

This is based on the North, East and Central Areas gaps / needs assessments. The Central Area assessment fell into 8 themes. I have mapped the North and East Area's on to those and, where gaps/needs did not fit, created new ones. The breakdowns of each area are quite detailed, so I have included a generalised comment after each.

## **Gaps/Needs**

### **Childcare & Out of School Activities**

Perceived gaps in out-of-school/nursery hours/periods, for all ages (especially under 5's) at an affordable cost. Lack of flexible childcare provisions and respite care.

- Holiday provision for under 5's (low cost or free)
- Childcare training
- State nursery open for more hours
- Crèche provision for meetings, events and one-offs
- Co-ordinated childminding and childminder groups/drop in
- Respite care (inc. children without disabilities)
- Universal holiday provision- free/low cost
- Adequately resourced & affordable out of school activities (inc. after school clubs)
- Affordable, quality & accessible childcare
- Help with homework

### **Parenting Support**

Lack of parenting advice / training / support and parental involvement.

- Positive parenting/advice sessions
- Parental skills programmes/courses, training & support (adequately and sustainably funded)
- Parent support in groups
- Advice/support for parents returning to work
- Isolated parents/carers
- Parental involvement
- Support group for parents of teenagers

### **Limited Capacity of Statutory Services**

Extension of services by geographical area and client base. Improvements in staffing, resources and service effectiveness.

- All current Sure Start services available to all families
- Speech Therapy in the nursery

- Long waiting times for Speech and Language therapy
- Domestic violence services
- Longer term social worker support, or multi-agency support for children in need after child protection input ceases
- L.A family centre Services
- Financing for Community Centres
- Vacancies in statutory services
- Improved social services support/services and Child Protection services
- Sessional workers- direct work with children
- Staffing and resourcing issues in Health Visiting
- Agencies competing for funding
- Rapid response family support

### **Advice**

Improved availability and access of support, advice and information.

- Housing support & advice
- Better information about what is available
- Health & welfare rights info etc, all under one roof
- Helpline or drop in for parents

### **Counselling / Mental Health**

Flexible and affordable therapeutic / counselling services. Extension and improvement of existing services.

- Alcohol & substance misuse services
- Post-natal depression services
- Free counselling for adults
- Domestic violence services
- Anger management
- Home visiting/community therapeutic services
- Free counselling services for young people
- Therapeutic services for under 8's

### **Family Support in the Home**

Extended and multi-levelled family support within the home. Extended drop-in services for families.

- Out of hours family support in the home
- Universal Playlink home visiting service
- Respite care (for prevention of future difficulties)
- Home visitors to offer practical help
- More one-stop drop in facilities for parents/carers (food, socialising, benefits advice, laundry etc)
- Central area family centre resource drop-in/groups/crèche

- Therapeutic services in the community- i.e. home visiting rather than office based, e.g. difficult to engage teenagers

## **Outdoor Play/Activities**

Regular supervised and safe play activities and spaces for children. Extended services and activities for young people.

- Regular organised outdoor activities & sports (esp. for those with no gardens/outdoor facilities)
- Activities equipment
- Supervised outdoor play areas/ safe play spaces, especially for 4-11's
- Out-of-hours services for youth activities and support
- Youth groups/centres & activities for young people (esp. girls)

## **Access**

Accessibility of services, service sites, information and courses through financing, awareness and flexibility of services

- Accessible stigma-free support
- More courses available for women/men with childcare alongside
- Accessible buildings
- Financial support for outings & school trips
- Family support in schools or on school site
- Involvement with school facilities across the community
- Easily comprehensible access of activities of activities and services
- Knowledge of services by professionals and families
- Out of hours access to DAT
- Better signposting for 16-19 years
- Stigma on accessing services

## **Family Support**

- Multi-disciplinary teams
- Key workers
- Key sign up and definition of family support and key principles
- Gaps in representation on planning meetings

## **Working Practices**

- Service Co-ordinators
- Too high thresholds
- No particular thresholds in 14-15 age range
- No shared targets or indicators

## **Practical Solutions**

Practical solutions were put forward by each team and fall under the following general headings. I can send you a more detailed break-down of these if you would like to see them, but I felt that the majority could be generalised. Again this is a mixture of the work done by the Central, East and North Teams.

### **Co-ordination**

- Develop joint working / Cross-agency working and shared responsibility. This will ensure that services are not duplicated and agencies are more flexible.
- Encourage sharing of resources.
- Explore viability of clustering schools, developing a core team of professionals from different disciplines to engage that cluster. Engage schools in this.
- Readily available contact details and a bank of everyone's 'pool' workers.
- Build on positive local working models
- Less pressure on DAT
- Earlier responses – help before crisis

### **Information Sharing – Professionals**

- Develop clear lines of information giving and receiving
- Communication with schools at support level
- Advice for professionals
- Partnership working
- Professionals to share details about what they / their agency does, when interacting with others

### **Training – Professionals**

- Joint training
- 'Protective Behaviour' into every funded setting for families and staff
- Fund training events
- Empower front-line workers to seek help for service users

### **Information Sharing – Families**

- Comprehensive and accessible resource and training directory
- Good initial signposting advice staff
- Involve parents and carers in delivering services
- Information services to families
- Enable parents and children to help themselves

### **Networks**

- Use existing informal support networks
- Co-ordinated central sessional work resister with details (possibility of HAYS recruitment?)

- Local community / Support networks

## **Cultural Shift**

- Identification of long term CIN cases and clear social work allocation system to family support social workers
- Change of view re respite care. Currently is not offered.
- Demystifying professional speak
- Less competition & looking at 'best value'
- Crossing professional/statutory/voluntary boundaries (as in Sure Start)
- Flexible working hours (Review of contracts to make this happen)
- Better awareness and understanding between agencies

## **Consultation**

- Involving parents /carers /service users in decision making
- Ask children and young people their views
- On going consultation and feedback with families