

Plan for Children and Young People 2021-26 – Performance Report for 2022-23

Hertfordshire's Plan for Children and Young People 2021-2026 includes a list of indicators which will be used to measure success in meeting our strategic ambitions. This report summaries how we performed against these indicators in 2022-23.



Our Way Forward- Plan for Children and Young People 2021- 2026

This plan sets out our ambitions for improving outcomes for Hertfordshire's children and young people.

Children's Services
Our Way Forward



* Previous data is as at March / Q4 2022 unless otherwise stated

** Latest data is as at March / Q4 2023 unless otherwise stated

Direction of travel compares latest data to previous data - ↑= Improving Performance ↓= Declining Performance ⇄= Declining Performance within a 5% margin

Each indicator includes a linked outcome (e.g., BE SAFE). This shows how the indicator contributes to improving children's outcomes, based on Hertfordshire's [Outcome Bees Framework](#). Additionally, each indicator shows to which priority within the Corporate Plan it is aligned to.

Executive Summary

This performance report shows that progress is being made on achieving the strategic ambitions set in the [Plan for Children and Young People 2021 – 26](#).

Many areas are showing improved or continued **good performance** in 2022-23 compared to the previous year, including:

- The number of additional Special School places delivered has increased.
- The number of Children Looked After returning home has increased.
- Take up of Free Early Education for 2-year-olds has increased.
- The percentage of audited children's records rated as good or outstanding has increased.
- The number of young people prevented from coming into Care has increased.
- The proportion of schools assessed by Ofsted as Good or Outstanding has increased.
- Hertfordshire is still in the top quartile nationally on the rate per 10,000 of Children in Need and Children Looked After.

There are some areas where **performance needs to improve** and we have plans in place to achieve this, including:

- The percentage of Care Leaver 17–21-year-olds who are in Education, Employment or Training.
- The achievement gap between children and young people and those who are disadvantaged in the Early Years.
- The percentage of care-experienced children and young people who know how to access services if they are worried about mental health.
- The percentage of Children Looked After living within Hertfordshire.
- The quality and timeliness of the creation and review of Statutory Education, Health and Care Plans for our children and young people with SEND.
- The use of agency staff.

Senior managers and political leaders are aspirational and committed to delivering against the [Plan for Children and Young People 2021 – 26](#). We continue to embed and build on the good work identified in the overall Outstanding judgement from our January 2023 Ofsted ILACS inspection, in order to improve outcomes for children and their families; and achieve a cleaner, greener, healthier Hertfordshire.

Ambition 1 – To meet the needs of Hertfordshire’s children within their community.

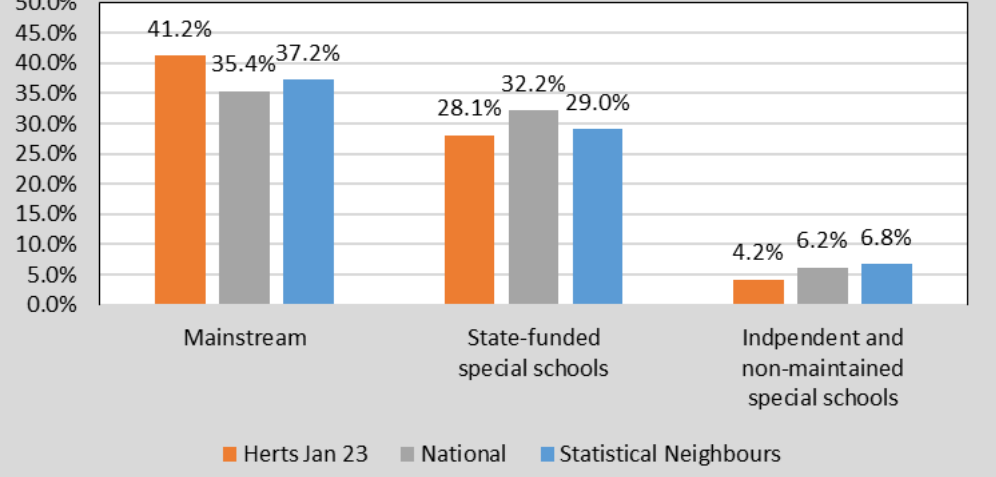
No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
1.	<p>Percentage of Children Looked After (CLA) living within Hertfordshire</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	67.4% (694/1,030)	63.9% (625/978)	↓	<p>Where possible, we aim to keep children living in Hertfordshire and within their communities, if it is safe to do so.</p> <p>Most of the children looked after (CLA) living outside of Hertfordshire are in Local Authority areas that touch Hertfordshire’s borders. 66% fall into this group.</p> <p>Performance for 2022-23 has decreased to 63.9% from 67.4% in 2021-22.</p> <p>There are a range of reasons why children are living out of area, including:</p> <ul style="list-style-type: none"> • In-house foster carers living out of area • Children placed out of area in appropriate settings to meet need such as adoptive placements. Tier 4 hospital, criminal secure provision and placement with parents (on Care Order) • Children placed in residential special schools out of area, mainly in Band 1. Many of these are specialist provisions and therefore cannot be replicated by one authority as the numbers of young people requiring such a provision do not warrant it • A small cohort (potentially 20) are placed at a distance for their own safety (criminal and sexual exploitation in Hertfordshire). <p>Most local authorities are currently facing increasing challenges in placement location, availability and choice. We have clear strategies in place to increase the amount of in-house foster carers and increase the number of children’s homes within Hertfordshire’s borders to reduce the number of children living out of area. Performance measures are reviewed on a regular basis.</p> <p>Actions to address decline in performance: Fostering Strategy</p> <ul style="list-style-type: none"> • To increase the amount of in-house carers

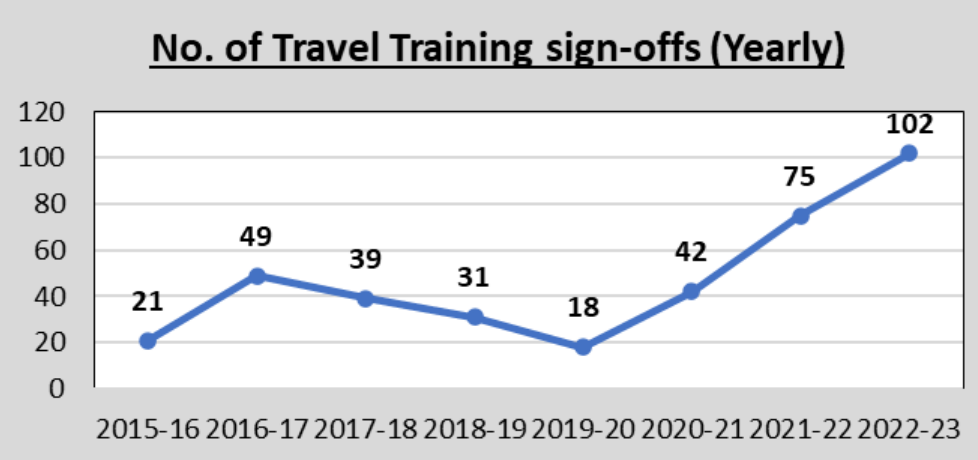
No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
					<ul style="list-style-type: none"> • Develop an emergency foster carer scheme for children in crisis to prevent them being placed out of area • Joint application with the region (DfE funded) to develop a regional recruitment hub • Develop a business case for specialist foster carers • Develop short break carers to provide support enabling children to remain with their families <p><u>Residential Strategy (Invest to Transform Project)</u></p> <ul style="list-style-type: none"> • To increase the number of children’s homes within Hertfordshire’s borders by 31 beds to reduce the number of children living out of area. <p><u>Reunification Project (Building Bridges) (Invest to Transform Project)</u></p> <ul style="list-style-type: none"> • To return children to their families where it is safe to do so. <p><u>Commissioning</u></p> <ul style="list-style-type: none"> • Work with independent providers to identify those children they look after out of area and identify potential homes coming up in Hertfordshire. <p>Performance measures are reviewed on a regular basis.</p>
2.	<p>Percentage of CLA with 3 or more placements</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES</p>	8.6% (89/1,040)	10.0% (98/979)	↓	<p>Maintaining stable placements is extremely important for our young people’s wellbeing and sense of belonging. We have made considerable improvements in recent years with the stability of placements, however, access to suitable placements to meet young people’s needs have become more difficult. This is a national issue affecting many local authorities.</p> <p>Performance for this indicator has declined, with the percentage of 3+ placements increasing from 8.6% to 10.0%</p> <p>For this indicator smaller is better.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	FOR OUR RESIDENTS				<p>Actions to address decline in performance:</p> <ul style="list-style-type: none"> • A new meeting has been introduced. When a request for a placement change is made in respect of a child in long-term foster placement, an immediate resolution meeting is now held between the Fostering Head of Service and the CLA Head of Service • Quality and timeliness of Placement Request Form are the subject of a focus group. This will ensure that every child is effectively matched with their carer • Consistency of workers visiting children is a focus within the CLA teams, which ensures placement instability is picked up at the earliest opportunity • Introduction of Family Safeguarding for our children in care is leading to more focus on building positive ongoing relationships with birth families and more creative use of family time between children and their extended family.
3.	<p>Children and young people in residential and independent placements supported to return home via the FSCIC Programme</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	<p>Total number of children and young people supported to return home (2021-22) N/A</p>	<p>Total number of children and young people supported to return home (2022-23) 1</p> <p>Target for 2022/23 was 1</p>	N/A	<p>The Family Safeguarding for Children in Care Programme (FSCIC), which launched in October 2022, provides intensive support to the families of children in care to support reunification and return home for these children, where it is in their best interests. The programme has recently re-focused to support children in independent and residential placements, who typically have more complex needs, and the return home targets have been revised.</p> <p>A target of 1 child returning home in 2022/2023 reflects the nature of the support being provided, it is anticipated it will take 6 – 12 months for children to start returning home. The target for 2023/2024 is 6 children.</p> <p>For this indicator bigger is better.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
4.	<p>Number of CLA returning home</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	<p>Number of return home episodes</p> <p>94</p>	<p>Number of return home episodes</p> <p>115</p>	↑	<p>Returning children to their family home remains a priority where it is safe to do so. During 2022-23, 115 children were returned home. This is a 22.3% increase on the 94 during 2021-22.</p> <p>The introduction of the Family Safeguarding model of practice and the multi-agency Building Bridges Team into the CLA service has strengthened our work with parents and extended family members, increasing opportunities for families to be successfully reunited with their children.</p> <p>For this indicator bigger is better.</p>
5.	<p>Percentage of children and young people with an Education Health and Care Plan (EHCP) in mainstream schools in Hertfordshire whose needs are met in the local Delivering Specialist Provision Locally (DSPL) area</p> <p><u>Outcome Bee:</u> BE INCLUDED</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES</p>	<p>84.2% (3,179/3,776) (January 2022)</p>	<p>86.2% (3,862/4,427) (January 2023)</p>	↑	<p>We want children and young people with special educational needs to have their needs met appropriately as locally as possible.</p> <p>The SEND Strategy sets out our ambition to have a range of good quality local services that we can deploy flexibly and quickly, so that children and young people have their needs met locally.</p> <p>The latest data shows an increase in both the number and the proportion of children with Education Health and Care Plans (EHCPs) who had their needs met locally compared to January 2022.</p> <p>For this indicator bigger is better.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	FOR OUR RESIDENTS				
6.	<p>Percentage of children with Education Health and Care Plans (EHCP) in:</p> <ul style="list-style-type: none"> mainstream settings State-funded specialist provision (including units and bases) Independent Placements and Non-Maintained Special Schools (INMSS) <p><u>Outcome Bee:</u> BE INCLUDED</p> <p><u>Corporate Priority:</u></p>	<p>41.4% (3,897/9,422) (January 2022)</p> <p>29.2% (2,754/9,422) (January 2022)</p> <p>4.2% (393/9,422) (January 2022)</p>	<p>41.2% (4,318/10,486) (January 2023)</p> <p>28.1% (2,942/10,486) (January 2023)</p> <p>4.2% (435/10,486) (January 2023)</p>	<p>↔</p> <p>↔</p> <p>↔</p>	<p>The SEND Strategy sets out the commitment to provide sufficient and appropriate provision to meet children and young people’s wishes and individual needs in Hertfordshire and within their local community. This includes building a spectrum of local provision for children and young people that meets needs across health, social care and education so that provision is available at the right place at the right time. We want to support local schools to deliver truly inclusive provision which includes an understanding of whole-school SEND, and all staff seeing themselves as leaders or champions of children with SEND. Some children will require more specialist provision and our work around sufficiency planning will ensure that our provision mix evolves in line with the needs of our cohorts to support this.</p> <p>Hertfordshire has a lower proportion of children with EHCPs in state-funded specialist provision and independent and non-maintained placements than national and statistical neighbours. Although the number of children with EHCPs in mainstream, specialist and independent schools has increased, the proportion of the overall cohort have either reduced or remained consistent. This is primarily due to more young people with EHCPs moving into post-16 provision in line with the extension from 0-25 in the SEND Reforms; the proportion of children and young people with EHCP who are school aged is reducing. There are 10.8% more children within EHCPs in mainstream schools compared to last year, 6.8% in specialist schools and 10.7% in independent.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary																
	HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS				<p style="text-align: center;">% of children with EHCPs by provision</p>  <table border="1" data-bbox="1086 375 2078 853"> <caption>% of children with EHCPs by provision</caption> <thead> <tr> <th>Provision</th> <th>Herts Jan 23</th> <th>National</th> <th>Statistical Neighbours</th> </tr> </thead> <tbody> <tr> <td>Mainstream</td> <td>41.2%</td> <td>35.4%</td> <td>37.2%</td> </tr> <tr> <td>State-funded special schools</td> <td>28.1%</td> <td>32.2%</td> <td>29.0%</td> </tr> <tr> <td>Independent and non-maintained special schools</td> <td>4.2%</td> <td>6.2%</td> <td>6.8%</td> </tr> </tbody> </table>	Provision	Herts Jan 23	National	Statistical Neighbours	Mainstream	41.2%	35.4%	37.2%	State-funded special schools	28.1%	32.2%	29.0%	Independent and non-maintained special schools	4.2%	6.2%	6.8%
Provision	Herts Jan 23	National	Statistical Neighbours																		
Mainstream	41.2%	35.4%	37.2%																		
State-funded special schools	28.1%	32.2%	29.0%																		
Independent and non-maintained special schools	4.2%	6.2%	6.8%																		
7.	<p>Number of students signed-off Travel Training Programme (1 Sep 22 – 31 Aug 23)</p> <p><u>Outcome Bee:</u> BE INDEPENDENT</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	75 (August 2022)	102 (August 2023)	↑	<p>The Travel Training programme continues to expand and grow from strength to strength. We have now employed a sixth Travel Trainer to increase opportunities for young people with Special Educational Needs (SEN) within Hertfordshire to become independent. We continue to work in colleges and schools with the aim of expanding the cohorts we work with, plus we have developed our resources. We have also focused on developing our promotional materials to further enhance our offer within colleges; attending open days and enrolment events and encouraging families and young people to approach us for more information.</p> <p>102 young people were successfully training during the 2022-23 academic year, improving on last year's figure of 75 and continuing our target of year-on-year growth.</p> <p>For this indicator bigger is better.</p>																

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary																		
	A CLEANER AND GREENER ENVIRONMENT				 <table border="1"> <caption>No. of Travel Training sign-offs (Yearly)</caption> <thead> <tr> <th>Year</th> <th>Sign-offs</th> </tr> </thead> <tbody> <tr> <td>2015-16</td> <td>21</td> </tr> <tr> <td>2016-17</td> <td>49</td> </tr> <tr> <td>2017-18</td> <td>39</td> </tr> <tr> <td>2018-19</td> <td>31</td> </tr> <tr> <td>2019-20</td> <td>18</td> </tr> <tr> <td>2020-21</td> <td>42</td> </tr> <tr> <td>2021-22</td> <td>75</td> </tr> <tr> <td>2022-23</td> <td>102</td> </tr> </tbody> </table>	Year	Sign-offs	2015-16	21	2016-17	49	2017-18	39	2018-19	31	2019-20	18	2020-21	42	2021-22	75	2022-23	102
Year	Sign-offs																						
2015-16	21																						
2016-17	49																						
2017-18	39																						
2018-19	31																						
2019-20	18																						
2020-21	42																						
2021-22	75																						
2022-23	102																						
8.	<p>New schools (for school expansion) delivered as at least Net Zero Carbon in operation / enhanced sustainability measures</p> <p>Net Zero retrofit works at existing schools</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u></p>	<p>2021/22 academic year 0</p> <p>92 projects at 64 schools</p>	<p>2022/23 academic year 0</p> <p>7 projects at 7 schools</p>	N/A	<p>All new schools being delivered by the County Council are designed to meet Net Zero Carbon in operation. HCC has committed to delivering new school buildings to Net Zero Carbon in operation and there are currently 9 projects in design or construction.</p> <p>Through a combination of HCC and Public Sector Decarbonisation Funding in 2021/22, 92 projects were delivered at 64 schools including photovoltaic panels, cavity wall insulation and two air source heat pumps.</p> <p>In 2022/23 there were fewer projects, concentrating on delivering extensive retrofit at 7 primary schools. This included the replacement of gas heating with non-gas alternative and extensive works to improve the fabric of the buildings, including roofs, windows and cladding to significantly reduce carbon emissions.</p> <p>The projects in 2021/22 were primarily smaller projects, such as installation of Photovoltaic Panels, which were largely funded through the Public Sector</p>																		

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	CLEANER GREENER HERTFORDSHIRE SUSTAINABLE RESPONSIBLE GROWTH HEALTHY AND FULFILLING LIVES				Decarbonisation Scheme (PSDS) Phases 1 and 2 grant. At that time smaller scale projects were allowable under the scheme. PSDS Phase 3a introduced new criteria meaning that all bids needed to relate to decarbonisation of failing heating systems and grant funding would only be applicable to certain elements of any successful bid. The 7 projects delivered by HCC as a result are significantly larger in scale and complexity than those delivered in the previous year providing a holistic approach to NZC retrofit works. This includes alternatives to gas heating systems alongside extensive retrofit works to improve the thermal efficiency of the building such as cladding, windows and roof works. These projects have been delivered through a combination of PSDS grant, HCC Funding, Sustainable Herts Funding and Schools Condition Allocation grant.
9.	<p>Additional places made available at schools, including special schools or provision and percentage of pupils placed at a ranked school</p> <p>Number of new reception places made available to meet demand locally</p> <p>% of Hertfordshire pupils allocated reception places at a ranked school</p>	<p>2021/22 academic year</p> <p>139</p> <p>97.56%</p>	<p>2022/23 academic year</p> <p>49</p> <p>97.69%</p>	<p>N/A</p> <p>↑</p>	<p>School planning work with schools to ensure there are enough places available locally for those Hertfordshire families who want one.</p> <p>The number of Hertfordshire pupils applying for a Reception place decreased slightly from 13,850 to 13,791. However, there were areas where additional places were needed to meet demand locally, particularly in areas where there has been significant house growth. The percentage of pupils allocated a ranked school increased slightly.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	Number of Year 7/9 places made available to meet need locally	496	836	N/A	<p>The number of Hertfordshire secondary age pupils applying for a school place increased countrywide from 14,452 to 14,977. Additional places were made available to meet need locally, either through permanent or temporary expansion projects. The percentage of pupils allocated a ranked school increased slightly.</p> <p>Working with our family of special schools and in line with the special school place planning strategy 2020-23, the number of available places has been increased by 237 over this two-year period. This has meant that more children awaiting placement have been able to secure a suitable Hertfordshire school place.</p>
	% of Hertfordshire pupils allocated Year 7/9 places at a ranked school	94.64%	94.73%	↑	
	Number of additional Special School places delivered	117	127	↑	
	<p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u> CLEANER GREENER HERTFORDSHIRE</p> <p>SUSTAINABLE RESPONSIBLE GROWTH</p> <p>HEALTHY AND FULFILLING LIVES</p>				

Ambition 2 – To plan, commission and deliver trauma informed services that meet the individual needs of our citizens.

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
10.	<p>Number of commissioned and delivered services with a good rating (3 or 4) on their trauma-informed practice self-evaluation review against 10 key criteria</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>	N/A	2/2	N/A	<p>Following a soft launch of the trauma informed practice self-evaluation in March 2023, two services have completed and shared their review. A range of other services are working through their review, which is a significant project.</p> <p>A formal launch of the self-evaluation tool is planned for the summer and services will be asked to submit their scores in March 2024.</p>
11.	Percentage of care-experienced children and young people who know how to access services if they are worried about mental health (Young People's mental health and wellbeing survey)	Of the 265 CLA CYP who responded in 2021, 60.4% know how to access services if they are worried about mental health. (This is 64% for all CYP).	Of the 240 CLA CYP who responded in 2022, 52.1% know how to access services if they are worried about mental health. (This is 63.3% for all CYP).	↓	<p>According to young people aged 11 to 18 that have identified themselves as a Child Looked After in the Hertfordshire Young People's Health and Wellbeing Survey, their knowledge of how to access services if they are worried about mental health, has fallen.</p> <p>A number of new services have been commissioned in the last two years and it is imperative that all professionals can effectively signpost children and young people to the right support at the right time.</p> <p>The Just Talk campaign continues to raise awareness of mental health self-support and service provision to children, young people, parents, carers and professionals.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<p><u>Outcome Bee:</u> BE HAPPY</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>				<p>For this indicator bigger is better.</p> <p>Actions to address decline in performance: A project has been initiated to increase the number of Children Looked After reporting they know how to access services if they are worried about mental health. This will include:</p> <ul style="list-style-type: none"> • the provision of display resources to Residential Children’s Homes, • information to Social Work Practitioners and Foster Carers about the range of services available alongside advice on how to help young people to access the support effectively.
12.	<p>Percentage of children and young people who feel included in decisions that social workers make about their life</p> <p><u>Outcome Bee:</u> BE INCLUDED</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	N/A	54.2% agree or strongly agree	N/A	<p>We aim to ensure every child, young person and family with a social worker has the opportunity to tell us how they found our service, what worked well and where / how we can improve. We have developed a new outcome as part of our ‘Outcome Bees Framework’ which will help us to make sure we are doing this – ‘Bee Included’.</p> <p>This is a new measure which is now being embedded across our service and an area in which we can provide a full and comprehensive report.</p> <p>The Participation team have reached a larger number of young people from across the service, whilst we are building on this, the figures show an increase in participation and co-production over the last year. There were 1,092 attempts to contact children, young people and families with 402 forms or consultations completed. 54.2% of which agreed or strongly agreed that they felt included in decisions that social workers made about their life.</p> <p>Each year the cohort of young people and families being contacted changes depending on service needs, therefore direct comparison of these figures to previous years is not relevant.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
					For this indicator bigger is better.
13.	<p>Number of children and young people contacted to gain information to inform service delivery</p> <p><u>Outcome Bee:</u> BE INCLUDED</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p> <p>EXCELLENT COUNCIL SERVICES FOR ALL</p>	N/A	1,100 children and young people contacted	N/A	<p>Since the launch of our Voice Framework, the Participation team has made contact with a high number of young people. The team has now moved forward with how we use this feedback to shape practice. Some of the initiatives so far include young people being present at our Corporate Parenting Board and our Be Included meetings. This allows them to lead on the agenda with issues important to them, co-producing any actions.</p> <p>We are working closely with our parents to ensure that our work remains strength-based and continue to learn from them through our themed parenting feedback groups.</p> <p>For this indicator bigger is better.</p>
14.	Number of children's records audited that evidence the consideration of a child or young person's diversity and inclusion needs (where recorded)	33/41 (80.5%)	324/456 (71.1%)	↓	<p>Ethnic origin, linguistic background, faith, religion and culture are important to the developing identity of all children and young people. Therefore, it is important that we recognise, affirm, foster and value the strengths of individuals, families and communities; and protect and preserve the worth and dignity of each.</p> <p>This is a new measure, for which data was only captured in the last quarter of 2021/22 and the previous data percentage was based on a limited sample-size. During 2022-23 a much more embedded process was in place which resulted in 456 records being audited and, therefore, a more representative sample-size. The</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<p><u>Outcome Bee:</u> BE INCLUDED</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>				<p>figures show that there is still work to be done to ensure every child's diversity and inclusion needs are consistently considered and supported.</p> <p>For this indicator bigger is better.</p> <p>Actions to address the decline in performance:</p> <ul style="list-style-type: none"> • Review of the equality, diversity and inclusion questions within audits, to ensure meaningful data is consistently obtained • Every adult enquiring about this area of practice, to increase the accuracy of data collection • Targeted action plans (at both an individual and service level) to increase consistency of practice • Identification of exemplary practice to share, celebrate and learn from • Close working with the Children's Services' Performance & Development Manager for Diversity & Inclusion • This is part of wider work in relation to the 'Be Included' outcomes

Ambition 3 – To support children and young people to get their lives and education back on track.

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
15.	Percentage of survey responses from children and young people that indicates improvement in their wellbeing since having a social worker	N/A	54.2%	N/A	<p>The new outcome within the Outcome Bees Framework, Bee Included, aims to ensure every child, young person and family with a social worker has the opportunity to tell us how they found our service, what worked well and where / how we can improve.</p> <p>This is a new measure and reporting sits under the new Voice of the Child, Young Person and Family's Framework. Since the last report was completed, the Participation Team has created a dashboard that allows us to analyse our feedback and report on this, sharing the findings service-wide to inform practice. Feedback</p>

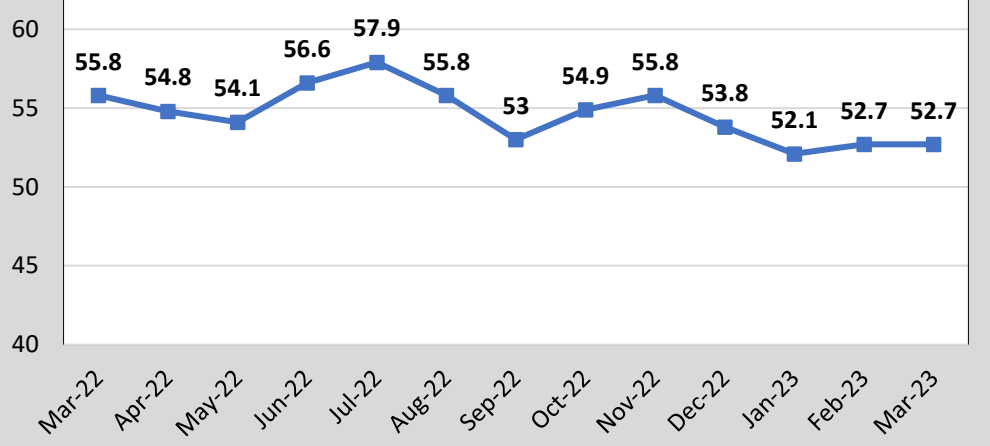
No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<p><u>Outcome Bee:</u> BE INCLUDED BE HEALTHY</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p> <p>EXCELLENT COUNCIL SERVICES FOR ALL</p>				<p>has been gathered via feedback forms that are now an integral part of our online system as well as the formulation of feedback groups, the inclusion of young people on our Corporate Parenting Boards and via interview panels.</p> <p>For this indicator bigger is better.</p>
16.	<p>Achievement gap between children and young people and those who are disadvantaged – Early Years</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	24.4% 2018/19	26.8% 2021/22	↓	<p>This indicator looks at the gap in attainment between children who are eligible for Free School Meals (FSM) and those who are not. This is a change from how the gap in attainment was previously measured as prior to the pandemic the indicator looked at the gap in attainment between the lowest achieving 20% and all others.</p> <p>The aim is to close the gap as much as possible meaning that disadvantaged children’s achievement is on the same trajectory as their peers. The decline is broadly in line with the national picture following the pandemic.</p> <p>Current priorities for this indicator can be found in the Closing the Gap 2022 strategy. The revised strategy will be published in January 2024 to accommodate the latest Early Years Foundation Stage (EYFS) results which won’t be available until November. This will be the first comparison we have looking at FSM data.</p> <p>The smaller the percentage, the better for this indicator.</p>
17.	<p>Achievement gap between children</p>	25.3 2018/19	25.3 2021/22	↔	<p>The aim at KS2 is to eliminate any gap between the progress and attainment of those learners eligible for Pupil Premium funding and those who are not. This is a</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<p>and young people and those who are disadvantaged – KS2</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>				<p>significant challenge given the stubborn gap that exists between these groups on arrival in reception / Early Years. The gap has widened nationally since the pandemic, however, Hertfordshire’s gap has widened more than our Statistical Neighbours.</p> <p>Through HfL Education, we run courses, conferences and programmes aimed at identifying and addressing the factors causing the disadvantaged gap and provide interventions and strategies that can be effective in reducing it.</p> <p>Please note, the last two years were not recorded due to Covid.</p> <p>For this indicator smaller is better.</p>
18.	<p>Achievement gap between children and young people and those who are disadvantaged – KS4</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	16.9 2018/19	17.3 2021/22	↔	See above
19.	Proportion of schools assessed by	31 August 2022 90.4%	31 March 2023 91.5%	↑	As of 31 st August 2022, the percentage of all schools in Hertfordshire judged by Ofsted as Good or Outstanding, the recognised benchmark, was 90.4%. This was

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<p>Ofsted as Good or Outstanding</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p> <p>EXCELLENT SERVICE</p>				<p>2.5 percentage points (ppts) higher than the national figure of 87.9%. As of 31st March 2023, the percentage was 91.5%, 3.6 ppts higher than the national figure.</p> <p>The percentage of all Hertfordshire schools judged Outstanding by Ofsted at their most recent inspection as of 31 March 2023 was 22.7%, higher than the national proportion at 16.4%.</p> <p>The picture varied by phase, with a higher percentage of nursery schools maintaining a Good or Outstanding grading, which reflected the national picture.</p> <p>For primary schools, as of 31st March 2023, the percentage of Hertfordshire primary schools judged to be Good or Outstanding was 93.0%, compared to 89.8% nationally.</p> <p>For secondary schools, as of 31st March 2023, the percentage of Hertfordshire secondary schools judged to be Good or Outstanding was 85.2%, compared to 81.2% nationally.</p> <p>The percentage of Hertfordshire special schools judged to be Good or Outstanding was 84%, lower than the national and statistical neighbour figures by 5.6 ppts and 7.0 ppts respectively. The small number of special schools in Hertfordshire means that the outcome of just one inspection makes a significant difference to the overall percentage.</p> <p>As of 31st March 2023, the percentage of Education Support Centres (ESCs) which were graded Good or Outstanding was 87.5%, 1.7 ppts higher than the national percentage but 7.7 ppts lower than the statistical neighbour average. However, the small number of ESCs in Hertfordshire means that the outcome of just one inspection makes a significant difference to the overall picture, e.g. just one ESC is graded below Good.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
20.	<p>Take up of Free Early Education for 2-year-olds</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p> <p>EXCELLENT SERVICE</p>	94% Autumn 2021 (Target 85%)	97% Autumn 2022 (Target 85%)	↑	<p>A good quality Free Early Education place has been identified as improving the long-term life chances for any child. This entitlement is offered to Hertfordshire's most vulnerable families and children including Children Looked After. The Department for Education / Department for Work and Pensions identifies the number of eligible families and Hertfordshire engages with these families to take up a place by promoting the benefits of the opportunity and the availability of places in their local community.</p> <p>On average around 2,600 children are eligible for a place at any one time.</p> <p>Hertfordshire has been highly successful in this engagement with these vulnerable families by using a variety of approaches from face-to-face discussions to social media promotion.</p> <p>Parents have taken up the entitlement strongly with the Department for Education reporting that Hertfordshire is now 1st in its region and 7th overall nationally.</p>
21.	<p>Percentage of Care Leaver 17–21-year-olds who are in Education, Employment or Training (EET)</p> <p><u>Outcome Bees:</u> BE AMBITIOUS</p> <p><u>Corporate Priorities:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	55.8% (389/697)	52.7% (416/790)	↓	<p>We know that our CLA population are some of the most vulnerable people in Hertfordshire, it is therefore important to support as many as possible into education, employment or training to further improve their long-term outcomes into adulthood.</p> <p>We have a variety of actions taking place to support this and this has been set out in the Hertfordshire Skills & Employment Strategy 2021-24. In addition to this we have set up strategic and operational groups to focus on increasing the numbers accessing opportunities across the county. These actions look to increase take-up of education, traineeships, apprenticeships and employment, whilst also working with those further from the job market to complete preparation work.</p> <p>The latest data shows a decrease in the percentage care leavers in Education, Employment or Training.</p> <p>For this indicator bigger is better.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
					<p>Actions to address the decline in performance:</p> <ul style="list-style-type: none"> • Children in Care Council (CHICC) feedback and Young Person Survey is being completed to gather views regarding the barriers the young people face and what they think will make a difference • Developing the way in which we use data and recording systems to focus additional management oversight on all NEET young people to ensure we have individualised SMART ETE (Education, Training and Employment) plans in place that are regularly reviewed • To rescope the way in which Services for Young People / Virtual School and the Care Leaver service use Working Together meetings, ensuring that a partnership approach is taken for all NEET (not in Education, Employment or Training) young people • Development session is planned to ensure all Leaving Care PAs are up to date regards their skills and knowledge • Developing the way in which we use data to match young people with opportunities

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary																												
					<p style="text-align: center;"><u>% of Care Leavers 17-21 year old in Education, Employment or Training</u></p>  <table border="1" data-bbox="1086 422 2072 869"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Mar-22</td><td>55.8</td></tr> <tr><td>Apr-22</td><td>54.8</td></tr> <tr><td>May-22</td><td>54.1</td></tr> <tr><td>Jun-22</td><td>56.6</td></tr> <tr><td>Jul-22</td><td>57.9</td></tr> <tr><td>Aug-22</td><td>55.8</td></tr> <tr><td>Sep-22</td><td>53</td></tr> <tr><td>Oct-22</td><td>54.9</td></tr> <tr><td>Nov-22</td><td>55.8</td></tr> <tr><td>Dec-22</td><td>53.8</td></tr> <tr><td>Jan-23</td><td>52.1</td></tr> <tr><td>Feb-23</td><td>52.7</td></tr> <tr><td>Mar-23</td><td>52.7</td></tr> </tbody> </table>	Month	Percentage	Mar-22	55.8	Apr-22	54.8	May-22	54.1	Jun-22	56.6	Jul-22	57.9	Aug-22	55.8	Sep-22	53	Oct-22	54.9	Nov-22	55.8	Dec-22	53.8	Jan-23	52.1	Feb-23	52.7	Mar-23	52.7
Month	Percentage																																
Mar-22	55.8																																
Apr-22	54.8																																
May-22	54.1																																
Jun-22	56.6																																
Jul-22	57.9																																
Aug-22	55.8																																
Sep-22	53																																
Oct-22	54.9																																
Nov-22	55.8																																
Dec-22	53.8																																
Jan-23	52.1																																
Feb-23	52.7																																
Mar-23	52.7																																
22.	<p>Percentage of Care Leavers in suitable accommodation (19–21-year-olds)</p> <p><u>Outcome Bee:</u> BE INDEPENDENT</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	91.7% (452/493)	90.7% (485/535)	↔	<p>We know that our CLA population are some of the most vulnerable people in Hertfordshire and we have Corporate Parenting responsibilities to support all of them into suitable accommodation to improve their long-term outcomes into adulthood.</p> <p>There is ongoing work to ensure transition to suitable accommodation for care leavers after they turn 18 happens in a timely manner, and to support transition to adulthood as smoothly as possible.</p> <p>Data shows that performance has declined slightly compared to the previous year. There continues to be challenges across Hertfordshire to access appropriate accommodation and work is being completed to expand the Corporate Parenting responsibility into the district councils.</p> <p>For this indicator bigger is better.</p>																												

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	EXCELLENT COUNCIL SERVICES FOR ALL				

Ambition 4 – To have a skilled and flexible workforce who are proud to work for Hertfordshire.

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
23.	<p>Percentage of audited children's records rated as good or outstanding</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>	179/271 (66.1%)	567/609 (93.1%)	↑	<p>We have a robust audit programme in our social care teams, where we regularly review the way we have worked with individual children, young people and their families. This allows us to check our work is of an excellent standard, and helps us to learn and make improvements if we need to.</p> <p>When auditing children's records, auditors are asked to rate the overall quality of practice, using the Hertfordshire Practice Matrix. This matrix corresponds to the overall judgements used by Ofsted.</p> <p>The 2022/23 figures show a significant increase in the number of children's records audited which have been rated at a 'Good' or 'Outstanding' level. This evidences that children's needs are being accurately identified and they are being offered the right help, at the right time, which improves their outcomes.</p> <p>For this indicator bigger is better.</p>
24.	<p>Numbers of new social workers on Front Line and apprenticeship programmes</p> <p><u>Outcome Bee:</u></p>	<p>Frontline Programme (Apr 21 – Mar 22) 16 Social Workers graduated</p>	<p>Frontline Programme (Apr 22 – Mar 23) 12 Social Workers graduated</p>	↓	<p>Frontline is a national programme where recruitment takes place centrally.</p> <p>In the year April 2022 – March 2023 the Frontline programme graduated 12 Social Workers from their programme into the HCC workforce (they graduated in September 2022). This is less than in previous years and the number of students on the programme have reduced.</p>





No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<p>BE RESILIENT</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>		<p>Social Work Degree Apprenticeship programme 0 graduates</p>		<p>Between April 2022 and March 2023, there were no graduates from the Social Work Degree Apprenticeship (SWDA) programme, owing solely to the timeframe of the programme (3 years) and its finish time not being until April 2023. 8 apprentices were however studying on the SWDA course during this time period, 4 of whom are expected to graduate and move into Social Work roles within Children’s Services workforce imminently.</p> <p>Actions to address decline in performance: Looking forward, there are 16 students set to start the next intake of Frontline in September 2023, and these will graduate from the programme and join the workforce in September 2024.</p> <p>Hertfordshire’s Children’s Services has also committed to a further 2 cohorts of SWDA; 6 apprentices in Cohort 3 who will be graduating in September 2025, and a further 12 apprentices in Cohort 4 anticipated to graduate in September 2026. All apprentices are supported to seek a Social Worker role upon completion of and graduation from the course.</p>
25.	<p>Reduction in use of agency staff</p> <p><u>Outcome Bee:</u> BE RESILIENT</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>	<p>2021/22 Overall CS Guidant Agency Spend £3,221,196</p> <p>2021/22 Off contract spend £563,450</p>	<p>2022/23 Overall CS Guidant Agency Spend £5,469,575</p> <p>2022/23 Off contract spend £1,767,072</p>	<p>↓</p> <p>↓</p>	<p>The council is committed to reducing its agency spends by working to deliver on a key objective within our Children’s Services’ Plan for Children and Young People 2021-26 which is to have a skilled and flexible workforce who are proud to work for Hertfordshire.</p> <p>This means supporting high quality career development, improved retention, boosting recruitment and reducing the cost and reliance on agency social workers.</p> <p>The increase in costs from 2021/22 to 2022/23 of agency workers is impacted by many factors such as the supply/demand of social workers. Market demand for hard-to-recruit roles such as Educational Psychologists and qualified Social Workers may also drive up the hourly rates of these agency workers.</p> <p>The MacAlister Independent Review of Children’s Social Care (May 22) states that 3,630 social workers left permanent local authority social work roles in 2020/21,</p>





No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
					<p>77% left Children’s Social Care altogether while 23% moved to agency roles (Department for Education, 2022).</p> <p>Actions to address decline in performance: To reduce the usage and resilience on agency staff, the Council is</p> <ul style="list-style-type: none"> • encouraging managers to consider converting from temp to perm to become directly employed members of staff • actively participating in discussions around the East of England Memorandum of Cooperation to address agency worker supply and pay rates • focused on the recruitment of qualified social workers through active recruitment and retention groups which consider the reasons why staff are leaving the Council and actions that can be taken to improve our retention of these crucial posts.
26.	<p>Average days lost (All days combined) (Children’s Services) as at Q4</p> <p><u>Outcome Bee:</u> BE HEALTHY</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>	5.6 days	6.3 days	↓	<p>‘Average days lost’ is a key absence indicator used to understand levels of staff absence across the service. A lower number of ‘days lost’ is indicative of a higher level of workforce productivity and wellbeing.</p> <p>This data shows average ‘days lost’ have increased compared to the previous period.</p> <p>The Council recognises employees may be prevented from attending work, and/or fulfilling duties of their post due to ill-health. While HCC accepts that employees may have occasions of sickness absence, it has a responsibility to manage service delivery and business needs and ensures sickness absence will be addressed to:</p> <ul style="list-style-type: none"> • Support employee wellbeing, fitness and attendance at work • Ensure optimum service delivery is maintained • Minimise costs to the Council <p>For this indicator smaller is better.</p> <p>Actions to address decline in performance:</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
					<ul style="list-style-type: none"> • The HR Service Desk is available Monday to Friday 08:30-17:00 for managers to seek advice on any individual ill health matter • Short videos have been created to guide managers on how to record sickness absence on SAP • A quick guide to the Managing Ill Health Policy is being developed, alongside quick guides to other key policies and will be promoted in the Autumn • HR Business Partners are targeting support to areas of the Department with higher sickness levels, and contacting managers of employees with absence over 20 days • Further communications about the importance of managing sickness absence will be launched in the Autumn with links to sources of advice and support for managers
27.	Percentage of voluntary turnover (combined) (Children’s Services) as at Q4 <u>Outcome Bee:</u> BE RESILIENT <u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL	15.4%	15.7%	↓	<p>Voluntary turnover is a key indicator in relation to retention of employees.</p> <p>Whilst some attrition is always expected (and healthy), a lower number is generally better and indicative of a stable workforce.</p> <p>This data shows an increase when compared to the previous period.</p> <p>The significant pressures across the UK labour market are affecting recruitment and retention within the Council. Nationally, job vacancies are at the highest level since records began with 1.1m and unemployment levels remain very low; 3.6% in the UK (ONS data), and 2.3% in Hertfordshire. The cost-of-living crisis / inflation has contributed to the pressure to the labour market meaning that:</p> <ul style="list-style-type: none"> • Vacancies are harder to fill • Fewer candidates are seeking work • Candidate expectations of work-life balance has changed since the Covid pandemic <p>The Council’s HR and Children’s Services’ officers continue to closely monitor this metric.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
					<p>Actions to address decline in performance:</p> <ul style="list-style-type: none"> • The Social Work Team’s Workforce Group is looking into the recruitment and retention of social workers • The internal jobs’ board was launched to allow internal only jobs to be visible to all CS /HCC staff, and this can support our focus on the retention of staff within Children’s Services, enabling promotion and sideways moves • Children’s Services, as other Local Authorities, are working through the Caraffi microsite in supporting the Eastern Region in developing a digital platform to engage and attract more Children’s Social Workers • The Recruitment team is dedicated to working with CS services on hard to fill posts such as Educational Psychologists by focusing on three key pillars in their recruitment and retention strategy: recruit, retain and grow our own
28.	<p>Feedback from the Staff Survey (CS directorate)</p> <ul style="list-style-type: none"> • I am proud to work for this organisation • My line manager / supervisor encourages new ideas / innovation / change • I feel supported by my line 	<ul style="list-style-type: none"> • 73% • 76% • 77% 	<ul style="list-style-type: none"> • N/A • N/A • N/A 	<p>⇄</p> <p>⇄</p> <p>⇄</p>	<p>This staff survey is typically compiled every two years and shows feedback by staff within the Children’s Services directorate regarding the following indicators for 2021:</p> <p>Pride: indicates an alignment of personal and corporate values – the aim would be to achieve 100%.</p> <p>Encourage new ideas: given the challenges on services and delivery and in light of national pressures, the ability to innovate will remain a priority to ensure we can continue to deliver within budget. For this indicator a higher number is better.</p> <p>I feel supported in relation to health and wellbeing: this is important at any time but post pandemic and given the current cost of living / fuel increases, wellbeing of employees is a priority. For this indicator, a bigger number is better.</p> <p>The last all-staff survey included questions on engagement and took place in November 2021. The organisation is starting to plan for next survey which will either take place in late autumn 2023 or early Spring 2024 and will include the</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<p>manager / supervisor in relation to my health and wellbeing</p> <p><u>Outcome Bee:</u> BE RESILIENT</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>				<p>same engagement questions so that we can benchmark against previous surveys. As an organisation we have run staff surveys every two years.</p>
29.	<p>Diversity of CS staff:</p> <ul style="list-style-type: none"> • % of staff under 25 • % of staff LGBT+ • % of staff recorded as BAME • % of staff with a disability 	<ul style="list-style-type: none"> • 11.6% (ages 18-24) • 2.6% • 18.2% • 14.4% 	<ul style="list-style-type: none"> • 4.5% (ages 18-24) • 3.3% • 16.6% • 8.5% 	<p style="text-align: center;">↓</p> <p style="text-align: center;">↑</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">↑</p>	<p>We recognise the value of diversity, including being representative of the community we serve. This data is used as an indicator of the diversity within Children’s Services and is used to support the formulation of the Diversity and Inclusion Agenda at both a corporate and service level.</p> <p>Children’s Services Diversity & Inclusion Board (CS D&I Board) supports CS to achieve D&I within its workforce and the communities it serves.</p> <p>The CS D&I agenda operates on five key workstreams, each with its own objectives and actions.</p> <p>The figures should be as close to representative of the general population of Hertfordshire as possible, to demonstrate we are attracting and retaining a diverse workforce.</p> <p>Under 25 age range is 16-24, although the youngest employees currently in CS are 18.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	<ul style="list-style-type: none"> • % of female staff • % of females in senior posts • % of BAME in senior posts <p><u>Outcome Bee:</u> BE INCLUDED</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>	<ul style="list-style-type: none"> • 51.8% • 51.8% • 18.2% 	<ul style="list-style-type: none"> • 80.2% • 71.8% • 12.8% 	<p style="text-align: center;">↑</p> <p style="text-align: center;">↓</p>	<p><i>Figures in the previous data column have been taken from the latest published population statistics to gain a sense of how Children's Services compares against the relevant population within Hertfordshire.</i></p> <p>Actions to address decline in performance:</p> <ul style="list-style-type: none"> • The CS Diversity and Inclusion Manager has begun meeting with middle managers within each service area, to start to explore and understand at a more granular level, some of the barriers faced around diversity, equality, equity and inclusion, as well as identifying any support needed. This will also allow identification of any best practice within teams which can be shared across services. • A focus on supporting managers to ensure their recruitment activity is inclusive and representative by convening inclusive interview panels. Members of the CS Diversity and Inclusion Board, and wider CS colleagues, have agreed to make themselves available, where possible, to be an additional member of interview panels in different areas of the service.
30.	<p>Number of people attending mental health training courses</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>	2021/22 N/A	2022/23 903 staff attended mental health training courses	N/A	<p>This is a new indicator following the introduction of the new Mental Health Learning Framework in 2022 with the aim of supporting staff to identify the appropriate level of learning required to provide the knowledge and skills needed for their role.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="1086 1002 1317 1284">  <p>Mental Health Aware</p> <p>Workers who are likely to make contact with adults and/or children & young people, whether in a personal or professional capacity</p> </div> <div data-bbox="1323 1002 1554 1284">  <p>Mental Health Informed</p> <p>Workers who are likely to be coming into occasional or regular contact with adults and/or children & young people some of whom may be in need of mental health support.</p> </div> <div data-bbox="1561 1002 1792 1284">  <p>Mental Health Skilled</p> <p>Workers whose primary role involves daily or frequent direct contact with adults and/or children and young people who are likely to be in need of mental health support.</p> </div> <div data-bbox="1798 1002 2029 1284">  <p>Mental Health Specialist</p> <p>Workers who have a specific remit to provide specialist interventions or therapies for adults and/or children & young people known to be affected by mental health issues.</p> </div> </div>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
31.	Number of people attending SEND training courses <u>Outcome Bee:</u> BE SAFE <u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL	2021/22 N/A	2022/23 1,221 staff attended mental health training courses	N/A	<div style="display: flex; justify-content: space-between;"> <div style="width: 22%;">  <p>SEND Aware</p> <p>Workers who are likely to make contact with adults and/or children & young people with SEND in a personal or professional capacity</p> </div> <div style="width: 22%;">  <p>SEND Informed</p> <p>Workers who are likely to be coming into occasional or regular contact with adults and/or children & young people with SEND</p> </div> <div style="width: 22%;">  <p>SEND Skilled</p> <p>Workers whose primary role involves daily or frequent direct contact with adults and/or children and young people with SEND</p> </div> <div style="width: 22%;">  <p>SEND Specialist</p> <p>Workers who have a specific remit to provide specialist interventions or therapies for adults and/or children & young people with SEND</p> </div> </div> <p>This is a new indicator following the introduction of the new SEND Learning Framework In 2022 with the aim of supporting staff to identify the appropriate level of learning required to provide the knowledge and skills needed for their role.</p>

Ambition 5 – To work in partnership to deliver early help and support to children, young people and families and build life chances.

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
32.	Hertfordshire quartile performance on the rate per 10,000 of Children in Need <u>Outcome Bee:</u> BE AMBITIOUS <u>Corporate Priority:</u>	203.40 Top quartile nationally	213.0 Top quartile nationally	↔	This measures all children open to children’s social care. Despite increases over the last 12 months (primarily referrals and children in need plans) Hertfordshire continues to have one of the lowest rates in the country.

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	EXCELLENT COUNCIL SERVICES FOR ALL				
33.	<p>Hertfordshire quartile performance on the rate per 10,000 of Children Looked After (including Separated Migrant Children)</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u> EXCELLENT COUNCIL SERVICES FOR ALL</p>	<p>38.0 Top quartile nationally</p>	<p>36.1 Top quartile nationally</p>	↔	<p>Hertfordshire continues to have one of the lowest rates of children looked after in the country. The number of children who are not separated migrant children has reduced to its lowest point in 3 years. In 2022/23 we had the lowest number of new entrants into care since reporting began.</p>
34.	<p>Percentage of family outcomes achieved (Supporting Families claims)</p> <p><u>Outcome Bee:</u> BE AMBITIOUS</p> <p><u>Corporate Priority:</u></p>	<p>919 against a target of 815</p>	<p>947 against a target of 916</p>	↑	<p>Within the Supporting Families Programme (formerly Troubled Families Programme) there are six criteria – crime and anti-social behaviour, education, children in need, out of work or at risk of financial exclusion, domestic abuse and health.</p> <p>To evidence a family outcome in a case that closed prior to 3 October 2022, at least 2 of the 6 must have been identified and all problems must be resolved and sustained. A new framework has come into place for families being supported on 3 October 2022 or opened to support subsequently. This has 10 headline indicators of which the family must meet the criteria for at least 3. All needs must be</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	EXCELLENT COUNCIL SERVICES FOR ALL				<p>supported successfully and sustained for six months after the intervention closed. Targets have increased to 1,483 for 2023-24 and 1,834 for 2024-25.</p> <p>In Q4 2022-23, 947 claims (exceeding the annual target by 3.4%) were submitted to the Department for Levelling Up, Housing and Communities for sustained outcomes achieved.</p> <p>The target of 916 set for 2022-23, considered the long-term impact of Covid-19 on the delivery of services and been exceeded by 31. This is the second year that we have reported excess outcomes and these can be carried forward into the 2023-24 target reporting / claims target.</p> <p>For this indicator bigger is better.</p>
35.	<p>Families First Assessment completed per family (excluding SASH)</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	<p>2021-22 793 (1,908 young people)</p>	<p>2022-23 668 (1,538 young people)</p>	↓	<p>This indicator shows the number of new Family First Assessments (Hertfordshire's name for Early Help Assessments) completed, which are a core part of our approach to delivering early help to children and families.</p> <p>This latest data shows a reduction in the number of Assessments compared to 2021-22. Although it would appear that fewer families are receiving support through a multi-agency early help approach, it actually illustrates that more lead practitioners are using the right assessment for supporting families. 41% of FFAs are led by partner agencies and 54% by IFST. Previously, Families First Assessments were also being used for single agency work, where a 'Short Term Work' assessment is more appropriate.</p> <p>There have been some changes to using Short Term Work and this has led to higher number of children receiving support and therefore a reduction in the number of Families First Assessments. Now that agencies are working as they did pre-pandemic, we expect to now see an increase in the number of FFAs completed.</p> <p>For this indicator bigger is better.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
36.	<p>Intensive Family Support Team – Step Up to Social Care</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	Apr 21 – Mar 22 368	Apr 22 – Mar 23 286	↑	<p>We aim to ensure families are referred to the right place for help, but we sometimes need to ‘step up’ families to more specialist support.</p> <p>286 children were stepped up by IFST between April 2022 – March 2023. This was a drop from 368 the preceding year, but higher than the 252 children that were stepped up during the period 12 months prior during the first Covid lockdowns. The drop in the last 12 months demonstrates how Intensive Families Support Teams (IFST) are holding more families at a higher level of complexity. This corresponds with the higher number of cases stepped down to IFST in the last year (599 in 2022-23 compared to 508 in 2021-22).</p> <p>For this indicator smaller is better.</p>
37.	<p>Number of households with families supported through the Household Support Fund (round 2 and 3)</p> <p><u>Outcome Bee:</u> BE INDEPENDENT</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	N/A	<p>Household Support Fund 2 (Apr 22- Sept 22) 78,588 households supported</p> <p>Household Support Fund 3 (Oct 22 – Mar 23) 204,954 Individuals supported</p>	N/A	<p>The Household Support Fund is a grant established by the Department for Work and Pensions to support residents through the cost-of-living crisis.</p> <p>Over the two funding periods, covering 12 months, households with families received approximately £7.2 million. This was distributed through food vouchers for benefit-related free school meal children, support through Herts Help Crisis Intervention Service and other voluntary, community, faith and social enterprise organisation’s grants.</p> <p>Winter 2022 saw the introduction of additional support for residents through the winter. Working in partnership with Early Help colleagues in the Intensive Family Support Team and Hertfordshire Family Centre Service, the ‘Winter Essentials Project’ was established to provide both food vouchers and tangible items such as warm clothing, slow cookers and warm bedding directly to families.</p>

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
			71,789 Hertfordshire households		
38.	<p>Take up of HAPpy (Hertfordshire Holiday Activity and Food Programme) places from children receiving benefits-related free school meals</p> <p><u>Outcome Bee:</u> BE HEALTHY</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	N/A	Jan – Dec 22 53,262 days attended	N/A	<p>The Holiday Activity and Food Programme is a Department for Education programme to provide free holiday provision for children who receive benefits-related free school meals across Hertfordshire which includes healthy food and enriching activities.</p> <p>The Hertfordshire programme is known locally as HAPpy and is coordinated in partnership with Hertfordshire Sports Partnership and Hertfordshire Community Foundation.</p> <p>For this indicator bigger is better.</p>
39.	<p>Number of First-Time Entrants (FTE) to the Youth Justice Service</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u></p>	2021-22 141	2022-23 151	↓	<p>There were 151 young people who were First-Time Entrants to the Youth Justice system in 2022-23, an increase of 7% when compared to 2021-22 (141). National benchmarking data highlights that Hertfordshire's rate of FTE per 100,000 (137) remains lower than the national average (146) and is comparable to the Eastern Region (137). This is an area of focus for the Hertfordshire Youth Justice Management Board for 2023-24.</p> <p>Actions to address decline in performance:</p> <ul style="list-style-type: none"> Currently delivering the Ministry of Justice's Turnaround Programme until end of March 2025 which seeks to improve outcomes for young people aged 10-17

No.	Indicator	Previous Data*	Latest Data**	Direction of travel	Commentary
	HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS				<p>years old on the cusp of entering the youth justice system by reducing the likelihood of offending or further offending.</p> <ul style="list-style-type: none"> Reviewing our Youth Diversion Panel model, moving to implementing a single, fortnightly, multi-agency decision-making panel to make Out of Court Disposal decisions for children referred by the Police who have committed offences, but the Police have decided it is not in the public interest to prosecute. This is commencing in September 2023. This includes use of Outcome 22 which recognise that no formal further action has been taken in response to an offence, but that action to prevent reoffending / change behaviours by completing a diversionary or educational activity has taken place. <p>For this indicator smaller is better.</p>
40.	<p>Number of young people prevented from coming into Care</p> <p><u>Outcome Bee:</u> BE SAFE</p> <p><u>Corporate Priority:</u> HEALTHY AND FULFILLING LIVES FOR OUR RESIDENTS</p>	2021-22 82.9%	2022-23 84.4%	↑	<p>CSASH supported 77 young people in 2022-23, 84.4% (65) of those young people receiving support from CSASH were prevented from coming into Care or were successfully returned home from Care within 16.2 week of CSASH involvement. This compares to 2021-22 where 82.9% (58/70) of young people were prevented from coming into Care or were successfully returned home. Other outcomes of CSASH intervention that did not result in entry to or remaining in Care include requiring Tier 4 mental health support and non-engagement.</p> <p>CSASH is a central team based within our Specialist Adolescent Service (SASH) that works across the county to provide short-term intensive pieces of work to some of our most high-risk young people and their families to address complex family dysfunction, high-risk behaviours, homelessness, child exploitation and Tier 4 returns home (mental health). They also provide support to young people who have been in Care for less than 16 weeks to support wherever possible a return home, where appropriate and safe to do so.</p> <p>For this indicator bigger is better.</p>

