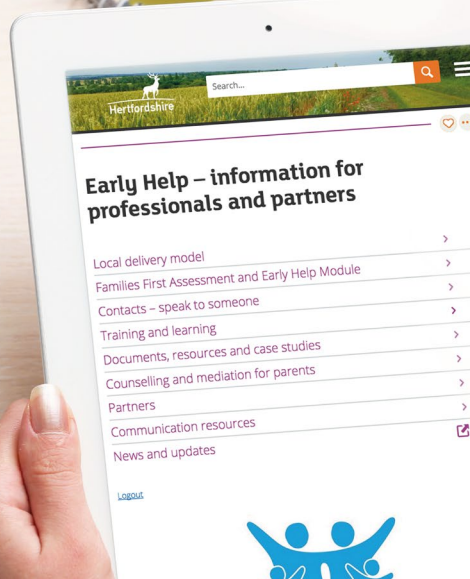


# Families

# First Portal

## Information for practitioners



### **Families First Portal is a website which helps Hertfordshire families find:**

- ✔ Information, advice and guidance on local and national services for families, parents or carers
- ✔ Childcare options and much more
- ✔ Many of these services are free for families to access

### **A designated area of the website for practitioners, which can help you find:**

- ✔ How to access appropriate services
- ✔ Resources you can use in your day-to-day work with families
- ✔ Workforce development and practice support opportunities to enhance your work with families

**To access designated practitioners area use login:**

**[www.hertfordshire.gov.uk/familiesfirst](http://www.hertfordshire.gov.uk/familiesfirst)**

Username: EarlyHelp Password: earlyhelp

# Hertfordshire Early Help Advice

## Line for professionals

Early Help Advice Line is for cases where professionals are not clear on the appropriate actions to take after consulting the Continuum of Need - Threshold document, where it is clear that the identified need is not a safeguarding concern, i.e. the child or young person is not at immediate risk of significant harm.

**Early Help Advice Line Tel: 01438 737511**

### The structure of the Early Help Advice Line is as follows:

- 👤 Open from 9:00 – 17:00 Monday to Thursday and 9:00 – 16:30 on Fridays (with exception of bank holidays).
- 👤 This is not an emergency service – where there is clear evidence of risk of significant harm to a child, a referral should be made immediately to Children’s Services. Advice line will not accept or respond to any request for child protection advice.
- 👤 Professionals can expect a call back within 2 working days of contacting the service.
- 👤 Calls and advice given will be recorded against the associated child/children’s record on Early Help Module (EHM) system.
- 👤 Professionals calling for advice, including key workers regarding a family with an open Families First Assessment in place, can seek advice and support from their Local Senior Families First Co-ordinator or Families First Co-ordinator.

**Visit the website to find out what is available to support you and your work with families**

**[www.hertfordshire.gov.uk/familiesfirst](http://www.hertfordshire.gov.uk/familiesfirst)**