**What is Families First?**

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. The programme has a clear emphasis on prevention and early intervention and takes a ‘whole family’ approach to all service delivery.

The programme promotes greater multi-agency working to ensure families receive joined-up support when they need it. The intention of the programme is to provide early support for families with the aim of preventing problems escalating.

Families First must demonstrate that it can improve outcomes for families to ensure they are confident, nurturing and resilient. “Taking Wales Forward” contains a commitment to, “Support families and parents to reduce adverse childhood experiences (ACEs) which can have lifelong effects”, and Families First is a key vehicle through which this can be achieved.

While Families First has dual prevention and protection roles, it should continue to drive improvements to preventative and early intervention support for families and aim to reduce the numbers of families developing more complex needs. Specifically, the programme should aim to:

- Design and develop innovative services which can support families to achieve positive and sustainable outcomes
- Encourage a culture of learning around continued improvement to service delivery, sharing best practice and lessons learned
- Promote effectiveness and efficiency in service delivery through an “invest to save” approach, which has a sharp focus on early intervention and prevention
- Work collaboratively and cooperatively with other agencies and programmes to ensure service delivery is aligned with no gaps or duplication in services.

**Families First Principles**

Services provided through the programme should take account of the following guiding principles:

<table>
<thead>
<tr>
<th>Family-focused</th>
<th>Take a whole family approach to improving outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bespoke</td>
<td>Tailor help to individual family circumstances</td>
</tr>
<tr>
<td>Empowering</td>
<td>Seek to empower families to take control of their lives, to give them an increased sense of ownership and investment in their outcomes</td>
</tr>
<tr>
<td>Integrated</td>
<td>Effectively coordinate and plan to ensure a seamless progression for families between different interventions and programmes</td>
</tr>
<tr>
<td>Pro-active</td>
<td>Seek early identification of need and securing appropriate interventions in a timely way</td>
</tr>
<tr>
<td>Intensive</td>
<td>A vigorous approach and relentless focus must be maintained which can adapt to families’ changing circumstances</td>
</tr>
</tbody>
</table>
Local Services should address the needs of local communities and, where possible, seek opportunities to link in with other local programmes, including Flying Start and Supporting People.

Sustainable Seek to provide long-term sustainable solutions. They should seek to address the root causes of problems and not just the symptoms to enable families to continue to progress after the intervention has ceased.

Where does Families First sit in the continuum of support?

Families First is part of a continuum of support which includes a broad range of needs. The following key areas of support have been identified by Welsh Government:

- **Universal** – families with mostly no additional needs who are in receipt of universal services such as education and healthcare
- **Early intervention** – families with some additional needs which can be addressed through targeted early intervention support
- **Intensive support** – families with multiple needs who require a coordinated multi-agency package of support to prevent needs from escalating into crisis
- **Specialist services** – families with acute, high-end needs requiring statutory support

The support provided through Families First spans a wide range of needs, from early intervention support through to intensive, multi-agency interventions but should stop short of supporting families in crisis, who require statutory or specialist services. All services should be underpinned by effective information sharing protocols.
Delivery of Key Elements of Families First

Families First promotes system redesign at local level and the embedding of multiagency working practices into all aspect of family support. This takes place flexibly within a framework that focuses on the following key elements:

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<thead>
<tr>
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<th>Description</th>
</tr>
</thead>
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<tr>
<td>Joint Assessment Family Framework (JAFF)</td>
<td>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. JAFF focuses on involving the whole family, rather than the individuals within it, in the assessment process which has enabled more comprehensive assessments of strengths and needs as well as promoting a greater sense of ownership and empowerment for families.</td>
</tr>
<tr>
<td>Team around the Family models</td>
<td>This model is known as Together Achieving Change (TAC) in Wrexham and takes a family-centred approach through providing a coordinated multi-agency system of support for families.</td>
</tr>
<tr>
<td>Disability Focus</td>
<td>This element was developed to recognise that, although families with disabled children and young people, and those with young carers should be seen as an intrinsic part of the programme, sometimes, a distinct focus is required to ensure their specific needs are provided for.</td>
</tr>
<tr>
<td>Strategic Commissioning</td>
<td>People who experience poor wellbeing and lower levels of confidence and resilience are more likely to expose their children to ACEs such as domestic violence, alcohol and substance misuse and mental health problems. They are likely to become socially isolated and be less able to create stable and nurturing environments in which to raise children. Children and young people who are being raised in such environments are more likely struggle to achieve long term positive outcomes and are highly likely to raise their own children in environments where ACEs are commonplace, creating a cycle of social and economic deprivation which is difficult to break. In light of this evidence, services commissioned as part of the programme should focus on parenting and support for young people.</td>
</tr>
<tr>
<td>Learning Sets</td>
<td>There must be a commitment to continued learning and the sharing of best practice and the provision of a workforce development programme for learning throughout the programme</td>
</tr>
</tbody>
</table>
## Service delivery within Wrexham’s Families First Programme.

The following pages offer a directory of the services commissioned across Wrexham as part of the local Families First Programme. The Services are listed alphabetically by Provider.

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**Service:** TAC Family Counselling Service

**Provider:**
Action For Children  
Longfields  
11 Sontley Road  
Wrexham  
LL13 7EN

Contact: Beth Vaughan (Therapeutic Practitioner)  
Tel: 01978 264040  
email: Beth.Vaughan@actionforchildren.org.uk

**Overview of Provider:**
Action For Children is a national charity that runs a variety of projects in Wales and the rest of the United Kingdom ranging from early intervention family support to working to support looked after children and their foster carers. Our 7,000 staff and volunteers operate over 600 services nationally and we succeed by doing what’s right, doing what’s needed, and doing what works for children.

**Services funded through Families First:**
TAC Family Counselling Service works with children and their families to improve emotional well-being. Families are referred to us when life becomes difficult and children and/or their parents feel overwhelmed. The TAC Family Counselling Service uses interventions that are focussed on increasing emotional health and well-being within families. Our aim is maximise engagement with family members by supporting individuals and bringing families together as a whole, so they are better able to communicate more effectively with one another.

**Who will benefit from these services?**
We work with children and their parents to provide a service that improves the quality of the relationship between children and their parents or carers. We also work with extended families members who have a significant role in the life of that child.

**Expected outcomes for children, young people and/or families**
At the start of our work with children and families we establish with both parents and children what their best hopes are from our involvement and we keep a focus on this throughout the piece of work. Often younger children are less sure of what their best hopes are, they simply want to feel happier and therefore the aim of every piece of work is an overall improvement in emotional well-being.

**Referral process & form (where applicable)**
All referrals for TAC Family Counselling Service come through the TAC Service based in Lambpit Street on 01978 295385 tac@wrexham.gov.uk
**Service:** Couple Relationship Counselling Service

**Provider:**
Action For Children  
Longfields  
11 Sontley Road  
Wrexham  
LL13 7EN

Contact: Beth Vaughan (Therapeutic Practitioner)  
Tel: 01978 264040  
email: Beth.Vaughan@actionforchildren.org.uk

**Overview of Provider:**
Action For Children is a national charity that runs a variety of projects in Wales and the rest of the United Kingdom ranging from early intervention family support to working to support looked after children and their foster carers. Our 7,000 staff and volunteers operate over 600 services nationally and we succeed by doing what’s right, doing what’s needed, and doing what works for children.

**Services funded through Families First:**
The Couple Relationship Counselling Service can help parents (whether together or separated) understand their relationship with each other and the effect their relationships can have on the child. This type of support can also be beneficial to parents who have experienced Adverse Childhood Experiences (ACEs) in their own childhood, or who may be experiencing a life changing event, such as a partner in prison or deployed overseas, which may affect their ability to effectively parent their children.

Action for Children provides the service through 1:1 therapeutic intervention which is time-limited based on the complexity of the family situation and to minimise dependency.

**Who will benefit from these services?**
The service is available to families who reside in Wrexham County Borough who have children aged 0 – 19 years, where relationship issues have been identified as having a negative impact on their ability to parent positively or maintain healthy relationships within their family.

**Expected outcomes for children, young people and/or families**
At the start of our work with families we establish with both parents what their best hopes are from our involvement and we keep a focus on this throughout the piece of work. Often the key focus is on improvements in emotional well-being for the individuals and the family as a whole.

**Referral process & form (where applicable)**
Referrals for the provision can be accepted by the Provider from professionals who are supporting parents / carers who they feel would benefit the service (via referral to Wrexham Family Information Service), TAC or the Parenting Team within the Family Centres as part of a whole family support response.
**Service:** Talking Therapies

**Provider:**
Advance Brighter Futures
3 Belmont Road
Wrexham
LL13 7PW

Contact: Lorissa Roberts
Tel: 01978 364777
Email: info@abfwxm.co.uk

**Overview of Provider:**
Advance Brighter Futures (ABF) is a mental health and wellbeing charity, established in Wrexham since 1992. Our services offer people a confidential space to build emotional wellbeing and resilience, helping them to get on track to where they want to be or to recover from a particularly bad time in their life. We’ve helped hundreds of people build happier and more fulfilling lives and we’re very passionate about what we do.

**Services funded through Families First:**
**One-to-one Talking Therapy**
This gives parents and parents to be, an opportunity to talk confidentially without judgement on a one-to-one basis. Talking therapy is great for those who may struggle in groups or would benefit from talking through more complex issues.

**Who will benefit from these services?**
The Service is aimed at parents of any age during pregnancy and in the first 12 months after birth who reside across Wrexham who are experiencing or at risk of developing perinatal mental illness.

**Expected outcomes for children, young people and/or families**
All sessions are aimed at challenging negative thoughts, feelings and behaviours and making lasting, positive changes in your life. The service can also provide a great opportunity to meet other parents and connect with others in the community.

**Referral process & form (where applicable)**
Referrals for the service can be made by parents/parents-to-be or through professionals and should be made direct to the Provider.

| Referral Form - Self | Referral Form - Self referral CYMRAG (L referral (Updated Jar) |
**Service:** PRAMs Groups

**Provider:**
Advance Brighter Futures
3 Belmont Road
Wrexham
LL13 7PW

Contact:  Lorissa Roberts  
Tel:  01978 364777  
Email:  info@abfwxm.co.uk

**Overview of Provider:**
Advance Brighter Futures (ABF) is a mental health and wellbeing charity, established in Wrexham since 1992. Our services offer people a confidential space to build emotional wellbeing and resilience, helping them to get on track to where they want to be or to recover from a particularly bad time in their life. We’ve helped hundreds of people build happier and more fulfilling lives and we’re very passionate about what we do.

**Services funded through Families First:**

**PRAMS Groups (incorporating ‘You & Your Bump’ and ‘You & Your Baby’ sessions)**
PRAMS (Parental Resilience And Mutual Support) project offers support and provides the opportunity to talk and learn about emotional wellbeing and resilience in an informal setting.

The group includes weekly sessions aimed at challenging negative thoughts, feelings and behaviours and making lasting, positive changes in your life. The groups also provide a great opportunity to meet other parents and connect with others in the community.

**Monthly Group Sessions**
This peer support group gives parents the opportunity to meet in a community setting and discuss how they are getting on. We also welcome any suggestions for activities that parents may find beneficial, e.g. baby sensory, swimming with your baby, etc.

**Who will benefit from these services?**
The Service is aimed at parents of any age during pregnancy and in the first 12 months after birth who reside across Wrexham who are experiencing or at risk of developing perinatal mental illness.

**Expected outcomes for children, young people and/or families**
All sessions are aimed at challenging negative thoughts, feelings and behaviours and making lasting, positive changes in your life. The service can also provide a great opportunity to meet other parents and connect with others in the community.

**Referral process & form (where applicable)**
Referrals can be made direct to the Provider (either in person or via a professional).

Referral Form - Self referral (CYMRAEG (Updated Jan 2018).cleaned.docx)
# Service: Evidence-based Parenting Programmes

**Provider:**
Amber Button  
Unit 1 Woodside Business Park  
Wirral  
CH41 1EP

Contact: Jeanette Cook  
Tel: 0151 345 6824 / 0772 710 2956  
Email: jeanette@amberbutton.co.uk

**Overview of Provider:**
Amber Button is a community organisation specialising in programmes of adult learning and parenting to help people to progress along a pathway of positive change.

**Services funded through Families First:**
Amber Button deliver a range of evidence-based parenting programmes (detailed below) in the Wrexham area. The Programmes are run throughout the year at local venues according to need.

### Webster Stratton Incredible Years
For parents of babies, toddlers and primary school-aged children, Incredible Years introduces all the basics of good parenting by promoting positive parenting. The course aims to help improve parent-child relationships, increase the use of positive strategies and offer strategies for managing behaviour.

We offer four courses throughout the year: baby, toddler, pre-school and school readiness. Delivery of each Programme is based on identified need through the referral process.

In addition, we offer the following to Practitioners working with families to enhance the workforce across Wrexham:

### Strengthening Families Programme (Train the Trainer)
The **3-day training** offers you the opportunity to become an accredited facilitator of the Strengthening Families Programme SFP10-14 (UK).

SFP10-14 (UK) is a 7-week evidence-based programme delivered to help families with young people aged between 10 and 14 to prepare for teenage years.

The programme is aimed at reducing alcohol and drug use, behavioural problems in adolescence and strengthening the parent/carer child relationship. It helps young people to avoid problems with drugs and alcohol, resist peer pressure and communicate better with parents/caregivers. Through discussions and fun games and activities, families solve problems together, learn about rules and consequences and explore ways to show love and support, strengthening family communication.

By undertaking this facilitator training Practitioners are expected to deliver this Parenting Programme to families in the future.
**Who will benefit from these services?**
Parents of children aged 0 – 19 years (0 – 25 years for those parents of disabled children), from across the County Borough where needs have been identified in terms of them requiring support with their parenting.

**Expected outcomes for children, young people and/or families**
The service aims to help improve parent-child relationships, increase the use of positive strategies and offer strategies for managing behaviour.

**Referral process & form (where applicable)**
Provision can be accessed via a referral to the WCBC Parenting team using their referral form. Please contact 01978 295670 / 01978 824342

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**Service:** Informal Parenting Support Groups

**Provider:**
Amber Button  
Unit 1 Woodside Business Park  
Wirral  
CH41 1EP

Contact: Jeanette Cook  
Tel: 0151 345 6824 / 0772 710 2956  
Email: jeanette@amberbutton.co.uk

**Overview of Provider:**
Amber Button is a community organisation specialising in programmes of adult learning and parenting to help people to progress along a pathway of positive change.

**Services funded through Families First:**
Amber Button deliver a range of informal parenting courses (details below) in the Wrexham area. The courses are run throughout the year at local venues.

**Baby Massage**
Massage can help stimulate growth and development and is a great way of communicating with baby and improving bonding. Massage can help baby’s sleep pattern, strengthen their digestive system and symptoms of wind and constipation. Baby massage can be especially beneficial for babies with special needs such as Cerebral Palsy or Down’s syndrome.

The courses are suitable for babies up to around 8 months of age, although please note that baby must have had their 6-8 week check with the doctor before attending this course.

**Pathways to Change**
This course gives parents the opportunity to acknowledge just how great they are and what a fabulous job they are doing as a parent. The course aims to support parents to build confidence, develop aspirations, consider health and wellbeing, better understand relationships and think about what they want from life. It also enables parents to take some well-deserved time for them, make new friends and become part of a community.

**Understanding Challenging Behaviour**
This course is ideal for parents of children who have or who are waiting for an ADHD diagnosis and looks at what ADHD is, social and emotional coaching, establishing rules and routines, behaviour management strategies and how to cope when the going gets tough.

**Time Out for Parents**
A 6-session course looking at the development and behaviour of children; can help parents with routines, boundaries and behaviour management.
**Drug Proof your Kids**
A Care for the Family course focusing on the important role a parent can play in reducing the risk of harmful drug taking. The course helps to give parents the skills and knowledge to support their children to make good choices, reduce the risk factors and show useful ways of how to respond to alcohol and other difficult issues.

**Safe Home, Safe Children**
This course helps to raise awareness of the possible risks to babies and children in and around the home. The course covers topics such as risk assessment in the home and community, accident prevention and basic first aid.

**Who will benefit from these services?**
These courses are for parents of children aged 0 – 19 years (0 – 25 years for those parents of disabled children), from across the County Borough who feel they could do with some extra support with aspects of their parenting. These courses are aimed at those families who require early intervention to prevent issues/needs escalating; promoting positive parenting and building resilience within the family.

These services are a useful opportunity to engage parents in services and can be an effective way of building trust with parents who are anxious or reluctant to receive support, preparing them for more formal interventions if require.

**Expected outcomes for children, young people and/or families**
The service tackles issues of confidence, resilience, well-being and/or social isolation. The courses offered provide parents the opportunity to build their confidence, develop positive attitudes, aspirations and resilience and improve health and well-being whilst encouraging and enhancing positive parenting.

**Referral process & form (where applicable)**
Referrals for these courses are welcome from all Families First Providers and other organisations working with families in Wrexham and using our referral form. Parents can also self-refer to this provision.

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*Initial Referral Form Wrexham.cleaned.pdf*
**Service:** Relationship Support Course

**Provider:**
Amber Button  
Unit 1 Woodside Business Park  
Wirral  
CH41 1EP  
Contact: Jeanette Cook  
Tel: 0151 345 6824 / 0772 710 2956  
Email: jeanette@amberbutton.co.uk

**Overview of Provider:**
Amber Button is a community organisation specialising in programmes of adult learning and parenting to help people to progress along a pathway of positive change.

**Services funded through Families First:**
To deliver the Care for the Family – Relationships Course in the Wrexham area throughout the year at local venues.

**Care for the Family – Relationships Course**
Everyone’s relationships are different and, as life brings different challenges, relationships can change. This course looks at types of relationship and some of the changes and challenges that are most common. Helping parents to understand more about their relationships with their children, partner, family, friends and work colleagues and how to communicate effectively can help them to work on areas that they might want to improve and to maintain balance and harmony.

**Who will benefit from these services?**
These courses are for parents of children aged 0 – 19 years (0 – 25 years for those parents of disabled children), from across the County Borough who feel they could do with some extra support with their relationships.

These courses are aimed at those families who require early intervention to prevent issues/needs escalating; promoting positive relationships within the family.

**Expected outcomes for children, young people and/or families**
Services are designed to strengthen relationships for new or established couples, offering them ideas and strategies around positive communication, dealing with pressure, handling pressure and keeping love alive in a relationship. The courses aim to improve confidence, nurturing, resilience within families as well as developing and maintaining healthier relationships.

**Referral process & form (where applicable)**
Referrals for these courses are welcome from all Families First Providers and other organisations working with families in Wrexham and using our referral form. Parents can also self-refer to this provision.

![Initial Referral Form Wrexham.cleaned.pdf](image)
**Service:** Informal Parenting Drop-ins

**Provider:**
The AVOW Play team at the Land
21, Egerton Street,
Wrexham
LL11 1ND

Contact: Claire Pugh (Play Development Officer)
Tel: 01978 813912
Email: Claire.Pugh@avow.org

**Overview of Provider:**
The primary aim of AVOW play team at the Land 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. Through the regular provision of open access play, children, young people and families have opportunities to increase independence and responsibility, bond with their peers and associate with people of other ages, abilities and backgrounds. Parents are encouraged to support their children and young people to engage in the open access play provision.

**Services funded through Families First:**
The AVOW Play Team provides informal 1:1 and group based support for parents/carers - providing an environment and opportunities to talk to staff about their concerns and seek practical advice and information. In addition the team provide open access parenting support which aims to support parents who are not able to access group sessions.

**Who will benefit from these services?**
All services are free to attend targeting parents/carers in Plas Madoc and surrounding areas – parents who are engaged through Play provision or referred/signposted by other services.

**Expected outcomes for children, young people and/or families**
Parents/ Carers who access provision have access to advice, support and information – they also have the opportunity to meet new people, share experiences and benefit from peer support – importantly parents have fun! For those parents who are identified as requiring more intensive support, appropriate signposting and referring to agencies is offered.

**Referral process & form (where applicable)**
All services are open access; however, the team also receive referrals from TAC, Flying Start and/or other partner agencies where it is felt parents would benefit from accessing this service.
**Service:** Informal Parenting drop-ins

**Provider:**
Caia Park Partnership Ltd
Caia Park Centre
Prince Charles Road
Wrexham
LL13 7TH

Contact: Katherine Pendlebury, Parent Support Worker
Email: Katherine.pendlebury@caiapark.org
Tel: 01978 318872

**Overview of Provider:**
Caia Park Partnership is a Community Development Organisation that has many projects and services delivered across several departments. These include Childcare, Children and Young Peoples Services, Tenancy Support and community engagement. As a whole, the partnership has worked with parents in many different guises over the years and we have a good proven track record in developing positive working relationships with the many families we support.

**Services funded through Families First:**
The Family First Parent Drop in service provides 4 informal open access ‘drop ins’ per week for parents/guardians to share their concerns and seek practical advice. Parents/Guardians are encouraged to make friends and develop support networks in their neighbourhood and community. The drop ins currently run from “The Flat” at The Caia Park Partnership on Tuesday and Friday 9:30am-12:30pm and Pentre Gwyn Community Centre 1pm-4pm. A further session is offered in the Sparkles day nursery (day and time TBC)

**Who will benefit from these services?**
Parents and guardians living on the Caia Park estate and beyond can attend any of the drop-in sessions to seek support around their role as parents/guardians.

**Expected outcomes for children, young people and/or families**
Parents/guardians feel special and feel part of something positive. They feel empowered and confident in their role as Parents/Guardians and able to access other support services as required whilst forming long lasting friendships from within the sessions.

**Referral process & form (where applicable)**
There is no formal referral process as these sessions are open access drop-in sessions, however, agencies may email details of a particular person/family that may need or welcome encouragement to attend.
**Service:** Mobile crèche provision

**Provider:**  
Caia Park Partnership Ltd  
Caia Park Centre  
Prince Charles Road  
Wrexham  
LL13 7TH

Contact: Samantha Hughes  
Email: samantha.hughes@caiapark.org  
Tel: 01978 20067

**Overview of Provider:**  
Caia Park Partnership is a Community Development Organisation that has many projects and services delivered across several departments. These include Childcare, Children and Young Peoples Services, Tenancy Support and community engagement. As a whole, the partnership has worked with parents in many different guises over the years and we have a good proven track record in developing positive working relationships with the many families we support.

**Services funded through Families First:**  
To provide mobile crèche facilities on behalf of Families First for parents who are accessing evidence-based parenting programmes. This provision is coordinated via the Parenting Team as required for their internal and other externally commissioned Providers.

**Who will benefit from these services?**  
Children of those parents accessing evidence-based parenting programmes from across Wrexham.

**Expected outcomes for children, young people and/or families**  
Children are provided with high quality play opportunities in a safe and appropriate environment whilst their parents accessing the parenting programmes.

**Referral process & form (where applicable)**  
Whilst there is no referral process for this provision, this is co-ordinated through the Parenting Team in line with the requirements of both internal and external service provision.
**Service:** Fortnightly group activities for parents

**Provider:**
Campfire Cymru
Ruthin

Contact: Becks Fowkes
Tel: 07989 501335
Email: becks.fowkes@gmail.com

**Overview of Provider:**
Campfire Cymru is a social enterprise providing outdoor and environmental education including forest school for families, children and young people, particularly those experiencing disadvantages. We run groups for families outdoors in Wrexham and Denbighshire and also work with schools across North East Wales.

**Services funded through Families First:**
Outdoor parent and carer peer support group for families with ADHD, autism or additional needs (diagnosed or suspected) meeting fortnightly during term time.

Sessions include activities such as ‘bush craft’, den building, campfire cooking, nature exploration, conservation, discussion, games, craft, songs and activities to improve well-being.

**Who will benefit from these services?**
Parents and carers of children with additional needs.

**Expected outcomes for children, young people and/or families**
- Improving confidence and independence through having the freedom, time and space to explore a natural environment
- Empowering families through peer support and encouragement
- Improving social skills by bringing families with shared experiences together in a relaxed atmosphere where they can make friends and have fun
- Strengthening family and sibling relationships and increasing family resilience through negotiating shared outdoor challenges
- Increasing sense of well-being

**Referral process & form (where applicable)**
Families can refer themselves directly. Alternatively organisations can refer by completing and returning the referral form.

referral form.docx
**Service:** Group activities for families

**Provider:**
Campfire Cymru  
Ruthin  
Contact: Becks Fowkes  
Tel: 07989 501335  
Email: becks.fowkes@gmail.com

**Overview of Provider:**
Campfire Cymru is a social enterprise providing outdoor and environmental education including forest school for families, children and young people, particularly those experiencing disadvantages. We run groups for families outdoors in Wrexham and Denbighshire and also work with schools across North East Wales.

**Services funded through Families First:**
Woodland activity groups for families of children and young people with disabilities and additional needs, including siblings, parents, carers, grandparents.

The sessions uses forest school activities and includes a mixture of ‘bush craft’, nature activities, campfire cooking, games and craft.

Sessions are run in outdoor venues and parks across Wrexham including Ty Mawr Country Park and Felin Puleston, Erddig Park.

**Who will benefit from these services?**
- Children with disabilities, autism, ADHD and additional needs whether diagnosed or not  
- Parents and Carers, Siblings

**Expected outcomes for children, young people and/or families**
- Improving confidence and independence through having the freedom, time and space to explore a natural environment  
- Growing children and young people’s self-esteem through activities which encourage involvement  
- Empowering children and families through peer support and encouragement  
- Improving social skills by bringing families with shared experiences together in a relaxed atmosphere where they can make friends and have fun  
- Strengthening family and sibling relationships and increasing family resilience through negotiating shared outdoor challenges  
- Increasing sense of wellbeing

**Referral process & form (where applicable)**
Families can refer themselves directly. Alternatively organisations can refer by completing and returning the referral form.

referral form.docx
**Service:** Holiday play schemes and holiday activities for disabled children and young people

**Provider:**
Dynamic,
Bradbury House,
23, Salisbury Road,
Wrexham
LL13 7AS

Contacts:
Carol Gardner  Laura Williams
Charity Manager  Group and Volunteer Coordinator
01978 263656  01978 263656
wrexhamdynamic@yahoo.co.uk  laurawilliams@dynamicwrexham.org.uk

**Overview of Provider:**
Dynamic, centre for children and young people with disabilities, has been working in the field of childhood disability in Wrexham since 1996.

Dynamic provides after school and school holiday group activities for children and young people aged 8–19 years. The children and young people attending have a range of disabilities – autism, physical disability, learning disability, complex need and multiple disability, life limiting illness and rare conditions.

**Services funded through Families First:**
School Holiday activity programmes operate in the Summer on 3 sites and a smaller scheme in the Easter Holidays

**Summer School Holiday Activity Groups at:**
- **Y Canol, Gwersyllt**
  Monday, Tuesday, Wednesday - For those children and young people with severe and complex needs requiring 1:1 / 2:1 support
- **All Saints School Gresford** –
  Tuesday and Thursday - For those children and young people who are high on the autistic spectrum requiring 2:1 support.

These operate for 4 weeks of the summer holidays.

**Easter Holiday Schemes:**
- **Y Canol, Gwersyllt** – for those with severe and complex needs
  2 days during the Easter holidays (as agreed with the school)
- **Bradbury House** – For those high on the autistic spectrum – held over 3 days during the Easter Holidays.

**Who will benefit from these services?**
The children and young people attending have a range of disabilities – autism, physical disability, learning disability, complex need and multiple disability, life limiting illness and rare conditions.
**Expected outcomes for children, young people and/or families**

All Dynamic activities are fun, but are aimed to achieve: increased confidence, independence and social interaction. Disabled children and young people are encouraged to make leisure choices and learn new life skills, make friends and having fun together.

Apart from the above target benefits, parents and carers are also afforded an element of respite care, and time to spend with other children, or to work, or just to do simple tasks impossible with a disabled child to accommodate.

Siblings are able to have time with the parent without the disabled child taking priority.

**Referral process & form (where applicable)**

There is a referral form required for School Holiday activities. Each referral is seen by the Trustee referral panel which consists of qualified and experienced persons who along with Dynamic staff will make a decision as to the appropriateness of the referral and if accepted as to which group the young person is best placed. This panel meets bi-monthly and there is usually a waiting list for attending groups.

Referral form.doc
**Service:** Informal parenting support – STEPs Programme

**Provider:**
Dynamic, Bradbury House, 23, Salisbury Road, Wrexham LL13 7AS

Contacts:
Carol Gardner, Charity Manager 01978 263656  
wrexhamdynamic@yahoo.co.uk
Laura Williams, Group and Volunteer Coordinator 01978 263656  
laurawilliams@dynamicwrexham.org.uk

**Overview of Provider:**
Dynamic, centre for children and young people with disabilities, has been working in the field of childhood disability in Wrexham since 1996.

**Services funded through Families First:**
STEPS programme for parents of disabled children. STEPs is an accredited programme in applied self-image psychology based on cognitive psychology research and theory.

2 programmes run per year 1 day per week for 10 weeks. This programme aims to:
- Build confidence
- Enhance parenting skills
- Motivate towards employment, education and training
- Improve relationships with family, peers and community
- Improve family resilience

**Who will benefit from these services?**
Parents and families of children with disabilities.

**Expected outcomes for children, young people and/or families**
It is intended to help parents of disabled children and young people to become more resilient and able to adapt to the changing needs and demands of parenting a disabled child or young person.

Accredited at Level 2, we hope parents would wish to become peer trainers and deliver future courses.

**Referral process & form (where applicable).**
Anyone interested in accessing the programme should contact Laura Williams on 01978 263656.
**Services:** Disability Play Sessions

**Provider:**
Family Friends for 5’s to 11’s
The Salvation Army
Garden Road,
Rhosddu,
Wrexham
LL11 2NU

Contact: Mary Roblin – Senior Coordinator
Telephone: 01978 366115 Mobile: 07974127768
Email: familyfriends@lineone.net

**Overview of Provider:**
Family Friends offers support, friendship and practical help to parents with children in our local community. Family Friends offers a unique service, recruiting and training volunteers who are usually parents themselves to visit families at home who have at least one child aged between 5 and 11 years old. Family Friends now also support families of disabled children aged 0-18 in their centre at Salvation Army, Wrexham.

**Services funded through Families First:**
Weekly Disability **play sessions** during term time (36 weeks/annum), to encourage interaction and community cohesion for all children 0-18 who have a disability. The sessions are offered on Tuesday evenings from 4.00pm-5.30pm. Booking is essential and contact should be made direct to Family Friends.

**Who will benefit from these services?**
These play sessions are for any child aged 0 – 18 years who have an identified disability.

**Expected outcomes for children, young people and/or families**
To reduce isolation, improve community cohesion and support families to achieve best possible outcomes.

**Referral process & form (where applicable)**
Referrals for this service should be made direct to Family Friends

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Family Friends
Referral form.doc

Family Friends
Referral Information.doc
**Services:** Trips out for families with disabled children.

**Provider:**
Family Friends for 5’s to 11’s  
The Salvation Army  
Garden Road,  
Rhosddu,  
Wrexham  
LL11 2NU

Contact: Mary Roblin – Senior Coordinator  
Telephone: 01978 366115  Mobile: 07974127768  
Email: familyfriends@lineone.net

**Overview of Provider:**
Family Friends offers support, friendship and practical help to parents with children in our local community. Family Friends offers a unique service, recruiting and training volunteers who are usually parents themselves to visit families at home who have at least one child aged between 5 and 11 years old. Family Friends now also support families of disabled children aged 0-18 in their centre at Salvation Army, Wrexham.

**Services funded through Families First:**
To provide 4 trips over 12 months (1 at Easter, 1 at Christmas, 2 in Summer holidays). Trips are suitable for families with children who have a disability.

**Who will benefit from these services?**
These trips are for any child aged 0 – 18 years who have an identified disability.

**Expected outcomes for children, young people and/or families**
To reduce isolation, improve community cohesion, improve family relationships, create memories & support families to achieve best possible outcomes.

**Referral process & form (where applicable)**
Referrals for this service should be made direct to Family Friends
**Services:** Informal parenting – STEPs programmes.

**Provider:**  
Family Friends for 5’s to 11’s  
The Salvation Army  
Garden Road,  
Rhosddu,  
Wrexham  
LL11 2NU

<table>
<thead>
<tr>
<th>Contact:</th>
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<td>01978 366115 Mobile: 07974127768</td>
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<td>Email:</td>
<td><a href="mailto:familyfriends@lineone.net">familyfriends@lineone.net</a></td>
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**Services funded through Families First:**  
To provide 3 STEPS parenting programme per year. STEPs is an accredited programme in applied self-image psychology based on cognitive psychology research and theory.

3 programmes run per year, with each course runs over 9 weeks. This programme aims to :-

- Confidence build  
- Enhance parenting skills  
- Improved relationships with family, peers and community  
- Improve family resilience

**Who will benefit from these services?**  
These programmes are for any parent of a child aged 0-18.

**Expected outcomes for children, young people and/or families**  
To reduce isolation, improve community cohesion, improve family relationships and support families to achieve best possible outcomes against their identified needs.

**Referral process & form (where applicable)**  
Referrals for this service should be made direct to Family Friends
**Services:** Intensive Home Support for families.

**Provider:**
Family Friends for 5’s to 11’s  
The Salvation Army  
Garden Road,  
Rhosddu,  
Wrexham  
LL11 2NU

Contact: Mary Roblin – Senior Coordinator  
Telephone: 01978 366115  Mobile: 07974127768  
Email: familyfriends@lineone.net

**Overview of Provider:**
Family Friends offers support, friendship and practical help to parents with children in our local community. Family Friends offers a unique service, recruiting and training volunteers who are usually parents themselves to visit families at home who have at least one child aged between 5 and 11 years old. Family Friends now also support families of disabled children aged 0-18 in their centre at Salvation Army, Wrexham.

**Services funded through Families First:**
Family Friends provides intensive home visiting support for families through working on a one-to-one basis through working with the whole family through the provision of emotional and/or practical support. The family receives weekly visits from either family support staff and/or volunteers at times most appropriate to the needs of the family.

Families who are supported through this service also have access to others services offered by Family Friends.

**Who will benefit from these services?**
Families from across Wrexham who have at least one children aged between 5 and 11 years of age.

**Expected outcomes for children, young people and/or families**
To reduce isolation, improve community cohesion, improve family relationships and support families to achieve best possible outcomes against their identified needs.

**Referral process & form (where applicable)**
Referrals for this service should be made direct to Family Friends

[Family Friends Referral form.doc]
[Family Friends Referral Information.doc]
**Services:** Informal Peer Support groups.

**Provider:**
Family Friends for 5’s To 11’s  
The Salvation Army  
Garden Road,  
Rhosddu,  
Wrexham  
LL11 2NU

Contact: Mary Roblin – Senior Coordinator  
Telephone: 01978 366115 Mobile: 07974127768  
Email: familyfriends@lineone.net

**Overview of Provider:**
Family Friends offers support, friendship and practical help to parents with children in our local community. Family Friends offers a unique service, recruiting and training volunteers who are usually parents themselves to visit families at home who have at least one child aged between 5 and 11 years old. Family Friends now also support families of disabled children aged 0-18 in their centre at Salvation Army, Wrexham.

**Services funded through Families First:**
Family Friends provides monthly support groups (10 per year) for families. These groups are a time to share experiences, seek advice and guidance, or additional support to access other services, or a chance to discuss any issues relevant to families as required.

Families who are supported through this service also have access to other services offered by Family Friends.

**Who will benefit from these services?**
Families from across Wrexham who have at least one child aged between 5 and 11 years of age.

**Expected outcomes for children, young people and/or families**
To reduce isolation, improve community cohesion, improve family relationships and support families to achieve best possible outcomes against their identified needs.

**Referral process & form (where applicable)**
Referrals for this service should be made direct to Family Friends

[Referral form.doc](#)  [Referral Information Sheet.doc](#)
**Service:** Evidence-based parenting Programmes

**Provider:**
Home-Start County Borough of Wrexham
Salvation Army Building,
Garden Road
Rhosddu
Wrexham
LL11 2NU

Contact: Pam Hoyle – Co-ordinator
Tel: 01978 366660
e-mail homestartcbw@lineone.net
www.homestartwrexham.com
Facebook: Home-Start Wrexham
Twitter: @homestartwrexham

**Overview of Provider:**
Home-Start County Borough of Wrexham is an independent charity benefitting from membership to a National Organisation (Home-Start UK) to provide governance support, policy and best practice. Home-Start believes every parent deserves the support they need to offer their children the best start in life. We offer support to parents with children from conception to 12 years.

Home-Start recruits and provides accredited training for local volunteers to help families with young children who are experiencing difficulties. Volunteers support families at least once a week in their own homes for between 2-4 hours as they learn to cope, improve their confidence and build better lives for their children. Volunteers are usually parents themselves and are supported by the staff team to increase their employability, skills and confidence. Home-Start provides a stepping stone for further education/training and employment for our volunteers and families.

We run structured family groups and activities to promote play and support parents to understand their children’s needs. We offer activities for parents and children to develop skills and provide opportunities to take part in wider community activities.

Each family has an holistic assessment to identify needs and strengths and an individual family support plan is devised based on family led outcomes.

**Services funded through Families First:**
Home-Start facilitates the Family Links Nurturing Programme/Antenatal Programme throughout the year. The number and type of Family Links programmes offered will be based on need/demand.

**Who will benefit from these services?**
Parents to be and any parent or those in a parenting role living in Wrexham with a child up to age 12 years.
**Expected outcomes for children, young people and/or families**

Families benefit from:

- Practical support - to build routines for housework/childcare tasks and model coping strategies for managing without support.
- Emotional support - a listening ear to work through difficulties and allow parents and children to come to their own solutions to the issues they face.
- Support to use other services

This support should

- Reduce isolation
- Increase parenting confidence and abilities
- Increase ability to manage poor parental mental health

**Referral process & form (where applicable)**

Home-Start operates an open referral process. Referrals by anyone other than the family must be made on a referral form and have signed consent. Parents can refer themselves by contacting the scheme directly and having a chat with a member of the team.

[referral-form-english.doc](referral-form-english.doc)  [Referral Form Welsh.doc](Referral Form Welsh.doc)
Service: 1:1 Intensive Parenting Support

Provider:
Home-Start County Borough of Wrexham
Salvation Army Building,
Garden Road
Rhosddu
Wrexham
LL11 2NU

Contact: Pam Hoyle – Co-ordinator
Tel: 01978 366660
e-mail homestartcbw@lineone.net

www.homestartwrexham.com
Facebook: Home-Start Wrexham
Twitter: @homestartwrexham

Overview of Provider:
Home-Start County Borough of Wrexham is an independent charity benefitting from membership to a National Organisation (Home-Start UK) to provide governance support, policy and best practice. Home-Start believes every parent deserves the support they need to offer their children the best start in life. We offer support to parents with children from conception to 12 years.

Home-Start recruits and provides accredited training for local volunteers to help families with young children who are experiencing difficulties. Volunteers support families at least once a week in their own homes for between 2-4 hours as they learn to cope, improve their confidence and build better lives for their children. Volunteers are usually parents themselves and are supported by the staff team to increase their employability, skills and confidence. Home-Start provides a stepping stone for further education/training and employment for our volunteers and families.

We run structured family groups and activities to promote play and support parents to understand their children’s needs. We offer activities for parents and children to develop skills and provide opportunities to take part in wider community activities.

Each family has an holistic assessment to identify needs and strengths and an individual family support plan is devised based on family led outcomes.

Services funded through Families First:
Home-Start provides One to One family support- with trained Family Support Volunteer or Family Support Worker (paid) for between 2-4 hours on at least a weekly basis within the home. Support is offered against those needs identified by the family and could include emotional and/or practical support.

Who will benefit from these services?
Parents to be and any parent or those in a parenting role living in Wrexham with a child up to age 12 years.
**Expected outcomes for children, young people and/or families**

Families benefit from:

- Practical support- to build routines for housework/ childcare tasks and model coping strategies for managing without support.
- Emotional support- a listening ear to work through difficulties and allow parents and children to come to their own solutions to the issues they face.
- Support to use other services

This support should

- Reduce isolation
- Increase parenting confidence and abilities
- Increase ability to manage poor parental mental health

**Referral process & form (where applicable)**

Home-Start operates an open referral process. Referrals by anyone other than the family must be made on a referral form and have signed consent. Parents can refer themselves by contacting the scheme directly and having a chat with a member of the team.
**Service:** Informal Parenting Support Groups

**Provider:**
Home-Start County Borough of Wrexham
Salvation Army Building,
Garden Road
Rhosddu
Wrexham
LL11 2NU

Contact: Pam Hoyle – Co-ordinator
Tel: 01978 366660
e-mail homestartcbw@lineone.net
www.homestartwrexham.com
Facebook: Home-Start Wrexham
Twitter: @homestartwrexham

**Overview of Provider:**
Home-Start County Borough of Wrexham is an independent charity benefitting from membership to a National Organisation (Home-Start UK) to provide governance support, policy and best practice. Home-Start believes every parent deserves the support they need to offer their children the best start in life. We offer support to parents with children from conception to 12 years.

Home-Start recruits and provides accredited training for local volunteers to help families with young children who are experiencing difficulties. Volunteers support families at least once a week in their own homes for between 2-4 hours as they learn to cope, improve their confidence and build better lives for their children. Volunteers are usually parents themselves and are supported by the staff team to increase their employability, skills and confidence. Home-Start provides a stepping stone for further education/training and employment for our volunteers and families.

We run structured family group and activities to promote play and support parents to understand their children’s needs. We offer activities for parents and children to develop skills and provide opportunities to take part in wider community activities.

Each family has an holistic assessment to identify needs and strengths and an individual family support plan is devised based on family led outcomes.

**Services funded through Families First:**
Home-Start provides group based support through small groups and/or one to one sessions offering parents a programme of learning with topics such as child safety in the home, come and cook, financial capabilities, mindfulness and well-being, managing relationships. The focus of the groups is based on identified needs of those parents being supported.

**Who will benefit from these services?**
Parents to be and any parent or those in a parenting role living in Wrexham with a child up to age 12 years.
**Expected outcomes for children, young people and/or families**

Families benefit from:

- Practical support- to build routines for housework/ childcare tasks and model coping strategies for managing without support.
- Emotional support- a listening ear to work through difficulties and allow parents and children to come to their own solutions to the issues they face.
- Support to use other services

This support should

- Reduce isolation
- Increase parenting confidence and abilities
- Increase ability to manage poor parental mental health

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**Referral process & form (where applicable)**

Home-Start operates an open referral process. Referrals by anyone other than the family must be made on a referral form and have signed consent. Parents can refer themselves by contacting the scheme directly and having a chat with a member of the team.

![referral-form-english.doc](referral-form-english.doc)

![Referral Form Welsh.doc](Referral Form Welsh.doc)
**Service:** Relationship Support services.

**Provider:**
Relate Cymru
Eryl Wen,
Eryl Place
Llandudno
LL30 2TX

Contact: Val Tinkler – Operations Manager
Email: Enquiries@relatecymru.org.uk
Tel: 0300 003 2340

**Overview of Provider:**
Relate Cymru is the national charity for relationship support in Wales. We are part of the national Relate charity.

Relate has been providing relationship support throughout Wales for a number of years. We are a growing organisation building on the skills and expertise of our experienced staff, counsellors, practitioners and Advisory Group. We operate throughout Wales and last year we supported over 4,000 families in Wales.

At Relate Cymru we are committed to delivering high quality services and developing more ways that give the best relationship support to people who need it.

**Services funded through Families First:**
3 Tier Relationship Support – supporting Parents/Guardian of children and young people

**Tier 1 – literature; online resources**
- A series of on-line resources focusing on specific challenges that impact on relationships and family dynamics
- Signposting links to live chat, webcam or face-to-face counselling sessions
- Peri-natal support

**Tier 2 – live chat; online counselling sessions; parenting apart programme**
- Live chat instant messaging service with trained Relate Counsellor, accessible from smartphone, tablet or PC connected to the internet
- Webcam relationship counselling sessions with a trained Relate Counsellor. Accessible for family members in multiple locations
- 2 Parenting Apart sessions designed specifically to support parents who are no longer in a relationship to minimise the impact on their children
- Perinatal support

**Tier 3 – face to face couple counselling; family group sessions; referral pathway to other services**
- Face to face couple counselling to address issues impacting their relationship
- Family group sessions to address difficulties within the family reducing the impact on future generations
- Direct referral pathways to Relate Domestic Abuse Perpetrator Programme (Group & 1:1 intervention) & Partner Support Programme
- Direct referral pathway to Relate Counselling Sex Therapy
- Perinatal support

**Training**
Training for the TAC team providing key professionals with the knowledge and skill sets required to confidently discuss relationship problems and implement individual support plans.

**Who will benefit from these services?**
Individuals, couples and families of all ages, backgrounds and sexual orientations in Wrexham who require support with their relationships.

**Expected outcomes for children, young people and/or families**
The service aims to support healthier relationships through reducing relationship stress and improving communication across the relationships resulting in improved general well-being for all involved.

**Referral process & form (where applicable)**
The Relate online advice line is accessible to all and professionals can signpost parents to this support.

Referrals for the individual provision can be accepted by the Provider from professionals who are supporting parents / carers who they feel would benefit the service (via referral to Wrexham Family Information Service), TAC or the Parenting Team within the Family Centres as part of a whole family support response.

Referral form for use by TAC & Parenting team.docx
WFIS Referral Form for Relate.doc
**Service:** Activ8-2-16 – access to sports for disabled children and young people.

**Provider:**
Wrexham County Borough Council, Active Wrexham,
Learning Centre,
Whitegate Industrial Estate,
Whitegate Road,
Wrexham
LL13 8UG

Contact: Louise Brady (Sports Development Assistant Manager)
Tel: 01978 297359
email: Louise.Brady@wrexham.gov.uk

**Overview of Provider:**
Activ8-2-16 provide an assessment, introduction scheme and special sports courses for children with disabilities and aim, through increased opportunities, to improve integration into mainstream activities where appropriate.

**Services funded through Families First:**
Swimming: 6 sessions per week to suit ability
Multi skills: 1 session per week
Junior Gym: 1 session per week (12 years old plus)

We have links to many other sports and activities in Wrexham which are available if requested.

**Who will benefit from these services?**
The scheme aims to make exercise more accessible to individuals and is open to young people aged 6-16 with 'low risk' medical, disability or mental health difficulties. The aim is to provide the opportunity for any child or young person who falls into this category to access the scheme if it is believed physical activity can make a positive impact in their life.

**Expected outcomes for children, young people and/or families**
Activ8-2-16 aims to increase long-term participation in exercise by raising awareness of the benefits of exercise and healthy lifestyles to children.

We would like children and young people to receive a safe and effective introduction to sport and physical activity and be encouraged to continue to take part beyond the introduction period. Through the medium of sport and physical activity we would like children to address lifestyle issues, become more active and more confident in their own abilities.

Our coaches have been specially selected and have received some awareness training so they are aware of the needs of the children recommended onto the scheme.

**Referral process & form (where applicable)**
Referrals are accepted by the Provider from all Families First commissioned services and local schools as appropriate to the needs of the child/young person.

[Activ8-2-16 Referral form Welsh.docx](#)
[Activ8-2-16 Referral form English.docx](#)
**Service:** Parenting Support Services  
**Provider:**  
Wrexham Borough Council Family Centres  
Ty Ni Family Centre,  
82 Rhosddu Road,  
Wrexham  
LL11 2NP  

Contact: Lyn Millen (Manager) or Julie Williams (Deputy Manager)  
Tel: 01978 295677  
Email: Lyn.millen@wrexham.gov.uk or Julie.williams@wrexham.gov.uk

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<thead>
<tr>
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<tbody>
<tr>
<td>Wrexham County Borough Council has two Family Centres, Ty Ni and Idwal Family Centre. The Family Centres have a number of teams operating from the Centres all with the aim of working in partnership with families and key agencies to offer a range of preventative services for families who may require support in some aspect(s) of their role as parents.</td>
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<td>The service provided by Families First is the Parenting Support Service the aim of which is to provide early intervention parenting support to families either individually or through evidence-based parenting programmes (Family Links, Challenging Years, Strengthening Families &amp; Willow). The service also includes parents and children affected by domestic abuse and/or substance misuse supporting those affected to recognise the different forms of abuse and misuse; the impact of this on the whole family and to explore opportunities and strategies for change. The service also offers two informal peer support groups per week and one two hour drop in session per week alternating between the two centres and alternating between a day and evening provision. These informal activities are useful engagement opportunities for those families who may be reluctant to assess or accept more formal support/ interventions.</td>
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<tbody>
<tr>
<td>Any family within Wrexham who may benefit from support with any element/ aspect of their parenting.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expected outcomes for children, young people and/or families</th>
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</thead>
<tbody>
<tr>
<td>Through accessing any of the parenting support provision available via this service, families are supported to build on their resilience factors to support them as a family as well as the individuals within the family.</td>
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<thead>
<tr>
<th>Referral process &amp; form (where applicable)</th>
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<tbody>
<tr>
<td>Most services on offer require a referral into the team with the exception of the informal drop-in service and the informal parenting support groups. Referrals are accepted from parents themselves and from any agency/ organisation working with the family. Referrals received for intensive one to one parenting support must be accompanied by a completed assessment clearly identifying the family needs and desired outcomes of the intervention. Referrals for evidence-based programmes should where possible identify the most appropriate Programme for the family.</td>
</tr>
</tbody>
</table>
**Service:** Intensive Youth Support

**Provider:**
Wrexham County Borough Council,
In2Change Young Person’s Drug and Alcohol Team
In2change at The Info Shop,
Lambpit Street,
Wrexham.
LL11 1AR

Contact: Sara Tompkin (Advanced Practitioner)
Tel: 01978 295629
Email: In2change@wrexham.gov.uk

**Overview of Provider:**
In2change is a youth work project based in The Info shop in Wrexham. In2change is a multi-disciplinary team of Youth Workers and a CAMHS Practitioner who work alongside young people to help them achieve their goals.

In2change offers a confidential service to young people who are using, have previously used or are thinking about using drugs and/or alcohol.

In2change offers a targeted provision, using a holistic approach in order to address the root cause that may be affecting each young person, rather than just the resulting behaviour.

In2change aims to empower young people to make informed decisions, particularly around risk taking behaviours. Young people are offered one to one support, advice and diversionary activities with engagement being on a voluntary basis.

**Services funded through Families First:**
One to one work consists of a variety of interventions based around each young person’s needs and wishes at a venue of the young person’s choice.

In2change provide education to young people on a variety of drugs and alcohol. By exploring factual information and advice, young people are then encouraged to consider risks enabling them to take control and make informed choices. Further interventions include harm reduction, relapse prevention, planned reductions, introducing/increasing social activities, diversionary activities, work on anger, sleep hygiene, confidence and self-esteem, signposting and others - all tailored to each individual, their substance use and wishes. In addition, there is a weekly drop in open to all young people whether open to In2change or not.

There are 2 evidence based parenting programmes available, Care for the Family’s ‘Drug Proof your kids’ and ‘Handling Anger’, which are offered to families of those young people involved.

**Who will benefit from these services?**
Young people aged 11-18 years old (up to 19th birthday) who live in or attend education in Wrexham and are using, have previously used or are thinking about using drugs and/or alcohol.
<table>
<thead>
<tr>
<th><strong>Expected outcomes for children, young people and/or families</strong></th>
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<tbody>
<tr>
<td>• For young people to complete their specific goals around what they feel would help them.</td>
</tr>
<tr>
<td>• For young people to have an increased awareness of other services in their area and where appropriate to be signposted to specific agencies based around their needs.</td>
</tr>
<tr>
<td>• For young people to have increased knowledge of factual information around drugs and alcohol.</td>
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<tr>
<td>• Reduced DUST (Drug Use Screening Tool) scores over the intervention relating to their drug and/or alcohol use.</td>
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<tr>
<th><strong>Referral process &amp; form (where applicable)</strong></th>
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<tbody>
<tr>
<td>Anyone can refer to in2change as long as the young person has given consent. This includes young people themselves, parents/carers/other family members and professionals. Telephone consultations are also available with the team to discuss possible referrals or individual cases as and when required.</td>
</tr>
</tbody>
</table>

![](In2Change referral form Eng.doc) ![](In2Change referral form Welsh.doc)
**Service:** Intensive Youth Support

**Provider:**
Wrexham County Borough Council,
Inspire Youth Work in Hospital Project
Child Health Centre
Wrexham Maelor Hospital
Crosnewydd Road
Wrexham
LL13 7TD

Contact: Sara Tompkin (Advanced Practitioner)
Tel: 01978 726002
Email: inspire@wrexham.gov.uk

**Overview of Provider:**
Inspire is a Youth Work project based in Wrexham Maelor Hospital. It is a multi-disciplinary team of Youth Workers and an Assistant Psychologist, who work alongside Young people to help them achieve their goals.

Inspire aims to empower and promote the independence of young people who engage in self-harming behaviours. Inspire offers a targeted provision, using a Holistic approach in order to address the root cause that may be affecting each Young person, rather than just the resulting behaviour.

Inspire predominately operates at a tier 2 level in partnership with a number of agencies and professionals in order to meet the full needs of young people and their families. By fully involving the young people and where possible and appropriate their families, positive attitudes, behaviour and aspirations are encouraged which assists in them developing resilience to overcome the challenges that they may face now and in the future, therefore improving outcomes.

**Services funded through Families First:**
One to one work consists of voluntary interventions of around 8 individualised sessions at a venue of the young person’s choice, focusing on what young people would like to achieve and what they feel would help them at that time. Support may include helping the young person to develop functional coping strategies, introducing/increasing social activities, diversionary activities to decrease social isolation, work on building confidence and self-esteem, sleep hygiene, relationships, assertiveness, anger, graded exposure for example to use public transport and other areas that may assist the young person.

The team also provide encouragement and support for young people and their families to engage with or access universal services and aim to prevent the need for escalation to statutory services in the future.

Referrals to specialist services are also completed as and when needed.

There are 2 evidence based parenting programmes available, Care for the Family’s ‘Drug Proof your kids’ and ‘Handling Anger’, which are offered to families of those young people involved.
**Who will benefit from these services?**
Young people aged 11-18 years old (up to 19th birthday) who live in or attend education in Wrexham and engage in self harming behaviours.

**Expected outcomes for children, young people and/or families**
- For young people to complete their own specific goals
- Improved mood and general emotional wellbeing for young people
- Improved coping skills for young people
- Improved resilience
- For young people to have an increased awareness of other services in their area and where appropriate to be signposted to specific agencies based around their needs.

**Referral process & form (where applicable)**
Referrals can be made by any health professional by completing the Inspire referral form and risk assessment, as long as the young person has given their consent for this. This includes CAMHS, School nurses, G.P.’s, Hospital staff etc. Telephone consultations are also available with the team to discuss possible referrals or individual cases as and when required.

![Inspire referral form Eng.doc](inspire-referral-form-eng.doc)
![Inspire referral form Welsh.doc](inspire-referral-form-welsh.doc)
**Service:** Information and Advice Service

**Provider:**
Wrexham Family Information Service  
Wrexham Library  
Rhosddu Road  
Wrexham  
LL11 1AU

Contact:
Tel: 01978 292094  
Email: fis@wrexham.gov.uk  
Website: www.wrexham.gov.uk/fis

**Overview of Provider:**
Wrexham Family Information Service provides information and advice to families of children and young people from pregnancy onwards on a wide range of subjects:

- Childcare
- Things to do
- Education
- Parenting support
- Childcare costs
- Health & well-being
- Services for children, young people and families in Wrexham County and much more…

**Services funded through Families First:**
A targeted information and advice support service for families who need some support to access information and advice, Families First and other preventative services across Wrexham County Borough.

The Service also provides a range of information and advice to professionals, volunteers and other agencies/organisations working with families across Wrexham.

The Service provides specialist support for families of children with a disability/additional need to access childcare and other services.

**Who will benefit from these services?**
The Service is for families with children aged 0-19 years (0-25 years for disabled children and young people), those who are pregnant and professionals working with these families.

**Expected outcomes for children, young people and/or families**

- Families are more resilient;
- Families feel they are able to make changes to their lifestyle/behaviours.

**Referral process & form (where applicable)**
This service is open access via ‘phone, in person at the desk in the library or via the website.
**Service:** Disability Training for Childcare settings

**Provider:**
Wrexham Family Information Service  
Wrexham Library  
Rhosddu Road  
Wrexham  
LL11 1AU

Contact:
Tel: 01978 292094  
Email: fis@wrexham.gov.uk  
Website: www.wrexham.gov.uk/fis

**Overview of Provider:**
Wrexham Family Information Service provides information and advice to families of children and young people from pregnancy to their 20th birthday on a wide range of subjects:
- Childcare
- Things to do
- Education
- Parenting support
- Childcare costs
- Health & well-being
- Services for children, young people and families in Wrexham County and much more...

**Services funded through Families First:**
Wrexham Family Information Service facilitates a range of courses to meet the needs of childcare settings to support them in caring for children with disabilities and additional needs.

**Who will benefit from these services?**
This Service is for the early years and childcare workforce across Wrexham County Borough.

**Expected outcomes for children, young people and/or families**
Childcare settings are better able to support children with disabilities and additional needs

**Referral process & form (where applicable)**
The training programme is available from Wrexham Family Information Service and a booking form must be completed to secure a place on the training.
**Service:** Access to respite and childcare placements

**Provider:**
Wrexham Family Information Service  
Wrexham Library  
Rhosddu Road  
Wrexham  
LL11 1AU

Contact:  
Tel: 01978 292094  
Email: fis@wrexham.gov.uk  
Website: www.wrexham.gov.uk/fis

**Overview of Provider:**
Wrexham Family Information Service provides information and advice to families of children and young people from pregnancy to their 20th birthday on a wide range of subjects:

- Childcare
- Things to do
- Education
- Parenting support
- Childcare costs
- Health & well-being
- Services for children, young people and families in Wrexham County and much more...

**Services funded through Families First:**
The Service supports access to childcare and respite placements for disabled children and their families through information, referrals and supporting the disability and childcare panel. The Panel meets fortnightly to consider applications.

The Service also supports access to childcare placements to support intensive one to one parenting support.

**Who will benefit from these services?**
Disability and respite placements: for families of children and young people with disabilities and additional needs, as agreed by Wrexham County Borough Council Disability Respite & Childcare Panel.

Access to childcare placements to support intensive one to one parenting support: families of Families First services receiving one to one parenting support.

**Expected outcomes for children, young people and/or families**

- Families are more resilient;
- Families feel they are able to make changes to their lifestyle/behaviours

**Referral process & form (where applicable)**
Disability and respite placements: Application form must be completed and submitted to the Panel Administrator. paneladmin@wrexham.gov.uk

Access to childcare placements to support intensive one to one parenting support: Referrals will only be accepted from a provider of the one to one parenting support directly to the Panel Administrator. paneladmin@wrexham.gov.uk
**Service:** Welfare Rights

**Provider:**
Wrexham County Borough Council Income Maximisation Unit  
1st Floor,  
Lambpit Street,  
Wrexham  
LL11 1AR

Contact: Damian Keogh (Manager) or Barbara Elwin (Supervisor)  
Tel: 01978 298247  
E-mail: welfarerights@wrexham.gov.uk  
Damian.Keogh@wrexham.gov.uk  
Barbara.Elwin@wrexham.gov.uk

**Overview of Provider:**
The Welfare Rights Unit (WRU) houses a team of workers who provide advice and representation on Welfare Benefits issues. This work helps individuals and the Authority, which is committed to the promotion of Financial Inclusion. The team forms part of the Finance Departments Income Maximisation Unit.

**Services funded through Families First:**
The service provides targeted advice and support to families referred to the service from
- Together Achieving Change (TAC)
- Families First services (for families with disabled children only*).

The service provides information, advice, advocacy and representation on financial matters that enable parents/ families to receive effective assistance to maximise their incomes and reduce their outgoings; via claiming state benefits and/or assisting with appropriate debt reduction/ negotiation. The Service further has an educative role thereby enabling parents to remain out of poverty and also contributes to raising aspirations within families.

**Who will benefit from these services?**
The Service supports families receiving TAC support and those with disabled children.

**Expected outcomes for children, young people and/or families**
In order to support families the Welfare Rights Service supports families to maximise their income thereby reducing the number of families living in or at risk of living in poverty and increasing family resilience.

**Referral process & form (where applicable)**
Referrals for the individual provision can only be accepted by the Provider from TAC, the Parenting Team or commissioned Families First disability services. This service can only be accessed as part of a wider whole family action plan.

FF Referral final.doc
**Service:** Play and play opportunities

**Provider:**
Wrexham County Borough Council Play Development Team  
Tabor Hill,  
Coedpoeth,  
Wrexham  
LL11 3RU

Contact: Mike Barclay (Manager)  
Tel: 01978 298360  
Email: Mike.Barclay@wrexham.gov.uk

**Overview of Provider:**
The Play Development Team within the Local Authority operates as a support service to other preventative service providers and children and their families. The work of the team focuses on the preventative and protective nature of play and playwork, in particular the essential role of play in the development of children’s and parent’s social and emotional wellbeing, confidence and resilience.

**Services funded through Families First:**
The Play development Team supports the following areas:
- Supporting play within the family through working with parents to understand the value and importance of play
- To provide play training for parents and practitioners around the value, importance and benefits of play for children and young people
- To undertake the play sufficiency assessment on behalf of WCBC.
- To support play opportunities within the community.

**Who will benefit from these services?**
Families with children aged 0 – 15 years across Wrexham plus professionals across the workforce to better understand the importance, value and benefits of play.

**Expected outcomes for children, young people and/or families**
Children and young people have appropriate, safe play opportunities to build confidence, increase independence and strengthen their resilience.

Parents and Professionals have an increased understanding of the importance, value and benefits of play for children and young people.

**Referral process & form (where applicable)**
Referrals for working with parents will be through TAC, the Parenting Team or other Families First Providers as appropriate.

Parents and Practitioners will need to book onto play training directly with the Provider.
### Service:
Advocacy Service for young people

### Provider:
Wrexham County Borough Council  
Second Voice Advocacy Service  
The Info Shop, Lambpit Street  
Wrexham, LL11 1A

Contact: Martine Vout (Advanced Practitioner Information Services)  
Tel: 0800 0322 630 / 01978 295600  
Email: secondvoice@wrexham.gov.uk

### Overview of Provider:
Second Voice is a free, confidential and independent advocacy service for young people aged 11-25 years living in Wrexham or who are educated within Wrexham. Second Voice is based within the Info Shop within the larger Education Department and comes under Health and Well-Being. The service is co-ordinated by a part time Coordinator / Youth Worker and a pool of volunteers. Their role is to support young people to have their voices heard by expressing young people’s wishes and feelings in situations and decisions that involve them if they feel unable to do so themselves.

### Services funded through Families First:
Second Voice is an advocacy service for 11-25 year olds who live or are educated in Wrexham. The Service is based on an integrated model of advocacy delivery and is based at the Info Shop. The service aims to address the core aims of support for young people and their families and is designed with both a protective and preventative focus aimed at the following:
- Empowering young people to become active and productive participants in society
- Increasing confidence and resilience
- Improving social and emotional wellbeing
- Improving the life chances of young people by encouraging them to be active participants in their own development with the support of taking strengths based approach complimentary to the core aims of the Families First programme.

### Who will benefit from these services?
Young people aged 11-25 who live in or are educated in Wrexham.

### Expected outcomes for children, young people and/or families
- Improvement in financial situation  
- Access to grants and benefits  
- Self-advocate  
- Budgeting  
- Raise confidence/self esteem  
- Access to children/support in the Child Protection system (young parents)  
- Access services (generic health, mental health services, counselling)  
- Access local support services for young people  
- Housing/maintain tenancies  
- Employment  
- Training and Education

### Referral process & form (where applicable)
Referrals for the service can be made in person or through professionals and should be made direct to the Provider by completing the referral form.

[referral form 2018.doc]
**Service:** Together Achieving Change (TAC)

**Provider:**
Wrexham County Borough Council, TAC Support Team,
2nd Floor
Lambpit Street
Wrexham
LL11 1AR

Contact: Helen Edwards (TAC Co-ordinator)
Tel: 01978 295385
Email: Helen.Edwards@wrexham.gov.uk or tac@wrexham.gov.uk

**Overview of Provider:**
The TAC Support Team provides a preventative service to children, young people and their families through the co-ordination of services to meet identified needs of families.

**Services funded through Families First:**
Together Achieving Change (TAC) is a process which helps co-ordinate universal and preventative services to support identified needs across the whole spectrum of support required by families.

The service is to be provided for children and young people aged 0-25 years and their families as follows:
- To co-ordinate the early intervention preventative services currently working with children/young people and their families; and
- To identify and bring in further support services required to meet additional needs which have been highlighted within a JAFF holistic multi-agency assessment.

In addition, the service also provides Practitioners with:
- Advice and consultation opportunities on thresholds of need for children and young people
- Signposting to appropriate services available across Wrexham
- To provide support, guidance and training to enable practitioners to use the TAC process effectively
- To advise on and support the development of multi-agency skill-build training for the wider workforce to enhance practice where possible and to facilitate multi-agency network events.

**Who will benefit from these services?**
The service is aimed at children and young people aged 0 – 25 years (including those unborn (from conception to birth)) and their families who reside across Wrexham.

**Expected outcomes for children, young people and/or families**
Families across Wrexham receive early intervention services to meet their identified needs at appropriate times when they require support and they feel sufficiently empowered to fully participate in the TAC process.
Families benefit from preventative and early interventions services which are co-ordinated effectively thus resulting in:

- Children, young people and families being healthy and enjoy well-being
- Families are confident, nurturing, resilient and have healthy relationships
- Families have increased aspirations resulting in improved school attendance.

Practitioners in Wrexham are supported through the provision of advice and training on the TAC process.

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<tr>
<th>Referral process &amp; form (where applicable)</th>
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<tbody>
<tr>
<td>A Joint Assessment for Families Form (JAFF) assessment should be completed by the practitioner who has identified that the family may have additional needs, in partnership with family members. This should then be sent to the TAC Support Team.</td>
</tr>
</tbody>
</table>

[Child and Young person and Parent Electronic Copy JAFF Jan 2016.doc](#)
[Child and Young person and Parent Hard Copy JAFF Jan 2016.docx](#)
**Service:** Youth support in schools

**Provider:**
Youth Work in Education  
Wrexham County Borough Council  
The Victoria Young People’s Centre  
13 Hill St  
Wrexham  
LL11 1SN  

Contact: Andrea Jackson (Advanced Practitioner)  
Tel: 01978 316750  
Email: andrea.jackson@wrexham.gov.uk

**Overview of Provider:**
The Youth Work in Education team come under prevention and support in the Education department. We are funded through Families First and Wrexham County Borough Council. The team is made up of ten youth work co-ordinators based within the following secondary schools: Bryn Alyn, Clywedog, Grango, Rhosnesni and Ruabon. The team work with young people, and their families, who have been identified as needing more targeted support.

**Services funded through Families First:**

**Transition into Key Stage 3**
A programme of transition activities and support to Year 6 students in primary schools transitioning to a relevant secondary schools (as noted above) to ensure that they are introduced to the youth workers in their secondary schools;

Home visits to families over the Autumn/Winter terms of Year 7 to provide joint support for the young person and their family with the transition to high school;

Support for children identified as in need of more targeted intervention by delivering ASDAN’s ‘Stepping Stones’ (20-30 hour PSHE/Citizenship-based programme with an accredited outcome) in the first term of Year 7 to ensure that they have made a successful transition into secondary school.

**KEY STEPS**
Support to vulnerable children in Years 8 and 9 to build their confidence and increase their self-esteem and resilience by delivering Year 8 – to deliver ASDAN’s Bronze Personal Development Programme (Year 8) and ASDAN’s Certificate of Personal Effectiveness programme (Year 9).

**Group and issue based interventions**
Group and issue based interventions to children and young people who are displaying a range of vulnerabilities and to offer support to their families.  
To offer a drop in service in each school.

**Support for families**
‘Time out for Parents’ courses throughout the academic year.
**Holiday activities**
The service provides activity days during the school holidays to engage and maintain links with children and their families.

**Who will benefit from these services?**
This service is for young people (years 6-11) and their families in Wrexham, who have been identified as needing more targeted support (but not those open to Social Care).

**Expected outcomes for children, young people and/or families**
- Young people who have improved their school attendance
- Parents with improved ability to support their child’s learning and development needs and feel they can contribute to changes to their lifestyle/behaviours
- Individuals that report an improvement in their own resilience and improved family relationships
- Parents benefitting from an evidence based parenting programme

**Referral process & form (where applicable)**

**Young person:** Self refer

**Parent:** Telephone the school office and request to speak to school based youth worker.

**School staff:** YWE referral form that can be found in the youth work office or email staff direct for an electronic copy.

**Partner agency:** YWE referral form that can be found in the youth work office or email staff direct for an electronic copy.

| ![YWE REFERRAL FORM18-19.doc] |