

## Children's Services Team Information

### **Information, Advice and Assistance Service Team and the Children's Services Teams**

#### *Description:*

The information, advice and assistance service team receive all referrals/contacts; where appropriate the referral is forwarded to one of the children's services teams unless there is a specialist provision such as children with disabilities. Referrals received on children and young people already allocated to a children's services team are forwarded to the appropriate Children's Services Team Managers.

In respect of new referrals, if it is assessed that ongoing services are required the case is transferred to one of the children's services teams depending on where the family live.

#### **Information, Advice and Assistance Service**

Team Manager – Debra White

3 Foxes Lane,

Oakdale Business Park

Oakdale

Blackwood

Gwent

NP12 4AB

Telephone Number: 0808 100 1727

Out of Hours Number: 0800 328 4432

Email Address: [contactandreferral@caerphilly.gov.uk](mailto:contactandreferral@caerphilly.gov.uk)

### **Children With Disability Team**

#### *Description:*

The team consists of Allocated workers, Community Occupational Therapists, Children's services Support Workers, Family Aide Worker, and Independent Living Workers, and a Team Manager.

The purpose of the team is to assess children and young people with a disability and their families. This may be for the provision of adaptations, equipment, advocacy, advice or respite services, such as the sitting service or family based overnight respite.

The Team covers the whole of the County Borough, working with children and young people from birth up to eighteen years of age when they then transfer to Adult Services. The Team works in partnership with families, foster carers, voluntary organisations and other statutory bodies.

Team Manager – Lynne Jay  
Caerphilly Children's Centre  
Energlyn  
Caerphilly  
CF83 2WP  
Telephone Number: 02920 849470

### **Child Care Teams**

#### *Description:*

The Children's Services Teams are located throughout the Caerphilly County Borough, details of the main offices are provided at the end of this section. Each locality children's services team has a Team Manager, Senior Practitioners/Social Workers, Child Care Support Workers and Administrators.

The Children's Services Teams receive cases and will complete an assessment and then agreed that a child or young person and their family require additional and ongoing support. It is likely that foster carers will have considerable contact with staff in children's services teams as any child or young person placed will be supported by an allocated worker from one of the children's services team.

#### **Caerphilly Child Care (Two separate teams)**

Team Manager – Rachel Silver (West) & Sandra Engstrom (East)  
Ty Pontygwindy  
Unit 7  
De Clare Court  
Pontygwindy Industrial Estate  
Caerphilly  
CF83 3HU  
Telephone Number: 02920 849700

#### **Blackwood Child Care Team**

Team Manager – Stuart Warrender  
Unit 3, Woodfieldside Business Park,  
Pontllanfraith,  
Blackwood  
NP12 2DG  
Telephone Number: 01495 235888

**Risca Child Care Team**

Team Manager – Vince Penny  
Unit 3, Woodfieldside Business Park,  
Pontllanfraith,  
Blackwood  
NP12 2DG

**Telephone Number:** 01495 235888

**Bargoed Child Care Team**

Team Manager – Karen Williams  
Ty Gilfach,  
William Street  
Glfach,  
Bargoed,  
CF83 8ND

**Telephone Number:** 01685 844295

**Rhymney Child Care Team**

Team Manager – Lauran Type-Burnell  
Rhymney Integrated Health & Social Care Centre  
Rhymney  
NP22 5PW

**Telephone Number:** 01685 846459

**Adoption and Permanency Team***Description:*

The Adoption and Permanency Team aim to provide a range of placements for children and young people referred for adoption. The Adoption Service now operates as a Regional Service.

The team provide adoption support services as required under the Adoption and Children Act 2002. Access to Birth Records Counselling, undertake Non-Agency adoptions and provide support and assess adopters seeking to adopt from overseas.

North Wing  
2<sup>nd</sup> Floor, Block B,  
Mamhilad House  
Mamhilad Park Estate  
Pontypool  
Torfaen  
NP4 0HZ

**Telephone Number:** 01495 355766

**Email Address:** [adoption@caerphilly.gov.uk](mailto:adoption@caerphilly.gov.uk)

## **Finance Department**

Penallta House,  
Tredomen Park,  
Ytsrad Mynach,  
Hengoed,  
CF82 7PG

Telephone Number: 01443 864531/ 01443 864538

Email Address: [ssfinancechildren@caerphilly.gov.uk](mailto:ssfinancechildren@caerphilly.gov.uk)

## **Fostering Caerphilly**

### *Description:*

The Fostering Team is responsible for the recruitment, assessment, support, training and review of foster carers. The team consists of a Team Manager, Senior Practitioners, Social Workers, Child Care Support Workers and Administrators.

There is an out of hour's service which provides telephone support to carers during the following hours: -

- Monday to Friday 6pm – 10pm
- Saturday and Sunday (and bank holidays) 6pm – 10pm

Staff telephone foster carers to offer support under the following circumstances:

- Where new placements have been made.
- To newly approved/inexperienced carers.
- To carers who have a child or young person placed on a Friday.
- To carers facing particular challenges in meeting the needs of a particular child or young person.

Team Manager – Lyndsey Hippsley  
Ty Pontygwindy  
Unit 7 De Clare Court  
Pontygwindy Industrial Estate  
Pontygwindy Road  
Caerphilly  
CF83 3HU

Telephone Number: 0800 587 5664

Email Address: [fostercarers@caerphilly.gov.uk](mailto:fostercarers@caerphilly.gov.uk)

## **Out of Hours Support to Foster Carers**

Telephone Number: 02920 849766

## **16+ Team**

Description: The team is one of several countrywide teams, committed to working in partnership with young people, their families and community. The statutory framework for the team is the Leaving Care Act, October 2001.

Caerphilly Children's Services Division has a dedicated Leaving Care Team who are developing their services to become a 16 plus service. The Team work with young people to provide them with support guidance and advice to help them to live independently in the community after leaving the care of the council. The team support young people through the transition into adulthood making sure that they have gained practical and self-care skills to achieve independence, this includes keeping in contact with them, providing accommodation support and supporting them to access education and training opportunities.

The 16 Plus service works closely with their partners in the Health Board, Youth Service and Housing to deliver the best possible support to young people leaving care

Team Manager - Sarah Wynn  
Ty Pontygwindy  
Unit 7 De Clare Court  
Pontygwindy Industrial Estate  
Caerphilly  
CF83 3HU

Telephone Number: 02920 849822  
Email Address: [leavingcare@caerphilly.gov.uk](mailto:leavingcare@caerphilly.gov.uk)

## **Emergency Duty Team**

Telephone Number: 0800 3284432

**Note:** This scheme does not replace the service provided by the Emergency Duty Team (EDT). If you have an emergency you must contact the EDT in the usual way. Links between EDT and the scheme will promote better information sharing and professional practice. EDT are available from 5pm to the next working day and throughout weekends.

### **Complaints and Praise Officer**

*Description:* If you are unhappy about the social services you are receiving, you have a right to complain. We aim for high standards but sometimes things do go wrong. We will only be able to help you and try to put things right if you tell us you are unhappy. Don't be afraid to complain. We welcome your comments, both positive and negative, because they may help us to improve our services for everyone.

### **Complaints and Praise Officer**

Social Services

Penallta House,

Tredomen Park,

Ytsrad Mynach,

Hengoed,

CF82 7PG

Telephone Number: 0800 328 4061

Email Address: [socialservices@caerphilly.gov.uk](mailto:socialservices@caerphilly.gov.uk)

### **Learning and Development Team**

Team Manager – Jane Haile

3 Foxes Lane,

Oakdale Business Park

Oakdale

Blackwood

NP12 4AB

Telephone Number: 01495 232831/01495232834

Email Address: [Learndev@caerphilly.gov.uk](mailto:Learndev@caerphilly.gov.uk)

### **Ty Ni Children's Home**

Description: Ty Ni Community Home is a five -bedded unit with an additional semi-independent training room that provides quality care to vulnerable people of either gender aged between 13 and 17 years. We aim to provide a positive, stable environment that enables the young people to feel valued and safe. Each young person has an individual care plan designed to facilitate their return to the birth family or to prepare them for independent living. This is accessed via social services.

### **Ty Ni Community Home**

Team Manager - Sian Herdman

Ty Ni

Caerphilly,

Mid Glamorgan,

Telephone Number: 029 20850691

### **Immediate Response Team**

Description: The Immediate Response Team (IRT) is committed to providing time limited, intensive support to young people and their families or carers during their times of greatest need. There are times when parents or carers of children experience critical periods where they feel they cannot cope any longer and it is at these times that children and young people are most at risk of entering into the care of the authority and or being fully rejected by those with whom they have close attachments. The team look to intervene as immediately as possible during these critical periods to support the family or carers to respond positively to issues they are presented with, building their resilience for similar situations in the future. To successfully support families through such times, we explore their feelings and emotions relating to their situation before identifying their personal skills and strengths that we can help them build upon to resolve their own issues. Throughout the intensive intervention, support will be provided on a flexible basis to meet the needs of the family.

Team Manager – Gary Meale  
Unit 3  
Foxes Lane  
Oakdale Industrial Estate  
Oakdale  
Blackwood

Telephone Number: 01495 233247  
Email Address:

### **Education and Safeguarding Team**

*Description:* The team has two primary roles, firstly to provide advice, support and training to all Directorate staff in relation to the Safeguarding of children. Secondly, to co-ordinate education services to all Looked After Children and those whose names are on the Child Protection Register.

As well as the hands on approach to interacting with our Looked After Children and Young People, the Education Safeguarding Team promotes positive links with schools, and multi agency partners.

Team Manager – Helen West  
Penallta House,  
Tredomen Park,  
Ystrad Mynach,  
Hengoed,  
CF82 7PG  
Telephone Number: 01443 866686  
Email Address: [educationsafeguarding@caerphilly.gov.uk](mailto:educationsafeguarding@caerphilly.gov.uk)

### **LAC Nurse - Clinical Nurse Specialist for Looked After Children**

*Description:* Aneurin Bevan Health Board are committed to the provision of a high quality service to all children and young people who are looked after and ensure that the health needs of all children and young people are met during the time they are looked after by the local authority.

The Clinical Nurse Specialists work with and provide a health promotion service to all looked after children and care leavers. They work with foster carers and other professionals working with children to raise their awareness of the health needs of children looked after.

Cerys Lock  
Trethomas Clinic  
Trethomas  
Caerphilly  
CF83 8FX  
Telephone Number: 02920 864676  
Email Address: [Cerys.Lock@wales.nhs.uk](mailto:Cerys.Lock@wales.nhs.uk)

### **NYAS (National Youth Advocate Service)**

*Description:* The National Youth Advocacy Service (NYAS) is a unique, 'not for profit', children's charity which supplies a range of independent services to children and young people, their families and appropriately involved adults.

NYAS advocacy services provide children and young people with information about their rights and entitlements and assistance to enable them to use formal complaints procedures if that is what they want, and to have a voice and be heard when decisions are made about their lives.

#### **NYAS**

Headquarters  
Egerton House,  
Tower Road,  
Birkenhead,  
Wirral,  
CH41 1FN  
Telephone Number: 0151 649 8700  
Email Address: [main@nyas.net](mailto:main@nyas.net)



## **CAFCASS (Children And Family Court Advocacy and Support Services)**

*Description:* Cafcass champions the interests of children involved in family proceedings, advising the family courts in England on what it considers to be in the best interests of individual children.

### **CAFCASS**

6th Floor

Sanctuary Buildings

Great Smith Street

London

SW1P 3BT

Telephone Number: 0844 3533350

Email Address: [webenquiries@cafcass.gsi.gov.uk](mailto:webenquiries@cafcass.gsi.gov.uk)

## **CSSIW (Care and Social Services Inspectorate Wales)**

*Description:* CSSIW carries out its functions on behalf of Welsh Ministers, and although we are part of a Department within the Welsh Government there are a number of safeguards in place to ensure our independence.

Three regions (North Wales; South East Wales and South West Wales) are the focus for professional assessment and judgement about services and organisations. They inspect and review local authority social services and regulate and inspect social care and early years settings and agencies.

Our national office in Merthyr Tydfil provides professional advice to improve services and analyses social care in Wales, delivering reviews based on the analysis. It ensures all processes are simplified and citizen focussed providing ongoing communication and engagement with all of our stakeholders and those who use social care services.

### **CSSIW South East Region**

Welsh Government

Rhydycar Business Park.

Merthyr Tydfil,

CF48 1UZ

Telephone Number: 0300 062 8888

Email Address: [casiw.southeast@wales.gsi.gov.uk](mailto:casiw.southeast@wales.gsi.gov.uk)

## **Children's Commissioner for Wales**

Description: Here are some of the things that Keith and his staff do for Wales' children and young people:

- Telling everyone, including children and young people, about the Commissioner and about children's rights
- Meeting with children and young people and listening to what they have to say about issues that affect them
- Talking to children and young people about the Commissioner's work, what else they think he should do and how he should do it
- Looking at the work of organisations like councils and health trusts to see if they are thinking about children's rights
- Telling people who can make a difference what children and young people think is important and how to improve things
- Giving advice and information to children and adults who contact the Commissioner's team.

### **Keith Towler**

Oystermouth House

Pheonix Way

Llansamlet

Swansea

SA7 9FS

Telephone Number: 01792 765600

Fax: 01792 765601

Email Address: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

[www.childcom.org.uk](http://www.childcom.org.uk)