



# Cardiff

## Families First

Annual Review  
2014/2015





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# 1. INTRODUCTION

## 1.1 What is Families First?

'Families First' is a Welsh Government-funded programme which has been developed to play a key role, alongside mainstream services and other grant funded initiatives, such as Flying Start, in addressing child poverty. Families First will contribute to all three strategic objectives set out in the Welsh Government's Child Poverty Strategy and latterly the Tackling Poverty Action Plan, by reducing the number of workless families through improving skills and removing barriers to employment; reducing inequalities that exist in education, health and economic outcomes for children; and by improving those services for those living in poverty.

Families First has replaced the previous Cymorth programme (the support fund for children and young people in Wales), which ran from 2002. Families First has a similar aim of early intervention and prevention, but with a greater focus on the needs of the whole family. Commissioning for Families First has ensured a much more coherent programme, with fewer services which are more clearly aligned to delivery of the Families First outcomes.

Families First sits alongside Communities First and Flying Start as key elements in the Welsh Government's strategy for tackling poverty. In Cardiff, these programmes are brought together to make the most effective use of funding to meet local needs. They form an important element in the work of Neighbourhood Partnerships. There is further information about this on page 21.

## 1.2 How does Families First work with families?

Families First is about working *with* families who say they need a bit of extra help or services, rather than doing things *to* or *for* them. Involvement in the programme is entirely voluntary.

Families First has also been designed to recognise the specific needs of different families and the requirement for multiple agencies to provide joined-up packages of support by becoming a 'Team Around the Family' where this is needed.

The services provided by the Families First programme are therefore designed to be:

- **FAMILY-FOCUSED:** taking a whole family approach to improving outcomes.
- **BESPOKE:** tailoring help to individual family circumstances.
- **INTEGRATED:** with effective coordination of planning and service provision across organisations, ensuring that needs assessment and delivery are jointly managed and that there is seamless progression for families between different interventions and programmes.
- **PRO-ACTIVE:** seeking early identification and appropriate intervention for families.
- **INTENSIVE:** with a vigorous approach and relentless focus, adapting to families' changing circumstances.



- **LOCAL:** identifying the needs of local communities and developing appropriate service delivery to fit those needs, with particular regard for the opportunities to link with the Flying Start, Integrated Family Support Services (IFSS) and Communities First programmes.



*Families graduating from the City of Cardiff Council's Strengthening Families Programme (Healthy Lifestyles package)*

## 2. THE PROGRAMME IN CARDIFF 2014-15



*Delivery of the Families First programme in Cardiff has made significant progress during 2014-15. The previous year had been focussed on establishing and embedding new family services. Some of these had managed to get up and running very quickly, but others had taken longer to establish. During the last year, the majority of services were well-established and making a real difference to families in Cardiff. However, where projects have not delivered as expected, it was also a time for review and realignment of provision to meet service demands elsewhere across the programme and to meet families' needs.*

*This report provides further information about the progress and changes over the year.*

### 2.1 Establishing the Programme in Cardiff

The programme in Cardiff has been designed to meet Welsh Government's requirements but also to fit with local ways of working and to make sure that the services meet Cardiff's needs.

The Families First services started from the beginning of April 2013. They had been agreed and commissioned following an extensive period of consultation with stakeholders during the previous year (2012-13). The specifications were also based on an assessment of needs carried out as part of the development of Cardiff's single integrated plan, [What Matters](#). The commissioning process involved young people, parents and grandparents, as well as professionals.

The Families First programme comprises six 'packages' that provide coordinated services on a particular theme. Each involves a consortium of different providers who work with a Lead Provider:



#### **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 (Disability TAF)

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.

In addition to the six strategically commissioned 'packages' of support, the Cardiff Partnership has also commissioned two city-wide services: the Families First Freephone and Cardiff Team around the Family (CTAF):

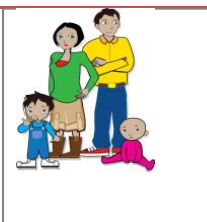


## Families First Freephone

The Families First Freephone service provides a central access point to the Families First programme in Cardiff for families and professionals. The Freephone number is answered by a skilled and experienced practitioner who is able to provide information on Families First services - where these services are available and how to access them. The service is delivered by Tros Gynnal Plant.

**The Families First Freephone number is 0808 800 0038.**

**There is also a Freetext number 80800 – messages should start with Families.**



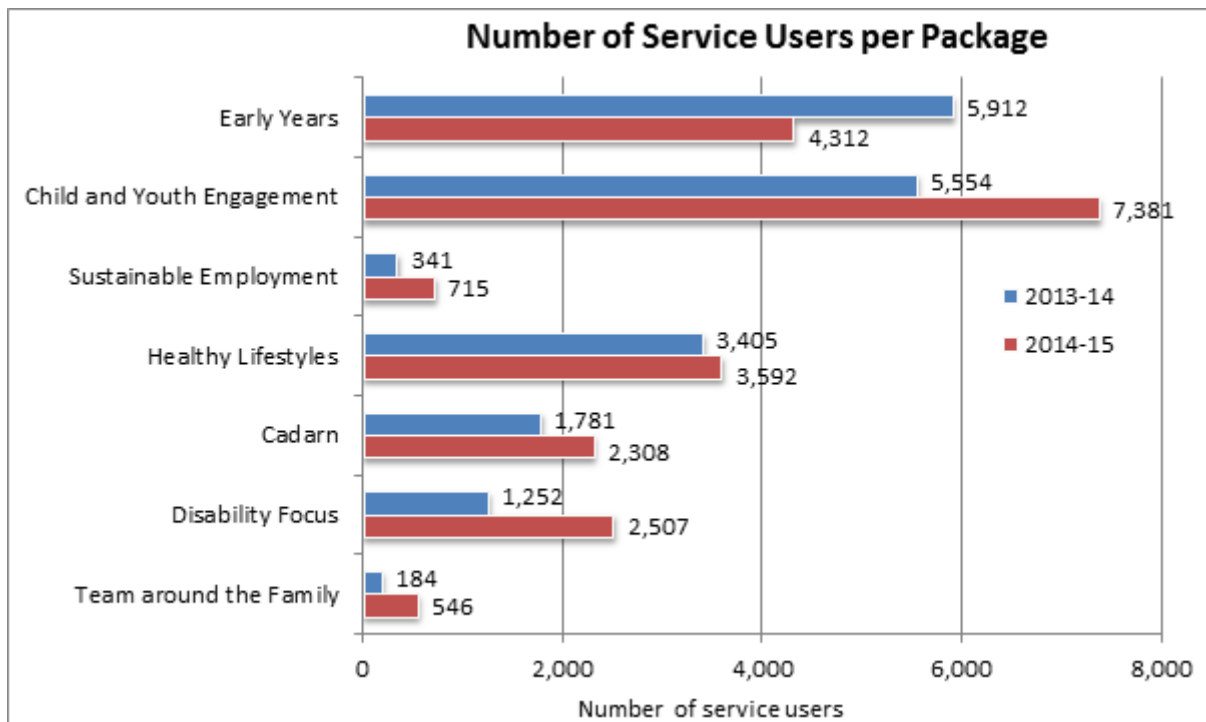
## Cardiff Team around the Family (CTAF)

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. The service is delivered by Tros Gynnal Plant.

## HEADLINE FACTS ABOUT FAMILIES FIRST IN CARDIFF

- In Cardiff, **£29m** will be spent on improving services for families over the life of the programme 2012-2017: this means that over **£5m** was spent on Families First services during 2014-15.
- The Families First programme provided a range of services from information and advice to intensive support for over **20,000 people** in families in Cardiff during the last year – **2,000 more than in the previous year.**
- There were 71 different services on offer across the six packages including Team Around the Family Services, delivered by 33 providers from the statutory and third sectors.
- Over **500 families** with more complex needs were referred for support from the teams who help them to build a **‘Team Around the Family’**: an **increase of over 200** on the previous year.
- Families First is not restricted to certain areas of Cardiff – some individual services are delivered in particular areas, but many services are open to families wherever they live. In particular, an increasing number of families come from the traditionally more prosperous areas of North Cardiff.
- *“Anecdotally there is a high level of satisfaction and families feel transformed and empowered; this picture was reported by both families and practitioners alike”* – Initial Feedback from 3<sup>rd</sup> National Evaluation of Families First, Ipsos MORI Ecorys on behalf of Welsh Government.

### Number of Service Users accessing Families First in Cardiff, by Package 2013/14 -2014/15:



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## **DELIVERING THE FAMILIES FIRST OUTCOMES IN 2014-15**

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### **1. Working age people in low income families gain, and progress within, employment**

- 440 parents and carers in low income families received intensive mentoring support from Sova to improve their skills and get into employment.
- Of these, 89 managed to find employment as a result – four times the success rate in the previous year – and over 60% of the parents who completed work with the Sustainable Employment project.

### **2. Children, young people and families, in or at risk of poverty, achieve their potential**

- 194 young people at risk of being NEET [not in education, employment or training] took advantage of bespoke education provision and 87% progressed into education, employment or training as a result.
- 124 parents with 132 children from minority ethnic communities accessed Cardiff and Vale College's Families Learning Together programme – 93% of parents noted a more positive relationship with their children's schools and 100% of children had improved language skills as a result.

### **3. Children, young people and families are healthy, safe and enjoy well-being**

- Over 230 families benefited from support from Home Start with 90% saying they have noticed an improvement in their children's wellbeing.
- 225 families with a disabled child and 88 individual disabled young people received support from Diverse Cymru to review their welfare benefits leading to £575,952 in additional income as a result.
- Over 200 young people experiencing housing problems received support from the mediation service at the Basement@33 - of the 136 who completed, 54% felt able to return or remain at home while the remaining 46% found alternative accommodation.
- Over 1,200 pupils in schools received sex and relationships education as part of the Healthy Lifestyles project – 93% said that they now felt more confident about accessing sexual health services as a result.
- 56 children and 62 parents took part in the MEND [Mind, Exercise, Nutrition, Do It!] programme, with 96% reporting that it had changed their attitude towards healthy eating and physical activity; 79% of the children taking part had a reduced BMI [Body Mass Index] at the end of the project.

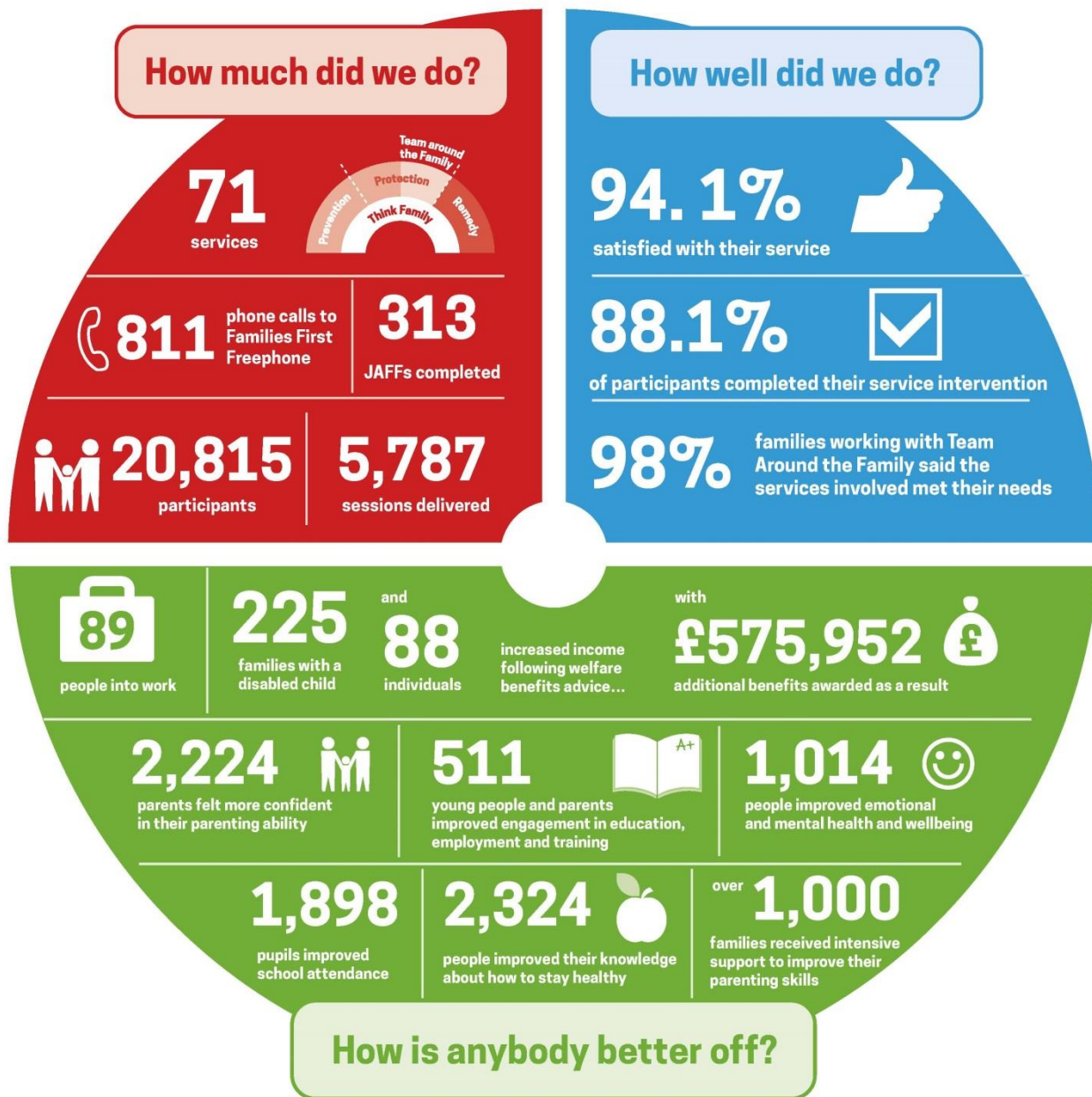
### **4. Families are confident, nurturing, and resilient**

- 283 families completed a JAFF [Joint Assessment Family Framework] and developed a family plan. Of these, 158 were families with complex needs who needed support from the full TAF process - 85% of these families felt that working with the Team Around the Family team had been beneficial to their family and 68% reported an improvement in their emotional wellbeing.
  - Over 1,000 families received intensive support to improve their parenting skills through generic and specialist parenting programmes and support – on average, 80-90% parents reported an increase in their confidence and self-esteem as a result.
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## Cardiff Families First Overall Performance 2014-15



Families First Freephone 0808 800 0038 | Website [www.cardiffpartnership.co.uk](http://www.cardiffpartnership.co.uk) | Twitter #FamiliesFirst



Further information about the Families First Freephone Service, Team Around the Family work in Cardiff and the six service packages is found in the sections below. These also include case studies which illustrate the services they offer.

Further details about the programme can also be found in the document, ***Putting Families First in Cardiff*** on the [Cardiff Partnership website](#).



***Group work with primary school as part of Teulu's Families Learning Together project  
(in the Cadarn package)***

## 2.2 Monitoring Progress

Results Based Accountability [RBA] is the approach used to identify the services needed to deliver the Families First outcomes. It also provides the framework for identifying the difference made to families as a result of those services. Performance monitoring of each of the services delivered is based around three key questions:

- How much did we do?
- How well did we do it?
- Is anyone better off as a result?

When the programme started, a significant amount of work was done with Lead Providers and individual services to agree robust report cards with performance measures based on the three key questions and in line with the service levels set out in their tenders. The report cards also provide monitoring across the six Neighbourhood Partnership areas of Cardiff.

During 2014-15, the report cards were reviewed to ensure that the information they provided was indeed robust. In particular, a great deal of work was done to clarify how many people services were working with and to make sure that people weren't being counted twice for the same work. This

also helped to ensure accurate reporting in the Progress Reports to Welsh Government.

Contract management meetings with each of the Lead Providers continued to be held on a quarterly basis during the year. This included monitoring the RBA report cards for each project within the service package. The report cards also contained the financial expenditure so that a review of value for money could be undertaken.

Additional arrangements were put in place for more rigorous financial management during 2014-15 with an emphasis on ensuring that all expenditure was necessary. This was done in order to ensure that as much money as possible was finding its way into face to face delivery for families.

**Report cards enable close monitoring of performance measures**

*"...in Cardiff, regular meetings with Lead Providers (the organisations with designated responsibility for coordinating multi-agency projects) allows for a pragmatic and flexible approach to continually seek improvements in ways of working, monitoring progress and identifying gaps in delivery."*

National Evaluation of Families First, Year 2 Report, Ipsos MORI Ecorys on behalf of Welsh Government

*"A further success has been in the flexibility of managing budgets. Even though contracts are in place for a number of years, the authority has worked closely with lead providers to reallocate underspend to areas of higher need"*

National Evaluation of Families First, Year 3 Initial Feedback, Ipsos MORI Ecorys on behalf of Welsh Government



The Families First team worked with providers to ensure that there was more accurate budget profiling at the start of the year and then spend was monitored against this each quarter. Staff vacancies were one of the things that gave rise to underspend during the year, particularly given the staffing and recruitment changes being experienced within some of the statutory organisations. New arrangements are being put in place for 2015-16 for providers to report staff vacancies at an earlier stage so that effective arrangements can be put into place for reallocation to areas where it is needed.

***“Data collection from the local authority is of a high quality and the report cards used by the LA provide good detail for commissioning decisions ongoing”***

National Evaluation of Families First, Year 3 Initial Feedback, Ipsos MORI Ecorys on behalf of Welsh Government

***“Granularity of data facilitates extra discussions on how to allocate money going forward which will be critical for evidencing need”***

National Evaluation of Families First, Year 3 Initial Feedback, Ipsos MORI Ecorys on behalf of Welsh Government

New monitoring arrangements were also introduced in response to Welsh Government’s requirements for gathering qualitative information about the benefits to families. Providers are now gathering information about the improvement or ‘distance travelled’ in relation to families’ wellbeing for all families who completed a ‘Joint Assessment Family Framework’ (JAFF) that TAF workers complete with families to identify the services that they need to help them. A very simple measure is taken at the beginning of the intervention and then again at the end to see whether families feel better able to cope as a result of the support received.

As part of the ongoing review process, Cardiff has also participated in the Welsh Government’s National Evaluation of Families First as one of a small number of authorities which has been subject to a more in-depth assessment of progress. Ipsos MORI Ecorys have undertaken annual evaluations on behalf of the Welsh Government which has included a stakeholder survey, focus groups with the Central Families First Team, Lead providers and practitioners and ongoing case study reviews with families receiving Families First Services.

The most recent evaluation was undertaken in May 2015 and initial feedback received for Cardiff included:

- *“At all levels, it appears that the ethos of the Families First Programme has been well communicated and received. Practitioners are quick to identify the restorative, strength-based model as key to how Families First works well. Practitioners also feel part of a wider team.”*
- *“A further success has been in the flexibility of managing budgets. Even though contracts are in place for a number of years, the authority has worked closely with lead providers to reallocate underspend to areas of higher need.”*
- *“Importantly most projects have been accepting of contract and service change suggestions resulting from their own management data.”*

- *“The TAF phone line appears to have been a major success in ensuring that families in need are being identified. The soft referral process means that families can be assessed fully before being taken into the programme or signposted elsewhere. This is shown in the data where 26% of all referrals into the service in Cardiff are self-referrals, compared with only 95 in the rest of Wales. If Families first is to be a non-coercive provision, then this may be one of the better ways to identify the right families to work with.”*
- *“Many services have reported they have had the chance to expand and improve their services under Families First in Cardiff; such as those in the disability strand and working with minority groups.”*
- *“Helpfully some smaller needs groups in Cardiff now report having a wider impact due to collaboration within the programme.”*
- *“Waiting times in some areas mean opportunities with families are missed if families do not want support at a later date e.g. bereavement services.”*
- *“There have been at times delays with progressing families towards the exit strategy for services”*
- *“Collaboration within each strand appears to work well. Learning lunches has facilitated this often, but many realise this function may be under threat as budgets contract.”*
- *“TAF also appears to be the key in the development of communication networks for practitioners – ‘TAF is the glue that holds everything together’. This is positive but further work should be considered to strengthen more formal opportunities to share knowledge and communication across all strands of Families First work, so that the system is not weakened through the loss of experienced staff.”*
- *“Data collection from the local authority is of a high quality and the report cards used by the LA provide good detail for commissioning decisions ongoing. However, providers did have concerns that the metrics used in reporting did not always allow their programmes to fully reflect the progress and impact being made.”*
- *“Granularity of data facilitates extra discussions on how to allocate money going forward which will be critical for evidencing need.”*
- *“Monitoring sometimes forces a practice change that may not be helpful for delivery to adhere to RBA. This does not appear to be a significant issue as projects are very accepting of the need to evidence and justify their work.”*

## 2.3 Improving our business intelligence: Report on anonymised data

Cardiff has the largest and most diverse urban population in Wales. During 2013-14, we developed arrangements for collecting anonymised data about the Families First service users to improve our business intelligence. This was done to ensure that we are reaching the right target groups and providing services that are available to all who need them across the city.

We requested that all Lead Providers collate 'Initial Contact' information so we could analyse where service users live across the city, their protected characteristics, language needs and family members etc. This detailed information is gathered for those families and individuals who work with Families First services on an extended basis. During 2014-15, we worked with providers to improve the arrangements for gathering this information to ensure a more robust and consistent data set. As a result, more robust data was recorded in relation to over 9,000 of the Families First service users.

Once again, this information is being used for a mapping analysis to identify referral and service gaps in provision and will inform service delivery going forward.

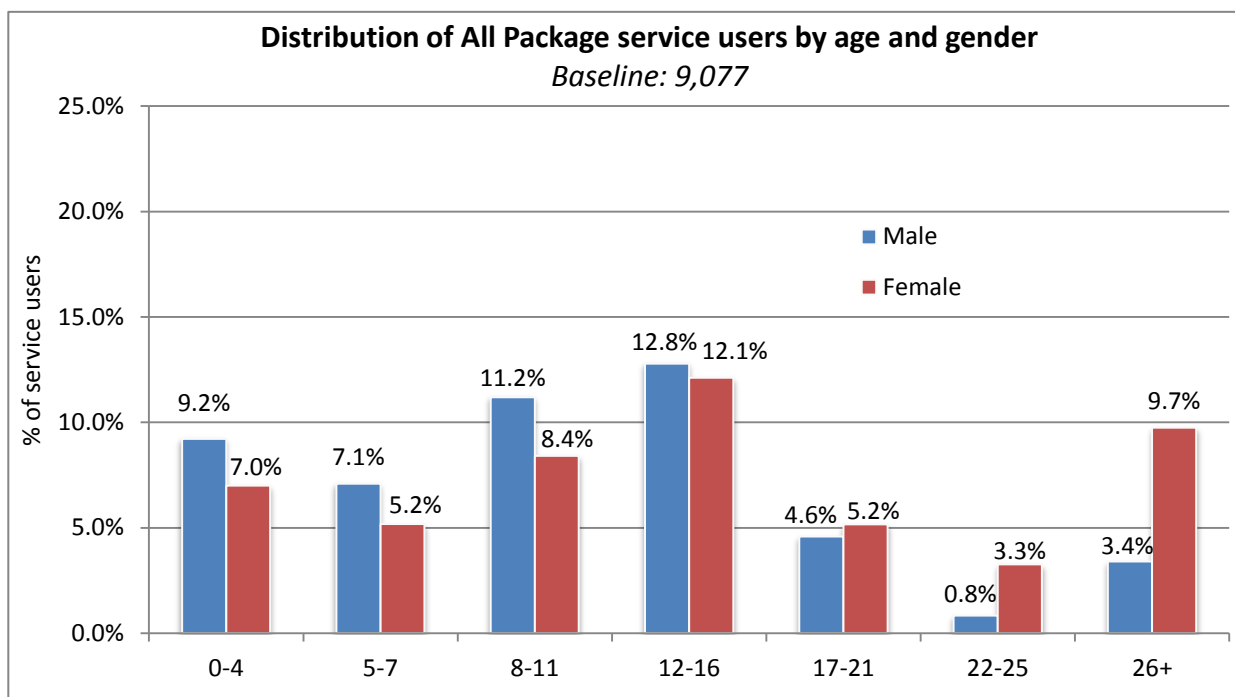
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### HEADLINE FACTS ABOUT FAMILIES FIRST SERVICE USERS IN CARDIFF

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- In terms of age, the largest number of referrals was for young people aged 12-16 years with the second largest group 8-11 year olds.
- In total Families First delivered services to families with around **60 home languages** and from over **80** different ethnicities.
- Out of **7,672** service users who recorded a home language, **85.9%** (6,587 service users) classified their home language as English. The next three most common home languages were Czech (2.6% or 200 service users), Arabic (1.7% or 131 service users) and Welsh (1.6% or 122 service users).
- Out of **8,902** service users who gave their ethnicity, **74.6%** (6,587 service users) classified their ethnicity as White British. The next three highest ethnicities after this were White Other (3.7% or 339 service users), Black British African (3.2% or 288 service users), and Asian British Pakistani (2.6% or 240 service users).
- Out of **9,452** referrals, the largest number came from **Schools** and other education services (26.9% / 2,603 referrals). This represented referrals from nearly 200 schools and education services across Cardiff.
- After schools, the three highest sources of referrals were **Self-Referrals** (25.2% or 2,519 referrals), Third Sector (10.1% or 978 referrals) and Health Visitors (8.0% or 778 referrals).
- Of those families who recorded disability, **10.3%** (1021) included a disabled child and **3.2%** (318) a disabled adult.

A more detailed breakdown of the ages and genders of Families First service users is given in the following graph:

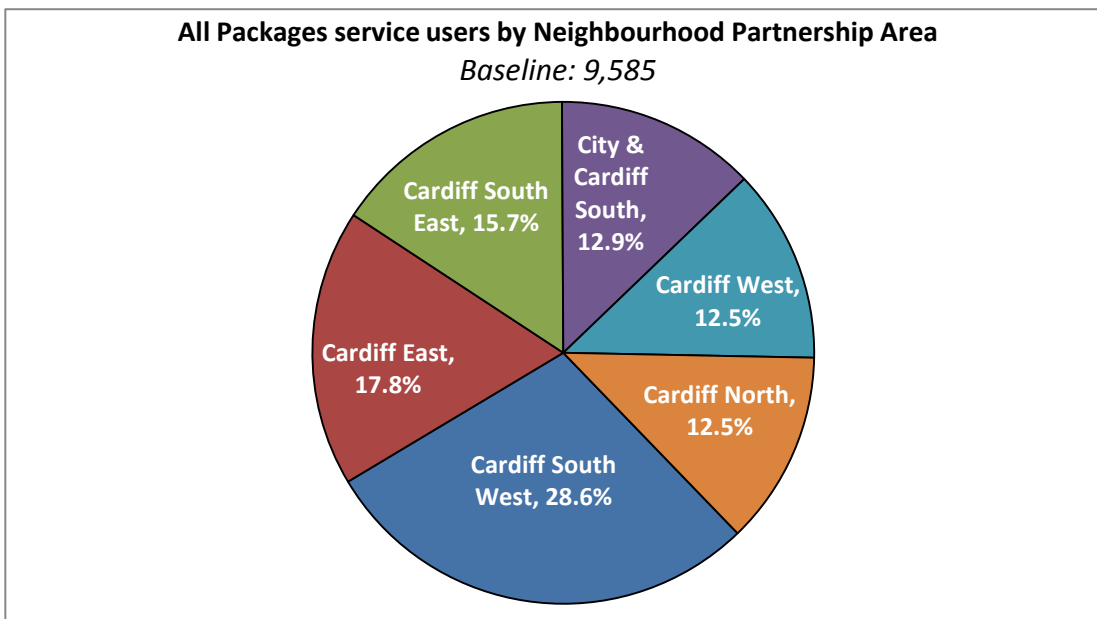


Schools were one of the main sources of referrals. These came from nearly 200 different schools across Cardiff but the 10 schools with the highest level of referrals are shown below:

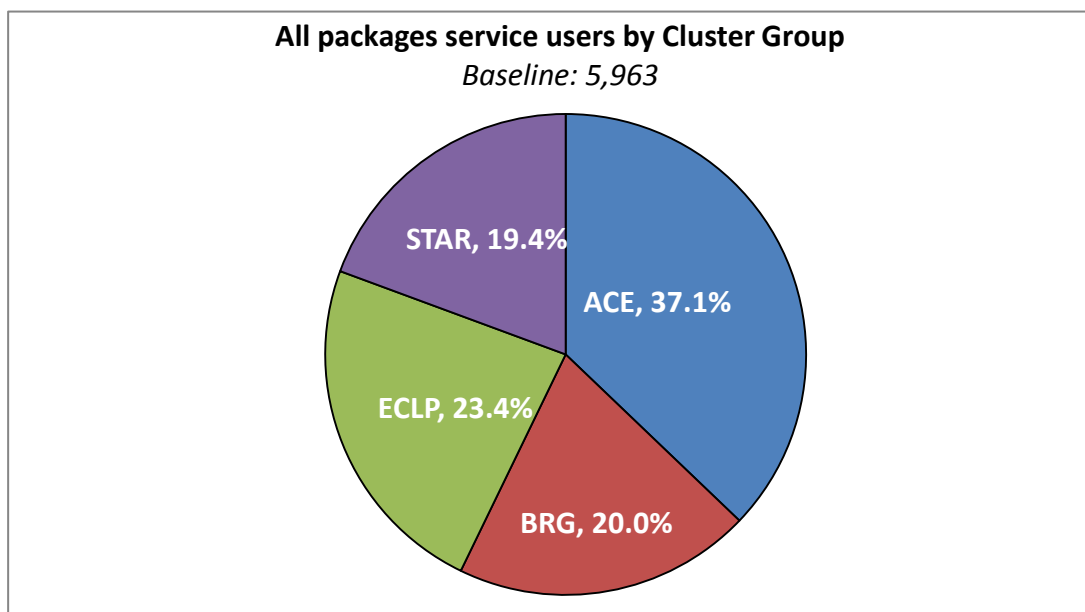
Rank	School	Number of Referrals
1	Willows High School	274
2	Fitzalan High School	269
3	St Illtyd's Catholic High School	242
4	Cathays High School	219
5	Grangetown Primary School	179
6	Eastern High School	127
7	Millbank Primary School	99
8	Llanishen High School	91
9	St Teilo's High School	75
10	Cardiff and Vale College	74

***Baseline of 3,668 represents 37.8% of the total number of referrals***

The data also enables the Families First team to monitor delivery of services for families living in different Neighbourhood Partnership areas across Cardiff:



A substantial number of these families also come from Communities First Cluster areas:



The full reports on the data collection for 2014-15 and for 2013-14 are available on [Cardiff Partnership website](#).

## **2.4 Key Learning**

One of the principles of the Families First programme is shared learning to improve service delivery. This annual report provides an opportunity to review delivery over the past year and to identify some of the important themes and issues which will help to shape future planning.

### **2.4.1 Review and reallocation to meet needs**

The contract management process using RBA report cards has been highly effective in holding Providers to account. Over the past year, it has also demonstrated where some demand is exceeding the service being provided and, conversely, where some services had failed to deliver in the way that had first been envisaged.

A further exercise was also carried out with providers to gather additional information about demand pressures, especially how long service users were waiting for services and how many were waiting. Following this, Lead Providers were asked to bring forward proposals with business cases for where services needed to be extended going forward.

In order to prioritise where additional funding was needed, difficult decisions were also taken to end some of the services where there had been continuing difficulties.

Further information about the changes that were agreed during the year is provided in the package reports below.

### **2.4.2 Changes in Public Services**

Families First is operating in a context where there are a lot of changes taking place in public services, largely driven by the reduced funding available for core services. Over the past couple of years, the Council has had to make substantial savings and these will continue in the coming years. This has already meant that some of the infrastructure that was in place when Families First was commissioned has now changed and this has had a knock-on effect on the delivery of Families First services. There have also been similar issues in Cardiff and Vale University Health Board and in relation to the provision of some third sector services.

These changes have had a direct impact on the relationship between Families First projects and core services. However, cut backs in the wider services available for families have also meant that families are more in need of support than they were. In particular, the changes brought about by Welfare Reform have had a significant impact on some of the most vulnerable families in Cardiff and Families First services are working closely with other service providers to try to mitigate the impact.

Ongoing discussions will also remain in relation to any changes in service thresholds for statutory services and the impact this may have on demand for Families First services. Mechanisms are in place for facilitating these discussions including established protocols with Social Services, the Lead Provider Steering Group and Stakeholder Groups such as the Early Intervention and Prevention Group and the Vulnerable Children Programme Board.

### **2.4.3 Parenting**

From the outset of Families First delivery, Parenting has emerged as an important area of support for families, with parenting services experiencing some of the highest levels of demand. During 2013-14, work was carried out with relevant providers to map parenting services to ensure families receive the most appropriate service and the best use of resources across the programmes and Children's Services.

Issues around demand, and capacity of providers to respond, continued in 2014-15 and so the Families First team commissioned an external review. This was led by the Institute of Public Care [IPC] at Oxford Brookes University. IPC were asked to support the Cardiff Families First team in establishing the extent to which:

- The parenting services that have been commissioned by Families First for vulnerable families in Cardiff are benefiting the 'right' families and are meeting local demand both in terms of volume and also the nature of presenting family characteristics being referred to them.
- The parenting services are evidence-based and being delivered in a way that demonstrates good value for money.
- The parenting services are achieving good outcomes for participants and their families.

The review noted a number of very positive developments in parenting provision. In particular, although the key services are mainly still engaged in supporting families from the areas of the city where parenting services had previously been targeted on areas of deprivation, there are a growing number of referrals from other parts of the city. The reviewers thought this was likely to enable the 'right' families in all parts of the city to receive targeted parenting support.

The Review report also identified some key issues:

- A current imbalance in relation to the availability of group parenting programmes compared with one-to-one parenting support
- Too many families are getting one-to-one parenting support when they might benefit more cost-effectively from a group parenting programme
- Some families with additional needs wait too long for parenting support

The Families First team and the key providers have responded positively to the recommendations in the report, with additional funding being allocated to parenting for 2015-16 as part of the reallocations discussed above to help providers address some of the capacity issues. There has also been agreement of a joint 'triage' to prioritise families who need parenting support via a Red/Amber/Green rating. This rating system also provides the basis for an appropriate response in relation to group work and/or one-to-one support. There will also be a new offer of evening and weekend provision to meet families' needs.

The Parenting Coordinator has been working with providers to implement the recommendations from the review. Further information about the work of the Parenting Coordinator is given in section 10 of this report.

#### **2.4.4 'Early Help' and Protocol with statutory services**

One of the main aims of the Families First programme is early intervention and prevention. This means that it provides support for families who may only need a small amount of timely support at a relatively low level – that is, at the prevention end of the spectrum. However, across the programme, services span prevention and protection and a number of services, particularly the CTAF and Disability TAF teams, work with families who have relatively high levels of need (see the spectrum on page 23 below).

The planning and development of the Families First programme took place at a time when there were significant changes taking place in the management and delivery of the Council's Children's Services. Although some initial work took place at this stage, experience during 2013-14 identified that further work was needed to improve the arrangements between Families First and statutory services.

Families First funding cannot be used to deliver services which should be within the core delivery of statutory services. However, families can be at risk while an assessment is taking place or they may need support for maintenance following the

#### **Families First working across the spectrum of need**

*"The case studies showed that Families First is working with families across the spectrum of need. In some cases, families had reached crisis point before being referred to Families First. For example, in one Cardiff family the mother was suffering serious depression alongside a number of medical conditions; the mother acted as a full-time carer for her son who had autism. The father is a recovering alcoholic and currently out of work. Their daughter has serious depression, and had attempted suicide on a number of occasions before they accessed support. Prior to Families First, the support the family received appeared to be very limited, and had mainly been organised by the mother herself.*

*At the other end of the spectrum, another Cardiff family was referred into Families First when their disabled son exhibited symptoms of anxiety. His symptoms, and the focus given to him by his parents, has left other children in the family feeling somewhat neglected. The family is primarily hoping that Families First can help to support the son to stay in school, by arranging access to appropriate support services that can help to alleviate his anxiety"*

Excerpt from *National Evaluation of Families First: Year 2 Report* by Ipsos MORI Ecorys on behalf of Welsh Government



end of Children's Services involvement and so clearer arrangements were needed both for 'step up' and 'step down' arrangements.

During 2014-15 work took place to develop a protocol between the generic TAF team and the Children's Access Point [CAP] team, and Intake and Assessment. This sets out clearly the arrangements for families stepping up and down and ensures that TAF teams do not lose touch with families while they are being assessed and pick up the family again if it is decided that they do not require statutory services.

There have been similar discussions and development of a protocol between the Disability TAF and the Children in Need teams within Children's Services who now manage services for disabled children and young people. During 2013-14, there had been a great deal of pressure on the Disability Focus package, and particularly the Disability TAF service, from families who had been unable to access statutory services following a review of provision. Great progress was made during 2014-15 to strengthen the working relationship between the statutory and Families First elements. In addition to the protocol, the Disability TAF manager is now based with the disability team in Children's Services for one day a week. This has enabled much better communication and is leading to a more effective response to families' needs.

This work is being done under the aegis of the Early Intervention and Prevention Group, which is part of the Cardiff Partnership delivery arrangements and chaired by a senior manager within Children's Services.

The interface between Families First and statutory services is an important element in the Early Help Strategy which is being developed by the Early Intervention and Prevention Group. This sets out the approach for responding to families with appropriate and timely support when needs arise. The Early Help Strategy proposes a 'Think Family' approach with a shared, strengths-based ethos (underpinned by Restorative Approaches) for all services that work with families in Cardiff.

#### **2.4.5 The Cardiff Families First Practice Network**

A Workforce Development Programme has been established as part of the Cardiff Families First Programme and this has provided opportunities for practitioners to meet each other and to share concerns as well as good practice. Following discussion during a 'Lunch and Learn' session during 2013-14, the Families First Practice Exchange was set up. This provides a safe space for practitioners to come together and raise concerns and learn about ways in which they can improve service delivery.

During 2014-15, sessions gave attendees the opportunity to explore the realities of working restoratively and to raise issues that they had been coming up and against.

One of the Practice Network events was combined with a Lunch and Learn session to give providers an opportunity to think about how accessible their services are for families with disabled members (adults in families as well as children and young people). There were a number of suggestions about support needed which will be incorporated into the workforce development plan for 2015-16.

Professional support for the Practice Exchange has so far been provided by a lead practitioner within Cardiff generic TAF team.



***Child's drawing from Place2Be service, Early Years Package***

## 2.5 Aligning programmes

Families First is one of a number of family and anti-poverty programmes that have been put into place by the Welsh Government alongside Flying Start and Communities First. Historically, these programmes have all had separate guidance and programme management arrangements, and have worked to deliver similar, though different, outcomes.

During 2014-15, Welsh Government has been taking steps to align these different programmes and to develop a shared outcomes framework. However, Cardiff has also been working to make sure that these programmes are aligned and working together effectively to deliver services that meet local needs. Cardiff is also a pilot area for how this is going to work and will be able to influence the national agenda from our experience and good practice in Cardiff.

An operational steering group has been set up to oversee this work:

- To provide strategic direction to joining up local working arrangements for the delivery of Communities First, Families First, Flying Start, Integrated Family Support and Neighbourhood Partnerships in Cardiff.
- To ensure the delivery of these programmes is fully integrated with Cardiff Partnership's *What Matters* Single Integrated Plan and its associated work streams, along with Welsh Government's Anti-Poverty Programme.
- To increase the alignment of resources at a Neighbourhood Partnership level with a clear focus on meeting identified need, efficiencies and savings achieved through partnership working, co-location and problem-solving approaches in collaboration
- To develop a shared outcome performance framework and provide support and challenge as appropriate, ensuring a citizen focus is maintained.



A great deal of progress was made over the year, partly through the work of the group but also through the links being made by providers working in local areas and the city's six Neighbourhood Partnerships, which report into the Cardiff Partnership Board. The second year evaluation of Families First carried out on behalf of Welsh Government by Ipsos MORI noted the positive links between the programmes in Cardiff as an example of good practice.

Families First services have become part of the work programmes within communities and has made people more aware of where there was potential duplication. For instance, the support around employment being offered by the Sustainable Employment package has been flexible to ensure that it is complementary to similar support provided by Communities First. Further mapping work is also being done to get a clearer picture of the services working with schools, and parenting and healthy eating programmes.

Families First also works in partnership with Communities First, Careers Wales and Cardiff Education/Youth Service as part of a Cardiff-wide response to the Welsh Government's Youth Engagement and Progression Framework. This work seeks to address the key elements of the strategy, to identify young people most at risk of disengagement and achieve better co-ordination of support.

Partnership Panels have been formed and work across the 6 Neighbourhood Partnership areas and Cardiff Communities First Cluster areas. A practitioner-led panel identifies, tracks and discusses young people at risk or who are currently NEET [i.e. not in education, employment or training] – this work is supported by an information sharing protocol so that personal data can be shared. A single practitioner is then tasked with supporting a young person, ensuring that the intervention provides a single point of contact, a full range of opportunities and support from a comprehensive range of partners.



### 3. TEAM AROUND THE FAMILY AND FREEPHONE SERVICES

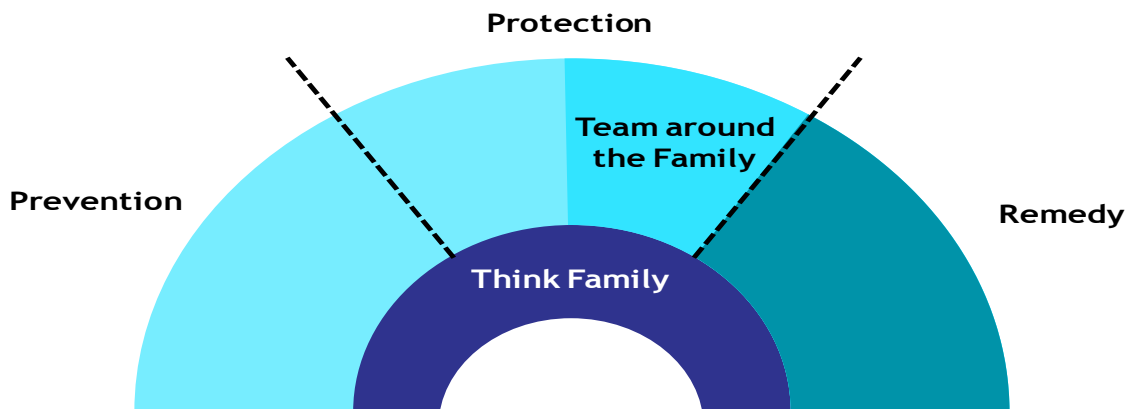
*Tros Gynnal Plant provides two services that are central to the Families First programme in Cardiff: the generic team that supports Team around the Family [TAF] working in Cardiff and the Families First Freephone Service that acts as a central access point to the programme.*

#### Cardiff Team Around the Family team

The aim of Cardiff Team Around the Family team (CTAF) is to provide a service to families who are experiencing difficulties to help those families resolve their problems and prevent things from escalating. Team around the family working is a central requirement of the Welsh Government’s Families First programme.

The target group for CTAF are those families with complex needs but who do not pass the threshold for social services interventions. CTAF coordinate a team around the family response where a family’s needs indicate that they would require support from four or more services. These may be any services, not just Families First services. Also, the family may not necessarily be accessing those services – only in need of them.

#### Where CTAF is placed on the Spectrum of Services



The Spectrum of Services

The Spectrum of Services above shows where the Team Around Family team is placed in relation to other tiers of services. The spectrum covers the range of needs from ‘prevention’, where families’ needs can be met through universal services, through ‘protection’, where families may need some targeted additional support, through to remedy where families need statutory interventions.

The Families First programme as a whole includes services which range from light touch support for those families who are generally coping but just need some additional help at a specific time or the right information to get them back on track (prevention at tiers 1 and 2), through to more intensive support over a longer period of time for families with higher levels of needs (protection at tier 3) but who do not meet the criteria for a social services intervention (remedy at tier 4).

As highlighted previously, team around the family working is a key element in Cardiff Partnership's Early Help Strategy. As part of this, the CTAF have also been developing a closer working relationship and protocol with Children's Services to ensure that there are good arrangements for stepping up and down from statutory services.

### The CTAF process

All Families First services are expected to 'Think Family' and to take into account the needs of the whole family. They would also be expected to signpost and support families they work with to access other services where they only need one of two additional services. The CTAF team are there to provide a coordination role where the family's needs are more complex as set out above.

CTAF work with families in two phases:



At **Phase 1**, CTAF practitioners engage with families to complete a Joint Assessment Family Framework (JAFF) that identifies their strengths, skills and resources using a variety of approaches including Motivational Interviewing, Restorative Approaches and Family Group Meetings.

CTAF practitioners also help families to identify what it is that needs to change; ways to go about making changes and who else can be involved.

At **Phase 2**, CTAF practitioners facilitate a CTAF Planning Meeting to draw up a support plan developed by the family and any professionals involved and then monitor the plan, co-ordinate the service delivery and make sure that the plan meets the needs of the family.

## Team around the Family (TAF) and Freephone Services Performance 2014-15

### How much did we do?

**283**

JAFFs Joint Assessment  
Family Framework completed



We've worked with

**629** children and young people and  
**448** adults in 250 families

**383**

times when other services  
engaged in TAF process

**811**

phonecalls  
to Freephone

**345**

including  
from parents

### How well did we do?

**97%**

of professionals felt  
engaged in TAF process

**98%**

of families said TAF involved  
right services to meet their needs

**72%**

of families who completed  
the JAFF considered it to  
be user friendly

**100% & 80%**

of adults

of children  
felt central to process  
and their voices heard



**118**

callers to Freephone  
had improved  
understanding of  
Families First services

**80**

had said improved  
access to FF services

**54**

TAF families  
completing at phase  
1 reported improved  
relationships

**51**

TAF families  
completing at phase  
1 were better able  
to resolve their  
own problems

**56**

TAF families  
completing at phase  
2 found working  
with TAF beneficial  
to their family

**45**

TAF families  
completing at phase 2  
reported improvement  
in emotional  
wellbeing needs

**20**

TAF families completing  
at phase 2 reported  
improvement in finance  
and employment needs

**152**

professionals involved  
felt working with TAF  
had helped families

### How is anybody better off?



Families First Freephone  
0808 800 0038



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



Twitter  
#FamiliesFirst



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## HEADLINE FACTS ABOUT TEAM AROUND THE FAMILY IN 2014-15

- The Team Around the Family Team worked with **629 children and young people** and **448 adults** in **250 families** – 65 more families than in 2013-14.
- **283 families completed a JAFF** and developed a family plan. Of these, **158** were families with complex needs who needed support from the full TAF process – more than double the number in 2013-14 (71).
- The main referrers to TAF were **Education, Social Services** and the **Third Sector** – there were also a substantial number of self-referrals.
- The key issues identified for families were **education, mental health, parenting** and **family relationships**.
- **60** out of the **250 families** came from **Cardiff North** – the highest number from any of Cardiff's six Neighbourhood Partnership areas.
- Other services worked with the TAF team to meet families' needs on **383** occasions.
- **100%** of the **adults** and **80%** of **children** in families felt that they were central to the process and that their voices were heard.
- **85%** of families who completed the full TAF process (i.e. through to Phase 2) felt that working with the TAF team had been beneficial to their family and **68%** reported an improvement in their emotional wellbeing.

### The CTAF Handbook and Joint Assessment Family Framework (JAFF)

The CTAF [handbook](#) provides more details about the model for team around the family working in Cardiff. A central element of this is the Joint Assessment Family Framework (JAFF).

The JAFF is a tool to help families identify their needs and develop a family plan. Members of the CTAF team use the JAFF to help structure their work with families. However, the first step is always engagement with the family and the team draw on their experience of restorative approaches to ensure that they work *with* families to do this.

During 2014-15, the way the JAFF was used was reviewed. As well as providing an opportunity for family workers to reflect on how to make sure that this tool was as effective as possible for identifying families' needs, the review also enabled practitioners from the generic and disability TAF teams to come together to ensure consistency of approach across the two teams.

The JAFF also incorporates the distance travelled tools that are used to identify whether families are better off as a result of the services they have received. This information is reported to Welsh Government for each calendar year and 2014 information was provided in January 2015.





**Got children? Lots going on with your family?  
Finding it difficult to cope? Want to make some  
changes? Cardiff TAF might be able to help...**

Children, young people and their families sometimes need a little extra help for them to have happy and healthy lives.

The Team around the Family aim to work with families to help them identify their strengths and needs and make their own family plans to guide them towards their goals.

**1** TAF are contacted by a family or someone working with a family because they want help to make changes to improve their lives.

**2** The family will be contacted by a TAF worker to talk about what has been happening in their life.

**3** Together the TAF worker and family try to work out what the whole family need.



**4** The family and TAF worker pick services they would like to work with.

**5** Those services, plus friends are invited to take part in a TAF family meeting.

**6** At the meeting the family will agree an action plan which should aim to help the family to move forward.

**7** The TAF worker will help make sure the plan is followed by the family and services they have chosen to support them.



**GET IN TOUCH WITH US:  
02920 487 816 or email us at  
TAF@trosgynnal.org.uk**



Arlennir gan  
Lywodraeth Cymru  
Funded by  
Welsh Government

## TAF delivery in 2014-15

During 2014-15, the TAF team undertook to provide a greater level of detail about the families that they were working with and the referral route. Not only does this provide valuable information for monitoring the effectiveness of the Families First programme but it also provides intelligence about family needs that will help decision-makers in planning services.

### TAF Figures – Main Sources of Referrals

Type of Organisation	End of Year Number of referrals
Education	68
Social Services	55
Third Sector	44
Self-Referrals	34
Health visitor	19
Mental Health/CAMHS	12
Primary Health Care	9
Employment services	6
Police	3
Substance drug misuse	1
<b>Total</b>	<b>250</b>

TAF families come from across the city but it is significant that the largest proportion come from North Cardiff, an area that is traditionally seen as less deprived. The higher rate could reflect the fact that, during a recession, even more prosperous areas can be affected. These areas also have fewer of the other kinds of support services provided by programmes such as Flying Start and Communities First that have been targeted on areas of deprivation.

### TAF Families by Neighbourhood Partnership Area

Neighbourhood Partnership Area	End of year
North	60
South West	50
East	49
South East	44
West	27
City Centre & South	20
<b>Total</b>	<b>250</b>

## Feedback from TAF service users

As part of the process, all service users are asked for feedback on the service and any improvements that could be made:

*"It helps to talk. TAF don't judge or look down their noses which a lot of people do. They know more agencies that a lot of people know about."*

*"It offers me things that I wouldn't have known about otherwise and gives me opportunity to do things with my life. It gives me solutions to what I want to change."*

*"TAF helped me and my family through difficult times - now we are getting back on track and closer as a family."*

*"TAF were able to give me access to services where before I didn't know where to go or what to do - it has made a big difference!"*

*"The practitioner was extremely supportive and compassionate. She has gone the extra mile each and every time and I appreciate her help and advice."*

The following case studies illustrate how the Team Around the Family process works and the benefits that it can offer the families involved.

### CASE STUDY 1

Family A is made up of Mum, Dad, 9 year old son, 8 year old son and 5 year old daughter. A referral was made to TAF by the SENCO (Special Education Needs Co-ordinator) at the children's school due to concerns around the boys' learning needs, including speech & language, and appointments not being met for the optician and audiology. Relationships at home can be strained due to financial difficulties and challenges with the middle child's behaviour.

As part of the TAF process an initial visit was carried out to meet with Mum & Dad and confirm they would like to engage with the service. The whole family were visited as a group, with individual members given an opportunity to meet separately to tell their own story before coming up with a plan of how they would move forward as a couple, as parents and as a family. The family were supported to complete a JAFF which identified strengths, needs and goals. Part of this involved the need for Mum & Dad to gain a better understanding of each other, improving communication in particular in relation to the parenting of the children.

The family were able to identify a number of strengths that they had previously overlooked including spending time together going for walks, to the beach, playing football and Mum and Dad beginning to put aside time that they were able to spend as a couple which was something that had not thought of doing before starting the TAF process.

A Team Around the Family meeting was held where the family chose to share their story with other services and felt secure enough to talk through the challenges faced and discuss openly their needs and goals for the future.

Services involved in the **TAF Family Meeting:**

- Sova (who provide mentoring for Sustainable Employment) to support Dad in building confidence and skills to enable him to access employment
- the children's school to feed in regarding any educational needs
- Teulu Family Partnership to offer support in relation to behaviour providing a link between home and school
- Barnardo's 8-25 to offer guidance in relation to parenting
- Cardiff Escape offering parents help around challenging behaviour in the form of peer-to-peer support through parents coffee mornings.

Through the sharing of information the family were able to devise a comprehensive family plan including the support that would be provided through each service and any dates set for visits. Following the meeting the family and professionals involved received a copy of the JAFF and Family Plan to ensure all involved were aware of agreements made.

**What has changed as a result of the project?**

Through the first part of the TAF process the relationship and communication between Mum and Dad has been improved, providing the opportunity to discuss concerns in a safe environment ensuring that each individual had a voice. Although they are still experiencing challenges with their youngest son's behaviour they are able to talk issues through in a calm manner using techniques and support provided through Barnardo's and the Teulu Family Partnership to continue making changes as a family.

Teulu Family Partnership has provided support in relation to concerns around the youngest son's mental health giving the chance for them to meet with a paediatrician and gain a medical perspective. They now feel that their concerns have been listened to and see a way forward.

Dad has accessed volunteering opportunities enabling him to build his confidence and self-esteem working towards gaining employment.

Both Dad & Mum became involved with the TAF Parent Steering Group to support in the development of the service and have become regular attenders. Dad has also been a part of recruitment within the team providing a parent's perspective in the hiring of new team members, also supporting with the launch of the Families First Freephone service.

## CASE STUDY 2

A mother with two children contacted Team Around the Family after being given the telephone number by the school. The TAF worker went out to do an initial visit to explain the service and what the process involves. The family were really pleased that everything was about how they were feeling and what they would like to change as they were used to being told by professionals what they think the family should do.

The TAF worker quickly established a trusting relationship with the whole family, particularly the children, who were really happy to have someone to listen to them in a way that was relaxing and fun: using creative techniques such as colouring in, doing crafts and going for a walk.

Mum had experienced domestic violence from her ex-husband, who she felt still had control over her life as he was paying the mortgage for the house she and the children were living in. Mum had a lot of emotional turmoil from her past with her domestically abusive marriage and raising her children who have all found the abuse towards their mother difficult.

The younger of the two children consequently suffered from anxieties and physically-visible stress (severe eczema when distressed) and the older had become very withdrawn and quiet.

The TAF worker made many visits, working with the whole family and on a 1:1 basis. She adopted a person-centred approach, letting the children lead on what they wanted to talk about whilst engaging in fun activities. She also did some restorative work with them and got the two children and their mum to make feelings and thoughts cards to support them to think about and explain their own thoughts and feelings during the abuse, after the abuse, how they were now and what they would like for the future. They also completed My World booklets, which recorded their achievements, things that worry them and who they feel is closest to them. The family found that these different techniques were a fun and calming way of opening up and sharing their thoughts and feelings so that they were able to think about where they wanted to be as a family and what they could do to get there.

### **What has changed as a result of the project?**

The family said that they felt closer and more appreciated as a result of talking restoratively about their thoughts and feelings and they were also more positive about engaging with the services identified.

#### **Services involved in the TAF Family Meeting:**

- Cardiff Women's Aid, for advice on domestic abuse
- Cardiff Concern, who provide counselling
- Sova, to provide mentoring for Sustainable Employment
- the children's primary school

Family members say that they enjoyed the TAF meeting and found the services all very useful.

The family continued to engage with all but one of the services in phase 2 (Sova). This had only been postponed and the parent definitely wants to engage but she is doing so well tackling all her issues with Women's Aid, Cardiff Concern and the school, that this is the focus until the parent is ready to take on other things. The TAF worker kept in contact every week with the family to support them to continue moving forward by coming back to the family's strengths and goals.

The children were much happier at their review, which was held at the family home where they said that they felt stronger and more positive about the future. The family were sad that their TAF worker was leaving them as their Practitioner as the work with them had been completed but they were empowered to make things better and continue the work they had started with Families First's TAF service.

### **Learning Points:**

- Families who would welcome some support to help them cope come from all parts of Cardiff
- The TAF process works best when it recognises and builds on families' strengths and works with them rather than doing things to or for them.
- It also requires other services that the family need to be responsive and be prepared to act in line with the family plan – this includes statutory services and services not funded by Families First, as well as the services that are specifically funded by Families First.

## The Families First Freephone Service

The Families First Freephone service provides a central access point to the Families First programme in Cardiff for families and professionals. The Freephone service was introduced at the end of 2013-14 to help people access Families First services so 2014-15 was the first year of full delivery. The service has quickly established itself as a vital resource:

- You can phone this number if you or your family would like to know more about Families First services. Someone will be able to come and see you to talk you through what services there are and to support you to access them.
- You can phone this number if you are a professional and would like more information about Families First in Cardiff or would like someone to visit a family you are working with to discuss the services they could access.

The Freephone number is answered by a skilled and experienced practitioner who is able to provide information about Families First services - where these services are available and how to access them.



**The Families First Freephone number is 0808 800 0038.**

**There is also a Freetext number 80800 – messages should start with FamiliesFF.**

### HEADLINE FACTS ABOUT THE FAMILIES FIRST FREEPHONE

- The Freephone service handled over **800 calls** from families and professionals during its first year of operation.
- Freephone call handlers signposted service users to **450 Families First services** and **286 other services**.
- The biggest single group of Freephone users were **parents** themselves with **345** calls.
- The professional groups who used the service most regularly were Social Services, CAMHS/Primary Mental Health, Education and Health Visitors.
- As for the TAF team, **education/attendance, mental health, parenting and family relationships** were among the top ten issues identified. The Freephone service also identified behaviour, housing and finance in the top ten.
- The Freephone **team visited 125 families to complete JAFFs** with them – of these, 17 were identified as having more complex needs and went on to work with the team through the full TAF process.
- **100%** of the people completing the evaluation survey reported a clear, friendly and informative call handler.
- **72%** of families who completed the JAFF considered it to be user-friendly.

The main role of the Freephone service is to provide information and advice over the phone and to signpost to appropriate services where needed. During the year, the service handled an increasing number of calls, with a substantial number coming from families themselves:

### Freephone: Source of Calls

Organisation	End of Year No of calls
Parents	345
Social Services	75
CAMHS/Primary Mental Health	71
Education	38
Health Visitors	38
Other professionals	377

However, where needed, the service also goes out to visit families and to complete a JAFF with them to help families identify the services they need. If the families identify that they need more than four services, they will continue to have support from the team through a full team around the family process. Where they identify a small number of services, they will be signposted to the relevant services.

*“The TAF phonenumber appears to have been a major success in ensuring that families in need are being identified. The soft referral process means that families can be assessed fully before being taken into the programme or sign-posted elsewhere. This is shown in the data where 26% of all referrals are self-referrals compared with only 9% in the rest of Wales. If Families First is to be a non-coercive provision, then this may be one of the better ways to identify the right families to work with.”*

Initial feedback from 3<sup>rd</sup> year evaluation of Families First, Ipsos MORI Ecorys on behalf of the Welsh Government

### Feedback from Freephone service users

*“You were very good at listening and helping to provide contacts and information about services and you sent off information to those services for me.”*

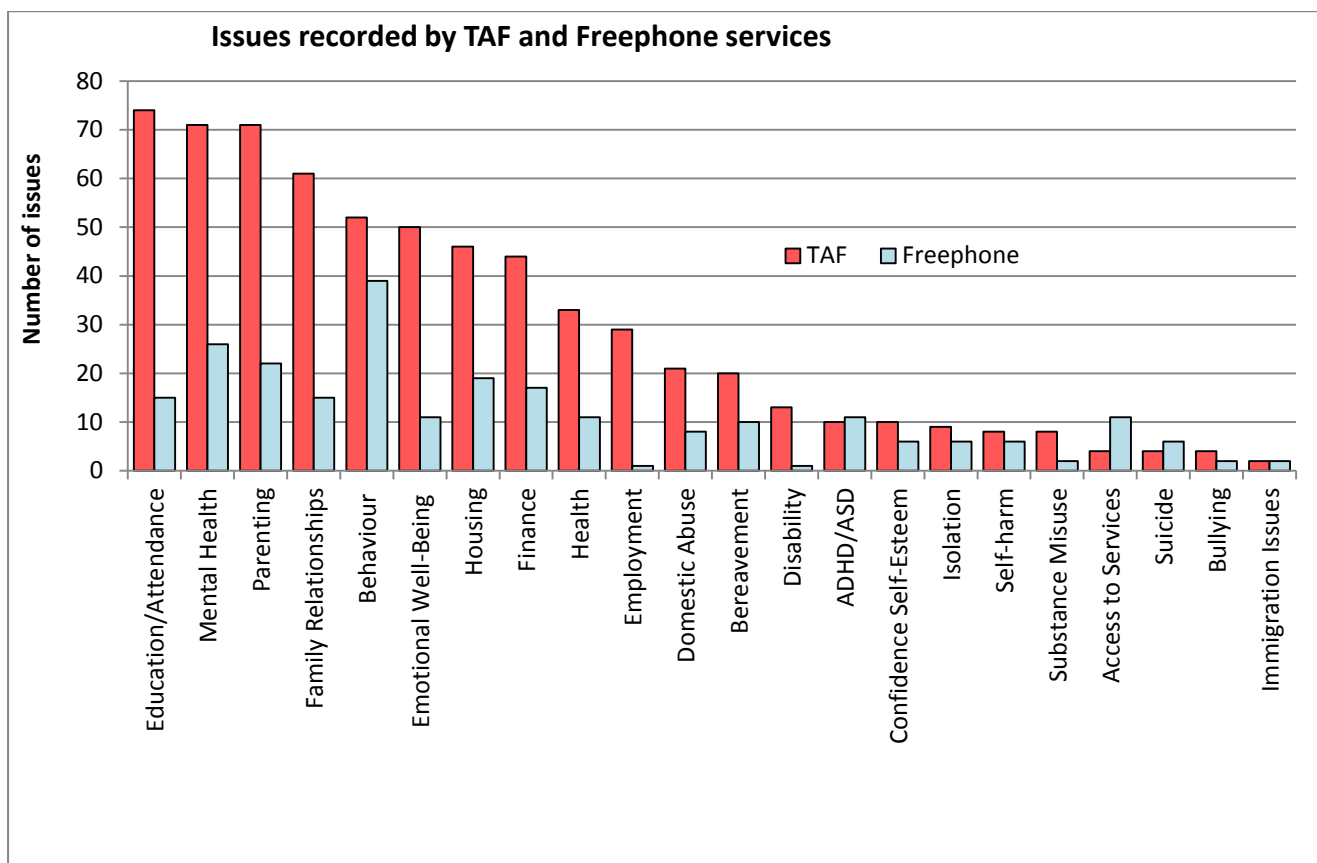
*“Very friendly and helpful - you listened and reassured me.”*

*“Now I have phone numbers and know where to go whereas I didn't know where to look before.”*



## Freephone and TAF service key issues

The kinds of issues coming through to the Freephone and TAF services provide a particularly rich source of information about what families are struggling with. These are the issues identified by families who complete a JAFF (not all those families who are referred or signposted via the Freephone call handler).



The following case study came in via the Freephone service but shows how management alongside the TAF team enables a seamless transition to be made for those families who need a higher level of support.

## CASE STUDY

A referral was made via the Families First Freephone Service (0808 800 0038) for a family in the Penylan area primarily seeking respite for their 9 year old autistic son. Mum and son were living with their grandparents but had relatively little support from other family members and no involvement with the father. The family's main concern was in finding a male role model for their son whilst being engaged in an appropriate service that could work with him on a one-to-one basis allowing them a few hours respite throughout the week and on occasional weekends. The previous respite service they were engaged with came to an end due to funding cuts. Furthermore, the family had also tried on numerous occasions to access Direct Payments via a Social Service's assessment but had been unsuccessful due to their son's needs not meeting their threshold.

In addition to a respite service, the family were in need of parenting support as they were having difficulty in discerning the difference between their son's condition and his bad behaviour, and dealing with it effectively.

Whilst work with the family was being undertaken, Granddad died unexpectedly of a heart attack and was discovered by the son. The trauma of this discovery resulted in the son self-harming saying that he wanted to be with his Granddad. The rest of the family also struggled to come to terms with the sudden loss resulting in the team putting the case on hold for several weeks to allow them to grieve and deal with the funeral arrangements etc.

In order for the family to get the support that was needed, the family became part of a full Team Around the Family process. The team not only helped to identify and engage with local services but also to establish what other family members were available to offer support. It was established early on, however, that family members outside of the household had other commitments and so were unable to offer any significant support at that time.

The family, Health Visitor and Team Around the Family all felt that the surest way of securing an appropriate respite service for the family was in applying to Social Services for an assessment so as to establish the need for Direct Payments. If successful, this would mean that the family could, with support from another agency such as Diverse Cymru, interview and appoint an appropriate male to work with their son in the local community and on social activities and outings. This then would give the family a great deal of autonomy and control over who they hired whilst also not having to be overly vulnerable to funding cuts and the ending of specific services. Unfortunately, however, the son was again deemed as not meeting the criteria. Hence, an alternative was sought.

Continued...

...Continued

In relation to parenting issues and the sudden loss of a family member, Team Around the Family helped in identifying and connecting the family with a service offering parenting support and also speedily engaging with a bereavement service due to the son's tumultuous emotional reaction to the loss of his grandfather and his parent's difficulty in managing it.

Having previously completed a Joint Assessment with the child's mother and grandmother so as to identify their needs and the services best placed to offer the family the relevant support, the family were given an opportunity to say who they wished to engage with and whether to invite them to the Team Around the Family Meeting. Setting a time, place and date that suited the family, the following service representatives were invited to attend: **Barnardo's Bereavement Service, The Home and Away Project** (befriending/respice), **Health Visitor, Disability Play Co-ordinator, The Foxy Club** (after-school and holiday respice), **Barnardo's Community Links** (Parenting support for children with disabilities) and **Escape** (parent/family advice/support group for children with ADHD). Those present at the meeting introduced themselves and said what support they could offer. A co-ordinated family plan was then drawn up.

The family commented that being involved with Team Around the family had made a positive difference to them and that they really enjoyed the Team Around the Family Meeting and found it useful.

Following the Team Around the Family Meeting, the family engaged with the Barnardo's Bereavement Service the next day and commented how helpful it was that they drew up a support plan for the coming months so as to meet the emotional needs of their son/grandson. This intervention also made a huge difference to them.

From working with Team Around the Family, the family showed significant improvements within certain areas of their life. The family gave Team Around the Family an overall score of 10/10 and commented that the service had **'been really helpful'** and that they had felt heard **'for the first time in 9 years'** as **'other services we have been involved with have not been very good'**. Overall they felt that Team Around the Family was **'Excellent!'**

## Evaluation of TAF

During the year, the Institute of Public Care (IPC) was appointed as 'Evaluation Partner' to Tros Gynnal Plant to support the ongoing development and continual improvement of the CTAF service.

Key aspects of the evaluation partnership included:

1. Early evaluation activities including: analysis of data and case files; stakeholder interviews and follow up interviews with families to explore the impact of CTAF beyond the end of their involvement with it.
2. Exploring with the Team the extent to which existing arrangements are supporting the 'right' children and families and likely to promote improved outcomes.
3. Making initial observations and recommendations about service development based on the information gathered from points 1 and 2 above.

4. Further evaluation activities conducted approximately 6 months after completion of point 3 above.

The evaluation concluded that the TAF service is already demonstrating a very impressive array of strengths. In particular, the evaluators noted a range of specific points including the following:

- The CTAF model being facilitated in Cardiff by Tros Gynnal Plant is evidence based in that it includes the key elements strongly indicated by research in this area.
- Stakeholders think that the model is clear and the 'right' model for Cardiff. They particularly welcome the addition of the linked Freephone Service, which should better ensure that the right families have access to TAF and other family support services.
- The level of demand in terms of presenting family characteristics appears to be about right. Most (61%) of the families included in the cohort audited by IPC presented with need levels at either 2/3 or 3 which matches the eligibility criteria for the service. Since the inception of Freephone, the proportion of families on target in relation to their level of need is thought to have grown significantly.
- Regular monitoring of CTAF indicates that families believe they were central to the process and that their voices were heard, and that their Link Worker was easy to contact and approachable. Other agencies agree that they were informed and engaged in the process.
- Where families are appropriate for TAF and do complete the whole TAF process, often very significant progress is experienced by the family in particular in relation to: the quality of family relationships and family 'bonding'; the ability of family members to recognise and resolve problems on their own; the ability of family members to access services on their own in the future; and children's confidence and self-esteem.

The evaluation partnership programme findings to date also suggest the following three key areas for service development over the next period of time:

1. Pathway adjustment including in particular:
  - To extend the period of involvement beyond Phase One for more families, in particular those with more complex needs.
  - To clarify what might be the key activities undertaken in this Phase.
2. Promote engagement of more families including through better quality referrals.
3. Further improve arrangements for reviewing family progress.



## 4. EARLY YEARS

The Early Years package 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 and works closely with health and early years professionals. It also makes very good use of volunteer and peer support through services like Home Start.

The Early Years package provided support for families across the whole of Cardiff and is complementary to the Flying Start provision which is available only in certain areas. Services on offer include:

- Parenting support for parents of children under 8, with a specialist service for families where the child has an emerging disability
- Support for mothers experiencing post-natal depression
- Stay and play and targeted childcare
- Support for speech and language development
- Dietetics support for good nutrition in the early years
- Support for families affected by domestic violence
- Welsh language activities for families with young children

During 2014-15, some services became really well established and provided very valuable services to parents who were struggling to cope with their young families. It also provided training and support for early years professionals to improve their skills and knowledge: this included training in nutrition and healthy eating, speech and language support and motivational interviewing.



*Child's drawing from Place2Be service in the Early Years package*

During the year a review took place which identified areas where additional resource was needed as well as a small number of areas where services have never really been well-established.

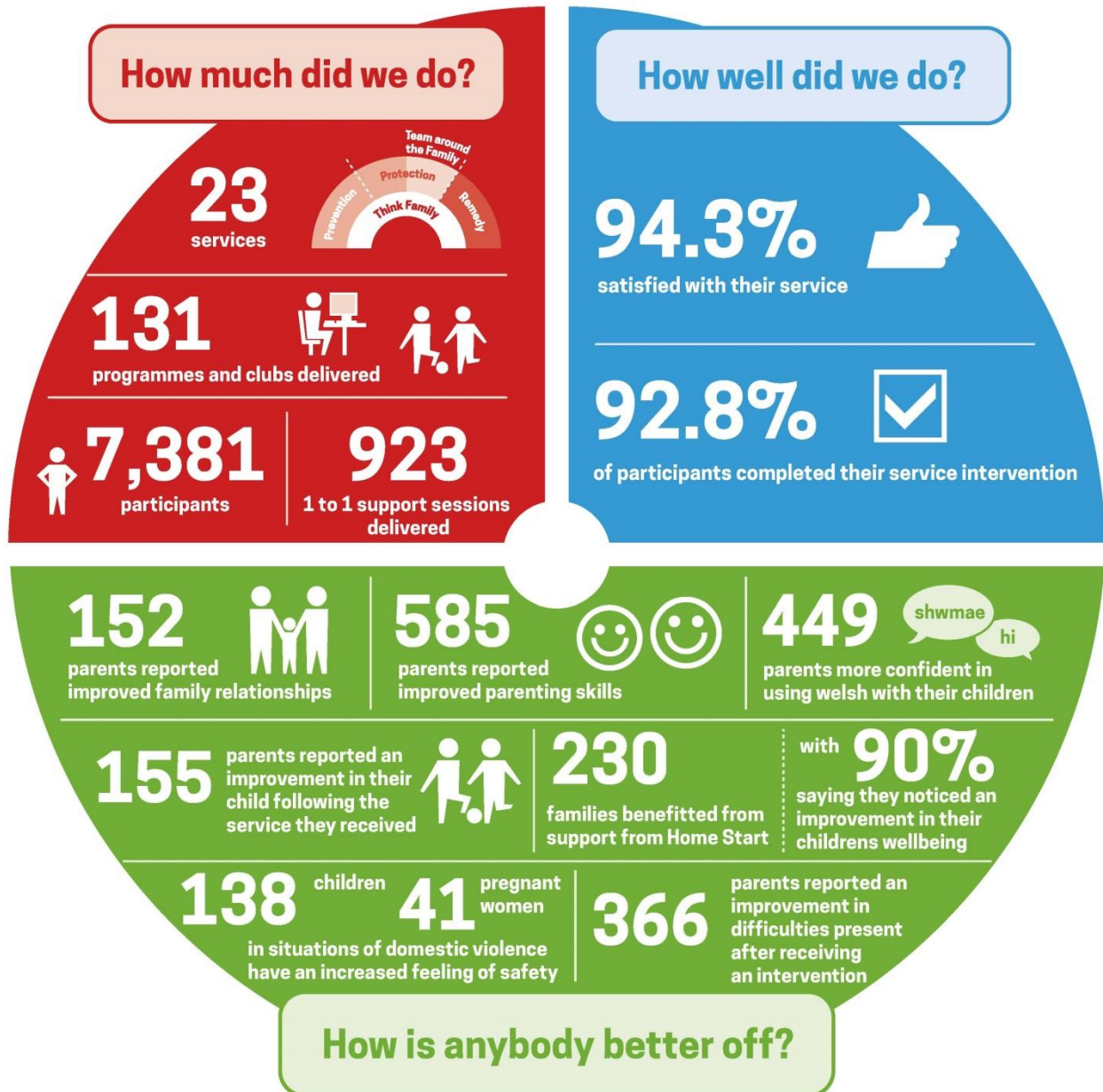
As a result of this review, additional funding was allocated to the Home Start project so that they would be better-equipped to deal with parents experiencing mental health problems. However, it was also decided that the weight-management project for pregnant women should end because of the low numbers of women who had come forward for this support. The St Mellon's Crèche also finished during the year because it was affected by changing service delivery within the Council. Finally, it was agreed that the support service for families where there is a child with emerging special needs would be better placed alongside the other specialist disability services within the Disability Focus package.

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## HEADLINE FACTS ABOUT THE EARLY YEARS PACKAGE

- Over **4,000 parents/carers** and their children received information and services from the Early Years package in 2014-15 (a slightly lower number than in the previous year)
- **197 parents** accessed **one to one parenting** support (80 more than in 2013-14) and **110 a parenting group** (70 more) with over **80% reporting increased confidence** in their parenting skills and an improvement in the difficulties present at referral stage
- **115 parents** accessed the post-natal depression support service and **85%** reported a positive impact on self-esteem, confidence and their emotional health
- Over **230 families** benefited from support from Home Start (50 more than in 2013-14) with **90%** saying they have noticed an improvement in their children's wellbeing
- **89% of teachers** noticed an improvement in children accessing the Place2Be and Place2Talk services in primary schools
- **113 parents and 124 children** accessed the Welsh medium Miri Meithrin service – **89%** of parents said that they were more confident about using Welsh-language skills with their children as a result

## Early Years Package Performance in 2014-15



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## CASE STUDY 1

LN has been experiencing Post-Natal Depression, anxiety and low confidence. The Early Years officer for **Barnardo's post-natal support service** made contact and arranged a home visit.

LN told her that she had been feeling low in mood after the birth of her daughter - she had been experiencing panic attacks and quite a lot of anxiety. She also said that she struggled to go out on her own as she was so anxious. She was on medication and felt that it was slowly having some positive effect.

The worker told LN about a Parenting group for mums and invited her to come to that. LN told her that she thought it sounded great and wanted to come. Before this though, they agreed to have a few more home visits so that they could build up a good rapport and relationship. During these visits they talked about LN's feelings and worked on building her self-confidence: focusing on the positives rather than the negatives. LN also had issues about her past: she had been taken into care and had been fostered by different families.

The venue for the group was the family centre where LN used to have contact with her family. She told the worker that it brought back some strong feelings and she wasn't sure if she could enter the building on her own. The worker suggested that she would pick her up and bring her to the group, but LN said that she had to try and walk there on her own as otherwise she would never do it. They agreed that she would walk over and that they would meet half way and walk into the building together. This is what they did and although LN was anxious, hot and bothered she was happy she did it. In the group she introduced herself and settled down. Over the following weeks LN participated fully and seemed to relax and enjoy it.

The room for the Parenting group is set up in a welcoming manner and offers fresh fruit/toast and refreshments for when the mums arrive.

Crèche provision is also available for this programme. At lunch time they have a shared lunch with the mums, children and crèche workers. They provide a healthy lunch and the mums are keen to learn more about nutrition and food.

Mums attending say that they feel more relaxed and confident through attending the group; they have built social networks with other members of the group and feel more informed about decisions they are making for themselves and their families. Confidence rises and often mums and partners will enquire as to what other services are available and how they can access them. The staff and the service support requests for services which arise from attending the sessions.

## CASE STUDY 2

**Child Parent Relationship Therapy (CPRT)** is a structured course that provides support for improving relationships between parents and their children. It is delivered in structured sessions over 10 weeks followed by facilitated home play sessions.

A mum was concerned that her 7 year old son seemed unhappy, he couldn't tolerate being told 'no' by mum or dad which would lead to 'lashing out' and at times prevented them from going out as a family with his younger brother. Mum was also worried that he seemed addicted to playing computer games and wouldn't play with any of his toys.

The 7 year old thoroughly enjoyed the weekly play sessions he had with his mum and keenly engaged in role play and creating stories with the toys.

Mum developed strong skills of empathy and imaginative play as well as therapeutic limit-setting which she used outside of the play sessions when needed. Mum was able to recognise his need for individual attention and explore through his stories what his frustrations may have been about. He became calmer outside of the play sessions and was able to limit his time on computer games himself.

*"My child tells me more about his problems now instead of getting very angry and then lashing out at me and others. I'm more calm now and now I sit and watch and know what things are going to escalate."*

### Learning Points:

- Lots of families need help to establish positive behaviour and relationships – parenting support can help them to talk about their feelings and establish good boundaries as well as helping to improve emotional health and wellbeing for parents and children alike.
- A little bit of the right kind of help at the right time can help people to cope better and stop situations getting worse.
- Establishing good patterns while children are very young will help families to cope as they get older.



## 5. CONNECT 8-25: Child and Youth Engagement

Connect 8-25, the Child and Youth Engagement package provided a range of services to make 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 City of Cardiff Council's Education Service and involves delivery by seven different organisations as well as a wide range of schools across Cardiff.

Services on offer include:

- Support for Parenting through the Parenting 8-25 services delivered by Barnardo's and Action for Children across the city with special provision for younger parents
- Youth mentoring and Learning Coaches projects to reduce the number of young people not in education, employment or training
- Bespoke education provision for young people run by Cardiff & Vale College
- Advice for homeless young people through Llamau's service in the Basement@33
- Support for families who have English as an additional language
- Community Focussed School activities

Get Cooking session: Community Focused Schools project at Willow High



Good parenting and a stable home situation are essential for ensuring that children and young people attend school or college and are able to learn effectively so Connect 8-25 projects work with both adults and children in families. All the services in this package delivered important services to support families throughout 2014-15. Parenting services were in particular demand and the parenting review (described in more detail in section 2.4 above) helped the Families First team and the providers to identify some actions that needed to ensure effective delivery. Additional funding was also allocated to increase the capacity of the services to be able to respond and will take effect in 2015-16.

The Youth Mentoring (for under-16s) and Post-16 Learning Coaches projects were also reviewed. Although the projects both still work closely with Careers Wales as part of Cardiff's strategy to encourage as many young people as possible to remain in education, employment or training, they are now both managed within Cardiff Youth Service.

This package was the second package to be inspected against the National Participation Standards by the Young Inspectors (see Section 10, p76 for further information). The Inspectors were very happy to conclude that this package was achieving the standards in the way in which they involved young people and to recommend them for a national kite mark. However, the full inspection report was not available at the time of writing.

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## HEADLINE FACTS ABOUT THE CONNECT 8-25 PACKAGE

- **7,381** children, young people and their parents received information and services from Connect 8-25, the Child and Youth Engagement package, in 2014-15 – nearly 2000 more than in the previous year.
- **2,731** young people were involved in Families First community focussed schools activities across Cardiff – schools running projects around attendance and behaviour reported that **82%** had improved attendance and **84%** showed improved behaviour as a result.
- **194** young people at risk of being NEET took advantage of a 'Connect' course (bespoke education provision) and **87%** progressed into education, employment or training as a result.
- A further **240** over-16 year olds received support from Learning Coaches, which enabled **64%** of them to return to education, employment or training.
- Over **200** young people experiencing housing problems received support from the mediation service at the Basement@33 - of the 136 who completed **54%** felt able to return or remain at home while the remaining **46%** found alternative accommodation.
- Around **600 families** received intensive support to improve their parenting skills from the 8-25 parenting projects run by Barnardo's and Action for Children (around 100 more than in the previous year) - **90%** of parents reported an increase in their confidence and self-esteem as a result.
- A further **87 families** took part in Family Group Meetings facilitated by Tros Gynnal Plant – **95%** reported an improvement in the presenting issues as a result.
- **124** parents with **132** children from minority ethnic communities accessed Cardiff and Vale College's Families Learning Together programme – **93%** of parents noted a more positive relationship with their children's schools and 100% of children had improved language skills as a result.



# CONNECT 8-25 Package (Child and Youth Engagement) Performance 2014-15



## How much did we do?



## How well did we do?



## How is anybody better off?

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## CASE STUDY 1

A learner from **Cardiff & Vale College 'Connect'** Course also joined an introduction to adventure education course with **Cardiff Outdoors Activity Team** – both part of the Connect 8-25 package. The learner had a range of severe emotional and behavioural issues that was affecting them moving onto education or training.

The learner committed to undertake a series of five activity sessions. The first two sessions were a constant battle with engagement and abusive behaviour towards staff and other learners. However these early sessions managed to establish a good grounding of faith and trust in the project team: consistent reinforcement of what is acceptable and a two way contract of behaviour went a long way to establishing this trust.

The learner began to feel that the team was enabling them to succeed in small but significant achievements that slowly built their self-confidence. This success was built upon by the learner setting new and ever advancing goals for the coming three sessions.

Over the next three sessions the learner became an established cornerstone of the group assisting others in achieving tasks and becoming a sociable and approachable young person.

## CASE STUDY 2

L was in his last year of primary school – he has ADHD and was under risk of exclusion. Although he attended school regularly he did not always fully engage in classes and his behaviour had become worse. L's Mum asked for support from **Barnardo's 8-25 parenting service** because his behaviour at home was also becoming more difficult.

The family received support from the Incredible Years Programmes as this Programme has research around its effectiveness for parenting children with ADHD. After this, the parent reported that she felt more confident as a parent and found the intervention positive, with some improvement in behaviour.

The project also supported Mum's strengths and introduced a reward system. This was alongside working with the young person on strategies to stay calm which complemented the support he had received from a school counsellor.

The school originally wanted L to undertake a managed move to another school but his mother was very concerned about the impact that this would have on his mental health. Several multi-agency meetings were arranged with the school and parent was encouraged to refer to SNAP Cymru.

As a result of the meetings a support plan was put in place in school with extended transition support for the young person and an agreed behaviour plan with the support of the local authority behaviour team. Access to the school counsellor was also reinstated and the meeting concentrated on looking at the young person's strengths.

These meant that L could remain in his primary school for the rest of his final year and have a more supportive and structured transition to high school which was better suited to his needs.

### CASE STUDY 3

The **Families Learning Together (ESOL) project** goes into schools for one term for ½ day or a full day and targets parents of EAL [English as an Additional Language] pupils. It is intended to increase their English usage and knowledge of how their children learn in schools.

The sessions are run by one adult teacher (ESOL trained) and one children's teacher (Primary trained). During the adult session the teacher concentrates on improving the English of the parents through a theme that links to the joint session run by the children's teacher. The children's teacher works with small groups of children on areas to develop language skills.

The joint session is based on a story book and introduces the parents to games and activities that can be made and used at home, further enhancing the idea of learning at home.

In one group, held at Adamsdown Primary School, they were able to reach the Chinese community who had previously disengaged from the school due to their limited English and work commitments. Five parents came for the nine sessions that were held at this school. The children had a positive reaction to the two fathers who attended. The fathers found working with their children a new and interesting experience. Having males in the group affected the dynamics in a positive way. 100% achieved an Agored Cymru unit.

Feedback from the school showed how impressed they were with the commitment of the parents. The school had previously not been able to engage this group of parents



*Transition workshop with pupils at Fitzalan High School as part of the Community Focused Schools project*



## CASE STUDY 4

Step Up To Success Student Workshops were run with all 165 Year 11 students at one high school as part of the **Community Focused Schools project**. The workshops were designed to tackle the issues that can impact enormously on students in the run up to their GCSEs and could ultimately reduce their chances of success in their exams. These workshops were facilitated by Dragonfly Training Ltd.

Using the highly effective technique of Action Learning, pupils were able to explore the areas where they were having difficulty, such as how to revise, what to do about stress-related problems or even how to get motivated and most importantly, they were able to come up with realistic and meaningful solutions. At the end of the session, the students completed a road map with a series of short and longer term goals they would be setting for themselves in the run up to the exams.

The feedback from all the students who completed the workshop on motivation and maximising their potential in their GCSE exams shows that the vast majority found this a very useful session and came away with very specific actions they can now take. The rating (out of 10) of how confident they felt about the future rose from 6.4 to 7.6 as a result of the workshop and the rating of how positive they felt about the future rose from 6.7 to 7.8. 88% rated the workshop as very good or excellent.

In terms of what students found useful about the session, the most common benefits were: having the opportunity to talk about their future and get clearer about what they want to do; sharing their concerns or problems and realising they are not alone; finding out ways to revise and how to create a revision timetable; and finding solutions to things that distract them.

### Learning Points:

- **Successful projects often involve other services to be able to meet families' needs effectively – where a family does not meet the criteria for working with the TAF team, the Families First service that they are working with can make sure that the right services get involved.**
- **There are a range of Families First services so that families' needs can be met through work with individuals and families on a one to one basis or through work with groups of young people and parents.**



## 6. SUSTAINABLE EMPLOYMENT

The main purpose of the Sustainable Employment package is to provide help for adults in families who want to get back into work or into better paid jobs. This work is central to the Families First aim to address family poverty.

This package went through substantial changes during 2014-15 to ensure that it was delivering this support effectively. The original package involved a number of partner providers but through the restructure, the service focused on the intensive mentoring element run by the Lead Provider, Sova, with other support and services engaged as and when parents need it.

The new model makes sure that there are closer working links with Communities First clusters, with members of the team based in cluster offices for part of the week. This arrangement makes sure that there is a range of services on offer for parents but without duplicating. However, the service also covers the whole of Cardiff, which means that parents in areas where there are no Communities First services can also access help and support to get back into employment.



The package works closely with Job Centre Plus and the Hubs across Cardiff to help parents to reach the point where they are 'work ready'. Many of the parents and carers who have started to work with the services on offer have needed a great deal of confidence-building before they have felt able to access services.

### ***Sustainable Employment Participation Event***

The other elements of the provision include:

- A Discretionary Access Fund, which can support provision of training, childcare or transport costs if these cannot be met via other sources.
- Use of Rapid English - an on-line tool that has a track record of improving literacy where this is needed.
- Participation groups for service users to be able to influence how the service meets their needs.

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## HEADLINE FACTS ABOUT SUSTAINABLE EMPLOYMENT PACKAGE

- **340** parents and carers in low income families received intensive mentoring support to improve their skills or get into employment
- Of these, **89** managed to find employment as a result – four times the success rate in the previous year – and over **60%** of the parents who completed work with the project during the year
- **95%** of participants reported an improvement in their life due to accessing the service
- **88%** reported an increased confidence in their ability to gain employment
- Participants came from all areas of Cardiff not just the more deprived areas: 28.5% from the South East (97); 22.6% from the South West (77); 17.6% from the East (60), 12% from City Centre & South (41); 9.7% from the West (33) and 9.4% from Cardiff North (32).

**How much did we do?**

**9**  
training courses



**340**  
parents and carers on low incomes  
received intensive mentoring support



**162**  
accredited qualifications achieved



**How well did we do?**

**99.3%**  
satisfied with their service



**89.2%**

of participants completed their service intervention



**138** people reported an  
improvement in their  
life due to accessing  
the service



**89**

people secured  
employment

**85**

people gained  
qualifications



**88**

maintained  
their tenancies



**88%** reported an increased confidence in  
their ability to gain employment

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## CASE STUDY 1

The participant was referred to Sova from Job Centre Plus, Alexandra House in Canton. He had not been in employment for some time and had a previous conviction (10 years prior) and was struggling to find suitable employment and unsure of what support was available in his area.

He had no qualifications or training and was concerned that his previous conviction would go against him when applying for work and volunteering opportunities. He also had little knowledge of support that was available in his area and was nervous meeting new people.

At the Initial Assessment it was identified that the participant would like support with finding voluntary work to gain experience which would hopefully lead to employment further down the line.

The Sova worker attended a meeting at Voluntary Community Service (VCS) Cardiff to discuss volunteering opportunities for people who have a previous criminal record. He was advised that a staff member had direct links with organisations who provided volunteering opportunities to people that had past convictions and that she could assist with finding a suitable placement for the participant to get some much needed experience.

Together with the participant they identified that he would like to do some outdoor gardening voluntary work and the contact at VCS informed them about an ideal placement in Fairwater.

The participant was then interviewed at the placement which was St Peter's Church which runs a community garden project. The contact at St Peter's interviewed the participant and made a decision as to whether he thought he would be a suitable candidate to work with him and others on the garden project. The participant was accepted after interview as he was very open and honest about his past and he was enthusiastic about the type of work the project entailed.

The participant said he absolutely loves working on the project and has met some new people. He turns up regularly and on time and has been working on the project for almost two months.

He feels more confident now as a result of volunteering and also works with people who have some learning difficulties: he stated that he would never have socially engaged with different types of people otherwise. He feels that he is learning so much and enjoying his time immensely.

He says that he is now more aware of the services available to him and when he feels he is ready to look for employment he will contact the service again. At the moment he is enjoying gaining experience doing voluntary work and making new friends.

St Peter's Church said that he is really helpful and hardworking and they enjoy having him on board the project.





*St Peter's Community Garden Project*

## CASE STUDY 2

R has been at home caring for her son, who has severe ADHD and doesn't currently attend school. As her son approaches his 16<sup>th</sup> birthday R feels she needs something in her life for herself and plucked up the courage to walk into the STAR Communities First office. A Communities First officer there referred R to Sova.

R is caring for her son and doesn't need to find a job, but she was interested in volunteering and building up to a job eventually. She is a single mum, had her son when she was a teenager and has been out of the workplace for 16 years.

From her first mentor meeting R was raring to go. She needed help finding the right courses to gain the qualifications she needs to work with vulnerable children and adults, eventually leading to employment. As R left the first meeting they booked her onto a Health & Social Care Introduction course with Communities First. This led to a place on the full four-day Health & Social Care course, and R was finally doing something for herself after all these years.

R quickly decided that she wants to move towards paid employment quicker than she originally thought, thanks to the confidence she has found from the mentor meetings and attending courses. She has also been accepted as a volunteer with HomeStart and is about to start their training course.

She visited VCS with her mentor, and put herself forward for four volunteering opportunities. Her mentor helped her fill in the forms to volunteer at the charity Headway, and assisted R with the application forms for an Introduction to Counselling Skills course at Cardiff University. R is very keen to do a Mental Health First Aid course, and if she gets set up with a volunteer placement Communities First may be able to help with funding for the course.

Now R is on a roll with courses and has sourced and signed herself up for the Women's Aid course Positive Outlook, plus a First Aid course with Oasis.

*"I'm feeling a lot more positive and focused. I know where I want to go and how to get there. Just before Christmas I didn't have a clue and didn't know what route to take.*

*Sova has made me feel a job is achievable, and my mentor always reminds me of the dates and times of meeting and training courses. When you are caring for someone it's good to have someone reminding you of things like that. Sova has made me feel a lot more positive and confident." R*

### **Learning Points:**

- **Communities First and Families First work closely together to give families the opportunities they need.**
- **There are services that can help people get back to work but sometimes they need help to build confidence before they can access these.**
- **Volunteering provides an excellent way to build up a CV and get a good reference – from 2015-16, people might also be able to gain time credits for some of their volunteering activities.**





## 7. HEALTHY LIFESTYLES

The Healthy Lifestyles package provided a range of services which helped 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. Public Health Wales are also an important partner and ensure that interventions are evidence-based.

The services on offer over the past year included:

- The MEND project (Mind, Exercise, Nutrition, Do it!)
- Healthy Lifestyles projects, including play and healthy eating for 8-13 year olds and 13-18 year olds
- Sexual Health Education through Sex and Relationships Education [SRE] in schools and the C-Card scheme for young people
- ASSIST smoking prevention project in schools
- The Strengthening Families Programme
- Ty Gwyn Summer Scheme providing play and respite for young people with complex disabilities



***Proud family graduating from the Strengthening Families Programme***

The Healthy Lifestyles project has built up a good working relationship with schools. A number of the services, like SRE and ASSIST, were delivered through schools. However, the project has also built up a good relationship with communities through the Neighbourhood Partnerships and Communities First clusters to make sure that there was no duplication of Healthy Lifestyles initiatives like healthy eating projects.

During 2014-15, the sexual health project delivered by the YMCA also started to develop additional work to address Child Sexual Exploitation.

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## HEADLINE FACTS ABOUT THE HEALTHY LIFESTYLES PACKAGE

- **3592** children, young people and their parents took part in Healthy Lifestyles activities in 2014-15, nearly 200 more than in 2013-14.
- Over **615** children were engaged in open play sessions and increased their physical activity.
- **56 children** and **62 parents** took part in the MEND programme, with **96%** reporting that it had changed their attitude towards healthy eating and physical activity; **79%** of the children taking part had a reduced BMI at the end of the project.
- Cardiff's C-card scheme distributed **20,666** condoms (over 3000 more than in the previous year), with **723** new registered C-card users – **40 staff** in other services were trained to deliver the C-card scheme.
- Over **1200 pupils** in schools received sex and relationships education as part of the Healthy Lifestyles project – **93%** said that they now felt more confident about accessing sexual health services as a result.
- **303** young people were trained as peer supporters as part of the ASSIST smoking cessation project.
- **140** family members took part in the Strengthening Families programme with **91%** of them demonstrating decreased risk factors and risky behaviours at the end.

## Healthy Lifestyles Package Performance 2014-15

### How much did we do?



### How well did we do?

**99.1%**   
satisfied with their service

**66.8%**   
of participants completed their service intervention

**2,324**   
improved knowledge about how to stay healthy

**134**   
eating more healthily

**128**   
individuals taking part in the Strengthening Families Programme decreased risky behaviours

**552**   
improved physical activity

**93%** of pupils in schools reported they felt more confident about accessing sexual health services

**1,235**   
pupils increased knowledge through sex and relationships education

**96%** reported MEND had changed their attitude towards healthy eating and physical activity

with **79%** of the children taking part showing a reduced BMI

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## CASE STUDY 1

One of the programmes delivered by the **Food and Play Club** was a six week programme to 9 families (9 parents and 18 children) at Kitchener Primary school.

The first week was an introductory session informing them about the up-coming sessions; describing how the programme was going to be run. They explained what constituted a healthy snack, informed them what targets were going to be set at the end of each session, and worked with the families to come up with ground rules for the six week programme.

In the following weeks, after signing in to the club, families collected their stickers for completing their targets and eating their healthy snacks. This was followed by 30 minutes of learning about different aspects of nutrition, which included the 'eat-well plate'; fats; sugars and salts; food labelling and healthy lunchboxes. They then took part in a 30 minute physical play activity. The types of games played included: fireball, hockey, skipping, parachute games, stuck in the mud and many more. These games were played so all members of the family could be involved and play together.

The final session was a celebration of the completion of the programme. They had a graduating ceremony for every family hitting their target and a healthy buffet and dance activity to end. Each member that graduated received a certificate and a goody bag, which was very much appreciated by all.

The families have learnt about healthier options and when shopping in the supermarket they are able to understand what the food labels actually mean. They have started to eat more fruit and vegetables and are also playing more games together as a family. The families have given the project feedback on how close they have become and how enjoyable it has been to learn together, play together and how much more energy they all have to do more things.



*How much more energy myself and the kids have while taking out the junk food.*

*We play a lot more together.*

***Parachute game during Food and Play session at Kitchener Primary School***

## CASE STUDY 2

A 14 year old young person (S) was referred to **SHOT (the Sexual Health Outreach Team)** from a Cardiff school. S had highlighted needs in relation to pregnancy testing, support in getting to the clinic and contraception.

The service met with S within a day of receiving the referral due to the urgency of the identified needs. Confidentiality was discussed and safeguarding was explained so that S was fully aware of the situation. A pregnancy test was conducted with a negative result; however it was explained that this would need to be repeated in a week (she was past the point of emergency contraception). S was already signed up to the C-Card scheme. They looked through the contraceptive kit and discussed different forms of contraception; they discussed her relationship with her parents and if she felt she could discuss contraception with her mum: she felt that she wasn't ready to do this yet.

The SHOT worker supported S to the young person's clinic and she had a full STI (Sexually Transmitted Infections) screening and a further pregnancy test. S asked the worker to stay with her while talking to the doctor and while she had her vaccine administered and blood taken. They also issued S with the contraceptive pill.

The following week the worker met with S to discuss her results (all clear) and how she was feeling and also how she was getting on with the contraceptive pill. Although S was signed up to C-card, the worker completed condom demonstrations with her to reiterate how to correctly use a condom and encouraged her to get her boyfriend to sign up if possible so he could ensure he could apply a condom in the right way, to avoid any future mistakes. They discussed any areas of SRE she felt she wanted to know more about. She said that since having the STI check she would like to know about STI's signs and symptoms etc.

Their next session consisted of activities around STI's: STI continuum which dispels myths and promotes discussion around STI's, the STI JIGSAW activity which looks at different STI's and the symptoms, effects on health and treatment. S felt she was in a caring relationship, however they looked at caring / non-caring relationships and also 'delaying sex' if she decided that she didn't want to continue having a sexual relationship (she was very unnerved by the pregnancy scare).

When they next met, S told the worker that she had now spoken to her mum, who was supportive and had taken her to her local GP so that she could continue with the contraceptive pill. She felt a lot happier and was very grateful for the support she had received from SHOT. She felt that she no longer needed support from the worker but said she would definitely tell her friends about SHOT if ever they needed any advice or support around sexual health.



### CASE STUDY 3

The **Healthy Lifestyles project** runs Level 1 Agored Cymru **Get Cooking – Cooking for Health** courses. This is an eight week course developed to increase confidence in cooking healthy meals and knowledge around food, nutrition and food safety.

This particular course was run in partnership with Willows High School teaching staff. The two members of staff, Food Technology teacher and pastoral parent engagement officer, were trained by our Families First Dietitian to a Level 2 Agored Cymru standard to receive a qualification in Community Food and Nutrition Skills. This allowed the staff along with a facilitation course to lead on the *Get Cooking* course; they already had their Level 2 Food Safety qualification.

They recruited 22 learners in total, with a mix of genders and ages - three Grandmothers and their Grandsons, five Mums and their children and four children that attended on their own. The children were all students from Willows High School aged between 12 and 16 years of age. This intergenerational style of cooking has been very positive in the past and was extremely successful in this case.

There have been benefits on several levels:

**Community** – following the success of this course further secondary schools want to adopt this model and run *Get Cooking* courses after school. Links in with the school's Healthy Schools policy.

**Service** – enabled our Dietetic team to support 18 learners to gain their Agored Cymru Level 1 *Get Cooking* qualification, which for some of the attendees will be one of the few qualifications with which they will leave school. Supporting a *Get Cooking* course on a larger scale allows us to evaluate the best way to handle this large group effectively and understand what is best for future large groups.

**Individual/Group** – 18 learners gain a level 1 qualification (completing at least 80% of the eight two hour sessions) to add to CVs for both the parents and students. Improvements in social interaction, bonding within families, social skills and cooking confidence for both adults and students have resulted.

*"I enjoyed spending time cooking with my girls as usually I am too busy. I've become more patient with the girls, I am better at taking a back seat and letting them do more. I am surprised how far a few simple ingredients can go!" Mum attending with two teenage daughters*

*"I have gained good cooking skills, like good presentation and also I know how to cook healthier versions of food such as shepherd's pie. I have become better at chopping and preparing food. I have become good at reading recipes and now I just want to make my food for a bigger range of people." 13 year-old boy*



*Family values shield created by family during an activity with the Strengthening Families service*

**Learning Points:**

- When tackling things like healthy weight and exercise it is good to work with all the members of the family – children and parents – to establish healthy practices
- Schools provide a good way to reach and work with families
- Reducing the rate of teenage conceptions is an important indicator in breaking the cycle of poverty - everyone working with young people can ensure that they get the sexual health support that they need and sign up for C-Card training





## 8. CADARN – Emotional & Mental Health and Wellbeing

“Cadarn” is the emotional and mental health package for children, young people and families across Cardiff. The package supported children and young people to look after themselves but also helped others around them to develop positive approaches to children and young people’s mental health.

The package provided a range of services for all age groups of children and young people:

- Ely and Caerau Children’s Centre supported families to emotionally support very little children
- Pyramid project provided clubs for 7 – 14 year olds to have a good time, learn how to worry less and be happier
- Bounce Back supported older young people reaching the end of their time in school



Work on feelings from workshop sessions with schools

Their package also offered services to particularly vulnerable groups:

- Cardiff Against Bullying helped children who are being bullied but also worked with schools to make sure that bullying doesn’t start
- Gofal i Chi provided special support for young carers
- There was support for Asylum Seekers and Refugees
- The Transition project supported young people with mental health problems in the transition from CAMHS [the Child and Adolescent Mental Health Service] to adult mental health services
- The bereavement service helped families which have been devastated by the loss of a family member

The Bounce Back service brought together a wide range of ‘expert’ service providers and trainers and delivered a special conference day in partnership with the school for Year 9 pupils in Fitzalan High School. Workshops were available focused on areas of particular concern for this group such as self-harm and Female Genital Mutilation, positive mental health was promoted through workshops on happiness and mindfulness.

## National Children and Young People’s Participation Standards Inspection

The Cadarn package was the first package to be inspected by the Cardiff Families First Young Ambassadors Inspection Team. These young people visited Cadarn projects to look at their work and to talk to providers about how they involved young people.

The Inspection report said:

*“The Cadarn package has shown us some great examples of how to involve children and young people in decision making and development of the services from across the package. We met with and heard evidence from, services users themselves, support workers on the ground delivering face to face work and the package lead. We got to meet many different people during the course of the inspection, and got to visit various services in their settings. Looking around all the services we met and receiving a tour of their facilities was fantastic. It is quite clear that all the services in the package have strived to adhere to the National Participation Standards and that it has been clearly embedded on a package basis.*

*When meeting all the various workers and staff across the package it was clear that the services take children and young people’s opinions seriously and have ways that these can be acted on. They do not change things for the sake of change but will try things out.*

*We recommend that Cadarn (The Emotional and Mental Health and Wellbeing Package within Families First in Cardiff) be awarded the National Participation Standards Kite Mark as they clearly come up the standard and are listening to and acting on what C & YP tell the across their services.*

***Such a great service to inspect. Well done to all those involved.”***

It was also a good experience for the Young Inspectors’ team:

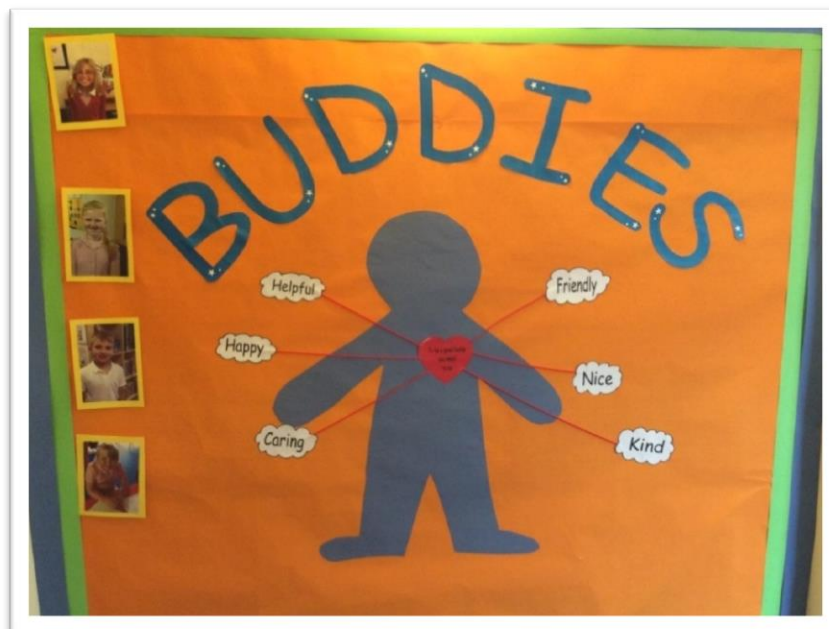
*“I was very nervous to be going into an organisation and essentially scrutinising the worthwhile work that they do, but it is all for the benefit of the project itself. I am confident that ultimately the recommendations that come from the inspection will be a huge benefit to the young people accessing the services.”* Angharad Williams

*“Meeting the lead provider was great. We had the opportunity to hear from them directly what their role was and what to expect from the package as a whole as well as the individual provisions”* Najma Hashi

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## HEADLINE FACTS ABOUT CADARN, THE EMOTIONAL AND MENTAL HEALTH AND WELLBEING PACKAGE

- Over **2,300** children, young people and their parents received support from Cadarn in 2014-15 – 300 more than in 2013-14.
- **23** young people received support for their transition from CAMHS to Adult Mental Health Services - **82%** reported an improvement in their emotional and mental health and wellbeing and said that they felt better able to cope with their thoughts, feelings and behaviour.
- **64** young people took part in the Bounce Back project and **75%** reported an improvement in their emotional mental health.
- **76** vulnerable young people received counselling and **88%** reported an improvement in their emotional mental health and said that they felt better able to manage risk after finishing.
- SNAP's school exclusion project supported **72** young people and parents - **100%** taking part reported an improvement or stabilisation in their emotional and mental health and wellbeing.
- **48** families accessed the bereavement service and **100%** reported an improved understanding of trauma, bereavement and loss and ways in which they can manage their thoughts.
- **118** families accessed Teulu's Learning Together project and **96%** of parents perceived a positive change in behaviour and family relationships when they changed their parenting as a result of the intervention.
- **159** families received one-to-one support from the Cardiff Against Bullying project - **56%** of children said they felt more confident after.



*Art work from Buddies project run by Cardiff Against Bullying, Cadarn project*

# CADARN Package (Emotional & Mental Health) Performance 2014-15

## How much did we do?



## How well did we do?



**100%**  young people better able to deal with risks

**497**  children and young people reported improved emotional and mental health and wellbeing

**25**  young people's engagement in education, employment and training improved

**233**  young people improved relationships

**38** families better able to cope following bereavement

**70** young carers reported improved mental health

**39**  pupils improved attendance

of the 48 families accessing the bereavement service

**100%**  reported an improved understanding of trauma, bereavement and loss and were better able to cope

## How is anybody better off?

 Families First Freephone  
 0808 800 0038

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

 Twitter  
 #FamiliesFirst

## CASE STUDY 1

**Barnardo's Free 2 Bee Service** provides emotional support for Asylum Seeker and Refugee children & young people and their families. The service received a referral for a 10 year old girl who it was believed had been witness to gun and gang violence in her country of origin. She was showing signs of unhappiness and distress particularly in the nights where she would have panic attacks and nightmares. She also didn't let her feelings known to those around her.

As a result of her experiences B was very anxious and fearful in her house, again particularly at night time, and was afraid she was going to lose her parents. She would not sleep in her own room either and would wake frequently throughout the night.

Her parents both had health problems themselves which meant as a result of this, it was rare that they would be able to do things as a whole family as one parent would be in bed or unable to be mobile every day.

B had her own health issues that she was dealing with and had been since she was a baby. She has a cleft pallet and is around 70% deaf in both ears. She had been through a number of operations in her country of origin over the years to correct some of her pallet although not all were successful and she still has a speech impediment. In terms of her hearing, B only had hearing aids fitted when she came to the UK so is adjusting to being able to hear with the use of the aids as well as learn a new language. She is picking up English well in school but her parents are still at a basic level.

Support was offered to B on a one-to-one basis with weekly sessions going ahead at a Barnardo's building. It was agreed with the family and child that sessions would focus on her confidence and the fears linked to the night time and bad dreams. Regular feedback was provided to parents after sessions with opportunities for full updates and communication between parents and worker were organised with home visits taking place with the use of an interpreter too (using WITS, the Welsh Interpretation and Translation Service). These allowed reassurance to be given to the parents, as well as providing support through appropriate signposting for their needs to be met as well as their child's, in particular around health matters and access to ESOL for them both.

In sessions B took part in a number of activities and had time to think about herself and her own feelings.

Alongside the support from Free2Bee, the service also worked closely with the SENCO from B's school. Due to the number of specific needs B had, there were also several other workers involved in supporting her and her family. These other professionals included health specialists (speech and hearing support), SNAP Cymru (support to get a Statement for B) and ABCD Cymru (group support for parents to access): each had their own expertise to offer in terms of support for the family

As an individual B has matured and grown in confidence and she will repeat herself if someone hasn't understood what she is saying first time. B now sleeps in her own bed in her own room and is proud of herself for this. She has a clear sleep routine that she and her parents have been able to persevere with and succeed in establishing. She has secured strong friendships in school and has highlighted her desire to become involved in group activities with other children now too.



B is now at the stage where she can verbalise her dislike for her country of origin and express what she likes about the UK. She has a more positive outlook on things and is more focussed on the future as opposed to her past which was holding her back in terms of developing and growing and a person in her own right.



*Photo from Barnardo's Free 2 Bee Project in the Cadarn package*



## CASE STUDY 2

**Action for Children: Gofal I Chi Young Carers project** provided group support for 7 Young people aged between 11-14 years old once a week for 10 weeks. Each session ran for 2 hours.

The group work was focussed around exploring the challenges each young person faced with their caring roles. They looked at how this affected their emotional wellbeing including: relationships, confidence, self-esteem, and managing risk. The issues were explored using the arts, creativity and conversation. Each session was constructed to meet the needs of the group as set out in the Young people's target forms which we give to them at the beginning of the group to establish what they want to get from it.

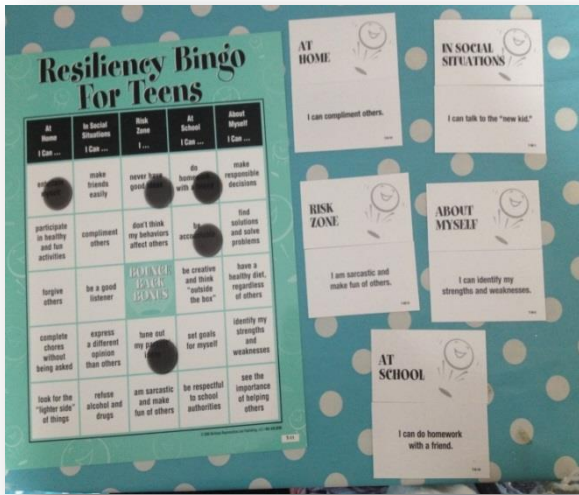


**Feelings Tree** – On the petals they asked young people to write or draw the things they liked about themselves - to recognise the positives in their lives.

On the leaves they asked the young people to write or draw the things they didn't like about themselves or families – this was to encourage openness and trust between the group and to recognise if there was anything they could “let go” of.

**Masks** – To help the group with self-confidence they asked them to make masks and decorate the front with words that described positive attributes about themselves. Then on the back to write something about themselves which other people may not see. For example one YP wrote “I worry a lot” on the back. This activity helped them recognise the shadow aspects of “self” what they keep hidden from others and helped bring that to the surface to gently begin to explore these aspects.





**Resiliency Bingo Game** – This helped the young people recognise and discuss their own resiliencies with the aim that they could identify the ones that were helpful and the ones that were destructive and help them make more informed decisions in the future. The session also encouraged discussions around Risk.

Comments from young carers:

*"I feel less worried."*

*"Gave me a break from home."*

*"Helped me feel better about myself."*

### CASE STUDY 3

A 23 year old young woman was referred for therapeutic counselling from Action for Children's **2Talk2 service**. She was referred by Careers Wales because of her lack of confidence and self-esteem. This client was a university graduate but following a sustained period of unemployment of 2 years post-qualification, she had become reluctant to apply for employment. Through the counselling process they also explored the impact of bereavement on her confidence and she was able to normalise her experiences.

The counselling also provided her with a safe space to express her frustrations and reflect upon her abilities and potential, thus reinforcing her self-belief. The counselling ended when she had secured full-time employment with the local authority.

The client's self-belief increased as a result of the therapeutic interventions made. Reflections and Cognitive Behavioural Therapy techniques were utilised to enable this self-awareness. This helped the client to become more motivated to apply for more graduate positions which ultimately led to her securing employment with local authority.

## CASE STUDY 4

**Teulu** project, **Learning Together**, managed by City of Cardiff Council's Education Service, works with primary schools where they identify that children need additional support. In this case study, a group of six children were referred by a Primary School. The children were reported as having considerable difficulties in school which spanned their learning, relationships with other children and adults, and ability to access the curriculum. The school considered that the children had unmet emotional needs. Additionally, the children's families were disengaged from their children's education either refusing to or having difficulty in engaging with their children's learning.

The intervention was in two parts, at school working with the group of children, and individual work with the family, to build on the group work, stress continuity and address individual concerns. The school-based work consisted of semi-structured therapeutic group work which targeted both particular concerns as well as general common themes that had been identified in discussions with school staff and parents. Also there was a series of planned meetings with the family at home to consider the barriers to progress. Often these meetings throw up issues that are significant but unrecognised.

Over the eight sessions the group worked well and staff in the school reported that the children were more engaged, had better and more appropriate relationships with teachers and other children and had enhanced levels of emotional and social aspects of their learning. However the carer of one family presented as very difficult to engage. We persevered in attempting to meet and this eventually paid off. Using the Solution Focused Approach the mother acknowledged that she had health issues which she found difficult to address and was homeless, living with different family members over the week. We addressed these concerns by working with Team Around the Family. The family is now housed and mother is engaged with a treatment programme.



*Photo from Learning Together project*

*"Since working with Teulu:  
Learning Together we  
have made small changes  
but have seen a big  
difference." Parent*



*Work from Barnardo's Transitions Project*

### Learning Points:

- Therapeutic group work can help young people who are feeling sad or anxious to feel better about themselves and to cope better with their situation – it can also help the adults in families to deal with family life and their parenting role more effectively
- When children have issues around behaviour and attendance we often need to address these by engaging with the whole family
- Families First services may work with families who have been referred by the TAF team, but they also refer to the TAF team when families need additional help





## 9. DISABILITY FOCUS

All the packages in Cardiff Families First programme have to ensure that their services are accessible for disabled family members – both children and adults. However, the Disability Focus package provides additional specialist help for families who have a disabled child. This can provide key working as part of the Team Around the Family approach for those families who need it (the Disability TAF). Action for Children as the Lead Provider works closely with the team of specialist providers in the package to provide a coordinated response.

The package uses a family-led approach, working with families to assess their needs and develop a family plan. Key workers have worked with families to identify the services that might be able to help them and then to co-ordinate support. The package uses the same Joint Assessment Family Framework as the generic CTAF team to ensure consistency and enabled an additional 134 families to receive TAF support during the year.



*'The Three Chefeteers': Owen, Joshua and Thomas are members of the [Barnardo's Community Links Independent Living Skills](#) project in the Disability Focus package*

Key workers draw on any services that the family needs, but the package has also offered:

- Direct 1:1 support or group work for young people who require support – safe access to community resources, independent living skills, learning about self-care. This has been delivered in a safe environment, tailored to each young person’s needs.
- Support for parents through direct 1:1 support or group work to support them with any areas they are struggling with, including parenting skills, letting go, being informed and being involved.
- An integrated youth provision
- Specialist support for BME families coping with a disabled child, or often more than one
- A welfare and benefits advice service which has provided information, advice, support and advocacy to support families with a child with additional needs to maximise their income and sources of support

A central information and advice service has been managed by Cardiff and Vale Parents’ Federation. The service has developed a database of families wanting to receive information, maintained a website and signposted parents and carers to services. It has also acted as first point of contact to assess need and provided additional support to families.

The Parents’ Federation website and *Where You Stand* booklet which provides information about services for disabled children and young people is available here: [www.wherestand.org](http://www.wherestand.org)

## **Relationship with Children’s Services**

The Disability Focus package is complementary to statutory services. This means that families who receive support from the Child in Need disability teams have been able to access some of the services that aren’t part of their care package, like welfare benefits advice. However, the Disability Focus package also provides services, including key working, for families whose children have relatively high levels of need but who don’t qualify for statutory services.

One of the most important factors affecting this package from the start of the Families First programme has been the review of services for disabled children that has taken place within Children’s Services. This had meant that there was a much higher level of demand for key working and other services from the Disability Focus package than had been anticipated originally while the review was taking place. The advocacy service has also represented families who have been turned down for statutory services.

A great deal of work has taken place during 2014-15 to build up a more effective relationship between the statutory disability teams and the Disability TAF. This has been part of the development of a protocol between Families First TAF teams and Children’s Services. As a result of this work, the manager of the Disability TAF team is now based with Children’s Services for one day a week and this is helping to build up much better relationships.



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## HEADLINE FACTS ABOUT THE DISABILITY FOCUS PACKAGE

- Over **2,500** members of families needing specialist support as a result of disability received support from the Disability Focus package in 2014-15 – more than double the number in the previous year.
- **134** families received more intensive key working support to develop a team around their family with a TAF action plan – up from 90 in 2013-14.
- **118** BME families accessed on-to-one support from ABCD Cymru and **62%** said that they felt better able to cope with their circumstances as a result.
- **22** parents took part in parent nurture sessions with Barnardo's Community Links project and **82%** reported improved family resilience.
- **97** young people took part in Independent Living Skills workshops and **99%** reported enhanced skills in the areas they chose to work on.
- **87** young people accessed Cathays integrated youth provision and **80%** reported feeling more supported and less isolated as a result.
- **225** families with a disabled child and **88** individual disabled young people received support from Diverse Cymru to review their welfare benefits leading to **£575,952** in additional income as a result.

### Review of Disability Focus services

From the beginning this package has been working with higher numbers of families than had at first been envisaged. The review of services and funding across the whole of the Families First package that took place during 2014-15 identified this package as one of the areas where additional resource was needed to improve capacity. As a result, increased funding has been allocated for 2015-16 which has enabled an expansion in the central Key Working team.

This has been accompanied by a reorganisation of the way in which some of the services are managed. Sadly, the organisation, ABCD Cymru, which provided a specialist service for BME families with a disabled child, closed during the year. However, the Lead Provider, Action for Children, worked with ABCD to make sure that the vital support that they provided to families was maintained through the year and this provision has now been incorporated into the central key working team (although preserving its focus on vulnerable ethnic minority families). The families involved have chosen a new name for this project, which reflects the optimism that they feel in relation to the continuing support provided: Hope 2 Shine.

The review also led to a recommendation that the parenting support for families where there is a child with emerging special needs would be better placed within the Disability Focus package. It was felt that this would provide better integration of support as families were linked in to the other specialist services. This service will be part of the Disability Focus package from 2015-16.

## How much did we do?



## How well did we do?

**91.4%** 

satisfied with their service

**81.3%** 

of participants completed their service intervention

**63**   
families supported by a key worker

**451**   
family members signposted to appropriate support services

**285**   
family members had improved access to information and advice

**472**   
family members improved emotional and mental health and wellbeing

**225**   
families increased income following welfare benefits advice

**£575,952**  
additional benefits were awarded as a result

**273**   
disabled young people developed independent living skills

**48**   
family members improved family resilience

## How is anybody better off?



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Website  
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## CASE STUDY 1

**Disability TAF key working service** worked with a family comprising Mum and Dad (both working as GPs - Mum part time due to commitments with their young Children) and 2 sons (5 & 3). The older Son has Cerebral Palsy and requires the use of a wheelchair.

Shortly before a referral had been made to the Disability TAF for Key working/co-ordination, the Family moved from RCT to Cardiff resulting in changes to the services they were entitled to receive. Up until this point, Mum had been juggling working part time as a GP, co-ordinating her eldest son's health care appointments, her own health needs as well as family life, which she was finding very stressful and didn't know where to turn for help.

Unfortunately the family had been out of the catchment area for support from the Special Needs Health Visitors. On moving to Cardiff, she had asked a number of times for an assessment from the Children's Services Disability Team, which was what finally led to them being signposted to the Disability TAF.

Although this service is designed to provide co-ordination/key working, this is based on a short-term intervention and it was clear from the outset that the family required long term or on-going key working support, we knew that it would be a challenge to get somebody to take on this long-term role.

The service offered co-ordination and supported the family with a number of referrals to the Disability Team for on-going co-ordination and respite. The Disability TAF team were instrumental in proving that the family required more support than anybody already involved in their care could offer on top of their original role. This finally led to Children's Services accepting a referral and allocating direct payments for the grandmother to take on the Key Working/ Co-ordination role as well as the respite care.

Gran shadowed the preparation and support for the last TAF meeting coordinated by the Disability TAF and agreement of the care plan. She was then set up with a toolkit which would support her to continue to arrange the meetings and communicate with their family Team as a seamless handover.

In addition to the JAFF Assessment, the Disability TAF offer families the choice of using the "Early Support" tool kit including the "Family File" which gives a structured family friendly way of capturing the key information in relation to the child/young person and family to be shared with anyone that the family consider to be relevant to avoid repeating stories/ historic events. This can support professionals to clarify roles/involvement avoid duplication and generally empowers families as they are in control of the document.

### **What has changed as a result of the project?**

- The family are having regular TAF meetings
- They have a Multidisciplinary Care Plan which is updated at each TAF Meeting (which means that they know what is happening when)
- Team of Professionals who are aware of just how much the family have going on
- On-going Co-ordination provided by allocated Key worker: in this case the grandmother
- Respite For Parents provided by Gran through Direct Payments (Children are accessing fun activities whilst Mum and dad are reassured they are safe)

## CASE STUDY 2

**Cathays Inclusive Youth Provision Theatre Project** - Cathays Community Centre is situated within walking distance of the Sherman Theatre. In the past, groups of young people from the Families First Inclusive Youth Provision have occasionally accessed shows. However, this is quite costly.

Having seen a brochure for Sherman 5, a meeting was set up in order to register members of The IYP with the project. Sherman 5, supported by the Paul Hamlyn Foundation, is designed to give people who have never attended a performance at the Sherman Theatre the chance to do so.

Membership of Sherman 5 nights would enable IYP members to attend performances for only £2.50 per person, with support workers going free. In addition free transport could be provided if needed, and members get substantial discount at the café. As well as performances there are also activities and events associated with productions that members can access.

After an initial meeting with Guy O Donnell, Sherman 5 Coordinator, 20 IYP members registered with the Sherman 5 project. The first performance was free to attend and a group went to see "The Five and the Prophecy of Prana", a dance performance rooted in hip-hop and fighting moves. Before and after the performance there were opportunities to meet the cast. Some of the group got involved in a dance off!

The next production that the group went to was "Arabian Nights". However, a week before the production an artist and photographer came to the Community Centre to run a lantern-making and storytelling project with the group. (See photograph).

The project is available to any IYP members who wish to become involved, and they hope to attend many more events in 2015.

- In all 24 young people went to theatre performances, some of them twice.
- At least 2 of the group hadn't been to the theatre before and were initially reluctant; however they both enjoyed the performances and are keen to go again.
- 3 members engaged with the cast and gained confidence by having a dance off.
- Many of the group would not have been able to afford the full ticket price.
- Members enjoyed being able to go out with friends from youth club.
- 8 members engaged with the lantern-making project at the Community Centre
- 4 members engaged with the storytelling project.

Members are looking forward to accessing productions and activities in the future. IYP Members are able to use their Sherman 5 membership as individuals apart from IYP trips.



**Young people from Cathays Inclusive Youth Provision taking part in lantern making**

*"Nicer to go with friends than family."*

*"I would like to be in a play."*

*"When people made up stories it made me happy."*

### **CASE STUDY 3**

**Cardiff and Vale Parents' Federation** organised an event for members as part of their work for Cardiff's Families First programme. The event provided information about accommodation and independent living options for older disabled young people.

Not all parents who needed the information were able to attend and so they also provided one to one support. The family worker within the Parents' Federation explained her involvement:

"I worked with a parent who was looking for accommodation options for her 21 year old son. We held an accommodation event but she was unable to attend. I sent her information on various housing models and the names of the providers who talked at our event. Mum was feeling very unsupported and told me that she had never heard of a carer's assessment, although her son has a social worker. So along with the accommodation information, I also sent her information on carer's assessments and the direct number to phone if she would like to request an assessment."

Cardiff and the Vale Parents Federation were able to give out information via their *Where You Stand* guide: [www.wherestand.org](http://www.wherestand.org).

They also worked with accommodation providers to learn about what they can offer so that they can then give this information out to their membership. The providers they worked with on the accommodation session were: City of Cardiff Council, Innovate Trust, Reach, Mirus, Ategi and Consensus.



**Cardiff & Vale Parents' Federation event:**



**“[The *Where You Stand* guide] is the most useful material I have been sent with regards to help and support, so thank you very much.”**  
**CVPF Parent**

**“Thank you for the value of information we had today.”**  
**CVPF Parent**



## **CASE STUDY 4**

SC requested support from Barnardo's Community Links Independent Living Skills project to improve his domestic skills. He had attended university two years previously for one year but struggled with maintaining healthy routines and had to leave the halls of residence and the course. SC has a diagnosis of High Functioning Autistic Spectrum Condition. He has found it difficult staying focused and motivated to carry out daily routines and this put his health at risk during this time.

The initial plan identified that SC wanted support to establish domestic routines that included washing, tidying, vacuum cleaning and personal care. He also requested support to learn how to cook and shop for fresh/healthy meal options. SC requested support to complete his university application to apply for a different course at university as he felt he needed support to be motivated to complete it. With support from the project, he completed the application independently and emailed it in time.



SC returned to University in September 2014 on a Game Design Course. The needs assessment did not take place until the end of November to assess what support he would receive in class and in the halls of residence. SC requested continuing support from the ILS project until the assessment took place. Initially this was to help him move into residence and purchase necessary items such as duvets, pans etc. and to help him to establish domestic routines. This was followed up with fortnightly visits.

However it would appear without this low level of support, SC quickly reverts back to not attending to any of these tasks and his living conditions deteriorate. Although SC is competent of physically maintaining a basic domestic routine he appears at this stage not to be able to carry them out without this low level supervision which did raise concerns as to how he will cope in the long term living alone unsupported. With SC's consent his worker was able to share her observations with the assessors and consequently SC is now receiving the support he needs to successfully continue in his studies and student life. He continues to develop domestic skills and healthy routines.

SC received

- 11 sessions from 1 -2 hours in length to establish routines that included cleaning, laundry, organising paperwork etc
- 3 sessions of around four hours to look at purchasing easy nutritious meals and the ingredients to make simple meals. He followed recipes to make Chilli Con Carne, Spaghetti Bolognese, and Sausage Casserole. He also cooked rice and pasta at Ely Family Centre.
- Five further support sessions which have taken place at the Student Hall

Since SC moved into student halls he has welcomed the support. He has been punctual and agreeable to many suggestions the project worker has made. SC is achieving great results with his course work and is consistently scoring 98 and 100%. He appears happy and reports that he has an active social life. The Needs Assessor has agreed to fund continuing support for SC to support him in his studies.

*"I worked on keeping myself presentable, making and keeping routines, laundry, changing the bed. I wouldn't say 'I enjoyed' but it was ... a positive experience. These skills should be maintained. I do feel more confident with my personal hygiene.*

*In regards to the cookery and budget shopping I feel that my confidence in terms of cookery has improved. ... I also feel that my skills in the kitchen have improved."* SC



### **Learning Points:**

- **Families First services work restoratively with families to identify their strengths as well as their needs – sometimes the resource for on-going support can come from within the family itself**
- **Support for the whole family is particularly important where one of the children is disabled**
- **It is really important for disabled young people to have the skills that they need to become as independent as possible when they become young adults**

# 10. SUPPORTING THE PROGRAMME

There are also a number of other elements to the programme which helped to support the quality of services in 2014-15.

## 10.1 Involving Young People

The Young Commissioners group that took part in the commissioning of services is still involved to make sure that providers involve children and young people in the planning and delivery of services. This work is supported by the iSay 'Participation Toolkit' on the [Cardiff Partnership website](#) that Providers can use.



The second year evaluation of Families First carried out on behalf of Welsh Government by Ipsos MORI noted the Young Commissioners work in Cardiff as an example of good practice.

### Young Inspectors Group

It is good practice to involve families in assessing the quality of a service they receive. Over the past year the Young Commissioners group have recruited 17 young people, who have been trained up in the Young inspectors programme, looking at the National Participation Standards, Confidentiality, Safeguarding and Children's Rights.

All the young inspectors have been through an in-depth training programme lasting over 10 weeks in total for each course. Each of the young people has engaged in over 100 hours of contact time during the inspections and training. Each session lasts between 2- 3 hours.

Two full inspections were carried out in 2014-15: the first was of the Cadarn package and the second was Connect 8-25, the Child and Youth Engagement Package. Both packages have been passed by the young people who rated them as achieving.



***Meeting with Lead Provider during inspection of Child and Youth Engagement package***

## Young Interviewers

Again this year over 20 young people have been trained up in the Young Interviewers programme, carrying out well over 100 interviews during the year. The course programme followed three key areas: the selection process, setting the scene and interview techniques. The young people taking part in the training programme are then involved in advertising, interviewing and feeding back on potential candidates for a range of services. Their training involved various activities such as discussion, role play and written work.

Most recently young people helped and sat on a number of interview panels:

- Various Roles under the Cadarn Package including
  - Cadarn Team Manager within Barnardo's
  - Cardiff Against Bullying maternity cover
- Multiple Lead Workers for Cardiff Youth Service
- The Youth Engagement Officer for the National Assembly for Wales

The Young Inspectors will be carrying out more interviews in 2015-16.

*"It is great to be involved in these interviews as it gives us an insight into what is like being sat on the other side of the desk. I have recently been to several interviews myself: seeing it from the other side has really helped me understand what it is employers are looking for and just how nervous they can be. My last interview I nailed it due to the experience I gained from being on the panel and I now have a part time job. Yee!" Angharad*



## CASE STUDY

Daniel Boughton is 21 years old and originally from St Mellon's. He attended Glantaf High School.

Dan first started to access his local youth club which was run by the Council Youth Service when he was 11, undertaking activities such as workshops, sailing and the Duke of Edinburgh award.

Dan was also involved in other groups such as The U-Share Network and Llygaid-y-Ddinas (previous groups to support young people's participation in Cardiff) before becoming one of the founding members of Cardiff Youth Council in 2011 and helped to recruit, brand and develop CYC.

Dan says, *"At the start we only had about 12 members, today we have over 100 members. I have learned a lot, and gained many new friends from my involvement. CYC has helped me build my confidence and self-esteem to enable me to host large-scale events, meet and talk to AMs, MPs, senior managers from the council including the Chief Executive as well as various councillors and professionals."*

*"I have been elected for two terms as a representative on Funky Dragon (Youth Assembly for Wales) representing the young people of Cardiff on a national platform, meeting ministers and carrying out consultations"*

Dan first became involved in the Families First work during the commissioning phase and was one of the Young Commissioners. Since then, Dan has gone on to become one of the young inspectors, and most recently one of four lead young inspectors and peer mentors to the new inspectors: passing on his knowledge and experience, offering support and guidance as well as being a sounding board for the others. It is great to see Dan working with the group

Dan also said *"I have gained skills in interviewing and have sat alongside professionals and interviewed for professional workers to work with children and young people. So far I have carried out over 25 interviews. And what I have learnt has helped me so much with when I have been interviewed."*

*"Being involved has helped me gain so many different experiences; I have met new and interesting people, not just from Cardiff but from all over Wales and the world. I have been able to attend study visits across the UK as well as Stuttgart and Vienna."*

*"It has given me confidence to stand up and present to over 250 young people and professionals, hold positions such as trustee and treasure, gain new skills and knowledge that I can use in my day to day life, be able to walk into and inspect a provision for children and Young people, lead on an interview panel. I have learned new things such as Commissioning."*

*"Without it, I wouldn't know where I would be today; it is like an extension of your family, the staff, the members, help and support each other. It has been one of the best experiences of my life".*



*Daniel presenting the inspection report to Sara Payne from the Cadarn package*

## iSay Participation Toolkit



The iSay participation tool kit is now complete in both English and Welsh. The Young Inspectors / Ambassadors group have developed a short video and invite for all Families First providers and partners. They have also helped develop a monitoring tool word document, to be posted on the [Cardiff Partnership website](#) with the tool kit.



## 10.2 Providing Information

The **Family Information Service** [FIS] has a statutory responsibility to provide information for families. FIS makes sure that information about the Families First programme is maintained on its website.

During 2014-15, FIS carried out a piece of work to review all the data held and put together a new database. They are also developing a new 'front end' which will be more user-friendly.

### theSprout

It is important that young people have access to information about the services available themselves.

For this reason, Families First also supports **theSprout, Cardiff's Youth Information Website**, to provide information, advice and links to services for young people to make sure that they get the help they need. The website is provided by ProMo Cymru. 2014-15 was an interesting and successful second year as part of the Families First partnership for theSprout.co.uk.



Sprout logo providing link to website

### HEADLINE FACTS ABOUT THE SPROUT

- TheSprout had nearly **150,000** visits during the year (not hits, but visits, in other words real people using the site and staying on for a significant time).
- **680** new users registered with the site.
- **585** articles were submitted – most of these by young people.
- TheSprout content is managed by an editorial board of **40** young people.

This means theSprout was the strongest site in the CLIC collective (the national network of youth information websites):

Local CLIC Site	Visits in March 2015
TheSprout (Cardiff)	11,997
Young Newport (Newport)	1,195
Shouttawe (Swansea)	270

theSprout also carried some great articles including...

- Robin Williams & Me: Speaking Out About Mental Health - <http://thesprout.co.uk/en/news/mhaw15-5-robental-health/17150.html>
- Slim Shamey - <http://thesprout.co.uk/en/news/slim-shamey/17195.html>
- Losing My Sight - <http://www.thesprout.co.uk/en/news/losing-my-sight/18811.html>
- Get Off The Banter Bus - <http://www.thesprout.co.uk/en/news/get-off-the-banter-bus/18813.html>
- Flawed Feminism: Failure - <http://www.thesprout.co.uk/en/news/flawed-feminism-failure/19053.html>
- Skinny Shaming & Backwards Bullying - <http://www.thesprout.co.uk/en/news/skinny-shamirds-bullying/18830.html>

But it's not just online that theSprout is having an impact on young people in Cardiff but in the real world too...



They've been out and about engaging young people through workshops and at events including Cardiff Pride, Freshers' Fairs and community days, as well as sending young people out and about to review a range of concerts, gigs, films and events that they might not have had the chance to attend otherwise.

***Sprout young people tell people about the website at Pride***

***"TheSprout has been a completely amazing experience for me. I've never been able to be myself as much as I have on this particular website. I'm so grateful to all The Sprout members and staff who have worked so hard to make it such a success. Thank you."***

*"TheSprout is a place where you can give your views on something, and not have any worry about anyone laughing at you. It is a safe, friendly community, where everyone is looking out for one another, and is more than happy to give you advice. It has vastly improved my IT skills, journalism and creative writing skills, and has also helped me understand journalism in greater detail. In a nutshell, the Sprout is probably one of the best websites I have ever discovered, and I would recommend it to anyone."*



Materials produced during a Sprout workshop

*"It is really fun and easy to use! I have found out a lot of information and it has improved my IT skills. I have entered a few polls and it is really interesting to see what other people have voted."*

*"Writing for theSprout has improved my confidence massively, as well as my writing skills, and it has provided me with a platform to express my views on a website that I respect and that I think matters. It provides a community for teenage writers, and has offered me opportunities that I would never have had otherwise, and it does so for many other youths in Cardiff."*

*"I've been a member for over four years now and theSprout has been a key influence in my development. It introduced me into a world of local dialogue and engagement and has given me a greater appreciation, not only of Cardiff as a city, but of Wales as a whole, and, more importantly, myself as a human being."*

### 10.3 Using Restorative Approaches

One of the main aims of Families First programme is to transform the way in which services work with families. Restorative Approaches is the Framework that we use in Cardiff to drive and underpin that transformational change. It provides a common approach, language and ethos that support consistent multi-agency work and collaboration: working *with* families, not doing things *to* or *for* them.

The restorative mind-set requires active listening, reflective practice and self-awareness from practitioners. It requires them to deliver a high level of support *and* challenge to families, enabling and empowering families to identify their own needs and the strategies to address them, and to take the actions necessary to improve their situation. This is achieved through a simple model that develops, maintains and repairs relationships and that is easy for families to engage with and emulate.

The workforce development programme for Families First during 2014-15 provided further opportunities for staff to access training in Restorative Approaches. Three courses were run during the year with 45 staff attending – all of them reported that they now felt confident and properly equipped to use restorative practices in their work with families.

This training builds on the work that has taken place over previous years to develop Restorative Approaches within schools and education, communities and the justice agencies in Cardiff. This is also helping Cardiff's journey to become a Restorative City: one of the aims in *What Matters*.



***Restorative work with a family as part of the Strengthening Families programme, Healthy Lifestyles package***

Cardiff Team Around the Family team has embedded Restorative Approaches as its ethos from the outset and there are emerging examples across the programme of good and consistent practice. For instance, the Family Group Meetings team rebranded themselves Restorative Approaches Family Group Meetings, which is a sign of their commitment to Restorative Approaches. Through collaborative work within the Early Intervention and Prevention Group, Children's Services have also started to look at how this approach can also be extended to the statutory services working with families in Cardiff.

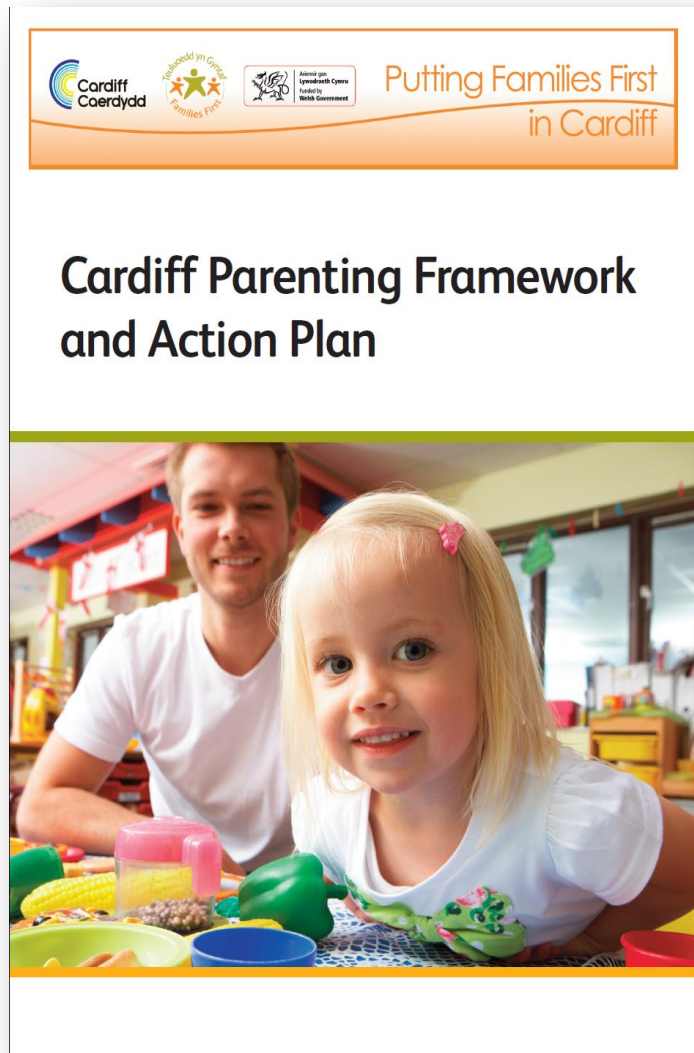


## 10.4 Supporting Parenting: Cardiff Parenting Framework

Parenting programmes are an essential element of support for parents and carers within the Families First programme. These are some of the services that have been most in demand in Cardiff since the programme started.

To ensure that they are effective, Parenting programmes should be delivered using validated programmes. This can be done in either a group or one-to-one setting. The Parenting Coordinator has been working with providers of parenting services, to make sure that they use evidence-based programmes.

As part of this work, the Cardiff Parenting Framework and Action Plan was launched on 10<sup>th</sup> March 2015. This outlines a structure for the further development of parenting programmes and forms part of the wider strategy for Early Intervention and Prevention in Cardiff. It was accompanied by a Directory of the parenting services available: both can be found on [Cardiff Partnership website](#)



Cardiff Families First adopts the definition of parenting from the Welsh Government Parenting Action Plan:

***'An activity undertaken by those who bring up children, this includes mothers and fathers, foster carers and adoptive parents, step-parents, and grandparents. In some cases, siblings also undertake a parenting role. All of these play a crucial role in giving the children in their care a flying start in life, providing the best basis for children's and young people's growth and development. Local authorities also act as corporate parents for children and young people in their care.'*** (PAP p.7)

Parenting Programmes and Parenting Services serve a distinct function to support the acquisition of parenting techniques in parents/carers to strengthen family relationships and family resilience and to reduce family breakdown. The Framework provides information about good practice and recommends evidence-based parenting programmes that should be used in Cardiff. It has been developed in line with the Welsh Government's Parenting Action Plan.



***Participants at the launch of Cardiff's Parenting Framework on 10<sup>th</sup> March 2015***

Another important development in parenting provision was the review of parenting services carried out by Oxford Brookes University. The Parenting Coordinator is also supporting parenting providers to implement the recommendations from the review. Further information about the review is contained in the section on parenting in Key Learning p18 above.

**During 2014-15, there were 21 different parenting services available for parents in Cardiff.**



# 11. SUMMARY AND NEXT STEPS

## 11.1 Summary

Cardiff Families First programme made a great deal of progress during 2014-15:

- Support and services were delivered for 2000 more children, young people and families than in the previous year.
- 158 of the families accessing Families First services benefited from support to build a Team Around their Family
- The Families First Freephone service became operational and provided an important central point of information and support to access services, which was used by professionals and families. Education/schools were the service that used this most.
- One of the services in greatest demand was parenting and there was a review of the way in which parenting services were delivered across Cardiff to ensure that families receive the right kind of service to meet their needs.
- Cardiff Parenting Framework and Directory were also launched to provide better information about the parenting services available and to support parenting providers to use validated programmes.
- Young people were trained and carried out inspections of two of the Families First packages – these inspections concluded that Cadarn and Connect 8-25 were both meeting the National Participation Standards in the way in which they deliver their services.
- Delivery was closely monitored and more robust reporting arrangements were developed through the year. These included improved reporting of anonymised data which enabled the Cardiff programme to gain a much better understanding of Families First service users.
- An operational steering group brought together strategic officers from the main anti-poverty programmes - Families First, Communities First, Flying Start and Integrated Family Support Services. The group looks at shared priorities and ensures effective use of resources across Cardiff, based on neighbourhood delivery. Building on this work, Cardiff became a pilot for Welsh Government's new Combined Outcomes Framework.
- A review of services and demand provided the basis of some reallocation of funding between packages to ensure that resources were targeted where there was the greatest need. These changes are being implemented in the programme during 2015-16.

## 11.2 Next Steps

Now that the programme in Cardiff is well-established, 2015-16 should be a time for consolidation and full delivery. This will include enhanced delivery around parenting, youth mentoring, prevention of child sexual exploitation and support for families with a disabled child following the review of demand pressures.

There are also a couple of new initiatives which will support Families First delivery:

- Families First is now working with SPICE to provide opportunities for family members who work as volunteers to gain time credits for activities
- There is also developing work around some of our most vulnerable families based on the English 'Troubled Families' methodology.

Both of these pieces of work will be establishing links across to the other programmes as well as statutory services.

Families First will be an important element in the implementation of Cardiff's Early Help Strategy, which is due to be launched in the autumn. This is a new approach which encourages everyone who works with families to ensure that they get the right support at the right time to prevent things from getting worse. As part of this, there will be a closer relationship with Children's Services. In particular, staff from the generic and disability Team Around the Family teams will be co-located with Children's Services teams for part of the week.

Families First will continue to make sure that young people are involved effectively. There will be further support for young people to be involved as interviewers when appointments are made. The Young Inspectors will also be inspecting two further packages: Healthy Lifestyles and Disability Focus.

There will be a new programme of Restorative Approaches and Motivational Interviewing training to support the shared ethos of strengths-based work with families – working *with* families, not doing *to* or *for* them. This is part of the continuing focus on shared learning with Families First practitioners supporting the Practice Exchange and also offering training to other professionals, both within the Families First programme and in other services. This will include training around nutrition, play, C-Card/sexual health, cultural awareness-raising, and language and communication.

The central Families First team in City of Cardiff Council will continue to monitor Families First delivery very carefully. As part of this, they will be monitoring spend closely to ensure that this is essential for delivery. The team will also be ensuring that the Cardiff programme meets new requirements around reporting to Welsh Government. In particular, we will be reporting against new Performance Measures for Families First, but also against the new Combined Outcomes Framework alongside Communities First and Flying Start.



# Putting Families First in Cardiff

Are you a professional who would like more information about Families First services in Cardiff or for someone to visit a family you are working with to discuss Families First?

Would you and your family like to know more about Families First services or for someone to come and see you to talk you through what services there are and to help you access them?



**Families First  
Freephone**  
**0808 800 0038**

Free from landlines and most mobiles  
(Everything Everywhere, O2, Orange, 3, T-Mobile, Virgin and Vodafone)

**Freetext  
80800**

Always start your messages with: FamiliesFF

