

# putting families first<sup>in</sup> Wrexham





## Contents

- |   |         |
|---|---------|
| 1. Introduction – what is families first?             | page 3  |
| 2. Families First programme - key outcomes            | page 5  |
| 3. What level of need does the programme aim to meet? | page 6  |
| 4. Overview of wrexham families first projects        | page 7  |
| 5. Links to other services in wrexham                 | page 9  |
| 6. Families first services in wrexham                 | page 10 |
| 7. Families first service summary contacts list       | page 30 |

## I. Introduction – What is Families First?

# The Welsh Government aspires to the eradication of child poverty by 2020

Families First is a key response to the Welsh Government's Child Poverty Strategy and is an important driver in achieving the objectives of this strategy.

- Objective 1.** Reducing the numbers of families living in workless households
- Objective 2.** Improving the skills of parents/carers and young people living in low income households, so they can secure well-paid employment
- Objective 3.** Reducing inequalities that exist in health, education and economic outcomes for children and families by improving the outcomes of the poorest – with a focus on supporting families to achieve better outcomes for children

The Families First Programme in Wales is funded by the Welsh Government and is an innovative programme operating in every local authority area to promote the development of effective multi-agency systems and support for FAMILIES in particular those living in poverty. The programme has a clear emphasis on prevention and early intervention and takes a 'whole family' approach to all service delivery.

The programme replaced the Cymorth programme which was in place from 2003/4 to 2011/12. The differences in the two programmes are in their structure and aims. Families First is a family focused programme which must incorporate all the following principles.

<b>Family-focused</b>	Take a whole family approach to improving outcomes
<b>Bespoke</b>	Tailor help to individual family circumstances
<b>Integrated</b>	Effective coordination of planning and service provision across organisations, ensuring that needs assessment and delivery are jointly managed and that there is a seamless progression for families between different interventions and programmes
<b>Pro-active</b>	Proactive early identification and appropriate intervention for families
<b>Intensive</b>	A vigorous approach and relentless focus, adapting to families' changing circumstances
<b>Local</b>	Identifying the needs of local communities and developing appropriate service delivery models to fit those needs, with particular regard to the opportunity to link with, for example, the Flying Start and Communities First programmes



## 2. Families First – Key Outcomes

Better outcomes for children, and tackling inequalities means supporting families  
(*Child Poverty Strategy for Wales, 2011*)

The Families First guidance sets out four national outcomes for children, young people and families which the programme must contribute to achieving.

Families First <b>Outcome 1</b>	Families First <b>Outcome 2</b>	Families First <b>Outcome 3</b>	Families First <b>Outcome 4</b>
Working age people in low income families gain and progress within employment	Children, young people and families in or at risk of poverty achieve their potential	Children, young people and families are healthy, safe and enjoy well-being	Families are confident, nurturing and resilient

Each Families First Programme Plan must include 5 key elements.

Development of a Joint Assessment Family Framework	Effective early assessment that brings together a range of agencies and expertise has a key role to play in the identification of need and the most appropriate way/s to address it. The Wrexham CAF has been re-modelled to ensure that the focus of early assessment takes account of the family needs, not solely the child
Development of Team around the Family Models	This model is known as Together Achieving Change in Wrexham
Development of a set of strategically commissioned, time limited, family focused services or projects	Services must be organised to deliver for families, particularly those living in poverty, through prevention and early intervention
Commitment to active engagement in shared learning	Authorities will be expected to operate learning sets. Multi-authority and agency sets will provide a structure for reflective learning throughout the life of the Families First programme
Distinct focus on providing for the specific needs of families with disabled children and young people	There is additional time limited funding available though Families First specifically to provide a distinct and sharpened focus on disability

### 3. What level of need does the programme aim to meet?

It is vital that in addressing the broad range

of **family needs**

we develop a continuum of support with the

emphasis on

**prevention** and **protection**

so that we can reduce the need for remedial action.

*(Child Poverty Strategy for Wales, 2011)*

Families First is the Welsh Assembly Government's key programme for designing better integrated support for families living in poverty. Families First is part of a continuum of support that includes a broad range of needs.

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

The rainbow model below places Families First in its 'prevention' and 'protection' segments, as opposed to the remedial end of the spectrum of need. Through Families First, we want to drive the development of structured ways to pre-empting, identifying and addressing problems at the earliest possible opportunity using the most appropriate interventions. The programme aims to reduce the number of families developing more complex needs and requiring more intensive and costly interventions.

### Continuum of Need



## 4. Overview of Wrexham Families First projects

### Our Vision

That through Families First, in conjunction with other statutory and non-statutory services

- Families are raised out of poverty and are less likely to fall into poverty in the future
- We help to reduce the damaging effects that poverty has on the lives of children, young people and their families
- Support offered to vulnerable and low income families in Wrexham is timely, well co-ordinated, delivered by knowledgeable and well qualified staff and appropriate to their needs
- An effective framework is developed to track the progress of families against the Families First Outcomes

The Families First Programme in Wrexham consists of 5 projects which aim to meet the needs of vulnerable children, young people and families in Wrexham living in poverty or those at risk of living in poverty, through prevention and early intervention.

**Programme Key Element - Together Achieving Change (TAC)**

**Families First funding provides for Wrexham's local Together Achieving Change (TAC) Service** – which identifies and coordinates early intervention and prevention services and support for children and young people aged 0 to 25 and their families. The project identifies and co-ordinates services to improve outcomes for families by supporting them to: Achieve their potential; Feel positive and confident about their future; Build on self-esteem and confidence; Focus on aspirations and achieve them; Enjoy good physical, mental and emotional health; Live in appropriate housing; and, Make and maintain positive relationships. The Family Approach focuses on the individual child's needs along with those of the parents. This way of working encourages agencies to work together from both adult and children's services in order to provide a co-ordinated approach for the family.

**Project 1**

**Young People in Education, Employment and Family Well-Being** – This project works with young people to support engagement and achievement in education employment and training, provides access to advocacy, emotional and practical support for young people who self harm and/or misuse drugs and alcohol, and promotes and provides advice on healthy lifestyles for vulnerable children, young people and parents

**Project 2**

**Play** – This project improves the activity levels of children and young people aged 5-15 through access to a range of play opportunities, including a programme of play and leisure activities for children and young people with disabilities

**Project 3**

**Parent and Family Income, Opportunity and Information** – This project provides a range of services to support the maximisation of income for families and social and early development skills of children and young people through the provision of childcare support, support into employment and training - reducing barriers to work and welfare rights and debt advice, including debt counselling and representation at appeals.



#### Project 4

**Family Parenting and Tenancy Support** – This project provides a range of parenting interventions including parenting groups, parenting programmes and one to one support, domestic abuse and substance misuse support, tenancy and practical family support, including in the home, and a specific counselling service for families who are supported by the Families First Together Achieving Change Service.

#### Project 5

**Disability** – This project aims to provide better inclusion for disabled children into mainstream services, parent support and information for parents of disabled children and an increase in the number of families accessing childcare places for children with disabilities in Wrexham'

## 5. Links to other services in Wrexham

Families First (FF) is one programme among many that are designed to combat poverty and disadvantage. Others include Flying Start, IFSS, Communities First and a range of initiatives run through Economic Development and the Community Learning Programme. During the pioneer phase, Families First has built close links with these programmes. For example, having Communities First representation on the FF delivery group, involving staff from Flying Start and Economic Development in the FF learning sets, piloting workforce development sessions with staff from all sectors. The FF Programme and Communities First programmes in Wrexham are also benefiting from jointly funded performance and workforce development posts.

Families First, Flying Start, Communities First and the Integrated Family Support Service will help deliver the Welsh Government vision of 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. Together, they will deliver on a number of elements of Welsh Government policies and strategies. They will also link and promote access to services available more widely to disadvantaged families and communities including those provided through Flying Start, Community Safety Partnerships, Youth Justice and the Probation Service.

## 6. Families First services in Wrexham

### TAC Support team

#### The Service

- For families – co-ordinate the early intervention preventative services currently working with the child/young person/family and identify and bring in further support services as required to meet additional needs which have been highlighted within a holistic multi-agency assessment (JAFF)
- For Practitioners – to provide advice and consultation on thresholds of need for children and young people, signpost to appropriate services available across Wrexham. To provide support, guidance and training to enable practitioners to use the TAC process effectively
- Wider workforce - To identify and facilitate multi-agency skill-build training for the wider workforce to further develop their knowledge and skills to enhance their practice with children, young people and their families.

#### Expected Outcomes

- Families across Wrexham receive early intervention services to meet their identified needs at appropriate times when they require support
- Families are empowered to fully participate in the TAC process
- Families benefit from preventative and early intervention services which are coordinated effectively
- The process aims to create improvements in all areas of the family's life including increasing family resilience and aspirations so individuals feel able to return to further education, employment and can aim for positive outcomes in their own and their children's lives
- Practitioners in Wrexham are supported through the provision of advice and training on the TAC process

#### Who will Benefit

- Children and young people with additional needs, between the ages of 0-25 years and their families across Wrexham County Borough
- Practitioners providing support services for children, young people and their families across Wrexham County Borough

#### Contact

Service Provider: TAC Support Team  
Named Lead(s): Helen Edwards

TAC Support Team, 2nd Floor,  
Lambpit Street, Wrexham, LL11 1AR  
Tel. 01978 295380 / 295381  
[Helen.edwards@wrexham.gov.uk](mailto:Helen.edwards@wrexham.gov.uk)

# Project One

## Young People in Education and Family Well-Being

### I.1 STARS (NEETS Project)

#### The Service

Individualised and group work interventions with those identified as potentially at risk of not being in education, employment or training (NEET) whilst in Year 10/11, ensuring appropriate links with other Providers in order to ensure a sustained improved outcome for the learners after the end of Year 11.

Individualised and group work interventions for young people aged 16-19 years who are already NEET, ranging from those who are ready to access education, employment or training, to those who are furthest from the labour market, to support them to enter education, employment or training.

#### Who will Benefit

The service works with young people aged between 15 and 25 years, with a particular focus on those from the following categories:

- not in education, employment or training
- attending pupil referral units
- a Looked After Child
- young offenders
- those who have previously been identified as at risk of NEET

#### Expected Outcomes

- Young people have improved their basic skills
- Young people are better prepared for work/ have addressed significant barriers to working (housing, income, applications, interviews)
- Young people have succeeded in keeping a job
- Young people have succeeded in keeping a place on a training/ college course
- Children/ Young people have increased their self-esteem/ emotional resilience
- Young people /children have higher aspirations for themselves
- Unemployed parents / young people have a more positive attitude to work / training/ education
- Young People/Children have increased their participation in learning and completing academic work

#### Contact

Service Provider: STARS (NEETS Project),  
Caia Park Partnership

Named Lead(s): Jonathan Stump  
Caia Park Partnership, Prince Charles Road,  
Wrexham, LL13 8TH  
Tel. 01978 310984  
[jonathan.stump@caiapark.org](mailto:jonathan.stump@caiapark.org)



Wrexham Youth Centre

Welsh Network of Healthy School Schemes



Cynlluniau Ysgolion Iach - Rhwydweith Cymru



INFO

Local Area and Agency  
For young people in Wales



# Project One

## Young People in Education and Family Well-Being

## 1.2 Health and wellbeing for young people and parents

### The Service

The provision of an open access advocacy provision for all young people aged 11-25 in Wrexham who are in need of representation. The provision of an additional service to the parents of families in primary schools in areas of deprivation in order to improve the health of the family.

Delivering sessions on all aspects of healthy lifestyles and in particular to address obesity and low birth weight babies issues including smoking, substance misuse and healthy eating. Talking to parents about specific health issues and providing information about support services where needed

Provision of preventative education and early interventions on Drugs and Alcohol and Self Harm to individual young people and to groups in Youth Clubs, Secondary schools & other young people groups. The service aims to support young people at risk due to poor mental health and who suffer from associated problems including self-harm and attempted suicide and to enable the young people to make informed decisions about their lifestyle choices and to minimise harm from drugs and alcohol to the individual, family and society.

### Who will Benefit

- Advocacy - Young People aged 11-25 living in Wrexham County Borough
- Health schools - Parents of families in primary schools in areas of deprivation in Wrexham
- In2change / Inspire - Young people between the ages of 11 and up to and including 18 who are at risk or who are actively engaging in using or misusing drugs/ alcohol their significant others, have been admitted to hospital for self-harm

### Expected Outcomes

- Parents have a better understanding of the importance of children's health and how to keep children healthy
- Family members are maintaining a healthier lifestyle

### Contact

**Service Provider:** Healthy Schools Team  
**Named Lead(s):** Jonathan Miller

Youth Justice Service, Whitegate Industrial Estate, Whitegate Road, Wrexham, LL13 8UG  
Tel. 01978 268140  
[Jonathan.miller@wrexham.gov.uk](mailto:Jonathan.miller@wrexham.gov.uk)



Wrexham Youth Service

Welsh Network of Healthy School Schemes



Cynlluniau Ysgolion Iach - Rhwydweith Cymru



INFO



STARS Project

Striving Towards Achievement, Recognition and Success

# Project One

## Young People in Education and Family Well-Being

### I.3 Education Inclusion and Achievement

#### The Service

Youth Work in Education (YWE) team works with identified schools to reduce the number of young people receiving fixed term and permanent exclusions from school. Provision of supporting curriculum groups aims to assist schools to reduce the number of young people leaving school without qualifications, and help young people to remain in mainstream education and be actively engaged in school, family and community life. YWE help to improve the life chances of young people by providing them with accredited programmes of learning and opportunities to access a range of activities that respond directly to their needs. Assist young people in developing personal and social skills that will enable them to lead fulfilling lives both now and in adulthood. We do this by offering a range of interventions that encourages young people to take responsibility for their own learning, choices and relationships. One to one issue based work, Advocacy / signposting, Issue based group work, Supporting curriculum groups, Transition Programmes key stage 2 to 3, 3 to 4 and Post 16, Youth and Community work., Prevention and awareness sessions.

#### Who will Benefit

- Vulnerable young people in Wrexham, in years 6-10, with some support for pupils and students in years 12 and 13, who are most at risk from school exclusion, poor attendance and underachievement in secondary school and in their post 16 choice

#### Expected Outcomes

- Children and young people have improved their social skills
- Parents / young people / children have increased their achievement in school / college
- Young people / children have increased their school attendance
- Young people / children have increased their participation in learning and completing academic work
- Young people / children have higher aspirations for themselves
- Parents / young people / children feel more confident about schools and have a more positive attitude towards teachers and learning
- School exclusions for a child / young person have been prevented / reduced

#### Contact

**Service Provider:** Youth Service  
**Named Lead(s):** Emma Baddeley

The Vic Young People's Centre, Hill Street,  
Wrexham, LL11 1SN  
Tel. 01978 317966  
[emma.baddeley@wrexham.gov.uk](mailto:emma.baddeley@wrexham.gov.uk)



Wrexham Youth Service

Welsh Network of Healthy School Schemes



Cynlluniau Ysgolion Iach - Ithwydwaith Cymru



# Project Two

## Play

### 2.1 Play Development

#### The Service

The Play Development Team works within the Local Authority encouraging individuals to recognise their impact on children's play; advocating for play to be considered in the planning of local services; enhancing the development and delivery of playwork projects, and providing ongoing practical advice to families, communities and professionals in their support of children's right to play.

The service will work with families to address barriers to accessing play provision including coordinating additional support; providing advice to other providers, the delivery of inclusion training, and the development and implementation of participation systems within local communities.

#### Who will Benefit

- Children and Young people aged 5-15
- Local Authority – including its different departments through improved strategic decision making and service delivery via individual employees, whose work either directly or in-directly impacts upon children's ability to play
- Play workers – including those already working in Wrexham, and student and volunteers interested in entering into the profession
- Families – including parents/ carers and other family members who are responsible for giving permission and enabling their children to play on a daily basis

#### Expected Outcomes

- Children have improved self- help skills (feeding, toileting, self-soothing) and/or independence (responsibility and getting around)
- Children have the opportunity to enjoy a greater variety of stimulating experiences
- Children are more healthy and happy and can play more, including outdoors
- Children and young people who have experienced social isolation due to caring responsibilities, ethnicity, additional needs etc have been enabled to attend school, play, learn and socialise
- Parents have a better understanding of the importance of children's health and how to keep children healthy
- Children/ Young People have increased their self-esteem/ emotional resilience

#### Contact

**Service Provider:** Play Development Team  
**Named Lead(s):** Mike Barclay

Coedpoeth Youth Centre, Tabor Hill,  
Coedpoeth, LL11 3RU  
Tel. 01978 298360  
[Mike.barclay@wrexham.gov.uk](mailto:Mike.barclay@wrexham.gov.uk)





# Project Two

## Play

## 2.2 Open Access Play

### The Service

The primary aim of this service is to support children, young people and families to develop their well-being and resilience by enhancing their opportunities for freely chosen and personally directed play.

The project will enable the delivery of regular open access play work provision providing children, young people and families with inspiring and flexible play environments within a secure (and 'safe enough') context in which they may experience increasing independence and responsibility, bonding with their peers, and associating with people of other ages, abilities and backgrounds.

### Who will Benefit

The service will be available to all children, young people and their families living within the target communities (detailed below), however, the focus of the services will be on children and young people aged 5 to 15 years

- Gwenfro and Plas Madoc Wards (AVOW)
- Whitegate and Hightown Wards (Gwenfro Valley Integrated Children's Centre)
- Wynnstay Ward (The Venture)

### Expected Outcomes

- Children have improved self- help skills (feeding, toileting, self-soothing) and/or independence (responsibility and getting around)
- Children have the opportunity to enjoy a greater variety of stimulating experiences
- Children are more healthy and happy and can play more, including outdoors
- Children and young people who have experienced social isolation due to caring responsibilities, ethnicity, additional needs etc have been enabled to attend school, play, learn and socialise
- Parents have a better understanding of the importance of children's health and how to keep children healthy
- Children/ Young People have increased their self-esteem/ emotional resilience

### Contact

**Service Provider:** AVOW, Plas Madoc

**Named Lead(s):** Claire Griffiths  
Ty Avow, 21 Egerton Street, Wrexham,  
LL11 1ND. Tel. 01978 312556  
claire.griffiths@avow.org

**Service Provider:** Gwenfro Valley  
**Named Lead(s):** Councillor Colin Powell,  
17 – 18 Gwenfro, Wrexham, LL13 8TN  
Tel. 01978 269003

Colin.powell@wrexham.gov.uk  
**Service Provider:** The Venture  
**Named Lead(s):** Councillor Malcolm King /  
Robert Hill, Garner Road, Wrexham,  
LL13 8SF. Tel. 01978 355761  
Malcolm.king@wrexham.gov.uk/  
Robert.hill@the-vebture.co.uk



## Project Two

### Play

## 2.3 Holiday Play Scheme for Children & Young People with disabilities

### The Service

The service will provide two play schemes, one for children and young people with complex and severe impairments and life limiting illnesses, and the other for children high on the autistic spectrum. The play schemes will be run during the Easter and Summer holidays.

The service will support children, young people and families to develop their well-being and resilience by enhancing their opportunities for freely chosen and personally directed play through the provision of inspiring and flexible play environments. The service aims to provide a secure context in which they may experience increasing independence and responsibility, bonding with their peers, and associating with people of other ages, abilities and backgrounds. In doing this the project will provide families with childcare and therefore respite.

### Who will Benefit

The service will support a minimum of 20 different disabled children and young people from across the county borough, per year, including those with severe and complex impairments and life limiting illnesses, and those who feature high on the autistic spectrum

### Expected Outcomes

- Children have the opportunity to enjoy a greater variety of stimulating experiences
- Children are more healthy and happy and can play more, including outdoors
- Children and young people who have experienced social isolation due to caring responsibilities, ethnicity, additional needs, etc have been enabled to attend school, play, learn and socialise
- Parents have been enabled to pursue their own hobbies and interests
- There has been a reduction in levels of parental stress

### Contact

**Service Provider:** Dynamic  
**Named Lead(s):** Carol Gardner

Bradbury House, 23 Salisbury Road,  
Wrexham, LL13 7AS  
Tel. 01978 263656  
[wrexhamdynamic@yahoo.co.uk](mailto:wrexhamdynamic@yahoo.co.uk)





## Project Three

### Parent and Family Income, Opportunity and Information

### 3.1 Welfare Rights Support

#### The Service

The service will focus particularly on those living in areas of deprivation and will include Advocacy, Information, Advice and Representation.

The service will ensure that parents / families / young people receive effective assistance to maximise their incomes and reduce their outgoings; via claiming state benefits and/or enhancing employment opportunities, and assisting with appropriate debt reduction / negotiation. The service also provides advice and guidance to enable parents/young people to remain debt free and out of poverty.

#### Who will Benefit

This service is provided for families and young people living in Wrexham on low incomes, particularly those who are below the poverty line, according to need

- For parents of children aged 0-18, including Flying Start parents
- For young people aged 16 – 25 living independently
- For the parents of disabled children and young people aged 0 – 25

#### Expected Outcomes

- Parents are more able to budget and to use their income more appropriately to support each family member's needs
- Parents / young people's understanding of financial matters has improved and they know how to access appropriate financial advice & support
- Parents have increased their uptake of benefit entitlement
- Families' expenditure has been reduced
- Families are less disadvantaged by debt

#### Contact

**Service Provider:** Adults Services  
**Named Lead(s):** Damian Keogh

Ground Floor, Crown Buildings,  
31 Chester Street, Wrexham, LL13 8BB  
Tel. 01978 298240  
[damian.keogh@wrexham.gov.uk](mailto:damian.keogh@wrexham.gov.uk)



## Project Three

### Parent and Family Income, Opportunity and Information

### 3.2 Debt Advice Service

#### The Service

The service will ensure that parents / families / young people receive effective assistance with debt reduction / negotiation. The service will offer standard industry practice advice to clients; to include production of income/expenditure data, negotiation with creditors as appropriate, representation in appellate court(s) – all with the intention of achieving the best outcome for the client.

#### Expected Outcomes

- Parents are more able to budget and to use their income more appropriately to support each family member's needs
- Parents / young people's understanding of financial matters has improved and they know how to access appropriate financial advice & support
- Families are less disadvantaged by debt
- Families/young people have debt management plans in place

#### Who will Benefit

- Families with children in Wrexham
- Young people under the age of 25 in Wrexham

The service will be delivered across the county borough, in particular in areas of deprivation including Communities First and Flying Start areas

#### Contact

**Service Provider:** Wrexham & District  
Citizens Advice Bureau

**Named Lead(s):** Gaynor Roberts, Chief  
Executive

Citizens Advice Bureau, 35 Grosvenor Road,  
Wrexham, LL11 1BT

Tel. 01978 358526

[manager@wrexhamcab.cabnet.org.uk](mailto:manager@wrexhamcab.cabnet.org.uk)



## Project Three

### Parent and Family Income, Opportunity and Information

### 3.3 Opening Doors to Opportunity (Assisted Childcare Places, Business Support for Childcare Settings, Opening Doors Employment Support and In-work Poverty Support and Outreach)

#### The Service

To provide early intervention parenting support to parents across the Wrexham Borough including parents whose children are receiving a Youth Justice Service, and parents of children receiving the Flying Start Service

This is a joint agreement between the Families First and Flying Start Programmes – Parenting Programmes, groups and 1-2-1 sessions can be accessed by parents in both programmes and delivery contributing to each programme will be reported through the quarterly/termly monitoring returns.

FAMILIES FIRST FUNDING PROVIDES:  
Provision of parenting programmes, based on demand, to include:

- Take-Three Parenting Programme
- Willow programme
- Incredible years

- Challenging years
- Strengthening Families Programmes (SFP) for families of children aged 10-14 years
- Solihull Programme
- Family Links
- Early Bird Plus (parents of children with Autism age 5-9)
- Come Cook Programme

Provision of '1-2-1' Parenting support to all FF families, to include 4-6hrs 1-2-1 support per week for parents of children receiving a YJS. (Target 3 out of 5 sessions 60%)

Provision of Parenting 'Groups' for FS and FF parents (including YJS) to include:

- Polish Group
- Friday Group
- Willow Support Group
- Dads Group

#### Who will Benefit

- Parents and children living in Wrexham County Borough, including those families eligible for Flying Start (with children age 0-4) and childcare providers county-wide. Eligibility criteria will be used to determine access to sponsored childcare places.
- Parents receiving specific support to access employment or training will be unemployed parents of children aged 0 – 18, 0 - 25 if children are disabled, or those on low incomes (under £25,000 per household, including benefits) (Families First).



### 3.3 Opening Doors to Opportunity (Assisted Childcare Places, Business Support for Childcare Settings, Opening Doors Employment Support and In-work Poverty Support and Outreach)

#### Expected Outcomes

- Parents / young people have succeeded in getting and keeping a place on a training / college course.
- Parents / young people have succeeded in getting and keeping a job
- Parents / young people are more able to access support / facilities / services independently in their community
- The attachment/ relationship between the parent(s) and the child(ren) has improved
- Children have the opportunity to enjoy a greater variety of stimulating experiences
- Children are more happier and can play more, including outdoors
- Children and young people who have experienced social isolation due to additional needs, etc have been enabled to play, and socialise
- Unemployed parents / young people are better prepared for work / have addressed significant barriers to working (including childcare)
- Parents emotional/ mental well-being has improved
- Unemployed parents / young people have a more positive attitude to work / training / education
- Unemployed parents have higher aspirations for themselves and their children
- Parents / young people / children feel more positive about/ part of the community in which they live and actively participate in community activities
- Children & Young People have improved their social skills
- Children have improved self-help skills (feeding, toileting, self-soothing) and / or independence (responsibility and getting around)
- Parents / young people's understanding of financial matters has improved and they know how to access appropriate financial advice & support
- Parents can access an increasing number of childcare settings and respite opportunities for children with disabilities (measured through confidence levels of practitioners)

#### Contact

**Service Provider:** Wrexham Family Information Service

**Named Lead(s):** Alma Belles

Wrexham Family Information Service,  
Wrexham Library, Rhosddu Road,  
Wrexham, LL11 1AU  
Tel. 01978 292094  
[Alma.belles@wrexham.gov.uk](mailto:Alma.belles@wrexham.gov.uk)



# Project Four

## Family, Parenting and Tenancy Support

## 4.1 Parenting Support

### The Service

The Parenting team offer two services as follows:

- Service 1 - To provide early intervention parenting support to parents across Wrexham County Borough. The service is provided through an open referral system and includes the provision of a range of parenting groups and programmes to meet identified need.
- Service 2 – To provide parenting programmes, groups, and one to one support specifically to parents of young people involved with the Youth Justice Service.

### Who will Benefit

- Any parent in need of parenting support, who has children aged 0-18 and who lives in Wrexham including those parents with children aged 0-4 that are receiving the Flying Start Service.
- Parents of young people on Youth Justice Service Orders and who access the Youth Justice Service preventative service.

### Expected Outcomes

- Parents have a better understanding of the normal stages of child development and parental expectations of the child are more appropriate
- Parents are better able to establish appropriate and effective routines and boundaries to support their children's development
- Parents are more positive, confident and consistent in their parenting ability and have a more positive approach to being a parent
- Parents emotional/ mental well-being has improved
- Parents feel they have a more positive relationship with their child and can understand their child's emotions
- Parents feel more able to play with their children and enjoy spending time with their children in order to meet their developmental needs
- Parents feel they have more empathy and understanding about their children
- Parents feel more in control and feel parenting is more positive and confident
- Parents are able to instill appropriately boundaries and manage challenging behaviour in an appropriate way
- Parents are more able to cope with pressure
- Parents have an improved level of self acceptance
- Parents feel able to learn and develop their parenting knowledge and skills



### Contact

**Service Provider:** Parenting Support  
**Named Lead(s):** Parenting team

Family Centre, Dean Road, Wrexham, LL13 9EF  
Tel. no. 01978 352249  
[lyn.millen@wrexham.gov.uk](mailto:lyn.millen@wrexham.gov.uk)

## Project Four

### Family, Parenting and Tenancy Support

## 4.2 Domestic Abuse and Substance Misuse Intensive Family Support

### The Service

**DOMESTIC ABUSE** - This service will provide one to one therapeutic intervention and support for children. This service will also run the Freedom Programme bi annually for women who are victims of Domestic Abuse.

**SUBSTANCE MISUSE** – The service aims to support children and enhance resilience using a number of approaches which include group, individual and family unit work. Work is undertaken with parents to actively encourage change and provide support and signposting to other specialist services. Practitioners within the service also act as advocates, making sure the wishes and needs of children are heard.

### Who will Benefit

- **DOMESTIC ABUSE** - The service is for women who have suffered domestic abuse and who have children
- **SUBSTANCE MISUSE** - The service is provided for families where significant substance misuse has impacted on the lives of children (0-11yrs) Referrals are submitted via the statutory child care team and The Community Substance Misuse Team

### Expected Outcomes

- Parents have improved their understanding of children's safety and the home is a safer place for the child
- Parenting is more positive, confident and consistent/ parents have a more positive approach to (enjoy more) being a parent
- Parents have a better understanding of the importance of children's health and how to keep children healthy
- Parents emotional/ mental well-being has improved
- Young people/ children have higher aspirations for themselves
- Parents/ young people/ children feel more positive about/ part of the community in which they live and actively participate in community activities
- Children/ young people have increased their self-esteem/ emotional resilience

### Contact

**Service Provider:** Family Centres  
**Named Lead(s):** Lyn Millen

Dean Road Family Centre, Rhosesni,  
Wrexham, LL13 9EF  
Tel. 01978 352249  
[Lyn.millen@wrexham.gov.uk/](mailto:Lyn.millen@wrexham.gov.uk/)



## Project Four

### Family, Parenting and Tenancy Support

#### 4.3 Tenancy Support for Young Parents

##### The Service

To provide a holistic tenancy support for vulnerable young parents aged 16 – 25, living in social housing or in the private rented sector, who would not be able to receive tenancy support through any other service, and to enable them to obtain and keep appropriate housing for them and their children.

The service aims to support young parents to become independent through advice and guidance and the development of skills and confidence in maintaining tenancies; budgeting and money management, home management and safety, parenting, accessing other support services when needed.

##### Expected Outcomes

- Parents / young people are more competent / confident in running the home
- Families have the skills to sustain their tenancies and are less likely to breach their tenancy agreement
- Families are living in housing which is more appropriate and secure
- Parents emotional/ mental well being has improved

##### Who will Benefit

- Parents aged 16-25 and their children and also pregnant mothers after 24 weeks of pregnancy. Children and families with risk factors are given priority and this is described in Home-Start CBW's documentation as a hierarchy of needs

##### Contact

**Service Provider:** Homestart  
**Named Lead(s):** Pam Hoyle

The Salvation Army, Garden Road, Rhosddu,  
Wrexham, LL11 2NU  
Tel. 01978 366660  
[pam.hscbw@gmail.com](mailto:pam.hscbw@gmail.com)





## Project Four

### Family, Parenting and Tenancy Support'

#### 4.4 Family Support for vulnerable families

##### The Service

The service will provide a programme of emotional and practical volunteer support to 14 vulnerable families at any one time, who have (children) at least one child aged 5-11 within the home and who are vulnerable / low income families in need of support, particularly those living in areas of deprivation or rural isolation. The service includes supporting parents to access support with housing, benefits and budgeting, parenting, health and wellbeing, home management and safety and will provide some respite for parents by working with children and taking them out and will support parents to develop their training and skills in order to improve their employability.

##### Who will Benefit

- Wrexham Families who have (children) at least one child aged 5 -11 and who are experiencing a particular time of stress

##### Expected Outcomes

- Parenting is more positive, confident and consistent / parents have a more positive approach to (enjoy more) being a parent
- Parents / young people have improved relationships with significant peers Children have the opportunity to enjoy a greater variety of stimulating experiences
- Children are more healthy and happy and can play more, including outdoors
- Children and young people who have experienced social isolation due to caring responsibilities, ethnicity, additional needs, etc have been enabled to attend school, play, learn and socialise
- Parents emotional/ mental well-being has improved

##### Contact

**Service Provider:** Family Friends for 5's to 11's

**Named Lead(s):** Mary Roblin

The Salvation Army, Garden Road, Rhosddu, Wrexham, LL11 2NU

Tel. 01978 366115

familyfriends@lineone.net

www.family-friends.co.uk





## Project Four

### Family, Parenting and Tenancy Support

#### 4.5 Emotional Wellbeing Support for Children, Young People and their Families accessing TAC

##### The Service

The service aims to provide accessible, effective and timely interventions for children young people and families, in receipt of a TAC service, who are experiencing poor emotional health and wellbeing. Through evidence based interventions the service will promote emotional resilience and enable families to develop skills in developing and implementing sustainable solutions.

##### Who will Benefit

- Children and young people (aged 0 – 25 years, and their families across Wrexham County Borough who are involved with the TAC Support Team where the need has been identified

##### Expected Outcomes

- Children/ Young people have increased their self-esteem/ emotional resilience
- Parents emotional/ mental well-being is improved
- Emotional resilience within children and young people and their families is promoted.
- Problem solving skills of families and ability to develop and implement solutions is enhanced.
- Families receive appropriate services at the earliest opportunity to prevent their needs escalating to a higher level

##### Contact

**Service Provider:** Action for Children  
**Named Lead(s):** Helen Edwards

TAC Support Team, 2nd Floor,  
Lampit Street, Wrexham, LL11 1AR  
Tel. 01978 295000/ 295394  
[helen.edwards@wrexham.gov.uk](mailto:helen.edwards@wrexham.gov.uk)



# Project Five

## Disability Strand

### 5.1 Interact – Integrated Activities

#### The Service

This service is to enable disabled young people aged 14 – 25 to improve their confidence and their ability to access leisure, recreational and cultural activities independently. The service will enable 14 young people from Wrexham, at any one time, to access up to 4 hours per week of activities.

#### Who will Benefit

- The service is for young people aged between 14 – 25 years with disabilities who wish to partake in mainstream leisure opportunities but need support to do so

#### Expected Outcomes

- Children & Young People have improved their social skills
- Children have improved self-help skills and/or independence (responsibility and getting around)
- Children have the opportunity to enjoy a greater variety of stimulating experiences
- Parents/ young people are more able to access support/ facilities/ services independently in their community
- Children/ young people have increased their self-esteem/ emotional resilience
- The family's quality of life has been improved

#### Contact

**Service Provider:** Dynamic  
**Named Lead(s):** Carol Gardner

Dynamic, Bradbury House,  
23 Salisbury Road, Wrexham, LL13 7AS  
Tel. 01978 263656  
[wrexhamdynamic@yahoo.co.uk](mailto:wrexhamdynamic@yahoo.co.uk)



## Project Five

### Disability Strand

## 5.2 Childcare Brokerage and Disability Awareness Training

### The Service

- The provision of supported access to childcare through a childcare brokerage service for families of children with disabilities in Wrexham and Flintshire;
- The provision of a specialist information service about other services available to support families of children with disabilities in Wrexham;
- The provision of a range of training courses focussing on disability awareness in order to raise knowledge, skills and confidence among Early Years and Childcare workers in order to:
  - Improve the quality of childcare provision for children with disabilities
  - Increase the number childcare settings able to meet the needs of children with disabilities
  - Improve the confidence of childcare practitioners in offering childcare places for children with disabilities

### Who will Benefit

- Parents of children and young people with disabilities aged 0 – 19 living in Wrexham.
- Early Years and Childcare workers working in Wrexham, with places offered to neighbouring authorities, if needed, to make courses viable and to support joint working.

### Expected Outcomes

- Children and young people who have experienced social isolation due to caring responsibilities, ethnicity, additional needs etc have been enabled to play, attend school, learn and socialise
- Unemployed parents/ young people are better prepared for work/ have addressed significant barriers to working (including childcare)
- Parents/ young people are more able to access support/ facilities/ services independently in their community
- Family's quality of life has been improved
- Parents where there has been a reduction in levels of parental stress
- Parents can access an increasing number of childcare settings and respite opportunities for children with disabilities
- Parents of disabled children who say they are using more childcare now than 3 years ago
- Settings whose staff attended training who say that they are now able to offer childcare places for children with disabilities as a result of this service
- Increase in number of places available for children with disabilities (annual childcare survey (July)) This measure is reported with acknowledgment that childcare providers in Wrexham do not currently earmark specific places for children with disabilities and therefore aims to show the direction of travel only in respect to the number of places that may be available.
- Of parents of disabled children who say that using childcare enables them to access work and / or training

### Contact

**Service Provider:** Wrexham Family Information Service

**Named Lead(s):** Alma Belles / Rebekah Jackson

Wrexham Library, Rhosddu Road, Wrexham, L11 1 IAU

Tel. 01978 292094

[Alma.belles@wrexham.gov.uk](mailto:Alma.belles@wrexham.gov.uk) /

[rebekah.jackson@wrexham.gov.uk](mailto:rebekah.jackson@wrexham.gov.uk)

## Project Five

### Disability Strand

## 5.3 Short Breaks for Carers: Sitting Services and Sessional Support Programme

### The Service

This service will offer flexible home based short breaks for disabled children, young people and their families. It will provide a range of home-based, targeted support to children, young people and their families delivered by approved and trained support workers.

This service will also offer flexible sessions where the child or young person (together with their siblings, as appropriate) will be supported at home or out and about to allow parents / carers to pursue training, other activities, employment or for time out.

### Who will Benefit

- This service will be provided to disabled children and young people and their families living in Wrexham County Borough. To be eligible to receive the service children must be aged between 4-18 years of age and be in receipt of middle or higher DLA care component and not be receiving direct payments

### Expected Outcomes

- The family's quality of life has been improved
- Parents have been enabled to pursue their own hobbies and interests
- Parents can access an increasing number of childcare settings and respite opportunities
- Children have the opportunity to enjoy a greater variety of stimulating experiences

### Contact

**Service Provider:** Core Assets  
**Named Lead(s):** Hefin Daniels

Unit N, Bryn Business Centre, Bryn Lane,  
Wrexham, LL13 9UT  
Tel. 01978 664276  
[ask.coreassetscymru@coreassets.com](mailto:ask.coreassetscymru@coreassets.com)



# Project Five

## Disability Strand

### 5.4 Activ-8-DASH

#### The Service

A leisure referral scheme, providing opportunities for engagement in sporting activities, for disabled children and young people.

The service aims to give opportunities for disabled children and young people with a view to improving integration into mainstream activities where appropriate. A range of physical leisure activities will be provided such as Junior Gym, Swimming, yoga, Jujitsu etc. The first three weeks of courses offered are free following which there is an expectation that parents contribute £2.50 per week/session.

#### Who will Benefit

- Children between the age of 8 to 16 will benefit from physical activity and the social aspect of integrating with people their own age
- Parents will also benefit as they will see changes in their child over a length of time of them attending the sessions

#### Expected Outcomes

- Children have the opportunity to enjoy a greater variety of stimulating experiences
- Children are more healthy and happy and can play more, including outdoors
- Children/ Young people have increased their self-esteem/ emotional resilience
- The family's quality of life has been improved
- Parents can access an increasing number of childcare settings and respite opportunities for children with disabilities

#### Contact

**Service Provider:** CWD Sports Development

**Named Lead(s):** Myra Redman

Waterworld Leisure and Activity Centre,  
Bodhyfrd, Wrexham, LL13 8DH

Tel. 01978 297350

[Myra.redman@wrexham.gov.uk](mailto:Myra.redman@wrexham.gov.uk)



**Families First Service****Integrated Services Co-ordinator**

Named Lead	Email	Tel.
Jillian McBreaty-Gilliam	jillian.mcbreaty-gilliam@wrexham.gov.uk	01978 295376

**Together Achieving Change - TAC**

TAC Support team	Helen Edwards	helen.edwards@wrexham.gov.uk	01978 295380
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**Wrexham Families First Project 1 – Young People in Education, Employment and Well-Being**

1.1 STARS (NEETS Project)	Jonathan Stump	jonathan.stump@caiapark.org	01978 310984
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1.2 Health and wellbeing for young people and parents	Jonathan Miller	jonathan.miller@wrexham.gov.uk	01978 268140
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1.3 Education Inclusion and Achievement	Emma Baddeley	emma.baddeley@wrexham.gov.uk	01978 317966
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**Wrexham Families First Project 2 – Support for Young People**

2.1 Play Development	Mike Barclay	mike.barclay@wrexham.gov.uk	07800 688981/ 01978 298360
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2.2a Open Access Play	Claire Griffiths	claire.griffiths@avow.org	01978 312556
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2.2b Open Access Play	Councillor Colin Powell	colin.powell@wrexham.gov.uk	01978 269003
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2.2c Open Access Play	Councillor Malcolm King	malcolm.king@wrexham.gov.uk	01978 355761
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2.3 Holiday play scheme for Children & Young People with disabilities	Carol Gardner	wrexhamdynamic@yahoo.co.uk	01978 263656
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### Wrexham Families First Project 3 – Intensive Family Support for Vulnerable Families

3.1 Welfare Rights Support	Adults Services	Damian Keogh	damian.keogh@wrexham.gov.uk	01978 298240
3.2 Debt Advice Service	Wrexham & District Citizens Advice Bureau	Gaynor Roberts	manager@wrexhamcab.cabinet.org.uk	01978 358526
3.3 Opening Doors to Opportunity (Assisted Childcare Places, Business Support for Childcare Settings, Opening Doors Employment Support and In-work Poverty Support and Outreach)	Wrexham Family Information Service	Alma Belles	Alma.belles@wrexham.gov.uk	01978 292094

### Wrexham Families First Project 4 - Childcare & Parent support

4.1 Parenting Support	Parenting Support	Parenting Team	Lyn.millen@wrexham.gov.uk	01978 352249
4.2 Domestic Abuse and Substance Misuse Intensive Family Support	Family Centres	Lyn Millen	Lyn.millen@wrexham.gov.uk	01978 352249
4.3 Tenancy Support for Young Parents	Homestart	Pam Hoyle	pam.hscbw@gmail.com	01978 366660
4.4 Family Support for vulnerable families	Family Friends for 5's to 11's	Mary Roblin	familyfriends@lineone.net	01978 366115
4.5 Emotional Wellbeing Support for Children, Young People and their Families accessing TAC	Action for Children	Helen Edwards	helen.edwards@wrexham.gov.uk	01978 295000/ 295394

### Wrexham Families First Project 5 – Disability Strand

5.1 Interact – Integrated Activities	Dynamic	Carol Gardner	wrexhamdynamic@yahoo.co.uk	01978 263656
5.2 Childcare Brokerage and Disability Awareness Training	Wrexham Family Information Service	Alma Belles / Rebekah Jackson	Alma.belles@wrexham.gov.uk / rebekah.jackson@wrexham.gov.uk	01978 292094
5.3 Short Breaks for Carers: Sitting Services and Sessional Support Programme	Core Assets	Hefin Daniels	ask.coreassetscymru@coreassets.com	01978 664276
5.4 Activ-8-DASH	CWD Sports Development	Myra Redman	Myra.redman@wrexham.gov.uk	01978 297350

