



Improving Outcomes for Children: Family Help and Support

9th October 2018



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

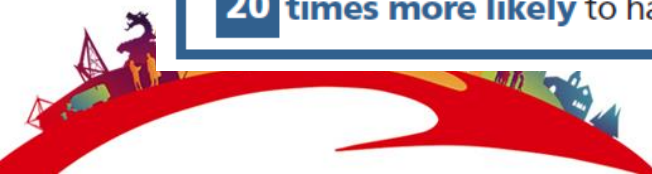


Adverse Childhood Experiences (ACEs)

- Experience during childhood can have significant and long lasting impacts on people's life outcomes.
- ACEs are stressful experiences occurring during childhood that directly harm a child (e.g. sexual or physical abuse) or affect the environment in which they live (e.g. growing up in a house with domestic violence).
- In Wales 47% of Adults have suffered at least one ACE during their childhood and 14 % have suffered 4 or more

Compared with people with no ACEs, those with 4+ ACEs are:

- 4 times more likely** to be a high-risk drinker
- 6 times more likely** to have had or caused unintended teenage pregnancy
- 6 times more likely** to smoke e-cigarettes or tobacco
- 6 times more likely** to have had sex under the age of 16 years
- 11 times more likely** to have smoked cannabis
- 14 times more likely** to have been a victim of violence over the last 12 months
- 15 times more likely** to have committed violence against another person in the last 12 months
- 16 times more likely** to have used crack cocaine or heroin
- 20 times more likely** to have been incarcerated at any point in their lifetime



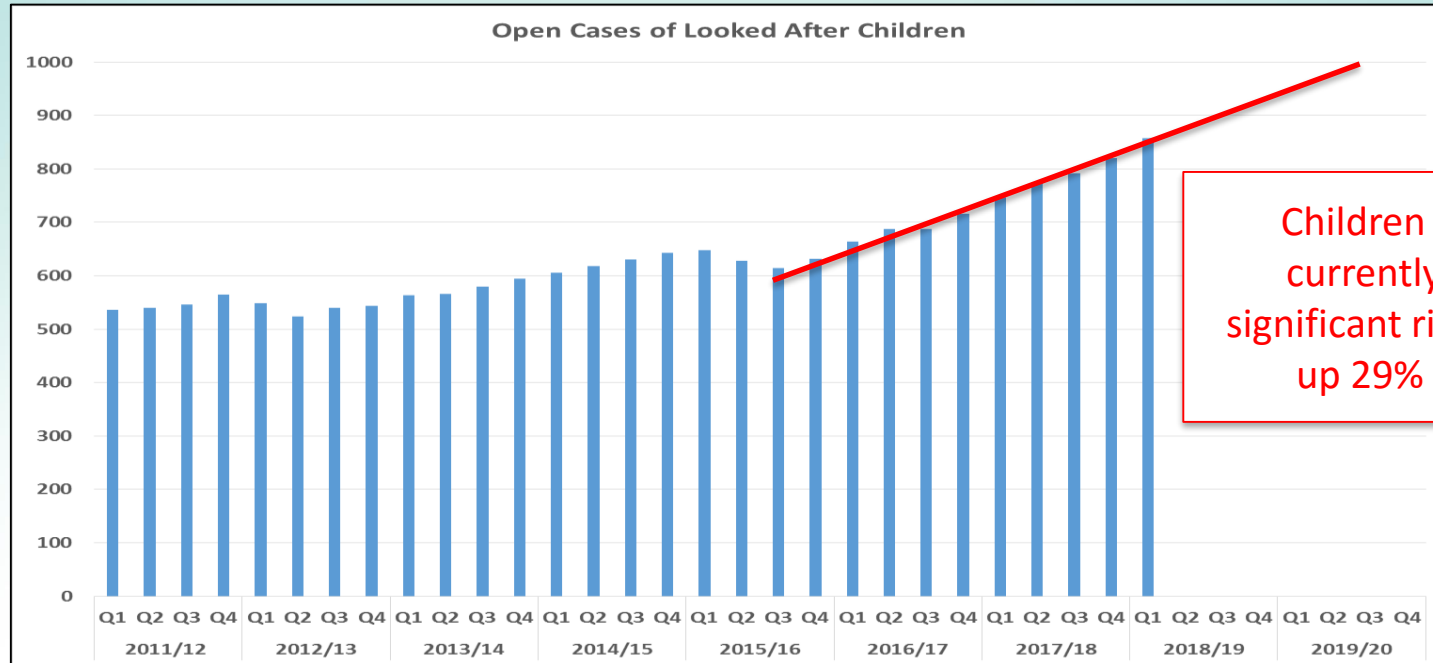
Benefits of Early Intervention

Early action could :

- Reduce the number of children who experience poor outcomes through their childhood because they have experienced abuse, trauma, neglect or exploitation for longer than they needed to.
- Raise educational attainment and aspirations of children, young people, and their parents, thereby enabling access to better employment opportunities in the longer term.
- Minimising expenditure on safeguarding and care by strengthening families. With a limited number of available foster placements and residential placements now costing on average £3,800 per week, taking early action to prevent care placements can be cost effective.



Demand – Childrens Services



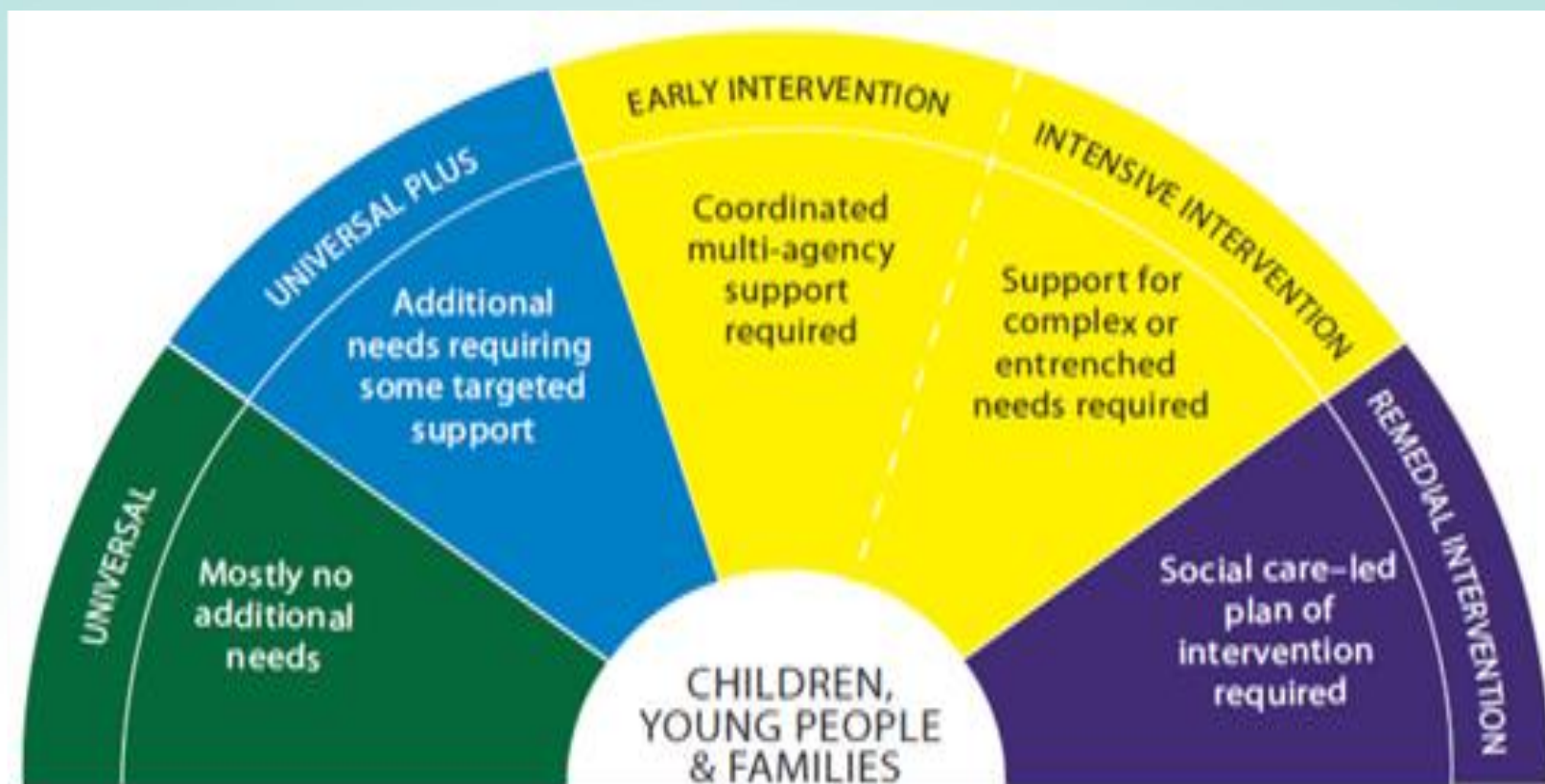
Children Services is currently receiving significant rise in demand up 29% in 2 years

There are also growing pressures on Education, with increasing numbers of children educated other than in school.

In 2018 there were 348 pupils education other than at school (EOTAS), which is 30% increase on 2017 (268 pupils) and 70% increase from 2016 (205 pupils).



Welsh Government Spectrum of Need

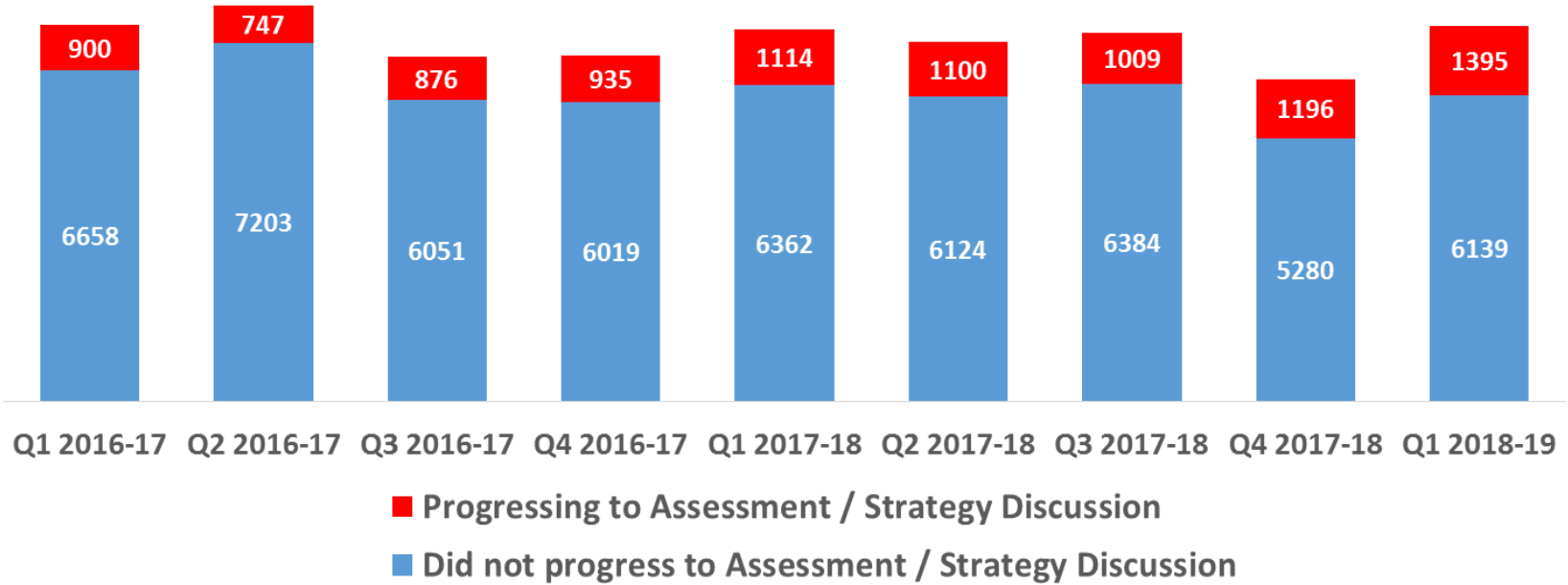


We need to develop a more holistic approach to preventative services - providing help across the whole spectrum of need

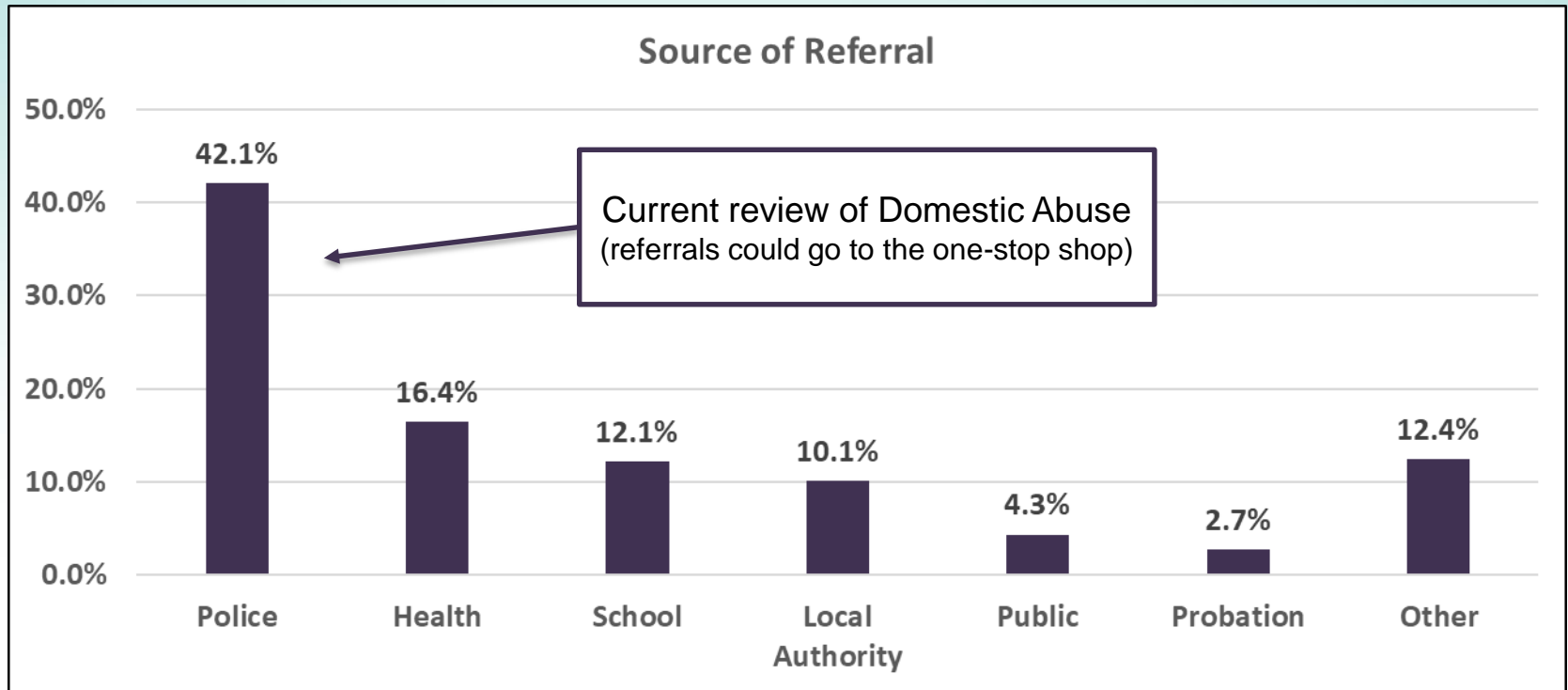


Demand – Contacts/Referrals to the MASH

Proportion of Contacts Requiring Assessment



Demand – Source of Referral



How does this look for the referring professional/family?

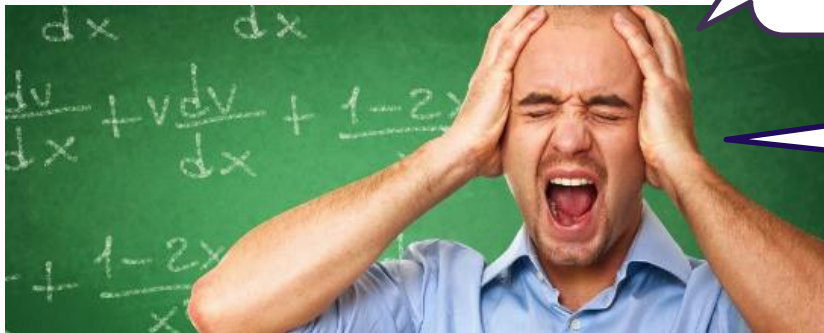


I am worried about a child in my class, I think his family are really struggling

I think I should complete a Multi-Agency Referral Form so they can get the help they need

Apparently they don't meet the threshold, however there are many other services that could help

Where do I start ? Which one is best?



Teacher is left to navigate over 200 Community based services to assist families in need

Debt/
Budget

Mental
Health

Youth
Service

DV

Social
Isolation

Parent
Nurture

Alcohol
abuse

Well
Being

Drug
Addiction

Tros
Gynno
I Plant

Family
Info
Service

Early
Years

Stay
Safe

Policy Context

Cardiff Well-Being Plan 2018-2023

- Adopt a 'Think Family' approach, making sure that public services are joined up and that children and families are given the right support, in the right way, at the right time in the first 1000 days of a child's life.
- Develop innovative approaches to identifying those at risk of Adverse Childhood Experiences (ACEs), putting in place multi-agency response to support children and families before they reach crisis point.



Delivering Capital Ambition Cardiff's Corporate Plan 2018-21



Delivering Capital Ambition: Cardiff's Corporate Plan 2018-21

- Enhance Early Help by March 2022 to support children and families before their needs escalate to the point that they require statutory interventions



Proposed Future Approach

Bringing together existing services to create three new services:

Family Gateway

Primary route in for all referrals and requests for help

Family Help Service

Rapid response to families needing short term intervention

Family Support Service

To work with families facing more complex or severe issues

Also better integration and knowledge sharing across other services to provide **right support, right time**, to families, children and young people



Family Help & Support - Gateway




Professionals – Education, Police, Health, Probation

All Referrals
From anyone who has a concern about the well-being of a child or wants to find out what support is available to a family
ALL come through this route

Public – Families, Children, Young People all members of the public



The Gateway

Dedicated Phone line  E-mail  Online information accessible from any device 

Includes:

- Family Help Advisors
- Social Worker oversight

Services provided by the Gateway:

Advice including :

- Child behaviour
- Child Care
- Parental Support
- School Attendance
- Employment / money advice / Housing

- Information and signposting
- Information, Advice & Assistance
- Help to navigate the system
- Proportionate assessment and triage
- Referral into appropriate specialist services
- All referrals co-ordinated by Gateway but Safeguarding still social worker assessed



Referral on into specialist and community services

Family Help

Rapid response to families needing short term intervention

- Team of **Family Help Support Workers** – closely linked to the Gateway
- Fully trained in signs of safety, safeguarding and a range of interventions
- Visit families to carry out further assessment where needed
- Encourage family to explore their issues and help them to develop their own action plan
- Will establish **contact with appropriate professionals** where needed or help the family to attend appointments
- Will **provide advice and support** and **directly deliver some interventions**

Focus on those families who, without help at this stage, are likely to require more intensive support or safeguarding in the future



Family Support

To work with families facing more complex or severe issues

- Social work led multidisciplinary professionals working together to find the right solution for the family
- Step down from care
- Family Support Workers offering intensive / assertive support
- Support workers:
 - Directly deliver a range of evidence based family interventions / programmes
 - Provide practical help and support
 - Co-ordinating multiagency approach where required
 - Able to motivate change and to address issues such as domestic abuse, substance misuse or mental health
 - Able to advise about a wide range of community based services
 - Longer period of support – ability to reduce / re-engage with support as needed

Focus on families where there is imminent risk that, without support, they are likely to require safeguarding / care intervention



Family Help & Support Model



Family Help (Housing & Communities)

Safeguarding, Care & Support (Childrens Services)

Gateway and Family Help Unit		Parenting Unit
Gateway Team: <ul style="list-style-type: none"> Advice and signposting Proportionate Assessment /Triage Allocation to gateway controlled services / Referral to Mash Whole family approach including youth offending prevention services Telephone / Email / Online Referral 	Family Help Team <ul style="list-style-type: none"> Short term support for families who need more than one service and cannot access these directly. Focus on resilience Develop personal action plan 	Parenting Home based Education Psychology led parenting interventions Community level evidence based parenting programmes including programmes for inter-parental conflict; Community based engagement groups, modelling best practice (Stay & Play)

Family Support
Family Support Team <ul style="list-style-type: none"> Longer term support for more complex families Social worker QA Families under acute stress Step down from statutory services Work towards resilience using strengths based approaches Meet range of needs.

Mash & Intake and Assessment
<ul style="list-style-type: none"> Wellbeing Assessment Strategy discussion Child protection investigation (sec 47) Child protection conferences Care proceedings

Targeted Intensive Services
<ul style="list-style-type: none"> Parenting assessments Management of child protection plans Management of care proceedings High level prevention / pre-proceedings work

Interventions	
Adolescent Resources Centre	Edge of care younger children
Think Safe	13+

Looked After Children and Leaving Care
<ul style="list-style-type: none"> Childrens homes Fostering Parental placements

Youth Offending Service
Supervising court orders Supports victims Oversees intervention programmes

Referrals
Gateway Controlled Services - access controlled through the Family Support
Services with multiple referral points - (Feeding back to the Gateway)- eg homestart
Community Services – existing services using normal referral methods- Eg Into work. Possible data sharing to be explored.

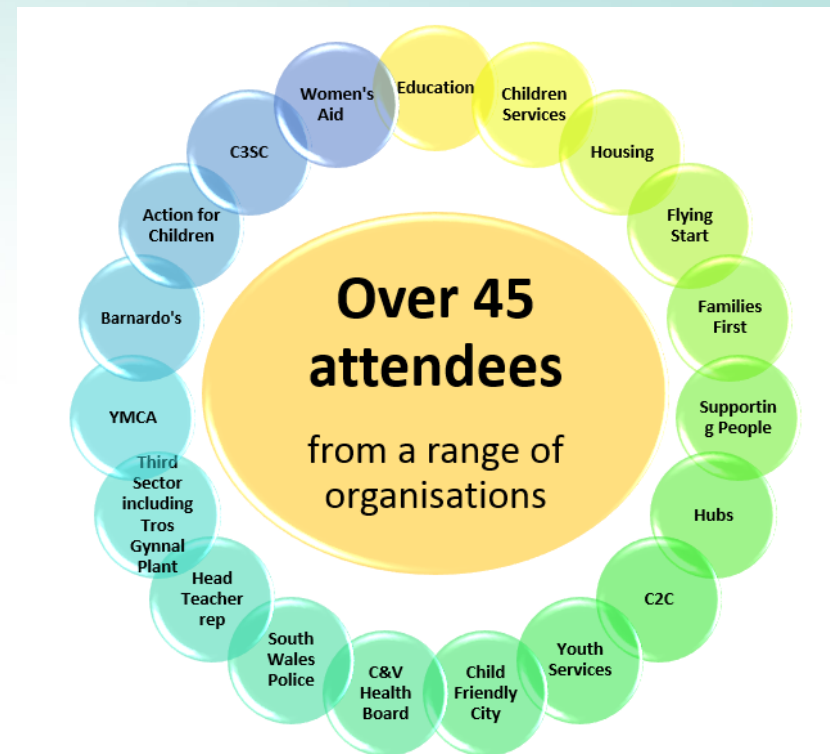
Training and Outreach
Developing a virtual team – schools etc
No wrong door / one Cardiff approach
Promoting Signs of Safety / Strengths based approach

Workshop: Family Help and Support in Cardiff

On the 24th September 2018, a large multi-agency workshop took place with the aim of setting out the proposed delivery model for integrated early help and prevention services for families and children.

Based on these three services, attendees were then given the opportunity in small groups to discuss each of the services in turn while answering the following questions.

- What are the strengths?
- What are your concerns?
- How can we address any concerns?



Workshop: Feedback

There was a lot of positive support throughout the different groups for this model and agreement that it could have a very successful impact on the lives of many families in Cardiff. The consensus was that the benefits would be far reaching for many of the organisations that were at the workshop.

Some of the overarching themes

- **Workforce Development** – that staff have the right skills and support to be successful
- **Performance / Resource Management** – understand demand and ensuring resources are available to meet that demand and understanding the impact the service is having
- **Engagement** - with families and professionals
- **Detail Development of the Model** - involving partners throughout and Children & Young People
- **Threshold Levels** – needs to be clearly understood and seamless for the family as they move through



Management & Resources

- The Gateway, Family Help and Family Support Service will be Council run
- The service will be managed within the People and Communities Directorate
- The Gateway and Family Help will be brought together with existing Flying Start, Childcare and Parenting teams to form the Early Help Service and will be managed within Housing and Communities
- The Family Support team will be closely aligned to the Early Help Service and managed within Childrens Services.
- Tros Gynnal Plant contract will cease on 31/03/2019 – TUPE Implications will be considered
- Approximately £1.27 million of Families First grant funding will be used to fund the services
- A financial pressures bid of £500k has been included as part of the cabinet report



Management Structure

Corporate Director for People & Communities

Director for Social Services

AD Housing and Communities

AD Children Services

Head of Operations and Delivery Community Child Health

OM Early Help
(Families, Children and Young People)

OM Strategic Partnerships & Safeguarding

Health Team
(UHB)

Early Years Education & Improvement Unit

Childcare Offer & Business Support Unit

Workforce & Accredited Centre Unit

Parenting Unit

Family Gateway & Early Help Unit

Family Support

Flying Start Health Visitors (with smaller caseload) skill mix including **Midwife; Speech & Language Therapists; Community Dieticians** and community nursery nurses;

- breastfeeding;
- weaning;
- language development;
- routines;
- immunisation;
- positive parenting & parenting programmes
- health promotion groups

- **Flying Start childcare contracts & placements**
- Childcare Quality Assurance
- Transition arrangements into Foundation Phase nurseries
- **Pre-school support & transition arrangements** for children with additional support needs
- **Early Years teacher led training** for childcare providers and early years practitioners

- **3-4 year old childcare offer**
- **Children & play grant** management linked to Childcare Sufficiency Assessment & Non-contract childcare business support

- **Mandatory training & ongoing specialist CPD** for workforce (inc schools staff and other sectors), to include motivational interviewing and restorative approaches etc.
- National Occupational Standards for parenting training
- Training in evidence based Parenting Programmes
- **Accreditation of parenting programmes** and parenting groups for parenting
- **'Returning to Learning'** gateway for parents
- **Childcare workforce training** (childcare act) (legal & regulatory & CPD)

- **Home based Education Psychology led parenting** interventions
- Community level evidence based parenting programmes
- Community based engagement groups

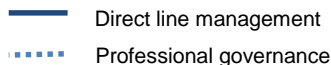
New Teams

- **Advice & signposting** including Family information Service & Disability Index
- Email/Web/Phone
- **Proportionate assessment/triage**
- **Allocation/referral to gateway controlled services**
- Referral to MASH
- Whole family approach including Youth Offending prevention services
- **Short term key-worker support for families** who need more than one service & cannot access directly
- Focus on resilience & independence
- Develop a personal action plan

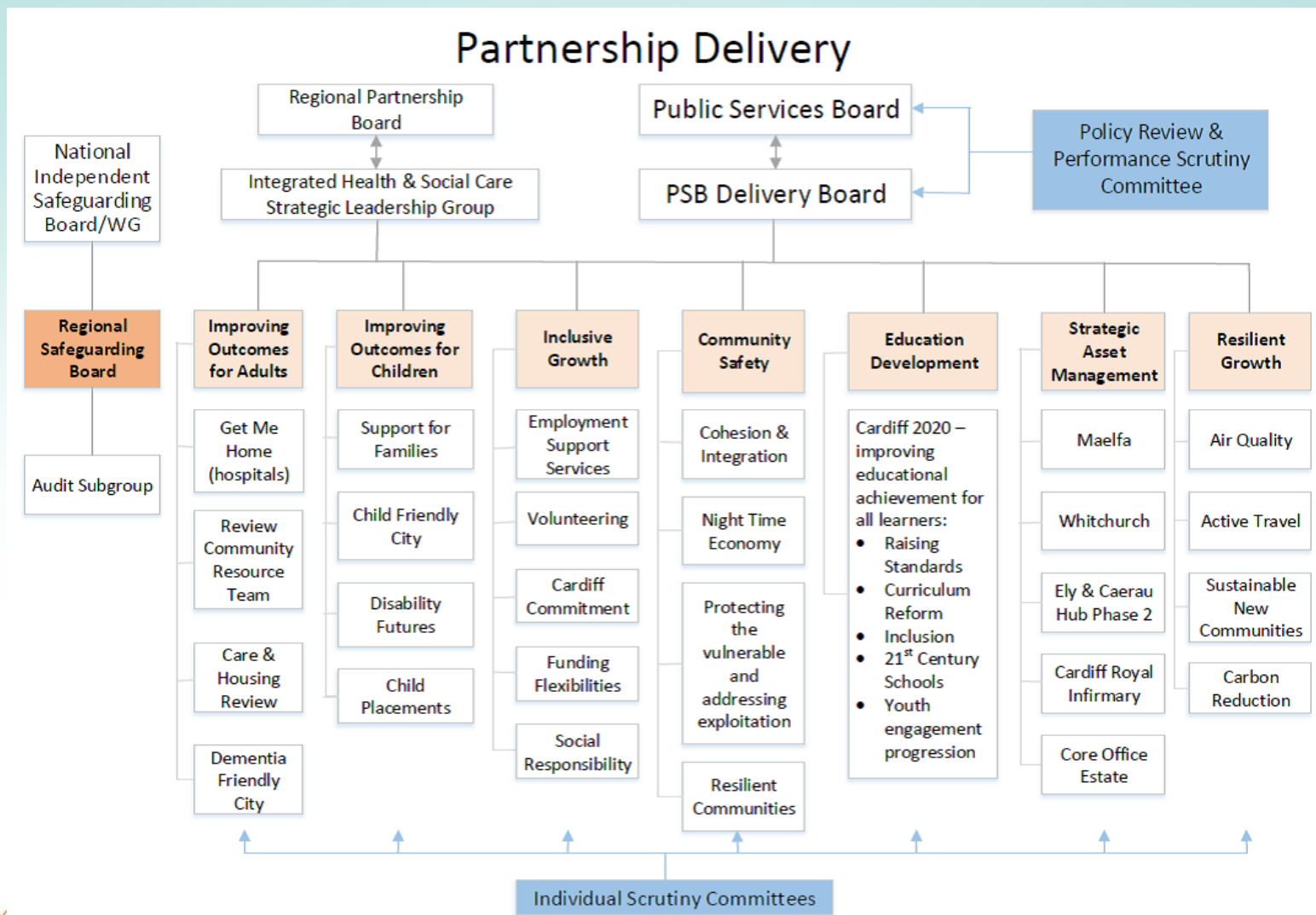
- **Longer term support for more complex families**
- Social worker QA
- Families under acute stress and/or unable to access community based services
- **Step down from statutory services**
- Working towards resilience & independence using strength based approaches

Supported by a Business Unit

Financial oversight of services accommodation & ICT management; performance monitoring, statistical returns and data analysis; communications (social media platforms; web content & stakeholder engagement); facility management; SLA's with schools & childcare providers; all back office functions that support service



Governance Arrangements



Any Questions?

