

## How long does it last?

This is different for each family and will depend on the needs identified and the support required. However, an initial Family Support Plan would be for around 12 weeks, which will be reviewed regularly.

"The Team Around the Family provided invaluable support through a very difficult period in the life of my family. My Family Worker helped build my confidence by setting up appointments and courses and was a listening ear that I could voice my worries and concerns. He was also an excellent role model for my son.

We still have a way to go but feel like seedlings have been properly watered and now time will allow us to grow and develop. Thank you from the bottom of our hearts."

Feedback from Family supported by TAF

## How to contact TAF?

**Email:** TAF@npt.gov.uk

**Post:** Team around the Family  
Ffrwdwyllt House,  
Commercial Road, Taibach,  
Port Talbot, SA13 1PZ

**To discuss any issues about the process or family to discuss a referral:**

**Tel:** 01639 875 500

### Accessible Formats

If you need this in a different format (braille, large print, audio, another language etc) please call or email TAF.



## Do you work with families in Neath Port Talbot?

### Could Team Around the Family help?

Are you concerned about a family, child or young person who is experiencing difficulties, but has not reached the threshold where social services intervention is necessary?

You can now make referrals to the **Neath Port Talbot Team Around the Family (TAF)** - an early intervention, multi-agency approach designed to support families in the county borough.

TAF is for families who want to make positive changes to their family life, but need support to do this. It brings together a range of practitioners who work with children, young people and families.

### How does it work?

After completing a whole family assessment, TAF identifies available agencies that could help deliver a package of support. This involves:

- Working with the family to look at the positive changes they would like to make
- Agreeing an action plan
- Empowering families to have the confidence to maintain change
- Signposting to other support services that can help



The aim is to enable families to return to supporting themselves within their own community networks.



## How do I refer?



Families can self-refer to TAF or a referral can be made by a professional or agency. Referrals can be made for families that meet the TAF criteria:

- Have a family member aged 0-25 years
- Have **unmet needs** that cannot be dealt with by a single agency
- Not currently receiving support from Children's Social Care

You can request an electronic referral form by emailing [TAF@npt.gov.uk](mailto:TAF@npt.gov.uk). These can be posted to the address overleaf or emailed back to [TAF@npt.gov.uk](mailto:TAF@npt.gov.uk)

A member of the team will be happy to talk to you if you wish to discuss your concerns prior to referring a family. This will help you to be sure that the family is eligible and that you have all relevant information.

Where families are currently being supported effectively through an existing provision, then there is no need for a referral to be made to the Team around the Family. You must obtain the families permission to refer them to TAF as it is a voluntary process. There is a space on the referral form to confirm this.

## Is there any cost?

No, there is no cost to the family or the referring agency.

## What does the family need to know?

All TAF referrals need the consent of the family so it is important that they understand the process. Before making a referral you should tell families that:

- TAF will work **with** them to find solutions that work for **their** family
- TAF aims to be a short term intervention, enabling families to return to supporting themselves
- For TAF to be effective it needs commitment from the family to make changes, but we'll be there every step of the way for support!
- It is voluntary. If they want to stop their involvement they can do so at any time

Identification of family with emerging needs that cannot be dealt with by a Single Agency Response

Do the family require support from two or more services and consent to engage in the TAF process?

No

Single Agency Response

Contact TAF team to discuss concerns  
Tel: 01639 875 500  
Email: [taf@npt.gov.uk](mailto:taf@npt.gov.uk)

Complete TAF 'Request for Service' form & obtain consent from family

Send completed form to TAF via email or post

