







Hertfordshire Family Outcomes Plan

January 2018



This Families First Family Outcome Plan will be used to monitor outcomes for families with multiple needs that fall beyond the universal offer. It outlines six 'strands' of family problems and identifies what significant and sustained progress looks like.

-  1. Crime and anti-social behaviour
-  2. Education
-  3. Children assessed as needing help
-  4. Employment, housing and money
-  5. Healthy relationships, including families affected by significant family conflict or domestic abuse
-  6. Health



Families First Assessments undertaken by key workers will be used as the primary means to determine the issues a family faces, as well as progress they make with these issues*. Where no Families First Assessment exists Family Star Plus will be used as an additional means of identifying and monitoring family progress. These two types of assessment will be used alongside a range of 'hard' data sources to monitor progress for families who face two or more of the strands listed above.

Both Families First Assessments and Family Star Plus meet the characteristics outlined below:

- 1) The assessment takes into account the needs of the whole family;
- 2) There is an action plan that takes account of all (relevant) family members;
- 3) There is a keyworker for the family
- 4) The objectives in the family action plan tie in with those in this Outcomes plan.

*A discretionary factor can be applied where a family has achieved significant and sustained progress across most headline issues, but for extenuating reasons not every sub-indicator is met, or where a family has not achieved the set measures in this outcomes plan, but has achieved 'equivalent progress' which can be evidenced. These discretionary decisions will be made by the Head of Early Help and Intensive Family Support and, as with all claims submitted, are subject to audit.

Thematic links to countywide strategic plans

Document	Owner	Crime / ASB	Education / school attendance	Children who need help	Employment, housing and money	Domestic abuse	Health
Families First Strategy (2016)	HCC Children's Services	Y	Y	Y	Y	Y	Y
Hertfordshire County Council's Corporate Plan 2013-17	Hertfordshire County Council (HCC)	Y	Y	Y	Y	Y	Y
Everybody's Business: The Police and Crime Plan for Hertfordshire 2015-2020	Hertfordshire Police & Crime Commissioner	Y		Y		Y	
Healthier People Healthier Communities 2013-16	Health and Wellbeing Board Hertfordshire	Y	Y	Y	Y	Y	Y
Healthier Herts: A Public Health Strategy for Hertfordshire 2013-2017	HCC Public Health					Y	Y
Children's Services Strategic Plan 2015-2018	HCC Children's Services	Y	Y	Y	Y	Y	Y
Hertfordshire's Strategy to Prevent Child Sexual Exploitation 2015	Herts Safeguarding Children Board	Y		Y			
Hertfordshire Domestic Abuse and Violence Strategy 2012-2015	Hertfordshire County Community Safety Unit	Y		Y		Y	Y
Releasing Our Potential: Hertfordshire Skills Strategy to 2017	Hertfordshire Local Enterprise Partnership	Y		Y	Y		Y
Hertfordshire Economic Strategy 2009 – 2021	Hertfordshire Works		Y		Y		
Hertfordshire's child and family poverty strategy 2011-2020	HCC Children's Services	Y	Y	Y	Y	Y	Y
Health & Community Services Plan 2015 – 2018	HCC Health & Community Services				Y		Y
Community Protection Directorate Corporate Plan 2013-18	HCC Community Protection	Y			Y	Y	Y
Hertfordshire Alcohol Strategic Plan 2014 – 2017	Hertfordshire County Council (HCC)	Y				Y	Y

Summary of strands

1. Crime and anti-social behaviour

Change we want to see countywide: A reduction in crime and anti-social behaviour.

Be Safe

Change we want to see in each family:

Family member(s) offending, perpetrating ASB, at risk of offending or equivalent concerns.



No offences for six months, family member(s) is no longer at risk of youth offending, or equivalent significant and sustained improvement.

2. Education

Change we want to see countywide: All children of school age receive a suitable education, including appropriate levels of attendance.

Be Ambitious

Change we want to see in each family:

Children not receiving suitable education due to persistent absence, school exclusions or other reasons.



Significant improvement in attendance across 3 terms, child now receiving suitable education.

3. Children assessed as needing help

Change we want to see countywide: Families are stable and resilient. Children stay safe and can remain living with their families.

Be Happy

Change we want to see in each family:

Families assessed as needing support through early help, CiN or Child Protection.



Overall family situation has improved significantly and been sustained at least 3 months (evidenced by practitioners).

4. Employment, housing and money

Change we want to see countywide: Families are financially stable, have housing which is suitable and secure. Adults who are claiming out of work benefits move into or towards employment.

Be Independent

Change we want to see in each family:

Adults who are out of work, young people who are NEET and families who have housing or financial problems.



Family members move into work, or make progress towards work. Financial and housing issues are managed.

5. Healthy relationships

Change we want to see countywide: Families feel safe and don't experience domestic abuse. Where there has been past domestic abuse family is resilient and know where to get support. A stable, supportive environment exists within families.

Be Resilient

Change we want to see in each family:

Family are affected by domestic abuse, violence against women and girls, significant inter-family conflict and/or family breakdown.



Domestic abuse ceases, family are resilient to move on from the effects of past abuse, and family conflict / breakdown are improved / managed.

6. Health

Change we want to see countywide: Families are offered and engage with appropriate health support. Health issues are appropriately managed to minimise impact on families.

Be Healthy

Change we want to see in each family:

Family members affected by mental health, substance misuse, sexual health or poorly managed health issues.



Health issues are managed to mitigate the impact on the individual and wider family.

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

Overall aim	Presenting issue	Significant and sustained progress	Source(s) of information
Reduction in crime.	Child, young person or adult with parenting responsibilities has one or more offence(s) in the last 12 months.	No offences in the last 6 months.	Police, HCC Youth Offending Team
	Young person subject to ERJR in the last 12 months.	No offending in the last 6 months.	Police, HCC Youth Offending Team
Reduction in first time entrants to the youth justice system.	A young person is judged by Targeted Youth Support (TYS) to be at risk of offending.	Young person no longer receiving support from TYS and not reopened to them in the last 6 months.	Targeted Youth Support practitioners
Reduction in crime and anti-social behaviour.	Individual identified by keyworker as having potential criminal or offending behaviour as part of a Families First Assessment. This may include anti-social behaviour, offending, risk of offending, other issues around community and social behaviour or history of being a victim.	Practitioner judges that individual has made significant and sustained progress (3 months) against the issues identified for improvement.	Keyworker (including case notes, closure forms, delivery plan & review forms, email or telephone evidence from practitioner)
	A family whose practitioner has identified them as having a support need of 'young offender' on Outcomes Star.	Family achieves 7 or more on Family Star Plus for "Keeping your children safe" and "Boundaries and behaviour" (or relevant domains if a different star is used), sustained across two or more readings.	Star Online, keyworker
	Individual identified by practitioners to have needs of equivalent concern to the indicators above.	Practitioner judges individual to have made equivalent progress to the measures above.	Detailed practitioner evidence. NB claims under this measure must be agreed by the Business Manager for Early Help & Intensive Family Support.

2. Children who have not been attending school regularly

Overall aim	Presenting issue	Significant and sustained progress	Source(s) of information
All children of school age receive a suitable education, including appropriate levels of attendance.	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, fewer than 3 fixed term exclusions and fewer than 5/10 (as applicable) school days excluded in the last 12 months, and less than 10% unauthorised absence in the 3 full terms of available attendance data before claim.	Schools' reporting, School census, Integrated Education System.
	A child at primary school who has had 5 or more school days of fixed term exclusion in the last 12 months.		
	A child of any age who has had 10 or more school days of fixed term exclusions in the last 12 months.		
	A child of school age who has had 10% unauthorised absence or more across the last 3 full terms or otherwise where education attendance is a cause for concern.	Where a child has unauthorised absence of 60% or over, progress is achieved if their attendance improves by 40 percentage points and unauthorised absence is below 50% and is maintained in the 3 full terms as demonstrated by the available attendance data before claim. It should be noted that this progression is designed as a progress measure towards achieving the 90% school attendance rate.	
	A child of school age who has had 60% unauthorised absence or more across the last 3 full terms.		
	A child of school age who is receiving support from a PRU / ESC at time of referral.		
	A child of school age who is neither registered with a school nor being educated in an alternative setting. Education in an alternative setting includes Elective Home Education.	Child has moved into education provision (including Elective Home Education in which monitoring judges the provision to be suitable education) AND meets the attendance measures above.	
	Child or young person identified by keyworker as having "Education" concerns as part of a Families First Assessment. This may include provision for children and young people aged 2-18.	Practitioner judges that individual has made significant and sustained progress (3 months) against the issues identified for improvement.	Keyworker (including case notes, closure forms, delivery plan & review forms, email or telephone evidence from practitioner)
	Individual identified by professionals to be of equivalent concern to the indicators above.	Practitioner judges individual to have made equivalent progress to the measures above. This may include improvement in the Family Star Plus score for "Education & Learning" or "Family Routine".	Detailed practitioner evidence. NB claims under this measure must be agreed by the Business Manager for Early Help & Intensive Family Support.

Notes:

- All school age children in families where significant and sustained progress is claimed must have less than 10% absence in the 3 full terms available attendance data before claim, whether they presented with attendance issues or not.
- Where a young person is of school age at assessment but no longer of school age at claim date, the relevant progress measures in Strand 4 will apply instead

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

Overall aim(s)	Presenting issue	Significant and sustained progress	Source(s) of information
<p>Families are stable and resilient.</p> <p>Children stay safe and can remain living with their families.</p>	<p>A family for whom an assessment for early help (e.g. CAF, FFA or other type of early help assessment) has been started.</p> <p>This includes children at risk of neglect, poor parenting, child sexual exploitation or going missing, as well as young carers who are in need of targeted support. Additionally this can also include a child identified as having a delay in speech, language and communication skills (e.g children identified as not reaching the threshold in the communication domain at the 2 – 2.5 year old health check carried out by health visitors).</p>	<p>Family sustain positive change over at least 6 months. This may be evidenced by practitioner comments on a case which is open or closed, or by a case not reopening after it has been closed with progress made.</p>	<p>eCAF, EHM, other early help family assessments</p> <p>Keyworker (including case notes, closure forms, delivery plan & review forms, email or telephone evidence from practitioner)</p>
	<p>A child currently identified as a “child in need” (under S.17 CA1989), for reasons other than disability.</p>	<p>Case has been closed or has been stepped down and has not been stepped back up in 6 months from the step down date.</p>	<p>Social care</p>
	<p>A child who is currently subject to Child Protection Plan.</p>		
	<p>A family whose practitioner has scored them below 7 (average of all domains) for their first reading on Family Star Plus.</p>	<p>Average score has improved by at least 2 points and improvement has been sustained over 2 readings or more.</p>	<p>Outcomes Star</p>

4. Employment, housing and money matters

Overall aim(s)	Presenting issue	Significant and sustained progress	Source(s) of information
Adults claiming work-related benefits move into or towards work.	<p>An adult in receipt of Out of Work benefits (including ESA – Employment Support Allowance).</p> <p>An adult who is claiming Universal Credit (not at the Administrative Earning Threshold (AET)) and subject to DWP work-related conditions.</p>	<p>An individual in the family makes significant and sustained progress towards work, including but not exclusively*:</p> <ul style="list-style-type: none"> Achieving a vocational or work-related qualification Commencing an apprenticeship or traineeship or Princes Trust programme Starting temporary, seasonal or part time work Regular voluntary work Work-related training (including work-related adult learning) Work experience Significant engagement with employment support , e.g. through TFEA, Work Solutions, JCP work coaches Soft skills (CV support, self esteem and confidence building, interview skills, tech skills, work club) Securing and attending multiple job interviews Using the free 15 hours a week childcare offer to look for and apply for jobs. Other professional judgement of significant and sustained progress, including Outcomes Star evidence (7 or higher for on ‘progress to work’ domain – definition of practitioner scoring attached to this email. 7 and above seem best fit with the other bullet points we already have above) <p>*The sustained period for ‘progress to work’ will vary in relation to the circumstances of the individual and the types of progress evidenced.</p>	DWP, TFEAs, keyworkers, HAFLS, Children’s Centres
<p>Reduction in young people who are NEET.</p> <p>Increase in young people in education, employment and training.</p>	A young person aged 16-18 who has been NEET (Not in Education, Employment or Training) for at least 13 weeks.		
Families are financially stable.	A family identified by keyworker as having significant issues around employment, housing (including actual or risk of homelessness) or money matters as part of a Families First Assessment.	<p>Practitioner judges that individual has made significant progress against the issues identified for improvement.</p> <p>Evidence could include engagement with the Money Advice Unit, details of debt management, reduced risk of homelessness or that there is now no further concern that statutory enforcement action is expected to be taken.</p>	Keyworker (including case notes, closure forms, delivery plan & review forms, email or telephone evidence from practitioner)
Families have housing which is suitable and secure.	<p>A family whose practitioner has identified them as having a support need of ‘NEET’ or ‘not in work or training (parent)’ on Outcomes Star.</p> <p>A family whose practitioner has scored them as 6 or lower for “Progress to work” or “Home and money” on Family Star Plus.</p>	Family achieves 7 or more on Family Star Plus for “Home and money” and “Progress to work” (or relevant domains if a different star is used), sustained across two or more readings.	Star Online

Alternatively: 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 remains on Universal Credit and meets the Administrative Earnings Threshold (AET)) and sustains a period of continuous employment for 26 out of 30 weeks for JSA / UC work-related conditions , or 13 consecutive weeks for other benefits

5. Healthy relationships, including families affected by significant family conflict or domestic abuse

Overall aim	Presenting issue	Significant and sustained progress	Source(s) of information
<p>Families no longer experience domestic abuse incidents.</p> <p>Family members feel safe.</p> <p>Women and girls are no longer subject to violence.</p> <p>Families know where to get further support if needed.</p> <p>Family is resilient where there is a history of domestic abuse.</p>	<p>An adult or child in the family has been notified to Children’s Services by Police as experiencing / at risk of domestic abuse or women or girls subject to violence (including female genital mutilation, forced marriage, victim of sexual violence and stalking) in the last 12 months.</p>	<p>No domestic abuse notifications from Police for 3 months. Women and girls are adjudged to be safe for at least 3 months and assessed that there are no further risks.</p>	<p>Early Help Module; Social Care system (via Police and / or Keyworker)</p>
	<p>A family member discloses domestic abuse as part of an assessment (e.g. Families First Assessment, CiN, CP) and that domestic abuse is current or experienced in the last 12 months. This applies to victims and perpetrators.</p> <p><small>This includes families being supported by the Healthy Relationships: Healthy Baby initiative (Stefanou Foundation).</small></p>	<p>Practitioner evidences that domestic abuse has ceased or that the family (including the perpetrator where they remain within the family unit) have been engaging with support on the issue for at least 3 months.</p>	<p>Keyworker</p>
	<p>A family member discloses domestic abuse as part of an assessment (e.g. Families First Assessment, CiN, CP) and that domestic abuse is historic (over 12 months old) but still has an ongoing impact on the family.</p>	<p>Practitioner evidences that the family has significantly moving on from the effects historic abuse has had on them, and that this progress is sustained (3 months).</p>	<p>Keyworker</p>
<p>A stable, supportive environment exists within families.</p>	<p>A family identified by keyworker as having family relationship issues including significant inter-family conflict and actual or risk of family breakdown as part of a Families First Assessment.</p>	<p>Practitioner judges that individual has made significant and sustained progress (3 months) against the issues identified for improvement.</p> <p><small>This may include engagement with mediation or relationship counselling, or agreeing contact arrangements.</small></p>	<p>Keyworker (including case notes, closure forms, delivery plan & review forms, email or telephone evidence from practitioner)</p>
	<p>A family whose practitioner has identified them as having a support need of “victim of domestic abuse” on Outcomes Star.</p>	<p>Family achieves 7 or more on Family Star Plus for “Keeping Your Children Safe”, “Your well-being” and “Meeting emotional needs” (or relevant domains if a different star is used), sustained across two or more readings.</p>	<p>Star Online, keyworker</p>

Note:

DCLG guidance defines domestic abuse as ‘any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members (this may include adult siblings, grandparents, uncles, aunts etc) regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial and emotional.’ The guidance also clarifies that violence or abuse between those under the age of 16 should be captured as part of Strand 1 or 3.

6. Parents and children with a range of health problems

Overall aim	Presenting issue	Significant and sustained progress	Source(s) of information
<p>Families are offered and engage with appropriate health support.</p> <p>Health issues are appropriately managed to minimise impact on families.</p>	A family member identified by a professional as having current mental health or emotional wellbeing issues which require support.	<p>Individual engages with support and it is evident that management of the condition has significantly improved over a sustained period.</p>	<p>Keyworker, other health practitioners working with the family</p>
	A family member identified by a professional as having current substance misuse issues which require intervention.		
	A family member identified by a professional as having current sexual health issues which require intervention.		
	A family member identified by a professional as having current physical health issues which are not being managed and require support. These include issues with physical health, diet, exercise and long term conditions.		
	A family or family member identified as having a support need of “chronic health condition”, “drug misuse”, “mental health issues”, or “problem drinking” on Outcomes Star.	<p>Family achieves 7 or more on Family Star Plus for “Physical health”, “Your well-being” and “Meeting emotional needs” (or relevant domains if a different star is used), sustained across two or more readings.</p>	<p>Star Online, keyworker</p>
	A family whose practitioner has scored them as 6 or lower for Physical health, Your Well Being or Meeting emotional needs on Family Star Plus.		

Note:

Due to the nature of the information sources it is not possible to perform a regression check using the same method as for identifying presenting issues at the start of intervention. Instead a check will be done with the practitioner to ensure a family has not developed any significant new problems.