

RCT Resilient Families Service – Family Factsheet

What is the Resilient Families Service?

The Resilient Families Service delivers support to families across Rhondda Cynon Taf through a Team Around the Family (TAF) approach.

How will it help?

The Resilient Families Service provides the right support to families at the right time. It will focus on increasing your family's resilience – that's your ability to 'bounce back' after something difficult has happened. The support we offer is short term – up to 12 weeks - but it is designed to give you practical help to manage the challenges you are facing by focusing on your strengths as a family.

How does it work?

The Resilient Families Service is part of Children's Services and has staff with a range of different training and expertise who work in four teams:

The **Assessment, Brokerage and Review Team** will be the first team to contact you. An **Engagement and Assessment Officer** will agree a convenient time to visit you at home and complete an assessment with you. This assessment will take a couple of hours to complete and will help us to identify your family's strengths and also areas we could support you to build your resilience. This team will then build a plan for your family and get the services you need support from to work together.

Once the Family Plan is completed, we will need to decide which of the other teams will be the best one to support you. All of the teams have **Intervention Workers** and these people will be ones you will see regularly and the ones you can contact at any time. The team that will be working with you will depend on the type of support you need. The **Families Plus Team** supports families that need help to manage very complicated situations and make the home environment safer for everyone in the family. The **Children with Additional Needs Service (CANS) Team** works with families with children who have additional needs to help them to manage things at home and improve the quality of family life. The **Families Team** support families to manage the challenges they are facing and build their resilience by working through the Family Plan and working with other services who can provide help and support.

Every 6 weeks we will review the Family Plan see how things are going. Once the plan is completed the Intervention Worker will work with you to see what improvements have been made before we close the case.

Who could be involved?

This depends on what kind of support your family needs. We work closely with Education, Housing, and Health as well as schools, Council services and voluntary agencies. We will always ask for your consent to share your information with these agencies so we can create a Family Plan that meets your family's needs and to ensure you receive the best support possible.

What choices do I have?

It is your choice if you want to accept the support of the Resilient Families Service and work with them to help you and your family move forward. It is also your choice not to have your information shared with a particular agency.

Why do we need to share information?

In order to assess and draw up a plan that meets your family's needs it may be necessary to share information with other agencies to ensure that your family receives the best support possible and achieve the outcomes necessary to move forward.

Who will have information about me and my family?

The Resilient Families Service will hold information about your family. We will collect this information from you for the assessment so we have a good picture of what support your family would benefit from. We will store your information on a secure electronic Council system on Council equipment sited in RCT and accessible only to the Resilient Families Service staff. Only with your consent will we share your information with other services and organisations except in cases of child or adult protection concerns. We will only store your information for as long as we need to, in order to comply with the current legislation.

What happens next?

If you decide that you and your family would benefit from the support of the Resilient Families Service please telephone 01443 425006 or email childrens.mash@rctcbc.gcsx.gov.uk. Or you can ask a professional you are in contact with to make a referral for you (e.g. GP, School, Health Visitor, Social Worker).

For more information about the Resilient Families Service please ring 01443 744055 or visit www.rctcbc.gov.uk and search 'Resilient Families Service'.

