**Conwy**

Conwy has adopted a whole County model as part of its Children First activity. The County has been split into five geographical areas, each of which has a family centre as its hub. In three out of the five areas, a physical building operates as a family centre, in the other two pop up family centre activities take place.

Each family centre has a core team for their area. The family centre work focusses on building community resilience and building on community assets and strengths.

The family support workers team engage in a range of support from early intervention activity right through to working in partnership with managed care services.

The family centre can offer:

* Help and advice;
* Support groups;
* Language development;
* Play sessions;
* Crèche facilities so parents can take part in activities;
* Parenting advice and classes;
* Skills development;
* Health visitor support;
* Access to other services

The core team and designated family support workers form relationships with families and give a holistic response to their needs. They use a Family Wellbeing Profile Tool to facilitate a discussion with families about what matters to them. This tool includes a social return on investment consideration to measure how much their interventions have prevented families from escalating to more complex circumstances.

Each local team works closely in partnership with a wider team of individuals, services and community groups, depending on the needs identified in the local area. These could include food banks, health visitors, community midwifery, youth service and others.

The value of the family centre approach is that it reduces the stigma of accessing specialist services because it is seen as a universal service and accessed out of a family centre that many families utilise.

Core teams work collaboratively with schools, community policing and community health services. Within the family centres they have made shared office space available from which partners, who have a shared understanding of the Children First goals, can work. This co-location of services allows for formal and informal sharing of information and for partners to be onsite and available to families using the family centre.