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

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

Families First Freephone
0808 800 0038
Free from landlines and most mobiles
(Everything Everywhere, O2, Orange, 3, T-Mobile, Virgin and Vodafone)

Freetext
80800
Always start your messages with: FamiliesFF
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WHAT IS FAMILIES FIRST?

Families First is a Welsh Government programme to fund the development of effective multi-agency systems and support for families, particularly those living in poverty. The programme is funded by a £29m grant allocation from the Welsh Government to Cardiff, which supports the delivery up to 2017. It is designed to recognise the specific needs of different families and the common requirement for multiple agencies to provide holistic and integrated packages of support.

The Families First guidance sets out four high level outcomes which the programme must assist in delivering:

- Helping working age people in low income families to gain, and progress within employment
- Empowering children, young people and families, in or at risk of poverty, achieve their potential
- Ensuring children, young people and families are healthy, safe and enjoy well-being
- Empowering families to be confident, nurturing and resilient

The programme takes into account several key principles in the delivery of its services:

- The development of a Joint Assessment Family Framework (JAFF)
- The development of Team around the Family models
- The development of a coherent set of strategically commissioned, time limited, family-focused services or projects
- A commitment to shared learning at local, regional and national levels
- A distinct focus on providing for the specific needs of families with disabled children and young people

In Cardiff six service packages of service have been strategically commissioned to deliver an early intervention approach in Cardiff:

- Child and Youth Engagement
- Disability Focus
- Early Years
- Emotional & Mental Health and Wellbeing
- Healthy Lifestyles
- Sustainable Employment

These are complex and overlapping areas and some families may need multi-agency support that actually crosses over the boundaries of each package. Providers across the whole programme will need to work together (and with non-Families First providers) to meet the needs of families.

Alongside these commissioned services, Cardiff has commissioned a Team around the Family model which will be delivered city-wide, and has been working towards the development of a Joint Assessment Family Framework.
What’s new about this programme?
WHAT’S NEW ABOUT THIS PROGRAMME?

Families First replaces the Cymorth grant programme which ran from 2003/4 to 2011/12. In Cardiff it supported 83 projects provided by the Local Authority, the Local Health Board and 19 independent and third sector organisations. 2012/13 was a Families First ‘Transitional Year’, during which a commissioning process took place to ensure that new services were in place by 1st April 2013.

There are key differences from Cymorth in the structure and aims of the Families First programme, in that the services are:

• **FAMILY-FOCUSED**: taking a whole family approach to improving outcomes.
• **BESPOKE**: tailoring help to individual family circumstances.
• **INTEGRATED**: with effective coordination of planning and service provision across organisations, ensuring that needs assessment and delivery are jointly managed and that there is seamless progression for families between different interventions and programmes.
• **PRO-ACTIVE**: seeking early identification and appropriate intervention for families
• **INTENSIVE**: with a vigorous approach and relentless focus, adapting to families’ changing circumstances.
• **LOCAL**: identifying the needs of local communities and developing appropriate service delivery to fit those needs, with particular regard for the opportunities to link with the Flying Start, Integrated Family Support Services (IFSS) and Communities First programmes.

Families First is part of a continuum of support that includes a broad range of needs:

• **Prevention** – an approach that takes account of the wider family needs in pre-empting or addressing those of the individual through a broad range of programmes / interventions;
• **Protection** – an approach that aims to identify and support families which, without such intervention, may reach crisis; and
• **REMEDY** – provides support for families at or near to crisis point, typically through intensive, fully integrated support and Integrated Family Support Service (IFSS) type interventions.

A key Welsh Government requirement of Families First is that it focuses on early intervention, prevention and protection, as opposed to the remedial end of the spectrum of need. Interventions at this end of the spectrum can reduce later escalation of need.

CONTINUUM OF NEED
Overview of the service packages
OVERVIEW OF THE SERVICE PACKAGES

The six service packages that have been commissioned in Cardiff are intended to meet the most critical areas of need in Cardiff, with effective multi-agency provision. These packages are:

CHILD AND YOUTH ENGAGEMENT
This package is intended to work with children and young people aged from 8 to up to 25 and their families, where they need additional support to participate effectively in education and training and take advantage of opportunities for employment. It is also intended to ensure that they are active citizens, who participate effectively and responsibly in the life of their communities and take part in positive activities.

DISABILITY FOCUS
The purpose of this package is to provide additional targeted support to disabled children and young people aged 0-25 and their families to ensure they are able to maximise their life chances.

EARLY YEARS
This package is designed to help and support babies, children, mums, dads, partners and their families in Cardiff, to give children the best start in life.

EMOTIONAL & MENTAL HEALTH AND WELLBEING
This package aims to provide targeted support to children, young people and their families to improve the emotional wellbeing of children and young people.

HEALTHY LIFESTYLES
This package aims to help and support children, young people and parents and carers to have healthy lifestyles.

SUSTAINABLE EMPLOYMENT
The purpose of this package is to ensure that low income and economically inactive families with dependent children are supported to maximise their family incomes and to develop the necessary skills and confidence to access learning, employment or volunteering opportunities or to progress in employment.
Child and Youth Engagement
This package works with children and young people aged from 8 to up to 25 and their families, where they need additional support to participate effectively in education and training and take advantage of opportunities for employment. It is also intended to ensure that they are active citizens, who participate effectively and responsibly in the life of their communities and take part in positive activities.

The package is led and co-ordinated by Cardiff Council’s Education Department working with a range of partners under the banner of “Connect 8 to 25”.

Connect 8 to 25 brings together 8 local services and different skills in areas such as education, employment, parenting, youth justice and mentoring to find ways to help and support children, young people and their families so that they can overcome problems and barriers to achieve their potential.

What all these providers have in common is a commitment towards supporting young people and helping them to achieve their potential.

Connect 8-25 / Child and Youth Engagement Contact Details

For more information about services in this package, please contact:

T: 02920 872709 E: connect8-25@cardiff.gov.uk
Children and young people are engaged in education, employment or training.

Children and young people have good levels of literacy and numeracy.

Children and young people achieve the expected level of attainment at each key stage.

Children and young people have high aspirations and feel positive towards learning.

Children and young people have good social and emotional skills, enabling them to make positive choices, manage change and navigate risk.

Children and young people are not engaged in offending or anti-social behaviour.

Parents and carers are engaged in support of their children’s achievement of positive outcomes.

Children, young people and their parents and carers participate in the planning, delivery, evaluation and governance of services.
## CHILD AND YOUTH ENGAGEMENT

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<th>WHO?</th>
<th>WHAT THEY DO</th>
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<tr>
<td>Basement @33</td>
<td>Llamau</td>
<td>Housing advice and assessment for 16 &amp; 17 year olds along with family mediation and welfare rights advice</td>
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<tr>
<td>Bespoke adventurous activities</td>
<td>Council – Outdoor Activity Team</td>
<td>Accredited outdoor adventure activities for young people and their families</td>
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<tr>
<td>Bespoke Education Provision</td>
<td>Cardiff and Vale College</td>
<td>Pre-entry taster programmes and 14-16 homework clubs</td>
</tr>
<tr>
<td>Community Focused Schools</td>
<td>Council - Education Service</td>
<td>Targeted activities to improve educational outcomes and wellbeing by helping families support children</td>
</tr>
<tr>
<td>EU Roma - Bilingual Support (Primary)</td>
<td>Council EMTAS (Ethnic Minority and Traveller Achievement Service)</td>
<td>Support for families and primary schools to create a link between services and the EU Roma community</td>
</tr>
<tr>
<td>EU Roma Bilingual Support (Secondary)</td>
<td>Cardiff Council EMTAS (Ethnic Minority and Traveller Achievement Service)</td>
<td>Support for families and secondary schools to create a link between services and the EU Roma community</td>
</tr>
<tr>
<td>Fairbridge</td>
<td>Prince’s Trust</td>
<td>1:1 and teamwork support working with the hardest to reach young people to overcome their often multiple and complex barriers</td>
</tr>
<tr>
<td>Families Learning Together</td>
<td>Cardiff and Vale College</td>
<td>Support for families to engage in their children’s education focusing on improving literacy, numeracy and language skills of parents and children</td>
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<tr>
<td>Family Group Meetings and Restorative Approaches Interventions</td>
<td>Tros Gynnal Plant</td>
<td>Intensive intervention for families where there are barriers to successful engagement</td>
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<tr>
<td>Fast Track</td>
<td>Cardiff Council</td>
<td>Bespoke family focused intervention to work with families considered to be at risk</td>
</tr>
<tr>
<td>Get Into Programme</td>
<td>Prince’s Trust</td>
<td>Two week intervention programme to support young people into low-entry level jobs, back into education, training or volunteering</td>
</tr>
<tr>
<td>Parenting 825 – Cardiff East</td>
<td>Action for Children</td>
<td>1:1 parenting support including peer mentoring</td>
</tr>
<tr>
<td>Parenting 825 – Cardiff West</td>
<td>Barnardos</td>
<td>1:1 parenting support including peer mentoring</td>
</tr>
<tr>
<td>Post 16 Learning Coaches</td>
<td>Careers Wales</td>
<td>Engage young people to access sustainable education, employment and training and reduce barriers to progression</td>
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<tr>
<td>Support Service for Young Families</td>
<td>Barnardos</td>
<td>Weekly groups to address a range of education and wellbeing needs along with an evidence based parenting programme</td>
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<tr>
<td>Volunteer mentoring training</td>
<td>Cardiff and Vale College</td>
<td>Volunteer mentor training</td>
</tr>
<tr>
<td>Youth Mentoring Programme</td>
<td>Cardiff Council – Youth Service</td>
<td>Intensive support for vulnerable young people who are at risk of disengaging</td>
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Disability Focus
**Disability Team Around the Family**

This package provides additional targeted support to disabled children and young people aged 0-25 and their families to ensure they are able to maximise their life chances.

Service delivery in the Disability Focus Package is led and co-ordinated by Action for Children, to provide a *Disability Team around the Family* delivered in partnership to meet the needs of children and young people with additional needs and their families.

The Disability Team around the Family provides a Key Worker service of family case workers undertaking assessments, plans with families, and co-ordinating Team around the Family meetings. The partnership of services involved in delivering the Disability Team around the Family provide key workers to support the service in addition to providing direct support to families, for example, peer support, information, advice and advocacy.

The team also provide consultancy support and training to practitioners working with disabled children and young people and their families.

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**Disability Team around the Family Contact Details**

For more information please contact:

T: 02920 487356 E: CDT@actionforchildren.org.uk
The Disability Team around the Family are working to deliver the following outcomes:

- Disabled children & young people and their families enjoy good emotional and mental health and wellbeing
- Disabled children & young people and their families have the information and advice that they need to access services and support and are able to make informed choices
- Parents and carers who need it have access to appropriate, affordable childcare / care for their young people and barriers are addressed
- Family income is maximised and uptake of direct payments is increased
- Parents and carers have the skills and confidence they need to care for their children and manage their behaviour
- Families are able to support their children to make successful transitions into and through school
- Disabled young people develop the skills they need to live as independently as possible and make a good transition to adulthood
- Providers of mainstream services, including transport, receive training to be more inclusive of disabled children and young people in the way that they deliver services
### Disability Focus

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<th>Service</th>
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<th>What They Do</th>
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<tr>
<td><strong>Disability TAF process</strong></td>
<td>Action for Children as lead deliverer – with engagement from all sub-contractors and external partners</td>
<td>An embedded and integrated Disability Team around the Family</td>
</tr>
<tr>
<td><strong>Disability TAF practice</strong></td>
<td>All partners in package</td>
<td>Information and Advice consultancy for families along with specialist advice, guidance and training for practitioners to increase services inclusive practice. (Cardiff Educational Psychology Services contribute ‘in kind’ to both elements of this service.)</td>
</tr>
<tr>
<td><strong>Key working, parenting and family support</strong></td>
<td>Action for Children to lead with all partners in bid facilitating</td>
<td>Providing a key worker who will work alongside the family, and with other practitioners, to identify and remove barriers, and broker introductions to new services. Families are able to choose their own key worker.</td>
</tr>
<tr>
<td><strong>Service Delivery aspects to support the above process</strong></td>
<td>ABCD Cymru</td>
<td>A peer support matching service for families on a 1-1 and group basis with young people and families</td>
</tr>
<tr>
<td></td>
<td><strong>Barnardos</strong></td>
<td>Support for young people and parents via a drop in service, key worker support, mentoring and advocacy</td>
</tr>
<tr>
<td></td>
<td><strong>Cathays Inclusive Youth Project</strong></td>
<td>Transition and subject specific workshops along with daytime and weekend service placements and social activities</td>
</tr>
<tr>
<td></td>
<td><strong>Diverse Cymru</strong></td>
<td>A multi-agency advocacy service which promotes welfare benefits, direct payments and awareness raising/training</td>
</tr>
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<td></td>
<td><strong>Parent’s Federation</strong></td>
<td>Signposts families to Disability Team around the Family promoting family participation in work streams</td>
</tr>
<tr>
<td></td>
<td><strong>SNAP Cymru</strong></td>
<td>Direct work with families with children under 5 and over 16 to provide info and advice regarding welfare benefits and direct payments</td>
</tr>
<tr>
<td></td>
<td><strong>Cardiff Educational Psychology Services</strong></td>
<td>Direct consultancy work and training with practitioners</td>
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Early Years
This package is designed to help and support babies, children, mums, dads, partners and their families, to give children the best start in life. Service delivery in this Package is led and co-ordinated by Cardiff and Vale University Health Board.

The programme begins at the pregnancy stage to ensure babies are healthy. Support continues for children and their families through early years childcare and into the first years of primary school. The package includes specific interventions in a number of areas including support for child victims of domestic violence.

All the evidence suggests that the first few years of life have a profound effect on how a child will grow up, its health, relationships, and success in education and work and The Early Years package aims to help children in Cardiff have the best start in life.

Early Years Provider Contact Details
For more information about services in this package, please contact:

E: Cardiff.EarlyYears@wales.nhs.uk
The Early Years package of services work together to deliver the following outcomes:

- Mothers have healthy pregnancies and give birth to healthy babies
- Children have the appropriate physical development for their age
- Children are engaged in positive activities that they enjoy
- Children are safe in their homes and communities
- Parents and carers have the skills, confidence and capacity to provide a loving and nurturing environment, positive parenting and good attachment with their children
- Parents, carers and children have good communication, language, literacy and numeracy skills
- Parents and carers have the skills, confidence and capacity to enable them to take up jobs or training opportunities should this be appropriate
- School-aged children have good attendance levels
- School-aged children achieve the expected level of attainment for their age
- Children and their parents and carers participate in the planning, delivery, evaluation and governance of services

This case study is fictional but is an example of the type of work SafeAS carry out for Families First.

- Sarah is a young mum with a 5 year old daughter (Jessica) and 6 month old baby boy (Ryan) in St Mellons
- Sarah has been in a relationship with Ryan’s father for 2 years. Ryan’s father abuses Sarah. The violence got worse when Sarah was pregnant
- Jessica’s attendance at school has been low
- Sarah lied to her midwife and hid the abuse
- Sarah’s health visitor recognises the abuse. Sarah breaks down and tells her what’s happening
- The Health Visitor refers Sarah to SafeAS. SafeAS do an assessment on both Jessica and Ryan
- They use HomeStart’s building in St. Mellons as Sarah is still living with her partner
- SafeAS works with Jessica’s school doing therapeutic work in the school, helping Jessica to talk about her experience
- SafeAS meet with Sarah and Ryan in HomeStart’s building
- They talk to Sarah about the effects of domestic violence on her children
- SafeAS put a critical register mark on her property for quick police attendance
- They risk assess her and refer her to a MARAC (multi-agency risk assessment conference)
- Sarah starts to feel more confident and looks to leaving her partner
## EARLY YEARS

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<th>SERVICE</th>
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<tr>
<td>1-1 support and group work (Early years family support)</td>
<td>Action for Children</td>
<td>1-1 support and group work, including for children with emerging disability</td>
</tr>
<tr>
<td>1-1 support work – (Nursery Nurse behaviour support)</td>
<td>Cardiff and Vale UHB - Health Visiting</td>
<td>1-1 support work with families on childhood behaviour</td>
</tr>
<tr>
<td>1-1 support work</td>
<td>HomeStart Cardiff East</td>
<td>1-1 support work - support to access hospital and medical appointments</td>
</tr>
<tr>
<td>1-1 support work</td>
<td>HomeStart BGR</td>
<td>1-1 support work - volunteer-led, home-based family support</td>
</tr>
<tr>
<td>1-1 support work</td>
<td>HomeStart Cardiff East</td>
<td>1-1 support work - volunteer-led, home-based family support</td>
</tr>
<tr>
<td>Adult Child Interaction</td>
<td>Cardiff and Vale UHB - Speech and Language Therapy</td>
<td>Train parents and staff in how to help children communicate</td>
</tr>
<tr>
<td>Child care</td>
<td>Ely and Caerau Children's Centre</td>
<td>High quality, affordable day care which enables parents to access work / learning</td>
</tr>
<tr>
<td>Child care / letting families learn</td>
<td>St Mellons Community Creche</td>
<td>Sessional childcare to enable parents with pre-school children to access local learning; Parents Only Group providing engagement activities; informal drop in</td>
</tr>
<tr>
<td>Child parent relationship therapy (CPRT)</td>
<td>Tros Gynnal Plant</td>
<td>Small groups and 1-1 support for improving relationships between parents and their children</td>
</tr>
<tr>
<td>SERVICE</td>
<td>WHO?</td>
<td>WHAT THEY DO</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
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<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Domestic violence - health visitor liaison and pregnant women’s IDSVA</td>
<td>Safer Wales</td>
<td>Domestic violence - health visitor liaison and pregnant women’s Independent Domestic and Sexual Violence Advocate (IDSVA)</td>
</tr>
<tr>
<td>Domestic violence - specialist children’s IDVA</td>
<td>SafeAs</td>
<td>Specialist children’s Independent Domestic Violence Adviser (IDVA)</td>
</tr>
<tr>
<td>Enhanced Health Visitor developmental assessment training</td>
<td>Cardiff and Vale UHB - Health Visiting</td>
<td>SOGS (Schedule of Growing Skills) training for Health Visitors</td>
</tr>
<tr>
<td>Enhanced support for maternal mental health</td>
<td>Cardiff and Vale UHB - Maternity</td>
<td>Health professional with additional expertise in maternal mental health</td>
</tr>
<tr>
<td>Families and schools together (FAST)</td>
<td>Barnardo’s</td>
<td>Evidence-based early intervention programme delivered in schools that strengthens the links between parents/children/schools and communities</td>
</tr>
<tr>
<td>Family support and post-natal depression service</td>
<td>Barnardo’s</td>
<td>Help for new families, especially those where the mum has post-natal depression</td>
</tr>
<tr>
<td>Food and nutrition skills training for frontline staff</td>
<td>Cardiff and Vale UHB - Dietetics</td>
<td>Food and nutrition skills training for childcare and other frontline staff</td>
</tr>
<tr>
<td>Learning Language and Loving It training</td>
<td>Cardiff and Vale UHB - Speech and Language Therapy</td>
<td>Teacher education, with an emphasis on promoting children’s social, language and literacy skills from a developmental perspective</td>
</tr>
<tr>
<td>Motivational interviewing training for frontline staff</td>
<td>Viv Mumby Training</td>
<td>Motivational interviewing training to help frontline staff support families in changing behaviours</td>
</tr>
<tr>
<td>Parenting classes - Incredible Years etc.</td>
<td>Action for Children</td>
<td>Parenting programmes including Incredible Years and Bumps to Babes</td>
</tr>
<tr>
<td>Place2be and Place2talk</td>
<td>Place2be</td>
<td>1-1 counselling, group work and drop-in sessions for children of primary school age, and parent counselling</td>
</tr>
<tr>
<td>Play groups and drop-ins</td>
<td>HomeStart Cardiff East</td>
<td>Host play groups and drop-ins</td>
</tr>
<tr>
<td>‘Right Now’ digital technology project</td>
<td>Barnardos via sub-contract to Connect Assist</td>
<td>Social media to encourage uptake and engagement with Barnardos Early Years services</td>
</tr>
<tr>
<td>‘Stay and play’ and childminding</td>
<td>Barnardos</td>
<td>Provide ‘Stay and play’ and high quality childminding</td>
</tr>
<tr>
<td>Support service for young parents and families</td>
<td>Barnardos</td>
<td>Service specifically to support young parents, aged under 21</td>
</tr>
<tr>
<td>Targeted weight management for pregnant women</td>
<td>Cardiff and Vale UHB - Maternity</td>
<td>Weight management course for pregnant women</td>
</tr>
<tr>
<td>Welsh language support for parents and families in Cardiff</td>
<td>Mudiad Meithrin and Menter Caerdydd</td>
<td>Stimulating physical and positive activities for children and families through the medium of Welsh</td>
</tr>
</tbody>
</table>
Emotional and Mental Health
This package provides targeted support to children, young people and their families to improve the emotional and mental health of children and young people.

Service delivery in the Emotional and Mental Health Package is led and co-ordinated by Barnardo’s Cymru, working in partnership with other providers under the banner of ‘Cadarn’.

Cadarn is an emotional and mental health project for children, young people and families across Cardiff. The project will support children, young people and families to look after themselves but also help others around them and recognise that being sad, or anxious or a little lonely happens to everyone.

Cadarn works with those children and young people who are most likely to be at risk of disengagement, anxiety and stress, eating disorders, bullying, self-harm, and unhappiness. It also has a special focus on children who have experienced bereavement. All the providers bring experience of supporting those most at risk of emotional ill health.

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**Cadarn / Emotional and Mental Health Contact Details**

For more information about services in this package, please contact:

**T:** 029 2049 7531

**E:** Cymru@barnardos.org.uk
EMOTIONAL AND MENTAL HEALTH

OUTCOMES
Cadarn services work together to deliver the following outcomes:
• Children and young people enjoy good emotional and mental health and wellbeing
• Children and young people feel safe and are able to manage risks
• Children and young people have secure attachment relationships with parents and carers
• Parents and carers have confidence in their parenting skills
• Children and young people benefit from positive support networks that allow them to engage in activities and enjoy life
• Children and their parents and carers participate in the planning, delivery, evaluation and governance of services

SERVICE USER PERSPECTIVES

Phillipa’s Journey
Phillipa was referred to Barnardo’s by the Child and Adolescent Mental Health Service (CAMHS) at the age of 16. On referral, she was diagnosed with Bi-Polar disorder and she was also known to self-harm. She had dropped out of college and no longer met the CAMHS criteria for any clinical intervention. This meant that if she needed ongoing support it would have to be accessed through adult mental health service provision. Phillipa was socially isolated and it was felt by the referrer that she would benefit from meeting people her own age, using public transport and engaging in community activities.

Barnardo’s support for Phillipa involved identifying issues, and working on developing a focused plan to assist her in her overall goal of returning to college. Workers made relationships with adult service providers and ensured that Phillipa understood the options available to her. 1 to 1 and group work were undertaken and over a short space of time Phillipa’s confidence amongst other people increased as did her motivation and ability to try new challenges. She subsequently joined a music group with other young adults, was able to catch a bus and was going into the town centre on her own.

These were significant achievements that enabled Phillipa to move on with her life despite the difficulties she faced in respect of her emotional wellbeing at the time.

A Parent’s Perspective
My daughter Leoni attended two groups - Art Therapy and Emotional Literacy, and was with the same group of girls for both groups. Prior to attending the project Leoni was very socially isolated. She had no friends at school or at home and undertook few activities. Our family life was very difficult as she would not leave the house, was always shouting and took offence at anything said to her, she was frequently in tears.

It was very helpful for her on the groups to find she was not the only girl without friends, previously she felt she was the only one in that position. Leoni is so much more emotionally articulate than previously, the Art Therapy was good as at that stage she did not understand her feelings so to voice them would have been very difficult.

For our family the fact that Leoni is happier has made a huge difference. If she is upset at home she can discuss it rather than slamming the door. Our son has been more settled as Leoni has been more settled. Our family did not need a huge amount of support to survive but without the support we were offered I believe we would have sunk.

Cardiff Against Bullying
Sarah is in year 5; she has had considerable difficulties with other girls in her year group. Sarah’s confidence and academic studies have suffered dramatically since entering year 5; teachers have noticed a decline in the work Sarah has been doing and that she has become reluctant to go out on the playground at break times. The class teacher contacted Cardiff Against Bullying to request support for the group of girls, in particular to support Sarah and provide strategies to overcome the bullying behaviours. CAB contacted Sarah’s parents to discuss the referral and request additional information, provide advice and support and request consent to provide 1:1 support for Sarah.

Following an initial meeting a work programme was implemented to build Sarah’s confidence and self-esteem in addition to providing strategies to overcome and deflect bullying behaviours. As part of the support for Sarah a friendship group was established to promote positive peer relationships and explore the nature of friendship with all the girls involved in the bullying incidents. The school were provided with training and additional support in promoting positive peer relationships and a six-week programme was developed to enhance friendship and positive relationships amongst girls. Outcomes for Sarah include: increased confidence and ability to deflect name-calling and respond effectively to incidents of bullying; and improved peer relationships between the girls in the year group.
## EMOTIONAL AND MENTAL HEALTH

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>WHO?</th>
<th>WHAT THEY DO</th>
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</thead>
<tbody>
<tr>
<td>2Talk2</td>
<td>Action for Children</td>
<td>Individual and 1-1 counselling to young people accessing Careers Wales services to support them into education, training or employment</td>
</tr>
<tr>
<td>Asylum Seeker and Refugee Service</td>
<td>Barnardo’s</td>
<td>Family Intervention for families that have Asylum-seeker or Refugee status where emotional and mental health issues are impacting on family life.</td>
</tr>
<tr>
<td>Bounce Back</td>
<td>Barnardo’s</td>
<td>Structured, time limited psycho social and emotional intervention for year 10 and 11 pupils at risk of becoming ‘Not in Education, Employment or Training’</td>
</tr>
<tr>
<td>Cardiff Against Bullying</td>
<td>Cardiff Council Education Service</td>
<td>Preventative, reparative and reactive anti-bullying programmes, Cardiff anti-bullying strategy implementation</td>
</tr>
<tr>
<td>Ely and Caerau Integrated Children’s Centre</td>
<td>Ely and Caerau Children’s Centre</td>
<td>Emotional and mental health and well being support for children and their families</td>
</tr>
<tr>
<td>Bereavement Service</td>
<td>Barnardo’s</td>
<td>Therapeutic service for families who have experienced a significant impact on their wellbeing as a result of bereavement</td>
</tr>
<tr>
<td>Learning Together</td>
<td>Cardiff Council Education Service</td>
<td>Enhances families achievement and engagement with education and learning through a family course and support into the social and emotional aspects of learning</td>
</tr>
<tr>
<td>Gofal I Chi</td>
<td>Action for Children</td>
<td>Individual and group support to young carers to enable them to better understand and manage their caring role both in practical and emotional terms</td>
</tr>
<tr>
<td>I Can Do It</td>
<td>Cardiff Council Education Service</td>
<td>A programme to promote resilience and build positive relationships between a young person, peers and their family</td>
</tr>
<tr>
<td>Next Steps</td>
<td>Cardiff Council Education Service</td>
<td>Family-led intervention to enhance the resilience of families leaving the Integrated Family Support Team.</td>
</tr>
<tr>
<td>Pyramid Clubs</td>
<td>Cardiff Council Education Service</td>
<td>Improve learning and wellbeing of quiet, withdrawn, less confident children aged 7-14, as well as reducing the risk of developing poor mental health in the future</td>
</tr>
<tr>
<td>School Exclusion Family Support Project</td>
<td>SNAP Cymru</td>
<td>Support families’ emotional wellbeing and promote engagement with the local authority, schools and relevant agencies</td>
</tr>
<tr>
<td>Transition Support</td>
<td>Cardiff Council Education Service</td>
<td>Primary to secondary school transition intervention for vulnerable young people and their families</td>
</tr>
<tr>
<td>Transitions 16-25</td>
<td>Barnardo’s</td>
<td>A ‘one stop shop’ for young people and families in managing the transition from Child and Adult Mental Health Services to Adult Mental Health services</td>
</tr>
</tbody>
</table>
Healthy Lifestyles
HEALTHY LIFESTYLES

This package helps and supports children, young people and parents/carers to have healthy lifestyles. Service delivery in the Healthy Lifestyles Package is led and co-ordinated by Cardiff and Vale University Health Board.

A healthy lifestyle means that people will feel good about themselves; they eat well, exercise, sleep well, feel that they can cope with their lives and know where to get help if they need it. This ranges from making sure that young people have the opportunity to be physically active and enjoy play, to providing guidance on eating well. There is also a focus on supporting young people not to start smoking or misuse drugs and to help young people and their families to make sure they have good sexual health, avoid infections, and unwanted pregnancies.

By participating in any of the projects in the Healthy Lifestyles package, children, young people and families will be able to get advice, support and develop skills for health and wellbeing.

Healthy Lifestyles Contact Details

For more information about services in this package, please contact:

E: Cardiff.HealthyLifestyles@wales.nhs.uk
HEALTHY LIFESTYLES

OUTCOMES

Healthy Lifestyles services work together to deliver the following outcomes:

- Children, young people and their families, including disabled children and young people, take part in purposeful recreational activities that contribute to a healthy lifestyle and that they enjoy, including play and leisure activity
- Children, young people and their families eat healthily and maintain a healthy weight
- Children, young people and their families do not engage in substance misuse, alcohol misuse or smoking
- Young people and their families have good sexual health
- Children and their parents and carers participate in the planning, delivery, evaluation and governance of services

“...The great change I have made myself is going to the leisure centre for Zumba class each week which is a great fun activity dance, and a lovely way to lose weight as well. The great change my family has made is eating more healthy food, less sugar, salt and fat. Drinking more glasses of water per day, cut out fizzy drinks completely which is a great achievement. The change has benefited my children and I because we are now feel healthier and happier. Every time we go out shopping to the supermarket, we have to look out for the food labels which are helping a lot by choosing a healthy meal. We are all going to miss the Food & Fitness Club! Well done!”

“...I learnt so much about sugar, salt and fat and portion sizes. I learnt about healthy food, snacks, meat and fish. I learnt the importance of exercise, walking, swimming and I learnt that it is great to eat a lot of fruit, fresh fruit juice, and fish. It was a lot of fun at the party at the end of the programme and my family and I enjoyed it. I’m glad I did it, thank you a lot, you’ve taught me a lot.”

“...It has changed our life for the best, we feel fitter and healthier and I have seen a change for both of us. We are going to continue doing more things together to be happier and healthier. Thank you so much.”

“...The biggest change in our family is that Mollie and I now work as a team; both agreed what our joint aims are. It’s no longer a question of me nagging/lecturing Mollie and her resisting- we both care about our diet etc and are willing to try new things! Plus we both know a lot more now, to help make sure we stick to those joint aims. ”

“...This morning I ate a bowl of cornflakes, I walked to school and after lessons I played tag with my friends. Next it was lunch, I had vegetables. I walked back from school.”

SERVICE USER PERSPECTIVE

Mind, Exercise, Nutrition, Do-it (MEND) - Almeena’s Story:

Almeena, aged 9, her Mum and grandparents joined the local MEND group at the STAR Centre in Splott after seeing an advert on the television. The MEND programme addresses the problem of overweight and obesity in children, by educating children, parents and carers about nutrition and exercise and by helping them to develop the self esteem and skills necessary to maintain a healthy lifestyle.

Almeena’s Mum said, “The opportunity came up for us to do this programme and we thought it was a brilliant idea because I felt that, as a family, we needed to be fitter”. Following the 10 week MEND programme, Almeena was spending less time in front of the screen watching TV and playing computer and video games and more time being physically active. She had also increased her fruit and vegetable consumption. Consequently, both her Body Mass Index and her waist circumference reduced. Her weight no longer made her unhappy. Almeena’s Mum commented “MEND makes shopping for healthy food so much simpler- you just have to look at the label....There were things we were eating that were really bad and I hadn’t known”

The family has now progressed from MEND to participate in a Food and Fitness for Families project where they are learning to cook new healthy recipes.
# HEALTHY LIFESTYLES

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>WHO?</th>
<th>WHAT THEY DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSIST</td>
<td>Public Health Wales (Health Improvement Team)</td>
<td>Reduce smoking amongst young people through a school based programme that trains influential Year 8 pupils to work as ‘peer supporters’</td>
</tr>
<tr>
<td>Healthy Lifestyles Programme for 13-25 year olds</td>
<td>Cardiff and Vale UHB Dietetics Team</td>
<td>Weight management project for young people aged 13-25; ‘Get Cooking’ courses; Accredited nutrition training; ongoing professional support for parents/carers</td>
</tr>
<tr>
<td>Healthy Lifestyles project for 8-13 years</td>
<td>Cardiff Council Play &amp; Leisure Services</td>
<td>A play, physical activity and food project delivered after school as a 10 week course and as a play scheme in the school holidays.</td>
</tr>
<tr>
<td>MEND (Mind, Exercise, Nutrition, Do It!)</td>
<td>Cardiff and Vale UHB Dietetics Team</td>
<td>Community-based, family-focused weight management project for families with children aged 7-13 who are above their ideal weight.</td>
</tr>
<tr>
<td>Sex &amp; Relationships Education (SRE) delivery</td>
<td>Public Health Wales (Cardiff &amp; Vale Public Health Team)</td>
<td>Supports the delivery of quality, appropriate Sex and Relationships education in primary/secondary schools, colleges and training provider.</td>
</tr>
<tr>
<td>Sexual Health Outreach / C-Card Co-ordination</td>
<td>Cardiff YMCA</td>
<td>Sex and Relationships Education and sexual health advice/support for vulnerable young people and the delivery of a Condom distribution scheme.</td>
</tr>
<tr>
<td>Strengthening Families Programme</td>
<td>Cardiff Council Childrens Services</td>
<td>Highly structured DVD and manual based project delivered over 7 weeks for parents and young people aged 10-14 to attend together.</td>
</tr>
<tr>
<td>Summer play and respite scheme</td>
<td>Ty Gwyn Special School</td>
<td>A two-week play and respite scheme for children, young people with multiple and profound learning and physical disabilities.</td>
</tr>
</tbody>
</table>
Sustainable Employment
This package aims to ensure that low income and economically inactive families with dependent children are supported to maximise their family incomes and to develop the necessary skills and confidence to access learning, employment or volunteering opportunities or to progress in employment.

Service delivery in the Sustainable Employment Package is led and co-ordinated by Sova.

Sova works with a range of partners, focusing on the necessary steps needed to support individuals and their families through the journey to readiness for employment. From the first meeting the project works with families to identify and address factors which might be impacting a person’s readiness for employment including debt and income management, childcare support and time management. Through a process of mentoring and targeted support the individual will be helped into volunteering and work experience opportunities which can lead to full time employment.

Sustainable Employment Contact Details

For more information about services in this package, please contact:

T: 029 2022 1936   E: cardifffamiliesfirst@sova.org.uk
OUTCOMES
Sustainable Employment services work together to deliver the following outcomes:

- Parents and carers in low income families have the skills, confidence and capacity to be able to access volunteering, employment and training opportunities
- Parents and carers in low income families have good literacy, numeracy and basic skill
- Parents and carers in low income families gain and progress within employment
- Parents and carers in low income families are signposted and referred to other existing support services where appropriate, including affordable childcare
- Families with a low income are accessing their full benefit or tax credit entitlements
- Families with a low income are able to manage their incomes and reduce their debt
- Families with a low income are able to maintain their tenancies/homes
- Families participate in the planning, delivery, evaluation and governance of services

SERVICE USER PERSPECTIVE
In response to a Sova advertisement in a local newspaper Colin became a volunteer in the Summer 2011. Since then, he has been matched with 3 customers and he has helped them deal with a range of issues including housing and family problems, drug and alcohol addiction and mental health concerns. He admits that at times it feels like “banging your head against a brick wall” but he thinks that his efforts are worthwhile, so much so, that he has contributed to the training of new volunteers as well as encouraging others to mentor.

Tracy has had long-standing issues with debt, housing, alcohol and confidence. With the help of her volunteer Tracy has sought advice to address her outstanding debts and she has gained in confidence. She has started working as a volunteer and she is now looking for suitable housing. She is undertaking a course in sign language and she is seeking employment.
## SUSTAINABLE EMPLOYMENT

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>WHO?</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Childcare Support</strong></td>
<td>WPPA (Wales Pre-Schools Providers Association)</td>
<td>Support parents to learn about the types of childcare available and how best to select one most suitable for their needs</td>
</tr>
<tr>
<td><strong>Debt and Welfare Benefits Advice</strong></td>
<td>Vale Citizens Advice Bureau</td>
<td>Money and debt management advice</td>
</tr>
<tr>
<td><strong>Essential Skills</strong></td>
<td>Chamber for Business and Social Action</td>
<td>Literacy, numeracy and ICT training.</td>
</tr>
<tr>
<td><strong>Intensive Mentoring</strong></td>
<td>Sova</td>
<td>1-1 support to identify issues and needs and provide structured support to address these and build resilience.</td>
</tr>
<tr>
<td><strong>New Leaf Training</strong></td>
<td>Groundwork</td>
<td>Training &amp; support for those who need greater support due to personal circumstances. Support focuses on rebuilding confidence, skills and motivation whilst developing interpersonal, transferable and vocational skills.</td>
</tr>
<tr>
<td><strong>Regain Training</strong></td>
<td>Groundwork</td>
<td>A three month training and support package aimed at improving confidence and motivation skills, life/transferrable skills, Open College Network Vocational accreditation, volunteer opportunities and practical hands on experience as well as basic social skills.</td>
</tr>
<tr>
<td><strong>Self Employment</strong></td>
<td>CBSA (Chamber for Business and Social Action)</td>
<td>Support, guidance and training on making an informed decision about self-employment and how to put plans into action.</td>
</tr>
<tr>
<td><strong>Work Placement and Employment</strong></td>
<td>CBSA (Chamber for Business and Social Action)</td>
<td>Secure and manage suitable, quality work placements to those searching for work as well as employers.</td>
</tr>
</tbody>
</table>
Team Around the Family
What is the Team around the Family?
A Team around the Family approach is a Welsh Government requirement which all local authorities must have in place as part of the new Families First Programme.

The Team around the Family is a multi-agency approach which is responsible for identifying family members (children and young people and or parents) who are demonstrating a broad variety of needs and may be orchestrating cross-public service responses to meet needs to stop escalation to statutory services. The Team around the Family co-ordinates, targets, and tailors provision towards the family’s needs, supported by a team of family workers operating on an outreach basis.

Tros Gynnal Plant
Tros Gynnal Plant is a Welsh Children’s Charity who is responsible for working with local partners to develop and deliver the city-wide Team around the Family model in Cardiff.

Team around the Family Contact Details
For more information about the Team around the Family, please contact:

T: 029 2048 7816   E: TAF@trosgynnal.org.uk
Embedding a Team around the Family approach across Cardiff

The implementation of the Team around the Family model in Cardiff is intended to change the way all services work with Families.

To ensure that the city-wide implementation of Team around the Family is effective, all Families First service providers have to work as part of the Families First Team around the Family model, to include:

- Abiding by the shared values and principles of the Team around the Family approach
- Prioritising those families referred through the Families First Team around the Family processes
- Being part of Teams around the Family and attending Team around the Family meetings
- Acting as lead professional where appropriate

The key principles of the Cardiff TAF are:

- To ensure that families are placed at the centre throughout the intervention.
- To ensure that the family are enabled to identify the significant individuals in their life who should participate in the Team around the Family.
- To use a strengths based, restorative approach to communicating with and engaging families, listening to their story and supporting solutions.
- To take account of a family’s readiness to change and to provide opportunities for them to achieve changes using a vigorous stepped approach which adapts to the family’s changing circumstances.
- To provide a coordinated package of multi agency support that is accessible and timed to meet the needs of the family.
- To work with the family to identify a lead professional who will support them and coordinate the multi agency intervention.
- To commit to the use of evidence based approaches and evaluation measures in order to ensure the best possible outcomes for families.
- To systematically implement and review family plans to ensure that they are relevant, suitable and tailored to the individual needs of the family.
- To manage risk safely and to identify the need for a statutory intervention in a timely manner.
TEAM AROUND THE FAMILY

Team around the Family Criteria

The following criteria is used to identify where a Team around the Family approach is required:

• The family have a dependent child 0-18 (or 0-25 where vulnerable) who lives in Cardiff or are a family living in Cardiff who are expecting a child.

• The family’s needs are multifaceted and can only be met by a coordinated approach involving 4 or more agencies.

• The family’s needs are below the thresholds for statutory interventions at tier 3 and 4 for children and adults.

* The Families First Freephone number (0333 777 3094) is also managed by the Team around the Family team. Members of the team are able to provide advice about the best approach when it is unclear whether a family meet the criteria for the full Team around the Family intervention.

* Where families are currently being supported effectively through an existing provision, no referral needs to be made to the Team around the Family team.

Consideration has also been given to the position of Team around the Family within the range of interventions available and approaches that can be adopted, the scale is evidenced below:

A Think Family approach in this context is taken to mean the support provided by universal and targeted services which takes account of the needs of the family as a whole and models partnership working in order to meet the needs of the family.

The Team around the Family approach is not a replacement for the continued investment in partnership working which is part of current good practice and the responsibility of all agencies in working with children young people and families, but the framework within which to work with escalating need in order to prevent the trajectory of families into remedial services.
TEAM AROUND THE FAMILY

The Whole Cardiff Team around the Family Model

The Team around the Family model in Cardiff has been implemented by a core team of family workers who have put into place the arrangements for identifying, assessing and responding to families who need a Team around the Family approach. The team seek to engage providers of services to children, young people and their families as members of Teams Around the Family, as appropriate to the families’ assessed needs and whether funded through Families First or not. They place families at the centre throughout the intervention and use a restorative and strengths-based approach in working with them. The process followed when a family is referred to the Team around the Family is shown in the diagram below:

Team around the Family Process

Referral
Via professional, self or Families First Freephone

Step Up To Social Services
If safeguarding concerns arise SS protocol followed. Case placed on hold, case closed if picked up by Social Services.

Phase 1
TAF Practitioner meets with all members of the Family to complete family engagement process (JAFF), led by family, using restorative approaches model - covering strengths, needs, goals and relevant services and Motivational Interviewing to motivate and empower family. Initial Distance Travalled measures completed with family for each relevant domain and services identified to meet each need.

4 or more services required – Need for multi-agency TAF meeting?

N

Step down to Single Agency Process
JAFF and initial distance travelled measures passed on to service

Y

Family Only Plan
Family supported to identify strengths, needs and goals. JAFF and Family Plan created

TAF 2 – TAF Meeting
TAF Practitioner supports the family to hold a TAF meeting – Inviting all family members and professionals representing relevant identified services. Clear Plan created. Services identified to support family to address each area of need and move forward in relation to each distance travelled measure recorded on plan and named on signed consent to share.

TAF practitioner visits the Family with the Family Plan to ensure that it is clear and that they are happy with it. A copy of the Family Plan and relevant information on the JAFF (including Family ID and initial distance travelled measures) is sent to services involved in the Family Plan.

Co-ordinated multi-intervention takes place in partnership with the family. TAF practitioner keeps in contact with the family and services to ensure plan is followed and meeting family’s needs.

Closed to TAF
Work with Families First Services may be ongoing

TAF REVIEW
Review document is completed – family is supported to identify end distance travelled measure against each domain. Ensure the Family Plan is working. Does the family require intervention from any other services to meet their goals? Achievements celebrated.
Embedding new ways of working
EMBEDDING NEW WAYS OF WORKING

As well as rolling out the Team around the Family model as an approach to working with families with multiple needs, Families First in Cardiff also involves developing and embedding a number of other new ways of working.

Joint Assessment Family Framework

One of the Welsh Government’s requirements for Families First is the development of a Joint Assessment Family Framework (JAFF) which supports a joined up approach to assessment and ensures that families are truly engaged within the process of understanding their own needs as a family and ready to address their challenges with support. The JAFF will provide a number of opportunities to evidence strengths within the family in addition to needs and goals.

Currently we are implementing a ‘held’ model in Cardiff where the bulk of the assessment is undertaken by dedicated Team around the Family staff and the contribution of partner agencies lies in appropriate referral into the Team around the Family and responsiveness to contribute in Phase two to a multi agency plan of support. However the model may need to develop over time to address capacity and this may include additional key staff from Families First and other providers who will undertake the Phase 1 assessment with families.

Tros Gyynaill Plant, who are delivering the Team around the Family Model in Cardiff, will also be taking a lead role in co-ordinating and developing the Joint Assessment Family Framework, working closely with the Central Families First team as well as the commissioned Families First service providers.

Restorative Approaches

As part of Families First in Cardiff, it is intended to develop the use of restorative approaches as a consistent methodology for working with children, young people and families. Working restoratively means valuing relationships and working with others in ways that promote respect, trust and belonging.

Using a restorative approach to repair relationships involves asking everyone involved five questions:

1. **What happened?**
2. **What were you thinking at the time?**
3. **How were you feeling at the time?**
4. **Who has been affected by what has happened and how?**
5. **What needs to happen now to repair the harm?**

These questions allow all those affected to tell their story, to be listened to, to be understood and to be involved in identifying a way forward.

As part of the Families First Workforce Development programme, training is available to ensure that providers and key agency management leads can gain a consistent restorative model, mindset, and the skills to develop their own consortia workforce ethos and practices, to fit with Families First principles.
EMBEDDING NEW WAYS OF WORKING

Strengths Based Approaches

Strengths based approaches start from an understanding that families have strengths and the belief that building on those strengths is the best way to help them flourish, rather than taking a deficit-based approach that only identifies needs.

- Strengths-based approaches value the capacity, skills, knowledge, connections and potential in individuals and communities
- Focusing on strengths does not mean ignoring challenges, or spinning struggles into strengths
- Practitioners working in this way have to work in collaboration – helping people to do things for themselves. In this way, people can become co-producers of support, not passive consumers of support

One of the objectives of Families First in Cardiff is to embed strengths based approaches across all agencies working with families. A ‘Strengths Based’ approach which doesn’t just focus on the strengths of the immediate parent or carer, but also on the assets available in the wider extended family and indeed the wider community. This means looking at a family’s resources and kinship connections, not only in the immediate family, but also through the active involvement of both parents, extended family, and the family’s natural support systems.
Links to other services
Families First guidance states that “Families First, Flying Start, Communities First and the Integrated Family Support Service will help deliver our vision for a citizen model of accessible, seamless service delivered in the community by skilled people working together to ensure better matching of provision to individual needs.” In Cardiff we also envisage close working with Neighbourhood Partnership Teams to share information about local need, creating a joined up approach to working in local areas, utilising local resources and building on community strengths.

To help ensure these programmes are strategically linked and operate in a joined up way, the Operational Steering Group for Families First includes representatives of Team around the Family, Communities First, Neighbourhood Partnerships, Flying Start and Integrated Family Support Team.

Linking programmes across the partnership
The Integrated Family Support Team is a crisis intervention service working with families where there are serious child protection concerns relating to parental/Carer substance misuse. The service is provided in the family’s home environment at times best suited to the family’s needs. It is an intensive intervention lasting 4-6 weeks with follow ups at 1, 3, 6 and 12 months post intensive phase.

There are clear links between the approaches used by the Integrated Family Support Team and Families First, but whereas Families First is positioned at the early intervention and prevention end of the continuum of need, Integrated Family Support Team is a more remedial intervention. Families may ‘step down’ from Integrated Family Support Team into Families First services and similarly Families First services may refer on to Integrated Family Support Team where needs have escalated.

The two programmes are closely aligned to ensure the implementation of a joined up pathway for families who need support.
The Flying Start programme was introduced by the Welsh Government in 2005 to offer support and guidance to families with very young children who live in specified areas of Cardiff. The programme is targeted at Lower Super Output Areas which are deemed to be the most deprived or disadvantaged.

Families with children under 3 years and 11 months who live in these specified areas are eligible for extra help to get them off to the best start in life. Flying Start supports parents by providing health advice, learning skills support and practical ideas to help them guide their children towards a brighter future.

The core strands of the Flying Start programme are:

- Parenting Programmes
- Language & Play and Books for Babies
- Free part time childcare for 2-3yr olds
- Intensive Health Component

Get in touch:
Flying Start Team
Cardiff Flying Start
The Harlech Suite
The Conference Centre
Eastmoors Road
Cardiff
CF24 5RR

t: 029 2035 1380
e: Cardiffflyingstart@cardiff.gov.uk
Within Cardiff the neighbourhood partnership model provides a coherent structure for allowing organisations to work together within local areas. Multi-agency teams based in six localities across Cardiff share local intelligence to solve problems for their particular neighbourhood. This means that a range of expertise from across different sectors is brought to bear on the issues that really matter to communities.

The initiative has increased partners’ awareness and understanding of their respective roles and activities, leading to more collaborative and responsive working. It has also redefined the conventional way of working by concentrating on bringing decision-making and resources closer to communities, through a model tailored specifically to Cardiff.

Under Families First in Cardiff, both commissioned Families First Services and the Team around the Family work closely with Neighbourhood Partnership Teams to share information about local need. Locality based Team around the Family workers complement other neighbourhood based staff, providing additional resource for Neighbourhood Partnership Teams and enhancing their multi-agency problem-solving role.

Get in touch:
Neighbourhood Partnership Teams

t: 02920 872670
w: cardiffpartnership.co.uk
e: familiesfirst@cardiff.gov.uk
Communities First is a Welsh Government anti-poverty programme that works with residents, community organisations, business and other key agencies in four cluster areas in Cardiff, focusing on the long term sustainability and wellbeing of communities. Involving local people in all aspects of this work is an essential feature of the programme. Communities First aims to contribute, alongside other programmes, to narrowing the education/skills, economic and health gaps between our most deprived and more affluent areas. The Programme has three strategic objectives helping to achieve these outcomes:

- Prosperous Communities
- Learning Communities
- Healthier Communities

Communities First has a shared emphasis with Families First on reducing child poverty and improving outcomes for families in poverty. The reporting frameworks for the two programmes have been brought together and opportunities to join up delivery are being explored.

Get in touch: Communities First

ACE (Action in Caerau and Ely)
Cardiff West Cluster Ely, Caerau, Fairwater and Pentrebane
Ely Housing Office
4 Grand Avenue
Ely CF5 4BL

Lead contact: John Hallett
Phone: 029 2087 3664
Email: info@elycaerau.com
Website: elycaerau.com/Welcome

Butetown Riverside & Grangetown (BRG)
South Riverside Community Development Centre
Brunel Street
Cardiff CF11 6ES

Lead contact: Allan Herbert
Phone: 029 2022 0309
Website: srcdc.org.uk

Cardiff East, Llanedeyrn & Pentwyn (ECLP)
Cardiff Third Sector Council
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Embedding service
user participation
EMBEDDING SERVICE USER PARTICIPATION

The vision for Families First is that service user participation should become more embedded in every service and as a result the programme requires a high level of service user engagement and involvement in service design, evaluation and governance.

Active involvement of service users helps to:
- Ensure that services are relevant to local needs
- Ensure that services are accountable to service users
- Enable service users to voice their opinion on services and identify good practice and areas of concern; and
- Facilitate consultation on future changes or developments

In addition to this, all Families First service providers are committed to:
- Meaningfully involving service users in the design, planning, delivery and evaluation of services
- Abiding by the National Standards for Children and Young People’s Participation and the Charter for Parent Participation in Services for Children and Families in Cardiff
- Using the National Participation Standards Online Self Assessment Tool

The commissioning of Families First services involved parent representatives from the Parents’ Network, and children and young people. The Parent Network were involved in evaluating Tenders on the same basis as professional members of the Evaluation team, and received additional support and preparation to participate in this process.

The involvement of children and young people in tender evaluation was supported and facilitated by participation workers and is described more fully in the ‘Young Commissioners’ Case Study below.

Cardiff Council recruited a group of ‘Young commissioners’ to facilitate children and young people’s involvement in the commissioning and procurement of Families First services to ensure that the services commissioned were relevant, appropriate and likely to be used.

This group of children and young people (aged 8-21) were given specialist support and training to enable meaningful involvement in evaluating tender submissions under the Families First programme. In establishing the group, it was necessary to ensure a representative mix in terms of locality, age range, ethnicity and specific interests, and sufficient numbers to provide consistency of involvement over the full process.

In advance of evaluation, the Young Commissioners received training and preparation including a team building activity day, a two day training residential, and weekly meetings, covering topics such as participation, commissioning, children’s rights, and the terminology in the specifications.

The Young Commissioners group were directly involved in evaluation of the tender submissions at both the outline and final tender stages, and their feedback following outline evaluation informed the dialogue stage discussions. During evaluation, the Young Commissioners were supported to score submissions against the criteria, using child-friendly specifications. They also attended a clarification question and answer session with tenderers, and posed their own questions.

The meaningful engagement and involvement of children and young people in the procurement of Families First services ensured improved accountability to children and young people as citizens, both in delivery, and in management and monitoring by the commissioners.
Supporting vulnerable groups
SUPPORTING VULNERABLE GROUPS

Inclusion of disabled children and young people & families

One of the six packages of service under Families First is “Disability Focus”, which delivers the Disability Team around the Family led by Action for Children. This package underpins the delivery of the Cardiff Strategy for Disabled Children & Young People. However, Providers should note that families with disabled children and young people, and those with young carers, are an intrinsic part of all of the packages within the Families First programme, and their needs should be taken into account in delivering services in every package. All providers and their staff must have a good understanding of disability and inclusion issues, and promote the inclusion of disabled children and disabled parents in service provision.

While the Disability Team around the Family has a specific remit to work with families with disabled children, all providers in every package must demonstrate how they will ensure the inclusion of families with disabled children, young people or disabled parents and carers, within the services they are proposing to provide. Part of the role of the Disability Team around the Family is to provide specialist advice, guidance and training for practitioners and agencies to increase services inclusive practice and improve their positive impact for service users with disabilities. In this way the inclusion of disabled children will be supported across the Families First programme.

Young Carers

Young carers are also an intrinsic part of the Families First programme and all services must appropriately engage and include them, in line with the outcomes identified in Cardiff Young Carers Strategy:

- Young Carers have their needs identified, assessed and met in a timely way by appropriate organisations/agencies
- Young Carers are supported to reach their full educational potential and are well equipped to make the transition to adulthood
- Young Carers experience good emotional and physical health which is not adversely affected by the caring responsibilities
- Young Carers are able to play and participate in leisure activities with their peers
- Young Carers feel respected, included and have a voice

In addition, Action for Children will be delivering Gofal I Chi, specifically to provide individual and group support to young carers to enable them to better understand and manage their caring role both in practical and emotional terms.

Grandparent Carers

Family is given a deliberately wide definition that recognises that families can take many forms. Parents/carers within families may include birth parents (resident and non-resident, including fathers), step-parents, parents in a civil partnership, foster carers, adoptive parents, grandparent carers and any other relative or significant adult caring for children. All service should be conscious of the needs of grandparent carers and their grandchildren.
SUPPORTING VULNERABLE GROUPS

Black and Minority Ethnic communities

Under Families First, providers are working closely with Neighbourhood Partnership Teams, Communities First Clusters, and other community organisations to ensure their services are tailored to the needs of individual communities. Providers are expected to demonstrate in their service delivery that they have identified and are meeting the varying demands and needs of each area within the city, including considering the cultural and language needs and other access requirements, including use of accessible locations, for specific groups such as minority ethnic groups. This is monitored on an ongoing basis by the Families First Central Team during the life of the contracts for commissioned services. A specific resource has been set aside for interpretation costs.

Some services are specifically targeted at BME communities; for example, as part of the Cadarn service, Barnardos will be offering a family support service for children, young people & their carers from Black & Minority Ethnic communities where emotional and mental health issues are impacting negatively on family life. A particular focus for this intervention will be newly arrived asylum seeking & refugee families.

Promoting the Welsh Language

Cardiff Council is committed to providing bilingual services and to promoting the use of the Welsh language in the Capital City for Wales. The Welsh language is an integral part of the diversity and cultural identity of Cardiff and of everyday life in the city. There is also a growing Welsh-speaking population in the city, of all ages, who are either fluent Welsh speakers or learning the language. As a result, we recognise the importance of improving and extending the provision of bilingual services as part of the overall provision of high quality, customer-focused public services in Cardiff.

As a public body the Council is also under a duty to comply with the Welsh Language (Wales) Measure 2011. Accordingly, anybody or organisation carrying out services on behalf of the Council to the public is required to comply with the Council’s Welsh Language Scheme and, as and when the same come into force, the provisions of the Welsh Language (Wales) Measure 2011. This applies to Families First providers.
Workforce Development Programme
WORKFORCE DEVELOPMENT PROGRAMME

There are a range of events and training programmes available to support Families First providers to enable consistent practices with families and agencies, across and within packages and aligned services. The main areas of focus for the current training programme includes:

The Families First Workforce Development Steering Group will continue to review the workforce development programme going forward and will consult with Families First providers regarding their specific training needs to help inform the programme. The goal is to underpin positive partnership work at an operational level and to encourage sharing of best practice and to underpin arrangements for working together to support families across Cardiff.

To sign up for training, make training requests or flag any particular requirements, please contact the Families First team on: familiesfirst@cardiff.gov.uk or via telephone on 029 2087 2395.
Get in touch with Families First

Families First Freephone – 0808 800 0038

The Families First Freephone service provides an access point to the Families First programme in Cardiff for families and professionals:

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

You will need to make sure that you have permission from the family or individual concerned before you make a referral. You are also reminded that e-mail is not necessarily a secure method of communication so please do not include personal or medical information unless you are confident that it will be transferred securely.

For any other general enquires about the Families First programme please contact the Families First team on: familiesfirst@cardiff.gov.uk or via telephone on 02920 872395

Please note that the Families First team are not able to take referrals.