



# Emergency Placements

**When the timeline is hours, not days.**

Built for the calls that come in at 4pm on a Friday.  
Structured, safeguarding-first, and answered the same day.

**24/7 EMERGENCY LINE**  
**01792 677275**

Answered by senior team members.  
Not a switchboard.

**100%**

Placement stability  
at 90 days

**Same day**

Emergency  
response

**50+**

Young people  
currently supported

**12**

Local Authorities  
currently placing

## What an emergency placement includes

- Same-day response — defined window, not "we'll get back to you"
- Risk triage before acceptance — structured suitability, never skipped
- Safeguarding from minute one — escalation routes and named senior contact
- Written confirmation — placement details and risk plan before end of day
- No surprise costs — emergency rates agreed up front, no opaque add-ons
- 72-hour post-arrival review — what's working, what needs adjusting

## Safeguarding model

- Single, non-negotiable escalation route at every tier — no informal handling
- All incidents logged within 4 hours (serious) or 24 hours (all others)
- Post-incident review within 72 hours, signed off by Operations Lead
- On-call cover confirmed minimum 7 days in advance

**REFER A YOUNG PERSON**

[life.tifa.co.uk/referrals](https://life.tifa.co.uk/referrals)

01792 677275

Same-day emergency response

[hello@tifa.co.uk](mailto:hello@tifa.co.uk)

[life.tifa.co.uk](https://life.tifa.co.uk)

TIFA Life is not CIW registered — 16+ supported accommodation sits outside CIW scope under current Welsh legislation.

# From call to placement

- 01 Call taken**  
24/7 line answered by senior operations team member — not a switchboard.
- 02 Risk triage**  
Presenting needs, safeguarding picture, capacity assessed within minutes.
- 03 Same-day decision**  
Written confirmation within hours. If we can't take it, we say so with reasons.
- 04 Placement stood up**  
Property ready, staff briefed, welcome pack, safeguarding plan shared.
- 05 Young person arrives**  
Named keyworker on site. Settling-in support from minute one.
- 06 Written update**  
Full confirmation in commissioner's inbox before end of day.
- 07 72-hour review**  
What's working, what needs adjusting, what to escalate.
- 08 Transition pathway**  
Into longer-term 16+ provision if the match remains suitable.

## Escalation route



## Partner with us

TIFA Life actively partners with Local Authorities to establish new provision in their area. We source compliant properties, deploy trained staff, and mobilise placements at pace — with safeguarding infrastructure in place from day one.

## Where we operate

Currently placing with 12 Local Authorities across Wales and cross-border into the West Midlands.

Cardiff · Swansea · Powys · Blaenau Gwent · Bridgend · Carmarthenshire · Pembrokeshire  
Neath Port Talbot · Wrexham · Rhondda Cynon Taf · Merthyr Tydfil · Sandwell

## CASE STUDY

A South Wales LA contacted TIFA Life at 2pm on a Friday with a UASC young person requiring immediate placement. By 6pm: suitable property confirmed, trained support worker on site, young person settled with culturally appropriate provisions. Full written update by Monday morning.