

Performance report



Early help, brighter futures



Hertfordshire

covering the period
April 2021 – March 2022

www.hertfordshirefamiliesfirst.org.uk

Families First – assessment numbers



Family First Assessments (FFAs) are used to identify support for families who agree to multi-agency early help.



The number of FFAs undertaken across Hertfordshire has reduced over the last two years. 793 assessments were finalised in the last 12 months, which included 1,908 children. 72.9% of children supported are White British.



Intensive Family Support teams (349) and schools / school partnerships (243) led on the majority of FFAs.



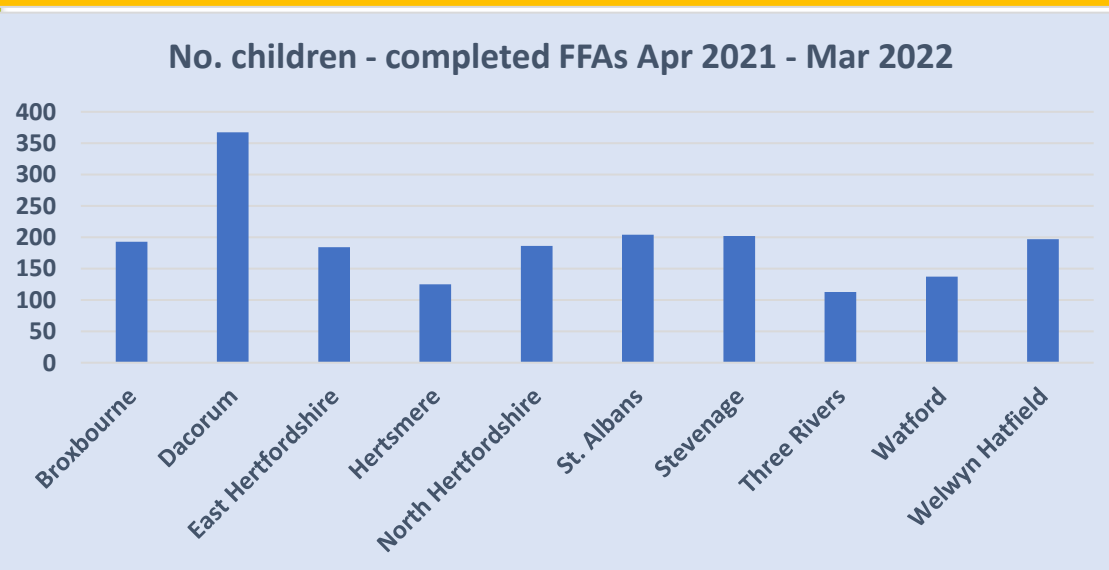
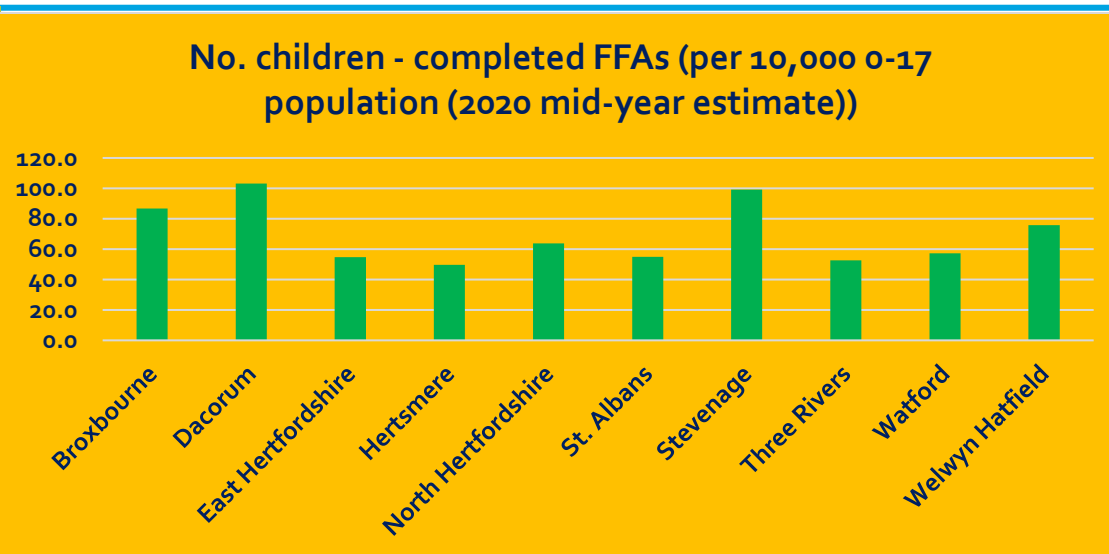
Between April 2021 and March 2022, 1,170 children received 1,256 'short term work' interventions. In these instances, shorter early help interventions are found to be more appropriate. These can be for stand alone support or can form part of a FFA. Completed short term work interventions result in the continuation of support by services at an appropriate level.

Families First Assessments (April 2021 – March 2022)



No. of children in completed FFAs

<i>District</i>	No. Children	Children per 10,000 (2020 Mid Year Estimates)
Broxbourne	193	86.8
Dacorum	367	103.2
East Hertfordshire	184	54.7
Hertsmere	125	49.6
North Hertfordshire	186	63.8
St Albans	204	55.0
Stevenage	202	99.2
Three Rivers	113	52.6
Watford	137	57.3
Welwyn Hatfield	197	75.8
TOTAL	1,908	69.5



Families First Assessments (FFA) finalised

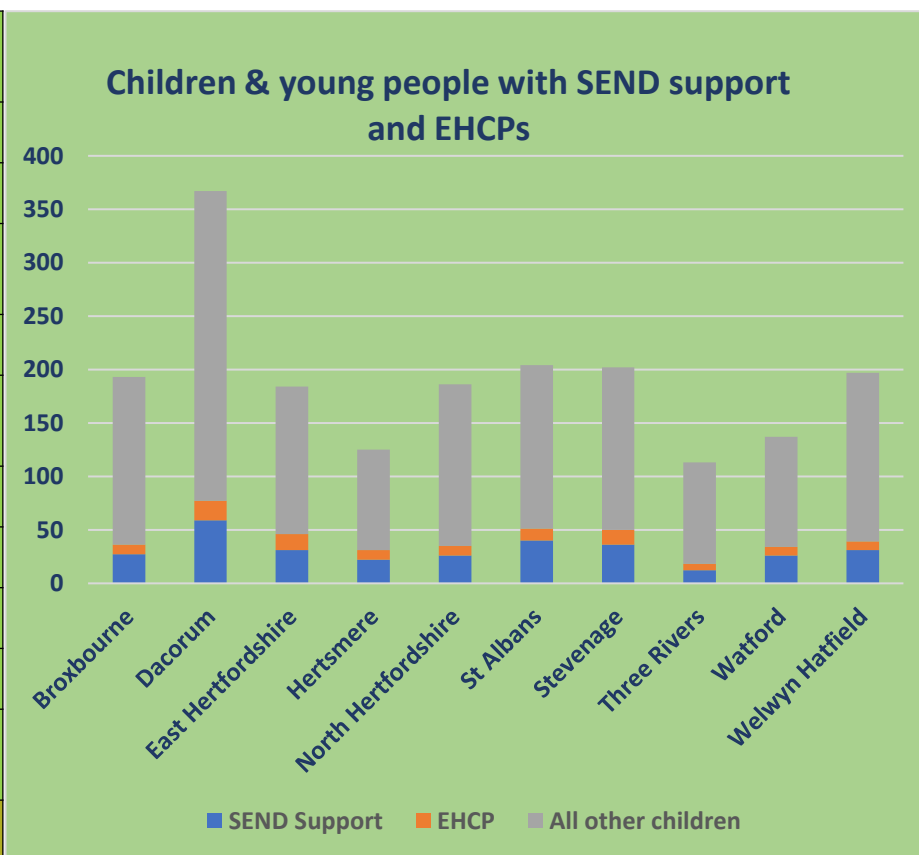
By lead agency and District / Borough



Families	Carers in Herts	VCS (CHEXS)	Family Centre Service	Early Years provider	FF Triage / Co-ordinator	Intensive Family Support	School / ESC / School Partnership	For Baby's Sake	Services for Young People	TOTAL
Broxbourne		2	10		13	38	19	2	1	85
East Hertfordshire			14		8	36	24	2		84
Stevenage			6	2	13	47	12	5		85
North Hertfordshire	2		16		5	25	23	5		76
Dacorum			6		16	59	63	4		148
St. Albans	1		3		11	17	47		1	80
Welwyn Hatfield			2	1	6	24	37	11		81
Hertsmere	1		6		8	25	8		3	51
Watford			1		5	43	6		1	56
Three Rivers			3		3	35	4	2		47
TOTAL	4	2	67	3	88	349	243	31	6	793

FFA – SEND SUPPORT & EHCP needs (All children & Young People): April 2021 – March 2022

	SEND Support	EHCP	All other children	Total
Broxbourne	27	9	157	193
Dacorum	59	18	290	367
East Hertfordshire	31	15	138	184
Hertsmere	22	9	94	125
North Hertfordshire	26	9	151	186
St Albans	40	11	153	204
Stevenage	36	14	152	202
Three Rivers	12	6	95	113
Watford	26	8	103	137
Welwyn Hatfield	31	8	158	197
Hertfordshire	310	107	1,491	1,908



Families First Assessments (FFA) finalised

By children's ethnicity & District / Borough



	Asian or Asian British - Bangladeshi	Asian or Asian British - Indian	Asian or Asian British - Pakistani	Asian/Asian British - any other Asian bg	Black or Black British - African	Black or Black British - Caribbean	Black/Black British - any other Bl b/grn	Mixed - any other Mixed background	Mixed - White and Asian	Mixed - White and Black African	Mixed - White and Black Caribbean	Other Ethnic Groups - Chinese	Other Ethnic Groups - other Ethnic group	White - any other White background	White - British	White - Gypsy/Roma	White - Irish	Not Recorded	Total
Broxbourne			2		20	6	5	8	1	7	4		3	12	121			4	193
Dacorum			8	4	7	9		10	10	1	8			7	292	2	3	6	367
East Hertfordshire	3			4		2		8		2	2	2		3	153	4	1		184
Hertsmere				2	14	3	1	6	3		4		2	5	75	8	1	1	125
North Hertfordshire			1	2	7	3		2		7	13		3	2	145			1	186
St Albans	5	1	3	9	5			10	6	1	5			10	140		6	3	204
Stevenage			1	2	9	3	3	4	2		1		2	7	166			2	202
Three Rivers	1	2		4		1		11	2		4			8	78			2	113
Watford		1	11	4	20	7		7		7	5		4	14	57				137
Welwyn Hatfield		3		1	6			3	2	8	2			6	164	2			197
Total	9	7	26	32	88	34	9	69	26	33	48	2	14	74	1,391	16	11	19	1,908
% Total	0.47	0.36	1.36	1.68	4.61	1.78	0.47	3.62	1.36	1.73	2.52	0.10	0.72	3.87	72.9	0.84	0.58	1.00	
2011 % pop'n (Herts)	0.5	2.6	1.1	1.6	1.8	0.8	0.3	0.6	0.8	0.3	0.8	0.8	0.4	5.1	80.8	0.1	1.5		

Presenting needs and outcomes



89% of FFAs include at least one member of the family with a mental health and / or an emotional wellbeing need. Over 60% of FFAs include issues about domestic abuse & family conflict, education (attendance issues / exclusions) and other health & wellbeing.



The most frequently recorded primary needs for children are unmet mental health / emotional wellbeing needs, family relationships & behaviour.



The outcome success rate following the completion of FFAs for the period between April 2021 and March 2022 was 72%. 13% of families disengaged or withdrew consent; however it is often found that much has been achieved prior to disengagement. 15% of FFAs result in cases transferred to LCS for support from Specialist & Safeguarding Services.

Presenting needs (family level) in completed FFAs

% of cases with each need by district (Comparison to preceding 12 months : Red = + 5 ppts, Green = - 5 ppts.)

DISTRICT	Children in need of help	Mental health / emotional wellbeing	Drug & Alcohol misuse	Sexual Health	Other health and wellbeing	Education	Out of work	Money Issues	Housing	Domestic Abuse / family conflict	ASB / Crime	Young Carer	Neglect	Number of families
Broxbourne	27.1	97.6	32.9	5.9	61.2	68.2	58.8	51.8	61.2	72.9	27.1	27.1	11.8	85
East Hertfordshire	21.4	94.0	27.4	7.1	67.9	71.4	50.0	35.7	48.8	78.6	20.2	10.7	10.7	84
Stevenage	38.8	85.9	25.9	8.2	69.4	72.9	50.6	44.7	51.8	74.1	17.6	24.7	15.3	85
North Hertfordshire	34.2	84.2	32.9	6.6	59.2	75.0	48.7	42.1	50.0	71.1	17.1	19.7	10.5	76
Dacorum	28.4	85.8	23.0	4.7	56.8	64.9	47.3	46.6	41.9	62.2	15.5	11.5	7.4	148
St. Albans	22.5	88.8	16.3	2.5	60.0	77.5	55.0	48.8	31.3	61.3	15.0	15.0	10.0	80
Welwyn Hatfield	44.4	87.7	17.3	6.2	60.5	56.8	43.2	39.5	35.8	76.5	19.8	29.6	9.9	81
Hertsmere	37.3	88.2	21.6	5.9	72.5	66.7	49.0	51.0	54.9	70.6	25.5	25.5	5.9	51
Watford	76.8	92.9	25.0	3.6	51.8	66.1	60.7	39.3	51.8	80.4	17.9	8.9	5.4	56
Three Rivers	72.3	93.6	25.5	12.8	59.6	66.0	46.8	34.0	40.4	72.3	12.8	8.5	4.3	47
TOTAL	36.8	89.4	24.7	6.1	61.5	68.5	50.7	43.9	46.3	71.0	18.7	18.0	9.5	793

Primary presenting identified need recorded for children & young people (FFAs)

<i>Primary Need</i>	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Total
A low income family	4	7	1		1	7	2			5	27
ADHD/ASD	8	23	8	8	18	19	16	2	5	8	115
Behaviour	7	47	11	13	12	12	24	13	13	18	170
Bereavement	2	5			2		1	1		1	12
Child with mental ill health or emotional well-being issues (unmet)	31	61	28	32	20	25	16	62	67	29	371
Child/Young Person alcohol and/or substance misuse				1	1						2
Child/Young Person bullying	1								2		3
Child/Young Person developmental delay	1	4	4	2	6	5	7	1	1	1	32
Child/Young Person ill health, complex health needs and multiple disabilities	2	5	2	4	5	3	4	1	3	5	34
Child/Young Person involved in anti-social behaviour	2	1	2	1	1	1					8
Child/Young Person involved in gang activity			1	1							2
Child/Young Person learning disability	4	4			2	7	5	1	2	1	26
Child/Young Person mental ill health (diagnosed)	5	3	9	2	3	8	4		2	4	40
Child/Young Person physical disability	1	1	2		1	1			1	1	8
Child/Young Person school attendance below 90%	4	8	16	7	4	9	8			6	62
Child/young person Self Harming	1				1						2
Child/Young Person underage sexual activity or unsafe sexual behaviour	1				2	1		1			5
Domestic abuse	12	9	9	4	12	4	16	3		25	91
Educational needs	4	4	8	6	11	5	1	1	3	1	44
Emotional harm	6	24	4	2	9	10	15			6	76
Family Breakdown	2		2			1					5
Family relationships	14	41	18	8	26	17	22	1	5	25	177
Living in poor or overcrowded housing / homelessness	22	29	13	15	11	13	12	2	11	17	145
Missing education/absent	3	6	4	5	5	8	6	4	7	6	54
NEET	1										1
Neglect	4	8	3		3	6	7	3	3	2	39
Parent/Carer deceased		3								2	5
Parental alcohol and/or substance misuse	4										4
Parental mental ill health issues (diagnosed)	3					1					4
Parental mental ill health or emotional well-being issues (unmet)			1								1
Parenting capacity	2			1	1						4
Partner with mental ill health or emotional well-being issues			1				4				5
Physical harm	1		3		1		1	1	1		8
Sexual harm									1		1
Social Isolation	2	1		1	1			2			7
Teenage Pregnancy	4										4
Transition	1	1	1	2		1		1			7
Young Carer	4	3	2	3	4	6	7			6	35
Young Person homelessness										1	1
Total	163	298	153	118	163	170	178	100	127	170	1637

Primary presenting identified need recorded for adults (FFAs)

	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Total
A low income family	1	4	4		5	4				7	25
ADHD/ASD					1						1
Behaviour							2				2
Bereavement	2	3	1		1	1	1	1		5	15
Child with mental ill health or emotional well-being issues (unmet)									1		1
Domestic violence/abuse	11	23	16	5	12	10	14	9	9	27	128
Family Breakdown	10	13	5	3	9	11	6		5	10	72
Family relationships	1		1				2			3	7
Inability to afford a number of food and clothing items				1						1	2
Living in poor or overcrowded housing / homelessness	14	19	12	9	10	12	11	4	4	11	106
NEET								1			1
Neglect							1				1
No one in the family is in work	1	1	1	2	2		1				8
Parent carer Learning disability		1	2				2				5
Parental alcohol and/or substance misuse	10	7	3	3	3	1	5	3	4	2	41
Parental mental ill health issues (diagnosed)	11	12	8	5	6	12	11	7	11	6	89
Parental mental ill health or emotional well-being issues (unmet)	19	24	17	5	12	16	15	2	5	12	127
Parental/Carer disability	3	3		1	1	1	1	1	1	3	15
Parental/Carer ill-health or longstanding limiting illness	4	8	3	1	5	1	5		1	2	30
Parental/Carer involvement in anti-social behaviour	3						1				4
Parental/Carer offending/imprisonment		1									1
Parenting capacity	12	64	30	25	30	32	29	32	28	17	299
Partner with mental ill health or emotional well-being issues	1	5	3		3	5	4	2	2	3	28
Social Isolation	2		1	2			1	1		1	8
Young Person offending			1								1
Grand Total	105	188	108	62	100	106	112	63	71	110	1017

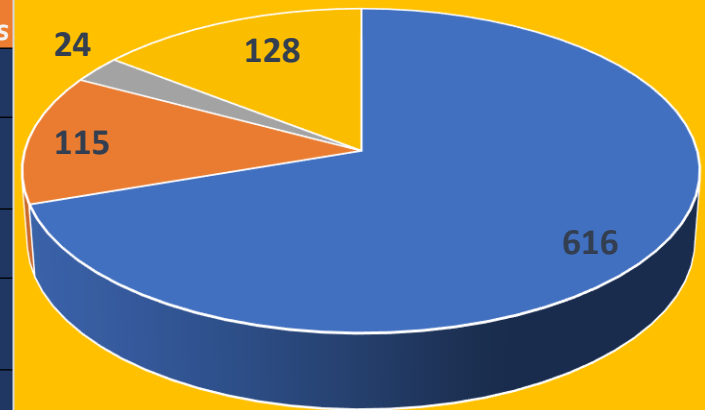
FFA closure/outcome: April 2021 – March 2022

By District



DISTRICT	Successful outcome (s)	Disengaged / consent withdrawn	Moved away from county	Moved across to Specialist & Safeguarding	TOTAL	% success
Broxbourne	56	12	8	18	94	65%
East Hertfordshire	69	11	1	12	93	75%
Stevenage	61	17	3	20	101	62%
North Hertfordshire	64	12	1	16	93	70%
Dacorum	102	13	2	18	135	77%
St. Albans	60	12	2	12	86	71%
Welwyn Hatfield	53	10	2	11	76	72%
Hertsmere	50	4	2	6	62	83%
Watford	56	12	1	8	77	74%
Three Rivers	45	12	2	7	66	70%
TOTAL	616	115	24	128	883	72%

FFA closure outcomes



- Successful outcome (s)
- Disengaged / consent withdrawn
- Moved away from county
- Moved across to Specialist & Safeguarding

Family feedback from FFA closures

Child & young person and Parent / carer feedback for 12 months to 31 March 2022



Child /Young people feedback: % agree / strongly agree	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	TOTAL
Support offered worked well	100	100	100	100	100	100	100	100	87.5	90	98
Things have improved	100	100	100	100	100	100	100	97.8	87.5	100	98.7
I am more confident to change things	100	100	100	100	100	100	100	100	100	94.7	99.3
Help received was the right help	100	100	100	100	100	100	100	100	100	90	98.6
I know where to get the right help in the future	100	100	100	100	100	100	100	100	100	95.2	99.3
TOTAL RESPONSES	25	4	31	20	17	13	7	10	8	21	156

Parent / Carer FFA feedback: % agree/strongly agree	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	TOTAL
FFA helped me understand what was working well	100	100	100	100	100	100	100	100	100	100	100
Support offered worked well	100	100	100	100	100	100	100	100	100	100	100
Things have improved and working well	100	100	100	88.9	100	100	100	100	100	100	98.3
I am more confident in my ability to change things	100	100	100	90	100	100	100	100	100	100	98.3
The services involved were the right ones	100	100	100	100	100	100	100	100	100	100	100
I know where to go to get the right help in future	100	100	100	100	100	100	100	100	100	100	100
TOTAL RESPONSES	5	2	7	10	6	4	9	3	6	10	62

Presenting needs recorded for children & young people supported by Short Term work (%)

DISTRICT	Children in need of help	Mental health / emotional wellbeing	Drug & Alcohol misuse	Other health and wellbeing	Education	Out of work	Money Issues	Housing	Domestic Abuse / family conflict	ASB / Crime	Young Carer	Neglect	Number of children
Broxbourne	6.3	20.6	6.3	6.3	14.3	0.0	22.2	55.6	11.1	4.8	9.5	3.2	63
East Hertfordshire	2.4	21.4	0.0	4.8	4.8	0.0	14.3	38.1	0.0	11.9	31.0	0.0	42
Stevenage	10.9	26.6	1.6	7.8	1.6	1.6	7.8	35.9	10.9	9.4	1.6	10.9	64
North Hertfordshire	12.0	22.0	8.0	26.0	16.0	4.0	20.0	28.0	20.0	0.0	12.0	4.0	50
Dacorum	8.3	42.6	0.4	21.1	7.0	1.3	5.3	4.9	4.5	0.2	2.6	0.8	531
St. Albans	8.5	23.4	2.7	40.4	5.3	1.6	2.1	4.8	4.3	1.1	5.3	2.7	188
Welwyn Hatfield	8.4	39.0	0.0	18.2	9.7	3.9	13.0	18.2	15.6	1.3	18.2	0.0	154
Hertsmere	17.5	34.9	0.0	20.6	15.9	3.2	3.2	25.4	0.0	1.6	7.9	0.0	63
Watford	2.7	24.3	0.0	2.7	2.7	2.7	5.4	8.1	16.2	0.0	8.1	0.0	37
Three Rivers	12.5	39.1	4.7	6.3	6.3	1.6	6.3	4.7	15.6	0.0	4.7	0.0	64
TOTAL	8.8	34.7	1.5	20.5	7.7	1.8	7.6	13.8	7.6	1.6	7.1	1.6	1256

Short Term Work (commenced (exc. cancelled forms))

Children & young People by lead agency and District / Borough

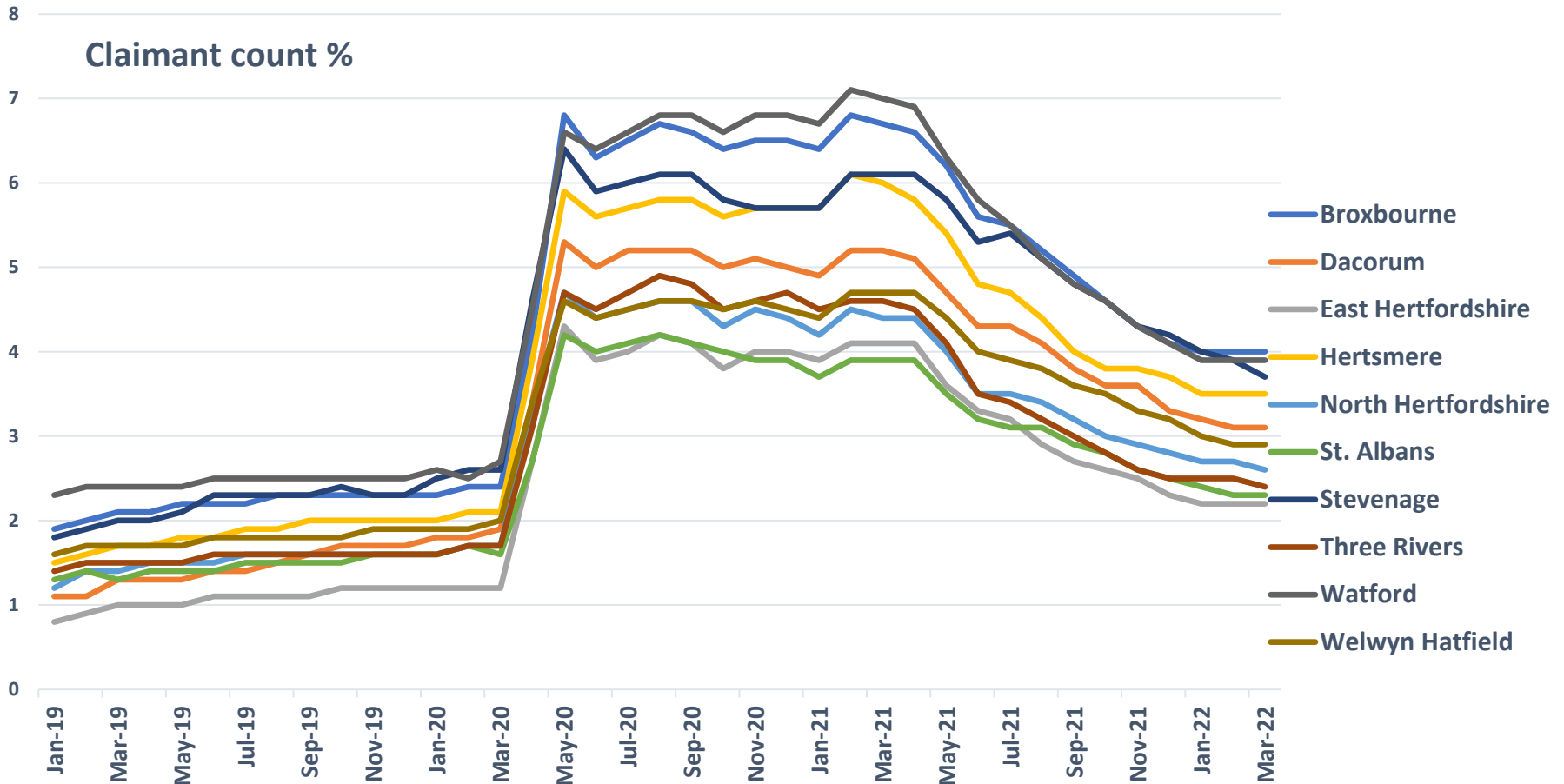


DISTRICT	Carers in Herts	Family Centre Service	FF Triage / SF Co-ordinator	Intensive Family Support	School / ESC / School Partnership	Services for Young People	Total
Broxbourne	6	6	39	1	2	9	63
East Hertfordshire	8	5	21	0	0	8	42
Stevenage	1	7	26	25	0	5	64
North Hertfordshire	3	5	19	19	4	0	50
Dacorum	8	3	40	9	422	49	531
St. Albans	6	21	13	4	110	34	188
Welwyn Hatfield	5	10	29	0	102	8	154
Hertsmere	2	9	17	0	22	13	63
Watford	2	5	2	17	1	10	37
Three Rivers	0	1	6	29	7	21	64
TOTAL	41	72	212	104	670	157	1256

Claimant count % (not seasonally adjusted)

By District – January 2019 – March 2022

(county increase from 1.9% - 3.0% between March 2020 & March 2022)



Broxbourne has the highest claimant count rate, as of March 2022, at 4.0%; the lowest is East Herts at 2.2%. The Hertfordshire rate for 18-24 year olds is 3.9% (March 2022); this was 2.7% in March 2020.

SASH Early Help Cases

Young people aged 14-15 continue to account for half of the cases open to SASH, followed by the 11-13 age group who make up 27.6% of the open cases this year and 16–17-year-olds who accounted for 22.4%. 29% of young people supported by SASH were from BAME groups, which is 2 percentage points higher than last year (27%).

There has been a further increase in young people presenting to SASH with mental health issues and emotional well-being issues as their primary reason for support in 2021/22, with 12% of the cases, up from 9% last year. Issues relating to parental capacity and homelessness have also increased this year making up 6.5% and 5.6% respectively however family relationships (19.4%), family breakdown (23.4%) and behaviour (17.6%) still account for the largest proportion of cases open to SASH.

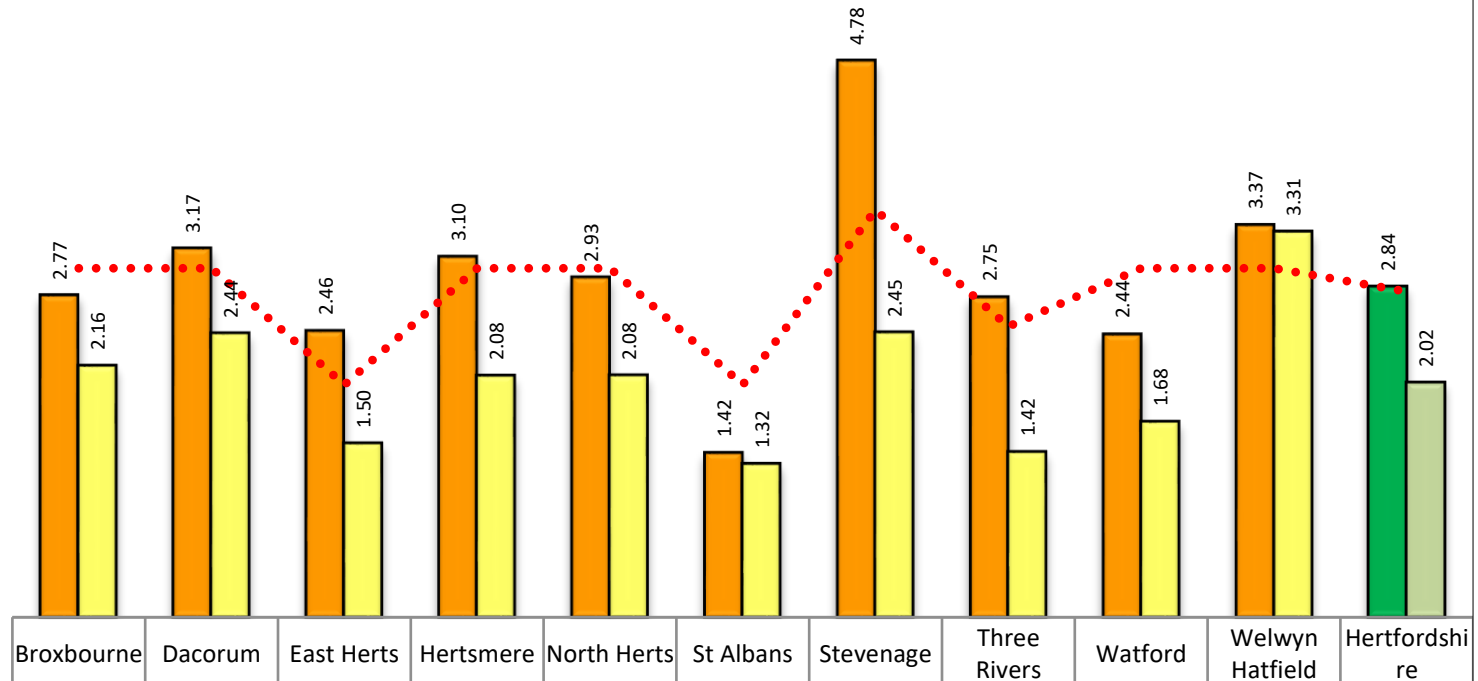
The average length of time young people were supported by SASH was 16.3 weeks as at the end of March 2022, down just over 1 week from the previous year (17.7 weeks).

16-18 NEET (Years 12 & 13): March 2021 & March 2022

By District



NEET % - 2020 / 2021



NEET % 31/03/21	2.77	3.17	2.46	3.10	2.93	1.42	4.78	2.75	2.44	3.37	2.84
NEET % 31/03/22	2.16	2.44	1.50	2.08	2.08	1.32	2.45	1.42	1.68	3.31	2.02
NEET Target 2021/22	3	3	2	3	3	2	3.5	2.5	3	3	2.8

In addition to the NEET rate falling from 2.84% to 2.02% in the last 12 months, the in-learning rate has risen marginally during the same period from 94.25% to 94.28%. The lost contact rose from 0.65% in 1.1%. NEET rates for our vulnerable groups are significantly higher, hence the investment in initiatives for targeted support..