

Families First Outcomes and Performance Report

2016/17 – Quarter 4 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), Families First Assessment (FFA) or targeted support measured through the use of Outcomes Star™ (Family Star Plus)** 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 whose support does not always lead to a family assessment.

The CAF has now been replaced by the ‘Families First Assessment’; however the majority of outcomes reported here have occurred following the work recorded on the ‘eCAF’ system, which closes on 30 June. In the future, most outcomes will be tracked for families supported through an Families First Assessment.

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](#). This has been refreshed in March 2017 and so the criteria used in this report relates to the Outcomes Plan that was in use at that time. The Plan 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 Intensive Family Support Teams.

Please note: The figures given in this report are the most accurate available at time of writing however they may change as data some data sources are not available monthly or may be amended after reports are run.



1. Crime and anti-social behaviour



2. Education



3. Children assessed as needing help



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



5. Domestic abuse



6. Health

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Outcomes and Performance Report



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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.

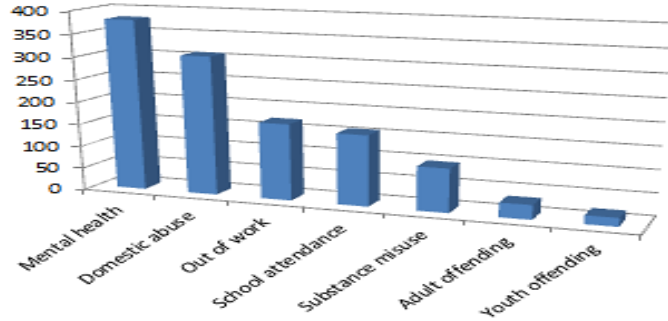
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Up to the end of December 2016, **2,611** families had started to receive early help support in Hertfordshire (as defined by the Hertfordshire Outcomes Plan).

Just over 3.4 out of 10 of these families have intensive needs.



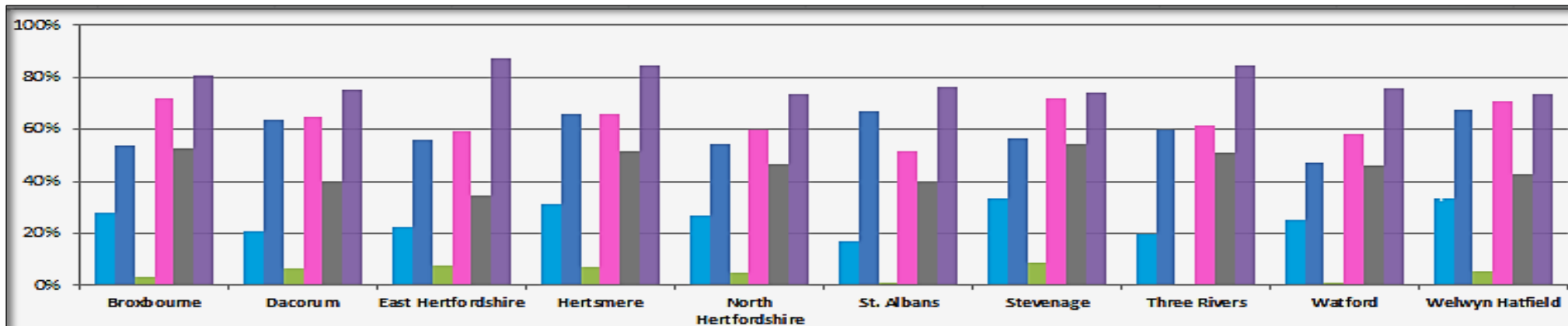
Intensive means that they meet presenting needs from at least four of the six strands (shown on the front page) when they start receiving support.



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.

■ Crime / ASB
 ■ School attendance
 ■ Children assessed as needing help
 ■ Worklessness and financial exclusion
 ■ Domestic abuse
 ■ Health



Family Star Plus™ is also used to monitor the progress of families. According to this, most progress is currently being made with:

- Boundaries and behaviour
- Your wellbeing
- Meeting emotional needs



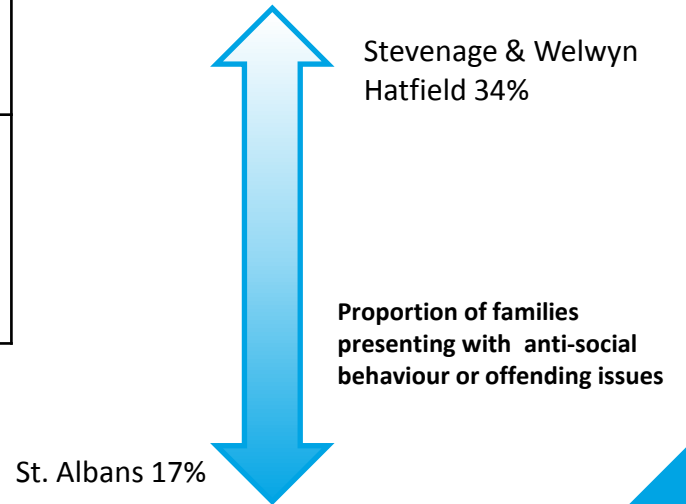
1. Parents and children involved in crime or anti-social behaviour

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
		Oct 2016 – March 2017	April 2016 – Sept 2016	Family supported between April 2015 and March 2017
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.	19	32	126
1b. Adult with parenting responsibilities has one or more offence(s) in the last 12 months.		32	47	167
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 ¹	Not Available ₁

Please note that the Police data is only available up to January 2017 and so the outcome data may be under reporting. Families receiving support may have started to receive support prior to April 2015, but in these cases, the support continued beyond April 2015.

The numbers of young people requiring intervention from Youth Justice teams has been reducing over the last few years. 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.



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

2. Children who have not been attending school regularly

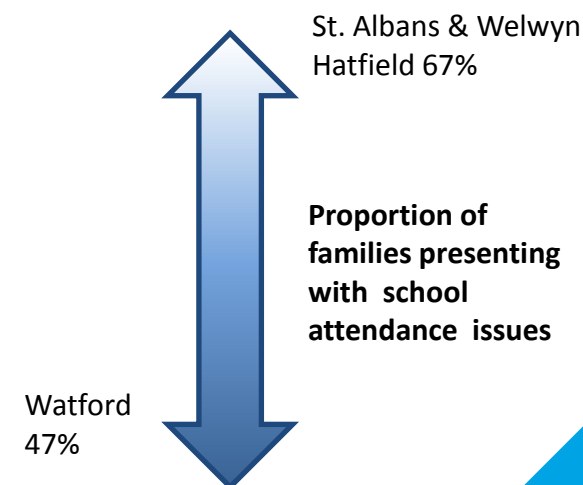
Full time education for school age children is viewed not only as an essential pre-requisite to better attainment, but is also strongly associated with a broad range of positive outcomes including reducing the risk of worklessness, youth crime and anti-social behaviour. Furthermore, child development 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
		Oct 2016 – March 2017	April 2016 – Sept 2016	Family supported between April 2015 and March 2017
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)	24	28	91
2b. A child at primary school who has had 5 or more school days of fixed term exclusion in the last 12 months		12	15	25
2c. A child of any age who has had 10 or more school days of fixed term exclusions in the last 12 months.		10	13	38
2d. A child of school age who has had 10% absences or more across the last 3 full terms.		157	182	237
2e. A child of school age who is neither registered with a school nor being educated in an alternative setting.		5	2	15

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 then there is a further delay before the information becomes available. Therefore we would expect that the information reported is understating the actual level of success.





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
		Oct 2016 – March 2017	April 2016 – Sept 2016	Family supported between April 2015 and March 2017
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 (excludes Child in Need due to disability).	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.	18	22	118

This data does not include early help assessments, but looks at the sample of Child in Need cases that have been assessed for the Troubled families agenda.

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
		Oct 2016 – March 2017	April 2016 – Sept 2016	Family supported between April 2015 and March 2017
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).	170	203	29 (work) 58 (progress to work)
4b. An adult who is claiming Universal Credit and subject to DWP work-related conditions				
4c. A young person aged 16-18 who has been NEET (Not in Education, Employment or Training) for at least 13 weeks.		10	6	14
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.	*2	*59	*25

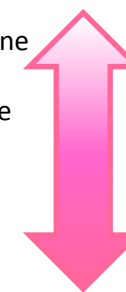
Families in receipt of out of work benefits continues to be a common issue amongst families seeking additional support. Therefore a priority continues to be improving take up of opportunities that lead to progress into work. The number of recorded outcomes for this measure is improving, but is still low. In proportion to need; however we are aware that the outcome figure is probably under reported. The reliability is being improved through the development of reports from the new assessment system. This system is being refined to improve the reporting of families impacted by debt.

* Data from eCAF system only (so under reported)

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

Broxbourne & Stevenage 72%

St. Albans 51%



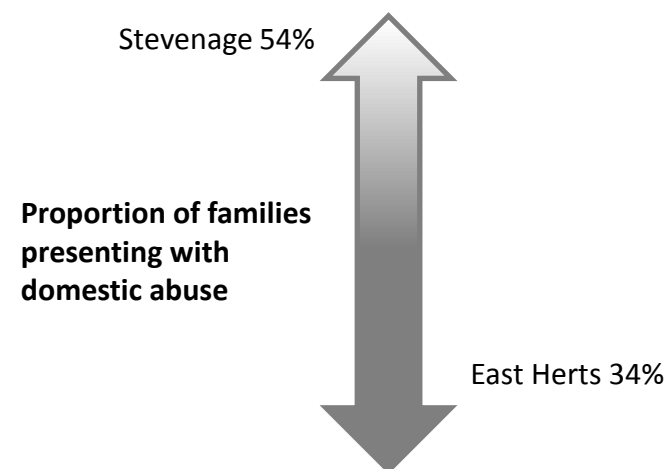


5. Families affected by domestic violence and abuse

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
		Oct 2016 – March 2017	April 2016 – Sept 2016	Family supported between April 2015 and March 2017
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 three months – this may be a result of the perpetrator successfully engaging in interventions.	308	110	300

The reporting of families receiving early help support and with a recent experience of domestic abuse has increased due to the introduction of the new Families First Assessment. Previously the emphasis was on using the Domestic Abuse reports that police provide to Children’s Services, but now the focus is on looking at identification through the information given by the families to the keyworker during their assessment. This has meant that the information recorded is more reliable.





6. Parents and children with a range of health problems

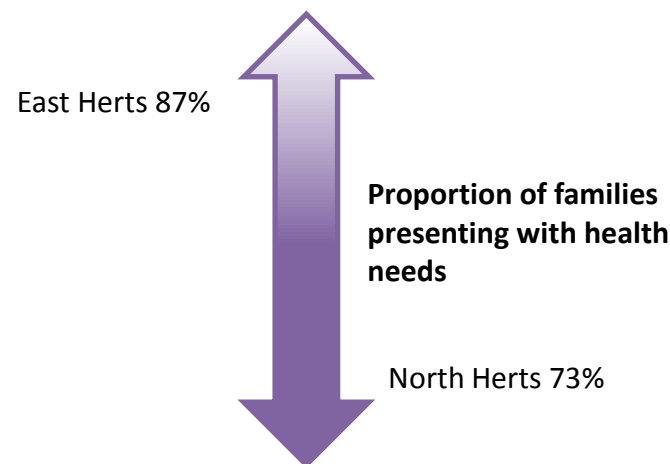
Health problems within families can be costly and pervasive. There is now an emphasis on reaching families with a range of physical and mental health problems. The indicators cover three main health priorities: mental illness, substance misuse and vulnerable new mothers.

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
		Oct 2016 – March 2017	April 2016 – Sept 2016	Family supported between April 2015 and March 2017
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.	380	239	62
6b. An adult with parental responsibility or a child who has current substance misuse issues that require professional intervention.		97	32	7

An increasing proportion of the families identified for support have 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 become the most prevalent identified need across the monitoring strands. Additionally there has been an increase in the number of cases in which families require support to address a substance misuse issue.

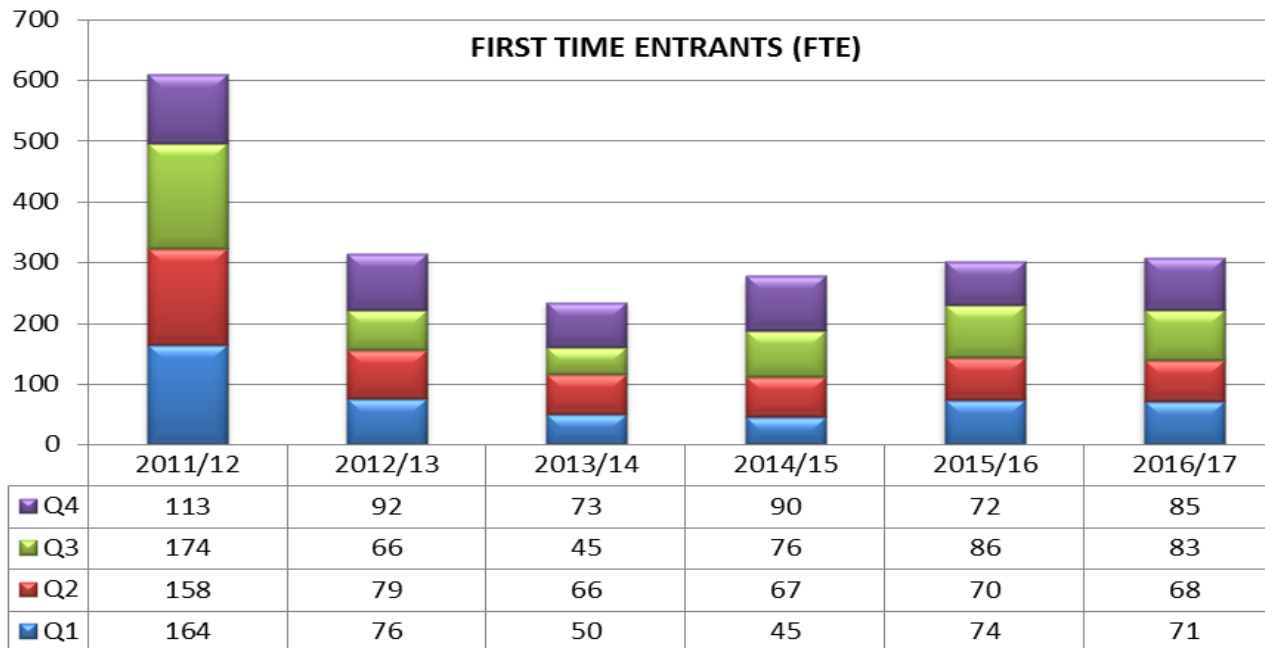
Further work is taking place to improve our ability to demonstrate the achievement of outcomes when families are engaging with services to receive support for mental health and emotional wellbeing. As Families First Assessments are successfully completed, then this will improve the reporting of outcomes.





Youth Justice

	Qtr 4 15/16	Qtr 1 15/16	Qtr 2 15/16	Qtr 3 16/17	Qtr 4 16/17
Number of First Time Entrants (FTE)	72	71	68	83	85
Number of Young People given orders	161	163	155	195	181
Percentage of Custodial Sentences	2.89%	2.91%	3.60%	3.3%	4.6%
Rate of Re-offending/Recidivism 2016/17 (after 12 months)	0.8	0.53	0.79	0.99	1.47
Number of Knife Crime Offenders	17	3	12	13	18
Percentage in Education, Training Employment	56.1%	62.8%	76%	64.5%	61.6%

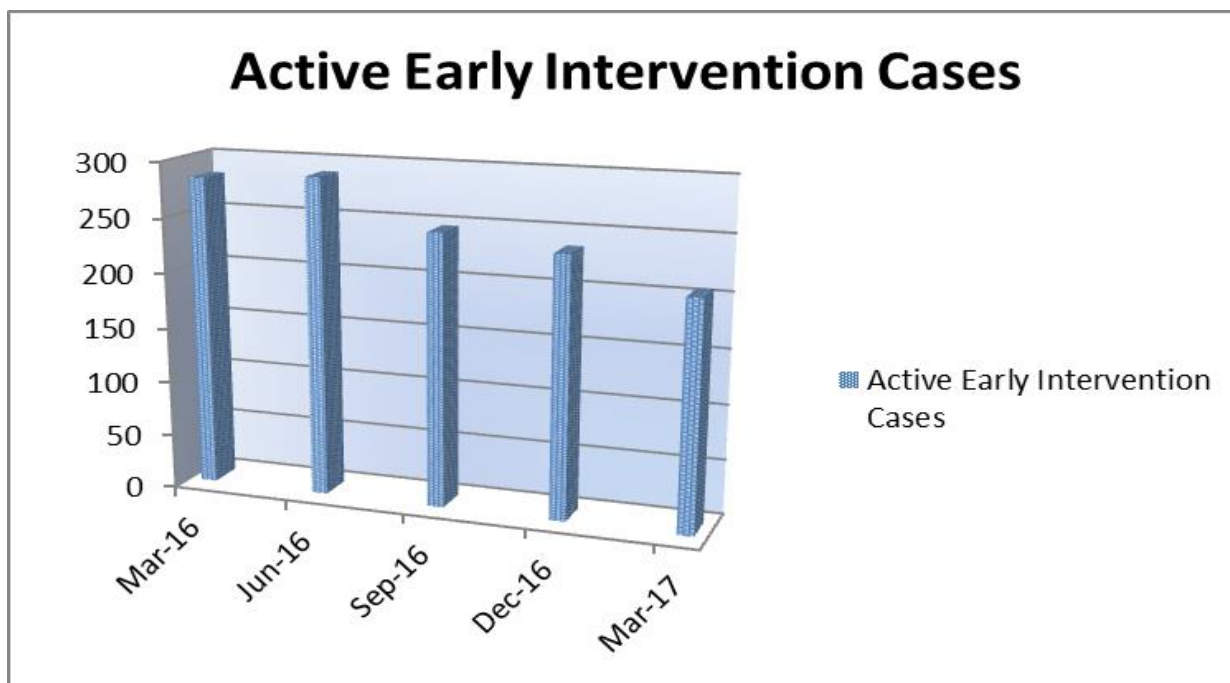




Activity recorded outside CAF/FFA processes: Targeted Youth Support – Early Help

	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17
Active Early Intervention Cases	283	289	247	236	207
New Early Intervention cases	55	98	42	25	34
Closed Early Intervention cases	102	78	85	54	66

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





Children's Centres - Early Help

Category	Numbers	Numbers	%
Children's Centre Registrations	Under 5 population (Based on mid year population estimate 2015) = 77,711	Children's Centre registrations = 70,496	91%
Sustained contact	Ofsted report based on Under 3s reached and 3-4s in foundation stage – number with 3 or more contacts (12 months to the end of March 2017)	22,376	32%
% Open CAF - registered at Children's Centre	Open CAF (under 5s) = 741 (October – December 2016)	686 registered at Children's Centre	93%
% open to social care registered at Children's Centre	Open to social care = 1,077	988 registered at Children's Centre	92%
% open to social care and registered at Children's Centre with sustained contact	988 registered at Children's Centre	576 with 3 or more contacts	58%
% open Early Support (additional needs)	Open to Early Support = 612 (October – December 2016)	554 registered at Children's Centre	91%
Eligible taking up 2 year old funded place (7 March 2017)			78%
Teenage parents	330 teenage parents registered at Children's Centres	177 of these reached 3 or more times	54%

January – March 2017

2419 unique families were supported by Children's Centres through their Outreach provision between 01/01/2017 – 31/03/2017. 685, (28%), 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 & CLA meetings, but excludes outreach phone calls.

Percentage of children open to social care and registered at a children's centre has increased from 80% to 92% which in part can be explained by a fall in the overall number of cases open to social care. That said, a greater proportion are registered at a children's centre.

Percentage of children open to Early Support and registered at a children's centre has increased from 88% to 91%. Whilst this may seem a small increase, the number of early support cases has risen by 13% from 536 in the last quarter to 612 in this quarter.

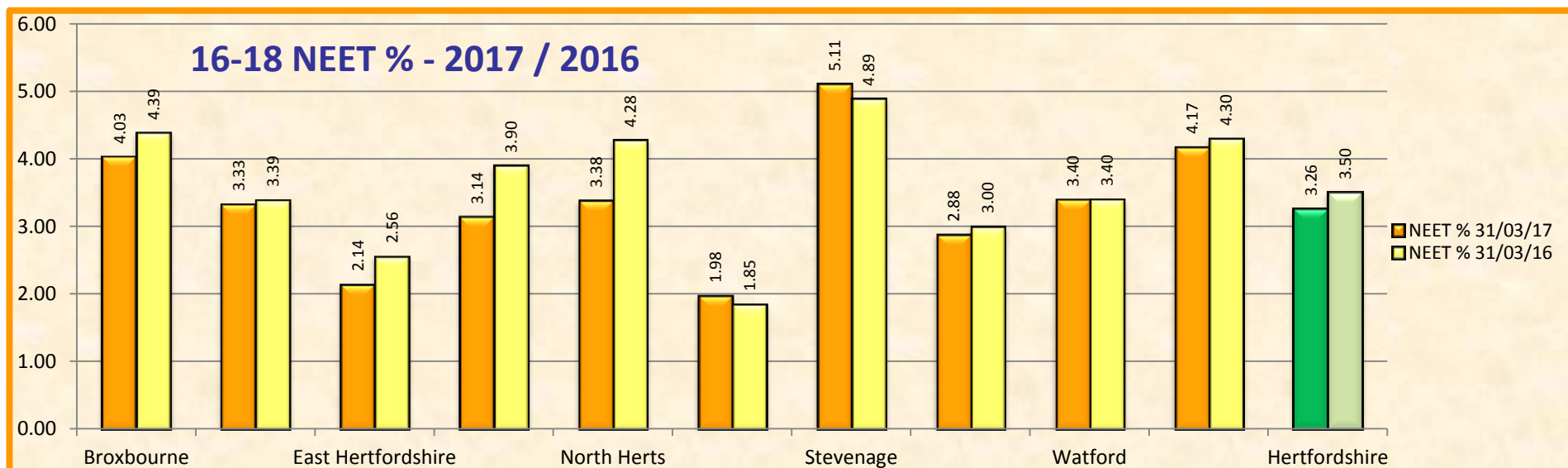
Percentage take up of funded 2 year old places has increased from 71% to 78%. This is due to data now being available from the spring term adjustment week.

Although the number of teenage parents fell from 364 last quarter to 330 this quarter, the percentage of those with sustained contact at a children's centre has increased from 48% to 54% this quarter.



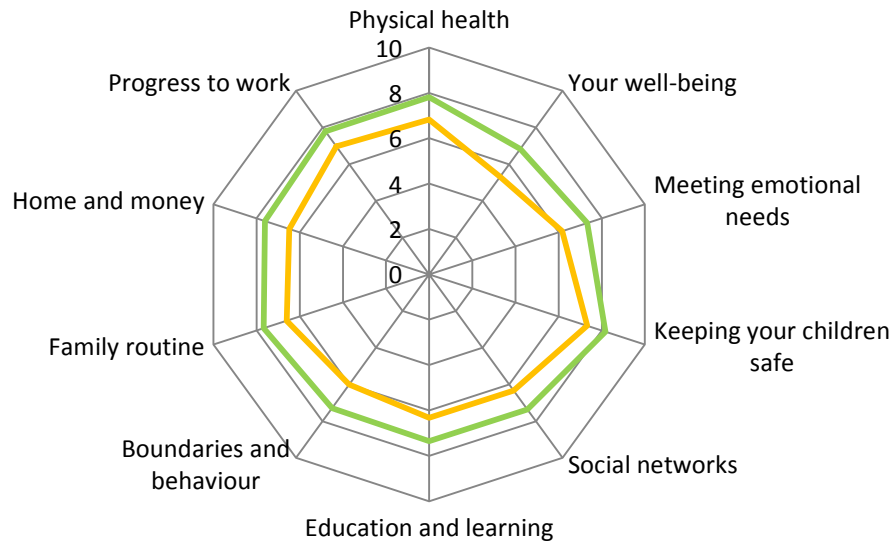
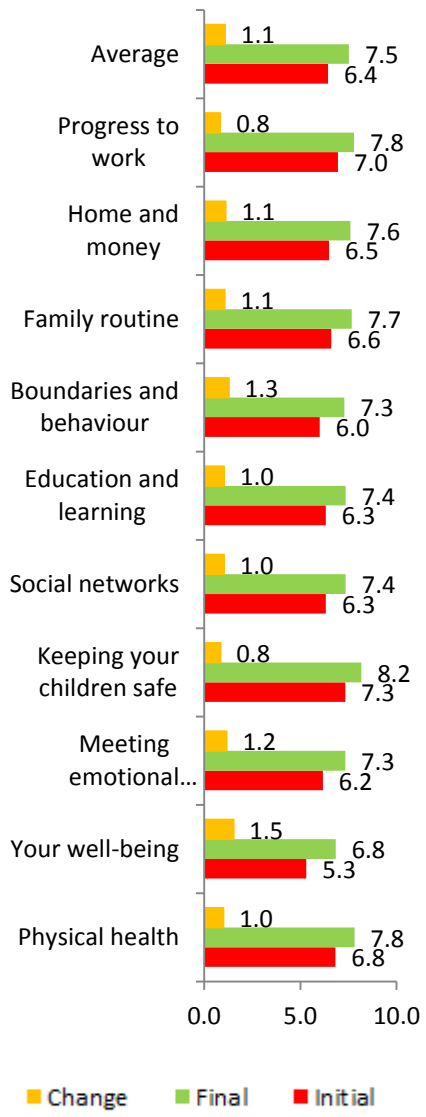
Young people not in education, employment or training

	Dec 2015	March 2016	June 2016	Dec 2016	Mar 2017
% of 16-18 year olds who are NEET	3.51	3.50	3.61	3.22	3.26
% of 16-18 year olds who are not in contact with Youth Connexions	2.97	3.02	3.60	2.69	2.59
% of Youth Offenders of academic age 16-18 supervised by Youth Justice, who are NEET	28.2	29.6	32.8	23.4	33.7
% of CLA or care leavers aged 16-18 who are NEET	23.7	25.2	29.5	25.5	27.2
% of 16-18 year olds living in our 20% most deprived communities who are NEET	5.62	4.85	5.27	5.22	4.98
% of 16-18 year olds with LDD who are NEET	9.7	10.7	10.7	7.9	7.3
% of all young people of ages for Year 12 or Year 13 who are in learning	93.2	92.5	92.4	93.6	93.3



Outcomes Star™ analysis

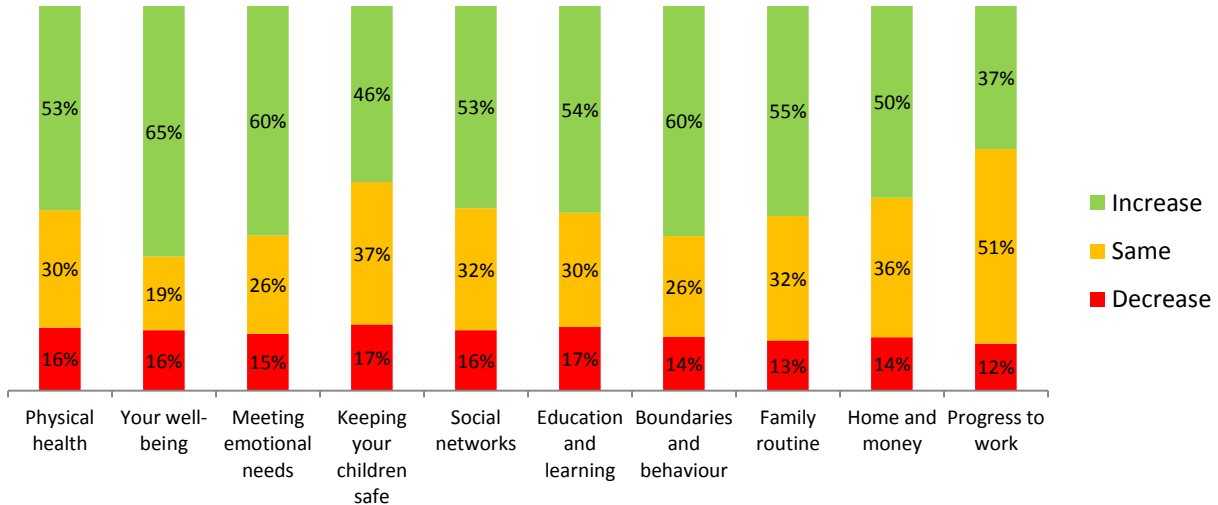
Family Star Plus™ data, acquired from Children’s Centres, School Family Partnership and Intensive Family Support Teams, show information captured about open cases and those closed within the three months before May 2017. The charts below illustrate the mean average starting point, most recent point and change for each domain, along with the proportion of scores that have decreased, increased and stayed the same for each domain.



‘Progress to work’ and ‘Keeping your children safe’ have replaced ‘Physical health’ as the domain with the lowest overall change (0.8). Both domains are similar in having noticeably higher starting scores than other domains.

The biggest improvements are found within ‘Your wellbeing’ (1.5) and ‘Boundaries and behaviour’ (1.3).

‘Progress to work’ continues to have the lowest number of families making improvement, with 37% increasing their score. ‘Your well-being’ has the largest number of families making improvement, with 65% increasing their score.

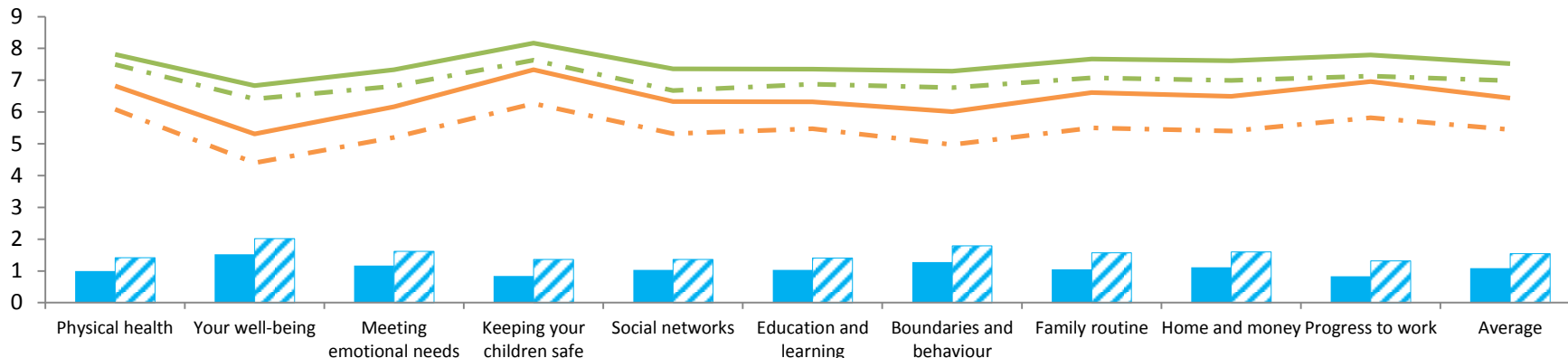


Outcomes Star™ analysis

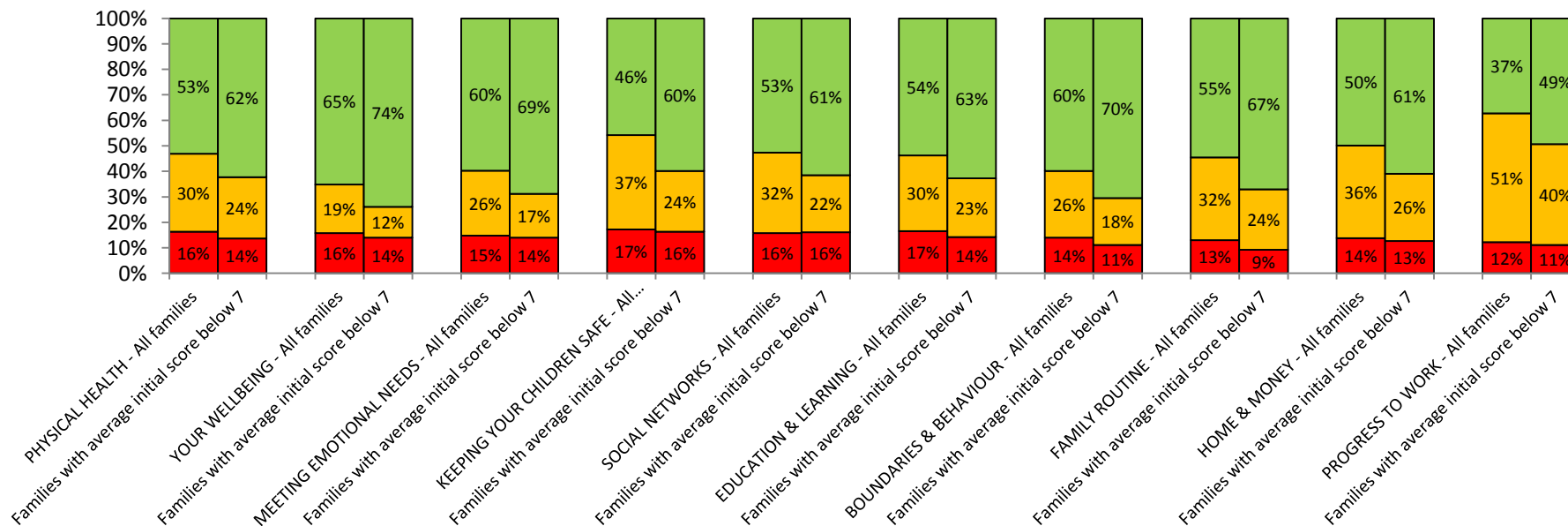
Family Star Plus™ data, acquired from Children’s Centres, School Family Partnership and Intensive Family Support Teams, show information captured about open cases and those closed within three months of the end of January 2017. The tables below compare data for all cases from these teams against data 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 / FFA between April 2016 and March 2017)

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 April 2016 – March 2017
Broxbourne	26 (28%)	50 (54%)	3 (3%)	67 (72%)	49 (53%)	75 (81%)	93
Dacorum	22 (21%)	67 (64%)	7 (7%)	68 (65%)	42 (40%)	79 (75%)	105
East Hertfordshire	21 (23%)	52 (56%)	7 (8%)	55 (59%)	32 (34%)	81 (87%)	93
Hertsmere	22 (31%)	46 (66%)	5 (7%)	46 (66%)	36 (51%)	59 (84%)	70
North Hertfordshire	32 (27%)	65 (54%)	6 (5%)	72 (60%)	56 (47%)	88 (73%)	120
St. Albans	13 (17%)	51 (67%)	1 (1%)	39 (51%)	30 (39%)	58 (76%)	76
Stevenage	31 (34%)	52 (57%)	8 (9%)	66 (72%)	50 (54%)	68 (74%)	92
Three Rivers	13 (20%)	39 (60%)	0 (0%)	40 (62%)	33 (51%)	55 (85%)	65
Watford	23 (25%)	43 (47%)	1 (1%)	53 (58%)	42 (46%)	69 (76%)	91
Welwyn Hatfield	37 (34%)	74 (67%)	6 (5%)	78 (71%)	47 (43%)	81 (74%)	110

The districts with the highest number of families identified for early help support (and meeting the Outcomes Plan criteria) in the last 12 months are North Hertfordshire (120) and Welwyn Hatfield (110).

Broxbourne, Stevenage and Welwyn Hatfield have the highest proportion of families identified with out of work & financial exclusion, whereas Welwyn Hatfield, Hertsmere and St. Albans have the highest rates for school attendance issues.

Crime & anti-social behaviour is more prevalent in families identified in Stevenage and Welwyn Hatfield.

Domestic Abuse is a more common theme in families supported in Stevenage and Broxbourne.

Health needs are most prevalent amongst East 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 families supported by a CAF / FFA since April 2015)

Significant and sustained progress evidenced for families with two or more presenting needs						
	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	37	21	5	9	53	13
Dacorum	30	22	11	11	41	7
East Hertfordshire	32	37	14	11	42	17
Hertsmere	25	13	9	9	39	7
North Hertfordshire	49	41	6	9	71	15
St. Albans	17	27	7	12	42	9
Stevenage	47	26	12	10	64	14
Three Rivers	18	16	6	13	39	10
Watford	33	28	10	11	56	14
Welwyn Hatfield	41	25	19	14	66	11

The three strands where we have established sufficient numbers to assess progress are crime & anti-social behaviour, school attendance and domestic violence / abuse. Children in need of help, progress to work and health are assessed as part of the outcomes claim process and health outcomes are very much under represented (as we have, up to now, relied on keyworker feedback; this will become more streamlined). Overall, the highest number of outcomes are from North Hertfordshire, which also has a higher level of early help assessments being completed.