



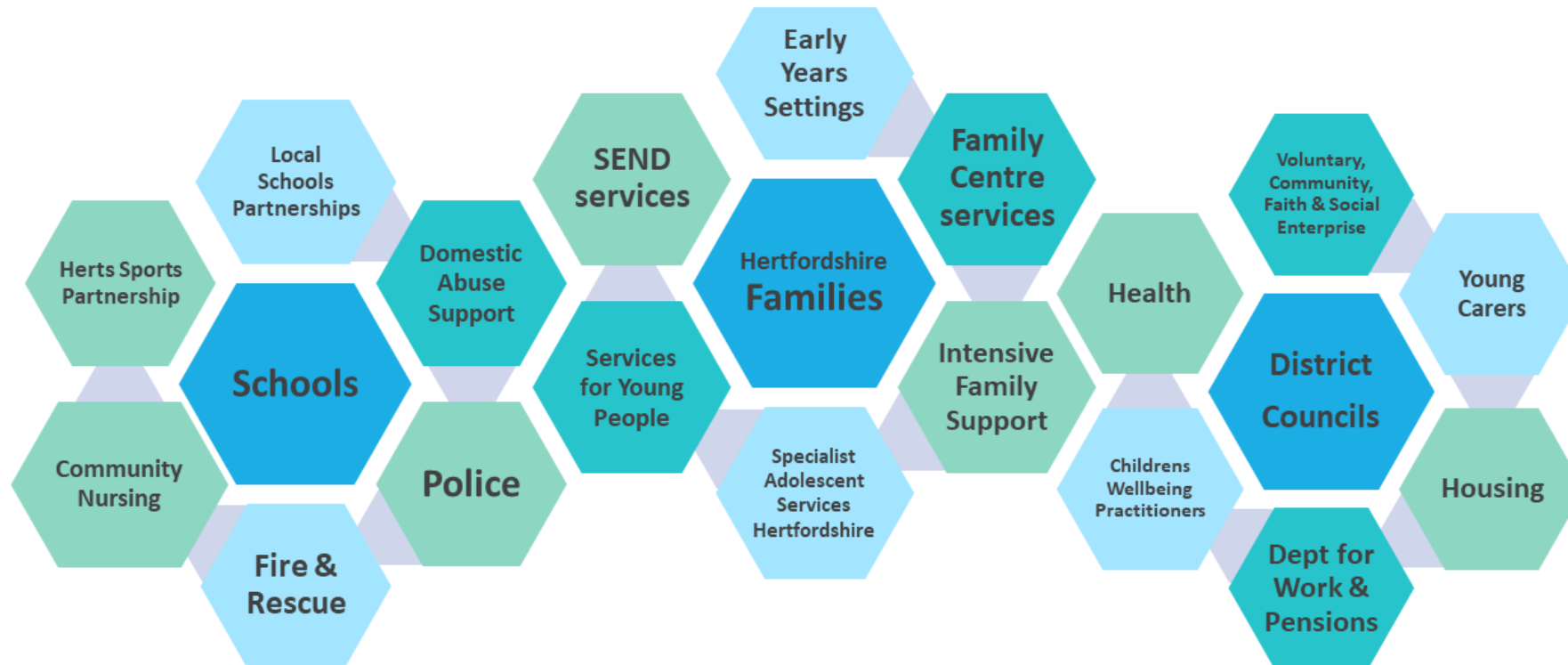
Families First

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21st NOVEMBER 2024

Partners and key organisations

In Hertfordshire early help covers wide range of interventions offered by a variety of different organisations and partner agencies as well as services within the County Council and beyond. The diagram below represents some of the key organisations and partner agencies that make up the early help system in Hertfordshire:

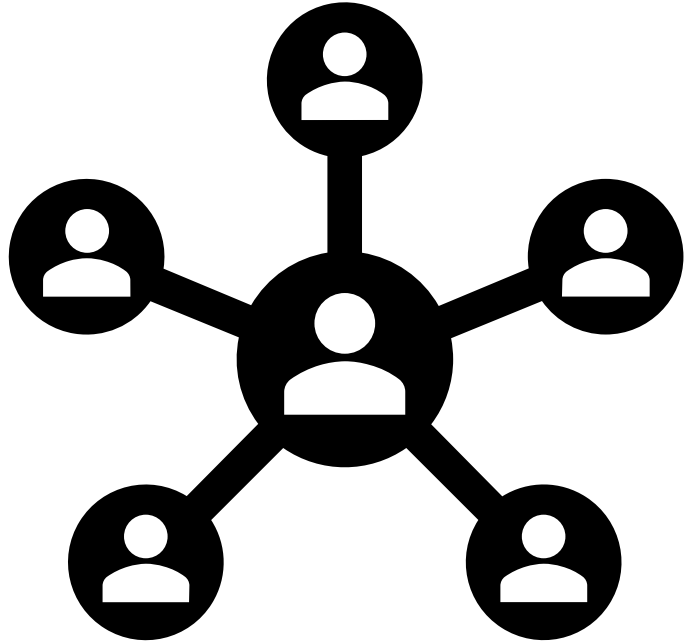


Early help services for children, young people or families who may need support with:

- Managing behaviour (including anti-social)
- Parenting, childcare and other caring responsibilities
- Emotional wellbeing/mental health issues
- Parental conflict
- Drug or alcohol problems
- Unemployment, debt or housing issues
- Isolation
- School issues, e.g. attendance and behaviour.
- Bullying
- Domestic abuse.



Families First Partnership Groups



Families First Partnership groups are held quarterly, providing an opportunity for professionals to come together, share ideas and knowledge and discuss ways of shaping early help in their local area. Partnership groups are about empowering and supporting professionals to be instrumental in the delivery of early help

[FIND OUT MORE ABOUT YOUR LOCAL GROUP](#)

Families First Website

The Families First website contains many quick links through to support services in Hertfordshire as well as the Hertfordshire Directory. Please contact us if you would like a batch of website postcards to give out to families.



Families First is the name for early help in Hertfordshire. It is a way of getting extra support for your family to help you manage problems early on.
Families First is available to all Hertfordshire families with children under 18 (25 if they have a learning need or disability).

Visit the Families First portal for more information on:

- Relationship support
- Parenting advice and childcare
- Money advice
- Emotional and mental health
- Domestic abuse support
- Staying healthy
- Online safety
- SEND Local Offer
- Search local services



Find the support you need at:
www.hertfordshire.gov.uk/familiesfirst-pc



Practitioners' Area

Home Our services ▾ About the council ▾

Hertfordshire

Search...

Hertfordshire County Council

Early Help – information ... ▾

Early Help – information for professionals and partners

- Local delivery model >
- Families First Assessment and Early Help Module >
- Contacts – speak to someone >
- Training and learning >
- Documents, resources and case studies >



Supporting Families Practice Team & Early Help Pathways



Who we are

The Supporting Families Practice Team is made up of

- Team Manager
- 4 Quadrant based Senior Families First Coordinators
- 4 Quadrant based Families First Coordinators
- 1 Countywide Families First Coordinator
- Business Support Officers
- Personalised Commissioning Panel



What we do...

- Devise and deliver Early Help Module (EHM) Training across Hertfordshire
- Provide Early Help advice and guidance for all practitioners in Hertfordshire, including case discussions on open and non-open cases.
- Support Key Workers initiating and coordinating the Families First approach, including meeting with parents and attendance at Team Around the Family (TAF) Meetings
- Maintain oversight of all open external Families First Assessments across Hertfordshire ensuring case progression and effective case recording through active coaching of partners



More of what we do...

- Help to identify local services available to support the needs evident within the FFA and advise on referral pathways both internally and externally, including support with the step up and step down processes within Children's Services
- Attend and contribute to local district Families First Panel Meetings
- Support with any issues relating to the Families First process/pathway, or EHM System
- Support with understanding and evidencing Short Term Work to support families
- Deliver Families First Practice Forums to support and embed the Families First approach and upskill partners in use of EHM.

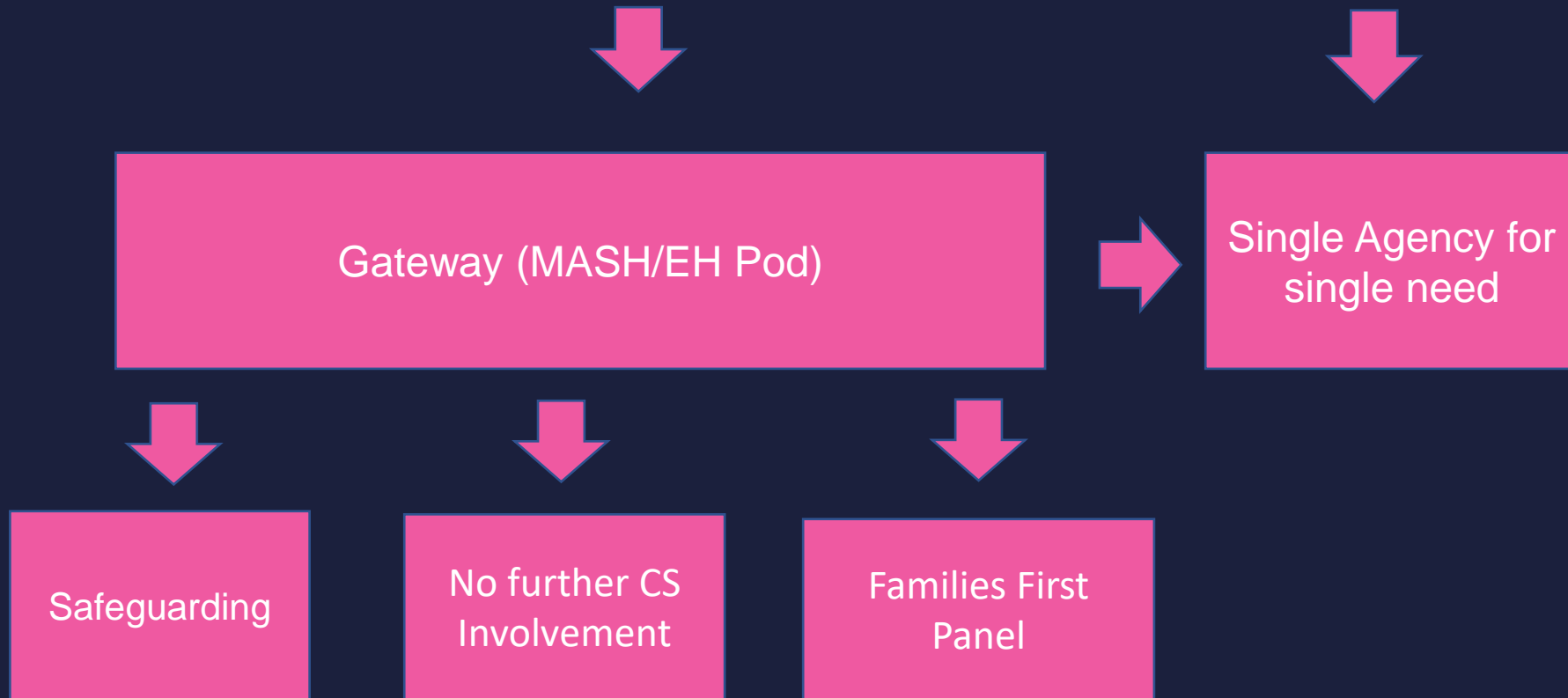


What we don't do...

- Work directly with children, young people or families
- Hold or lead on Families First Assessments
- Step up all safeguarding concerns to Children's Services
- Accept or progress 'referrals' for a Families First Assessment



The Early Help Process and Pathway



The FF Panel Process and Pathway

Cases Identified

- Cases are accepted at Panel from MASH, EH Pod. These cases will have been received into Childrens Services from Safeguarding Referrals or Self Referrals from families.
- Step Down from Assessment following a C&F Assessment or I&A or Safeguarding – CIN Plan.

Families First Panel

- A multi-agency panel discuss the case, share information and collaboratively agree on the best way forward to support the family through Early Help.

Outcome

- A decision is made as to who should lead on Early Help support for the family and what this support should look like, i.e. FFA/STW/Signposting/Package of support.
- An FFA is not always determined as the most appropriate form of support from Panels.

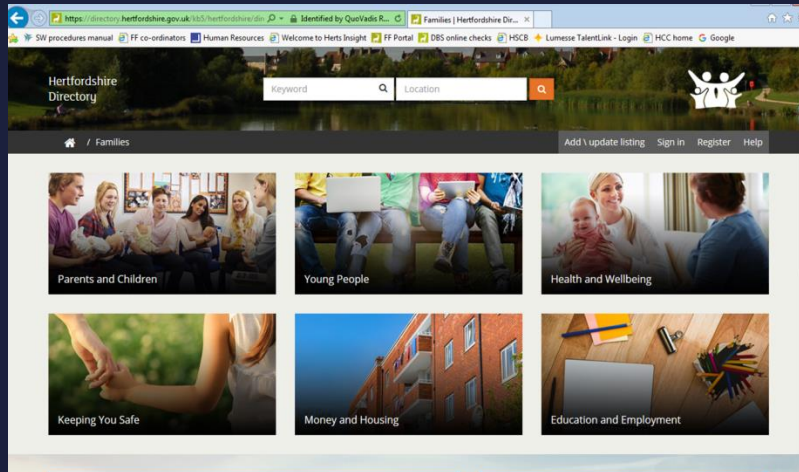


How to access our support

- Contact us directly
 - Senior Families Coordinator
 - Families First Coordinator
 - Business Support
- Invite us in for a chat
- Call directly for a discussion
- Teams / virtual support
- Face to face
- Phone / email



Keep yourself up to date



You can keep yourself up to date on developments by signing up for families first news, the newsletter for all professionals involved in early help in Hertfordshire.

You can find resources and training/work force shadowing opportunities in the Families First Website.

www.hertfordshire.gov.uk/familiesfirst

A screenshot of the Families First News newsletter. The header features the 'Families First News' logo with the tagline 'Early help. brighter futures'. Below the header are several navigation buttons: 'Front page - Welcome', 'The latest news', 'Learning & development', 'Difference we're making', 'The Families First Portal', and 'Dates for your diary'. The main content area includes a 'Share your successes' section with a 'Subscribe now!' button and a 'Contact us' button. There is also a 'More in this section' section with a link to 'Hertfordshire's Self Assessment Maturity Matrix'. The newsletter text mentions the new look Families First Portal and provides information about the Early Help Offer and the Families First Portal postcard.





Hertfordshire

Creating a cleaner, greener,
healthier Hertfordshire

