**The Families First Workflow**

MASH receive an Early Help request or a contact.

Presenting level of need is higher than tier 2 and EH service. Child is ‘in need’ or at ‘risk of significant harm’

Threshold for EH is met and level of presenting need requires a targeted EH service

*MASH decision within 24 hours of receipt. Contact Record is recorded on Azeus*

Family are re-directed to tier 3/4 Children’s Social Care service for Child In Need assessment

EH MASH Lead reviews request & checks consent; decides on most appropriate type of EH service to offer family

*EH request accepted by EH MASH Lead who decides:*

*(a) Take to NAM within 10 days or*

*(b) assign to neighbourhood FFS within 24 hours.*

Family or referrer contacted & signposted to local EH service

Threshold & criteria for FFS is met. EH/FFS referral is sent to FFS.

Threshold & criteria for FFS is not met. Family taken to Neighbourhood Action Meeting (NAM)

*FFS Team Leader allocates to Family Coach within 24 hours of referral. Open EH episode started on Azeus*

EHP discuss at the Neighbourhood Action Meeting (NAM) to link to an EH service.

FF Team Leader allocates family a FF Coach

*Introductory visit to family to start EH assessment within*

*5 days of initiation of referral.*

*EH assessment completed within 20 days of referral*

FF Coach arranges introductory visit & starts undertaking EH assessment

FF Coach arranges initial EH planning meeting, inviting family & relevant partner agencies to form a team around the family

The EH plan is put into place, the FF Coach visits the family regularly (minimum every 10 working days) & partners keep the family and each other updated on progress

Following the EH assessment the family decide they do want a FFS

Following the EH assessment the family no longer need or want a FFS

*Initial EH planning meeting held within 10 days of completion of assessment (within 30 days of referral)*

If at any time the family’s situation deteriorates and the needs of child increase requiring a tier 3 or 4 service. FFS Team Leader can refer to Children’s Social Care

*Family receive a copy*

*of the EH assessment and plan within 5 days of initial EH planning meeting*

*Every 6 weeks an EH planning review meeting takes place, where the timeframe for reaching goals should be discussed.*

*The FFS aims to help families within a 6 month period.*

FF Coach arranges review EH planning meetings (every 3 months minimum) to measure progress and update the plan

The family reach their goals and no longer need or want a FFS an ending meeting is held, the case is closed and closure letter is sent to the family and partners are informed. (Episode closed on Azeus)