

Different types of Key Worker Support

Named Key Worker

For those children and young people who have complex disabilities and live with ongoing changes to their circumstances, they will be offered a named key worker within the project.

This key worker will support your child or young person and the wider family to ensure you receive the right information and services to best meet your needs. Your key worker will keep in regular contact with you.

Duty Key Worker Support

Some children/young people and their families do not need a high level of support or may not be eligible for a named key worker. For those families, we offer a duty key worker service.

This means you can contact a key worker Monday - Thursday, 9am - 5pm by telephoning or visiting the project in Hawthorn Rise.

Get In Touch

Hawthorn Project
Key Worker Service
Penffynnon
Hawthorn Rise
HAVERFORDWEST
Pembrokeshire
SA61 2AX
Tel: 01437 761330
Website: www.afcwestwales.co.uk

Action for Children

3 The Boulevard
Ascot Road
Watford WD1 8AG
0300 123 2112
ask.us@actionforchildren.org.uk
[@actnforchildren](https://twitter.com/actnforchildren)
actionforchildren.org.uk

If you are unhappy with our service, please talk to a member of staff or call Action for Children's customer service and complaints manager on 0800 3287800. You may also be able to contact an independent body that oversees our service. Please ask a member of staff.

Action for Children is a charity (1097940/SC038092) and a company limited by guarantee (England and Wales No. 04764232).



Hawthorn Project Key Worker Service

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www.afcwestwales.co.uk &
download a referral form

We always show how Action for Children works

By creating stable new homes through fostering or adoption.

By running family centres across the UK.

By keeping struggling families together.

By supporting young carers.

By helping disabled children with the challenges they face.

By helping teenagers get into education and jobs.

By refusing to accept that 1.5 million neglected children in the UK is OK.

By doing what's right, doing what's needed, and doing what works for children.

What is a Key Worker?

A Key Worker is a named individual who offers support and advice to a disabled child or young person and their family. The key worker acts as a single point of contact and enables the child/young person and their family to have easy access to information, support and services to meet their needs.

Am I eligible for a Key Worker?

If your child or young person meets any of the criteria listed below, you could be eligible for a key worker:

- Is between 4 & 16 years of age
- Lives in Pembrokeshire
- Has moderate/complex ongoing needs
- Has involvement from 2 or more agencies

What happens when my child/ young person is referred to the Key Worker service?

When we receive a referral, we visit to do an assessment. Following this assessment, we identify any tasks/jobs that need doing to help you in your situation.

What if my circumstances change?

If you no longer need/require a key worker, please contact us.