This guidance is to support the completion of Conwy Flying Start’s Outreach Support.

Flying Start Outreach support can be delivered to:

* Extend the reach of Flying Start to families with identified need living in non-Flying Start areas; and
* Provide continuity of support to children and families moving out of Flying Start areas; for whom there needs to be continuity of provision before transitioning to other services or provision.

The four elements of Flying Start are:

* Enhanced health visiting service
* Early language development support
* Funded childcare for two to three year olds[[1]](#footnote-1)
* Family and parenting support

Conwy Family Support and parenting support is available equally across all areas and post codes of Conwy through our Family Centres and teams. A Flying Start Outreach request is not necessary for family and parenting support.

More information available at [www.conwy.gov.uk/familylife](http://www.conwy.gov.uk/familylife)

The Outreach Application must be completed with the family. All known information and details to be inputted on the form in order for a full assessment to be made. Lack of information or sections not completed may delay your referral decision.

Children under 4 years of age can have access to all, or some, elements of Flying Start services, through Outreach funding, if they have an identified need and the resources are available.

It is not a requirement that these children access all 4 elements of Flying Start, services should be provided based on the assessed need.

Outreach funding will be prioritised for children to children and families according to need. Funding for Outreach cannotbe used to fund or replace statutory services.

**Guidance to completing Outreach referrals**

***Section 1 – Child’s Details***

Please provide all details on personal data of the child who will be receiving the Outreach support. This child must be under the age of 4. If there are more than one child under 4 years old within the family, please provide details of the youngest child within this section, and highlight other children of age within Section 3.

In circumstances where English or Welsh is not the first language, please advise if an interpreter is required, and if one is already involved with the family. Please provide ethnicity of child (including Gypsy, Roma or Traveller) and any information around if the child has a disability or has any additional learning needs (ALN).

***Section 2 – Parent’s details***

Please complete all boxes relevant to the main parent/carer of the child. Please provide details of other parent/carers in Section 3.

***Section 3 – Details of persons in current household***

Please include any other parent/carers/partners, as well as any other children (including children over 4 years) within the household.

***Section 4 – Significant others – not in household***

Please provide details around parent/carers/partners/children who are involved, but in a different household i.e. parental separation and responsibility.

***Section 5 – Referrer Details***

Please complete all sections as the professional completing the referral.

***Section 6 – Your Concerns***

Please provide details around your concerns in regards to the family’s current situation or potential future concerns.

***Section 7 – Your Involvement***

Please provide details on your involvement with the family, current and previous interventions to be included.

***Section 8 – Relevant Professionals***

Please provide details on other known professionals currently involved with the family (if applicable)

***Section 9 – Other Agencies Involved***

Please provide details on other agencies involved that aren’t in Section 7, but are currently providing support to the family i.e. Housing, Third Sector Organisations, Mental Health Services, School/Childcare etc.

***Section 10 – Adverse Childhood Experiences (ACE’s)***

Adverse Childhood Experiences are traumatic experiences that occur before the age of 19 and have an impact into adulthood.

These experiences range from suffering verbal, mental, sexual and physical abuse, to being raised in a household where domestic violence, alcohol abuse, parental separation or drug abuse is present.

Evidence shows children who experience stressful and poor quality childhoods are more likely to develop health-harming and anti-social behaviours, more likely to perform poorly in school, more likely to be involved in crime and ultimately less likely to be a productive member of society.

Only note these if you are already aware of circumstances, or if it is appropriate to ask.

***Section 11 – Child’s Developmental Needs***

Please note the needs of the child in relation to their physical, mental, emotional, social, relational, language and self-care development. This should include any relevant current support and interventions involved for developmental needs.

***Section 12 – Parental capacity***

Please note the parent’s ability to provide the child with basic care, stability, emotional warmth, and safety.

***Section 13 – Family and environmental factors***

Please note any relevant factors which have an impact on family life – income, housing, wider family, and family history (making more detailed reference to Adverse Childhood Experiences if relevant).

***Section 14 – Risks***

Please provide information around any risks with the family which would include Safeguarding, Child Protection, Care & Support Plan (CASP), Looked after Children (LAC).   
Please also note any safety issues which could impact individuals working with the family (for example lone worker issues).

***Section 15 – Flying Start***

Please provide information on whether this family has had access to Flying Start services in the past (including other counties) and provide details on what support they have received.

***Section 16 – Views of the family***

Please provide information on what matters to the family and what they would like from the Outreach service, including the outcomes they are looking to achieve from the support that Flying Start can offer. This has to be information directly from the family themselves.

***Section 17 – Elements of Flying Start***

Only fill in the sections of which elements you would like the family to access through the Flying Start programme. As stated previously, they may access some or all of the elements, depending on the family’s needs.

Please note that the family support and parenting support element are available across the county as part of the Conwy Family Support Teams and Family Centres.

***Section 18 – Health Visiting***

Flying Start Health Visiting provides a more enhanced Health Visiting service. Flying Start Health Visiting provide additional contacts and support which would otherwise be offered by generic services. There are 2 additional developmental checks that are completed at 9-12 months and 18-24 months. Flying Start Health Visitors are allocated a smaller caseload than the generic service. This enables them to provide additional support and to be able to have more regular and intensive contact with families.

Outreach support should be requested only when there is enhanced, intensive or continued support required.

Please ensure that you have consulted with the current Health Visitor about whether they would support this application and include details here.

**Enhanced Health Visiting** is built on the universal core components and will include further interventions that will have been identified as required through either the assessment of resilience and development, including:

* Emotional and psychological issues;
* Breastfeeding;
* Positive behaviour change (smoking, substance misuse, diet, dental health etc);
* Parenting support programmes including assessment and promotion of parent-baby interaction;
* Child development & speech and language;
* Infants with health problems; and
* Safeguarding concerns.

**Intensive Health Visiting** is built on both the Universal and Enhanced core components and the decision to provide this further level of intervention be guided by the individual assessment of family resilience and identification of significant need and may include:

* Intensive structured home visiting programmes;
* Referral to specialist services; and
* Safeguarding concerns.

***Section 19 – Childcare***

The provision of high quality, part-time childcare for 2-3 year olds is integral to the Flying Start programme. Quality childcare contributes to the acquisition of skills such as socialisation and the ability to play and concentrate. These are crucial not only to the child’s subsequent ability to learn, but also to participate effectively in groups.

Childcare through Outreach support will only be given in exceptional circumstances. This will be considered on a case by case basis.

***Section 20 – Speech, Language & Communication***

Support for early speech, language and communication development is one of the four core elements in Flying Start as it is well established that proficient speech, language and communication development is fundamental for positive outcomes for children.

Conwy Flying Start offers support with children’s speech, language and communication development needs. This includes any pre-school children with additional learning needs. This service also support the parents to become more confident in supporting their child’s learning through play activities and helping the children become school ready.

If Portage service for children with additional needs is requested within the application, please include a Schedule of Growing Skills (SOGS) with the application. Any application without an attached SOGS cannot be considered for Portage.

***Section 21 – Family Support / Parenting including groups***

Parenting support is included as a specific entitlement within Flying Start because there is a large body of evidence that good parenting is the key to successful outcomes for children. Due to this strong evidence base, Conwy County Borough Council has developed a family support model which offers the same level of parenting and family support regardless of post code. Contact details for the five local family support teams are available at [www.conwy.gov.uk/familylife](http://www.conwy.gov.uk/familylife) .

The core purpose of parenting support is about working with parents to reduce risks; strengthen parenting capacity; develop and build resilience and sustain positive change.

***Section 22 – Additional Information to support this application***

Please complete this section if there is any additional information that can be provided to support the application that doesn’t fit into any other section of the application, but is still relevant to the family and the application.

***Section 23 – Signature and consent of Referrer and Parent/Carer***

Please complete this section to confirm the information that is being given is from the view of the family and is correct from both the parent/carer and you as the referrer by providing a signature. Please ensure that the family are aware of the data protection information. You may sign electronically.

1. Please note that Outreach will only offer Flying Start Childcare through *exceptional circumstances*. [↑](#footnote-ref-1)