

Cardiff

Families
First

Annual Review 2017-18 Draft for Scrutiny





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



**Putting Families First
in Cardiff**

CONTENTS

1.	INTRODUCTION	
	1.1 What is Families First?	4
	1.2 How does Families First work with families?	4
	1.3 The Spectrum of Services	5
2	FAMILIES FIRST IN CARDIFF 2017-18	
	2.1 Overview of the Programme in Cardiff	6
	2.2 Monitoring Progress and Audit	10
	2.3 Meeting the needs of a diverse population	11
3	TEAM AROUND THE FAMILY AND FREEPHONE SERVICES	15
4	EARLY YEARS	26
5	CONNECT 8-25 (CHILD AND YOUTH ENGAGEMENT)	31
6	HEALTHY LIFESTYLES	37
7	CADARN (EMOTIONAL AND MENTAL HEALTH AND WELLBEING)	42
8	DISABILITY FOCUS	47
9	INVOLVING SERVICE USERS	
	9.1 Involving Young People	55
	9.2 Involvement of parents and carers	58
	9.3 Time Credits	60
10	PROVIDING INFORMATION	
	10.1 Family Information Service and Dewis Cymru	62
	10.2 TheSprout	63
11	DEVELOPING AND IMPROVING SERVICES	
	11.1 Early Help and the role of Families First in Preventative Services	66
	11.2 Supporting Parenting: Cardiff Parenting Framework	67
	11.3 Families First – Helping to Make Rights a Reality in Cardiff	68
	11.4 Adverse Childhood Experiences	68
	11.5 Demonstrating Impact	70
	11.5 Aligning programmes and Funding Flexibility	71
12.	SUMMARY AND NEXT STEPS	
	12.1 Summary	72
	12.2 Next Steps	73

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. In this way, Families First makes an important contribution to the provision of early intervention and prevention services. It has also supported implementation of Cardiff's Early Help Strategy.

Families First sits alongside Communities First, Flying Start and Supporting People as key elements in the Welsh Government's strategy for tackling poverty. During 2017-18, Cardiff became a pilot for 100% 'Funding Flexibility' in the use of funding from ten Welsh Government funding streams.



Families Learning Together

1.2 How does Families First work with families?

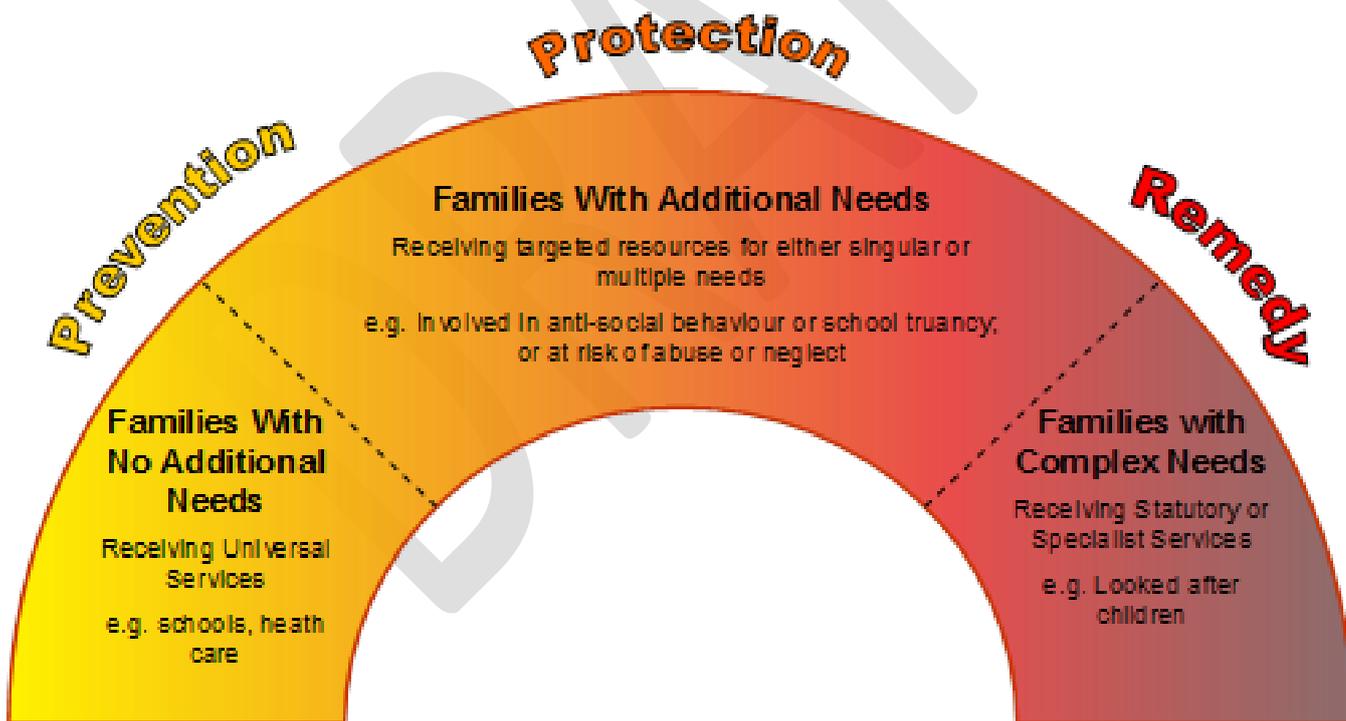
Families First is about working *with* families who say they need a bit of extra help or services, rather than doing things *to* or *for* them. Involvement in the programme is entirely voluntary.

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

1.3 The Spectrum of Services



The Spectrum of Services above 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).

2. FAMILIES FIRST IN CARDIFF 2017-18



Families First continued to deliver important services for families during 2017-18. However, following the publication of new Guidance in April 2017, the year was also a transition year for a review and recommissioning of the whole programme.

Programme managers and providers made every effort to maintain delivery and minimise the impact on families during this time. However, the review suggested that significant changes should be made to the way in which services were delivered.

This report provides further information about the programme, and about the review and recommissioning process that took place during the year.

2.1 Overview of the first Programme in Cardiff

Cardiff Council manages the Families First programme. 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.

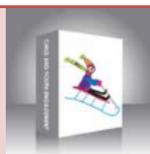
The original Families First services started at the beginning of April 2013. The specifications were based on an assessment of needs carried out as part of the development of Cardiff's first integrated plan, *What Matters*.

The resulting programme delivered five 'packages' of coordinated services on a particular theme during 2017-18. Each involved 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.



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.

The original programme included a sixth package, Sustainable Employment. However, the Families First team decommissioned this service at the end of 2016-17, in line with the direction of travel in the new Guidance. There are other funding streams for 'into employment' services and so Welsh Government asked Families First not to provide this element any longer. The funding released enabled the development of an enhanced 'front door', Support4Families.

Support4Families

In addition to these five strategically commissioned 'packages' of support, Cardiff Council also commissioned two city-wide services that would provide a central point of contact and higher-level support for families with more complex needs.

During 2017-18, the Families First team worked with Tros Gynnal Plant (now TGP Cymru) and Children's Services to extend the Families First Freephone and Cardiff Team around the Family (CTAF) to develop Support4Families.

Support4Families is a core team of Family Practitioners who provide:

- Telephone information and advice about early help services and support for families
- Telephone support and advice for professionals who work with families, including up to date information about Families First services
- Face to face meetings with families who need additional help to complete a proportionate assessment that will identify their needs – these meetings can take place in the family's home or in another venue in which the family feels comfortable
- Support to establish a Team Around the Family for families with more complex needs
- Children's Services Social Worker presence to provide assistance and advice in relation to safeguarding matters and whether a case should be escalated to Cardiff Children's Services



The Support4Families number is 0808 800 0038.

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

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 2017-18

How much did we do?

419

JAFFs completed

17,916

individuals accessed a commissioned project 2017/18



964

families called Support4Families/ Families First Freephone

How well did we do?

97.8%

participants reported being satisfied with the service they received

94.6%

participants completed their intervention



1025

participant parents reported improved ability to support their child's learning and development (of 1,068)



2439

families felt better able to make changes in their lifestyles and behaviours



337

families with a disability reported improved emotional wellbeing



2507

participants reported improved emotional mental wellbeing (of 2,788)



1572

parents benefited from a parenting intervention (of 1,746)

How is anybody better off?

2017/18 figures



Support 4 Families Free Phone
0808 800 0038



Website
www.cardiff-fis.info/cardiff-families-first



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.

Wales Audit Office pilot

Cardiff Council was part of a Wales Audit Office pilot to look at how funding has been used to deliver outcomes. The pilot took place during 2017-18 but looked at reporting from the previous year, 2016-17. It covered a number of areas of the Council's work, including Families First.

During the pilot, audit staff went in to projects to look at arrangements for reporting performance as well as finance. They randomly selected a cross-section of projects from each package and examined the chain of reporting, from the data gathered from service users through the chain of reporting to inclusion in the Progress Report to Welsh Government.

While there were no serious issues, the audit did confirm the difficulties caused by having such a complicated reporting chain involving sub providers, lead providers and a central team. This had

Measuring Performance 2014-2015															
Activity/Project: Families Learning Together						Providers: Cardiff Council - CAVC									
D: CY&E 2.1		Outcome(s) met: 2,3,4 & 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	3	2	0	2	6	6									
# 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 children completed the course	0	37	42	36	115										
# of parents accessing courses	37	45	0	42	124	144	% of parents rating courses as good or excellent	0%	94%	96%	100%	90%			
# of parents completed course	0	34	41	34	109										
Is Anyone Better Off?															
	Q1	Q2	Q3	Q4	Cumulative	Baseline Target		Q1	Q2	Q3	Q4	Baseline Target			
# & % of 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%	90%			
# & % 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 relationship with schools	0	32	38	36	106	122	0%	100%	100%	100%	100%	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 Cymru accreditation	0	36	41	34	105	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	Q1	Q2	Q3	Q4
3	11	0	10	0	0	0	0	12	6	0	0	0	0	0	13
Cardiff West				Cardiff South West				City Centre & South Cardiff							
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
0	0	0	0	1	1	11	0	8	21	17	0	0	0	0	0
Quarterly Total				Overall Total											
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
37	45	0	42	124											
Out of Area				Out of Area Total											
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
0	0	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 a more positive relationship between home and school and many of the parents who participate go on to help on a voluntary basis 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 Cymru 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 38 parents on full and half day courses carried over to Quarter 2. Numbers recruited to courses slightly lower than projected (target = 8 per course). Families Learning Together continue 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 Albert'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 = 8 per course) and not all parents who started completed the course. Families Learning Together continue 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 Oct (quarter 3). Schools in Quarter 2 are Stacey Primary, Groggwen Primary, St Mary's R.C. Primary, St Philip Evans R.C. Primary, Kitchener Primary and Glyncroed 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, Baden Powell Primary, Adamstown Primary, Birchgrove Primary and Both Park Primary.															

Report cards enable close monitoring of performance measures

already been identified in the programme review and has informed the monitoring arrangements that are being put in place for the new programme.

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 7,818 service users over the 2017-18 reporting period. This represents an increase of 4.91% on the previous year's total of 7,452.

“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

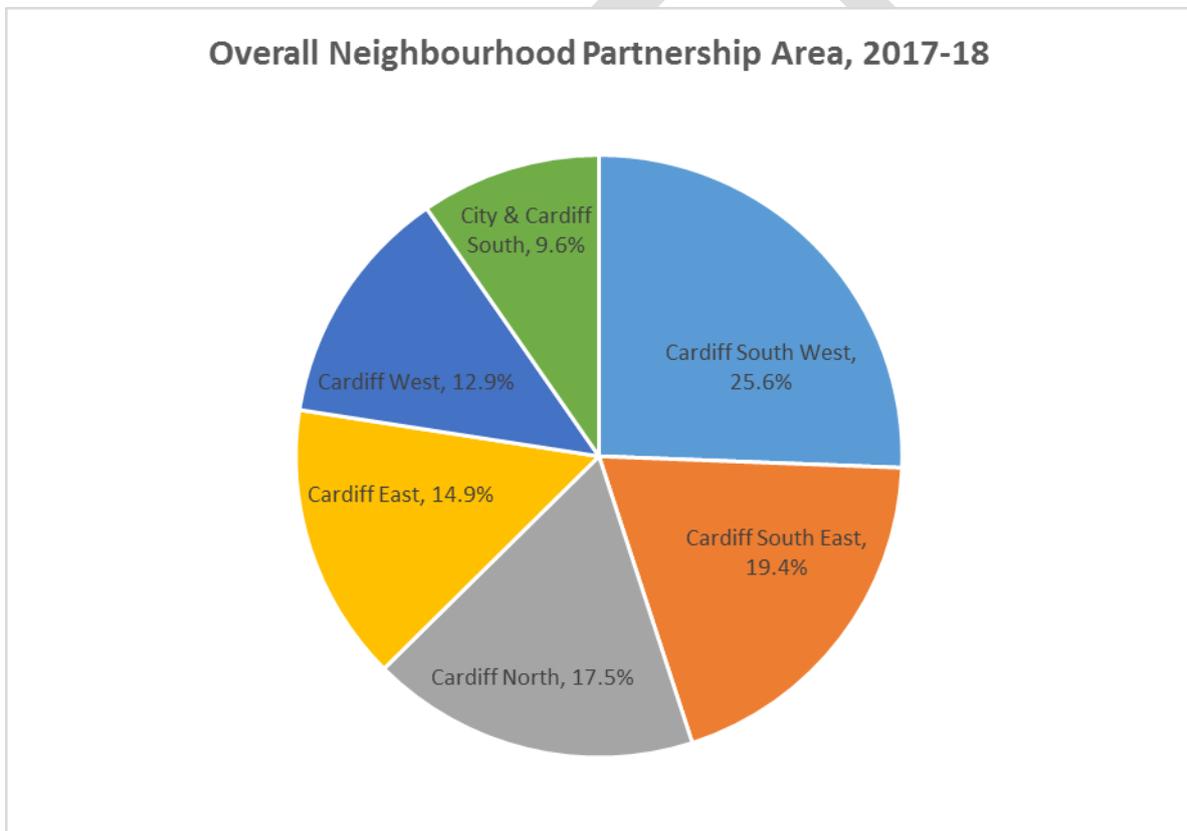
HEADLINE FACTS ABOUT FAMILIES FIRST SERVICE USERS IN CARDIFF

- The largest group of service users by age and gender were females in the 25+ age group (17.8%, suggesting that mothers and other female carers were most likely to access services. However, more males than females accessed services across the whole 0-16 age range with the next largest group being males aged 5-8 years (10.5%).
- The majority of service users identified themselves as White British or White Welsh (5,015 out of 6,831). However, service users reflected the range of ethnicities in Cardiff as a whole, with the next largest numbers identifying as Ethnic Group Other (311) and Black or Black British African (206).
- This also means that Families First delivered services to families with a range of different home languages. Of the 6,572 who reported home language, 92.4% classified their home language as English. However, the next highest reported home languages were Czech with 1.4% and Arabic. Only 9 service users reported their home language as Welsh.
- 1,546 individuals reported a disability – of these, 88.7% were disabled children and 11.3% disabled adults.
- Families accessed services from all parts of Cardiff: the largest number of individuals reported by neighbourhood partnership area came from Cardiff South West (25.6%).

- Out of the 7,784 referrals, the largest number were Self-Referrals (41.7%) with Schools and Education (17.4%) providing the second highest number of referrals.

Families First programme 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, 2017-18

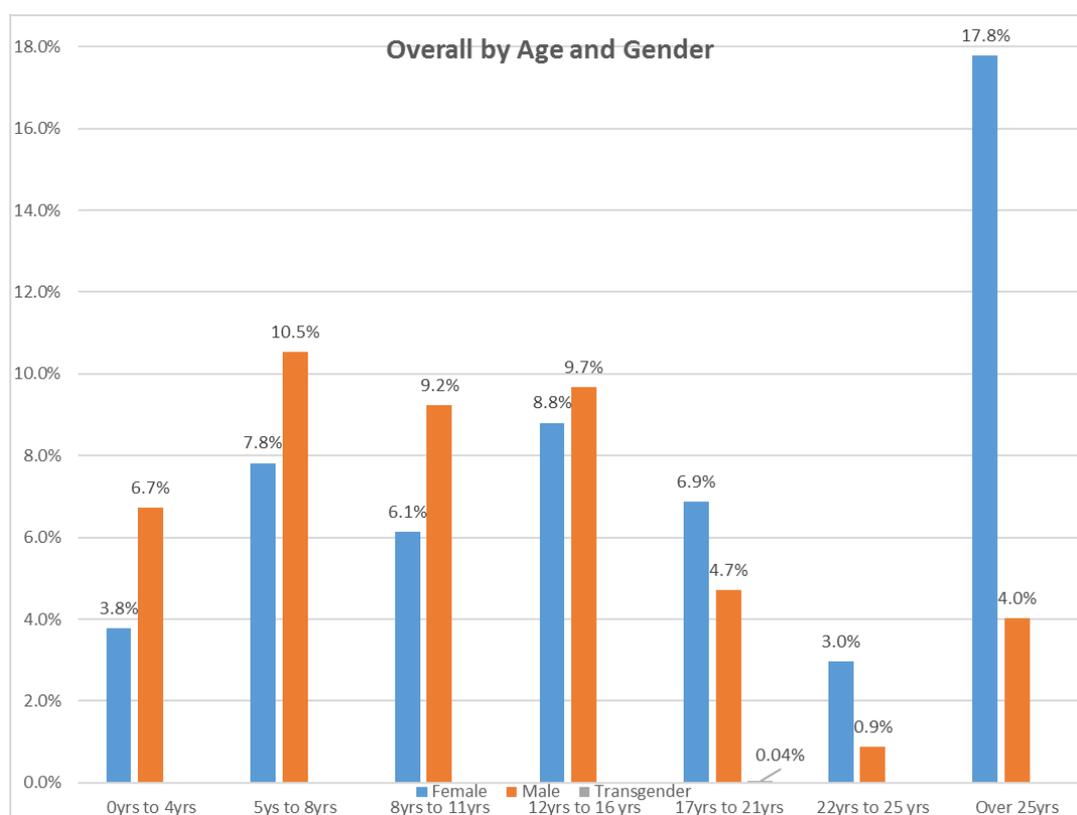


Baseline of 7,784 represents 99.6% of the total number of service users

In previous years, data has shown that there are families who need additional help in all parts of the city, not just the ‘Southern Arc’. The programme delivers 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, 2017-18



Baseline of 7,737 represents 99% of the total number of service users

Table 1 shows the distribution of referrals for service users by source. The largest number were Self-referrals, which accounted for 3,245 referrals (41.7%). This was followed by Schools and other Education Services, which accounted for 1352 referrals (17.4%).

Table 1 – Distribution of referrals by source

Source of referral	Total	Source of referral	Total
Self Referral	3,245	Housing Services	106
Schools and education services	1,352	Police	73
Third Sector	1,254	Child and adolescent mental health services	70
Health visitors	454	Other employment support services	41
Children's Social Services	352	Job centre Plus	15
Other Primary Services	289	Adult Social Services	10
TAF/Freephone	205	Adult Substance Misuse Services	6
Other	192	Careers Wales	2
GPs	118		
		Total	7,784

Baseline of 7,784 represents 99.6% 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	St Teilo's Church in Wales School	72
2	Eastern High School	63
3	Willows High School	50
4	St Illtyd's Catholic High School	47
5	Millbank Primary School	45
6	Fitzalan High School	35
7	Cantonian High School	28
8	Cathays High School	28
9	Plasmawr High School	26
10	Grangetown Primary School	24

While a significant majority of service users had English as their home language, the table below illustrates the diversity of the home languages of Families First service users. The table shows the top 20 languages.

Table 3 – Distribution of service users by home language

Language	Total	Language	Total
English	6,076	Tigrinya	13
Czech	96	Urdu	12
Arabic	64	Romanian	10
Bengali	61	Spanish	10
Portuguese	24	Welsh	9
Albanian	17	Amharic	8
Kurdish	16	Polish	8
Farsi	15	Iranian	7
Punjabi	15	*Other	83
Slovak	15		
Somali	13	Total	6,572

Baseline of 6,572 represents 84.1% of the total number of service users

The full reports on the data collection for 2017-18, 2016-17, 2015-16, 2014-15 and 2013-14 are available on:

<https://cardiff-fis.info/parenting/cardiff-families-first-programme/delivering-families-first-in-cardiff/>

3. TEAM AROUND THE FAMILY



AND SUPPORT4FAMILIES

Over the life of the first programme, Tros Gynnal Plant has provided two services that have been central to Families First in Cardiff: the generic team that supports Team around the Family [TAF] working and the Families First Freephone Service that acts as a central information point for the programme. During 2017-18, these services became the basis of new arrangements to provide a clear front door for early help services: Support4Families.

3.1 Cardiff Team Around the Family model and 'Think Family'

A Team Around the Family [TAF] model of working is a central requirement of the Families First programme. The National Evaluation of Families First confirmed the success and importance of this approach to working with families during the first programme. As a result, the new Guidance asked for this approach to continue.

The model is based on the principle of 'Think Family', which is also a key principle in Cardiff's Early Help Strategy. It recognises that the wellbeing of other members of the family, and the way that the family functions as a whole, has a direct impact on the wellbeing of the child or young person. Some parents have additional needs in their own right that affect their ability to meet the needs of their children.

The Think Family approach therefore encourages the development of services that:

- offer an open door into a system of joined-up support at every point of entry
- look at the whole family and co-ordinate care
- provide support that is tailored to need
- build on family strengths.

The TAF model was developed to support this way of working.

"Parents are the most significant influence on children, and parenting has profound consequences for their future lives, so it is important to persuade parents that engaging in their child's development can make a difference, and to build positively on their existing strengths and actively involve them in decisions." Cardiff Early Help Strategy

The Families First Freephone service was introduced in the second year of the programme. The aim of the service was to provide a central access point to information about both the Families First programme in Cardiff and other services that families might need. It quickly established itself as a vital resource.

The main element of the Freephone was to provide information and advice about services over the phone to families and professionals. However, if needed, an experienced family practitioner could also go out to talk with a family about their needs and about the services that might be right for them.

The TAF service and the Freephone were managed alongside each other, so if a 'Freephone' visit identified that a family needed additional support to form a team around them, the family would transfer to the full TAF process.

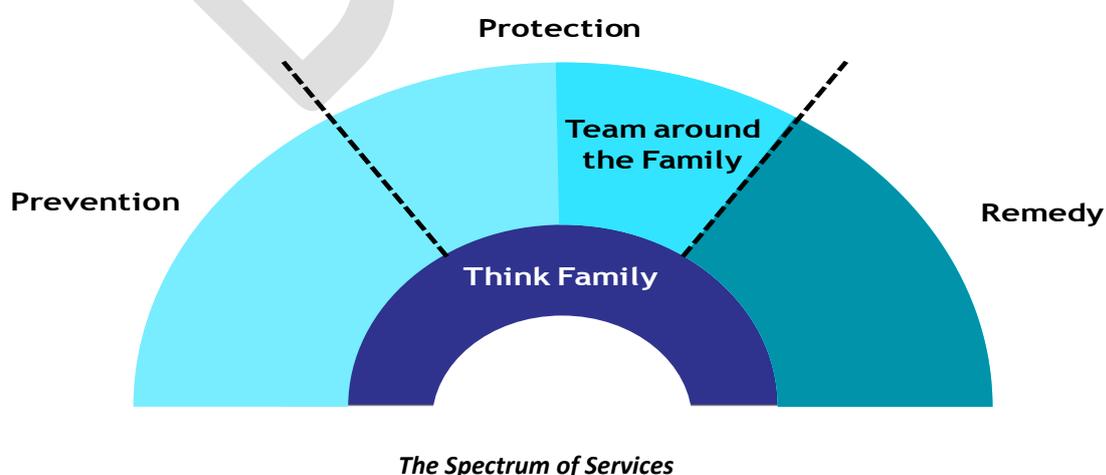
3.3 Reviewing the model and development of Support4Families

The Social Services and Wellbeing Act requires a new approach to the provision of Information, Advice and Assistance [IAA], and a proportionate response for families who are below the level where a 'care and support' plan is needed. The Early Help Strategy and the review of Families First, particularly how the TAF model related to arrangements in Children's Services, provided very powerful drivers for a set of proposed changes to the TAF and Freephone arrangements.

The Team Around the Family model was designed to support families who were experiencing difficulties and to help those families resolve their problems to prevent things from escalating.

The target group for support from the dedicated TAF team were families with complex needs, who required an intervention from four or more services. The Spectrum of Services below shows where the Team Around Family team is placed in relation to other services.

Figure 5: Where TAF support is placed on the Spectrum of Services



The original criteria were set to target the families who would benefit most from help to identify the support they needed and to coordinate the services involved. However, feedback from stakeholders identified that these criteria sometimes acted as a barrier and needed to be more flexible. Some practitioners said that they did not refer families when they were unsure how many services they needed, even if they considered the family had needs that were not being met. Others pointed out that some families might have very high levels of need for support, but in one or two particular areas.

At the same time, Children's Services were experiencing a very high level of contacts coming through to the Multi-Agency Safeguarding Hub [MASH]. A high proportion of these did not require a Children's Services intervention. However, this data was very powerful. It suggested that the existing arrangements did not pick up many of the families who would benefit from early help support at an early enough point. It also suggested that some of the people who made referrals to MASH were not aware of the other kinds of support that were available.

Finally, discussions were taking place with Children's Services about the appropriateness of the TAF model for families who were 'stepping down' from Children's Services. These families had been working with targeted Children's Services teams, but no longer needed a higher-level intervention. However, they still needed support to prevent them from re-presenting.

In the light of these circumstances, the Families First team commissioned Tros Gynnal Plant to pilot a new approach in a partnership with Children's Services. The pilot built on the existing TAF and Freephone arrangements, but with the aim of developing clearer arrangements for identifying and targeting the families who were most at risk of either escalating or re-presenting to Children's Services.

In addition to providing an expanded helpline service, the new agreement also provided added capacity for the TAF service to be able to respond more flexibly to the needs of families. This includes families who are 'stepping down' from Children's Services.

The report from Cardiff University informed the new model of working, but SPICE also supported a further piece of consultation with families to choose the name for the new service: Support4Families.

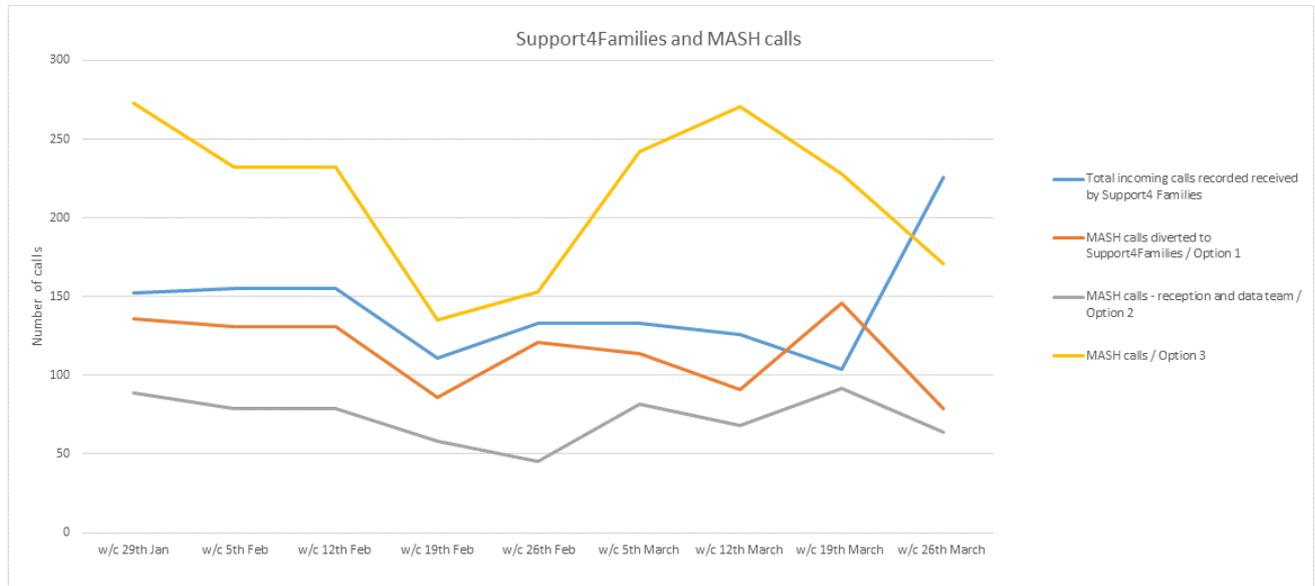
The new arrangements mean that practitioners can refer any families to Support4Families, and the response will be appropriate and proportionate, based on the needs of the family.

Families and professionals can contact Support4Families directly on the old Families First Freephone number (0808 800 0038). However, the new arrangements also introduced an option for people calling the MASH line to divert to Support4Families if their call did not clearly relate to a safeguarding issue. Children's Services Social Workers provide the reassurance that all calls will receive the most appropriate response and can be escalated if serious concerns are identified.

The 'divert' went live on 27th November 2017. Analysis of calls during the first quarter of operation suggests that these new arrangements were successful in reducing the numbers of lower-level calls being made to MASH. However, further work is taking place in 2017-18 to develop the arrangements.

Figure six below shows the rates of calls coming in to MASH and Support4Families during the first quarter. There was a slight drop in calls to Support4Families in the last week of March because there was a short break in service while the team moved to larger premises.

Figure 3: Calls to Support4Families and MASH



Breakdown of calls (Jan - March)	Number
Relevant recorded calls	1275
Calls from families (recorded)	569
Calls from professionals (recorded)	706
Requiring info only	518
Requiring advice and assistance	830
Requiring Social Worker involvement	293
Diverted to MASH	312
Outgoing calls	1019
Visits for face to face assistance	70

Main Issues (Jan - March)	Number
Emotional Well-being	239
adult	82
child	157
Parenting	130
Child development	99
Education	87
Family Relationships	84
Health	82
adult	36
child	46
Contact	78
Housing	32
Finance and Employment	29
Community	27

3.4 The Joint Assessment Family Framework (JAFF)

Welsh Government Guidance requires all Families First programmes to use a Joint Assessment Family Framework [JAFF] in work with families. The JAFF is a tool to help families identify their strengths and needs and develop a family plan.

The TAF teams in Cardiff (generic and disability teams) use the JAFF to help structure their work with families. The approach is about engagement with the family to identify what concerns them. The teams draw on their experience of restorative approaches to ensure that they work *with* families to do this.

Since the original Cardiff JAFF was agreed, a number of important developments have taken place:

- The Improvement Project Manager for Prevention and Partnerships in Children's Services ran a pilot to test out whether other practitioners could use the JAFF as proposed in the Early Help Strategy. This pilot identified that practitioners needed to have the right skills and experience in working with families to be able to use it effectively.
- Children's Services introduced a Signs of Safety approach in their work, including in the way they complete Wellbeing Assessments. This introduced a new strengths-based approach in line with the restorative approach in Families First.
- The implementation of the Social Services and Wellbeing Act said that individuals who required 'assistance' (as part of IAA) should receive a 'proportionate' wellbeing assessment. If Support4Families is to provide the IAA function, assessments will need to meet the criteria for this.

In response, Families First and Children's Services took the following steps:

- The outcomes of the JAFF pilot informed the development of proposals for the new Families First programme, including Early Help Family Support workers who will be part of the wider Support4Families team (mobilising from September 2018). The new services will provide additional practitioners who are linked in to local communities and schools, and who are able to work appropriately with families.
- Children's Services provided training in Signs of Safety for the TAF teams to ensure that their work with families was consistent with the new approach.
- There is a review underway to adapt the JAFF so that it fulfils the criteria for a proportionate assessment.



Tros Gynnal Plant
Standing up for Children

TAF/Freephone Support4Families



Performance 2017-18

How much did we do?

206

JAFFs completed



849

Children and Young people
benefitted from work with
TAF and Support4Families



1876

telephone calls received by
Support4Families/FFF including
964 calls from families

589

adults benefited from
work with TAF and
Support4Families

How well did we do?

100%

of professionals
felt engaged in the
TAF process

100%

callers reported that the
Support4Families service
was informative



100%

of adults, children and young people
felt central to the TAF process and
that their voices were heard.

100%

of those completing an evaluation following use of Support4Families
felt they had a better understanding of services to support their needs.

100%

families involved in TAF and completing an
evaluation found working with TAF beneficial.

100%

TAF families completing an
evaluation felt their plan worked.

How is anybody better off?

2017/18 figures



Support 4 Families Free Phone
0808 800 0038

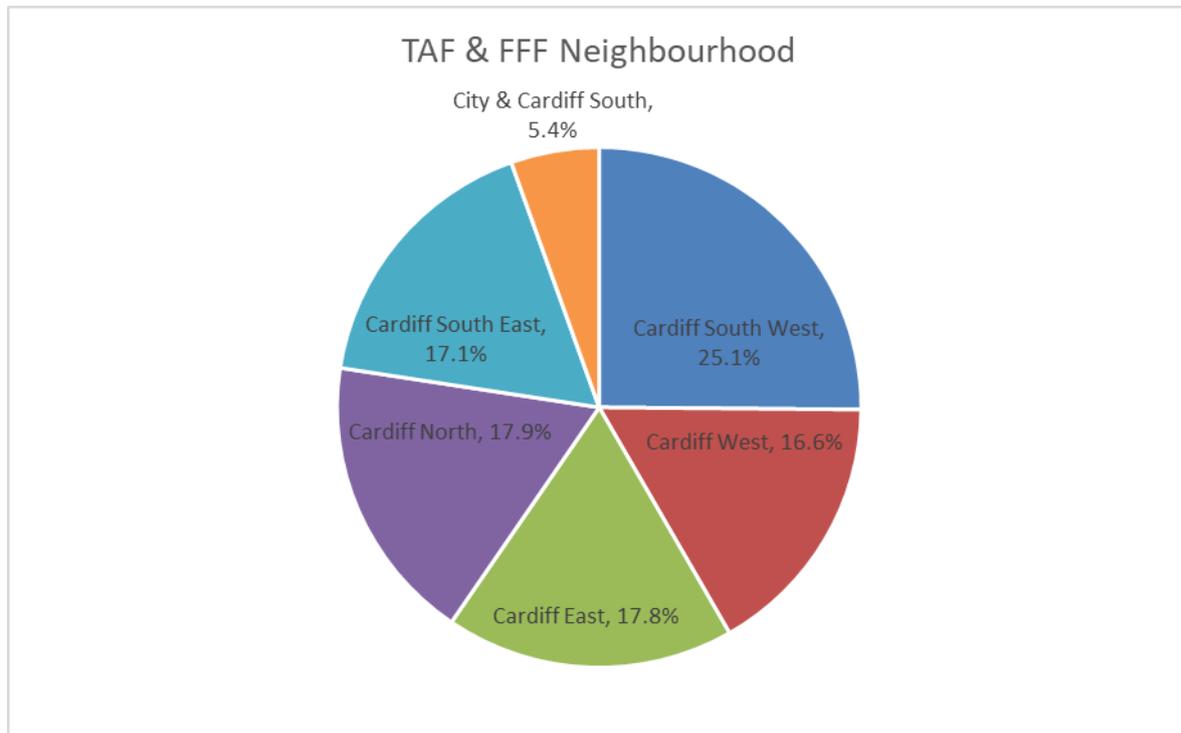


Website
www.cardiff-fis.info/cardiff-families-first



Families accessing the service come from across the city. Similar to last year, Cardiff South West represents the highest percentage of service users at 25.1%, with Cardiff North the next highest at 17.9%. City and Cardiff South has the least with just 5.4%. The chart below is a combination of TAF and Families First Freephone data.

Figure 4: Service Users by Neighbourhood Area



Baseline of 1,285 represents 93.7% of the total number of service users (i.e. individual family members)

Feedback from service users

"They actually listened to our needs and wanted to help."

"You always calmed me down when I was anxious and helped my bad thoughts go away."

"I'm more confident about services for my son and glad he has a chance to get the needed help."

"The TAF worker was friendly, approachable, knowledgeable and positive."

"I feel we would have fallen apart without his help."

CASE STUDY 1

Call to Support4Families

Support4Families took a call on 8th December 2017 from a Mum who needed some advice regarding finances. She explained that her child tax credits had been changed and she was concerned about being able to buy food for her children (3 boys, aged 8-16). She was borrowing money from her family to manage but this was not sustainable as her child tax credits would not be resumed until April. She had already tried to contact the Money Advice Centre and spoken to Child Tax credits who said that they were unable to help. She was very upset on the phone. The worker checked that there was no immediate risk to the children, which there was not as Mum was borrowing money from family to feed them. As Mum was upset and the situation required further thought than the obvious services that Mum had already contacted, a visit was arranged for within the next few days.

During the visit, it transpired that the family also had significant debts and the bailiffs often knocked on the door. Mum also had poor mental health and was worried about the impact on the family as one of the children was quite anxious and they were not able to afford family days out together. The eldest son, who had ADHD, had also recently become a father so was trying to provide for his new baby. He was employed and doing well in work and the other two children were doing well in school, which was positive.

Mum was supported to ring the council and arrange for a Welfare Liaison Officer to come out to the family in January to discuss payment plans and benefits advice. Mum was also signposted to Speakeasy drop-ins in case she could not wait until January and a food voucher was provided to help the family out in the run-up to Christmas.

Mum did not want any support for her mental health but the worker discussed possible services that would support the middle child with his anxiety. Mum was also sent some information on free family days out and some information around free sports sessions going on that the children could access.

A couple of weeks later we were also able to give the family some Christmas presents that were donated to Tros Gynnal Plant from St David's Appeal so Mum was able to give the children something to open on Christmas morning.

CASE STUDY 2

Family Stepped Down from Children's Services to Support4Families

Support4Families Team Around the Family team received a referral from Children's Services. A handover meeting took place with the Social Worker and the family concerned. The immediate family consisted of one child (aged 13), one parent (mum) and two grandparents. Shortly after the referral was taken, Grandmother passed away due to longer-term health issues.

The family identified their needs as:

- Help to improve school attendance for the daughter
- Support for daughter to access emotional and wellbeing services
- Help to ensure the family was on the right level of welfare benefits
- Mental health review for Grandad and support for his bereavement and anxiety.
- Parenting support for Mum to ensure she was best able to support her daughter returning to school and managing her anxiety

There was concern for the child's emotional wellbeing: her attendance at school never exceeded 50% and hit just 13% after the death of her grandmother. UHW had been supporting her to manage anxiety and physiological symptoms for the past two years.

Prior to Support4Families/TAF involvement, there had been a referral to Children's Services after the hospital paediatrician became concerned with the daughter's anxiety and low school attendance. Mum admitted that she has little confidence in her ability to parent and to support her daughter in her education. Parenting was identified as a key need.

The mother suffers from anxiety and has a learning difficulty; she is also hard of hearing and short sighted. She had not accessed help or support for herself at all, so none of these issues was being managed effectively. She had neglected her own health in order to prioritise her child's needs.

As there was so much going on, the aim of the intervention was to help the family identify their needs and recommend which services would be best placed to work with the family to support them in reaching their goals. It was important in this case to work restoratively so that everyone's voice could be heard and to draw on the family's strengths – much of this was linked to the wider family, which consisted of three sisters and a host of cousins, nephews and nieces. To enable this the TAF practitioner spent time with family members individually and allowed the professionals to capture the voice of the young person. The TAF Family meeting consisted of 14 family members and no professionals. The meeting enabled the family to agree the plan, and assign the actions agreed to family members.

The High School spoke about the young person's progress in school and the strengths that she had displayed. The school provided a safe place for the daughter to talk about her feelings and to seek solace in the school 'snug' when her anxiety flared up.

UHW Paediatrician and Psychologist provided high level emotional and well-being support for the young person but also for Mum who finally found the courage to disclose information about her daughter's early experiences – it was thought that these were causing her anxiety even after so many years.

The TAF practitioners secured parenting support, which provided parenting classes to the Mum on a 1:1 basis in the family home. They also referred her to Cardiff Mind for ongoing emotional wellbeing support.

The family GP provided Mum and Grandad with a lot of support to ensure that they were accessing mental health services in the community and that their medication was managed and reviewed regularly.

Diverse Cymru supported Mum and Grandfather to find out more about their benefit entitlement and to help Mum transfer onto a correct benefit.

British Red Cross provided a mentor to help manage Grandfather's anxiety levels and mental health needs – the Manager regularly came to the family home to play guitar with him as it soothed his nerves.

The family are more positive about their future now; they are better supported by their wider family. They recognise there is a long way still to go, but are motivated to make small steps to a better future together.



Activities for working with families

CASE STUDY 3

Family contacting Support4Families stepped up to Children's Services

A mother rang in to the Support4Families helpline. She was struggling to pinpoint exactly what support she needed but said that she had previously used drugs and felt like she could relapse if she did not get some support. Mum has two young boys, aged 2 and 5 months and lives with her husband. Mum was struggling to identify needs via on the telephone and was distressed, so a visit was arranged.

During the visit Mum, Dad and their two sons were present. On first impressions, home conditions were good. However, Mum soon disclosed that she was using crack cocaine and heroin every other day. Dad said she had spent £1000 of her Open University money on substances in the last 5 weeks. Dad said he would give her money as otherwise she would find money by other means.

The practitioner rang the Support4Families Social Worker, with consent from the family and explained the situation. The social worker spoke to Mum, explaining that she had requested the practitioner record as much information as possible with the family in order to make a complete referral to Children's Services to obtain the support Mum was requesting. The practitioner, led by the social worker, asked non leading questions to gather information. Mum said she is on a methadone programme and that her son had previously been on the Child Protection register.

The practitioner used the Signs of Safety approach to look at worries and strengths in the family. The strengths identified were that Dad was a good support but was struggling to cope with Mum's drug use. There were also concerns about isolation, with the family feeling they had little social or family support. The 2 year old was attending nursery and doing well according to Dad. Mum said that she was not providing the emotional support her baby needed but Dad was a protective factor. Scaling was used with the family to help them identify where they currently felt that were, and where things could be. In the worst possible situation, Dad felt they would not be able to continue living where they are and the family would break down, Mum's substance use could increase, impacting her ability to provide care needed for the children.

Mum felt she could not engage with community resources to support with substance use as this puts her in contact with other users. In the past, this has led to her being offered substances and as such was a risky situation. Mum said the only thing that makes her stop using is the risk of being on the Child Protection register.

The Support4Families practitioner explained that they would have to refer the family to Children's Services. The Family said this is what they wanted. The practitioner completed a MARF (referral form) and through consultation with the social worker, the case was stepped up for assessment to Children's Services. Children's Services are now exploring legal proceedings.

The Support4Families helpline was a vital resource to instigate this family contacting us and getting the timely step up into Children's Services.

Partnership and consultation with the Support4Families social worker was vital in this situation, as was the step up procedure.



4. EARLY YEARS

The Early Years package provided 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 led this package and worked closely with health and early years professionals. The package also made good use of volunteer and peer support through services like Home Start.

4.1 Delivery in 2017-18

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 included:

- 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 2017-18, 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.

Providers within this package tried to maintain delivery throughout the year. However, the uncertainty about future delivery did have an impact. Some staff moved on to more secure employment, while a number of services, such as the parenting services, stopped taking referrals during the final quarter so that they could successfully complete service delivery with service users.





GIG
CYMRU
NHS
WALES

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



Early Years Package Performance 2017-18

How much did we do?

1141
Sessions

242
staff trained

7461
participants

624
1 to 1 support
sessions delivered

How well did we do?

98% 😊

service users were satisfied
with the service received

96.3%

who started an
intervention
completed it

98%
(231 of 234)
parents reported an
improvement in
difficulties that
presented at referral

91%
(881 of 970)
of individuals participating in
relevant programmes reported
improved parenting skills



758 🏠 👤
families reported increased confidence
in using the Welsh Language following
Welsh Language support

98%
(238 of 242)
staff felt more confident
following training

82%
(941 of 1157)
participants reported
and improvement in
their child



92
families reported
improvements in
family relationships
(100% of participants)

87% of participant families reported an
improvement in family management
(410 of 471) following support from Home Start

How is anybody better off?

2017/18 figures



Support 4 Families Free Phone
0808 800 0038



Website
www.cardiff-fis.info/cardiff-families-first



4.2 Reviewing arrangements for early years provision

Establishing good parenting practice in the early years is essential for children and families to get off to the best start. However, the package provided a number of different parenting options, in different areas of Cardiff and delivered by different providers. There was also a range of other types of service but delivered only in specific areas of Cardiff. In line with feedback from stakeholders, the priority was to move to a more coherent service offer. This is being done in the following ways:

- Reducing the number of services available, but with the main focus on parenting in line with the Families First Guidance;
- This includes a single Parenting Service, which is managed alongside Flying Start to ensure greater consistency in the approach for families in non-Flying Start areas as well as additional opportunities to benefit from any spare capacity in, for instance, childcare;
- A grant agreement with Cardiff and Vale University Health Board, to include on-going support for important complementary services, such as speech and language support and dietetics – however, the Health Board will now be able to focus on its own delivery rather than managing delivery by other partners;
- Ensuring that all services, such as a new Early Years Volunteer Support Service delivered by Home Start, cover the whole of Cardiff (while still being complementary to Flying Start).

EARLY YEARS CASE STUDY 1

Support Service for Young Parents and Families

Practitioners delivering 1:1 parenting to young parents identified that along with the usual anxieties, they often felt overwhelmed when it came to mess. This was having an impact because it was restricting the experiences that they were prepared to expose their children to. Consequently, it was potentially also having an impact on their children's development.

A group intervention was planned to help parents to explore the benefits of messy play. Before the group started, workers told parents about the benefits of messy and sensory play, and the importance of developing new experiences. Along with the fun element, they advised them that this sort of engagement also has the potential to help tackle anxieties and behaviour.

Along with exploring sensory play for children, the group also promoted the importance of self-nurture for the parents taking part.

What developed exceeded the initial expectations when it came to helping lower these parents' anxieties along with supporting positive parent-child engagement.

The group ran for six weeks with good attendance throughout. Parents not only fully engaged with the messy play, but also said that it made them feel more relaxed. This then became an environment where they felt open to discuss feelings of anxiety. Together they suggested differences they could include in their daily life to help challenge these feelings. Practitioners discussed the possibility of inheriting anxieties, but also passing them on.

One parent in particular had expressed anxiety when seeing her son messy or dirty and restricted activities he was exposed to, to the point that she rarely left the house and even refused to send him to nursery. Following the intervention this parent was now requesting MORE messy activities on an evaluation form that she'd completed and signed.

The families reported that they had really enjoyed these sessions and identified the differences that they had felt following exposure to experiences while attending this group.

Families reported having felt a direct difference to anxieties that they had previously felt and that it left them with a better understanding of coping strategies. They also identified the importance of playing with their children.

EARLY YEARS CASE STUDY 2

Early Years Parenting

B's health visitor referred her into the service following a diagnosis of Post Natal Depression. She had recently separated from her husband and returned to live in Cardiff.

B's husband serves in the forces; she felt extremely isolated and had lost a lot of confidence.

When the practitioner first met B, she was very low. She did not feel as though there was a healthy bond with her daughter and even though she loved her and cared for her, she did not feel a connection with her.

After accessing one to one support and with assistance, B was able to talk to her GP about her health conditions. Her GP then prescribed medication to help with her mental health.

The service continued to offer B support on a one to one basis looking at self-esteem and confidence, and also setting future goals. They went for walks, looked at colleges and attended local playgroups, with the goal that B would be able to meet other parents in the area.

B was unable to talk to her family about how she was feeling and felt a failure talking about post-natal depression. However, after a couple of sessions, B was able to start talking to her family. Her family have been very supportive and now understand that B needed support.

Following on from the one to one sessions B attended a parenting group.

Since attending the group sessions, her confidence has increased and she is often a 'go to' person for other mums in the group. She participates with group discussions and has become a 'role model' for other mums. This has helped her with her confidence and, as a result, B has now applied to attend a counselling course in college and has applied to become a volunteer with a third sector organisation.

B's relationship with her daughter has improved immensely. She said that all of a sudden she had felt a 'rush of love', which she had been waiting for. B said that she is very grateful for the support that the service provided, as this has now given her a new lease of life. She said that she was previously at the point where she did not think that she had a future ahead for herself with her daughter.

The service has observed a massive change in B and hope this continues once their programme has completed. B is still able to access stay and play sessions.



5. CONNECT 8-25: Child and Youth Engagement

5.1 Delivery in 2017-18

Connect 8-25, the Child and Youth Engagement package provided a range of services to make sure that children and young people do well in school, college or work and get the support they need from their families. Cardiff Council's Education Service led this package, which involved 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
- Support for families who have English as an additional language



Work with Teulu project

- 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

Programme managers for the package played a key role in helping to ensure that providers were able to maintain services throughout 2017-18. Inevitably, the uncertainty about future commissioning decisions did have an impact on delivery in the package. Some services stopped taking referrals during the final quarter. However, services that were due to end in their current form ensured that they completed work with service users.

Child and Youth Engagement Performance 2017-18



2017/18 figures



Support 4 Families Free Phone
0808 800 0038



Website
www.cardiff-fis.info/cardiff-families-first



5.2 Reviewing arrangements for Parenting and Youth Support

Lead officers for this package also worked with the central team to review arrangements so that Families First could strengthen the links and relationship with schools and other youth services. This was crucial to inform the services needed in the new programme.

The original commissioning approach had required Cardiff Council services to go through the same tender process as external providers. In the end, this had resulted in Education Service delivering a number of different projects, but spread across a couple of different packages. The commissioning approach this time recognised that the Education Service was best placed to deliver the main Parenting and Youth Support Services.

The central Families First team confirmed this approach early in 2017-18. This enabled the Education Service to start planning the new delivery arrangements.

The Youth Engagement and Progression Framework had already informed the delivery of key elements of youth mentoring, pre and post-16. This is part of a multi-agency approach, with strategic involvement of Careers Wales and secondary schools in Cardiff, which enables effective targeting of additional support for young people.

These core arrangements for youth mentoring will continue as part of the new Youth Support Service. However, during 2017-18, work also started to develop important new aspects that build on the success of the existing arrangements. In addition to the development of plans for an integrated Parenting Service, two of the most important developments are set out below.

a) Developing a 'Graduated Response' with schools

The Youth Service had developed a Vulnerability Assessment Profile [VAP] in response to the requirements of the Youth Engagement and Progression Framework. This now operates in all Cardiff secondary schools to 'flag' and 'rag' young people using key vulnerability data. In this way, it acts as a referral tool for youth mentor support for those young people at risk of either disengaging or not entering education, employment or training [NEET].

Engagement with schools identified that they wanted a clear process for identifying when families needed additional support as well. Rather than develop an additional tool, Education Service proposed to use the VAP tool. However, there were a number of issues to be addressed:

- There were technical restrictions: the VAP was a hybrid of electronic and manual systems, and data was not 'real time'.
- The tool had been developed for identifying young people at risk of becoming NEET, but there were other indicators that might be needed to identify when families needed additional support.
- The VAP was only being used in secondary schools.

Education officers used Families First funding to develop the tool so that it would underpin a clear 'graduated response' to children, young people and families for schools:

- Developing it into a 'live' data source that will help to ensure support is offered / delivered in a much more proactive way. This will enable both schools and central services to 'see' the same data at the same time.
- Training staff in both schools and central family support services to use a common system to identify vulnerable children and young people, to share information on interventions provided and to improve the co-ordination of service responses.
- Enhancing the VAP to include additional wellbeing indicators and characteristics, in order to build a wider picture of the children / young people and families we should be working with.
- Extending the tool to all primary schools across the city, to ensure we are targeting support at the earliest opportunity.
- Exploring the links to other data sources that exist within and outside of the local authority, including Flying Start data, Youth Offending Services and Health, to enable a good use of data and avoid duplication of support.

Schools use the original VAP to identify and refer young people for youth mentoring. In the same way, the new version will also be able to identify children and parents who need additional support, so that schools can refer them through to the Support4Families 'early help front door'. The front door arrangements will include a team of Early Help Family Support Workers (mobilising from September 2018), who will be able to work with schools to respond to these families at the earliest opportunity.

b) Developing a City Centre Youth Project

The arrangements for using the VAP will help to identify children, young people and families who still have links with schools. However, the Youth Support Services should also ensure that they meet the needs of young people who have left school.

During 2017-18, exciting discussions started to explore the development of a City Centre Youth Project, which would provide a one-stop-shop for young people aged 16+. The project aims to bring together all of the main services and programmes to make the most effective use of available funding and provide a joined-up provision for vulnerable young people.

Supporting People are leading the project, which will need to draw down capital funding, as well as revenue funding for service delivery. However, Families First have been involved from the beginning as part of our commitment to align with other programmes (which will now be included in the Funding Flexibility pilot). Families First has extended the Family Mediation Service delivered by Llamau for 12 months, but this project will then be included in Supporting People commissioning. In addition, Families First will be aligning delivery of other services, such as post 16 youth mentoring and counselling.

CHILD AND YOUTH ENGAGEMENT CASE STUDY 1

Basement - Llamau

S (aged 20) found herself at risk of homelessness following the breakdown of a relationship. The relationship had ended after S had lost her baby late into the pregnancy and the couple struggled to come to terms with this. They had prepared their house for the arrival of the baby and S could not bear to be there, so she went to stay with her ex-foster carer. (S's parents and grandparents had died when she was younger). This was only a temporary arrangement as it was a one-bedroom property. The ex-foster carer gave S 28 days' notice to find somewhere else to stay as the property was too small and as such the relationship was strained.

S also has mobility issues. She was involved in a car crash at three months pregnant and then later, complications during the stillbirth made things worse. She relies on a wheelchair a lot of the time and also has carers coming in three times a week. S has also discovered that she is pregnant again.

The issues identified were: Housing, untreated mental health issues, support around health, learning difficulties & independent living skills, and assistance with benefits.

Following work carried out with Basement staff, S is now in appropriate temporary accommodation. It has disabled access and has been adapted to her needs. She also has a support worker to help her develop her independent living skills and ensure that she is linked in to appropriate services. She is registered with the local authority for longer term 'move on' accommodation.

Project staff were able to identify who was already working with S and provide them with information about the current situation. They also identified areas where support was missing and put in appropriate referrals. This built up a network of people who could then provide more informed, integrated and effective support for S.

The relationship with her ex foster carer has also improved now that she has her own accommodation.

CHILD AND YOUTH ENGAGEMENT CASE STUDY 2

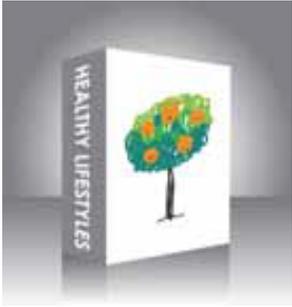
Connect 825

The Connect 825 Befriending service worked with two brothers: one brother was aged 13 years and the other aged 19 years. Both have a diagnosis of ADHD. The older brother also has a diagnosis of ASD and the younger brother has a diagnosis of OCD. During the initial assessment with the family, it was clear that they both had a good relationship with one another. The boys live with their mother and their grandmother. The family are a close unit that spend a lot of time together.

In the first few weeks of the intervention, games were introduced about getting to know one another and understanding emotions. Both children engaged well with this. They learned from one another how to respond in certain situations. They also were able to link appropriate emotions to scenarios.

The older brother was just about to finish college. The worker discussed what he would like to do after college. He came up with some ideas and decided he would download an application form for a sports centre. Since this visit, he has sent in an application and is waiting to hear back about an interview date.

From our sessions, the worker felt the younger brother was struggling more with regulating his own emotions. The worker spoke with his mother and suggested that the service went to see him in school for some 1-1 support work. The young person agreed that this was something that he would be really interested in. During one to one sessions together, discussion has centred on his on-going issues in school, his self-esteem, how he perceives himself and coping mechanisms. The session about self-esteem allowed him to realise how many positive traits he had. He was surprised that he had so many positive characteristics. This was beneficial for the younger person because through the session he was reassured that even when things are going well, it does not mean that you do not have bad days sometimes. This normalised emotions for him and allowed him to see himself in a different way. Work continued on a 1-1 basis.



6. 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.

6.1 Delivery in 2017-18

The services on offer over the past year included:

- A '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
- 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

The package continued to deliver throughout the year, despite the uncertainty over future delivery following commissioning.



Healthy Lifestyles Food and Play

Healthy Lifestyles Package Performance 2017-18



2017/18 figures

 **Support 4 Families Free Phone 0808 800 0038**
 **Website www.cardiff-fis.info/cardiff-families-first**

6.2 Reviewing delivery of health-related elements

Healthy relationships and lifestyles remain important factors for building resilient families.

The original commissioning approach had required Cardiff and Vale University Health Board to tender for contracts alongside other providers. The new commissioning approach recognises that there are certain services that are needed to support Families First delivery, which can only be delivered by the UHB. The commissioning plan

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.



Sexual Health Outreach Team

HEALTHY LIFESTYLES CASE STUDY 1

Healthy Lifestyles Service – Cardiff and Vale University Health Board Dietetics team

The Gold Standard Healthy Snack Award (GSHSA) or equivalent nutritional standard is awarded to afterschool clubs and childminders if they are providing the recommended healthy snacks and drinks and following hygiene and environmental guidelines.

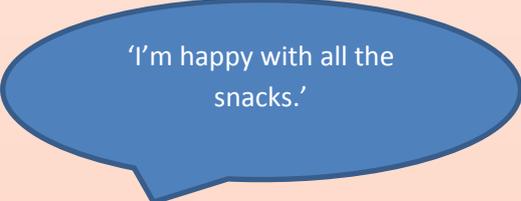
The award encourages activities around healthy eating. Participant provided evidence of recent activities including children fruit picking, preparing their own sandwiches, writing about their favourite healthy foods through questionnaires and bubble diagrams. Less recent activities included fruit faces and caterpillars, fruit obstacle course.

Relevant baseline training and reaccreditation training is delivered by the Band 6 Dietitian following our Nutrition Skills for Life Programme of courses, units and modules. All resources for these courses have been developed on an all Wales Public Health Dietetic basis and then bought in by Families First for this stream of the project.

Guidelines for the GSHSA have been produced between Families First and Flying Start Early Years teams, and also include the older age range. These are provided to childcare providers either electronically or printed if requested. In addition, guidance on how to put together a GSHSA portfolio has been designed by the team and is distributed if required.

Parents have been very positive about the award and are always keen to find out what it involves.

Responses from parent questionnaires were all positive. Comments include:



'I'm happy with all the snacks.'



'Great to encourage healthy eating.'



'It's a great way to promote new healthy food.'

HEALTHY LIFESTYLES CASE STUDIES 2 AND 3

Sexual Health Outreach Team [SHOT]

Group Session – St Mellon’s Youth Centre

The senior youth worker from St Mellon’s Youth Centre contacted the SHOT team asking for sexual health sessions to be delivered to their junior group on a Tuesday. Young people attending the youth club had asked the youth worker if they could have more information around sexual health as they did not feel they had received enough help with this in school. The group wanted to be able to ask a professional the questions around sexual health that they would not usually ask a teacher, and wanted it to be in a confidential space.

For this evening session, we focused on delivering to the girls first, and booked in a follow-up session for the boys. Fourteen girls, ranging in age from 13-15, attended the group. They had many questions they wanted to be answered. The SHOT team started the group session by having an informal chat, letting the girls get to know them and finding out what sexual health information they wanted. Later on in the session we then brought activities out for demonstrating some of the information and answers that they wanted.

The young people attending the session benefitted from the information given to them. It was extremely positive that they asked for the sexual health session to be delivered themselves. The young people were able to ask the questions that they had wanted information about in a safe and confidential environment.

More sessions were booked for the boys and further sessions with the girls around keeping safe/risky behaviours and keeping safe online.

One to One

A young 13 year-old, J, was referred to SHOT to work on a range of issues including risk of sexual exploitation, sexual risk taking (including online), and general sexual health. J had been expelled from school in year 7 because of aggressive behaviour, so was not in education.

A youth worker referred J because there was an on-going police case regarding a sexual assault that took place by a young male friend. Because she had been expelled, J had missed basic Sex and Relationship Education that would have been delivered in school. The young person’s knowledge about SRE, and how her body works, was very poor.

SHOT started sessions with J and one of her friends at the youth club she attends because this is where J felt most comfortable. Sessions are now delivered on a one to one basis.

The initial one-to-one session focussed on puberty and how the body works. It was then that the worker identified limited literacy skills. J enjoyed writing, as she does not get the chance to write very often. J and the worker came up with the idea of making her own booklet about the work completed with illustrations. They discussed and explored the changes that young people go through during puberty. Continuing support will cover relationships, consent, contraception, keeping safe (including online) and sexually transmitted infections.

The young person has benefitted from the sessions, as her knowledge was very limited when it came to sexual health and keeping herself safe.



7. 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.

7.1 Delivery during 2017-18

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



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

This package works with some very vulnerable young people and families who are experiencing significant emotional and mental health issues. For this reason, it was particularly important to be able to complete interventions. For this reason, a number of services did stop taking further referrals during the final quarter and there was a significant impact on service delivery.

CADARN Package (Emotional and mental health)

Performance 2017-18



2017/18 figures



Support 4 Families Free Phone
0808 800 0038



Website
www.cardiff-fis.info/cardiff-families-first

7.2 Reviewing delivery of emotional and mental health services

Providing appropriate support for families experiencing emotional and mental health issues continues to be one of the top priorities. The Population Needs Assessment as well as consultation with young people have confirmed the importance of this. For instance, Mental Health was the second most important area identified by Cardiff young people in the Make Your Mark consultation to define the priorities for the UK Youth Parliament. (It received 1340 votes, while Curriculum for Life received the most votes at 1538.)

Throughout 2017-18, emotional and mental health also continued to be one of the top three presenting issues for families coming to Support4Families. However, the original Families First Programme did not offer counselling or other forms of support to adults in families who were experiencing low-level mental health issues but who did not meet the criteria for statutory mental health services. This was identified as a gap in provision.

The new Families First services will provide continuing support for young people in a number of different ways as well as addressing the gap in provision for parents and carers:

- The new Youth Support Service will be continuing to work with schools to ensure that they have their own strategies but also involve the right partners to help deliver. This will become part of the arrangements for Curriculum for Life.
- The new Families First Family Wellbeing Service will provide a therapeutic service that is complementary to other related services, such as school counselling service, the Emotional Wellbeing Service delivered by CGL and statutory CAMHS. It will provide a combination of one to one counselling for children, young people and adults, as well as whole family therapy.
- The Family Wellbeing Service will also continue to provide targeted support for families affected by bereavement, trauma and loss, and asylum seeker and refugee families.
- The new agreement with Cardiff and Vale University Health Board will provide advice for professionals to ensure that service users receive the right level of support. This element will also support joint working arrangements between the different elements of statutory and non-statutory provision as part of the 'front door' to mental health services.



Work with CAB

CADARN CASE STUDY 1

Barnardo's Child and Family Bereavement Service

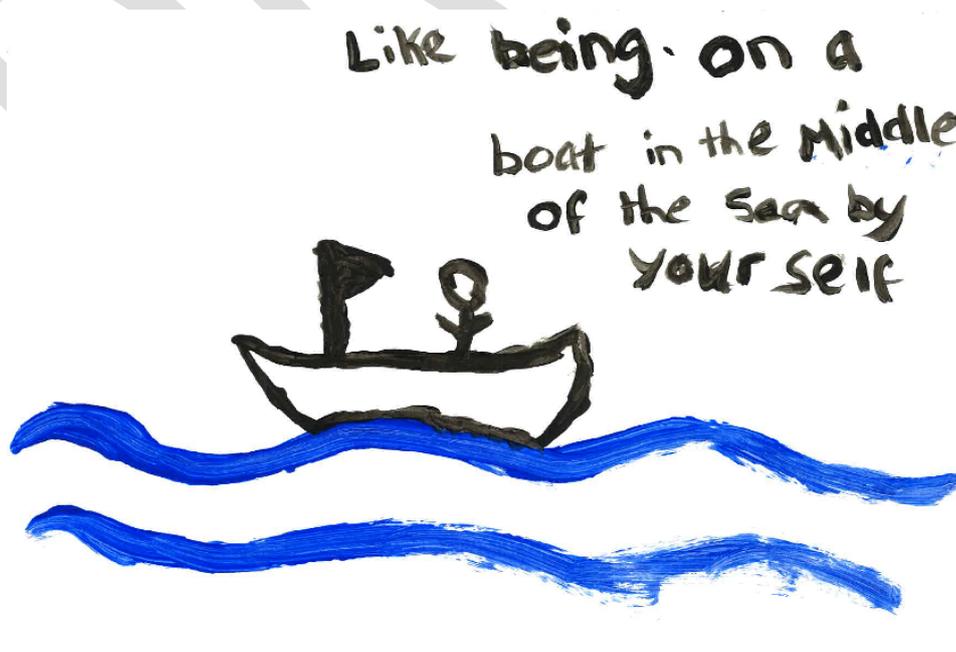
A mother and her two children were referred to the Bereavement Service due to the sudden death of a sibling. It was felt that the death was having a direct impact on the mother's capacity to parent. There had been repeated incidents of self-harm, one of which was an overdose that resulted in hospitalisation.

Following an assessment, therapeutic support for the mother was identified as a priority. An interpreter was also required as English was not the mother's first language. Her engagement with the service was supported by the referring service, who transported her to sessions.

In the initial assessment phase, a suicide risk assessment and safety plan was completed. A contract for the sessions that detailed the safety, confidentiality and nature of the work was also developed between the service user, interpreter and practitioner. Added to the contract was time before or after the sessions where the interpreter could meet with the lead practitioner for support, given the nature of the intervention.

The service user fed back that the sessions have been very supportive. She felt that they helped her to develop coping strategies and now feels stronger.

When the suicide risk assessment form was reviewed there were notable improvements: the seriousness of threat of suicide had reduced from level 3 (not able to give assurance to not act on suicidal thoughts) to a level 2 (suicidal thoughts but will not act on them) and no incidents of self-harm. Work has continued with this family.



Barnardo's Bereavement Service

CADARN CASE STUDY 2

Free2Be

The Free2Be project provided support for asylum seekers and refugees, working with families whose traumatic experiences were impacting on family life.

B is an 8-year-old refugee from Syria who recently settled in Cardiff with his family. B's school was concerned about his lack of confidence and the difficult feelings he appeared to be struggling with. Creative and practical activities enabled B to develop a sense of belonging in Cardiff and a positive identity for himself, to consider ways he could keep himself safe and to identify trusted adults he could talk to if he has any worries. Regular sessions took place in school using the same interpreter: this enabled a positive relationship and rapport with B.

B's Mum attended a parenting group, which supported her to develop a sense of familiarity and belonging in Wales as well as understand the UK education system. The school reported improvements in B's confidence, which was evident in the way he interacted and talked to staff by the end of the intervention.

Alison Prowle, from the University of Worcester, included Free2Be in research into the experience of asylum seekers. The project will be used as a case study in her forthcoming book, *Making a difference in the Children and Families Workforce*.

"I was so impressed with Barnardo's Free2Be Service. The staff are so knowledgeable and committed to their role, and the sensitivity and attuned responsiveness they display towards the families is exemplary. The project clearly builds on family/individual strengths and empowers families to move forward, despite challenging circumstances.

"I was very privileged to spend time with the parents, who gave specific examples of the numerous ways in which the project has helped their family. I worked most closely with Sophie Reed [project worker] whose passion, extensive knowledge base and positive personal dispositions for working with families were truly inspiring!"

Alison Prowle, University of Worcester



8. 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.

8.1 Delivery during 2017-18

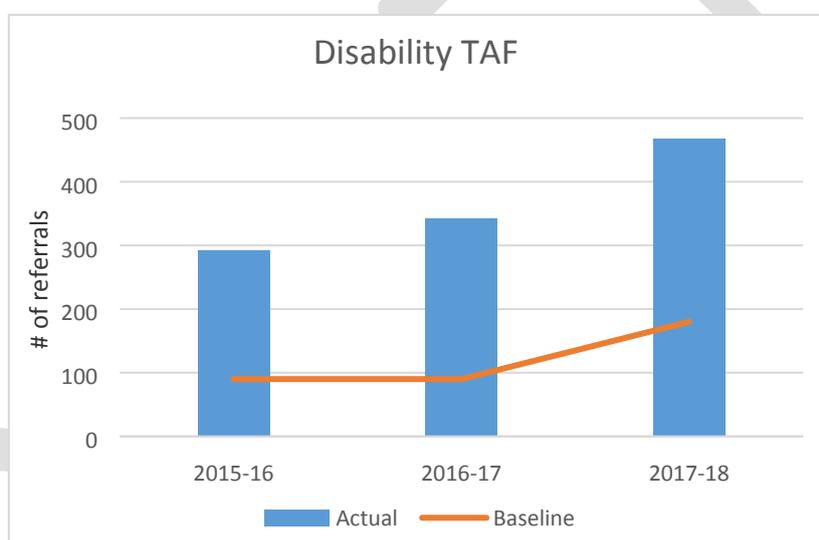
The package uses a family-led approach, working with them to assess their needs and develop a family plan. Key workers work with families to identify the services that might be able to help them and then to co-ordinate support providing a Disability Team Around the Family. This team uses the same Joint Assessment Family Framework as the generic TAF team to ensure consistency in work with families. Disability services recorded information and support for over 800 families during the year. Of these, the key working team worked with 208 families to complete a JAFF and provided Team Around the Family support.

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

Type of Organisation	Number of referrals
Third Sector	709
Self - referral	378
Other Primary Care Services	152
TAF / Freephone	95
Health Visitors	61
Schools and other Education Services	54
Other	37
Children's Social Services	22
GPs	13
Adult Social Services	8
Child and Adolescent Mental Health Services	4
Job Centre Plus	1
Total	1,534

The Disability Focus package continued to collaborate with the Disability Futures programme during 2017-18. One of the most important developments has been use of the Integrated Care Fund [ICF] 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. This has proved a very effective way to ensure that families receive the information and support that they need as early as possible.

Better Than a Booklet and the Disability Team Around the Family team provide a front door to early help services for families with a disabled child. There has consistently been high demand for this service, as illustrated by the following graph showing referrals for the Disability TAF and key working service against baseline targets over the past three years. The increase in the baseline reflects additional funding awarded in recognition of the pressures on the service.



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 Focus

Performance 2017-18



2017/18 figures



Support 4 Families Free Phone
0808 800 0038



Website
www.cardiff-fis.info/cardiff-families-first

DISABILITY FOCUS CASE STUDY 1

Disability Team Around the Family Team

The Disability TAF key worker initially completed a JAFF assessment with the family in order to assess their overall needs. The child, S, has bilateral profound hearing loss and had recently had a cochlear implant operation. Disability Team around the Family have been working with the Cochlear Implant team in St David's to ensure that the correct support was in place. This included ensuring that the local nursery that S was due to attend was up to date on training about the cochlear implant and best communication strategies. This ensured that all staff in the nursery were aware of and understanding of his needs.

DTAF also worked with a worker from the National Deaf Society on home visits to ensure that Mum and Dad were aware of what they could access in Cardiff for Deaf children and parents of Deaf children. They now attend creative hands play one Saturday a month where they meet other parents and children.

The worker also successfully applied for a grant from the Boparan Trust for more communication therapy. DTAF liaised closely with the specialist Deaf teacher to ascertain where S is in the communication programme and to ensure that the work fits in with and complements the work of the specialist deaf teachers. This means the YP is getting more hands-on therapy weekly.

DTAF worked holistically with the whole family to ensure that all their needs were met. This included support for S's brother, who also has hearing difficulties and presents with some behaviour concerns. In response to this, the DTAF worker referred the family to 1:1 support. Weekly sessions commenced with Mum and the children on behaviour. The sessions help them to think about ways to communicate how they feel.

The Welfare Benefits service has also been involved to ensure mum is getting carers' allowance and the correct DLA for both children.

The DTAF service referred mum to the Parent Nurture Programme, which had a profound positive effect on mum. This course enabled her to build confidence in parenting. Regular meetings were organised with Mum, Dad, the National Deaf Society worker and often the specialist teacher as well. These meetings ensured that there was an effective communication network at all times and any emerging needs were recognised and dealt with at an early stage.

DISABILITY FOCUS CASE STUDY 2

Independent Living Skills – Souperchefs one to one project

The young person, M, was identified by the school he attends (Woodlands High) and was chosen to participate in the Souperchefs project in order to boost his confidence and further develop his cooking skills. As he was older than 16, and close to leaving school age, it was felt that an opportunity like this would really benefit him in his future life.

The intervention was an opportunity for M to develop his cooking skills, as well as other kitchen skills e.g. health and hygiene, kitchen safety etc. Money management and social skills were also developed through opportunities provided during the course.

The Independent Living Skills project provided funds to buy an initial stock of ingredients e.g. flour, spices. The purchasing was managed by the volunteer. Each week, M would total up the day's takings, taking into account the weekly spend, and work out the profit for each week.

The Souperchefs project is a ten-week intervention that took place at Ely Family Centre. Each week M would work on different skills in the kitchen. For example, M made homemade white & brown bread and soup and served them to staff who had placed an order. M has speech and language difficulties, but he had gained enough confidence to announce that lunch was ready over the centre's Tannoy system and take payment for meals. Staff would then join M for lunch, which was not only useful for his social skills, but also a confidence boost when staff complimented his excellent cooking skills! After lunch had finished, he would collect up all of the dishes, wash, dry and put them back into their correct place and ensure the kitchen was cleaned efficiently and returned to its normal state.

Over the duration of the intervention he became more independent each week, as his confidence grew. He worked on his own initiative, and he enjoyed being hands-on in a kitchen environment.

"A section of our school action plan is aimed at preparing for the future and furthering student's independent life skills. In spite of his severe learning difficulties, M has shown he is capable of getting a job as he has a part time job in a pub. [He] has further developed, away from school, his confidence, independence, social and practical skills."

Feedback from staff member at Woodlands High School

8.2 Improving access to information about services

Information about a condition and the forms of support that are available, are crucial for families who have just received a diagnosis or are going through 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.



One of the most important developments during 2016-17 was the launch of the Index. The launch took place in March 2017 so 2017-18 was the first full year for this new provision.

The Index details services available for disabled children and young people in Cardiff. The Cardiff Index is following a model that was already running in the Vale of Glamorgan.

The Index Newsletter ensures 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 Index also provides a much clearer picture of the families with children who are disabled or have additional needs for professionals. Statistical information from The Index provides practical data for the planning and co-ordinating of services across Cardiff.

The joint arrangement with the Vale of Glamorgan means that there is much more consistent provision of information for families across the region. During 2017-18, the Disability Index Officer post was established properly on a regional basis.

Promotional Activity

- Four Index newsletters produced
- Index webpage on FIS website (including online registration form and index newsletters)
- Index advert on GP screens in Cardiff
- 'Max Cards', providing discounts to activities, given to all families on the register

KEY FINDINGS 2017-18

- There were 220 new registrations to The Index in Cardiff between 1 April 2017 and 31 March 2018 - this means that there was a total of 362 children on the register by the end of March 2018
- 5% of those on The Index have Speech and Language Difficulties
- 34% of children and young people on The Index in Cardiff have ASD and 49% have a Learning Disability
- 17% of referrals to The Index come from schools
- 12% of those registered on The Index have a Social Worker
- 55% of children on The Index in Cardiff have a Statement of Educational Need

The Index has helped to identify an increasing number of families who have said that they need support for their child's disability, but do not have a statutory care and support package. (28% of those registered in 2016-17 had a social worker, compared with 12% of the total in 2017-18.) This means that the Index is successful in establishing contact with those families and making them aware of alternative forms of support that they can access in their communities. This is an important element in the early help jigsaw.

Future Development

- New contact has been established with the University Hospital Wales. We are waiting to hear from the head nurse to be given permission to have a presence in one of their outpatient waiting rooms.
- In consultation with Health Visitors, we will be amending The Index registration forms to only capture relevant information. This will make the form appear and be simpler to complete and could result in increased registrations.
- The team are going to link with Children's Community and School Nursing teams to promote the Index and ask for their support to get parents to register children on it.

8.3 Reviewing Disability Focus services and the Disability Futures Programme

Families First is committed to commissioning in line with the recommendations and findings of the Disability Futures Programme. The two teams did a great deal of work together in 2017-18 to develop plans for future delivery. This has also included the exploration of joint working with the Vale of Glamorgan to ensure more consistent services across the region.

The Disability Futures programme informed decisions about delivery in 2018-19. This included consultation with the operational group and with parents. There were a number of areas where new approaches were still being piloted. As a result, it was agreed to extend some of the current Disability Focus package for an additional 12 months to enable more time for commissioning plans to be developed. However, there were some changes in line with the agreed direction of travel:

- The core services for disabled young people and their families were maintained. These provide, the Disability TAF and key working service, specialist parenting, Independent Living Skills and Integrated Youth Provision.
- However, other elements of the original package are now being delivered in other ways:
 - The Additional Learning Needs and Educational Tribunal (Wales) Act ensures advocacy for any young people who need an Individual Development Plan. The Education Service are continuing to fund SNAP Cymru to provide this for those young people who need it. However, the new approach of Families First is to provide practitioners who will be able to support young people and their families to have their needs met without the need for a specialist advocacy service.
 - The Disability Index now provides information for families, so Families First is no longer funding the service previously provided by Cardiff and Vale Parents' Federation.
 - The Welfare Benefits service provided by Diverse Cymru has now been incorporated into the support provided by Cardiff Council's Hubs. Families First provides additional capacity for home visits and to support families through to Tribunal if needed.
- Feedback from parents emphasised clearly the importance of having appropriate out of school and holiday provision. Decommissioning some of the original elements (as outlined above) has enabled us to put funding into a joint pilot with the Disability Futures Programme to develop provision.

In 2018-19, Cardiff will be bringing forward plans for commissioning the following services:

- A Support4Families Disability Service, which will provide a specialist disability response within the front door arrangements. This will include the continuation of Better Than a Booklet as well as key working and parenting support.
- A combined Independent Living Skills and Integrated Youth provision, which is flexible to meet the needs of young people in transition to adult hood and complementary to other support that is available via other routes.
- A model for out of school and holiday provision.

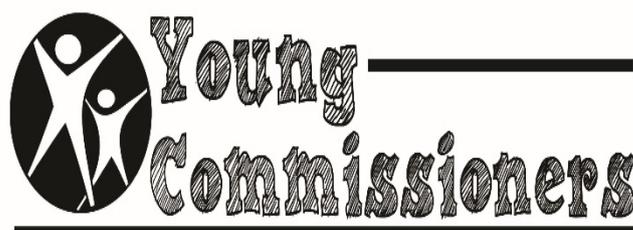
9. INVOLVING SERVICE USERS

9.1 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.

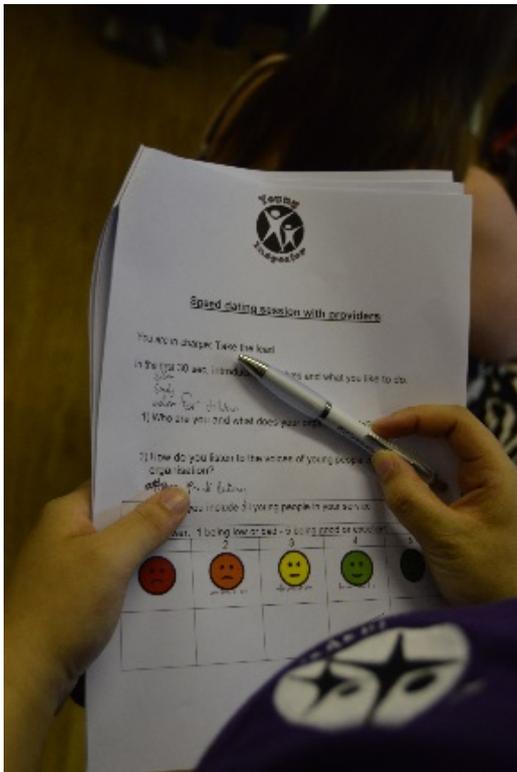
The second year evaluation of Families First carried out on behalf of Welsh Government by Ipsos MORI noted the Young Commissioners work in Cardiff as an example of good practice.

It was also recognised as good practice in preparation for Cardiff becoming a Child's Rights Partner with UNICEF as part of the programme to become a Child-Friendly City.



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.



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. All the Families First packages have now passed, with the young people rating them as achieving against all of the seven participation standards.

The central Families First team have also used the findings from the Inspection Reports to help inform the approach taken in the new Programme. One of the consistent findings is that we need to improve the information about services so that young people are more aware of what is available for them.

Young Commissioners

Involvement of young people in the commissioning of the first Families First programme won a National Innovation Award at the first Welsh Government Procurement and Innovation Awards. The central Families First team worked closely with the Young Commissioners Officer during 2017-18 to make sure that they followed this good practice in the new commissioning arrangements.

Twenty children and young people were recruited from two UNICEF rights-respecting schools in Cardiff, as well as various organisations across the city. The Young Commissioners Officer and Families First team organised an information session and invited young people to attend with their parents. During the session, they provided information about the programme, an opportunity to meet the staff. Young people were then able to sign up to be part of the Families First Young Commissioners project.



The Young Commissioners then started to find out all about Families First. They also undertook a training programme and residential to look at commissioning, Children's Rights (UNCRC) and participation, as well as finding out what the commissioners (Cardiff Council Children's Services) want in their new services. As part of their training residential, the group worked on team building and attempted to reach the summit of Pen-Y-Fan on a very cold December afternoon!

As part of their training young people were split into smaller groups to look at individual work streams and were supported by 'Lead Young Commissioners'. These were older young people who have a variety of experiences from sitting on Inspection and Interview panels to running their own project groups and work within Cardiff Youth Council.

The Lead Young Commissioners also worked hard in developing young person friendly versions of the specifications for the rest of the young people, as well as supporting them and providing peer mentoring through the process

The Young Commissioners assessed applications and received presentations from organisations for four externally commissioned services:

- Early Years' Family Support Service
- Family Wellbeing Service
- Health Relationships Service
- Youth Information Service

They also met with the officers responsible for developing the in-house Parenting and Youth Support Services, to look at the developing plans and provide feedback.



CASE STUDY

Yasmin - Lead Young Commissioner

Yasmin has been an influential figure within Cardiff Youth Council for well over 18 months. Originally studying at Willows High School and being Head Girl, Yasmin attended a Grand Council event and decided to join CYC.

Yasmin has gone on to attend Cardiff High Sixth form where she is currently sitting her A-levels before heading off to university. Yasmin has worked on a number of different projects within CYC, including the emotional and mental health project group, as well as being a member of the Children & Young People Advisory Board working alongside Cardiff Council and UNICEF on the child friendly cities initiative. Yasmin joined the Young Commissioners project as a Lead Young Commissioner due to vast experience and supported members of her package group through the process of commissioning.



"Through young commissioners I have gained many interpersonal skills and it has been so much fun working on the project. As a young person it is difficult to have your voice heard or think your opinion matters, but young commissioners opens a new door for young people to experience decision making and voicing opinions. My experience was so enlightening and informative, the residential really pushed my limits and helped me realise the value of team work and how to guide and understand young people. The official process of commissioning allowed me to understand how certain aspects matter and how the council runs most of these projects, an insight that would be impossible to gain without young commissioners. Overall not only did the program help us young people develop and expand our skill range but involving young people with making decisions that affect them promises better outcomes of services commissioned. The experience is nothing that I would ever experience again truly unique and crucial to create more informed adults." Yasmin 16, Cardiff

9.2 Involvement of Parents and Carers

It was also important to involve adult members of families in the decision-making. The Parent Network had provided support for parents and carers in the first commissioning process. However, the Network had ended. In its place, the Families First team worked with Spice to support parents and carers – Spice are experts in working with community members, as well as being responsible for the Time Credits scheme.

The adults who took part were as positive about their involvement as the young people were. The following case study tells one parent's story.

CASE STUDY

I have recently earned Time Credits through Spice and taking part in the re-commissioning of Families First as a parent commissioner.

I have two boys and moved to the UK with them ten years ago, moving to Cardiff just over two years ago. I had to learn English from scratch when I arrived, whilst trying to build up a social and support network, which I didn't have when I arrived here. I became involved in services and had a key worker through Team around the Family who has supported my family through this period of change.

I was able to volunteer through TAF, getting involved in interviews and sitting on the panel. TAF also invited me to come and take part in a workshop hosted by Spice, who were looking into ways in which they can engage with parents from across the city. I was keen to engage with all these activities, as being alone in a city has really empowered me to take control and try to utilise my skills a lot more to help the community.



Cont'd...

I kept in touch with Spice and they invited me to take part in the re-commissioning of Families First. I loved this idea, as having been a service user before, I feel I can represent those who are going through the process of finding support, and help those who aren't yet through the other side like I am.

Taking part in the commissioning process was amazing. I didn't appreciate before how much time and effort the Council put in to finding the right organisations to deliver the services and how much focus was on the journey of a service user. I felt important, and I felt my experiences and opinions were valued and I was able to help make a real change. I also learned a lot, I saw how decisions are made but it also gave me more of an insight in to other cultures and helped me to develop my language skills.

Earning Time Credits has been an amazing experience. I hadn't heard of Spice or Time Credits before but it has helped me meet new people, make friends and enjoy my free time. Spice worked really hard to support us to go through the process and I feel like my time has been recognised. I got to go to the theatre for the first time since being in the UK with the new friends I made which isn't something I could ever do before. I work, volunteer, study and parent and have never had time to do something for me. We have met up since and done different activities which I am so happy about.

It is important for wellbeing to take part in the community. When you don't have friends or a support network it feels good to feel close and a part of this community. It is good for the kids to see me take part in these activities and not give up: it shows them how good life can be. Sometimes it is easy to give up, but I couldn't for them and I am excited to do more and live our lives to the full. Thank you.



Families First evaluation meeting

Commissioning Project Launch

The Project was officially launched by Cabinet Member for Children and Families Cllr Hinchey and Children Services Operational Manager Angela Bourge on the 11th of January 2018 in County Hall. The Young Commissioners were presented with their Certificates and T-shirts and Cllr Hinchey thanked the young people and parents for their role within this very important work.



Councillor Hinchey with Young Commissioners and Parent Commissioners

Cardiff Young Commissioners – Families First Project has been shortlisted a Youth Work Excellence Awards 2018! The awards evening will take place on 29 June 2018 at the Principality Stadium in Cardiff

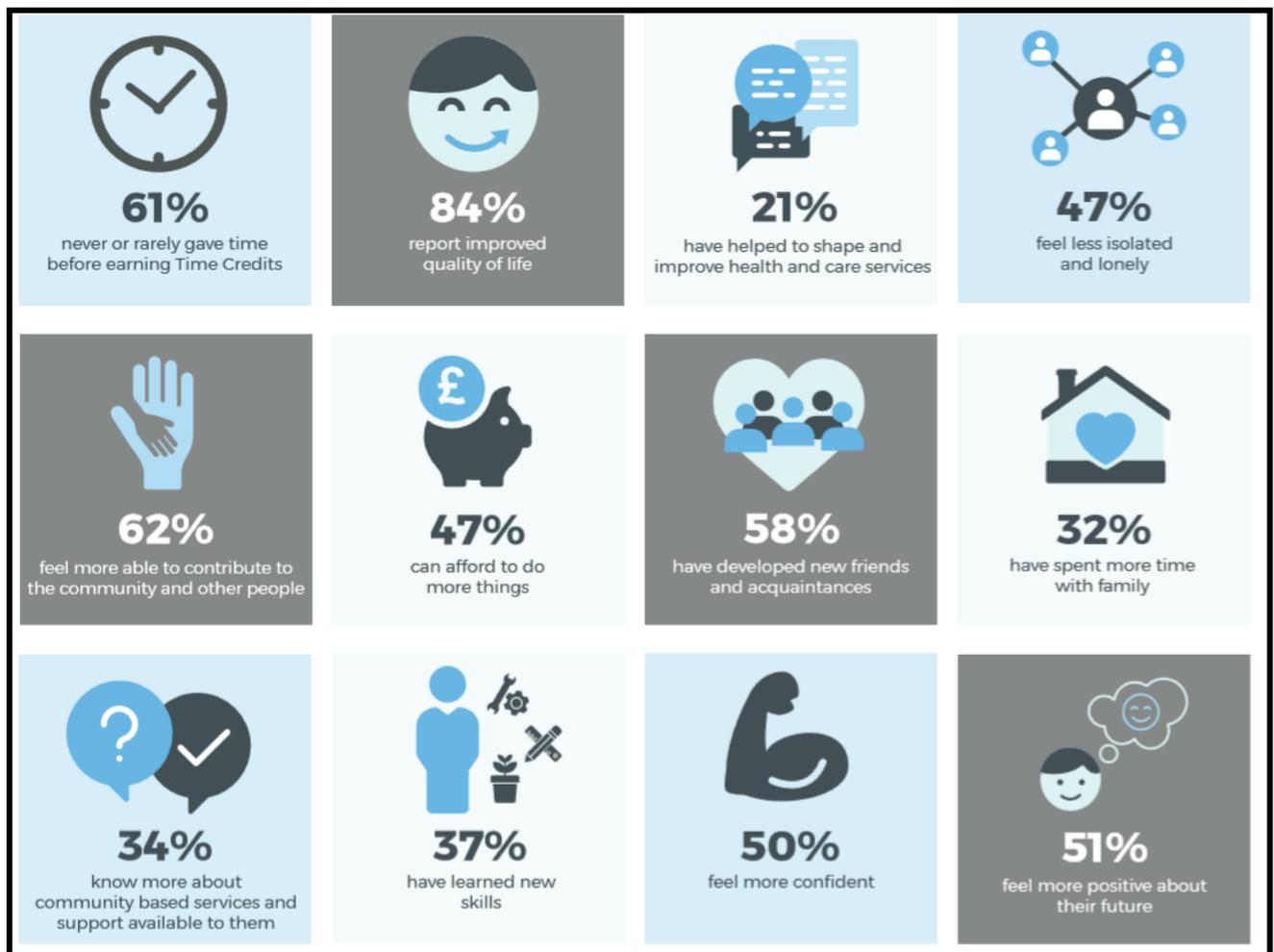
9.3 Time Credits

Support for involvements of parents is just one example of the way in which the Time Credits programme has helped to improve the engagement of families in Cardiff. 2016-17 was the first full year of Time Credits working with the Families First programme and 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.

The infographic below demonstrates the impact of Time Credits in Cardiff during 2017-18:



10. 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.

10.1 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. This work continued into 2017-18.

Work also began to review the information available. To start with, Families First information was updated so that families and providers would be kept up to date about changes in the programme. Discussions also started about how FIS would become part of the Information, Advice and Assistance provided by Support4Families.



Cardiff Family Information Service and Disability Index Team

10.2 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 Service, to provide information, advice and links to services for young people to make sure that they get the help they need.



Sprout logo providing link to website

ProMo-Cymru provide this website. They work with an editorial group of young volunteers to ensure relevant information is produced in a way that resonates with young people.

TheSprout encourages young people, and organisations that work with them, to upload articles, events, pictures, and videos.

While many first visit TheSprout for the opinion pieces, 'What's on' previews and personal stories written by 11-25s, they soon find the comprehensive info section, written in a language and tone that is relatable and jargon-free.

In addition to the website, TheSprout has a large social media presence across Facebook, Twitter and Instagram, ensuring young people can access information through their preferred platforms.



Members of theSprout Editorial Board

TheSprout team also provides engaging and educational workshops in schools and community centres, to make young people aware of where to get information about the services they may need. In 2017-18, TheSprout created and delivered a new session, 'Create Your Own £1 Billion Company'. ProMo-Cymru created a bespoke closed social network for TheSprout, to allow young people the opportunity to create and brand their own business and learn the differences between social media for personal and professional use. This session, along with others such as 'Make Your own GIF', 'What Is Copyright' and 'Create Your Own Music Video' were delivered at schools and youth centres across the city.

HEADLINE FACTS ABOUT THE SPROUT

- TheSprout had **27,092** 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 Facebook, Twitter and Instagram, and now has a combined reach of over 7,500 followers
- **359** articles were submitted, **80%** of these were from young people.
- **Over 100** young people were involved in the editorial board of TheSprout.
- **222** young people attended workshops run by TheSprout.
- **91%** of young people who attended these workshops, reported they feel more confident in using TheSprout to find youth information
- TheSprout met over 2,300 young people at events across the city.

Comments from young people in TheSprout survey:

"My experience was so useful and interesting! TheSprout.co.uk is perfect for my curiosity and problems, I often read articles and information about interesting and important subjects!!"

"Awesome. Huge help over the past few years!"

"It has really allowed me to come out of my shell more and experience a new form of communication. I've always wanted to become a book editor when I'm older, because of my great love of books and reading. Nobody really believes that I can do it, they think I should just focus on something else. But writing articles here and asking advice, has made me believe in myself a bit more!"

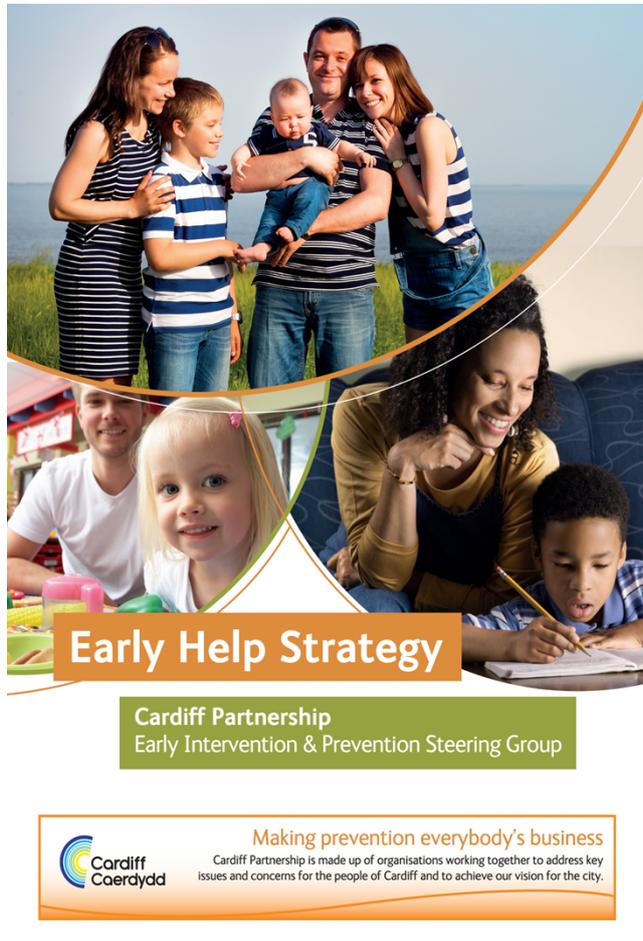
And from professionals...

"Thank you so much for today Andrew, we had excellent feedback about your session from the pupils and staff! Well done! We will be in touch soon."
Deputy Head Teacher at Cardiff West Community High and Head of Curriculum

"Just to say thank you so much for attending our Year 9 day on Friday, our students benefited so much from the sessions you delivered. I hope that we will be able to work with you again in the future." Teacher at Fitzalan High School

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 Families First has played an increasingly important role in 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.

During 2017-18, the focus was on providing a clearer access point to services, which resulted in the development of Support4Families (see section 3 above). This work is now being taken forward as one of the main projects of the Improving Outcomes for Children Board as part of the new Public Services Board delivery arrangements.

During 2018-19, we will also be reviewing and refreshing the Strategy to make sure that it takes account of the new context and identifies the priorities for further developments.

11.2 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 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 Families First team worked with the Parenting Coordinator to develop plans for a new Families First Parenting Service. This responded to feedback from stakeholders who wanted a clearer service offer.

The new service will offer a range of different, evidence-based programmes, designed to meet the needs of parents in various circumstances, including pregnant women, young parents and parents of teenagers. It will also deliver in line with the Welsh Government's *Parenting in Wales: Strategies for Working with Fathers* to ensure effective engagement with fathers.

However, rather than having separate projects, delivered by a number of different providers, in different parts of Cardiff, it will be managed as one, integrated service. The new arrangement to deliver in-house also means that there can be a much more effective arrangement to manage delivery alongside Flying Start. This will ensure greater consistency for families across Cardiff.



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)

11.3 Families First – Helping to Make Rights a Reality in Cardiff

Cardiff is committed to developing a child’s rights approach, working with Unicef to be globally recognised as a Child Friendly City. To achieve this ambition, the best interests of children and young people must be the primary concern in making decisions that may affect them (Article 3).

Families First is committed to making Cardiff a place where children and young people are able to enjoy and to know about their rights under the United Nations Convention on the Rights of the Child (UNCRC) (Article 4). Families First’s commitment to involving young people through the Young Commissioners and Young Inspectors was recognised as good practice in the original submission. Everyone who delivers Families First services will need to share the values and principles set out in the UN Convention to promote, protect and make children’s rights a reality in Cardiff.

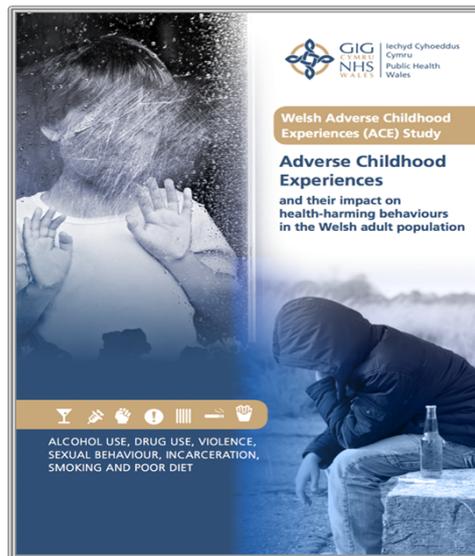
In particular and in line with the UN Convention, Families First will work with children and young people regardless of their race, religion, abilities, whatever they think or say and whatever type of family they come from (Article 2) and will ensure that they have a say in the decisions that affect them (Article 12).

Members of the Families First central team have contributed to the development of the Action Plan. The programme is able to contribute to the three badges that Cardiff has identified as priority areas: Education, Health and Family & Belonging.

11.4 Adverse Childhood Experiences¹

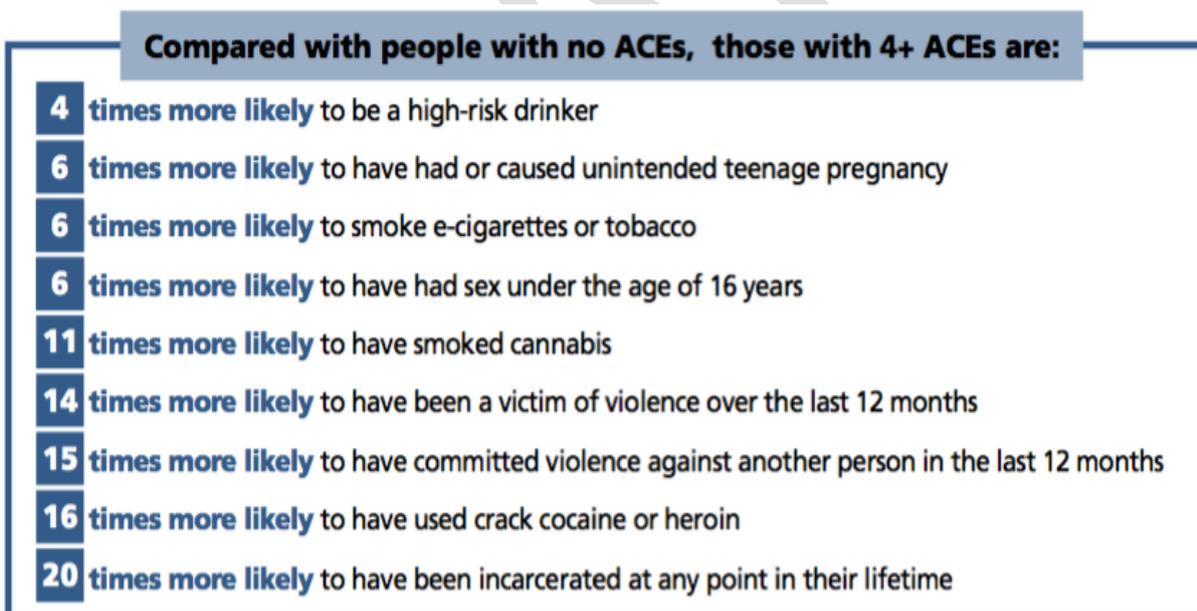
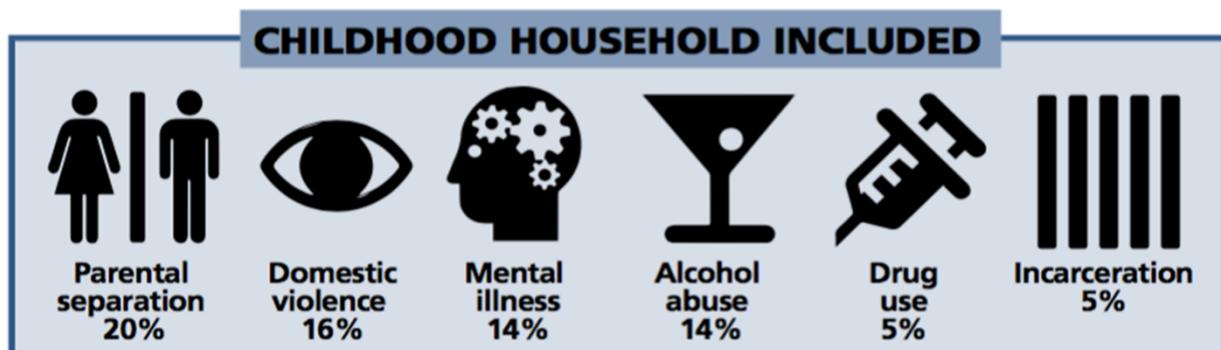
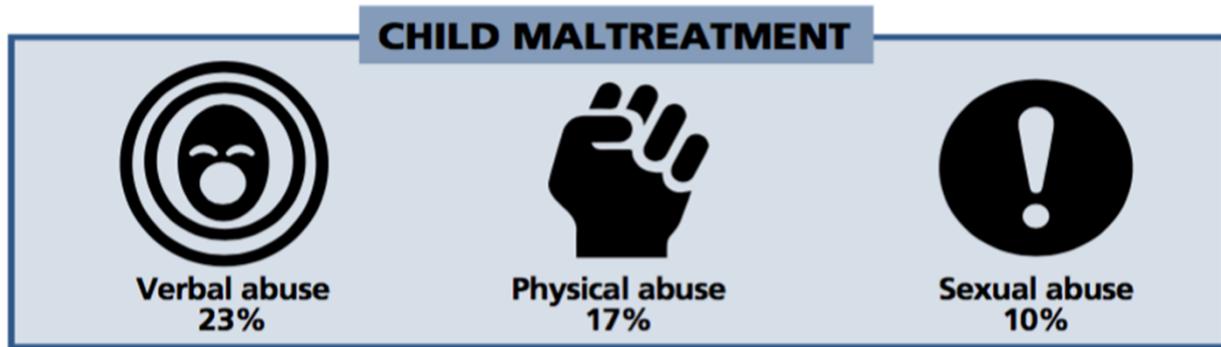
In 2015, Public Health Wales published the first of its reports considering the impact of Adverse Childhood Experiences [ACEs] on health-harming behaviours amongst the adult population. The new Guidance for Families First, which Welsh Government issued during 2016-17, requires local areas to consider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



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

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



Families First has a vital role to play in helping to reduce the number of ACEs that children experience and to mitigate their impact. This represents a longer-term preventative role, which should help to reduce the number of negative outcomes outlined above.

During 2016-17, TGP Cymru started a piece of work to track ACEs experienced by the children of the families referred for Team Around the Family support. They noted any ACEs that came out as part of their assessment but did not ask any additional questions specifically related to ACEs.

ACE	2017/18	Welsh Average
Verbal abuse	4%	23%
Physical Abuse	3%	17%
Sexual Abuse	5%	10%
Parental Separation	66%	20%
Domestic Violence	30%	16%
Mental Illness	34%	14%
Alcohol abuse	7%	14%
Drug Abuse	7%	5%
Incarceration	9%	5%
No recorded experiences	19%	53%
1 experience	29%	20%
2-3 experiences	44%	13%
4+ experiences	8%	14%

This information is indicative and cannot be interpreted as statistically significant. However, it does give an insight into the kinds of issues that Families First families are experiencing and confirms that we are already reaching a disproportionate number of children whose experiences to date place them at risk of poor outcomes as adults. This suggests that the programme is working with the right families:

- The percentages of children experiencing different forms of abuse are lower than the Welsh average. However, any families where children are experiencing significant abuse will be more likely to fall within the remit of Children's Services.
- The percentages of children experiencing parental separation, mental illness and domestic abuse are significantly higher than the Welsh average and confirm these as key issues for Families First families.
- The percentages of children experiencing no ACEs is significantly lower than the Welsh average, but the percentages experiencing 1-3 ACEs is significantly higher, suggesting that we are successfully targeting the families where there is a risk of ACEs. However, the percentages of children experiencing four or more is also lower than the average. Again, these families will be more likely to fall within the remit of Children's Services.

11.5 Demonstrating Impact

Cardiff Families First team is working with the all-Wales Coordinators' Group to explore ways to measure the impact of Families First services. Analysis of the families' experience of ACEs, and how services can help to reduce and mitigate their impact, is part of this. However, the group has also commissioned a piece of work to develop a tool that will demonstrate 'cost avoidance' associated with the provision of preventative services. Evidence of cost avoidance is required in the new Families First guidance and is also likely to be included in the measurement of outcomes as part of Funding Flexibility.

11.6 Aligning programmes and Funding Flexibility

Families First is one of a number of family and anti-poverty programmes that have been put into place by the Welsh Government. These programmes have all had separate guidance and programme management arrangements, but all contribute to similar outcomes.

From the start, Cardiff made arrangements to align these programmes so that they were working together to deliver services that meet local needs. Recommissioning of Families First provided opportunities for joint commissioning some elements of the new programme with domestic violence and housing-related services.

Alignment took another important step forward in 2017-18, when Cardiff was chosen as a 'pathfinder' for 100% funding flexibility across 10 related grants:

- Supporting People
- Flying Start
- Families First
- Legacy Fund
- Promoting Positive Engagement for Young People
- Childcare and Play (formerly Out of School Childcare)
- Homelessness Prevention
- Rent Smart Wales Enforcement (formerly Independent Living)
- St David's Day Fund
- Communities for Work Plus (formerly the Employability Grant)

The pathfinders are testing out a single grant approach in 2018-19. For 2019-20, Welsh Government are considering creating a single Early Intervention, Prevention and Support Grant; no decision has yet been made on this. Welsh Government have commissioned an independent evaluation to inform a decision by Cabinet Secretaries and Ministers.



Families Learning Together

12. SUMMARY AND NEXT STEPS

12.1 Summary

Cardiff Families First programme continued to deliver important services during 2017-18 and services worked hard to maintain provision for families, despite a reduction in funding:

- The most important development during the year was the transition to new programme arrangements for Families First. The central team worked with legal and procurement services to manage this – the first time around, external consultants had been brought in.
- Involvement of young people in the commissioning process was nominated for a Youth Excellence Award. SPICE also worked with parents and carers, who spoke very positively about their involvement.
- Despite the uncertainty, the Families First providers still provided support and services for 17,916 children, young people and families.
- Stakeholder feedback had identified the need for a clearer point of access to information and advice – more effective arrangements for early help is also an important priority for the Early Help Strategy. In response, the central team worked with Tros Gynnal Plant and Children’s services to establish **Support4Families**. This now provides a clear access point for Information, Advice and Assistance on **0808 800 0038**.
- During the year, 467 families accessing Families First services benefited from support to complete an assessment (Family Plan) and 285 went on to receive additional support from a Team Around their Family.
- The working relationship with schools and Education was strengthened, and the new delivery arrangements were developed in consultation with them. Families First also invested in the electronic systems needed to provide a graduated response. This will extend use of the Vulnerability Assessment Profile [VAP].
- The Disability Index provided regular newsletters for families with a disabled child/ren. During the year, 220 new families registered. This means that 362 now receive better information about support and services, as well as providing improved intelligence about families and their needs for planners.
- Through the life of the programme, over 4,600 parents said they have benefited from the parenting support they received and over 10,500 participants in wellbeing services reported improved emotional and mental health.
- **A massive thank you to everyone who helped to deliver crucial support and services for families in Cardiff through the first Families First programme.**

12.2 Next Steps

2017-18 was a period of transition when there were significant changes introduced. There will be some additional developments in 2018-19, but the priority is to embed the new arrangements and to make sure that all our stakeholders are clear.

- All services in our new programme will be available for families across Cardiff based on need rather than post code – the only exceptions are some of the early years interventions, which are complementary to Flying Start services.
- During 2017-18, the Families First team worked with Children’s Services and Tros Gynnal Plant to develop and pilot **Support4Families**. This service will need to be recommissioned, with arrangements to ensure that it plays an effective role so that families know where to go for support, and receive the right services at the right time.
- The new arrangements will include **Early Help Family Support Workers** (mobilising from September) who will link in to local neighbourhoods and school clusters as part of the ‘front door’.
- We will also be working with Cardiff Council **Communications** Team, Cardiff Family Information Service and the Sprout to make sure that we have good communication so that families know how to access the support they need. This information is also important for professionals.
- The new **Families First Parenting Service** has been mobilising to provide a range of parenting interventions, from pregnancy through to families coping with teenagers. This is being managed alongside Flying Start to provide a more consistent approach to parenting across the city.
- We are continuing 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. This includes rolling out the **Vulnerability Assessment Profile** to primary schools.
- We will also be working with **Health** to develop clear pathways, especially for Health Visitors who identify that families need additional support and for young people and adults with mental health problems.
- **Young Commissioners** will be taking part in any new commissioning during the year. In the same way, SPICE will be supporting parents and carers to get involved to have a say. Young people will also start in their role as Young Inspectors again, working with the central team to evaluate delivery by the new services.
- Involving young people in this way reflects Families First’s commitment to young people knowing about and accessing their rights. The programme will contribute to the action plan that Cardiff is developing to be recognised as a **UNICEF Child Friendly City**. Families First services will be able to contribute to the three local badges chosen with young people: Healthy, Education and learning, and Family and Belonging.

FAMILIES FIRST PROGRAMME MAP (mobilising from 1st April 2018)

FAMILY GATEWAY

Central Support4Families team: 0808 800 0038

- Telephone information and advice about early help services for families and practitioners
- Face to face meetings providing assistance for families who need additional help to complete a proportionate assessment that will identify their needs (Family Plan) – these meetings can take place in the family's home or in another venue in which the family feels comfortable
- Support to establish a Team Around the Family for families with more complex needs
- Children's Services advice and consultancy to ensure families receive the right level of support
- Primary mental health advice – provided by Cardiff & Vale UHB (September 18)
- Collaboration with Family Information Service

Families First Early Help Family Support Workers

- Support for families with lower level needs including assessment for a Family Plan (Sept 18)

STRATEGICALLY COMMISSIONED SERVICES

Families First Youth Support Services

- 'Right2' support for young people in schools
- Youth Mentors and targeted youth support
- City Centre Youth Project and Family Mediation and housing advice (with Supporting People)
- Families First Healthy Relationships Service (inc. Sexual Health Outreach Team/C Card)
- theSprout Young People's Information Service

Families First Support for Parenting

- Parenting Service providing evidence-based parenting programmes (from pregnancy and with children 0 – 18)
- Early Years Volunteer Family Support
- Cardiff & Vale UHB support for dietetics and speech & language
- Support for families affected by Domestic Abuse (with Supporting People)

Families First Family Wellbeing Service

- Specialist support for families to deal with bereavement, trauma and loss, and inter-parental conflict
- Counselling support for parents, children and young people with low level mental health problems

Families First Disability Focus (with Disability Futures Programme/ICF)

- Early Help Front Door: Better than a Booklet support in paediatric clinics
- Key working and Disability Team Around the Family support
- Specialist parenting support
- Independent Living Skills and Integrated Youth Provision
- Support for families to maximise income via Welfare Benefits
- Pilot to develop informal respite opportunities
- Disability Index and Newsletter