

Performance report



Hertfordshire

covering the period
July 2019 – June 2020



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 numbers of FFAs undertaken across Hertfordshire has slowed in the most recent quarter and in the year between July 2019 and June 2020, 967 assessments were finalised, which include 2,190 children.



Intensive Family Support teams (403) and Schools / school partnerships (326) lead on the majority of FFAs.



Between July 2019 and June 2020, 1,229 children were supported through 'short term work'. 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. All completed short term work interventions result in continuation of support by services at an appropriate level.

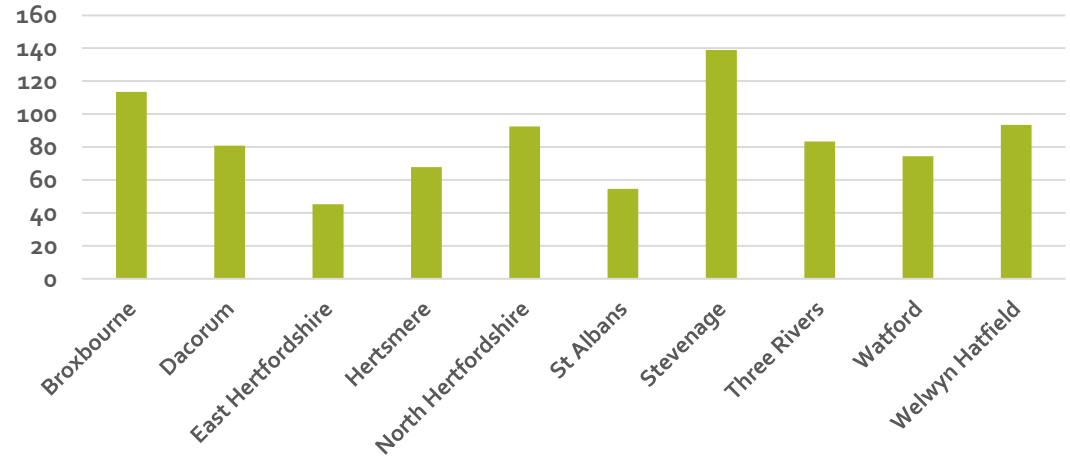
Families First Assessments (July 2019 – June 2020)

No. of children in completed FFAs

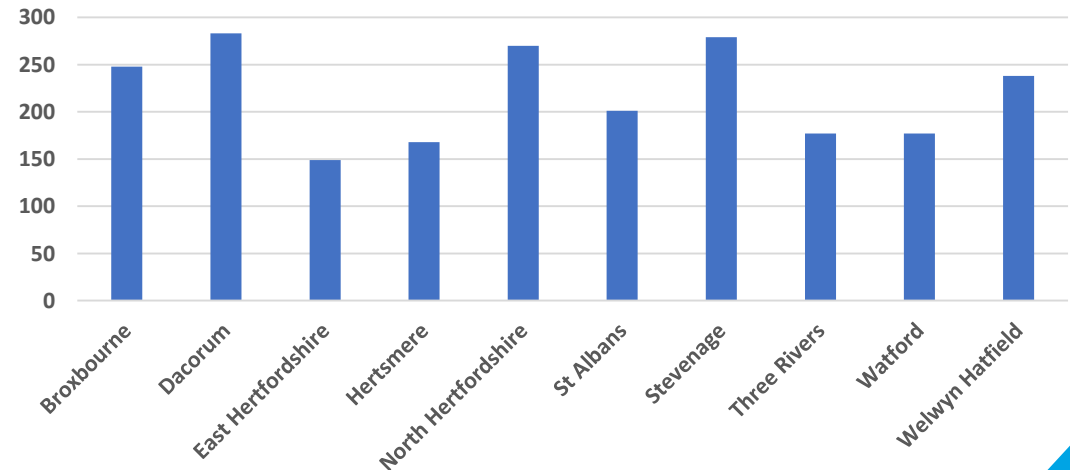


District	No. Children	Children per 10,000 (2018 Mid Year Estimates)
Broxbourne	248	113.4
Dacorum	283	80.8
East Hertfordshire	149	45.3
Hertsmere	168	67.9
North Hertfordshire	270	92.5
St Albans	201	54.7
Stevenage	279	139.0
Three Rivers	177	83.3
Watford	177	74.5
Welwyn Hatfield	238	93.5
TOTAL	2,190	80.8

Children with completed FFA per 10,000 children



No. children with completed FFAs



Families First Assessments (FFA) finalised

By lead agency and district (based on figures reported on 23/7/2020)



DISTRICT	Carers in Herts	CGL	Children's Wellbeing Team	Counselling Services	Family Centre Service	Early Years provider	FF Triage / Co-ordinator	Health visiting team	Intensive Family Support	School / ESC / School Partnership	VCS (CHEXS & Stefanou Foundation)	YC Hertfordshire	TOTAL
Broxbourne	5		1		10		11		43	29	7		106
East Hertfordshire			2		5	1	6		36	22	1		73
Stevenage		1			15		14		28	33	8		99
North Hertfordshire	3			1	18		19		30	47	9	1	128
Dacorum	5		1		1		9		49	63			128
St. Albans	1		1		4	1	4		23	51			85
Welwyn Hatfield	2		1		15		8	1	48	34	4	2	115
Hertsmere	3				4	1	6		39	17		3	73
Watford	1		4				7	1	54	17		1	85
Three Rivers						1	5		53	13		3	75
TOTAL	20	1	10	1	72	4	89	2	403	326	29	10	967

Presenting needs and outcomes



91% 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 education (attendance issues / exclusions), domestic abuse & family conflict and other health and wellbeing issues.



Although there are some variations in the frequency of identified presenting needs across the county, mental health / emotional wellbeing is the most prevalent need in every District.



The outcome success rate following the completion of FFAs for the period between July 2019 and June 2020 was 74%. 16 % of families disengaged or withdrew consent; however it is often found that much has been achieved prior to disengagement. 10% of FFAs result in cases being stepped up for support from Specialist & Safeguarding Services.

Presenting needs (family level) in completed FFAs

% of cases with each need by district



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	Caring responsibilities	Neglect	Number of cases
Broxbourne	21.7	87.7	27.4	3.8	57.5	70.8	50.9	52.8	56.6	64.2	25.5	17.0	14.2	106
East Hertfordshire	18.7	96.0	26.7	4.0	58.7	72.0	52.0	48.0	30.7	68.0	28.0	20.0	8.0	73
Stevenage	42.9	91.4	31.4	7.6	71.4	68.6	52.4	52.4	45.7	74.3	21.9	21.0	10.5	99
North Hertfordshire	27.9	90.7	29.5	3.9	63.6	71.3	46.5	43.4	46.5	69.8	13.2	16.3	6.2	128
Dacorum	28.1	92.1	22.3	0.7	61.9	69.8	46.0	49.6	38.1	59.0	16.5	9.4	11.5	128
St. Albans	15.4	91.2	22.0	5.5	64.8	62.6	50.5	45.1	30.8	62.6	15.4	13.2	4.4	85
Welwyn Hatfield	34.5	94.1	25.2	4.2	58.0	63.9	47.1	47.1	33.6	65.5	12.6	16.0	8.4	115
Hertsmere	37.8	94.6	23.0	5.4	55.4	64.9	47.3	43.2	40.5	71.6	12.2	23.0	6.8	73
Watford	59.6	87.2	19.1	4.3	56.4	54.3	44.7	33.0	33.0	69.1	12.8	11.7	8.5	85
Three Rivers	72.3	90.4	32.5	4.8	56.6	55.4	47.0	34.9	39.8	74.7	18.1	7.2	8.4	75
TOTAL	35.1	91.4	25.9	4.2	60.8	65.8	48.3	45.4	40.0	67.4	17.3	15.2	8.9	967

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

	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Total
A low income family	6	13	2	2		6	4			5	38
ADHD/ASD	12	26	10	6	31	19	19	3	3	17	146
Behaviour	17	21	10	11	23	15	21	31	35	32	216
Bereavement		7				1		4		2	14
Child previously missing		1		2			1			1	5
Child with mental ill health or emotional well-being issues (undiagnosed)	17	40	28	16	31	29	26	81	56	21	345
Child/Young Person alcohol and/or substance misuse			1				1	1			3
Child/Young Person being bullied	1						1				2
Child/Young Person bullying	1										1
Child/Young Person developmental delay	2	9	3	3	6	2	3	1	3	9	41
Child/Young Person ill health, complex health needs and multiple disabilities	9	10	6	2	8	3	3	2	5	4	52
Child/Young Person involved in anti-social behaviour	6	1	3	2				3		1	16
Child/Young Person involved in gang activity								1	1		2
Child/Young Person learning disability	5	3	3	5	5	3	2		6	1	33
Child/Young Person mental ill health (diagnosed)	4	8	6	8	9	7	6	3	2	8	61
Child/Young Person physical disability						1	3				4
Child/Young Person school attendance below 90%	5	16	6	5	5	9	9	3	1	4	63
Child/young person Self Harming		2			1	1			1	1	6
Child/Young Person underage sexual activity or unsafe sexual behaviour	1				1	2	1			1	6
Domestic violence/abuse	8	2	2	4	26	3	16	2	5	20	88
Educational needs	9	22	14	1	7	7	7	2	4	5	78
Emotional harm	21	18	7	6	18	6	21	5	4	12	118
Family Breakdown	2		3		2	3	9	2		1	22
Family relationships	38	55	13	58	34	37	46	8	8	50	347
Inability to afford a number of food and clothing items					1						1
Living in poor or overcrowded housing / homelessness	43	1	1	7	4	6	12		6	14	94
Missing education/absent	1	3	5		2		6	5	4	1	27
NEET		1		1	1	1	1			1	6
Neglect	9	9	3	4	7	1	13	2	3	3	54
Obesity	1								1		2
Parent carer Learning disability						1					1
Parental alcohol and/or substance misuse				3	2				1		6
Parental conflict						2					2
Parental mental ill health issues (diagnosed)	4		2						3	2	11
Parental mental ill health or emotional well-being issues (undiagnosed)	1	1				1	1				4
Parental/Carer disability	2										2
Parental/Carer ill-health or longstanding limiting illness						1	2				3
Parenting capacity		4							1		5
Physical harm					4	1	7	3	10		25
Sexual Exploitation		1		1							2
Sexual harm	1			1						3	5
Social Isolation		1			1		2	1			5
Teenage Pregnancy	1	2									3
Transition	1		1				1	3		1	7
Young Carer	7	10	3	9	10	4	5		5	10	63
Young Person offending	1						1				2
Grand Total	236	287	132	157	239	172	250	166	168	230	2,037

Primary presenting identified need recorded for adults (FFAs)

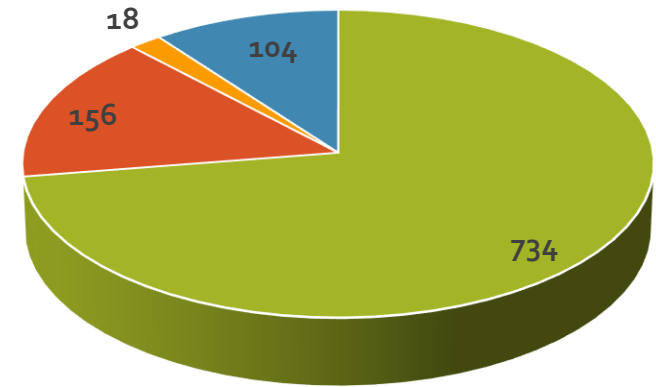
	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Total
A low income family	5	8	4	3	2	1	3	1		1	28
ADHD/ASD					2		1				3
Behaviour							1				1
Bereavement	2	4			1	1	1	2		1	12
Child with mental ill health or emotional well-being issues (undiagnosed)	2			1	1	1		2		2	9
Child/Young Person alcohol and/or substance misuse						1					1
Child/Young Person developmental delay		2									2
Child/Young Person involved in anti-social behaviour	1										1
Child/Young Person learning disability		1									1
Child/Young Person mental ill health (diagnosed)	1								1	1	3
Domestic violence/abuse	13	13	8	7	35	13	33	9	12	23	166
Educational needs		1		1						1	3
Emotional harm	1	2			2		3				8
Family Breakdown	12	19	16	10	14	11	10	8	7	9	116
Family relationships	7	9	2	7	13	5	8	4	4	14	73
Inability to afford a number of food and clothing items						1					1
Living in poor or overcrowded housing / homelessness	19	3	7	8	4	4	9	3	7	2	66
NEET	1	2				1					4
Neglect		2			1						3
No one in the family is in work	1	1	2		1		1	1	1	1	9
Parent carer Learning disability	1		2	2	1	1	1	1			9
Parental alcohol and/or substance misuse	5	6	6	4	12	4	7	6	2	7	59
Parental mental ill health issues (diagnosed)	16	12	11	6	11	6	13	22	23	20	140
Parental mental ill health or emotional well-being issues (undiagnosed)	15	21	18	13	24	14	16	6	8	12	147
Parental/Carer disability	1	7			3		2	1		3	17
Parental/Carer ill-health or longstanding limiting illness	3	13	2	9	5	8	3	1	2	9	55
Parental/Carer involvement in anti-social behaviour		5									5
Parental/Carer offending/imprisonment	1								1		2
Parenting capacity	29	45	16	30	42	35	30	46	53	37	363
Partner with mental ill health or emotional well-being issues	4	4	8		3	2	3	2	3	4	33
Physical harm					2		1				3
Social Isolation	1	1			2	2	2	1	1		10
Teenage Pregnancy								1			1
Young Person homelessness					1						1
Grand Total	141	181	102	101	182	111	148	117	125	147	1,355

FFA closure/outcome: July 2019 – June 2020

By District



DISTRICT	Successful outcome (s)	Disengaged / consent withdrawn	Moved away from county	Step up	TOTAL	% success
Broxbourne	79	21	5	12	117	71%
East Hertfordshire	54	19	2	8	83	67%
Stevenage	71	21	1	16	109	66%
North Hertfordshire	93	24	2	21	140	67%
Dacorum	93	16	2	11	122	78%
St. Albans	67	10	3	7	87	80%
Welwyn Hatfield	103	12	0	10	125	82%
Hertsmere	53	9	1	4	67	80%
Watford	61	12	0	6	79	77%
Three Rivers	60	12	2	9	83	74%
TOTAL	734	156	18	104	1012	74%



- Successful outcome (s)
- Disengaged / consent withdrawn
- Moved away from county
- Step up

Family feedback from FFA closures

Child & young person and Parent / carer feedback for 12 months to 30 June 2020)



Children & Young People FFA feedback							
	Strongly agree	Agree	Not sure	Disagree	Strongly disagree	TOTAL RESPONSES	% Agree or strongly agree
Support offered worked well	54	66	38	1	1	160	75.0
Things have improved	51	70	37	2	1	161	75.2
I am more confident to change things	48	67	42	2	1	160	71.9
Help received was the right help	46	71	43	0	1	161	72.7
I know where to get the right help in the future	55	66	37	0	1	159	76.1

Parent / Carer FFA feedback							
	Strongly agree	Agree	Not sure	Disagree	Strongly disagree	TOTAL RESPONSES	% Agree or strongly agree
FFA helped me understand what was working well	42	48	11	0	0	101	89.1
Support offered worked well	44	46	11	0	0	101	89.1
Things have improved and working well	37	50	14	0	0	101	86.1
I am more confident in my ability to change things	32	55	12	0	0	99	87.9
The services involved were the right ones	38	48	13	1	0	100	86.0
I know where to go to get the right help in future	39	50	11	1	0	101	88.1

Family feedback – what went well

Child & young person and Parent / carer feedback for 12 months to 30 June 2020



Parents /carers

Having someone to help when I don't know where to go (2)
Having someone I could contact
Being given a push to go in the right direction
Being supported with advice and guidance (2)
Supported and listened to (6)
Practical help
Referrals for ongoing support / helped with paperwork
Having ongoing support
Support for child from school and ESTMA
Improved my child's confidence & self-esteem leading to improved school attendance
Helped me to focus
Felt safe to talk about my difficulties / not being judged (3)
More confidence to improve things for me and my family (2)
Improved family situation (2)
Support from IDVA
Grew stronger relationships with school for the benefit of my child (2)
Restored my faith in services
Putting me and my family at ease
Supported me to access help from 0-25 service
It felt as if I wasn't alone in trying to help my children
Staff chasing other professionals
Worker went above and beyond
Improved family relationships (3)
Manageable support / support not forced
Ensured my voice was heard (2)
Helped with attending appointments (2)
Made the world a better place
Worker put things into perspective
Support was fantastic / amazing (2)
Helped with finances
Helped children to access clubs

Children & young people

Enjoyed the sessions / fun (3)
Helped me to apply for the right course at college
Stayed in school and got qualifications for college course
Went to the GP with me
Liked to talk to the Police Officer
Matched the pace I needed at the time (2)
Happy to engage with new ESTMA teacher
Completed 'My Star' and got a sticker
Felt safe talking about my difficulties
Listened
The help worked
Put things into perspective
Got to go to clubs so that dad could have a break
Got the support when I needed it

Family feedback – what could be changed

Child & young person and Parent / carer feedback for 12 months to 30 June 2020



Parents /carers

- Would like to continue to have support of worker / service (2)
- Less time to gain access to support
- Would like SENCO to learn new techniques
- Need legal advice and haven't been able to access the right service
- Taken very long time to get child's medical diagnosis
- Overcrowded accommodation - no services or funding to help
- Target/action still hasn't been met
- Support from school and CAMHS still required

Children & young people

- Sometimes overwhelmed by number of services
- Would like sessions to go on for longer
- More practical sessions
- Still have stuff from the past in my mind
- Being told at the start that I just need to go back to school

Short Term Work



By lead agency and district for 12 months to 30 June 2020
(no. of children based on figures reported on 29/7/2020))

	Carers in Hertfordshire	CGL Spectrum	CWP	Family Centre	FF Triage	FFPPD	Homestart	IFST	School / School Partnership	YC Hertfordshire	Grand Total
Broxbourne	26		9	1	59		2	15			112
Dacorum	22		13		7	2		36	200		280
East Hertfordshire	28		41	3	1	2		10	8	1	94
Hertsmere	8		4	10	11	5		14	9	1	62
North Hertfordshire	57	2	11	6	7	4		30	31		148
St Albans	29		11	16	3	3		2	26		90
Stevenage	41		1	9	13	25		68	9		166
Three Rivers	6		10	2		4		25			47
Watford	7		18	8		1		11			45
Welwyn Hatfield	32		2	1	9	2		35	104		185
Grand Total	256	2	120	56	110	48	2	246	387	2	1229

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

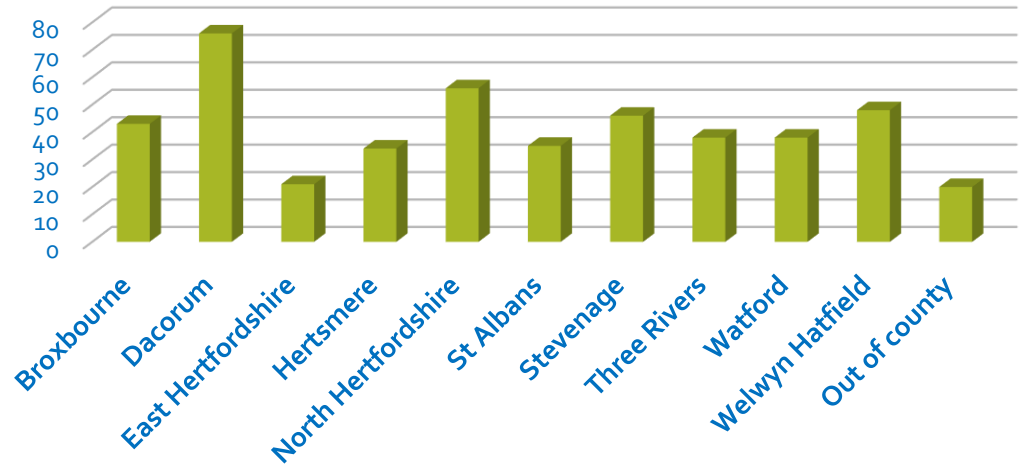
PRESENTING NEED	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St. Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	TOTAL	%
Young Carer	40	25	35	35	73	47	56	7	17	51	386	31.4
Parenting	5	74	12	5	21	4	35	14	7	24	201	16.4
English Additional Language	0	0	4	0	0	0	2	0	0	0	6	0.5
Social isolation	0	3	0	1	8	0	13	2	0	4	31	2.5
Traveller / Refugee	0	1	0	0	0	0	0	0	0	1	2	0.2
Child mental health/ emotional wellbeing	63	106	50	32	59	37	74	20	30	114	585	47.6
Child challenging behaviour	5	89	11	88	33	1	32	6	4	37	306	24.9
Parental mental health / emotional wellbeing	7	34	3	13	28	15	49	16	7	41	213	17.3
Child drug & alcohol abuse	0	12	1	1	0	0	1	0	0	0	15	1.2
Parental drug & alcohol abuse	42	21	0	9	6	0	7	0	0	7	92	7.5
Health Acute	0	10	2	0	0	6	1	0	0	7	26	2.1
Health & Community support	0	5	0	5	5	5	2	0	0	6	28	2.3
SEND / ADHD / ASD	0	36	4	1	21	2	28	5	2	40	139	11.3
Education concerns	51	94	13	21	35	3	67	8	5	60	357	29.0
Out of work	0	1	0	2	4	1	13	0	0	4	25	2.0
Risk of NEET	0	7	0	3	0	0	7	0	0	0	17	1.4
Financial concerns	4	28	0	3	9	2	25	0	0	26	97	7.9
Housing	51	32	7	9	12	3	43	0	5	27	189	15.4
Healthy relationships (young people)	3	7	9	4	2	1	10	3	3	12	54	4.4
Inter family conflict / family breakdown / mediation	1	20	0	6	17	4	17	0	4	28	97	7.9
Domestic Violence / Abuse	6	37	0	13	5	1	29	6	0	19	116	9.4
Behaviour at home	7	38	10	4	20	8	19	6	1	16	129	10.5
Anti-Social behaviour	0	6	0	1	0	0	0	0	0	3	10	0.8
Bullying	0	3	0	0	0	0	1	0	0	3	7	0.6
Neglect	6	4	0	0	2	0	3	0	0	1	16	1.3
No. children supported	112	280	94	62	148	90	166	47	45	185	1,229	

Child Protection Plans (at end of March 2020)

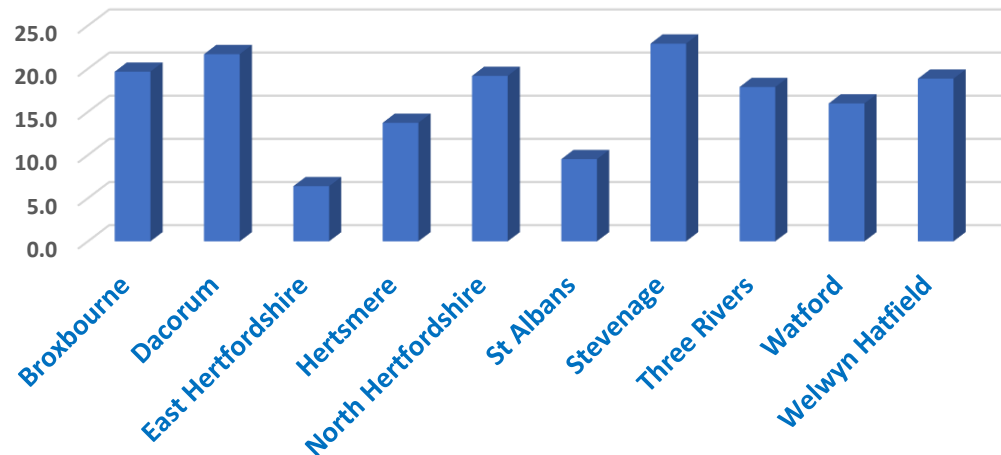
Child Protection Plans by District (31 March 2020)



District	Count of CP Plans	Children per 10,000 (2018 Mid Year Estimates)
Broxbourne	43	19.7
Dacorum	76	21.7
East Hertfordshire	21	6.4
Hertsmere	34	13.7
North Hertfordshire	56	19.2
St Albans	35	9.5
Stevenage	46	22.9
Three Rivers	38	17.9
Watford	38	16.0
Welwyn Hatfield	48	18.9
Other	20	
TOTAL	455	



Children per 10,000 (2018 Mid Year Estimates)



Practitioners trained on EHM (to June 2020)

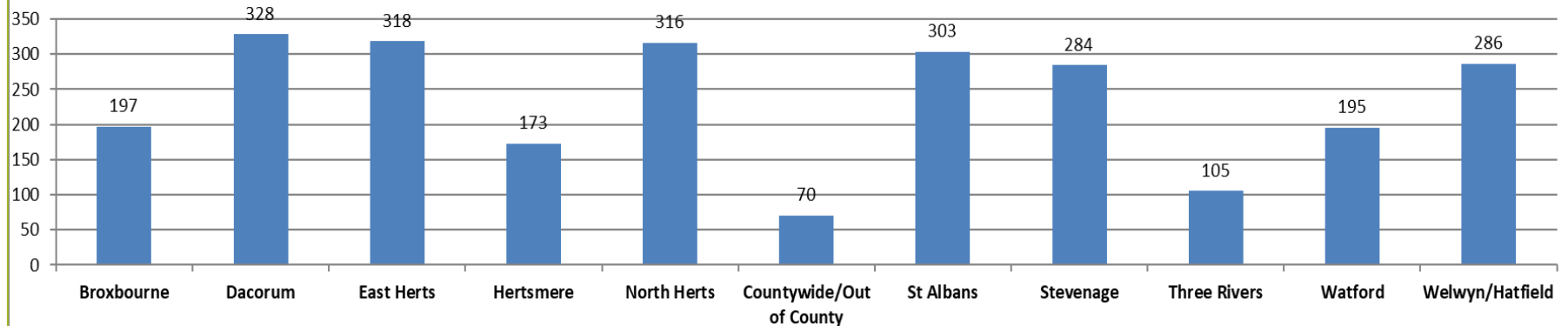
By District & Agency



External to HCC (by sector)	Total
Early Years	217
Family Centre	224
Education	1,292
Education Support Centre	79
LSP	150
Health	401
Housing/District Council	71
Voluntary	42
Justice & Crime Prevention	28
Countywide/Out of County	70
DSPL	1
Total	2,575

	Sept 16 - March 20	Apr-20	May-20	Jun-20
No. practitioners without HCC email address	2,551	0	14	10
No. practitioners with HCC email address	437	0	2	1
Total trained	2,988	0	16	11
Cumulative total	2,988	2,988	3,004	3,015

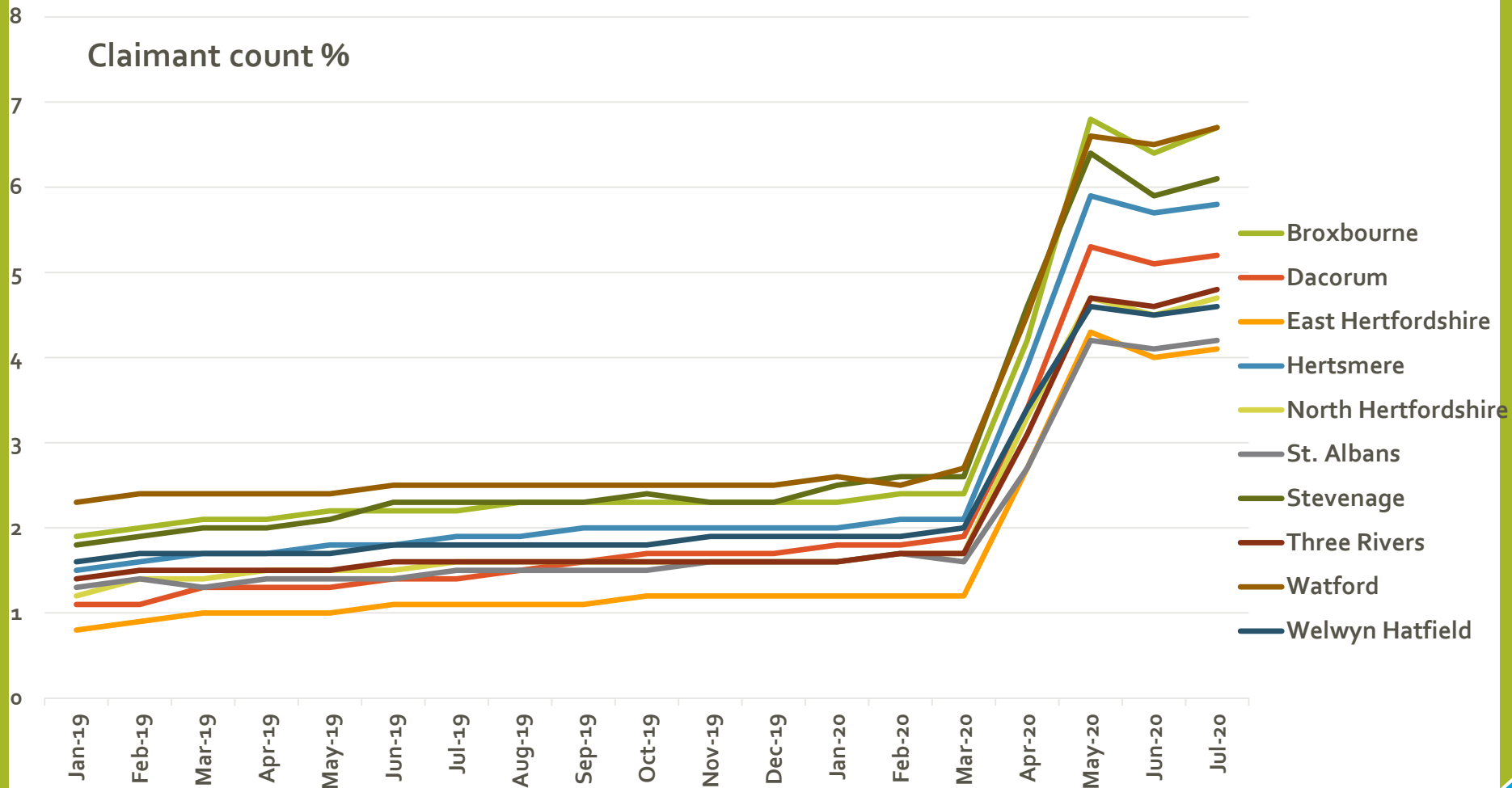
Number of practitioners without a HCC email address trained by District (Rolling from Sept 2016)



Claimant count % (not seasonally adjusted)

By District – January 2019 – July 2020

(county increase from 1.9% - 5.2% between March & July 2020)



Data from - <http://www.nomisweb.co.uk/reports>
Not seasonally adjusted