

# Families First Annual Review 2015-16

Report to Scrutiny  
18<sup>th</sup> October 2016



Ariannir gan  
Llywodraeth Cymru  
Funded by  
Welsh Government

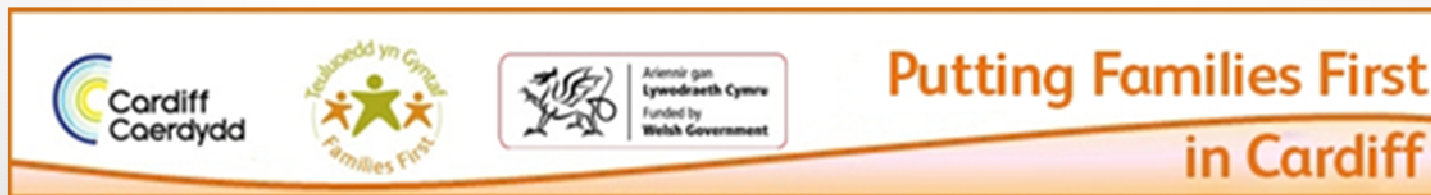
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# What is Families First?

Families First is a Welsh Government family support programme that sits alongside Flying Start and Communities First

It promotes the development of effective multi-agency early intervention and support for families, particularly those living in poverty

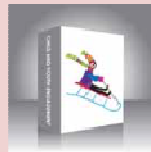
The first programme was commissioned to run  
2012/13 – 2016/17



# 6 service packages



**Early Years** – provides a range of support for families with babies or young children (under the age of 8) and for pregnant women. This package is led by Cardiff and Vale University Health Board.



**Child & Youth Engagement (Connect 8-25)** – makes sure that children and young people do well in school, college or work and get the support they need from their families. This package is led by the City of Cardiff Council's Education Service.



**Sustainable Employment** – provides help for adults in families who want to get back into work or into better paid jobs. This package is led by Sova.



**Healthy Lifestyles** – helps families to deal with things like diet, exercise, smoking and sexual health and to live healthy lives. This package is led by Cardiff and Vale University Health Board.



**Emotional & Mental Health and Wellbeing (Cadarn)** – supports children and young people who are anxious or unhappy. This package is led by Barnardo's.



**Disability Focus** – provides extra help for families who have a disabled child. This can provide key working as part of the Team Around the Family approach. This package is led by Action for Children.

# and a TAF approach:



**Cardiff Team around the Family (CTAF)** – provides a team of family workers who help to coordinate a Team Around the Family approach for families with more complex needs (i.e. who need four or more services), but who do not pass threshold for social services interventions. This team also deliver the Freephone Service. The service is delivered by Tros Gynnal Plant.



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# Putting Families First in Cardiff

- **Over £5m** was spent on Families First services during 2015-16.
- **Over 22,000 people** received a range of services from information and advice to intensive support
- **Over 71 different services** delivered by **33 providers**
- **Over 300 families** with more complex needs received support to start putting together their 'Team Around the Family'.



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# Cardiff Families First



## Overall Performance 2015-16

### How much did we do?

**22,681**  
participants

**785** Phone calls to Families First Freephone

**331** JAFFs completed

Worked with **116** Schools

**71** services

### How well did we do?

**96.9%** of participants were satisfied with their service

**87.6%** of participants completed their service intervention

**100%** families working with Team Around the Family said the services involved met their needs

**122**  
People into work

**147** Families with a disabled child increased income following welfare benefits advice with £785,952 additional benefits awarded as a result

**1552** Parents benefitting from a parenting intervention

**5099** People improved emotional and mental health and wellbeing

**771** pupils improved school attendance

**1903** families reported that they feel they can contribute to changes in lifestyle and behaviour

**1593** individuals reported an improvement in family dynamics

**120** families affected by a disability report an improvement in family resilience

### How is anybody better off?

2015/16 figures

Families First Free Phone  
0808 800 0038

Website  
[www.cardiffpartnership.co.uk](http://www.cardiffpartnership.co.uk)

Twitter  
#FamiliesFirst



# Key achievements

- **Families First Freephone service** – important central point of access for professionals and families. Nearly 800 calls, half from families themselves.
- **Parenting** important early help for families – over **1500 parents** received support for parenting
- Programme worked with **116 schools** across Cardiff
- **Young Inspectors** – services successfully meeting National Participation Standards
- New – **time credits** now being used to reward and encourage family engagement



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# Families First and Early Help

- Families First a key element in providing **early intervention and prevention services**
- Now **managed by Children's Services** so able to be used more strategically in implementation of **Early Help Strategy and Information, Advice and Assistance** under the Social Services and Wellbeing Act
- **TAF teams supporting JAFF (Family Plan) Pilot** involving a range of schools



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# Challenges

- Current programme **due to end March 17**
- Projects anxious about future – **risk of staff leaving for other posts**
- Staff vacancies lead to **underspend** - this has to be returned to Welsh Government rather than used for alternative provision
- Issues around **communication**
- **Relationship between TAF and Children's services** – need more appropriate 'step down'



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# Opportunities

- **Cabinet Secretary has confirmed commitment to new programme:**
  - Success of TAF working and disability provision
  - More focus on support for parenting and support for young people
- **Opportunity to recommission (including for joint commissioning) - transition in 2017-18**
- **Stakeholder engagement to identify what has worked and what we need to do differently**



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# For more information about Families First in Cardiff:

- Contact Families First Freephone:

**0808 800 0038**

- *Putting Families First in Cardiff* booklet
- Families First pages on **Cardiff Partnership website** - link to booklet and annual report
- Email **familiesfirst@cardiff.gov.uk**

