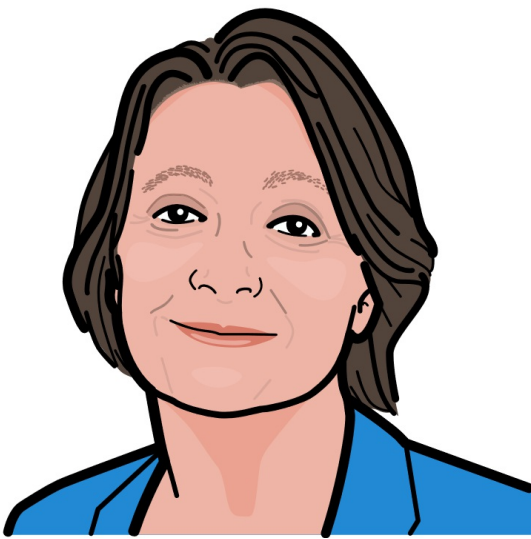


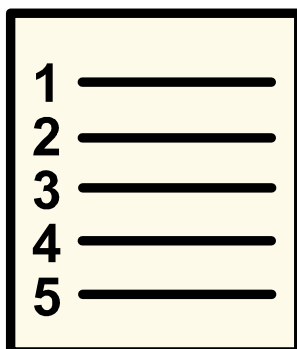
No Wrong Door: bringing services together to meet children's needs.

This information is from the **Children's Commissioner for Wales**.



It is about **Regional Partnership Boards** and how they can help children with **complex needs**.

The Children's Commissioner for Wales is called Sally.

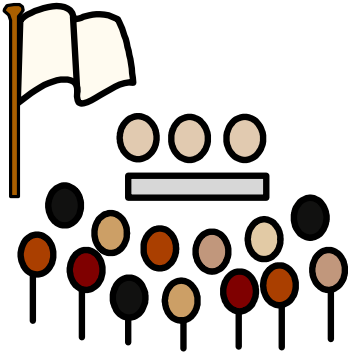


Words in **blue** are described in the word list.

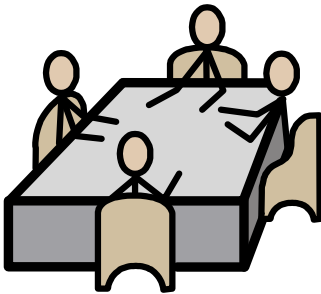
It might be helpful to read the word list first.



What are **Regional Partnership Boards**?



The government created 7 Regional Boards in Wales.



They bring different services together like doctors and social workers to help children who are struggling with their mental health and other issues.



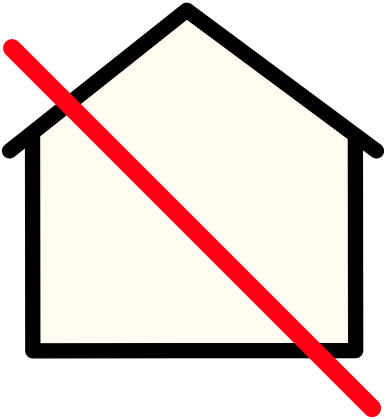
The seven Regional Partnership Boards are:

- Gwent Regional Partnership Board
- North Wales Regional Partnership Board
- Cardiff and Vale Regional Partnership Board
- West Glamorgan Regional Partnership Board
- Cwm Taf Morgannwg Regional Partnership Board
- West Wales Regional Partnership Board
- Powys Regional Partnership Board

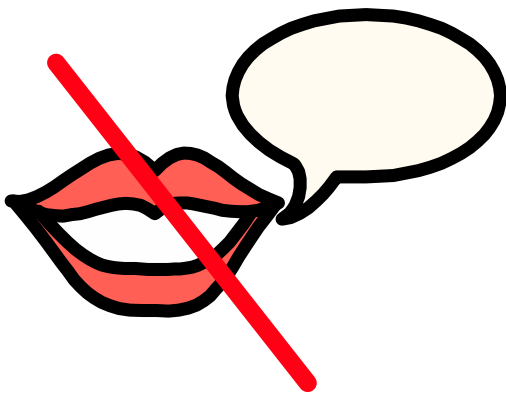


?!

The issues Sally found

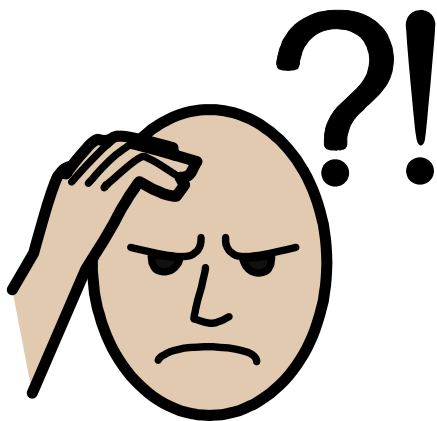


Services don't work together enough to make sure that children, young people and their families get the right help at the right time.



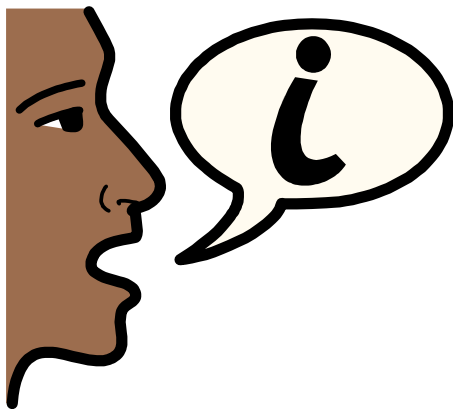
Services don't talk and listen to children and young people enough.





Complicated needs

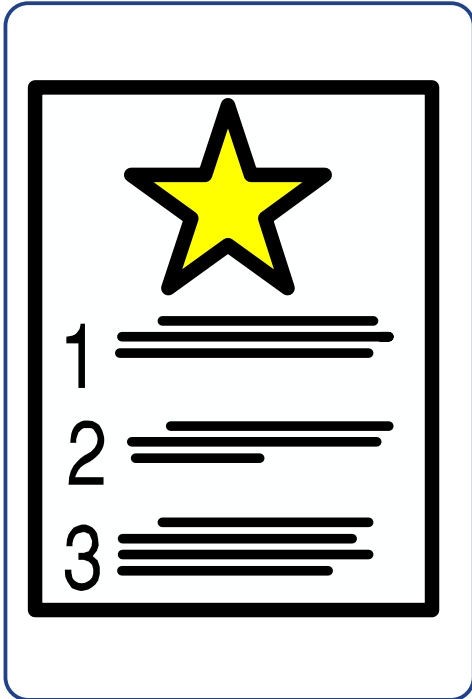
Some children and their families have been told that their needs are too complicated for one service. Others are told that their needs aren't serious enough for help.



Services are not very good at explaining what they do and how children and young people can get help.



The Regional Partnership Boards are doing some good work:

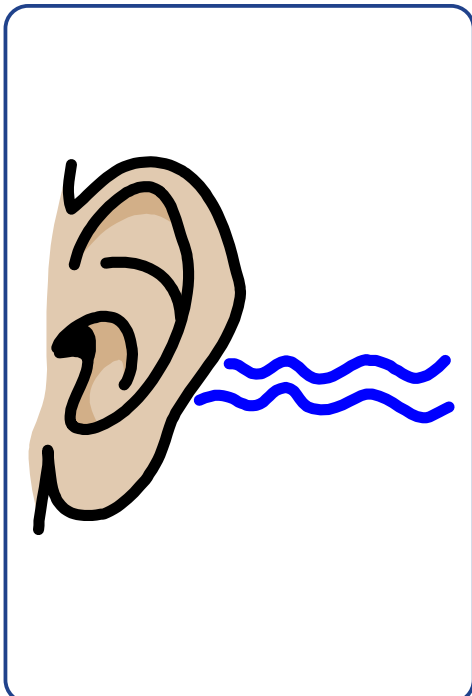


Cardiff and Vale

They make special plans for some children and young people who are having problems at home.

They work with the whole family to come up with the plan.

The plan is to make the problems at home get better.



Cwm Taf Morgannwg

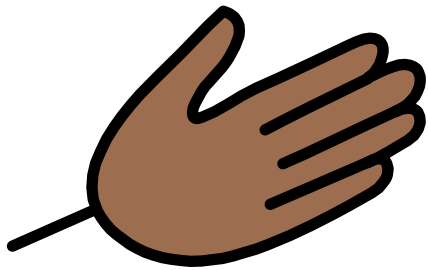
They listen to children and young people from across the whole region.

They use the things children and young people say to help them with their plans for making things better.

Widgit Symbols © Widgit Software 2002 - 2019 www.widgit.com



**Comisiynydd
Plant Cymru**
Children's
Commissioner
for Wales



Gwent

They have a meeting once a week. In the meeting, they talk about the children and young people who need support.

They make sure children and young people get the right help.

All children and young people can get help, if they need it.



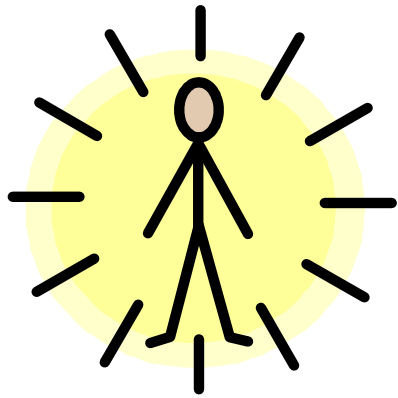
North Wales.

They are planning special places for some children and young people who are very upset.

In the special places, children and young people can get help quickly.

The special places help children make plans for their future care.

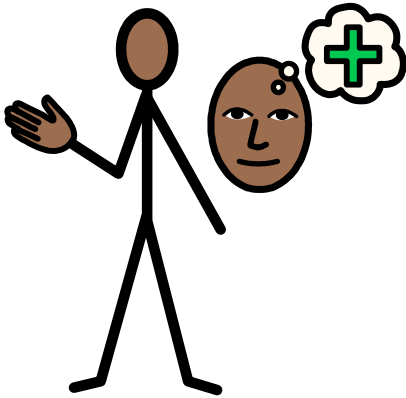




Powys

They have special sessions in schools to support children and young people with their well-being.

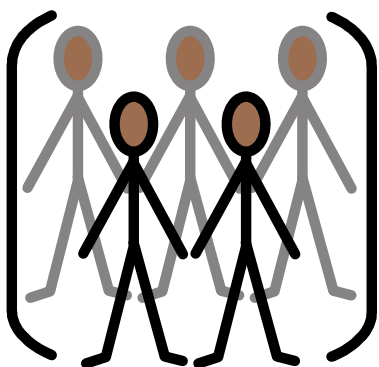
They support children and young people with anxiety and exam stress in groups, or on their own if that is better for the child or young person.



West Glamorgan

They have mental health nurses in social work teams.

Mental health nurses make sure adults who care for children know how to look after their mental health too.

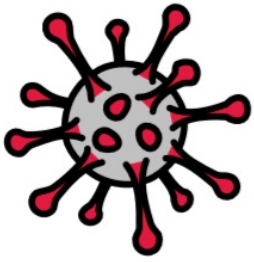


West Wales

They have a young person with learning disabilities sitting on a special group, so they can have their say.

The special group tries to make things better for young people with learning disabilities.





Coronavirus



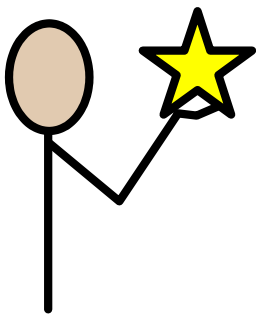
After we visited each Board, the Coronavirus started.

We all had to stay at home.



Services had to close.

Some people haven't been able to see a doctor or someone else who can help them.

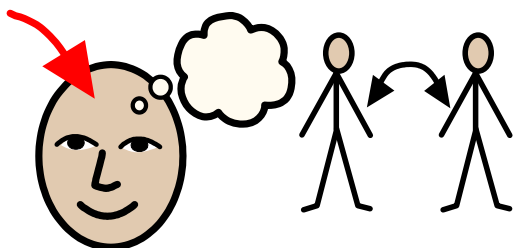


It is now really important that each Board finds a way to make sure everyone can get the help they need.



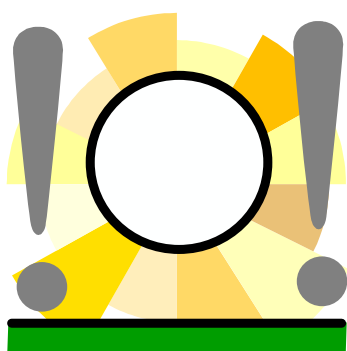
What Sally wants the Regional Partnerships to do

Sally wants the regions to learn from each other.



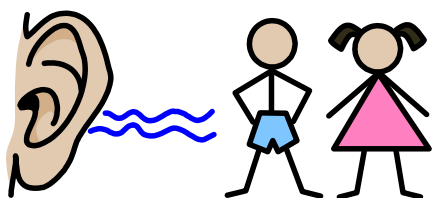
She thinks this will make things better for all children in Wales.

This needs to happen quickly



Sally wants the regions to have special places. The special places will have all the right help in one place.

The special place will be for children to get help if they are having problems



Sally wants the regions to be better at talking and listening to children and young people and the people that care for them

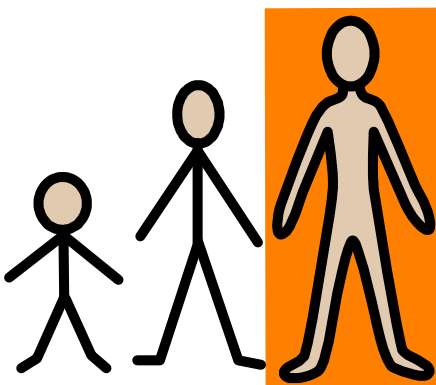




Sally wants the regions to explain more clearly what they are doing more so that children and young people know about it.



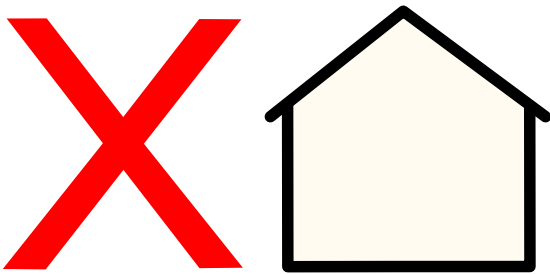
Sally wants to make sure that money goes to the right place to help children and young people as quickly as possible



Sally wants the regions to make sure that young people get the care they need when they are about to become an adult.

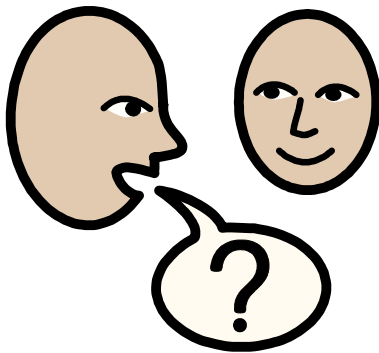


What does 'No wrong door' approach mean?



When children and young people asked for help, they were told by services that they were "knocking on the wrong door".

This means the service didn't think they could help them.

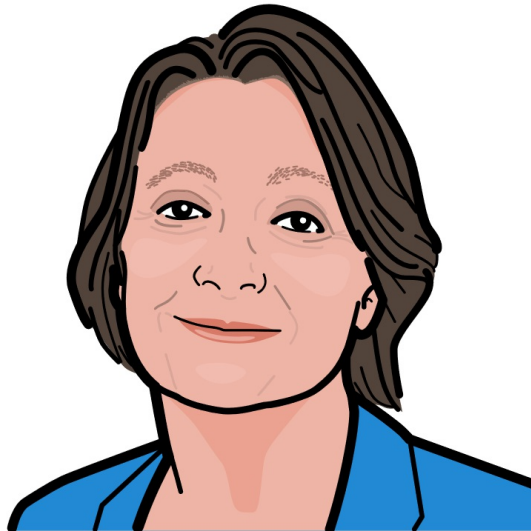


Sally wants this to change.

"No wrong door" means that children and young people should get the help they need when they ask for it.



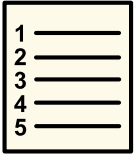
What will Sally do?



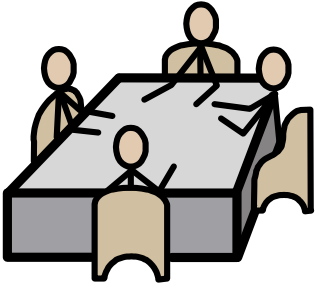
Sally will meet with every Regional Partnership Board again.

Sally will make sure they are doing things better.



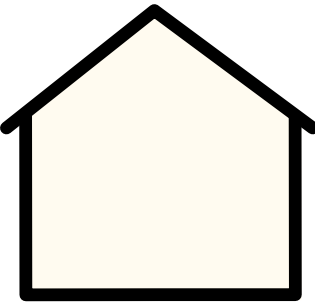


Word List



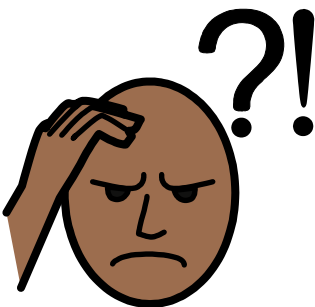
Regional Partnership Boards

The government created 7 Regional Partnership Boards in Wales. They are in charge of making sure that services like the health service and social care work together.



Services

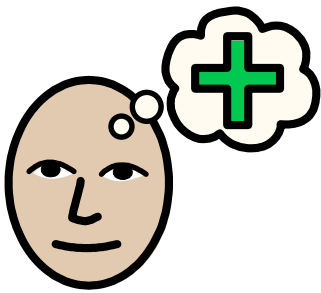
Different services give different support. Some services are provided by the government like the National Health Service (NHS) and social services



Complicated needs

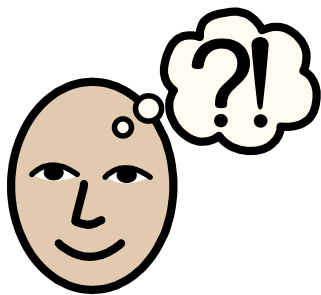
'Complicated needs' mean that a child or a young person has more than one illness or disability at the same time. This can include **mental health** problems and **learning disabilities** and can mean other health needs too.





Mental Health

Mental health is about having good thoughts and feelings about yourself. Mental health is about being able to cope with everyday life and cope when things go wrong.



Learning disabilities

A learning disability is a difference in the way a person's brain works. If someone has a learning disability they will have it for their whole life. **Having learning disabilities means it can take longer for someone to remember information and learn new skills.**



The Children's Commissioner for Wales

The Children's Commissioner for Wales helps children and young people in Wales to learn about their rights. The Commissioner listens to children and young people to hear what is important to them. The Commissioner tells people why children's rights are so important, and looks at how the decisions made by services in Wales affect children's rights.

