Families First in Practice

HASB Workshop 30.10.2017

www.hertfordshire.gov.uk/familiesfirst
Aims of the workshop

- Provide an overview of Families First delivery model
- Help you understand what this means for you and your service
- Give you practical advice and information that you can use in your everyday practice to improve the experience of people at risk of abuse

www.hertfordshire.gov.uk/familiesfirst
Help!

This family’s needs cannot be met by our service alone; but the children are not at risk of significant harm, and therefore don’t need children’s social care intervention.

How do I help the family access the additional support they actually need?

www.hertfordshire.gov.uk/familiesfirst
## Continuum of Need

| Universal Services/Universal Plus | Emerging needs/Universal Plus  
Requiring additional support | Targeted/Universal Partnership  
Additional & complex needs requiring multi-agency support | Intensive family support  
Intensive multi-agency support over a limited period |
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<td>Coping</td>
<td>Getting help</td>
<td>Getting risk support</td>
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**Safeguarding & Specialist Services**

- **Meets threshold**
  - 0 – 25 Together
  - Joint Child Protection teams
  - Family Safeguarding teams
  - Children Looked After (CLA) teams
  - Fostering/adoption teams

[www.hertfordshire.gov.uk/familiesfirst](http://www.hertfordshire.gov.uk/familiesfirst)
The case for change

- £269m+ annually is estimated cost of late intervention in Hertfordshire
- Fragmented services
- Unclear ‘Offer’ requiring stronger identity
- Limited evidence of impact
- Focused on individuals rather than families
- Strong national and local appetite for developing non-statutory early support for families, supported by growing evidence of impact – Troubled Families Phase 2

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Hertfordshire families

A recent study found that 48% of adults in Hertfordshire will have suffered at least one adverse childhood experience, with 9% experiencing at least four (equating to over 150,000 adults in Hertfordshire based on current demographics). The area with the highest prevalence was Stevenage (9.7%).

This cohort is nine times more likely to be involved in violence and eleven times more likely to use heroin/crack or be incarcerated during their adult life. On many occasions, these issues will impact on children and can lead to intergenerational adverse impact.

The number of parents who are estimated to be affected by mental health issues is 110,000 and in 2012, 64,000 children and young people experienced mental health issues.

It is estimated that 56,000 children are living with a binge drinking parent and 8,400 children live with a problem drinker who also suffers from mental health problems.

In 2012 there were 19,222 (8.9%) children and young people (under 16) living in workless households.

The majority of service users will be part of a ‘family’ (either as a parent or step parent) and therefore the Families First model applies across the majority of service delivery organisations and requires collective responsibility to participate.
What is Families First?

A whole system, multi-agency response to supporting family outcomes at a local level, by bringing together organisations who provide *early help* services under one “umbrella” of consistent practice and clearer processes.

What are the aims of Families First?

- Provide support as early as possible
- Needs led
- Based in and designed by local communities to make the most of local resources
Families First Principles

- “Stronger Together”
- “Can do” approach
- Thinking differently, delivering services differently
- Getting it right for families, the first time
- Working with the whole family
- Empowering, focus on resilience and strengths
- Flexible and promote personal responsibility

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Families First Hubs

- Intensive Family Support Workers
- Mental Health Support
- Drug and alcohol Support
- Information and Advice Officers
- Families First Co-ordinators
- Services and Interventions
- Well-being Workers

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The Families First Process
This process will be rolled out across the county in a phased approach by April 2017.

Families with emerging needs will be supported by a single agency.

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<td>• A <strong>request for support</strong> is made if a family needs more help than a single agency can provide and they <strong>do not meet the social care threshold</strong>. Families and professionals will make this request through the Customer Service Centre. Alternatively the case could be stepped down from the Multi-Agency Safeguarding Hub (MASH).</td>
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| • Families First Triage assesses the request for support and offers advice, guidance or signposting.  
• Sends to Triage Panel as appropriate. |

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<td>• Weekly multi-agency triage panel uses local knowledge to identify the most appropriate support for the family.</td>
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| • The family is allocated a Families First Keyworker (from any agency)  
• The keyworker co-ordinates the support around the family. |

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<td>• Cases showing no progress are brought to the relevant monthly Families First Action &amp; Impact Meeting to discuss and progress.</td>
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I want to refer a family that needs help

If you are aware of a family that lives in Hertfordshire and needs support, this toolkit enables you to make sure they receive the right kind of help. It asks a few simple questions about the family’s needs, existing support and your agency’s ability to engage with the family. It takes only a few minutes, and by the end of it you’ll know the support the family requires and who is best to deliver it.

Before you start, some things to consider

Stuck? The orange help bubble will tell you who can help
Need to go back a step? Use these buttons at the bottom right
Jump to a specific section using the arrows at the top

This toolkit is not for Safeguarding referrals. If you think a child is at risk of significant harm, report such concerns here. If you think a child is at risk of significant and immediate harm, call 999.
Families First Hubs

There will be nine Families First Hubs, one in each of the Families First areas (each district, but combined Hub for Watford & Three Rivers).

Local implementation groups will oversee the details of how Families First is set up locally, including whether the Hub is a physical location or a way of working.

Each Local Families First Hub will have core FF components:

- Weekly triage panels to consider most appropriate support for new cases
- Monthly Action & Impact Meetings to consider and resolve cases which are not progressing
- Information gathered locally to inform family progress, impact and outcomes
- Local Implementation Group will provide ongoing governance and feed back to the county’s Families First Partnership Board

At a countywide level there will be:

- Families First Portal - improved online information tool for families, encouraging self help and reducing requests for support from professionals
- Workforce Development Programme, including Workforce Shadowing to improve confidence of staff to work with whole families and understand different roles and services
- Delivery and impact overseen by Families First countywide team

www.hertfordshire.gov.uk/familiesfirst
Families First is not a service—it's Hertfordshire’s brand to describe Early Help.

Families First is not another team; we are all Families First.

EHM can feel daunting; Families First Co-ordinators can help.

Intensive Family Support Teams are no longer called Families First Teams.

Anyone who is trained on EHM can initiate a Families First Assessment.

Triage is not the same as Triage Panels – the Triage Process happens first and if necessary the case is discussed at Triage Panel.

EHM = Early Help Module, this is the name of multi-agency case management IT system used to record Families First Assessments and Team Around the Family meetings and Support Plans.

www.hertfordshire.gov.uk/familiesfirst
Keep Yourself Up To Date

👩‍💻 Sign up to receive Families First News, the newsletter for all professionals involved in early help in Hertfordshire: www.hertfordshirefamiliesfirst.org.uk

👩‍💻 Explore the Families First Portal, a online directory of services, resources and training opportunities (including workforce shadowing) for all professionals involved in early help in Hertfordshire www.hertfordshire.gov.uk/familiesfirst
Continuum of needs
Case Studies
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*Safeguarding & Specialist Services*

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Recap of practical advice and information

_identify the needs, referencing the HSCB Continuum of Needs document_

_consider appropriate services, referencing the Families First Portal (www.hertfordshire.gov.uk/familiesfirst)_

_share good practice and improve your practice, referencing the Practitioner’s Area of the Families First Portal: Username is EarlyHelp Password is earlyhelp_

_familiarise yourself with the Families First Interactive Process Tool_

_know who to call if you have a query: Early Help Advice Line Tel. 01438 737 511_

www.hertfordshire.gov.uk/familiesfirst
Thank you
Any questions?

Sue.chapman@hertfordshire.gov.uk

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