

Performance report



Hertfordshire

covering the period
October 2019 – September 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 last two quarters and in the year between October 2019 and September 2020, 937 assessments were finalised, which include 2,117 children.



Intensive Family Support teams (419) and Schools / school partnerships (299) lead on the majority of FFAs.

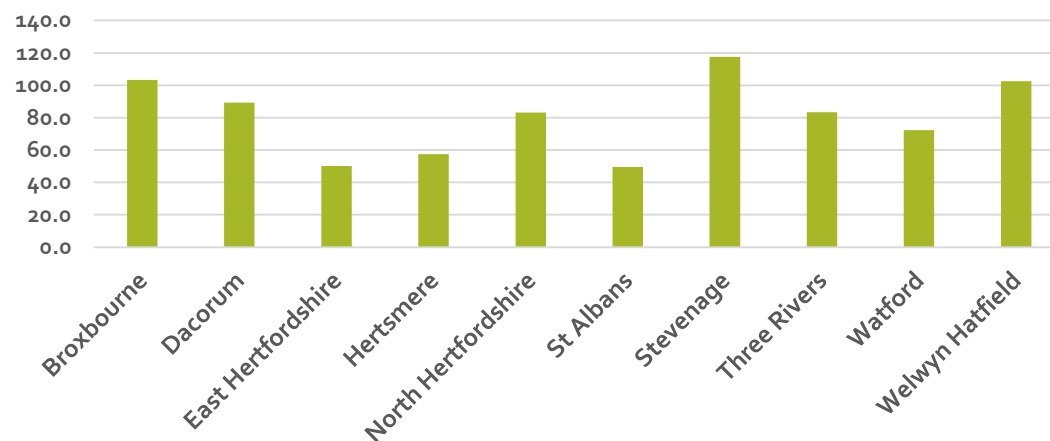


Between October 2019 and September 2020, there were 918 'short term work' interventions that provided support for children and young people. In these instances, shorter early help interventions are found to be more appropriate. These can be for stand alone support or can form part of a FFA. All completed short term work interventions result in continuation of support by services at an appropriate level.

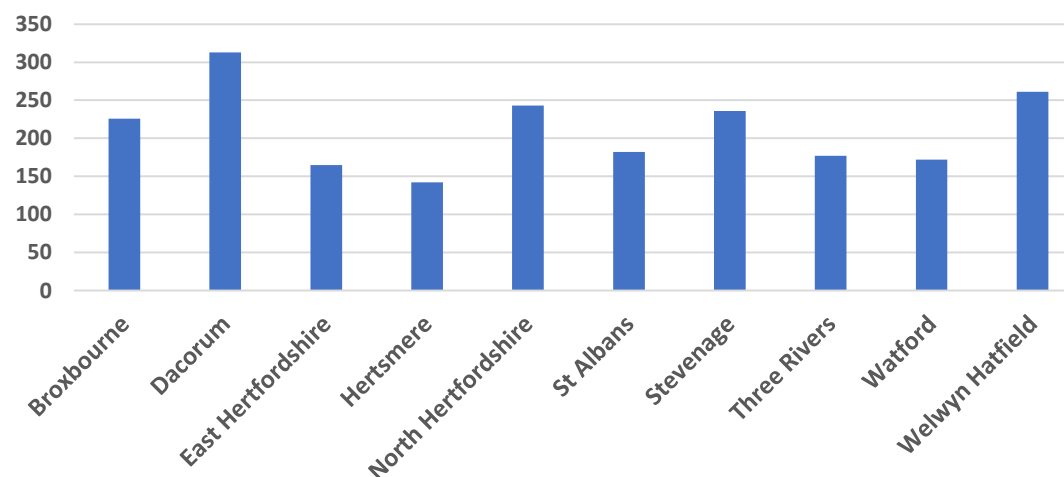
Families First Assessments (October 2019 – September 2020) No. of children in completed FFAs

District	No. Children	Children per 10,000 (2018 Mid Year Estimates)
Broxbourne	226	103.3
Dacorum	313	89.3
East Hertfordshire	165	50.2
Hertsmere	142	57.4
North Hertfordshire	243	83.2
St Albans	182	49.5
Stevenage	236	117.6
Three Rivers	177	83.3
Watford	172	72.4
Welwyn Hatfield	261	102.5
TOTAL	2,117	78.1

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 16/10/2020)



DISTRICT	Carers in Herts	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 / Charity sector	YC Hertfordshire	TOTAL
Broxbourne	3	1	11		12		44	24	4		99
East Hertfordshire	1	2	8	1	9		38	21			80
Stevenage	1		10		11		25	31	8		86
North Hertfordshire	1		8		16		36	39	14	1	115
Dacorum	4		2		8		54	66	1	2	137
St. Albans	1	1	5		4		23	42		1	77
Welwyn Hatfield	4	1	15	1	8	1	50	30	9	1	120
Hertsmere	2		2	1	5		36	14		2	62
Watford	2		2		6		58	17		1	86
Three Rivers					2		55	15		3	75
TOTAL	19	5	63	3	81	1	419	299	36	11	937

Presenting needs and outcomes



93% 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 October 2019 and September 2020 was 73%. 15 % 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	Signs of neglect	Number of cases
Broxbourne	21.2	89.9	25.3	5.1	59.6	70.7	51.5	58.6	59.6	68.7	25.3	16.2	11.1	99
East Hertfordshire	18.8	97.5	23.8	5.0	66.3	73.8	55.0	50.0	36.3	65.0	28.8	18.8	8.8	80
Stevenage	44.2	90.7	37.2	8.1	74.4	69.8	60.5	54.7	51.2	79.1	23.3	18.6	15.1	86
North Hertfordshire	28.7	91.3	32.2	3.5	62.6	73.0	45.2	36.5	38.3	74.8	11.3	15.7	9.6	115
Dacorum	26.3	94.9	19.0	2.2	60.6	67.2	44.5	48.2	37.2	61.3	13.9	10.9	9.5	137
St. Albans	19.5	88.3	16.9	5.2	63.6	62.3	50.6	48.1	33.8	63.6	16.9	11.7	11.7	77
Welwyn Hatfield	36.7	92.5	20.8	2.5	55.0	57.5	39.2	38.3	35.0	65.0	8.3	12.5	5.0	120
Hertsmere	43.5	96.8	25.8	4.8	59.7	69.4	46.8	38.7	40.3	74.2	17.7	19.4	6.5	62
Watford	66.3	94.2	19.8	9.3	58.1	52.3	40.7	34.9	37.2	73.3	15.1	15.1	11.6	86
Three Rivers	81.3	90.7	29.3	5.3	58.7	56.0	46.7	36.0	33.3	82.7	24.0	6.7	5.3	75
TOTAL	37.0	92.6	24.8	4.8	61.6	65.3	47.5	44.5	40.2	70.0	17.6	14.3	9.4	937

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

	Broxbourne District	Dacorum District	East Hertfordshire District	Hertsmere District	North Hertfordshire District	St Albans District	Stevenage District	Three Rivers District	Watford District	Welwyn Hatfield District	Grand Total
A low income family	6	10	2	2		4	3			2	29
ADHD/ASD	9	26	11	4	21	13	14	2	3	14	117
Behaviour	11	19	8	8	18	10	24	24	29	33	184
Bereavement	2	7						3			12
Child previously missing		1		2						1	4
Child with mental ill health or emotional well-being issues (undiagnosed)	9	34	27	12	26	26	15	87	68	21	325
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	3	8	4	3	6	2	3	2	1	7	39
Child/Young Person ill health, complex health needs and multiple disabilities	5	8	6	1	9	3	2	1	4	2	41
Child/Young Person involved in anti-social behaviour	6		3					3		1	13
Child/Young Person involved in gang activity									1		1
Child/Young Person learning disability	4	3	2	5	4	3	1		2	2	26
Child/Young Person mental ill health (diagnosed)	2	8	6	4	6	8	3	3	2	7	49
Child/Young Person physical disability	1						2		1		4
Child/Young Person school attendance below 90%	5	17	4	4	3	6	5	1	1	4	50
Child/young person Self Harming	1	2			2						5
Child/Young Person underage sexual activity or unsafe sexual behaviour	1					2			1	1	5
Domestic abuse	7	7	3	1	38	4	26	2	3	24	115
Educational needs	10	16	16	1	5	7	6	1	2	2	66
Emotional harm	20	15	9	4	15	6	18	3	4	15	109
Family Breakdown	2		2		2		6				12
Family relationships	31	43	14	48	26	29	38	8	6	47	290
Inability to afford a number of food and clothing items	2										2
Living in poor or overcrowded housing / homelessness	39	5	1	9	2	3	9		2	8	78
Missing education/absent	3	6	4		2		5	7	5	2	34
NEET	1			1		1	1			1	5
Neglect	7	3	6	3	7	5	12		3	4	50
Obesity	1										1
Parent with no needs		1									1
Parental alcohol and/or substance misuse				3	2				1		6
Parental conflict						2					2
Parental mental ill health issues (diagnosed)			1							2	3
Parental mental ill health or emotional well-being issues (undiagnosed)		1				1	1				3
Parental/Carer disability	2										2
Physical harm					4	1	4	2	4		15
Sexual Exploitation				1							1
Sexual harm	1									2	3
Social Isolation	1	1			1		1				4
Teenage Pregnancy		2									2
Transition							1	1		1	3
Young Carer	5	10	6	8	6	3	3		6	8	55
Young Person homelessness			2								2
Grand Total	199	253	138	124	205	139	205	151	149	211	1774

Primary presenting identified need recorded for adults (FFAs)

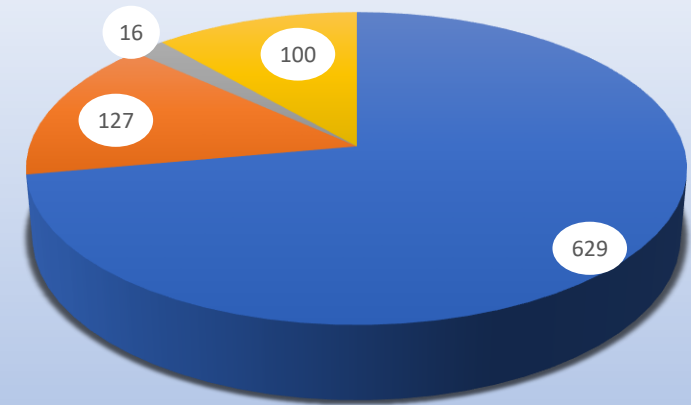
	Broxbourne District	Dacorum District	East Hertfordshire District	Hertsmere District	North Hertfordshire District	St Albans District	Stevenage District	Three Rivers District	Watford District	Welwyn Hatfield District	Grand Total
A low income family	4	7	4	1	2	2	3			1	24
ADHD/ASD					2		1				3
Behaviour							1				1
Bereavement	3	4			1	1	1	3			13
Child with mental ill health or emotional well-being issues (undiagnosed)					1	1		1	1	2	6
Child/Young Person alcohol and/or substance misuse						1					1
Child/Young Person developmental delay		2									2
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							1	1	1	4
Child/Young Person physical disability									1		1
Domestic abuse	16	9	9	6	36	11	31	10	11	30	169
Educational needs										1	1
Emotional harm					1		2				3
Family Breakdown	13	23	17	10	15	14	8	6	6	8	120
Family relationships	4	3	1	5	4	1	5	3	1	9	36
Inability to afford a number of food and clothing items	2					1					3
Living in poor or overcrowded housing / homelessness	19	3	9	4	2	2	7	3	7	3	59
NEET		2									2
No one in the family is in work	1	1	2				1		1	1	7
Parent carer Learning disability	1		2	1	2	1	1	1		1	10
Parental alcohol and/or substance misuse	4	6	3	3	11	2	7	1	6	6	49
Parental mental ill health issues (diagnosed)	15	12	11	6	5	6	6	23	23	19	126
Parental mental ill health or emotional well-being issues (undiagnosed)	13	19	22	8	21	12	9	5	7	14	130
Parental/Carer disability	1	7			3		2				13
Parental/Carer ill-health or longstanding limiting illness	4	11	2	5	4	4	4		3	10	47
Parental/Carer involvement in anti-social behaviour		3									3
Parental/Carer offending/imprisonment	1								1		2
Parenting capacity	24	36	17	26	46	28	23	45	44	33	322
Partner with mental ill health or emotional well-being issues	3	4	9		4	1	1	2	3	3	30
Physical harm					2		1				3
Social Isolation	2	1			2		2	1	1		9
Teenage Pregnancy								1			1
Grand Total	131	154	108	75	166	88	116	106	117	142	1203

FFA closure/outcome: October 2019 – September 2020

By District

DISTRICT	Successful outcome (s)	Disengaged / consent withdrawn	Moved away from county	Step up	TOTAL	% success
Broxbourne	60	15	5	11	91	70%
East Hertfordshire	39	11	1	10	61	65%
Stevenage	64	17	2	15	98	67%
North Hertfordshire	83	23	0	18	124	67%
Dacorum	81	15	2	12	110	75%
St. Albans	47	6	3	9	65	76%
Welwyn Hatfield	89	12	0	7	108	82%
Hertsmere	49	7	1	1	58	86%
Watford	60	11	1	8	80	76%
Three Rivers	57	10	1	9	77	75%
TOTAL	629	127	16	100	872	73%

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 30 September 2020)

Children & Young People FFA feedback							
	Strongly agree	Agree	Not sure	Disagree	Strongly disagree	TOTAL RESPONSES	% Agree or strongly agree
Support offered worked well	161	224	137	0	1	523	73.6
Things have improved	124	216	116	3	1	460	73.9
I am more confident to change things	117	212	131	1	2	463	71.1
Help received was the right help	119	223	120	1	2	465	73.5
I know where to get the right help in the future	129	225	106	1	1	462	76.6

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	41	35	10	0	0	86	88.4
Support offered worked well	41	36	9	0	0	86	89.5
Things have improved and working well	37	35	13	0	1	86	83.7
I am more confident in my ability to change things	34	41	11	0	0	86	87.2
The services involved were the right ones	38	38	10	0	0	86	88.4
I know where to go to get the right help in future	41	35	10	0	0	86	88.4

Family feedback – what went well

Parent / carer feedback for 12 months to 30 September 2020

I learnt about the bath, book and bed routine, we do that now and it helps. You taught me to set up payment plans without leaving them so they come back and bite me. I am feeling more confident to take L. Worker enabled me to have the necessary conversations and I did the work I needed to do with my children; I have created a better relationship with all my children because we are closer as a family unit. Courses, and work with L. The IDVA has helped a lot and made me feel more safe and secure with DA. L always listened to me and supported me. I feel I have built up stronger relationships with the school. E feels that he has been through hell and back but getting stronger and wouldn't have been able to do so without the support he was given by the IFST.

E spoke of feeling able to engage more with others and accepting help.

Felt safe talking about my difficulties, never felt stupid

G says that she felt her and the family were well supported every step along the way and the family would not be where they are now without it. Communication between all family member's is better.

Having someone to help when I didn't know where to go or getting no response.

Having someone to support me and sometimes give a push in the right direction to change what was happening. Financially supported me to get the benefits I was due and not give up. Support me to attend

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

I felt supported by F and referrals were made for ongoing support eg BBO

I felt supported to be able to voice the concerns I had for my children and the impact it was having on me and my family. I feel more confident now.

I felt that I had someone that I could ask for help. If I needed to speak to someone FSW could help me

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

I had someone I could contact when I needed help and support or just needed to talk though things that were happening. She even took me to some very difficult meetings and supported me to make sure

I needed help me to get the appropriate agencies to support my children. I tried to get B in to the 0-25 Team myself but was unable to even get an assessment. IFST were able to come alongside me and help

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

It helped me to focus. I am not in debt

J has found the courses very interesting and has learnt new strategies.

K encouraged me to be able to voice my concerns and worries about my daughter to school, as I had felt pre-judged by them and that everything was my fault.

K, K and S helped me complete and understand all the paperwork. I am completely capable of doing everything my daughter needs but I sometimes need support with organisation and this was very helpful.

K has made lots of positive changes following IFST support. K is keeping on top of household chores and ordered a chore chart to put on her fridge. Children's school attendance improved. S received his

M felt that the service provided by IFST was amazing, M commented that I was very supportive and helped particularly when she was having difficulty with her previous CMHT worker. Since she has a new

M supported me with everything that I needed support with and reminded me of who I am

My IFST worker was a huge support, she made our world a better place. C is a credit to her organisation - she was efficient, effective and others should take note of her work.

Parenting advice and support.

R feels that the service has been helpful in receiving targeted advice to help improve the family situation.

S was easy to work with, she has a friendly approach and enable to build a good rapport with myself and the children. S gave a clear action plan and followed through with it, everyone involved, in terms of

Support through school and home process to improve and manage children's challenging needs.

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.

Support with finances and clubs for children

Supportive. Listening. Targeted. It worked.

The work has put things into perspective for me it has showed me what is important and what I have to do to move forward. I have to learned prevent things building up and action before things become a p

To feel like I was being listened to

Trust, understanding of myself made me feel comforted and prompted me to do the right things.

Weekly contact and Key Worker being persistent.

Family feedback – what went well

Children & young people feedback for 12 months to 30 September 2020

Enjoyed the canoeing sessions at White Water Rafting centre

Felt safe talking about my difficulties, never felt stupid

Felt supported

F came to my school and dropped off crafts during lockdown for me to make at home.

F helped me apply to the right course at college and came to the GP with me.

Having some one to support with the things I was scared to change and challenging

Having someone to hear me out; someone who wanted to do the best for me and my family.

I completed My Star and got a sticker

I feel that I now have more options and doors that were once closed to me are now open due to E's intervention.

I have been well supported-could not have done it without J. I have been really grateful for everything Thanks so much

I needed a lot of support from a lot of places, but it was there and helped me and my family to be safe.

I received different strategies in managing my emotions when I am feeling anxious.

It has been offered to me-Job centre referral, sign posting to YC Herts.

Liked being able to go at my own pace. (back into school)

The work has put things into perspective for me it has showed me what is important and what I have to do to move forward and I have learned prevent things building up and action before things become a problem

Was treated like a human being and listened to, supported to gain support needed.

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

Family feedback – what could be changed

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



Parents /carers

It should be easier for parents to access the support they need for their children.

It took a very long time for medical diagnosis and to be believed that Abbie wasn't just being a difficult teen. I understand the assessments and collecting evidence but she missed a lot of school in the meantime.

Less time to access support we need!

Children & young people

Stuff more focused on computers

Still have stuff from the past in my mind

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

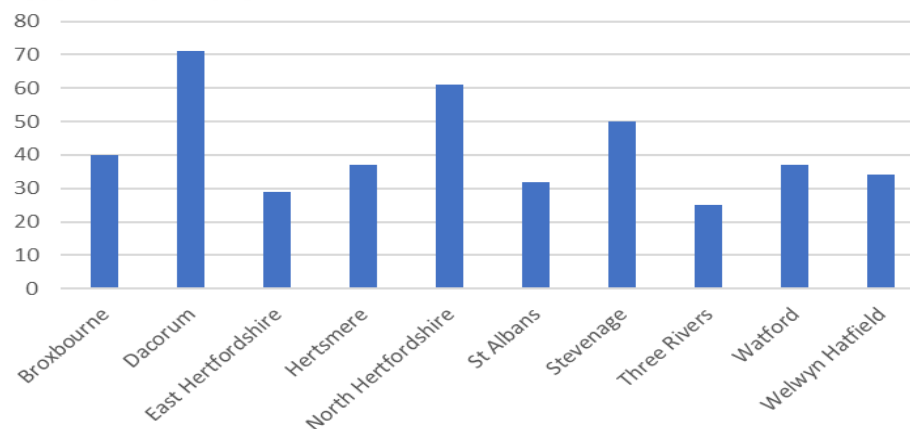
PRESENTING NEED	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St. Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	TOTAL	%
Young Carer	31	18	37	5	57	34	65	6	12	39	304	33.1
Parenting	7	64	10	6	21	8	16	11	3	9	155	16.9
Social isolation	0	1	0	0	6	0	4	2	0	3	16	1.7
Traveller / Refugee	0	0	0	0	0	0	0	0	0	1	1	0.1
Child mental health/ emotional wellbeing	24	88	35	26	53	23	60	25	22	81	437	47.6
Child challenging behaviour	4	81	9	13	27	11	19	4	2	22	192	20.9
Parental mental health / emotional wellbeing	4	6	0	9	18	1	16	13	2	23	92	10.0
Child drug & alcohol abuse	0	15	1	0	0	0	1	0	0	0	17	1.9
Parental drug & alcohol abuse	8	16	0	3	8	0	7	2	0	1	45	4.9
Health Acute	0	10	0	0	0	0	1	0	0	6	17	1.9
Health & Community support	0	3	0	3	2	2	0	0	0	9	19	2.1
SEND / ADHD / ASD	4	50	0	1	23	15	19	3	0	30	145	15.8
Education concerns	12	57	7	8	24	13	36	5	2	42	206	22.4
Seeking work	0	1	0	0	4	1	5	0	0	4	15	1.6
Risk of NEET	0	0	0	0	0	0	7	0	0	0	7	0.8
Financial concerns	5	22	2	0	7	2	18	2	0	27	85	9.3
Housing	19	24	11	2	9	3	24	2	1	21	116	12.6
Healthy relationships (young people)	0	15	1	8	2	1	6	5	0	6	44	4.8
Inter family conflict / family breakdown / mediation	3	26	1	15	22	5	27	5	3	26	133	14.5
Domestic Violence / Abuse	6	21	0	8	6	1	16	6	0	22	86	9.4
Behaviour at home	9	28	7	3	16	10	14	4	1	17	109	11.9
Anti-Social behaviour	0	4	0	0	0	0	0	0	0	0	4	0.4
Bullying	0	3	0	0	0	0	1	0	0	3	7	0.8
Neglect	0	2	0	0	1	0	1	0	0	0	4	0.4
No. Short Term work interventions	60	228	86	32	119	73	131	36	31	122	918	

Child Protection Plans (at 20 September 2020)

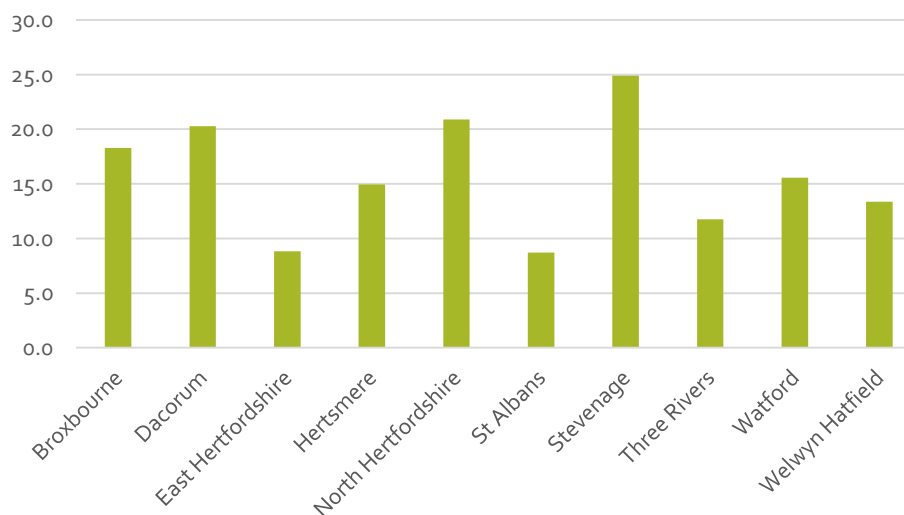
Child Protection Plans by District

District	Count of CP Plans	Children per 10,000 (2018 Mid Year Estimates)
Broxbourne	40	18.3
Dacorum	71	20.3
East Hertfordshire	29	8.8
Hertsmere	37	15.0
North Hertfordshire	61	20.9
St Albans	32	8.7
Stevenage	50	24.9
Three Rivers	25	11.8
Watford	37	15.6
Welwyn Hatfield	34	13.4
Other	37	
TOTAL	453	

Count of CP Plans



Children per 10,000 (2018 Mid Year Estimates)



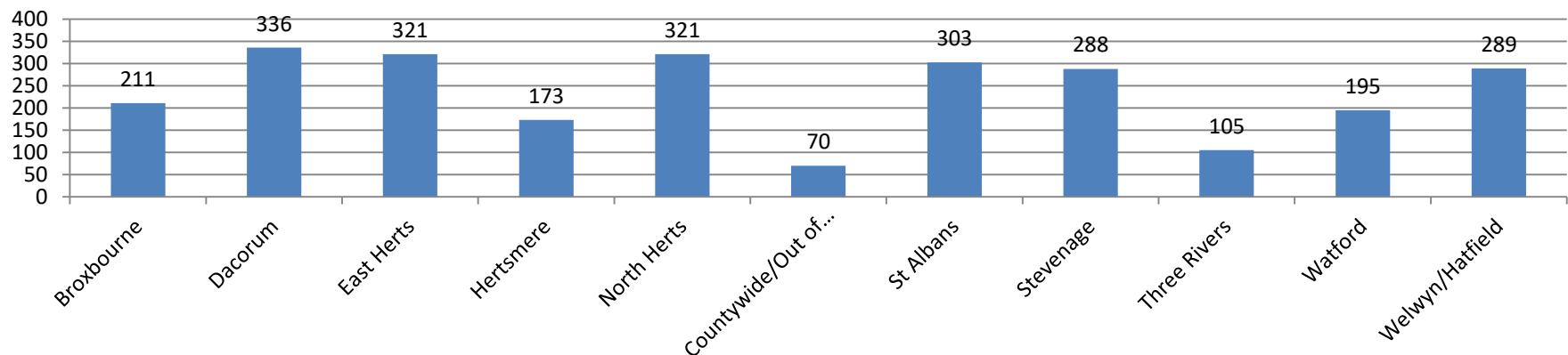
Practitioners trained on EHM (to Sept. 2020)

By District & Agency

Number of practitioners outside of HCC trained by District	Rolling Total
Broxbourne	211
Dacorum	336
East Herts	321
Hertsmere	173
North Herts	321
Countywide/Out of County	70
St Albans	303
Stevenage	288
Three Rivers	105
Watford	195
Welwyn/Hatfield	289
Total	2612

District/Agency	Total
Early Years	217
Family Centre	229
Education	1315
Education Support Centre	79
LSP	151
Health	403
Housing/District Council	72
Voluntary	47
Justice & Crime Prevention	28
Countywide/Out of County	70
DSPL	1
Total	2612

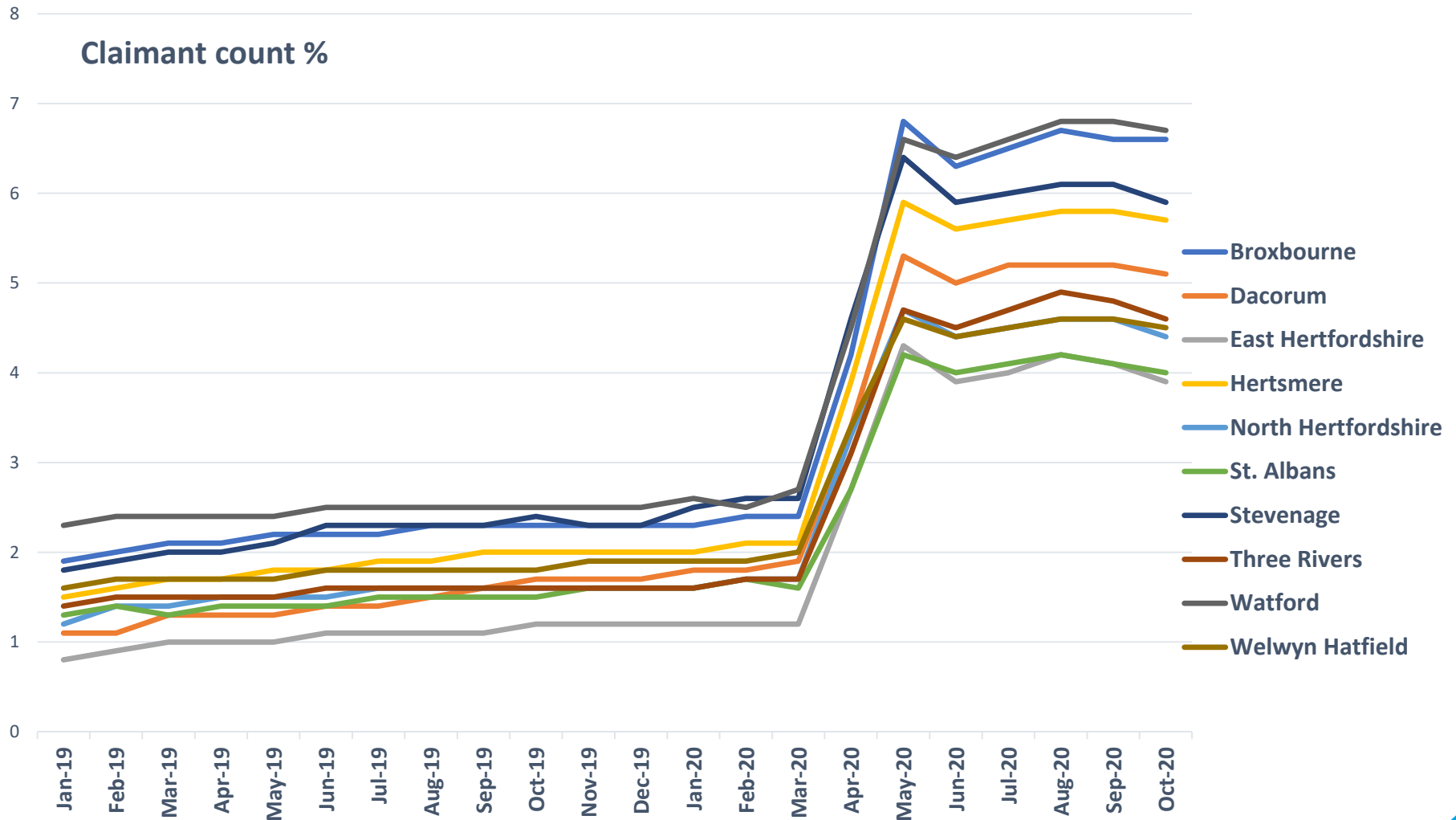
Number of non HCC practitioners trained by District (rolling from Sept 2016)



Claimant count % (not seasonally adjusted)

By District – January 2019 – October 2020

(county increase from 1.9% - 5.0% between March & Oct. 2020)



Data from - <http://www.nomisweb.co.uk/reports>

Not seasonally adjusted