



Bwrdd Gwasanaethau Cyhoeddus

**Torfaen**

Public Services Board



# Torfaen Family Support Programme

## Information for Parents/Carers

The Torfaen Family Support Programme works together with children, young people and their families to overcome challenges and to bring about positive change.

Following a referral being made, a Family Support Assessment (FSA) is undertaken which is based on your families strengths and needs. This assessment will help us to understand your situation and to draw out any support needs .

A Team Around the Family (TAF) is established and will include yourself, your child(ren), other family members and any

support services who are likely to be able to help and make a difference.

Your family will be appointed a lead worker who will ensure that the support agreed by the Team is delivered and that you are supported during this process.

The Family Support Programme is a voluntary process. You will be asked to give consent at the referral and assessment stages; without consent the process cannot continue. Older children over the age of 12 may wish to make their own decision, which they have a right to do.



## How will it help me?



Everyone needs a bit of extra support from time to time. Having a Team Around your Family will help to bring people together who can help you and your family. They will work with you to find solutions and bring about positive change. They will build on your family strengths and work with you to overcome problems and difficulties.

## How does it work?

Finding out about the strengths and needs you and your family may have, along with the best way to help is a bit like doing a jigsaw puzzle.

First we need to find all of the pieces before we can put them together to see the whole picture clearly and establish the best way of helping.



## Step by step summary

Area of support identified or requested.

Referrer to discuss the 'Team Around the Family' approach with the individual/family and how the 'TAF' process may be able to support their needs. Those wishing to self-refer can contact the TAF Co-ordination Team to discuss the 'TAF' process.

Family Support Referral completed (this could be a self-referral) and sent to the TAF Team. At this stage consent to store, share and gather relevant information is agreed.

Family Support Referral is received and information is gathered from relevant services.

The case is allocated to the most appropriate service to contact the family to carry out the Family Support Assessment (FSA). This may have been allocated via the Families First Panel meeting.

You, your family and the lead worker will formulate a family plan, identify family goals and help break these down into achievable steps.

The lead worker will co-ordinate the 'Team Around the Family' to provide additional support; ensuring that each service is supporting the family as agreed.

The Family Plan/Goals will be reviewed to ensure that the most appropriate support is being provided and further support needs are identified. The family can decide at this stage if the 'Team Around the Family' is still required,.



## Who could be involved?

The members of your Team Around the Family will depend on what support you need. They could include for example a family member, friend or someone who works with your child, a health professional, or anyone else who works with families. Their focus will be on all working together to help you build on your strengths as a family and make positive changes.

You and your family are important members of the Team and can choose to be involved in this way of working. You can also make suggestions about who should be involved in the Team.

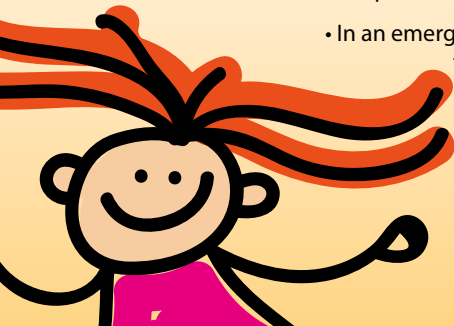


## Who will have information about me and my family?

The information relating to your Family Support Assessment and plan will only be shared with those directly involved in supporting you and your family. However, there may be times when the people working with you have to share information.

For example;

- In an emergency in order to save life, or to protect a family member from significant harm.
- If a person is a risk to the public or may inflict harm to themselves or others.
- There is a risk of a criminal offence

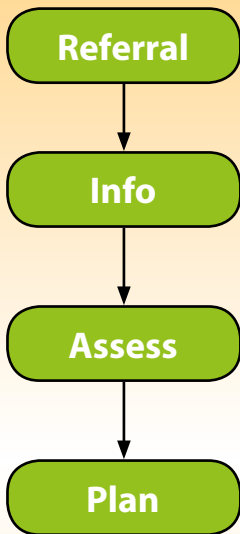


## What happens?

If you and your family consent to 'Team Around the Family' Support, then a referral form is completed and submitted to the TAF Officer for your area (North/South).

You may also make a self-referral by contacting the TAF Co-ordination Team.

Information is then gathered to ensure the most appropriate Lead Worker is appointed. The Lead Worker will complete the Family Support Assessment with you to help identify family goals. This will be used to develop a plan of action so the Team involved are clear as to what needs to be done and who is going to do it. You should only need to tell your 'story' once.



## What is a lead worker?

The Lead Worker is your link with the Team and will co-ordinate your plan and make sure you receive the support that has been agreed.

The Family Support Plan will be reviewed regularly to make sure that you are happy with the support being provided and to draw in additional support if/when required.

The Lead Worker will also be your contact if you have any questions or concerns.



# What are the benefits?

- The Family Support Assessment (FSA) identifies needs early so that appropriate support can be provided .
- The assessment looks at your family situation as a unique unit and helps to work out what support would be best suited.
- The process helps people work together more efficiently to provide the support for your child/family needs.
- The process ensures that you can be involved throughout the process and be part of the solution.

The Torfaen Support programme is not just about:

- **A form** – It is about having a conversation with you and your family, to identify needs and then putting support in place.
- **A referral process** – the FSA is an assessment tool, it is not about making ‘referrals’.
- **A guarantee of service** – a referral being made does not mean a guarantee of service and should not be thought of or introduced to your family in this way.
- **A crisis intervention** – a Team Around the Family (TAF) is not intended as a last resort which is reserved for situations which have escalated or reached crisis point.



## Where do I go for help?

For more information about the ‘Team Around the Family’ contact:

General Enquiries – [TAFCo-ordinator@torfaen.gov.uk](mailto:TAFCo-ordinator@torfaen.gov.uk)

North Torfaen – 01495 742827

South Torfaen – 01495 742854

TAF Co - ordinator – 01495 766972

