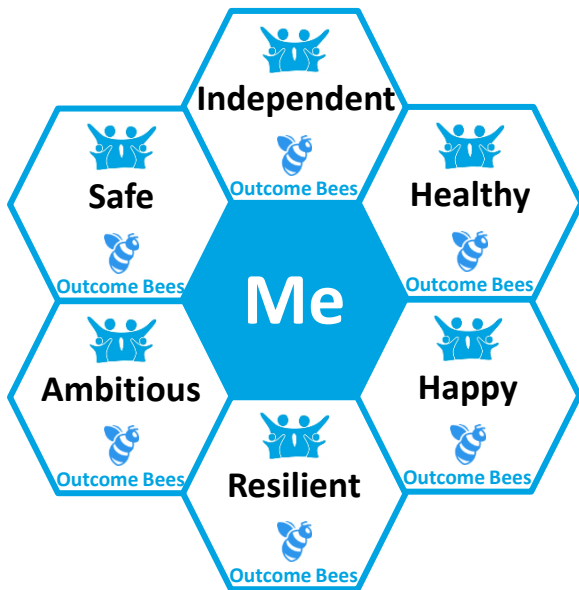


Quarterly report



Hertfordshire

Covering the period
1 July 2017 – 30 June 2018

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 July 2017 – 30 June 2018 (Q2 ^(17/18) - Q1 ^(18/19) of the financial year), unless otherwise noted



Data accurate as of 01/07/2018. We are aware of retrospective recording, and this will mean that Q1 ^(18/19) data is under-reported.



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

CONTENTS

| | |
|------------------------------------|---------|
| FFAs started | 4 - 5 |
| FFAs completed | 6 - 7 |
| Presenting needs | 8 |
| Closure/outcome | 9 - 10 |
| Triage numbers | 11 |
| Family progress from Outcome Star™ | 12 - 16 |
| EHM trained staff | 17 |
| Service user feedback | 18 |

Hertfordshire summary



The started FFAs from the last year have included 3,295 children, which equates to 1.26% of all under-18s in the District.



The presenting needs most commonly recorded in FFAs are school absence / exclusions (72%), mental health (65%) and other Domestic Abuse (50%).



The success rate for outcomes achieved when FFAs are closed was 69%. 11% result in stepping up to Specialist & Safeguarding Services.



From Families Star Plus data, 'Your well-being' is the area with the lowest scoring initial need, with an average initial score of 5.5. For families with the lowest initial scores, more made progress in their Journey of Change with 'progress to work' (80%).

Families First Assessments (FFA) started

Number of families by district and quarter



| DISTRICT | Q2 (17/18) | Q3 (17/18) | Q4 (17/18) | Q1 (18/19) | TOTAL |
|-----------------|------------|------------|------------|------------|--------------|
| Broxbourne | 54 | 40 | 33 | 17 | 144 |
| East Herts | 37 | 42 | 41 | 36 | 156 |
| Stevenage | 37 | 37 | 50 | 42 | 166 |
| North Herts | 56 | 43 | 41 | 45 | 185 |
| Dacorum | 54 | 58 | 59 | 54 | 225 |
| St. Albans | 46 | 62 | 48 | 44 | 200 |
| Welwyn Hatfield | 64 | 64 | 81 | 60 | 269 |
| Hertsmere | 36 | 38 | 39 | 33 | 146 |
| Watford | 47 | 39 | 30 | 34 | 150 |
| Three Rivers | 29 | 28 | 37 | 39 | 133 |
| TOTAL | 460 | 451 | 459 | 404 | 1,774 |

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 | 144 | 59 | 74 | 85 | 71 | 289 | 21752 | 1.33% |
| East Herts | 156 | 74 | 82 | 81 | 51 | 288 | 32541 | 0.89% |
| Stevenage | 166 | 67 | 119 | 95 | 44 | 325 | 19878 | 1.63% |
| North Herts | 185 | 79 | 125 | 114 | 55 | 373 | 29061 | 1.28% |
| Dacorum | 225 | 77 | 119 | 138 | 76 | 410 | 34034 | 1.20% |
| St. Albans | 200 | 51 | 94 | 126 | 83 | 354 | 36104 | 0.98% |
| Welwyn Hatfield | 269 | 85 | 166 | 155 | 92 | 498 | 25021 | 1.99% |
| Hertsmere | 146 | 37 | 61 | 92 | 52 | 242 | 24227 | 1.00% |
| Watford | 150 | 45 | 73 | 80 | 51 | 249 | 23308 | 1.07% |
| Three Rivers | 133 | 57 | 94 | 72 | 44 | 267 | 21112 | 1.26% |
| TOTAL | 1774 | 631 | 1007 | 1038 | 619 | 3295 | 267038 | 1.26% |

Families First Assessments (FFA) completed

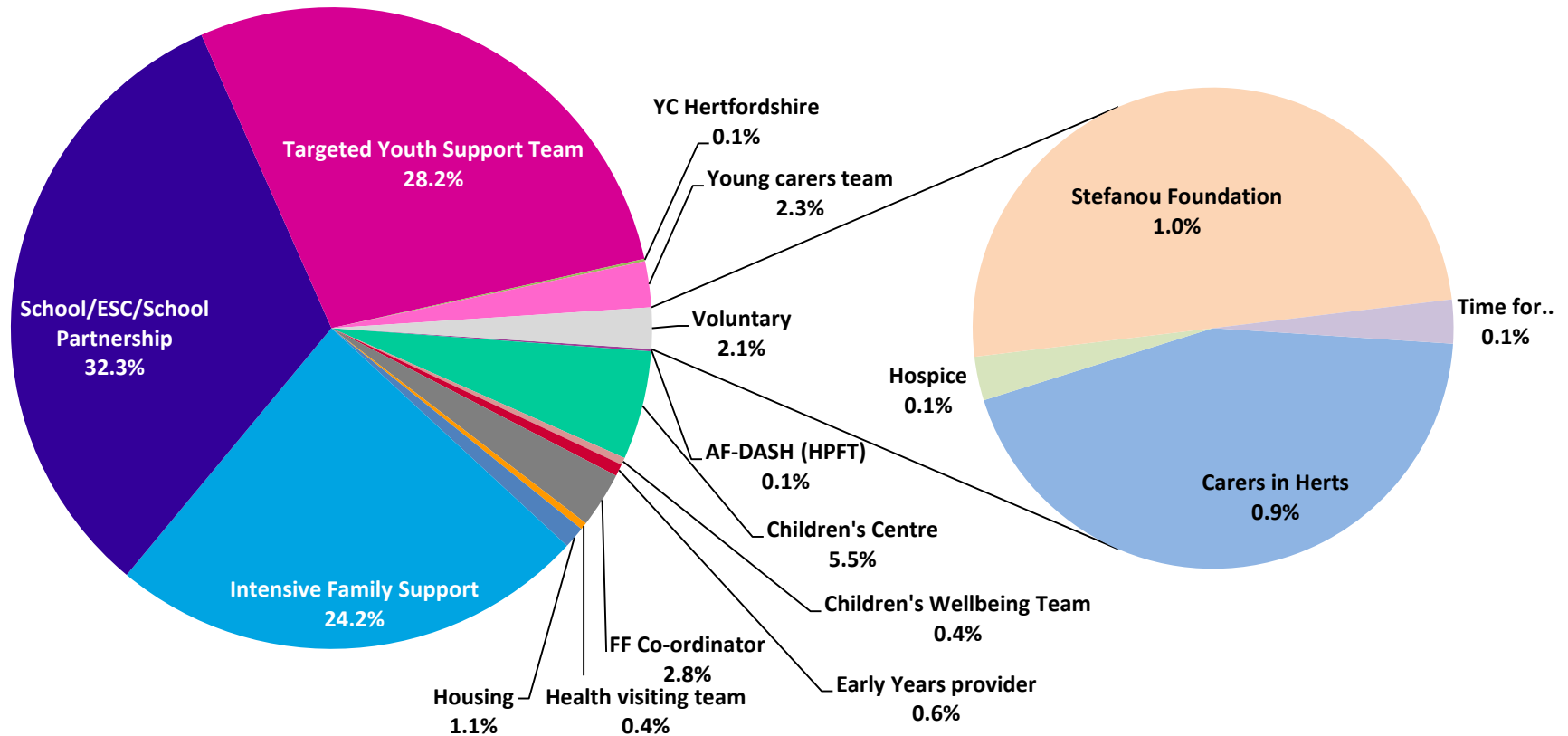
By current lead agency and district



| DISTRICT | AF-DASH (HPFT) | Children's Centre | Children's Wellbeing Team | Early Years provider | FF Co-ordinator | Health visiting team | Housing | Intensive Family Support | School / ESC / School Partnership | Targeted Youth Support | Voluntary / Charity | YC Hertfordshire | Young carers team | TOTAL |
|-----------------|----------------|-------------------|---------------------------|----------------------|-----------------|----------------------|-----------|--------------------------|-----------------------------------|------------------------|---------------------|------------------|-------------------|--------------|
| Broxbourne | 0 | 15 | 1 | 1 | 2 | 0 | 15 | 20 | 38 | 38 | 3 | 0 | 2 | 135 |
| East Herts | 0 | 20 | 1 | 5 | 2 | 2 | 0 | 41 | 33 | 35 | 3 | 1 | 1 | 144 |
| Stevenage | 0 | 13 | 0 | 1 | 4 | 1 | 1 | 43 | 38 | 35 | 7 | 0 | 6 | 149 |
| North Herts | 0 | 8 | 0 | 0 | 5 | 0 | 0 | 39 | 86 | 28 | 5 | 0 | 6 | 177 |
| Dacorum | 0 | 7 | 0 | 0 | 5 | 1 | 0 | 51 | 60 | 75 | 1 | 0 | 4 | 204 |
| St. Albans | 0 | 7 | 0 | 0 | 1 | 0 | 0 | 6 | 104 | 63 | 2 | 0 | 5 | 188 |
| Welwyn Hatfield | 0 | 15 | 0 | 1 | 11 | 0 | 2 | 58 | 85 | 73 | 10 | 0 | 5 | 260 |
| Hertsmere | 0 | 3 | 0 | 2 | 13 | 0 | 0 | 38 | 33 | 45 | 2 | 0 | 5 | 141 |
| Watford | 0 | 1 | 4 | 0 | 3 | 1 | 0 | 46 | 32 | 45 | 1 | 1 | 0 | 134 |
| Three Rivers | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 55 | 22 | 26 | 0 | 0 | 4 | 111 |
| TOTAL | 2 | 90 | 6 | 10 | 46 | 6 | 18 | 397 | 531 | 463 | 34 | 2 | 38 | 1,643 |

Families First Assessments (FFA) completed

By lead agency – Hertfordshire total (cases)



Presenting needs in completed FFAs

Percentage of cases with each need 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 | Number of cases |
|------------------------|--------------------------|---------------|-------------------------|---------------|----------------------------|--------------|--------------|--------------|--------------|----------------|--------------|-------------------------|-------------|-----------------|
| Broxbourne | 20.0% | 63.7% | 42.2% | 2.2% | 37.0% | 71.1% | 28.9% | 29.6% | 34.8% | 46.7% | 16.3% | 14.1% | 5.9% | 135 |
| East Herts | 17.4% | 69.4% | 41.7% | 2.8% | 46.5% | 75.0% | 34.7% | 30.6% | 23.6% | 57.6% | 12.5% | 9.0% | 5.6% | 144 |
| Stevenage | 30.9% | 67.1% | 31.5% | 6.0% | 49.7% | 77.9% | 42.3% | 36.9% | 38.3% | 57.7% | 16.1% | 14.8% | 14.1% | 149 |
| North Herts | 38.4% | 79.1% | 26.0% | 3.4% | 59.3% | 84.7% | 42.4% | 35.0% | 29.4% | 60.5% | 20.9% | 16.4% | 11.9% | 177 |
| Dacorum | 27.5% | 58.3% | 28.4% | 4.4% | 47.5% | 63.7% | 37.3% | 33.8% | 25.5% | 43.1% | 15.7% | 12.7% | 4.4% | 204 |
| St. Albans | 18.6% | 61.7% | 27.7% | 1.6% | 48.4% | 66.5% | 33.5% | 24.5% | 16.5% | 44.7% | 23.4% | 14.9% | 2.7% | 188 |
| Welwyn Hatfield | 28.1% | 63.8% | 31.9% | 5.4% | 53.1% | 71.5% | 36.9% | 33.1% | 26.5% | 50.4% | 24.6% | 11.9% | 8.8% | 260 |
| Hertsmere | 27.0% | 58.2% | 32.6% | 5.7% | 47.5% | 68.1% | 34.0% | 28.4% | 29.8% | 44.0% | 17.0% | 12.8% | 1.4% | 141 |
| Watford | 38.1% | 61.9% | 25.4% | 2.2% | 48.5% | 67.2% | 34.3% | 26.9% | 34.3% | 49.3% | 14.9% | 5.2% | 5.2% | 134 |
| Three Rivers | 39.6% | 66.7% | 21.6% | 1.8% | 40.5% | 76.6% | 33.3% | 33.3% | 28.8% | 45.0% | 9.9% | 11.7% | 8.1% | 111 |
| TOTAL | 28.2% | 64.9% | 30.9% | 3.7% | 48.6% | 71.9% | 36.1% | 31.3% | 28.1% | 49.9% | 18.0% | 12.5% | 6.9% | 1,643 |

FFA closure/outcome

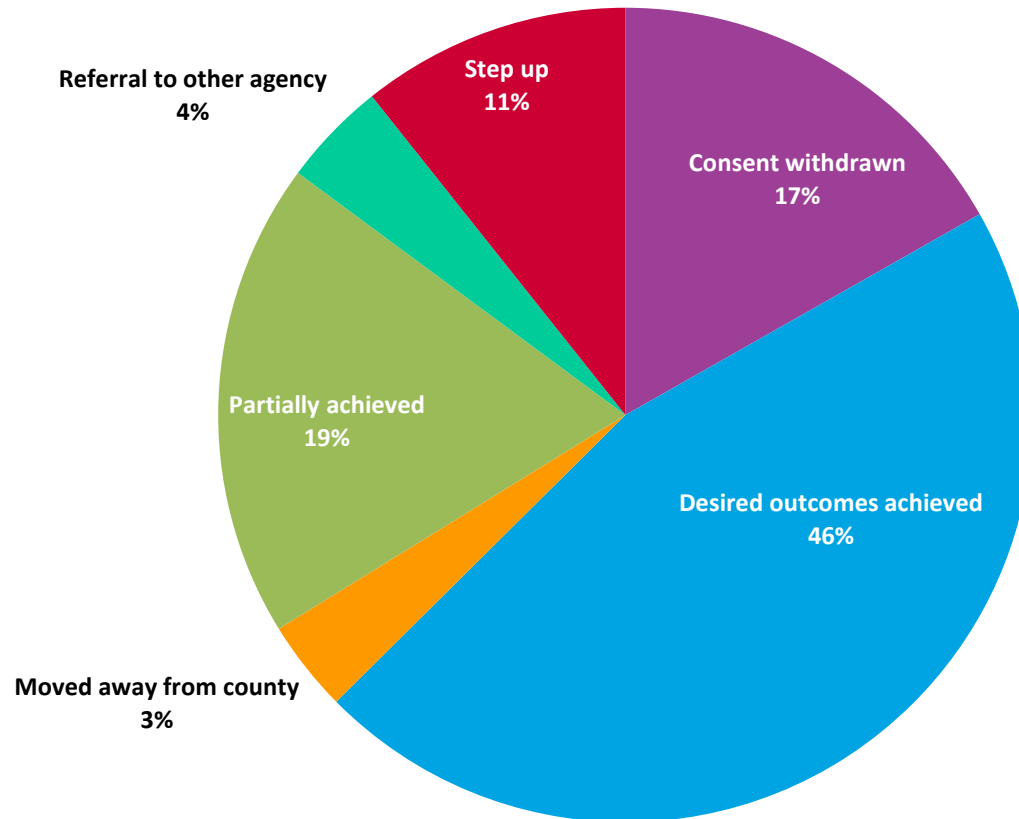
By district



| DISTRICT | Consent withdrawn | Desired outcomes achieved | Moved away from county | Partially achieved | Referral to other agency | Step up | TOTAL |
|-----------------|-------------------|---------------------------|------------------------|--------------------|--------------------------|------------|------------|
| Broxbourne | 15 | 55 | 8 | 21 | 4 | 11 | 114 |
| East Herts | 12 | 33 | 3 | 17 | 1 | 7 | 73 |
| Stevenage | 5 | 40 | 4 | 8 | 3 | 13 | 73 |
| North Herts | 18 | 51 | 3 | 18 | 5 | 9 | 104 |
| Dacorum | 16 | 37 | 4 | 18 | 7 | 15 | 97 |
| St. Albans | 17 | 29 | 5 | 20 | 1 | 7 | 79 |
| Welwyn Hatfield | 26 | 66 | 1 | 29 | 4 | 16 | 142 |
| Hertsmere | 18 | 38 | 1 | 18 | 4 | 5 | 84 |
| Watford | 16 | 37 | 3 | 13 | 5 | 4 | 78 |
| Three Rivers | 14 | 42 | 2 | 15 | 5 | 13 | 91 |
| TOTAL | 157 | 428 | 34 | 177 | 39 | 100 | 935 |

FFA closure/outcome

Hertfordshire total (935 closed cases)

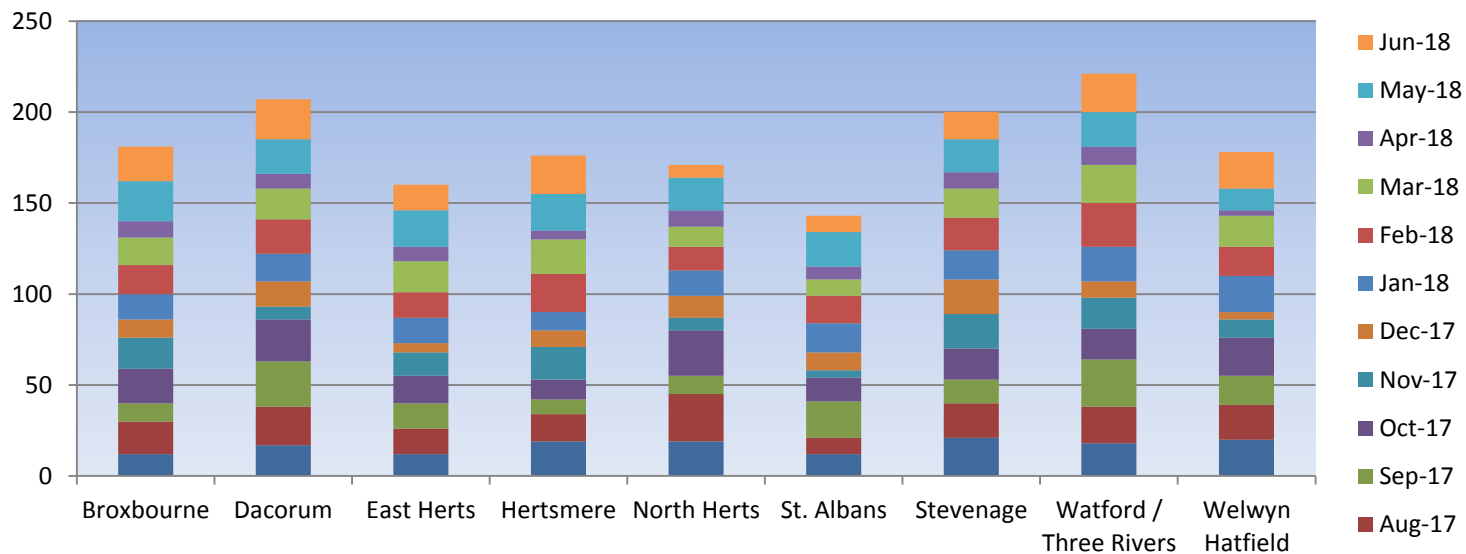


Families First Triage

Number of family cases supported July 2017 – June 2018



| District / Borough | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | TOTAL |
|-------------------------------|------------|------------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|-------------|
| Broxbourne | 12 | 18 | 10 | 19 | 17 | 10 | 14 | 16 | 15 | 9 | 22 | 19 | 181 |
| Dacorum | 17 | 21 | 25 | 23 | 7 | 14 | 15 | 19 | 17 | 8 | 19 | 22 | 207 |
| East Herts | 12 | 14 | 14 | 15 | 13 | 5 | 14 | 14 | 17 | 8 | 20 | 14 | 160 |
| Hertsmere | 19 | 15 | 8 | 11 | 18 | 9 | 10 | 21 | 19 | 5 | 20 | 21 | 176 |
| North Herts | 19 | 26 | 10 | 25 | 7 | 12 | 14 | 13 | 11 | 9 | 18 | 7 | 171 |
| St. Albans | 12 | 9 | 20 | 13 | 4 | 10 | 16 | 15 | 9 | 7 | 19 | 9 | 143 |
| Stevenage | 21 | 19 | 13 | 17 | 19 | 19 | 16 | 18 | 16 | 9 | 18 | 15 | 200 |
| Watford / Three Rivers | 18 | 20 | 26 | 17 | 17 | 9 | 19 | 24 | 21 | 10 | 19 | 21 | 221 |
| Welwyn Hatfield | 20 | 19 | 16 | 21 | 10 | 4 | 20 | 16 | 17 | 3 | 12 | 20 | 178 |
| TOTAL | 150 | 161 | 142 | 161 | 112 | 92 | 138 | 156 | 142 | 68 | 167 | 148 | 1637 |



Outcomes Star™ analysis

Use by service – all Family Star Plus cases



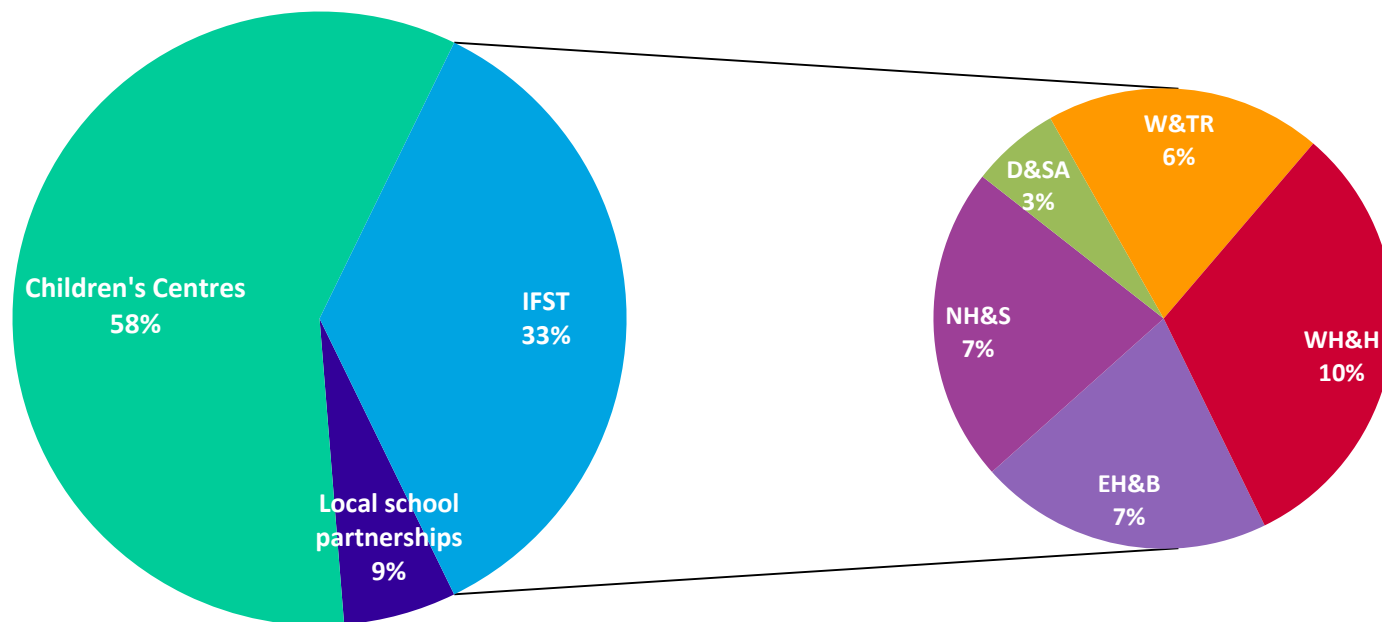
| Number of Family Star Plus cases opened in Q2 (17/18) - Q1 (18/19) | | | | | |
|--|------------|------------|------------|------------|------------|
| DISTRICT | Q2 | Q3 | Q4 | Q1 | TOTAL |
| Children's Centres | 109 | 103 | 111 | 79 | 402 |
| Intensive Family Support | 73 | 77 | 96 | 76 | 322 |
| Local School Partnerships | 14 | 37 | 30 | 39 | 120 |
| TOTAL | 196 | 217 | 237 | 194 | 844 |

| Total number of active* Family Star Plus cases | |
|--|------------|
| DISTRICT | 2017-2018 |
| Children's Centres | 423 |
| Intensive Family Support | 257 |
| Local School Partnerships | 43 |
| TOTAL | 723 |

*Open at some point in 2017-2018, with at least 2 readings

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 | 7.3 | 8.1 | 0.8 |
| Your well-being | 5.5 | 7.1 | 1.6 |
| Meeting emotional needs | 6.7 | 7.7 | 1.0 |
| Keeping your children safe | 7.5 | 8.3 | 0.8 |
| Social networks | 6.4 | 7.6 | 1.2 |
| Education and learning | 6.7 | 7.8 | 1.0 |
| Boundaries and behaviour | 6.5 | 7.5 | 1.0 |
| Family routine | 7.0 | 7.9 | 0.8 |
| Home and money | 6.5 | 7.5 | 1.0 |
| Progress to work | 7.7 | 8.3 | 0.5 |
| Average | 6.8 | 7.8 | 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

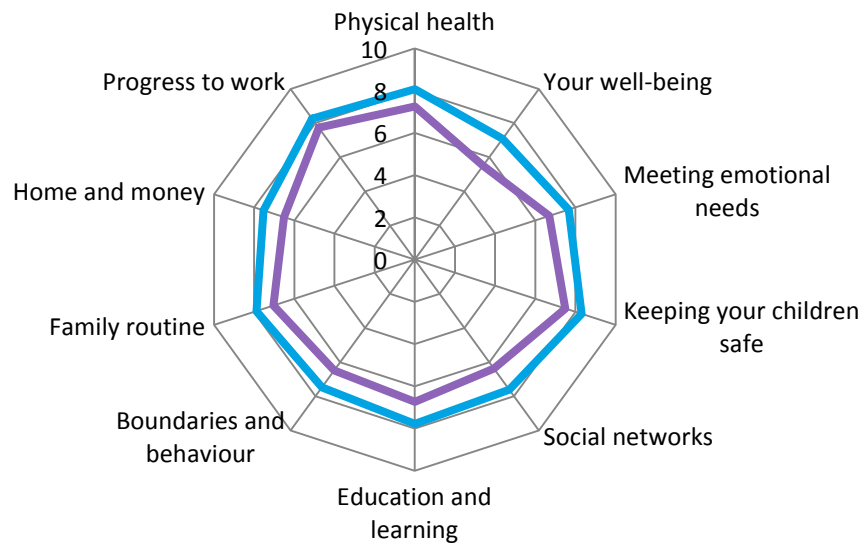
Other people are concerned about my children but I don't want to talk about it

Outcomes Star™ analysis

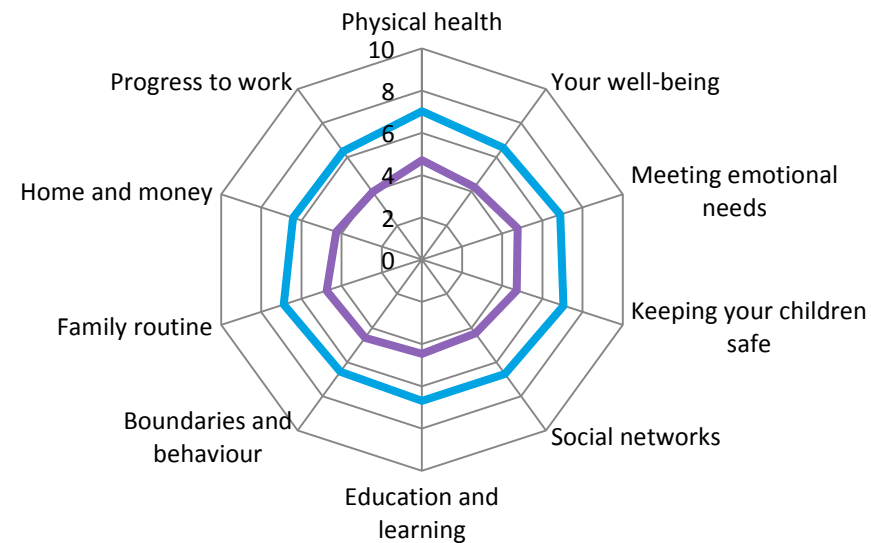
Hertfordshire progress – Average change by domain



All scores

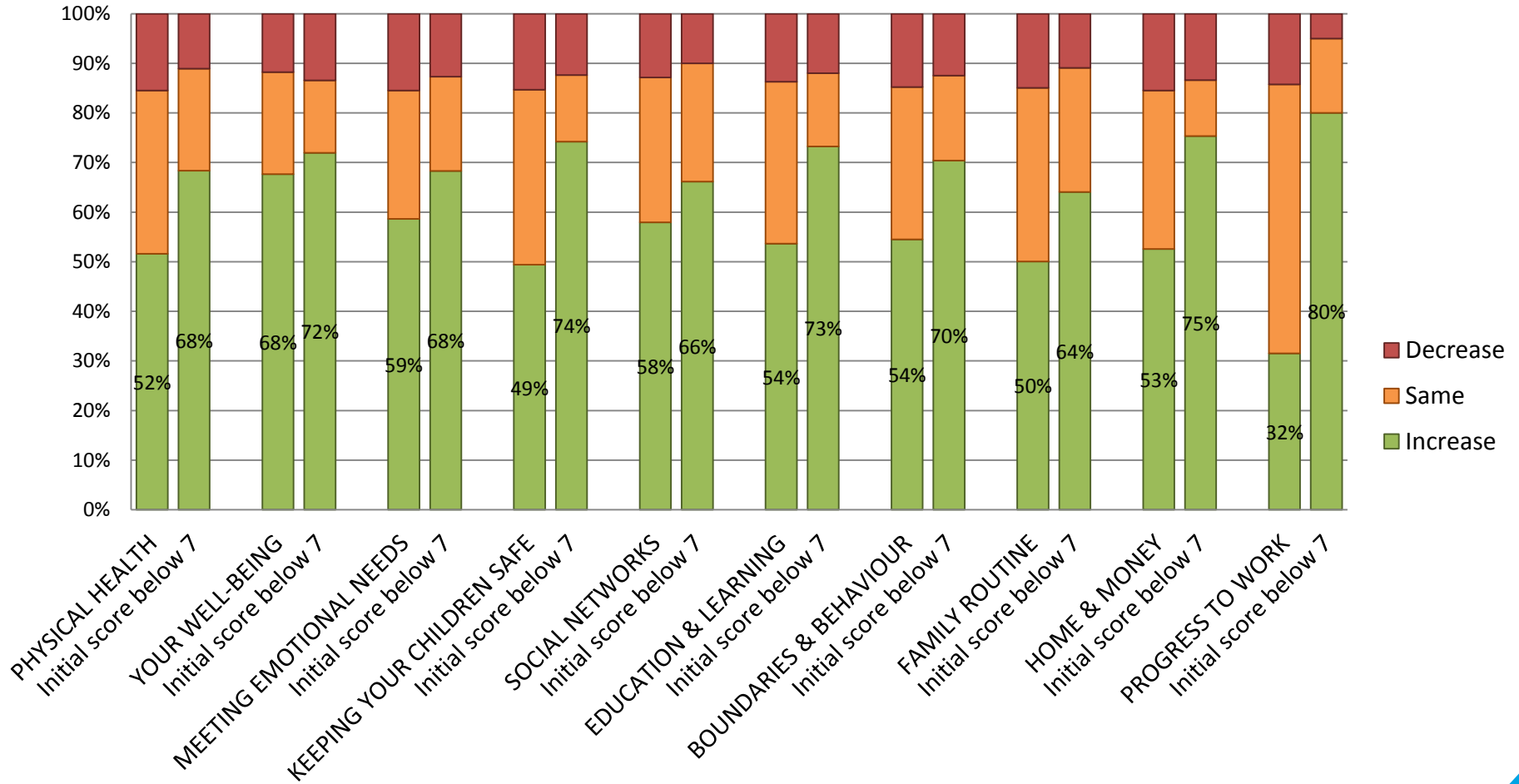


Initial score below 7



Outcomes Star™ analysis

Hertfordshire progress – Proportion of families making a change



Workforce Development

EHM System training to 31 July 2018



| | |
|-------------------------------------|-------|
| No. of staff trained outside of HCC | 1,942 |
| HCC staff | 352 |

Number of trained staff (external to HCC) by agency

| Hertfordshire | |
|----------------------------------|--------------|
| Early Years | 155 |
| Children's Centre | 165 |
| Education | 1,007 |
| Education Support Centre | 75 |
| LSP | 105 |
| Health | 287 |
| Housing/District Council | 47 |
| Voluntary (WDP Supporting Herts) | 23 |
| Justice & Crime Prevention | 27 |
| Out of County/County Wide | 41 |
| Total | 1,932 |

Service User feedback from FFAs

Hertfordshire: Oct. 2017 – Mar. 2018

| Children & young people's feedback | Strongly agree | Agree | Not sure | Disagree |
|--|----------------|-----------|----------|----------|
| The support offered worked well | 66 (26%) | 128 (51%) | 54 (22%) | 3 (1%) |
| Things have improved | 59 (24%) | 141 (57%) | 49 (20%) | 0 |
| I am more confident to change things | 50 (20%) | 131 (52%) | 67 (27%) | 3 (1%) |
| The help received was the right help | 66 (26%) | 121 (48%) | 62 (25%) | 1 |
| I know where to go to get the right help in the future | 64 (25%) | 117 (46%) | 70 (28%) | 1 |

| Parent & carer feedback | Strongly agree | Agree | Not sure | Disagree / Strongly disagree |
|---|----------------|----------|----------|------------------------------|
| The Families First Assessment helped me to understand what was working well | 58 (36%) | 86 (54%) | 15 (9%) | 0 |
| Support offered worked well | 70 (43%) | 73 (45%) | 16 (10%) | 3 (2%) |
| Things have improved and are going well | 58 (36%) | 83 (51%) | 19 (12%) | 2 (1%) |
| I am more confident in my ability to change things | 45 (28%) | 95 (59%) | 19 (12%) | 3 (2%) |
| The services involved were the right ones | 66 (41%) | 76 (47%) | 18 (11%) | 2 (1%) |
| I will know where to get the right help in future | 64 (40%) | 81 (50%) | 14 (9%) | 2 (1%) |