

APPENDIX 1

NEATH PORT TALBOT: How do I access the Children's Intake Team (Common Access Point)?

The Intake Team (CAP) is the first point of contact for families, members of the public and professionals to gain advice, information and make new referrals for child in need and child protection concerns. The team is based at Neath Civic Centre and can be contacted on 01639 686803 or dutyintake@npt.gov.uk.

The Intake Team has been established to strengthen the 'front door' in ensuring consistency of practice and service delivery in relation to contact, referral and assessment of need. We are also the first contact for new child protection referrals.

The Intake Team consists of Tammy Watts- Team Manager, Tracey Wood-Deputy Team Manager, Karyn Badger-Consultant Social Worker along with five full time Social Workers, and two part time Social Workers and two practice Support Workers.

When should you contact the Intake Team?

-If you believe the family would benefit from support then please discuss your concerns with the child's parent and consider whether the needs identified could be met through services and agencies within the community. This will include a referral to Team around the family (TAF).

-If you are unsure whether the family's needs can be met within the community and believe a referral to the Intake Team maybe required the duty Social Worker is available to provide advice from Monday to Thursday 8:30 to 5pm and Friday 8:30am to 4:30pm.

-If you believe the child's needs cannot be met through services within the community and/or the level of concern; requires an assessment of need then a JARF (Joint Agency Referral Form) needs to be completed. Before completing the JARF the parents of the child will have been spoken to and will have agreed for the referral to be made.

-If you have concerns but the parent is not in agreement for a referral to be made, however you feel in the absence of Social Services intervention there may be child protection concerns the Team Manager and the Deputy Team Manager are available for a consultation.

-If you have identified a child protection concern then you can verbally make the referral followed by the written referral within two working days.

Outcome of making a Referral

All referrers will be responded to in writing within seven working days regarding the outcome of the referral. Not all referrals will result in a initial assessment being undertaken, alternative decisions may be made including further 24 enquiries to be undertaken, referral/sign posting to agencies and services or no further action.

If you are not in agreement with the decision you can contact the Team Manager or the Deputy Team Manager for a discussion.