

## Torfaen's Family Resource Team

### Introduction

Torfaen's Family Resource Team provides a diverse range of services to children, young and their families. The service only accepts referrals from Torfaen Social Services and are not able to accept referrals directly from the public.

At the Family Centre we aim to provide a positive and supportive environment. We want everyone who uses the centre to feel safe and respected.

### Support for Families

There are Five Strands to the work undertaken by the Family Resource Team:

- Family Contact which may sometimes be referred to as Family Time.
- Parenting Capacity Assessments
- Direct Work
- Family Group Conferencing
- Young Carers

### Family Contact (sometimes referred to as Family Time)

Family contact can occur in the family centre or in the community dependent on the needs of the child or family member. Family contact will generally be supervised by a Family Support Assistant who is there to ensure the safety and wellbeing of the child or young person but to also assist in ensuring the experience is a quality one for the child and family. The family support assistant will document their observations, and these will be shared with the child's Social Worker.

Each family contact is individual and is tailored to meet the child/young person's needs; if you have any special

requirements/requests, we will do our best to find ways to help you.

If you have any problems attending your contact, such as running late or you cannot make it, please contact the Family Centre, this is to minimise distress to your child.

### Parenting Capacity Assessments

A parenting capacity assessment is often a key element of Family Court proceedings, they can also be requested by a child's Social Worker. Sometimes it is necessary to complete such an assessment before a child is born.

### Direct Work

A range of direct work is undertaken at the family centre on an individual and group basis, examples include: life story work, parenting support including the Incredible Years Programme, wishes and feelings work, and keeping safe.

### Family Group Conference

Family Group Conferences originated in New Zealand where Maori Tribes came together to collectively problem solve. Family Group Conferencing seeks to empower families and enable them to be part of decision making for the child.

### Young Carers' Service

Young Carers have a right under The Social Services and Well-being (Wales) Act 2014 to an assessment of need and if eligible needs are identified, to have support.

In 2021 Torfaen were the second local authority in Wales to launch the Young

Carers Card Scheme. The Welsh Government funded ID card scheme aims to help Young Carers in Wales to be identified, feel validated, and receive the support they deserve.

The Young Carers service in Torfaen has a number of key partners. These include Torfaen Youth Service, The Carers Trust, Torfaen Sports Development, Pontypool Youth Forum and Honey Pot young carers respite centre, and are in the process of developing a partnership with the Torfaen Play Service.

Torfaen Young Carers sessions are held at Ashleigh House (via Torfaen Youth Service), the Gwent Carers Hub, Pontypool, and also utilises the family centre at Wesley Street (in the evening and at weekends).

## Opening times

We are open:

Monday	9.00am - 5.30pm
Tuesday	9.00am - 5.30pm
Wednesday	9.00am - 5.30pm
Thursday	9.00am - 5.30pm
Friday	9.00am - 5.00pm
Saturday	9.00am - 1pm

## What facilities are available at the Centre?

- Disabled access
- Bathing and nappy changing facilities for babies
- Kitchen facilities
- Toys, crayons, paints and plenty of paper
- Outside play area
- Buggies

Telephones to contact social workers and other professionals (if needed)

If, at any time, you feel there is something we could do to improve your visit to the Family Centre please tell us. Suggestions are always welcome.

## Complaints

If you need to make a complaint, please talk to a member of our staff who will provide you with a complaint form.

## Our contact details

If you need more help, please contact us.

**Telephone:** 01633 648112/648113

**E-mail:**

[socialcareCallTorfaen@torfaen.gov.uk](mailto:socialcareCallTorfaen@torfaen.gov.uk)

**Our Address:**

Family Resource Centre  
Torfaen Social Care and Housing Services  
Wesley Street  
Cwmbran  
NP44 3LX