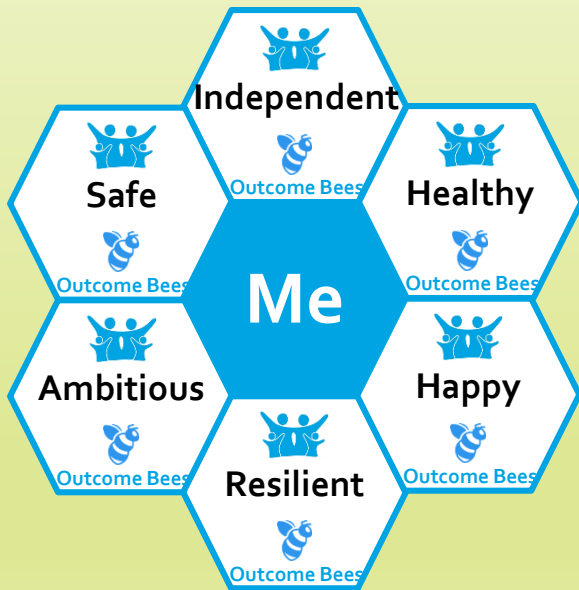


Performance report



Hertfordshire

covering the period
January 2020 – December 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 were much reduced in the Spring and the Summer of 2020 due to the first lockdown, so that between January 2020 and December 2020, 955 assessments were finalised, which include 2,114 children.



Intensive Family Support teams (443) and Schools / school partnerships (299) lead on the majority of FFAs.



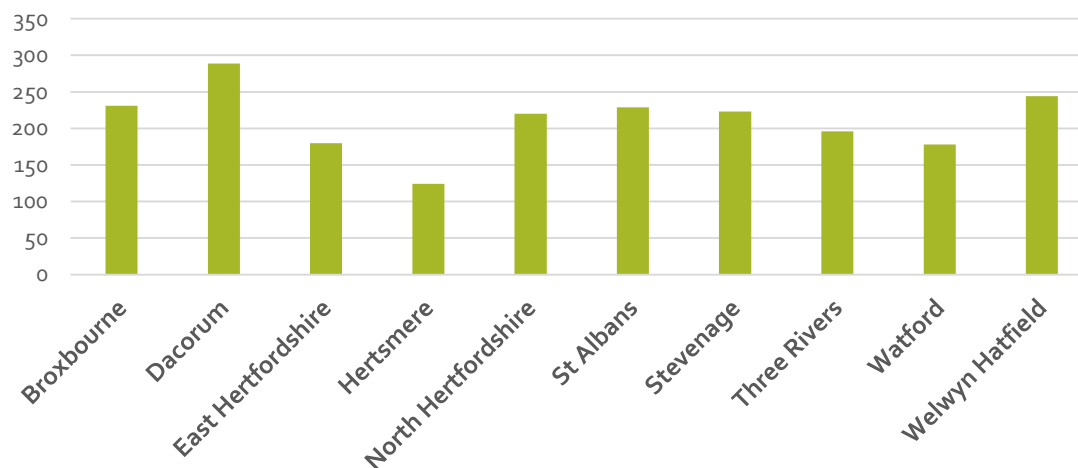
Between January and December 2020, 1,110 children were supported through 'short term work'. In these instances, shorter early help interventions are found to be more appropriate. These can be for stand alone support or can form part of a FFA. All completed short term work interventions result in continuation of support by services at an appropriate level.

Families First Assessments (Jan – Dec 2020)

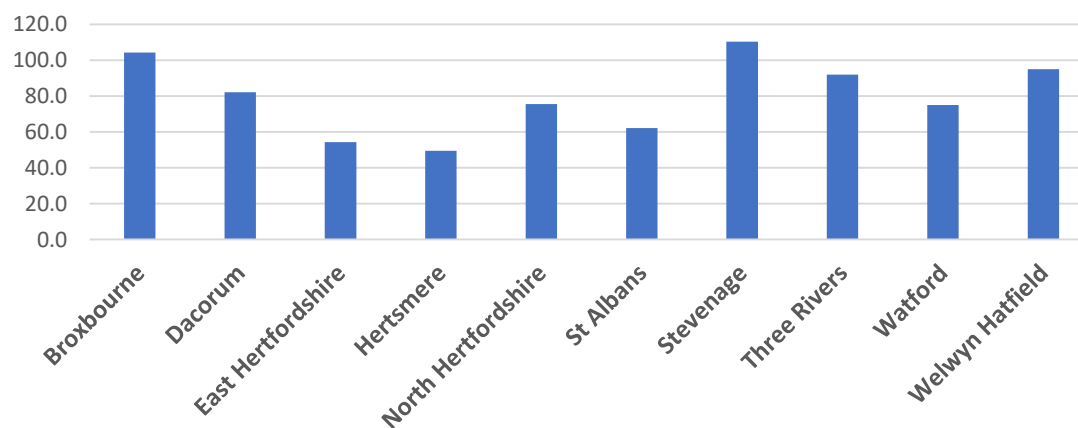
No. of children in completed FFAs

District	No. Children	Children per 10,000 (2019 Mid Year Estimates)
Broxbourne	231	104.2
Dacorum	289	82.1
East Hertfordshire	180	54.3
Hertsmere	124	49.5
North Hertfordshire	220	75.5
St Albans	229	62.1
Stevenage	223	110.3
Three Rivers	196	92.0
Watford	178	74.9
Welwyn Hatfield	244	95.0
TOTAL	2,117	77.7

No. children with completed FFAs



Children with completed FFA per 10,000 0-17 popn.



Families First Assessments (FFA) finalised

By lead agency and district (based on figures reported on 1/2/2021)

DISTRICT	Carers in Herts	VCS (CHEXS)	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 (For Baby's Sake)	YC Hertfordshire	TOTAL
Broxbourne		5			11		13		50	22			101
East Hertfordshire					7	2	10		39	26			84
Stevenage			1		6		14		27	29	13		90
North Hertfordshire				1	4		16		41	38	14	1	115
Dacorum					3		8		56	62	2	6	137
St. Albans					6	1	6		30	48	1	6	98
Welwyn Hatfield					7	1	9		52	32	8		109
Hertsmere					2		6		35	11		2	56
Watford					2		8		58	15		1	84
Three Rivers					1	1	4		55	16		4	81
TOTAL	0	5	1	1	49	5	94	0	443	299	38	20	955

Presenting needs and outcomes



92% 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) and domestic abuse & family conflict.



The most frequently recorded primary needs for children are undiagnosed mental health / emotional wellbeing concerns and family relationships.



The outcome success rate following the completion of FFAs for the period between January and December 2020 was 74%. 14 % of families disengaged or withdrew consent; however it is often found that much has been achieved prior to disengagement. 12% 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	Young Carer	Neglect	Number of cases
Broxbourne	15.8	87.1	28.7	5.9	55.4	65.3	48.5	57.4	60.4	72.3	25.7	13.9	10.9	101
East Hertfordshire	9.5	97.6	25	4.7	72.6	75	59.4	51.2	39.3	66.7	28.6	16.7	8.3	84
Stevenage	40	93.3	30	5.6	63.3	64.4	55.6	55.6	57.8	75.6	18.9	20	13.3	90
North Hertfordshire	32.2	93	31.3	5.2	62.6	77.4	40.9	33	34.8	73.9	13.9	20	11.3	115
Dacorum	19.7	92	18.2	2.9	62.8	62.8	39.4	38.7	30.1	54.7	14.6	9.5	8.8	137
St. Albans	17.3	89.8	21.4	4.1	59.2	62.2	54.1	44.9	39.8	63.3	14.3	15.3	8.2	98
Welwyn Hatfield	39.4	91.7	19.3	1.8	49.5	48.6	34.9	35.8	33	66.1	8.3	11.0	6.4	109
Hertsmere	33.9	98.2	21.4	7.1	55.4	55.4	41.1	39.3	37.5	73.2	16.1	14.3	3.6	56
Watford	66.7	90.5	23.8	9.5	56	46.4	28.6	28.6	34.5	67.9	17.9	13.1	9.5	84
Three Rivers	84	92.6	30.9	6.1	60.5	54.3	53.1	39.5	37	77.8	20.9	3.7	1.2	81
TOTAL	34.2	92.1	24.8	5.0	59.8	61.7	45.2	42.1	40.1	68.2	17.5	13.7	8.5	955

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

PRIMARY NEED	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St. Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Grand Total
A low income family	1	5	3		1	5	1			3	19
ADHD/ASD					1						1
Behaviour							2				2
Bereavement	2	4			1	1	1	2			11
Child with mental ill health or emotional well-being issues (undiagnosed)				1	1	1		2	1	2	8
Child/Young Person alcohol and/or substance misuse						1					1
Child/Young Person developmental delay		1									1
Child/Young Person ill health, complex health needs and multiple disabilities					2						2
Child/Young Person learning disability		1									1
Child/Young Person mental ill health (diagnosed)	1							2	1		4
Child/Young Person physical disability									1		1
Domestic violence/abuse	16	11	12	4	40	16	39	14	17	29	198
Emotional harm					2						2
Family Breakdown	14	16	15	9	13	17	8	10	6	9	117
Family relationships	5	6		7	5		4	4		5	36
Inability to afford a number of food and clothing items	2					1					3
Living in poor or overcrowded housing / homelessness	17	2	6	5	2	4	9	3	5	6	59
Missing education/absent	2										2
No one in the family is in work	1	2	2				1			1	7
Parent carer Learning disability			1			1	2			1	5
Parental alcohol and/or substance misuse	4	6	3	2	9	5	3	1	6	4	43
Parental mental ill health issues (diagnosed)	22	15	16	4	9	6	6	19	19	19	135
Parental mental ill health or emotional well-being issues (undiagnosed)	9	18	20	9	17	18	10	3	8	9	121
Parental/Carer disability	1	6			3		4		1	1	16
Parental/Carer ill-health or longstanding limiting illness	4	9	3	5	3	4	3		2	5	38
Parental/Carer involvement in anti-social behaviour		1	1								2
Parental/Carer offending/imprisonment	1										1
Parenting capacity	23	39	20	25	41	28	26	49	43	33	327
Partner with mental ill health or emotional well-being issues	5	3	6		5	1	2	4	2	1	29
Physical harm							1				1
Social Isolation	2	2	1		1		1	1	1		9
Teenage Pregnancy								1			1
Grand Total	132	147	109	71	156	109	123	115	113	128	1203

Primary presenting identified need recorded for adults (FFAs)

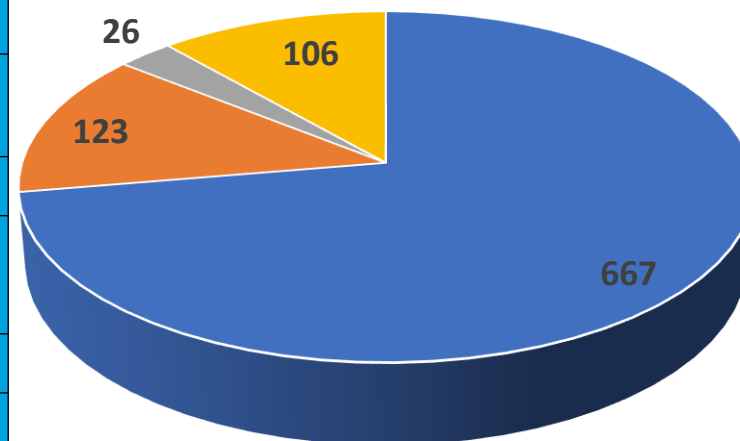
PRIMARY NEED	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St. Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Grand Total
A low income family	8	2	4	2	2	8	3			2	31
ADHD/ASD	12	26	16	4	16	12	12	1	1	13	113
Behaviour	15	16	14	9	21	15	21	28	27	24	190
Bereavement	2	5		1				5			13
Child previously missing		1								1	2
Child with mental ill health or emotional well-being issues (undiagnosed)	9	36	25	11	22	45	20	93	79	22	362
Child/Young Person alcohol and/or substance misuse								1			1
Child/Young Person being bullied	1						1				2
Child/Young Person bullying	2										2
Child/Young Person developmental delay	4	7	4	1	4	2	4	2		2	30
Child/Young Person ill health, complex health needs and multiple disabilities	10	3	8		5	5	2		4	4	41
Child/Young Person involved in anti-social behaviour	5		3				2	3			13
Child/Young Person involved in gang activity									1		1
Child/Young Person learning disability	3	3	2	2	5	1	2		2	3	23
Child/Young Person mental ill health (diagnosed)	3	8	7	4	7	9	2	3	3	6	52
Child/Young Person physical disability	1						4		1		6
Child/Young Person school attendance below 90%	7	17	5	2	5	8	4	1	1	6	56
Child/young person Self Harming	1	1		1	2						5
Child/Young Person underage sexual activity or unsafe sexual behaviour	1					2			3	1	7
Domestic violence/abuse	5	8		1	39	6	26		3	21	109
Educational needs	9	15	11	2	7	4	5		2	2	57
Emotional harm	16	15	12	5	12	9	20	2	3	11	105
Family Breakdown							1				1
Family relationships	29	40	17	38	21	31	30	16	5	48	275
Inability to afford a number of food and clothing items	2										2
Living in poor or overcrowded housing / homelessness	30	8	1	9		6	17	2	6	10	89
Missing education/absent	7	7	2		3		4	9	5	2	39
NEET	1		1	1		2	1				6
Neglect	6	1	3	6	8	6	4	2	6	4	46
Obesity	1										1
Parental alcohol and/or substance misuse				2					1		3
Parental conflict						2					2
Parental mental ill health issues (diagnosed)	4		4							2	10
Parental mental ill health or emotional well-being issues (undiagnosed)		1									1
Parental/Carer disability	2										2
Parental/Carer ill-health or longstanding limiting illness				1							1
Physical harm			1	3	2	1	4	2	2		15
Sexual Exploitation				1							1
Sexual harm	1			1	1					2	5
Social Isolation	1	1	1		1						4
Teenage Pregnancy		2									2
Transition							1	1		1	3
Young Carer	3	10	5	6	6	3	2		3	8	46
Young Person homelessness			2								2
Grand Total	201	233	148	113	189	177	192	171	158	195	1777

FFA closure/outcome: January – December 2020

By District

DISTRICT	Successful outcome (s)	Disengaged / consent withdrawn	Moved away from county	Step up	TOTAL	% success
Broxbourne	63	12	8	10	93	74%
East Hertfordshire	46	8	2	9	65	73%
Stevenage	73	18	2	15	108	69%
North Hertfordshire	72	22	4	19	117	64%
Dacorum	100	19	3	10	132	78%
St. Albans	45	6	2	11	64	73%
Welwyn Hatfield	87	11	0	9	107	81%
Hertsmere	50	7	1	2	60	85%
Watford	64	13	1	9	87	74%
Three Rivers	67	7	3	12	89	78%
TOTAL	667	123	26	106	922	74%

Hertfordshire FFA outcomes



- 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 31 December 2020)

Children & Young People FFA feedback							
	Strongly agree	Agree	Not sure	Disagree	Strongly disagree	TOTAL RESPONSES	% Agree or strongly agree
Support offered worked well	80	135	98	2	0	315	68.3
Things have improved	75	136	100	3	1	315	67
I am more confident to change things	70	136	107	2	0	315	65.4
Help received was the right help	72	140	104	1	0	317	66.9
I know where to get the right help in the future	77	142	96	1	0	316	69.3

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	37	25	8	0	0	70	88.6
Support offered worked well	37	25	7	0	0	69	89.9
Things have improved and working well	31	28	10	0	1	69	85.5
I am more confident in my ability to change things	28	31	9	0	0	68	86.8
The services involved were the right ones	34	28	7	0	0	69	89.9
I know where to go to get the right help in future	38	25	7	0	0	70	90.0

Family feedback – what went well

Child & young person and Parent / carer feedback for 12 months to 31 December 2020

Parents /carers

Having learnt about the bath, book and bed routine, we do that now and it helps.
Everything has improved and ive been listened to

I felt supported and listened to which helped me to make things better for my family. Good advice given and practical help.

I found the service very helpful for myself as when I felt anxious or even angry I could contact my support worker (L) and i would be able to discuss the issue and that then I could go on to deal with that issue reasonably

I really appreciated all the help V offered and it was good to be able to talk to someone who did not judge me.

Support with EHCP process. E called services when I was feeling overwhelmed and spoke on my behalf. If it wasn't for her I don't think I would have got the EHCP.

Supportive. Listening. Targeted. It worked.

The support F offered was fantastic. She great to have on the team

Felt safe talking about my difficulties, never felt stupid

Having someone to support me and sometimes give a push in the right direction to change what was happening.

I found it really helpful the support and the way it was delivered in a manageable way.

Well informed support, good signposting to appropriate courses and services. Regular contact was maintained throughout the process and support was available when needed.

Children & young people

I A caring person that listed to me

E enjoys school and her new home

All help and support has been helpful

I can talk about my life without worrying

I felt listened to

Mummy seems better

Enjoyed work sessions with C

Everything got sorted out really quickly

Ongoing support for my mother

I know who to talk to for help and support

S made me confident about myself

Talking to people when things were bad

Helped my family

We got to go to clubs so my dad could have a break

Family feedback – what could be changed

Child & young person and Parent / carer feedback for 12 months to 31 December 2020

Parents /carers

I would liked to have had more of a decision in when the worker left

No, just wished the service could continue.

"That we hadn't had Coronavirus and we could have continued to meet up face to face."

Children & young people

More time together.

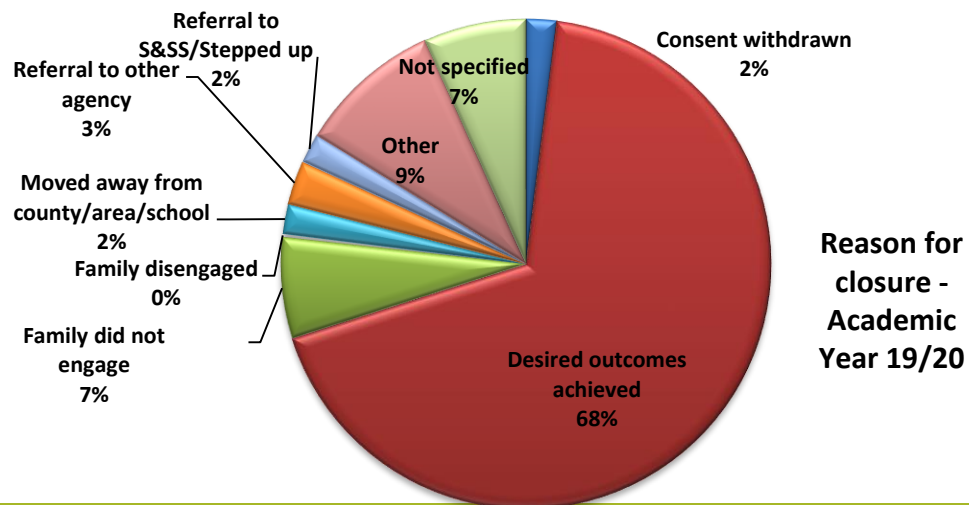
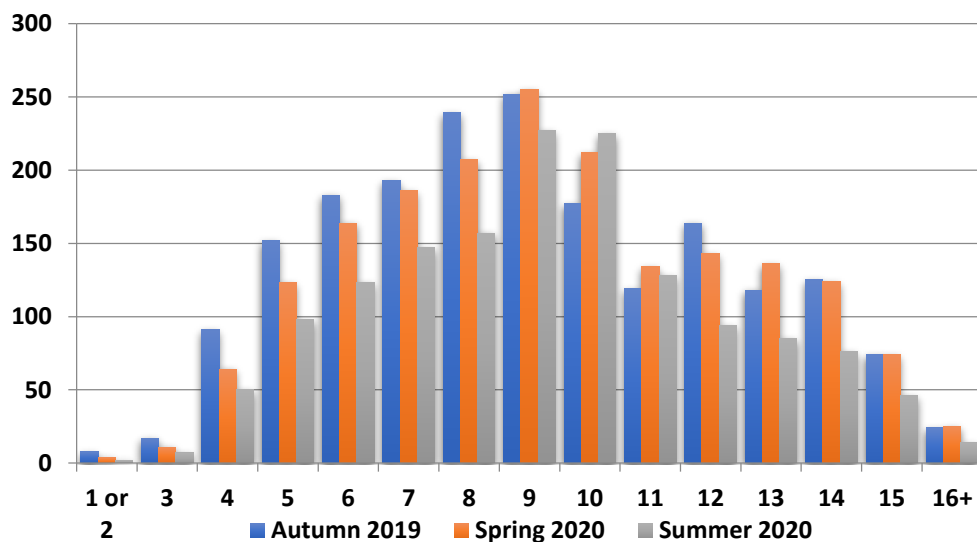
I think my mum would rather V was about so that she could continue to help us.

Still have stuff from the past in my mind

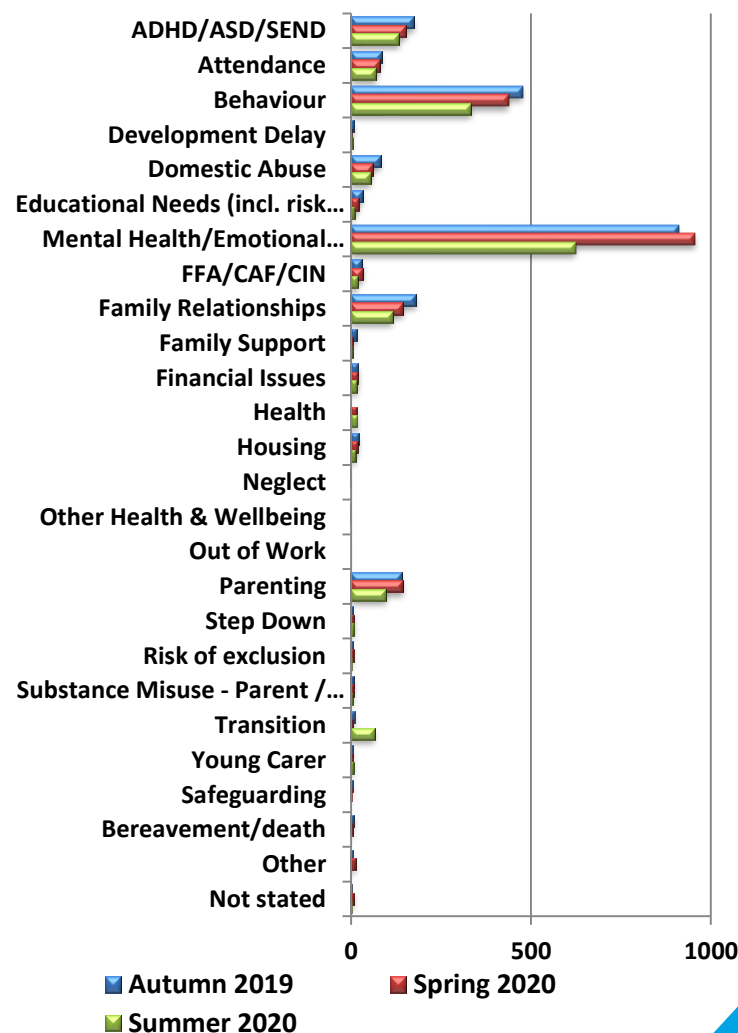
Perhaps we could have tried mediation earlier.

Local School Partnerships 2019-2020 Academic Year

Age of child - Academic Year 19/20



Primary Need - Academic



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

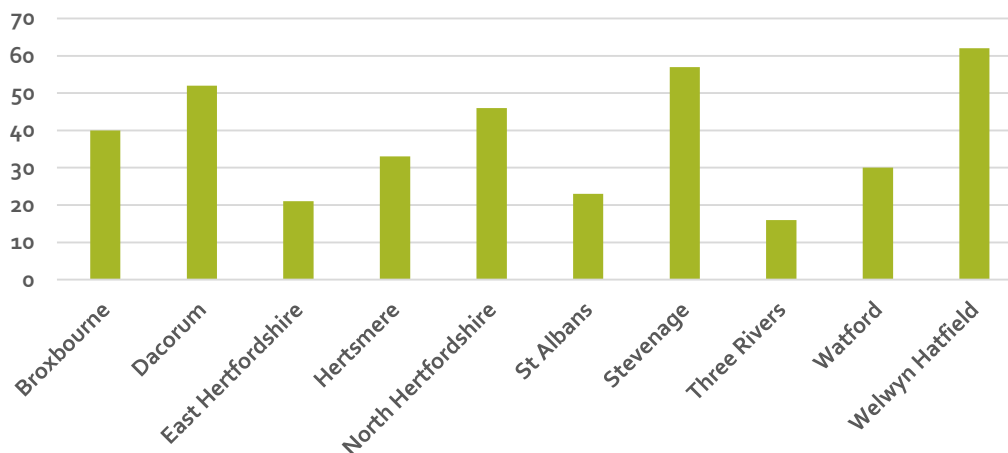
PRESENTING NEED	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St. Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	TOTAL	%
Young Carer	27	17	38	4	52	21	44	5	13	29	250	22.5
Parenting	0	0	0	0	2	2	0	0	0	0	4	0.4
Social isolation	0	0	0	0	5	0	1	0	0	0	6	0.5
Traveller / Refugee	0	0	0	0	0	0	0	0	0	5	5	0.5
Child mental health/ emotional wellbeing	15	131	38	21	70	47	54	39	28	70	513	46.2
Child challenging behaviour	3	104	1	15	43	20	11	13	20	21	251	22.6
Parental mental health / emotional wellbeing	5	51	6	12	35	5	30	7	6	26	183	16.5
Child drug & alcohol abuse	3	15	1	0	0	0	5	0	0	0	24	2.2
Parental drug & alcohol abuse	4	16	0	0	12	0	7	2	0	4	45	4.1
Health Acute	0	1	0	0	0	0	1	0	0	0	2	0.2
Health & Community support	0	5	4	0	6	3	1	0	0	5	24	2.2
SEND / ADHD / ASD	7	81	1	4	46	71	19	5	4	36	274	24.7
Education concerns	11	100	8	14	40	34	40	3	10	20	280	25.2
Out of work	0	9	0	0	3	1	8	0	0	0	21	1.9
Risk of NEET	0	2	0	0	0	0	7	0	0	0	9	0.8
Financial concerns	6	34	4	0	12	7	16	8	2	14	103	9.3
Housing	26	49	8	3	17	11	30	4	3	23	174	15.7
Healthy relationships (young people)	3	23	1	7	14	3	11	3	0	8	73	6.6
Inter family conflict / family breakdown / mediation	3	46	5	12	24	11	29	18	7	21	176	15.9
Domestic Violence / Abuse	2	28	0	2	15	6	17	2	5	16	93	8.4
Behaviour at home	12	55	0	10	27	19	25	6	4	14	172	15.5
Anti-Social behaviour	0	5	0	1	0	0	6	0	0	0	12	1.1
Bullying	0	3	0	0	0	0	1	0	0	0	4	0.4
Neglect	6	1	0	0	1	0	1	0	0	2	11	1.0
TOTAL STW	65	314	79	43	126	137	117	59	54	116	1,110	

Child Protection Plans (at 14 February 2021)

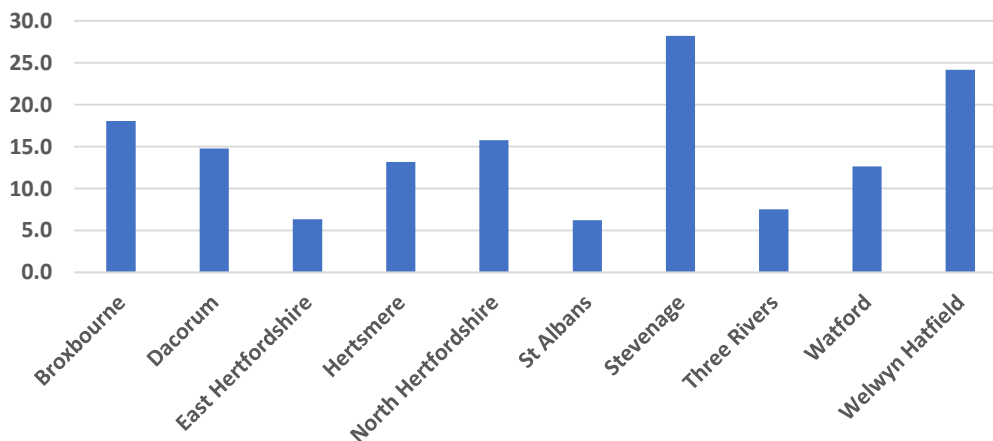
Child Protection Plans by District

District	Count of CP Plans	Children per 10,000 (2019 Mid Year Estimates)
Broxbourne	40	18.0
Dacorum	52	14.8
East Hertfordshire	21	6.3
Hertsmere	33	13.2
North Hertfordshire	46	15.8
St Albans	23	6.2
Stevenage	57	28.2
Three Rivers	16	7.5
Watford	30	12.6
Welwyn Hatfield	62	24.1
Other	17	
TOTAL	397	

No. children with CP Plan



Children with CP Plan per 10,000 0-17 popn.



Practitioners trained on EHM (to December 2020)

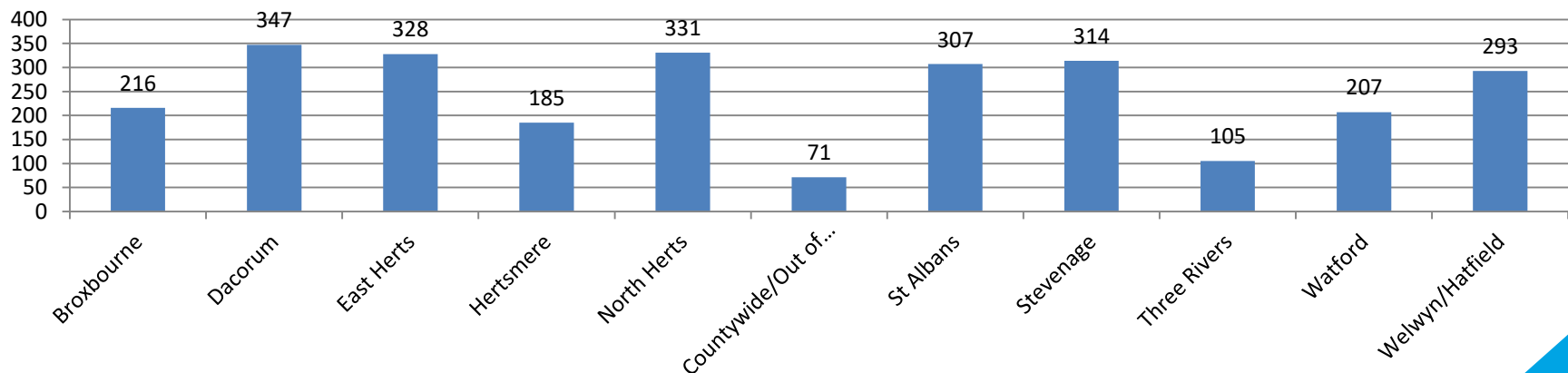
By District & Agency

External to HCC (by sector)	Total
Broxbourne	216
Dacorum	347
East Herts	328
Hertsmere	185
North Herts	331
Countywide/Out of County	71
St Albans	307
Stevenage	314
Three Rivers	105
Watford	207
Welwyn/Hatfield	293
Total	2704

District/Agency	Total
Early Years	220
Family Centre	230
Education	1385
Education Support Centre	80
LSP	165
Health	404
Housing/District Council	72
Voluntary	48
Justice & Crime Prevention	28
Countywide/Out of County	71
DSPL	1
Total	2704

Staff with HCC email address trained : 468

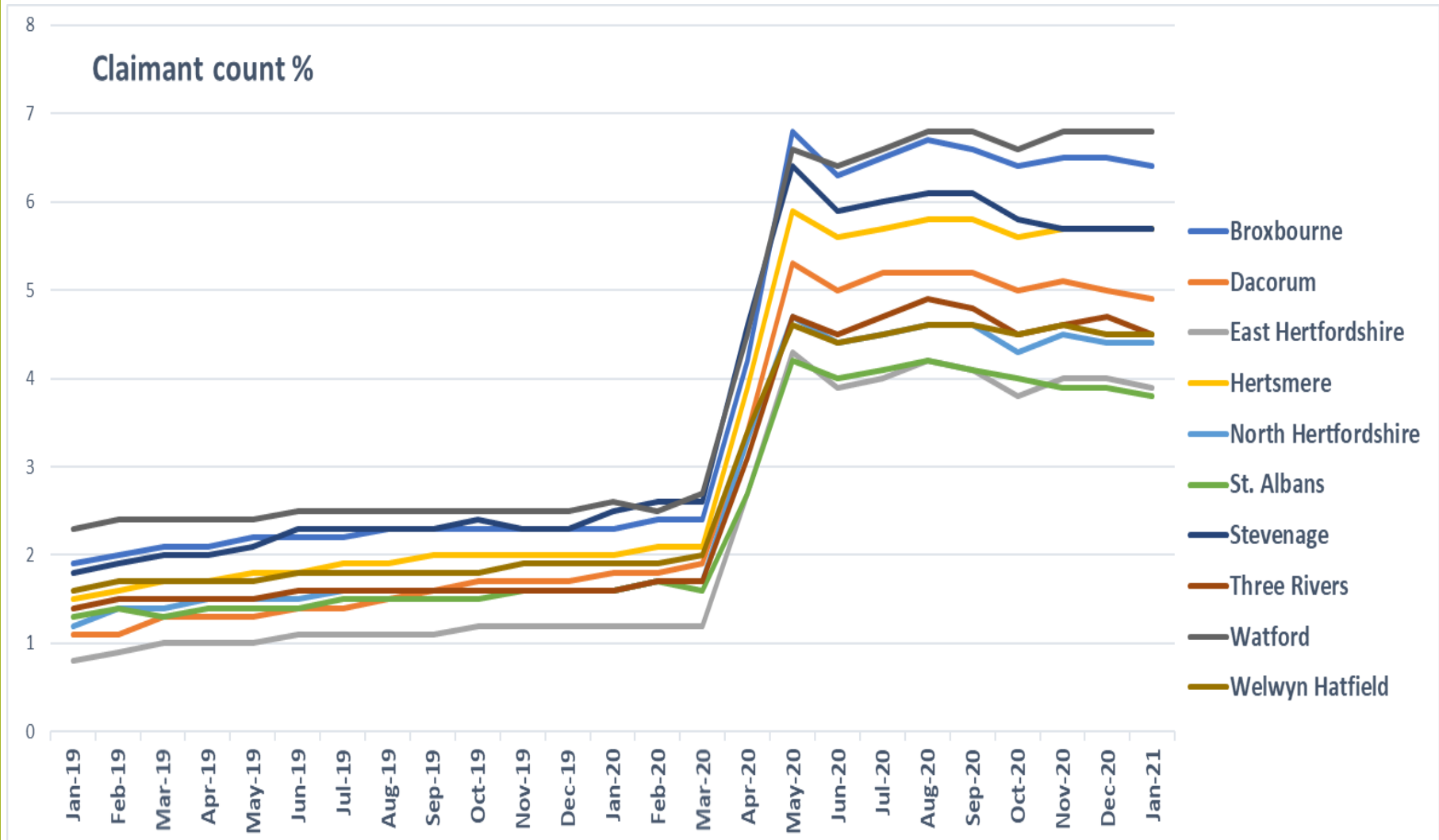
Number of practitioners outside of HCC trained by District (Rolling from Sept 2016)



Claimant count % (not seasonally adjusted)

By District – January 2019 – January 2021

(*county increase from 1.9% - 4.9% between March & Jan. 2021*)



Public Health Outcomes Framework (2017-20 indicators)

By District (wider determinants of health)



Wider determinants of Health indicator	Period	Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Hertfordshire	England
B03 - Pupil absence	2018/19	4.77%	4.85%	4.24%	5.16%	4.33%	4.20%	5.23%	4.31%	4.47%	4.41%	4.56%	4.73%
B08a - Gap in the employment rate between those with a long-term health condition and the overall employment rate	2019/20	9.5% pts	7.5% pts	12.2% pts	8.1% pts	12% pts	5.6% pts	9.5% pts	17.9% pts	22.3% pts	4.3% pts	10.6% pts	10.6% pts
B08d - Percentage of people aged 16-64 in employment	2019/20	77.1%	79.1%	78.5%	84.2%	81.7%	76.2%	81.8%	80.1%	76.3%	81.9%	79.6%	76.2%
B12a - Violent crime - hospital admissions for violence (including sexual violence) per 100,000	2017/18 - 19/20	59.2	30.7	32	27.7	49.7	26.4	86	28	36.7	54.8	40.5	45.8
B12b - Violent crime - violence offences per 1,000 population	2019/20	24.7	21.1	17	22.2	20.3	17.8	34.7	15.9	28.9	23.6	22.2	29.5
B12c - Violent crime - sexual offences per 1,000 population	2019/20	1.4	1.8	1.1	1.5	1.5	1.6	2.7	1.3	2.7	2	1.7	2.5
B13a - Re-offending levels - percentage of offenders who reoffend	2017/18	25.5%	21.4%	31.2%	26.9%	25.5%	28.3%	36.9%	24.8%	30.0%	29.3%	27.6%	29.1%
B14a - The rate of complaints about noise (per 1,000)	2018/19	4.7	2.5	3.1	4.9	5	4.2	2.7	5.2	6.7	7.3	4.6*	6.8*
B17 - Fuel poverty	2018	7.5%	2.7%	7.3%	7.6%	7.8%	6.9%	7.4%	7.4%	8.5%	8.3%	7.6%	10.3%
B01b - Children in absolute low income families (under 16s)	2018/19	11.2%	8.8%	6.2%	8.1%	8.4%	8.6%	12.3%	7.2%	9.9%	9.2%	8.5%	15.3%
Deprivation score (IMD 2019)	2019	18	13	8.2	13.9	11.6	8.3	19.7	9.9	15.4	14.2		21.7
1.15ii - Statutory homelessness - households in temporary accommodation (per 1,000)	2017/18	11.4	1.4	0.4	3.6	1.2	1.5	2.3	1.4	4.5	2.2	2.7	3.4

RAG rankings differ for counties / UAs & Districts

* Modelled for synthetic value

Data from Public Health Outcomes Framework <https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data>