



**Children & Younger Adults
Department
Supporting Families**

Family Support Service

Performance Standards- Outline of standards

Standard One

The Family Support Service promotes and safeguards the welfare and development of each child with whom it has contact

Individual Children/Young People/Parents or Carers

1. The service can demonstrate that at the start of work with a child they receive sufficient information on the child's welfare and development. This may be from a variety of sources including health, child-care or education colleagues. This is then used to develop/inform a plan of work with the individual child in mind and to avoid children being subjected to multiple assessments.
2. The service can provide individual examples of how it promotes the five outcomes with each child and family.
3. The service works with individual parents to assess/enhance their parenting ability. In order to safeguard and promote the development and welfare of the child This includes giving them information on how to promote the welfare and development of their children.
4. The service carries out individual work with families in the community to promote the welfare and development of children and to safeguard their wellbeing. This includes working in individual homes to ensure that the child's environment is appropriate to promote the welfare of each child.
5. The service may oversee contact for children and young people. The service staff ensure the welfare of each child is maintained during contact.

The Service as a whole

1. The service has a statement of purpose that outlines how it will promote the welfare and development of the children it comes into contact with. This is reviewed at regular intervals on a county basis.
2. There is information available at the service for both parents and staff on child development and welfare. This includes specialist information on disability and/or specific conditions. Early Support Family Packs should be available.

3. There is equipment and specialist toys available for the staff/parents to use with children/young people to promote their development. This includes work in the centre and within the community.
4. If the service is based at a centre this has the appropriate facilities in order to promote the five outcomes. The centre is clean and free from hazards. The centre is regularly inspected to ensure its safety.

Development and Improvement

1. The service can provide evidence of how it regularly reviews its work with children and parents in light of new research or best practice.
2. The service can provide evidence that it is looking at new ways to promote the welfare and development of children. The service can also demonstrate that it is responsive to changing local needs.
3. The service can provide evidence that it regularly reviews the above standards and has an action plan for development at an individual/service level.

Standard Two

The Family Support Service works in partnership to ensure the welfare and development of each child

Individual Children/Young People/Parents or Carers

1. The service shares information with other professionals on each family case to ensure the most effective service for the child in accordance with the Information Sharing protocol.
2. The parents/carers are treated as partners by the service and are treated with respect. They are given information on what to expect from the service upon accessing it. They are regularly kept up to date and are involved in any reviews of the service their family is offered.
3. Parents/carers can easily access information at the service. They are given copies of any plans and are made aware of any changes to the service. The service ensures that parents/carers are aware of the complaints/compliments procedure upon joining the service.
4. Children and young people are informed on what to expect from the service and are kept up to date with any changes or assessments (if appropriate).
5. The service gains advice and information on specific issues such as health/housing/benefits/education from partners in the community in order to promote the welfare and development of individual children.

The Service as a whole

1. The service maintains good working relationships with partners. This includes meeting them regularly and feeding back any issues of concern. The service maintains links to community organisations as well as statutory agencies.
2. The service maintains links with other Family Support Services and shares practice and developments within the whole service.
3. The service regularly (at least annually) gains feedback from partners, including parents/children on their service and any improvements/changes they can suggest. This feedback is then discussed and action taken if appropriate. The partners are then told about the changes.

4. The service provides information to all of their partners on their progress, changes or developments. This should be done on a regular basis at least annually. This includes any inspection reports.

Development and Improvement

1. The service can provide evidence of any new initiatives or working relationships it has developed with its partners
2. The service can provide evidence of how it intends to promote partnership working in the future
3. The service can provide evidence that it regularly reviews the above standards and has an action plan for development at an individual/service level

Standard Three

The Family Support Service has a competent and effectively managed and trained staff team that offers a quality service

Individual Children/Young People/Parents or Carers

1. The staff team all have some experience of working with children or young people upon recruitment. All staff members have an up to date enhanced CRB check in place.
2. All new members of staff go through an induction programme that is signed off by the management. The induction meets the requirement of the children's workforce induction. This includes shadowing a more experienced member of staff for a suitable period.
3. If parenting assessments are carried out at the service new members of staff should co-work at least three assessments before undertaking any on their own. The manager will then sign off the member of staff to say they are ready to undertake assessments.
4. All of the staff at the service follows the recording policy. The new members of staff are made aware of their obligations. Long standing members of staff are also refreshed on their obligations.
5. All members of staff attend safeguarding training. They are also able to attend regular training that is relevant to their positions within the service. Training is discussed in supervision and individual training needs are met by the personal development plan. The training needs of the individual should also take into account the competency framework.
6. All members of staff regularly have supervision. This should be carried out a minimum of once a month. The manager should also receive monthly supervision.

The Service as a whole

1. The staff team have a meeting to discuss workload/training or other issues at least once a fortnight.
2. The service positively encourages members of staff to undertake training and the staff are asked to feedback after attending training. The management of the service have links with the training section and feedback any training needs.

3. Best practice is discussed as a team and the staff are encouraged to look at their own practice and to share their experiences.

Development and Improvement

1. The service can provide evidence of how it has developed its practice following training/research/best practice/guidelines.
2. The service can provide evidence that it regularly reviews the above standards and has an action plan for development at an individual/service level.

Standard Four

The Family Support Service recognises and caters for individual difference and diversity.

Individual Children/Young People/Parents or Carers

1. On accessing the service the staff team will make sure that they assess the needs of the individual child and their parents/carers. This includes assessing whether there are specific issues that will need specialist support. The assessment and plan should consider: culture, ethnicity, language religion, age, disability, substance misuse, mental health, sexuality, literacy.
2. The service puts into place measures to meet any specific needs of children/parents and seeks specialist advice if necessary. All children and young people are treated as individuals and can access the service no matter what their circumstances.
3. The service will be aware when working in the community of any diversity or cultural issues that may affect practice. The service takes guidance on how to meet these needs.
4. Information on the service, individual assessments and what to expect will be made available to individuals in a format that they can access.
5. The service in their work with individuals will challenge any discriminatory behaviour they observe and promote an understanding of diversity and equality.

The Service as a whole

1. The service has a statement on how it is going to promote diversity and equality. This includes that it is not acceptable to be discriminatory when either working at or accessing the service and what will happen if discrimination is observed.
2. The service will aim to work in a non oppressive way. They will aim to promote diversity and equality in their work. In a centre positive images should be given and difference celebrated.
3. The service should make sure that it is aware of any agencies that it can access if specialist support is needed.

4. If the service works out of a centre then this should be accessible as far as possible. If the centre is not accessible then the service should discuss how best to meet the individuals needs.

Development and Improvement

1. The service can demonstrate that it uses a range of means to promote diversity and equality.
2. The service can provide evidence that it regularly reviews the above standards and has an action plan for development at an individual/service level.

Standard Five

The Family Support Service has policies, procedures and processes to ensure that a safe and quality service is provided.

Individual Children/Young People/Parents or Carers

1. The service has a set of policies and procedures that govern how it works with individual children/parents. These include County wide procedures and service based ones. The staff are expected to work to these documents.
2. The staff team are aware of these procedures and can access them easily. They are also made available to partners upon request including young people and parents/carers.
3. The service pays attention to the safety of both staff and partners in its processes/procedures. The risks to staff are assessed when working in the community.
4. Individual staff members are made aware of policies, procedures, and processes upon joining the service and then receive regular refreshers or updates. The issue of working to the documents is discussed in supervision.
5. The parents are made aware of how to contact the service. The service staff return calls and keep families informed of changes in circumstances.

The Service as a whole

1. The service regularly reviews and updates its procedures, policies, processes to take into account any developments. This includes a discussion with the staff team on the appropriateness of the documents.
2. The service staff regularly discuss relevant documents and issues such as the children's services plan, PAF indicators, and feedback from area management meetings and ensures that as a team they are aware of the documents.
3. The feedback gained from partners is used to inform the procedures, processes and policies as far as is practicable.

Development and Improvement

1. The service can provide evidence that they have implemented a process, procedure, policy following new research, best practice or feedback from partners.
2. The service can provide evidence that it regularly reviews the above standards and has an action plan for development at an individual/service level.