



Neath Port Talbot

Think Family Partnership Newsletter



Edition 2 - December 2013

Seasons Greetings from the Think Family Partnership Board

In our final newsletter of 2013, the Board would like to wish you a very merry Christmas and a happy new year. We look forward to working with you all to strengthen our partnership and help secure better outcomes for children, young people and their families in 2014 and beyond.

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If you have any comments about this newsletter, suggestions for articles or questions you would like to see included in the FAQ section, please email candypp@npt.gov.uk

Message from the NPTCBC Director of Social Services Team Around the Family Service (PHASE 1) Goes Live



Dear Colleagues

I am delighted to inform you that on Monday 6th January 2014 we will be going live with Phase 1 (prototype) of our Team Around the Family (TAF) service.

What is this?

The TAF service is organised around the family and is a key part of Neath Port Talbot's Early Intervention and Prevention (EiP) approach. This approach will deliver joined up integrated services, including children's, schools, health, police, as well as adult services. This will enable genuine, integrated and effective support for the children and families of Neath Port Talbot to offer the help they need, when they need it and ensure improved outcomes and life chances for all.

The TAF service is designed to target Neath Port Talbot (NPT) families identified as benefitting from support to prevent entry into higher tier statutory services.

How will it work?

The TAF service model puts the Family Worker at the centre of the approach and will offer support to families across a wide range of needs and will work with any family from tier 3 to 2 (high to lower level of need) and up to those meeting the Children's Social Care (CSC) threshold.

The TAF service would also work with families that would benefit from additional support in order to 'step down' from statutory intervention. The expectation would be that these families would remain open to CSC for a transition period to ensure a seamless, managed and effective handover.

Key features

- High and complex needs families will be worked with for up to a year and medium and lower need families for a shorter time frame.
- Work in partnership with families with their consent, including the consent of the young people themselves

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Team Around the Family Service (PHASE 1) Goes Live (cont...)

Key features

- Undertake a single assessment (drawing in from any other existing assessments undertaken), identifying with the family what the issues are and what needs to change/be addressed
- Develop a single plan with the family – setting clear measurable outcomes for the individual members of the family (parents and children/young people)
- Regularly and robustly review progress on the actions and outcomes within the plan.
- Build in an exit strategy ideally ‘stepping’ down to universal services where families would sustain the positive progress that has been achieved and there would be no further role for TAF services.
- If issues do emerge again for that family they will have the opportunity to seek advice from the service.
- Where there were safeguarding issues that needed escalation to CSC this will be appropriately referred on

What does phase 1 look like?

Within phase 1 (January 2014 to the end of March 2014) we will work with high need and complex cases supporting families to avoid escalation to higher tier statutory services and also families that would benefit from additional robust support when ‘stepping down’ from CSC.

We have identified the first group of families referred by colleagues within Children’s Services, schools and from other partner agencies as ‘potential families’ and the staff for phase 1.

There will be 4 Family Workers, 2 Co-ordinators and a part-time administrator in the TAF Team for the phase 1 period.

We will start with a small caseload of families for each of the Family Workers but as we move towards rolling out of the service in April 2014 we will select more high need families to work with increasing the Family Worker capacity over the phase 1 period.

The team will be initially located at Taibach Library. For the most part the Family Workers will be out and about working directly with the families. They will all be contactable via mobile phones and/or email contacts.

What will change?

The new approach may be about intervening earlier or in a different way, but does not assume any reduction in thresholds or changes to the Council’s existing safeguarding approach.

We will be measuring impact of the TAF service on outcomes for children and families. This will take into account the families own ‘measurement of the impact’ of the supports/services. We will also be measuring the impact that internal and external commissioned services/supports have in improving the lives of the children and families we work with.

Analysis of this data and information will enable us to better understand when ‘we’ need to intervene with children and families to offer early help before ‘emerging problems’ and identify what supports/services for our children and families need to be available within joined up integrated services to avoid further escalation of these ‘emerging problems’.

Going forward from phase 1

In April 2014 we will be rolling out the Team Around the Family service and within this service will offer support to families across a wide range of needs, ranging from tier 3 to 2 (high to lower level of need) and up to those meeting the Children’s Social Care (CSC) threshold.

Referrals in relation to concerns about a child that result from the TAF referral and assessment will be immediately escalated to Children’s Social Care (CSC). If a referral to CSC is received and doesn’t meet their threshold criteria and requires work from more than one agency they will be referred to the TAF Service for further action.

We are also aware that there are a significant number of cases in the system that may not be lodged in the correct level of service to progress outcomes. The TAF Service will identify where all such cases are currently located in the system and develop a set of time-bound actions (and resource availability) and report this intelligence to the Think Family Partnership Board.

Over the forthcoming months we will be working with you in conjunction with the Western Bay Safeguarding Children Board and Think Family Partnership Board to ensure that we all fully understand the changes being implemented and ensure that your contribution to the development of these changes is incorporated.

Who do I contact to know more about the TAF service?

Communications in relation to the development of the Early Intervention and Prevention agenda and Team Around the Family Service is underway across the Council and with statutory and voluntary sector partners and our children and families.

If you have any further questions, require further information or are holding any conferences, seminars, meetings or newsletters that you would wish us to come along to and/or contribute to in relation to the Early Intervention and Prevention agenda and Team Around the Family Service please let us know and we will endeavour to accommodate this request. Please contact Nigel Harvey-Whitten, EIP Consultant on 01639 873024 or nigel.harvey-whitten@neath.porttalbot.gov.uk

I would like to take this opportunity to thank you for your continued engagement and participation in supporting our children and families. I look forward to working with you in the forthcoming months in delivering these exciting developments.

Nick Jarman, Director of Social Services
Neath Port Talbot County Borough Council

Great News on Family Worker Recruitment

We are delighted to announce we have recruited 4 Family Workers to our TAF Team. The Family Workers will start in January 2014. For the first few weeks, as they ready themselves for their new roles, complete their induction training and undertake some shadowing of other Think Family Partnership partner settings they will work on a reduced caseload. This week we are interviewing for our TAF Social Worker so watch this space!!

And there's more On training

Whilst we are on training, last week we went out to tender for specialist training for the Lead Family Contact and Family Support Skills Training – watch out in the next issue for more information.

Lead Professional working in NPT gets a make-over & focus!

During Phase 1 of the TAF Service we will be launching our new Lead 'Family Contact Approach' this will develop our lead professional work in NPT for our Family Work. If you want to find out more why not come to one of our TAF Awareness raising sessions.

Dates for your diary

1 Hour Meetings and awareness raising training sessions at Ffrwdwyllt House:

Date 2014	Time
Mon 13 Jan	1.30pm
Tues 21 Jan	9.30am
Wed 29 Jan	3.30pm
Mon 3 Feb	3.30pm
Thurs 13 Feb	1.30pm
Tues 18 Feb	3.30pm
Thurs 6 Mar	11.00am
Mon 10 Mar	3.30pm
Tues 18 Mar	11.00am
Wed 26 Mar	1.30pm

TAF Referral – All you needed to know but were afraid to ask

Many of you have asked for a flow chart for the TAF Referral approach for Phase 1 – well here it is!

