



Cardiff Family Advice and Support Launch

Croeso / Welcome



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



Cyngor a Chymorth i Deuluoedd Caerdydd

Cardiff **Family Advice and Support**



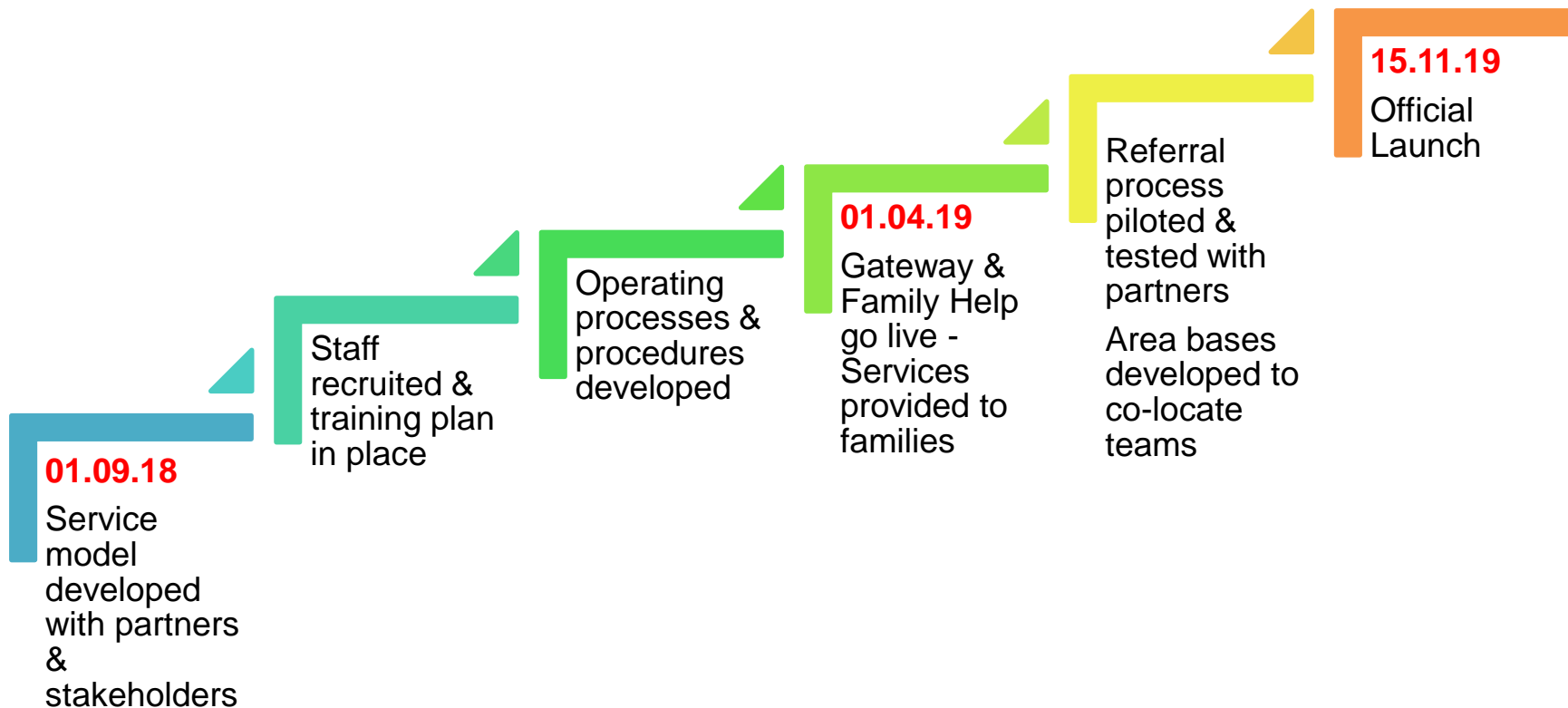
Service Development

Avril Hooper – Operational Manager, Early Help

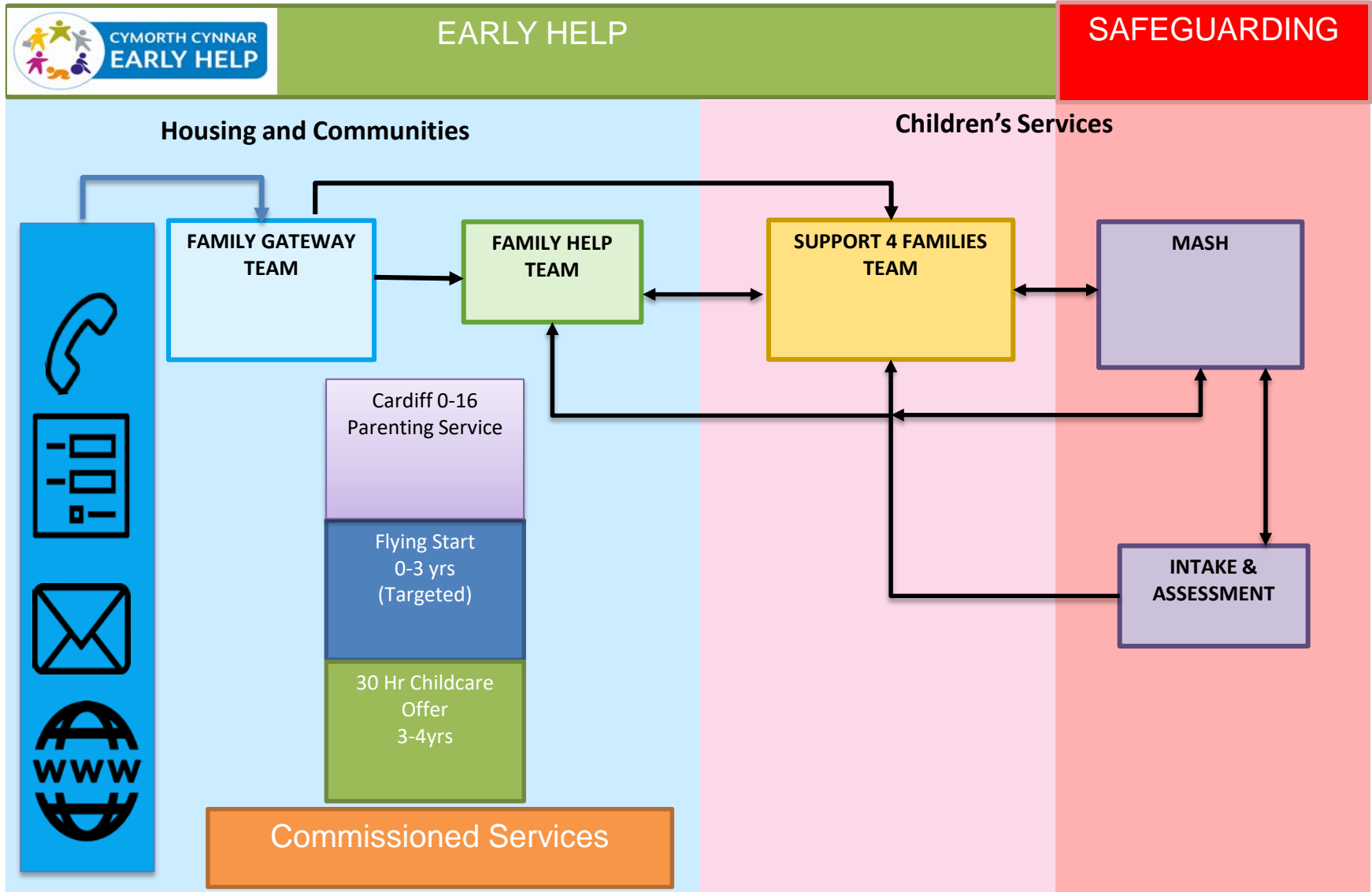


Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

Journey so far



The Operating Model



Key Metrics



1st April 2019 – 31st October 2019

Family Gateway

- **5,212** Calls received
- **4,200** People supported
- **1036** Children having Wellbeing contact assessment
- **448** Referrals to Cardiff Parenting 0-18
- **238** Referrals to Family Help
- **162** Referrals to Support 4 Families
- **4** Referrals to MASH

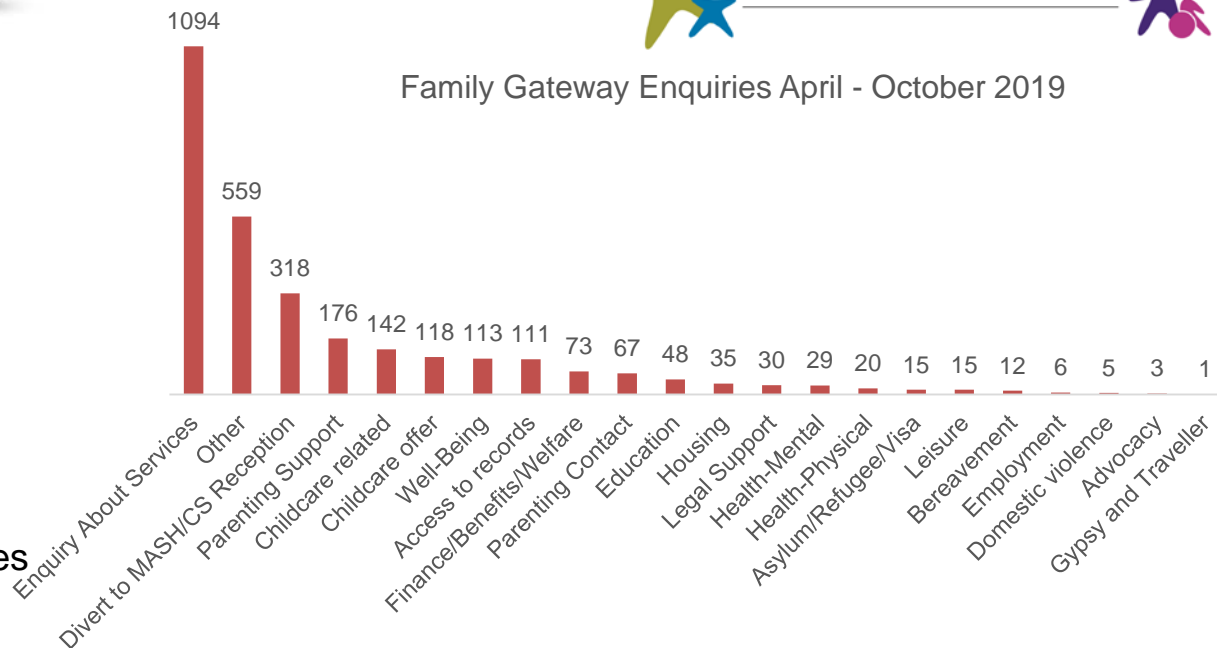
Family Help

- **887** People supported
- **911** Home Visits
- **171** Referrals from MASH
- **377** Cases closed with evidence of positive distance travelled

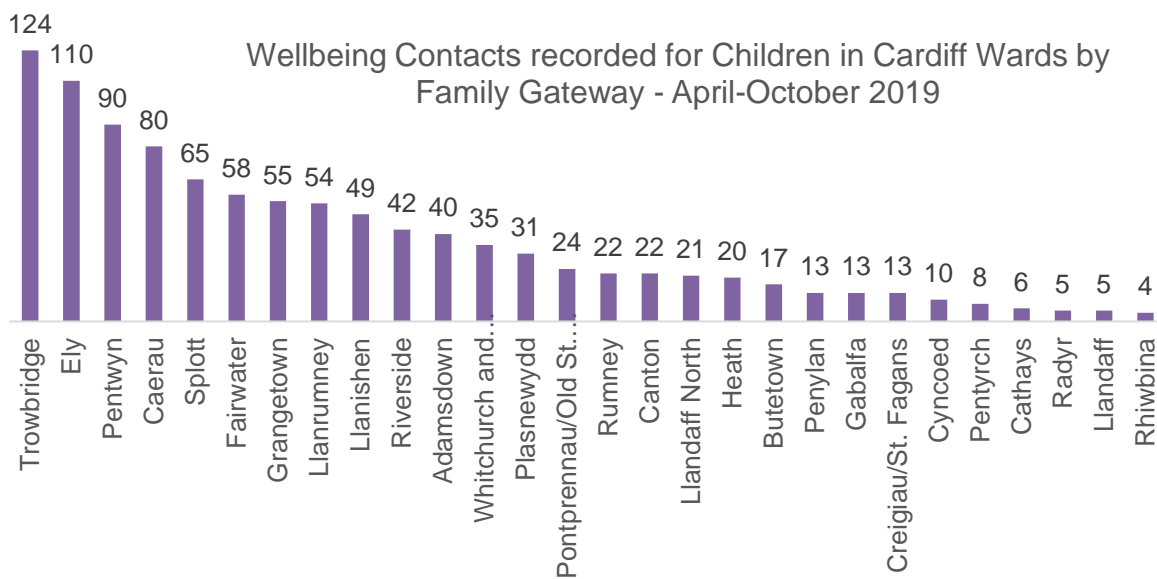
Support 4 Families

- **1190** People supported
- **252** Cases stepped down from I&A
- **235** Referrals received from MASH
- **495** Assessments undertaken

Family Gateway Enquiries April - October 2019



Wellbeing Contacts recorded for Children in Cardiff Wards by Family Gateway - April-October 2019



Key Metrics

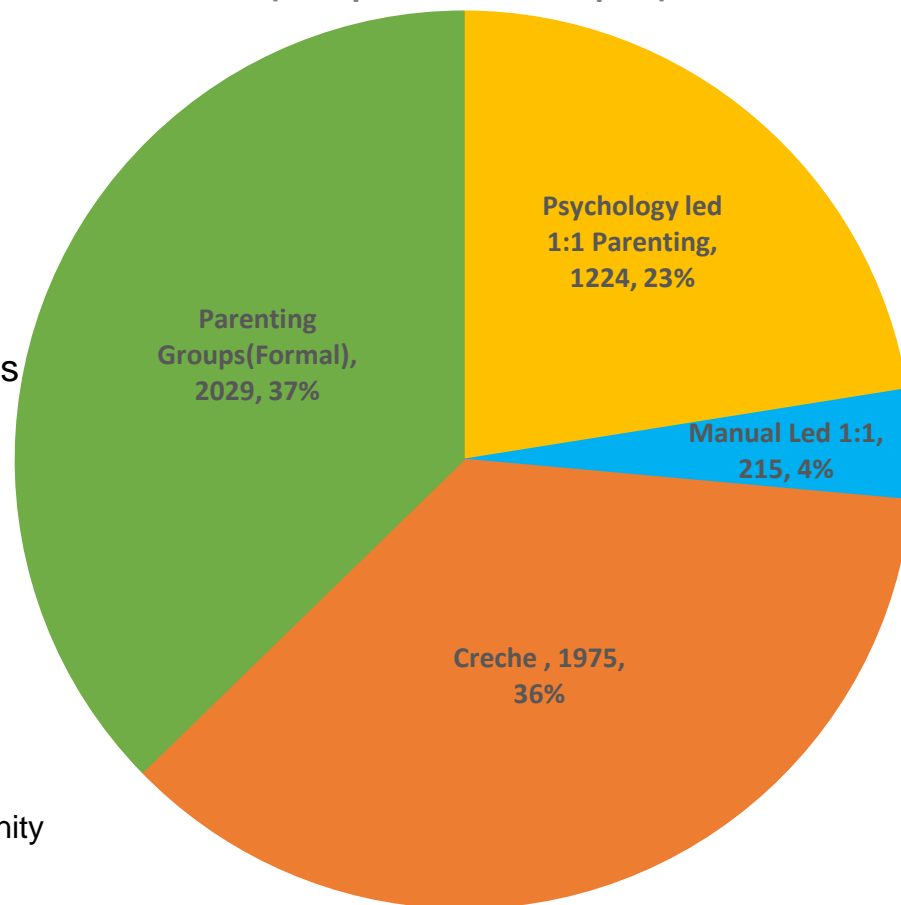


Cardiff Parenting Services - 0-18 & Flying Start

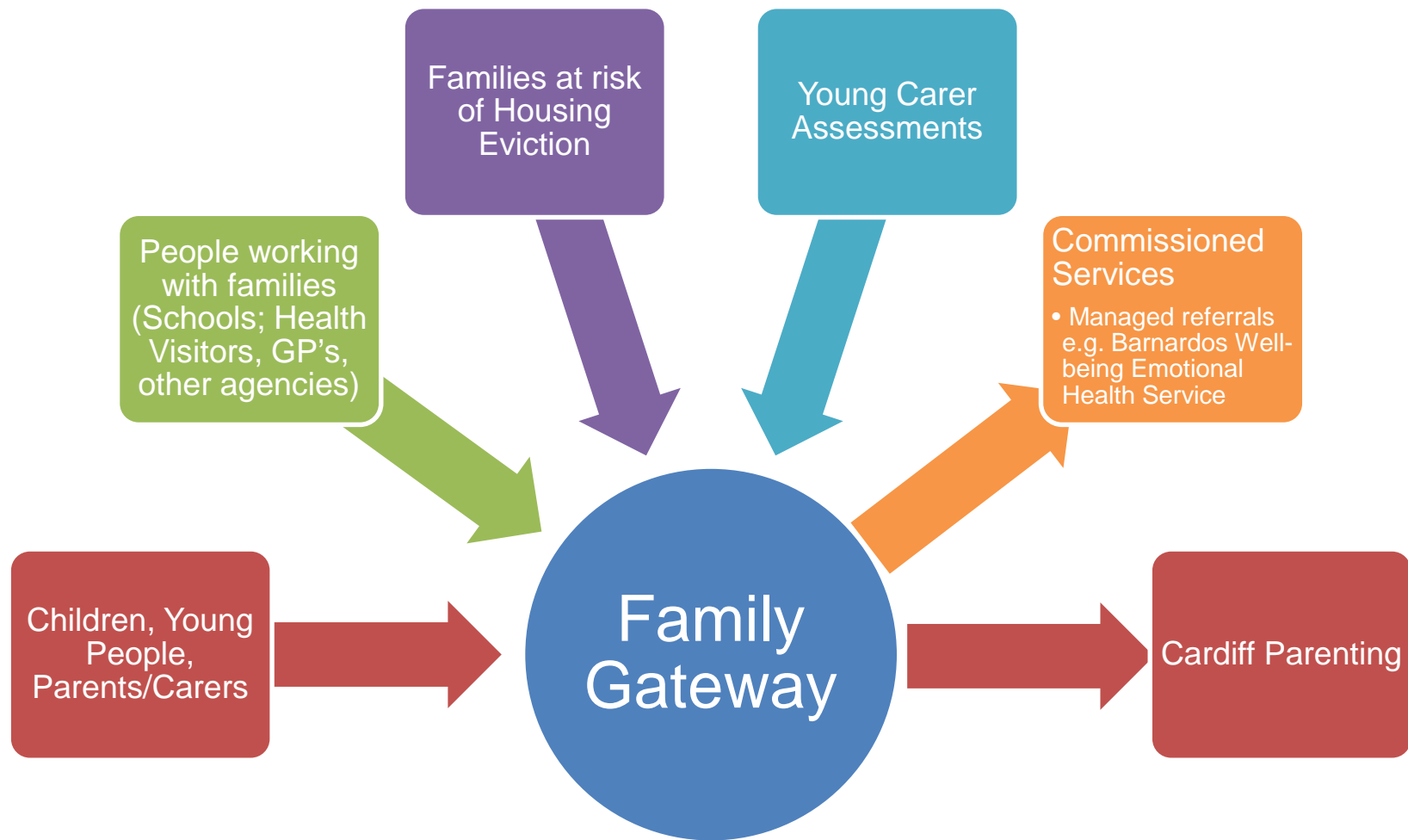
1st April 2019 – 31st October 2019

- **1212** Referrals received in total (FS & 0-18 services)
- **102** One to One Parenting Interventions Completed
- **341** Home visits attended
- **65** Parenting Group programmes started
- **528** Individuals enrolled on group programmes
- **352** Individuals completing group programme (75% or more attendance)
- **300** Individuals with evidence of distance travelled
- **344** Crèche sessions (< 2 hours) provided to enable parents to access programme
- **2,496** Contacts at Stay & Play Groups
- **4,849** Parent group contacts in total
- **3,125** Non-term time contacts in total (Community Trips/Fun days/Family Play sessions/Money Advice)

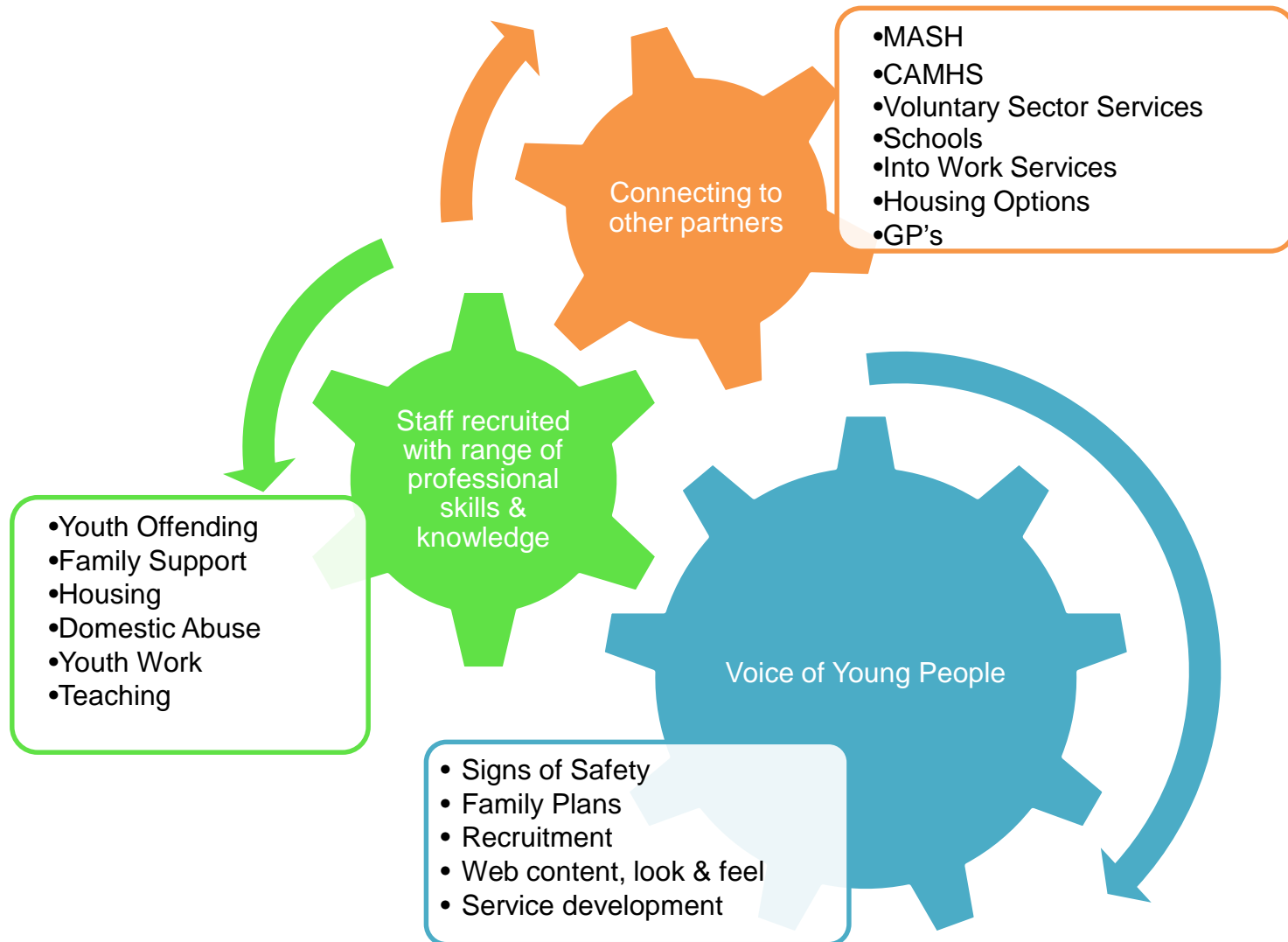
Total number of Contacts by Parenting Services
(Except Informal drop-in)



Family Gateway Referrals



Approaches to Service Development

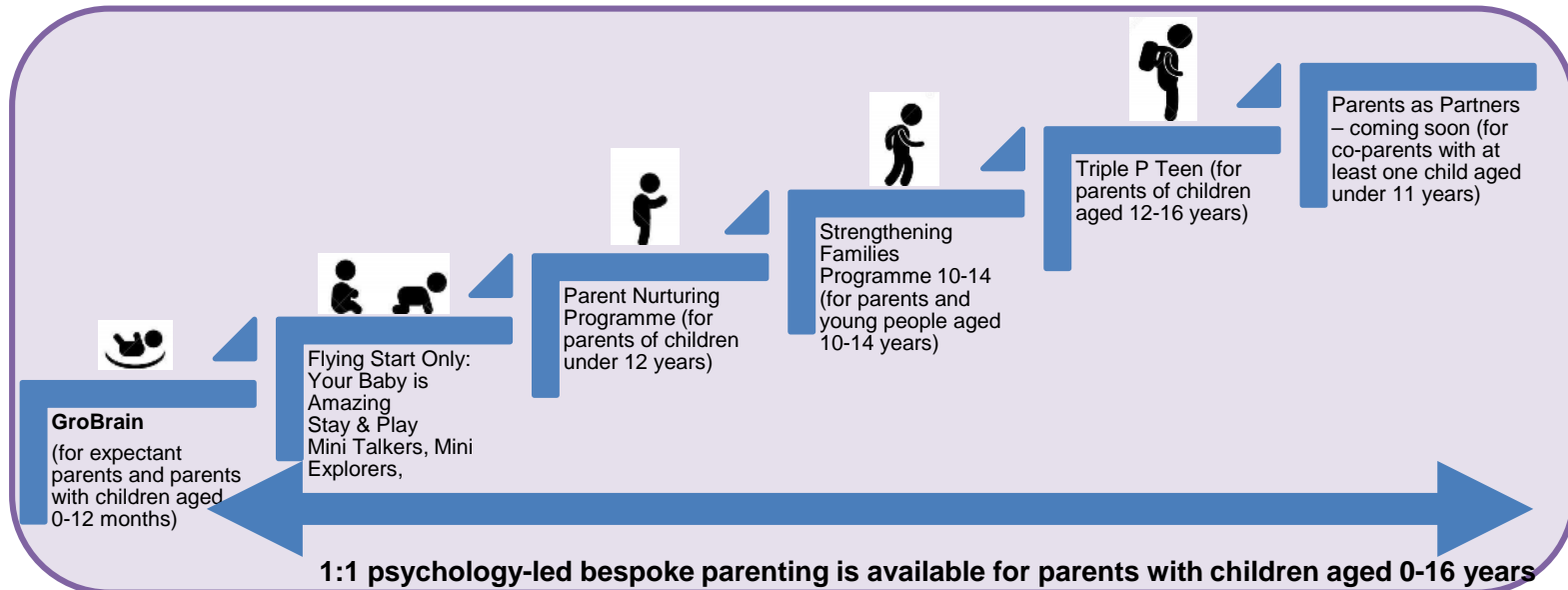


Cardiff Parenting



Working with parents to improve parenting confidence, skill, well-being, resilience and family relationships

What is it?



Who can access it?

Flying Start Parenting

- For parents/carers of children aged up to 3 years 11 months, living in a Flying Start postcode.
- Flying Start Health Visitors, parents and other professionals can refer directly to Flying Start Parenting colleagues or via the Family Gateway

Cardiff Parenting 0-16

- Any family with a child or young person aged 0-16 (or up to the age of 25 in the case of a vulnerable young person) living in Cardiff.
- Referrals for the service can be made through the Family Gateway

Area Based Teams

Ely & Caerau Childrens Centre

Family Help Advisers

Support4Families

Cardiff Parenting

Flying Start

Early Years & Disability Inclusion

Rumney Hub

Family Help Advisers

Support4Families

Cardiff Parenting

Into Work Service

Housing Benefit Service

Children Services new locality working model

North Locality

Temp OM : Natasha Hilderley

Team Managers

Hayley Price

Jane Jansen

Elizabeth Hale

East Locality

Temp OM : Natasha Hilderley

Team Managers

Lisa Kenniford

Angela Hart

Catherine Neil

South Locality

Temp OM : Shirley Saunders

Team Managers

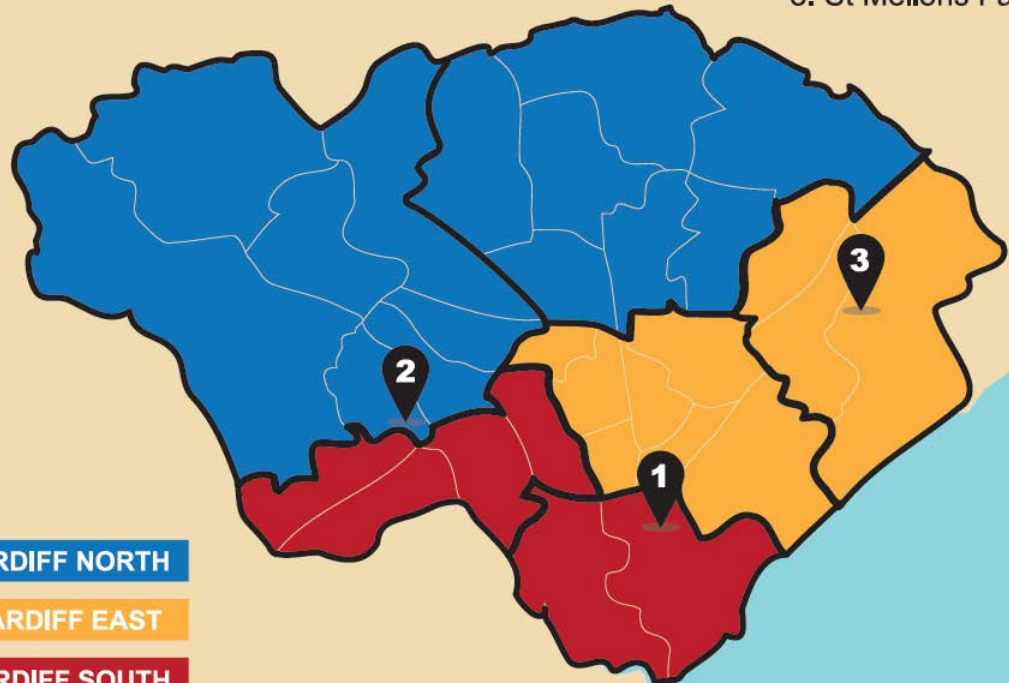
Gail Smith

Julie Gregory

Laura Harper

Children Services Locality Map

1. County Hall
2. Hafan Gobaith
3. St Mellons Families



CARDIFF NORTH

CARDIFF EAST

CARDIFF SOUTH

Looking Ahead

- Quality Assurance
- Distance travelled tools
- Service user engagement/Customer experience
- Young Peoples participation standards
- Co-location of:
 - Emotional Mental Health Workers
 - SWP Police Community Support Officers (6th Jan 2020)