

**Education and**

**Early Intervention**

**Department**

**September 2019**

Dear colleague,

At the beginning of the 2019 – 20 academic year, I present this handbook to you as a summary of the services provided by the Education and Early Intervention Department to assist schools and partner organisations in accessing appropriate and timely support when required.

The department consists of two service areas, namely Education Effectiveness and Infrastructure and Prevention and Support. Each service area is managed by a Head of Service with teams of managers for each operational area. The department structure can be found at Appendix A.

In Wrexham, we can be justifiably proud of the positive relationships between the local authority, schools and communities as we in partnership strive to achieve our common purpose of:

**“working together to provide an excellent and inclusive school and community for every child and young person in Wrexham – working together for excellence”**

Through presentations at primary and secondary Headteacher meetings, chair of governors’ meetings and written communication, you will be aware that we are continually self-evaluating our support and provision for schools and that we have a robust set of business improvement plans which are driven by on-going evaluation and monitoring.

The high level strategic priorities for 2019 – 20 as we work together to improve outcomes for the children and young of people of Wrexham are as follows:

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| **Priority** |
| 1.1 | To improve secondary education which will include the following: |
| 1.1a | To support and challenge schools to further improve standards at key stage 3 with a focus on performance at the higher levels and specifically the performance of boys and pupils eligible for Free School Meals. |
| 1.1b | To implement bespoke support and challenge plans for each secondary school to improve standards in all main indicators at key stage 4 (including interim measures for 19 – 20). |
| 1.1c | To support, challenge and improve the quality of school leadership at all levels to ensure impact on provision and outcomes. |
| 1.1d | To provide appropriate support, challenge and intervention (where necessary) to amber/red level of support as defined in the national categorisation process and schools in an Estyn follow-up activity to ensure timely and sustainable progress. |
| 1.1e | To support schools to ensure that robust assessment, evaluation and accountability arrangements support a self-improving system. |
| 1.2 | To support and challenge schools to maintain and improve standards in the Foundation Phase and key stage 2 with a focus on the performance of boys and pupils eligible for Free School Meals at the higher outcomes/levels. |
| 1.3 | To support and develop governors and elected Members in their strategic leadership role through a comprehensive training programme including mandatory requirements. |
| 1.4 | To support schools in preparation for curriculum reform. |
| 1.5 | To prepare for at LA level and to support schools in preparation of ALN Act  |
| 1.6 | To support and challenge schools to reduce permanent and fixed term exclusions with a focus on secondary schools. |
| 1.7 | To support and challenge schools to improve attendance with a focus on eFSM and reducing persistent absenteeism. |
| 1.8 | In partnership with other services such as health, support schools and young people to improve physical, mental and emotional health through an integrated package of support. |
| 1.9 | To review and identify the need for provision for pupils with behaviour, social and emotional needs  |
| 1.10 | To work with key partners to create an environment that enables young people to raise their own aspirations, to ensure that they can fulfil their learning and career potential. |
| 1.11 | To improve the infrastructure of Wrexham schools through delivery of the 21st century schools programme, grants and S106 funding including increasing capacity for Welsh medium |

I would like to take the opportunity to thank you for your ongoing support and trust that you will find this handbook a useful source of reference.

Yours sincerely.



Ian Roberts

Chief Officer: Education and Early Intervention

**Education Effectiveness**

**& Infrastructure**

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| EDUCATION EFFECTIVENESS & INFRASTRUCTURE OVERVIEW |

The Education Effectiveness and Infrastructure teams are responsible for a range of Local Authority retained services that support schools and settings in achieving the best outcomes for all pupils. They are also responsible for the strategic planning of school places to ensure that a sufficient number is available across all sectors and in the required areas.

**What do the Education Effectiveness and Infrastructure teams do?**

It is part of the Education Department and is made up of teams of professionals delivering services under the headings of Access and School Places, Education Effectiveness, ICT Strategy, Inclusion and Pupil Referral Units all of which are outlined in this booklet. They also work closely in partnership with GwE, the regional school improvement service, to ensure that Wrexham schools have access to an appropriate level of challenge and support that reflects their needs.

Raising standards and improving the quality of provision in our schools requires strong collaboration between Education Effectiveness and Infrastructure and our schools. Working together, we strive to give the children and young people of Wrexham an inclusive education and aspirations for their futures that will lead them to lead successful and fulfilled lives.

Our work in Education Effectiveness and Infrastructure focuses on the following four elements:

* Ensuring that Wrexham learners achieve as well as those in other parts of Wales;
* Ensuring that Wrexham children and young people have an appropriate learning environment and the resources they need to learn in the 21st century;
* Supporting all learners, especially those who are disengaged or disadvantaged, to enable them to fully access learning and enjoy equality of opportunity in learning;
* Developing, supporting and challenging school leadership at all levels.

The aim is always to ensure that all learners, whatever their background or need, achieve and thrive to the best of their ability.

Education Effectiveness and Infrastructure priorities for 2019 are to continue to work closely with our secondary schools to improve outcomes and provision for all learners, to prepare ourselves and our schools for the implementation of the ALN Act to ensure compliance by September 2020, and to manage the WG’s HWB digital transformation project.

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| ACCESS AND SCHOOL PLACES |

Access and School Places consists of two distinct areas, School Admissions and Planning School Places. The Local Authority has a duty to provide sufficient school places to meet demand. The combined aim is to ensure the efficient and effective use of Education resources whilst meeting parental preference.

SCHOOL ADMISSIONS

**What is the aim of the team?**

School Admissions offer support and advice to parents as their children enter our Education services.

The team process around 5,000 applications each year for Funded Early Education, Nursery, Reception and Secondary admission rounds, they also coordinate over 800 mid phase transfers each academic year.

**What can the team offer?**

The team offer advice and support to parents in submitting their applications for places at Wrexham schools.

The team offer advice and support to schools and Governing Bodies in relation to compliance with the Admissions Code 2013.

PLANNING SCHOOL PLACES

**What is the aim of the team?**

Planning School Places are involved in the strategic planning not only to ensure that sufficient school places are available across all sectors, but they are available in the right areas.

The team are involved in:

* *Planning school places*
* *School Re-organisation*
* *Public consultation*
* *Continuity of services*
* *Capital projects, including the 21st Century Schools Programme*
* *Headteachers Briefing Sessions*
* *School Health & Safety Reporting*
* *Accessibility*

**What can the team offer?**

The team support schools and Governing Bodies in any site development; support other departments in delivery of education services on school sites and work with planning to deliver adequate school places.

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| EDUCATION EFFECTIVENESS |

The Education Effectiveness teams provide support and challenge to schools and pre-school settings to offer the highest quality learning experiences for all Wrexham children and young people so that they achieve the best they can. The teams work closely with GwE, the North Wales Education Consortium, on all relevant aspects of school improvement.

GOVERNOR SUPPORT

What is the aim of the Governor Support team?

Effective governance plays a crucial role in the success of a school. The Governor Support team aims to provide a high quality advisory clerking service (via service level agreement), responsive advice, support and development service, which complies with statutory requirements and helps governors fulfil their role in challenging schools and raising standards.

The service also aims to share local and national priorities, develop partnership working and share best practice. The governor support team does this through national, regional and local representation.

What can the Governor Support team offer?

To support governors in this role, the Governor Support team offers:

* Governor Training & Development
* a wide ranging annual programme of training is planned and administered for governors and clerks.
* contributes to the regional governors’ conference
* plans and clerks the Wrexham Chair of Governor Association
* hosts local authority appointed governor briefing sessions
* Advice & Guidance
* timely and relevant advice and support on all school governance issues during office hours:
* support in implementing the new WG school governance regulations
* advising on the eligibility of persons to serve on governing bodies and election/appointment to the various categories of governor
* advising governors on changes in legislation, policy matters, procedures and points of interest
* update governing bodies on current local and national initiatives
* encourage governor self-evaluation
* advising on statutory committee’s / complaints procedures
* Clerking Service Level Agreement
* provides a high quality effective and efficient governing body clerking service
* Formal Duties & Admin
* maintains a governor database for all schools
* administrates the appointments of Local Authority governors
* making arrangements to ensure that governing bodies are established and operate in accordance with legislative requirements
* support governing bodies facing school re-organisation
* support temporary governing bodies /establishment of federations
* arranging for the drafting, signing and maintenance of the governing body’s instrument of government
* conducting research / reports for the education department
* partnership working
* contributes to the regional school self-review toolkit

EARLY EDUCATION

What is the aim of the Early Education team?

The Funded Early Education Team aim to provide support, advice and training to Wrexham approved settings in order that all Wrexham three year olds receive the best possible start in education. Approved settings are funded to deliver 10 hours of Foundation Phase Education for three year olds and are inspected by Estyn and CIW. Working in partnership with practitioners from Wrexham Funded Early Education settings, the Early Education Team aim to ensure our three year olds gain skills to foster a lifelong love of learning and to be school ready.

What can the Early Education team offer?

The Foundation Phase Advisory Teachers work directly with settings, modelling good teaching and learning. They provide support with planning and assessment and also provide support towards the strategic continuous improvement of each setting. The team research, write and deliver an annual training programme for Wrexham settings, based on local and national Foundation Phase priorities.

WELSH IN EDUCATION

What is the aim of the Welsh in Education team?

The Welsh in Education Team aim to provide specific support, training and advice to the development of Welsh for schools in order to support the ambitious targets within Wrexham’s Welsh in Education Strategic Plan (WESP) 2017-2020 and the Welsh Government strategy *Cymraeg 2050: a million Welsh speakers*. The WESP states that *‘Wrexham County Borough Council endeavours to enable all children and young people to be confident bilingual speakers through its education provision and be able to live, work and socialise comfortably through the medium of Welsh’.* Strategic representation and influence on behalf of Wrexham is ensured through membership of the Regional Welsh Language Strategic Board as well as national strategic groups developing Welsh initiatives.

What can the Welsh in Education team offer?

The Advisory Teachers work directly with and in the English medium primary schools providing training and support, including exemplar lessons for staff that are new to, or have limited competence, in teaching Welsh. Twilight sessions to provide tailor made training for individual school staff can also be offered. Support is also provided in assisting individuals to undertake the Welsh Government funded Welsh Sabbatical scheme. As well as developing teachers’ Welsh skills in delivering Welsh lessons, the team also support schools in developing a Welsh ethos and appreciation of Welsh culture and heritage, including through the use of the Cymraeg Campus Language Charter. The Charter provides a clear framework to promote and increase the use of Welsh by pupils in a whole school context. The Senior School Support Officer represents the local authority in local, regional and national discussions on strategic matters relating to Welsh in education and also provides additional strategic support to schools to respond to the challenge of improving Welsh language skills and standards, particularly in English medium secondary schools.

The Siarter Iaith Co-ordinator is employed, in partnership with Flintshire County Council, to support the Welsh medium and dual stream primary schools to develop strategies that promote the sustained informal use of Welsh within the schools and their community in the county borough to assist their language journey.

Latecomers to Welsh medium education in the primary phase are supported through the local authority’s support service developed in partnership with the Welsh medium primary Headteachers. An Outreach Co-ordinator to support Latecomers to Welsh medium education (primary) is employed to visit all the Welsh medium and dual stream primary schools and provide specific support to help fast track learners in Welsh language skills.

Other areas of work included in this team are:

14-19

14-19 Learning Pathways has been a key Welsh Government strategy since 2003. The ‘Learning & Skills Measure’ provides a statutory basis for 14-19 Learning and requires ALL schools to offer a minimum of 25 courses at Level 2 (higher grades A\*- C or equivalent) which includes a minimum of 3 vocational courses. The Measure places a duty on Local Authorities to form the local curricula for all learners at KS4. The Local Authority has responsibility for ensuring that the availability of courses in every school maximises the widest possible choice for all our learners in Wrexham. All courses that are offered within a ‘local curriculum must be accessible to the learners covered by that local curriculum’.

14 – 19 collaborative provision caters for learners across the whole ability range including a range of courses below Level 2 that are offered to meet the needs of those learners that require them.

Entitlement Courses are offered at level 1 and level 2 to learners in Wrexham as part of their options programme. The providers are Coleg Cambria and St Christopher’s School and courses available include: Hair and Beauty, Engineering, Construction, Computer Studies, Spanish, Animal Care, Hospitality and Catering, Public Services and Health and Social Care.

Enrichment courses are designed for students with Additional Learning Needs or behavioural issues who are identified for courses by their schools. It is a partnership between St Christopher’s School, secondary schools and PRUs. Courses are offered at Entry Level and Level 1 and include: Catering, Motor Vehicle Mechanics, Engineering, Construction, Outdoor Activities, Retail, Creative Arts and Health and Social Care.

SEREN

The Seren Network is a Welsh Government initiative to support Wales' brightest students to fulfil their academic potential and gain places at the UK's leading universities. Regional partnership hubs deliver stretch and challenge support programmes for these high achievers.

The Flintshire / Wrexham Seren Hub was established as part of a pilot scheme in 2015 and there are now 11 hubs across the whole of Wales.

A programme of activities is offered to Seren students which includes ‘stretch and challenge’ events to encourage the development of critical thinking skills and extend the ability of students to develop and express their ideas through debate and argument. Students are also offered advice on personal statements, admission tests and interview preparation to support their university applications.

Welsh Government has recently announced that additional funding will be available to extend the Seren project to students in years 8 to 11.

NEWLY QUALIFIED TEACHERS (NQT)

The LA has overall responsibility for the supervision and training of all NQTs working in Wrexham schools. We have to ensure that the induction of all NQTs consists of a high quality programme of effective professional learning, monitoring and support as set out by the Welsh Government, and, using assessment evidence provided to us by the Induction Mentor and the External Verifier, make the final decision as to whether the NQT has passed, failed or requires an extension.

RELIGIOUS EDUCATION ADVISOR AND SACRE

Standing Advisory Council for Religious Education (SACRE) advises the LA on matters relating to the provision of Religious Education and Collective Worship, and is responsible for the establishment an Agreed Syllabus Conference, to produce or consider amendments to the Agreed Syllabus for Religious Education. A SACRE is designed to represent all the interests of the local community and membership includes elected councillors, representatives of local faith communities, and members of the education community. The RE Advisor supports and advises the LA in remaining compliant with the statutory aspects of RE provision as well as acting as the link between schools and SACRE, supporting the effective provision of RE and collective worship in all maintained schools.

The RE Advisor offers training and support for teachers in religious education and collective worship; support for school staff and governors with the organisation, planning and delivery of religious education and collective worship; advice on methods of teaching and the choice of teaching materials, including a resource library allowing teachers the opportunity to look at the RE and collective worship resources available and borrow them on request; and advice and support on managing requests for the right withdrawal from RE and collective worship from parents.

SUPPORT FOR NEW AND ACTING HEADTEACHERS

The LA runs this programme as part of the National Academy for Education Leadership’s work in supporting new and acting Head teachers. The local support programme targets new and acting Headteachers, as well as experienced Headteachers but who are new to Wrexham. Planning and developing the local support programme has involved inviting input from all Headteachers in Wrexham as well as consulting with and receiving input from the unions who support school leaders. The aim is to provide information and support that is relevant to the requirements and challenges of leading and running a school on a day to day basis and provide a valuable opportunity to network. The intention of the local programme is not to duplicate the issues that are covered in the national support programme that concentrates on strategic and leadership matters. The programme includes input from current Headteachers at different points in their leadership careers.

Through the Regional Leadership Group, the local authority also contributes effectively to the regional planning of the Middle Leaders Programme, Aspiring Headteachers Programme, New and Acting Headteachers’ Programme, NPQH Programme and the Experienced Headteachers Programme.

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| ICT and MIS |

WREXHAM CBC SUPPORTING DIGITAL TECHNOLOGIES IN SCHOOLS

Wrexham’s Schools ICT Support Services provides a comprehensive ICT/MIS support function for all schools covering pupils, teachers and school based administration staff. The Schools ICT Support Service and the Education department are committed to providing quality support services to schools, by providing an inclusive, cost effective MIS, IT and Telecommunications service.

The ICT Strategy Manager for Education manages the Schools ICT Support Services SLA on behalf of Wrexham’s Education Department, working in partnership with WCBC Corporate ICT Services for core Network services.

STRATEGIC SUPPORT FOR DIGITAL TECHNOLOGIES IN SCHOOLS

The ICT Strategy Manager for Education provides strategic leadership on the use of Digital Technologies in Education in the following key service areas:

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| Service Area | Description |
| ICT Strategy in Schools | Strategic advice and guidance for schools on the implementation of Digital Technologies in school, including Self-Evaluation, New and Emerging Technologies, IT Infrastructure and Policy and Guidance. |
| Online Safety | Advice and guidance on all aspects of Online Safety within schools including web filtering, social media and Acceptable Use. |
| Curriculum Software / Hardware | Advice relating to curriculum software and hardware and its use to support Learning and Teaching. |
| ICT Training and CPD | Advice and guidance on curriculum support for ICT and to facilitate specific training and support through the North Wales school improvement service, GwE. |
| All Wales Learning Platform - HWB | Guidance and support in relation to learning platforms – Hwb, Office 365, and Google for Education. |
| 21st Century Schools | Advice, guidance and development of Digital Technologies in the councils 21st Century Schools Programme. |

**What can the team offer?**

Through the Schools ICT Support Service Level Agreement (SLA), Wrexham’s Education ICT and MIS team provides a comprehensive ICT and MIS support function for schools and the Education department offering:

* An ICT support service for all schools that is inclusive, forward thinking and cost effective, covering MIS (SIMS), User Devices, Infrastructure, Audio Visual and Telecommunications.
* Training, advice and support for learning platforms including Hwb, Office 365 and Google for Education.
* Technical expertise, advice and design of Audio Visual systems incorporating interactive and non-interactive solutions.
* Training for schools on the use of SIMS in the classroom and as a schools MIS.
* Statistical analysis, reporting and recording of data in Capita SIMS and ONE for Schools, Education and the Local Authority.
* Strategic advice and guidance to schools on the implementation of Digital Learning, including self-evaluation, new and emerging technologies, digital strategy and curriculum planning.
* Advice to schools on aspects of online safety including web filtering, social media and acceptable use.
* MIS and ICT support to the Education Department and its officers.
* Dedicated Education contracts and suppliers providing specialist advice and a procurement services to schools on a wide range of Digital Learning Technologies and devices.
* Support and guidance to schools in relation to significant ICT related projects, including new building developments, refurbishments, Network configuration, installation of 3rd party software systems or significant hardware installations.
* Technical expertise on ICT Infrastructure in schools for the Local Authorities 21st Century Schools programme.
* Facilitate support for Digital Competence in conjunction with GwE and its Digital Learning Strategy.
* Support for the Welsh Government Learning in a Digital Wales (LiDW) strategy and Hwb including its associated learning platforms, Google for Education and Office 365.

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| INCLUSION |

The Inclusion Service ensures that children and young people with additional learning needs access appropriate provision and a broad, balanced and relevant education whilst adhering to the legislative framework in Wales which currently consists of:

* The SEN Code of Practice for Wales (2002)
* Equality Act 2010
* Education Act 1996
* The Education (Special Education Needs) (Wales) Regulations 2002

The service encourages all schools and settings to recognise and respond to the diverse needs of their learners, while also offering a continuum of support to match those needs. The vast majority of children and young people’s needs’ will normally be met in mainstream settings, with only a small percentage accessing specialist provision.

The views of the pupil, parents and carers are sought and taken into account at all stages of involvement, from the range of teams within the Inclusion Service, as it is acknowledged that they have a vital role to play to ensure appropriate support is delivered. Advice and guidance is offered through professionals within the service and the independent services; SNAP Cymru and Second Voice (Advocacy for children and young people).

Schools and settings are supported and monitored to meet the needs of children and young people through a range of advice, guidance and training. As legislation changes in 2020, as an outcome of the ALNET Act (2018), the service will continue to offer targeted training to ensure all parties have the knowledge to implement the requirements of this Act. This will involve extensive partnership working with the relevant professionals, organisations, children, young people and their families.

The service support schools and educational settings to meet the needs of children and young people with additional learning needs within the legislative framework. It works in partnership with many agencies, organisations, LA departments, children, young people and their families. It consists of teams of professionals from a range of disciplines who deliver advice, support, training and guidance under the headings of Education Inclusion Service, Educational Psychology Service, Literacy Support Service, Speech and Language Outreach Service, Behaviour Support Team, English as an Additional Language Team and the Traveller Education Service. The Inclusion Service provides support to pupils with a Sensory Impairment through the North East Wales Sensory Support Service (NEWSSS). Each team has a specific role and purpose as detailed below.

EDUCATION INCLUSION SERVICE

**What is our aim?**

* To effectively manage and coordinate the SEN assessment and provision for Children and Young People between 3 and 19 years old within relevant legislation.
* To undertake the statutory processes which identify complex and long term needs of pupils and allocate provision accordingly.
* To provide advice and support to parents/carers and schools and settings.
* To regularly monitor provision and progress of pupils in receipt of Additional Resources at School Action Plus/ Statement of SEN.
* To work collaboratively with other agencies to support inclusive practice in schools.

**What do we offer?**

* The co-ordination and administration of statutory assessment processes in line with the Special Educational Need (SEN) Code of Practice for Wales (2002) and other relevant legislation.
* Advice, support and guidance to parents, schools and professional agencies on the processes, time limits, contributions necessary and decisions.
* Attendance at moderation panels to make objective evidence based decisions based on the written information received ensuring a fair and equitable approach.
* A range of specialist training to enhance knowledge of processes and an increased capacity to meet the needs of pupils with SEN.
* The monitoring of pupil progress and provision via Annual Review processes and monitoring visits.
* Termly forums for SENCOs and Resource Provision teachers to provide training, networking opportunities and updates.
* Partnership working with colleagues from education, health and social care services to ensure the individual needs of Children and Young People are met fully.
* Represent the Inclusion department on a range of local, regional and national forums to develop inclusive practice

EDUCATIONAL PSYCHOLOGY SERVICE

**What is our aim?**

* To apply psychology (the study of how people think, feel and behave) and evidence based practice to help others to understand how children and young people develop and learn.
* To provide a person centred and supportive psychological service for educational and community settings in order to meet the additional needs of children and young people between the ages of 0-19.
* To work with children and young people with additional learning needs in ways that will enable them to flourish and to be successful learners in their own schools, alongside their peers.
* To work in partnership with services and organisations and build their capacity to support the well-being and learning of children and young people.

**What can we offer?**

* A psychological service where psychologists work at three levels: whole school level, classroom level and with the individual child.
* Consultation, observation and assessment through discussions and gathering of information with pupils, parents, teachers and other professionals to help resolve difficulties.
* Direct intervention with pupils.
* Work with schools to review and track the progress of pupils or groups of pupils through advice, guidance and support.
* Partnership working with other agencies and organisations to meet the needs of children and young people with additional learning needs.
* A range of targeted training e.g. SAP, PCP, ELSA for educational staff to meet the needs of children and young people in their current settings and in preparation for the ALN Act.
* Advice on interventions for vulnerable pupils, particularly those with exceptional needs, children who are looked after and those at risk of exclusion.
* Signposting and referrals to appropriate services where considered appropriate.

ENGLISH AS AN ADDITIONAL LANGUAGE TEAM (EAL)

**What is our aim?**

* To provide a service to support children whose first language is neither English nor Welsh.
* To work in partnership with schools to provide support for children's language development and curriculum access needs.

**What do we offer?**

* Advice, support and training to develop schools’ awareness, understanding and capacity to provide for the children.
* Targeted intervention for EAL pupils based on language development need, age and stage.
* Liaison with other agencies, organisations, communities and families to share expertise and provide advice, support and training.

BEHAVIOUR SUPPORT TEAM

**What is our aim?**

* To reduce exclusions and increase capacity of Primary Schools to support learning of pupils with social, emotional and behavioural difficulties.

**What do we offer?**

* Advice to schools on writing SMART Individual Education Plan (Behaviour) targets.
* Advice and guidance to develop a pupil one-page profile.
* Advice on reintegration plans and strategies following fixed term exclusion
* Improvement of individual pupil behaviour by attending and contributing to multiagency, TAC, IBP, PSP, review meetings where appropriate.
* Year 6 transition into High school programme for identified vulnerable pupils
* Support staff to develop effective and consistent strategies to effectively manage challenging behaviours through Modelling, Mentoring and coaching.
* Co-facilitating interventions and support programmes with school staff that improve pupil emotional literacy i.e. fun friends, SAP, transition (yr. 6 pupils).
* Specific programmes tailored to individual pupils needs over a set number of weeks. Delivered as direct 1-1 sessions or as small group sessions.

TRAVELLER EDUCATION SERVICE

**What is our aim?**

* To ensure equal access to education for Travellers regardless of the period of time they will attend;
* To support schools in developing a curriculum available to all children which reflects both Travellers’ history and their present situation’
* To support positive relationships between Traveller families and schools;
* To raise school attendance of Traveller pupils in primary and secondary phases by working jointly with the Education Social Workers;
* To help raise and monitor the attainment of Traveller pupils to ensure that they reach their potential

**What do we offer?**

* Liaise with other agencies within the borough to improve the quality of services available to Traveller families;
* Liaison with other agencies, organisations, communities and families to share expertise and provide advice, support and training.
* Intensive support and initial integration support for pupils who demonstrate great need; (Outreach)

SPEECH AND LANGUAGE OUTREACH TEAM

**What is our aim?**

* To support children and young people with specific speech, language and communication needs, delivered in partnership with health services (Speech and Language Therapy service).
* To support educational settings including early years’ in building their capacity to understand and provide for children with speech, language and communication needs.

**What do we offer?**

* Targeted intervention for individual children with speech, language and/or communication needs on referral to the service.
* Advice, support, training and skill sharing for schools and settings.
* SAP groups

LITERACY OUTREACH TEAM

**What is our aim?**

* To provide an outreach service to support primary aged children who appear to be demonstrating a specific learning difficulty, i.e. demonstrating average or above average cognitive skills, but weak attainments in reading and/or spelling in comparison.

**What can we offer?**

* Assessment of pupils on a 1:1 basis using an ‘Initial Literacy profile’ and to collate these results into a report.
* Twice weekly teaching intervention to pupils who meet criteria to access the service and who are considered appropriate for more intensive support.
* Monitoring of pupils for 1 term following targeted intervention
* A teaching file, an IEP and advice for pupils who are not considered appropriate for teaching intervention and to monitor these pupils for 1 term.
* Advice, support, training opportunities and skill-sharing to schools
* Attendance at progress reviews following each term of targeted intervention.
* Re-assessment pupils’ progress at the end of each term and collate these findings into an interim or final report.
* Advice and resources for parents where requested.

NORTH EAST WALES SENSORY SUPPORT SERVICE (NEWSSS)

**What is our aim?**

* To support educational settings to meet the needs of preschool and school age children and young people with a Sensory Impairment (Vision or Hearing or both)
* To support families of preschool and schools age children and young people.

**What can we offer?**

* Educational assessment (including statutory assessment) and advice on implications of sensory loss.
* Provision of and training in the use of specialist equipment to support access.
* Advice, training and support to schools
* Direct teaching (braille, signing, language acquisition, mobility, touch typing).
* Partnership working with schools, families, 3rd Sector organisations and Health.
* Promotion of independent working through improved access to the curriculum.
* An enhanced curriculum – specialist skills training
* Monitoring of pupil progress & need.
* Environmental audits to support access
* Multi-agency working e.g. attendance at joint HI clinics, LAC & CIN reviews, joint home visiting.

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| PUPIL REFERRAL UNITS |

What is the aim of the team?

Wrexham Pupil Referral Services is a portfolio pupil referral unit (PRU) maintained by Wrexham local authority.

The PRU is now accommodated on two sites, but with an integrated line management structure, and overseen by a single management committee. The PRU provides full time education for key stage 3 and key stage 4 pupils. The PRU aims to return pupils to mainstream education, or support them into further education, training or employment.

What can the team offer?

The PRU provides education for pupils at key stages 3 and 4 who have social, emotional and behavioural difficulties (SEBD) at Stiwdio Pen-y-Cae and for pupils who have social, emotional and mental health issues that prevented them from attending mainstream school at Stiwdio Haulfan.

The curriculum follows the national curriculum at key stage 3. A range of GCSE and accredited vocational courses are delivered at key stage 4. There is an emphasis on bespoke learning / alternative provision packages in key stage 4 at Stiwdio Pen-y-Cae. A variety of pupil support programmes are delivered on each site.

Numbers of pupils fluctuate throughout the year. The planned capacity of the service is 72 pupils with 36 pupils on each site. Referrals for places are received by schools through half termly multi-agency referral panels.

**Prevention**

**& Support**

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* Second Voice Advocacy Service
* Outside In Counselling
* Inspire
* In2change
* Healthy Schools and Pre-School Team
* ADTRAC
* Engagement and Progression
* Active Wrexham

Flying Start

* Enhanced health visiting service
* Parenting support
* Portage home visiting
* Preventative social worker
* Primary mental health practitioners
* Childcare
* Early language and communication support

Youth Justice Service

Adult Community Learning

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| PREVENTION AND SUPPORT OVERVIEW |

Prevention and Support ensures that opportunities are available for children, young people and adults wherever they are in their lives and that when things really go wrong, there are services in place that assist them to eventually engage in more mainstream services that will help them to become self-sufficient and in control of their lives.

**What is Prevention and Support?**

It is part of the Education Department and is made up of teams of professionals who are from a range of disciplines, delivering services under the headings of Youth Justice Service, Community and Restorative, Health and Wellbeing, Education Support, Adult Community Learning and Flying Start. Working with children, young people and adults is a privilege and Prevention and Support Services endeavour to understand the issues that prevent people from engaging in all of the opportunities available to them. It places children, young people and families at the centre of its planning, ensuring that it uses its resources to effectively improve the lives of Wrexham residents. For children and young people, it provides support in school and beyond the school gate, providing opportunities within the community that develop social skills, confidence and an awareness of the wider world.

Much of what it delivers is not statutory; therefore, children, young people and families choose to engage with it, with the exception of statutory Youth Justice Service which always strives to place children and young people’s views at the centre of its assessments. Often working with the most vulnerable, the Youth Justice Service responds to the individual needs of young people and promotes effective working with other services to ensure that children, young people and families receive the best support and opportunities possible.

Our vision in Prevention and Support is to focus on four elements; Prevention that will provide support, guidance and opportunities to stop issues arising for children, young people and adults; Early Intervention addresses issues when they are beginning to emerge, and children, young people and adults need a helping hand to avoid matters worsening; Targeted Intervention engages and support children, young people and adults when issues are becoming embedded and more intensive support is needed and Statutory Intervention is only utilised when something has gone wrong such as when a crime has been committed or children fail to attend school. The aim is always to divert children, young people and families towards more positive engagement.

Prevention and Support Level 2 priorities for 2019/20 are to:

* Young people on court orders access their full entitlement to Education, Training and Employment resources
* Reduce the numbers of young people who reoffend
* Reduce the waiting times for counselling services and Inspire Hospital Youth Work Project
* Further reduce teenage conceptions
* Further reduce the number of young people aged 16-24 who are NEET
* Increase the numbers of young people completing accredited programmes such as Duke of Edinburgh (DofE) and Agored qualifications
* Increase the opportunities for children and young people in their communities
* Develop the Play Sufficiency Assessment Action Plan 19/21
* Provide challenge and support to Wrexham Schools to reduce Fixed Term and Permanent Exclusions
* Audit and identify persistent absenteeism in Wrexham schools
* Provide up to date key safeguarding themes to Wrexham schools
* Achieve expected standards in funded Adult Community Learning provision

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| COMMUNITY AND RESTORATIVE |

Community and Restorative Services aim to support communities and organisations in providing a rich blend of open-access and targeted Youth Support Services via buildings, detached and outreach methodology. They also offer support and guidance to young people, communities and schools in reducing the impact of offending behaviours and emerging issues.

COMMUNITY PLAY AND YOUTH SUPPORT TEAM

**What is the aim of the Community Play and Youth Support Team?**

The Community Play and Youth Support Team is a flexible modern service which brings together two important elements of community provision and is open to children and young people aged 5 to 25 years old.

Community play work recognises that every child 5 to 15 years old in Wrexham has a right to play and playing is essential to children’s wellbeing both now and in the future. It works towards identifying the effects adult agendas and perceptions have had on the freedom and independence that children need to play and it supports the Local Authority to address this.

In Wrexham, Community Youth Work offers both universal and targeted provision for young people, providing them with a sense of freedom and security, enabling them to meet up, make friends, express themselves and have new experiences outside of school. In doing so, we support young people through the up’s and down’s of adolescence and aim to increase their sense of attachment to their local communities.

**What does the Community Play and Youth Support Team offer?**

The Community Play Work Team will engage with young people and advocate for play to be considered in the planning of local services; enhancing the development and delivery of play work projects, and providing ongoing practical advice to families, community stakeholders and other professionals in their support of children’s right to play.

Through the commitment of community play work, Wrexham as a county will place a greater value and emphasis on children’s right to play and by improving time, space and permission for play within local communities we will better enable children to play and therefore experience healthier childhoods.

Community youth work provides opportunities for young people to participate in non-formal and informal learning experiences that will facilitate their personal, social and educational development and enable them to establish their place, voice and influence in society and to reach their full potential.

Activities that reflect the needs of the young person and are underpinned through an empowering, inclusive, participative, expressive and educative approach including participating in youth forums and councils, residential visits and trips, sporting and leisure activities and young person directed thematic sessions. Information, advice and guidance is prevalent throughout any youth work session and signposting.

PARTICIPATION TEAM

**What is the aim of Participation?**

The Participation Team supports Welsh Government to ensure children and young people aged 11 to 25 are able to access opportunities to participate in decision making locally and nationally that affect their lives.

**What do the Participation Team offer?**

The Participation Team is specifically concerned with how children and young people are involved in decision making processes. This is inclusive of all aspects of planning, delivering and reviewing services within Wrexham Council as well as children and young people in third sector organisations supporting skill development through professional observations, consultation and engagement processes. Training is available for both professionals and young people in decision making skills, interviewing skills, participation and grant panels, supporting school councils, pupil associate governors and community forums.

The team also facilitates The Senedd Yr Ifanc, a Wrexham Youth Parliament made up of young people who represent young people on local and national issues that affect them.

DUKE OF EDINBURGH’S AWARD

**What is the aim of Duke of Edinburgh’s Award?**

The Duke of Edinburgh’s Award provides a rich, rewarding and progressive programme of personal development for young people and is open to young people between the ages of 14 to 24 regardless of background, location or ability.

**What does the Duke of Edinburgh’s Award offer?**

The Duke of Edinburgh’s Award creates opportunities for participants to develop personal and social skills leading to increased confidence self-esteem and independence and actively encourages young people to be involved in the process of activity planning, decision making and reviewing experiences.

It comprises of a series of activities covering different categories that participants undertake to achieve their Bronze, Silver or Gold Award. Each level of award is categorized in to the following sections; volunteering; physical; skills and expedition.

WREXHAM INTEGRATED VOLUNTEER PROJECT

**What is the aim of Wrexham Integrated Volunteer Project?**

Working in partnership with the Youth Justice Service, Health and Wellbeing, Play Development Team, Youth Services, Parenting Team and Education Support Service, Wrexham Integrated Volunteer Project provides volunteering opportunities where people aged 18 plus or 16 plus for Play Development can make a positive change in their community.

**What does the Wrexham Integrated Volunteer Project offer?**

Wrexham Integrated Volunteer Project offers ongoing training, support, paid expenses and supervision to develop skills that enable volunteers to gain useful experience.

RESTORATIVE TEAM

**What is the aim of the Restorative Team?**

The aim of the Restorative Team is to engage with young people prior to any conviction or offending behaviour developing and to inform them of the consequences of antisocial behaviour and crime. The purpose of which is to prevent young people from entering the Criminal Justice system and to ensure that community cohesion is upheld.

**What does the Restorative Team offer?**

The Restorative Team offers prevention work with young people on the periphery of offending behaviour as well as those engaging in anti-social behaviour within the community, providing assessment and early intervention for those young people who are exhibiting behaviour which may lead to criminality and to advise and support professionals who work with them. The Restorative Team provides comprehensive intervention directly with young people, their families and victims of crime. Young people will be involved with a number of preventative activities including Community Reparation, Unpaid Work, Diversionary Sessions, Anti-social Behaviour Workshops, Community Projects and one to one work all of which are aimed at reducing and preventing offending behaviour.

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| EDUCATION SUPPORT SERVICE  |

The Education Prevention and Support Services work in support of school’s pupils and families to provide a range of support and interventions. The service consists of staff employed within Youth Work in Education, Education Social Work Service and an Education Officer. These services work directly and indirectly with pupils to provide support, to improve attendance and to reduce the risk of exclusion from school. The Education Prevention and Support Services also work directly with Young Offenders to maximise their opportunities within the education setting. The Education Prevention and Support Service employ qualified social work, youth work, teaching staff and those with relevant experience or professional skills to ensure that a range of skills and experiences are coordinated in support of vulnerable young people. Safeguarding and safe practice are a cornerstone of the EPS and a high standard of professional competence is a prerequisite.

EDUCATION OFFICER

**Education Officer based within Youth Justice Service**

The Education Officer is an experienced teacher who works in support of vulnerable young people to ensure that they have access to appropriate education. The Education Officer will ensure that young offenders who are the subject of court orders have access to Education. In addition, the Education Officer will work with other agencies and staff to support schools with strategies to reduce the level of exclusion and to safeguard vulnerable pupils. The Education Officer is the service lead for Elective Home Educational (EHE) and Children Missing Education (CME) and also plays an active role in key safeguarding forums with Children’s Services.

**What can the Education Co-ordinator offer?**

The Education Officer works in partnership with a dedicated Attendance Support Officer (ASO) and will ensure that any young person referred to them is assessed and has access to education. Home visits are a core part of this service provision. In addition, the Education Officer and ASO work in a multi-agency fashion coordinating Community Education Patrols and offering alternatives to exclusion where this is possible, working alongside other prevention partners to engage young people in their education support.

EDUCATION SOCIAL WORK SERVICE

**What is the aim of the Education Social Work Service?**

The Educational Social Work service is a statutory social work service that has 5 Social Workers and 3 Attendance Support Officers within its staffing cohort. The ESW service works in partnership to ensure that schools and pupils meet their statutory duties with regard to attendance, exclusion and safeguarding.

**What can the Educational Social Work Team offer?**

The service works to ensure that school attendance is improved and to reduce the potential for exclusion from school. The Education Social Work service is also an established member of the SPOA (Single Point of Access – Children) where all safeguarding referrals are received and processed across 52 weeks of the year. Education Social Work staff carry out home visits, coordinate case meetings and signpost service users to relevant services. The Education Social Work team conduct regular court proceedings and attends panels in support of their statutory duties. The Education Social Work Service is also responsible for other safeguarding areas such as Child Employment.

YOUTH WORK IN EDUCATION

**What is the aim of the Youth Work in Education team?**

Youth Work in Education will promote a voluntary relationship working alongside young people who are considered to be at risk of disengaging from education to realise and understand their potential to achieve. They will support them to develop the skills they need during their continuing transitions through education and life to build a successful future.

It enables young people to become active citizens in today’s society through ensuring that all young people are given the opportunity to participate, be consulted and actively access any processes that affect them and the services they use whilst respecting diversity in terms of race, gender, disability and sexual orientation and promote and embrace the Welsh language and its culture.

**What can the Youth Work in Education team offer?**

Youth Work in Education can provide a range of youth work programmes open to all young people who may need support primarily aged 11 -16 to remain in mainstream education inclusive of personal support, gender and issue based work, supporting phases of transition from Key Stage 2 into Key Stage 3 and Key Stage 4 into education, training and employment and peer led accredited programmes whilst maintaining a successful multi agency partnership working to ensure the best possible outcomes for children and young people.

TRAC

**What is the aim of TRAC?**

TRAC 11 to 24 is a project supporting young people aged 11 to 24 disengaging with education and at risk of becoming NEET (not in Education, Employment or Training). The aim of the project is to reduce the number of young people aged 11-24 at highest risk of becoming NEET in North Wales, through a range of interventions that will compliment but not duplicate mainstream services. Wrexham and Flintshire jointly operate the TRAC project for North East Wales with Denbighshire County Council leading the project.

**What can the TRAC team offer?**

The project predominantly works with schools across Wrexham to identify and offer early intervention and support to young people who are at risk of becoming NEET. A young person taking part will benefit from health and wellbeing support which will support their continued engagement in education. It gives them access to an alternative curriculum which will allow them to undertake accredited qualifications linked to local employment market opportunities and will also improve their attainment.

The project is delivered by a team across North Wales; including Project Support Officers, Counsellors, Careers Advisors and Employment Liaison Officers and services include working with a caseload of young people on a one to one basis, making home visits to engage with young people and their families, contributing to a range of professional meetings on behalf of pupils. The team support young people with any issues that may be preventing them from attending and engaging fully with education, employment or training such as low confidence, bullying and anxiety. These issues can be addressed via small group sessions or access to counselling.

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| HEALTH AND WELLBEING |

The Health and Wellbeing teams provide early intervention and prevention education to young people aged 11 to 25 across a range of health issues. The teams consist of a range of professionals from various disciplines that includes youth workers, nurses, mental health workers and sport and exercise specialists.

INFO SHOP

**What is the aim of the Info Shop?**

The INFO Shop is a confidential information, advice, guidance and support service enabling young people who are aged between 11 to 25 to access opportunities that will contribute to improving their health and well-being and supporting them to play an active role in their community.

**What can the INFO Shop offer?**

The INFO Shop provides a holistic integrated service on matters that are having an impact on young people’s lives which can include; Health, Family and Relationships, Money, Housing Law and Rights, Education Employment and Training, Sport and Leisure. The service can be extended to supporting schools in delivering a variety of sessions to meet the criteria of PSE curriculum and also to community settings delivering sessions on contemporary issues.

Info Outreach is a satellite service offering advice and guidance around sexual health and relationships across a number of Wrexham High Schools, specific school information can be accessed via the contact telephone and email address located at the back of this booklet.

The INFO Shop also hosts the website Young Wrexham [www.youngwrexham.co.uk](http://www.youngwrexham.co.uk) that provides information on what is happening in Wrexham and where and how to access support through a website and popular social media platforms namely Facebook and Twitter.

**INFO Shop opening times:**

Monday 11.30 – 17.30

Tuesday 11.30 – 16.30

Wednesday 11.30 – 17.30

Thursday 11.30 – 16.30

Friday 11.30 – 17.30

CONTACT SEXUAL HEALTH CLINIC

**What is the aim of the Contact Sexual Health Clinic?**

The Contact Sexual Health Clinic is a confidential open access drop in for young people aged 11 to 25 providing information and support on a range of sexual health matters. The service is designed to engage and enable young people to feel positive about their own sexual health, making informed choices to nurture responsibility and where possible provide solutions.

**Contact opening times:**

Monday 15.00 – 17.30

Wednesday 15.00 – 17.30

Friday 15.00 – 17.30

**What can the Contact Sexual Health Clinic offer?**

Services at Contact Sexual Health Clinic based in The INFO Shop, provided by both youth workers and nurses, include confidential and accurate information relating to sexual health needs. They can sign post and refer to partner agencies where appropriate whilst also providing condoms, pregnancy tests and prescribed contraceptives.

SECOND VOICE ADVOCACY SERVICE

**What is the aim of the Second Voice Advocacy Service?**

The Second Voice Advocacy Service is an open access provision for young people aged 11 to 25 that provides representation and support to ensure that young people get their wishes and feelings heard on issues and decisions that affect them and in turn are fully involved in the decision making process.

**What can the Second Voice Advocacy Service offer?**

The service can offer advocacy in a range of scenarios and has been utilised in meetings regarding school exclusion, family support and bullying, attending court and child protection conferences, guidance on debt, benefit claims and housing applications.

OUTSIDE IN COUNSELLING

**What is the aim of Inside Out Counselling?**

The Outside In Counselling Service enables young people aged 11 to 18 to self-refer or be referred by professionals to an accessible confidential counselling service.

**What can the Outside In Counselling service offer?**

The Outside In Counselling Service for young people offers person centred counselling, cognitive behavioural therapy and integrative counselling for a range of issues, which can include: bereavement, suicidal thoughts, relationships with family and peers, abuse, feeling low or any issue of importance to the young person that is impacting on their daily life.

The service is available from the Info Shop, some primary schools and all secondary schools in Wrexham with a drop in facility during the summer holidays available to ensure continuity for registered young people.

INSPIRE

**What is the aim of Inspire?**

The Inspire project is a collaborative approach between WCBC and Betsi Cadwaladar University Health Board to support young people aged 11 – 18 who have presented in hospital with self-harming behaviours that can include substance misuse, emotional health difficulties, mental health disorders and those at risk of serious injury or suicide, through approaches to strengthen their emotional development.

**What can Inspire offer?**

Referrals can be made by a health professional and will focus on supporting young people to strengthen and develop their coping strategies through one to one and group work or diversionary activities and linking to mainstream and specialist services. The team provide informative sessions to school and community groups for both young people and staff and also deliver training for professionals to raise awareness on contemporary issues affecting young people.

IN2CHANGE

**What is the aim of In2change?**

In2change young people’s drug and alcohol team provides a free and confidential service to young people aged 11 to 18. Using a holistic approach, the team recognises the needs of young people that will direct the interventions to work through the issues that young people may face with their substance misuse.

**What can In2change offer?**

Referrals can be made by any professional or directly from a young person that will enable access to support in various forms, including one to one support and group sessions that will focus on harm reduction and education in conjunction with diversionary activities. Sessions can also be delivered in school and community settings and training delivered for professionals to raise awareness on contemporary issues affecting young people.

HEALTHY SCHOOLS AND PRE-SCHOOL TEAM

**What is the aim of the Healthy Schools and Pre-school Team?**

The Healthy Schools and Pre-School Team is a partnership between the education and health sector and recognises the importance of young people’s health with its link to young people’s positive attainment. The scheme actively promotes and protects the physical, mental and social health and well-being of its community for children and young people aged 6 months to 16 years and demonstrates commitment to supporting and encouraging the growth and implementation of the PSE framework in schools and ensures that national health priorities are considered in the daily life of the school.

**What can the Healthy Schools and Pre-school Team offer?**

The team can deliver a range of informal educational sessions in schools that compliments the PSE curriculum, to the wider community and also training to professionals. They facilitate a loan scheme of resources to support the delivery of sessions in the curriculum and can advise on policy and whole school approaches to health and well-being.

ADTRAC

**What is the aim of ADTRAC?**

ADTRAC aims to reduce the number of 16 to 24 year olds not in employment, education or training in Wrexham and Flintshire by using a range of interventions that will complement existing services. The team will target participants who are unable to access mainstream services due to a range of barriers and are subsequently unable to achieve outcomes.

**What can ADTRAC offer?**

The team offers a tailored holistic package of support inclusive of one to one advice and employability support which will run alongside a personalised plan and holistic support package. This includes working with participants as early as possible and includes mental health support if required.

ENGAGEMENT AND PROGRESSION

**What is the aim of the Engagement and Progression Framework (EPF)?**

The EPF is a Welsh Government funded initiative that aims to ensure that all young people in Wales are able to progress into education, training and then employment, enabling them to fulfil their potential. This is in recognition of the economic and personal circumstances that some groups of young people with huge challenges face when they leave school.

The overall aim is to reduce the: numbers of young people aged 16 to 18 years who are not in education, employment or training (NEET) aged 16 to 18 and the proportion of young people aged 19 to 24 who are NEET in Wales relative to the UK as a whole.

**How is this delivered in Wrexham?**

There is an Engagement Progression Coordinator for Wrexham Council, who works with a range of partners to ensure that young people and partners are aware of what opportunities are available to them. The Coordinator works very closely with Careers Wales, Job Centre Plus, schools, college and training providers to ensure that they and the council have an overview of what is available. This is done by carrying out a mapping of provision and making sure that this is maintained on a regular basis.

The Coordinator also works very closely with the TRAC and ADTRAC teams, making sure that they are aware of all the provision that is available when considering support for an individual young person. The Coordinator also oversees a project that attempts to engage and support young people who may have completely disengaged from any education, training and employment after they have left school.

By taking this approach, the numbers of young people who are identified as NEET aged 16 to 18 years has plummeted during the past 10 years with very few young people remaining NEET after leaving school. Due to a change in legislation by Central Government, the aim is now to take a similar approach to identifying and supporting young people aged 19 to 24 years, ensuring that they too can benefit from opportunities that are available to them.

The EPC is responsible for the implementation and delivery of all aspects of the Framework including the coordination of the Keeping in Touch (KIT) Group and Partnership Networking Events and reports to the NEET Project Management Group.

ACTIVE WREXHAM

**What is the aim of Active Wrexham?**

Active Wrexham aims to develop healthy and active communities by creating and providing wide-ranging opportunities delivered by a skilled and committed workforce to increase the number of people inclusive of all ages engaging with and becoming more active.

**What can Active Wrexham offer?**

Active Wrexham delivers a wide range of programmes directly to both schools and communities and includes the Active Young People Programme, Community Chest, National Exercise on Referral Scheme, volunteer and coaching support, GOGA programme, Disability Sports Wales In Sport Programme, Free Swim and School Swims programmes.

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| FLYING START |

Wrexham Flying Start is a Welsh Government Early Intervention programme to support those children 0-4years and their parent/carers living in the highest areas of deprivation. The Service consists of a range of professionals from various disciplines that includes Health Visitors, Nursery Nurses, Family Support Workers, Primary Mental Health Care Practitioners, Speech and Language Therapist, Preventative Social Worker, Portage Home Visitors, Childcare Advisory Teachers, Teaching Assistants, Language and Play Practitioners, Specialist Safeguarding Nurse, business support and mini bus driver.

**What is the aim of Flying Start?**

The overarching focus of Flying Start is on early identification of need and the provision of early support. It is a child-centred programme whilst encompassing parental/carer/family support. The programme aims to influence positive outcomes in the medium and long term for children and their parent/carer(s) through the provision of 4 key service elements; intensive health visiting, parenting support, speech, language and communication development and quality childcare. Through targeted and tailored support for children and their parent/carer(s) the programme aims to promote children’s wellbeing in order that they are healthy and thriving and reaching their potential by enhancing protective factors and reducing exposure to risk, improving child development (social, physical, emotional, cognitive and language) and preparation for school and that parent/carers are capable and coping. In the long term the programme aims to reduce the size of the population with low skills and therefore contributing to tackling income inequality.

**What can Flying Start offer?**

Families with children under 4 years living in specific postcode areas of Wrexham are automatically eligible for the service. For children residing outside of the postcode areas, they may be eligible to enter the service via Outreach. Further information is available from your Health Visitor or the Flying Start Office.

Flying Start provides an holistic integrated service on matters that are having an impact on children and their parent/carer(s) which can include; health, child development, play and stimulation, speech, language and communication, sleep, toileting, diet and nutrition, breastfeeding, weaning, dental health, child behaviour, immunisations, accident prevention, preparation for parenthood, parenting, mental health and emotional wellbeing, healthy relationships, substance misuse, domestic abuse and smoking cessation.

Support is provided via:

* Intensive home visiting
* Baby clinics
* Stay and play groups
* Parenting group programmes
* Domestic abuse programmes
* Quality childcare provision for children aged 2-3 years
* Resourced childcare provision for children with additional needs aged 2-3 years
* Childcare Language and Play Activity Sessions (Fortnightly)
* Childcare Language and Play Information Sessions (Termly)
* Weekly Chatterbox drop-in community groups (0-2 years)

ENHANCED HEALTH VISITING SERVICE

All children in the UK, age 0-4 years have a Health Visitor. As part of Flying Start we provide an intensive Health Visiting service, with the offer of frequent contact with parents and children. This enables us to offer extra support and advice throughout pregnancy and the first 4 years of the child’s life. We deliver parent programmes and advice on all aspects of child development, health and wellbeing, including safety, breastfeeding, nutrition, immunisations, childhood illnesses and behaviour. We perform health and developmental reviews of each child, at approximately 6 months, 15 months, 24-27 months, and 3 ½ years of age. In addition, we support parental/carer health and wellbeing and work in partnership with families to identify their needs and to tailor health plans to meet their needs. We make contact with parents to be, during the antenatal period and continue to visit as necessary, until the child reaches school age.

PARENTING SUPPORT

Parenting support is available in group or on a 1-to-1 basis to help parents to further develop skills in managing and understanding their children’s behaviour, setting boundaries, establishing household routines, playing and interacting with their children and healthy nutrition. These all help to build parent’s confidence and self-esteem. We are also able to offer intensive support within the home to support with difficulties such as toileting, behaviour, safety and sleep. We currently offer group programmes in Solihull Understanding Your Child’s Behaviour, Family Links Nurturing Programme, Solihull Antenatal Programme, Family Links Antenatal Programme, Baby Massage, Baby Yoga, Come Cook and SAP.

PORTAGE HOME VISITING

Portage is a home visiting educational service for families with pre-school children with additional developmental needs. Portage focuses on the positives, finding out what a child can do and building on this. Portage home visitors and parents work together to ensure that support is relevant to the needs of the child and family. Support may focus on developing play, movement, learning and communication.

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PREVENTATIVE SOCIAL WORKER

The Flying Start Social Worker works within the Health team offering support to children and their families who may be facing challenges, such as relationship difficulties, parenting problems, financial and housing issues. Often this can be in the form of advice and information. The Social Worker can help and support families to develop their own solutions, in order to prevent problems from escalating. The Flying Start Social Worker also provides the group and 1:1 Freedom Programme for those experiencing Domestic Abuse.

PRIMARY MENTAL HEALTH PRACTITIONERS

Positive emotional wellbeing and Mental Health Support is available within the service. Primary Mental Health Practitioner will provide a full clinical assessment of a parent’s mental health and wellbeing and offer advice, support and help to develop and maintain coping strategies to manage their needs. Support is offered on a 1:1 in the home and there is also support available via the ‘Living Life to the Full’ group programme.

CHILDCARE

Funded childcare is available for children from the term after their second birthday, until the term after their third birthday. Children are entitled to 5 morning or afternoon sessions a week, over 39 weeks of the year. Sessions last for 2.5 hours each and are free to families. There is at least one Flying Start childcare setting in each Flying Start area. Childcare can be accessed at an English or Welsh medium setting. Attending a Flying Start childcare setting can support what parents/carers already do in the home to help their children learn and develop.

EARLY LANGUAGE AND COMMUNICATION SUPPORT

Support for early language and communication development is available from 0-4 years within the team through support from the Speech and Language Therapist, the enhanced Health Visiting Service and Language and Play Team. In addition, in order to develop Children’s speaking and listening skills through songs, rhymes, stories and play, the ‘Language and Play’ programme is available to all parents and children in Flying Start. Parents/carers can access ‘Language and Play’ through childcare, Chatterbox groups, or in the home. Parents/ carers that have taken part in Language and Play sessions have reported that it helps them to play with their child in ways that help their child to learn. Parents said they are now enjoying playing with their child more, sharing stories, singing songs and rhymes, talking to the child and counting things together. Through the health visiting service, each child will receive a range of ‘Bookstart’ bags and a Flying Start book bag between 6 months and 3 ½ years. Each child in childcare will also receive a ‘story bag’ and be able to take a different book home each week to enjoy.

Flying Start hosts a Facebook page with further information and a timetable of groups that are running: <https://www.facebook.com/wrexhamflyingstart>

For further information please email: flying.start@wrexham.gov.uk

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| YOUTH JUSTICE SERVICE |

Wrexham Youth Justice Service works with children and young people aged 10- 18 in order to prevent offending and re-offending. We are a multi-agency team who work closely with the Youth Courts to ensure that we implement the requirements of Court Orders. This includes working with young people in the community and in custody to ensure that everyone is kept safe, and that the young person is supported to desist from offending. The Youth Justice Service works closely with the Community and Restorative Team to ensure that support and intervention is offered at the earliest possible opportunity. This includes offering prevention services as a means of diverting young people away from the criminal justice system.

YOUTH JUSTICE SERVICE TEAM

**What is the aim of the Youth Justice Service Team?**

Wrexham Youth Justice Service works with young people and their families, victims and neighbourhoods, providing structured interventions aimed at prevention, rehabilitation and addressing the causes of crime. The principle aims of the Youth Justice Service is to reduce re-offending and to work alongside other services to keep the young person and others safe.

**What can the Youth Justice Service Team offer?**

The Youth Justice Service will support young people and families with the Court process, whilst simultaneously providing objective advice and assessment to the Courts in relation to sentencing outcomes.

A major focus of our work is enabling young people to take responsibility for their behaviour, and to help develop their understanding of the consequences of offending on others. We work closely with victims and encourage young people to undertake activities that repair the harm to individuals and to the wider community. The Youth Justice Service will deliver interventions which are tailored to the individual learning style and needs of the young person. The frequency of sessions and level of interventions offered will be proportionate to the seriousness of the behaviour.

Wrexham Youth Justice Service must conduct their processes in accordance with The Youth Justice Board’s National Standards. This ensures that all young people and families are treated fairly and with respect. The Youth Justice Service is monitored and evaluated by the Youth Justice Board and Her Majesty’s Inspectorate of Probation.

The Youth Justice Service works alongside the Community and Restorative Team to support the Out of Court Disposal process, which is called ‘The Bureau’. We work closely with North Wales Police to assess the young person and their offending behaviour, and to offer support to their victims. If the victim is in agreement, a restorative solution can result in the young person engaging with a programme of work as an alternative to Court. The Youth Justice Service subsequently delivers a range of interventions with the young person, and also offers advice and guidance to parents .to prevent further offending.

We have a growing number of volunteers, who offer support to the team by undertaking a variety of roles that includes The Bureau and Referral Order Panels, Reparation and the Junior Attendance Centre.

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| ADULT COMMUNITY LEARNING |

**What is the aim of Adult Community Learning?**

Adult Community Learning is available to anyone aged 16 years or over, with the aim of engaging people who may have no formal qualifications, be economically inactive or unemployed or be from a disadvantaged group and can improve older people’s independence which can result in individuals becoming more active, social and healthy, delay the need for care, and encourage community involvement and aid community and social cohesion.

**What does Adult Community Learning offer?**

Wrexham Council facilitates Adult Community Learning in Wrexham via the Adult Community Learning Partnership. It is supported by a range of partners including Libraries and Culture, Communities for Work, Association of Voluntary Organisations in Wrexham (AVOW), Adult Learning Wales, Coleg Cambria, Glyndwr University, Careers Wales, Groundwork, Chapter IT, Denbigh Workshop and NACRO who deliver a wide range of courses in community settings. The Council also receives a Welsh Government grant that enables the Adult Community Learning Partnership to commission courses that are designed to encourage the first steps to learning and embed basic life skills, employability, independent living, personal development and wellbeing, essential skills, English for Speakers of Other Languages (ESOL), digital literacy, learning for active citizenship and community development.

