



National Children and Young People's Participation Standards.

Inspection Report.

Families First Cadarn
Emotional & Mental Health
Wellbeing Package

By

Cardiff Families First Young Ambassadors
Inspection Team

November 2014

Young Inspectors Team Evaluation Report for Cadarn

Introduction

Cadarn package will provide targeted support to children, young people and their families to improve the emotional and mental health of children and young people. Service delivery in the Emotional and Mental Health and Wellbeing Package will be led and co-ordinated by Barnardo's Cymru, working in partnership with other providers under the banner of „Cadarn“.

Cadarn is an emotional and mental health project for children, young people and families across Cardiff. The project will support children, young people and families to look after themselves but also help others around them and recognise that being sad, or anxious or a little lonely happens to everyone.

Cadarn will work with those children and young people who are most likely to be at risk of disengagement, anxiety and stress, eating disorders, bullying, self-harm, and unhappiness. It will also have a special focus on children who have experienced bereavement. All the providers bring experience of supporting those most at risk of emotional ill health.

The package is made up of a number of organisations, from the local authority to national third sector organisations. All working together to improve and support the emotional, mental health and well being of Children, young people and families across Cardiff.

Below you will find a list of the Services that operate under the Cadarn Package in Cardiff and what each services offers:

After looking over the Self Assessment the young people decided that they want to meet with the lead provider as well as 5 of the services that make up the Cadarn Package.

- **EMH 1 - Transitions 16-25 - Barnardo's** - A 'one stop shop' for young people and families in managing the transition from Child and Adult Mental Health Services to Adult Mental Health services
- **EMH 6 - School Exclusion Family Support Project - SNAP Cymru** - Support families' emotional wellbeing and promote engagement with the local authority, schools and relevant agencies
- **EMH 8 - Next Steps - Cardiff Council Education Service** - Family-led intervention to enhance the resilience of families leaving the Integrated Family Support Team.
- **EMH 9 - Learning Together - Cardiff Council Education** - Service Enhances families achievement and engagement with education and learning through a family course and support into the social and emotional aspects of learning
- **EMH 10 - Ely and Caerau Integrated Children's Centre** - Emotional and mental health and well being support for children and their families

EMOTIONAL AND MENTAL HEALTH AND WELLBEING

SERVICE	WHO?	WHAT THEY WILL DO?
2Talk2	Action for Children	Individual and 1-1 counselling to young people accessing Careers Wales services to support them into education, training or employment
Black and Minority Ethnic Service	Barnardo's	Family intervention for families from black and minority ethnic communities where emotional and mental health issues are impacting on family life
Bounce Back	Barnardo's	Structured, time limited psycho social and emotional intervention for year 10 and 11 pupils at risk of becoming 'Not in Education, Employment or Training'
Cardiff Against Bullying	Cardiff Council Education Service	Preventative, reparative and reactive anti-bullying programmes. Cardiff anti-bullying strategy implementation
Ely and Caerau Integrated Children's Centre	Ely and Caerau Children's Centre	Emotional and mental health and well being support for children and their families
Family loss, bereavement and trauma	Barnardo's	Therapeutic service for families who have experienced significant trauma, loss and bereavement
Family SEAL	Cardiff Council Education Service	Enhances families' achievement and engagement with education and learning through a family course and support into the social and emotional aspects of learning
Gofal I Chi	Action for Children	Individual and group support to young carers to enable them to better understand and manage their caring role both in practical and emotional terms
I Can Do It	Cardiff Council Education Service	A programme to promote resilience and build positive relationships between a young person, peers and their family
Next Steps	Cardiff Council Education Service	Family led intervention to enhance the resilience of families leaving the Integrated Family Support Team
Pyramid Clubs	Cardiff Council Education Service	Improve learning and wellbeing of quiet, withdrawn, less confident children aged 7-14, as well as reducing the risk of developing poor mental health in the future
School Exclusion Family Support Project	SNAP Cymru	Support families' emotional wellbeing and promote engagement with the local authority, schools and relevant agencies
Transition Support	Cardiff Council Education Service	Primary to secondary school transition intervention for vulnerable young people in specialist BESD provision (Behavioural, Emotional and Social Difficulties) and their families
Transitions 16-25	Barnardo's	A 'one stop shop' for young people and families in managing the transition from Child and Adult Mental Health Services to Adult Mental Health services

The Young Inspectors team

The young inspectors team all received months of training to be able to carry out the inspection and come from various background from across the city.

The majority of the young people carrying out this inspection where involved in the commissioning of Families Service services in Cardiff, so was great for them to see the full cycle of work carried out by the service, from its inception to delivery.



Your inspection team:

Angharad Williams



Bethan Domaille

Daniel Boughton



Dayle Luce

Hibach Farah



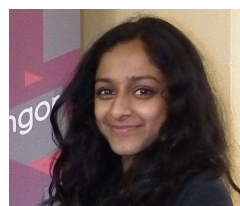
James Humphry

Najma Hashi



Sabiha Azad


Steph Pinnell



Rahena Chowdary

The Report

Standard 1 – Information

	<p>This means:</p> <ul style="list-style-type: none">• Information that is easy to understand for everyone• Adults working with you who know what is going on and are up front and clear.	<p>We will:</p> <ul style="list-style-type: none">• Ensure everyone has enough information to get properly involved• Let you know what difference you being involved will make• Inform you about who is going to listen and make changes.
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The package has show multiple ways in which they share information with Children & Young People. Some of the information is developed just for the young people, whilst other are directed at the parents. As all the services are independent organisation or services they are a wide range of example of information used to promote the service and the young people involvement in the services.

All services are voluntary with Children & Young People being give the option to withdraw at any point. All organisation also gave a clear indication of partnership working with other organisations, include, health professionals, social services but to name a few.

Some of the services use information packs, leaflets, word of mouth, promotion to other professionals about the services to promote to young people; One of the organisations has also gone one step in developing an App. WMFF is an interactive App developed by and for young people, they where included in the procurement and tendering for the contact to develop the app.

Another example of best practice witnessed by the young inspectors was not only do they promote the service to C& YP they also try to find out as much about the individual before they entre the service, this info being asked directly to the C7 YP or to their parents or adults they work with, this allowing a better transition into the service and some understanding of the individual.

All services have also shown clear lines of consultation and evaluation with services users, including the development of their service.

(Lots of poster seen during visits to services)

Recommendations:

- Use of the Sprout website to promote the services to Young People, Parents and Professionals Across the city.
- Umbrella publicity materials to promote the package, i.e., posters or leaflets.

Recommendation: Achieving

Standard 2 – It's Your Choice.

This means:

- You choose if you want to get involved or not
- You choose to work on things that are important to you
- You choose what you do and how you do it.

We will:

- Give you enough information and time to decide if this is something you want to do.



All services could show that C & YP had been involved in the development of the services provided, either by previous relationships with C & YP or with ongoing consultations, all services are run on a voluntary basis with C & YP able to withdraw at anytime. C & YP contacted on a number of occasion, using a variety of methods, including, phone conversations to one to one meeting in neutral venues with C & YP before being part of the service provided.

Evidences of planning sessions with C & YP and what they want to work on, including individual action plans set and agreed with the C & YP that can be amended during the course of the services. all sessions evaluated by the C & YP and recommendations taken on what could be improved or done differently the next time.

Recommendation: N/A

Recommendation: Achieving

Standard 3 – No Discrimination



This means:

- Children and young people are all different but you all have the same right to have a say about the things that matter to you.
- We want everyone to feel welcome and be able to get involved if they want to be.

We will:

- challenge any discrimination
- get in touch with children and young people in lots of different situations
- get you involved in things you want to do.

All of the services have their own organisation equal opportunities and diversity policies that they use. All staff and volunteers are all regularly trained in the services policies and procedures and know of the impacts discrimination can have on their services users.

Information is produced bilingually. The use of interpreters is used when a need has been identified.

Various ways evidenced in contacting different young people from different back grounds. As this service is provided on a cross city approach, services have identified various different cultures and backgrounds of their service users and how to interact within in these different cultures with the C & YP and their families.

Recommendation: Achieving

Standard 4 – Respect

This means:

- Everyone has a chance to have a say, your opinions are important and we will respect them.


We will:

- listen to your ideas, views and experiences
- take you seriously and treat you fairly
- work with you to do something about the things you tell us are important
- work with you to help change things for the better.



All C & YP are able to have their say through feedback session, comments boxes and evaluations, YP felt valued and their ideas were acted upon where appropriate, all services feed back to young people after they were involved in consultation sessions and event, Sessions recording are used to help develop and better improve future sessions for others using the services. Due to the use of individual action plans, this helps shift the power balance more in favour of the young people, who with the help of their workers they set their own targets and goals.

Feed back is also sort from other sources, such as teachers and other professionals.



This means:

- We want you to enjoy and benefit from taking part in our services as well!
- Making sure that participating is a positive not a negative experience.

We will:

- work in safe, fun, and enjoyable ways
- make the most of what you know
- do positive things that build your confidence
- meet in friendly places that are easy for all young people to use

Recommendation: Achieving

Standard 5 – You Get Something Out Of It

C & YP get various things out of being involved in these services, from having someone to talk to and listen to them and the issues they are facing, helping them in setting themselves personal goals and targets, most of the work is done on a one to one basis and very personal to the individuals due to the nature of the project. The length and time each C & YP is involved with the service is different for each individual, they were supported to progress onto other things. An example is person A: (a young person who accessed one of the services met and discussed their personal experience with the young inspectors)

The young person was due to be involved with the service over a 12 week programme where he was able to set his goals with his support worker. The interaction was extended to 18 weeks as the young person felt he needed extra support to reach his targets. He really enjoyed the one to one aspect of the work that the services provide.

When he first joined the service he was shy and feels the service has helped him move on and to overcome this shyness and progress onto further things. . He was supported to also attend a social group the services provides, which is great as it is planned by the young people and they identify as a group what they want to learn, work on or do. He has since moved onto working with the princess trust, and has also engaged and attended a Cardiff Youth Council Meeting which he enjoyed and will also be attending the next one.

Recommendation: **Achieving**

Standard 6 - Feedback

This means:

- It's really important that you know what difference you have made and how your ideas have been used.

We will:

- keep you up to date with what is happening
- give feedback as soon as possible and in ways that are easy to understand for everyone.



C & YP are asked thought out the package for their feedback and what could be improved for other services users. Regularly evaluations take place of sessions or groups. The use of comments boxes as well as group and individual feedback forms are used with C & YP.

Feedback is mostly given in verbal form and physical being able to see the changes that have been carried out due to the information C & YP have said.

Example: One of the services at the end of each year will work with the children individually and with the use of a camera will walk around the service and take photos of what they would like to change or improve and why. They will then over the summer months try to make all the changes possible. Looking over the evidence and seeing the Childrens Ideas and why was very inspirational.

Services have also been involved in reviewing national policies and services.

Recommendations:

- Package level newsletter, that lets C & YP, Professionals services users know what is happening in the package and the other services.

Recommendation: **Achieving**

Standard 7 – Improving How We Work



This means:

- We want to learn and get better at the way we work with you.

We will:

- look at the way we work with you and how to improve it

- ask you what has gone well and what needs to change
- make sure your views make a difference to the way we make plans and decisions.



This has been demonstrated by the package in various ways, from, the way in which the services interact with young people at first contact and choosing suitable / neutral place to meet, to young people designing their own individual action plans. Session evaluations are completed at various points of the interaction with C & YP, including after each session, mid point and to service level evaluation. All services had been able to demonstrate ways in which their service has changed and developed to better suit the needs of the C & YP the services is provided for by asking those C & YP for their thought suggestions idea, and then changing the services in the most appropriate way.

In some circumstance the workers of the service would like to make improvements to services like the way in which they receive referral's but unfortunately this cannot be change, so I they have developed strategies and contacts to other services so that they can refer young people to that will be able to support the child or young person., although unable to change the services in this manner, it was reported back to the services users and explained why this cannot happen.

Recommendations: N/A

Recommendation: Achieving

Quotes from the Young Inspectors'

Angharad Williams: Meeting a service provider.

"I was very nervous to be going into an organisation and essentially scrutinising the worthwhile work that they do, but is all for the benefit of the project itself. I am confident that ultimately the recommendations that come from the inspection will be a huge benefit to the young people accessing the services"

Daniel Boughton: The process

The process was a long one. There were lots for us to learn. Dates changed and we had to rearrange things which wasn't good. I have really enjoyed being apart of the young inspectors and carrying out inspections. Looking over the SAF was hard as it was so big.

James Humphry: Meeting the lead provider.

“It was interesting to meet the lead provider. A great insight into the package overall. Good to see how well the package has come together with all the different providers”

Sabiha Azad: Meeting the lead provider

“Before we met the lead provider it was still a bit confusing but meeting with them helped me understand the package much more”

Najma Hashi: Meeting the lead provider.

“Meeting the lead provider was great. We had the opportunity to hear from them directly what their role was and what to expect from the package as a whole as well as the individual provisions”

Daniel Boughton: Meeting a provider.

“Amazing services for Children for the start of their school life”

Conclusion

The Cadarn package has show us some great examples of how to involve children and young people in decision making and development of the services from across the package. We met with and heard evidence from, services users themselves, support workers on the ground delivering face to face work and the package lead. We got to meet many different people during the course of the inspection, and got to visit various services in their settings. Looking around all the services we met and receiving a tour of their facilities was fantastic. It is quite clear that all the services in the package have strived to adherer to the National Participation Standards and that it has been clearly embedded on a package basis.

When meeting all the various workers and staff across the package it was clear that the services take C & YP opinions seriously and have ways that these can be acted on. They do not change things for the sake of change but will try things out.

We recommend that Cadarn (The Emotional and Mental Health and Wellbeing Package within Families First in Cardiff) be awarded the National Participation Standards Kite Mark as they clearly come up the standard and are listening to and acting on what C & YP tell the across their services.

Such a great service to inspect. Well done to all those involved

Overall Recommendation: [Achieving](#)