

Putting Families First in Ceredigion



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This booklet is aimed at practitioners, and their managers, who are involved in the protection, safety, health, education and social welfare of children, young people and families in Ceredigion (including statutory, private and third sector organisations).

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This booklet is based on Cardiff Council's version "Putting Families First in Cardiff".
It has been produced with their permission.

What is Families First?



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 £3.5 million grant allocation from the Welsh Government to Ceredigion, to support the delivery from 2012 to 2017. It is designed to recognise the specific needs of different families and the common requirements 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 this service:

- The development of a Team around the Family model
- The development of a Joint Assessment Family Framework (JAFF)
- The development of a coherent set of strategically commissioned, time limited, family-focussed 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 Ceredigion 3 service packages have been strategically commissioned to deliver an early intervention approach and support the Team around the Family process:

- ♦ Family Support
- ♦ Information and Communication
- ♦ Inclusive Services

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 these families.

Alongside these commissioned services, Ceredigion has developed a Team around the Family model which will be delivered county wide. A family focussed, strengths based Family Assessment (the JAFF) supports this work.

What's new about this Programme?



What's new about this Programme?

Families First replaces the Cymorth grant programme which ran from 2003 to 2011. There are key differences from Cymorth in the structure and aims of the Families First programme, in that it is:

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 a seamless progression for families between different interventions and programmes.

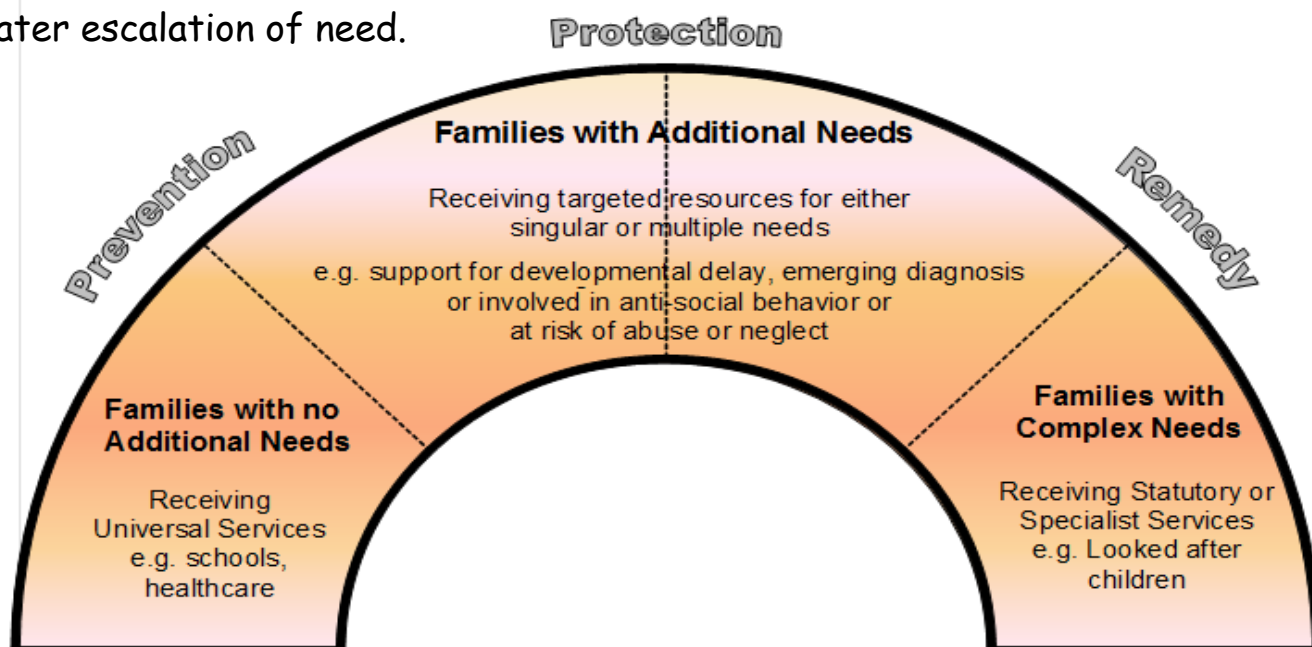
Pro-active - seeking early identification and appropriate intervention for families.

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, for example, the Flying Start programme.

Families First is part of a continuum of support that includes a broad range of needs as shown in the Rainbow diagram below.

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.



TAF - Team around the Family

**JAFF - Joint Assessment Family
Framework**



Team Around the Family (TAF)

The Team Around the Family approach is a Welsh Government requirement which all local authorities must have in place as part of the Families First programme.

TAF is a new process that enables professionals to work together to deliver services that are built around the needs of children, young people and families. We recognise that, in order to improve the outcomes for children, we need to improve outcomes for families.

Families and professionals can spend a lot of time going round in circles trying to find the right service for a child or family. The TAF approach expects services to 'join up' around families. We are starting from the principle that we should be striving to ensure that the TAF process and the interventions delivered are 'bespoke' to the needs of the family.

Ceredigion TAF process - Management and Coordination

Manager - Billy Goodfellow, Family Support Manager

- TAF coordinator (North) - Mari Jefferis
- TAF coordinator (Mid) - Nerys Jones
- TAF coordinator (South) - Jess Owen

- TAF disability coordinator - Ruth James

Ruth covers the whole county in cases where the main presenting need is an emerging diagnosis for a child or developmental delay. She works for Hywel Dda Health Board and is line-managed by Hywel Dda staff.

Contact details for the TAF team

 01545 572649 / 01970 627016  TAF@ceredigion.gov.uk

A request for a Team around the Family service would be appropriate when:

- there is a concern about the progress or wellbeing of a child or young person
- the needs are unclear and broader than one service can address
- a whole family assessment would help to identify the needs and draw in other services to help meet them

To access the Team around the Family process, a 'Request for TAF service' form must be completed, this includes a assessment of the Strengths and Needs of the family.

Whole family assessment - (JAFF)

One of the Welsh Governments' requirements for Families First is the development of a Joint Assessment Family Framework (JAFF) which supports a joined up approach to assessment. At the moment the JAFF has been introduced in Ceredigion as a referral pathway for families and their workers to request a Team around the Family service, as described on the previous page.

Anyone who works with the child, young person or family can carry out the family assessment; the process is clear, comprehensive and simple. The assessment toolkit can be downloaded from the Family Information Service website and free training is available.

The JAFF uses a 'weather' system to assess a family's strength and needs on a scale of 1-5



The family is at the centre of the assessment process and there is an accessible self assessment questionnaire to assist families and young people to begin to identify their own needs. Families should never just be presented with the JAFF form and asked to complete it, the aim is for the family and the practitioner to work together to explore and identify the nature and level of family need and family strengths.

The assessment will support the development of an outcome focused Family Action Plan for a time-limited intervention. The assessment will be shared with other practitioners and the family should be aware of this when they sign their consent.

Once the Family Assessment has been completed, it should be agreed, signed and dated by the assessor as well as the parent/carer. The child or young person should also sign if they are age appropriate.

The scoring system on the JAFF is used to measure the impact of the TAF process, the scores are reviewed regularly during the TAF process and the expectation is that they gradually reduce during the process. Results are anonymised and reported to the Welsh Government.

The family assessment toolkit is available to download, along with details of the training, at <http://fis.ceredigion.gov.uk/index.php/team-around-the-family-pro/>

Further advice on TAF or the JAFF can be sought from the TAF team

☎ 01545 572649 / 01970 627016

💻 TAF@ceredigion.gov.uk

Overview of the Service Packages



Overview of the Service Packages

The TAF process is supported by the following three Service Packages.



Family Support

This package is aimed at families with children aged 0-19, where they need additional support to engage effectively with universal services. The support provided is bespoke to the needs of the family and focusses on their strengths to empower them to find solutions.



Information and Communication

This package is intended to ensure that services providing support to families in Ceredigion are communicating well, with each other as well as with those families that use them. It is important that we hear and respect the views of those who use the services in order to provide services that are fit for purpose,



Inclusive Services

We recognise that families who are able to access services locally, in their own community, are able to create stronger support networks. The opportunity to play, learn and socialise with your friends is important but lack of money or additional needs can make this difficult. Our Inclusive Services package supports children with diverse needs to access local services.

Family Support Package



Family Support package

This package is aimed at families with children aged 0-19, where they need additional support to engage effectively with universal services. The support provided is bespoke to the needs of the family and focusses on their strengths to empower them to find solutions.

The package blends Targeted Family Support, Venue based Family Support and Outreach Family Support so that families can access the support they need.



Targeted Family support - Family Support team

The team works with families in a time limited, goal focussed way across the whole county. They provide bespoke parenting interventions and one to one support including practical assistance to help prevent escalation into statutory services. The team includes 5 x Family Support Workers, a specialist Health Visitor and a Social Worker. The work is delivered by Tîm Teulu.

Targeted Family support - Preventative Attendance Programme

This programme works with schools and families (with children aged 5-16) to address attendance problems before they escalate to levels that require statutory intervention. A support programme is delivered, bespoke to the needs of the school and the family, to stress the importance of school attendance. The work is delivered by the Education Inclusion Service.



Targeted Family support - Young Carers Support

This programme provides emotional and practical support to children and young people (aged 8-18) who provide unpaid care to a member of their family. It aims to reduce feelings of isolation and loneliness in young carers and prevent family breakdown. The work is delivered by British Red Cross.

Family Support package



Targeted Family support - Pyramid Clubs

Pyramid clubs offer an early intervention for quiet, shy, or anxious children. An 'emotional health check' is offered across the whole year of a primary school. A multi-agency meeting is held to discuss the results. 10 children are selected and offered a place at Pyramid club. The clubs run after school for 1½ hours every week for 10 weeks. The work is delivered by the School Improvement Service.

Venue Based Family support - Family Centre Network

Family Centres support families who have children aged 0-4 (and their siblings up to 11 years during school holidays), particularly those who are vulnerable. Family Centres aim to strengthen and support the skills of families, build their resilience and improve family relationships and dynamics. The service is facilitated by Plant Dewi and delivered from Ceredigion's network of Family Centres.



Venue Based Family support - Integrated Children's Centres

This project supports the development of Integrated Children's Centres (ICC) in Ceredigion - a joint initiative between local communities, the voluntary sector, education, health and social services. There are 3 ICC in the county - Canolfan Enfys Teifi (Cardigan), Tŷ Tysul (Llandysul) and Yr Eos (Penparcau). They work on the principle that, by working together effectively, we can improve outcomes for families.



Family Support package



Outreach Family support - Home Start

This project offers support, friendship and practical advice to families with children aged 0-10 in their own homes. Volunteers are trained to visit struggling families and work with them to develop the skills and coping mechanisms to manage their own situations effectively. Home Start is a particularly effective way of supporting families in a rural county like Ceredigion.

How to get in touch.....

Tim Teulu	Billy Goodfellow	01545 572649	timteulu@ceredigion.gov.uk
Preventative Attendance Programme	Stuart Bradley	01970 633619	stuart.bradley@ceredigion.gov.uk
Young Carers Support	Nicola Crossman	01545 572637	NCrossman@redcross.org.uk
Pyramid Clubs	Helen Llewellyn	07581 035817	helen.llewelyn@ceredigion.gov.uk
Family Centre Network	Catrin Evans	01267 221551	catrin@plantdewi.co.uk
ICC Development	Cathryn Morgan	01545 574186	cathryn.morgan@ceredigion.gov.uk
Homestart	Sharon Morris	01545 571317	homestartaberaeron@gmail.com

Information and Communication Package



Information and Communication package

This package is intended to ensure that services providing support to families in Ceredigion are communicating well, with each other as well as with the families that use them. In order to provide services that are fit for purpose, it is important that service users have the opportunity to support, and monitor, their development.

Family Information Service (FIS)

The FIS provides information to children, young people and families and to those professionals who work with them. Information is shared through email, telephone and the internet as well as through display stands and presentations at events. The aim is to provide a central location through which information can flow.



Llais Rhieni - Parent Participation

Llais Rhieni hold meetings for mums, dads and carers of children and young people of all ages and abilities to impact on the services that work with families. Llais Rhieni provide free childcare, travel expenses and refreshments/lunch. Llais Rhieni members sit on interview panels to represent service user views when appointing new workers. The group is facilitated by Plant Dewi.

How to get in touch.....

Family Information Service	Emma Morgan	01545 574186	fis@ceredigion.gov.uk
Llais Rhieni	Catrin Evans	01267 221551	catrin@plantdewi.co.uk

Inclusive Services Package



Inclusive Services package

We recognise that families who are able to access services locally, in their own community, are able to create stronger support networks. The opportunity to play, learn and socialise with your friends is important but lack of money or additional needs can make this difficult. Our Inclusive Services package supports children with diverse needs to access local services.

The package provides play sessions to children aged 5 and upwards in our four most deprived communities; specialist playschemes for children with complex needs and support for children with additional needs/ disabilities to attend mainstream provision.



Open Access Play Service

Monthly sessions are provided in selected areas for children aged 5 and upwards. Playworkers bring a van filled with play equipment to a community location and the children can come and go as they please. Open Access Play can bring communities together and improve social, physical and emotional development of children and young people. The work is delivered by RAY Ceredigion.



Specialist Play Service

This service provides support for children and young people with disabilities and/or additional needs to access specialist playschemes or mainstream settings. Referrals can be made for support to ensure **all** children aged 4-11 can attend an out of school club, holiday playscheme or play session. Referrals can also be made for children to attend a specialist play or recreational activity. The work is delivered by DASH and jointly funded by Social Services department and Families First.



Inclusive Services package



Referral Scheme (Cynllun Cyfeirio)

The scheme is jointly funded by Social Services, Education, Families First and Flying Start. Referrals are made by professionals or staff of approved pre-school settings for the provision of support to enable a child with a disability and/or additional needs to attend that setting for 10 hours per week. Referrals are assessed by a multi-agency panel. The work is delivered by Mudiad Meithrin.



Early Intervention Speech and Language service

This specialised service is jointly funded by Families First and Flying Start. All babies are screened for speech and language development. Pre-school children failing the screen, and their families, are offered advice, training and support in the home and in local settings to enable them to develop their children's speech and language skills. Family Centre and Flying Start staff also receive regular advice. The work is delivered by Hywel Dda Health Board.

How to get in touch.....

RAY Ceredigion	Gill Byrne	01545 570686	gill.byrne@btconnect.com
DASH	Jo Kennaugh	01545 570951	do@dashceredigion.org.uk
Cynllun Cyfeirio	Eirwen Hughes	07800 540239	eirwen.hughes@meithrin.co.uk
Early Intervention Speech and Language service	Kate Ames	01239 612214 ext 368	Kate.Ames@wales.nhs.uk
	Manon Richards		Manon.HafRichards@wales.nhs.uk

New Ways of Working



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 can significantly increase the take up of services. It also 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
- ♦ Facilitate consultation on future changes or developments

Llais Rhieni is a specific focus group that helps to fulfil this requirement.

Ceredigion Youth Forum and the 'Give Us Support (GUS)' group help fulfil this requirement for young people. Ceredigion Participation Officer is also able to support and advise practitioners to ensure that children and young people have a voice.

All services in Ceredigion are able to consult with these groups to gain feedback on their service or help with service development but this approach should always be supplemented by internal consultations with a services' own users.

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 values the capacity, skills, knowledge, connections and potential in individuals and communities
- ♦ Focusing on strengths does not mean ignoring problems and difficulties
- ♦ 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 passives consumers of support

One of the objectives of Families First in Ceredigion is to embed strengths based approaches across all agencies working with families. An 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 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 with other Services



Links with other Services

Flying Start



Flying Start is a programme for families with children who are 0-3 years of age; it is targeted at our most deprived areas. The programme encompasses free childcare, parenting support, intensive health visitor support and support for early literacy.

Welsh Government guidelines stipulate that Families First should link seamlessly to the Flying Start programme. The Ceredigion Families First Coordinator and Flying Start Manager work closely together in order to achieve the best outcomes for families in Ceredigion.

Some of Ceredigion's Family Support Services are commissioned in partnership by Flying Start and Families First and this means that, although families in Flying Start areas do get more specialised and intensive support, families who would benefit from similar support, but do not live in a Flying Start area, are able to access them via Families First.

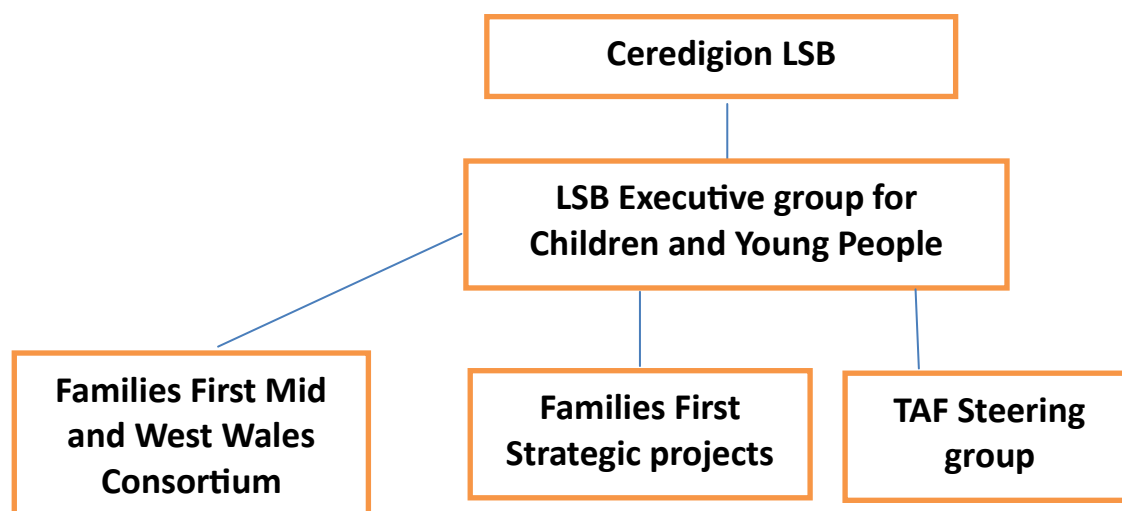
Integrated Family Support Service (IFSS)

IFSS is a targeted statutory service which forms part of the broader range of support services provided for disadvantaged families with complex needs. The IFSS team comprises of social work and health specialists who provide intensive support to children and families affected by parental substance misuse, where there is a level of risk or welfare concern for the child.

The main aim of IFSS is work to empower families to take positive steps to improve their lives through the agreement of family goals and family safety plans. The team will also work with prospective parents who have a drug or alcohol dependency. The Integrated Family Support Team (IFST) provide training to Team Around the Family and other members of the workforce in a range of techniques e.g. motivational interviewing and strengths based approaches. This creates a common understanding of how best to provide support to families.

At a strategic level officers of the Local Authority and Health Board have dual membership of the Regional Families First Consortium and IFSS Board.

Governance of the Families First Programme



The Local Service Board (LSB) monitors the Families First programme via the Executive Group for Children and Young People. This system ensures senior management and executive commitment to the programme.

The Children and Young People's plan 2011-21014 is also monitored in this way, thereby linking services for children, young people and families in Ceredigion.

Mid and West Wales Consortium

Our local Families First Consortium is composed of Ceredigion, Carmarthenshire, Pembrokeshire and Powys County Councils, Hywel Dda Health Board and Powys Teaching Health Board and representation from the Councils for Voluntary Services.

Consortium members meet regularly to maintain a regional overview of the Families First Programme in our area and to share learning about our services.

Action Learning Sets take place regularly to share learning on the following themes:

- ♦ Disability
- ♦ TAF/JAFF
- ♦ Outcomes Focussed Strategic Commissioning

Each Local Authority member of the Consortium has committed a small amount of their Families First grant to a central pot to fund the work of the Consortium. In 2013/14 this money will be utilised to pay for the facilitation of Action Learning Sets by an external consultant (from the Institute of Public Care, Oxford Brookes University) and to cover the cost of workforce development on a regional basis.

Working across Borders

Ceredigion shares borders with Carmarthenshire, Powys and Pembrokeshire and it is important that families living on or near these borders receive a fair service. There are instances where a family may be receiving a number of services from two neighbouring Local Authorities.

It is difficult to find a fixed solution for all possible scenarios and the Mid and West Wales Consortium have proposed a set of principles as a starting point for discussions relating to the provision of services across county borders.

- ♦ Any decision(s) around cross border issues must be family centred
- ♦ The decision(s) should make best use of resources
- ♦ The decision(s) should explore and promote partnership working
- The authority where the child lives should take responsibility and that discussions and negotiations should start from this point

This is a new piece of work and it is suggested that the next step should be to scope out some key cross border issues that are likely to require decision making - identify and consider scenarios and develop good practice examples.

Information Sharing

Information is vital to delivering effective services. A reluctance to share information, even in clearly appropriate circumstances, is a challenge for all public services and it needs to be tackled together.

The Wales Accord on the Sharing of Personal Information (WASPI) provides a framework for organisations involved in the protection, safety, health, education and social welfare of people in Wales (including statutory, private and third sector organisations). In particular, it concerns those organisations that hold information about individuals and who may consider it appropriate or necessary to share that information with others in a lawful and intelligent way.

The WASPI Framework comprises of:

1. the Accord - a common set of principles and standards under which partner organisations will share personal information
2. the Information Sharing Protocol (ISP) - which defines the processes by which information may be exchanged, monitored and managed for a specific function or service

An ISP is being developed, in line with WASPI guidelines, to facilitate the Team around the Family process regionally.

Families First Population Indicators

The Families First Programme will assist in delivering four high level outcomes which are measured by a set of Population Indicators, as shown below.

Outcome 1 - Working age people in low income families gain, and progress within, employment

- ♦ The proportion of children living in families in receipt of out of work (means-tested) benefits or in receipt of tax credits where their reported income is less than 60% of median income.
- ♦ Percentage of Year 11 leavers not in education, employment, or training
- ♦ The proportion of 18 – 24 year olds claiming JSA

Outcome 2 - Children, young people and families, in or at risk of poverty, achieve their potential

- ♦ Percentage of pupils eligible for free school meals who achieve the Foundation Phase Indicator (in teacher assessments) compared to pupils who are not eligible for free school meals.
- ♦ The percentage of pupils eligible for free school meals who achieve the Core Subject Indicator at KS2, compared to pupils who are not eligible for free school meals.
- ♦ The percentage of pupils eligible for free school meals who achieve the Level 2 threshold including a GCSE A*-C in English/Welsh and Maths, at the end of KS4 compared to pupils who are not eligible for free school meals.
- ♦ Percentage of half day sessions (overall absence) missed by pupils of compulsory school age attending maintained primary schools and eligible for FSM compared to those pupils who are not eligible for FSM
- ♦ Percentage of half day sessions (overall absence) missed by pupils of compulsory school age attending maintained secondary schools and eligible for FSM compared to those pupils who are not eligible for FSM

Outcome 3 - Children, young people and families are healthy and enjoy well-being

- ♦ Percentage of children fully immunised by their 4th birthday
- ♦ Percentage of live births with a birth-weight of less than 2500g
- ♦ Numbers of conceptions under age 16 years per 1000 female residents aged 13 to 15
- ♦ The proportion of children in reception class who are overweight or obese

Outcome 4 - Families are confident, nurturing resilient and safe.

- ♦ The number of households with dependent children accepted as eligible, unintentionally homeless and in priority need.
- ♦ The number of homeless households with dependent children in temporary accommodation at the end of the period
- ♦ Children in need by parental capacity (domestic abuse)
- ♦ Number of first time entrants to Youth Offending Teams

Get in touch with Families First

For any general enquiries about the
Families First programme please contact
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