

Making no wrong door work for Wales

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

It might be helpful to read the word list first.

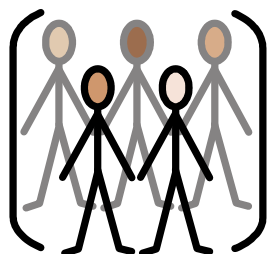


This Report

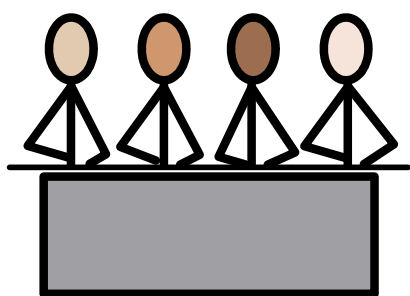


This report is from the **Children's Commissioner for Wales**.

The Children's Commissioner for Wales is called Sally Holland.



In this report when we say 'we' or 'our' we are talking about Sally and her team.



This is our 2nd report about **Regional Partnership Boards**. In this report we will call them RPBs.

You can learn more about RPBs and their role here.

This report is about how RPBs help children with **complex needs**.

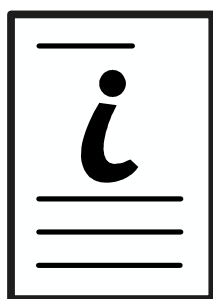


What we did

2019 - 2020



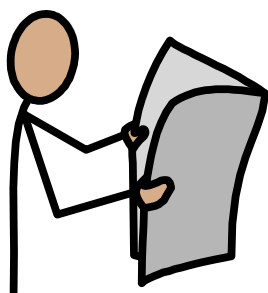
We visited every RPB in Wales. We wanted to find out what they were doing to support children and young people with complex needs.



In June 2020 we made a report about the work. We called it **No Wrong Door**.



In the report we had 5 ideas for making things better for children with complex needs. These are called recommendations.



You can read the recommendations here.

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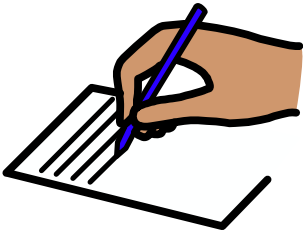


**Comisiynydd
Plant Cymru**

Children's
Commissioner
for Wales

What we did

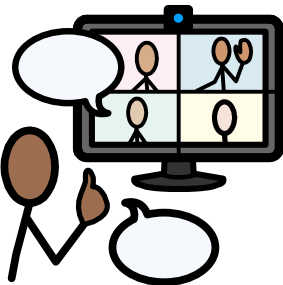
2021



We asked RPBs to write to us.



We asked them to tell us what they'd done to help children and young people since we made our report.



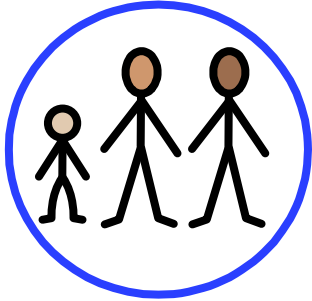
We met each RPB again.



We asked them more questions about their work.



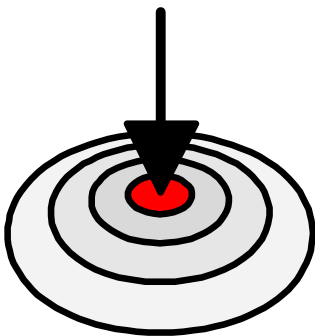
Working with Together for Children and Young People



We worked with Together for Children and Young People. In this report we will call them T4CYP.



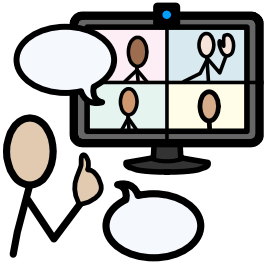
T4CYP have created a new way of working called the NEST Framework.



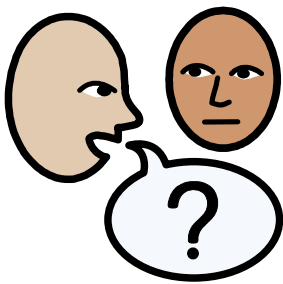
NEST puts children and young people and their rights in the middle of all plans. It makes sure people working in health and social care jobs work together to meet their needs.



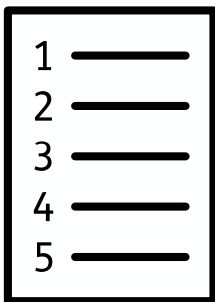
Young People



We worked with T4CYP to create a workshop for young people. The workshop was about **No Wrong Door** and the **NEST Framework**.



The young people had the opportunity to ask questions to the RPBs. Click [here](#) to read their questions and the answers from the RPBs.



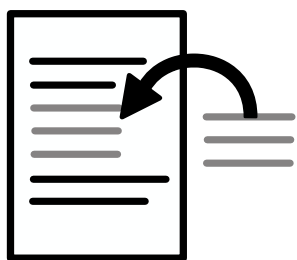
The young people came up with a list of things they thought were important for Mental Health and Wellbeing. We called these priorities. You can read the priorities [here](#).



Young people also met with the Deputy Minister for Mental Health and Well-being. She is called Lynne Neagle.



What we found



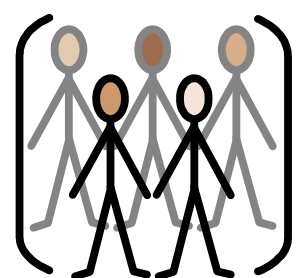
Every RPB has started to make changes towards a No Wrong Door approach.



Every RPB has a group that is there just to talk about and help children's needs.

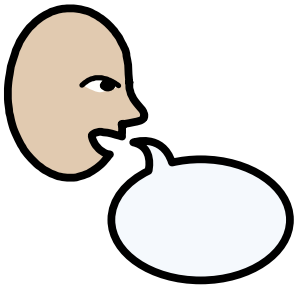


Some RPBs work with children and young people and make it easy for them to talk to the right person and get the help they need.



One RPB has a group of young people that they work with to make sure they are getting things right for children.

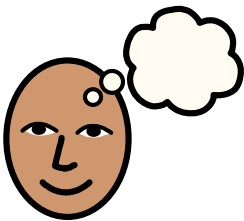
Things that stop No Wrong Door happening



Some children and young people are still being told they are in the wrong place for support.



Waiting times to see a doctor to find out about conditions like Autism and ADHD are long. Children and young people don't have any support when they are waiting.



Each region has a different view on what the RPBs role is.



Llywodraeth Cymru
Welsh Government

Not all RPBs are ready to properly work together in the way that the NEST Framework asks them to.

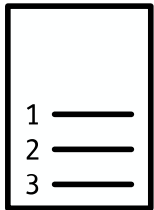
They need more support, and someone to check they are doing it. This needs to be organised by Welsh Government.



What we want RPBs and Welsh Government to do now (our recommendations)

Here is what we would like all RPBs to do next:

Turn their plans into actions



Young people told the Deputy Minister that they heard a lot about plans for the future. But they would like to see less talking and more action now.



Llywodraeth Cymru
Welsh Government

The Deputy Minister works for Welsh Government. We Expect Welsh government to make sure RPBs do this.

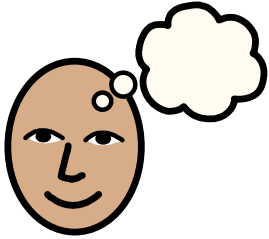
Work with young people



We would like RPBs to look at the work we did with young people. We would like them to use this work to speak to young people in their region.

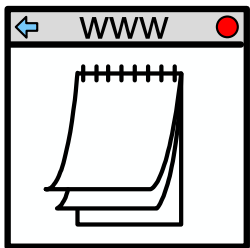


Children and young people's stories



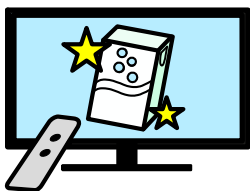
We think RPBs should check to see if they are doing a good job. They should think about the children and young people who need support and services and share when things have gone well and when things could have been better at every RPB meeting.

Better information



RPBs should have a website for children and young people that is friendly to use. They should also make sure there is enough information on their website to tell people what they are doing and how to contact them.

Better information



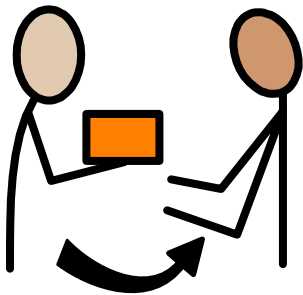
RPBs should have better adverts to share their plans for transitions into adult services. (transitions means moving). They should make these easy to read for children and young people with additional learning needs.



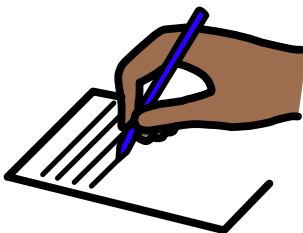
Welsh Government should:



Think about allowing RPBs to have their own money. This would mean that RPBs would be able to decide how they should spend money to help children and young people straight away.



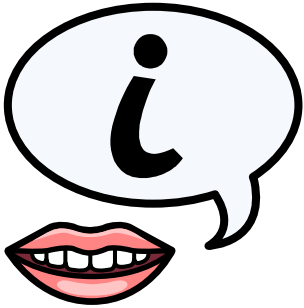
Make sure that all of the groups that provide care for children give some money to the RPB to support this work. This will help them to support children and young people faster.



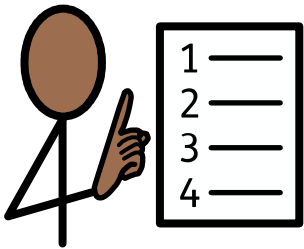
Write down what should happen to help members of the public, carers and third sector representatives on the RPBs.



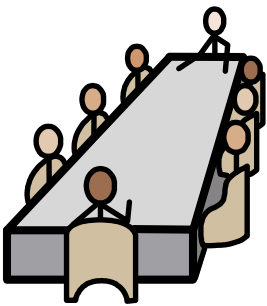
Welsh Government should:



Have a plan to explain how the Welsh Government with support RPBs to deliver a No Wrong Door approach



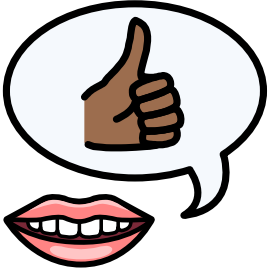
Make sure health boards follow new rules on how they support older young people moving into adult services



Keep holding events with RPBs so they can share stories about when they have done something well and can learn from each other.



What we will do next

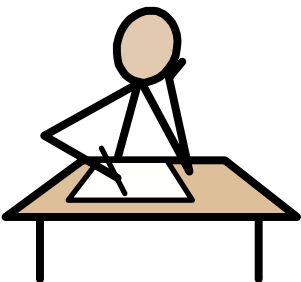


We will keep focussing on the recommendations in this report. We will do this alongside Welsh Government. Welsh Governments job is to make sure RPBs deliver their plans.



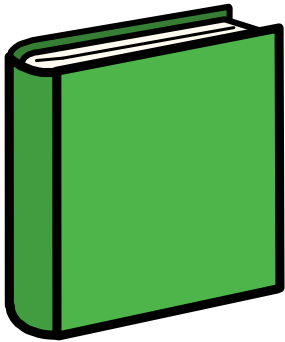
Llywodraeth Cymru
Welsh Government

We will make sure that Government continues to check on RPBs and their progress. We will take more action if we don't think this is happening.



Our policy team will make this part of their regular work (core work). They meet with the Government and other groups to hear about their work and see what they have been doing.





We will create a casebook of families' experiences to help guide the ongoing T4CYP and Welsh Government work.

We are really happy to see the progress that RPBs have made.

There is more still to do to make sure the No Wrong Door approach is the reality of every child's experiences in Wales.

We will keep focussing on this work.

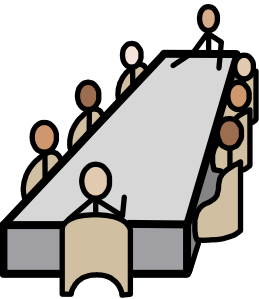


Word list



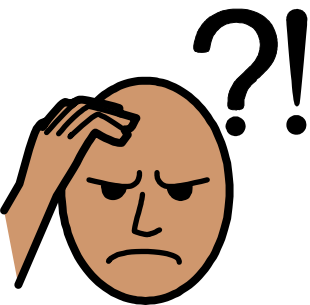
The Children's Commissioner for Wales

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.



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.



Complex 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.

