

RESPONSE TO THE PROPOSED CHILDREN & YOUNG PEOPLE COMMITTEE INQUIRY INTO THE PARENTING ACTION PLAN

This response is submitted by Llinos Davies, Torfaen Multi-agency Parenting Coordinator, on behalf of and in consultation with, Torfaen parent and family support services and Torfaen Children and Young People's Partnership.

Please also see an additional submission by Lorraine Childs Sure Start and Flying Start Health Coordinator on behalf of Torfaen Public Health Nursing, Midwifery and Flying Start Health Team in appendix 1.

I. DELIVERY OF THE PARENTING ACTION PLAN

I.1 How effective do you consider the implementation of the Parenting Action Plan to have been?

It is felt that the existence of the Parenting Action Plan has made a difference to the profile and the focus of support for parents in Torfaen. Torfaen invested in a Parenting Coordinator post prior to the launch of the plan however many of her main responsibilities were shaped by and were matched against the National Parenting Action Plan. The Parenting Coordinator was initially responsible for auditing services for parents and families, creating a Parenting Strategy and action plan on a multi agency basis, and to take responsibility for parent participation and the parenting element of Flying Start. (Please see appendix two.)

It is felt however that many of the actions in the Parenting Action Plan for Wales have not been progressed by the Welsh Assembly Government which has been disappointing. It is also felt that we should now progress to produce a National Parenting Strategy for Wales with comprehensive guidance regarding roll out for each Local Authority in order to address the complex issues relating to support for parents in more depth.

- **Action:** The Assembly Government will develop a bilingual helpline for parents in Wales. – **Progress:** It is disappointing to see that no progress has been made regarding a helpline to serve the people of Wales. We would see this as beneficial not only in providing accessible out of hours support but also in having a database of local services from which the helpline could refer parents for further support for example by linking with local Family Information Services who hold this information.

- **Action:** The Welsh Assembly will develop and distribute a series of booklets for all new parents in Wales supplementing the existing 'Pregnancy Book' and 'Birth to Five' books.

Progress: In Torfaen we are aware that three leaflets have been produced which are

- Over the Top Behaviour in the Under-10s
- From Breakfast to Bedtime

- **Help at Hand: Taking a Positive Approach to Parenting**

These leaflets are useful resources to hand out to parents in order for them to have accessible bight size information. Feedback however in Torfaen is that there has been a problem regarding the distribution of these booklets. Anecdotal evidence shows that some of the services who have received booklets were not given sufficient guidance as to their purpose and use, and therefore on some occasions books were left to be picked up from coffee tables, rather than being distributed to all parents.

Requests were made by the Parenting Coordinator on behalf of Torfaen Parenting Joint Planning Group that the Help at Hand booklet be distributed differently however this was not agreed by the WAG. It is felt that distribution through CYPP may have been more successful; allowing the Parenting Coordinator and other key services the opportunity to promote the books and to discuss their distribution with Health Visitors, Schools, and Children's Information Centres.

- **Action:** The Welsh Assembly will set up a Working Group to consider the Beth Johnson Foundation report on grandparents in Wales and propose an outline Programme of Action.

Progress: The Torfaen Parenting Joint Planning Group were aware of the Beth Johnson report on Grandparenting, a key member of staff the Sure Start Health Coordinator was involved in the working group convened to discuss the report and make recommendations. As a result Grandparents and work on including grandparents in parenting services has been included as a priority in the Torfaen Parenting Strategy and Action Plan. (Please see appendix 2) However it seems that the WAG has not taken these recommendations forward which is disappointing.

- **Action:** In 2006–07 the Assembly funded a training programme at University College Bangor to extend the scope of the Incredible Years (Webster Stratton) programme. The training was funded through top-sliced Cymorth funds.

Progress: Torfaen have received their training in the Incredible Years basic programme in April 2007, this programme is currently being rolled out in Flying Start areas and has been included in the Torfaen Parenting Strategy Action Plan as a priority programme. Although Torfaen recognises a role for the Incredible Years programme in a menu approach to parent support we would like to stress that we do not advocate a 'one size fits all approach' to parenting programmes.

Evidence shows that programme content is only one important factor in the delivery of parent support to families. One other very important factor is the capacity and experience of the facilitators of such support. It is felt that attendance on one three day training may not be enough for less experienced workers to go on to facilitate parenting group work programmes and that a focus on ongoing training and support should be recognised by the Welsh Assembly Government as a matter of good practice.

In Torfaen we have parent group leader trainers who provide expertise and support through training and additional support to staff in Torfaen for the Family Links Nurturing programme. In addition the Parenting Coordinator Post is responsible for coordinating a

parenting facilitator forum which provides a forum for peer support and information giving and resources for running parenting programmes are distributed centrally by the Parenting Coordinator who also collates a timetable of programmes available, as well as statistics and evaluation information regarding parenting interventions in order to feedback to the CYPP.

There are concerns in Torfaen regarding the level of additional training and resources that has recently been offered in 2008 regarding the Incredible Years programme; we feel that we are not currently in a position to take advantage of these resources fully because we are still embedding this new programme into the authority which takes time and support. It would have been useful to audit each Local Authority's progress in embedding the programme before making the decision to fund further training and resources

In addition as a response to the Flying Start Parenting Guidance in 2006, Torfaen are collaborating with Cardiff and Newport County Borough Councils and the Welsh Assembly Government to evaluate the Family Links Nurturing Programme. This programme is well established in the Borough and has produced many positive outcomes for parents.

- **Action:** The Welsh Assembly will commission SCIE (Social Care Institute for Excellence) to produce information on evidence-based programmes used in Wales that will inform decisions on future investment in parenting programmes.

Progress: In Torfaen we are not aware of any progress made by the Welsh Assembly Government regarding this priority; however this piece of work would go some way towards addressing the menu approach described above.

- **6 & 7 Action:** The Welsh Assembly will commission a practice guide to be produced for Partnerships on parental participation and empowerment.

Progress: This practice guide was received in Torfaen and can be seen as a comprehensive piece of work; however no mechanisms were put in place regarding reporting on how, or whether, the recommendations are being implemented in each Borough.

- **Action:** The Welsh Assembly will invite LEAs and CIS to pilot CIS satellites in primary and secondary schools, in community-focused schools and in new integrated centres.

Progress: Torfaen Children's Information Service is currently located within the Torfaen Integrated Children Centre. An audit of services for parents and families was undertaken by the Parenting Coordinator and this information was forwarded to the CIS to widen their information giving remit to include parent and family support services. In addition some progress is now being made regarding parents who drop in to receive information from the CIS because of their location.

- **Action:** The Welsh Assembly will continue to work with Local Education Authorities, Estyn and school governing bodies to promote parental participation in schools.

Progress: We are unaware as to how the WAG has taken this action forward with Local Authorities.

- **Action:** We will undertake further development of Parentsnet to ensure its suitability for all parents.

Progress: Torfaen was disappointed to see that the Welsh Assembly Government did not take this piece of work forward in order to provide information to parents and their families regarding Education related matters.

1.2 Has the amount of support available to parents increased?

It is difficult to tell whether the amount of support available has increased due to the existence of the Parenting Action Plan, although as indicated above we feel that the existence of the plan has helped maintain momentum regarding support for parents and their families. The role of, Sure Start, Integrated Children Centres, the Parenting Coordinator, Primary Mental Health Team, Health Visiting and Flying Start seems to have been more of an influence on the quantity and quality of support available to families.

In addition a school based pilot project in Torfaen called SMARTT have provided additional support to parents and their children who are aged between 3-11 years old. The Project works in 3 primary schools across the County of Torfaen. (Please see point 1.6)

1.3 Is support accessible to all parents? and

1.5 Are you aware of barriers experienced by parents in accessing support services and information sources? What are the key reasons for these barriers?

Parent support in Torfaen is mainly targeted at areas of deprivation such as Cymorth, Communities First and Flying Start geographical areas this causes issues of accessibility to parents who live outside these areas. The Torfaen Parenting Strategy has recommended that work is undertaken to further develop universal support available to parents. In addition the Parenting Coordinator undertook a consultation with parents in Parent's Week 2007 regarding their needs. Within this consultation parents were asked what they felt the barriers were to accessing services in Torfaen, please see their response below.

Barriers/reasons for not getting involved in parenting programmes

Parents were asked to consider reasons why some parents do not get involved in parenting programmes: Answers given by parents have been clustered into groups. Multiple answers are indicated with a number at the end of the response.

Parent's Feelings about the service

- Defensiveness
- Shame
- Not having confidence to meet new people
- Stigma of being a “crap parent”
- Feeling uncomfortable
- Not knowing anyone
- Unaware of what's involved

Parent's circumstances

- Being isolated in the home
- Interest
- Confidence
- Getting ready
- Commitment

Access to the service

- Transport x4
- Money to get to the venue
- Timingx4
- Distance
- Childcare/crèche x3

Knowledge of available services

- Not being aware of the programmes
- Lack of communication

1.4 Do parents receive more information, and is positive parenting effectively promoted?

In Torfaen we have prioritised parent information within the Parenting Strategy Action Plan as one of the key objectives, Torfaen works hard to promote positive parenting however this is mainly undertaken through the use of good quality parenting programmes. In addition Torfaen are signed up to the Children are Unbeatable Alliance. The WAG booklets have also provided further information in a fairly accessible way to parents, however as mentioned above we feel that the distribution could have been managed more effectively to reach more parents.

One area of good practice which Torfaen has been instrumental in taking forward is the development of a Bibliotherapy book prescription scheme for children, young people and their families. (Please see point 1.7)

1.6 Do parents participate more in planning services and in schools?

Currently individual Torfaen services support parent participation in a range of ways please see specific examples below contributed by Sure Start as well as examples drawn from the audit of services for parents and families.

Sure Start

In both Thornhill and at the Integrated Children Centre Hollybush we have parent led groups who [with our help and support] organise fun days, trips, outings and special events etc for the families who attend the projects. They also apply to various organisations for fundraising and plan fundraising activities for the groups. The parents on the committee at Thornhill have now started to build relationships with Communities First and are starting to access additional training which also helps to promote their own self esteem and confidence.

Torfaen Audit of services for parents and families

When asking 'how do service users influence the service?' differing levels of service user participation was identified in practice in Torfaen, for instance services reported holding consultation events in the community, holding a 'Have Your Say Day' for Children with Disabilities, gaining service user feedback in statutory reviews, providing service users with evaluation questionnaires, adapting programme materials to meet needs in response to service user feedback, informing parents of their right to complain, and the use of an anonymous suggestion box to encourage honest feedback.

The Parenting Coordinator also has a responsibility to Coordinate parent consultations which to date have included a consultation on parents needs and their response to services as briefly outlined above and a consultation with parents regarding the Torfaen Single Children and Young People's Plan which is currently being collated. Parents were also consulted on the Vision statement for the Parenting Strategy and Parent Participation has been prioritised as one of the 5 key objectives in the Strategy.

* Please also see Torfaen ICC page seven.

1.7 Can you provide any examples of innovative practice in ensuring that services and information is accessible, and barriers can be overcome?

The following are good practice examples of innovative practice in Torfaen

Child and Family Bibliotherapy Scheme

The Child and Family Bibliotherapy scheme aims to respond to the identified need for psychological approaches and support to be made more available to primary care professionals and families. The scheme aims to respond to that need by identifying good quality self help materials focused on promoting the mental health and wellbeing of children and families. This allows professionals to formerly recommend resources to

families by writing out a recommendation slip allowing them to borrow the resource from a local library for an agreed length of time.

The scheme has been promoted in Torfaen by the Torfaen Primary Mental Health Team. The Torfaen PMHT has a clear role in promoting children and young peoples emotional and psychological wellbeing throughout the borough. The team will support staff working at tier 1 (primary care) through liaison consultation initial /joint assessment and training. The team facilitate communication across all children services at all tiers clarifying referral criteria in line with the directorate. It is essential that the team works across boundaries to develop a coordinated response to children's mental health needs between agencies. The Primary Mental Health Team currently hosts the Multi agency Coordinator Post who also coordinates across all directorates working with parents and their families in Torfaen. The placement of the post within the Primary Mental Health Team has been seen as good practice in line with other Beacon Authorities across the border in England.

Torfaen Integrated Children Centre

Torfaen Family Fun Time takes place at Cwmbran Integrated Children's Centre on alternate Saturdays from 1pm-3pm. This is an initiative run by parents for parents and their children. It is supported by Torfaen Sure Start and Torfaen Social Care and Housing Children's Disabilities Team. The group is for children aged 0-12 with additional needs and their families. The aim is for families to have fun together.

Talking Hands which takes place at Cwmbran Integrated Children's Centre once a month for families where either the parent has a hearing impairment or one of the children has a hearing impairment. The group is supported by Sure Start but was set up following an idea from a parent with a hearing impaired child. There are activities for families to join in with as well as time for the parents to get together and catch up over a cup of coffee.

NCH Cymru SMARTT Project

The SMARTT Project is school based, and delivers support services to children, aged 3-11 years old, and their families. The Project works in 3 primary schools across the county of Torfaen.

The Project's services are targeted at children who have a level of vulnerability, under development, or challenging behaviour which is of concern, but which is unlikely to have generated any kind of inter-agency support package.

The children may present:

1. Disruptive behaviour in school, at home, and/or in the community.
2. Poor education performance.
3. Inadequate health and social development.

SMARTT focuses on the inter relationship between family and school environments, in recognition of the fundamental importance of these to children's development. Project

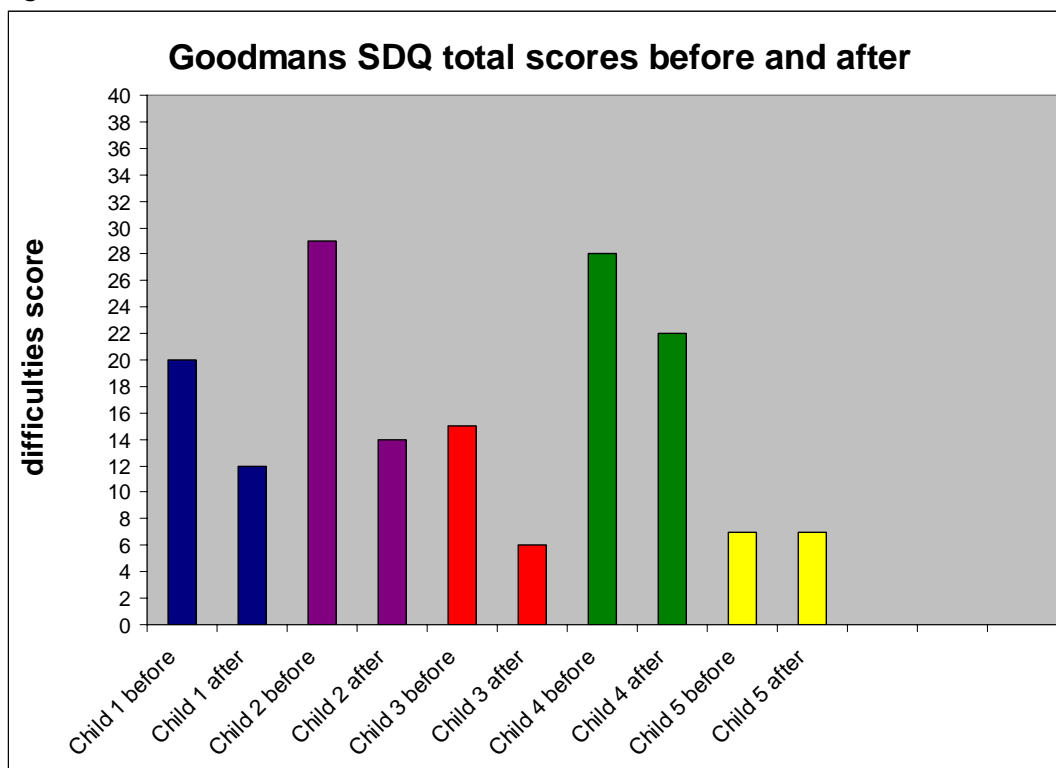
staff address the early onset of difficulties being experienced by referred children, their families and schools, in order to stem escalation of these issues. A holistic approach is taken with the aim of resolving problems.

The SMARTT project undertakes an initial assessment of the needs of referred children and their families, which includes their views, and contributions from other agencies. The Project then provides a range of interventions appropriate to the presenting difficulty, to child and parents.

It was agreed through the Parenting Joint Planning Group in 2007 and entered into the Parenting Strategy, that all parenting group work interventions would be measured using a validated baseline evaluation tool. It was agreed that for this purpose the Goodmans Strengths and Difficulties questionnaire would be used for families with children 3-16 years.

This validated tool measures 5 different behaviours in a child which are Hyperactivity, Conduct problems, Emotional Symptoms, Peer Problems and Pro-social behaviours (positive behaviours).

The behaviours are then scored into 3 bandings which are High Need =20+, some need = 16+, and Low Need =0-15. The bandings have been selected so that 80% of children in the community have no needs in these areas, 10% have some needs, and 10% have high needs.



As can be seen from the table above the SMARTT Project have demonstrated that they significantly reduced the needs of four families and supported the family of child 5 to remain in the low need category, during the pilot phase. The SMARTT Project have now set a target based on the Goodmans Strengths and Difficulties Questionnaire to bring all families down to a score of 20 or below, (medium need/low need) in the coming year.

Parenting Coordinator post

The Parenting Coordinator post has been in place since March 2006, (please see Job description in appendix 3) achievements include;

- Comprehensive audit of services for parents and their families currently held on the CIS database
- Parenting Strategy completed
- Action Plan completed in partnership with Torfaen services
- Parent Participation in the Parenting Strategy and in the Single Plan process.
- Representation of Torfaen on the National parenting Forum, 'Fforwm Magu Plant'
- Coordination and implementation of validated outcome measures pre and post service on a Multi agency basis.
- Coordination of the introduction of Incredible Years programme into the Borough
- Representative on the 3 Counties Family Links Nurturing Programme evaluation.

Language and Play

Torfaen are able to provide the Language and Play service in groups and on an individual level in order to reach 'hard to reach families. The one to one Language and Play service is working extremely well in partnership with the basic skills moving-on worker who is able to work with the parents on their own basic skills. This additional service is meeting a need where families who have not addressed their basic skills in the past can do so in the privacy of their own home before thinking of the next step and moving into a group situation.

Language and Play is now firmly embedded into Sure Start sessions throughout Torfaen, introducing the LAP ideas in an informal manner which aids access to basic skills support. Language and Play, and Numbers and Play sacks of resources have also been devised and delivered for the use of parents with their children in the home.

Language and Play and Mudiad Ysgolion Meithrin Ti-a-fi

Having a Language and Play assistant who can speak fluent Welsh has been a clear advantage in Torfaen. Aiding roll out through all the She has been allTi-a-fi groups and is providing a much needed service to Welsh Language and/or bilingual families.

I.7 CONTINUED WORK ON PARENTING

What do you consider to be the key parenting issues still needing to be addressed by the Welsh Assembly Government?

- Specific services for teenage parents, parents of teenagers, and antenatal education has been prioritised in Torfaen as well as support for parents of children with disabilities.
- The Department for Work and skills in England produced guidance to Local Authorities regarding the coordination of parenting services in 2006. The guidance is entitled Parenting Support, Guidance for Local Authorities in England 2006. Within this guidance is a clear steer to commission a single Parenting Commissioner/Coordinator in each Local Authority and to produce a comprehensive Parenting Strategy and Action Plan for roll out, no such guidance has been produced for Welsh Authorities. 8 out of the 22 Welsh Local Authorities now have commissioned a Parenting Coordinator to support the strategic and practice development of parenting in their Local Authority, however many authorities still have no coordinator and no strategy in place.
- In England a National Parenting Academy has been formed that highlights good practice, explores 'what works' in parenting support and develops training and support materials for parenting practitioners. However this academy and its training support is not currently available to Wales. It is felt in Torfaen that it would be pertinent for the Welsh Assembly Government to work with partners in England to buy a stake in the National Parenting Academy widening it's parameters to include Wales, since it is felt that the reproduction of such an academy in Wales would be improbable due to funding constraints on such a project.
- Further consideration should be given to the level of support needed by parents on a universal level.
- The training needs of foster carers and other professionals in a corporate parenting role have been raised as an issue of great importance in order to support them in breaking the cycle of poor attachment, and challenging behaviour in looked after children and young people.

Additional:

Please see a contribution by the Torfaen and Monmouthshire Community Safety Prevention and Intervention Team on current issues which arise for them when supporting parents and which they consider to be impediments to positive parenting. These items are not listed in order of frequency or impact

- Debt/ finance.
- Alcohol/ substance abuse.
- Homelessness / eviction proceedings.
- Education -parents often report that they feel intimidated by school processes. They feel their children often don't fit into the system as the main focus is on academic achievement. However there are also examples of good practice in education for example in Abersychan, Torfaen.
- Depression/emotional wellbeing.

- Bereavement - Loss of parent or partner.
- Confidence /self esteem - some carers have not been in training education for well over a decade, if ever.
- Marital breakdown/ separation
- Physical health disability- problems with physical capacity to care for children /run household often exacerbated by social isolation.
- Autistic spectrum disorders/ other conditions that impact on behaviour which is a significant factor in hard to parent children, small number are very difficult to parent in standard household.
- Parenting Groups - Expensive to run due to transport costs also many parents feel stigmatised in attending
- Vulnerable carers- Difficult and often violent /aggressive young people are being placed with family members who themselves are vulnerable e.g. elderly grandparents.
- Social/ intellectual functioning level of parent - some parents do not have the level of functioning required to parent children and the level of support required is not available.
- Adoption- We have some parents with adopted children who have very difficult to manage behaviour (pre adoption abuse often exacerbated by the policy of attempting to keep child with birth parent for too long resulting in what is often permanent damage to child's development and functioning.)

Appendix 1

Torfaen Public Health Nursing, Midwifery and Flying Start Health Team response regarding:- Parenting Action Plan: Supporting mothers, fathers and carers with raising children in Wales.

1. Delivery of the Parenting Action Plan

• How effective do you consider the implementation of the Parenting Action Plan to have been?

The Parenting action plan has been positive in raising awareness of the importance of parenting both in the assembly and in our own Local Authority. Torfaen has its own parenting Strategy and a parenting co-ordinator.

The implementation of the plan has been disappointing in some respects as there still is no bilingual helpline for parents. The 3 leaflets produced have been useful for some parents; however the distribution has not been universal, which can leave some parents to feel that they have been targeted as having problems. Many parents have issues with literacy and all leaflets are quite wordy. Another medium should have been considered also. Little appears to have been done to advertise the recommendations or the report on Grandparents in Wales. It is admirable that the Assembly has supported a parenting programme so heavily with funding. However one programme does not fit all. It was understood that incredible years is a research based programme, it is suggested that it would have been a useful exercise to follow up the perceptions of the programme and the number of people delivering it following the free training, and before giving extra funding to produce and distribute programmes for toddlers and babies, which have not received a randomised controlled trial. We are not aware of SCIE having produced information for Wales on evidence based parenting programmes. There recommendations for the format and required evidence base for parenting programmes for children within the autistic spectrum is recognised by many as a sound basis for choosing parenting programmes as opposed to prescriptive programmes eg. In Flying Start.

The report on Parenting Participation produced is informative; however was there any expectation that recommendations would be taken on board locally?

The CIS satellites appear to be an excellent idea are there any results available and recommendations from these pilots and were resources found to be readily available? Parental School participation is not actively encouraged in many schools. No one had really heard of Parentsnet and professionals who had looked it up failed to find the location and signs of development. It is suggested that the next action plan should have expected outcomes and outputs clearly identified, a time frame for each action/recommendation and responsibility/accountability.

• Has the amount of support available to parents increased?

Support was felt to have increased in Torfaen for many parents, especially for those with pre-school children with support from Sure Start and Flying Start. Baby clubs were recognised as very supportive in some areas, but not available in all. Torfaen is fortunate that transport if required, can be made available for families to attend parenting groups. It is recognised however that although all parents require support with parenting, many will not access groups and therefore rely on support from Health Professionals in the home. . There appears to little promotion of parenting support for parents of school aged children unless they are in the remit of YOT

• Is support accessible for all parents?

Some support is available to all parents if they request it. Services are developing a more targeted approach, which has its benefits and challenges. If a relationship and visiting pattern is not established between parents and professionals there is little likelihood of parents contacting professionals for support. Some areas are highly targeted e.g. Flying Start but there is pockets of deprivation in many other areas that don't have this service. . Support regarding antenatal parenting is not available to all. Groups are becoming established in some areas (Flying Start) The majority however rely on large groups within hospitals in the late stages of pregnancy, and traditionally are more concerned with parent craft and labour rather than parenting and relationship issues. Evidence based programmes are required in the antenatal stage not only postnatally.

• Is support getting through to the parents who need it most?

In specific areas, such as Flying Start this is beginning to happen as Health Visitors are able to undertake more home visiting, therefore are reaching the hard to reach. Parenting programmes are not always accessible to parents in areas other than Sure start or Flying Start (Cymorth), although transport may be arranged this does not always readily fit in with parents who have children attending nursery or playgroups. Parenting is universal and it could be argued that all require an element of support, with many working/ professional parents finding difficulties in balancing work and parenting. Support for teenage parents is not always equitable dependent on schools attended and where they live. Also there lacks recognition of important issues surrounding parenting and basic needs and short period of maternity leave permitted.

• Do parents receive more information, and is positive parenting effectively promoted?

This has improved with Sure Start, Flying Start and in Torfaen many have had the opportunity to undertake Family Links Training. Fforwm Magu Plant and Children in Wales have facilitated several workshops which have helped to promote to professionals which has influenced practice and support to parents. Positive parenting has been raised by children are unbeatable.

• **Do parents participate more in planning services and in schools?**

Parents are involved in a consultative nature to some extent; some take part in focus groups however this is primarily representing their own opinion as no network mechanism is in place. Within Sure Start, parents have been involved in planning and delivery of services. Fathers are under-represented in all aspects of parenting. Parents used to be representative on planning groups, however this is no longer the case, with support being more available for young peoples representation as opposed to parents. – both are needed.

Some schools involve parents, not all. There may be more involvement with community schools.

• **Are you aware of barriers experienced by parents in accessing support? Services and information sources? What are the key reasons for these barriers?**

Barriers are dependent on the age of children as to whether sufficient services are available. A further barrier is the geographical area where parents live ie. Not in a Sure Start or Flying Start Area. Transport is not always the answer for people to attend. Suitable premises from which to deliver services can be a barrier, as two rooms are often required one for parents and one for childcare. Parenting support for parents of teenagers is often not accessible unless there is YOT involvement. Fathers are not represented equally and this could be because the majority of courses are facilitated by women, but also because the timing is usually between 9-5 mon-fri.

Bilingual provision of support can also be a barrier, with midwives and teenage parents being unable to deliver information re- realistic parenting as a teenager in Welsh Medium Secondary school.

• **Can you provide any examples of innovative practice in ensuring that services and information is accessible, and barriers can be overcome?**

- **Flying Start is able to provide intensive health visiting often in the home. Community Nursery Nurses are able to provide individually tailored programmes for families to help parents manage concerns with their children e.g. sleeping, feeding, toilet training and behaviour. The Nursery Nurses have access to both a Health Visitor and a Child Psychologist to help them plan programmes.**
- **Baby Clubs established in Flying Start / Sure Start areas facilitated jointly with Health and Sure Start project workers. They run weekly and address issues such as attachment/bonding, Infant massage, Nutrition, Crying, Safety health issues, support early development and facilitate peer support. Families find it a relaxed atmosphere and feel able to ask questions and share experiences.**

- **Sure Start Child and family health workers provide detached outreach to families within their homes. Referrals are from Health Visitors, a 6-12 week package of support is planned with parents involving weekly visits and then encouraging access to centre based activities. Positive evaluation using mind mapping. Parent's value being shown techniques practically, not only discussing issues.**

2. Continued work on parenting

• What do you consider to be the key parenting issues still needing to be addressed by the Welsh Assembly Government?

Teenage parents – providing adequate and equitable support across services.

Antenatal parenting support – research or evidence based to be recommended.

Parenting education should be taken into schools looking at the changing parenting roles, responsibilities, restrictions etc. of becoming a mum and dad before pregnancy's occur.

Flying Start/Sure Start to be extended to other geographical pockets of deprivation.

Parenting issues need to be recognised as universal not only in areas of deprivation.

A strong link is required with the UK Parenting Academy in England, where good practice in parenting is highlighted. Wales need to be involved in this to shape parenting for Wales.

Wales needs a Parenting Strategy with clear direction of expectations and accountability, whether within local authority or WAG.

Need to look at other parenting programmes and recognise that many will not access programmes.

Parenting needs to look at universal approach and transitions, where parents require additional support.

3. What has worked, and what hasn't?

• Are you aware of any examples of good practice in supporting parents? Can you detail these, and explain why these examples have been successful?

- Family Links has been very successful it has changed children's behaviour and family relationships, -improving self esteem, empathy and emotional health in addition to positive discipline methods and awareness of developmental issues. Many practitioners have been trained from several disciplines and groups are multi-agency facilitated. Approximately 12 are facilitated through Sure Start and Health each year. Evaluation and family logs have shown marked improvement for children, parents and family life. E.g. Calmer household, less shouting, enjoy time as a family, praise each other more.

- Baby Clubs established in Flying Start / Sure Start areas facilitated jointly with Health and Sure Start project workers. They run weekly and address issues such as attachment/bonding, Infant massage, Nutrition, Crying, Safety health issues, support early development and facilitate peer support. Families find it a relaxed atmosphere and feel able to ask questions and share experiences.
- Sure Start Child and family health workers provide detached outreach to families within their homes. Referrals are from Health Visitors, a 6-12 week package of support is planned with parents involving weekly visits and then encouraging access to centre based activities. Positive evaluation using mind mapping. Parents value being shown techniques practically, not only discussing issues.

• Can you identify any areas of the Parenting Action Plan which you Consider to have been successfully implemented, and any that have Not? Why have these areas been successfully implemented, or not?

Please see question 1



TORFAEN PARENTING STRATEGY AND ACTION PLAN 2008 - 2011

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Table of Contents

	Page No.	
1	Introduction	3
1.1	Background	3
	Key Aims and Objectives	4
1.2	Research and Policy	4
2	Where are we now?	7
2.1	Audit of services for parents and families	7
2.2	Current parenting programmes and evaluation of effectiveness	16
2.3	User Views	21
	A voice for parents – Consulting with parents in Torfaen	21
3	Where do we want to be?	26
3.1	Vision Statement	26
3.2	Key Objectives	26
4	How will we get there?	26
4.1	Action Plan	27
5	Appendices	41
	Appendix 1 – List of services audited	42
	Appendix 2 – Number of staff trained in parenting programmes according to Directorate	43
	Appendix 3 – Aims and objectives of each service in alphabetical order including target age range.	44

1. INTRODUCTION

1.1 Background

The Parenting Action Plan defines Parenting as; ‘an activity undertaken by those who bring up children, this includes mothers and fathers, foster carers and adoptive parents, step-parents, and grandparents. In some cases, siblings also undertake a parenting role. All of these play a crucial role in giving the children in their care a flying start in life, providing the best basis for children’s and young people’s growth and development. Local authorities also act as corporate parents for children and young people in their care.’ (PAP p.7). This definition of parenting will be used throughout the following document when referring to parents or primary carers. (Please note that specific support regarding fostering and adoption and young carers etc may be included in separate documents.)

The Torfaen Parenting Strategy and action plan will seek to enhance the support provided locally to primary carers and others who perform a parenting role. The strategy will be coordinated and developed by the Multi Agency Parenting Coordinator and through the EYDCP feeding into the Framework for Partnership structure as necessary. Torfaen County Borough Council is signed up to the Children are Unbeatable Campaign, and the ethos of providing parents with alternatives to smacking will be used as a basis for all parenting and family support promoted within this strategy.

When developing the Parenting Strategy and action plan outcomes were aligned with the following documents and strategies;

- Welsh Assembly Government Parenting Action Plan (PAP) 2005,
- Welsh Assembly Government Shared Planning for Better Outcomes
- National Service Framework (NSF) 2005 (Improving Health and Social care for Children Young People and Maternity Services)
- National Occupational Standards for working with Parents and families. (NoS) 2005
- Children and Young People: Rights to Action 2004
- Torfaen Parenting Strategy 2004
- Torfaen Communities that Care (CTC) Action Plan
- Torfaen Early Years Development and Childcare Partnership (EYDCP) plan
- Torfaen Children with Disabilities (CWD) plan
- Torfaen Local Health Board/National Service Framework plan
- Torfaen Child and Adolescent Mental Health Service (CAMHS) Strategy ‘It’s our Business’
- Parenting Coordinator Key responsibilities.

Key Aims and Objectives

Aims

- Develop and promote further multi/interagency working to support parents and their families across Torfaen.
- Recognise parents' needs and support and enhance their confidence and self esteem.
- Work in partnership with parents to ensure their children have a Flying Start in life.
- Enable parents to take an active role in their children's development through the availability of a range of targeted and universal information and support.

Key Objectives

Objective 1 Parenting Programmes

There is an increase in use of evidence based programmes to meet the needs of parents and current gaps in service in Torfaen. Multi agency Parenting Practitioners are supported by robust training programmes and frameworks in order to improve outcomes for children young people and their families.

Objective 2 Parent Participation

Parents in Torfaen are given the opportunity to feedback their views to services regarding their needs.

Objective 3 Information

Information provided to parents is of consistent quality across Torfaen.

Objective 4 Parents with specific needs

Teenage parents, parents of children with disabilities, and parents with postnatal depression are recognised and supported to access services.

Objective 5 Grandparents

Grandparents are recognised and supported when they undertake a parenting role.

1.2 Research and Policy

There are a number of National research reports which highlight the need for structured parenting support, as well as the effectiveness of particular approaches in achieving outcomes for families. In July 2006 The National Institute for Clinical Excellence (NICE) published guidelines on parenting training and education based on their own research regarding work with parents of children up to 12

years with conduct disorders, they recommended that programmes should

- Be based on principles of social learning theory. (an approach to learning that includes learning from observing other people)
- Include ways of improving family relationships.
- Offer enough sessions (usually between 8 and 12) to be as helpful as possible for those taking part.
- Help parents to identify their own parenting goals.
- Include role play during sessions and homework between sessions so that parents can apply what they have learnt to their own family's situation.
- Be given by people who are suitably trained, skilled and supervised, who have access to any further training they may need, and who are able to work successfully with parents to help their children.
- Follow the programme's instruction manual and use whatever resources are needed to ensure that the programme is followed consistently. (Nice 2006 'Conduct Disorder in children – parent training and education')

The Primary Age Learning Study (PALS) conducted by the Joseph Rowntree Foundation in 2006 examined factors which influence the effectiveness of parenting programmes in poor ethnically diverse areas. The study concluded that Parenting skills were significantly improved for parents who attended a parenting programme especially if they attended five or more parenting group sessions. The study also recommended that Parents were screened for need before receiving interventions. (PALS 2006)

The increasing evidence that parenting skills programmes improve parenting ability is reflected in the number of national strategies and policies that include Parenting as a central tenet in improving outcomes for children and young people's health and wellbeing. Relevant papers include;

- The National Academy for parenting practitioners 2007
- The Respect Action Plan 2006,
- National Standards for working with Parents and Families 2005,
- WAG Parenting Action Plan 2005,
- National Service Framework 2005 (Improving Health and Social care for Children Young People and Maternity Services)

The result of these National Policies has been a cumulative spread of priorities identified at a local level that have an element of Parenting within them, for example the;

- Torfaen single Children and Young People's Plan needs assessment 2007
- Wales RCT evaluation of the Family links Nurturing Programme 2006

- Torfaen Parent Network Feasibility Study 2006,
- The WAG Flying Start initiative 2006,
- The Community Focused Schools initiative 2006,
- The EYDCP Strategy and action plan.
- The Torfaen Communities that Care Report 2005,
- The focus on Parenting within Youth Justice and Community Safety.
- The implementation of the 'Children are Unbeatable' ethos in Torfaen.
- The implementation of a Bibliotherapy Scheme for families in Torfaen.

Within the Parenting Action Plan 2005 the Welsh Assembly Government (WAG) outlined their proposed actions for supporting parents and families in Wales from 2005 to 2008. Priorities identified by WAG in this document are as follows;

- The development of a bilingual helpline for parents in Wales,
- Early Years parenting booklets to be distributed through Health Visitor managers and Head teachers,
- The development of the Incredible Years programme and the production of information regarding other evidence based models to be used across Wales.
- A focus on parental participation,
- The piloting of children's information services in Integrated Children Centres' and school settings,
- The promotion of parental participation in schools,
- The further development of the Parentsnet education information website.

The Torfaen Parenting Strategy and action plan will utilise these priorities and those identified in the documents above as a framework in order to outline future actions for Torfaen.

2. WHERE ARE WE NOW?

2.1 AUDIT OF SERVICES FOR PARENTS AND FAMILIES 2007

Purpose of Report

To inform the Torfaen Children and Young People's Partnership and the Torfaen Parenting Strategy regarding current services available in the Borough, service activity, and to undertake a gaps analysis.

Background

In 2006 a Multi Agency Parenting Coordinator came into post. This post was created in order to co-ordinate parenting skills services in the Borough. An integral part of this post was to map and audit services in the area, in order to feed into a Torfaen parenting strategy to develop services for parents and families. The Multi Agency Parenting Coordinator firstly undertook an audit of services for the purpose of planning parenting under Flying Start in Torfaen. The audit was then widened in order to collate a full parenting audit in 2007. Please see details below.

Audit structure

45 services were identified from across all directorates who within their role could be expected to have contact with and provide information, advice and/or support to parents and their families. A high response rate to the audit was achieved since 39 out of the 45 services (87%) approached, responded. Out of this figure 3 services reported that they did not provide a service for parents, leaving 36 services that were then audited.

**Please note that at certain points throughout the audit report there are times where those services who specifically provide parenting skills or behaviour management support are identified separately in order to provide a meaningful analysis of support available in Torfaen, out of the 36 services audited 16 services reported providing parenting skills and or behaviour management support within their remit.*

Quantitative data was gathered through the use of a service questionnaire devised by the Multi Agency Parenting Coordinator and formal interviews were held with each service in order to gather additional qualitative information.

in addition services involved in the audit have agreed that the quantitative information provided by questionnaire can be forwarded and held on the Torfaen Children's Information Service database, the Gwent Headzone Primary Care Directory and the Children in Wales website, as a point of information for staff working with families who are seeking further support for their service users, and in order to promote access to support for parents and families across Torfaen.

Current Situation**Agencies that have received training**

Currently Torfaen provides parenting programme training on a multi agency basis. The database of facilitators trained in parenting skills programmes shows that we currently have 85 facilitators in Torfaen who have been trained in the Family Links Nurturing Programme. In addition 11 facilitators have been trained to deliver the Incredible Years Programme (Carolyn Webster Stratton) and plans are taking place to roll out this programme to parents from January 2008 in Flying Start areas. For a breakdown of all services trained please see Appendix 2.

Number of Parent Groups running per year

In 2005/2006 11 parenting skills groups were undertaken in Torfaen on a multi agency basis. In 2006/2007 14 parent groups were run in Torfaen an increase of 27% on the year before.

Concerns

Although an agreement has historically been made with services prior to training being undertaken in order for staff to be released to run one group per year, the number of groups available does not currently reflect the number of facilitators who have been trained to run groups. Discussion with services shows that this is partly due to the lack of capacity to release staff to undertake parent groups especially where it is not seen as a part of the service or staff member's core business to do so.

Some improvements in this situation are being achieved as evidenced above and the Parenting Coordinator is currently working with services in order to increase service output, this has included drawing up formal agreements with services prior to undertaking training.

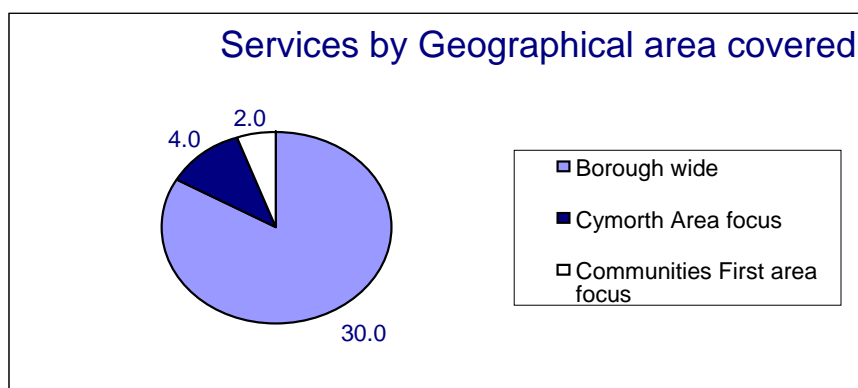
The Parenting Coordinator will also work with the EYDCP in order to consider ways in which this situation can be resolved or to look at different ways in which we might be able to address the gap in parenting support across Torfaen. In 2007/2008 it is hoped to raise the number of parent groups running to 18 in order to increase access to support for parents across Torfaen.

Audit Questionnaire Results

Please see the main findings from the audit questionnaire below.

Geographical Area

The audit data showed that in the majority of cases services audited covered the whole of Torfaen.



In terms of the spread of support services for parents and their families across the Borough this is positive news, however out of the four services who claimed only to cover Cymorth and or Communities First areas, Sure Start and SMARTT who are two of the main providers of parenting skills support in Torfaen are providing support only in identified areas of need. Therefore they are not able to provide a service to parents in need living outside these designated areas in Torfaen, thus creating a large gap in parenting skills support across the Borough which is only partially filled by the groups run on a multi agency basis.

Focus of Services

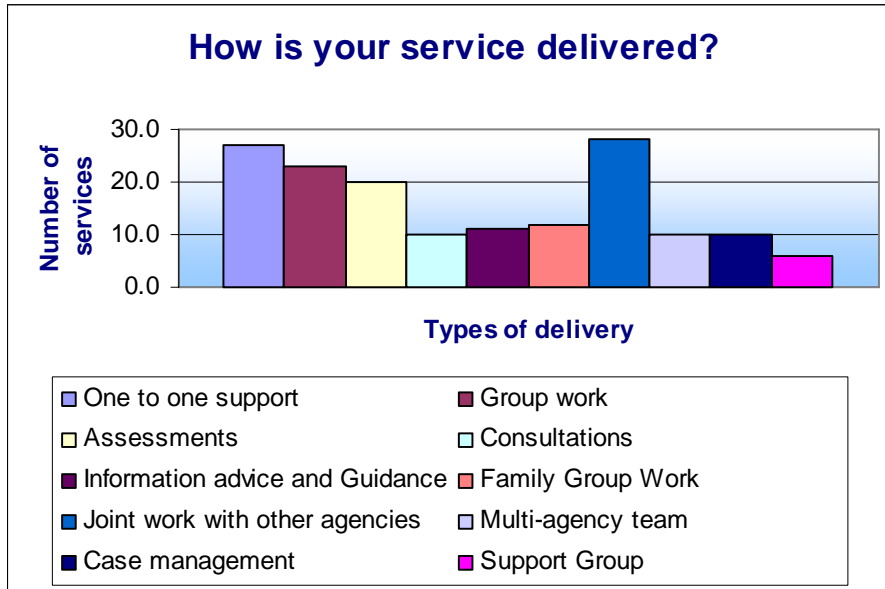
Services were asked to identify areas of work or types of support covered by their service from a list of 26 possible items. A wide spectrum of focus was reported encompassing the needs of many service users with differing needs. The three areas of work mostly covered according to service questionnaires were supports for young parents (21 services), supporting service users with learning difficulties (18 services) parent and toddlers (18 services).

Further analysis however suggests that caution should be taken when drawing conclusions from this section of the data, since further information provided by services throughout the audit tends to contradict the information provided in this section. This may be due to a confusion regarding the question being asked of services, rather than providing information on the focus of their service it seems that some services have provided information on whom they would not exclude from their service. For example a service providing parent groups may have ticked service users with learning difficulties because some of their service users have learning difficulties rather than because learning difficulties is a specific focus within their service remit.

Service delivery method

Services were asked 'How is your service delivered?' and were then given a

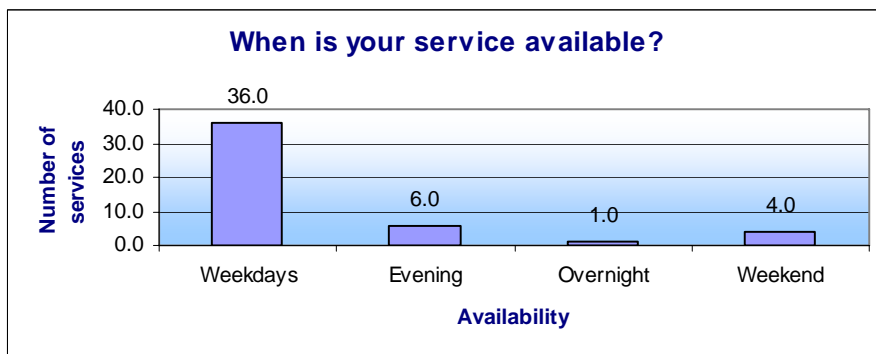
choice of 10 delivery mechanisms to choose from. Most services indicated multiple mechanisms. Please see chart below;



The two delivery mechanisms most used by services audited were to provide support on a one to one basis, and undertaking joint pieces of work with other agencies. The quantitative and qualitative data collected supports the conclusions that there is a strong ethos of joint working in Torfaen.

Service availability

Services were asked 'when is your service available?' please see results below.

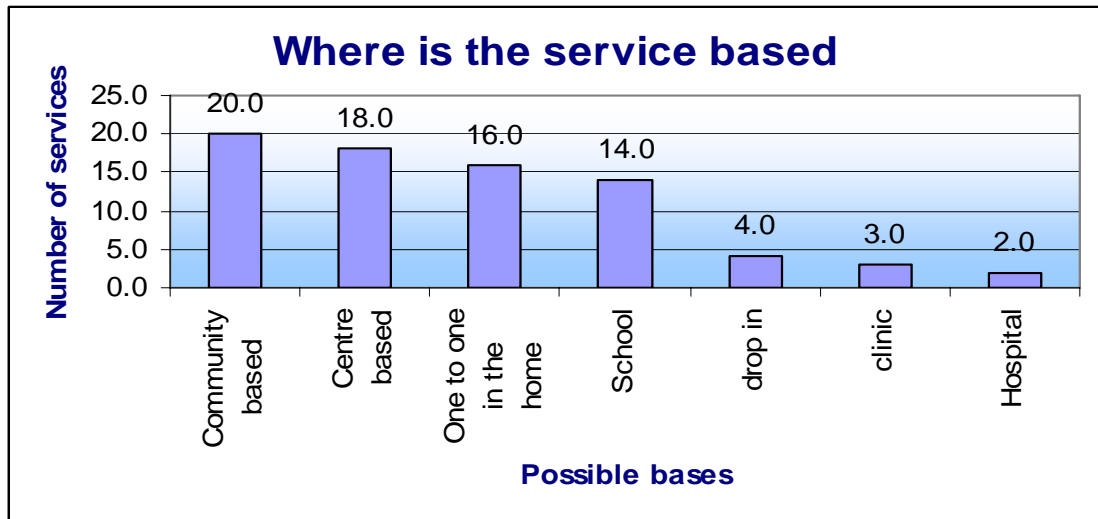


All services audited reported providing a service during weekdays, however only 6 (16%) were able to provide a service during the evening, only 4 (11%) were able to provide a service on the weekend and only one service, the Disabled Children Team provided an overnight service. The fact that service availability is at it's weakest when many families who juggle work commitments are most likely to be available to access them, (namely during the evening or on weekends,) is of concern. Although a balance must be reached between making a service

accessible to parents and the capacity of a service to provide support out of hours it is clear that here we have a substantial gap which will need to be addressed in order to ensure equal access to all parents.

Where is the service based?

The audit data showed that services were provided in a variety of locations, please see the chart below;

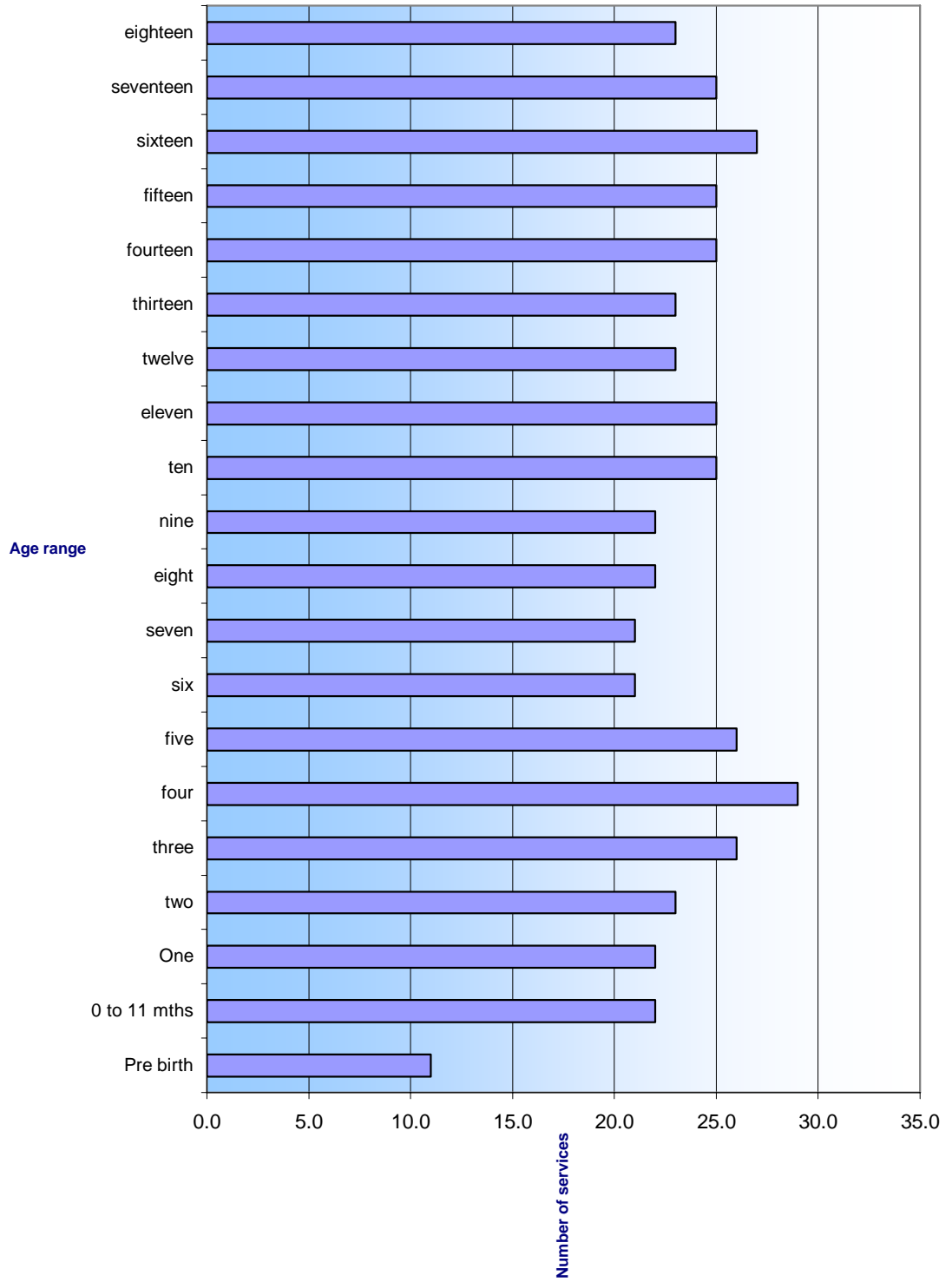


The data shows that 20 (55%) of the services audited are addressing access to service by basing themselves in the community in which they work. In addition 16 (44%) of the services are able to provide a service in the home. Much research has shown that this mechanism of providing support pays significant dividends in accessing difficult to reach families. 14 services (38%) have also attempted to engage parents and families by providing a service from schools.

Age Range/Referral Process

Services were asked the target age range for the families they worked with. Please see the results in the chart overleaf;

Service Provided by age range



According to the audit data, parents with children aged 4 years were likely to be able to access the most services in Torfaen. On the other hand parents in the antenatal period were likely to access the least services in Torfaen. Only 11 services reported working with this age range. Please note however that one of the services who did not respond to audit was the Midwifery service who is central to the provision of support to parents in the antenatal period.

On average data shows that parents can access at least 20 services at any pointing their child's life. However further analysis of services that specifically provide parenting skills and or behaviour management in Torfaen, (16 services 44% in total,) against the tier of service provided shows that many of these services are far from accessible to all parents. Please see the table below.

	0-4 yrs	5-11 yrs	12-18yrs	Average number of services available at each tier	% of total	
Specialist and/or statutory service	5	5	6	5.3	34.6%	77.7%
Preventative Service requiring professional referral and/or assessment of need.	7	7	6	6.6	43.1%	
Preventative service, self referral accepted. Referral criteria in place	3	2	2	2.3	15.0%	21.5%
Universal service, (e.g. no referral needed, and/or no referral criteria to access service	1	1	1	1	6.5%	
total	16	15	15			

The data above shows that although services seem to be available to most age ranges the specialist/statutory services, and services requiring professional referral/assessment of need represent 77.7 % of all the services who provide parenting skills/behaviour management support in Torfaen.

Parenting skills services therefore are heavily targeted at those in most need or those who are living in areas of deprivation. However the availability of preventative and universal services in maintaining and strengthening the wellbeing of families is arguably a gap that should not be underestimated, but considered seriously in order to divert families from reaching crisis point before being able to access support.

Audit Interview results

Qualitative information was also collated on the following questions;

- The aims and objectives of the service
- Number of parents receiving a service in a year
- Length of typical involvement
- How services monitor and evaluate their work
- How parents currently influence the delivery of the service

What are the agreed aims and objectives of the service?

Please see an outline of the aims and objectives of each service in alphabetical order including target age range in appendix 3.

How many service users use the service? How long is a typical involvement (weeks, months, or longer?)

Answers to this question varied according to the way in which each service was organised, for instance services who have statutory responsibilities, reported that they had a duty to absorb all those service users who met their criteria after assessment, e.g. the Disabled Children Team reported that they are currently supporting 168 children with disabilities.

In contrast some services such as SMARTT highlighted the time limited nature of the support that they provided, ensuring a balance between an adequate length of support and guarding against a dependency on the service. After reviewing their service SMARTT have extended the length of support from 8-16 weeks to 10-20 weeks. They currently provide support for 12 families at a time providing up to three visits per week for the parents and children within the family according to need.

Sure Start on the other hand provide a menu of services to children and families, on average 350 parents are supported through centre based activities in 16 community venues, and Sure start Child and Family Health Workers provide individual support in the home for 20 service users at any one time.

How do you monitor and evaluate your service?

A range of monitoring arrangements was reported during the interviews, this included the collation of quantitative and qualitative data through monthly, quarterly, and annual reporting to funding bodies. Children's Social Services departments reported that they manage and contribute to service user statutory reviews; and services that provide an element of childcare report to a number of quality assurance schemes. Some of the services also highlighted the service user's role in reviewing a service, for instance Sure Start reported that they hold a number of parent focus groups to gain feedback on services, as well as using

comments books to encourage feedback from parents.

Each of the services audited reported that they undertake regular internal evaluations of their service using different measures to report on the outcomes for their parents and families. In addition two services i.e. the Disabled Children's Team and the 16+ Team reported being externally evaluated through the process of a joint review which reported positive outcomes for Children Services in Torfaen. Two further services i.e. School Health Nursing and The Community Safety Partnership reported contributing to a National Evaluation of their service.

In response to the audit information provided by services and in response to the 2007 external review of Cymorth services, training will be undertaken with all services that run parenting skills programmes through group or one to one interventions in order to strengthen the evaluation of programmes.

The Goodman's Strengths and Difficulties questionnaire will be used in order to gather outcome evaluations for parents of children 3 years and upwards. Validated measures for younger children will also be considered for use and rolled out through Flying Start and other early years services.

How do service users influence the service?

When asking 'how do service users influence the service'? differing levels of service user participation was identified in practice in Torfaen, for instance services reported holding consultation events in the community, holding a 'Have Your Say Day' for Children with Disabilities, gaining service user feedback in statutory reviews, providing service users with evaluation questionnaires, adapting programme materials to meet needs in response to service user feedback, informing parents of their right to complain, and the use of an anonymous suggestion box to encourage honest feedback.

Although some services are clearly evidencing that they have considered the need for a partnership approach to working with parents, there is still much work to be done in promoting parent participation in Torfaen. Parent Participation therefore has been named as a key objective within the parenting strategy action plan. (Also please see section 2.4 on user views)

Summary and Recommendations

The audit of services for parents and families has revealed a wealth of good practice across all directorates. The audit showed that joint working is a particular strength in the Borough and it is hoped that the forwarding of service information to the Torfaen Children's Information Service database, the Gwent Headzone Primary Care Directory and the Children in Wales website, will further support the knowledge of and access to all services for parents and families and professionals across Torfaen. Another strength that we hold in Torfaen is the expertise of many

practitioners in understanding and supporting their service users regarding behaviour management. Since we have 96 multi agency trained staff across the Borough who have been trained using well evaluated programmes. It is hoped that as well as building on the availability of parent groups in Torfaen that staff will be further supported to use their skills, through the use of top up training, facilitator forums, and, group or individual supervision and support provided by the Parenting Coordinator. In addition it is hoped that the focus on the use of validated measures to record outcomes for children and young people will provide valuable feedback to practitioners regarding progress and will support the continuing development of the Parenting Strategy action Plan.

A number of areas for improvement were also highlighted throughout the audit. Regarding support for parents of different age ranges, parents in the antenatal period currently access the least support. Additional support for antenatal parents is currently being addressed under the Flying Start initiative, it is recommended that this additional support is monitored and evaluated during the next year and proposals for further roll out of support across Torfaen be put forward to the EYDCP by 2009.

The lack of access to services in the evening or on weekends was also highlighted and may prevent families from having their needs met. The issue of the timing of services is also touched on in the parent consultation report below (please see page 24, under access to the service) it is therefore recommended that the Parenting Coordinator works with the EYDCP to pilot the availability of parenting programmes outside of normal office hours in order to begin to address this gap.

Another area for improvement highlighted in the report is that of the lack of preventative and universal access to parenting support, much evidence shows that services are most likely to effect change by providing early intervention. It is therefore recommended that the Parenting Coordinator, while keeping the emphasis on families in most need, works with the EYDCP to find ways of increasing access to universal parenting support services across Torfaen.

2.2 Current parenting programmes and evaluation of effectiveness

Essential Educator antenatal training – Age Range - antenatal

The Essential Educator training pack was designed and produced in order to enhance the quality of parent craft programmes and to support staff to facilitate group work with confidence. The Essential Educator materials can also be used to enhance one to one support for parents in the antenatal stages.

In 2007 Midwives, Health Visitors and Sure Start workers undertook training to use the Essential Educator training pack, this training was commissioned in order to up skill the workforce in their work with parents in the antenatal period.

The Essential Educator pack will also be used to trial the use of group work in Flying Start areas in order to provide enhanced antenatal services.

The Essential Educator resources are newly published and have not yet been evaluated against outcomes for parents and families. The decision to use a pack which has not yet been evaluated was partly based on the fact that there was no programme for this age range recommended for use by the Welsh Assembly Government in their Flying Start Guidance.

Pippin Antenatal Programme – Age range - antenatal/1year

The Pippin programme training was provided to a cohort of 16 students in Torfaen in 2005/2006 This programme is currently being taken forward by the Sure Start Health Service and Torfaen midwives.

The Parents in Partnership Parent Infant Programme (PIPPIN) is a universal parenting programme that begins antenatally, the focus is upon parent infant communication and relationships rather than advice about giving birth and the practicalities of caring for baby. For example questions such as “How will the birth affect you as parents? And what emotions will you feel when the baby is crying? ” are explored. PIPPIN activities do not replace conventional parent craft activities, they are complimentary.

Reported benefits from a National Evaluation of Pippin shows that parents experience less anxiety, less vulnerability to depression, greater satisfaction in their relationship with their baby and partner, increased confidence as parents, an increase in child centered attitudes, and the ability to use a wider repertoire of skills in coping. (PIPPIN.org.uk) Please note however that the Welsh Assembly have not recommended this programme for use in Flying Start areas since it was felt that the research methods used to evaluate the programme were not rigorous enough to ensure its quality. As a result Torfaen will not be specifically promoting this programme in Torfaen.

Brazelton Neonatal Assessment Scale – Age range - 0-2 months

As part of a menu of support services available to parents and families in the Flying Start areas in Torfaen one midwife and one health visitor have been trained to use the Neonatal Assessment Scale with parents of newborn children. It is envisaged that if the training and use of this programme is deemed effective in Torfaen that further training will be undertaken by midwives and health visitors.

The Neonatal Behavioral Assessment Scale (NBAS) is designed to identify individual differences in newborn behaviour in order to support early attachment between parent and child.

The assessment is appropriate for infants up to two months of age. It is the most comprehensive examination of newborn behaviour available today. The Scale identifies 28 behavioral and 18 reflex items and assesses the baby's capabilities across different developmental areas (autonomic, motor, state and social-interactive systems) describing how infants integrate these areas as they adapt to their new environment.

A randomized controlled trial has been undertaken regarding the Neonatal Scale studying 826 mother and baby pairs in a district general hospital in South East England.

Although the trial did not test outcomes for parent and child as a result of receiving the programme, maternal satisfaction was analysed in relation to intervention group, process, and background variables.

Results showed that 81% of mothers reported that they were satisfied or very satisfied with the newborn examination. Conclusions: Mothers were more likely to be satisfied with the newborn examination by a midwife than a Senior House Officer because midwives were more likely to discuss healthcare issues during the examination and were able to provide continuity of care.

PEEPS Programme - Age range 0-5 years

The Peers Early Education Partnership (PEEP) is a pre-school literacy programme supporting parents as the first educators of their children. Its purpose is to raise educational attainment especially literacy, to promote learning and cognitive development through the first few years of a child's life. This programme is currently used by the Torfaen Sure Start programme.

Findings from the longitudinal comparative study undertaken on the Peeps programme showed significant improvement in vocabulary, language comprehension, understanding about books and print, number concepts and overall self esteem. (M. Evangelou and K. Sylva (2003) The effects of the Peers Early Education Partnership (PEEP) on children's developmental progress, London: DfES)

Language and Play/Numbers and Play – Age range – 0-3 years

The Education Department Language and Play team provide training for staff regarding Language and Play and Numbers and Play. The LAP team in Torfaen now work in partnership with other agencies such as Sure Start local play groups/parent and toddler groups and the NCH SMARTT team who are then able to deliver these programmes to parents focusing on encouraging parents to talk, play, read and sing to their babies/children. The National Basic Skills Strategy for Wales counts the LAP scheme as one of its key achievements.

Social and Emotional Wellbeing a Framework for Early Years Practitioners - Age range – 0-5 years

The Social and Emotional Wellbeing Framework was collated in partnership by the Torfaen Education Department, Children Social Services Department and the Gwent NHS Trust. This document aims to provide a framework for assessing and enhancing practitioners, parents and carers awareness of children's development within the context of experiential education. Training has taken place in relevant early years settings including Sure Start projects, the Integrated Children Centre and SMARTT project.

Incredible Years Programme (3-8 years)

Torfaen Flying Start practitioners including Sure Start, Sure Start Health, and Health Visitors have undertaken training in the Incredible Years Parenting Programme training in 2007. This programme has been chosen as one of the recommended programmes for the Flying Start initiative. The incredible Years programme is a highly evaluated programme originating from Seattle. There is now also an Incredible Years Wales division based at the University of Wales Bangor who provide information and training in Wales. Incredible Years Wales are also currently undertaking ongoing research into outcomes for parents and families who undertake this programme. One such research study analysed the use of the Incredible Years programme in Sure Start centres in North and Mid Wales. This study suggests 'that children who are co morbid for oppositional defiant and conduct disorder and hyperactive and inattentive symptoms benefit from parent training.' (British medical Journal April 2007)

Family Links Nurturing Programme – Age Range - 3-12yrs (additional material available to adapt for use with 0-2 yrs)

The Nurturing Programme for Parents is a 10-week parenting programme for groups of up to 12 parents/carers and two trained group leaders. The Parent Programme [topics](#) build on parents' existing skills and introduce many helpful ways of improving family relationships and managing the behaviour of children of all ages. The Programme is based on the four constructs of appropriate expectations, positive discipline, empathy, and self-awareness.

Torfaen currently has 2 trained trainers for trainers and 85 staff members from various agencies that have been trained to run the Family Links Nurturing Programme.

The Multi Agency Parenting Initiative Service User Evaluations for the Family Links Parenting Programme is currently being collated. However initial results taken from 56 parents show that when asked 'How do you feel about the programme as a whole?' On a scale of 1-5 (5 being the highest positive score) 98% of parents rated the programme at scale point 4 or 5.

When asked how helpful the Parenting Strategies suggested during the programme were, 94.66% of parents rated the strategies at scale point 4 or 5. When asked whether they were using the parenting strategies confidently at the end of the programme 83.56% of parents rated themselves as confident or very confident.

As part of the Parenting Strategy Action Plan we will be trialing the use of the Goodman's Strengths and difficulties questionnaire (SDQ) in order to gather outcome evaluations regarding parenting skills work undertaken in Torfaen.

Torfaen is also embarking on a Randomized Control Trial of the Family Links Nurturing Programme in conjunction with the Welsh Assembly Government and Cardiff and Newport County Borough Councils. This Evaluation will take place from 2008 to 2010 and will provide an in depth academic evaluation of the programme as a whole and its effect on outcomes for children and families.

Learning To Live with Teenagers 10-18 years

The Prevention and Intervention Team (PIP) Parenting Support Service in Torfaen currently run the 'Learning to live with teenagers' programme. This programme was devised locally by the Torfaen and Monmouthshire Youth offending Team and is delivered in 2 hour sessions over 8 weeks or alternatively can be delivered in two full days if more appropriate.

The PIP Parenting Support Service offer a range of services to support parents of young people who are currently within the Youth Offending Team, or the antisocial behaviour process, or whose behaviour is beginning to impact on communities. Services include provision of information and advice, parenting skills programmes (individual and group) and mentoring for parents.

2.3 User Views

The Parenting Coordinator undertook a parent consultation during Parents Week 2007 in order to input parent's views into the parenting strategy. Also please see the Audit of services for parents and families above to view service feedback on ways in which service users currently influence services.

A Voice for Parents

Consulting with Parents in Torfaen

This paper reports the outcomes of a series of consultations with Torfaen parents throughout Parent's Week 15th – 21st October 2007. 4 groups of parents were approached through local services which were the Sure Start Parent and Toddler group at Pontymoile, The SMARTT group at the SMARTT Project Fairwater, a group of parents at Torfaen Women's Aid, and a group of parents at Tafarn Newydd Family Service for children with disabilities and their families. Information was collated through the use of focus groups and questionnaires.

Aim

To provide parents with an opportunity to discuss the support and advice that they need, and to provide parents in Torfaen with a voice in the planning of services for parents, children and young people.

Objectives

By the end of the session to have:

- Listed the most important things that parents need support and advice with.
- Identified some of the key barriers that stop some parents getting involved in a parenting programme, and suggesting ways in which these might be overcome.
- To inform the Torfaen Children and Young People's Plan on parental need.
- To inform the Torfaen Parenting Strategy Vision Statement.

Parents advice and support needs

The main activity involved parents considering the following question: 'If you could choose one thing, what should no parent be without?' This question was asked against different age ranges in order to consider the differing needs of parents according to the developmental stage of their child, please see responses below. Comments made regarding specific geographical areas are identified in brackets.

0 – 4 (early years)

- Good quality playgroups and nursery provision, we have no nursery in (Pontymoile)
- Clothes,
- Less broken play facilities in parks. (Fairwater)
- A place to meet other parents like here (SMARTT project)
- A place to meet other parents which has a crèche facility.
- A place where we can have time out, so that we are not isolated.
- More help from the bus drivers, when we have our hands full.

5 – 11 (middle years)

- Youth clubs, and different youth services, we have a building but no provision. (Pontymoile)
- Affordable after school activities
- Play schemes that are well supervised during school holidays
- Cheaper transport
- School trips that are affordable e.g. recent trip to Techniquet with school cost £9 per child.

12 – 18 (teens)

- Youth Services as above
- It would be good to see community run services so that people had ownership of what was being provided for their children and young people.
- Availability of sport activities to keep our young people healthy and off the streets.
- Nerves of steel!
- Well managed Cyber cafes to provide affordable access to the internet. (Fairwater)
- Courses for the teens on how to be a parent maybe use virtual babies.
- Sessions on confidence and anger management for parents and their children and young people.

General (all age ranges)

- Support
- Advice
- Money
- Patience
- No parent should be without their child!

Vision Statement

After discussion regarding the Parenting Strategy in the Focus groups, parents were then asked to contribute ideas that could be included in a Vision Statement for the Parenting Strategy. 'If you could use one sentence to say how you would like to see things in the future for parents in Torfaen what would it be?' Please see the following comments:

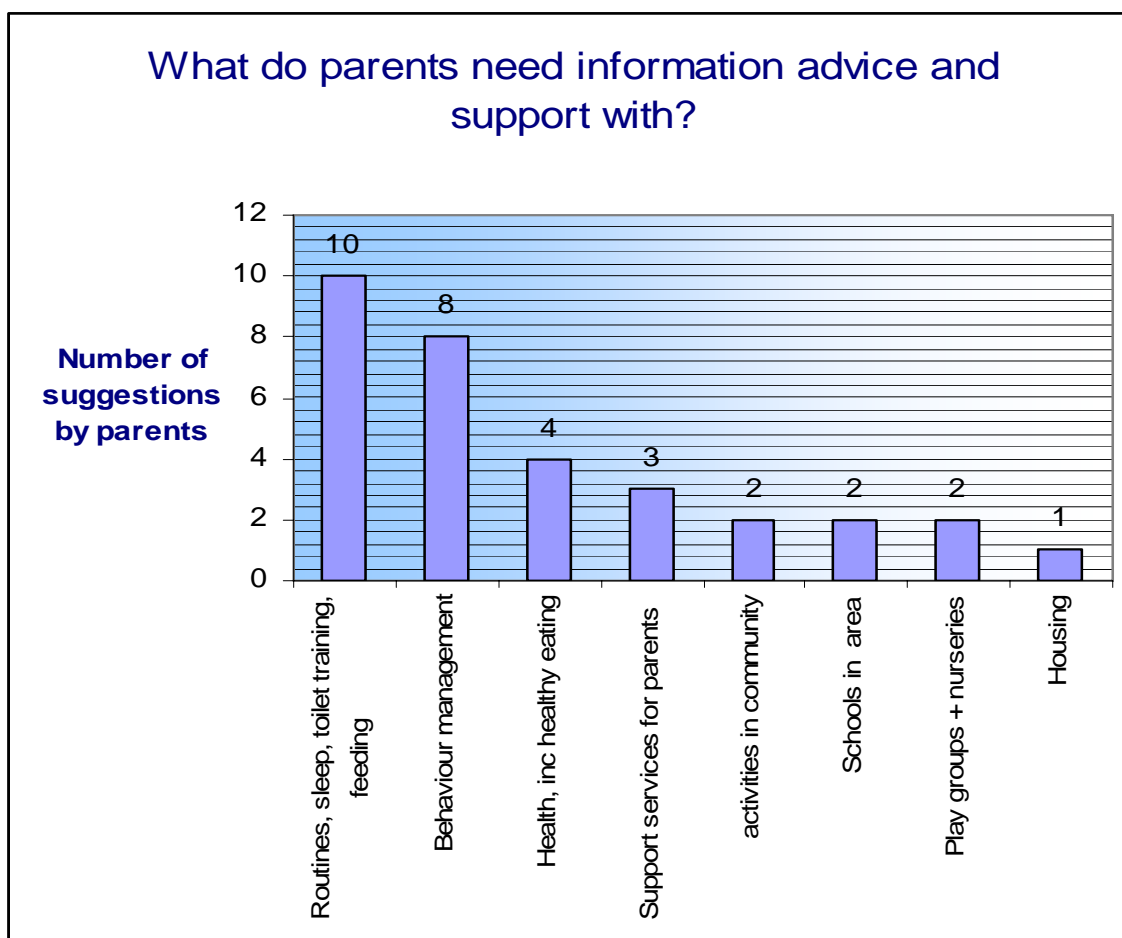
- A Torfaen we can trust, who provide sustainable services.
- As much help out there as possible for parents.
- A place that provides good work life balance.
- Help for parents who are carers.
- Local services or affordable transport to get to central services.
- Easy access to services.
- Services that include different parents e.g. mothers, fathers, and grandparents.
- Credibility for us as parents.
- Employers that understand the needs of parents and carers e.g. the provision of flexible working hours.
- Opportunities to learn.

Questionnaire Results

Parents in Women's Aid and Tafarn Newydd Family Service were consulted through the use of questionnaire, they were asked a number of additional questions, please see the results below.

Information Advice and Support

Parents were asked 'what top five things do parents need advice information or support with?' Please see responses overleaf.



Parent Participation

Parents were asked 'where or when would you want to be actively involved with professionals in deciding about services e.g. influencing the development of the service, providing feedback' Please see responses below.

- Being involved in the service
- I don't know, perhaps forms?
- Giving Feedback
- Giving ideas
- Providing feedback on services provided, ongoing evaluation
- Feedback through questionnaire

Barriers/reasons for not getting involved in parenting programmes

Parents were asked to consider reasons why some parents do not get involved in parenting programmes: Answers given by parents have been clustered into groups according to the nature of their answers. Multiple answers are indicated with a number at the end of the response.

Parent's Feelings about the service

- Defensiveness
- Shame
- Not having confidence to meet new people
- Stigma of being a "crap parent"
- Feeling uncomfortable
- Not knowing anyone
- Unaware of what's involved

Parent's circumstances

- Being isolated in the home
- Interest
- Confidence
- Getting ready
- Commitment

Access to the service

- Transport x4
- Money to get to the venue
- Timingx4
- Distance
- Childcare/crèche x3

Knowledge of available services

- Not being aware of the programmes
- Lack of communication

Conclusion

The Report above although not representative of all parents' views across Torfaen provides a flavour of the issues that arise for parents and families when in need of information support or services. The Parenting Coordinator will undertake additional consultation with parents across Torfaen in 2008 in order to further inform the Torfaen Parenting Strategy.

3 WHERE DO WE WANT TO BE?

3.1 Vision

Every parent/carer in Torfaen receives the level and quality of support that they need to help them and their family reach their full potential. Within a context of diverse family circumstances, we recognize the need for a range of accessible support mechanisms in order to strengthen the parent/carer role, including parenting support, community resources, learning opportunities and quality childcare.

Many thanks to all the parents from the SMARTT project, Sure Start, Women's Aid, and Tafarn Newydd Family Service for their valuable contributions to the Torfaen Parenting Strategy and Vision Statement.

3.2 Key Objectives

Objective 1 Parenting Programmes

There is an increase in use of evidence based programmes to meet the needs of parents and current gaps in service in Torfaen. Multi agency Parenting Practitioners are supported by robust training programmes and frameworks in order to improve outcomes for children young people and their families.

Objective 2 Parent Participation

Parents in Torfaen are given the opportunity to feedback their views to services regarding their needs.

Objective 3 Information

Information provided to parents is of consistent quality across Torfaen.

Objective 4 Parents with specific needs

Teenage parents, parents of children with disabilities, and parents with postnatal depression are recognised and supported to access services.

Objective 5 Grandparents

Grandparents are recognised and supported when they undertake a parenting role.

4. HOW WILL WE GET THERE?

Please see the Parenting Strategy action plan below which outlines the priorities for 2008/2011. The action plan is envisaged to be a working document which will reflect the ongoing development of each objective. It is proposed that the work of the Parenting Strategy be reported to the EYDCP and YPP. Annual reports based on a review of progress undertaken by the EYDCP/YPP will be collated and forwarded to the Children and Young People's Framework. Please note that the Torfaen Children and Young People's Single Plan and the Torfaen Health, Social Care and Wellbeing Strategy were under review/out for consultation when the Parenting Strategy was completed, therefore the Parenting Strategy will be reviewed in light of those priorities in April 2009.

4.1 ACTION PLAN – IN RESPONSE TO THE TORFAEN PARENTING STRATEGY

Objective 1 Parenting Programmes

There is an increase in use of evidence based programmes to meet the needs of parents and current gaps in service in Torfaen. Multi agency Parenting Practitioners are supported by robust training programmes and frameworks in order to improve outcomes for children young people and their families.

PAP action point 4. SCYPP Core Aims 1,2,3,6,7

Ref	Action/Task	Lead Responsibility	Success Criteria	Key Milestones/ Timescale	Funding Streams	Progress to Date
1.1	<p>To train relevant staff in The Essential Educator (Ante natal programme) in order that they utilise this programme in their one to one work and in order to pilot group work.</p> <p>25 Flying Start/Sure Start Midwives Health Visitors and Sure Start workers to receive training.</p> <p>Collate parent evaluations on an annual basis and report to EYDCP.</p> <p>50% of parents supported through pilot of programme followed up 12 months after</p>	Lorraine Childs	<p>25 staff trained</p> <p>30 parents supported through pilot of programme in groups with vulnerable parents.</p> <p>75% of parents who have completed the programme rate the service received positively against NNBAS evaluation tool.</p> <p>75% of follow up parents report positive feedback based on evaluation questions.</p>	<p>June 2008</p> <p>September 2008</p> <p>September 2008</p> <p>September 2009</p>	Flying Start Cymorth Gwent NHS Trust	

	programme end to measure wellbeing and access to services.					
1.2	<p>To train Relevant staff in the Brazelton Neo Natal Assessment Scale approach in order to provide an enhanced one to one service to identified families in need initially through Flying Start. (0-2 months)</p> <p>Training to be provided to 12 midwives/ Health visitors</p> <p>Annual collation of evaluations to be undertaken and reported to EYDCP.</p> <p>50% of parents supported through pilot of programme followed up 12 months after programme end to measure wellbeing and access to services.</p>	Lorraine Childs	<p>30 parents supported</p> <p>75% of parents who have completed the programme rate the service as good or very good.</p> <p>Annual collation of evaluations undertaken and reported to EYDCP.</p> <p>75% of follow up parents report positive feedback based on evaluation questions.</p>	<p>June 2008</p> <p>June 2008</p> <p>September 2008</p> <p>September 2009</p>	Flying Start Gwent NHS Trust	
1.3	The Family Links Nurturing Programme (3-12 yrs) is rolled out as part of the Multi Agency Parenting Initiative in order to	Llinos Davies	15 staff trained on an annual basis to sustain the use of the programme across Torfaen.	March 2008	Cymorth Flying start Gwent NHS Trust	

	<p>address gaps in service according to geographical area and age range.</p> <p>The number of parent groups running on an annual basis increased from 13 to 18 per year</p> <p>Staff undertaking groups have received guidance in the use of the Goodman's Strengths and Difficulties baseline evaluation questionnaire.</p> <p>At least one Torfaen Representative to attend and contribute to the monthly 3 Counties RCT steering group.</p> <p>Annual collation of evaluations to be undertaken and reported back to EYDCP</p> <p>50% of parents followed up 12 months from programme end</p>		<p>Support provided to 91 parents (average 7 per group)</p> <p>All staff undertaking groups are using the Goodman's Strengths and Difficulties Questionnaire at baseline and at the end of the service.</p> <p>Annual collation of evaluations and 75% of parents who have completed the programme show progress against baseline data at programme end.</p> <p>75% of follow up parents have maintained an improvement against baseline evaluation</p>	<p>April 2008</p> <p>June 2008</p> <p>June 2009</p> <p>June 2010</p>		
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1.4	<p>The Incredible Years Programme (3-8 yrs) is rolled out in Flying Start areas</p> <p>3 Incredible Years Parent Groups run as a pilot in Flying Start.</p> <p>All staff undertaking groups have received guidance in the use of the Goodman's Strengths and Difficulties Questionnaire.</p> <p>Validates baseline and end evaluation measure identified for parents of children under 3 yrs of age.</p> <p>Annual collation of evaluations to be undertaken and reported back to EYDCP</p> <p>50% of parents followed up 12 months from programme end</p>	<p>Llinos Davies Helen Cole Lorraine Childs</p>	<p>21 parents have received support through groups (approx 7 per group)</p> <p>All staff undertaking groups are using the Goodman's Strengths and Difficulties Questionnaire or early years equivalent at baseline and at the end of the service.</p> <p>Collation of evaluations undertaken and 75% of parents who have completed the programme show progress against baseline data at programme end.</p> <p>75% of follow up parents have maintained an improvement against baseline evaluation</p>	<p>December 2008</p> <p>June 2008</p> <p>June 2009</p> <p>June 2010</p>	<p>Cymorth Flying Start Gwent NHS Trust</p>	
1.5	<p>Parents of teens programme (12-18 yrs)</p>	<p>Llinos Davies</p>	<p>Multi Agency decision made regarding how to fill the gap in service for parents of</p>	<p>September 2008</p>		

			teenagers. Multi Agency Decision made regarding an appropriate evaluated programme for use with parents of teens.	September 2008		
1.6	Implement the National Standards for working with Parents and Families (NoS) in Torfaen.	Llinos Davies	All parenting programmes prioritised for development by the Parenting Strategy Action Plan in Torfaen are aligned with the National standards. 20 staff members are supported to undertake the NoS Vocationally Related Qualifications	March 2009 September 2009	Cymorth funding	
1.7	Positive Parenting is embedded in the PSE Curriculum throughout Torfaen.	Donna James	Multi Agency decision made regarding a way forward. Pilot undertaken in one high school.	December 2008 March 2009	Cymorth funding	
1.8	A Parenting Facilitator Forum to enhance increased peer support and professional development is implemented in Torfaen	Llinos Davies	2 Facilitator Forums per year have taken place 1 Evaluation per	March 2008 April 2008	Cymorth funding	

			forum undertaken and fed back to the EYDCP			
			Annual collation of evaluations undertaken and reported back to Cymorth	April 2008		

Objective 2. Parent Participation

Parents in Torfaen are given the opportunity to feedback their views to services regarding their needs.

PAP action points 5/6/10. Core Aims 1,3,5,7

Ref	Action/Task	Lead Responsibility	Success Criteria	Key Milestones/ Timescale	Funding Streams	Progress to Date
2.2	<p>Parents are consulted on their needs by services in Torfaen.</p> <p>2 Questions devised and agreed by the EYDCP to be incorporated into all parenting service user evaluations</p> <p>At least 2 Focus Groups held annually in Parent's Week with parents to gather data regarding need and service user satisfaction.</p>	Llinos Davies	<p>Parenting Services have incorporated questions into service questionnaires and data collated and forwarded to Parenting Coordinator.</p> <p>Focus Group results collated annually by the Parenting Coordinator and reported back to the EYDCP.</p> <p>Parenting Strategy action plan is aligned with reported</p>	<p>June 2008</p> <p>November 2008</p> <p>April 2009</p>	Cymorth Funding	

			feedback from parents.			
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Objective 3 Information

Information provided to parents is of consistent quality across Torfaen

PAP action point 1, 2 Core Aims 1, 2,3,6,7

Ref	Action/Task	Lead Responsibility	Success Criteria	Key Milestones/ Timescale	Funding Streams	Progress to Date
3.1	<p>National Bilingual Parenting Helpline</p> <p>Advertise the availability of the National helpline when it comes on line in 2008 to relevant professionals.</p>	<p>Helen Cole</p> <p>Torfaen Bibliotherapy working group.</p> <p>Catherine Burnapp</p> <p>Local Health Board Administration</p> <p>Llinos Davies</p>	<p>Information advertised in all Integrated Children Centres and satellites.</p> <p>Information advertised alongside Bibliotherapy scheme in all Torfaen Libraries and mobile Libraries.</p> <p>Information held on Children's Information Service Website,</p> <p>Information held on Headzone the Gwent Primary Healthcare Directorate website.</p> <p>Statistics gathered from WAG as to Torfaen use of website</p>	<p>December 2008</p> <p>December 2008</p> <p>December 2008</p> <p>December 2008</p> <p>September 2009</p>	WAG	

3.3	Raise awareness of and promote the use of the Child and Family Bibliotherapy scheme	Sue Gwynllyw	<p>Professional packs received by 100 staff working with parents and families.</p> <p>23 Sets of books disseminated to all Torfaen Libraries/Mobile Libraries.</p> <p>10 Bibliotherapy awareness raising sessions held with Torfaen services.</p> <p>300 Bibliotherapy books taken out of Torfaen Libraries.</p> <p>Outcome evaluation process established</p>	<p>April 2008</p> <p>April 2008</p> <p>June 2008</p> <p>June 2008</p> <p>June 2008</p>	<p>Cymorth Funding</p> <p>WAG Funding</p>	
3.4	Maintain links with the Children in Wales National Parenting Forum, 'FForwm Magu Plant' in order to champion Torfaen initiatives and feedback to the EYDCP/YPP on National initiatives and	Llinos Davies	Attendance at a minimum of 3 out of 4 annual FForwm Magu Plant Steering Group meetings by Parenting Coordinator and/or other strategic partners.	April 2008	Cymorth funding	

	training.					
3.5	<p>CHILDREN'S INFORMATION SERVICE</p> <p>To Develop the CIS database to include information regarding services for parents.</p>	Catherine Burnapp	<p>Parenting Information available on the database.</p> <p>30 staff have accessed information of services for parents and families</p>	<p>April 2008</p> <p>September 2008</p>	Cymorth Funding	
3.6	<p>Ensure that parents have access to up to date information, on subjects that concern their children, so that they can advise their children in an informed way</p>	Llinos Davies	<p>Decision made re mechanism for providing parents with accurate up to date information</p> <p>Parents consulted on what information they would find useful in supporting their children</p>	<p>June 2008</p> <p>June 2008</p>	TBA	

Objective 4 Parents with specific needs

Teenage parents, parents of children with disabilities, and parents with postnatal depression are recognized and supported to access services.

NSF, Core Aims 1,2,3,5,6,7

Ref	Action/Task	Lead Responsibility	Success Criteria	Key Milestones/ Timescale	Funding Streams	Progress to Date
4.1	<p><u>Teen Parents (up to and including 19 years of age)</u></p> <p>Pregnant teenagers and Teenage parents are provided with appropriate needs led support</p> <p>Pregnant teens and teen parents have access to education appropriate to their needs.</p>	<p>Kathryn Rees/Lorraine Childs</p> <p>Helen Cole/Lorraine Childs</p> <p>Kathryn Rees/Donna James</p> <p>Education Lead</p>	<p>30 pregnant teenagers receive specific needs led antenatal support</p> <p>30 young parents receive specific needs led parenting support</p> <p>10 Teenage parents are supported to access PSE and child development within all Senior Schools to offer realistic parenting information on a rolling programme.</p> <p>Torfaen wide policy developed regarding the management of pregnant teenagers in school.</p>	<p>September 2008</p> <p>September 2008</p> <p>September 2008</p> <p>December 2008</p>	Gwent NHS Trust/Cymorth Funding	

		Education Lead	Young parents are provided with a specific package of support to successfully reintegrate them into education after the birth of their child. (Target number TBA)	TBA		
4.3	Parents whose children have a disability are able to access appropriate services.	Judith Kirkby/ Genevieve Lewis	75% of parents who have children with and identified disability are provided with specific needs led parent support in Torfaen.	April 2008	Core Funding Cymorth funding	
4.4	Ensure early identification and support for parents experiencing post natal depression. (NSF)	Lorraine Childs	1 cascade training on postnatal depression and other maternal mental health issues provided to parenting staff. 15 parents supported through specific postnatal depression support 15 parents supported through weekly peer support group Pathway for post natal depression service users developed.	April 2008 June 2008 June 2008 September 2008	Core NHS Trust funding Cymorth funding	Achieved

4.5	Ensure that Torfaen parents have access to breastfeeding support.	Lorraine Childs	<p>3 breastfeeding support groups held.</p> <p>10 new businesses/organisations signed up to the Torfaen breastfeeding friendly scheme in 2008/2009</p> <p>Improvement in breastfeeding rates. (specific % TBA)</p> <p>Improvement in length of time that mothers breastfeed their babies. (specific % TBA)</p>	<p>June 2008</p> <p>April 2009</p> <p>April 2011</p> <p>April 2011</p>	Wanless Funding	
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Objective 5 - Grandparents

Grandparents are recognised and supported when they undertake a parenting role.

PAP action point 3, Core Aims 1,3,5,7

Ref	Action/Task	Lead Responsibility	Success Criteria	Key Milestones/ Timescale	Funding Streams	Progress to Date
5.1	Increase access for Grandparents to parenting Information and support.	Llinos Davies	<p>All Torfaen Parenting and Family support service information leaflets and posters specifically mention support provided to grandparents performing a parenting role.</p> <p>Service information disseminated to older</p>	<p>December 2008</p> <p>January 2009</p>	<p>Cymorth</p> <p>WAG grant funding of Older Person's Strategy Coordinator</p>	

			people's group Service information disseminated to LAC/fostering and adoption/child protection teams.	October 2009		
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5. Appendices

APPENDIX 1

List of services audited

DIRECTORATE	TEAM/PROJECT	Contacted	Response	Audit completed
NHS	Dietetics	1	1	1
	Occupational Therapy	1	1	No service provided to parents
	Physiotherapy	1	1	No service provided to parents
	Portage	1	1	1
	Midwifery	1	No response received	
	Child and Family Clinical Psychology	1	1	1
	Psychiatry	1	1	1
	Substance Misuse	1	No response received	
	Health Visiting	1	1	1
	Primary Mental Health Team	1	1	1
	School Health Nursing	1	1	1
	Sure Start Health	1	1	1
	Sure Start teenage midwifery	1	1	1
Criminal Justice	Probation	1	1	No service provided to parents
	YOT	1	1	1
	PIP	1	1	1
	Community Safety	1	1	1
Voluntary Services	NCH Mist team	1	No response received	
	Communities 1st School Family Link Project	1	1	1
	SNAP	1	1	1
	MIND	1	1	1
	CCYP	1	1	1
	MYM	1	1	1
	NCH Tafarn Newydd Children and Families Service	1	1	1
	NCH SMARTT team	1	1	1
	Torfaen Women's Aid	1	1	1
Children Services	Family Support Team	1	1	1
	Disabled Children Team	1	1	1
	Referral and Assessment Team	1	No response received	

	Care Management Team	1	1	1
	Family Placement (fostering and adoption)	1	No response received	
	Play	1	1	1
	16+ Team	1	1	1
Education Department	Inclusion Team	1	1	1
	LEA	1	1	1
	Youth Access	1	No response received	
	Education Psychology Service	1	1	1
	ASD C&YP Support Officer	1	1	1
	Genesis team	1	1	1
	Children's Information Service	1	1	1
	Sure Start	1	1	1
	Integrated Children Centre	1	1	1
	Parenting Coordinator	1	1	1
Regeneration Department	Book Start	1	1	1
	45 Services identified			36 Audits completed

Appendix 2**Number of staff trained in parenting skills programmes according to Directorate**

Directorate	Projects/Services	Number of individuals trained
Children Services	Family Support Service CIT. Care Management Team Referral and Assessment Team Family Placement Team	9
Education	Education Psychology Education Welfare Officer Genesis Language and Play Sure Start * Torfaen Adult Basic Skills Oakfield Unit Parenting Co-ordinator	32
Gwent NHS Trust	Community Psychiatric Nursing Clinical Psychology Community Learning Disability Health Visiting Midwifery PMHT SureStart *	35
Local Health Board	Health Promotion	1
Voluntary	CCYP Women's Aid SMARTT Mist Tafarn Newydd Families Service Communities First School Family link Tai Hafan	18
Youth Service	Communities First	1
Total	28 Projects/Services	96 individuals currently trained

* Indicates that the Sure Start Project is listed twice under two directorates

Appendix 3

Agreed aims and objectives of services audited

Book start (Age Range – Under 5's)

To provide every baby and 2 year old in Torfaen with the Book Start bag in order for them to experience sharing books, story telling and attending the library. Book start also has a remit to provide story telling for the under 5's.

Childcare Management Team - Children Social Services (Age Range Pre Birth – 16)

The aim of the Childcare Management Team is long term planning for the needs of children and young people, a long term aim is that the child's needs are met and sustained within the community.

Children and Young Peoples Autistic Spectrum Disorder Support (Age Range 4-18)

To provide a person centred approach to supporting children and families post diagnosis of autistic spectrum disorder with the intention of providing information, listening ear and signposting. In addition the post is developing discreet direct social skills work and parent support, the post will also develop a transitional support service from primary to secondary school.

Children's Information Service Torfaen (Age range 0-14)

Torfaen CIS will provide quality accessible and impartial info and guidance on the full range of early years and childcare services, resources and issues led by the needs of children and their families, carers, employers, professionals, local and national government and their agencies.

Child and Family Clinical Psychology (Age range 0-18)

Literature to be given afterwards. Provide psychological service to children and families with emotional and behavioural difficulties. Focus on difficulties arising at home rather than at school psychological models used to help people, only work with people who are amenable to seeing things that way.

If looking for a diagnosis of a disorder, labels manual of mental disorders.

Provide a way of understanding in terms of their history and experiences in the hear and know rather than brain chemistry and genes. They are asked at point of referral.

Community First School Family Links Project (Age Range – 11-25 year olds)

To work with young people in need of behavioural support and their families, identified by the link schools

To liaise with families regarding difficulties in school.

To engage hard to reach parents who aren't currently engaging with schools

Torfaen County Borough Council

Community Safety Partnership (Age Range 11-25 year olds)

To reduce the incidence of Crime and Disorder in Torfaen by 18.5% by 2008.

Cwmbran Centre for Young People (Age Range 0-5 and 14-25)

To support young parents and their children and build relationships, develop their skills, build self esteem and confidence.

Dietetics (Age Range 0-18 yrs)

The paediatric nutrition and dietetic service, through the provision of specialist nutritional care for infants, children and adolescents, aims to achieve normal growth and development, and to prevent complications, in children referred to the service with a variety of acute and chronic conditions.

The current service is essentially geared to the needs of sick children and those with special needs. We recognise the need to develop a community service to encompass the wider aims of promoting healthy eating and nutrition, to optimize the health and wellbeing of children, young people and families, and to prevent illness, disease and obesity.

Disabled Children Team (Age Range 0-18 yrs)

To provide a high quality service to children with disabilities within their own families or with established carers to enable them to live in their own community and access community services.

Educational Psychology Service (Age Range 3-16yrs)

Using psychology to insure the best outcomes for pupils and their families. By working in the first instance with the schools. Consultancy model used not to pathologies children.

Family Support Team Children Social Services (Pre birth – 25)

To provide stability within children's lives whilst providing services which divert children and their families from the Child Protection and Looked After Children arenas.

Genesis (Age Range 0-25)

We aim to take away the barriers for parents and carers to move into training and work. To focus on confidence building, using formal workshops, and training courses. To work with service users on c.v. writing, and interview skills.

Health Visiting (Age Range antenatal to 5yrs)

Health Visiting is a universal service that has a key role in achieving desirable outcomes for young children and their families.

Local Education Authority (Age Range – 0-7 yrs)

To improve the quality of education for children aged 0-7 yrs, through the provision of Early Years training, co-ordination of the Foundation Phase, and implementation of quality assurance across Torfaen.

MIND

Torfaen Mind are an affiliated but autonomous body, Torfaen Mind works to meet service users needs reflected in the area. Torfaen Mind supports those who have mental health issues.

Torfaen Mind provides a drop in centre, income advice and support, lunch club the information centre provides activities such as lunch club, arts and crafts, anxiety management, relaxation, and reading groups.

Mudiad Ysgolion Meithrin (Age Range 0-4 yrs)

To provide every child with the opportunity to learn through play in a Welsh medium setting through the provision of Cylch Meithrin for children of two years and up, and Ti a Fi for children 0-3 and their parents.

Multi Agency Parenting Coordinator (Age Range antenatal – teenage years)

The aim of the post is to co-ordinate and develop multi agency parenting support services from the ante natal period to the teenage years. Principal responsibilities include liaising with all relevant agencies across Torfaen County Borough Council, to develop and enhance parenting services and to represent the County in forums such as the National parenting Forum and to contribute to multi agency planning in this field.

Play (Age Range 8-12 yrs)

To provide quality open access play provision, in order to integrate play into local communities and to produce the Play Strategy for Torfaen.

Portage (0-5 yrs)

To provide a service for children with significant developmental delay working in conjunction with the parents to promote the child's development.

Primary Mental Health Team (Age Range 0-16/18)

To provide support to all professionals at Tier 1, Primary Care level, through liaison, consultation, initial assessment, and training. The PMHT also provide an interface with workers at tier 2 Child and Adolescent Mental Health Services. Where appropriate.

Psychiatry (Age range 2-18)

To meet the needs of any child with a psychiatric problem emotional or behavioural for example disorders such as ADHD and eating disorders, school phobia, Aspergers, and bullying.

School Health Nursing (Age Range 4-18 yrs for children and young people in education)

To ensure that children and young people achieve their maximum educational potential. To meet their health needs.

Torfaen County Borough Council
SNAP Cymru (Age Range 1-25 yrs)

We currently have a service level agreement with Torfaen Local Education Authority to provide a parent partnership service, information and advice and support on education issues for children with additional needs or disabilities, this includes issues of exclusions from school.

SMARTT (Age Range 3-11 yrs)

To work with vulnerable children aged 3-11 yrs and their families from three identified primary schools in order to prevent escalation of problems and eventual referral to higher tier specialist services in the future.

To develop better multi agency working operationally at a lower level of need.

Sure Start (Age Range 0-4 yrs)

To promote physical, intellectual, social and emotional development for pre school children, to help them to thrive when they reach school.

Working in partnership with parents to identify and meet their needs through the development of services that will support them.

To develop services in a multi agency way.

Sure Start Teenage Midwifery (Age Range Pre birth to 11 months)

Sure Start Teenage midwifery is part of the Torfaen midwifery service, but looks specifically at promoting holistic care for teenage parents. Supporting teenage parents' wellbeing during pregnancy, increasing smoking cessation and healthy diet. The promotion of breastfeeding, and antenatal education/parent craft is also a focus.

Tafarn Newydd Children and Families Service (Target Age Range 0-18yrs)

To provide Play and development sessions for children from 0-18 with an emerging or diagnosed disability.

To provide a respite service on Saturdays for 8-18 year olds with an emerging or diagnosed disability.

To offer parent support to make a positive difference to how parents feel and how they look after their child.

To offer parent support groups.

Torfaen Women's Aid (Target Age Range – all women and their children 0-18 yrs)

To raise awareness of Domestic Violence.

To break the cycle of Domestic Violence.

To provide support for women and their children.

To improve family relationships.

To build self esteem.

To provide training and development.

Torfaen County Borough Council

**Youth Offending Team/ Prevention and Intervention Project Parenting Support Service
(Age Range 10-18yrs)**

The PIP Parenting Support Service offer a range of services to support parents of young people who are currently within the Youth Offending Team, or the antisocial behaviour process, or whose behaviour is beginning to impact on communities. Services include provision of information and advice, parenting skills programmes (individual and group) and mentoring for parents.

16+ Team Children Social Services (Target Age Range – 16-21/24 yrs)

To support 16 and 17 yr olds who are homeless.

To support 16 to 21 yr olds who have been looked after by the Local Authority.

To support 18-24 year olds who have been looked after by the Local Authority and are attending university.

Job Description

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Date	November 2005
Post Title	Multi-Agency Parenting Co-ordinator Torfaen
Post No.	ED311
Grade	SCP 35 - 39
Section	Torfaen Primary Mental Health Team Host Department Education, Life Long learning*
Department	Education, Life Long Learning*
Responsible To:	Primary Mental Health Team Co-ordinator for day to day management.*

Job Purpose

The co-ordination and development of multi-agency parenting support services from the ante-natal period through to the teenage years.

Key Outcomes

- 1 A co-ordinated approach to supporting Parenting across Torfaen.
- 2 Consistent quality and development towards consistency of provision of Parenting Education across Torfaen.
- 3 Related services will ensure that they plan jointly to integrate activities which come under the heading of 'Parenting'.
- 4 Continued implementation of the 'Parenting Strategy for Torfaen'.
- 5 An increase in the number of trained parenting programme facilitators across the range of agencies.
- 6 Continuation of the establishment and maintenance of a Torfaen data base which details type, numbers and outputs of parenting programmes in the locality.
- 7 Continued development of a practitioner-based Torfaen Parenting Forum which has a basis of inclusiveness and service-user participation, with close links to the All Wales Parenting Forum, Magu Plant.
- 8 The PSE curriculum in Torfaen schools includes the development of knowledge and skills of nurturing children, and particularly the importance of play.

Torfaen County Borough Council

- 9 Learning and best practice to be taken from the Pilot Scheme in Communities First areas to promote a universal approach to parental support and education, particularly at the transition points of a child's life.
- 10 The establishment of appropriate systems that identify the longer term benefits of parenting intervention.

Principal Accountabilities

- 1 To take responsibility for achieving a co-ordinated approach to Parenting support across Torfaen, which is of consistent quality and well integrated with other related services.
- 2 To liaise and develop relationships with all agencies in Torfaen who are involved in the range of parenting support, from ante-natal to teenagers.
- 3 To continue establish a multi-agency practitioner based Parenting Forum which promotes user participation, generates enthusiasm and forward thinking and has close links to the All Wales Parenting Forum Magu Plant.
- 4 To establish a mapping data base of all parenting support services.
- 5 To co-ordinate a multi agency approach in order to develop a comprehensive and relevant monitoring and evaluation systems.
- 6 To ensure that research evidence is revised and current and brought to the attention of the Forum as appropriate.
- 7 To work in partnership with other professionals to review, evaluate and ensure consistency in the written information given to parents.
- 8 To research effectiveness of the range of parenting programmes and interventions which informs the multi-agency strategy in Torfaen together with partners.
- 9 To co-ordinate training and practice support to a range of professionals who facilitate parenting group work.
- 10 To impact on the education curriculum area PSE.
- 11 To coordinate Flying Start parenting provision.
- 12 To be a member of a range of working groups.
- 13 To ensure that user views are included in the planning and development of relevant services.
- 14 To produce written reports as and when requested by the Children & Young Peoples Framework.
- 15 Any other tasks as directed by the Children & Young Peoples Framework for Partnership.

*The postholder is employed by the Education Department, Torfaen County Borough Council. Under partnership arrangements day to day line management is provided by the Torfaen Primary Mental Health Team Co-ordinator. Through the line manager and under

Torfaen County Borough Council

partnership arrangements objectives and tasks may be directed by the Children and Young People's Partnership.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

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Date November 2004

Post Title Multi-Agency Parenting Co-ordinator
Torfaen

Section Education

Requirement	Essential or Desirable	How Tested (S) used at Shortlisting
<i>Education/Qualifications/Knowledge</i>		
1.1 A relevant professional qualification in community, youth, child care, social work, nursing, teaching, playwork.	E	Application Form
1.2 Working knowledge of Parenting Group work such as Family Links Nurturing Programme or Webster Stratton programme.	D	Application Form
<i>Experience</i>		
2.1 Good working knowledge of the 1989 Children Act/The United Nations Convention on the rights of the Child.	D	Application Form Interview
2.2 Experience of delivering parenting support programmes.	E	Application Form Interview
2.3 Experience of group work and facilitating workshops with adults.	E	Application Form Interview
2.4 A minimum of two years working with children and/or young people.	E	Application Form (S) Interview
2.5 Experience of working across the boundaries of the multi-agency arena	E	Application Form (S) Interview

Torfaen County Borough Council

2.6	Ability to develop constructive working relationships.	E	Application Form Interview
2.7	The ability to co-ordinate the work of others.	E	Interview
2.8	Research experience and a knowledge of evaluative tools.	E	Application Form (S) Interview
2.9	Experience of using IT software programmes.	E	Application Form (S)
2.10	Ability to prioritise work and make decisions within own level of authority and take responsibility for them.	E	Interview
2.11	Ability to influence the decision making process at a senior level.	E	Application Form Interview
2.12	The ability to produce written reports.	E	Interview
2.13	Ability to co-ordinate training programmes, both directly and in a training the trainer role.	E	Application Form Interview

Requirement		Essential or Desirable	How Tested (S) used at Shortlisting
<i>Aptitudes and Skills</i>			
3.1	Ability to establish good working relationships with children, young people and their families, and Multi-agency partners.	E	Interview
3.2	Ability to work as an effective team member.	E	Interview
3.3	Be able to work flexible hours, including evening and weekend work.	E	Interview
3.4	To be an effective communicator.	E	Application Form (S)
3.5	To have the ability to contribute with enthusiasm to the Children & Young Peoples Planning Framework.	E	Application Form (S)

Torfaen County Borough Council

3.6	To be committed to anti-oppressive practice and equality of opportunity.	E	Application Form (S)
<i>Personal Attributes</i>			
4.1	To be able to contribute enthusiastically to the Council's vision and objectives.	E	Interview
4.2	To be flexible in approach to work.	E	Interview
4.3	To be customer orientated in the delivery of the Service	E	Interview
Circumstances			