Appendix B

Referral Rates By Hertfordshire District 2023-24

1.1 The data below has been provided by Hertfordshire County Council (HCC), who are responsible for investigating safeguarding concerns relating to children and concerns relating to adults with care and support needs, and the Hertfordshire Partnership Foundation Trust (HPFT), who are responsible for the provision of NHS mental health referrals.

1.2 The data is reflective of concerns raised by all partner organisations, not just the Council e.g GP's, hospitals, education establishments, probation and voluntary groups.

1.3 In all cases, the concerns raised refers to the number of reports made to these organisations that contained sufficient information to be assessed to determine whether further enquiry was needed. In many cases, needs may have been present, but the case may not have met the legal threshold for a full enquiry and instead other forms of help and support would be provided.

1.4 For example, in many mental health referrals, although the individual may be concerned about their mental health and requests a referral, they may not have sought any help from their GP (which should always be the first step) and the case is passed back so that primary care can be involved.

1.5 The conversion rate from concern to enquiry does not include or reflect referrals of poor quality. A poor quality referral could be missing contact details for the individual, not confirm consent or mental capacity status or contains insufficient information to determine the individuals needs or why a referral has been made.

1.6 For safeguarding, many concerns that don't meet the threshold for a full enquiry still warrant extensive early help from HCC and other organisations to support the family. This could involve parenting support, mentoring and respite care. The concern has simply not met the level required for a safeguarding enquiry but does qualify for many other forms of help.

1.7 All the referral rates provided are per 10,000 of population enabling the data to be compared by district.

1.8 HCC Children's Services

District	Rate of concerns raised about children per 10k population	Conversion rate of concerns proceeding to enquiries where HCC believe there is evidence to warrant further investigation for safeguarding
Broxbourne	262.2	34.0%
Dacorum	256.9	33.7%
East Hertfordshire	154.2	38.5%
Hertfordshire	233.7	42.2%
Hertsmere	211.6	48.3%
North Hertfordshire	196.8	42.2%

St. Albans	160.2	41.3%
Stevenage	312.7	42.4%
Three Rivers	218.2	51.3%
Watford	285.3	48.3%
Welwyn Hatfield	311.8	47.8%

1.9 HCC Adult Care Services

	Concerns raised total number	Concerns raised per 10k population	Enquiries continued total number	Enquiries per 10k population	Conversion Rate
Broxbourne District	535	69	251	33	47%
Dacorum District	803	67	461	38	57%
East Hertfordshire District	789	67	411	35	52%
Hertsmere District	630	75	382	46	61%
North Hertfordshire District	938	89	495	47	53%
St Albans District	773	69	457	41	59%
Stevenage District	721	104	392	57	54%
Three Rivers District	508	70	280	38	55%
Watford District	643	82	377	48	59%
Welwyn Hatfield District	850	90	451	48	53%

1.10 HPFT mental health concerns

	Concerns total number	Concerns per 10k population	Enquiries total number	Enquiries per 10k population	Conversion Rate
Broxbourne District	153	20	50	6	33%
Dacorum District	105	9	56	5	53%
East Hertfordshire District	124	11	56	5	45%
Hertsmere District	229	27	165	20	72%
North Hertfordshire District*	123	12	38	4	31%
St Albans District	98	9	52	5	53%
Stevenage District	95	14	42	6	44%
Three Rivers District	106	15	70	10	66%
Watford District	178	23	132	17	74%
Welwyn Hatfield District	149	16	41	4	28%

1.11 North Herts has the second lowest conversion rate for mental health concerns. This suggests that of the referrals being made in our area, a larger number of individuals were able to be passed to their GP to access primary support and did not currently require the intervention of more specialised mental health services offered by HPFT. The low conversion rate does not reflect a greater number of poor quality referrals as explained in 1.5.