CPB Response to Recommendations of the Cardiff Partnership Scrutiny Committee

Thank you for your letter of 11th February regarding the Cardiff Partnership Board Scrutiny Meeting on 29th January 2013 in relation to the theme of addressing geographical inequality.

The Cardiff Partnership Board welcomes the positive comments from the Panel regarding the work of the Partnership to date and also acknowledges the areas for continuing improvement going forward.

With regard to the recommendations, on behalf of the members of the CPB I have provided our response below.

**Recommendation 1**

That the Board explore an overarching monitoring framework that could monitor a child and family’s development throughout their life and could be used to measure the impact and cost benefit of interventions and used by all partners involved in similar activity. This could also be used by areas which had not received interventions to help prove the impact that interventions were having in an area compared to those which had not received the intervention.

As part of the new Families First Programme a city-wide “Team around the Family” (TAF) service will be delivered by Tros Gynnal Plant on behalf of partner organisations. This model will be implemented by a core team of family workers who will put into place the arrangements for identifying, assessing and responding to the needs of families. The team will seek to engage providers of services to children, young people and their families as members of TAF, as appropriate to the families’ assessed needs and whether funded through Families First or not. They will place families at the centre throughout intervention and use a restorative and strengths-based approach in working with them.

A key element of the TAF approach will be to undertake a Joint Assessment Family Framework (JAFF) thereby using a consistent tool with all families. The JAFF will not be solely focussed on the child and where possible assessments will take account of
the family, considering for example the broader context of parent/s and siblings. Systems will also be developed to give full consideration to issues of engagement with the family, exploring and developing best practice around building trust and relationships. Similarly system design will start from the basis that the family, not the system, is at the centre.

Typically this will mean employing a single access to the family, ensuring that families are not deterred from engaging because they feel overwhelmed or that the service is inaccessible to them.

The benefits of using the JAFF as an overarching monitoring framework are that:

- it provides greater consistency in terms of referral and ensuring the involvement of the most appropriate agencies at the earliest opportunity;
- it provides a tool to establish a baseline against which to measure progress and capture ‘distance travelled’. This enables the JAFF to function as an in-built system of evaluation through providing evidence of the achievement of positive outcomes;
- it is crucial to the process of ensuring informed consent and getting families to take ownership in the process of addressing need;
- it provides a mechanism for engaging with families rather than a rigidly formal assessment tool; and, linked to this,
- it provides a ‘trigger for conversation’ rather than a ‘formal tick box assessment tool’ – an ‘agenda free conversation’ that enables families to identify their own needs.

Initially all Providers involved in the new Families First Programme are required to participate in the use of the Joint Assessment Family Framework and co-ordination of the JAFF will be undertaken by the TAF team. However, over time as the service becomes more established, referrals from wider partners and agencies will be developed. This will enable learning and evidence to be captured regarding the impact and cost-benefit of the interventions delivered through TAF and which can then be rolled-out across the city.

**Recommendation 2**

That evidence is provided of the links between different workstreams from the beginning of a child’s life to when they leave school. This should map the provisions which are available to families and children and importantly highlight how they can link with each other so that a child / family does not ‘drop off the radar’ once one intervention has been completed.

The Team around the Family and completion of the JAFF will provide a useful mechanism for the co-ordination of interventions with children, young people and families. The development of this approach is being undertaken in conjunction with Flying Start, Families First, Integrated Family Support, Education, Youth Services and other agencies with a view to aligning services so there are clear pathways of services which people can access and whereby information is shared by those agencies undertaking interventions. In addition, there is also a piece of work
currently underway by the Partnership to map the current provision for children, young people and families across the city so all providers and stakeholders are fully aware of what services are being provided, by whom and where in the city so as to avoid duplication, identify opportunities for alignment/joint working and to enable signposting to services as appropriate.

**Recommendation 3**
That NM areas prioritise their ambitious workloads so that workers and communities can see what their highest priorities are in an extensive action plan and can also identify the outcomes of each major workstream / activity.

As part of the annual review process, all neighbourhood action plans will be reviewed in relation to current priorities and existing resource constraints so as to identify the key priorities which need to be achieved. These discussions will also take place in light of the development of a Neighbourhood Green Paper which will be published later this year.

**Recommendation 4**
That evidence be provided (beyond the Joint Strategic Needs Assessment carried out as part of What Matters) of how communities and citizens are shaping the future and delivery of the NM action plans and priorities and how outcomes are fed back to them.

I will ask each of the neighbourhood management teams to provide this information and forward to the Panel when collated.

**Recommendation 5**
That the NM areas prepare contingency plans to demonstrate how they will be able to continue in the event of significant impacts from public sector cuts.

The impact of the public and third sector cuts on service delivery, and any contingency plans required, will be considered as part of the annual review discussion regarding neighbourhood action plans.

**Recommendation 6**
That the Chair of the CPB and as many Board members as possible attend the next meeting of the CPB Scrutiny Panel (2.30pm on 25th March 2013) to feedback on what they have found effective from the work of the Panel and how they can best move forward in their future scrutiny.

Unfortunately I am unable to attend the next meeting of the Panel on 25th March due to other diary commitments but I would be happy to attend a future meeting. However, I have extended the invitation to the other Board Members and I will ask Rachel Jones to confirm the final attendance once availabilities have been checked.
Yours sincerely

[Signature]

Jon House
Chief Executive of Cardiff Council and Chair of Cardiff Partnership Board

Cc Members of CPB