

Report To: Partnerships Scrutiny Committee

Date of Meeting: 31st January 2013

**Lead Member/
Officer:** Deputy Leader/
Head of Business Planning and Performance

Report Author: Commissioning and Evaluation Officer, Partnerships and
Communities Team, Business Planning and Performance

Title: Families First

1. What is the report about?

- 1.1 To update the Partnerships Scrutiny Committee on the current position in relation to the commissioned and non-commissioned elements of the £1.2M Families First Programme in Denbighshire for the 2012-2014 financial period.

2. What is the reason for making this report?

- 2.1 To provide information regarding evaluation and monitoring the successful applicants' progress to date in implementing and delivering their services, the Families First Action Plan and Outcome 4 of Denbighshire - The BIG Plan
- 2.2 To inform the Partnerships Scrutiny Committee further to the previous report submitted re Families First (*12 July 2012*) on the status of the commissioning process of Families First Strategic Projects for the 2012-2014 financial period, including detail of the successful providers thus far.

3. What are the Recommendations?

That the Partnerships Scrutiny Committee note and provide observations on the progress to date in the delivery of the Families First Programme.

4. Report details

4.1 Strategic Overview including link to Denbighshire – The Big Plan

Families First is an innovative programme that promotes the development by local authority areas of effective multi-agency systems and support, with a clear emphasis on prevention and early intervention for families, particularly those living in poverty. Families First together with Flying Start, Communities First and the Integrated Family Support Service will help deliver the Welsh Government's 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. A revised Families First Action Plan for 2012-13 to 2016-17 was submitted to the Welsh Government in November 2012 (comments still awaited). The funding of £1.2M has been allocated to support Non Commissioned, and Strategically Commissioned Services as per Families First Guidance.

4.2 Non Commissioned Services

The **Team Around the Family** and the **Family Information Service** have been further enhanced and supported - the impact of this support will take time to be demonstrated. **Workforce Development, Training and Support** is being used in a Families First Training Programme to target Tier 1 staff who are/potentially are directly working with and supporting vulnerable families both as part of and wider than Families First Programme. This training funding has been combined with Disability training funding to deliver one Families First Training Programme. Spot purchasing of **Generic Advocacy** for 2012-13 has been made, as initially it was thought that this element would be commissioned regionally for 2013-14. Other authorities are currently at different stages of commissioning therefore Denbighshire will be looking at alternative commissioning arrangements from April 2013 onwards.

NON COMMISSIONED SERVICES	Funding 2012/2013	Funding 2013/2014
Team Around the Family (TAF)	£ 270,000	£ 300,000
Family Information Service	£ 40,000	£ 25,000
Workforce Development, Training and Support	£ 84,250	£ 74,250
Generic Advocacy (to be commissioned 2013-14)	£ 5,000	£ 25,000
TOTAL	£ 399,250	£ 424,250

4.3 Commissioned Services

The outcome focused, strategically commissioned and family-focused approach model in Denbighshire is recognised across Wales as “leading the way”, and the Partnerships & Communities Team will be discussing Denbighshire’s Families First Model with the Welsh Government Evaluation Team who see it as a good example.

COMMISSIONED SERVICES		Funding 2012/2013	Funding 2013/2014
Service Elements	Successful Applicant		
Play (inc disability provision)	Oaktree Play (Consortium Bid) – delivering since April 2012	£ 117,378	£ 120,000
Income Maximisation	Welfare Rights (Consortium Bid) – delivering since April 2012	£ 60,000	£ 60,000
Family Resilience	BCUHB (Consortium Bid) – delivering since April 2012	£ 80,000	£ 80,000
Parenting	Action for Children (Consortium Bid) – delivering since April 2012	£ 130,000	£ 130,000
Young Carers	Action for Children (+ an additional £41,374 through CFS for 2012/13) – delivering since April 2012	£ 50,000	£ 50,000
Childcare Provision	Family Information Service – delivering since April 2012	£ 46,000	£ 46,000
Youth Support	Denbighshire Youth Support Consortium (Consortium Bid) – delivering since April 2012	£ 160,000	£ 160,000
Family Support	Hafan Cymru – delivering since Nov 2012	£ 110,000	£ 160,000

COMMISSIONED SERVICES		Funding 2012/2013	Funding 2013/2014
Disability (Funding available until April 2014)	Training Programme – Ysgol Tir Morfa and Ysgol Plas Brondyffryn – delivering since July 2012	£ 12,000	£ 23,000
	Childcare Shadowing – Family Information Service/Childcare – delivering since July 2012	£ 5,000	£ 5,000
Disability (Funding available until April 2014)	Buddying Scheme – CURRENTLY OUT TO TENDER ON SELL2WALES – delivery to commence Feb 2013	£ 20,000	£ 80,000
	Home/Community Based Play Development for Disabled Children – CURRENTLY ADVERTISED TO PARTNERS – delivery to commence Feb 2013	£ 6,000	£ 29,000
TOTAL		£ 796,378	£ 943,000

Denbighshire was the first authority in North Wales to commission 7 (out of 9 elements) from 1st April 2012. The Family Support element was subject to delay due to (a) the Tender not being awarded in April 2012, (b) the Families First Project Board deciding to amend the specifications, and (c) re-advertising. The Disability elements of the Programme have been subject to delay due to (a) the Tender not being awarded in April 2012, (b) the Families First Project Board making the decision to re-write the specifications, and (c) working with Denbighshire Procurement and Legal Departments to revisit the process and documentation.

From the funding awarded to Denbighshire, amounts have been paid in order to provide interim extension of Cymorth provisions until the Family Support and Disability elements were awarded.

4.4 Early Stages of Programme Delivery

The Families First Programme, in its entirety, is nearly in place and the programme will soon begin to demonstrate the difference it is making for families. As the Programme embeds, contract monitoring, progress reports including evaluation, population and performance indicators, the Joint Assessment Family Framework (JAFF) within Denbighshire and regionally - based on the Common Assessment Framework (CAF), distance travelled tools, development of Regional Learning Sets, will all feed into “what difference” the programme is making to service users.

Within Denbighshire a central point of access/referral has been established through a dedicated Families First Integrated Family Support Co-ordinator (funded through Families First) who will be responsible for receiving referrals using the JAFF and identifying the most appropriate service response. In addition a fortnightly Families First Panel in which all commissioned Families First providers, TAF, Flying Start, Communities First and Genesis attend to consider the referrals received by the Integrated Family Support Co-ordinator and identify the most suitable service response. It is the intention that of 1st April 2013 they will all be required to use the

JAFF as the primary referral, assessment and planning tool for working with families supported through the Families First Programme

There has been a lot of work undertaken with the multi-agency panels (MAP) within the schools (facilitated by the secondary schools and incorporating the feeder primary schools) and agreement has been reached that referrals via the MAPs will be responded to immediately and not subject to waiting until the fortnightly panel in order to ensure every effort is made to safeguard a child/young person's place in school.

4.5 **Good Practice**

In addition to being ahead of other authorities in implementing the Families First Programme, other good practice is showing results. Denbighshire is one of the first to encourage consortium working with each consortium (made up of differing partners) meeting on a regular basis to collectively discuss their area of the Families First Programme, sharing resources, arranging attendance at the Families First Referral Panel, this is also an opportunity for the Commissioning and Evaluation Officer to attend these meetings to highlight new information, monitor, and listen to any problem areas, events, or good practice. The Partnerships and Communities Team have organised several information sharing events where all providers have met and shared information on their service with their FF colleagues. These events were arranged at the providers' request, and have been warmly welcomed. A Family First Family Day has been arranged for Thursday 28 March 2013 at Rhyl Town Hall for service user families. The Families First Training Programme (*See example as Appendix 1*) is funded via the Workforce Development, Training and Support element together with the Disability Training element. Training topics were identified as top priority by service providers for the first few months of implementation of the Families First Programme, these included Outcome Star (a distance travelled by service users tool), RBA (Results Based Accountability – what difference did we make?), Motivational Interviewing (for people who are working with clients where there is ambivalence and resistance to change, in particular behavioural change), Introduction to Communication for People working with Children and Young People with Disabilities/ASD (Autistic Spectrum Disorder).

5. **How does the decision contribute to the Corporate Priorities?**

The Families First Programme is a key contributor to the Big Plan: "Outcome 4 - Vulnerable Families in Denbighshire are supported to live a life free from poverty, where they can be independent and flourish".

6. **What risks are there and is there anything we can do to reduce them?**

6.1 **Timetable slippage** – The re-tendering of the Family Support and Disability Elements have had an impact on delivery of the entire programme. The Project Board's decision to re-tender was after consideration of several alternatives brought via an Exceptions Report. All elements will be in place by February 2013

Contact Officer:

Commissioning and Evaluation Officer

Tel No: 01824 706283