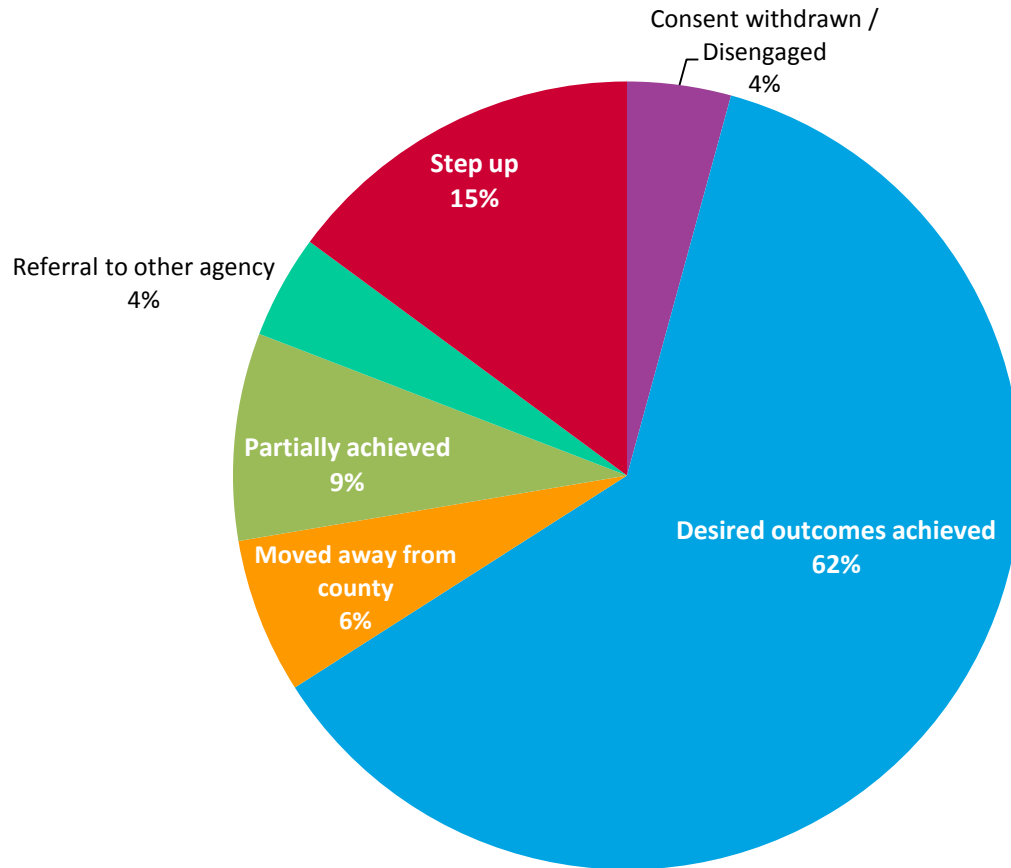
FFA closure/outcome

St. Albans



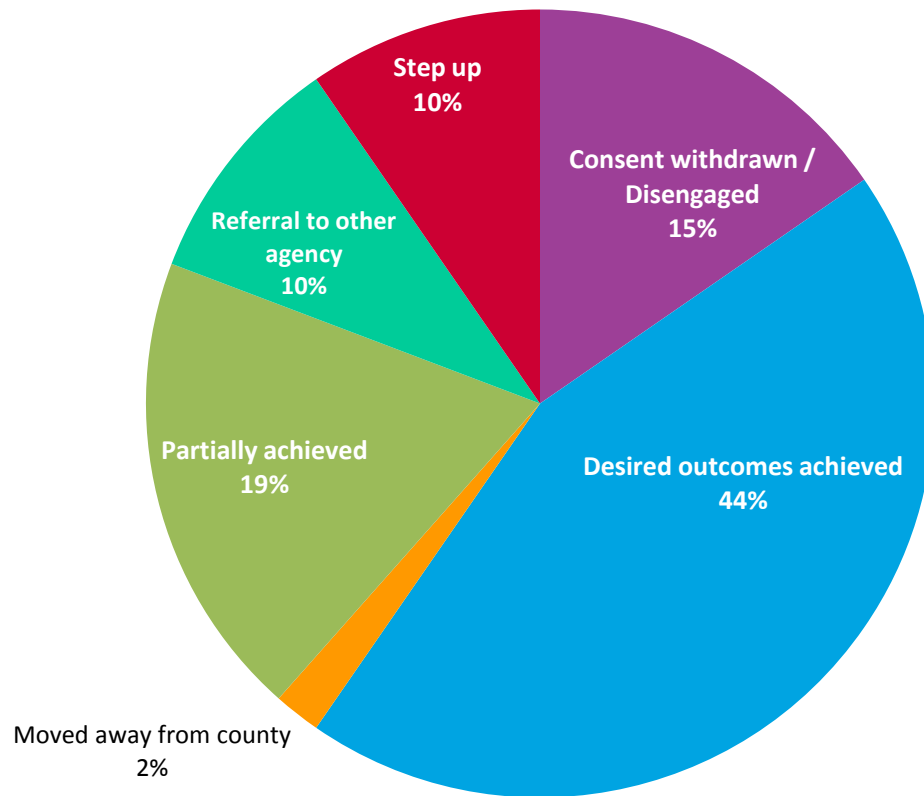
FFA closure/outcome

Stevenage



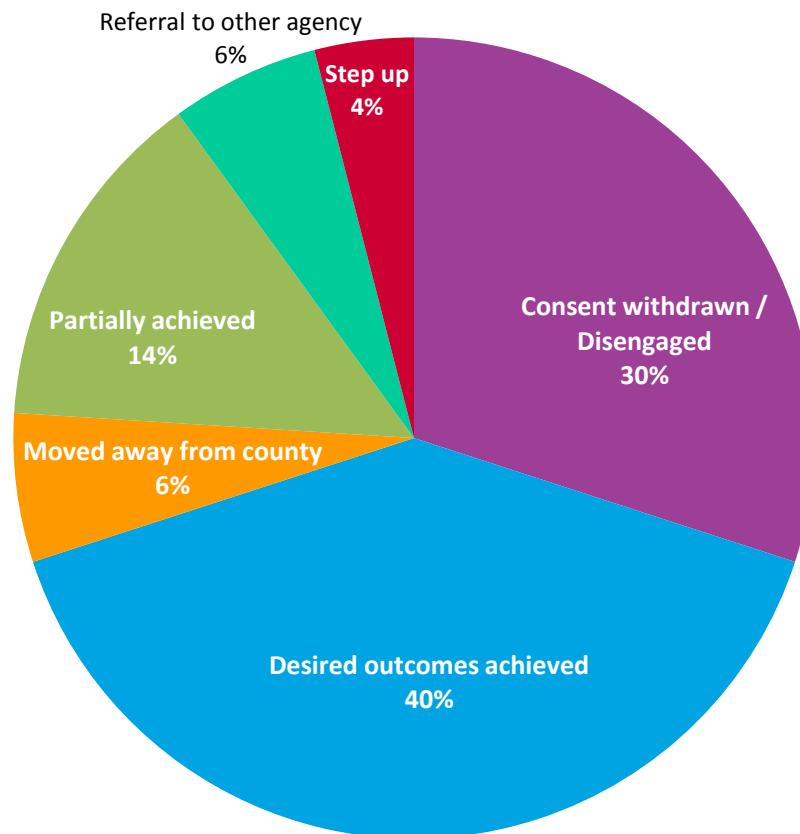
FFA closure/outcome

Three Rivers



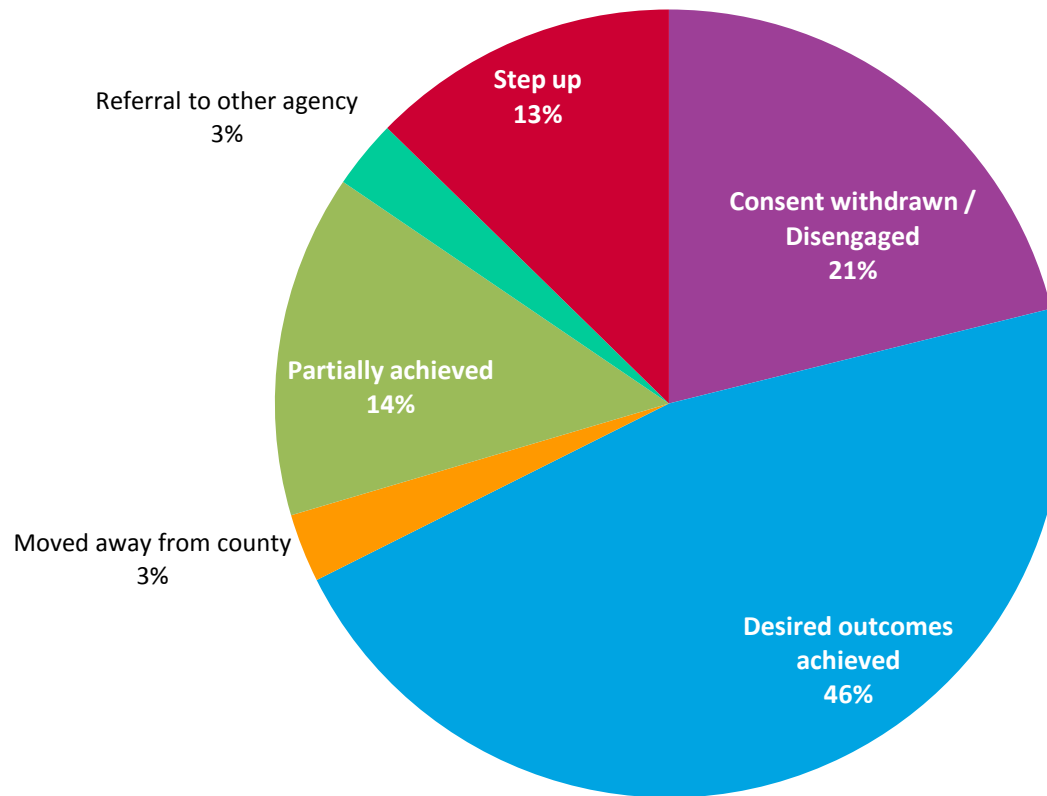
FFA closure/outcome

Watford



FFA closure/outcome

Welwyn Hatfield

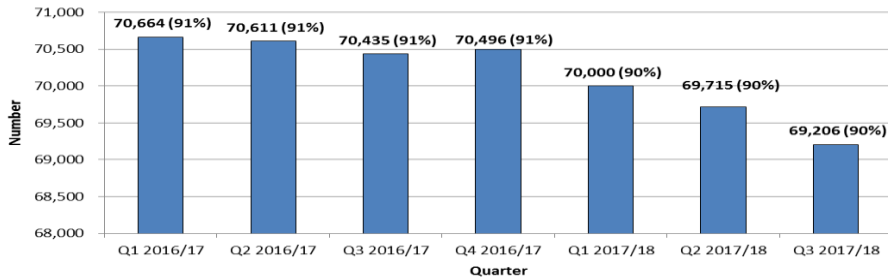


Early Help support provided by Children's Centres

December 2017

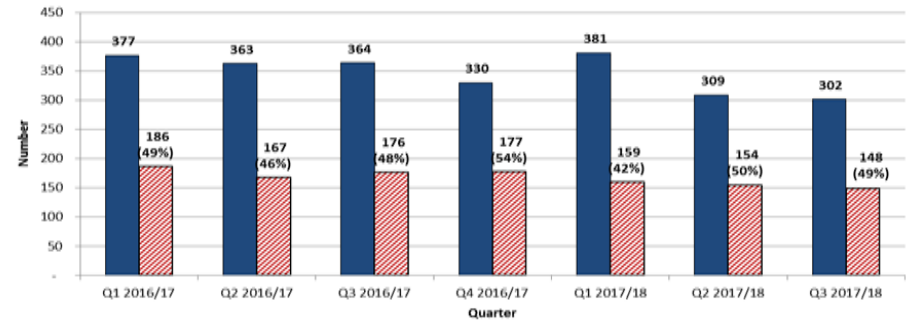


Children registered at Children's Centres



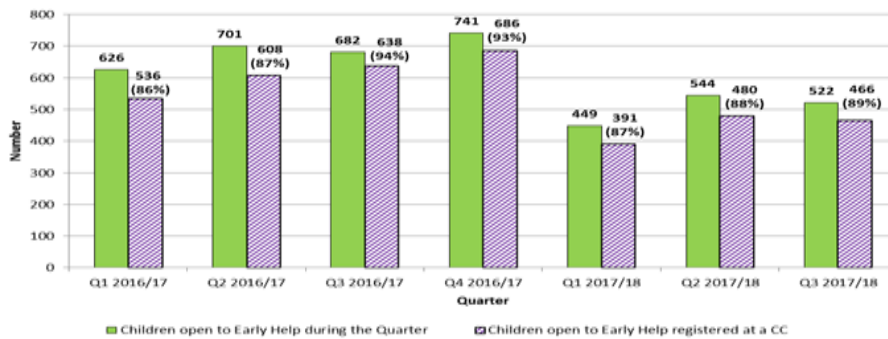
The percentage of children registered at a Children's Centre, as a proportion of the under 5 population in Hertfordshire, has remained consistent at 90/91% since April 2016

No Teenage Parents registered at a Children's Centre with Sustained Contact



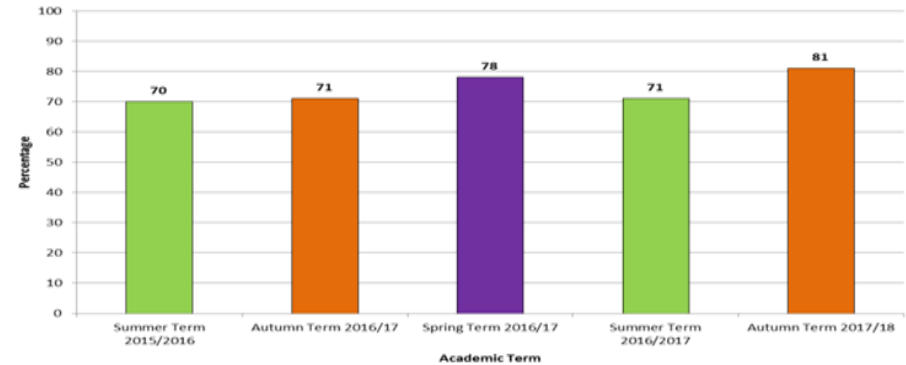
302 teenage parents were registered at a Children's Centre in Q3, of which 49% (148) had sustained contact

Children open to Early Help & registered at a Children Centre



There were 522 children open to Early Help in Q3 2016/17 of which 89% were registered at a Children's Centre

Percentage of Eligible Children taking up their funded 2's place



81% of eligible children took up their funded 2 year place in the Autumn term 2017/18, a 10% increase on the Summer term 2016/17

Targeted Youth Support & YC Hertfordshire

Number of young people supported: July – December 2017



Active cases at month end	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Targeted Youth Support	240	235	243	235	239	242
YC Hertfordshire	9	11	11	12	14	11
TOTAL	249	246	254	247	253	253

At the end of December 2017, Services for Young People (SfYP) Teams were actively working with 253 young people and their families as part of an early help offer (242 Targeted Youth Support and 11 YC Hertfordshire). In total since January 2017, SfYP teams have opened 638 Early Intervention episodes.

Young people in the 14 -15 age group continue to account for the majority of cases open to TYS (53%). Females outnumber males (57% females: 43% males) and the majority are White British (72%), followed by young people of Mixed ethnicity (9%). Behaviour as the primary need now account for the largest proportion of cases open to TYS with 23%, followed by Family Breakdown with 19% of cases.

Cases discussed at Families First Triage

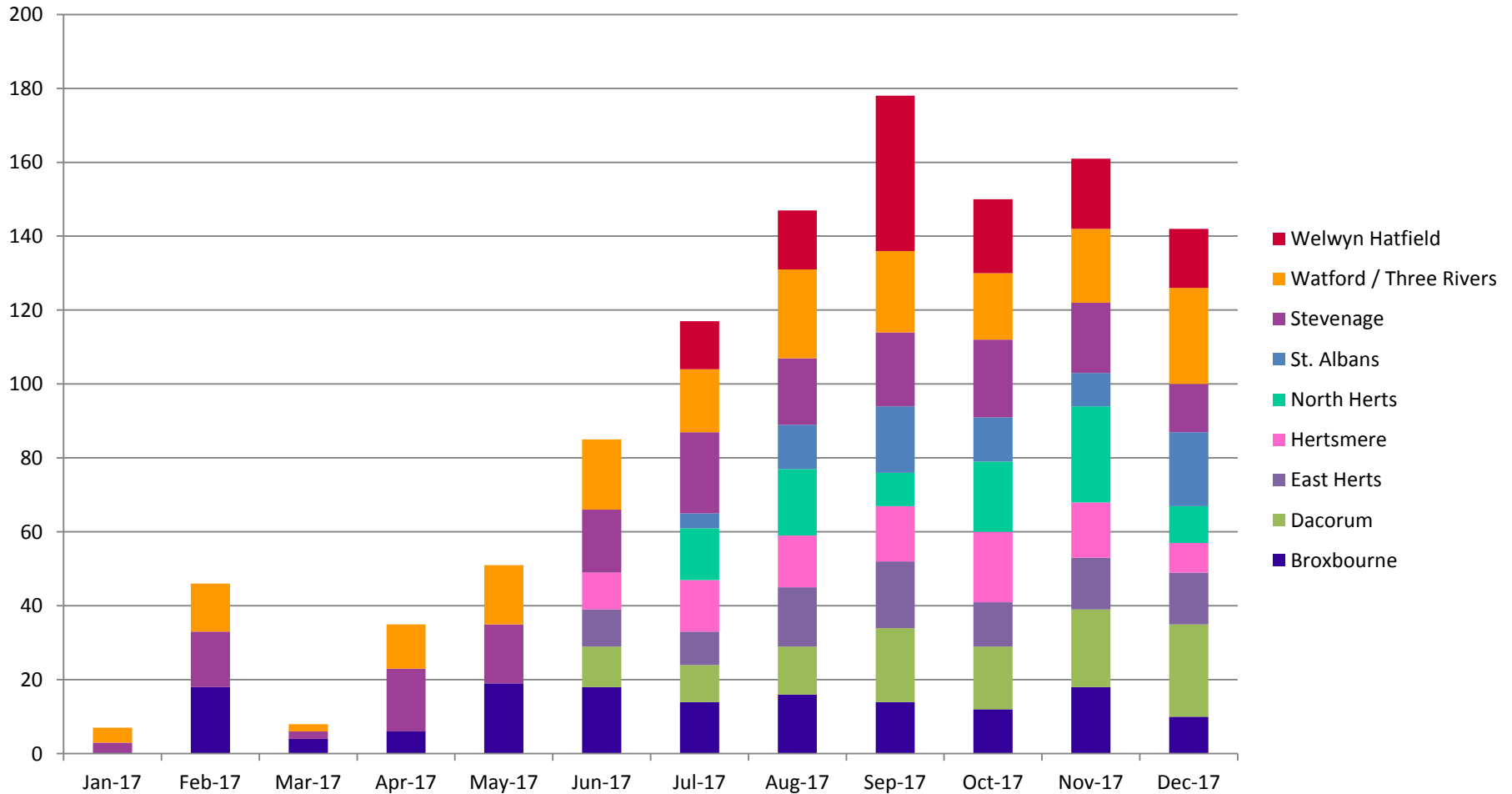
Number of cases by district and month – October 2016 – December 2017



DISTRICT	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	TOTAL
Broxbourne		18	4	6	19	18	14	16	14	12	18	10	19	17	10	195
Dacorum						11	10	13	20	17	21	25	23	7	14	161
East Herts						10	9	16	18	12	14	14	15	13	5	126
Hertsmere						10	14	14	15	19	15	8	11	18	9	133
North Herts							14	18	9	19	26	10	25	7	12	140
St. Albans							4	12	18	12	9	20	13	4	10	102
Stevenage	3	15	2	17	16	17	22	18	20	21	19	13	17	19	19	238
Watford / Three Rivers	4	13	2	12	16	19	17	24	22	18	20	26	17	17	9	236
Welwyn Hatfield							13	16	42	20	19	16	21	10	4	161
TOTAL	7	46	8	35	51	85	117	147	178	150	161	142	161	112	92	1492

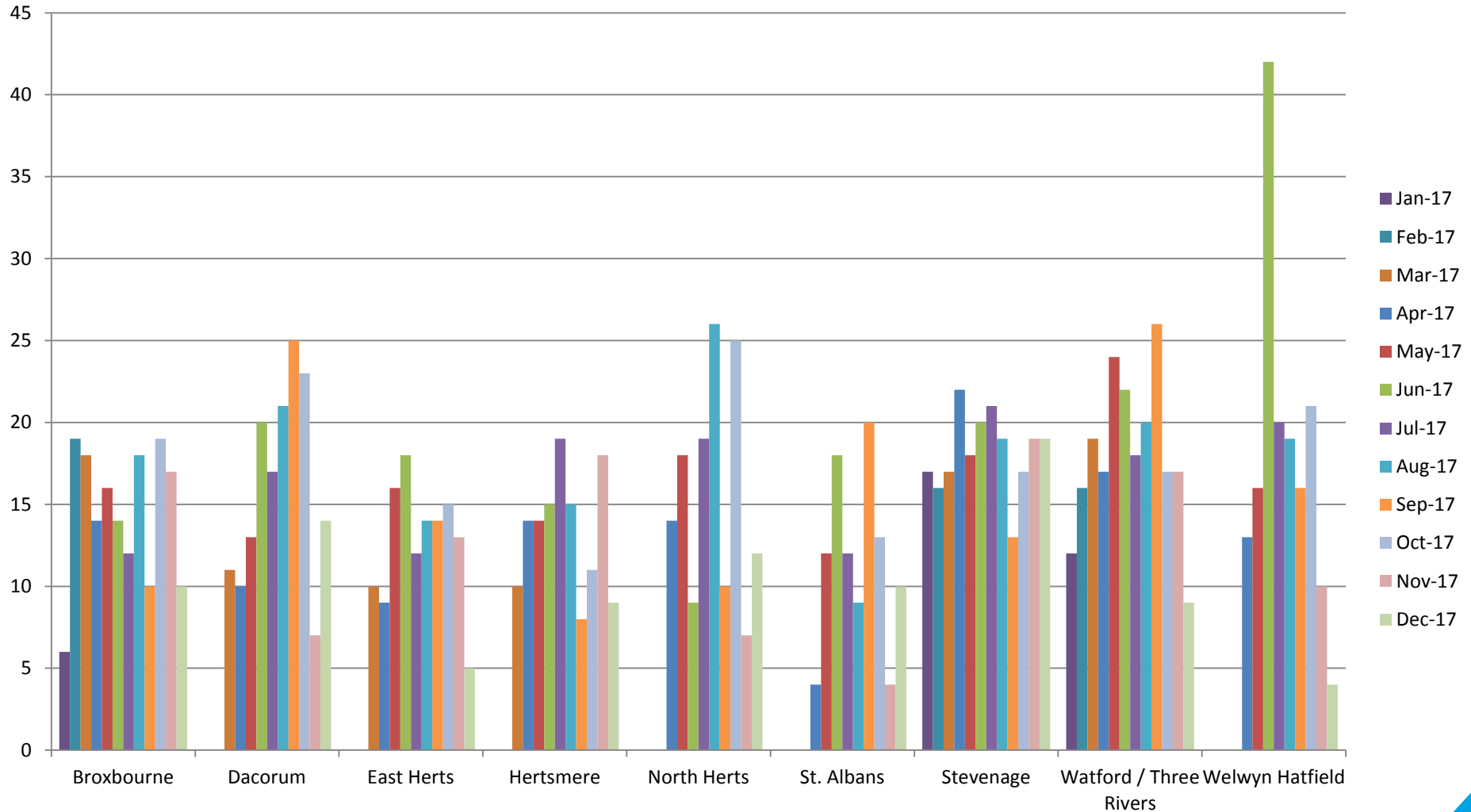
Cases discussed at Families First Triage

Number of cases by district and month – January 2017 – December 2017



Cases discussed at Families First Triage

Number of cases by district and month – January 2017 – December 2017



Presenting needs in completed FFAs

Number of families with two or more presenting needs by district in a rolling year (1 January 2017 – 31 December 2017)



DISTRICT	Parents and children involved in crime or anti-social behaviour	Children who have not been attending school regularly	Children who need help*	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 January 17 – December 17
Broxbourne	30 (25%)	80 (67%)	28 (24%)	86 (72%)	66 (55%)	106 (89%)	119
Dacorum	33 (26%)	106 (83%)	45 (35%)	91 (72%)	78 (61%)	115 (91%)	127
East Hertfordshire	25 (26%)	73 (77%)	19 (20%)	67 (71%)	68 (72%)	90 (95%)	95
Hertsmere	31 (31%)	77 (78%)	29 (29%)	71 (72%)	57 (58%)	85 (86%)	99
North Hertfordshire	45 (31%)	106 (74%)	53 (37%)	109 (76%)	96 (67%)	132 (92%)	144
St. Albans	44 (38%)	96 (82%)	32 (27%)	74 (63%)	74 (63%)	106 (91%)	117
Stevenage	25 (28%)	57 (64%)	37 (42%)	76 (85%)	62 (70%)	80 (90%)	89
Three Rivers	11 (14%)	51 (64%)	34 (43%)	55 (69%)	49 (61%)	73 (91%)	80
Watford	23 (27%)	58 (68%)	38 (45%)	58 (68%)	56 (66%)	76 (89%)	85
Welwyn Hatfield	73 (47%)	123 (79%)	62 (40%)	110 (71%)	103 (66%)	146 (94%)	155

*Excludes the criterion of having been identified for support through CAF / FFA

(Shown as percentage of new cases per district in brackets)

Significant and sustained progress

Number of families with a completed FFA by district in a rolling year
(1 January 2017 – 31 December 2017)



DISTRICT	Parents and children involved in crime or anti-social behaviour	Children who have not been attending school regularly	Children who need help*	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	47	69	13	12	57	29
Dacorum	42	96	18	8	40	30
East Hertfordshire	34	98	20	11	39	41
Hertsmere	34	58	13	11	39	23
North Hertfordshire	58	104	16	22	65	36
St. Albans	21	82	12	11	36	30
Stevenage	49	95	23	16	50	12
Three Rivers	20	52	7	7	28	14
Watford	38	76	12	17	43	25
Welwyn Hatfield	56	93	29	27	56	24

*Excludes the criterion of having been identified for support through CAF

Outcomes Star™ analysis

Use by service – all Family Star Plus cases

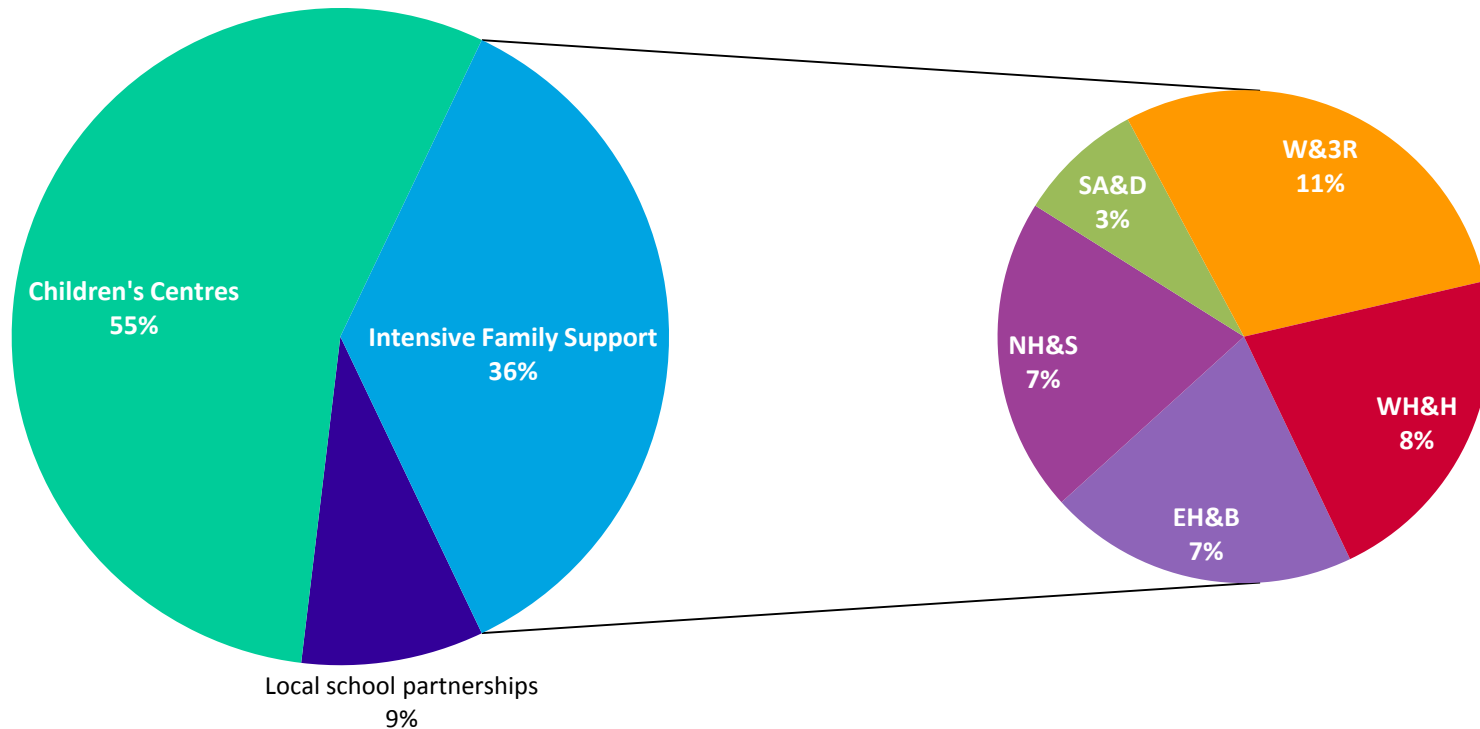


Number of Family Star Plus cases opened in 2017-2018				
SERVICE	Q1	Q2	Q3	TOTAL
Children's Centres	113	103	96	312
Intensive Family Support	55	76	56	187
Local School Partnerships	17	14	35	66
TOTAL	185	193	187	565

Total number of Family Star Plus cases open during 2017-2018	
SERVICE	Q1-Q3
Children's Centres	649
Intensive Family Support	660
Local School Partnerships	311
TOTAL	1620

Outcomes Star™ analysis

Use by service – Family Star Plus cases with 2+ readings



Outcomes Star™ analysis

Hertfordshire progress – Average change by domain

Domain	Initial	Most recent	Change
Physical health	6.9	8.0	1.1
Your well-being	5.3	7.0	1.7
Meeting emotional needs	6.4	7.6	1.2
Keeping your children safe	7.3	8.2	0.9
Social networks	6.3	7.5	1.2
Education and learning	6.5	7.6	1.1
Boundaries and behaviour	6.3	7.4	1.1
Family routine	6.8	7.8	1.0
Home and money	6.5	7.5	1.0
Progress to work	7.3	8.0	0.7
Average	6.6	7.6	1.0

Key points

- At 1 and 2 there are significant concerns about your children. People may be doing things to help and from 3 you go along with their support
- At 5 there is an internal shift towards taking responsibility
- By 8 you meet your children's needs well enough, with support
- By 10 you can learn and improve without support from a specialist family support service

9 - 10 Effective parenting

My children can do well in my care and I don't need support from a service

7 - 8 Finding what works

I am finding ways of meeting my children's needs but still need support

5 - 6 Trying

I try to do things to meet my children's needs but it's hard

3 - 4 Accepting help

I am concerned about my children and go along with some support

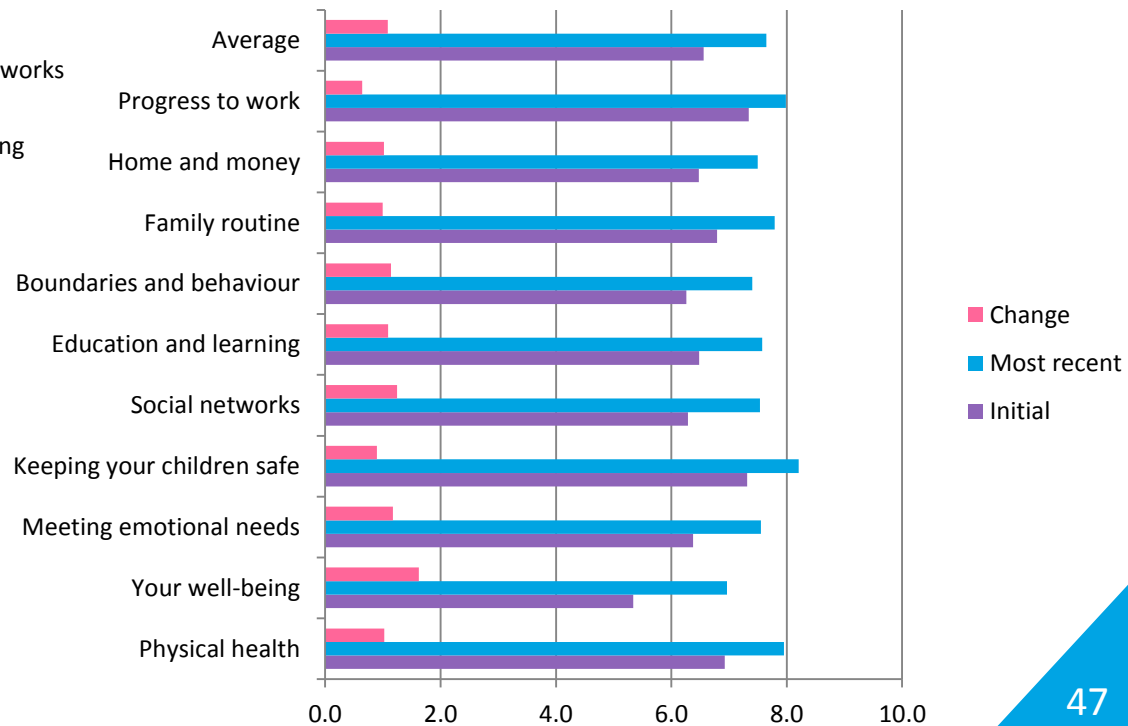
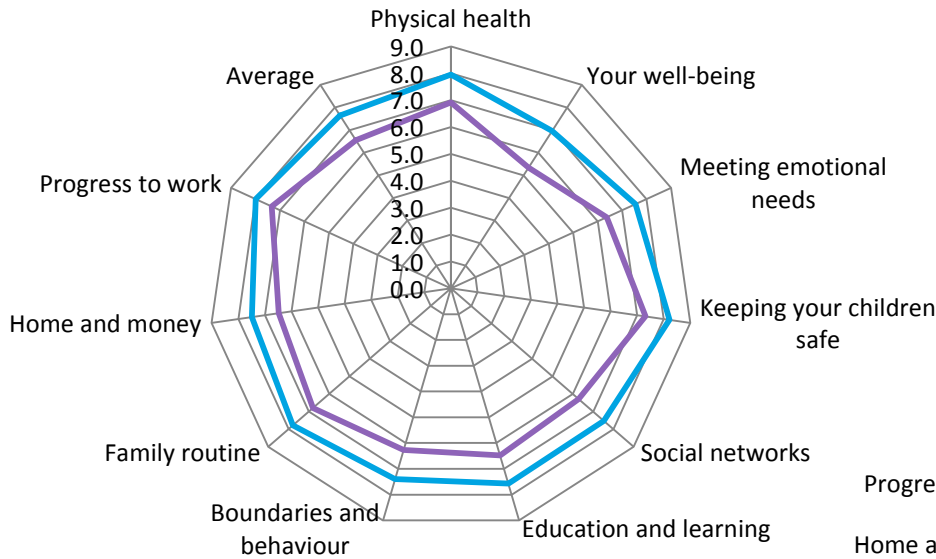
1 - 2 Stuck

Other people are concerned about my children but I don't want to talk about it

The Journey of Change

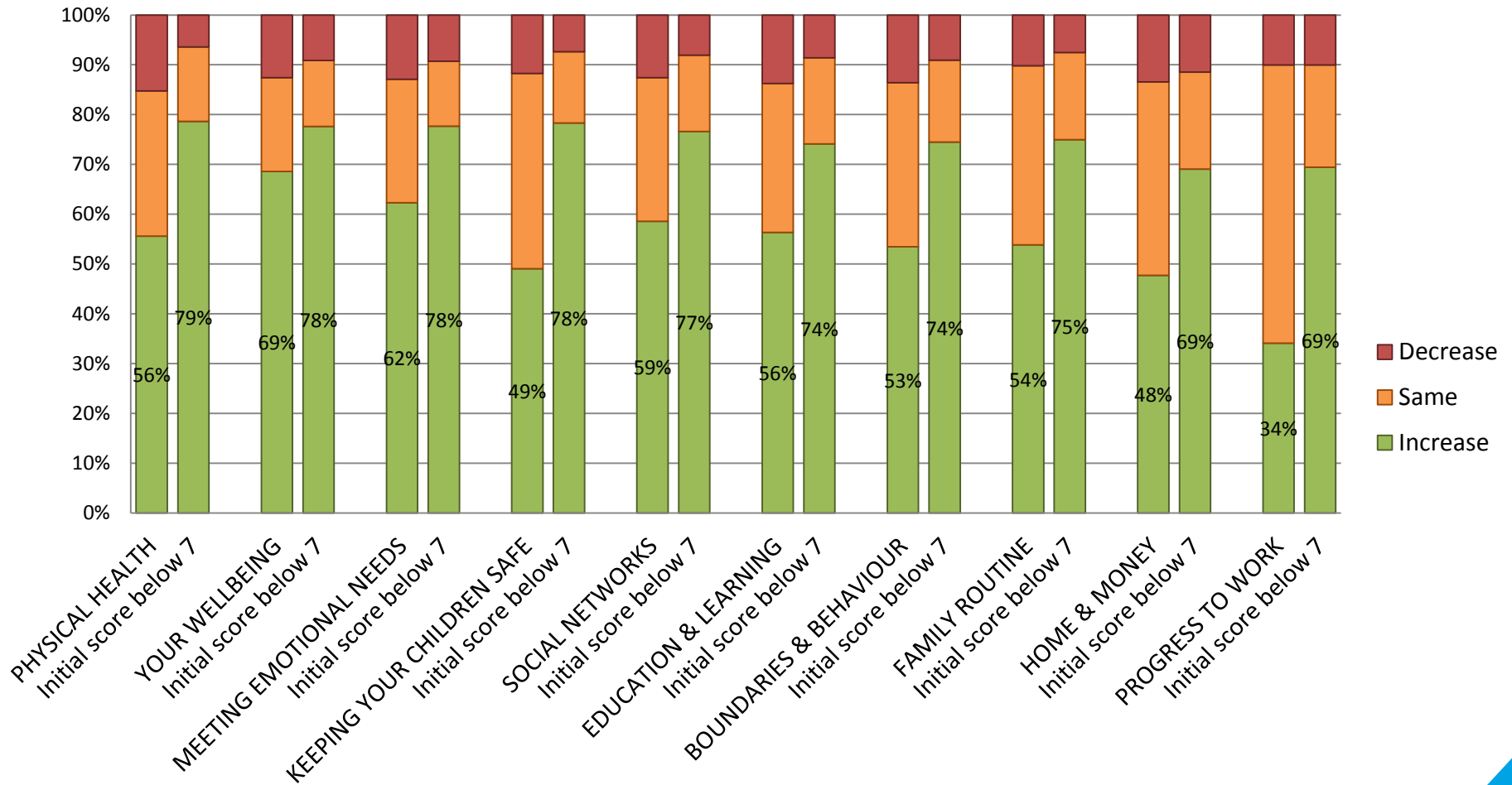
Outcomes Star™ analysis

Hertfordshire progress – Average change by domain



Outcomes Star™ analysis

Hertfordshire progress – Proportion of families making a change



Outcomes Star™ analysis

EH&B progress – Average change by domain

Domain	Initial	Most recent	Change
Physical health	6.5	7.6	1.1
Your well-being	5.1	6.9	1.8
Meeting emotional needs	6.1	7.4	1.3
Keeping your children safe	7.3	8.4	1.1
Social networks	6.5	7.6	1.1
Education and learning	6.2	7.4	1.2
Boundaries and behaviour	6.2	7.5	1.3
Family routine	6.8	7.9	1.1
Home and money	6.6	7.8	1.2
Progress to work	7.1	7.8	0.7
Average	6.4	7.6	1.2

Key points

- At 1 and 2 there are significant concerns about your children. People may be doing things to help and from 3 you go along with their support
- At 5 there is an internal shift towards taking responsibility
- By 8 you meet your children's needs well enough, with support
- By 10 you can learn and improve without support from a specialist family support service

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7 - 8 Finding what works

I am finding ways of meeting my children's needs but still need support

5 - 6 Trying

I try to do things to meet my children's needs but it's hard

3 - 4 Accepting help

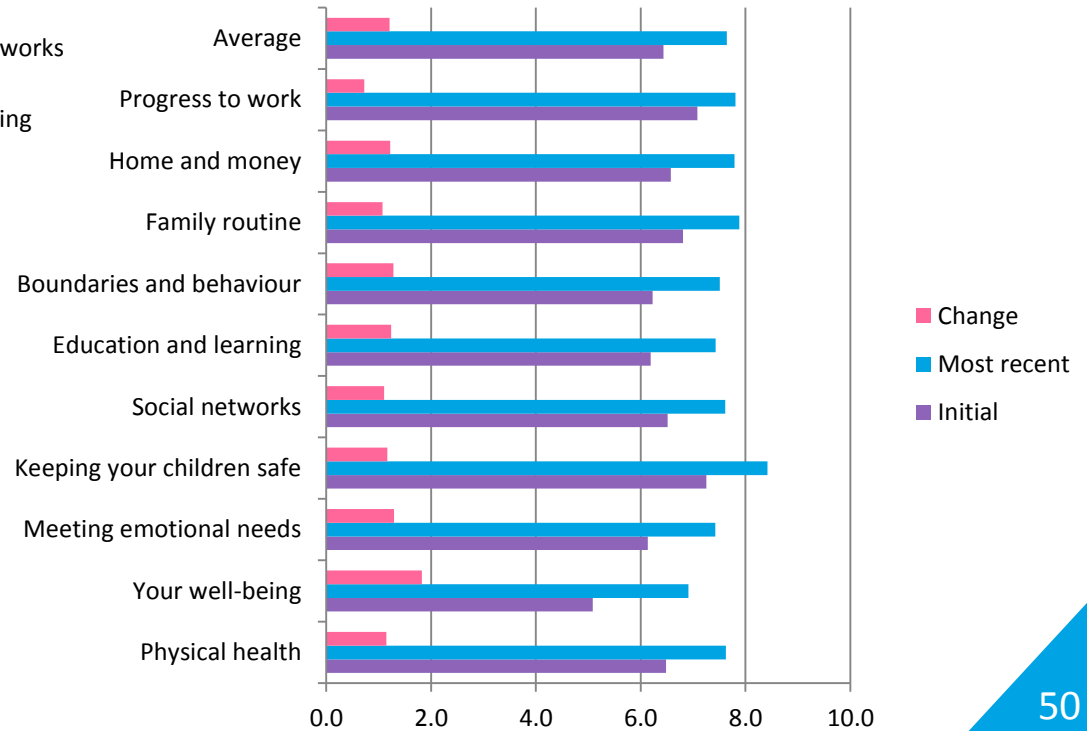
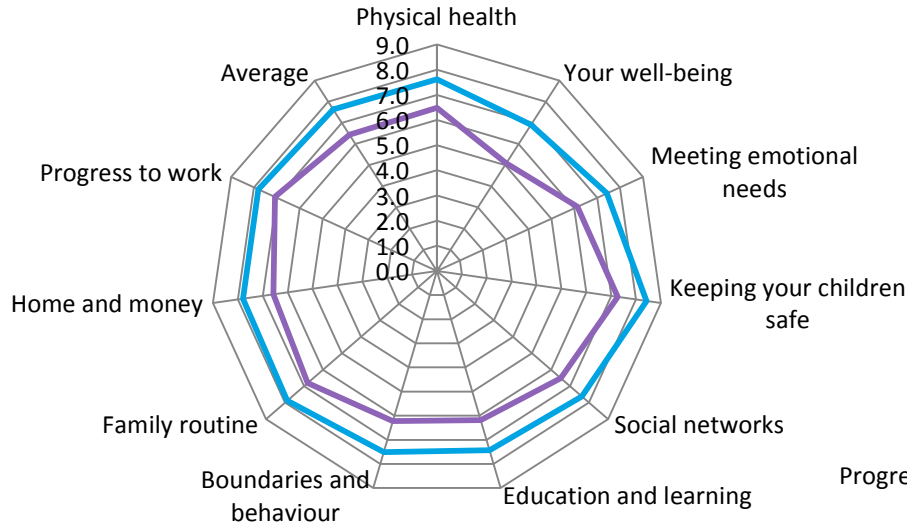
I am concerned about my children and go along with some support

1 - 2 Stuck

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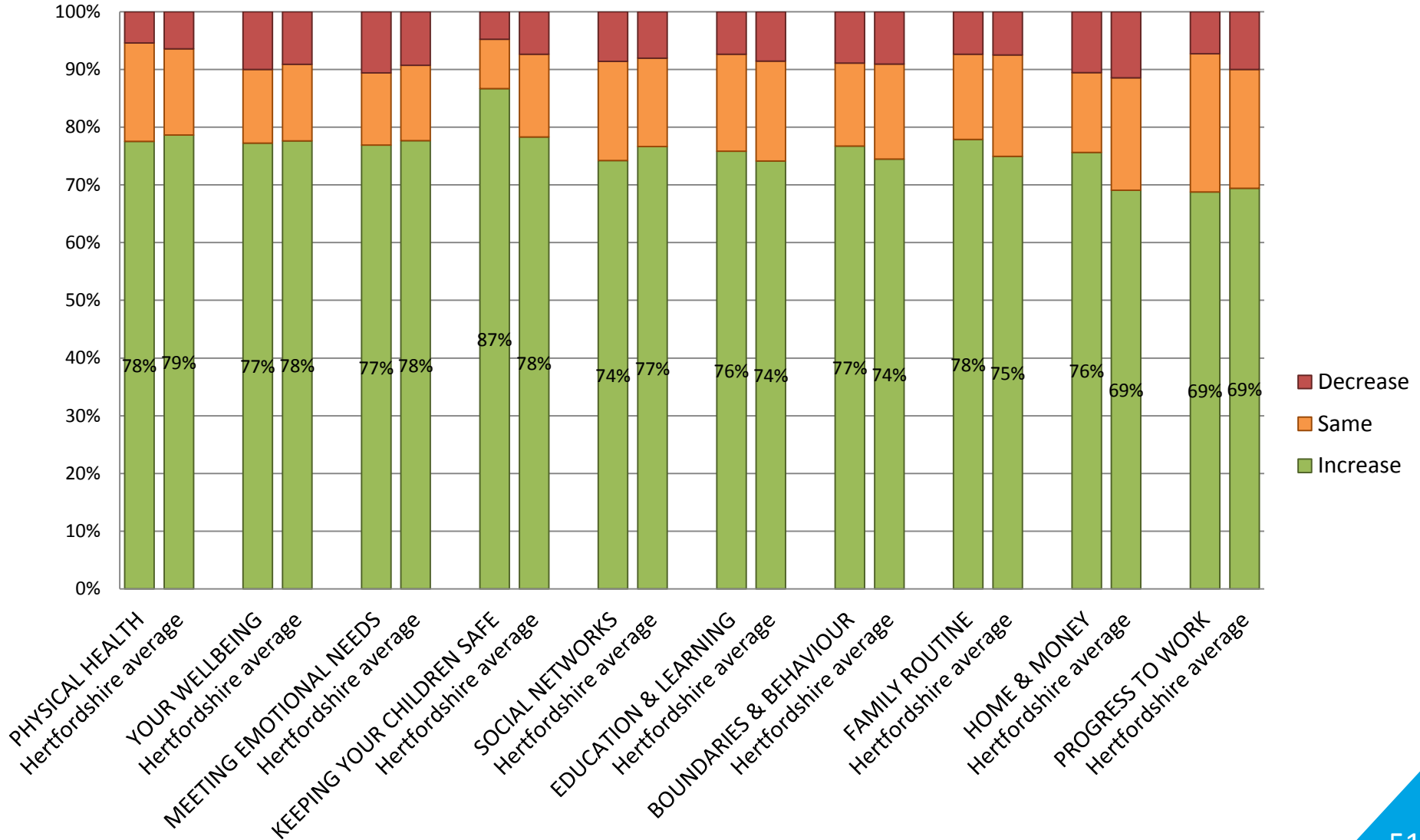
Outcomes Star™ analysis

EH&B progress – Average change by domain



Outcomes Star™ analysis

Proportion of families making a change – EH&B compared to the Hertfordshire average



Outcomes Star™ analysis

NH&S progress – Average change by domain

Domain	Initial	Most recent	Change
Physical health	7.4	8.1	0.7
Your well-being	5.9	7.3	1.6
Meeting emotional needs	6.9	7.8	0.9
Keeping your children safe	7.7	8.4	0.7
Social networks	6.8	7.8	1.0
Education and learning	7.0	7.8	0.8
Boundaries and behaviour	6.7	7.5	0.8
Family routine	6.9	7.9	1.0
Home and money	6.7	7.6	0.9
Progress to work	7.2	7.9	0.7
Average	6.9	7.8	0.9

Key points

- At 1 and 2 there are significant concerns about your children. People may be doing things to help and from 3 you go along with their support
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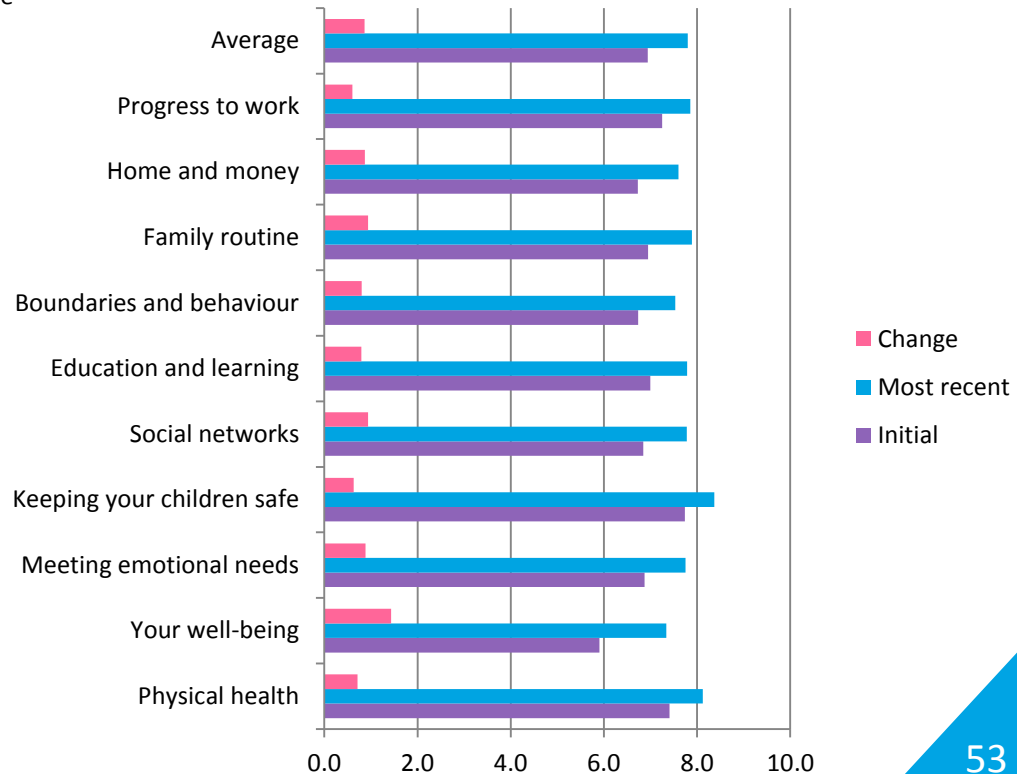
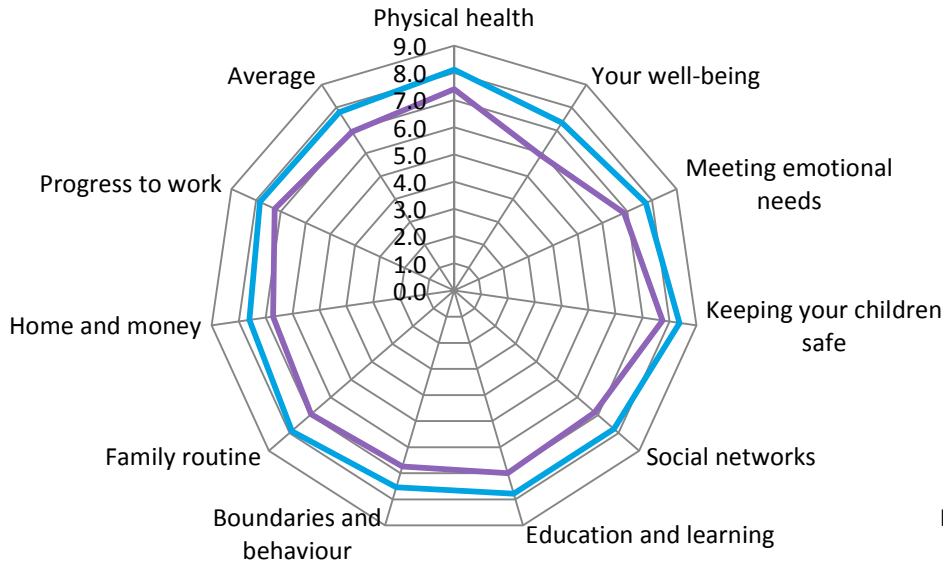
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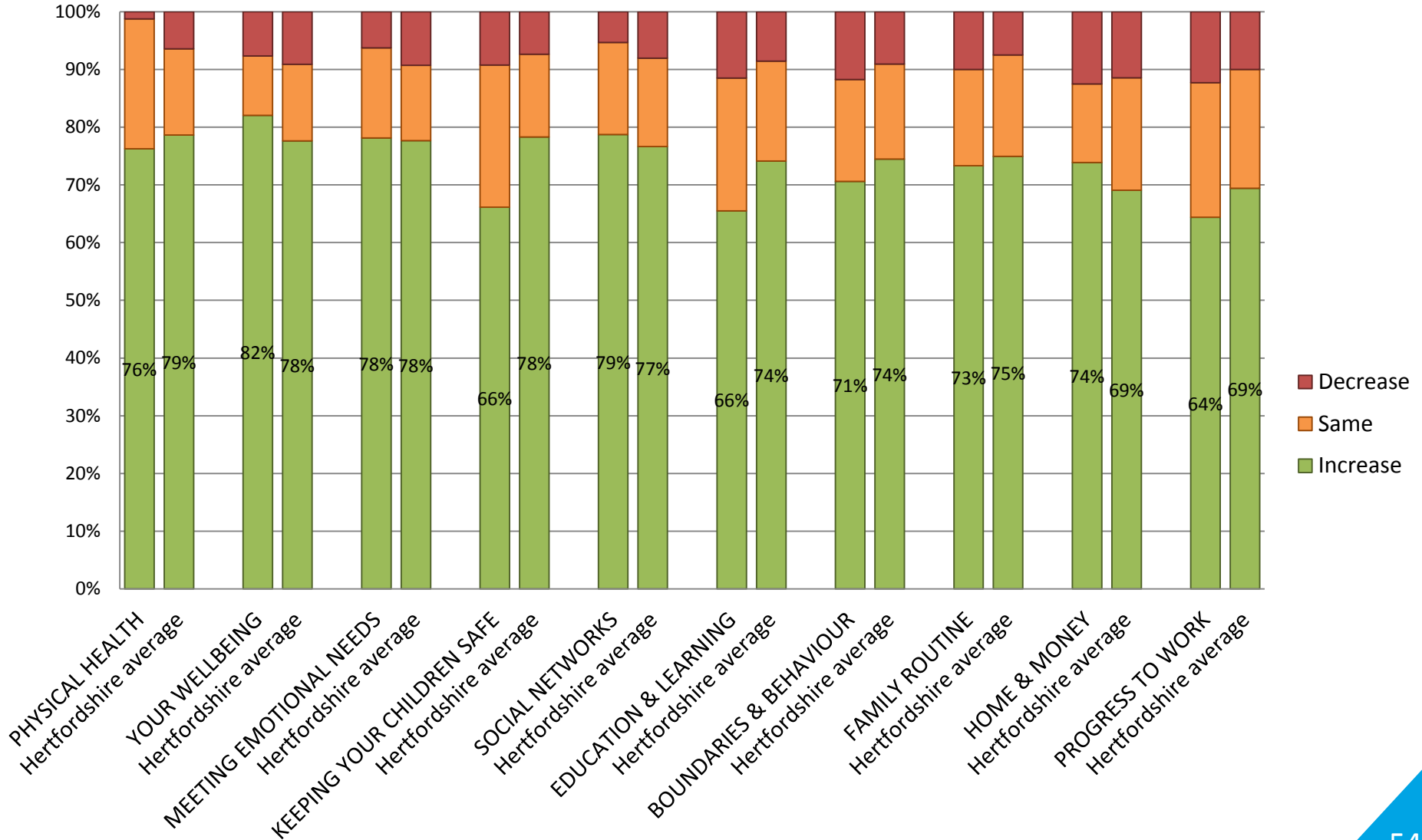
Outcomes Star™ analysis

NH&S progress – Average change by domain



Outcomes Star™ analysis

Proportion of families making a change – NH&S compared to the Hertfordshire average



Outcomes Star™ analysis

SA&D progress – Average change by domain

Domain	Initial	Most recent	Change
Physical health	7.4	8.2	0.8
Your well-being	5.0	6.8	1.8
Meeting emotional needs	6.1	7.6	1.5
Keeping your children safe	7.3	8.2	0.9
Social networks	5.8	7.3	1.5
Education and learning	6.4	7.7	1.3
Boundaries and behaviour	6.2	7.3	1.1
Family routine	6.8	7.7	0.9
Home and money	6.7	7.5	0.8
Progress to work	8.0	8.4	0.4
Average	6.6	7.7	1.1

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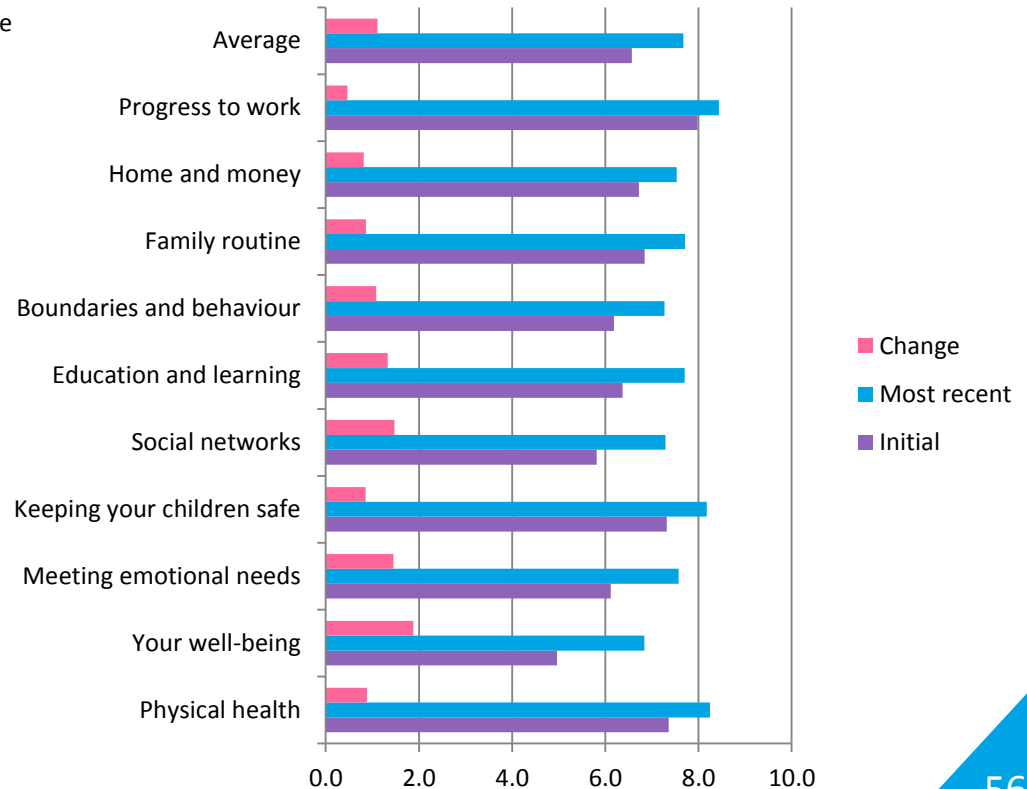
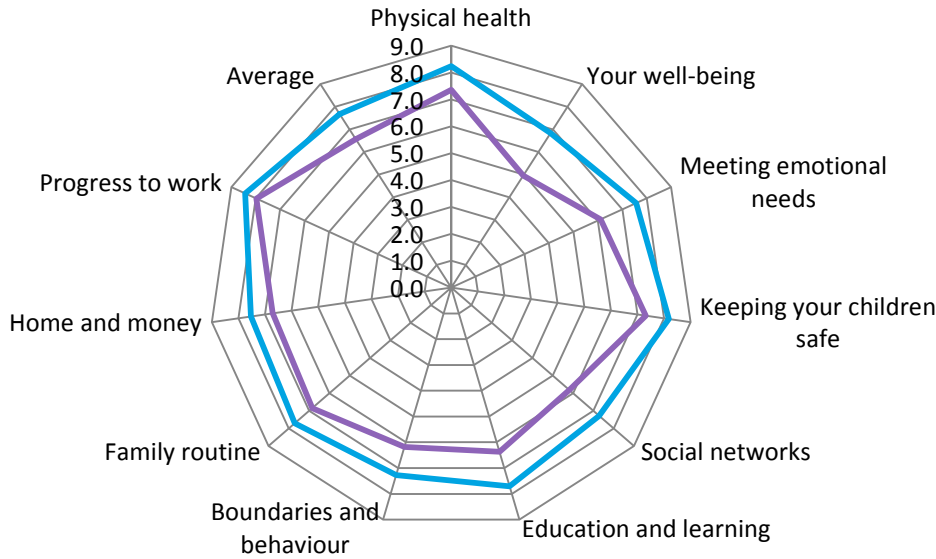
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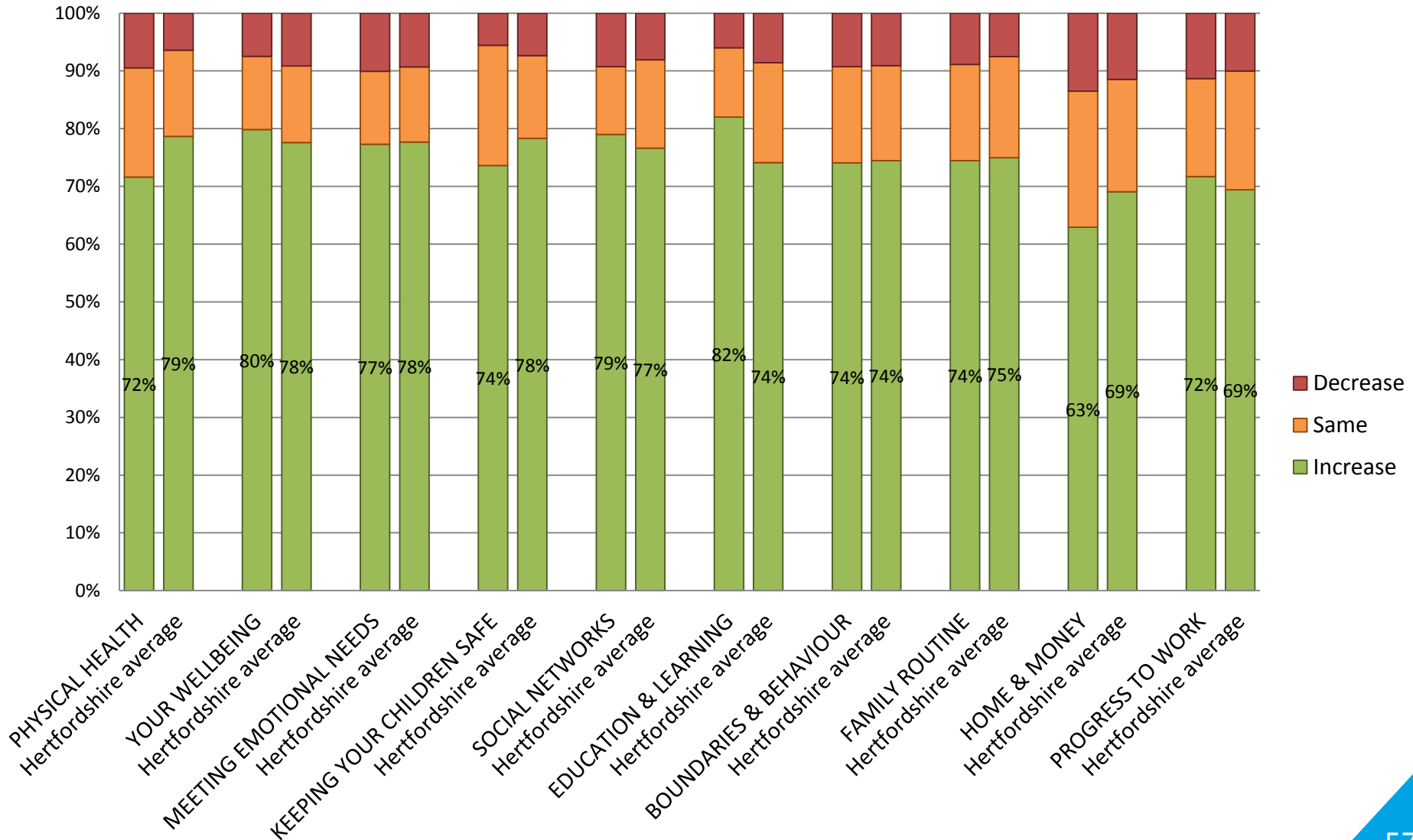
Outcomes Star™ analysis

SA&D progress – Average change by domain



Outcomes Star™ analysis

Proportion of families making a change – SA&D compared to the Hertfordshire average



Outcomes Star™ analysis

W&3R progress – Average change by domain

Domain	Initial	Most recent	Change
Physical health	6.4	7.6	1.2
Your well-being	5.2	6.5	1.3
Meeting emotional needs	6.0	7.1	1.1
Keeping your children safe	6.8	7.6	0.8
Social networks	5.9	7.1	1.2
Education and learning	6.0	7.2	1.2
Boundaries and behaviour	6.0	7.1	1.1
Family routine	6.3	7.4	1.1
Home and money	5.9	7.0	1.1
Progress to work	6.7	7.4	0.7
Average	6.1	7.2	1.1

Key points

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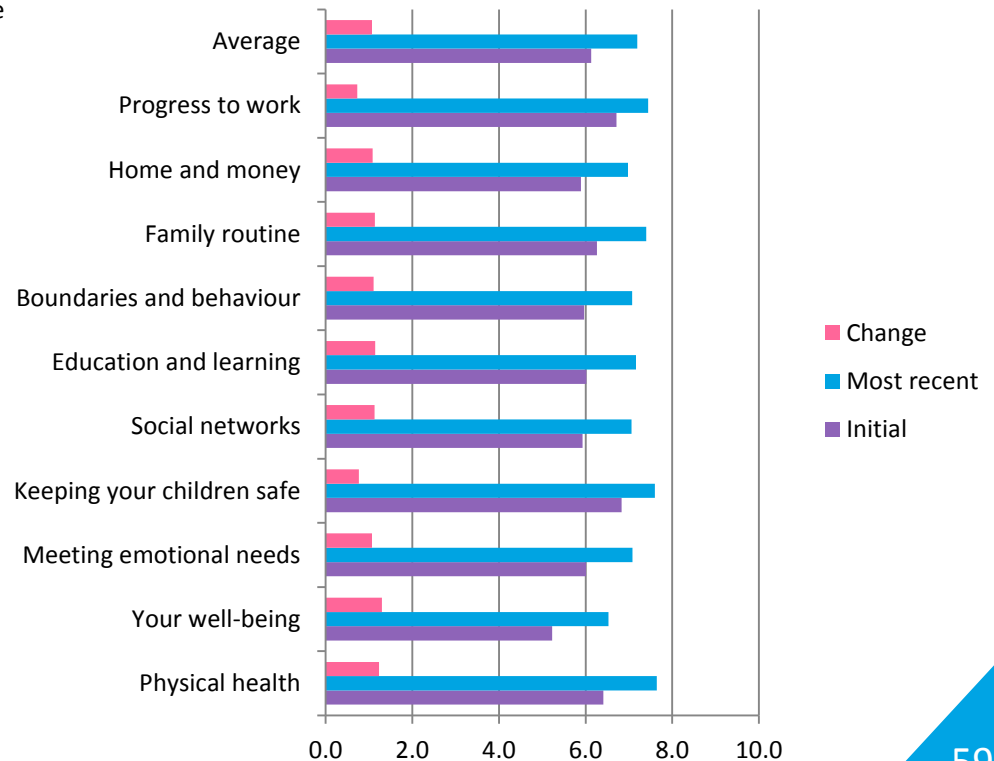
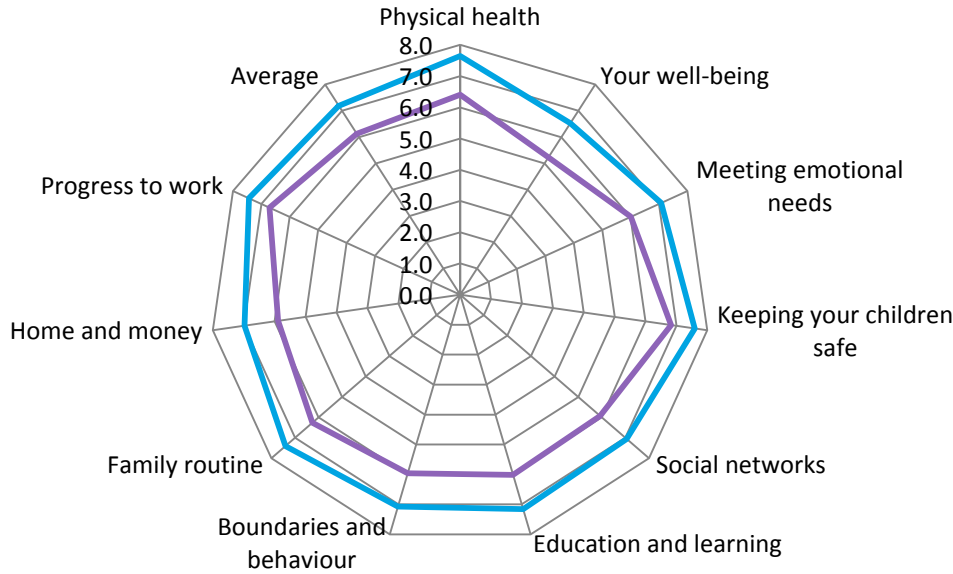
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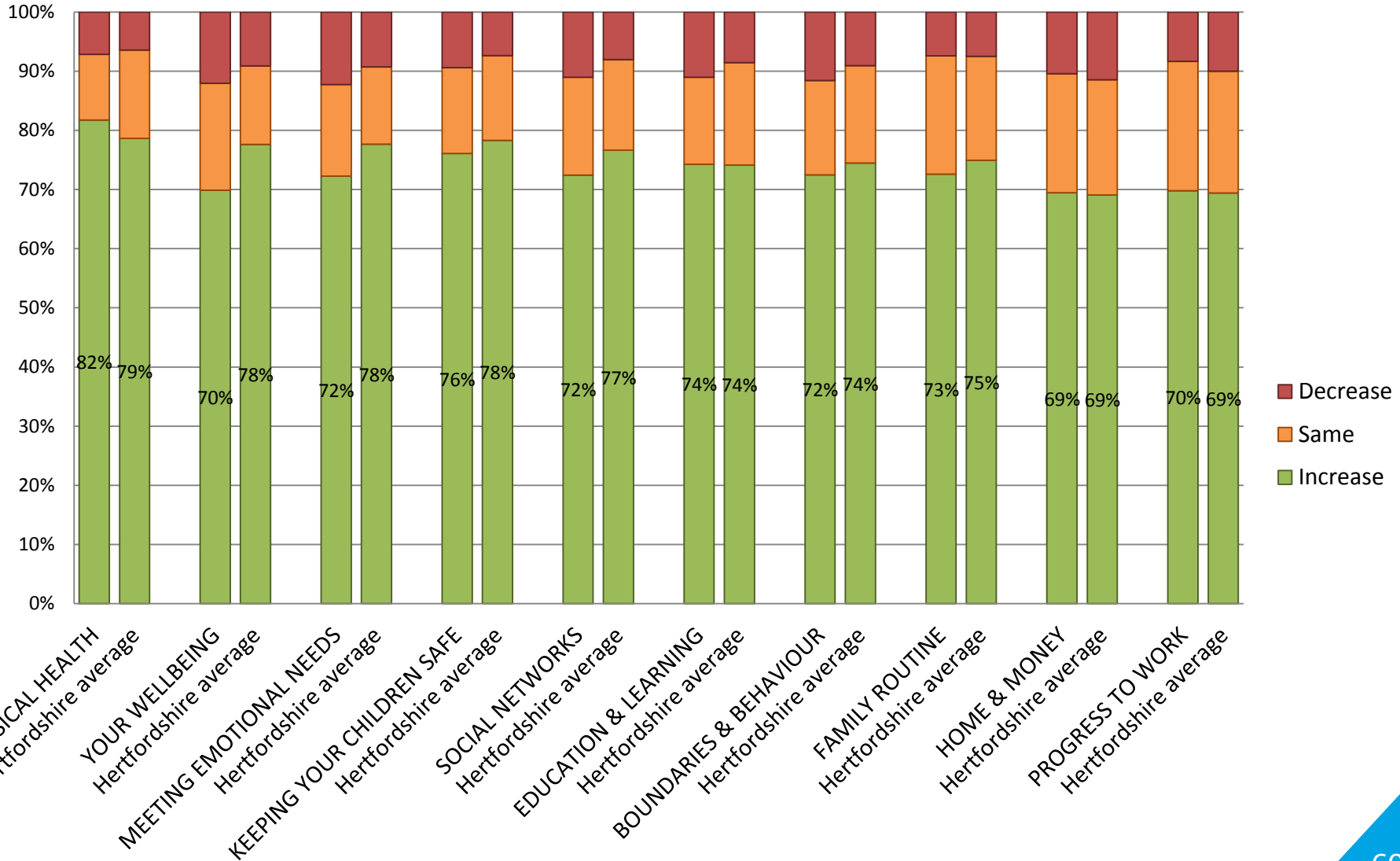
Outcomes Star™ analysis

W&3R progress – Average change by domain



Outcomes Star™ analysis

Proportion of families making a change – W&3R compared to the Hertfordshire average



Outcomes Star™ analysis

WH&H progress – Average change by domain

Domain	Initial	Most recent	Change
Physical health	7.2	8.2	1.0
Your well-being	5.6	7.2	1.6
Meeting emotional needs	6.8	7.9	1.1
Keeping your children safe	7.5	8.4	0.9
Social networks	6.3	7.9	1.6
Education and learning	6.9	7.8	0.9
Boundaries and behaviour	6.3	7.6	1.3
Family routine	7.1	8.0	0.9
Home and money	6.6	7.6	1.0
Progress to work	7.8	8.4	0.6
Average	6.8	7.9	1.1

Key points

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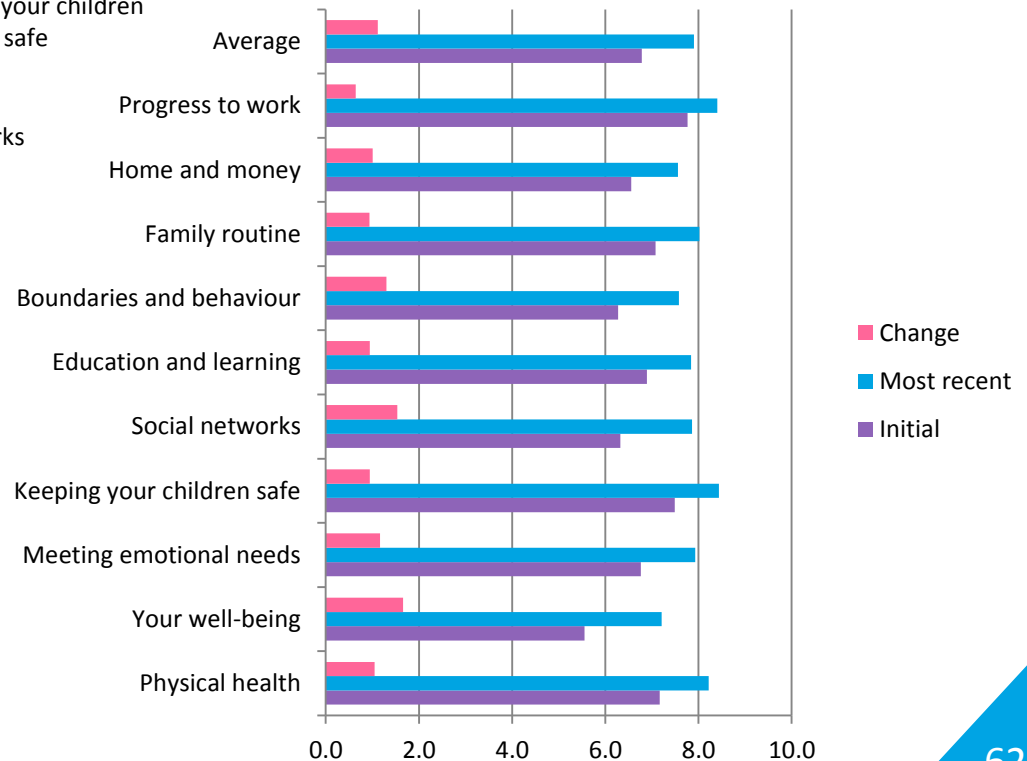
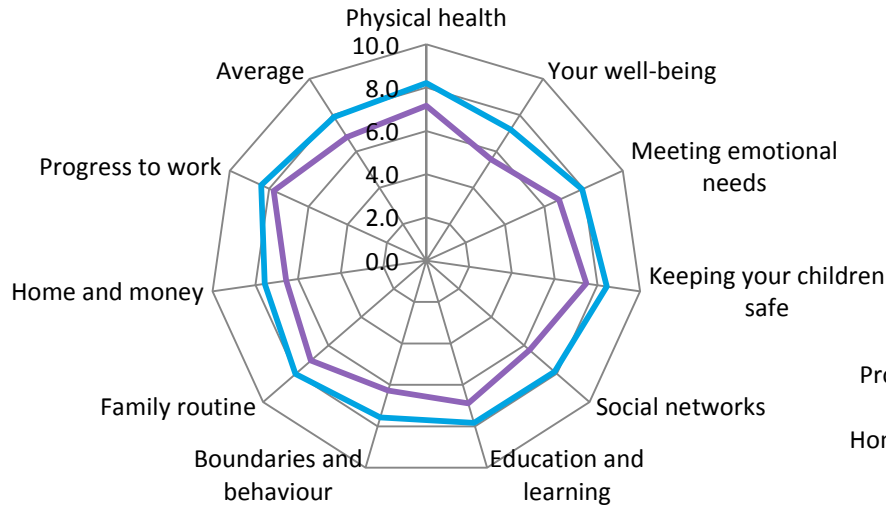
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Outcomes Star™ analysis

WH&H progress – Average change by domain



Outcomes Star™ analysis

Proportion of families making a change – WH&H compared to the Hertfordshire average

