

Families First: Annual Review 2016-17

Report to Scrutiny
14th November 2017

Dr Ceri George



Ariennir gan
Llywodraeth Cymru
Funded by
Welsh Government

Putting Families First
in Cardiff

What is Families First?

One of Welsh Government's 'Tackling Poverty' programmes:

Promotes the development of effective multi-agency early intervention and support for families

First programme 2012/13 – 2016/17

c£5m annually but 11% decrease for 2016-17

New Guidance for programme April 2017



Putting Families First
in Cardiff

6 service packages



Early Years – provides a range of support for families with babies or young children (under the age of 8) and for pregnant women. This package is led by Cardiff and Vale University Health Board.



Child & Youth Engagement (Connect 8-25) – makes sure that children and young people do well in school, college or work and get the support they need from their families. This package is led by the City of Cardiff Council's Education Service.



Sustainable Employment – provides help for adults in families who want to get back into work or into better paid jobs. This package is led by Sova.



Healthy Lifestyles – helps families to deal with things like diet, exercise, smoking and sexual health and to live healthy lives. This package is led by Cardiff and Vale University Health Board.

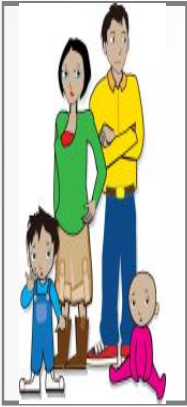


Emotional & Mental Health and Wellbeing (Cadarn) – supports children and young people who are anxious or unhappy. This package is led by Barnardo's.



Disability Focus – provides extra help for families who have a disabled child. This can provide key working as part of the Team Around the Family approach. This package is led by Action for Children.

and a TAF approach:



Cardiff Team around the Family (CTAF) – provides a team of family workers who help to coordinate a Team Around the Family approach for families with more complex needs (i.e. who need four or more services), but who do not pass threshold for social services interventions. This team also deliver the Freephone Service. The service is delivered by Tros Gynnal Plant.



**Putting Families First
in Cardiff**

Two main challenges:

1. Maintaining delivery in face of reduced funding
2. Uncertainty over future:
 - Sustainable Employment decommissioned during 2016-17
 - Other packages extended 2017-18 to allow for new arrangements but anxiety of staff



Putting Families First
in Cardiff

Interpreting the data:

Case studies, photos and quotes but also data from report cards:

- **‘Individuals’** counted by different projects – may be the same individuals
- Numbers recorded for **anonymised data lower** than those in report cards:
 - Only new service users – report cards existing and new
 - Only those doing an extended piece of work
- **Infographics** – ‘how much’ aggregated, ‘better off’ figures refer only to those in relevant project



Putting Families First
in Cardiff

Overall Performance 2016-17

How much did we do?

19,751

individuals accessing a commissioned project

822 Phone calls to Families First Freephone

270 JAFFs completed

Worked with **175** Schools

65 services

How well did we do?

96.9% of participants were satisfied with their service

91.7% of participants completed their service intervention

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

153 People into work

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

1484 Parents benefitting from a parenting intervention

3019 People improved emotional and mental health and wellbeing

184 young people with improved attendance

2537 families reported that they feel they can contribute to changes in lifestyle and behaviour

513 young people with improved physical activity

125 families affected by disability report improved emotional resilience

How is anybody better off?

2016/17 figures



Families First Free Phone
0808 800 0038



Website
www.cardiffpartnership.co.uk



Twitter
#FamiliesFirst

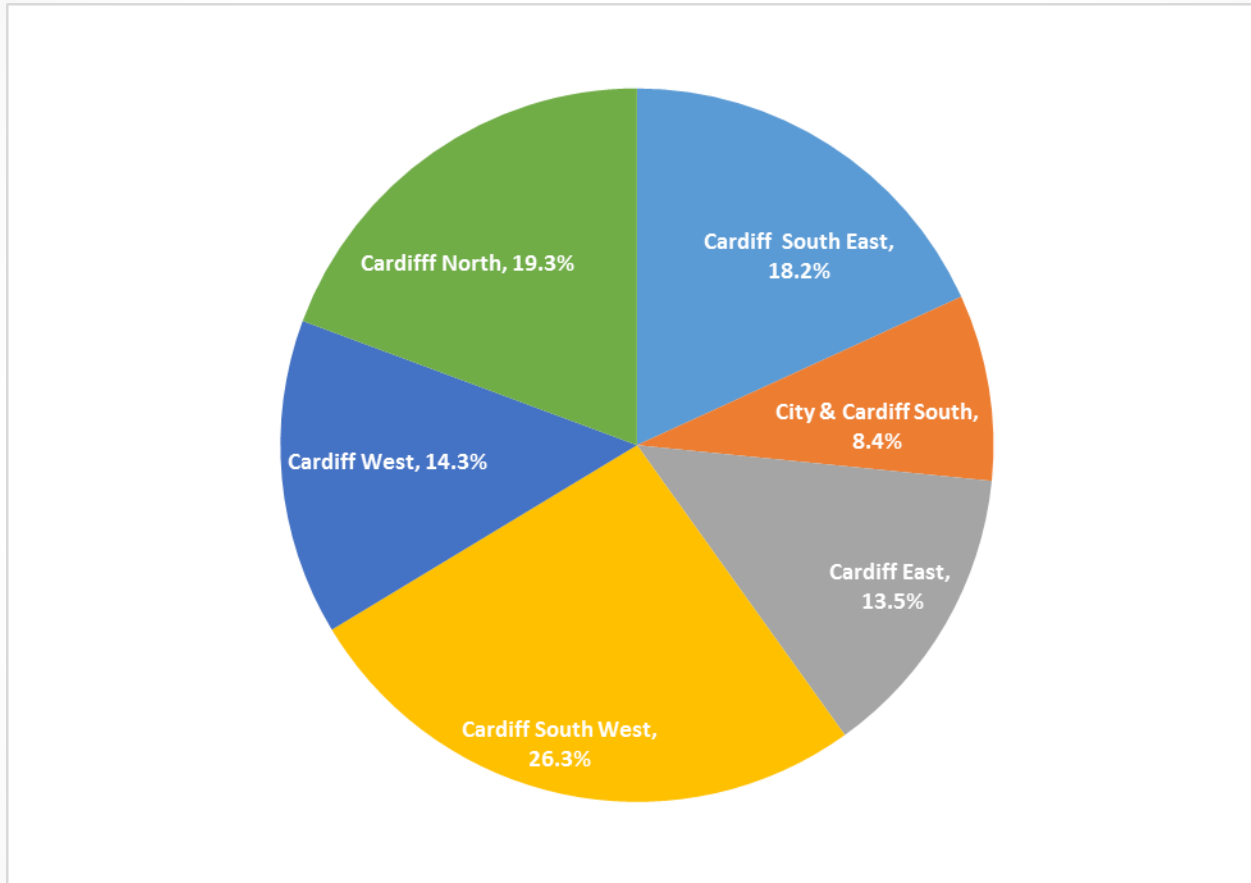
Key achievements

- Services recorded delivery to **19,751 children, young people and parents**
- **277 families with more complex needs** received support from a Team Around their Family
- The working relationship with schools was strengthened - worked with **175 schools** across Cardiff
- **Young Inspectors** – All packages achieving against National Participation Standards
- New – **Disability Index** improving information for families with disabled children



Putting Families First
in Cardiff

Delivery across Cardiff



Putting Families First
in Cardiff

Top Ten issues for TAF families

Key Issues	Total
Emotional Well-Being	146
Education/Attendance	145
Parenting	105
Family Relationships	105
Finance	91
Mental health	81
Behaviour	68
Domestic Abuse/Sexual Abuse	65
Health	65
Housing	56



Putting Families First
in Cardiff

Contribution to Early Help

Using Families First to develop more effective arrangements:

- **Stakeholder engagement**, including children, young people and families – work with Cardiff University
- **TAF team** supported pilot of Joint Assessment Family Framework [JAFF]
- Involvement of schools – JAFF pilot and **schools' working group** to develop more consistent arrangements
- Also a clearer **Early Help 'Front Door'**
- **Divert from MASH** and 'step down' from Children's Services



Putting Families First
in Cardiff

Next steps

- Stakeholder Engagement and review have informed plans for **recommissioning** (agreed by Cabinet in July 2017)
- New relationship between TAF/Freephone service and Children's Services to form basis of early help 'front door': **Support4Families@Cardiff**
- Plans for **in-house delivery** of main Parenting and Youth Support Services – developed with Education Service
- New model of working with schools: **Vulnerability Assessment Profile** and **Early Help Family Support Workers**
- **External tendering for other services** – ODR end of November
- **Disability Focus** informed by Disability Futures programme – work with Vale of Glamorgan
- **Young Commissioners** – supporting UNICEF Child Friendly City



Putting Families First
in Cardiff

Communication

- **Frequently Asked Questions** to inform providers – messages checked with Legal and Procurement
- Current Providers to develop **exit strategies**: either complete delivery or support individual service users who need on-going support to access new
- New programme: **clearer service offer**
- Working with **Family Information Service** to improve general information and communication
- Also with **TheSprout** to keep young people informed
- ‘Soft launch’ of **Support4Families@Cardiff** pilot – headteacher conferences, Safeguarding events etc
- **Helpline** service to provide up to date information



Putting Families First
in Cardiff

For more information about Families First in Cardiff:

- Contact **Support4Families@Cardiff** (Families First Freephone): **0808 800 0038**
- Families First pages on Cardiff **Family Information Service** website - links to annual report and anonymised data
- Email **familiesfirst@cardiff.gov.uk**