

Families First is not another team... “we are all Families First”

Families First is not another service... it's Hertfordshire's brand for Early Help and includes approx. 8000 workers from a variety of existing early help services.

Families First is NOT the new name for *Thriving Families* teams... these are now called **Intensive Family Support teams (IFST)**.

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

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

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

As Families First is not a single service, you cannot 'refer in to Families First'... you can however make a 'request for support' which could result in either:

- Referral to a Families First service (via Triage or Triage Panel)
- Signposting, advice and/or guidance



Myth busting

www.hertfordshire.gov.uk/familiesfirst