

Cardiff

Families First

Annual Review

2016-17

DRAFT





For further information on Families First in Cardiff, please contact the central Families First Team in Children's Services:

Room 337, County Hall
Atlantic Wharf
Cardiff CF10 4UW

Email: FamiliesFirst@cardiff.gov.uk



CONTENTS

1.	INTRODUCTION	
1.1	What is Families First?	4
1.2	How does Families First work with families?	4
2	FAMILIES FIRST IN CARDIFF 2016-17	
2.1	Overview of the Programme in Cardiff	5
2.2	Monitoring Progress and Audit	9
2.3	Meeting the needs of a diverse population	10
3	TEAM AROUND THE FAMILY AND FREEPHONE SERVICES	14
4	EARLY YEARS	24
5	CONNECT 8-25 (CHILD AND YOUTH ENGAGEMENT)	29
6	SUSTAINABLE EMPLOYMENT	33
7	HEALTHY LIFESTYLES	36
8	CADARN (EMOTIONAL AND MENTAL HEALTH AND WELLBEING)	41
9	DISABILITY FOCUS	46
10	SUPPORTING THE PROGRAMME	
10.1	Involving Young People	53
10.2	Providing Information	56
10.3	Time Credits	59
10.4	Supporting Parenting	61
11.	DEVELOPING AND IMPROVING SERVICES	
11.1	Early Help and the role Families First in preventative services	63
11.2	The JAFF Pilot	64
11.3	Work with Schools and Education Services	65
11.4	Stakeholder Consultation	67
11.5	Improving Services for Disabled Children	70
11.6	Adverse Childhood Experiences	71
11.7	Aligning programmes	73
12.	SUMMARY AND NEXT STEPS	
12.1	Summary	74
12.2	Next Steps	75

1. INTRODUCTION

1.1 What is Families First?

'Families First' is a Welsh Government-funded programme to promote effective multi-agency support for children, young people and families. One of the main aims of Families First is to provide timely help for families when they start to experience difficulties, to prevent problems from escalating. The first programme also aimed to work with families who need extra support to increase their confidence to return to work and improve their family income.

Families First sits alongside Communities First, Flying Start and Supporting People 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 73.

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.

In line with guidance from Welsh Government, the services provided by the Families First programme are 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

2. FAMILIES FIRST IN CARDIFF 2016-17



Putting Families First
in Cardiff

Families First delivered important services for families during 2016-17, despite an 11% reduction in funding from Welsh Government. Providers made every effort to maintain delivery and minimise the impact on families.

2016-17 was the first full year of delivery after management of the programme moved to Children's Services. This move confirmed the role of Families First in delivering preventative services and supporting implementation of Cardiff's Early Help Strategy.

However, during the year, the Cabinet Secretary also published his intention to maintain Families First but with a new focus. This required a further review of provision and the start of a move towards a new Families First programme.

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

2.1 Overview of the Programme in Cardiff

The Families First programme is managed by Cardiff Council. The first programme was designed to meet Welsh Government's requirements but also to fit with local ways of working and to make sure that the services met Cardiff's needs.

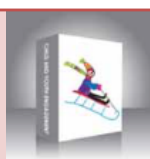
The Families First services started at the beginning of April 2013. The specifications were based on an assessment of needs carried out as part of the development of Cardiff's single integrated plan, [What Matters](#).

The resulting programme comprised 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. Cardiff and Vale University Health Board lead this package.



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. City of Cardiff Council's Education Service leads this package.



Sustainable Employment

Provides help for adults in families who want to get back into work or into better paid jobs. Sovo leads this package.



Healthy Lifestyles

Helps families to deal with things like diet, exercise, smoking and sexual health and to live healthy lives. Cardiff and Vale University Health Board leads this package.



Emotional & Mental Health and Wellbeing (Cadarn)

Supports children and young people who are anxious or unhappy. Barnardo's leads this package.



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. Action for Children leads this package.

In addition to the six strategically commissioned 'packages' of support, Cardiff Council also commissioned two city-wide services: the Families First Freephone and Cardiff Team around the Family (CTAF), both delivered by Tros Gynnal Plant:

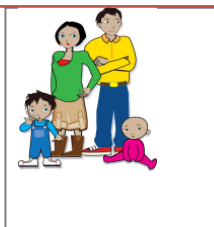


Families First Freephone

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 Families First Freephone number is 0808 800 0038.

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



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. Tros Gynnal Plant deliver this service alongside the Freephone.



Infrastructure

There are also a number of very important elements of 'infrastructure' support, which underpin work across the programme. This includes:

- Work with Young Commissioners/Young Inspectors, which ensures that young people are involved in planning and monitoring delivery of services
- Provision of TheSprout website for young people which makes sure that information about services is provided in an accessible form
- A Parenting Coordinator, who ensures that parenting services are quality assured and evidence-based
- Use of Time Credits to reward and encourage volunteers within the programme

The sections below carry further information about these Families First services. They also include case studies, which illustrate the difference that they are making to families.

All the data provided in this report is taken from information reported by Families First projects in their RBA report cards (see 2.2 below) and anonymised data returns. However, to understand this information, there are a couple of things to note:

- **Individuals and families are counted each time they access a separate project so may be counted more than once in aggregate information. This is a formula agreed with Welsh Government.**
- **Individuals counted in report cards include existing service users *and* new service users. Anonymised data is only collected in relation to new individuals, so appears to reflect lower numbers. (Anonymised data for existing service users would have been gathered and reported in the previous year.)**
- **Within report cards, the 'Better Off' information recorded relates to the numbers reported in the 'How Much' section. However, the information reported in these sections of the infographics may be taken from different report cards. This means that the figures do not directly relate to each other. In particular, 'How Much' information relates to delivery across the Programme (for the overall infographic) or a package (for the individual infographics). However, the 'Better Off' information relates only to individuals taking part in projects that deliver against that particular measure (e.g. only the 'into work' projects collect data about numbers getting into employment).**
- **Additionally 'Better Off' information is collected after a piece of work has ended, so relates only to individuals whose cases closed within the year, not all individuals accessing the project.**



Cardiff Families First



Overall Performance 2016-17

How much did we do?

19,751

individuals accessing a commissioned project

822

Phone calls to Families First Freephone



270

JAFFs completed

Worked with

175
Schools



65

services

How well did we do?

96.9%

of participants were satisfied with their service

91.7%

of participants completed their service intervention

100%

of families reported that their TAF worker kept in contact with them to support their plan to work

153

People into work

146

families with a disabled child increased income following welfare benefits advice with £734,991 additional benefits awarded as a result

1484

Parents benefitting from a parenting intervention

3019

People improved emotional and mental health and wellbeing

184

young people with improved attendance

2537

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

513

young people with improved physical activity

125

families affected by disability report improved emotional resilience

How is anybody better off?

2016/17 figures



Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk



Twitter
#FamiliesFirst



2.2 Monitoring Progress and Audit

Results Based Accountability [RBA] is the framework for measuring the difference that Families First services make to families. 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?

Each of the services has a detailed report card with performance measures based on these key questions and in line with the service levels set out in their original tenders. The report cards also provide monitoring across the six Neighbourhood Partnership areas of Cardiff.

Each quarter, the central team map the performance measures in these individual report cards against national performance measures which are reported to Welsh Government.

The central Families First team also work with Lead Providers to ensure robust financial reporting. This helps the team to monitor whether funding has been spent effectively and in line with the plan that had been agreed with Welsh Government. However, for a further year, Welsh Government asked for any identified underspend to be returned rather than reallocated to alternative or new work.

Measuring Performance 2014-2015												
Activity/Project: Families Learning Together			Providers: Cardiff Council - CAVC									
D: C1&E 2.1		Outcome(S) met: 2,3,4,8,7		Funding Allocated: £82,500			Actual Spend: £82,500.00			Number of individuals with open cases carried over from 2013/14: 0		
			Number of children with open cases carried over from 2013/14: 0						Number of parents with open cases carried over from 2013/14: 0			
Customer Group: Families accessing full & half day course												
How Much?	Q1	Q2	Q3	Q4	Cumulative	Baseline Target	How Well?	Q1	Q2	Q3	Q4	Baseline Target
# of full day courses	2	2	0	2	6	6	% of children rating courses as good or excellent	0%	100%	100%	100%	90%
# of half day courses	4	4	0	4	12	12	% of children rating courses as good or excellent	0%	100%	100%	100%	90%
# of children accessing courses	41	47	0	44	132	144	% of parents rating courses as good or excellent	0%	94%	96%	100%	90%
# of children completed the course evaluation	0	37	42	36	115							
# of parents accessing courses	37	45	0	42	124	144						
# of parents completed course evaluation	0	34	41	34	109							
Is Anyone Better Off?												
	Number					Baseline Target	Percentage					
	Q1	Q2	Q3	Q4	Cumulative		Q1	Q2	Q3	Q4	Annual to date	Baseline Target
# & % children will have improved language skills	0	37	42	36	115	130	0%	100%	100%	100%	100%	90%
# & % of children will make progress from their previous attainment level	0	37	42	36	115	115	0%	100%	100%	100%	100%	80%
# & % of children will report feeling more positive about their learning	0	37	42	36	115	130	0%	100%	100%	100%	100%	90%
# & % of children achieving individual targets from the workshop card	0	37	42	36	115	130	0%	100%	100%	100%	100%	90%
# & % of parents will report more positive relationships with schools	0	32	39	30	101	122	0%	94%	95%	86%	93%	85%
# & % of parents achieving individual targets from the workshop card	0	34	41	34	109	130	0%	100%	100%	100%	100%	90%
# & % of parents will have improved language skills	0	34	41	34	109	130	0%	100%	100%	100%	100%	90%
# & % of parents to achieve Agreed Gcma accreditation	0	36	41	34	111	115	0%	100%	100%	100%	100%	80%
# of parents by Neighbourhood												
Cardiff North				Cardiff East				Cardiff South East				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
3	11	0	10	0	0	0	0	12	6	0	23	
Cardiff West				Cardiff South West				City Centre & South Cardiff				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
0	0	0	1	1	0	0	0	21	17	0	0	
Quarterly Total				Overall Total								
Q1	Q2	Q3	Q4									
37	45	0	42									124
Out of Area				Out of Area Total								
Q1	Q2	Q3	Q4									
0	0	0	0									0
Quarterly Comments												
Families Learning Together run full day (one day a week for one term) and half day (half a day a week for one term) courses for parents and children for whom English is an additional language in schools across the city. The main aim of the programme is to break the cycle of underachievement and to increase parental knowledge and understanding of literacy and numeracy in the home curriculum. In addition to this parents are encouraged to progress into further studies or into the workplace. Family Programmes aim to foster more positive relationships between home and school and many of the parents who participate go on to help as voluntary links at school. Parents and children are taught separately for part of the course with an emphasis on language development. All parents are offered the opportunity to complete Agreed Gcma accreditation. In addition parents and children work together in a joint session focusing on language activities to support the school curriculum.												
No courses are run during Q3. However, in terms of the evaluations for How Well and Better Off measures, evaluations are completed in Q2 for Q1 courses, in Q3 for Q2 courses and in Q4 for Q4 courses.												
Q1: No young people carried over as evaluated at the end of last year and results are in last year's reports. Courses started in April/May and will finish in July. Outcomes for 45 children and 36 parents on full and half day courses carried over to Quarter 2. Numbers recruited to courses slightly lower than projected (target = 6 per course). Families Learning Together continues to work with individual schools to recruit to each course and to reach target families. Schools in Quarter 1 are Ninian Park Primary, Lakeside Primary, St Joseph's R.C. Primary, St Alban's R.C. Primary, St Mary's the Virgin R.C. Primary and St Paul's C. in W. Primary.												
Q2: Outcomes are for courses which started in April/May and finished in July. Numbers recruited to courses slightly lower than projected (target = 6 per course) and not all parents who started completed the course. Families Learning Together continues to work with individual schools to recruit to each course and to reach target families. Courses started in Q2 (Sept) evaluated at end of course in Dec (quarter 3). Schools in Quarter 2 are Stacey Primary, Grangeview Primary, St Mary's R.C. Primary, St Philip Evans R.C. Primary, Kitchener Primary and Glyncoed Primary.												
Q3: No courses started due to courses being run during school term time. Courses started in Q2 (Sept) and ended during Q3 (Dec).												
Q4: Schools in Quarter 4 are Severn Primary, Moorland Primary, Budei Powell Primary, Adamsdown Primary, Birchgrove Primary and Rother Park Primary.												

Report cards enable close monitoring of performance measures

“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 Local Authority Feedback, Ipsos MORI Ecorys on behalf of Welsh Government

Cardiff Council is part of a Wales Audit Office pilot to look at how funding has been used to deliver outcomes. 2016-17 is the first year to be examined under the pilot. Audit staff are currently looking at arrangements for reporting performance as well as finance.

The quality of data gathered across the life of the programme has also been used to contribute to the review that the central Families First team have been carrying out as the last part of the first commissioning cycle (*‘Analyse, Plan, Do, Review’*). This review is informing plans for the next round of commissioning (see also Section 12.2 below *‘Next Steps’*).

2.3 Meeting the needs of a diverse population

Cardiff has the largest and most diverse urban population in Wales. Families First services provide anonymised data about their service users to improve our business intelligence. The central team monitor this information to ensure that we are reaching the right target groups and providing services that are available to all who need them across the city.

The anonymised data enables the team to analyse where service users live across the city, their protected characteristics, language needs and family members etc. However, this detailed information is only gathered for those families and individuals who work with Families First services on an extended basis.

In total, detailed information was collected in relation to 7,452 service users over the 2016-17 reporting period. This represents a decrease of 26% on the previous year's total of 10,184. This reduction could be attributed to a number of factors. There was a reduction of Welsh Government funding for 2016 -17, which led to a reduction in service provision. However, in addition to this, the quality of data received has also improved so that there are fewer duplicates.

“Cardiff as the largest LA in Wales, by population and budget, has differing challenges in implementation of Families First to the rest of Wales; particularly relating to the diverse communities living in the city.”

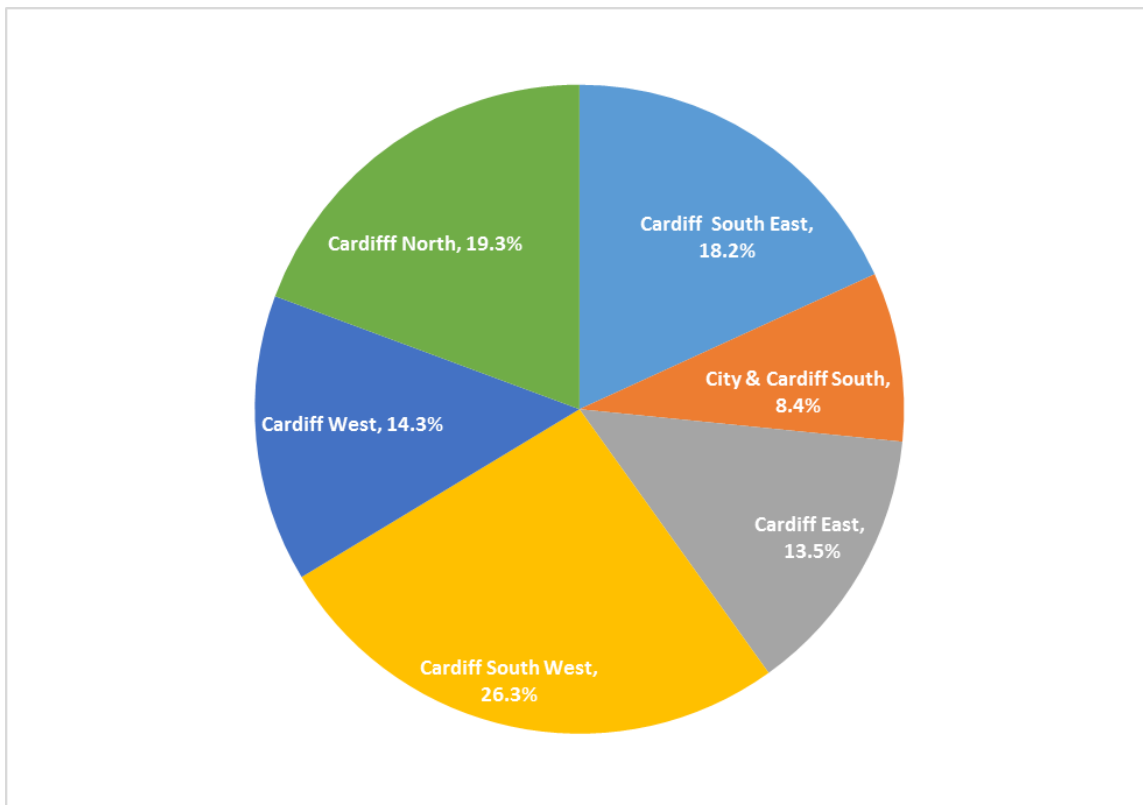
National Evaluation of Families First, Year 3 Local Authority Feedback, Ipsos MORI Ecorys on behalf of Welsh Government

HEADLINE FACTS ABOUT FAMILIES FIRST SERVICE USERS IN CARDIFF

- Out of the 6,745 service users who gave their ethnicity, 5,091 classified themselves as White British or White Welsh. The next two highest ethnicities were Ethnic Group Other (440) and White Other (246).
- Of the 7,335 (98.4%) service users who reported on disability, 1,185 identified as a disabled child and 236 as a disabled adult.
- In terms of service users by age and gender, similar to last year, the biggest group overall was females in the 25+ age group.
- The largest number of individuals reported by neighbourhood partnership area came from Cardiff South West (7,188 / 26.3%).
- Out of the 7,452 referrals, the largest number were Self-Referrals (2,733) with Schools and Education (1,812) providing the second highest number of referrals.
- Families First delivered services to families with a range of different home languages. Of the 6,588 who reported home language, 5,950 classified their home language as English. The second highest language was Czech with 119.

One of the strengths of the Families First programme is that it is able to respond based on identified need, not a service user's postcode. The data enables the Families First team to monitor delivery of services for families living in different Neighbourhood Partnership areas across Cardiff:

Figure 1: Service Users by Neighbourhood Partnership Area, 2016-17

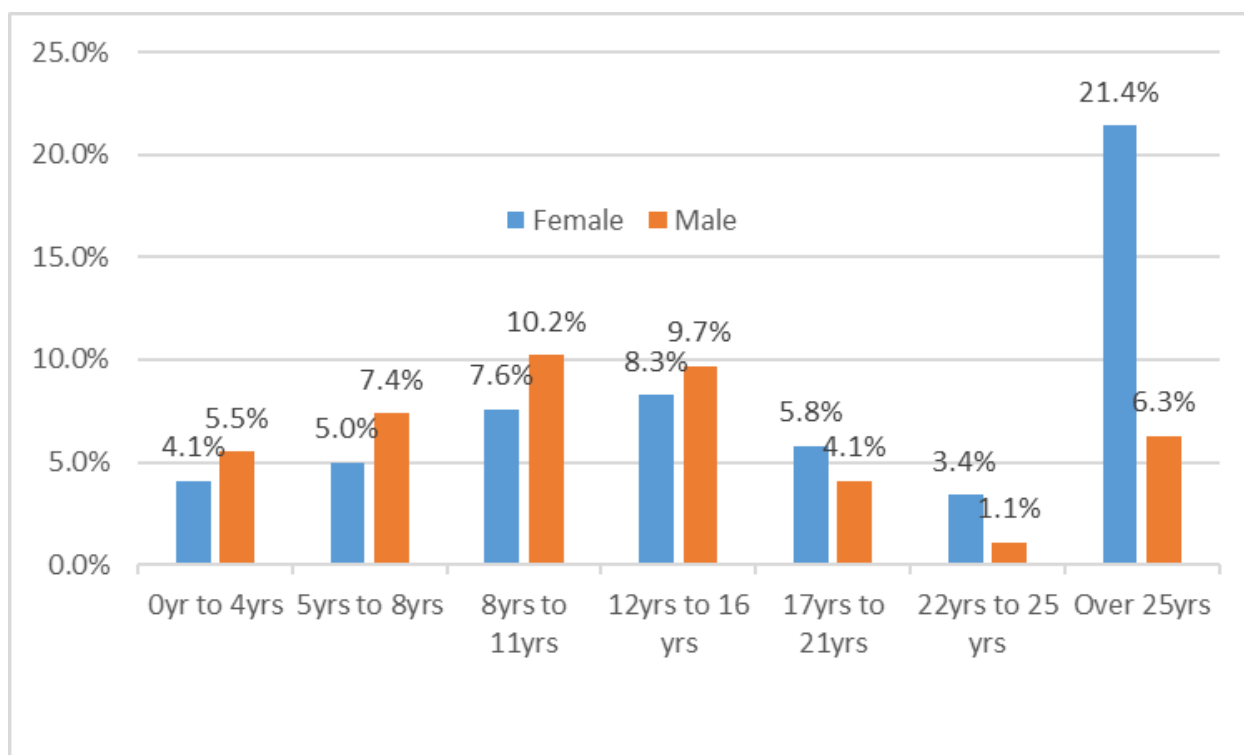


Baseline of 7,188 represents 96.5% of the total number of service users

As in previous years, 2016-17 data shows that there are families who need additional help in all parts of the city, not just the 'Southern Arc'. The programme delivered services to families in every ward of the city.

The programme also works with families with children of all ages from pre-birth up to 25 if the young person is vulnerable. Figure 2 below provides more detailed breakdown of the age and gender of Families First service users.

Figure 2: Service Users accessing Families First in Cardiff, by age and gender, 2016-17



Baseline of 7,416 represents 99.5% of the total number of service users

The Families First programme accepts referrals from families themselves as well as from professionals. Table 1 shows the distribution of referrals for service users by source. The largest number were Self-referrals, which accounted for 2733 referrals (36.7%). This was followed by Schools and other Education Services, which accounted for 1812 referrals (24.32%).

Table 1 – Distribution of referrals by source

Source of referral	Total	Source of referral	Total
Self-Referral	2733	Police	105
Schools and Other Education Services	1812	Child and Adolescent Mental Health Services	76
Third Sector	1270	Job Centre Plus	73
Health Visitors	437	GPs	61
Children's Social Services	372	Housing Services	59
Other Primary Care Services	234	Other Employment Support Services	56
Other	156	Adult Social Services	8
Total		7,452	

Baseline of 7,452 represents 100% of the total number of referrals

The 10 schools with the highest level of referrals/ service users are shown in Table 2 below:

Table 2 – Top ten schools referring

Rank	School	No of Referrals/ service users
1	Eastern High School	148
2	Ninian Park Primary School	138
3	St Teilo's Church in Wales School	98
4	Michaelston Community College	96
5	Fitzalan High School	81
6	Whitchurch High School	79
7	Willows High School	78
8	Grangetown Primary School	72
9	Cathays High School	71
10	Llanishen Fach School	70

While a significant majority of service users had English as their home language, Table 3 illustrates the diversity of the home languages of Families First service users.

Table 3 – Distribution of service users by home language

Language	Total	Language	Total	Language	Total
English	5950	Italian	6	Amharic	1
Czech	119	Spanish	6	Austrian	1
Arabic	103	Tigrinya	6	Dutch	1
Bengali	48	French	5	Gujarati	1
Urdu	42	Krio	4	Hindko	1
Albanian	36	Russian	4	Icelandic	1
Polish	26	Dari	3	Indian	1
Welsh	26	Oromo	3	Kinshasa	1
Farsi	26	Punjabi	3	Malay	1
Slovak	22	Shona	3	Ndebele	1
Kurdish	20	Vietnamese	3	Persian	1
Somali	18	Lithuanian	2	Tagalog	1
Other	16	Pakistani	2	Thai	1
Portuguese	15	Pashto	2	Turkish	1
Cantonese	14	Romanian	2	Yoruba	1
Mandarin	13	Swahili	2		
Bangladeshi	10	Sylheti	2		
Punjabi	9	Tamil	2		
				Total	6,588

Baseline of 6,588 represents 88.4% of the total number of service users

The full reports on the data collection for 2016-17, 2015-16, 2014-15 and 2013-14 are available on:



3. TEAM AROUND THE FAMILY AND FREEPHONE SERVICES

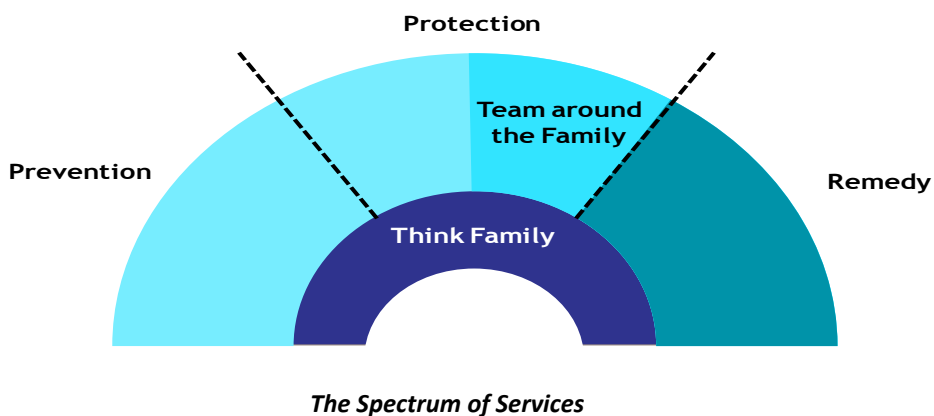
Tros Gynnal Plant provides two services that are central to the Families First programme in Cardiff: the generic team that supports Team around the Family [TAF] working and the Families First Freephone Service that acts as a central access point to the programme.

3.1 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 Families First.

The target group for CTAF are those families with complex needs but before they reach the stage where they need 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.

Figure 4: Where CTAF is placed on 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 provides services 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 services 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).

The Joint Assessment Family Framework (JAFF)

The Joint Assessment Family Framework (JAFF) is a tool to help families identify their strengths and 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 starts with what concerns the family. The team draw on their experience of restorative approaches to ensure that they work *with* families to do this.

During 2016-17, the CTAF team supported the Improvement Project Manager in Children’s Services to run a pilot to test out whether the JAFF could be used by other practitioners as part of the Early Help Strategy (see section 11 below).

During the year, the team also undertook training in Signs of Safety to ensure that they carried out assessments using an approach that was consistent with the new approach in Children’s Services.

CTAF delivery in 2016-17

The CTAF team provide a detailed breakdown 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 and will be included in the commissioning review.

TAF Families – Main Sources of Referrals

Type of Organisation	Number of referrals
Schools	62
Self-Referrals	46
Social Services	42
Third Sector	23
Police – Women’s Pathfinder	17

TAF Families – Top ten issues raised

Key Issues	Total
Emotional Well-Being	146
Education/Attendance	145
Parenting	105
Family Relationships	105
Finance	91
Mental health	81
Behaviour	68
Domestic Abuse/Sexual Abuse	65

Health	65
Housing	56



Tros Gynnal Plant
Standing up for Children

Team Around the Family and Freephone Services



Performance 2016-17

How much did we do?

174
JAFFs completed

357
Times when other
services engaged
in the TAF process

488 families received
help from Freephone

We've worked with **547** children and young people and **391** adults

How well did we do?

100% of professionals felt engaged in the TAF process

100% of families reported that their TAF worker kept in contact to support their plan to work

98% adults and 99% of children felt central to process and their voices heard

537 callers to Freephone reported a better understanding of Families First

71 families reported improved access to Families First services

47 TAF families completing at phase 1 reported improved relationships

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

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

95 professionals involved in the TAF felt the family benefitted from working with TAF

72 of TAF families completing at Phase 2 reported an improvement against one or more domains

How is anybody better off?

2016/17 figures

Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk

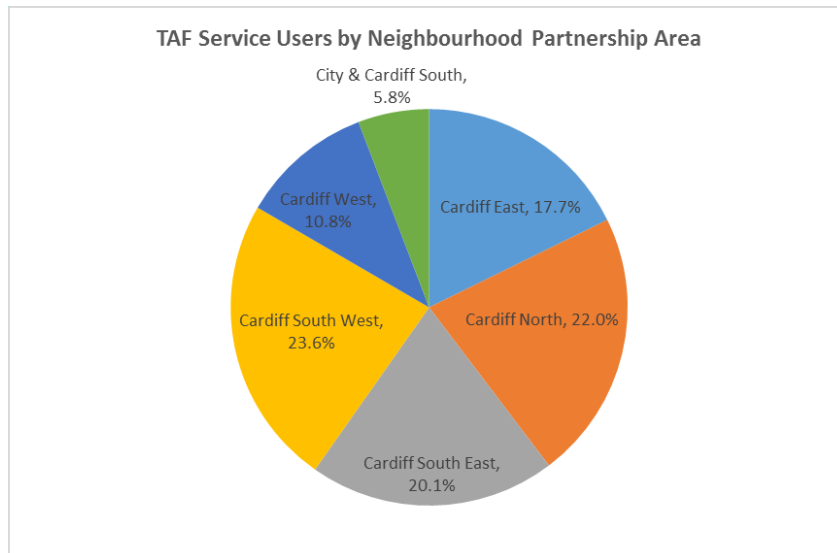


Twitter
#FamiliesFirst



TAF families come from across the city. In comparison with last year (2015-16), the number of families from North Cardiff and South East Cardiff has increased, but has decreased in Cardiff South West. Even though Cardiff North is an area that is traditionally seen as less deprived, the area provided the second highest number of families in 2015-16 and in 2016-17.

Figure 5: TAF Service Users by Neighbourhood Area



Baseline of 897 represents 97.3% of the total number of service users (i.e. individual family members)

Feedback from TAF service users

As part of the process, service users provide feedback on the service and any improvements that could be made:

“Working with team around the family has given me more confidence to ask for help and has given me hope that things are going to get better.”

“Having a plan in place has helped so much. A big weight lifted off as can ask for help when we need it.”

Adult: “It has been so helpful, and I’ve been amazed at the resources available.”

Child: “They have helped me and my Mum get along and also helped me sort out school.”

Mum said: “They were very good listeners, non-judgemental, empathetic to my needs and the family as a whole. Very professional in searching out appropriate services specific to my needs and in good timing.”

YP said: “You’re easy to talk to.”

“I find my practitioner easy to talk to and feel she understands myself and family and never judges.”



**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

3.2 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. 2016-17 was the third full year of the Freephone service and 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.

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:

Distribution of Freephone service users by source of referral 2016/17

Source of Referral	Total	Source of Referral	Total
Self – Referral	290	Child and Adolescent Mental Health Services	5
Schools and Other Education Services	54	Other Primary Care Services	4
Children’s Social Services	29	GPs	3
Police	7	Health Visitors	3
Third Sector	7		

Baseline of 402 represents 100% of the total number of service users

“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 3rd year evaluation of Families First, Ipsos MORI Ecorys on behalf of the Welsh Government

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. Where they identify a small number of services, they will be signposted to the relevant services. However, 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. During the year, 32 families who had contacted the Freephone went on to receive support through the full TAF process.

Freephone Families – Top ten issues raised

Key Issues	Total
Emotional Well-Being	268
Behaviour	195
Parenting	165
Education/Attendance	135
Family Relationships	126
Health	69
Mental health	58
Access to Services	51
Housing	48
Finance	43

The following case studies illustrate how the Team Around the Family and Freephone processes work and the benefits that they can offer the families involved.

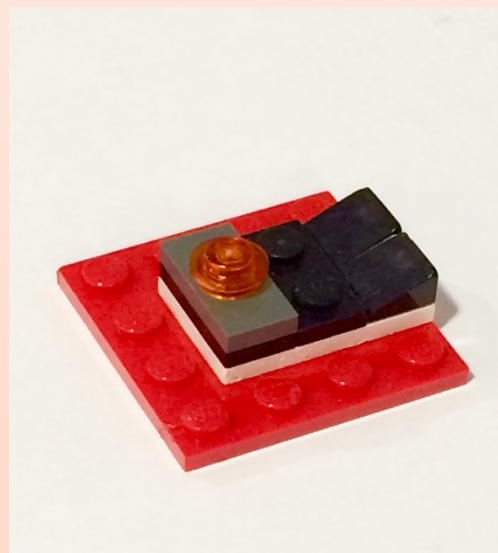
TAF CASE STUDY 1

This case study details how a practitioner used Lego in order to gain an understanding of family life from the perspective of a 9-year old child with an attachment disorder. The child disliked meeting new people and he found communication difficult, resorting to various different personas in relation to adults in order to get his needs met. He was a very literal thinker and found the concept of emotions in others difficult to grasp and his own emotions difficult to manage.

During the initial meeting, the TAF practitioner attempted to explain that their role was to help the child to explore family life, to look at what was important to him and work with the family to bring in services and make changes to improve things. He was very wary of this and did not want to communicate directly with the practitioner at first. When asked what toys he liked to play with when he was at home, he responded that he liked Lego, the TAF practitioner asked if they could have a look at some of his Lego with him. Initially the child said no, that he didn't like to show people his Lego as it was his Lego and not one else's, but at the same time he opened a cupboard door showing inside 30-40 Lego people lined up. When asked which toy was his favourite and he said he liked the superhero ones best because they had special powers. He then left the room and two minutes later came in with a big box full of Lego.

The practitioner sat on the floor of the living room with him and talked while making little Lego models. He talked about how he would like superpowers too because then he could make things better and he would find playing with his brothers easier. He said he argues with his brothers sometimes and does not like this. The Lego was a useful distraction for the child and enabled the TAF practitioner to ask him about topics he found difficult.

They were able to talk about how he was feeling now he is on medication for his sleep; he said that when he takes his medicine he is able to go to sleep quickly and he doesn't wake up in the night all the time and annoy his brother. He finds he gets on better with his brothers now he is on his medication. At the end of the visit, he came to the front door to say good-bye with a little Lego model in his hand that he had made. He handed it to the TAF practitioner and said it was a panic button he had made for them. He said if the TAF practitioner pressed it then he would swoop in to the rescue like a superhero. The TAF practitioner said that maybe he could make one for himself too and press it if he wants to tell them anything, then his Mum could let them know and the practitioner could drop by and see him. Going forward, the Lego panic button is a good starting point now for continuing conversations, as the practitioner is able to ask him if he has pressed it recently and explore these situations with him.



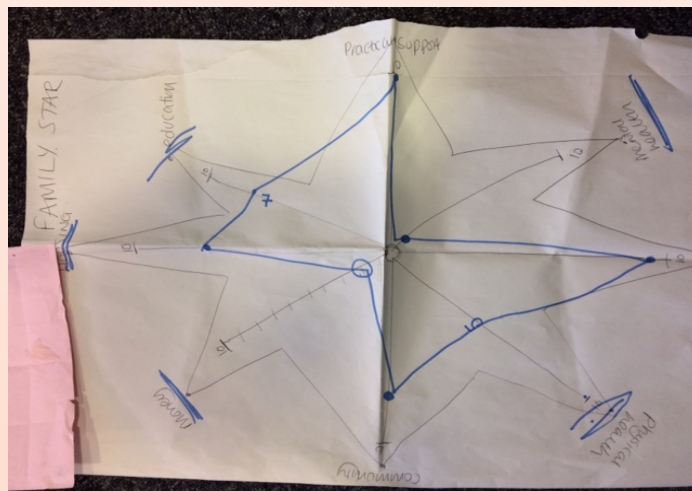
What has changed?

Through this one off use of the Lego, the TAF practitioner was able to gain an insight into the child's world and incorporate this into the JAFF and Family Plan – from this a referral to Restorative Approaches Family Group Meetings was made and the family are now being supported to work on their relationships.

TAF CASE STUDY 2

Team Around the Family received a referral from a Child and Adolescent Mental Health Service (CAMHS) Family Therapist who was working with child A. The referrer identified a number of issues facing the family of Ukrainian asylum seekers and their lack of access to support services. All the female members of the family had been affected by sexual violence in their country of origin and the daughter had been sexually assaulted in the UK.

After the first few home visits, working restoratively with all four family members the family were able to identify and prioritise their needs. These included parent and children's emotional wellbeing, parental health, finances and education. The family were helped to complete the family star, which showed their needs and the perception of their current situation. The TAF team worked with an interpreter complete the JAFF and put together the family narrative. The JAFF was also translated into Russian for this purpose.



What has changed?

Since the intervention has started, the family have a much more positive outlook, and report being able to think of a future that is full of possibilities. Mum attends the Oasis centre and helps in the kitchen. The daughter engages in transitional support that will take her from formal education into further education where she hopes to study Hairdressing. Although the son doesn't yet have leave to remain, he has four letters of support that TAF coordinated from agencies that are involved with the family - they could see how important he is in helping keep the family together.

Overall, four family members engaged in the process (Mother, father and the two children). TAF also managed to secure support from four services for the family.

The feedback from the family has been very positive and this coincided with some of the family being granted leave to remain. The Oasis Centre staff commented that 'TAF has helped the family in so many ways'. Mum was very grateful and cooked a Ukrainian family dinner for the TAF practitioner, the EWO and Careers Adviser to say thank you for their joint work.

FREEPHONE CASE STUDY

The referral came through on the Families First Freephone from a primary school head teacher who had been given the Freephone number by the Family Information Service. The family consisted of Mum, Dad and daughter (5years).

The referrer had concerns for the family, in particular surrounding the emotional well-being of the daughter, who has been diagnosed with global delay syndrome.

Mum did not have the knowledge of services to self-refer, but the Freephone call handler felt the family may benefit from a visit to see if there were any other issues that might need support. At an agreed time and date, a practitioner conducted a visit to the family home.

The practitioner engaged with the family using restorative approaches and motivational interviewing techniques. After being given a full explanation of the service, and having confidentiality explained, Mum began to discuss issues that were affecting her.

Mum has had a clinical diagnosis of depression, which prevented her from working. She felt that the primary school were making excellent provision for the needs of her daughter. However, in the past, her daughter has had access to a variety of health professionals from speech and language therapists to physiotherapists, and each time an intervention comes to an end Mum is filled with anxiety.

Mum revealed that she and Dad are both socially isolated in her community. Dad says that they never meet up with other couples socially. Mum wanted help to overcome her anxieties so that she could form friendships with other mums and find the strength to return to work.

After the Freephone visit, Mum was very open to support from other agencies. She agreed to the information sharing required to make referrals on her behalf.

A JAFF was completed and a copy sent to the family outlining the services that were going to be contacted. This was backed up with a telephone conversation with Mum.

As a Freephone case, this was a one off visit to the family. However based on the needs of the family referrals were made to:

- Action for Children: Early years. Assisting with 1:1 parenting support
- Home Start: Providing a befriending service
- Journeys: Providing mental health support.
- Mind: providing specialist help with depression.
- Cardiff Concern: Providing a counselling service.



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
- 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 2016-17, the package continued to provide very valuable services directly to parents who were struggling to cope with their young families. However, a very important part of the way in which the package operates is to provide training and support to improve the skills of the early years workforce in certain areas. This included training in nutrition and healthy eating, speech and language support and motivational interviewing.



Safety work by SafeAs



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



Early Years Package Performance 2016-17

How much did we do?

82

programmes and clubs delivered

18

Services

121

staff trained

5393
participants

1,130
1 to 1 support sessions delivered

How well did we do?

90.3% 😊

satisfied with their service

92.2% of participants completed their service intervention

110

parents reported improved family relationships

439

parents reported improved parenting skills

538

parents more confident in using Welsh with their children

259

parents reported and improvement in their child's wellbeing following the service they received

54

pregnant women in situations of domestic violence reported an increased feeling of safety

309

families reported an improvement in family management after support from Home Start

How is anybody better off?

2016/17 figures



Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk



Twitter
#FamiliesFirst



Inspection against the National Participation Standards



The Young Inspectors team inspected the Early Years package during the year. They wanted to see how well the service involved service users and whether they met the participation standards.

A group of 4 young parents from the Grassroots young mums project were trained up as Young Inspectors. Training included children's rights and participation, confidentiality, stereotyping and prejudice. The group also received time credits as a reward for their involvement.

Meeting the Young Inspectors

The inspectors met each of the providers in a speed dating style event. Spending up to 15 minutes with each of the providers. They concluded that the package was 'Achieving' the National Participation Standards.

"The Young Inspectors were impressed with the services and what they stand for. It was extremely clear that the service respects the opinions of children and young people and taking these opinions into account is central to the running of the package.

The staff that we met were great and you could tell from their enthusiasm that they loved their work and the Young Inspectors are sure this will come across to the young people that they are working with.

The evidence presented was very clear and easy to understand and allowed us to get an understanding of the work they do with young people and how they listen to their views in their organisation."

Overall Conclusion from Inspection Report, Cardiff Young Inspection Team, March 2017

EARLY YEARS CASE STUDY 1

Homestart Cardiff

P arrived in the UK and was placed in Cardiff, knowing nobody and speaking no English. “I wanted to go back home straight away”, she remembers. “It was like no place I had ever known. I was going crazy at that time. I didn’t even know how to say ‘hello’. It was very difficult for me.”

P was pregnant when she arrived in Cardiff and her first child was born shortly after. It was her health visitor who first helped her to access resources for refugees, but it was when her second child was born that she came into contact with Home-Start BGR.

Her second child was born with sickle cell anaemia, a rare blood disorder. P had two young children, no support at all, and had a child who needed a lot of care. She was incredibly isolated and vulnerable. Her health visitor introduced P to Home-Start.

“I was really dispirited at the time I met Home-Start”, she recalls. “I had so many thoughts in my head. I couldn’t sleep at night.” So Home-Start matched her with a volunteer who visited her each week.

“Home-Start helps me a lot,” P says, “I was free to talk to my volunteer and I can talk about the things I feared. She gives me hope. I am stronger because of Home-Start. I know if I have a problem there is someone I can tell my problems to and who can give me good advice.”

When it became clear P was also facing problems with her claim to stay in the UK, Home-Start BGR began supporting her through their dedicated refugee and asylum support programme.

Homestart helped P to find a solicitor to help her with her case, and helped her to explain how her situation has changed since she first arrived in the UK.

People in P’s situation are not able to work to earn money, and receive support far below normal entitlements. With cases taking years to resolve, it means parents trying to provide a safe and stable home for their children can face extreme levels of stress, which has a big impact on their mental health.

What has changed?

Now, with Home-Start BGR’s support, P has said that she is starting to have more hope: “I have been taking classes to integrate myself, to fight in my life,” she says. “For me, Home-Start does a lot, and I really do have hope with them.”

EARLY YEARS CASE STUDY 2

Place2Be

A referral was put into Place2Be for Parent Counselling from the School Project Manager (SPM), requesting help for a Mum who was having difficulty dealing with the sudden and unexpected death of her father. C is a working Mum who has two children aged 18 and 10 years. She was struggling to even imagine living without her Dad as they had been so close and spent a lot of time together. C relied heavily on her Dad for emotional support and guidance and was missing him terribly. As a result of her grief she was extremely anxious. She fluctuated between constantly being reminded of her Dad and becoming tearful, or worrying that she would forget him if she didn't think of him enough. She wasn't engaging in any social activity and her sleep was broken and disrupted.

The Parent Counsellor and C met five times over eight weeks and began to tackle her emotional distress first, learning to distinguish between helpful and unhelpful (distressing) thinking. They then addressed the need for C to look after and nurture herself. In sessions they examined the activities that C had engaged in before her Dad's death that she no longer did, in order to gradually reintroduce some structure and outward focus in her life. As her emotional state improved week-by-week so did her sleep patterns, her resilience and ability to engage more fully with work, her friendship groups and, crucially, her children.

What has changed?

After five meetings, C's Core Score fell from 39, which falls into the 'Mild' emotional distress category, to 17, which falls into the 'Healthy' category. Her measure on the Child Parent Relationship Scale also showed improvement over the five weeks, suggesting benefits for her daughters, that C recognised and reiterated verbally herself.

C began her sessions with poor sleep, high anxiety and a lack of engagement outside of the home. By week eight, she described herself as feeling so much better and no longer needed counselling. She had resumed not only her work but additional study related to her work that she had not felt up to continuing. She had begun exercising, spending time walking with her partner, improved the quality of her communications with her partner and other family members and generally engaged more fully with everyday life. She realised herself that she was now living a version of life without her Dad that she had not previously been able to envisage.



5. CONNECT 8-25: Child and Youth Engagement

Connect 8-25, the Child and Youth Engagement package provides 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 Cardiff Council's Education Service and involves delivery by seven different organisations working with a wide range of schools across Cardiff.

Services provided included:

- 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 Coach 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

Support Service for Young Parents



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. To help with this, Connect 8-25 projects work with both adults and children in families. Parenting services are central to this.

The other important element is support for young people, especially those who are at risk of disengaging from education, employment and training [EET]. Cardiff Youth Service manages the Youth Mentoring (for under-16s) and Post-16 Learning Coaches projects as part of Connect 8-25. These projects developed links with high schools across Cardiff through use of a Vulnerability Assessment Profile. This enables schools to identify and refer students for additional support. This 'VAP' tool will be an important element in the development of new arrangements with schools.

Child and Youth Engagement Performance 2016-17



How much did we do?

272
sessions delivered

14
Services

188 started work with
Post 16 Learning
Coaches

3,789
participants

16
parenting groups

How well did we do?

97.7% 😊
satisfied with their service

88% of participants
completed their
service intervention

262 young people progressed
into education,
employment or training

150 
pupils with maintained or
improved school attendance

 **429** parents improved their
relationships with their
child's school

552 parents felt more
confident in their
parenting ability

How is anybody better off?

2016/17 figures



Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk



Twitter
#FamiliesFirst



CHILD AND YOUTH ENGAGEMENT CASE STUDY 1

Youth Mentor Post 16

C left school a year ago and had been job searching but without success. He had visited the Hub for CV support, but found the advice to be very generic. C's mum felt the advice received didn't really sell his personality, qualities and skills.

C had lots of ideas about things he'd like to try and felt overwhelmed with the options, and couldn't focus on a single career path. We spoke about his interests and the fact that he had aspirations to go into the Fire Service one day. On this note, the Youth Mentor suggested that college could be a good option, and even though it was September, they may find a space. C agreed that a visit to Careers Wales would be a positive next step for him and this might help him decide what to do next, a visit was arranged the next day. Whilst there was no further information available about college spaces at this visit, they were able to discuss training, work and apprenticeships as options.

Following the appointment with Careers Wales, enquiries were supported into Public Services courses at the local colleges and 6th Forms. The next day the Youth Mentor contacted C to let him know that there were spaces for a Level 2 Public Services course at Cardiff and Vale College at Barry Campus. This also happened to be his preferred venue of choice for studying due to transport links. The Youth Mentor had already spoken to the college about the course availability and the process, and was advised that if C registered his interest for the course through the website, one of the course tutors would get in touch. The Youth Mentor facilitated the completion of online forms to register his interest, and within a few days he received a call to say that he had an interview the following week.

As the Youth Mentor was unable to accompany C to the college for his interview, he arranged for C to go with a family member for support. On the interview day, C texted the Mentor to say that he was starting college. C had been accepted onto the course and enrolled the same day - he would be starting the next day.

C was extremely grateful for the support and could not believe that in less than 2 weeks of meeting his Youth Mentor, he was starting his journey to fulfil his childhood dream of joining the Fire Service.

What has changed?

C had not been doing anything for over a year, and lacked focus and direction. Support from a Youth Mentor enabled him to access College, and took the stress away of not knowing how to access opportunities to embark on his life goals.

CHILD AND YOUTH ENGAGEMENT CASE STUDY 2

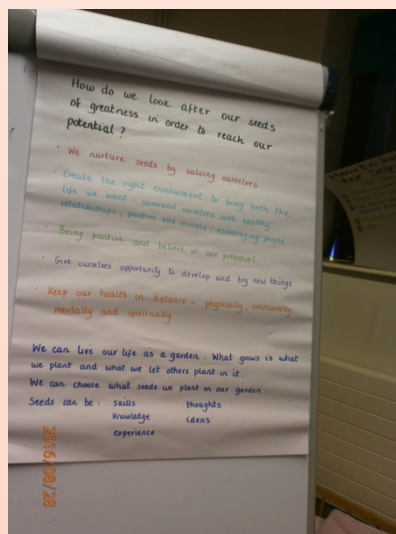
Support Service Young Families

The service provides support for young parents across the city on an individual and group basis. Working in partnership with a host of agencies and organisations, group support offered provides these families with access to a wide range of specialist interventions, advice and support. This includes therapeutic parenting programmes and issue-based courses, all geared towards supporting their transition into parenthood and achieving outcomes for these vulnerable families. All young people worked with have identified needs using individual support plans.

The purpose of one of the weekly groups was to provide a safe environment for parents to access where they could meet others, build confidence and self-esteem, and enhance life skills.

The group was delivered over a 10-week period for young parents in Cardiff. The venue was based in the South West of Cardiff as this was the most convenient location for parents to access. There were 10 sessions offered, taking place once a week with the provision of a crèche.

The staff facilitating the group developed sessions around relationships, self-esteem, managing money, healthy eating, potential, and hopes and dreams. They brought in other services as appropriate. The project also collaborated across packages, working with the Sexual Health Outreach Team (SHOT) to deliver workshops around relationships. The parents also designed 'hopes and dreams' boards and looked to the future on where to go next.



What changed?

The benefit of the group was that young parents could meet other parents in a safe environment and undertake activities and workshops that were educational and fun.

The service had around six parents who attended consistently throughout the group sessions. This was a mixed group of parents: some displayed very complex needs and some needed Interpreters.

Parents completed positive evaluation at end of group. All parents reported that their confidence, self-esteem and life skills increased. They also reported that it was a positive experience.



6. SUSTAINABLE EMPLOYMENT

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

This package had gone 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.

During 2016-17, the Intensive Mentoring team worked closely with Communities First clusters, with members of the team based in cluster offices for part of the week. This arrangement ensured that there was a range of services on offer for parents but without duplicating.



The service covered the whole of Cardiff, which meant that any parents who needed it could access help and support to get back into employment. For instance, over 10.8% of service users came from Cardiff North where there are no Communities First services.

Sustainable Employment Participation Event

However, during 2016-17, the Cabinet Secretary announced that he wanted the Families First programme to focus on support for parenting and for young people. Welsh Government had committed funding to specialist employment programmes, and so they no longer wanted Families First to deliver 'into work' services.

The package had had a good success rate in getting parents and carers into work. However, in line with the new directions, it was agreed that this Families First package would be decommissioned. Parents and carers who needed employment support would now be signposted to other employment services, such as LIFT and Communities4Work. This decision had an impact on service delivery during the year. From January 2017, the service no longer took new referrals, but they did ensure a positive progression for the service users they were already working with.

Sustainable Employment Performance 2016-17

How much did we do?

16 training courses delivered



159 people received mentoring support

How well did we do?

98% satisfied with their mentor

97%

participants contacted within 3 working days of referral being received

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

141 reported increased confidence and self-esteem

95 people secured employment

52 previous participants followed up at 6 months were still in employment

143 participants reported increased confidence in their ability to gain and maintain employment



83 accredited qualifications achieved by 63 people

How is anybody better off?

2016/17 figures



Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk



Twitter
#FamiliesFirst

SUSTAINABLE EMPLOYMENT CASE STUDY

The Job Centre referred a service user for employment support, confidence building and support to access community courses.

The service user had no qualifications or training history and at the Initial Assessment they disclosed they had struggled with numeracy and literacy and had been unable to sustain a job for longer than one month.

The initial action plan was to:

- Identify suitable volunteering opportunities
- Support to access training as a low level learner
- Confidence building / mentoring
- Identify suitable employment opportunities
- Support to access other services

Initially the service user wanted to attend some training to enable them to meet new people and also gain some qualifications to enhance their CV.

Sova provided employability training lasting for one week, which the service user attended and passed all the modules with some support for the tests at the end.

The service also secured a volunteering opportunity in the Marie Curie shop in Whitchurch. The service user volunteered there for around 2 months, gaining experience and building confidence.

As time went by in the role, some previously undiagnosed learning disabilities became apparent. Sova supported the participant with a disability referral in the Job Centre because of this. The meeting with the job centre triggered a referral to the disability advisor, which then enabled them to make a referral to Remploy for specialist support around work placements.

What has changed?

The service user has been engaged with Sova for almost 2 years and has attended around 50 appointments.

The service user is entitled to Employment and Support Allowance and also Personal Independence Payment as a result of Sova working hard to identify and work with other services to acknowledge the learning disabilities. Once these benefits become active following the assessments, the participant will be £600 per month better off financially as they are entitled to additional benefits and support.

The participant has been really positive about Sova support and they said 'no one has ever helped me like you before'.



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. Cardiff and Vale University Health Board lead this package. Public Health Wales are also an important partner and ensure that interventions are evidence-based.

7.1 Delivery in 2016-17

The services on offer over the past year included:

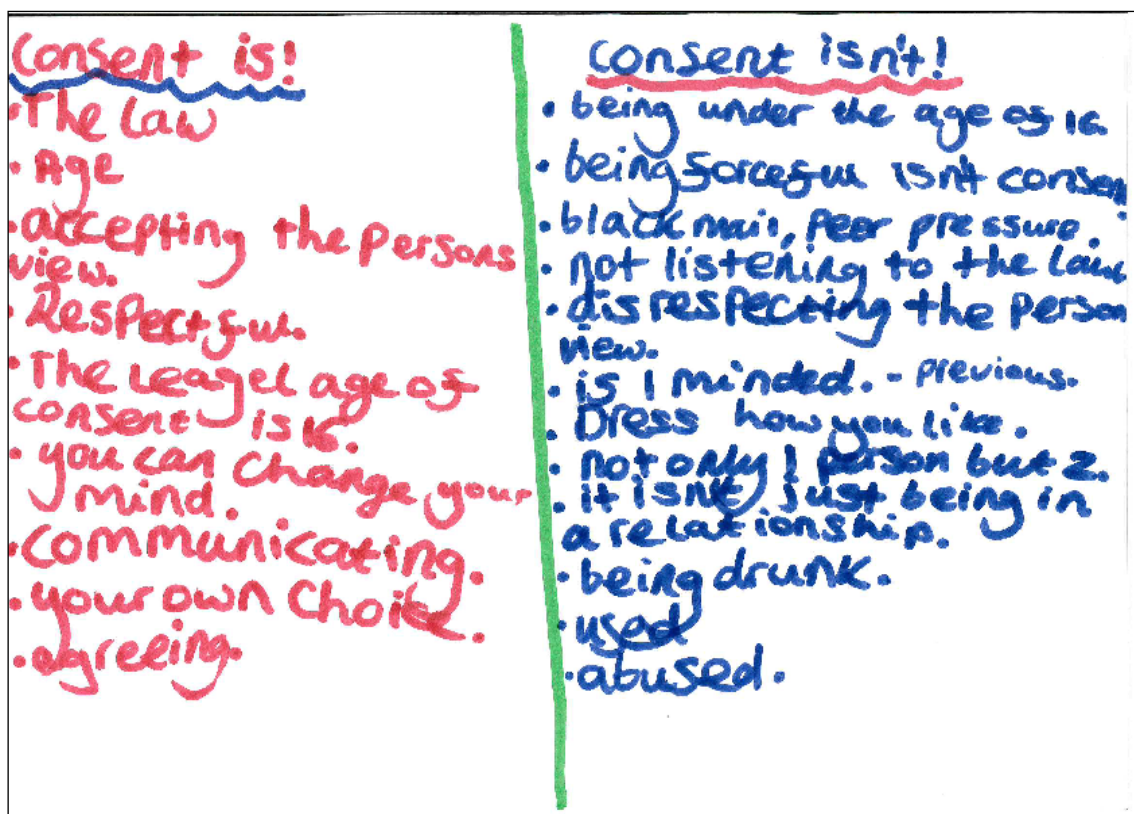
- A new 'Fit Fun' project, which took the place of the old MEND project
- Healthy Lifestyles projects, promoting play/activities and healthy eating for 8-13 year olds and 13-18 year olds
- Sexual Health Education through supporting Sex and Relationships Education [SRE] in schools and the C-Card scheme and Sexual Health Outreach Team for young people
- ASSIST smoking prevention project in schools
- The Strengthening Families Programme – helping parents and children work together to build strong and healthy relationships
- Ty Gwyn Summer Scheme providing play and respite for young people with complex disabilities



Families taking part in Food and Play

One of the most important achievements of the Healthy Lifestyles package during 2015-16 was a leading role in the Summer Holiday Enrichment Programme [SHEP] – ‘Food and Fun’. School holidays are a time when families affected by poverty find it hard to manage. This gap in provision has rapidly become known as ‘Holiday Hunger’ but the issues extend beyond nutrition to include inequalities in summer holiday learning loss and the economic impact of childcare to families and the wider economy.

Building on the pilot in 2015, Food and Fun ran in 11 schools in Cardiff during summer 2016, with 416 children attending the programme. The schools involved were in areas of high deprivation across the city and included for the first time Riverbank special school. Following this great success, the Welsh Government have identified additional funding which will help to roll this model out in other parts of Wales – a real achievement for Cardiff!



Young Person's work with SHOT to understand consent

The sexual health project delivered by the YMCA continued to provide preventative work in support of Cardiff's strategy to address Child Sexual Exploitation. Tackling Child Sexual Exploitation is an important priority for Cardiff. Although it affects a relatively small proportion of young people, the impact on their lives can be massive.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



Healthy Lifestyles Package Performance 2016-17

How much did we do?

8

Services provided

22

programmes and clubs delivered

23391

condoms distributed to young people

67

trained staff

4449
participants

528

families attended Summer Holiday Enrichment Programme

How well did we do?

99.8% 😊

satisfied with their service

83%

of participants completed their service intervention

102

children report a positive change in eating habits



64

children with improved healthy eating

59%

of children taking part in MEND showed a reduction in their BMI



513

children with improved physical activity

66

individuals taking part in the Strengthening Families Programme decreased risky behaviours

76

participants reported feeling they are better equipped to deliver SRE sessions

How is anybody better off?

2016/17 figures



Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk



Twitter
#FamiliesFirst



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

HEALTHY LIFESTYLES CASE STUDY 1

SEXUAL HEALTH OUTREACH TEAM [SHOT]

A young person aged 13 was referred to the Sexual Health Outreach Team (SHOT) via her mother's support worker from Family Support. The young person had previously been a victim of Child Sexual Exploitation (CSE) online and had been involved with the Sexual Assault Referral Centre.

C had been referred to social services and a CSE strategy meeting took place prior to SHOT's involvement. The outcome of the meeting concluded that Mum was doing a good job of monitoring and keeping C safe, and so no social worker was allocated at that time. C was referred to SERAF but did not meet the criteria as the exploitation had taken place online, she was then referred to NSPCC but she did not meet the criteria there as she had already experienced CSE. C was then referred to SHOT. The referrer informed SHOT that Mum was struggling and didn't know what to do for the best as she wasn't confident about dealing with CSE.

An initial meeting took place at home with mum present. Mum explained that she was doing her best but she still had concerns for C. It was agreed that C would benefit from work around healthy relationships, appropriate behaviours and keeping safe online.

The first session took place at home and focused on relationships with a discussion around what a good healthy relationship could look like, and also what a bad unhealthy relationship would be like. C was very articulate and could express emotions clearly. SHOT discussed what took place online, and although C knew that it was wrong, had a sense of loss that she could no longer talk to 'the perpetrator' of the CSE anymore. She felt loved and wanted by this person and felt like something was missing from her life now. She also informed the worker that she self-harms occasionally when she gets upset. They talked about coping strategies and what she could do to replace going online with positive activities instead.

C's mother had discovered recent Facebook messages between C and a boy, and was concerned as the language being used was inappropriate and overtly sexual. SHOT discussed sex and language with C during their next session, looking at different words people use for sex and body parts. The words that C used during this session were very conservative and a world away from the language her mum had informed SHOT about. The message she had sent was discussed, and the difference in the language she used in the session, the reasons why she used this language, C talked about how she found it got her attention from boys and that this is what she felt was expected of her. They discussed about how she had been exploited previously and had been exposed to things that she shouldn't have been at her age.

Sessions considered consent and involved discussion around what consent is and what consent is not, and how perpetrators of CSE can coerce people into believing that they are consenting to sexual acts when in fact they are not.

C was referred to CAHMS for a mental health assessment and attended a 6-week intensive therapy course which C found helpful.

Reason for Referral			
What topics would the young person like to know more about?			
Support to a Clinic/Testing	<input type="checkbox"/>	Peer Pressure	<input checked="" type="checkbox"/>
Contraception	<input type="checkbox"/>	Sexual Risk Taking	<input checked="" type="checkbox"/>
Pregnancy	<input type="checkbox"/>	Inappropriate sexual language/behaviour	<input checked="" type="checkbox"/>
Risk of Sexual Exploitation	<input checked="" type="checkbox"/>	General Sexual Health Awareness	<input checked="" type="checkbox"/>
Identifying Positive Relationships	<input checked="" type="checkbox"/>	Sex and the Law	<input checked="" type="checkbox"/>
		Sexually Transmitted Infection Awareness	<input type="checkbox"/>
		Sexual Orientation	<input checked="" type="checkbox"/>
<p>More Information: Mum is really concerned that Hollie is totally without support + help to move forward after the events that have taken place. Application has been refused by Social Services to provide assistance, Mum is concern for Hollie's emotional wellbeing.</p>			
<p>Has a SERAF Service Risk Assessment Form been completed? <input checked="" type="radio"/> YES NO N/A</p>			
<p>We can also provide group sessions for young people around any of the above topics. If you are interested in this service, please call us on 02920 465 250.</p>			

SHOT continue to work with C on un-learning some of the behaviours that became ingrained following the online exploitation. A referral is being made by SHOT to the Emotional Wellbeing Service who can work with C on her self-esteem and confidence.

What has changed?

C has directly benefited for the work as she has now gained up to date information around sexual health. She has spent time exploring healthy relationships, consent, sex and the law and sexual exploitation. She has been able to discuss her feelings worries and concerns with a professional who has been able to explore and discuss this with her. Her mum has benefited as she feels that SHOT has been a great help for her daughter and has expressed that C looks forward to meeting with SHOT each week.



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 supports children and young people to look after themselves but also helps 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



Children taking part in Teulu Learning Together Project

Their package also offered services to particularly vulnerable groups:

- Cardiff Against Bullying helped children who are being bullied but also worked with schools to prevent bullying
- Gofal i Chi provided special support for young carers
- There was support for Asylum Seekers and Refugees through the Free2Be project, some of whom have been through traumatic experiences
- The bereavement service helped families which have been devastated by the loss of a family member

The Cadarn package has always led the way with emotional and mental health services. For instance, the Transition project, which supports young people with mental health problems in the transition from CAMHS [the Child and Adolescent Mental Health Service] to adult mental health services, has developed a ‘passport’ approach, which they are now sharing as good practice across Wales – another success for Barnardo’s and Cardiff Families First!

CADARN Package (Emotional and mental health)

Performance 2016-17

How much did we do?

63 programmes and clubs delivered

2270 participants

14 Services

1754 sessions delivered

491 hours of counselling provided

How well did we do?

97.1%  satisfied with their service

97.2% of participants completed their service intervention

29 young people better able to deal with risks

869 participants reported improved emotional health and wellbeing

117 young people improved relationships

25 young carers reported improved mental health after support from Gofal I chi

27 families said that they were better off after support following bereavement

28 pupils improved attendance

60 parents/carers reported an improved understanding of school exclusion

How is anybody better off?

2016/17 figures



Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk



Twitter
#FamiliesFirst

CADARN CASE STUDY 1

Barnardo's Child and Family Bereavement Service

Mum made a self-referral to the Child and Family Bereavement Service after the death of the children's father in 2016. The family consisted of Mum, and three children aged between 5 and 9 years.

An integrated approach was used, using non-directive and directive Sibling Play Therapy offered every two to three weeks for six sessions.

Sibling Play Therapy helps children explore their feelings and to express themselves, to enable the children to make sense of their experiences, to help process and manage their internal and external difficulties. It looks at how the children can support one another using coping mechanisms.

Each session was themed, for example, the first session was getting to know you with lots of boundary games taken from an intervention called Theraplay. The team used narrative storytelling to promote discussion around bottling up feelings and how it helps to talk through worries, sadness and anxieties with a trusted person, this was shown through making safety hands a visual tool that looks at the children naming who you can talk too when in need. The children made 'Feeling Biscuits' as this activity helps them to look at what feelings they are experiencing and how they manage these feelings. Building up resilience, they used many visual tools. The children would ask, 'What does heaven look like, as dad is in heaven?' The children were asked if they would like to draw what they feel heaven looks like, again promoting conversation on death and what happens after death.

The activities were aimed at discussions around feelings thoughts and behaviours, to build up resilience and openness, to give permission for the children to ask questions and to feel they can talk about feelings and not to bottle them up.

The Bereavement Service's Clinical Psychologist was supporting Mum at the same time the children were receiving Sibling Play Therapy. They would join together after each session. Due to these supported interventions, the family felt able to explore the loss and grief. They were able to talk and discuss the themes that had come out of Sibling Play Therapy that session, and Mum was empowered to reassure the children of any worries they might have had.

What has changed?

The children had a sense of comfort from drawing heaven, knowing that their dad had what he needed and that he was a star in the sky, so the children can see him most nights as a point of remembrance and that he is not forgotten and lives on either in heaven or as a star in the sky.

Resilience was built; this was demonstrated through the children's interaction with each other, with mum and the Bereavement service, using creative mediums the children developed verbal and non-verbal ways to communicate how they felt and who they can talk to and how to manage their feelings, thoughts and behaviours.

Communication with mum was invited during the end of each session, the children would show and chat with mum about what activities they had carried out in the session and communication would be opened for them to explore, strengthening their resilience, support and comfort of each other together as a family through extremely difficult circumstances.



Participants in the Free2Be project

CADARN CASE STUDY 2

Bounceback

N was referred to BounceBack in November 2016. At the time, he was feeling quite down and felt that he was carrying a lot of responsibility within his family: his Mum was pregnant and unwell and struggling to manage her mental health, and N regularly had to look after his siblings. N had dreams of playing football and wanted to pursue this. However, he felt that his responsibilities and low mood were weighing him down. N also felt he had a limited support network and did not have anyone he could talk to about his difficulties at home. He mentioned that friends had betrayed his trust in the past, so N kept things to himself. N also shared that he does not get much sleep due to his inability to stop thinking about things at night, which impacted on his attendance at school.

To support N with his home life, Bounceback discussed a referral to TAF with him. Ultimately this was not necessary. However, this was monitored and the Bounceback team actively involved N in the decision-making process.

The Bounceback worker discussed sleep hygiene and ways to improve sleep with N, such as writing a diary to help manage his thoughts and listening to sleep apps on his telephone. We pointed N in the direction of the Childline website where he could find more information on how to improve sleep. N was also supported in some activities that focused on positive and negative thoughts. This was to help him with the issues of overthinking and worrying that he had previously identified as problems.

Further work was carried out around exploring wider support networks so that when N finished his intervention he could continue to get support. This included exploring N's plans for the future and his confidence in achieving these goals.

What has changed?

At the end of the 10 sessions, N was better able to identify the triggers of his low mood. N reported that his family situation had improved and that his mum and baby sister were doing well, which meant that he felt less responsibility at home, which meant that a referral to TAF was not needed. This has also enabled him to think more about his own future, he made plans to attend college for his A-Levels and then to attend university to study sport. N reported that his mood improved and he felt more able to trust others and had more confidence in his social skills. N had increased awareness of how to improve his sleep.



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.

9.1 Delivery during 2016-17

The package uses a family-led approach, working with them to assess their needs and develop a family plan. Key workers work with families to identify the services that might be able to help them and then to co-ordinate support providing a Disability Team Around the Family. This team uses the same Joint Assessment Family Framework as the generic TAF team to ensure consistency in work with families. Disability services recorded information and support for nearly 1400 families during the year. Of these, the key working team worked with 96 families to complete a JAFF and provided Team Around the Family support.



Member of Cathays Integrated Youth Provision

The key working team who provide Disability TAF support have also been sharing their expertise with the JAFF pilot, which took place as part of the implementation of the Early Help Strategy.

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 in relation to independent living skills, learning about self-care. This is delivered in a safe environment, tailored to each young person's needs.
- An integrated youth provision
- 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.
- Specialist support for BME families coping with a disabled child/children
- 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

Disability TAF Families (key working) – Main Sources of Referrals

Type of Organisation	Number of referrals
Third Sector	656
Self Referral	374
Other Primary Care Services	134
Health Visitors	81
Schools and Other Education Services	64
Children's Social Services	38
Other	26
Adult Social Services	8
Child and Adolescent Mental Health Services	8
Housing Services	6
GPs	4
Total	1,399

Disability Focus

Performance 2016-17

How much did we do?

205
programmes and clubs delivered

2698
sessions delivered

3543
participants

7
Services

How well did we do?

99.6% 
satisfied with their service

98% of participants completed their service intervention

96
families supported by a key worker

227 
families signposted to appropriate services

146 (90%) of families received more income after intervention than before

125 
families with a disabled child reported improved emotional resilience

35 young people increased their income after welfare benefit intervention - £199,110.15

165 individuals felt better informed about services

How is anybody better off?

2016/17 figures

 Families First Free Phone
0808 800 0038

 Website
www.cardiffpartnership.co.uk

 Twitter
#FamiliesFirst

9.2 Improving access to information and support

Information about a condition and the forms of support that are available, are crucial for families who have just received a diagnosis. Information also remains vitally important as children grow older and their needs change. Families First has been working with the Disability Futures programme to improve arrangements for families to receive the information and support they need.



There were two very important pieces of work underway during 2016-17. The first was a collaboration between Families First and the Intermediate Care Fund to enhance the provision of the *'Better than a Booklet'* sessions delivered at St David's Hospital. These sessions ensure immediate access to information for families who have just seen a paediatrician with their child. The collaboration enabled the sessions to increase to a 5-day a week provision to target more families at first point of contact.

The second very important development was the launch of the Disability Index in March 2017. The Index details services available for disabled children and young people in Cardiff. The Cardiff Index is following an existing model run in the Vale of Glamorgan.



Launch of the Index on 19th March 2017

The purpose of the Disability Index is to ensure families of children and young people with disabilities or additional needs are kept up to date with the latest information concerning services available to them. The event was also an opportunity for people to find out about the services and support available to children and young people with disabilities or additional needs in Cardiff.

The Disability Index also provides a much clearer pictures of the families with children who are disabled or have additional needs. Only 28% of those registered so far have a social worker so other forms of support will be crucial.

KEY FINDINGS 2016-17

- There were 156 new registrations to The Index in Cardiff between 1 April 2016 and 31 March 2017.
- 54% of those on The Index have Speech and Language Difficulties
- 24% of children and young people on The Index in Cardiff have ASD and 24% have a Learning Disability.
- 22% of referrals to The Index come from schools
- 28% of those registered on The Index have a Social Worker
- 62% of children on The Index in Cardiff have a Statement of Educational Need.



Young people from Cathays Integrated Youth Provision

DISABILITY FOCUS CASE STUDY 1

Cathays Integrated Youth Provision

Consultation with Integrated Youth Provision members indicated that they would like to rehearse, practice and deliver a music event and raise money for a charity called “The Magic Bus Project”.

Magic Bus enables some of the world's poorest families to move out of poverty. Through the use of a mentoring model and a sport-based curriculum, it engages children and ensures that they make the right choices so that they have a constructive journey from childhood all the way through towards better and dignified livelihoods as adults.

The project involved preparation through the Easter holiday provision and Friday night youth club sessions. Activities delivered included art and craft workshops, as well as music and performance rehearsal sessions. The subject of poverty and education was a key feature of informal workshops and discussions

Young people were recruited from open access youth provision who could volunteer their time to perform, organise, support others with additional needs, and publicise the event. Aged accreditation was available for participants who wished to take part in an assessment procedure.

The event was open to the public and there were stalls selling refreshments, Fairtrade goods and raffles.

What has changed?

Throughout a 10-week period, 18 young people used youth club time to rehearse and organise a music event that was open to the public. Members were able to hire rehearsal space and use a recording studio as well as utilising the skills of musicians and technicians.

During the 9-day Easter holiday provision, more than 30 members of the Inclusive Youth Provision were supported by volunteers to make decorations, write a play and develop a music and performance event.

The project has raised the profile of the music facilities and youth provision at Cathays Community Centre which indicates positive outcomes for individuals, groups and the organisation.

In addition participants learned about the Magic Bus Project, raising awareness of the plight of children living on the streets in India. The event was completely organised and run by young volunteers.



The Magic Bus

DISABILITY FOCUS CASE STUDY 2

Disability TAF

J was referred to Disability TAF in November 2015. He was allocated a key worker who supported the family through a difficult period where they were served notice on their property and made homeless. This was a very distressing time for Mum as J has Autistic Spectrum Disorder, ADHD and high anxiety, and any transitions have to be planned with J as he needs extensive preparation. In addition to this, J was going through the statementing process, which required a lot of Mum's time for meeting with professionals.

Disability TAF provided key working and co-ordination, alongside communication with housing. Mum required frequent ongoing support through the process, this included regular telephone calls, text messages, emails and home visits. A number of charity applications were required once the family were rehoused to secure household items to ensure the moving process was as smooth as possible.

The team worked closely with Housing options and SNAP supported with the statementing process.

What has changed?

The family are now rehoused in a house and have received white goods to live comfortably and meet their needs. J now has 1:1 support in school.

10. SUPPORTING THE PROGRAMME

10.1 Involving Young People

Young people were involved as Young Commissioners when the current programme was commissioned and have remained involved to make sure that providers involve children and young people in the planning and delivery of services.

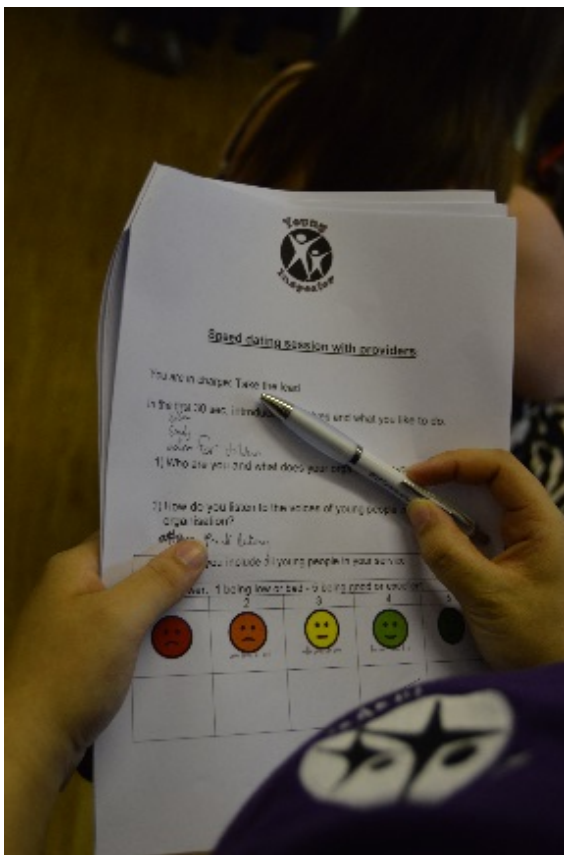
The second year evaluation of Families First carried out on behalf of Welsh Government by Ipsos MORI noted the Young Commissioners work in Cardiff as an example of good practice.



Young Inspectors Group

One way in which the young people have played a very important role is in making sure that Families First services demonstrate good practice in involving their service users. Throughout the life of the

first programme, the Young Commissioners Officer has worked with young people and supported them to carry out inspections of services against the National Participation Standards. During 2016-17, 27 young people were involved as Young Inspectors, with 17 young people receiving training and getting involved for the first time.



All the young inspectors go through an in-depth training programme lasting over 10 weeks in total for each course. During the training, they learn about the National Participation Standards, Confidentiality, Safeguarding and Children's Rights. During 2016-17, the Early Years package was the final package to be inspected. Four young mums trained to get involved in this. All the Families First packages have now passed, with the young people rating them as achieving against all of the seven participation standards.

Young Commissioners

The involvement of the young people in the commissioning of the first Families First programme won a national procurement award. The central Families First team are making sure that they follow this good practice as plans are put in place for the new commissioning arrangements. The information and recommendations from the inspection reports have been used as part of the evidence base.

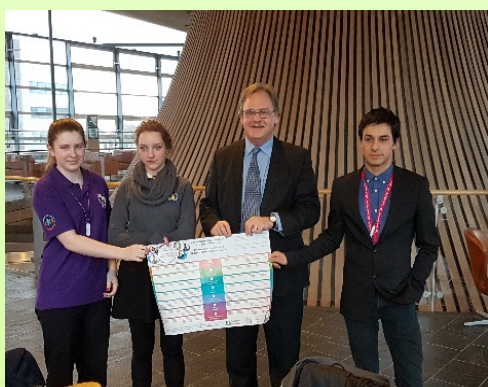
The Young Commissioners also acted as consultants in the engagement that took place as part of the Population Needs Assessment, (which is part of the implementation of the Social Services and Wellbeing Act). They helped to prepare young person friendly questionnaires and supported focus groups with young people.

CASE STUDY

Chloe is 16 years old and is currently a student at Cardiff and the Vale College.

Chloe has been involved in Families First work for well over three years now, initially responding to a recruitment email sent out. During this time, Chloe has become a key ambassador for young people's involvement in the services they receive.

Chloe has become one of our peer mentors in the Young Inspectors program, passing on her knowledge and skills, her experience of carrying out three inspections and being able offer support and guidance as well as being a sounding board for the other young inspectors that have most recently been trained. Chloe helped to support a new group of young inspectors at a training residential in the Gower with young people who have additional support needs from the Young Adult Project.



Chloe has sat on the National steering group with other young people and various professional from across Wales to further develop and refresh the National Participation Standards including the rebranding and launch. Being able to give the unique experiences as a young Inspector Chloe was able to help in the re drafting of the paper work and the process services will have to go through to gain the National Kite mark. Chloe also took time out of her busy schedule to meet with Assembly member Mark Isherwood to discuss the National Participations and their importance for young people and the services they receive.

Chloe has been involved in well over 60 interviews since joining the program, interviewing staff in a number of exciting and newly created posts from across a number of organisation. Most recently, Chloe helped out with interviews for the newly created Adolescent Resource Centre (ARC) service run by Cardiff Council's Children's Services.



The ARC will provide integrated support for young people aged 11-17 years, who are at risk of becoming looked after by the local authority (LAC). It will provide an outreach service for families in crisis and will work both within the Centre and at the family home if required.

Chloe is currently being trained as a Lead Young Commissioner for the upcoming Commissioning of Families First services in Cardiff. Using her past knowledge of Families First services and her skills as a Young Commissioner, Chloe is taking an active lead in developing a programme for the soon to be newly recruitment members. Chloe has been working alongside 6 other young people and will be looking at developing a training residential as well as young person friendly specification documents.



Chloe is also a member of Cardiff Youth Council and has been working hard on the Curriculum for Life priority with other members of the youth council where they have developed on online resource call tools for life that schools can use in PSE lessons (which can be accessed here <http://www.tools4life.wales/>).

Chloe has also been one of the first groups of young people to receive time credit for all the work that she has been involved in. Chloe said:

"I think time credits are a brilliant idea for young people, it shows that services recognise the contributions that young people can make and the differences in their communities. I have used my time credits in a number of different ways, from using the local leisure centre and the gym, to being able to see with friends at film at Chapter Arts in Canton. I am really looking forward to earning more with the young commissioners and being able to spend more time with my friends doing stuff we love to do."

10.2 Providing Information

Availability of good information about services is crucial, both for practitioners working with families and for family members themselves. One of the consistent recommendations coming from the Young Inspectors is for providers to improve the availability of information about their Families First services. The same message has also come through very strongly from consultation with parents and carers during the year, as well as from stakeholder engagement sessions with professionals.

Family Information Service and Dewis Cymru

Provision of information about services and support is a crucial element in the provision of Information, Advice and Assistance under the Social Services and Wellbeing Act 2014.



Dewis Cymru has been adopted across Wales as the website to provide the ‘information’ element about health and social care services.

The **Family Information Service** [FIS] also has a statutory responsibility to provide information for families. Since the start of the programme, Cardiff FIS has made sure that they carry information about the Families First services on their website.

The FIS website now provides a ‘skin’, which means that a search on the FIS website accesses the same information that is stored on Dewis. This arrangement means that providers will not have a number of different websites to update or have to provide the same information numerous times. The focus will be on keeping Dewis up to date and this will then provide access to consistent and comprehensive information for other websites.



However, Dewis relies on providers to confirm every six months that their information is up to date. It soon became clear that many organisations were not doing this. Families First provided additional capacity to FIS during 2016-17 to make sure that relevant organisations had updated information about their services for families. At the start of the year, information had been uploaded on over 120 family services, but over 80 of these were not visible because they had not been updated. Families First support meant that information about all of these services was confirmed by the end of the year.

During 2016-17, Families First funding also enabled FIS to start to provide the Disability Index (see Chapter 9). This joint working is continuing, both in continuing support for the Disability Index and in providing additional capacity to improve the availability of information for families.

TheSprout

It is important that young people also have access to information about the services available for them, and in a format that they like.

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. ProMo Cymru provide this website. They make sure that information is presented in the way that young people want. Young people are involved in the editorial board and regularly contribute articles. TheSprout also supports communication with young people via social media.

During 2016-17, Promo Cymru updated TheSprout website so that it would be more viable in the future. This development also means that it is able to provide a 'skin' to Dewis, like the Family Information Service. A downside is that it did affect visits during the year. However, the new website is now well-established again and back on form!



Sprout logo providing link to website

HEADLINE FACTS ABOUT THE SPROUT

- TheSprout had **45,878** visits during the year (not hits, but visits, in other words real people using the site and staying on for a significant time).
- TheSprout continued to gain followers on Twitter, and reached **6,399** followers
- They also have over **1000** 'likes' on FaceBook
- **Just over 400** articles were submitted – **75%** of these by young people.
- **98** young people were involved in the editorial board of TheSprout.

In addition to managing the website, TheSprout team also provide workshops in schools to inform young people about where to go for information about services. These workshops also help to get people interested in writing and encourage them to contribute to the website.

During 2016-17, TheSprout brought a freelance outreach worker on board and developed a popular meme workshop that was delivered in St Teilo's, Eastern High, Cathays and Fitzalan.

In late March 2017, TheSprout also published a physical zine, which was widely distributed to raise awareness about the website.

Comments from young people in TheSprout survey:

"I truly love TheSprout. It has been an excellent magazine with lots of information and I really like its new design. I really enjoy the articles about mental health and political topics"

"The Sprout has been a great way to express my creativity. Being able to express myself has helped me deal with mental health issues such as abuse and depression. I also feel some pride in knowing I am raising awareness to better fight the stigma. I have had the opportunity to attend events in exchange for articles, which I think is very useful for those struggling financially to be able to attend an event to expand the mind and develop critical thinking skills. I have done work experience with TheSprout in the past, which has increased my confidence in my proofreading and research skills. I enjoy TheSprout and always do my best to give my input and hope it will expand in future to give even more young people the opportunity to develop their skills, gain more experiences and boost their confidence."

"A great place to read about a variety of topics and a voice for young people that can be hard to find elsewhere."

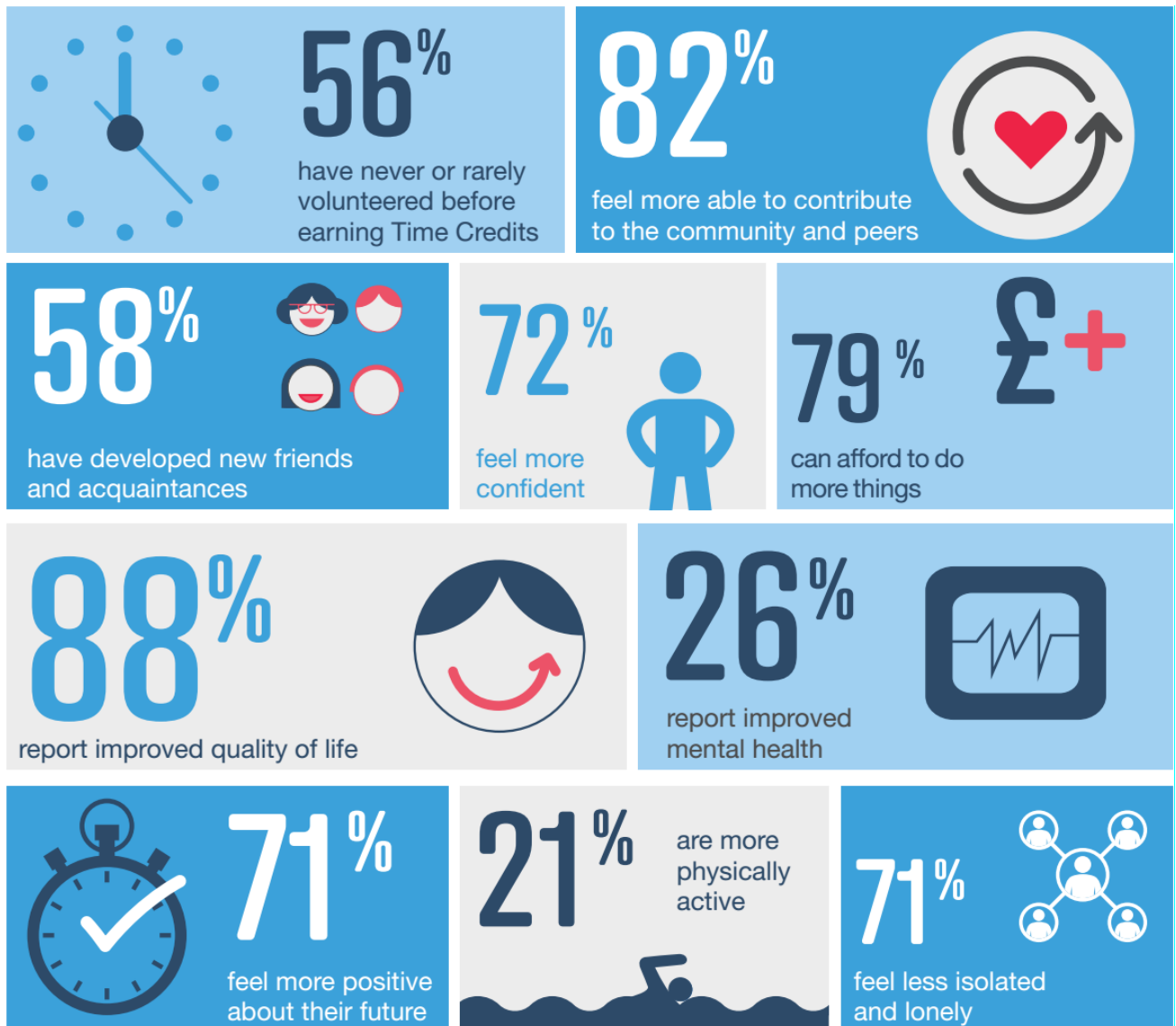
10.3 Time Credits

2016-17 was the first full year of Time Credits working with the Families First programme. The involvement of Families First enabled the scheme to be rolled out across the whole of Cardiff. The programme is delivered by SPICE through a joint arrangement with Housing and Communities.

Time Credits are a great tool for building communities. People can earn a Time Credit by donating an hour of their time in doing something positive for a participating group or organisation. In return, they then receive one Time Credit, which they can spend at a range of community, leisure and cultural venues across Cardiff and beyond. The benefits are huge: more people volunteering more often, who then get to spend Time Credits on their families, increasing their own wellbeing.

SPICE have also been supporting the central Families First team to involve parents in shaping the new programme that will be commissioned during 2017-18.

The infographic below demonstrates the impact of Time Credits in Cardiff during 2016-17:



Time credits is a great way to involve young people and parents. This is one young person's story:

Hello, my name is Paige and I am 10 years old. I live in Splott with my mum and older brother. My favourite colour is blue, and I have two favourite drinks; water and Dr Pepper.

I love dancing, and do tap and street dance every week after school and enjoyed doing Zumba at summer camp. I do lots of things after school as well as dance like Girls Brigade and playing at the play centre.

I earned my first Time Credit helping out at the Play Centre in Splott. If I do things to help out like clearing up, litter picking, I can earn Time Credits to do other things I really enjoy. While working with Julie from Action for Children I started going to summer camp and when I helped out with other people or helping with activities like pizza making, I got to earn more Time Credits.

I really like earning them, they are really fun and have let me do loads of things. I really wanted to go to Puma's at Boulders, and a really kind lady there let me use my Time Credits to go on Wednesdays when I normally can't go. Me and my family went on a trip to Porthcawl and went to the beach. I can't wait to go and use them at the trampoline park.

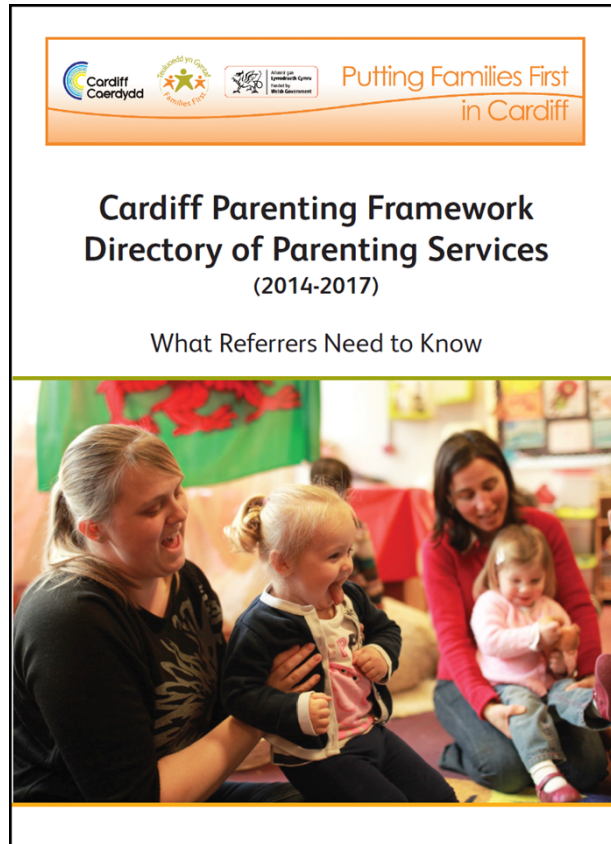
I am proud of myself now. I earn them my self for being helpful and getting more involved. I am learning to do new things and my mum says I am more helpful and independent at home. I think more about littering since doing the litter picks and want to keep splott clean and tidy. I learned to climb now at Boulders, and cant wait to learn to do more and more things. I really like Time Credits, they let me do things to earn treats for myself, I love it.

In the New Year I am looking forward to being a Time Credit ambassador and being able to be a part of Spice. I'll get to plan events and help others to get involved in new activities which is really exciting. I really love being involved, trying new things and meeting new people and I am thankful for the chances I am getting. THANK YOU!!!

10.4 Supporting Parenting: Cardiff Parenting Framework

Parenting programmes are an essential element of support for parents and carers within the Families First programme. They can play a particularly important role in providing early help for families that are finding it difficult to cope. There has been a steady demand for parenting services since the programme started in Cardiff.

Parenting providers use validated programmes to ensure that they are effective. They can do this in either a group or one-to-one setting. The Parenting Coordinator oversees and supports parenting services by providing a central point to access up to date information regarding best practice and the delivery of evidence-based parenting programmes. A multiagency group of stakeholders developed and agreed a menu of evidence-based programmes, which now form a central part of the Cardiff Parenting Framework.



- 982 parents completed evidence-based parenting programmes as part of Families First in Cardiff during 2016-17.
- 97% of parents reported increased parenting skills and an improvement as a result of the intervention.

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 Cardiff Parenting Framework and action plan outlines a structure for the further development of parenting programmes and forms part of the wider strategy for Early Help in Cardiff. 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.

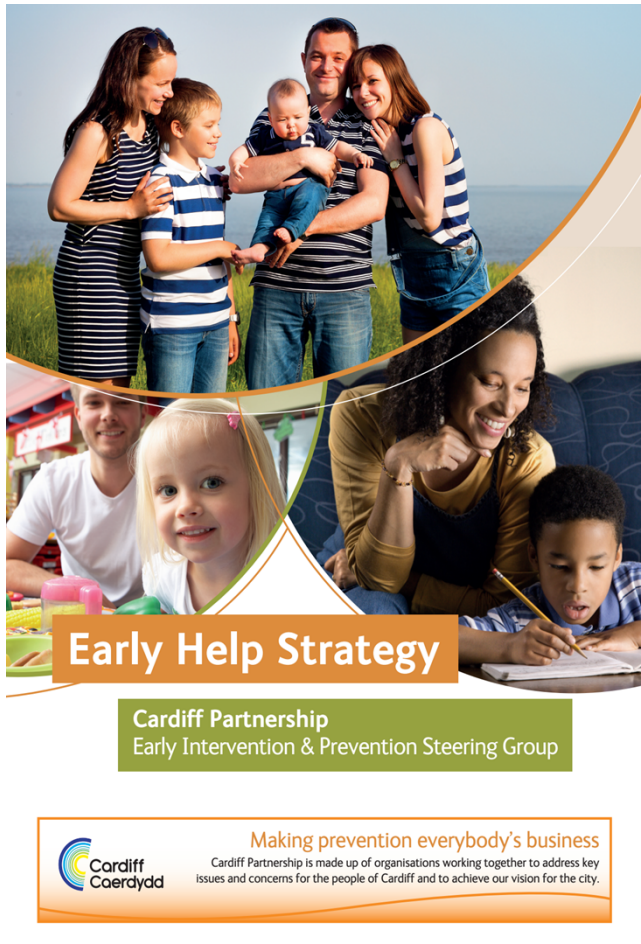
The Parenting Coordinator supported the development of the Framework and the Directory. She continues to work with relevant providers and organises regular meetings of the parenting managers.



Family taking part in Fit Fun

11 DEVELOPING AND IMPROVING SERVICES

11.1 Early Help and the role of Families First in preventative services



The Early Help Strategy sets out Cardiff's approach for responding to families with appropriate and timely support when needs arise. It proposes a 'Think Family' approach with a shared, strengths-based ethos (underpinned by Restorative Approaches) for all services that work with families in Cardiff.

All the key statutory services, as well as the main third sector organisations working with families in Cardiff, have signed up to the Strategy.

One of the principal aims is to reduce the number of families needing higher tier interventions, particularly Children's Social Services.

Early intervention is also one of the main aims of the Families First programme and there has been growing recognition of the role that the programme plays in providing preventative services. Families First is central to the implementation of Cardiff's Early Help Strategy.

Since the launch of the Strategy in October 2015, the Improvement Project Manager (Prevention and Partnerships) has been working with partners to improve arrangements for early help. When responsibility for Families First moved into Children's Services, it provided a new opportunity to review how the programme could contribute to those early help arrangements. This was a central consideration in the review during the year, and informed the proposals for the new programme arrangements.

Two linked pieces of work were central to the developments during 2016-17: the JAFF pilot and work with education and schools around their role in implementing the Strategy.

11.2 The JAFF Pilot

One of the main actions in the Strategy was to use the good practice of the Families First Joint Assessment Family Framework [JAFF] as the first level of assessment for identifying when families need early help.

The Families First TAF teams developed the JAFF as the structure for a practitioner to engage with a family to identify their strengths and their needs, and to support the family to identify the services that will help them to make changes and prevent things from getting worse.

The aim of the pilot was to

- evaluate Cardiff JAFF as an early assessment tool
- identify key issues around use of the JAFF by a range of services and schools (e.g. training and support, capacity)
- consider how the JAFF will interface with referrals to Children’s Services [CS] and the development of a ‘First Point of Contact’
- provide recommendations which can be used to inform further roll out of the JAFF as part of the Early Help Strategy

The Improvement Project Manager established an operational group for the pilot, which comprised stakeholders from a range of service areas and organisations that worked with families. This included current Families First providers, including representatives from the generic and TAF teams, and a range of schools from the primary and secondary phases. Members of the group identified practitioners and the generic TAF team provided training and support to trial use of the JAFF.

The Pilot was effective in identifying a number of issues and barriers for the services involved. The Evaluation Report suggested the following conclusions:

- The JAFF provides an effective framework for engaging with a family when used by the TAF teams, but is unlikely to be used by other services as envisaged in the Early Help Strategy. In particular:
 - Health Visitors will be required to use the Family Resilience Assessment Instrument and Tool [FRAIT] as their form of assessment
 - Schools have found it difficult to identify the right practitioners within their existing workforce to engage with the families in the way that is required
 - Other family services found that their substantive services usually met the needs of families and that the families they identified for a JAFF generally had more complex needs and could be referred through to the TAF team
 - Practitioners need to have a range of skills and experience in engaging with families to be able to work with them in the way needed to complete a JAFF – they would either need to have these as part of their substantive role or they would need to receive additional training and support in addition to the JAFF training
 - Services other than Families First services are unwilling to accept the JAFF as a form or referral

- The form of JAFF also needs further revision and needs to be as simple as possible – progress has been made towards a family-friendly format but it needs further revision to bring it in line with the requirements of the Social Services and Wellbeing Act and the Wellbeing Assessment, and also the Signs of Safety approach

In the light of these conclusions, the Evaluation Report proposed the following recommendations:

- Cardiff should continue to use the JAFF but the TAF team should further revise the form for use within the new ‘early help front door’ service in collaboration with Children’s Services
- A protocol should be developed with Health Visitors to flag families using the FRAIT
- Further consultation should take place with schools to develop a clear system which will help them to identify families who need additional support and provide a ‘graduated response’
- Work should continue through the Schools’ Working Group (set up as part of the Families First review) to develop a model of school-based family workers, with a clear job description, person specification and Continuing Professional Development programme

11.3 Work with Schools and Education Services

The links between Families First and education (schools and other related services) is as important to prevention as the links with Children’s Services. There is a strong correlation between poverty and low educational attainment: supporting families to ensure that young people are able to engage effectively in education and improve their attainment levels is one of the most important steps to tackling the root causes of poverty and not just mitigating its effects.

Schools also provide a vital contact point with families. If a school identifies problems with the attendance, punctuality or behaviour of a student, they may often find that there are things going on in the family that are affecting the young person’s ability to engage. They may have been affected by family breakdown, redundancy, threat of eviction, family illness or disability, or the adults may just need some additional help with parenting. The young person his/herself may be experiencing anxiety or depression. The role of the school is to deliver teaching and learning. But sometimes, working in partnership with services like those delivered via Families First can help families to make changes and for the adults to support their children more effectively. Helping families to access help and support when they need it can in turn help students to engage and learn more effectively. This is a vital contact point for providing early help.

During 2016-17, a great deal of work took place with Education Services and schools to develop arrangements to implement the Early Help Strategy and to identify and respond to families needing some extra support. A number of primary and secondary schools took part in the JAFF pilot (see section above). There has also been a schools’ working group coordinated by Families First staff who manage the Child and Youth Engagement package.

Consultation with schools highlighted that they required additional capacity and support to be able to respond to families' needs effectively. These discussions have informed the new commissioning plans and the model for delivery that is being set out in the new service specifications. This has specifically informed two main areas of development:

- Extension of the **Vulnerability Assessment Profile** as a screening tool for schools: The 'VAP' was developed as part of the Youth Progression Framework in secondary schools but will now be extended to primary schools as well and will be refined as a tool to identify and help to prioritise families.
- Development of a network of **Early Help Family Support Workers in schools**: These practitioners will be linked to school clusters and will have a consistent job role and professional support. Discussions are taking place with schools about a possible contribution to the cost to increase the number of workers funded by Families First.



Involving young people

11.4 Stakeholder Consultation

The central Families First team worked with colleagues to deliver a series of engagement events and activities to gather information that would inform the next programme. This work has included:

- Three provider workshops: one for current Families First providers and the other two open to all providers
- November 2016 – a service user consultation event, co-hosted by Barnardo's and Children's Services, entitled '*Our Views, Our Voice, Our Vision*'
- January – February 2017 – a variety of youth engagement events, involving 216 young people across existing Families First packages
- September 2016 – March 2017 Families First commissioned Cardiff University, working with Tros Gynnal Plant and SPICE, to engage with families with the aim of co-producing a new 'step down' service – this development work also gathered more general information about service delivery and included focus groups, one to one engagement with families, a family 'takeover' event and a rapid ethnography

Each event has focussed on three key questions in relation to Families First and wider family support across the City:

- What has worked well?
- What hasn't working so well?
- What do we need to do differently?

Service users were generally very positive about the services they had received and high percentages reported that they were better off as a result. However, they also noted a number of areas where we could do better:

- **Information and Communication.** Service users and professionals alike have said that there needs to be clearer information about services. Often there are good services available, but people either do not know about them or are unclear how to access them.
- **Services.** Current services report good outcomes for the people who use those services. However, parents and young people have told us that they are often confused about how to access the *right* services. They have also said that they want services which are available when they need them (including outside of 'office hours') and for as long as they are needed.

The original programme set out to commission six coherent themed packages of services. However, the original commissioning approach resulted in service packages that actually comprise 60 individual projects, which often operate independently from each other. Different providers deliver similar services in different areas of Cardiff. A number of providers deliver linked services across more than one of the packages. The original process was designed to commission *services*, but these were not supported by a shared and clear system for ensuring that families receive the right services.

- **Programme Management.** Robust arrangements have been put in place for programme management, which meet Welsh Government and audit requirements. However, the current arrangement is delivered via a contract with the Lead Provider for each package, who then has sub contracts with providers sitting underneath. This arrangement requires programme managers in each package in addition to the officers responsible for contract management in the central Families First team. This has led to a complex set of reporting arrangements, and what is sometimes an overly bureaucratic process.

“Just ... finding where you can go without actually getting social services involved, what they can suggest.when you look for things, when you look for services you can't find [them], the only thing you can do is actually go to social services and then they're not forthcoming with giving you information on other ... charity based organisations. (Family 7)

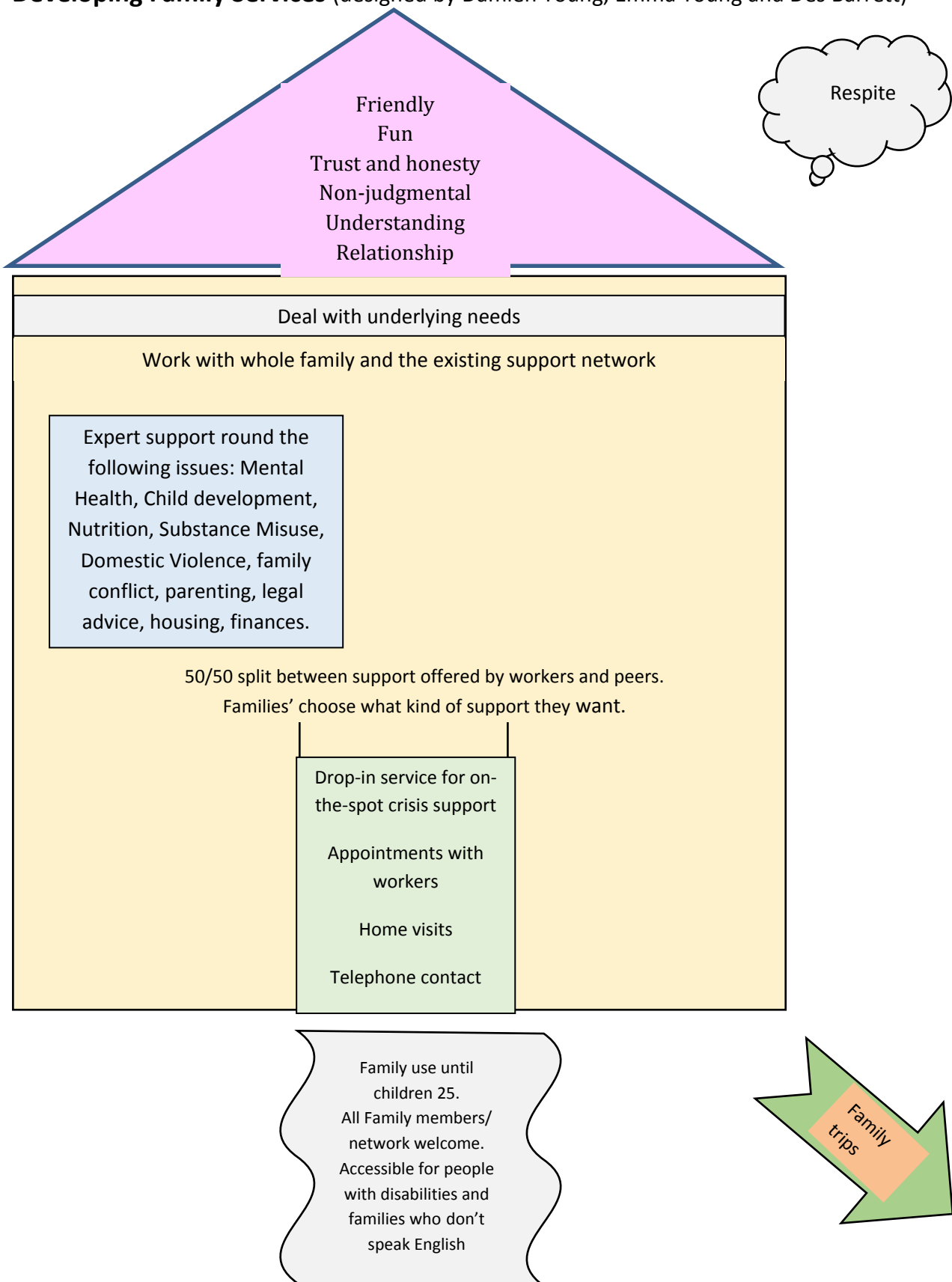
This stakeholder engagement provided crucial information to inform developing plans. The new Guidance now gives us a real opportunity to use the Families First funding so that we improve the arrangements to ensure that families have better access to the right services at the right time. In response, we started to develop plans for commissioning the new Families First programme in a way that would

- improve the ways in which information about services is made available and provide clearer pathways
- secure a more coherent service offer, underpinned by a shared system with a clear entry point and assessment so that families receive the most appropriate type and level of service
- provide a simpler arrangement for reporting and contract management so that a higher proportion of funding can be directed to service delivery.

“I personally think a support worker, someone you can call a support worker who is able to do pretty much anything. ... Yeah where it could be they're sorting out support for the children or whether they're sorting out support for you in whatever it may be: debt, housing, anything really, anything that affects somebody's day to day life.” (Family 14)

“They've got this way of giving you hope...not judging you. They walked besides you, baby steps”

Developing Family Services (designed by Damien Young, Emma Young and Des Barrett)



Taken from Cardiff University's Report

11.5 Improving Services for Disabled Children

Provision for disabled children and young people is particularly important in Cardiff because of the relatively high numbers. Cardiff is a capital city and is an attractive place to settle. The recent Population Needs Assessment forecasts steady growth in numbers in line with the general population.

The central Families First team is working with the Integrated Operational Change Manager to review provision for disabled children. The Change Manager leads the Disability Futures programme, which underpins the regional commitment to drive forward and develop integrated opportunities to work collaboratively in improving services for disabled children, young people, young adults and their families and carers. Families First is working with the Disability Futures programme to explore opportunities to regionalise services and service delivery for disabled children, young people and their families, with a view to enabling equity and reducing postcode lottery in eligibility for services.

In June 2016, the Integrated Care Fund (then Intermediate Care Fund) supported the delivery of additional pilot projects, building on the success of the Families First services, to enhance the current provision available to pilot regional working. These pilots included:

- Extensions to the **Independent Living Skills Service**, bridging the gap across Cardiff and the Vale of Glamorgan through trialling a regional service specification to reduce postcode lottery.
- Extension to the **ADHD parenting programme** commissioned via Cardiff Families First Programme through the Connect 8 – 25 programme to provide delivery into the Vale of Glamorgan. Early evaluation identified that families benefitted from connectivity and shared learning, with the opportunity to maintain contact and reduce social isolation.
- Extension of the **Front Door delivery** for disabled children, young people and their families in Cardiff and the development of this within the Vale of Glamorgan. This includes the 'Better Than a Booklet' stand and groups. Early evaluation of this pilot has indicated that this service is reducing demand for higher tiered services by meeting the needs of individuals at first contact, following clinic appointments and Freephone services.



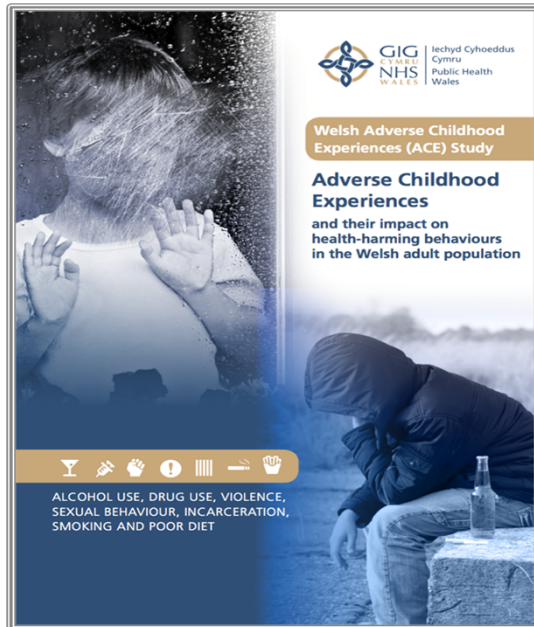
Families First is continuing to work with the Change Manager and with colleagues in the Vale to inform commissioning plans for the disability element of the Families First programme.

Members of Cathays Integrated Youth Provision

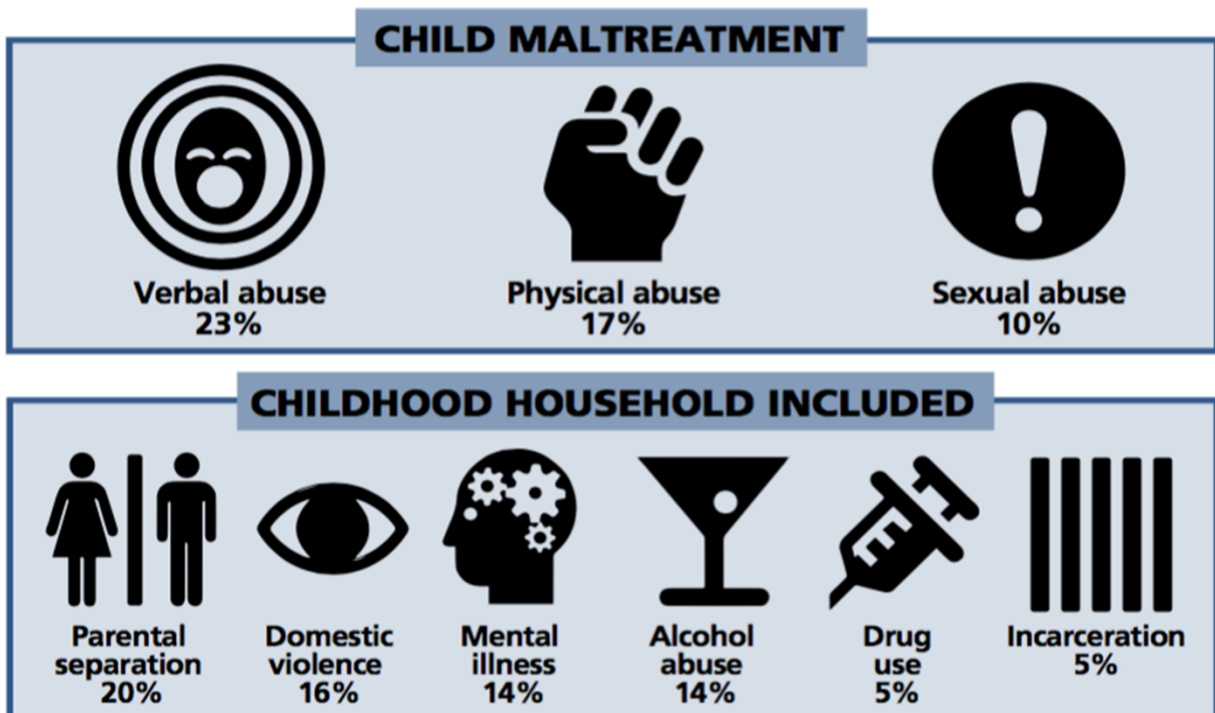
11.6 Adverse Childhood Experiences¹

In 2015, Public Health Wales published the first of its reports considering the impact of Adverse Childhood Experiences [ACEs] on health-harming behaviours amongst the adult population. The new Guidance for Families First, which Welsh Government issued during 2016-17, requires local areas to consider ways in which services can both prevent ACEs and mitigate their impact.

The ACE reports outlined the results of a long-term piece of work across Wales. This found that the existence of four or more Adverse Childhood Experiences resulted in a much higher likelihood of an individual developing health harming behaviours later in life. This study clearly demonstrates the impact that ACEs have on the neurological development of young people and the effects of a high 'allostatic load', including on young people's ability to concentrate and learn. It has also provided evidence to support the potential long-term contribution of early help services in mitigating and preventing Adverse Childhood Experiences.



How many adults in Wales have been exposed to each ACE?



¹ <http://www.wales.nhs.uk/sitesplus/888/page/88504>

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

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

During 2016-17, the TAF team started a piece of work to track Adverse Childhood Experiences experienced by the children of the families referred to the team as part of their assessment. In one sample quarter, the team assessed 43 cases for evidence of the following adverse childhood experiences (Welsh average reported by the adult population in brackets after):

ACE	TAF	Freephone	ACE	TAF	Freephone
Verbal abuse	1 = 2% (23%)	0 = 0% (23%)	Physical Abuse	0 = 0% (17%)	0 = 0% (17%)
Sexual Abuse	4 = 9% (10%)	3 = 16% (10%)	Parental Separation	26 = 60% (20%)	10 = 56% (20%)
Domestic Violence	16 = 37% (16%)	4 = 22% (16%)	Mental Illness	21 = 49% (14%)	11 = 61% (14%)
Alcohol abuse	0 = 0% (14%)	0 = 0% (14%)	Drug Abuse	5 = 12% (5%)	0 = 0% (5%)
Incarceration	1 = 2% (5%)	0 = 0% (5%)	No recorded experiences	7 = 16% (53%)	3 = 17% (53%)

- Twelve TAF referrals indicated that one Adverse Childhood Experience had been experienced by one or more child in the family = 28% (20%) (Freephone 4 = 22% (20%))
- Nineteen TAF referrals indicated that two or three Adverse Childhood Experiences had been experienced by one or more child in the family = 44% (13%) (Freephone 11 = 61% (20%))
- Four TAF referrals indicated that four or more Adverse Childhood Experiences had been experienced by one or more child in the family = 9% (14%) (Freephone 0 = 0% (14%))

In interpreting this information, it must be remembered that any families where children are experiencing significant abuse will be more likely to fall within the remit of Children’s Services. However, these figures confirm that we are already reaching a disproportionate number of children whose experiences to date place them at risk of poor outcomes as adults. It also helps to confirm parental separation, mental illness and domestic abuse as key issues for Families First families.

The information above is just a snap shot and cannot be interpreted as statistically significant. Further research is needed if a clearer picture is to be achieved, but it does provide an indicator of some of the issues faced by the Families First families. Cardiff Families First team is working with the all-Wales Coordinators' Group to explore ways to measure the impact of Families First services in reducing ACEs.

11.7 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. As such, it has always sat alongside Flying Start and Communities First. These programmes all have separate guidance and programme management arrangements, but all contribute to similar outcomes.

From the start, Cardiff has made arrangements to make sure that these programmes are aligned and working together effectively to deliver services that meet local needs. This will become even more important as Families First is refocused and the legacy arrangements are put into place for Communities First.

Cardiff Partnership has responded to the changing circumstances by setting up a new Tackling Poverty Group. The Director of Communities, Housing and Customer Services chairs this group. The Operational Manager for Strategy, Performance and Resources in Social Services, represents Families First.

One of the areas of joint working during 2016-17 was around workforce development. It is really crucial that the children and families workforce have the skills needed and understand the shared principles and arrangements that underpin work in Cardiff.

During 2016-17, Families First took part in a pilot to develop an induction event, which explained how the programmes work together and encouraged participants to think about how their own work contributes to this. The event was a success, and will be rolled out as the new arrangements are put into place for Families First.

Discussions also started about jointly commissioning certain services where there are shared priorities (see 12.2 below).



communities first cymunedau yn gyntaf



12. SUMMARY AND NEXT STEPS

12.1 Summary

Cardiff Families First programme continued to deliver important services during 2016-17 and services worked hard to maintain provision for families, despite a reduction in funding:

- Families First providers delivered support and services for 19,751 children, young people and families.
- 277 families accessing Families First services benefited from support to complete a Joint Assessment Family Framework (Family Plan) and build a Team Around their Family.
- The generic and disability TAF teams supported the JAFF pilot, which has helped to identify the best way to improve arrangements for providing early help as part of the implementation of Cardiff's Early Help Strategy.
- The working relationship with schools was strengthened. Families First services worked with 175 schools across Cardiff. Schools were also involved in the JAFF pilot and the review of services, and this joint working is paving the way for important developments in the systems for identifying when families need additional support.
- The Families First Freephone service continued to be an important central point of information and support to access services, which was used by professionals and families. Around half of calls came from families themselves. This service is central to continuing developments of an early help front door.
- Work took place with the Family Information Service and TheSprout young people's website to improve access to information about services for families.
- The Disability Index was launched - this will provide improved intelligence about families and their needs for planners as well as improve access to information for families.
- Young Inspectors completed their cycle of inspections of Families First with their inspection of the Early Years package – they have now judged that all packages are meeting the National Participation Standards in the way in which they deliver their services.
- In August 2016, Welsh Government confirmed that there would be another programme. National evaluation of Families First had confirmed the importance of Team Around the Family working and support for families with a disabled child. The new programme will retain both of these elements. However, strategically commissioned projects will need to have a much clearer focus on support for parenting and young people.
- In preparation for commissioning the new programme, Families First providers took part in stakeholder consultation sessions, which explored what had worked well and what we need to do differently.
- In the meantime, Cabinet approved plans to provide a 'transition' year in 2017-18 – this enabled the Families First team to extend the majority of the original contracts.

12.2 Next Steps

The main challenge for 2017-18 is to manage a smooth transition to new programme arrangements. Recommissioning of Families First presents significant opportunities but this will also require changes in the way we do things.

- In July 2017, Cardiff Council's Cabinet approved the overall approach that Cardiff will take to the recommissioning. This included a number of key elements:
 - Extension of the existing TAF and Freephone arrangements to pilot a clearer access point to early help services for families (along with advice for professionals)
 - Education Services to deliver the two main Families First services (Parenting and Youth Support) in-house:
 - A tendering process for five allied services that will link in with the main services
 - Joint commissioning with Communities and Housing in relation to domestic violence and support for homeless young people (linked to the Supporting People programme)
 - Work with the Change Manager to bring forward plans for services for families with disabled children, informed by the Disability Futures programme across Cardiff and the Vale of Glamorgan
- As part of these plans, Families First will make a crucial contribution to the new early help front door arrangements, which will be a key element in the implementation of the Early Help Strategy. Following consultation with families, the new access point will be called **Support4Families@Cardiff**. Children's Services will also be part of this new front door to ensure that families receive the right level of response and to provide an interface with the MASH [Multi Agency Safeguarding Hub]. As well as providing a clear point of information and advice, the aim is to reduce the numbers of referrals made to the MASH.
- Cardiff Family Information Service will be helping us to identify other ways in which we can improve communication with families.
- We will continue to work with the Education Service and with schools to develop a more consistent way to identify when families need additional help. This will also help us to provide support at an earlier stage to prevent situations from escalating to a safeguarding concern. Consultations so far have identified the need to develop two main elements: extension of the **Vulnerability Assessment Profile** as a screening tool for schools and a model for providing **Early Help Family Support Workers** linked to school clusters.
- Plans for mobilising the new Parenting Service will also enable provision to align more effectively to Flying Start and with the work of the Health Visitors.
- Now that the cycle of inspections is completed, young people will start to prepare for their role as **Young Commissioners** again. We will be providing training to prepare them for this role before they join the evaluation teams in early 2018. In the same way, SPICE will be supporting parents and carers to get involved to have a say about the new programme.
- The Families First team is also committed to young people knowing about and accessing their rights, and is supporting the action plan that Cardiff is developing to be recognised as a **UNICEF Child Friendly City**.



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

