



Brief 3

Children, Young People and Families (Service Brief for children and young people affected by a disability)

1.0 Introduction & Background

1.1 The Children and Young People (Scotland) Act 2014 and the policy driver Getting it Right for Every Child inform service development and delivery across the partnership in Fife to improve outcomes for children, young people and families in Fife. Central to this is a focus on children's rights within the context of the UN Convention on the Rights of the Child (UNCRC) and the requirement for public bodies to report back every 3 years on steps to embed key elements in practice.

1.2 Section 22 of the Children (Scotland) Act 1995 places a duty on local authorities to safeguard and look after the interests of a 'child in need'. The Act states that disabled children are defined as children in need.

1.3 Section 23 of the Act requires the local authority to undertake an assessment of need if requested to safeguard and promote wellbeing, promoting the upbringing of children by their families. Section 23 of the Act is designed to minimise the effect of a disability on a disabled child (or child adversely affected by the disability of another family member) offering the opportunity for children affected by a disability to lead a life as normal as possible.

1.4 Self-Directed Support as defined within the Social Care (self-directed support) Scotland Act 2013 reinforces and extends the principles and duties within the Children (Scotland) Act 1995 ensuring a focus on:

- participation and dignity
- involvement
- informed choice
- collaboration

1.5 The specialist Children Affected by Disability Team in Fife defines a disability as **a profound physical and /or learning disability or chronic condition which has a significant and enduring health effect. These disabilities will have a significant impact on the child or young person's ability to carry out every day activities and on their quality of family life.**

1.6 In Fife, service planning and delivery has focused on priorities to streamline and coordinate services to be responsive and agile to the needs of children and families affected by a disability. The Children Affected by Disability project across E&CS and the H&SCP undertaken between in April 2019 - May 2020 focused on service delivery for children affected by a disability to:

- develop effective partnership working
- consider planning for children placed out with Fife and approaches to mitigate against out of authority placements
- scoping of the current service landscape and gaps

1.8 The Plan for Fife and the Children's Services Partnership Plan set out partnership objectives and priorities for improvement. The Children's Services Partnership agile action plan (2020-21) re-confirms these priorities:

- **Safety** – by working together we will protect our children and young people
- **Wellbeing** – by working together we will support and promote the health and wellbeing our children and young people
- **Opportunity**-by working together we will improve the life chances of our children and young people
- **Poverty** -by working together we will mitigate the impact of poverty on Fife families

1.9 Education & Children's Services and specifically the Children & Families Social Work Service has a key responsibility for improving outcomes for Fife's most vulnerable children and families. Objectives for phase 3 of the Children and Family Strategy 'Belonging to Fife' include:

- The voice of children and young people must be at the heart of practice, supported by a right to live within their families and community
- Shifting the profile of care away from high cost placements towards better support for children and young people at home or wider family
- Better alignment of services for all including care experienced children, providing a 'scaffolding' of support around needs
- Services need to be agile, responsive, family focused and community facing
- Support to all children but with a priority for those in most need due to risk and adversity to prevent the possibility of family breakdown and need for formal care.

1.10 The Children & Family Strategy is informed by the recommendations within the Independent Care Review and the importance on help and support being readily and locally available; maintaining connections within the family and wider networks; focusing on relationships; building resilience within families and communities

1.11 The contribution of the Third sector in achieving these objectives is important alongside a requirement for review and system redesign across current delivery models. The independent review of Third sector services in 2019

provided recommendations which have been considered within wider strategic re-commissioning plans for E&CS to achieve the above priorities.

2.0 Service Model

2.1 The service model should be cognisant of recent policy, research and evidence of interventions which contribute to improving outcomes for children affected by a disability and their families. The intention is that the delivery model and interventions will improve outcomes for the child/ young person and the whole family. A key driver is for children to remain within their family and community where it is safe to do so.

2.2 This service is focused on prevention and support for children and families where there are indicators of need and vulnerability due to the impact of a child's disability which if not addressed will lead to breakdown, crisis and statutory measures. Intervention may be intensive in nature depending on needs of the child /young person. Critical features of this service model are:

- person-centred
- family centred
- respectful promoting equality
- inclusive
- participative
- empowering and rights focused
- easily accessible
- supports transitions
- knowledge, expertise and understanding of disability and it's impact on families

2.3 The components of the services delivery model should include:

- assessment of children and young people's wellbeing needs and risks
- evidence-based approaches and interventions – reflecting expertise in disability practice
- support to families at times of crisis and stress
- support to access opportunities to promote wellbeing and development
- outreach support to access community activities
- direct support to the child/ young person in the family home
- practical support and advice within the family home including parenting advice
- flexible model available in the evening and weekends
- short breaks including unit-based respite for the child/young person
- collaboration and partnership working with key services (education & health)
- data and evaluation systems evidencing impact of support
- clear care planning processes subject to regular review
- mechanisms to obtain children, young people and family's feedback on the service experience

3.0 Outcomes

3.1 To deliver this brief the service will require an outcomes/performance framework with tools to evidence the progress of children, young people and families based on the impact of interventions. The outcomes for this service are

Outcomes for Children and Young People

- improvement in children and young people's health and wellbeing
- improvement in family relationships
- increased access to wider education and community opportunities
- improvement in independent living skills
- improvement in influence and control over life decisions and choices

4.0 Eligibility of Service Users

4.1 The service will be provided to children, young people and families throughout Fife within the features outlined in section **2.0**

4.2 The pathway to the service is ordinarily via the Children and Families Self Directed Support mechanism, with support plans being co-produced with families using an indicative budget. There may, however, be some occasions where the Children and Families service will request a service outside of this mechanism to provide a more immediate response for families in crisis.

4.3 It is anticipated that the service will provide a breakdown of the number of hours of support including respite for the funding available and this will be monitored and managed through performance reporting in the Service Level Agreement

The model of delivery will inform the number of service recipients within the budget envelope

5.0 Networking and Communication

5.1 Collaborative working to improve outcomes is a key requirement and the service should have a proven track record of working effectively on a multi-agency basis building strong relationships with a range of statutory and non-statutory services

5.2 The service should be visible and have a community presence across the 7 localities in Fife, contributing to local networks, sharing good practice and influencing service delivery and development both at a local and strategic level.

5.3 The service should provide detailed information on the service model and interventions raising awareness of provision and the ability to work in a flexible and agile way.

6.0 Continuity of Care

6.1 The service provider will be expected to provide consistency of staffing both in levels and personnel for children, young people and families, particularly through periods of absence, sickness and holidays. The service will share their organisation's comprehensive recruitment, induction and workforce development programme for staff members of this service. This should evidence capacity building with the staff team to use effective evidenced based interventions for the specified groups.

7.0 Risk Management

7.1 For each service user, identify all situations which involve elements of risk to themselves or others, and evidence the planned response which attempts to reduce and control the risk/s.

7.2 To manage risks effectively the service must have policies and procedures on the following:

- Operational policy reflecting equalities legislation
- Staff absence and management policy
Recruitment policies and procedures
- Procedure for lone working and working in service users' homes;
- Use of Volunteers
- Risk assessment and management
- Dealing with accident and incidents
- Handling challenging behaviour
- Protection of vulnerable groups including both an Adult and Child Protection policy
- Confidentiality policy
- Training and staff development
- Job descriptions and details of duties
- References and enhanced disclosure check for staff
- Procedures for the supervision, appraisal and disciplinary of staff
- Whistleblowing Policy

8.0 Recording and Monitoring

8.1 The service must have a record management system in place compliant with Data Protection guidelines with a workforce who are knowledgeable and competent to record accurately in respect to direct contact and reports for all groups.

8.2 Information regarding the overall service provided may be requested by Fife Council at any time for example, how many hours have been worked, the type of contact that took place, the work involved, changes to service plans/interventions, complaints, successful/unsuccessful outcomes and the reasons for these.

8.3 Records kept should ensure that information on the outcomes for the service can be collected for evaluation and analytical purposes

8.4 An Agreement Monitoring Meeting will be held every quarter and a report submitted to the meeting by the service.

8.5 The grant will be monitored via Fife Councils Monitoring and Evaluation Framework, a Link Officer will be appointed to work closely with the service. The Link Worker will be supported by the Social Work Service Monitoring Officer

9.0 Service support and development

9.1 Fife Council will identify an appropriate officer to link with the service provider in relation to ongoing support and development of provision.

10.0 Complaints Procedure

For each quarterly Agreement Monitoring Meeting the service provider must provide a report detailing the following information:

- The number of complaints the service provider has had during the previous quarter, by type of complaint
- The number of complaints in respect of service provision funded by Fife Council
- The outcome of the service providers investigation
- The number of complaints which were upheld and details on complainants who were satisfied/unsatisfied with the outcome
- General changes to the service providers policies and procedures as a result of complaints and progress with implementing any changes
- The service provider will be required to co-operate in any investigation of a complaint as requested by Fife Council and to remedy any concerns that Fife Council has regarding the provision of the service

11.0 Fife Council Education & Children Services has set a 2021/2022 budget for this service at between £500,000-£550,000