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**Parent Advocacy Network (West Glamorgan)**

**Information for Parents**

**Debriefing information**

Thank you for participating in the consultation about your experiences of the child protection system and your views about parent advocacy. As a person with experience of child protection, you may at different times require support as an adult in your own right as well as in your role as a parent. The following provides an outline of information which may be helpful to you, about the relevant legislation and services available. It is not exhaustive list but may assist in providing the first step towards the support you require.

**What are the duties of the local authority and other agencies?**

The local authority and other agencies have duties to promote the wellbeing of those in need of care and support under the Social Services and Wellbeing Act (Wales) 2014.

***Please note that during the Covid-19 period access to services may alter according to government restrictions.***

**Neath Port Talbot**

Social services operates a **Single Point of Contact (SPOC)** for all initial enquiries or requests for support.  A duty service is operated from Monday to Thursday, 8.30am to 5.00 p.m and Friday 8.30 a.m. to 4.30 p.m.  The team is contactable on:  tel: 01639 686803 or [spoc@npt.gov.uk](mailto:spoc@npt.gov.uk)

The service will make initial assessments of the need for care and support for children and families It may refer to **Team Around the Family (TAF)** which offers a range of multi-agency early intervention and family support services for vulnerable children and their families. Children and families with ongoing need for support or where there are safeguarding concerns may be referred to one of the Community Children’s Teams which cover different geographical areas in Neath Port Talbot.  Services for children are also provided by the Looked After Children’s Team and the Child Disability Team.

SPOC can direct you to adult services if this is needed and signpost you to specific support services for adults in the locality.

Adult services in the authority operate:

**Community Independence Service** (CIS) provides tenancy related support to vulnerable people. Tel: 01639 763029

**Community Connectors Service** (CCT) is available to those assessed with social care needs and is a pan-disability service helping to build confidence and independence in the people they support. Tel: 01639 686858

**What community services are available?**

There are a range of other services in the community which may suit your needs:

**Dewis:**

‘When we talk about your well-being, we don’t just mean your health. We mean things like where you live, how safe and secure you feel, getting out and about, and keeping in touch with family and friends’.

Website: [www.Dewis.wales](http://www.Dewis.wales)

**NPT MIND (Mental health charity):**

Provides opportunities to ‘…share experiences, learn new skills, and gain support, information and advice on mental health and emotional wellbeing issues’.

Website: [www.nptmind.org.uk](http://www.nptmind.org.uk)    / Tel: 01639 643510

**WCADA:**

‘WCADA is one of the leading substance misuse treatment agencies in Wales providing Minnesota 12-Step Abstinence treatment and Harm Reduction services, including needle exchange and outreach, targeted to individual need. Other services provided include information, advice and treatment for young people, older and disabled people, family members and carers. WCADA offer individuals affected by substance misuse opportunities for learning new skills, improving self-esteem and confidence, and provides support towards education, training, volunteering and employment through the DOMINO project’.

Website: [www.wcada.org](http://www.wcada.org)

**CALAN DVS:**

‘Calan provides a range of immediate and long term support options for individuals and families experiencing domestic violence and abuse’.

Website: [www.calandvs.org,uk](http://www.calandvs.org,uk)  / Tel: (NPT) 01639 633580

**Cruse Bereavement Care:**

‘We offer support, advice and information to children, young people and adults when someone dies. We work to enhance society’s care of bereaved people’.

Website: [www.cruse.org.uk](http://www.cruse.org.uk)  / Tel: (National Helpline) 0808 808 1677 – people will be put through to the branch of their respective area.

Your GP is also an invaluable source of help and support.  Make sure to utilise services known to you locally, in your own area.

**Swansea**

**Social services**

To contact Social Services for the first time most people will need to get in touch with one of the teams listed below.

[Child and Family Information, Advice and Assistance Service](https://www.swansea.gov.uk/cfiaa)

Initial enquiries and referrals relating to children in need, including child protection issues. Tel: 01792 635700 Email:  [access.information@swansea.gov.uk](mailto:access.information@swansea.gov.uk)

Enquiries and referrals relating to older people and adults with a physical disability.  At busy times, calls may be held in a queue.

Tel: 01792 636519 SMS: 07796 275412 Email:  [CAP@swansea.gov.uk](mailto:intakeOPDS@swansea.gov.uk)

**What community services are available?**

**Swansea One Stop shop**

Provides provides housing and support to men, women, their children and young people across Wales. ‘We primarily work with those escaping domestic abuse, helping them regain their independence.’

https://www.hafancymru.co.uk/about-us/

35-36 Singleton St Swansea

01792 345750

**Swansea Domestic Abuse Hub**

Swansea Council's Domestic Abuse Hub and IDVA Project

Swansea Council's Domestic Abuse Hub and IDVA Project (referral only) continue to operate, providing safety advice and emotional support to those currently at risk, and can be contacted on 01792 636512

**Swansea Women’s Aid**

‘Empowerment, safety and support for women and children experiencing domestic abuse’.

01792 644683

http://swanseawomensaid.com/contact/

**BAWSO**

‘offer emotional support to black minority ethnic and migrant victims of domestic abuse, sexual violence, human trafficking, female genital mutilation and forced marriages.’

https://bawso.org.uk/contact-us/

01792 642003

**WCADA**

Welsh centre for action on dependency and addiction (WCADA)

41/42 St James's Cres, Swansea SA1 6DR

http://www.wcada.org/primarymain.html

01792 472519

**Swansea Mind**

‘For better mental health.’

66 St Helens Road Swansea 01792 642999 or 07342 925999

https://www.swanseamind.org.uk/

Email: admin@swanseamind.org