

# Handy Hints for EHM



## Section B of Families First Assessment

Please remember that this part of the assessment is needs led, therefore you only answer yes to one of the sections if there is an identified need. There is room for you to record strengths or protective factors further on in the assessment within the outcomes section.

## Toggling within the families First Assessment

It is essential that the “yes” “no” questions within section B of the Families First Assessment are toggled before you answer yes to any needs. This is because data is gathered from this area and we need to be clear that we are reporting the correct number of people with these level of needs within the correct age groups in Hertfordshire.

For example:

- (1) If you have identified that a young person within the family is a young carer then you would need to toggle first, separate the young person before answering yes to them and giving detail of their caring role. You would answer No to remaining family members
- (2) If you have identified that one of the parents within the family has some concerns around drug or alcohol misuse then you would need to toggle first, separate the parent before answering yes to that parent and giving details of the concerns. You would answer No to remaining family members

Full how to guides for Toggling are available on the [Families First portal](#) within the EHM Guidance.

## Changing Consent

To modify consent to allow other practitioners to view the case or when transferring it to a new Key Worker, the consent must be modified on each member of the family/group.

## General Note Alerts

At times you may see a General Note Alert appear in your work tray for a family that you are keyworker for. This will have been generated by our customer service centre, Triage team or Families First Coordinators following a new concern being raised by someone regards the family. These teams record their work within general notes and the EHM system will automatically notify the keyworker by default.

Keyworkers that are not a Herts County Council employee will not be expected to act upon this alert unless they are contacted directly via a telephone call or email from the Families First Coordinators.

We would recommend that you remove these alerts from you work tray by clicking on the task and then clicking on alert completed.

Full how to guides for General Note Alerts are available on the [Families First portal](#) within the EHM Guidance.

### EHM Not Working

If you experience any difficulties with login into EHM, please can you contact the Families First Helpdesk on **01438 737575** and report this immediately or send an email to [familiesfirstassessment@hertfordshire.gov.uk](mailto:familiesfirstassessment@hertfordshire.gov.uk) to report this, so we can look into it, or offer you support. If they are unable to help you to get logged in, they will be able to report it to SERCO who will investigate if the system is working. Please help us by reporting any EHM system issue as we cannot fix issues if we do not know when there is a problem. Where we know of an EHM system issue that will affect all users, we will send an email out to all users. It is therefore, important that EHM users notify Families First Helpdesk of any changes to their email or contact numbers that may have occurred since their registration as EHM user.

### EHM System Support

If you require support with EHM system once you have logged in, including support with Families First Episode on EHM, please contact your [Local Senior Families First Co-ordinator or Families First Co-ordinator](#) directly by phone or email. If you are unable to reach your local Families First Coordinator, please contact Families First Helpdesk who will ensure one of the Co-ordinators contact you to offer support.

### Advice on open Families First Assessments

If you have any concerns about an open Families First Assessment you can discuss these concerns with your Senior Families First Coordinator who will be able to advise you about the correct next steps to take. This would include any changes in the family's circumstances, escalating needs, complex families, who to invite to a TAF, how to get our targeted and intensive teams involved. Please contact the Senior Families First Coordinator direct, do not call in customer service centre with this concerns as this will cause a delay in the response to you.

### Young Carers Registration

If you have identified a child that is a young carer please remember that we have a statutory duty to register them as a young carer. You can find the registration form for this within the forms section of the Families First episode. Click on the standalone forms and you will find it in the drop down.

If you identify a young carer who does not have an open Families First Assessment please contact the Families First Helpdesk on 01438 737575 who will advise you from there.

### Action & Impact Meetings

If you are finding it difficult to progress a family or feel that their needs are complex, you can ask for the case to be discussed at an Action & Impact meeting. Full information about these meetings is available on the [Families First portal](#).

Full how to guides for submitting a case for discussion at action & impact through EHM are available on the [Families First portal](#) within the EHM Guidance.