**Thurrock Council Service Specification**

**Family Assessment Centres – Lot 4**

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### 1. INTRODUCTION AND BACKGROUND

1.1 Thurrock Council is seeking to appoint Service Providers to supply comprehensive family assessments (excluding psychiatric/psychological assessment) in a residential/community based setting for families referred by the Children's Directorate, who are normally resident in Thurrock.

1.2 This Service is for Parent(s) and child(ren) where the parenting ability needs to be assessed under safe, monitored conditions. The Provider will be undertaking assessments in line with court standards and the instructions of the court and of the Council.

1.3 Primarily this Service works with parents of children aged 0-5, however older children are sometimes resident.

1.4 Families will be identified through Thurrock Children’s Directorate's internal processes and the target group will be families where the level of concern of risk to the child is such that the assessment cannot be carried out in the family home.

1.5 The Service Provider will not be required to work with:

* + Adults whose violence would put other families or staff in danger, or who have not received appropriate treatment for drug or alcohol misuse
	+ Arsonists or those experiencing an untreated psychosis.

1.6 The Service will include a comprehensive evidence based written report giving their findings and recommendations which can be used in court proceedings if necessary, and as such will be completed within the Public Law Outline (PLO) timescales, without exception.

### 2. THURROCK COUNCIL PRIORITIES

2.1 Thurrock Council’s Vision and Priorities are set out below:

**Our vision**

**An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.**

**Our priorities**

**People - a borough where people of all ages are proud to work and play, live and stay.**

This means:

* high quality, consistent and accessible public services which are right first time
* build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
* communities are empowered to make choices and be safer and stronger together

**Place - a heritage-rich borough which is ambitious for its future.**

This means:

* roads, houses and public spaces that connect people and places
* clean environments that everyone has reason to take pride in
* fewer public buildings with better services

**Prosperity - a borough which enables everyone to achieve their aspirations.**

This means:

* attractive opportunities for businesses and investors to enhance the local economy
* vocational and academic education, skills and job opportunities for all
* commercial, entrepreneurial and connected public services

2.2 Thurrock Council in addition has a number of related strategies and policies with which the Service Provider shall comply. These are set out in detail in Appendix 4: Applicable Policies and Strategies and include:

* Violence against Women and Girls
* Child Sexual Exploitation
* Prevent
* Hate Crime

### 3. OUTCOMES

3.1 The Service aims are set out as follows:

* To assess parents in a supervised context in situations where it is felt that a community based assessment would present too many risks to the child(ren)
* To advise the Children's Directorate and provide recommendations for future action, in particular whether, and within what timescale the parent(s) will be able to provide good enough parenting
* To assess within specific timeframes and provide interim and final reports in line with court timescales
* To assist and support parents to acquire the skills, insight and capacity necessary to parent, while building on their existing strengths
* To encourage parents to take responsibility for their children and their own lives, so that they will be able to live independently in the community, while identifying the supports which would be necessary to enable them to do this
* To support parents in the event of removal of children due to child protection concerns

### 4. SAFEGUARDING

#### 4.1 General principles

4.1.1 In addition to the requirements set out in this Section 4., the specific clauses with the standard terms and conditions of the contract with regard to safeguarding will apply.

4.1.2 The Service Provider will participate in local safeguarding children’s boards where required and understand their responsibilities and the responsibility of others in line with the Children Act 1989 and 2004. Adherence to these procedures may at times limit the right to confidentiality.

4.1.3 The Service Provider will adhere to the Southend Essex and Thurrock Safeguarding Children Guidelines and the Southend Essex and Thurrock Safeguarding Adults Guidelines.

4.1.4 The Service Provider will operate the highest standard of recruitment practice in line with the Southend Essex and Thurrock Safeguarding Children guidelines.

4.1.5 The Service Provider will liaise with the Designated/Named professionals for Safeguarding Children, Social Workers, the Multi Agency Safeguarding Hub (MASH), Education, Health Visitors, General Practitioners and other medical and nursing staff on child protection issues where required.

4.1.6 The Service Provider will implement a robust mechanism in place for the reporting of child protection concerns (in accordance with the Children’s Act 1989 and 2004).

4.1.7 The Service Provider will ensure all staff working with children and vulnerable adults have **enhanced Disclosure and Barring Service (DBS).** **In addition, a specific check is to be carried out to ensure the individual is not on the list of those barred from working with children and adults**. Newly appointed staff will not be permitted to commence work until a satisfactory DBS has been obtained and satisfactory references received and checked.

4.1.8 The Service Provider will report any DBS checks that have recorded any disclosures or intelligence from the police immediately to the Council (Children’s Services) and not proceed with any employment offer where this is identified

4.1.9 The Service Provider will ensure a senior member of staff is always available as safeguarding lead (management) trained to level 3

4.1.10 The Service Provider will prepare or contribute to professional written reports that contribute to child protection processes.

#### 4.2 Missing episodes and Unauthorised Absences

4.2.1 **The definition of missing** – Anyone whose whereabouts cannot be established will be considered as missing until located and his or her well-being confirmed (College of Policing Authorised Professional Practice Guidance)

4.2.2 The Service Provider shall set out clear timescales with parents regarding times when it is expected that the parent will return to the placement.

4.2.3 Absences from the placement can be broken down into three categories:

|  |  |
| --- | --- |
| Authorised | Absence of a parent and child has been agreed in with the Allocated Social Worker. The whereabouts is known by the Service Provider |
| Unauthorised | Absence has not been authorised by the Service Provider and the Allocated Social Worker – however the whereabouts of the parent and child is known by the Service Provider |
| Missing | The Service Provider and the Allocated Social Worker do not know the whereabouts of the parent and child |

4.2.4 If the absence is Unauthorised or Missing, the Service Provider shall report this to the Allocated Social Worker or the Emergency Duty Team (EDT) within one hour**.** In the case of missing episodes the Police will also be contacted within one hour.

4.2.5 If the Service Provider believes the parent and/or child are in immediate danger they must inform the Police, Allocated Social Worker / EDT immediately.

4.2.6 The Service Provider will provide a full report detailing the missing / unauthorised episode within 24 hours of occurrence and submit securely to the Allocated Social Worker.

#### 4.3 Safe Recruitment

4.3.1 The Service Providerwill ensure that there are robust recruitment processes in place. The Service Providershall adhere to the following requirements as a minimum:

1. Obtain 3 written references, one from the current or last employer, and make telephone contact with the referee to confirm authenticity and obtain additional information
2. Undertake an enhanced Disclosure and Barring Service (DBS) check with a local police intelligence check for every member of staff including those that perform office functions and do not work direct with children
3. Work history will be checked with any gaps investigated and recorded ensuring that the Service Provider is satisfied with any explanation, checking this with previous employers
4. Re-check DBS checks every 2 years as a minimum
5. Only accept previous DBS certificates from previous employers if the member of staff was employed in an identical role. If this is not the case a new check will be undertaken by the Service Provider
6. Maintain a database of DBS certificate numbers, their date and their renewal date
7. Issue all employees with two copies of their job description and contract of employment. One of each of these documents is to be signed and dated by the employee and placed in their staff file. The contract / job description should detail: employment commencement date, number of hours employed, duties and responsibilities, skills/attributes required, training or qualification that is a pre-requisite of employment or expected post-employment with the Service Provider.
8. Keep a record of all employees that will include: date of birth, home address and telephone number, details of the DBS checks, copies of passport and/or photo driving licence. Photo identification must be seen (only a valid passport or valid photo driving licence is acceptable), copy of birth certificate, copy of marriage certificate where relevant, proof of residence in the form of a utility bill or tax letter (dated within the last 3 months), certified copies of relevant qualifications and relevant training certificates, a completed application form for the role
9. Undertake robust employment processes including interviews with two members of staff assessing the suitability of a candidate

4.3.2 Where a member of staff is required to drive as part of the role a copy of their driving licence will be required, a copy of insurance cover that includes business use, a copy of proof that the vehicle is taxed, has an MOT and is appropriately serviced.

#### 4.4 Section 11

4.4.1 The Service Provider shall complete a Section 11 Safeguarding self-audit on an annual basis for submission to the Council’s Local Safeguarding Children’s Board and the Commissioning Team. The format of this will be provided by the Council.

#### 4.5 Policies required

4.5.1 The Service Provider will maintain the policies overleaf (this is not an exhaustive list). These policies will be subject to review by the Council to ensure that they are to a high standard. Every policy will be reviewed every 3 years or sooner if legislation/guidance changes and necessitates a review.

|  |  |
| --- | --- |
| Safeguarding ChildrenSafe recruitmentChild Sexual Exploitation (CSE) Event and Notifications Equality and Diversity Staff SupervisionMissing episodesAnti-radicalisationOut of hours | VisitorsHealth and SafetyComplaintsMedicationsInternet useStaff conductWhistleblowingBusiness Continuity Plan |

#### 4.6 Specific principles relating to Safeguarding Families

4.6.1 The Service Provider must take reasonable steps to ensure that the process of participating in the Family Assessment does not expose any family members or other persons to a risk of harm due to family violence.

4.6.2 The Service Provider shall obtain sufficient information about a case from documents and preliminary meetings with the family, or their representatives (including extended family or other individuals / groups supporting the family), so as to be aware of possible risks of family violence while the family members are attending interviews or observations, travelling to or from these appointments, or following the release of the assessment

4.6.3 The Service Provider shall use the information to offer arrangements so that family members can attend without the risk of threats, harassment, intimidation or physical violence. Where necessary, they should negotiate a safety plan with any parties who have concerns about family violence

4.6.4 The Service Provider will set up safety plans for a family’s participation without pre-judging any expressed concerns (whether from the family, extended family or other individual / group supporting the family) about violence. Making arrangements based on parties’ expressed concerns is not in itself a presumption about the validity of those concerns. Formulation of any opinions as to the actual risks to the family or any other party should only be made after all the necessary information has been gathered and considered.

4.6.5 Family assessors must have detailed knowledge and understanding of the nature, dynamics, cycle, impact and relevance of family violence when conducting assessments

4.6.6 Where family violence is identified as an issue in a matter, the Service Provider must conduct a risk assessment as part of their report. The Service Provider must take the following steps:

1. Address the issue of family violence or abuse or the risk of family violence or abuse
2. Assess the harm the children have suffered or are at risk of suffering if the child were to spend time or live with the person against whom the allegations are made
3. Where there are concerns about the child spending time with the person against whom allegations of violence are made the Service Provider must report such concerns to the social worker
4. Ascertain the views of the child / children in light of the allegations of family violence or abuse or the risk of family violence or abuse when it is safe to do so, and
5. Seek to understand whether the whereabouts of the party making the allegations has been suppressed and ensure that those whereabouts are be revealed in the assessment and reporting process.

4.6.7 The Allocated Social Worker will engage the social care team to assess whether the physical and emotional safety of the child and the person alleging the family violence or abuse can be secured before, during and after any contact the child has with the parent or other person against whom the allegations are made

4.6.8 Where family violence or abuse is established, the Service Provider should include in the assessment report:

* the impact of the family violence or abuse on the children and a parent/adult who may be a victim
* any steps taken by a parent or adult to act protectively or protect the children and minimise the risk of further family violence or abuse
* whether the person acknowledges that family violence or abuse has occurred
* whether the person accepts some or all responsibility for the family violence or abuse
* whether, and the extent to which, the person accepts that the family violence or abuse was inappropriate
* whether the person has participated or is participating in any program, course or other activity to address the factors contributing towards his or her violent or abusive behaviour
* whether there is a need for the child and the other parent to receive counseling or other form of treatment as a result of the family violence or abuse
* whether the person has expressed regret and shown some understanding of the impact of their behaviour on the other parent in the past and currently
* whether there are any indications that a person who has behaved violently or abusively and who is seeking to spend time with the child can reliably sustain that arrangement and how it will occur so that the child feels safe.

### 5. REPORTABLE EVENTS/INCIDENTS

5.1 The Service Providerwill notify the Council immediately in the event of an incident of any event that occurs as detailed in the list below.

* Death or serious injury
* The illness or medical condition of a member of a family (other than a common cold)
* Markings / bruising on a child
* Safeguarding concerns in respect of a child
* Non or inappropriate feeding of a baby
* Any fears for the safety of the member of a family
* Any risks of domestic violence
* Any situation that threatens the wellbeing of any member of the family, including self-harm, attempted suicide or suicide ideation
* Any significant change of mood of any member of a family
* “Unauthorised” absence (knowing where a parent or child is but this being unauthorised) or “Missing” status - family member that is missing from the placement (not knowing where a parent, child is)
* Allegations of abuse, physical or sexual, to a member of a family placed with the Service Provider
* Any disturbance, threatening behaviour, violence, a member of a family placing themselves or others at risk, or any criminal offence being committed, regardless of whether the police are called
* Any Service related staffing / buildings issue that affect the ability to provide a safe environment for families residing at the Family Assessment Centre, or that impacts on the ability to deliver the assessment process
* In the event that a family member or the entire family expresses a view that they no longer wish to remain at the Family Assessment Centre
* Any event that may affect the stability of other families resident at the centre
* The suspension of any member of staff for conduct reasons
* Any disciplinary action that is taken in respect of any member of staff
* The receipt of any formal complaint from a family / member of a family resident at the centre, whether this be received verbally or in written format

5.2 The Service Provider shall report the incident to the Allocated Social Worker during normal office hours or to the emergency duty team (EDT) outside of office hours, during the evenings (after 5.30pm) and weekends.

5.3 Initial notification will be made via telephone. Email notification will serve only as confirmation and should not be relied upon to replace a telephone conversation. Details of the name of the social worker or EDT contact, dates and times should be recorded by theService Provider.

5.4 Following a reportable incident the Service Provider will complete a full report with details of the event, dates and times. This should be stored electronically within the Service Provider’s system and emailed to the allocated social worker within 24 hours after the initial telephone notification took place.

### 6. STAFF

#### 6.1 General

6.1.1 The Service Provider shall recruit/provide suitable and appropriately competent and qualified staff to deliver the full range of Assessment Services as well managing the residential home provision as set out in this specification. Workforce design shall reflect the competencies required to deliver all aspects of the Services in line with the National Minimum standards.

6.1.2 Family assessments shall be carried out in a manner that ensures the safe, efficient and high quality delivery of the Service and shall be maintained, reviewed and audited annually.

6.1.3 The Service Provider must have in place procedures to manage staff absence whether planned or unplanned to ensure there are no risks to deliver of the Service.

6.1.4 The Service Provider shall have in place clear policies for:

* Supervision, including safeguarding
* Staff appraisal
* Individual professional development plans
* Education and training

6.1.5 Supervision will be informed by best practice and will consider the following:

* Staff wellbeing, particularly Family Assessors’ emotional wellbeing
* Work load
* Practical issues and standards
* Reflective practice
* Service standards

6.1.6 The Service Provider must put in place a workforce development programme must to ensure continual professional development.

#####  Staffing ratios

6.1.7 The Service Provider will be able to demonstrate sufficiency in terms of the number of staff to cover all aspects of the Service in line with the national minimum standards for residential family assessment centres.

#### 6.2 Staff Supervision

6.2.1 The Service Provider will ensure all staff receive regular supervision, with Family Assessors Staff having supervision on a monthly basis as a minimum. Details of the supervision will be recorded and held on staff files.

6.2.2 For Family Assessors, supervision sessions will be based on **management supervision** which will assess performance and discuss any non-case management related issues, as well as training needs and family assessors personal needs; and **reflective practice case management supervision where** individual cases will be discussed alongside a chance to critically assess practice and safeguarding issues and reflect on this in a safe environment.

6.2.3 Managers should be trained and qualified to deliver supervision, including reflective practice supervision.

6.2.4 All staff will have an annual appraisal focussing on their performance throughout the year; development needs identified and continual professional development opportunities. Any areas requiring improvement will be translated into an action plan.

6.2.5 Where particular areas of practice are known to be problematic for a member of staff, the Service Provider shall address the issue through supervision in order to determine an appropriate training pathway.

#### 6.3 Staff Induction

6.3.1 Staff will receive an induction prior to commencing duties from more experienced staff. This will include as a minimum:

* An introduction to the organisation and its ethos
* Detail of organisation policies – these should be explained and not simply left with the member of staff to read
* Safeguarding – training should be delivered to level 2 before commencement of duties
* Procedures and forms
* Health and Safety
* The Family Assessment Centreand its workings
* Lone working procedures
* Key contact details for other staff / other agencies and Services / out of hours safeguarding contacts
* Procedure for missing episodes
* Incident procedure
* Dealing with violence and aggression
* Fire and electrical safety

#### 6.4 Staff training

6.4.1 The Service Provider shall ensure they carry out a training needs analysis of all staff employed in the delivery of the Service prior to commencement, with the relevant training programme put in place.

6.4.2 All training relevant to provision of the Service will be funded by the Service Provider, and not by the member of staff.

6.4.3 The Service Provider shall ensure training needs are reviewed at each supervision session, with an annual plan put in place for each member of staff. The Service Provider will support and funds continual professional development for staff.

6.4.4 All Staff directly working with families shall receive mandatory training as set out below to the following timescales:

|  |  |
| --- | --- |
| **Training** | **Completed by (mandatory timescale)** |
| Safeguarding children (to level 2 – level 3 for managers | Before exposure to children and young people without additional support |
| Health and Safety at work | Within one month’ of employment |
| Child Sexual Exploitation (CSE) | Within two months’ of employment |
| Emotional wellbeing and mental health | Within three months’ of employment |
| Equal Opportunities | Within six months of employment |
| Substance misuse – drugs and alcohol |
| Self Harm |

#### 6.5 Team meetings

6.5.1 The Service Provider shall hold team meetings at least every 2 months, recognising that not all of the team may be able to be together at the same time. Team meetings should cover: updates to policy, discussion and reflection on issues identified in the previous period, focus sessions on particular areas i.e. safeguarding, training opportunities, Service improvement methods and any other items that the Service Provider thinks relevant.

#### 6.6 Staff conduct

6.6.1 All staff shall act as role models to families attending the Family Assessment Centre. Their behaviour will ensure that families; particularly children are guided to take positive choices and have respect for staff.

6.6.2 The Service Provider shall ensure that at all times staff will behave appropriately, supporting family members in a manner that builds professional, supportive relationships. A professional relationship must be maintained at all times and staff must not befriend any member of a family accessing the centre nor engage in social activity not directly linked to the family’s assessment plan.

6.6.3 Additionally, the Service Provider shall implement and manage a code of conduct that includes as a minimum that:

* Staff dress appropriately in smart clothing
* Staff do not smoke or vape whilst on duty, whether this be within sight or out of sight of residents within the centre
* Staff make healthy food choices whilst on duty and act as a role model for families to do the same
* Staff do not have contact with any member of a family resident within the centre outside of their professional relationship
* Staff do not engage in connecting with any member of a family on social media and should be mindful of their use of social media where this may be able to be viewed by members of a family undergoing assessment without connecting
* Staff do not speak with any member of a family regarding:
	+ another family currently within their Family Assessment Centre
	+ a family that has accessed that centre in the past
	+ a family attending another Family Assessment Centre

#### 6.7 Lone working

6.7.1 The Service Provider will implement a lone working policy that ensures staff who work alone work within the framework of a risk assessment which considers all potential risks and their mitigation.

6.7.2 The Service Provider shall ensure there should is adequate backup support from other members of staff or management that can be ‘on-call’ and within 20 minutes travel distance to the Family Assessment Centre where required.

6.7.3 Where the option of waiting for support is overridden by the urgency of situations the Service Provider shall make staff aware of the procedure for notifying the police and other emergency services.

6.7.4 Staff should be equipped with safeguards that ensure they can work safely, including but not limited to; the provision of mobile phones and anti-attack alarms and facilities for the remote monitoring of staff. This can include CCTV (with due regard to The Protection of Freedom Act, 201*2),* the use of set code words that if transmitted to another member of staff would initiate a response if the member of staff sending the code word was in danger.

6.7.5 The Service Provider shall operate a system of regular check-ins with lone working Family assessors that operate 24 hours a day.

#### 6.8 Family Assessors

#####  Family Assessors’ Qualification

6.8.1 Family Assessors are required to be qualified social workers who are currently registered with the Health and Care Professions Council (HCPC). Assessors must also hold a valid enhanced DBS. As an expert witness, Family Assessors shall function as independent and impartial.

6.8.2 Family Assessors shall be qualified at Level 3 Diploma or above. Suitable qualifications include:

* Diploma in residential childcare (England)
* Diploma in Health and Social Care (children and young people)
* Diploma for the children and young people’s workforce: Social Care (England)
* Social work degree

6.8.3 The Family Assessors must have the following:

* minimum of 5yrs social work experience
* minimum of 5yrs of working in child protection and court work

6.8.4 Family Assessors must have experience and expertise of undertaking assessments in statutory children and family social work, particularly in child protection work and in preparing evidence for care proceedings. They will have a range of skills and expertise in a variety of areas for instance, Social Work, PAMs assessors, Learning Disability, Mental Health issues, Play and Child Development and Domestic Violence.

6.8.5 The Residential Home and Service Provider’s Area Manager/s will be qualified at Level 5 Diploma or above, ideally in Leadership and Management for Residential Childcare (England). Other relevant qualifications that focus on working with children and young people, at Level 3 or above (Level 5 for Home and Area Managers) will be considered. The Council’s decision on acceptable qualifications is final.

#####  Training specific to family assessors working within the Family Assessment Centre

6.8.6 The specific skills required from Family Assessors should be recognised and addressed in the formal training requirements in order to ensure positive outcomes for the family and to prevent the breakdown of the Assessment Process. Areas that shall be included are set out below:

* incorporating materials on the nature and distinguishing features of family safety, risk, and comprehensive assessments and how they are used
* understanding the types of abuse and neglect and associated family dynamics
* understanding and incorporating family-centred values and beliefs into assessment reports
* building and maintaining a healthy relationship while interviewing family members including children and non-custodial parents
* the benefits of and the process for family team meetings
* conducting and using comprehensive family assessment; how to complete assessments accurately and how to use the information appropriately
* defining and structuring the Assessor’s role in light of the more comprehensive work of going beyond presenting problems and examination of allegations
* specifying when re-assessments are needed, how to gather information on case progress, when to revise Service plans
* making judgments using comprehensive assessment information; understanding and utilising stages of change to guide decisions
* supporting families to use protective factors to leverage necessary changes; identification of the change that has to happen to achieve the outcomes of safety, permanency, and child well-being; building Service plans based on comprehensive assessments, and ensuring that the assessments do not simply generate long lists of unrelated needs, but are focused on the outcomes
* the use of the initial screening to determine whether specialised assessments are required and how to focus and use results of such screening in Service planning
	+ assessing the impact and effects (both short and long term) of family violence or abuse, or exposure to family violence or abuse, mental health problems and drug or alcohol misuse on the children and any party to the proceedings.

6.8.8 The qualifications held by the Family Assessor must be sufficient to be able to establish their expertise as an assessor of parents, children, family relationships, parental capacity and factors impacting on the welfare and parenting of children.

6.8.9 The Assessment Report must contain details of the qualifications and experience of the Family Assessors.

6.8.10 Where possible the Service Provider will recruit student social workers to support the delivery of interventions.

6.8.11 The Service Provider shall make the appropriate staff available to:

* attend child protection conferences
* prepare individual court reports
* attend court to give oral evidence if required

### 7. PARTNERSHIP WORKING AND DATA

#### 7.1 Attendance at Key Meetings

7.1.1 The Service Provider will ensure Family Assessors attend the following relevant meetings where the work carried out is able to make a positive contribution to those meetings.

* Team around the child meetings (TAC)
* Team around the family meetings (TAF)
* Core Group meetings
* Child Protection conferences
* LAC reviews

7.1.2 Where Family Assessors are not available, the Service Provider will submit a written synopsis of progress made to the appropriate meeting organiser at the timescale requested by the Council. The attendance of these meetings will be monitored by the Council:

#### 7.2 Sharing information / Working with Partners

7.2.1 The Service Provider will practice effective information sharing with partners within the guidelines set out in the local safeguarding procedures and within the remit of the General Data Protection Regulations.

7.2.2 The Service Provider will work in an integrated manner, working with colleagues from other Services that support families as well as statutory Services including, but not limited to children’s social care and the police.

7.2.3 The Service Provider will:

* Identify their own role and the roles, criteria and procedures of other agencies and Services and how these influence inter-agency working
* Establish and maintain effective joint working arrangements with other agencies and Services
* Prepare and communicate relevant information to other agencies and Services following agreed procedures to ensure effective support for families
* Contribute to team and inter agency working within the limits of their own responsibility and expertise
* Share information and experience of working with families through formal and informal networking, to improve the quality of Services
* Make effective use of other agencies and Services to support their own role

7.2.4 The Service Provider shall only express opinions in areas where Family Assessors carrying out Family Assessments, decisions or judgments are competent to do so, based on adequate knowledge, skill, experience and qualifications. Information supplied by the Service Provider should be based on the information and data obtained. Therefore, Family Assessors:

* Should differentiate between information gathered, inferences made and opinions expressed
* Should explain, or make explicit, the relationship between the data and the opinions offered
* Should focus on reporting their findings and assessments, and refrain from presenting large volumes of unnecessary raw data in their assessments. Direct quotes and verbatim reporting of interviews should be used only where needed to support or explain the opinions or findings of the assessor
* Must identify the limitations in or of the data obtained and any implications this has for their assessment and opinions. Where the available information is not sufficient to responsibly form opinions on the parenting arrangements for children, they should decline to offer an opinion

#### 7.3 Data Sharing

7.3.1 The Service Provider will sign up to the Thurrock Council Data Sharing Protocol.

7.3.2 The Service Provider shall supply all information/data required by the Council within the timescales set out at the time, which will not exceed 45 calendar days, but may be required more urgently if there are legal or other constitutional requirements. There will be no charge made by the Service Provider for the provision of such information.

7.3.3 At the end of the contract, or upon termination, whichever comes sooner the Service Providerwill transfer all data / records, whether in paper or electronic format, back to the Council.

#### 7.4 Data Protection and Processing

7.4.1 The UK government have now introduced the Data Protection Bill (replaces the Data Protection Act 1998) which enables the UK to continue as is once the UK exits the EU. The new Bill includes all the EU standards as set in the General Data Protection Regulations (GDPR) as well as some UK specific elements relating to Law Enforcement and National Security.

7.4.2 The Service Provider will comply with all legislation and best practice regarding Data Protection, including the GDPR and Council Policies as set out in Appendix 5, and any updates to these that come into force during the term of the contract.

7.4.3 The Service Provider will act as a ‘**Data processor**’ on behalf of the Council. The new GDPR will bring increased responsibility and accountability for data processors, with the Information Commissioners Office (ICO) being given new powers to issue financial penalties against data processors that do not adhere to the guidelines.

7.4.4 The Service Provider will ensure that it only sends confidential personally identifiable information to the Council and third party agencies via two specific methods of communication:

1. By hand to the receiver of the information if this is paper based – documents should not be posted and should be passed directly to a member of staff and not left at any reception desk
2. By utilising the ‘Objective Connect’ programme that the Council uses for secure data transfer (or any future applications the Council may utilise in its place)

7.4.5 Under no circumstances shall the Service Provider send personal and sensitive information to the Council or any other agency or Service via standard email. In cases where Council staff are not registered with this system the Service Provider must request that they gain access before sending information. Where the request is urgent and cannot wait for this to be put in place information must be provided verbally.

7.4.6 Any deviation from this process will be viewed as a serious breach of this Contract.

7.4.7 The Service Provider will collect and hold only relevant data under the ethos of ‘appropriate collection’.

7.4.8 Records for children on a child protection plan have to be retained until the 75th anniversary of the child’s birth. Ordinarily all data and case notes whether they be electronic or paper based will be transferred back to the Council (or at the Council’s discretion, to a replacement Service Provider) at the end of the contract. However, in the event of any long standing ongoing contract the Service Provider will ensure that records are held for these periods of time.

7.4.9 Interviews, observations or phone calls in family assessments must not be recorded electronically, or any photographs or video recordings made, without the approval of the family assessor and the party involved. The purpose of the recordings, their potential use and the storage and disposal thereof must be explained to the family.

7.4.10 Where the Service Provider is collecting data in its own right i.e. not under the responsibility that the Council gives the Service Provider to act as data processors, it will register with the UK Information Commissioners Office (ICO) as a data controller.

#####  Consent and Confidentiality

7.4.11 The Service Provider will ensure:

* Information shared with other agencies is on a need to know basis or when required to do so under the law or for the purposes of the protection of the child/young person or of the public
* Information is only shared when it is in the best interests of the individual
* Provider staff follow information sharing guidance in accordance with the principles of the GDPR Regulations (EU/2016/679) and/or subsequent legislation which may come into force
* Service user information is kept confidential except where there is a perceived or actual risk of harm which precludes this and/or it is required by law
* Records are kept up to date and secure and there is a records management policy in place
* Staff receive appropriate data protection training on a regular basis

### 8. ENGAGEMENT AND FEEDBACK

#### 8.1 Family Engagement

8.1.1 Prior to the commencement of the assessment, the Service Provider must explain the role of the family assessor and the purpose and scope of the assessment to the parent(s) and the child. The Service Provider should note that if the family assessment has been ordered by a court then the court order, the court’s policies and professional directions can describe the scope and purpose of the assessment, and should be applied.

8.1.2 The Service Provider shall advise the family of the legal basis, or arrangement for, the report to be completed.

8.1.3 The Service Provider shall inform the family as to who needs to participate in the assessment, what documents or written information they are required to provide, and what will happen with the assessment when it is completed.

8.1.4 If only one parent attends with the child/children, it may still be possible to undertake a limited assessment and comment only on the parental capacity of the parent who attended, the child / children’s views and their relationship with the party who attended.

8.1.5 The Service Provider must ensure the family have the opportunity to ask questions, air their views and be advised of the procedures around complaints should they be dissatisfied with any aspect of the Service.

#### 8.2 Complaints and whistleblowing procedure

8.2.1 The Service Provider will maintain a documented complaints process for families resident within the Family Assessment Centre. This will be readily available and publicised in a range of accessible ‘user friendly’ formats and displayed on the Service Provider’s premises. The process will cover both adults and children.

8.2.2 As an outline, the procedure will be established on the basis of a three stage process. Stage 1 will be an informal discussion with a manager of the Service. Stage 2 will be a formal written complaint to the Service Provider, dealt with by another manager (other than the one that dealt with the stage 1 complaint) and stage 3 will be escalated to the most senior person within the organisation.

8.2.3 The Council will inspect the Service Provider’s Complaints policy to ensure it is robust, and the Service Provider will supply regular summary reporting on complaints to the Council.

8.2.4 The Service Provider will immediately report to the Council any complaints that reach a final stage of the process (stage 3).

8.2.5 The Service Provider will establish a whistleblowing policy to allow staff to anonymously and confidentially report any concerns via an independent method, i.e. not through the management of the Service.

#### 8.3 Complaints and concerns via Ofsted

8.3.1 Ofsted may receive complaints or concerns directly about a residential family centre. When considering complaints, it does not act as a complaints adjudicator, but investigates concerns to make sure that the Service Provider continues to meet regulations, the associated national minimum standards, and remains suitable for registration. Where they do not Ofsted may take compliance action.

8.3.2 Ofsted will investigate all instances that suggest a residential family centre does not meet legal requirements. Where there is non-compliance Ofsted take action to ensure Service users’ safety and compliance with the law via a range of powers that including issuing a compliance notice, restricting accommodation, cancelling a Service Provider’s registration or prosecuting for an offence  .

8.3.3 The Council will review the detail of complaints and investigations that involve Ofsted and will put into place appropriate action plans with the Provider where these are required. Should the issue be assessed as sufficiently serious to place children and parents at risk the Council may suspend the Provider and consider termination of the contract.

8.3.4 The Service Provider shall provide detailed information about how it deals with complaints about the Service Provider and / or other Service users.

8.3.5 Residential Family Centre Service Providers must comply with the requirements of the regulations and meet the national minimum standards for residential family centres.

### 9. PROCUREMENT ROUTE AND TERM

9.1 The Council will operate a Rolling Select List contract for a 6 year period which commenced in February 2019. The Rolling Select List will consist of Service Providers who are successful following the completion of the tender exercise. Once the Rolling Select List is in place new Service Providerswill be permitted to join the Rolling Select List every twelve months during a short period when applications will be submitted and assessed.

9.2 The Council will additionally carry out on site inspection of the Family Assessment Centres to validate accommodation, staffing and other standards before confirming that the Service Provider is accepted onto the Rolling Select List.

 ***The Council does not guarantee any placements throughout the term of this Rolling Select List contract.***

### 10. REFERRALS

#### 10.1 Referral criteria

10.1.1 All referrals to the scheme will be made by Thurrock Council Children’s Services Department. No self-referrals or referrals from any other agency such as the National Health Service (NHS), Police Service (non-exhaustive list) will be accepted by the Service Provider*.* Note that referrals will be for Thurrock families only.

#### 10.2 Referral process

10.2.1 Upon referral the Council will supply the Service Providerwith the following information as a minimum:

* Basic details of each member of the family including medical information and contacts
* Accommodation requirements based on the assessed need of the individual family members and family size
* A detailed breakdown of the issues affecting the whole family and individual family members which have led to the need for an assessment, including assessments conducted by social care and other agencies
* Information around additional specialist/community appointments or interventions required outside of the scope of this specification which the Service Provider will need in order to co-ordinate and support the whole family/ individual family members and to ensure the benefits of those additional resources are sustained during the assessment process
* Contact details of the Allocated Social Worker within Children’s Services and any other significant individuals/ support groups involved in the support of the whole family / individual family members

#### 10.3 Family Assessment Centre response times

10.3.1 The Council will advise the Service Provider of the category of urgency for the placement at the time of the referral. The Service Provider will therefore respond to the Council within the following timescales to advise if a suitable placement is available.

|  |  |
| --- | --- |
| **Referral Category** | **Provider to respond within** |
| Emergency Referrals | One (1) hour |
| Standard Referrals | One (1) working day |
| Planned Placements | Three (3) working days |

### 11. ORDERING PROCESS

11.1 Once the response to the referral request from Service Providers is received, the Council will consider the suitability of the placement in accordance with the criteria set out below

 *Placements will be made based on the Service Provider’s final rank following evaluation of their tender response and the suitability of the placement in order of preference in the following locations of the proposed Family Assessment Centre (with 1. being most preferred):*

1. *In Thurrock*
2. *In a specific area – dependent on a family’s needs (agreed by the Council)*
3. *Within 10 miles of Thurrock Council Civic Offices (RM17 6SL)*
4. *Within 20 miles of Thurrock Council Civic Offices (RM17 6SL)*
5. *Other locations*

11.2 The Council will then will contact the most suitable Service Provider when an appropriate placement is identified to confirm availability and secure acceptance.

11.3 On acceptance of a placement, and the Council and the Service Provider will complete an Individual Placement Agreement as set out in the Rolling Select List Contract Schedule Five.

### 12. SERVICE DETAILS

#### 12.1 Service Overview

12.1.1 The Service Provider is contracted to provide through a core group of trained specialist workers, independent comprehensive assessments in a residential/community based setting.

12.1.2 Assessments shall be made available to a minimum of one parent and child and up to a maximum of two parents and three children or any combination therein.

12.1.3 Family Assessment Centres are a 24 hour provision operating 7 days per week during an assessment period. Centres will offer an assessment package which will involve a family remaining at the centre for a period of typically 12 weeks. If, however, a parent was found to be putting children at risk or not engaging or adhering to the Council’s care plan, the Allocated Social Worker may decide that the assessment shall be terminated early and the family be asked to leave.

12.1.4 The comprehensive assessment should consider parents’ capacity to recognise, understand and accept responsibility to protect child/children from any of the following categories of harm:

* sexual abuse or harm
* physical abuse
* emotional abuse
* neglect
* alcohol or drug misuse - inappropriate lifestyles
* domestic violence
* vulnerability of the parents to adults who present a risk to children

12.1.5 Assessment of each individual parent/child/family will need to be specifically planned to take into account any learning difficulties, cognitive processing difficulties, sight or hearing issues. Where a supervised contact is part of the assessment – all costs relating to this will be included within the tendered contract price regardless of the level of need.

12.1.6 The Service Provider will carry out assessment reviews at fortnightly intervals throughout the 12 week assessment period which will be attended by the parents and Allocated Social Worker and any other relevant professionals engaged with the family as appropriate. The reviews will include:

* analysis of review period and clear recommendations
* up to date and chronologically reported findings, including fully documented and evidenced written reports requested by the Council
* changes to the assessment plan if needed

12.1.7 The Service Provider must ensure the assessment outcomes clarify recommendations for future actions including:

* short and long term prognosis
* areas of support required
* realistic timescales for parents to make identified changes to minimise the risk to their child/ren

#### 12.2 Ofsted Regulation/National Minimum Standards

12.2.1 Residential Family Centre Service Providers and managers must meet a range of legal requirements including a requirement to register with Ofsted. Ofsted also requires Service Providers and managers to show how they have taken account of the national minimum standards for residential family centres.

12.2.2 Through the tender process, the Service Provider will confirm they are registered with Ofsted and their current grading; and at any point during the tender process or during the term of the contract the Service Provider shall notify the Council immediately if Ofsted raise any regulatory concern in respect of such registration or if their grading falls below “good”. The Council will always seek to place families with Service Providers who have a grading of “good” or “outstanding”.

#### 12.3 The Assessment Process

12.3.1 The Service Provider will review existing information and consider all relevant documentation available to include:

* The initial review of records and summary of any past experiences stored within the Council’s record-keeping system
* Initial contacts with the family
* Safety assessments, including safety plans, and risk assessments
* Any specialised evaluations done as part of the initial assessment or in the recent past related to factors impacting children or adults in the home

#####  What Information is collected?

12.3.2 The amount of information collected during the assessment process varies according to the nature of the assessment tool used. Commonly whole Family Assessments will collect information on:

* Parental capacity
* Parental ability to deliver age appropriate care for children
* education, including attendance
* special educational needs
* mental and physical health
* alcohol and substance misuse
* domestic abuse and violence
* relationships within the family/community
* offending

12.3.3 Much of this information will be collected by existing assessments but the key difference is that the Whole Family Assessments tend to be more detailed. They provide information on all family members rather than individual assessments (so linkages are made) and all the information is gathered together so that links can be made across issues/family members.

12.3.4 During the assessment process the Council will direct the information that is required specifically for each family.

#####  Obtain specialised assessments

12.3.5 As information is being gathered in the process of a comprehensive family assessment, it may be useful to go beyond the assessment expertise of the child’s social worker for specialised assessments.

12.3.6 These specialised assessments could be for developmental issues that have an impact on the child such as mental health evaluations of the child, and/or parents, evaluations related to the use of drugs, evaluations of the cognitive abilities of children affecting their education, or possibly specialised evaluations of various debilitating conditions that affect parenting that could make parents eligible for support,

#####  Document information

12.3.7 The Service Provider shall ensure that documentation of family assessment information must be written legibly in jargon-free language so that families can understand what is written. Additionally, documentation should be available in the family’s language if English is not their primary language.

12.3.8 The Service Provider shall ensure that documentation also articulates what has to happen for the case to be closed as well as transition plans to community or specialised Services at the end of the assessment process.

12.3.9 Documentation must be of a standard that is suitable and sufficiently comprehensive for use in court in England, Wales, Scotland and Northern Ireland.

#####  Conduct a continuous assessment of progress and needs

12.3.10 Risk, safety, strengths/protective factors, and needs must be subject to robust review within the limited time frame of the placement as a part of the continuous assessment of progress. On-going work with the family is not static, since changes in the circumstances and the family composition alter a child’s risk and safety. Therefore, comprehensive assessment must be completed in a timely fashion to ensure sufficient observation and reporting within the 12 week period can adequately inform care planning.

12.3.11 Re-assessment of safety and risk may be required and time must be allocated within the period of the placement for such re-assessment. Similarly, progress reviews are based in part on speaking with and observing the family, speaking with other key case participants (extended family, Service Providers), and reviewing progress reports from Service Providers. Time management within the 12 week period is crucial to ensure such essential activity is factored into the assessment. Once such information is collated it must be presented in a manner appropriate for presentation in court and within the time frames prescribed by the court.

12.3.12 For periodic assessment of progress to occur, Service Providers must provide timely, specific reports on progress that address the following:

* Identified parenting related issues
* Compliance with requirements (for example, attendance and participation); and
* Outcome-related progress

#####  Types of assessment

12.3.13 The Service Provider will use evidenced based assessment models and the assessment team should be suitably qualified and experienced and should offer a wide variety of skills.

#### 12.4 Welcoming the Family

12.4.1 The Allocated Social Worker will, under normal circumstances, accompany the family to the Family Assessment Centre on the first day*.* The Service Providerwill ensure that a member of staff is available upon arrival of the family and their social worker.

12.4.2 The Service Provider will provide families with an essential *“Things to Bring”* list and ensure the family has a copy prior to their arrival at the centre. The list will contain suggestions around clothing, toiletries, child and baby requirements to enable families to prepare adequately for their stay at the centre.

12.4.3 On arrival, the Service Provider will give the family a guided tour of the property and its facilities and introduced to other families placed there and the staff, including the manager of the provision.

12.4.4 The is will include a face to face briefing on fire and emergency safety with specifically modified versions of the process for children – containing the following elements as a minimum:

* Evacuation routes
* Evacuation procedures – use of items such as wet towels to protect from fire and keeping low to the ground in smoke filled rooms, not opening doors quickly that may have fire on the other side, not collecting personal belongings
* Procedure for calling emergency Services in the event of the Family assessment Centremanager being incapacitated
* Use of fire blankets within the kitchen
* Prevention of fires

12.4.5 The Service Provider will ensure the family is introduced to their support worker within 24 hours of arrival and informed of local amenities such as shops which the family may need to access for additional supplies.

12.4.6 Where the family’s (or individual members of the family) first language is not English the Service Provider will bring into the placement an approved translator within 24 hours to ensure that each member of the family is fully conversant in these procedures. This will be included within the assessment fee.

12.4.7 The Service Provider will supply the family with parent and child focused handbooks. These will contain the following as a minimum:

* Details about the property
* Details of the family assessors with pictures and names
* Details of the fire and emergency procedures for the property – where required this will be translated into the family first language and include pictorial illustrations of procedures that are easy for children to read and understand.
* Details of local amenities including Children’s Centres, leisure centres and shops
* The Code of Conduct applicable within the Family Assessment Centre

 All documents will be translated into a family’s first language in addition to English where this is required within 48 hours (24 hours for emergency procedures).

#### 12.4 Standards within the Family Assessment Centre

#####  Anti-social Behaviour/Bullying

12.4.1 The Service Provider will develop and maintain a behaviour policy that sets out their approach to discouraging and dealing with incidences around negative or anti-social behaviour of adults and an anti-bullying policy to cover bullying that may take place within and outside of the Family Assessment Centre.

12.4.2 Where any concerns are identified these should be reported to the Allocated Social Worker within 3 calendar days, unless the situation is deemed to be a reportable event.

#####  Substance and Alcohol Misuse

12.4.3 The Service Provider will implement a zero tolerance approach to substance / alcohol misuse. Any incidents of use will be reported to the social worker.

#####  Visitors

12.4.4 The Service Provider will develop and maintain a policy around the attendance of visitors. Such policy will take into consideration the safeguarding of the children and the risk posed by visitors to the Centre. The parameters for such visits will be aligned with the level of parental responsibility and awareness of the need to ensure the safety of the child.

#### 12.5 Supporting Individual Groups

#####  Equality and Diversity

12.5.1 The Service Providerwill adhere to the Equality Act 2010 and ensure that it delivers Services that do not discriminate against families, staff, contractors or other Service Providers on the basis of

:

* Age
* Sexuality
* Being or becoming a transsexual person
* Being married or in a civil partnership
* Being pregnant or on maternity leave
* Disability
* Race including colour, nationality, ethnic or national origin
* Religion, belief or lack of religion/belief
* Sex / gender
* Sexual orientation

#####  Cultural issues

12.5.2 The Service Provider must ensure that all parties and relevant persons who need to be included in an assessment are able to do so without restriction due to language, culture or disability. This shall include the following provisions as a minimum, but not limited to:

* The arrangements for the assessment should be, as far as is practicable, sensitive to the cultural needs of families
* The Service Provider should make enquires with family members as to whether the engagement of a consultant or advisor with expert knowledge of their culture or faith is needed to assist the family members in the process, and to advise the assessor about culturally appropriate interview practices
* The use of any interpreters or advisors on cultural / faith issues and their role in the assessment process must be included in the family assessment report

12.5.3 The Service Provider will not impose, either overtly or covertly, any particular belief system on any member of a family. The Service Providerwill recognise a family’s religious and cultural choices and respect these, adapting provision wherever this is necessary. Families will be supported to access cultural / faith-based activities of their choice while resident within the Assessment Centre.

12.5.4 Where one or more members of a family being assessed identify with a particular culture, faith or other family specific association the Service Provider’s Assessment should contain the following:

* A description of the cultural or faith based background of the family (including whether one or both of the parents have a dominant cultural or faith based background, as well as any other relevant affiliations that may affect the engagement in the assessment or the achievement of positive outcomes)
* An indication of whether the child has current and active involvement with any extended family who identifies with the relevant cultural or faith based background of the family
* A description of the family’s connection, if any, to members of their local community with the same cultural/ faith background
* An assessment of the extent to which the child / children within the family identify with the cultural or faith affiliation of their parent(s)
* An assessment of the capacity of both parents to provide the support and opportunity for the child to explore the full extent of their cultural/faith identity, consistent with the child’s age, developmental level and wishes
* An assessment of the capacity of both parents to foster a positive sense of cultural/faith identity
* An assessment of the likely impact on the child of being raised in a family with no affiliation to the cultural /faith background of the family in circumstances where the court is asked to make an order that the child lives with such a family or one of the parents who does not identify with the child’s cultural / faith upbringing

#####  Parents and/ or children with Special Educational Needs and Disabilities (SEND)

12.5.5 The Service Provider will ensure that parents and/ or children within the family who have SEND receive adapted support to meet their needs. All of the relevant areas of support will be delivered using specially adapted processes/equipment when required.

12.5.6 The Service Provider will ensure that there are Family Assessors trained to work with parents and/ or children with SEND and that all Family assessors work within the Care Act 2014 and the framework of the Children and Families Act 2014.

12.5.7 The Service Provider will liaise where relevant with social workers from the Council’s Adult Social Care and Children’s Services to ensure both adults and children with SEND within the family receive adequate support during and after the Assessment. The Service Provider will be familiar with the relevant legislation and the Local Offer for children with SEND.

#####  Mental Health / Emotional Wellbeing

12.5.8 The Service Provider will ensure that family members receive a Service that is sensitive to their needs. Where there are concerns around the mental health of a family member the Allocated Social Worker will make the necessary referrals to the appropriate additional service.

##### Black and ethnic minority groups and refugees (BMER) / Families where one or more members identify English as an additional language

12.5.9 Thurrock’s diversity is changing with the inward migration from parts of London and international migration attracting families to Thurrock. Economic regeneration is also attracting families to the borough, and this trend is expected to continue in coming years.

12.5.10 Services will be accessible to all and reflect the changing cultural diversity of the borough, adapting the delivery of support to ensure those with English as an additional language are able to receive the same level of service.

12.5.11 The Service Provider must ensure that all parties and relevant persons who need to be included in an assessment are able to do so without restriction due to language, culture or disability.

12.5.12 The arrangements for the assessment should be, as far as is practicable, sensitive to the cultural needs of families. The Service Provider will:

* Make enquires with family members as to whether the engagement of a consultant or advisor with expert knowledge of their culture or faith is needed to assist the family members in the process
* Advise the assessor about culturally appropriate interview practices
* Utilise interpreters or advisors on cultural / faith issues as necessary, and include their role in the assessment process within the Family Assessment Report

#####  Gender

12.5.13 The Service Provider will ensure that individuals within the Centre enjoy the same rights and opportunities across all aspects of the Service irrespective of their gender, including participation and decision-making.

#### 12.6 Assessment Report

12.6.1 At the time the family leaves the placement, whether full or partial completion of the Assessment Process has taken place, the Service Provider shall produce an abridged version of the final Assessment Report which contains the appropriate recommendations. I

12.6.2 The final report “the Assessment Report” must be produced within 14 days of the end of placement completion.

12.6.3. As a minimum, the Assessment Report must be accurate, objective and professional in manner and language. The Family Assessor shall:

* Present information in ways that are concise, easily understood by the court, legal representatives, and as much as possible, by the family
* Use plain language where possible and try to ensure that the parties understand the assessments made of them and their children. This can be particularly important where parties are unrepresented
* Frame the Assessment in terms of the interests of the child being the paramount consideration. To this end, assessments should clearly identify risk, or potential risk, to the child of all proposals or options, and recommendations should be framed in terms of risk minimisation
* Focus on parenting strengths as well as areas of concern. Concerns should be reported in a manner that is neutral and impartial, to enhance the parent’s capacity to receive the information with minimal defensiveness
* Provide recommendations for a family to attend any treatment or programs are most helpful when they promote specific strategies for positive change that can be applied pragmatically, and recommendations should clearly articulate the purpose of the recommended service

#### 12.7 Transport

12.7.1 Families are typically resident within an assessment centre for 12 weeks but will leave the centre to access relevant amenities and places of interest within the local community. Families are responsible for providing and funding their transport for such purposes; however it should be noted that where Family Assessors must accompany a family or members of a family public transport should be used whenever possible.

12.7.2 In circumstances where public transport is not an option and the family member must be transported in a family assessor’s vehicle, such vehicle can be used following a thorough risk assessment and in accordance with clause 4.3.2 of this specification.

#### 12.8 Health

#####  Health Services

12.8.1 The Service Provider will ensure that families are signposted to the local doctors and health Services if required during the 12 week residential period (including temporary registration). Health visiting Services should be engaged to ensure that the family have access to these Services.

#####  Medication

12.8.2 The Service Provider will note all prescribed and non-prescribed medication required by a family, but the family will be required to administer medication for the members of the family, subject to a full risk assessment.

12.8.3 Staff should under no circumstances other than an emergency (and with direction from emergency Services call handlers), administer medication.

#### 12.9 Interpretation and Translation

12.9.1 The Service Provider will supply families who have English as an additional language with suitable interpreters. The costs of translation and interpretation will be reimbursed as follows:

|  |  |
| --- | --- |
| **Reason for Translation / Interpretation** | **Funded By** |
| Interventions and assessments in respect of immigration. | The Home Office and/or Thurrock Council |
| All visits by Children’s Service | Thurrock Council |
| All other circumstances | The Service Provider (within the Assessment Fee) |

### 13. ACCOMMODATION

#### 13.1 Property

13.1.2 Family Assessment Centres will be private properties that meet the requirements of this specification. The Service Provider shall source and fund suitable accommodation that meets these standards within the tendered price

13.1.3 Prior to final acceptance of the Service Provider onto the Council’s Rolling Select List each proposed Family Assessment Centre will be inspected; and the Council will additionally inspect any new properties that are acquired by the Service Provider and proposed for delivery of the Service before they are approved for use.

13.1.4 As part of the inspection process, the Service Provider will submit a risk assessment for each property, including an analysis of risks and crime data from the national police website. The suitability of each placement will be judged by the Council, with the final decision resting with the Council as to the suitability, safety and risks in each area. It is expected that families will not be placed in areas with known high risks from crime and any other inherent risks.

#### 13.2 Accommodation Overview

13.2.1 The standards for accommodation for Family Assessment Centres are regulated by the Residential Centres National Minimum Standards. The standards require a suitable physical environment with facilities fit for the purpose of accommodating families. Under no circumstances will families / children of different families share rooms.

13.2.2 Parents and children must live in a well-designed, safe and pleasant centre, with adequate space, in a suitable location where there is access to the necessary facilities for a range of activities. There should be facilities and play materials for children of all ages, including babies.

13.2.3 Family Assessment Centres must be situated in a location that supports its aims and objectives and proposed models of assessment and support programmes. This includes access to external services, education and health facilities and recreational activities.

13.2.4 Family Assessment Centres must provide a comfortable and homely environment and be well maintained and decorated. Avoidable hazards should be removed as is consistent with a domestic setting ensuring that risk reduction does not lead to an institutional feel.

13.2.5 Family Assessment Centres must also provide access to outside areas, where possible, or access to play space that is appropriate for the age of the children.

13.2.6 Each family will have their own key for the door to their accommodation and a safe in which to keep their valuables

13.2.7 The Service Provider must also ensure there is a range of comfortable and fully accessible shared spaces, including for receiving visitors, in those centres which do not operate with fully self-contained flats.

13.2.8 Where centres offer placements for disabled parents and/or children, the accommodation provided must be suitable to the specific needs which may include suitable aids, adaptations and other suitable equipment.

13.2.9 The Service Provider must develop, maintain and test an emergency escape plan for each Family Assessment Centre that all staff, parents and children are familiar with and have practised so they are clear what to do in an emergency.

13.1.10 Appendix 6: Property Standards sets out the Council’s detailed expectations around accommodation provision, room sizes, availability and furnishings; however the Service Provider should use reasonable judgment with regard to the adjusting this dependent on the family or families to be accommodated.

#### 13.3 Electrical, Gas and other Equipment

13.3.1 The Service Provider shall ensure that all fixed and portable electrical and gas items that are used in Family Assessment Centres are purchased from new, meet the relevant British standards and are maintained in accordance with manufacturers recommendations and best industry practice, specifically with regard to Domestic Gas and Electrical safety checks and certification.

13.3.3 The Council’s requirements for equipment testing and maintenance are set out in Appendix 7: Property and Equipment Maintenance.

#### 13.4 Repairs and Maintenance

13.4.1 The Service Provider shall maintain a schedule of cyclical and responsive repairs at each Family Assessment Centre to ensure the building and facilities are maintained to a high quality and safe standard.

13.4.2 In addition to regular maintenance – eg. Gas servicing – the Service Provider shall carry out a repairs inspection every 3 months to identify work that is required.

13.4.3 Unplanned (responsive) repairs that are identified should be undertaken in line with the timescales set out in the table below and not wait until the 3 monthly inspections. Competent contractors should be used with the appropriate registrations and qualifications. Records should be kept for inspection by the Council.

| **Situation** | **Detail** | **Response Time** |
| --- | --- | --- |
| Emergency | Where life may be at risk – eg. Gas leak, electrical power failure | Within 1 hour to make safe, to be completed within 24 hours – consideration should be given as to the safety of the family remaining at the Family Assessment Centre *-* the Council should be made aware immediately |
| Urgent | Significant inconvenience, but no immediate danger to life – eg. no hot water | Within 3 working days - the Council should be made aware within 3 hours |
| Semi urgent | Modest inconvenience where a repair is necessary but there is no danger – eg. Failure of one (where there are more than one) washing machine | Within 28 calendar days |
| Non urgent | Where a repair should take place but this is more for aesthetic reasons – these are likely to be decorating repairs | Within 2 months |

#### 13.5 Health and Safety

13.5.1 The Service Provider shall maintain an accident book held at each Placement. Details of accidents shall be recorded as soon as practical after the event.

13.5.2 The Service Provider must ensure that at all times on site there is at least one staff member who is first aid trained with up to date qualification. A list of the first aider for each day should be noted on noticeboards and at least one fully equipped first aid kit must be available and in-date at each Placement.

13.5.3 All staff must be briefed on health and safety at work, following the guidance from the Health and Safety Executive at the following link: [www.hse.gov.uk](http://www.hse.gov.uk) paying specific regard to the following risks:

|  |  |
| --- | --- |
| CleaningSlips and TripsFire SafetyViolence in the Workplace | Moving and handlingSharpsRIDDOR |

13.5.4 The Service Provider shall take all measures necessary to comply with the requirement of the Health and Safety at Work Act 1974, subsequent amendments and new legislation, and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to staff in the performance of their work

13.5.5 The Service Provider shall comply with all relevant legislation relating to its staff however employed including (but not limited to) compliance with the law relating to the entitlement of its staff to work in the United Kingdom

13.5.6 If the Service Provider has a reportable incident as defined by the Health and safety Executive (HSE) – see link - <http://www.hse.gov.uk/riddor/examples-reportable-incidents.htm> this will be notified to the appropriate body within 10 days of the incident as per HSE guidance or any subsequent changes to HSE guidance on these timescales

13.5.7 The appropriate body may be either the Council’s Health and Safety Team or the HSE – see link - <http://www.hse.gov.uk/contact/authority.htm>

13.5.8 Following notification to the appropriate body the responsible Council Commissioner for the service will also be notified within the same timescales as stated in 13.5.6

### 14. PERFORMANCE MANAGEMENT

#### 14.1 Contract Management and Monitoring

14.1.1 The Council will undertake regular monitoring reviews at least annually and as often as monthly or quarterly depending on the level of risk. New Service Providers will be subject to more frequent reviews during the first year. These reviews will take place over one day for a single Family Assessment Centre, with additional half days visits to second and subsequentFamily Assessment Centres.These reviews will focus on the following areas (this list is not exhaustive):

|  |  |
| --- | --- |
| * Content and quality of the family’s files
* Quality and standards of assessment
* Standard of accommodation and equipment / facilities
* Fire standards
* Electrical and gas safety
* Insurance cover
* Families (or members of the family) who are out of the Family Assessment Centre on authorised or unauthorised visits – process and recording
* Safeguarding procedures and family assessors knowledge of the procedures
 | * Safe recruitment procedures
* Recording systems
* Data protection processes
* Staff files – contracts of employment, supervision, appraisal, training, induction, qualification
* Staff supervision – quality and recording
* Policies
* Partnership work
* Incident reporting
 |

14.1.2 In the periods between reviews the Council will obtain feedback from Allocated Social Workers and Independent Reviewing Officers (IRO’s) on the achievement of outcomes. This will feed into the review with any quality issues being picked up with the Service Provider*.*

14.1.3 The Council may request copies of insurance certificates, gas and electrical safety certificates, copies of policies may be requested between reviews and the Service Provider will supply updated copies as they are renewed.

14.1.4 The Service Provider will permit staff from the Council, particularly social workers overseeing the care plan to inspect the Family Assessment Centres at any time, with or without notice.

#### 14.2 Financial Viability

14.2.1 The Council will carry out due diligence on the financial standing of the Service Provider prior to approval and acceptance onto the Rolling Select List, and at least annually thereafter, dependent on risk.

14.2.2 If a Service Provider is operating as a sole trader or other entity where financial accounts are not publically available, as is the case with limited companies, information will be made available by the Service Provider to the Council. This may include sight of profit and loss statements and balance sheets, as well provision of personal reference information, such as a business bank manager – as may be requested.

14.2.3 The Service Provider shall report to the Council any significant adverse changes in their financial position should be reported within 7 working days, and in the case of imminent insolvency or administration, this must be reported immediately

14.2.4 Should there be any county court judgements (CCJ’s) against a Service Provider or its directors/partners or sole traders, or if a director is disqualified the Council shall be notified immediately.

14.2.5 Should the Service Provider’s directors register as a director of a new company at any point during the term of the contract, the Service Provider shall declare these directorships to the Council within 14 working days.

14.2.6 The Service Provider must implement and maintain levels of insurance cover as follows:

| **Insurance Type** | **Cover to Include** **(Specific Items)** | **Value** |
| --- | --- | --- |
| Public Liability | Sexual abuse and molestation liability cover to cover proven bodily or mental injury, disease, suffering or death of a child following sexual abuse Medical malpractice liability cover to cover proven bodily or mental injury following the maladministration to the child  | £10,000,000£1,000,000 per incident |
| Employers Liability |  | £5,000,000 |
| Professional Indemnity |  | £2,000,000 |
| Buildings Insurance | Including accidental and malicious damage | Rebuild cost |
| Contents Insurance | Including accidental and malicious damage | Replacement costs based on total occupancy at £1,500 per family. |

14.2.7 The Service Provider will supply copies of certificates to the Council. The Council will not accept any liability for insurance claims.

#### 14.3 Key Performance Indicators

14.3.1 The Service Provider shall provide data to evidence their performance against the Key Performance Indicators set out in Appendix 1. These KPIs are set for the first year of the contract and will be used by the Council in monitoring the Service Provider’s performance. KPI data shall be submitted to the Council to the schedule as set out in the “Reporting Frequency” column.

14.3.2 The list of KPIs is not exhaustive but is intended to give a good indicator to the Service Provider as to what will be measured going forwards. Some targets will be confirmed prior to contract commencement and some are new; therefore needing a baseline figure before targets can be set. At any time during the contract term the Council and the Service Provider may work together to incorporate suggest additional or amended KPIs and targets to better demonstrate performance against the Council’s objectives for the Family Assessment Service, as necessary.

14.3.3 As standard, the Council will review both the performance against and the relevance of, the Key Performance Indicators on an annual basis and agree with the Service Provider any revisions of these in advance of the next contract year.

14.3.4 If a Key Performance Indicator is not met during the period of the assessment then the Council may require the Service Provider to put together an action plan to address the issues within a timescale to be defined by the Council.

14.3.5 If the Key Performance Indicator is still not met at the next Reporting Period, the Council reserves the right to terminate the contract in line with the contractual terms.

#### 14.4 Management Information

14.4.1 Additionally, the Service Provider shall supply data as requested by the Council’s Commissioner which will evidence further performance of service delivery. This data may not initially have a target figure, but may form part of the discussions and amendments to the list of Key Performance Indicators. Data required from the contract outset is listed at Appendix 2: Management Information.

#### 14.5 Performance Issues, Suspension and Termination of the Contract

14.5.1 The Council will raise performance issues with the Service Provider verbally in the first instance. Unless the matter is immediately urgent (ie. placing families at risk) the Council will then follow up with detail in writing within 7 working days.

14.5.2 The Council will advise the Service Provider of the timescale for resolution of the performance issue.

14.5.3 In the event that the identified issues are not rectified within the timescale, the Council may exercise its right to suspend the Service Provider from receiving new placements until the identified issues are rectified.

14.5.4 During this time the Council will provide a final deadline for resolution of issues and increase checks on the Service Provider. Failure to comply with the final request for resolution may result in the Council terminating the Service Provider’s contract.

#### 14.6 Termination of Individual Placements

14.6.1 Where it becomes necessary to move a family from a Family Assessment Centre before the expiry of the notice period (terminating the individual placement), the Council will provide written notice and fund the notice periods set out in the table below.

|  |  |
| --- | --- |
| **Time in placement** | **Notice and Payment Period** |
| Less than 1 week | 1 day |
| Between 1 week and 1 month | 7 days |
| Over 1 month | 14 days |

14.6.2 The Council is not obliged to give a reason for termination of individual placements, however if the move is as a result of an issue at the Family Assessment Centrethe Council will attempt to resolve any issues before making the decision to move the family.

14.6.3 The Service Provider will retain duty of care for the family and their children from the time they are collected or received by the Service Provider until the family and children are returned to the care of the Council or person with parental responsibility.

### 15. QUALITY ASSURANCE AND GOVERNANCE

#### 15.1 Service Provider’s Quality Assurance

15.1.1 The Service Providershould develop a quality assurance process that sets out how issues and complaints are raised and resolved and how lessons can be learnt from them, and the process of self-audit on a regular basis to identify areas of strength and those that need to be improved.

15.1.2 The quality assurance process will include the Service Provider ensuring that assessors are professionally supervised (in accordance with HCPC standards).

15.1.3 The Service Provider will carry out one self-audit exercise every 2 months, the results of which shall be recorded and provided to the Council. The Service Provider may choose the areas for self-audit; however the Council will monitor the suitability of these choices as part of the contract management process.

15.1.4 Should the Service Provider identify any significant development areas from the self- audit, these must be reported to the Council within 7 working days.

#### 15.2 Quality Assurance of Assessment Reports

15.2.1 The Service Provider shall ensure that the Assessment Reports are of the highest quality, in accordance with professional standard and the Council and the Court’s expectations. Reports shall be quality assured by a senior manager (of the Service Provider) on a monthly basis. This will be checked at the annual review to be carried out by the Council.

15.2.2 If the Council finds a submitted report to be below required standards then it will be returned to the Service Provider for improvement and 10% of the original assessment cost will be deducted. If a report is returned a second time due to low standards then a further 20% of the original assessment cost will be deducted. If a court questions the standard of an assessment at any stage in the proceedings then a 10% reduction shall be applied.

15.2.3 It is recognised that there may be a difference between the professionalism, standard and integrity of assessments, and where involved parties may disagree with the report's contents, conclusions and recommendations. These will be carefully considered and evaluated in any audit of reporting standards. The Council's Rolling Select List Agreement Manager shall be the final arbiter of any decisions on the standard of reports. The Council will set up a gateway process to review the quality of completed draft reports prior to final submission.

15.2.4 If a referral for an assessment has been accepted, but the report has not been submitted by the agreed submission date then a penalty will be imposed.

#### 15.3 Governance

15.3.1 The Service Provider will ensure that the following is in place:

* The individuals responsible for the governance of the Service “the Governance Structure” delivered by the Service Provider will be made up of individuals with a mix of skills and expertise. All members of the governance structure will be conversant and have a good understanding/experience of the Services that the Service Provider is delivering
* An outcomes focussed approach to Service delivery will be taken by the Governance Structure
* Staff at all levels will have a voice and presence on the Governance Structure and be consulted on decision making.

#### 15.4 Record Management

15.4.1 Where an assessment is being conducted by court order the rules and policies of that court with regards to the recording of the assessments process, the Service Provider must observe and follow these.

15.4.2 Family assessors need to make contemporaneous written notes of all interviews and observations, and keep a record of communications with families and their representatives

15.4.3 While recording events should take place during or shortly after each interview or observation, it is sometimes not good practice to be taking detailed or extensive notes during interviews with children, as they require a more informal interactional style to feel engaged or comfortable in the interview process. Notes of interviews with children will thus sometimes be written immediately after the interview

15.4.4 The Service Provider must ensure records are stored responsibly and securely, and in any case within the Data Processing guidelines set out within this Contract.

15.4.5 Family Assessors must also be able to produce their records as required or ordered by a court. Where the report was ordered by a court, the notes should only be released by court order

15.4.6 If required to produce notes or records, the Family Assessor should be aware of any information in their notes that may place a party at risk, for example personal contact details of parties or others, and remove these from the records before releasing them. If so, the report writer must inform the court and the parties they have deleted these details and why this was done.

#### 15.5 Electronic Record Systems

15.5.1 The Service Provider will maintain an electronic recording system “the System” that documents all of the information below as a minimum, including the ability to provide the data required against Appendix 1: KPIs and Appendix 2: Management Information.

|  |
| --- |
| **Electronic Records** |
| NameGender Date of birthNationalityEthnicityReligion National Insurance NumberPassport Number (each member of the family)Social worker details and contact Social worker visit dates Electronic attachment of care pathway plans, education plans etc.Start and end date of placement | Daily logs of interaction Risk Assessments (Council and Service Provider)Support PlansCase notesAssessmentsEducation and employment detailsVisitors logIncident logsSafeguarding alertsDisability/impairment/other health issues Medical registrations and appointments |

15.5.2 The System needs to meet the requirements of the Council and shall be capable of recording dates for every interaction and producing a report of key areas in a chronological format i.e. details of visitors and dates.

15.5.3 Any other information that the Service Provider intends to collect in relation to this contract will be advised in writing to the Council and not collected until express written consent is obtained from the Council.

15.5.4 The System used will be hosted in the United Kingdom (UK) or on a fixed server maintained by the Service Provider. Any systems that operate outside of the UK in a ‘cloud’ based environment or any other environment where servers are not within the UK, shall only be permitted where the express written authority of the Council is sought and obtained, following due diligence by the Council.

15.5.5 The System and any associated hardware will follow these broad principles:

* Will only be accessible by authorised staff within the organisation
* Password protected where sensitive personal, identifiable information is held
* Passwords will not be shared
* Held on a fixed server (unless hosted elsewhere and not by the Provider) that is maintained in a room or building that can be locked when there is not a member of staff presence
* Fixed desktop PCs and laptops will be maintained in lockable room or building
* Portable media – eg. Laptops/netbooks/tablets will not be removed from the Centre unless security can be reasonably guaranteed
* The Service Provider must implement secure Wi-Fi and not permit portable media to be used on any unsecured or public network within or outside of the office

15.5.6 The Service Provider shall not use CDs or DVDs or Memory Sticks to store sensitive, personal, identifiable information which will leave the office

#####  Paper Records

15.5.7 Paper records should not be used as a method of storage due to their vulnerabilities, unless there is no reasonable secure alternative.

15.5.8 Where it is necessary to store paper records, the Service Provider will ensure they will be secured in locked cupboards (with key control) and not left unattended

15.5.9 Paper documents should not be removed from the Family Assessment Centre unless absolutely critical, and in any case will not be left unattended anywhere in a vehicle.

#### 15.6 Required Records

15.6.1 The Service Provider will maintain up-to-date files for each family which will contain the following information:

| **Family File** |
| --- |
| Referral forms received from social careRisk assessments received from social careAssessment plans received from social careRisk assessments prepared by the Service ProviderConfirmation that the family has received an induction at theFamily Assessment Centre‘Pen portrait’ of the children in the family detailing their history, their needs, wishes and feelings and any other information that will assist family assessors to understand each child within the familyCopies of all assessment documentation and completed assessmentsChronological detail of all visitors to the Family Assessment Centre – detailing name, age, identification checked, dates and timesChronological detail of authorised visits overnight (away from the Family Assessment Centre)-including details of where the family member/whole family stayed Chronological detail of unauthorised absences away from the Family Assessment Centre – including details of where the family member/whole family stayedChronological detail of missing episodes – including dates, times, if whereabouts was known following the return of the family member/whole family, details of any known persons that the family member / whole family was with whilst missing, the date and time the family member/whole family returned to the centre and time. Details of support provided post-return to the Family Assessment Centre | Chronological list of social work visitsFinancial transactions – details of any expenditure on the family and summary of expenditure typeDetails of medical registrationsNHS numberNational Insurance Number Details of immigration interviews Accident reportsMedication details – what type of medication, how much and how often this is to be taken will be recorded by the Family Assessment Centre. However, the family will be responsible for the administration of medicineDetails of emergency visits to the GP or hospital will be recordedDetails of allergiesMissing reportsPhotographs of each member of the family Contact information for the familyContact information for an external contact provided by the familyContact information for the allocated Social Worker and Independent Reviewing Officer (IRO)Any other pertinent correspondence |

15.6.2 The Service Provider will maintain files for each member of staff / volunteer with the following documentation:

|  |
| --- |
| **Staff Files** |
| Application formDetails of interview process and scoring with any relevant tests that were setCopies of identificationCopies of educational / professional body certificationCopies of training certificatesDBS reference number and date last undertaken | Contract of employmentDetails of induction undertakenDetails of training undertaken / planned with the Service Provider with dates, levels and accrediting bodiesSupervision notesRecords of sickness, leave and disciplinary issues |

### 16. PRICE AND PAYMENT

#### 16.1 Fees

16.1.1 The Council will pay a weekly fee for the Service calculated which will be paid in arrears on the receipt of an invoice in a format to be agreed by the Council.

16.1.2 The Service Providershould sign up to the Council’s ‘iSupplier’ portal to upload invoices in arrears at the end of each month. The Council will pay invoices 10 days from receipt of a correct invoice if using the ‘iSupplier’portal. The Service Provider shall note that payment arrangements may be subject to change by the Council, for which reasonable notice will be given.

16.1.3 These timescales may increase in the event of a disputed invoice. The Council will work with the Provider to resolve issues as quickly as possible. Invoices should be submitted in arrears within 7 days of the end of each calendar month.

16.1.4 The Service Provider shall support the family to manage their own expenditure, including claiming their benefit entitlements where appropriate. No allowances will be paid by the Council to the family.

16.1.5 The weekly fee will include all costs, with no additional payments made by the Council regardless of additional need.

16.1.6 The fees payable and pricing structure are detailed within the tender documentation and contract ‘ordering process’.

### 17. SOCIAL VALUE

17.1 The Council has considered the implications of the Social Value Act 2012 within the remit of this Service. The Social Value Act requires public authorities to have due regard for economic, social and environmental wellbeing in connection with public service contracts.

17.2 The Council’s Social Value framework is set out here:

 <https://www.thurrock.gov.uk/council-procedures-and-thresholds/social-values>.

17.3 Therefore the Service Provider will deliver additional ‘added’ **social** value that benefits the community and the people who live within it.

17.4 The Service Provider will demonstrate engagement in community activities or activities such as offering student placements or shadowing opportunities, or voluntary activities (subject to a suitable risk assessment) for at least four (4) hours for each month during a placement is commissioned.

17.5 Bidders will make proposals around these as part of their tender submission and once agreed by the Council, will become a contractual obligation for the successful Consultant.

### APPENDIX 1 – KEY PERFORMANCE INDICATORS

Key Performance Indicators will be reviewed annually. Note that the reporting frequency in the table below will apply when placements are commissioned.

| **Outcome** | **Performance Measure** | **Method of Calculation** | **Year 1 Target** | **Reporting Frequency** |
| --- | --- | --- | --- | --- |
|
| 1. Delivery of high quality and timely Family Assessments | 1.1 Percentage of Assessments that pass the Service Provider’s Internal Management QA process.  | 1.1 Number of Assessments that pass the Internal QA process divided by the total number of Assessments | 95% | Quarterly |
| 1.2 Percentage of Assessments that pass the Council’s Management QA process first time. | 1.2 Number of Assessments that pass the Council’s QA process first time divided by the total number of Assessments. | 90% | Quarterly |
| 1.3 Number of Assessments that fail the Council’s QA process when presented for the second time. | 1.3 Number of Assessments that fail the Council’s QA process when presented for the second time | < 2 per year | Quarterly reporting |
| 1.4 Percentage of Assessments accepted by the Court at first presentation. | 1.4 Number of Assessments accepted by the Court divided by the total number of Assessments presented | 90% | Quarterly |
| 1.5 Percentage of Assessments completed within the agreed timescales set by the Court. | 1.5 Number of Assessments completed within the agreed timescales set by the Court divided by the total Number of Assessments. | 90% | Quarterly |
| 2. Compliance with Incident Reporting timescales | 2.1 Percentage of serious incidents reported to the Council within 24 hours | 2.1 Number of serious incidents reported to the Council within 24 hours divided by the total number of incidents | 98% | Quarterly |
| 2.1 Percentage of safeguarding incidents or child protection alerts reported to the Council within 24 hours | 2.2 Number of safeguarding incidents or child protection alerts reported to the Council within 24 hours divided by the total number of safeguarding incidents or child protection alerts | 98% | Quarterly |
| 3. Families are treated with respect and dignity | 3.1 Low level of complaints about the Service | 3.1 Number of complaints about the Service | < 2 per annum | Quarterly |
| 4. Attendance at key meetings | 4.1 High levels of attendance at key (partnership) meetings as set out in 7.1 of the specification | 4.1 Number of key meetings attended divided by the number of meetings for which the Service Provider’s attendance is requested | 90% | Quarterly |

### APPENDIX 2 – MANAGEMENT INFORMATION REQUIRED

The Service Provider will collate and return to the Council relevant data as required.

Initial data will be agreed between the Parties at contract start up.

### APPENDIX 3 – RELEVANT LEGISLATION

The legislation that is relevant to this contract is set out below. The Service Provider will adhere to all relevant legislation listed below, will ensure that its practices conform to this legislation, ensure that family assessors are familiar with the principles of each piece of legislation and will ensure that it keeps up-to-date with changes and revisions of this legislation:

* The Children Act 2004 (repealing and amending previous legislation), notably the Children Act 1989
* Protection of Children Act 1999
* Children and Families Act 2014
* Residential Family Centres' Regulations 2002, as amended
* The National Minimum Standards for residential family centres
* Children and Social Work Act 2017
* Care Standards Act 2000
* The Disability and Equality Act 2010
* The Human Rights Act 1998
* Working Together to Safeguard Children 2015
* Statutory Guidance on Children who Run Away or go Missing from Home or Care 2014
* The Carers and Disabled Children’s Act 2000
* The Children (Leaving Care) Act 2000
* The Care Leavers (England) Regulations 2010
* The Care Planning, Placement and Case Review (England) Regulations 2010
* Children and Families Act 2014
* Safeguarding Vulnerable Groups Act 2006
* Health and Safety at Work Act 1974
* Equalities Act 2010
* General Data Protection Regulations 2016
* Freedom of Information Act 2000
* The Caldicott principles
* UN convention on the rights of the child
* Employment and Equal Opportunities legislation (including the Race Relations Act 1976 and all subsequent amendments)

### APPENDIX 4 – APPLICABLE STRATEGIES AND POLICIES

**Violence against Women and Girls (VAWG) Strategy:**

Violence Against Women and Girls (VAWG) undermines confidence, opportunity and ambition for victim-survivors, especially where it takes place during childhood or adolescence. It is not only implicated in ongoing gender inequality, meaning women and girls do not reach their potential, but also results in mistrust and isolation that undermines communities.

Providers shall both understand and ensure their Service acts appropriately against any act of VAWG, defined as follows:

**Home Office Definition:**

 any act of gender based violence that results in, or is likely to result in physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private.

**UN Definition**

Violence that is directed against a woman because she is a woman or that affects women disproportionately... The term “women” is used to cover females of all ages, including girls under the age of 18… manifested in a continuum of multiple, interrelated and sometimes recurring forms… physical, sexual and psychological/emotional violence and economic abuse and exploitation, experienced in a range of settings, from private to public, and in today’s globalised world, transcending national boundaries.

Female Genital Mutilation (FGM) should be reported to the appropriate services and staff trained in looking at the signs of FGM and reporting procedures in place. The reporting of FGM is now mandatory for health and social care professionals as detailed within the following guidance.

Service Provider staff shall be trained to understand and act on the signs of potential sexual abuse or domestic violence, both towards women and towards men. The following link has useful information:

 <http://www.nhs.uk/Livewell/abuse/Pages/signs-domestic-violence.aspx>

**2. Child Sexual Exploitation (CSE) Core Principles**

Service Providers will be conversant with CSE, its complexities, the warning signs and children’s vulnerabilities toward CSE. It is critical to both victim and public confidence that the response of partners is reflected accurately through operational activity, communications material and channels, and the media.

CSE is a form of abuse which involves children (male and female, of different ethnic origins and of different ages) receiving something in exchange for sexual activity. Perpetrators of CSE are found in all parts of the country, rural and urban areas and are not restricted to particular ethnic groups.

This definition is supported by a set of national key messages:

* CSE (aged 18 and under) involves situations, contexts and relationships where the Young Person receives ‘something’ (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts and/or money) as a result of them performing, and/or others performing on them, sexual activities.
* CSE can occur through the use of technology without the child’s immediate recognition; for example, being persuaded to post images on the internet / mobile phones without immediate payment or gain.

Further information and advice on CSE can be obtained from the Local Safeguarding Children Board (LSCB) <http://www.thurrocklscb.org.uk/>.

The NSPCC website gives a basic awareness around child sexual abuse and exploitation. All staff should be versed in order to have a reasonable level of understanding if not already obtained.

<http://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-abuse/what-is-csa/#tab-3a4631c0-8b39f8d0>

All staff should be versed on teenage relationship abuse at a basic level in order to gain a reasonable level of understanding. <http://thisisabuse.direct.gov.uk/>

All Providers, when working with young people, parents and schools will as part of their service delivery, raise awareness on the hidden harms and exploitation within all forms of social media, social networking, mobiles, sexual bullying and the dangers of sharing both images and personal information.

**Sexual violence / childhood sexual abuse (CSA)**

**The Legislative Framework for Sexual Violence and Abuse**

There are two critical pieces of legislation governing the sexual offences laws in the UK; the Sexual Offences Act 1956 and the Sexual Offences Act 2003. The 2003 Act came into force on 1st May 2004 and applies to all offences committed on or after that date. The 1956 Act relates to cases where the offence took place before 1st May 2004 and remains relevant for some non-current sexual violence cases. Key offences covered within the Acts include the following where the victim does not consent to the act and where the defendant “does not reasonably believe” that the victim has consented; rape, assault by penetration, sexual assault, causing sexual activity without consent. The age of consent in the UK is 16 and a child under the age of 13 cannot legally consent to any sexual activity. For this reason, all reports of sexual activity with an under 13 year old are required to be reported to the Police and Social Care.

**What is Sexual Violence and Abuse?**

The World Health Organisation (2010) defines sexual violence and abuse (SVA) as ‘any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed against a person’s sexuality using coercion, by any person regardless of their relationship to the victim, in any setting including but not limited to home or work’. This definition includes rape. As per the Sexual Offences Act 2003 (SOA 2013), rape has legally been defined in the UK as the penetration with a penis of the vagina, anus or mouth of another person without their consent. Rape is defined as ‘physically forced or otherwise coerced penetration, even if slight, of the vulva or anus using a penis, other body parts or an object’. The attempt to do so is attempted rape. Rape of a person by two or more perpetrators is gang rape.

The SOA 2013 describes penetration of a vagina, mouth or anus with any part of the body other than the penis or with an object without their consent as “assault by penetration”. Sexual violence can include other forms of assault involving a sexual organ, including coerced contact between the mouth and penis, vulva or anus. Any sexual activity with a child under the age of 16 is an offence, including non-contact activities (such as encouraging to send nude photos online or making a child watch pornographic material) or encouraging children to behave in sexually inappropriate ways.

It is important to recognise that sexual violence and abuse can happen to anybody, of any age, regardless of sex, gender, sexuality, religion, cultural, social or ethnic background. It should also be understood as a cause and consequence of sex/gender inequality, and as a result, impacts disproportionately on women and girls. Sexual violence and abuse may be a one-off event or happen repeatedly over any period of time. In some cases it can involve the use of technology such as phones, internet or social media. Sexual violence and abuse can occur anywhere including in public, within the home or workplace and within organisations and institutions such as schools, religious settings and sports clubs. It may also occur when the person is unable to give consent while drunk, drugged, asleep or mentally incapable of understanding the situation.

Child sexual abuse (CSA) is when a child is forced or persuaded to take part in sexual activities. This may involve physical contact or non-contact activities and can happen online or offline. Children and young people may not always understand that they are being sexually abused. Contact abuse involves activities where an abuser makes physical contact with a child. It includes: sexual touching of any part of the body, whether the child is wearing clothes or not, forcing or encouraging a child to take part in sexual activity, making a child take their clothes off or touch someone else's genitals, rape or penetration by putting an object or body part inside a child's mouth, vagina or anus. Non-contact abuse involves activities where there is no physical contact. It includes: flashing at a child, encouraging or forcing a child to watch or hear sexual acts, not taking proper measures to prevent a child being exposed to sexual activities by others, making a child masturbate while others watch, persuading a child to make, view or distribute child abuse images (such as performing sexual acts over the internet, sexting or showing pornography to a child), making, viewing or distributing child abuse images, allowing someone else to make, view or distribute child abuse images, meeting a child following grooming with the intent of abusing them (even if abuse did not take place). There is not an actual offence of CSA, rather sexual offenders against children are charged with a range of sexual offences defined in law.

Child sexual exploitation (CSE) is a form of child sexual abuse. Sexual exploitation of children and young people aged under 18 involves exploitative situations, contexts and relationships where young people are manipulated or deceived in to sexual activity in exchange for something the victim needs or wants and and/or for the financial advantage or increased status of the perpetrator or facilitator. Child sexual exploitation does not always involve physical contact and can also occur through the use of technology without the child’s immediate recognition, for example being persuaded to send sexual images via the internet or use of a mobile phone. The key factor that distinguishes CSE from other forms of child sexual abuse (CSA) is the presence of some form of exchange, i.e. the child receives ‘something’ e.g. gifts, drugs, alcohol, accommodation or food in return for the sexual activity. In all cases, those exploiting the child/young person have power over them whether it is by virtue of age, gender, intellect, physical strength and/or economic or other resources. It is important to remember that the victim may have been sexually exploited even if the sexual activity appears consensual.

Over the recent years, the profile of sexual offences have been raised significantly due to high profile inquiries such as the Inquiry into Child Sexual Exploitation in the family environment, the Independent Inquiry into Child Sexual Abuse (IICSA) and the Independent Inquiry into Child Sexual Exploitation in Rotherham. Campaigns such as the #METOO movement and high profile media coverage cases involving well known individuals such as Jimmy Savile and Michael Jackson have also contributed.

**3. PREVENT**

Providers are expected to have an appropriate level of training regarding the Prevent agenda which is part of the government’s counter-terrorism strategy, CONTEST. Its aim is to stop people becoming terrorists or supporting terrorism.

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97976/prevent-strategy-review.pdf>

Concerns should be reported where appropriate and engagement with the LSCB and organisation and local authority leads for PREVENT as necessary.

The exposure of young people (and adults) to extreme messages is a form of child exploitation.

The Service Providers of Services for children play an important role in helping young people to become more resilient to messages of violent extremists, and in tackling the sorts of grievances extremists seek to exploit, through creating an environment where all young people learn to understand others, value and appreciate diversity and develop skills to debate and analyse.

Staff training

The Service Provider should ensure that their staff are trained and equipped to identify young people or adults at risk of being drawn into extremist actions, as well as challenge extremist ideas. All staff should know how to refer young people or adults at risk of being radicalised. All staff should be aware of the Government’s PREVENT strategy. The Council will make checks on the training of staff in this area.

 For more information on the Prevent / Anti-radicalisation strategy please see the following websites:

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/425189/Channel_Duty_Guidance_April_2015.pdf>

**4. HATE CRIME**

Hate crime or prejudice-based incident, whether a crime or not, is an incident which is perceived by the victim or any other person as being motivated by prejudice or hostility because of a person’s:

* Race
* Religion or belief
* Gender Identity
* Sexual orientation
* Disability

Hate crime, by individuals or groups, can take many forms such as:

* Assault
* Damage to property
* Offensive graffiti
* Neighbour disputes
* Arson
* Threat of attack and other intimidating behaviour
* Verbal abuse
* Offensive leaflets and posters
* Dumping of rubbish outside homes or through letterboxes
* Unfounded and malicious complaints
* Bullying

TheService Providerwill ensure that families within the centre as well as staff are protected from these crimes. Should they be perpetrated towards families or members of staff within the *centre* or outside of it, this will be reported to the police on 101 if this is not an emergency or 999 if it is an emergency. Following any incidences of hate crime families / staff will be supported to understand and process the emotions that go with these crimes and will support the family or member of staff to report this to the police.

### APPENDIX 5 – DATA PROTECTION, GDPR AND RELATED POLICIES

Service Providers must familiarise themselves with the requirements of the General Data Protection Regulations as set out in the following guidance from the Information Commissioner’s Office

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

### APPENDIX 6 – PROPERTY STANDARDS

The following sets out the Council’s general standards for Family Assessment Centres. The Service Provider may adjust this if the needs of the family require.

**FAMILY ACCOMMODATION**

**Bathrooms**

There should be at least one bathroom for every family. Bathrooms should contain a sink (560mm by 430mm minimum), toilet and a bath with a shower as optional. A baby bath must be provided. There should be constant supply of hot and cold water. Bathroom doors should be lockable from the inside with access able to be gained by staff with a key from the outside.

* Child locks on all lower cabinets
* Floors should be on a non-slip material
* Ant-slip bath mats should be provided
* A separate toilet should be available for family assessors use

**Water drainage**

All Family Assessment Centres should have an effective drainage system above and below ground, for the drainage of foul waste and surface water.

**Bedrooms**

All bedrooms should have the following furnishings:

|  |  |
| --- | --- |
| Separate beds for parents and children. Also separate beds for childrenA cot for children under the age of 2A bed guard for children aged 3-5*All beds must be have fitted sheets and duvet – two sets of bed linen should be available and 2 pillows and cases*Bedside cabinet and lightWardrobeChest of drawers | Changing table Mirror Comfortable chairSmall refrigerator Carpet or wood flooringCurtainsMinimum 4 power pointsLockable door that can be accessed by staff from the outside with a key |

**Kitchen**

Kitchens should have the following equipment:

|  |  |
| --- | --- |
| Sink with drainerChild locks on all lower cabinetsConstant supply of hot and cold running waterFull size cooker with hob, oven and grillRefrigeratorMicrowave oven Bottle warmer KettleToaster | Food storage cupboardsCutlery, crockery, pots and pans sufficient for the number of occupantsWork surfaces which are easy to cleanMinimum of four electric pointsAdequate lighting and ventilationA fire blanket A carbon monoxide detectorMinimum of 4 power points |

**Dining Area**

An area away from the bedrooms should be available for dining. This should be able to accommodate an entire family, but not necessarily all of the families resident at the centre at the same time. The dining room should contain a table and moveable chairs of bench type seating. Bar stools are not to be used. This can be within the communal living room or as part of a kitchen diner area providing the kitchen area itself meets the minimum size requirements (excluding the area to eat)

**Communal areas**

In each Family Assessment Centre there should be a lounge in line with the size specified above. This should contain sofa(s) of a suitable size to accommodate an entire family, but not necessarily all of the families resident at the centre at the same time. The furnishings should be of good quality, comfortable and clean. It should comply with all British fire rating standards. A television that can receive Freeview should also be in place with a minimum size of 32 inches. The room should be carpeted or have wooden/laminate flooring. There should be a minimum of 4 power points.

**Lighting / windows**

All areas of the household that are habitable should have adequate natural lighting the equivalent of one tenth of the floor area. Windows should be double glazed or better, be able to open, have trickle ventilation vents and be lockable. Adequate artificial lighting should be in place in every room.

**Ventilation**

Adequate background ventilation must be installed in kitchen, bathroom and WC’s.

**Access**

The front door to the Family Assessment Centreshould have high quality locks and an intercom system. Depending on the level of support the family is being given the Service Provider will conduct a risk assessment and decide whether keys are issued to the family and to whom they are given. Where an individual was not given a key they must be able to access the Family Assessment Centre via the intercom system.

**Internet access**

The Family Assessment Centreshould be equipped with high speed internet access and Wi-Fi throughout. Controls should be in place to restrict access to the following sites:

|  |  |
| --- | --- |
| PornographyRacismTerrorismExtremismEating disordersViolence | GamblingSelf-harmSuicideCrimeChild abuse |

**Heating**

Each Family Assessment Centre will have either a gas or electric (fixed and not portable) based heating system which provides heat in all rooms with controllable thermostats on each radiator. Adequate background ventilation will be in place where gas appliances are being utilised.

**Cleaning**

TheService Providerwill be responsible for cleaning of communal areas of the Family Assessment Centre.All areas including lounges, kitchens and bathrooms will be cleaned twice a week. Families will be responsible for the cleaning of those areas in between the scheduled cleaning. Where a family or individual family member is not keeping these areas clean, tidy and hygienic the Service Provider will decide on the measure to support and encourage good standards of cleanliness and hygiene.

A washing machine and ironing board/iron will be available. Suitable drying facilities will be in place with due consideration to the fact that families may have considerable amount of laundry. Cleaning materials will be stored securely and subject to a risk assessment.

**Garden areas**

All garden areas should be kept tidy with grass cut regularly and maintenance / repairs made to any sheds or outbuildings.

Chairs should be made available for children to spend time in the garden.

Dangerous / sharp equipment should be safely stored in locked sheds / outbuildings.

**Smoking area**

A designated area should be located outside of the property (to the rear and not front of the property). Smoking inside the property should not be permitted.

**CCTV**

CCTV should be installed in all communal areas, hallways, landings and the front and rear exit doors. CCTV should not be fitted in bedrooms or bathrooms.

The Service Provider must adhere to the provisions of the Freedom of Information Act, 2000. The Protection of Freedom Act, 2012, the Human Rights Act, 1998 and the Surveillance Camera Code of Practice, 2013.

**Windows**

All windows within bedrooms should be able to open. As children are residing in the rooms window restrictors should be fitted. These will not be put in place without the authority of the allocated social worker and a discussion with the local fire safety officer within the fire Service. A full risk assessment will be carried out by the Service Provider in this respect. Where children may be in danger by having an opening window on an upper floor consideration should be given to moving them to a lower floor room.

**OFFICE ACCOMMODATION**

**Office area**

The Service Provider should ensure that there is an office space within the Family Assessment Centre*.* This should be used to maintain paper records, set up a PC, telephone lines, store petty cash, store medication, set up CCTV equipment, conduct family assessors meetings etc. This room should have a lock that can only be accessed by Family assessors.

**Space for Private Meetings**

Separate space should be provided, away from bedrooms, to hold private meetings with social workers and staff from other agencies.

### APPENDIX 7 - PROPERTY AND EQUIPMENT MAINTENANCE

The following sets out the Council’s expectations for the provision and maintenance of electrical, gas and fire equipment within the Family Assessment Centre. However, should any relevant legislation, British Standard or industry best practice change during the term of this Contract the new guidance will take precedence.

**Electrical Equipment**

Alll electrical equipment will comply with UK and EU electrical ‘kitemark’ standards and be purchased from a reputable dealer, and not through online auction sites. Damaged and old equipment should be disposed of and replaced.

All electrical equipment should have a visual inspection for damage every 12 months. This should include checking leads and other areas that may have been damaged through use. These checks should be recorded in a written format. If a piece of electrical equipment that is moved around often and prone to cord damage is being used visual checks should take place every 6 months. An example of this type of equipment is a vacuum cleaner.

The Service Provider shall ensure that portable and transportable appliances are inspected and tested in line with the Electricity at Work Regulations 1989 and the most up to date guidance from the Health and Safety Executive – see link [HSE Guidance on PAT Testing](http://www.hse.gov.uk/pubns/indg236.pdf)

Every 5 years a qualified electrician (NICEIC registered) should inspect the wiring, sockets, switches, fuse boards and circuit breakers to ensure that they are still safe. Certificates detailing this work should be maintained. Any serious defects should be notified to the Council within 3 days of identification.

**Gas**

The Service Provider shall ensure that all gas appliances including, but not limited to, boilers, gas fires and cookers are inspected annually by a ‘Gas Safe’ qualified engineer. Copies of certification should be maintained. Any serious defects should be notified to the Council within 3 days of identification.

The Service Provider shall install Carbon Monoxide (CO2) alarms on each level of the Family Assessment Centre*,* including in the loft/attic if a gas appliance such as a boiler is located there. These should be tested weekly and batteries replaced annually, regardless of whether they have depleted. Hard wired CO2 alarms are preferred, however battery operated ones are acceptable.

**Fire Safety/Prevention**

The Service Provider should conduct a full fire risk assessment and document this with annual reviews.

Every floor of the Family Assessment Centreshould have a powder fire extinguisher, which can be used on all fires except cooking fats and oils. The extinguisher should be a minimum of 6kg.

Each kitchen area should have a wet chemical extinguisher, suitable for kitchen fires involving oils and fats. The extinguisher should be a minimum of 6kg. In addition a fire blanket should be available in each kitchen area.

All fire extinguishers should be serviced every 12 months or immediately if a defect is identified. Records must be kept on these visits and approved, competent engineers used to carry out this servicing.

Smoke alarms that detect both heat and smoke should be fitted on each floor of the Family Assessment Centre. As a minimum there should be two on each floor. These alarms should be hardwired into the mains electrical circuit, and not battery operated.

All bedroom, communal areas, kitchens and doors to/from escape routes should be fitted with 30 minute fire resistant fire doors, fitted with smoke seals and meet BS 476 – 22.1987 standards. These doors should be fitted with locks that can open from the inside without a key and can be opened from the outside with a key. Doors must close into the frame with a maximum gap of 3mm.

Under stair cupboards should be removed or upgraded to ensure they are lined with fire resistant materials.

Fire exit signage should be placed on each floor at intervals where it is clearly accessible where the fire route is.

Family Assessment Centreswith more than 3 floors or more should be fitted with emergency lighting on floors two (2) or above (the ground floor is counted as floor zero (0). Where these are fitted they should be hardwired into the mains electrical circuit, and not battery operated.

Where there is not a requirement for these due to only being a two storey property then LED high powered large torches should be made available on each floor, with batteries checked monthly and replaced annually regardless of if they have depleted. These should be kept for emergency use only and not used for other purposes unless absolutely necessary.

Keys to lockable windows should be kept in an accessible place in the event of fire.

A portable fire ladder should be available on each floor from one (1) or above, capable of reaching floor zero (0), the ground floor.

Internal escape routes should be clear of accumulations and hazards.

A family should be briefed on fire evacuation procedures on the first day at the Family Assessment Centre with 6 monthly practice drills, which can be to the front door of the house and not away from the house if this presents difficulties. These must be recorded. Families should be provided with a leaflet on fire safety and evacuation points and must know their evacuation points in the event of a real fire. These points should also be displayed on notices on each level of the Family Assessment Centre.

There should be one member of family assessors at the Family Assessment Centre at all times who is fire trained and competent in using fire extinguishers.

All furniture, curtains, bed linen, mattresses and cushions must meet UK fire resistance regulations to avoid the spread of fire and toxic fumes in the event of a fire.

**Legionella**

It is not usually necessary to undertake legionella testing in residential type properties, due to regular flushing through of water. The Service Provider will undertake a risk assessment to assess any risks and document these. This assessment should be reviewed every 3 years. Where the need to undertake legionella testing is identified the Service Provider will engage a suitable, qualified contractor to undertake this work. Certification will be maintained where this is necessary.

### APPENDIX 8 - DEFINITIONS

|  |  |
| --- | --- |
| **Allocated Social Worker** | The Council’s nominated social worker regarding the Family to be assessed |
| **Child or Children** | Persons aged under 18 who are being looked after in a residential family centre by a parent, or carer, whose parenting is being assessed.  |
| **Consultation** | Securing the wishes, views and feelings of a child and or giving information to a child in the most reasonable manner given the child’s age and understanding. |
| **Emergency Duty Team (EDT)** | The Council’s out-of-hours social work team who are the first point of contact for emergencies between Monday and Thursday 4:30pm to 9am, and Friday, from 4:30pm through the weekend until 9am on Monday public holidays |
| **Family**  | The family unit consisting of parents/carers and their children, who will be the subject of this service |
| **Family Assessment Centre** | A residential family centre is any establishment that provides residential services for parents and their children in order to monitor and assess the parents’ ability to respond to their children’s needs and to safeguard and promote their children’s welfare.  |
| **Parent** | Persons whose parenting is being assessed at the residential family centre |
| **The Service** | The Family Assessment Service (all elements) |