

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 5 Community Support Workers who have a range of relevant background experience. An Assistant Team Manager who is Social Work qualified and has many years experience working with Children and Families and a Team Manager who oversees both The Rapid Response Team and the Family Focus Team, whose background is also in statutory children and families.

What families does the team work with?

Any families/ carers with children under 16 that are open to children and families statutory services and need intensive support. The intervention must be to; Prevent accommodation, Prevent foster placement breakdown, Support rehabilitation or Prevent placement with parent breakdown. The team also has some capacity to assist where there is no placement for a child for up to 72 hours with a clear risk assessment and plan.

The family have to 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. A referral form is completed over the phone by the Team Manager or Assistant Team Manager of Rapid Response. If the case is deemed eligible and the team has capacity a worker will be allocated and response time agreed. If 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 8 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 when the intervention will be reviewed with the social worker, Rapid Response TM or ATM and further work with timescales or closure agreed. The Rapid Response worker will also produce a report for child protection conferences if applicable.

The Rapid Response team are available out of hours, evenings and weekends but no new referrals can be made out of hours. Most out of hours work will be planned but a duty worker will be available until 10pm on weekdays and weekends and in the day on Saturdays and Sundays.

The Rapid Response Team are based with the Family Focus Team at;

Fairfield House

Pontypool

NP4 6JT

01495 742284

Torfaen County Borough Council,

Civic Centre,

Pontypool

NP4 6YB

01495 762200