



# Think Family Partnership Newsletter

## Happy New Year from the Think Family Partnership Office

### Message from the Director of Social Services

Dear colleagues

As we begin another year, it is a fitting time to reflect on our achievements and look forward to what we need to focus on next.

In a partnership such as Think Family, it is difficult to summarise all our work in the small amount of space available in this newsletter, but it is safe to say that what we have accomplished in just over two years is remarkable.

There are a number of successes of which I think we can be especially proud. These include:

- Establishing our Team Around the Family (TAF) to co-ordinate integrated services which

provide effective support for the children and families of Neath Port Talbot.

- Delivering effective, high quality training for staff from partner agencies, including Lead Family Contact and Family Support Skills Training.

- Creating a Single Point Of Contact (SPOC) to take all referrals for Children's Services and Think Family.

- Establishing a number of quality assurance mechanisms, including step-up and step-down protocols and ensured that all agencies now apply the Child In Need status in line with the Children Act (Section 17) and its legal definition, so that a common language is applied.

More recently, we developed and implemented the new commissioning process for EIP services and all providers commenced services on 1st April 2015.

All of these achievements show how effective our partnership has become and demonstrate excellent progress towards our aim of giving children and young people the best start in life and enabling families to participate fully in society, both socially and economically.

By reducing demand for more specialist services later on we have also helped generate savings to the economy. In our first full year of operation, we supported almost 100 families to make positive changes and tackle issues before they became critical. Based on Government estimates that one troubled family can cost the taxpayer in the region of £75,000

per year, the programme is set to generate huge savings for the future.

Looking forward to 2016, it is essential that we turn our attention to Child and Adolescent Mental Health Services (CAMHS). We need to provide an early offer of help so that, in most cases, mental health and behaviour issues can be dealt with effectively at an early stage before they deteriorate. This will reduce demand on Mental Health clinicians so that they can deal with more acute cases, which will reduce waiting times to see clinicians. Above all, it will improve outcomes for children and young people, helping them to live happy lives and promoting social cohesion.

I would like to take this opportunity to thank you for your continued engagement and participation in supporting our children and families. I look forward to working with you in 2016 to continue the good work.

**A happy new year to you all.**

**Nick Jarman**  
Director of Social Services,  
Health and Housing



### In this edition

- Early Intervention and Prevention Services update.....**Page 2**
- Single Point of Contact launch.....**Page 2**
- Flying Start.....**Page 3**
- Play Works.....**Page 4**
- NPT Family.....**Page 4**

### Don't forget...

...this is your newsletter, if you have any comments or contributions, or suggestions for articles you would like to see included, please email [thinkfamilypartnership@npt.gov.uk](mailto:thinkfamilypartnership@npt.gov.uk)



# Single Point of Contact (SPOC) Launch

## Neath Port Talbot Single Point of Contact A new way to request services for Children and Young People

The new Single Point of Contact (SPOC) for services for children and young people in Neath Port Talbot who may need extra help and support was launched to partners on 6th November at an event held at Baglan Community Church. Over 100 people attended, including social care professionals, education professionals, health professionals, charities and third sector organisations.

The services offered via SPOC include:

- ➔ Signposting to appropriate universal services within the local community
- ➔ Neath Port Talbot Team Around the Family (TAF)
- ➔ Children & Young People Social Services to protect and safeguard those who are vulnerable



SPOC will ensure a safe and consistent approach to decisions around threshold. It will improve the quality and timeliness of all

referrals and identify at the earliest opportunity those children and families that are best supported by statutory services and/or early intervention and prevention services. Professionals and families who refer will be able to be confident that making one referral will lead to the consideration of both the social work and TAF service.

The referral process has been simplified by the development of a unified referral form, which will aid the general public and professionals as they will only need to complete one referral. This holistic approach has been further aided by having a single dedicated telephone number and e-mail address.

SPOC Contact Details:

SPOC, 1st Floor, Neath Civic Centre, Neath, SA11 3QZ

Tel: 01639 686803

E-mail: [spoc@npt.gov.uk](mailto:spoc@npt.gov.uk) Secure e-mail: [spoc@npt.gcsx.gov.uk](mailto:spoc@npt.gcsx.gov.uk)



## Early Intervention & Prevention (EIP) Services Update

The Think Family Partnership Early Intervention & Prevention (EIP) commissioning exercise was completed in early 2015. The procurement process was very successful and we received numerous applications from a variety of providers. As a result, the following EIP services contracts were awarded from April 1st 2015:

**Services for family mental health and wellbeing** was awarded to Whitehead-Ross Education and Consulting. It includes face-to-face counselling/therapy for children and young people, family group counselling/therapy/counselling, open access counselling services for young people aged 11-25, specialist support services for children with challenging and risky behaviour and a young carer's service. These services will work with upwards of 480 children, young people and families per annum.

**Family group conferencing for children** who are looked after and at risk of becoming looked after, and at risk of family breakdown was awarded to Barnardos. This service will work with up to 60 families per year.

**Services for children with disabilities** was awarded to Action for Children. It includes support and counselling services for children and families post diagnosis, EIP services, a multi-agency co-ordinator for the multi-disciplinary children with disabilities project and integrated play and recreational opportunities. These services will work with more than 100 children and families a year across a range of disciplines.

Children, young people and families who are open to TAF can access a range of support offered across all of the EIP services.

Further to this, NPT have recognised the need to build on existing local provision and have entered into a number of partnership agreements with established providers to compliment the commissioned services.

**Calan DVS** have maximised their existing domestic abuse support services to provide targeted preventative support to over 150 families a year. The service offers a range of interventions including 1-2-1 support and family work, group programmes, parenting support, practical support and assistance in the home, as well as providing opportunities to engage with a range of accredited learning schemes. Voluntary access programmes will also be available for perpetrators of domestic abuse.

**NSPCC** have built on their existing Thriving Families programme to offer preventative support to over 63 children and families a year in NPT. Safe Care offers practical support for parents of children aged 5 and under and helps them to develop parenting skills and focus on the needs of their child. The Positive Parenting Programme helps parents to manage their moods, improve communication and increase their confidence and parenting skills. The Video Interactive Guidance is a film clip and strength based programme that supports parents in understanding and responding to their children's needs.

The recent establishment of NPT's Commissioning Unit will underpin the work carried out by the Think Family Partnership. Going forward the CYPs Commissioning Officer, will quality assure the services provided and ensure that provision adapts to meet the ever-changing needs of the children and young people that we work with.

# Flying Start Childcare

We held a Training and Development Day on 18th November for over a hundred childcare staff. The day was a huge success with staff attending from all of the different childcare settings covering all the Flying Start areas within Neath Port Talbot.

The whole day was focused on 'Outdoor Play & Learning' with workshops on 'Singing and Dancing in the Rain – Exploring Creativity in the Outdoors' from The Learning Partnership; 'Active Play Outdoors' from Play to Learn; 'Unfolding Themes' from Lisa Clement-Jones and June Gardner and 'Why it Matters' from Dawn Bishop.



Despite the bad weather and a tree having blown down in the park, we were able to go outside for some workshops and a few of the childcare staff enjoyed pretending to be two year olds a little too much!

The feedback from the day was very positive with staff stating that they can't wait to try some of the activities out with the children in their care and that outdoor child centred play and learning will be more central within the childcare settings.

***A huge thank you to the whole team who helped to make the day run smoothly!***

## The High Fives Club

Sion Jones CNN and June Gardner from Flying Start have been piloting a new sensory club for the Under 3s called High Fives. It is a four week block of intensive sensory play and experiences for children with Additional Needs in the Sandfields area who have been referred by their Health Visitor.

They meet on a Monday morning at Morrision Road Library and the children are encouraged to use their five senses by immersing them in messy play where they can feel, smell, touch and see all of the different activities. The idea is for the children to come and have fun and explore the different textures to stimulate and develop their motor skills.

Everyone who has taken part in the sessions so far – mums, dads and children as well as Sion and June, have thoroughly enjoyed themselves. The best way to see how successful a session has been is to see the state of the children going home – the messier they are, the more they have enjoyed!

## The Flying Start Parenting Team

The Flying Start Parenting Team works with families in all areas of Neath Port Talbot. We deliver parenting programmes, stay and play sessions and offer support and guidance to families in their home. The Nurturing Programme is a parenting course that many Mums and Dads have attended, this course is a huge success, parents and other agencies have reported that it has had a positive impact on the parents and children involved.

### The Nurturing Programme



# Flying Start Health

The Health Team is a dynamic, enthusiastic and motivated multidisciplinary group comprising of Midwives, Health Visitors, Community Nursery Nurses, Speech and Language Therapists and Speech and Language Therapy Assistant Practitioners. We work closely with the wider Flying Start team to deliver and support all elements of the Programme.

Specifically as a team we deliver:

- Antenatal Nurture-Welcome to the World. Two groups currently have been offered one in Afan Valley and one in Sandfields.
- 1:1 antenatal early parenting education based in the home target the under 20 age group from 30 weeks of pregnancy
- Postnatal contraceptive plans.
- Intensive home visiting postnatal support by Health Visitors and Community Nursery Nurses in the early weeks and months following birth.
- Rolling programmes of Baby Massage in all flying start areas, these are followed by baby groups alongside Health Visitor drop in sessions where advice on weight, infant feeding, immunisation sleep and safety in the home is available.
- Specific weaning advice at home or in groups weaning parties
- Additionally a rolling 6 week programme of Babbling Babies and Sing a Story are offered across all areas focussing on early communication and parent child interactions.
- Health Visitors screen the children's development at 7-9 months, 18 months, 2 years and 3 years
- Parent and toddler sessions are ongoing throughout the Flying Start areas.
- Speech and Language Therapists hold regular advice sessions for any concerns around speech, language, communication and behaviour with the educational Psychologists and liaise closely with all childcare providers.

## New for Autumn

A sensory group for children under 2's is being trialled in Sandfields.

All Community Nursery Nurses and Speech and Language Therapy Assistant were trained to deliver busy feet sessions, these target physical activity and early action word vocabulary and replace the walk and talk sessions held during the summer.

# Play Works - promoting play and improving children's access to play in Neath Port Talbot

## How do we do this?

### By supporting parents to improve how they play with their children

Our **Family Play Team** works with families at home to improve and encourage play between family members. Families can refer themselves to the team or be referred by someone who is working with them, such as a Health Visitor, Social Worker, TAF Worker, or teacher.

A programme of six sessions is prepared to help address issues raised by the referrer and to broaden the play experiences of the children and family. Since the team started 2012, over 350 families have been referred for support.

How much parents play with their children in the first few years of life is crucial to the child's development and long term success. Interventions designed to increase levels of play and interaction has been demonstrated to have long term positive outcomes for children, especially those from poor and disadvantaged backgrounds.

Also, group sessions are now available for parents and pre-school children to experience outdoor play! Running from our playbus, the sessions provide an informal environment for parents to share ideas with each other and to receive advice, information and activity ideas from our playworkers. Through a 12 week programme of sessions, parents and children will use the playbus as a base to meet before experiencing a range of outdoor play activities in their local community.

The **Play Takeaway** is also aimed at supporting children's play at

home, enabling families to loan a variety of play resources to broaden the activities they can do at home. Resources are loaned through 'themes' – Creative, Explore, Imaginative, Movement, Games, and A Little Bit Extra – and can be delivered and collected to the family homes. Registration to the service is free, and loans are also free, including delivery and collection.

*"Brilliant service/resources, cannot recommend more highly"*

*"Lovely resources providing lots of play opportunities"*

*"Toys in excellent condition, a great variety offered for a child's physical and intellectual development"*

More information on the Family Play Team, the Play Takeaway and other Play Works services is available at [www.playworksnppt.co.uk](http://www.playworksnppt.co.uk) or **Facebook: playworks...!**, by email [playworks@npt.gov.uk](mailto:playworks@npt.gov.uk) or call us on 01639 873004.



## NPT Family

NPT Family website goes from strength-to-strength

Since its launch two years ago the NPT Family website has gone from strength-to-strength. Latest figures have shown that the website had more than 9,380 visitors last year – a 171 per cent increase.

Among the areas NPT Family provides information on are: family fun days; support with child behaviour; parent and toddler groups; after-school clubs; sports clubs; Education and Family Learning Services; childcare and services for children and young people with disabilities.

NPT Family uses a variety of channels to keep families informed including social media and the internet.

The NPT Family service was set up in 2008 and succeeded the



Children's information Service.

Based in Ffrwdwyllt House in Taibach, the service is mainly aimed at parents and carers living in Neath Port Talbot who wish to access childcare and services for children and young people from birth up to 25 years old.

Since it was set up, the service has undergone a transformation from the type of information it offers service users and partners, to how the information is delivered.

Traditional methods of contacting the service are still in operation but key to the service is a facility for children, young people, families and professionals who work with families, to know how they can find local, quality, up-to-date information that is relevant to them.

The NPT Family website can be found at: [www.nptfamily.com](http://www.nptfamily.com) To visit the NPT Family Facebook: [www.facebook.com/nptfis](http://www.facebook.com/nptfis). The Twitter address is: [twitter.com/nptfamily](https://twitter.com/nptfamily)