



National Children's and Young Peoples Participation Standards

Inspection Report

Cardiff Families First
Team Around the Family (TAF)
Troas Gynnal Plant

By
Cardiff Young Inspection Team

Date

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**Putting Families First
in Cardiff**

Young Inspectors Team Evaluation Report for Cardiff TAF

Introduction.

Participation, as understood by the Participation Consortium and the Participation Unit, is underpinned by Article 12 of the United Nations Convention on the Rights of the Child. It is also captured in the Welsh Assembly Government's participation 'sound bite':

'Participation means that it is my right to be involved in making decisions, planning and reviewing any action that might affect me. Having a voice, having a choice.'

From commonly agreed 'core principles' of participation, seven National Standards for Children and Young People's Participation i.e. **quality standards** that can provide a means for inspecting and assessing participatory practice were developed.

By carrying out a National Participation Standards Inspection we aim to:

- Ensure that children and young people are receiving the best possible standards of participation in the organisations working with them.
- Visit services that work with children and young people to assess and evaluate how well they are doing with meeting the National Participation Standards for Wales. To advise on improvements and report on their findings.
- Allow young people to have their voice heard and to give them the opportunity to award Kite marks to organisations who meet all the standards.
- Encourage existing services to reflect on their practice and implement change.

Who Are Team Around the Family (TAF)

Children, young people and their families sometimes need a little extra help for them to have happy healthy lives. Team Around the Family (TAF) aim to work with families to help them identify their strengths and needs and make their own family plans to guide them towards their goals.

The Team around the Family is a multi-agency approach which is responsible for identifying family members (children and young people and/or parents) who are demonstrating a broad variety of needs and may be orchestrating cross-public service responses to meet needs to stop escalation to statutory services. The Team around the Family co-ordinates, targets, and tailors provision towards the family's needs, supported by a team of family workers operating on an outreach basis.



The Team around the Family model in Cardiff is made up of a team of 10 family workers who will put into place the arrangements for identifying,

assessing and responding to families who need a Team around the Family approach

How Does TAF Work?

- TAF are contacted by a family or someone working with a family because they want to make changes to improve their lives.
- The family will be contacted by a TAF worker to talk about what has been happening in their life.
- Together the TAF worker and Family try to work out what the whole family need.
- The family pick services they would like to work with, with the support of the TAF worker.
- Those services plus friends are invited to take part in a TAF family meeting.
- At the meeting the family will agree an action plan, including services they have chosen to work with.
- The TAF worker will help the family review their plan.

Your Voice is heard

- Our service is guided by **YOU**
- We spend time listening to what **YOU** and **YOUR** family have to say
- We work with the **WHOLE** family
- We support **YOU** to make **YOUR** own plans for a positive change
- We will help you identify existing support from friends and family as well as current and new services which can support **YOU**
- We can work with families for up to 6 months if needed.

The Young Inspectors team.



A group of 16 young people from the Butetown Youth Pavilion where recruited and trained to become Young Inspectors. The group where trained up over a couple of months in what is be a young inspector. Their training included children's rights and participation, confidentiality, stereotyping and prejudice. The group also received time



credits for their involvement and spent some on two group activities, a rafting session at Cardiff International White water centre and watching Cardiff City Football Club.

Standard 1 – Information

Comments:

The young Inspectors liked that different mechanisms were used for contacting young people and families and that these were tailored to the individual families and family members. Like how and when family members wished to be contacted.

The inspectors also liked the knowledge and information of other services as well as TAF.

Inspectors were pleased to see the information packs that are provided to families during the first sessions and they also liked the evaluations used following group sessions and that young people are helping to develop a new young person friendly version.

Conclusion

Achieving

Recommendations

- Look into the use of social media as this can sometimes be a quicker way to access and contact young people by. It is also good to have worker profiles.

Standard 2 – It's your choice

Comments

Young Inspectors like the fact that the services is assessed on a voluntary basis and if young people don't want to be involved they don't have to.

The TAF plan is written in an easily understood language and the young person is involved throughout the process in its development and it is made clear that the young person can leave at any time.

Appointment dates, times and places are arranged to suit individual needs.

The young people are able to choose from a number of diversionary activity to ensure that they are doing something that they wish to do.

The young inspectors also like that the works spend time one to one with family members to make sure they are fully informed.

Conclusion

Achieving

Standard 3 – No Discrimination

Comments

The TAF offices have disabled access and the fact that service users decide where and when they meet means that meetings are always accessible and meet the needs of the individual.

Young Inspectors (YI) were pleased to see that more accessible evaluation forms were being developed with Children and young people.

Young inspectors were pleased that the service contacts families in their chosen first language through the use of interpreters or translation.

The YI very much liked that the TAF service operates in across Cardiff and is not confined to certain geographic areas across the city. This means that children, young people and their families in any part of the city can have equal opportunity to access to our service. This means that families living in the more affluent areas of the city have the same access to services as those in the most deprived.

Conclusion

Achieving

Standard 4 – Respect

Comments

Young inspectors thought that due to the use of individual action plans, this helps shift the power balance more in favour of the young people / families, who with the help of their workers they set their own targets and goals.

They also liked that the TAF meetings were different in the sense that children & YP are encouraged to attend and have their say about what they want for their families. It is also important that c & yp have the opportunity to listen to what adults and professionals say about them and their families, and that if they wish to they can challenge these comments

Conclusion

Achieving

Standard 5 – You get something out of it

Comments

The YI liked that c & yp get various things out of being involved in this 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. They also liked that c & yp who attend steering group earn time credits for their participation. Time credits can be spent on a wide variety of fun activities across the city. They like that groups have been held at Zone Play and Cardiff City Football Stadium as requested by the young people..

Conclusion

Achieving

Standard 6 – Feedback

Comments

YP have their very own copies of the TAF plan, the young inspectors also like that having a dedicated worker meant that feedback would be a much quicker process.

The YI also liked that feedback was covered in each of the young people's groups with regards to the decisions made in pervious groups and felt that this was a good cycle and an appropriate way to feedback back to the young people

Conclusion

Achieving

Recommendations

- Involve young people in finding further effective ways of feeding back to people, maybe look at digital options such as viewpoint or survey monkey.
- Newsletter, that lets C & YP, Processionals services users know what is happening in the package and the other services.

Standard 7 – Improving how we work

Comments

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

YI also like using the young people group as a steering group for the team and really liked the idea of the art that reflected what TAF was and meant.

Conclusion

Achieving

Overall conclusion

The Young Inspectors were impressed with the values and the ethos of the service and organisation. It was extremely clear that the service respects the opinions of children and young people, and taking these opinions into account is intrinsic to the running of the service.

The staff that we met were great and you could tell from their enthusiasm that they loved their work and we are sure this will come across to the young people.

The evidence that was presented was very well organised and constructed and allowed us to gain a better understanding of the service and showed that listening to the views of service users means the service continually assesses its working practice and strives to make the services better for its users.

We as the Cardiff Young Inspectors team make the recommendation that the services is achieving all seven areas of the National Participation Standards.

Achieving

Saed: Meeting the team.

"I was nervous going into meet the team, I wasn't quite sure what to expect, lee had explained to us but I couldn't visualise it in my head. It seem a bit strange going into a service such as this and effectively scrutinising the worthwhile work that they do, but is all for the benefit of the project itself. Am confident that the service has passed with flying colours and that this whole process will be of benefit to the young people accessing the services"

Alkasim: The process

"The process was a very long one. There was so much for us to cover and learn. Dates changed and we had to rearrange things which wasn't good. I have really enjoyed being a part of the young inspectors and carrying out inspections. I like that we broke up the sessions with some fun activities such as the white water rafting and Cardiff City game".