

Case Studies – How Have We Helped Families?

1. The Job Centre called to share details of a parent who had gone into the Jobcentre Plus in tears looking for help with childcare. The child was due to have an operation which meant they would spend 6 months in a cast from the waist down. The current childcare provider had said they were unable to accommodate the child so the JCP referred her to us. We called the parent to gain more of an insight into her child's needs. The child is two years old and will be unable to move whilst in the cast, needing one to one care. We looked for childcare options within half a mile of their home - as the parent doesn't drive, this is the only distance accessible. We then called each childcare provision to discuss the child's needs and were able to provide details of two settings who would offer support. We then referred the parent to the Children and Young People's Partnership Team to discuss their eligibility for the Assisted Places scheme which could potentially help to pay for the one to one care.

What happened next?

When contacting the parent for feedback on our service we were informed that two childminders and one Day Nursery were able to accommodate her child's needs. The child is due to start in a setting in July. An application for an assisted place will be made when the child takes up the place.

2. A potential provider rang for guidance on setting up a day care provision in the rural Vale but had limited knowledge on the area as they had recently relocated. We sent information on what childcare provisions were already in existence in the area and their current vacancies. We then gave information about the Care Inspectorate Wales requirements and the need to meet the National Minimum Standards and sent a link to the latest Childcare Sufficiency Assessment report to assess demand for and supply of childcare in the area. We signposted to the Vale's Children's Partnership Coordinator, National Day Nursery Association, the Vale of Glamorgan's Planning Department, Environmental Health and Business Wales.

What happened next?

The potential provider is in contact with Vale's Children's Partnership Coordinator regarding the next steps to setting up new provision.

3. A parent contacted us via Facebook with an enquiry into activities to attend with a 16 week old baby; the parent told us that they drive and was looking for activities within the Vale area. We asked the parent if they would also like to receive information on Welsh medium activities and the parent told us that although they were not a Welsh speaker, they wanted to introduce Welsh for their child. Using the FIS Wales function on the Dewis Cymru site, we provided a list of suitable parent and toddler resources in both English and Welsh medium.

What happened next?

The parent will be contacted for feedback within the next month.

4. A parent attended our FIS Christmas Party and requested information on childcare for their two year old. From running a postcode search, we could see that the family live in a Flying Start area, so were eligible for Flying Start services, we were able send details of Flying Start playgroups, as well as Day Nurseries and Childminders within 1 mile of the family's postal address.

What happened next?

The family are now receiving Flying Start services, and the child is attending a Flying Start playgroup.

5. A parent contacted us to sign up for The Index, telling us that after a nine year struggle their child had received an ASD diagnosis. The child has issues with mobility which make it difficult for them to get in and out of the bath without support. The parent was looking for information on any grants or support that the family may be eligible for. The family were signed up to The Index and a referral was made for a Parent Carers Assessment to be undertaken by the Carers Support Officer within the Child Health and Disability Team. Information was provided on Manual Handling Courses being delivered by Carers Services as well as information on services which offer ASD specific support. The parent was sent information on Families First Advice Line; Disability Sports; Vale Play Development; and YMCA Young Carers project.

What happened next?

The family are now open to the Child Health and Disability Team, their Social Worker has made a referral to Occupational Therapy for support and the enquirer is on the waiting list for a Parent Carers Assessment. A referral for a Young Carers Assessment will be discussed for the sibling during the next visit with the Social Worker.

Comments received from families:

- ❖ "Just wanted to thank you for sending this information through to me. It's really helpful."
- ❖ "Thank you so much - this is fantastic. I had no idea so much was going on in the Vale. Many, many thanks for your time and help."
- ❖ "Many thanks for this information it is just what we need."
- ❖ "Thank you so much for this. Please put [me] on the electronic mailing list as I often have my grandchild in holiday periods. I have already booked the sensory room in Barry for this Monday! Will visit the Llantwit Sunshine club too. Many thanks for your kind assistance."
- ❖ "Really useful service - wish I'd known about it sooner!"

- ❖ “The Index magazine is really useful and valuable to our family as my son has ASD and it has lots of info on groups and activities.”
- ❖ “All four of my children are registered on The Index and have a range of different additional needs. It's useful to be able to contact you to find out more in between getting the magazine through the letterbox!”
- ❖ “Just wanted to say how useful the Index news has been this month to me. I've gained info on a potential swimming club, ASD advice and a toolkit, which I will be downloading.”
- ❖ “It's a fantastic service with friendly and approachable staff. Dawn Jenkins dealt with my enquiry, she was lovely over the phone and I had the information very quickly after. The service makes a difference to a family situation. In my case, my daughter made new friends and learnt new skills.”
- ❖ “It's good to know that I can access this information through the website as well, as I'm always looking for activities, so the Summer Brochure would be great. I am in the Intake and Family Assessment Team.”
- ❖ “When I first called the Family Information Service I was down depressed and at the end of my tether. I have attended a few groups with my child recommended by the Family Information Service, we attended our first group and that was a play centre in Penarth on a Saturday and both my child and myself are so much happier now. It was really lovely to go there and be accepted and not judged, I also felt so comfortable and welcome there. I couldn't be happier and I'm really looking forward to the Family Fun Day in Ysgol Y Deri. I have also had a visit from a lady called Jo who introduced me to the play scheme for the summer holidays for my child. I really love the "Index" and I am looking forward to receiving the next newsletter as it has so much information in there that helps me.”