

# Regional Integration Fund

## Model of Care Reporting Template



This template is for the specific purpose of describing how your projects are contributing towards building the national models of integrated care. You need to provide one completed template for each model of care where you have funded activity.

**Model of Care:** **Supporting Families and Children (SF&C)**

**Reporting Period:** October – March 2024/25 – Q4 End of Year

**Name of person completing the model of care report:** redacted s40(2)

**Email address:** redacted s40(2)

### Model of Care: Overview

Summarise the Model of Care being developed. Briefly outline the aims/objectives. Provide an overall progress and key features from project level activity.

- You will need to use the information from your completed Project / Local Programme Level Reporting Templates to help you fill in this form.
- You should aim to provide an overall summary of how information and evidence from all the projects can be pulled together to show how it contributes to the development of a Model of Care.
- Please aim for a new summary rather than simply cutting and pasting information from other documents into this template.

As a Children's Regional Partnership, our over-arching vision is that we want the children and young people of North Wales to enjoy their best mental health and well-being. We will do this by ensuring the organisations that support them are easily accessed, work effectively together, and aim to deliver outcomes in a timely way, based on children and young people's choices and those of their families.

To deliver this we have aligned the model of care around our 'No Wrong Door' Strategy (renamed to 'the right door') and are reviewing it within the context of the Nest / Nyth framework.



The MoC includes a range of interventions from early intervention through to specialist support. Many of the projects are delivered through multi-disciplinary teams (Strengthening Families; LIFT; MST) or through a partnership approach (Ty Nyth; Bwthyn y Ddol Residential Homes; Small Group Homes; Effective Child Protection). We are, on an ongoing basis, assessing the impact of the projects with the aim of identifying what has the potential to be scaled-up to provide a holistic regional approach and also identify how we are meeting the support needs of our children, young people and their families including those who are neuro-diverse or those presenting with behavioural issues.

The structure of the model of care is focused on the needs pathway set out in our Right Door Strategy (see figure below) enabling partners to understand where there could be gaps in support and / or services. The services include IAA, Family Group Conferencing and targeted support for children with complex needs. An innovative Emotional Health, Wellbeing and Resilience Framework has been developed and tested across

partners including education / schools, early years and family settings which is aligned with the 5 ways to wellbeing and has been co-produced with children, young people and parents / carers.

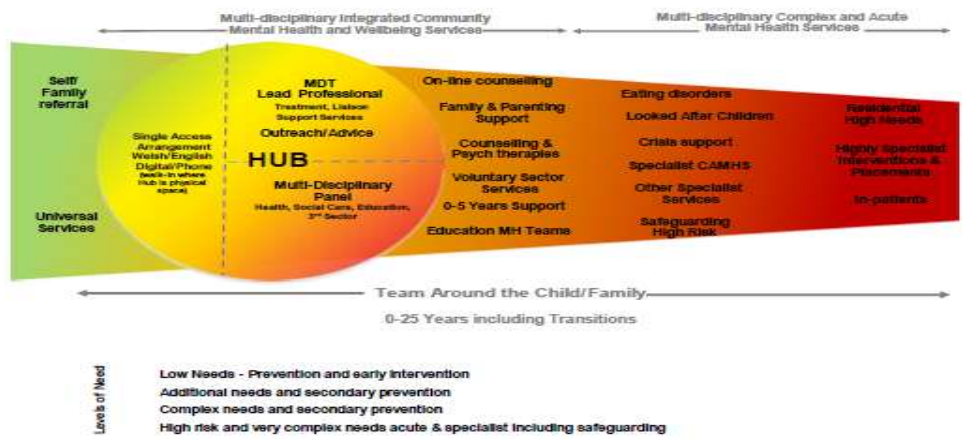


Figure 4 : the Proposed Model

We deliver 6 tier 2 level schemes that support the outcomes of this Model of Care (MoC). The schemes are:

- 1. SF&C 01 - Early Intervention
- 2. SF&C 02 - Repatriation & Prevention Services
- 3. SF&C 03 - Building Family resilience to prevent escalation
- 4. SF&C 04 - Intensive residential support for children with complex needs
- 5. SF&C 05 - Intensive support teams for children with complex needs
- 6. SF&C 06 - Specialist support for children with complex / specialist needs

The outcomes are:

- 1. Families get better support to help them stay together
- 2. Therapeutic support improves and enhances the well-being of care experienced children

- RIF monies invested in this model of care during 2024-25 was redacted s40(2)
- Partner core monies invested in this model of care during 2024-25 was redacted s40(2)

Throughout the report, 6 Tier 2 level schemes and a selection of the 47 Tier 3 level projects that sit under SF&C will provide an updated Q4 position for the end of the 2024/25 financial year. Those presented will be the schemes and projects that we feel best demonstrate the impact on achievement of the MoC outcomes.

Priority Population Groups

The priority population group for SF&C schemes is children and young people with complex needs.

|  |                                                                                                                                  |
|--|----------------------------------------------------------------------------------------------------------------------------------|
|  | Quantitative Measures                                                                                                            |
|  | <p><b>GUIDANCE NOTE:</b></p> <p>This section of the report focuses on the performance accountability of the RBA methodology.</p> |

- Please enter your performance measures (and infographics) in this section
- Please also provide a brief summary narrative, to explain the figures shown

The full Q4 data set for the All-Wales performance measures for the Supporting Families and Children Model of Care is shown in the table in the embedded excel document.

The information is also shown as infographics in the embedded word document.

Data is also provided tabled and as infographics in the National RIF Reporting Tool.

4 key metrics for this model of care are shown below:

Number of individuals accessing the service



**12,124**

12,124 individuals accessed the services within this Model of Care this year. 2,291 of those accessed the services for the first time.

Number of individuals who received support that has prevented them from escalating their level of need.



**2,290**

Number of people receiving Specialist Intervention



**3,233**

3,233 people received specialist intervention (For those who provided feedback 96% were satisfied with the intervention provided.)

Number of people maintaining or improving their emotional health and well-being.



**4,015**

2,290 individuals reported that the support had helped them prevent the escalation of their future needs.

4,015 people maintained or improved their emotional health and well-being. (98% of those who provided feedback).

**Notable information about any significant events, changes, or challenges that have occurred during the last 6 months.**

#### **GUIDANCE NOTE:**

Please use this section to tell us about any significant changes or challenges for projects/programmes aligned to this MoC.

You may wish, for example, to:

- Share information about mainstreamed or discontinued projects
- Highlight major successes
- Report new problems or challenges

#### **Q4 finance position**

Please see embedded tables redacted s41 that evidence the finance position at Q4 – Tier 1 & Tier 2 level.

- Total investment
- Total Welsh Government funding
- Total partner match funding
- % Welsh Government RIF funding
- End of year spend – Q4
- Social value
- Unpaid carers

### **Successes Over the Last Six Months**

As the Regional Integration Fund (RIF) programme and the SF&C Model of Care (MoC) has evolved, the Regional Partnership Board (RPB) team has worked in close collaboration with both strategic partners and individual Tier 3 projects. This collaborative approach has revealed that many of the initiatives within the RIF programme are not operating in isolation across North Wales.

Instead, there is a growing culture of interconnectedness and mutual support among projects. As each initiative progresses, there has been a notable increase in the sharing of knowledge, resources, and best practices. Furthermore, efforts to signpost services and facilitate person-centred referrals have enabled projects to support one another in delivering holistic, outcome-focused care tailored to individual needs. This has allowed for more effective use of local assets and has strengthened the collective ability of the system to deliver what truly matters to individuals and communities.

### **SF&C 01 Early Intervention**

The implementation of the Mind of My Own (MOMO) app, (*El 24) Mind of My Own (MOMO)*), has marked a significant step forward in empowering vulnerable children to communicate their views directly to Social Workers and Independent Reviewing Officers (IROs), removing the need for intermediaries. This digital tool has played a crucial role in promoting the active participation of children and young people in important meetings concerning their care and support, such as case conferences and Looked After Children (LAC) reviews, thereby fostering deeper engagement in care planning and decision-making.

Over the past six months, several key developments have supported the successful embedding of the MOMO app across services. Training sessions have been delivered to both Foster Carers and Kinship Carers, equipping them with the knowledge and confidence to support young people in using the app. In collaboration with IT teams, a QR code has been developed to simplify access to the app, along with ongoing efforts to explore tethering solutions that improve accessibility in community settings. Partnerships have also been established with Education Youth Services to raise awareness of MOMO within schools, accompanied by targeted training. Additionally, work is underway to integrate MOMO usage into the Social Care System, with the aim of streamlining documentation and reinforcing its use as a routine part of professional practice.

---

Under new leadership, the Integrated Disability Service, (*LD 15) Integrated Disability Service*), is experiencing a steady increase in the number of young people accessing its support.

Dynamic continues to play a vital role within the service, offering tailored planning, coordination, and support that ensures children and young people are well-informed and prepared for participation in activities. Simultaneously, the service engages proactively with activity providers to deepen their understanding of individual needs. This dual approach has significantly enhanced the quality and accessibility of support available to young people.

A key success has been the notable increase in collaborative partnerships, with a growing number of organisations all working together to create inclusive opportunities. Importantly, the Support Activity Service empowers young people to make informed choices about their support, with decisions guided by their individual needs and preferences. When preferred activities are not locally available, staff work creatively and collaboratively with families to explore alternative options that align with each young person's interests.

---

The monthly Coffee and Chat sessions, facilitated by the Information Outreach Officer, **IAA Provision for C&YP (EAST) (LD 21)**, in partnership with a colleague from the Wrexham Family Information Service (WFIS), have proven to be a valuable source of support and engagement for parents and carers across Wrexham. Initially delivered online, these sessions created an accessible and welcoming space where families could gain insight into the broad range of services available in their area. The support offered through these sessions is intentionally person-centred, tailored to reflect each parent's individual circumstances, priorities, and preferred types of support.

The commitment to continuous improvement has directly informed the recent decision to merge the Coffee and Chat sessions with the Family Centre's 'Hand in Hand' groups. This integration represents a significant step forward, strengthening support through the combined knowledge, skills, and networks of both teams. In doing so, it has also enhanced opportunities for peer-to-peer support, providing families with both professional guidance and shared lived experience.

'You have done more for me in the last few months than anyone has done for me in the last few years. I can't thank you enough. I really feel like I have hope for the future now. I was in such a dark place and felt so lost and low, I am so glad I met you.' – Service user.

'I felt like I had made room in my head for my own thoughts after writing the list. I felt heard today. I was in total despair. I don't feel alone in this anymore. Thank you for coming to my home and not judging me. I feel hopeful.' – Service user.

**(TP 02) Emotional Health, Wellbeing & Resilience**, Early feedback from focus groups highlights that the priority population feels heard and valued, particularly in response to co-designed posters and digital wellbeing guides. This person-centred strategy is reinforced by adapting materials to diverse communication needs, including visual, accessible, and Welsh language formats.

Schools are already reporting improved pupil engagement around previously difficult topics. A series of design workshops with school staff and youth groups helped shape the website's layout, navigation, and tone, with young people contributing insights on calming, non-triggering imagery and colour palettes through an animation workstream. Real-time feedback is captured via physical and digital feedback walls in pilot schools, while ongoing needs are gathered through surveys and reflective exercises with youth groups and practitioners.

### **SF&C 02 Repatriation & Prevention Services**

The Repatriation and Prevention (RAP) service, currently delivered by Action for Children, **(EI8 & EI19) Repatriation & Prevention Service (RAP)**, continues to provide vital, intensive support and therapeutic interventions to children and young people across Wrexham and Flintshire. The service plays a key role in supporting those at risk of placement breakdown, particularly individuals placed outside their home area who are eligible for repatriation. A standout success has been the deepening collaboration between therapists and social workers, especially those from Independent Fostering Agencies such as Fostering Solutions.

The RAP service benefits from a summerhouse at redacted s40(2) overlooking the garden, with rocking chairs on the porch. One young person, who had struggled to open up, found the rocking chair helped her express feelings of not feeling safe, marking a significant therapeutic breakthrough.

Thanks to donations from local businesses, churches, and the police, the team were able to purchase a new cooker, hob, and pans, enhancing the therapy experience through cooking activities that promote both life skills and emotional expression. Upgrades to therapy facilities, including the garden, offer more options for therapy in both indoor and outdoor settings. The children's art gallery has had a surprising positive impact, helping CYP express feelings and thoughts that might otherwise take longer to surface.

A second-year psychology student from redacted s40(2) and redacted s40(2) has been redacted s40(2) Additional remote opportunities are being explored to help her complete the required hours for redacted s40(2) course.

In Gwynedd, the integration of the RAP, [\(EI 20\) Gwynedd RAP](#), and Young Carers services under a single management structure has facilitated a strong collaborative approach, allowing the extension of therapeutic support beyond county lines. Through established relationships and a positive reputation, the team was invited by the education department, which supports young people in care, to present their therapeutic work.

Over several months, the team engaged with key stakeholders, including the Specialist Advisory Teacher and her manager, sharing their relational approach, therapy models, and evidence of impact. This engagement led to a request for a quote for clinical assessment and therapy sessions, which was approved. Following the successful delivery of support and positive outcomes for one young person, the service was commissioned to extend support to an additional five children in care.

Ynys Môn, recognizing the value of this approach, has expressed interest in developing a similar therapeutic service for Looked After Children, on a smaller scale.

An important development has been the creation of Nesaf@Next2, an extension of the Gwynedd RAP service, designed in collaboration with Gwynedd's 16+ team to meet the specific needs of care leavers aged 17–25. This group, often falling between children's and adult services, traditionally faces barriers to accessing statutory mental health support. Despite initial challenges such as poor attendance and inexperience among trainee therapists, a proactive, relationship-focused approach, coupled with stronger mentorship and collaboration with Personal Advisors, has resulted in improved engagement.

The partnership with Bangor University has proven to be a huge success. By offering student placements, the service not only supports the professional development of students but also adds capacity to meet community needs without significant financial costs. This collaboration has strengthened the recruitment of students who align with the service's values and commitments.

The Sylfeini – Foundations for Attachment programme is delivered as part of the RAP service and has been developed to support foster carers while also helping manage waiting lists through group-based provision. Initially offered to foster carers in Gwynedd, the programme has since expanded to include Special Guardianship Order (SGO) carers and Kinship Carers.

'It's very easy to feel invisible as a carer. Coming to this group made me feel seen and heard. I value the connections I have made here'. – Foster carer.

'I am now confident being the pilot of the plane, and my foster children are my passengers. They just need some guidance and reassurance'. – Foster carer.

### **SF&C 03 Building Family Resilience to Prevent Escalation**

Between October and December, all positions within the Multi-Disciplinary Team (MDT), [\(C&YP TP 06\) Supporting Families MDT Gwynedd](#), were successfully filled, and a structured training and induction programme was implemented to ensure consistent practice across the service. A new initiative has been introduced to raise awareness of the Information, Advice, and Assistance (IAA) team's role.

Officers now attend professional meetings and supervision sessions to improve understanding of referral processes and the importance of the "what matters" question, which enhances the quality of referrals and better aligns with community needs.

The collaboration between IAA and MDT practitioners has strengthened relationships with young people and families by engaging earlier, outside formal allocations. This proactive approach enables practitioners to identify needs sooner and offer timely interventions, reducing long-term dependency on statutory services.

The Local Integrated Family Team (LIFT), [\(TP 07\) LIFT Team Conwy & Denbighshire](#), provides early intervention to families facing challenging behaviours at home, focusing on building parental resilience and connecting families with wider support networks to reduce reliance on statutory services. Between

April 2024 and February 2025, LIFT received 131 referrals and completed 223 professional consultations, demonstrating the high demand for its services.

Despite significant workforce changes, including the departure of key clinical roles, LIFT has made strides in managing the situation. To mitigate the gap, the team engaged an agency Counselling Psychologist and a freelance Behavioural Specialist on a temporary basis. Additionally, LIFT developed and delivered themed workshops for families on the waiting list, providing group support aligned with their concerns, although participation was lower than expected.

In March 2025, a new Clinical Psychologist was successfully appointed, set to start in July 2025, which is expected to significantly improve the team's clinical capacity. While the team's ability to deliver psychological support has been limited, these interim solutions, along with a phased reopening of referrals, demonstrate LIFT's proactive approach to managing the backlog and ensuring continued service delivery.

'I just want to say that I'd never be in this mind set if it wasn't for all your work and I'm glad we did the work...It's like a weight has been lifted - strange to explain but I never realised I had to break the cycle of my behaviours to enable me to support redacted s40(2) emotions.'

The project, **(EI 15 Resilient Families YM)**, has experienced significant successes this quarter, particularly in reducing the number of children requiring placement on the Anglesey Child Protection Register or entering Public Law Outline processes. Feedback forms from families indicate a positive impact on their lives, reflecting the effectiveness of the support provided.

Family Group Conferences (FGCs) have been instrumental in placing families at the centre of their care plans, allowing them to develop solutions to safety and wellbeing concerns. The inclusion of private family time, where families can create their own plans without professional input, has been a key feature of this process, with families sharing their plans with the social worker afterward.

The Domestic Abuse Officer has been critical in assessing domestic abuse risks, providing safeguarding support, and referring individuals to other agencies. This officer also offers one-on-one support for victims and delivers the Freedom program on a 1:1 basis for those unable to attend group sessions. Recently, two "Own My Life" courses were launched, replacing the Freedom programme.

The Reflect service has been successful in addressing the underlying issues leading to children's removal from care, helping break the cycle of parental involvement with the care system. Additionally, two Triple P parenting courses were held, covering both teenage and younger child parenting, with plans for more courses in the next quarter.

The team's increased confidence in attending Alcoholics Anonymous meetings with parents has enhanced their support. Furthermore, the On the Edge / Ar Y Dilyn creative arts course, offered in Welsh, provides therapeutic support for individuals affected by addiction, adding an innovative and culturally relevant service for Welsh-speaking families.

The team also welcomed a trainee social worker, which has fostered co-working opportunities and fresh perspectives. This, alongside one specialist training to become a qualified Practice Educator, has strengthened the team's capacity.

'My daughter's wellbeing is much better, she now attends collage part time, and her mental health is getting better, before the support she didn't leave the house and was suffering with anxiety.' – Parent.

The MST team, **(TP 08) MST Community**, has demonstrated stability, with three of the six team members remaining since its inception in May 2020. The team is committed to increasing and sustaining referrals by engaging in team meetings, attending drop-in sessions, and offering consultations. Recognising the impact of staff turnover on service awareness, the team utilizes existing resources and seeks new opportunities to maintain visibility and promote referrals. Their primary goal is to support young people at risk of entering care or custody due to antisocial behaviour, helping them remain safely at home with their families.

In the past year, the MST team has achieved impressive outcomes, including 94% of youths remaining living at home, 97% with no new arrests, 100% either in school or working, and 88% with reduced substance abuse.

'Thank you doesn't seem adequate; you all have no idea what your support has meant. At the start of my journey with MST I was broken. You have supported me and enabled me to believe in myself. You have all been amazing and I am forever grateful.' – redacted s40(2)

#### **SF&C 04 Intensive Residential Support for Children with Complex Needs**

Between October 2024 and March 2025, Tŷ Nyth, **(TP 11) Ty Nyth, MST FIT and Mesen Fach**, successfully supported five young people through the Dialectical Behaviour Therapy (DBT) programme. Notably, redacted s40(2)

The service has strengthened over the past six months, with DBT practice now deeply embedded in the team's daily interactions. Quarterly booster training sessions, along with a DBT Awareness Day in January 2025, have contributed to continuous professional development. Since the MST-FIT team's launch in 2022, full staff retention has been maintained, and a fourth therapist was appointed in September 2024.

Tŷ Nyth also supported its redacted s40(2) by reuniting redacted s40(2) and providing redacted s40(2) DBT experience that strengthened their emotional support and engagement in the programme.

Meanwhile, MST FIT closed 12 cases during this period, with all 12 young people remaining at home after receiving intensive support, redacted s40(2)

'Following my work with the team at Ty Nyth I was so impressed with the level of advocacy and support for their young person. The passionate approach to meeting the child's needs and facilitating the transition was remarkable.' – Social worker.

'We want to say thank you for looking after me and my parents for all of these 12 weeks. You have been an excellent help with all of these DBT skills. You all are amazing thank you for arranging for me to go home to my family I am so grateful for your help... You have been an excellent help to stop my grieving, you are the best, really you really are the best. How can we ever thank you.' – Young person.

---

Amser Ni, **(LD 09) Amser Ni**, has successfully provided a variety of short break services for disabled children and their families, including volunteering, short break foster carers, and pool staff at Hafan y Sêr. This diversity of options helps meet the unique needs of families. Despite a decline in attendance for day trips and overnight group sessions during the autumn, feedback from families indicates a strong preference for the service in spring and summer due to factors like better travel logistics, extended school

holidays, and increased activity options. To address this, more resources will be dedicated to the service in the next quarter, and new 16-25 groups have been developed in collaboration with the adult Llwybrau Llesiant service to support smoother transitions into adult services.

The recruitment of volunteers continues to be a challenge, with interest peaking during academic breaks. However, the use of pool staff at Hafan y Sêr has helped meet the growing demand for short breaks. This flexibility ensures that families in greatest need are prioritized, allowing carers to recharge and continue their vital roles.

As the needs of young people referred for short breaks evolve, the service has made efforts to support those with mental health challenges, such as anxiety, by gradually introducing them to the service and helping them integrate into short break opportunities.

'I am so thankful to the redacted s40(2) foster carers for the fantastic care they provide for redacted s40(2). They know redacted s40(2) well. redacted s40(2) has settled there and enjoys redacted s40(2) sleep-overs. redacted s40(2) always looks forward to going, and they get redacted s40(2) out of the house. It really has helped redacted s40(2) comes home redacted s40(2). We are so fortunate of this support. Without it, I don't know where I would be with my mental health.' - Parent

### **SF&C 05 Intensive Support Teams for Children with Complex Needs**

Tim Emralit, **(EI 05) Emralit**, has maintained its structure over the past six months, with the advisory service still hosted by Gwynedd and Ynys Môn Youth Justice Service in Y Felinheli. The team consists of three full-time practitioners, supported by an independent practitioner for two days a week. Hybrid working continues, with at least two office days per week, alongside an increase in face-to-face meetings at schools and other local authority offices.

The team has focused on developing tailored resource packs for practitioners and parents. These include separate packs for children under 12 and those aged 12-18, which have been piloted with young people and shared with Tim Derwyn to ensure they cater to young people with additional learning needs.

Over the last six months, the team's priority has been supporting Gwynedd practitioners from Social Care, Education, and Health. This has involved responding to 66 enquiries, a significant increase compared to previous quarters, with February 2025 seeing a particularly high volume of 23 requests for advice. The team also continues to provide Tier 1, 2, and 3 training courses to meet the growing demand.

### **SF&C 06 Specialist Support for Children with Complex / Specialist Needs**

#### **(TP 12) Effective Child Protection**

**Conwy** - From September 2024 to March 2025, 88% of staff in children's services completed training in the Risk 2 assessment framework, aimed at improving decision-making around significant harm to children. The framework helps practitioners apply professional judgment during assessments.

Collaboration between Gwynedd Local Authority and ECP teams from both regions led to a revised training package, ensuring consistent information across neighbouring authorities adopting the ECP model. The workforce showed strong commitment, providing feedback that led to the development of more user-friendly tools. There has also been a noticeable increase in discussions about significant harm during Initial Case Conferences, improving decision-making. Additionally, partner agencies have shown significant interest in multi-agency ECP briefings and workshops, with one Safeguarding Lead requesting bespoke training to further enhance their team's understanding of risk.

**Denbighshire** - The Practice Mentor has been allocated additional hours through RIF funding, now working one day a week to advance the ECP project. She continues regular meetings with local authority practice mentors to address resistance to change and has set up a working group with the training and development team to explore service-wide training.

Training for all children's social workers and managers on Risk 2 is scheduled for June 2025. Risk 2 pre-birth assessments are being implemented more consistently, leading to earlier referrals to initial CP conferences and more informed and engaged parents.

Partner agency working has strengthened, with positive feedback from back-to-basic sessions on CP conferences. Additional sessions are planned on the ECP model, family plans, and outcome statements. Despite ongoing challenges, such as pressure on services and social worker capacity, workforce stability has improved, with newly qualified social workers gaining confidence and experience.

**Wrexham** - A Consultant Social Worker (CSW) was recruited and began their role in February 2025. The funding for this position allows for dedicated focus on advancing the project, aiming to provide a consistent approach to practice. As the work progresses, it will improve information sharing, clarify roles and responsibilities, and ensure a more consistent approach with partners from other agencies such as Health, Education, and the third sector.

Over the past six months, Cartref Clyd Cae Ffynnon, **(LD 16) Ynys Mon Small Group Homes**, has made several key improvements to enhance care and support for the young people in its care. A dedicated team was established to provide consistent care, fostering stronger relationships between staff and children, resulting in a stable environment with familiar, trusted adults.

Staff training focused on topics like Adverse Childhood Experiences, Maslow's hierarchy of needs, and child-centered approaches, leading to a shared understanding of best practices and more effective support. Trauma-informed practice training has further helped staff respond to the young people's needs.

One success was supporting a young person facing a school transition redacted s40(2) with a child-centered, collaborative approach that helped redacted s40(2). Another young person was redacted s40(2) with comprehensive information redacted s40(2).

The dedicated team has improved children's emotional wellbeing, reducing incidents and emotional outbursts. Children reported feeling safer and happier, and staff gained new skills and confidence through trauma-informed training, strengthening therapeutic relationships.

'The project has had a profound impact on my life. It's been the most challenging and the most rewarding experience I have had in my career. Being part of the everyday lives of the children and young people, helping them feel safe and supporting their growth has been deeply fulfilling.' – Member of staff.

Property 1, **(RIF 30) Gwynedd Small Group Homes**, is now fully completed, with all building works finished and the property fully furnished. During Quarter 3, properties 2 and 3 were purchased, and the necessary building works for these properties are currently being planned. A schedule of works has been created and is out to tender as of the end of March. These planned works include the installation of a mist system, fire doors, and various other modernisation adaptations.

The manager started in Quarter 3, and since Golygfa'r Gest was not yet open, staff members spent their time between training, induction, and shadowing shifts across different teams within the children's department. This allowed staff to familiarize themselves with the department's structure and get accustomed to shift work in the residential unit. Recruitment for the second property is expected to begin in Quarter 1, aligned with the property work schedule.

All staff are now registered with Social Care Wales, and mandatory training, including Therapeutic Crisis Intervention (TCI) behavioural support training, was completed during Quarter 3.

The first child moved into the first property redacted s40(2) transitioning from an redacted s40(2). The young person has begun settling into their new home, and an introduction plan was put in place to support the transition.

**(LD 33) CCN Step Up Step Down Beds Conwy**, Over the past six months, the focus has been on integrating the Assistant Psychologist into the service and developing their role, as well as piloting Play Therapy through an independent provider under the supervision of the Principal Clinical Psychologist. This period saw four young people accessing or engaging with CAMHS

The Play Therapy pilot has concluded, and a proposal to renew it has been made. The pilot allowed children to be directly referred to Play Therapy following consultations with the Principal Clinical Psychologist, reducing the workload on social workers and creating a more flexible interface between Play Therapy and the wider multidisciplinary team.

Further specialist training has been developed with partners from redacted s40(2) and the Neurodevelopmental Team, including training on Neurodivergence, Trauma, Challenging Behaviour, Neurodevelopmental Profiles, DBT Skills, and Trauma-Informed Schools Community Practitioner Training.

Key successes included improved access to specialist assessments and post-diagnostic feedback for children in care, integrated and collaborative working across agencies that enabled timely access to Neurodevelopmental assessments, and a significant increase in access to specialist training for social workers and intervention workers.

‘Service is invaluable! The knowledge, guidance and support. I will use it as much as possible to understand my cases in a psychosocial way and improve my skills.’ – Social worker.

### **Challenges Over the Last Six Months**

#### **Communication Barriers**

The **TP11 Ty Nyth and MST FIT and Mesen Fach**, project has become more complex due to working with families experiencing language barriers or learning disabilities. To address this, the team has adjusted by allocating additional time for meetings and offering translated materials for families for whom English is not their primary language. This approach helps ensure their understanding of MST FIT and Ty Nyth.

#### **CIW Registration**

**RIF 30 Gwynedd Small Group Homes**, Golygfa'r Gest is still awaiting registration. Although the application was submitted on August 14th, the registration process has been delayed due to a high volume of applications. CIW has requested additional documentation and amendments, and the outcome of the registration application is still pending. Despite this, the home is operational, redacted s40(2) CIW has been informed of the operational status of the home.

### Quality of Referrals

**EI 15 Resilient Families YM**, Families are sometimes referred for intervention at later stages of social services involvement, such as when they are already in legal proceedings or in foster care. These families often face pressure to engage or make changes, when the family is not ready, willing, or able to engage. Additionally, the involvement of resilient families, can impact the amount of time available to focus on direct interventions aimed at making changes within the family.

**TP11 Ty Nyth and MST FIT and Mesen Fach**, The time taken for young people to be identified for Ty Nyth and to enter the programme has been lengthy. To address this, the team has become more creative in supporting reunification and overcoming barriers in the referral process. Though attempts were made to work with foster carers, it became evident that better matching assessments need to be done by Social Services, and more consistent, positive contact with the young person should occur before transitioning them into the ITM home. The team has found that existing bonds with birth families lead to the most successful reunifications.

**C&YP TP 06 Supporting Families MDT Gwynedd**, There has been a noticeable increase in the volume of referrals, including a significant rise in re-referrals. Many of these cases are complex and rooted in longstanding issues, which can limit the effectiveness of interventions if not addressed early. Additionally, a number of referrals involve multiple agencies already engaged with the family. Referring professionals frequently express frustration over limited progress and seek further support due to challenges with engagement and coordination of services.

### Staff Illness and Retention

**C&YP TP 07 LIFT Team Conwy & Denbighshire**, The departure of the team's Clinical Psychologist and Specialist Behavioural Nurse in early 2024 led to a backlog of cases, prompting a pause in new referrals from August 2024.

Recruitment for these key posts has been challenging. The Clinical Psychologist role has been advertised three times, yielding only one applicant. The absence of these clinical specialists has hindered the team's ability to deliver effective psychological formulation and supervision. To manage the growing backlog of referrals, LIFT temporarily paused accepting new referrals. This backlog is anticipated to be cleared by the end of April 2025. A phased reopening is planned, beginning with referrals via consultation until the new Clinical Psychologist is in post.

**E1 03 Family Group Conferencing Flintshire**, One key issue is ensuring that social workers are consistently aware of the FGM service, particularly given the high

### Capacity and Resource Constraints

**LD 15 Integrated Disability Service**, In some cases, substantial preparation is required to ensure an activity or venue is a stable and sustainable option for the young person, especially with a view to their continued participation after support is reduced or withdrawn. Rising costs related to transport and activities continue to present financial challenges.

**EI 20 Gwynedd RAP**, Initial challenges included poor attendance at sessions, often due to appointments being arranged without the support of Personal Advisors, and the inexperience of trainee therapists. Care leavers require a proactive, relationship-focused

### Stigma

**LD 16 Ynys Mon Small Group Homes,** Managing stigma associated with children's homes, which can hinder community relationships.

### Increased Need, Demand and Complexity

**El16 Strengthening Families Service,** The last quarter has seen a significant increase in demand for support, particularly for special guardians. The service is currently stretched, with only one worker in post, while a second position awaits additional confirmation of funding from Foster Wales. The demand for support has been particularly high in areas such as children's emotional and behavioural care, school attendance, emotional avoidance issues, and family time conflicts between guardians and parents.

To address these challenges, the team has adapted by utilizing the family time worker, who is typically based within the contact centre supervising sessions for connected persons. This worker now spends one day a week in the community and office, working closely with the connected person's coordinator. This arrangement allows the worker to visit guardians, mediate conflicts, and manage family time issues. The team is also seeing an increase in courts issuing child arrangement orders alongside Special Guardianship Orders (SGOs), leading to greater demands around family time schedules.

**LD 09 Amser Ni,** The needs of young people referred for short breaks are evolving, with some struggling to access services due to mental health issues, such as anxiety. Efforts are being made to gradually introduce these young people to the service and help them integrate into short break opportunities.

### Information Sharing

**LD 33 CCN Step Up Step Down Beds Conwy**, Challenges included information sharing across complex systems, where multiple meetings and decision points were necessary to share information and plan interventions, which occasionally affected response times. The limited capacity of social workers also meant there were fewer opportunities for joint working.

**TP 08 MST Community**, Maintaining a steady stream of referrals continues to present a significant challenge for the MST team, largely due to high staff turnover within partner agencies. As the referral process relies heavily on multi-agency collaboration, it is essential that professionals across sectors such as mental health, criminal justice, education, and social care have a clear understanding of the MST service model and referral procedures. Frequent personnel changes within these agencies require the MST team to invest in ongoing relationship-building and continuous education efforts. To address this, the team maintains a visible presence at multi-agency panel meetings, providing support to new professionals and refreshing the knowledge of established staff.

### Digital Engagement

**TP 02 Emotional Health and Wellbeing Resilience**, Not all partners or parents, feel confident accessing digital materials. There is a need to standardise materials for consistency while ensuring they still feel local and relatable to the intended audience and can be accessed by all. In person support and printed versions of paperwork, frameworks etc, needed.

### Project Delivery Changes/Updates

The project, **(EI 10) Family Group Conferencing Wrexham**, has significantly evolved over time. Initially, Family Group Conferences (FGC) were only provided for cases managed under the child protection and Public Law Outline (PLO) processes. However, the service has since expanded to include all cases within children's services, including non-statutory cases, such as those without a social worker.

In addition to referrals from children's services, the project now accepts self-referrals from parents and referrals through the wellbeing portal, which is accessible to everyone.

The team has also started discussions with the Education department to explore how FGCs can be implemented within schools to reduce or prevent exclusions. This approach aims to take a more holistic and supportive stance, focusing on rebuilding relationships between parents, children, and schools. Initially, the initiative will be piloted for 12 months at a selected school facing high exclusion rates. Referrals will be focused on children and families with no current involvement from Children's Services. The project aims to measure progress and, if necessary, refer families to preventative services to keep children in school and provide support to the family unit.

'The Family Group Meeting helped me to share my struggles with my family and I am happy that they are now aware and helping us because I was too proud to ask them for help before'. – Parent.

---

In Gwynedd, both the RAP, (*El 20 Gwynedd RAP*), and Young Carers services fall under the same management, which has enabled collaborative work and the extension of a therapeutic approach beyond county lines.

Through established relationships and a positive reputation, the team were invited by the department of education who support young people in care, to share more about our therapeutic work. Over several months, the team engaged with the Specialist Advisory Teacher and her manager. This led to a request for a quote for a clinical assessment and 10 therapy sessions, which was approved. Following the successful delivery and positive outcomes for one young person, we were commissioned to support an additional five children in care.

Ynys Môn, which currently lacks a therapeutic service for Looked After Children, has expressed interest in developing a similar model to RAP, albeit on a smaller scale. They are also in discussions about offering reflective support groups for professionals, aimed at improving trauma-informed practice and enhancing outcomes for children in care.

Some student therapists struggled with workload and travel demands. The team have since strengthened their partnership with redacted s40(2) to ensure they recruit students whose commitment and values align with the service needs. Offering student placements has created a new way of working with the university. It is a mutually beneficial relationship: the team is able to give back to their profession and supporting redacted s40(2) students to complete their student placements whilst also adding capacity without significant costs to meet the needs of the community they serve.

---

### **How People Felt About What Has Been Delivered**

The Regional Team have been working closely with projects and services providing support on case study writing, story collection and consent. Our RIC Hub developed a redacted s40(2) webpage on our website and we regularly share this with project leads. There is still work to be done with projects and services to ensure we are able to share stories and case studies on a wider platform for shared learning and to influence positive change.

redacted s40(2)

Please see quotes that highlight the impact and progress within the schemes below:

**IAA Provision for C&YP (EAST) (LD 21)** *"I was so afraid for the future for redacted s40(2), I feel like there is hope now that he will be able to enjoy redacted s40(2), and we can have proper redacted s40(2)"*

**Ty Nyth and MST FIT (C&YP TP 11)** *"It has been a pleasure to work with you. You have helped redacted s40(2) I mend our bond and for that I thank you, and thanks for being a good listener. We will miss you and thank you so much. xx" redacted s40(2)"*

**Targeted Support Children Complex Needs (El 06)** *"Thank you for spending some time with us over the past few months. You have given us some strategies to work with and you have really made a difference. You have made the experience fun and informative. A big thank you from us all." Family.*

**Alternatives to Secure Accommodation (EI 01)** *"The biggest success for me is when a child starts to say how they feel, finds their voice and starts to use it. This is an empowering moment, which makes me know I have done my job to the best of my ability. Those children are the ones who take the skills we have taught them and go on to benefit from our intervention in the future."*  
**Family Social Worker.**

**Ty Nyth and MST FIT (C&YP TP 11)** *"Thank you so much for all your help, and always being there for us all, and helping all of us being a happy family again. We will never forget all you have done, and we will miss you so much."* redacted s40(2)

### **Ripple Effects Mapping**

Ripple Effects Mapping is our most recently tested evaluation method used to capture the wider intended and unintended impacts of our projects and bring stakeholders together to reflect on achievements and look to the future

The Regional Innovation Coordination Hub worked with Regional RIF team to:

- identify and test Ripple Effect Mapping (REM) with teams
- facilitate Ripple Effect Mapping sessions
- develop REM Mapping and visual story format
- review learning to inform RIC approach to support the strengthening of the evidence base

Joint project visits by the RIF Project Support Officer and RIC Hub have been undertaken in this reporting period to support the improvement of RIF reporting. During these visits we facilitated the production of:

- Stakeholder trees
- 'What matters to you' plan on a page
- REM workshops

The visits have allowed us to gain a more in-depth understanding of the content of the progress reports submitted, thus adding to the 'richness' of information provided. The team have continued the momentum with REM and completed a number of further sessions with partners over the last 6 months.

We continue to use the redacted s40(2) guide to facilitation to support our sessions. The NIHR guide to facilitation is circulated and ongoing advice and support offered through the regional team to embed use of REM mapping for project evaluation following the sessions.

After each session, the maps are analysed, key themes identified, and they are typed up and returned to the projects for their reference and for use in their project progress report. Over the last 12 months, we have been trailing and testing the best software to digitally enhance the maps in a way that will allow them to be continuously edited by partners delivering the project. We have found that Microsoft PowerPoint is the best software to facilitate this as it is easy to use and widely available to the majority of partners.

The North Wales RIC Hub team have hosted three REM mapping participant network sessions so far. These sessions are an opportunity for staff across the region to connect, reflect and learn about practice through the lens of REM and stories using Developing Evidence Enriched Practice facilitation techniques.

We held Ripple Effect Mapping sessions for 15 projects totalling redacted s40(2) in value in 24/25.

| <b>Model of Care</b>                             | <b>Project</b>                      | <b>Value</b> | <b>Reporting period</b> |
|--------------------------------------------------|-------------------------------------|--------------|-------------------------|
| Community Based Care Prevention and Coordination | SPoA Wrexham                        | Redacted s41 | Q1/2                    |
|                                                  | Dementia Actif Mon                  | Redacted s41 | Q3/4                    |
|                                                  | Regional LD Supported Employment    | Redacted s41 | Q3/4                    |
|                                                  | Regional LD Communities             | Redacted s41 | Q3/4                    |
| <b>Total</b>                                     |                                     | Redacted s41 |                         |
| Community Based Care Complex Care Closer to Home | Empowering Independence             | Redacted s41 | Q1/2                    |
| <b>Total</b>                                     |                                     | Redacted s41 |                         |
| Strengthening Childrens and Families             | Right Door Ysgol Gogarth            | Redacted s41 | Q3/4                    |
|                                                  | Right Door Animation                | Redacted s41 | Q3/4                    |
|                                                  | Repatriation and Prevention Gwynedd | Redacted s41 | Q3/4                    |
|                                                  | Ty Nyth and MST FIT                 | Redacted s41 | Q3/4                    |
|                                                  | YM Small Group Homes                | Redacted s41 | Q3/4                    |
| <b>Total</b>                                     |                                     | Redacted s41 |                         |
| Promoting Good Emotional Health and Wellbeing    | iCAN Hubs                           | Redacted s41 | Q1-4                    |
|                                                  | Autism Training and Development     | Redacted s41 | Q1/2                    |
|                                                  | Community Activities                | Redacted s41 | Q1/2                    |
|                                                  | Awtistiaeth                         | Redacted s41 | Q1/2                    |
|                                                  | Llwybrau Llesiant                   | Redacted s41 | Q1/2                    |
|                                                  | MH and Homelessness Officer         | Redacted s41 | Q1/2                    |
| <b>Total</b>                                     |                                     | Redacted s41 |                         |

We have been fortunate in this reporting cycle to have hosted 4 REM Mapping sessions with projects within SF&C - Right Door Ysgol Gogarth - Right Door Animation, Repatriation and Prevention Gwynedd, Ty Nyth and MST FIT and YM Small Group Homes.

As an introduction to the session, we use the stakeholder trees and 'what matters to you' plan on a page to initiate discussions and provide a visual representation of the project inputs from those who work closest to it and the individuals who access it.

The stakeholder trees allow projects to explore and highlight the partners they work alongside to deliver their service. We have found that the trees prompt discussion around the roles that other partners play in

the project, rather than seeing them in a bulleted list within the progress reports. This has given the regional team a more in-depth knowledge of the intricacies of the projects.

We utilise the 'what matters to us' plan on a page to find out what the project means to the individuals who are delivering it. This includes:

- purpose
- outcomes
- day to day activities
- one thing your project has done that you feel has had the biggest impact
- one thing you feel could improve service delivery

**Right Door** redacted s40(2)

TAPE Right Door Animation

The project is a partnership between redacted s40(2) and Hope Productions, which is based at and part of the school. The project will develop further web series based on the Right Door with the aim of providing development opportunities for the pupils of the school and provide them with the skills for the future. The work with the pupils has further progressed beyond the webseries that has been published, to the launch of the Supporting Shorts project – where their short films are being shown in cinemas.

HOPE Productions continue to create ripple effects on the film and TV industry through work with BFI, BBC, and Aardvark animation, challenging perceptions of the capability of people with LD, to make film, tv, and every element of the production process more inclusive and accessible.

TAPE describe their input as 'creative advocacy'.  
Giving people the opportunity, showing them what to do, and standing back.

### **Repatriation and Prevention Gwynedd**

This project aims to reduce placement breakdowns and limit the need for costly out-of-county placements by providing high-quality, attachment-focused, and trauma-informed interventions that enhance the emotional wellbeing and future outcomes of children in care. It delivers specialised approaches, such as Dyadic Developmental Practice and Therapeutic Life Story Work, while supporting families to understand the effects of developmental and relational trauma. Through individual and group sessions, the project also helps carers manage complex emotions and behaviours therapeutically, with an emphasis on preventing secondary trauma and burnout.

Slide 1 – Ripple Effect Mapping Key

Slide 2-4 - redacted s40(2)

Slide 5-6 - Map of the work to date, which will be added to as the journey progresses.

#### **The session highlighted the following themes:**

- Reduced Intensity Over Time: The level of support required decreased as progress was made.
- Foster Carer Development: Improved relationship with social worker, enhanced self-awareness, better wellbeing, increased empathy for the young person, and greater understanding of sibling dynamics.
- Emotional regulation and emotional literacy improved, with a notable reduction in angry outbursts.
- Addressing Unexpected Challenges: Support provided to respite carers experiencing grief helped stabilize the respite arrangement and improved their relationship.

"In the beginning, it was considered a blip if there were no angry outbursts at home, that has now been flipped on its head, it's a blip if he has an angry outburst" – Therapist.

## **Ty Nyth and MST FIT**

A REM session was facilitated with staff from Ty Nyth, Mesen Fach, and MST FIT. Ty Nyth and Mesen Fach have been supporting children and young people on their reunification journeys in collaboration with the MST FIT team and supporting children in crisis providing them with a safe and nurturing home to establish stability and a longer-term plan that will effectively support their needs.

MST-FIT have worked with young people and their families in the community who were at risk of going in to care, custody and or who were at risk of losing their educational placement due to their challenging behaviours.

Slide 1 – Ripple Effect Mapping Key

Slide 2-3 – redacted s40(2)

Slide 4 – Journey of a family

### **The session highlighted the following themes:**

- Greater staff involvement is needed in the foster carer matching process.
- The language used with the young person, their family, foster carers, and residential homes is crucial.
- Positive outcomes have been achieved through the use of DBT, PACE, and EBP approaches.
- A young person-centred approach, delivered within an evidence-based framework, empowers young people.
- The team is composed of professionals from diverse backgrounds, including children's residential workers, drug and alcohol specialists, schoolteachers, family support workers from children's social care, and child and adolescent mental health nurses. This multidisciplinary makeup enables the team to work collaboratively and flexibly with stakeholders.

Children in residential care and foster care are talking to each other.  
"If you want to go home, ask if you can go to Ty Nyth." – Young person.

## **YM Small Group Homes**

Cartref Clyd Cae Ffynnon works in close partnership with a range of agencies to deliver comprehensive support to the children and young people in its care. Collaborations include schools and alternative education providers for tailored educational support, Action for Children for specialist bereavement services, and Local Authority Social Services for care planning and decision-making.

Advocacy services visit regularly to ensure young people's rights are upheld, while CAMHS offers specialist mental health input and staff support. Independent Reviewing Officers guide care delivery to ensure children's needs and voices are prioritised. Health services, including dental, vision, and nursing support, address the children's physical wellbeing, and a dedicated Training Department ensures staff development is responsive to the home's specific needs

The Regional Evaluation and Innovation Project Manager is currently developing a REM Programme for 2025/26 to ensure that we can continue the successes that REM mapping has achieved and focus on key priorities for the region.