

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

**CHILDREN, YOUNG PEOPLE AND EDUCATION  
CABINET BOARD**

**22<sup>nd</sup> October 2015**

**REPORT OF THE HEAD OF CHILDREN AND  
YOUNG PEOPLE SERVICES  
- A. JARRETT**

**MATTER FOR INFORMATION**

**WARDS AFFECTED: ALL**

**INTRODUCTION OF A SINGLE POINT OF CONTACT IN CHILDREN  
AND YOUNG PEOPLE SERVICES**

**1. Purpose of Report**

To make members aware of the introduction of the Single Point of Contact (SPOC) designed to respond to all contacts that come into Children and Young People Services (CYPS) and the Team Around the Family (TAF).

**2. Executive Summary**

For the past 3 years Children and Young People Services have operated an Intake system which has assessed whether initial contacts and referrals met the threshold for social work intervention.

The TAF have operated a separate referral system to CYPS.

Having two referral systems has the potential to confuse families and professionals who want to make a referral but are unsure as to which service is best placed to react.

Since the TAF have been co-located with the Intake Team, the services have taken the opportunity to create a SPOC to holistically assess all contact and referrals.

### 3. **Background**

In 2012 CYPS in NPT set up an Intake Team which was responsible for handling contacts and referrals, conducting Initial Assessments and completing all new child protection investigations. In the last year and a half the quality and timeliness of work undertaken by the Intake Team has been of a high standard and thresholds for social work intervention have been clarified.

The introduction of the TAF service as a part of the Early Intervention and Prevention Strategy meant that those who wanted to refer a family for support now had two avenues – a referral to TAF or a referral to CYPS. The separate systems had different referral forms, different assessments, different timescales and different thresholds. This led to a potential for confusion as well as some professionals putting in referrals to both services at the same time on the basis that this was more likely to elicit a service.

The recent relocation of TAF into Neath Civic Centre has created an opportunity for closer working relationships between the two teams. Based in the same room there is a growing understanding of thresholds and roles and responsibilities.

To further embed consistent practice and decision making at the “front door”, a SPOC has been created and is being officially launched on the 5<sup>th</sup> November with partner agencies. The SPOC will quickly move to being accessed through one dedicated telephone number and email address open to the public and professionals alike. The two teams will work together to agree one referral form, one assessment format and consistent timescales.

As a Single Point of Contact all referrals received by CYPS and TAF will be “screened” by a qualified, experienced Social Work Manager. That manager will then decide on the appropriate next steps. These will include:

- Advice provided and no further action required.
- Signposting to support services
- Referral to early intervention and prevention services via the TAF
- Referral to statutory support services via the Intake Team

The introduction of a SPOC will ensure a safe and consistent approach to decisions around threshold. It will also improve the quality and timeliness of decision making for all referrals and identify at the earliest opportunity those children and families that are best supported by statutory services and/or early intervention/preventative services. Professionals and families who need to refer will be able to be confident that making one referral will lead to consideration of both the social work and TAF service.

The new arrangements are also in keeping with recommendations placed upon the Service by the Care and Social Services Inspectorate Wales (CSSIW).

It is the intention of CYPS to periodically report back to Children, Young People and Education Committee on the progress of the SPOC and would welcome Member scrutiny at this stage.

4. **Financial Impact**

Not applicable

5. **Equality Impact Assessment**

Not applicable

6. **Workforce Impacts**

Not applicable

7. **Legal Impacts**

Not applicable

8. **Risk Management**

Not applicable

9. **Consultation**

Not applicable

10. **Recommendation**

Not applicable

11. **Reason for Proposed Decision**

Not applicable

12. **Implementation of Decision**

Not applicable

13. **Appendices**

Not applicable

14. **List of Background Papers**

Not applicable

15. **Officer Contract**

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