



Llywodraeth Cymru  
Welsh Government

## Families First Grant End of Year Report 2017-18

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<b>Date:</b>	<b>4<sup>th</sup> June 2018</b>

Please complete this form and return to [familiesfirst@gov.wales](mailto:familiesfirst@gov.wales) by 18 June 2018.

### Part A – Delivery

Please provide a summary of progress in delivering the Programme this financial year. Please include the reasons for any significant overspend/underspend and any staffing issues experienced in the programme during the year. As a guide, we would expect this to be approximately 250 words for each element.

<b>JAFF/TAF</b>	<b>Funding</b> <b>Allocated: £ 541,683</b> <b>Actual: £ 540,610</b>
<b>JAFF</b>	The FACT Team (Families Achieving Change Together) acts as the central project for Families First in the Vale. The service is based on the TAF (Team Around the Family) approach and is accessed by professionals using a referral form based on the JAFF (Joint Assessment Families Framework).  Following referral families are allocated to one of the Key Workers, who will complete a JAFF assessment prior to

allocating the family to a Social Care Officer (SCO). The SCO as part of the TAF approach will offer the family support and intervention based on identified need and will also ensure a seamless transition for families accessing multi-agency work.

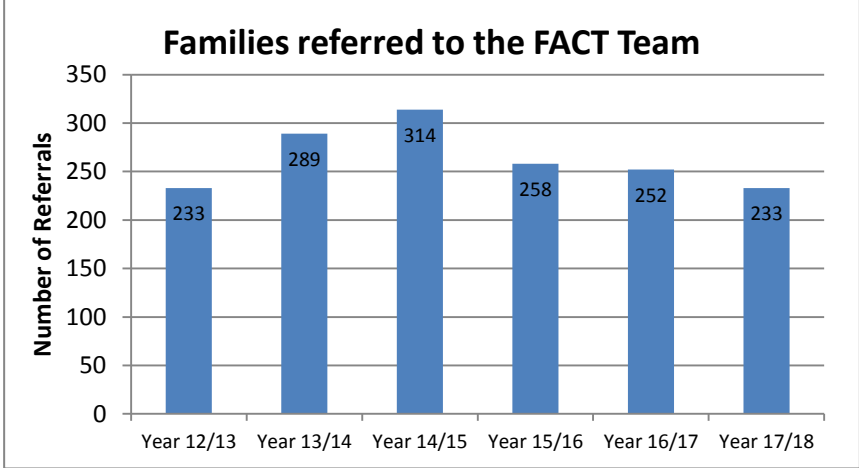
Within the Vale of Glamorgan the TAF and JAFF are interlinked; with a Key Worker overseeing the TAF/JAFF process and ensuring the families access the support and services they require to meet their identified needs.

In 2017/18 there were 68 families who completed a JAFF assessment and 51 post JAFF closure assessments. Referrals from children's services remain high, and cases are (averaging), open between 8-12 months due to complex needs. Links with children's service continue to be positive with monthly meetings with duty manager taking place to discuss case thresholds and possible referrals. The 'step up step down' protocol has recently been updated and is working well.

**TAF**  
(Project 1)

The TAF (Team around the family) model called FACT (Families Achieving Change Together) acts as the central project for Families First in the Vale. The model is Vale wide providing support to families across the whole age range.

A team of Key Workers, supported by a team of appropriately supervised and trained Family Support Workers is in place.



The Families First Advice Line (FFAL) has had a direct impact in reducing the number of referrals to FACT, all referrals to FFAL are screened, and assessed and appropriate advice/signposting is offered. If appropriate they are referred to FACT and referrals indicate a continued need for the TAF approach. The number of referrals continues to exceed the capacity of the team.

	<div data-bbox="491 230 1358 719" data-label="Figure"> <table border="1"> <caption>Contacts to FFAL</caption> <thead> <tr> <th>Year</th> <th>Parents</th> <th>Professionals</th> </tr> </thead> <tbody> <tr> <td>Year 16/17</td> <td>352</td> <td>221</td> </tr> <tr> <td>Year 17/18</td> <td>423</td> <td>161</td> </tr> </tbody> </table> </div> <p data-bbox="491 728 1348 869">There has been a slight change within the staffing arrangements, the two youth workers have been moved into the new Youth Wellbeing team. FACT will continue to have priority for referring into the service.</p>	Year	Parents	Professionals	Year 16/17	352	221	Year 17/18	423	161
Year	Parents	Professionals								
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Year 17/18	423	161								
<p data-bbox="188 913 430 945"><b>Family Support</b></p>	<p data-bbox="491 913 912 945"><b>Parent Support Programme</b></p> <p data-bbox="491 987 1348 1312">FF has delivered a range of services for supporting parents and families within the Vale of Glamorgan since its inception in 2012. In the Families First Guidance (April 2017) a step change saw a strengthening of the requirement to provide support for parents and families. The strengthening of the guidance introduced themes for targeted support and distinct groups to focus support on, it also noted a drive for further alignment with the other ‘tackling poverty’ programmes such as Flying Start.</p> <p data-bbox="491 1355 1326 1715">The Families First Management Board (FFMB) agreed the development of a single parenting service; this would see the closer alignment of FF (parenting provision) and Flying Start (parenting provision) creating one single parenting project. This involved merging the current Putting Families First, Partnership for Young Parents, and the direct parenting element of the Flying Start parenting offer (parenting groups and 1-1 parenting support in the home). Creating a single parenting service has been the focus of 2017-18.</p> <p data-bbox="491 1758 1334 2004">The changes would make a large single parenting service that is more resilient to service demand, generating greater financial and operating efficiency savings across both programmes, improving their ability to deliver parenting support, reducing the risk of duplication, whilst improving equity across the Vale in areas of deprivation and need, some of which sits outside the Barry area.</p>									

	<p>The parenting service would not stand alone, but, would continue to link with all the other core services (education, social services, health etc.), seeking to compliment other current family support services, whilst seeking to connect to other developing parenting services. It would also link very closely with other FF services such as FACT (project 1) and the Wellbeing Youth Mentoring Service (project 2) which is also under development.</p> <p>Parents and families would be referred through the Families First Advice Line (FFAL project 6) and parents within the Flying Start programme would continue to receive the same fast track services to the parenting offer (as defined within the respective programme guidance they would currently be entitled to).</p> <p>The new service would take a strengths-based approach where families are supported to recognise what is working well in their situations, to support empowerment and ownership of their growth and development. These early interventions are designed to prevent families from needing expensive remedial care through statutory services in the future.</p>
<p><b>Young People</b></p>	<p><b>Wellbeing Youth Mentoring Service</b></p> <p>Based on the broadening of the youth offer within the new Families First guidance (and working within reduced resources), it was agreed by the FFMB that there should be a reduction in the number of different youth projects, and that the existing projects should be absorbed into the creation of a larger re-focussed service, which encompassed the wider themes and needs of young people (This would continue to include some parent and family work). This would <i>also</i> complement current youth provision and avoid duplication. The focus would be on young people ages 8 to 25, but with a particular focus on those young people aged 10-16.</p> <p>Over the year this has included a merger of the Youth Support Programme (project 2) and C-Card projects (project 7). This also included the 2 youth mentors working within FACT (project 1). These changes have made a large single wellbeing service that is more resilient to service demand, generating greater financial and operating efficiency savings, improving its ability to deliver wellbeing support.</p> <p>The wellbeing service does not stand alone, but, continues</p>

to link with all the other core services (education, social services, health), seeking to compliment other current youth wellbeing support services (primary mental health team, Emotional Wellbeing Service, school nursing, youth service, school based counselling etc.). It also links closely with the other FF services such as the parenting support project (project 3) and FACT (project 1).

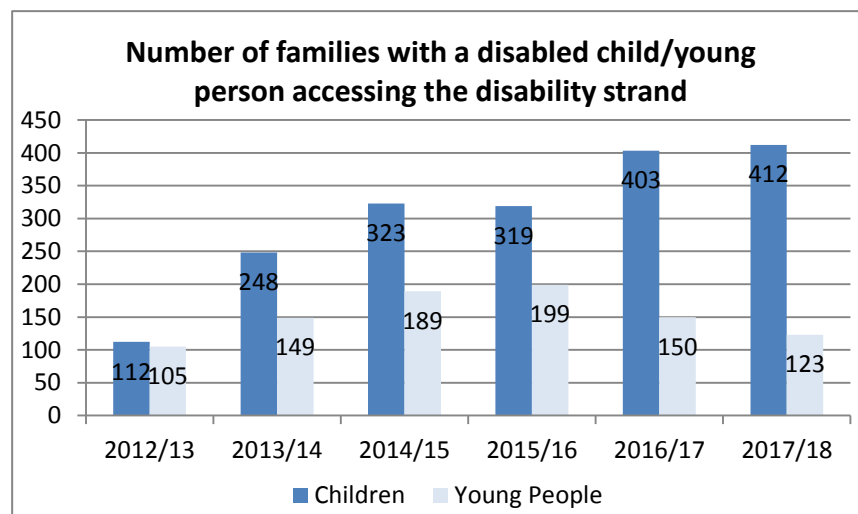
This work will include working with young people in both groups and on a one to one support basis. The team will deliver Mentoring Support and provide low level well-being support (for example mental health first aid). The team also undertake mentoring support and some would have slight specialisms based on their training, experience and areas of interest.

**Disability**

The Disability Strand is centrally coordinated within the Coordination team (Project 8), and consists of a series of interlinked projects all offering different services to families with disabled children and young people. Many of the projects were developed as a result of identified needs highlighted through consultation with families.

The project employed a part time Project co-ordinator post, this post was deleted following the staff member leaving and the work has been reshaped within the coordination team. This has ensured that maximum funding remains on delivery.

As a result of good marketing and raised awareness of the Disability Strand there has been a steady increase in the number of families accessing the services of the Disability Strand until this year where it has plateaued, suggesting we are catering well for local need.



	<p>One of the main ways that the Disability Strand services have been marketed is through the Disability <a href="#">Index Newsletter</a>; the newsletter is sent to professionals and all families registered on the Disability Index. This newsletter has proven so popular that we are now delivering a joint newsletter with Cardiff Families First. Mapping of disability services with Cardiff and through ICF funding has allowed some discussion and progress on mirroring provision to ensure families across the health authority boundaries can access the same services. For example during the spring term an Inclusive Youth Provision (was teen scheme and a self-advocacy group) have been commissioned to mirror that of Cardiff.</p>
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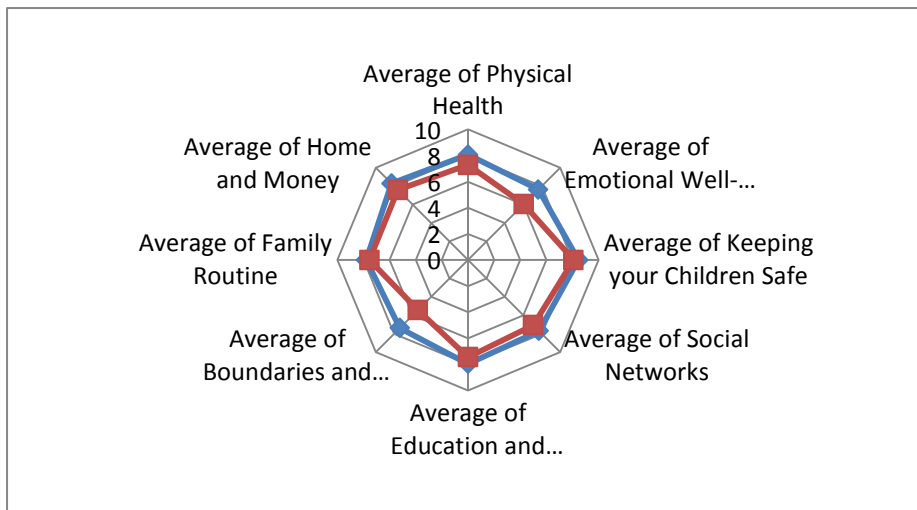
**Part B – Strategic Commissioning**

**Please provide an outline of the progress made on implementing each of your strategic projects, including how your projects are meeting local need. As a guide, we would expect this to be no more than 250 words per project. Please refer to evidence and/or case studies where applicable.**

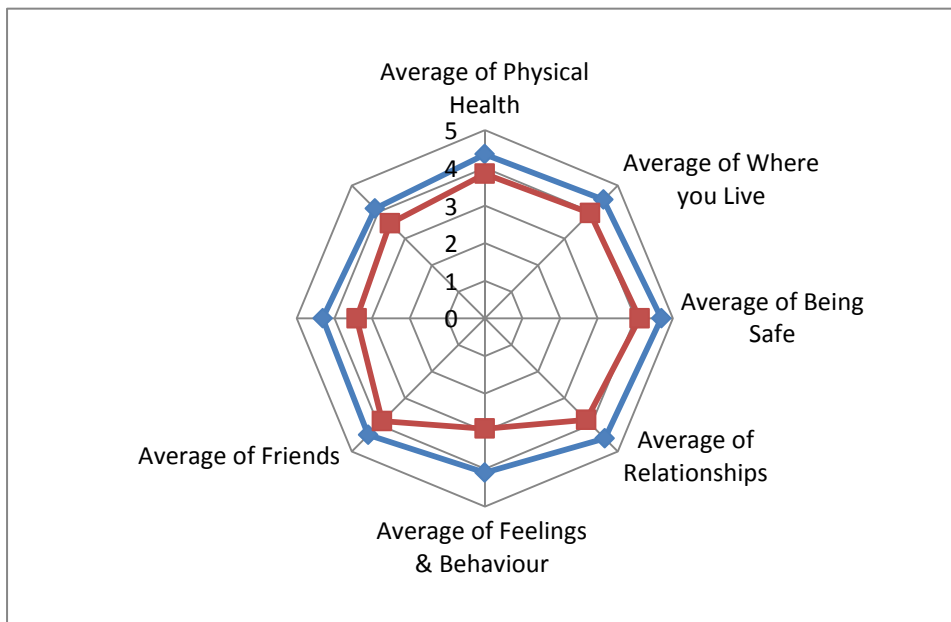
**Please also provide details of changes to projects and new projects started mid year if applicable (please add more boxes if required).**

<b>Project Number 1</b>	<b>Name: FACT</b>	<b>Funding Allocated: £ 541,683 Actual: £540,610</b>
<p>The FACT Team acts as the central project for Families First in the Vale of Glamorgan. It comprises of a group of professionals acting as Key Workers, supported by a team of appropriately supervised and trained Family Support Workers who provide support to families across the whole age range.</p> <p>The FACT Team utilise both the Family Star and My Star within the JAFF Assessment as a method of measuring the distance travelled (outcomes) of families or young people. 34 families and 26 young people completed a JAFF Assessment</p> <p>Consideration has to been given to the age of those completing an Outcome Star; the type of intervention provided; the ability of the family, child, young person; Outcome Stars may be completed for siblings; closure date differences, often Outcome Stars are completed before actual case closure, these are all factors which can affect the overall percentage change.</p>		

## Family Star



## My Star



Indications for 2017/18 show that the service continues to have a positive impact on both the children and parents accessing the service.

The rate of JAFF closed with a successful outcome was 94.12% for 2017/18, including those who have reported no change (no issues at start and no issues at the end).

Success:

- Development of partnerships between FACT and commissioned projects
- Improved quality of assessment with JAFF and Family / Outcome star

**Challenges/ Barriers:**

- Increasing thresholds and increasingly complex families referred to the programme, resulting in increasing intervention times and reducing capacity

<b>Project Number 2</b>	<b>Name: Young People Support Programme</b>	<b>Funding Allocated: £85,140 Actual: £85,140</b>
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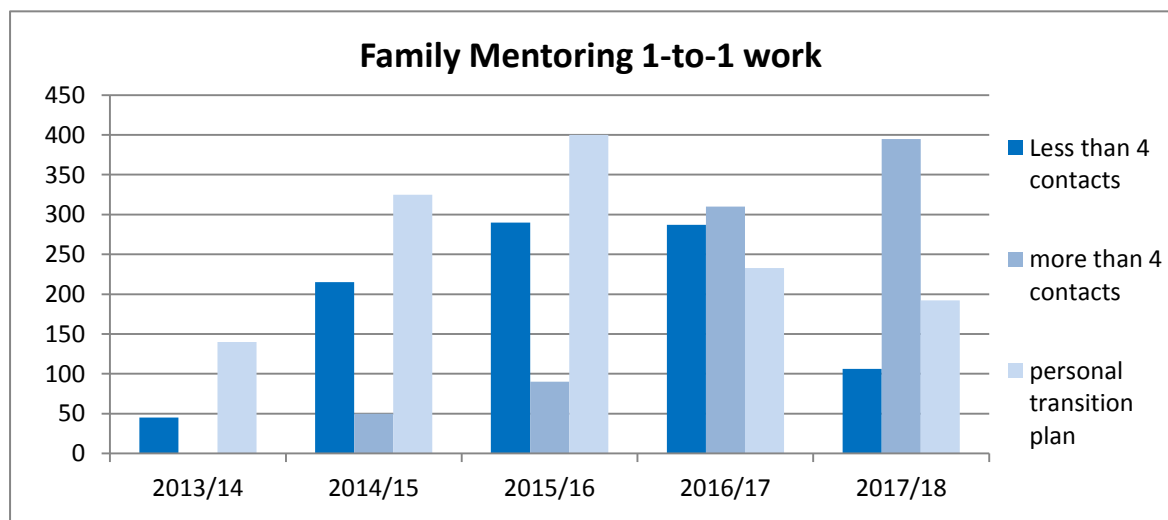
The project has two elements to target young people aged 8 to 19;

**Family Mentoring (Transitions)**

This project started during July 2013 and was integrated into the Young People Support Programme in April 2015. The Family Mentoring programme covers pupils transitioning between primary and secondary school and identified as requiring additional support with their emotional and behavioural wellbeing. While initially it covered the main transition years, it was identified that some pupils required the support to start during year 5 as they were presenting as possible prospective NEET; it was also identified that some pupils needed support during year 8.

In 2017/18 the programme had 2488 contacts – this is just a basic summary of individuals having contacts recorded with pupils and their families which would include 1-1, group work, lunchtime clubs etc.

During 2017/18 there were 192 individual pupils who completed a Personal transition plan. This plan helps pupils to manage emotional and behavioural issues occurring during their transitions period, and provides them with coping techniques.



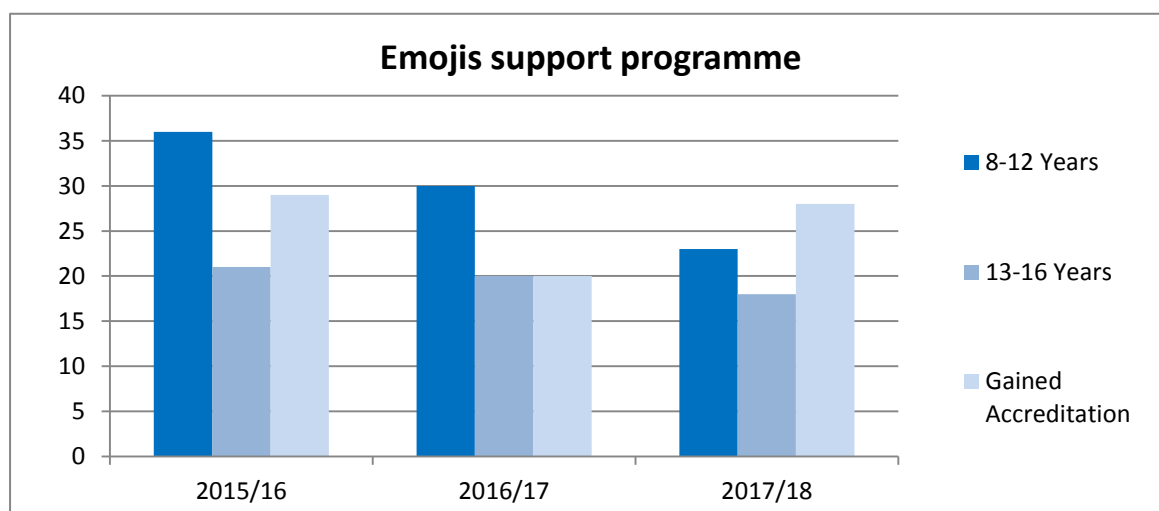
On exiting the programme 100% of pupils have identified that they have benefited from the intervention, including improved mental and emotional wellbeing.



## EMOJIS

Intensive support programme, delivered out of school time, targeting young people aged 8 to 14 who have been identified as having emotional and behavioural issues. The project is a 10 week bespoke provision previously funded by the FACT Project (Project 1), due to its success it was integrated as part of the delivery of the Youth Support Programme.

During 2017-18 the project has engaged 23 students aged 8-12 (17 completing) with a 59% attendance rate and 18 students aged 13-16 (13 completing) with an attendance rate of 54%. Of the 28 students who completed 93% gained an accreditation from the programme. 97% of students who completed stated they are better able to cope with day to day issues, following the intervention.



### Success

- Work in the home and the development of Action Plans with families
- Family Mentoring expanded to supports pupils from year 6 to year 8 (ages 9 to 12), especially those identified as requiring additional support making the transition from primary to secondary school.
- Mirroring of programme in schools reducing the need to refer young people to a more intensive intervention

### Challenges / barriers

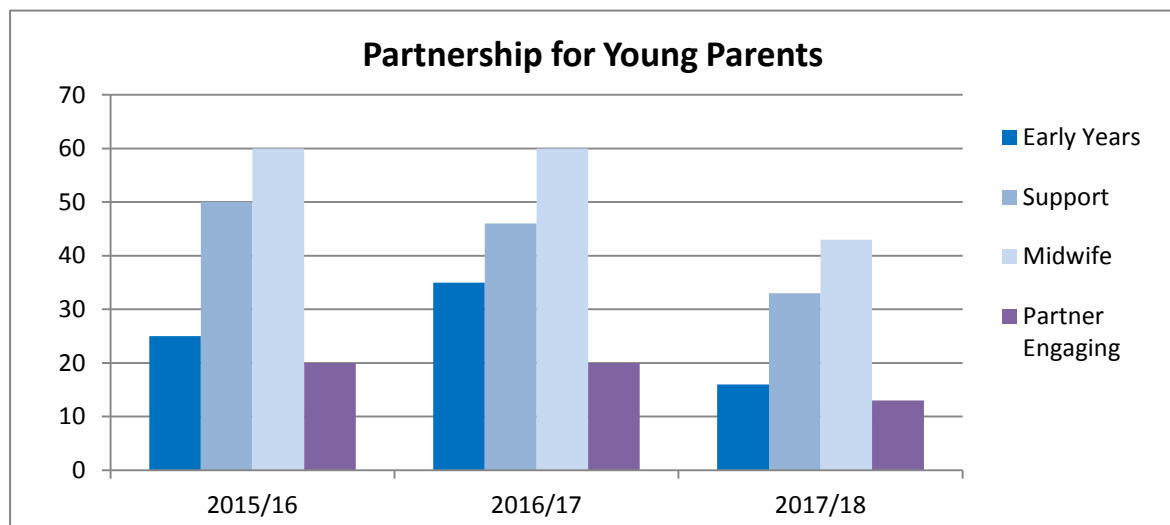
- Impact of Communities First closure
- Team is working at maximum capacity
- Number of pupils referred to the Family Mentoring programme
- Lack of variety of service provision in the Vale, impacts on the length of time young people remain on the project

<b>Project Number 3</b>	<b>Name: Partnership for Young Parents</b>	<b>Funding Allocated: £107,725 Actual: £106,061</b>
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Partnership Young Parents works with young parents (up to 19 years) across the

Vale of Glamorgan. Since 2013/14 this programme has undergone a huge transition, extending its service from the Barry area to the whole of the Vale of Glamorgan. The programme broadened its services to offer Midwifery, Early years, Support and Education. Historically, the service focus had been the education support to provide a bespoke facility for pregnant teenagers. Due to significant funding reductions within Families First for 2016/17, the educational element was removed, with the intention that young parents requiring educational support are directed to Cardiff and Vale College, Adult Education services or Flying Start.

The programme offers the services of a specialist young person Midwife to support them (all 60 pregnant teenagers in Vale of Glamorgan) through their pregnancy and during the early years to support the health and wellbeing of both the young person and their baby and parenting skills.



46 young mums and pregnant teenagers were supported 1-to-1 and 35 of these receiving early years support, in the form of bumps to birth and parenting courses. The programme is very aware that partners of pregnant teenagers need support and encourages them to engage in parenting and midwifery support, successfully engaging 20 partners during 2017/18.

**Benefits:**

- Able to target pregnant teenagers/ young mums in the whole of the Vale of Glamorgan
- Focused services aimed at supporting the health and wellbeing of the young person and their child

**Challenges / barriers:**

- Encouraging and supporting partners to attend the programme

<b>Project Number 4</b>	<b>Name: Putting Families First</b>	<b>Funding Allocated: £135,200 Actual: £134,849</b>
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The Putting Families First Programme runs in 7 targeted Primary Schools; its focus is to remove barriers to engagement for parents through a raft of individual and group activities.

533 families accessed the programme in 2017/18 (185 new and 348 were existing). The programme manager works closely with 7 schools to target and encourage specific parents to engage with the programme. Parenting programmes and accredited courses such as Reading Readiness, Ready for Maths and First Aid. To encourage engagement a crèche is provided. 48 parents completed a Family Links Parent Nurture course (not accredited), 210 parents completed an accredited programme and 83 parents attended the 6 week baby massage class.

Interventions include: Baby Massage, Handling Children’s Behaviour, STEPS, Handling Teenage Behaviour and Family Links Parent Nurture. 95.5% of participants state they feel more confident in themselves and their abilities following PFF intervention.

**Key Benefits:**

- Families able to access Parenting /accredited courses in their local area.
- Encourages parental and pupil engagement with the school
- Develops individual parents self-confidence and parenting skills

**Challenges / barriers:**

- Encouraging specific families to engage with the programme
- Access for parents who do not attend the specific school in which programmes are delivered
- Collection and collation of information, monitoring from the schools

<b><u>Project Number 5</u></b>	<b><u>Name: Young Carers</u></b>	<b><u>Funding</u></b> <b><u>Allocated: £40,000</u></b> <b><u>Actual: £40,000</u></b>  <b><u>(plus a £10,000 from Social services)</u></b>
<p>Provides a bespoke 1-1 support in the home and respite provision for young carers (aged 7 - 18) based on the needs they identify, to raise awareness of young carers’ issues and help to improve the Young Carers and their families’ resilience. Respite activities in the form of workshops, build confidence; improve motivation; encourage engagement; 1-to-1 and group work offer the family advice and guidance on educational achievement, training and/or employment opportunities.</p> <p>The YMCA has developed a marketing campaign and working closely with the Carers officer within the Council to promote the service to young carers and</p>		

professionals and to develop partnership working with key partners. YMCA were successful in continuing to provide the service when the project went out to tender this year.

During 2017-18 there were 53 Young Carers accessing the Project, 18 of these received one to one support in the home. 94% stated they felt less isolated as a result of accessing the project and that the programme had improved at least one aspect of their life.

**Key Benefits:**

- Young Carers are able to access support and informal respite
- Improved resilience for young carers and their families

**Challenges / barriers:**

- Engagement of young carers - for various reasons some young people do not want to be identified as Young Carers

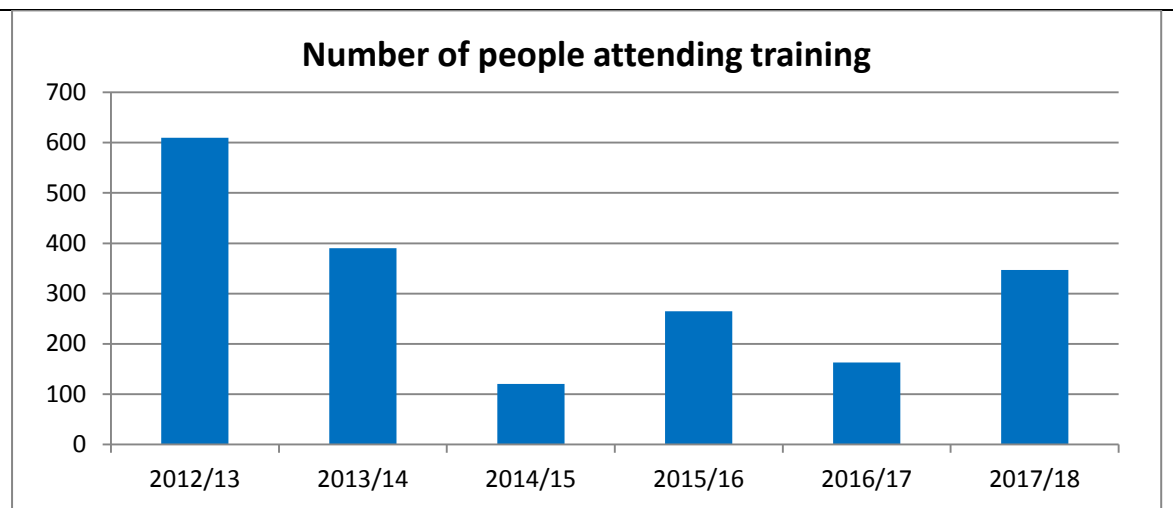
<b><u>Project Number 6</u></b>	<b><u>Name: Co-ordination</u></b>	<b><u>Funding</u></b> <b><u>Allocated: £141,410</u></b> <b><u>Actual: £145,873</u></b>
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The Coordination Team are responsible for the strategic management of the Families First programme in the Vale of Glamorgan. Acting as the bridge between the Welsh Government and the Families First Programme in the Vale of Glamorgan.

**Workforce Development:**

As part of the Coordination teams duties they ensure the on-going development of the workforce by providing training to professionals based on identified need. The Coordination Team annually send a workforce training request to service providers (offering services in the Vale of Glamorgan) to ascertain training requirements, then attempt to provide suitable training to match the Families First workers and supporting staff needs.

For example Results Based Accountability training (21 completed) was requested as well as Handling Teenage Behaviour (12 completed), Brief Solution Focused Therapy (16 Completed) and Attachment Training Level 1 and Level 2 (Total of 171 completed). The Coordination Team have also supported the development of Action Learning sets.



#### Events:

The Families First workshop event was held on 4<sup>th</sup> May 2017 to engage partners in the reshape of the FF programme.

A Pupil Well-being event was held on 22<sup>nd</sup> November 2017. 107 attended the event, there were 25 information stands and feedback was received was very positive and has led to the establishment of a Wellbeing Forum.

#### Commissioning & Procurement

Two projects were directly commissioned during 2017/18. The Young Carers provision and the Inclusive Youth Provision (previously Speak Up and Teenscheme projects).

#### Disability Training

Continued to provide Disability E-Learning modules (accessible by external and internal partners) combined through a blended learning approach by the Coordination team in partnership with Vale People First (local provider) and the YMCA College (Agored Cymru Workbooks) that would allow staff to be accredited for their work.

- Introductory awareness of models of disability Level 2 (2 credits)
- Understanding Autism and Autistic spectrum disorders Level 1(3 credits)
- Introduction to sensory loss Level 1 (3 credits)

This has led to 13 staff working with children, young people and families with a disability awaiting accreditations from Agored Cymru.

#### Families First Advice Line

Following the introduction of the Families First Advice (FFAL) Line in 2015/16 the service has continued to grow. There were 584 calls received in 2017/18, leading to 58 home visits. 423 calls from parents/carers and 161 from professionals,

showing a great need for help and advice.

A survey of 361 calls was conducted:

- 96.1% felt they had received the supported they needed from the service
- 98.3% stated the support they received had met their expectations
- 99.2% thought the worker had listened to their concerns and views

The number of referrals to the FACT team has seen a significant drop which is due to the phone line helping to reduce the number of direct referrals, supporting the purpose of establishing the phone line service.

Discussions on the future and positioning of the FFAL have started, exploring links between the Family Information Service and the developing IAA (Information, Advice and Assistance) requirement under the Social Services and Wellbeing Act.

Key Successes :

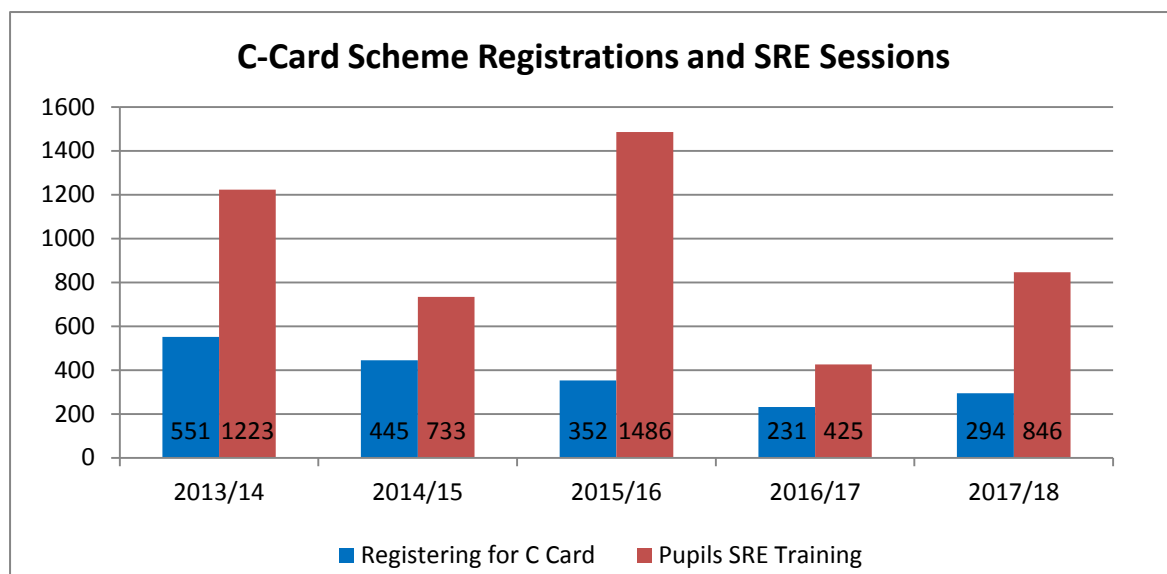
- Positive feedback on training courses and events
- Staff accredited to work with disabled families

Challenges / barriers:

- Continued loss of smaller providers / charities that provide focused work with families, as a result of limited and continued reduction in funding, which reduces available services.
- The Vale of Glamorgan is a service poor area; so many services are currently working at maximum capacity.

<u>Project Number 7</u>	<u>Name: C-Card</u>	<u>Funding</u> <u>Allocated: £40,000</u> <u>Actual: £40,000</u>
<p>The aim of the project is to reduce sexually transmitted infections and pregnancy rates for young people aged 14 to 19. The project provides access to sexual health support via C Card which allows access to condoms and sexual health information in places and at times convenient to them including during the school holidays.</p> <p>The Sexual Health Officer (SHO) provides sexual relationship education (SRE) to young people in Vale secondary schools and works closely with the special school and Cardiff and Vale College.</p> <p>During 2017/18 the SHO provided Sexual Health Lessons at 4 comprehensive schools reaching 846 pupils. 100% of pupils stated that the SRE training was beneficial to them and that now they had a better understanding of relationships. The SHO also provided 12 identified young people with one-to-one support.</p> <p>There are 17 venues providing C Card support during term time and 5 during school holidays. There was no Sexual Health Training provided to professionals</p>		

during 2017/18 but refresher training was provided to 5 C-Card workers.



**Key Benefits:**

- The SHO is autonomous, which removes some of the barriers faced by teachers delivering SRE
- Young people are able to access SRE in non-stigmatising local venues and during school holidays
- Increased awareness of sexual health for young people

**Challenges / barriers:**

- SHO is working to capacity
- Reduction in available venues for hosting C Card
- Increase in requirement for 1-to-1 support due to the complexity of issues

<b><u>Project Number 8</u></b>	<b><u>Name: Parenting and Youth Reshaping</u></b>	<b><u>Funding</u></b> <b><u>Allocated: £73,610</u></b> <b><u>Actual: £65,733</u></b>
<p>The purpose of this one year project was to support the transition of the Families First Parenting and Youth services into a new Youth and Wellbeing team and a new Parenting team (delivered with the Flying Start parenting team).</p> <p>Following Council processes and paying ‘Due regard’ for current staff, delayed the pace that the projects could develop. Two lead officers (one for parenting and one for youth) were seconded into the project on a part time basis. The focus of both workers was to lead on the development of these services, they were expected to undertake a staff skills audit, review current activities, bring the respective teams together, reshape the focus of the team in line with WG guidance, inform the wider partners of changes, start to develop a new brand/logos, recruit staff as required. This has proven really worthwhile and the</p>		

work continues.

Similar work was also undertaken to further develop the Families First Advice Line, this sought to grow the team to directly response to the growth in calls and expectations of the Families First Management Board acted as a central avenue for all referrals.

Due to some delays during the transition process permission was sought and approved (via the account manager) to invest in some direct work with children and young people with a focus on anxiety, stress and relationships.

### **Bounce back** (Barnardo's)

16 children started the one to one emotional wellbeing intervention, 13 of these young people completed the programme. The outcomes showed that some children had significantly reduced stress levels on their wellbeing measure and were less likely to require counselling or other higher level services.

**WISE KIDS** delivered a one day interactive training programme on Promoting Digital Citizenship and Wellbeing – for 10 teachers from primary schools in the Vale and 18 teachers and pupils from secondary schools. Project feedback was positive.

**Healthy Relationships workshops** delivered by Atal Y Fro reached 860 secondary school pupils years 7 to 10 and 240 primary pupils years 3-6.

Each workshop was tailored to the specific age groups. In the older groups the young people were able to identify the warning signs of abusive relationships for themselves, to understand the myths and stereotypes around domestic abuse and to consider how they manage their own conflicts and how this impacts on their current relationships

### **Bullies Out**

Workshops were chosen from a programme by the schools in direct response to areas they wanted to focus on. Feedback was very positive.

- Jar of Confidence Workshop was delivered to 52 young people aged 9-11 years.
- Playground Pals workshop was delivered to 15 young people aged 9-10 years
- Peer2Peer workshop was delivered to 12 young people aged 13-14 years.

### **Restorative Approaches**

Wales Restorative Approaches Partnership (WRAP) was commissioned to scope and deliver a 4 month project to widen the use of best practice multi agency restorative approaches, focussing especially on aligning education providers practices in a demographically highly challenged school cluster with the restorative early intervention and prevention work of family based frontline services. The funding enabled WRAP to share its extensive experience of embedding multi-agency practice with schools as hubs for neighbourhoods. Achieved two year further funding to build on the pilot through the Stronger Communities Grant and the Waterloo Foundation.



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<b><u>Project Number 9</u></b>	<b><u>Name: Disability Strand</u></b>	<b><u>Funding</u></b> <b><u>Allocated: £191,000</u></b> <b><u>Actual: £197,501</u></b>
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This project consists of centrally co-ordinated interlinked projects. Central co-ordination is done through a part time post, that links and helps deliver some of the projects. This project consists of a number of specialist and focussed programmes offering services to children and young people with disabilities. The focussed programmes aims to strengthen service delivery, provide information and offer informal respite.

1. Disability Co-ordinator (Adventure Rangers / Assisted places)
2. Disability Index Support
3. Play 4 -11
4. Teenscheme
5. Speak Up - Vale People First
6. Travel Training
7. Independent Living

Disability co-ordinator used to run Adventure Rangers - A Parent support group for parents of children aged 4-11 – a school aged group for children with special and additional needs to attend with their parents and runs on a weekly basis during term time. Activities are provided for the children and the parents are able to talk to others in similar situations to themselves and receive support and advice. Towards the end of 2016/17 the group was put on hold due to difficulties with two attendees and whilst on hold, the remaining parents in the group expressed a wish to take over the running of the group. The disability co-ordinator gave support and advice on accessing funding and how to plan sessions. 26 families are registered, with a regular attendance each week. The group developing independently has been an excellent outcome.

63 children have accessed an Assisted Place providing preschool support for children with special needs in order for them to access mainstream playgroups.

Disability Index Support provides information through a quarterly newsletter distributed to 569 families registered on the Disability Index (all regularly reviewed), which provides up to date information on services and topics of interest. All of the focussed programmes market their services in the quarterly newsletter, which raises awareness in families regarding what the focussed programmes offer and is available to them during 2017/18. There were 4852 web hits to the disability pages and 183 Facebook posts and 116 Tweets specifically relating to children/young people with disabilities or additional needs.

The Vale Disability Index has been recognised as an area of good practice for children with disabilities and has been replicated in Cardiff. The Index newsletter has become a Cardiff and Vale Index newsletter, which makes information on services and support for children with disabilities across Cardiff and the Vale

more accessible. The Index is now mirrored and a single post to oversee the work sits within the Vale Family Information Service Team.

Play and Teen scheme - For families with disabled children / young people accessing informal respite is important, as it often provides opportunities for the child/young person to integrate with their peer group through accessing play or socialisation opportunities; while also allowing parents time for themselves and or other siblings if present in the family. Families with disabled children / young people have limited opportunities for informal respite and activities, which encourage social, interpersonal, emotional interactions as well as cognitive development.

Play 5 - 14 year olds – this project has provided inclusive play opportunities for 70 disabled children. The playscheme as well as offering 1:1 play support also provides a nurse and personal care staff where appropriate allowing parents informal respite. Feedback from parents is excellent.

Teenscheme 13 - 19 year olds - Disability Teen Scheme provides holiday youth provision for young people aged 12 to 19 with disabilities. The Vale of Glamorgan Councils Play Team have been providing this service during 2016/17, as the previous provider was unable to continue the provision. This year the project went out to tender as part of an overall Inclusive Youth Provision service, and the tender was won by Vale People First who will provide the service for 2018/19. This will also allow closer links/transition to the Vale Youth Speak Up project.

Vale People First 14 -25 year olds - Vale Youth Speak Up provides self-advocacy for 30 learning disabled children and young people registered for 42 Young people registered for accredited training. . This provides a platform for disabled children and young people to have a voice. 5 young people represent Vale Youth Speak Up and have representatives on All Wales People First: Learning Disability Wales; Youth In Action; Real Lives; Vale Youth Forum; Vale Young Inspectors. Vale People First young people provided Disability Awareness training for 12 Professionals during 2017/18.

Travel training 13-19 year olds – Training has been provided to 34 disabled young people, giving them the key skills and confidence to travel in an independent capacity, using public transport to and from school and further educational and training facilities. 10 young people were provided with one-to-one support and 24 young people were supported via group training. 83% of young people are still travelling independently 6 months after completion of one-to-one travel training.

Independent Living Skills 16 -19 years old - The project has provided 26 young people with 1-1 and 50 within a group setting. This aims to support disabled young people to develop skills such as personal care, cooking, budgeting and independent skills on a 1:1 or group basis over a 10 week programme. 79.5% of young people stated that their independent living skills improved on completion of the programme.

**Key Benefits:**

- Children and young people are able to develop new skills and increased confidence
- Service delivery is supported for families of children and young people with disabilities
- Informal respite is provided to families of children and young people with disabilities
- Raising awareness and understanding of what the services offer - the Disability Index is playing a huge role in this.

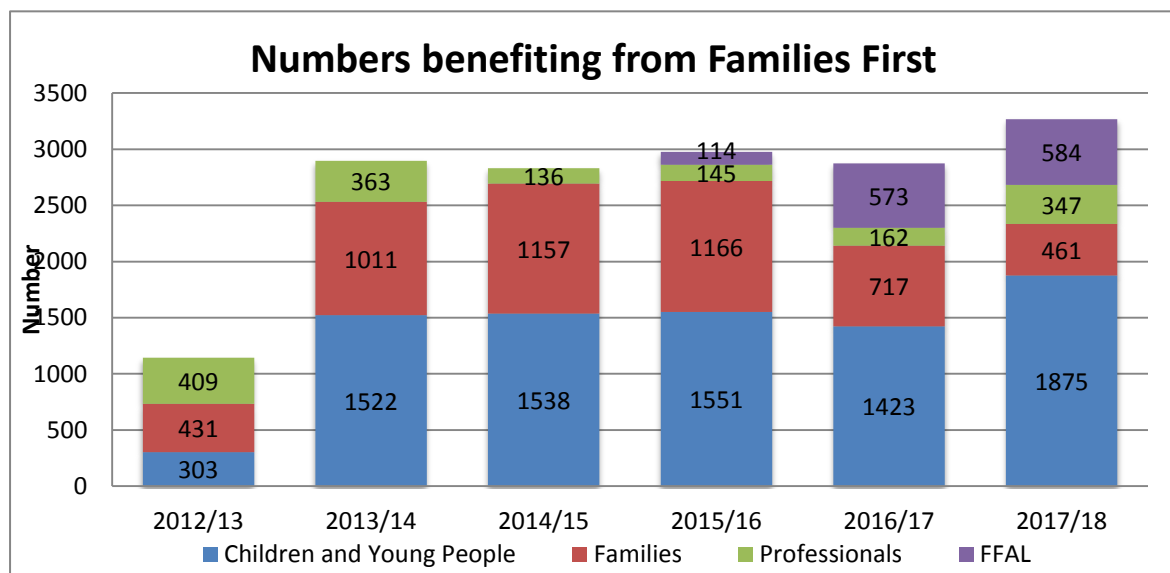
Challenges / barriers:

- The increasing cost of staffing these projects has meant that many of the projects are working to saturation
- Many of these projects are provided by the third sector and reduced availability of funding leaves these providers vulnerable.

**Please provide a brief overview of the evaluation of the programme, including customer evaluation and cost saving achieved (see section 9 of the Families First programme guidance) where appropriate (500 words max).**

For 2017/18: 3,267 individuals accessed and benefited from the FF programme

- 4.9% (159) accessed the TAF/JAFF - Decrease from 2016/17 in response to the implementation of the Family First Advice line
- 17.9% (584) accessed the FFAL
- 12.6% (412) accessed the Disability Strand



The number of individuals accessing FF programmes has increased by 13.6%. This is in part due to the FFAL and increased training provision. The number of professionals receiving training more than doubled in 2017/18. The project continues working to full capacity and there is little scope for expansion in its

current state.

**Comments/Quotes from project users:**

***Playscheme***

*The holiday club provides a stimulating, fun environment that meets the needs of my child. It is nice to know what there is appropriate trained staff to interact and observe the children at play. A mainstream environment is fraught with many challenges and difficulties especially for people who do not understand the variety of behaviours on show.*

***Teenscheme***

*My son has a diagnosis of ASD, ADD, Dyspraxia and PICA. He is in a mainstream school with 1:1 support. As a parent I find the school holidays a very difficult time due to the lack of routine. This time of year is very isolating for young people and their parents. I have not used the teen scheme but I am very interested in doing so and my son has agreed to give it a try. I am sure he will benefit from this and it will encourage a development of friendships. I do hope for the sake of these youngsters with additional needs that this scheme will continue to develop.*

**Please provide up to 3 case studies to illustrate the success and positive impact of your programme (note – this information may be shared both internally and externally and each study should be 250 words max).**

**Case Study 1 – Young Carers**

J is a 13 year old boy who lives with his mum, step dad and younger sister. He is a primary carer for his mum who has mental health issues. He provides emotional support, helps administer medication and helps look after his younger sister. He does not get a chance to get out and about with friends or peers. He struggles with anger issues and has lost his temper a few times at school. He is being tested for dyspraxia.

J has been on the project since April 2015, but during November of 2017 J's best friend passed away. The boys were due to meet up, however, J cancelled last minute, which brought on a lot of guilt. Since this happened J's behaviour has deteriorated and his anger increased. He was spending time away from people with alcohol, in very vulnerable situations and resorted to self-harm as a way of coping.

Mum contacted the YMCA due to the positive and well established relationship they had with J, they were able to meet with him and provide 1-2-1 support. The Family Information Service explained there was a year waiting list for bereavement counselling, so to provide immediate support we used the bereavement packs that are given to schools during 1-2-1 sessions to help J work through his feelings of loss and guilt, as well as encouraging him to look to the

future. J accessed counselling sessions at school and felt that the 1-2-1 support carried out by the YMCA project worker embellished these sessions. He has been recently signposted to CAHMS and due to the collaborative working between the YMCA, the school and his parents; he was able to receive support sooner.

J has been able to discuss his feelings and explore coping mechanisms regarding his anger issues. J has met up with his deceased friends' family and felt more at peace after reminiscing about the good times they shared together. By working with partners and using the resources available the YMCA were able to step in when services did not have the capacity, resulting in preventing any further negative harm to J.

### **Case Study 2 – Youth Speak Up**

JR lived at home with his Dad and step mother, but did not get on well with his step-mother. He became withdrawn and very unhappy and would often stay with his Nan to ease his stress. JR was in receipt of children's services and was referred to Speak Up via the Vale's learning disability transitions team when going through the transition period of leaving children's into adult services/leaving school.

When JR first came to Speak Up with his case worker, he was very quiet, disempowered, shy and not confident. JR needed to be able to learn to speak up, be made aware of his rights and to meet people his own age, to encourage him to be more confident and to access other services and groups in the area.

At group JR was given responsibilities and regular weekly tasks which he took very seriously and took great pride in completing. Since attending the group JR has been enabled to do the following: Understand his Rights, Talk about his problems, find new friends, travel independently, travel abroad and learn an array of independent living skills.

Joining People First has enabled JR to access the Moving on Well project which gave him the encouragement he needed to move out of his family's house, as well as the confidence to speak up and to carry it through. JR is now living independently in a supported house, with another young man his age and using the skills he has learned at Vale People First, JR can tell the time, understands and knows more about money and can travel independently. JR promotes Speak Up throughout the community at the YMCA and other activities he accesses.

### **Case Study 3 – Partnership for Young Parents**

GJ Young Mum-to-be (aged 18) living in Ty-lolo homeless hostel, separated from Dad-to-be and lacking family support network. Negative influence from parts of social circle, history of substance misuse and suffers with anxiety and depression as well as long standing difficulties with eating. A referral from the PYP midwife highlighted that support was required to access mental health services,

housing/independent living, preparation for baby and confidence/self-esteem

PYP midwife referred to substance misuse midwife and perinatal mental health team and attended a joint visit with mental health nurse. GJ received bespoke 1-1 sessions around healthy/ nutritious meal planning on a budget, support with housing, budgeting for baby, and gained the confidence to start attending the Welcome to the World group. A previous friendship with another young mum was reconnected. Home conditions had deteriorated, so work was undertaken around the importance of maintaining her home and she was supported to reorganise the home and advice on applying baby routines. GJ engaged with 1-1 sessions in the home around weaning baby and age appropriate play activities. Following baby's birth GJ again found eating sufficiently to be a struggle so was accompanied to the GP who referred to a nutritionist for guidance. The worker provided a session on high calorie, nutritious smoothie making to assist with weight gain. GJ was supported to take Baby (along with Dad) on some visits to access community space and pop in and play sessions.

GJ was allocated a mental health worker via perinatal team and was successful in a bid for a 2 bedroom property in the locality. GJ now attends pop in and play sessions and makes her own way in with another young mum. She bonded well with the group, creating a supportive network of like-minded mums. GJ has begun to gain weight; she stocks her home with healthier foods and has enrolled on the Get Cooking course. GJ is maintaining her home and bills and had a contraceptive implant fitted to enable a 'baby gap'. GJ is evidently more confident in her parenting skills and accesses community venues/ activities with baby, as well as looking into moving onto full time education at Cardiff and Vale college.

**Please outline examples of good practice or lessons learned which could be shared with other local authorities (250 words max).**

Pupil Well Being Event – delivered a joint event with Cardiff and Vale Public Health Team, and School Improvement and Inclusion Team at the Vale of Glamorgan Council delivered an educational event for teachers and others working in schools, on pupil well-being. This was in response to an increase in the number and variety of requests from schools regarding the well-being of pupils. This was positively received and has led to the development of a wellbeing forum

Cost avoidance – all 22 LAs have signed up to the development of a single tool to measure cost avoidance.

Have secured a single shared post and funding with Cardiff Council and the Vale of Glamorgan Council to coordinate the Disability Index newsletter. This has proven successful in identifying other disability services that need to develop to bring equity to service users. This has also been facilitated through the joint work directed by the management board directing the Integrated Care Fund.

**Please state your progress in aligning with the other Flexible Funding programmes? (250 words max)**

The Poverty Alignment Group (PAG) has been established since 2014 and as a group it has been successful in developing partnership working across the 4 main Tackling Poverty Programmes (Supporting People, Flying Start and Communities First). As a group it reports to the Public Service Board.

Successes during 2017-18 are noted through;

- the development of a single parenting service between Families First and Flying Start.
- progressing a post from within the Legacy grant (Communities First) being placed within the new youth wellbeing team.
- a Supporting People funded pilot project providing housing support provision across the 4 programmes has been extended.
- as a group, all have been actively involved in the creation of the Well-being Plan ensuring it fits with the work of PAG.

The current focus is developing a report on flexible funding and its implications to go to the Corporate Management Team. The PAG are seeking to deliver a workshop with lead officers to explore how relevant grants could be utilised to maximise benefit from 2019 onwards. This will also provide an opportunity to discuss how/if further alignment could be achieved. Ideas and information from the discussions will be fed back to the Public Services Board.

**General Comments, including any significant issues/challenges faced in-year and how you addressed these (250 words max).**

2017-18 has been a successful year, the implications of reductions in funding in projects and delivery has been managed well.

Planned changes to the Communities First programme has caused concern and generated issues in relation to joint funded projects between the different programmes. This has had some direct impact on two of the Families First projects and close working with Communities First has helped mitigate some of this concern, but has seen a direct reduction in staff.

A continuing challenge faced by the Families First programme is the complexity of referrals and the increased contact time required by the referred families to deal with identified issues. This is further enhanced by the significant reductions in other Council services, other local provider budgets and the ability of partners to attract grant funds to deliver services. As a service poor area the demand on local programmes is enhanced.