

Rapid Response Team

What We Provide

The Rapid Response Team (RRT) is committed to providing time limited, intensive support to young people and their families or carers at times of crisis to prevent breakdown by identifying what needs to be in place for the child/ren to remain.

The Team

The team consists of 7 Family Intervention Workers who have a range of relevant background experience. An Assistant Team Manager, who is Social Work qualified and has many years of experience working with Children and Families and a Team Manager who oversees The Rapid Response Team and whose background is also in statutory children and family services.

What families do the team support?

Any families/carers with children under 16 that are open to Children and Families statutory services and need intensive support. The intervention aims to prevent accommodation, prevent foster placement breakdown, support rehabilitation home, prevent placement with parent breakdown and provide support with wellbeing.

The family will be consulted about the referral and given information about the team. They must then agree to working with the Rapid Response team, feel at a point of crisis and want to make changes.

The Process

Social workers with the agreement from their Manager or Group Manager can refer to the service via phone/Microsoft Teams, and a referral form is completed over the phone. If the case is deemed eligible and the team has capacity a worker will be allocated, and

response time of no longer than 48 hours agreed. If there is no capacity to allocate, the Duty Rapid Response worker will undertake a visit with the Social Worker. Work will start following an initial visit with the case holding Social Worker.

Expectations of the work are agreed at the point of referral. All cases will remain open to the case holding Social Worker and be worked under secondary allocation by the Rapid Response worker.

The package of work undertaken will be case specific and tailored to the needs identified at referral. The work is strengths based and child focused.

The Rapid Response worker will visit the family intensively over a period of eight weeks, visits decreasing towards the end of this period. The worker will attend meetings with other agencies where required and produce a crisis intervention report at the end of the eight weeks. The case will be reviewed after four weeks to monitor progress and identify if further intervention will be required by other agencies or services following the initial eight weeks or whether closure is agreed.

The Rapid Response worker will also produce a report for child protection conferences if applicable.

The Rapid Response Team are based at:
Torfaen County Borough Council, Civic
Centre, Pontypool, NP4 6YB

Emergency Duty Team 0800

3284432

Rapid Response team also work from home as part of a blended home/work environment

Supportive, fair, effective...

TORFAEN
COUNTY
BOROUGH



BWRDEISTREF
SIROL
TORFAEN