

BROWNING HOUSE FAMILY ASSESSMENT CENTRE

STATEMENT OF PURPOSE – May 2011

- 1 *A statement of the overall aims of the Residential Family Centre, what it sets out to do for parents and children and the specific aims and objectives to be attained with regard to children and parents accommodated in the centre.*

Browning House is a registered charity with almost 60 years' experience of working with vulnerable families. The organisation became a limited company, incorporated by guarantee, in January 2007, though it has retained its charitable status. We provide 24-hour care for 365 days of the year – throughout our independent comprehensive child protection assessments, the emphasis is focused on the needs of the children.

Our main activities are focused on child protection and risk assessment. Our aim is to balance detailed monitoring with our work in assisting parents to acquire the insight and the nurturing skills required to care adequately for and protect their children.

Families are referred to us by Social Services, Children's Guardians and the Courts when the children are considered to be at serious risk of harm. The parents undertake an assessment of their ability to care for and protect their children. Assessments are based on current government policy, 'The Framework for Assessment of Children in Need and their Families 2000'. Assessments are tailored to the family's particular needs and are residential, day or community attendance. Assessments may take place in our satellite housing project subject to individual family need. The flexibility of the process allows for the best assessment protocol for the family. Assessments average 12 weeks' duration, in negotiation with local authority professionals prior to and during assessments.

Our client group comprises families involved in on-going protection investigation, problems with domestic violence, a history of abuse, drug or alcohol addiction behaviour and/or substance abuse problems. The assessment accommodates any combination of adults that constitutes 'a family' to the child. Parents are supported by the flexible approach of our multi-skilled professionally-trained team. It is the policy of Browning House to provide equality of opportunity for all its families and staff regardless of sex, sexuality, race, colour, age, social class, religious belief, marital status, physical or learning disability, state of mental health or medical history.

The assessment process serves to benefit parent and protect the child and is used as a structured approach for the preparation of reports within the child protection work requested by Social Services and used within Court proceedings.

Browning House and its satellite projects are a place of safety and the security and the well-being of the children will always be our paramount concern.

- 2 *A statement of the facilities and services (including details of the type of accommodation) to be provided for the children and parents accommodated in the Residential Family Centre.*

Accommodation within Browning House comprises 11 rooms and two flats. Each family has its own fully furnished accommodation, all but five rooms have en-suite facilities.

Unfortunately there is no space for a family's own furniture, but there is space for ornaments,

stereos, wall posters and toys etc. Browning House is unable to accept family pets during a placement. Rooms are monitored by a scanning audio system. Each room is equipped with a fridge/freezer and digital safe to which they set their own security number. The parents are given a key to their allocated room and food/baby equipment storage cupboards, together with pass cards for the external gates to the grounds. Browning House also has a fully furnished two bedroom satellite flat in the community.

Communal facilities within the unit include a baby changing/bottle making room, a purpose-built nursery, a family room, conservatory play area, a sensory room, a dining room and a large, modern, well-appointed kitchen. Browning House has baby equipment such as cots, high chairs, bedding, sterilisers and pushchairs etc and these may be borrowed whilst resident at the Unit. There is no hire fee, but replacements carry a charge equivalent to market value. The House has an industrially equipped laundry for use by the residents.

3 *The name and address of the registered provider, and, if applicable, the registered manager.*

Mr B Graham, Chief Executive

Mrs K Keenan, Manager

Both may be contacted c/o Browning House Family Assessment Centre, 126 Chapeltown Road, Leeds, LS7 4DP.

4 *The relevant qualifications and experience of the registered provider and, if applicable, the registered manager.*

Mr B Graham:

Chief Executive, B.Tech, CQSW, MBA

Mrs K Keenan:

BSc(Hons) Health and Social Welfare

Social Work diploma

5 *The number, relevant qualifications and experience of persons working at the Residential Family Centre.*

Parents are supported by the flexible approach of our professionally-trained team of 39 employees, who work within all areas of the service including the satellite flat and community assessment team. Each family is allocated a Case Manager and a Key Worker to support them during their stay. The five Case Managers, who are senior staff experienced in all aspects of child protection issues and associated risk, are involved throughout all our services offered.

KAREN KEENAN – RESIDENTIAL MANAGER

Karen qualified as a RGN in 1988, practiced in NHS hospitals for four years and then undertook midwifery training. She qualified as a midwife in 1993 and has worked in the field of child protection at Browning House since 1994, initially as a Support Worker. Karen gained a Diploma in Health and Social Welfare in 1999, a Diploma in Social Work in 2003 and a BSc(Hons) in Health and Social Welfare in 2006. She was appointed Assistant Manager in 2002 and promoted to Manager in October 2005. In February 2010 she was appointed interim Childrens Services Manager.

SARAH WALSH – FAMILY ASSESSMENT WORKER TEAM MANAGER

Sarah qualified as a general nurse in 1981 and practiced in NHS hospitals for 11 years. She has worked at Browning House in the field of child protection since 1993, initially as a support worker. Sarah gained a NNEB in nursery nursing in 1997 and in 2001 became an NVQ assessor in the field of care. In July 2002 Sarah was appointed Case Manager and promoted to Assistant Manager in October 2005. In February 2010 she was appointed interim Residential Manager.

CLARE ROBERTS – SOCIAL WORKER TEAM MANAGER

Clare was awarded a BA(Hons) degree in Social Sciences in 1993 and worked in residential childcare after qualifying until 1999. She obtained an MA DipSW from York University in 1999 and worked in the field of child protection in a Children and Families Team as a local Authority Social Worker for six years. Clare has also worked with the NSPCC's Specialist Investigation Service undertaking child protection investigations where allegations of abuse have been made against professionals. In 2006 Clare was awarded the post-qualifying Award in Social Work Part 1, and she joined Browning House as a Case Manager in January 2007.

NATALIE OLD – CASE MANAGER

Natalie qualified as a Social Worker in 2003 gaining a Diploma in Social Work and a BA(Hons) degree in Applied Social Sciences from the University of Bradford. Since qualifying in 2003, Natalie has been employed by Leeds City Council; she was initially employed as a children and families Social Worker in a care management team, before latterly transferring to an assessment team where she was employed for two and a half years.

Natalie gained the post-qualifying Award in Social Work Part 1 in January 2006, then completed the post graduate Diploma in Child Welfare and Safeguarding in July 2009. She joined Browning House as a Case Manager in June 2009.

MANDA BROOK – CASE MANAGER

Manda qualified as a Social Worker in 2004 gaining a BSc(Hons) in Social Work and a Diploma in Social Work from the University of Huddersfield. Manda worked as a substance misuse practitioner for three months after qualifying in Kirklees. In January 2005 Manda started work as an agency Social Worker, through Academy Social Care, in a children and young people's care management team in South Leeds. Manda subsequently became a permanent member of Leeds Social Care in January 2006.

Manda completed the post-qualifying Award in Social Work Part 1 in 2007, and also qualified as a Practice Teacher for Social Work students in October 2008. She left her post as a Social Worker with Leeds Social Care in March 2009 and joined Browning House as a Case Manager in March 2009.

JENNY LYNESS – CASE MANAGER

Jenny qualified as a Social Worker in June 2003 having gained the Diploma in Social Work at Bradford College. Jenny began working for Kirklees Metropolitan Council in a children and families care management team based in North Kirklees in September 2003. Following a reorganisation of the service in Kirklees in October 2006, Jenny became a Duty and Assessment Social Worker for Kirklees Children and Young People Service.

Jenny completed the Post Qualifying Award in Social Work Part 1 in October 2005 and qualified as a Practice Educator in 2006. She left her post as a Social Worker with Kirklees Children and Young People Service in February 2010 to join Browning House as a Case Manager.

GINI MARSHALL – CASE MANAGER

Gini Qualified in 2006 from the university of Lincoln with a Diploma in Social Work and Bsc (Hons) in Social Work. She worked for North Yorkshire council for 10 months before undertaking agency posts – working as a parenting project worker for Barnardo's and as a Children's Services Social Worker until July 2008 when she began working for East Riding

Youth Offending Team as a parenting officer in the specialist social work resources team. Gini then worked within the children's care management, duty and assessment team where she became trained as a specialist interviewer in 'achieving best evidence in joint interviews for criminal proceedings'. In February 2010 she joined Browning House as a Case Manager.

VICKI CROSS – CASE MANAGER (SECONDED TO THE COMMUNITY ASSESSMENT TEAM AS A PROJECT DEVELOPMENT COORDINATOR)

Vicki qualified as a Social Worker in 2003, gaining the Diploma in Social Work at Bradford College. After qualifying in 2003, Vicki was employed by Bradford Social Services. Vicki was initially employed as a children and families Social Worker in the assessment team for three years, before latterly transferring to a children and families long-term team where she was employed for a further three years. Vicki was also employed as an emergency duty sessional Social Worker for a 12 month period during this time.

Vicki holds a BA (Hons) first class degree in Social and Community Care awarded by the University of Bradford in 2004. She gained the post-qualifying Award in Social Work Park 1 in 2006, and a post graduate Diploma and Higher Specialist Award in Child Welfare and Safeguarding at the University of Huddersfield in July 2009. Vicki joined Browning House as a Case Manager in 2009, and has since been seconded to the Community Assessment Team as a Project Development Coordinator.

MOIRA READ – CASE MANAGER & NCAST TRAINER

Moira qualified as a General Nurse in 1979 and as a midwife in 1981. She practiced as a community nurse within the NHS until qualifying as a Health Visitor from Leeds Metropolitan University in 1994. She was employed as a Health Visitor within the NHS until 2002, having been appointed named Health Visitor to Browning House in January 2001. Moira joined Browning House as a Family Assessment Worker in November 2002 and was appointed Case Manager in September 2006.

Moira hold a BSc(Hons) degree in Nursing Studies from the University of Manchester in 1997, a post graduate Certificate in Education awarded by the University of Sunderland in 2000 and an MA in Child Welfare and Protection from the University of Huddersfield in 2008. She was also qualified as an NCAST trainer in November 2009.

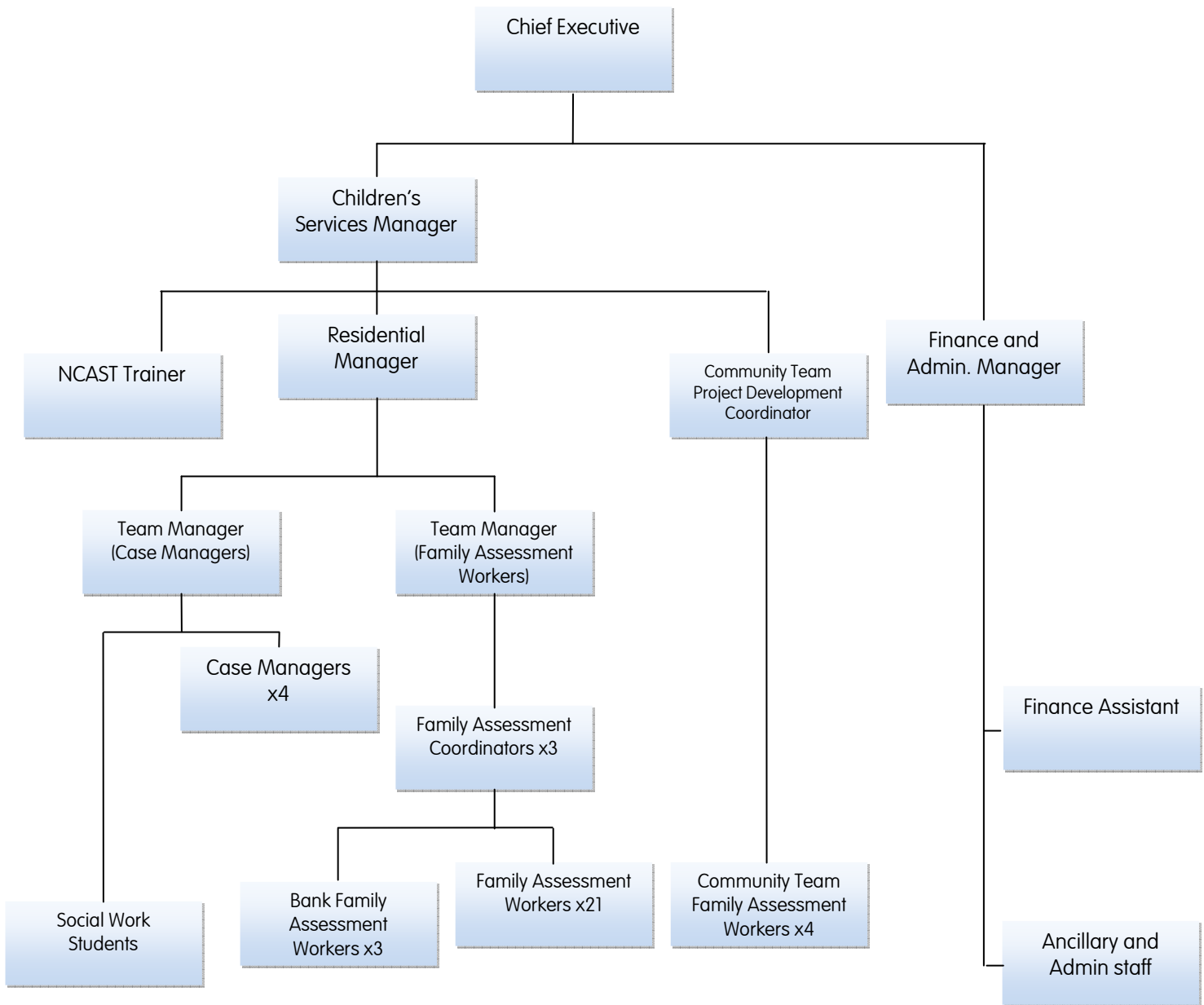
STEVE SYKES - CASE MANAGER (CURRENTLY SECONDED TO UNDERTAKE A DEGREE IN SOCIAL WORK)

Steve was awarded a BA(Hons) degree in Psychology in 1999 before gaining experience in the field of asylum and immigration. He joined Browning House as a Support Worker in February 2004 and was appointed Case Manager in October 2005.

The Case Managers at Browning House are supported by multi-disciplined, well-trained and qualified staff. The Family Assessment Workers have responsibility for specific areas of assessment which cover health and safety, basic child care, home safety, relationships, anger management, drugs management, child development, finances and budgeting. All Family Assessment Workers are qualified to NVQ3/degree level or above, and on completing their probationary period *all* Family Assessment Workers are encouraged to work towards NVQ3, with training, support and assessment taking place on site. A team of bank Family Assessment Workers work as and when required to cover illness and holidays.

All employees work across and within all services.

6 *The organisational structure of Browning House*



CHARGES FOR A RESIDENTIAL ASSESSMENT

Effective for assessments starting after 1st April 2010

| | |
|-----------------------------------|---------------------------------|
| One parent and up to two children | £3,600.00 per week or part-week |
| Couple and up to two children | £4,400.00 per week or part-week |

Additional children are charged at weekly rate of £660.00

Fees include all associated assessment costs, (review and court reports, drug tests, local transport, group work, session work, social events and staff attendance at case conferences prior to and immediately after the assessment etc).

The fees also include up to two supervised contact sessions per week held on our premises or within a five-mile radius of the Unit. Any sessions over and above this will be charged as below. If there is a requirement for supervised contact outside the locality then this will also be charged as below.

We also provide parents with cameras free of charge, and we produce film footage of the family on DVD as a memento of their stay at Browning House.

Should the satellite flat be used during a residential assessment, residential fees apply. If it is used as part of a contact or community assessment charges will be made on a pro-rata basis.

Additional Fees Payable

Our fee excludes supervised contact as described above and court attendance:

One-to-one supervision of a parent: £79.00 per hour (on top of basic fee)

Court attendance: £146.00 per hour, plus travelling time
Associated travel expenses will be charged at cost
(Paid by Local Authority Legal Services)

Supervised contact – on premises including use of room: £99.00 per hour – Case Manager
£79.00 per hour – Family Assessment Worker
An extra half hour per session will be charged for associated administration costs. *(NB the entire fee will be charged whether or not the client attends)*

Supervised contact – off premises: £99.00 per hour – Case Manager plus travel time
£79.00 per hour – Family Assessment Worker plus travel time
An extra half hour per session will be charged for associated administration costs. *(NB the entire fee will be charged whether or not the client attends)*

CHARGES FOR A DAY ASSESSMENT

Effective for assessments starting after 21 April 2011

Please contact us to arrange for a service assessment to assess costs of the individual case.

Fees include the cost of the assessment and attending review meetings on the premises. We will attend any case conferences prior to and immediately after the assessment without incurring extra cost.

Should the satellite flat be used during a day assessment for overnight stays, residential fees will apply and will be charged pro-rata.

Additional Fees Payable

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|--|--|
| Supervised contact – off premises: | £99.00 per hour – Case Manager plus travel time £79.00 per hour – Family Assessment Worker plus travel time An extra half hour per session will be charged for associated administration costs. <i>(NB the entire fee will be charged whether or not the client attends)</i> |
| Supervised contact – on premises including use of room: | £99.00 per hour – Case Manager £79.00 per hour – Family Assessment Worker An extra half hour per session will be charged for associated administration costs. <i>(NB the entire fee will be charged whether or not the client attends)</i> |
| Room for unsupervised contact: | £32.00 per hour <i>(NB the entire fee will be charged whether or not the client attends)</i> |
| Child minding whilst parents attend Court and other meetings | £30.50 per hour |
| One-to-one supervision of a parent | £79.00 per hour (on top of basic fee) |
| Court attendance | £146.00 per hour, plus travelling expenses (paid by Local Authority Legal Services) |

CHARGES FOR A COMMUNITY ASSESSMENT

Effective for assessments starting after 1st April 2010

Community assessments are a bespoke service and the cost for providing this service will be quoted as part of the service assessment. The service assessment covers all activity deemed necessary and carries a charge of £750.

For further information contact Browning House 0113 2621110

SPECIALIST SERVICES

Effective for assessments starting after 1st April 2010

Follow-on Support Visits: **09.00-17.00 weekdays: £79.00 per hour per Family Assessment Worker**
Weekends/evenings - £99.00 per hr per Family Assessment Worker plus travel time/cost

- Known clients, visits follow a residential assessment
- Family Assessment Worker to see the child, even if upstairs and asleep
- Must ensure that the child is clean, settled, properly dressed and there are no visible signs of significant harm
- Report on the home environment - quick check around the house, assess whether it is warm and safe, there is a reasonable standard of cleanliness and there is food in the cupboard; check on safety equipment, stair gate, fire guard and availability of appropriate toys
- Any doubts around caring for the child to be discussed with the parent and areas of concern to be reported

Specialist Assessment Visits: **£99.00 per hour (Case Manager), £79.00 per hour (Family Assessment Worker) plus travel time/cost**

- Flexible piece of work as agreed with the Social Worker, according to the needs of the family
- Specific Family Assessment Coordinator and Case Manager allocated
- Time-table to be agreed at the introductory meeting
- Each visit to be recorded

Accompanying Residents to appointments off the Unit: **£99.00 per hour (Case Manager)**
£79.00 per hour (Family Assessment Worker) plus transport costs

Unit-based Session Work: **£99.00 per hour (Case Manager), £79.00 per hour (Family Assessment Worker)**

- Family Assessment Coordinator-led
- Two sessions per week, each of one hour's duration
- Areas to be covered: flexible according to needs:

| | | |
|-------------------|-----------------|------------------------------|
| Basic Child Care | Needs Jigsaw | Genogram/ecomap/life history |
| Child Development | Play | Relationships |
| Child Protection | Health & Safety | Budgeting and Life Skills |

Interim Reports: **£348.00**

Final Evaluation Reports: **£678.00**

Group Work - Anger Management: £79.00 per participant per session

- Rolling programme covered in 10 sessions, therefore cost of programme: £790.00
- Cost of child care: £21.50 per session per child

Drug Testing: £68.00 per test

Private Counselling: £35.00 per hour plus cost of room hire at £32.00 per hour

8 *The criteria for admission to the Residential Family Centre, including as applicable, the minimum and maximum ages (if any) of parents and children to be accommodated.*

All parents referred to Browning House for assessment are referred due to concerns for the safety of the child outside of a supervised, protective environment. In some cases the parent will be considered to present some level of risk to the environment. In these cases the full details of referral history are discussed with the referring Social Worker.

Referrals must in the first instance be discussed with the Manager and admissions are pre-planned. All referrals are given consideration but Browning House is unable to work with parents addicted to drugs or alcohol unless they are actively participating in rehabilitation programmes, or with those whose violence would put other parents, children or staff in danger. No parent is accepted into the Unit if there is any potential risk to safety of the children, other parents or staff.

Consideration will be given to admitting parents with convictions for Schedule I offences where there is evidence of changed behaviour. These cases are carefully monitored.

Parents must be willing to work with Browning House staff. The Unit does not generally admit parents with children over the age of six, although each case will be viewed on an individual basis.

9 *A description of the advice, guidance and counselling provided.*

Staff aim to provide a supportive advocacy role for parents and work hard to develop relationships based on trust and honesty. Our work is focused on the 'Quality Protects' ethos, which aims to deliver better life chances for the most vulnerable and disadvantaged children – we believe that sound assessment lies at the heart of this work. The assessment process is monitored by the Case Manager and Family Assessment Worker.

The Browning House children's team conduct play sessions, where parents are encouraged to interact and play with their children. The use of NCAST tools allows the assessing and assessment of child and parent interactions. Parents are given guidance on basic child care covering ensuring safety, emotional warmth, stimulation, guidance and boundaries, child development and stability. It is recognised that the care and upbringing of children does not take place in a vacuum – each Family Assessment Worker has responsibility for specific areas of the assessment, providing support and advice on health and safety, support networks, home safety, relationships, anger management, drugs management, preparing meals and finances, budgeting or any other areas of life skills where a need is identified.

Many of the children and parents admitted to Browning House have not experienced any form of genuine nurture and care. Every parent is treated as an individual – skills are respected and

built on through a combination of group and one-to-one session work. Group work courses include a parenting support group which provides parents with the opportunity to discuss issues from arising at Browning House.

Professional counsellors also visit the Unit on a regular basis to provide a confidential support service for parents. Should child protection issues be raised during counselling sessions, they are discussed with case managers.

10 The arrangements for professional supervision of the advice, guidance and counselling provided.

All staff at Browning House are offered regular supervision sessions with a trained supervisor.

11 A description of any of the following to be used in the Residential Family Centre, including the satellite flat and the Community Assessment Team:

a) any specific assessment technique to be used

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Browning House assesses parents on their ability to care for and protect their children. Assessments at Browning House and its related services are based on the parent's perception and understanding for the need to change, NCAST, the Assessment Framework and In My Shoes.

We also use Sheridan's model to measure children's physical development and Falberg's model to measure children's emotional development and attachment behaviour. We have developed our own technique for working with parents with learning disabilities, based on the work of Sue McGaw and Tim Booth. Genograms and ecomaps are incorporated in assessments when appropriate.

b) any specific monitoring technique to be used

All Browning House Family Assessment Workers are trained in observation and listening techniques. From these observations the quality of relationships between parent and child and the child's attachment to the parent can be assessed. The child's appearance and manner are noted, as are the parent's ability to anticipate and respond to the child's needs and to show care and affection, the tone of voice when speaking to or about the child and the way in which the child is described. Observation of adult-child and sibling body language, interactions and behaviours, particularly at mealtimes and bedtimes, often provides crucial information.

All staff contribute to the daily records of the parents, which provide the basis for analysis, decision-making and plans about the child and family. Summaries of the daily recordings are incorporated into review and court reports prepared by the case managers.

c) any specific therapeutic technique to be used

Browning House is an assessment centre and does not offer therapy.

12 A description of the arrangements for the supervision of each of the above specific assessment, monitoring or therapeutic techniques.

On recruitment, Family Assessment Workers undergo a thorough induction programme during which the techniques are explained and discussed. Staff are supervised at monthly intervals to provide an opportunity to discuss any difficulties or problems. Regular fortnightly assessment meetings are held when staff gather together to discuss the assessment process and observations being made. Case Management meetings are held weekly, or more frequently when the need arises. Observational records of the parent's ability to provide reasonable care of the child, albeit within the close supervision of a residential unit, underpins assessment. Team meetings, to which all staff are invited, are also held on a monthly basis.

13 *How assessment at the centre and within its related services will link with assessments using the "Framework for Assessment of Children in Need and their Families".*

The Department of Health Framework for the Assessment of Children in Need and their Families defines core assessment as 'in depth assessment which addresses the central and most important aspects of the needs of the child and the capacity of his or her parents or caregivers to respond appropriately to these needs within the wider family and community context'. Using these guidelines, Browning House assessments explore the three domains of:

- The child's development needs
- Parental capacity – the parent's ability, commitment and motivation to respond appropriately in meeting the child's needs
- The family and wider environmental factors

which feature in the review reports and the final court report. The conclusion of the assessment report is based on the criteria outlined by the Welfare Checklist.

14 *The rules and conditions applying to residents and users of Browning House's services.*

See appendix 1.

15 *Guidance for residents*

Browning House recognises that living in a communal environment and away from home or having assessments undertaken in their own home can present parents with many challenges. Each parent living residentially at Browning House or within its satellite flat is provided with a handbook which describes many different aspects of living at Browning House, and answers many of the common questions we hear. Residents are encouraged to talk to their Key Worker or any other member of staff if they have any questions about life at Browning House. Parents undertaking assessment in the community will be given a working agreement and information regarding the assessment process.

16 *The circumstances in which placements may be terminated.*

Where situations of violence or threatening behaviour occur, residents are asked to leave and their placement/assessment is terminated after consultation with the social work team. Placing children at risk through continued drug use, an inability to change inappropriate behaviour, continued relationships with undesirable others or an inability to work with professionals, all jeopardise the placement.

17 *The arrangements for respecting the privacy and dignity of residents.*

Residential Families have their own lockable room and food/nursery cupboard. We give positive encouragement to assist parents in recognising the needs of their children, building their self-esteem and working towards the provision of a safe, caring, loving and protective environment for their children. The staff aim to provide a supportive advocacy role for parents and work hard to develop relationships based on trust and honesty. Browning House recognises the importance of parent relationships with regard to their well-being and the smooth-running of the Unit. Every effort is made to achieve a friendly ambience within the Unit and encourage and respect parent relationships without being intrusive.

Families living in the satellite flat or undertaking assessment within their own home will be extended the same respect regarding their privacy and dignity as that experienced by parents within the residential centre.

Browning House respects the rights of all parents to engage in sexual activity in private and does not discriminate between heterosexual and homosexual behaviour.

All visitors to Browning House and the satellite flat must be CRB checked and approved by the referring social work team prior to visiting the family. Casual visitors are not permitted. Parents may nominate visitors in addition to the direct family involved with the child. Visitors must abide by Browning House's Rules. Only visitors who have been CRB checked or are part of the assessment process are allowed to use the upper floor of the House without special permission.

Visitors of parents undertaking a community assessment will be approved by the referring social work team.

Browning House considers that every child has the right to expect a level of parenting sufficiently adequate to meet that child's physical, emotional and social needs and it will be within this remit that the parents will be assessed.

18. *The policy relating to the use of drugs and alcohol in the centre and its satellite flat.*

Browning House does not condone any physical, emotional or sexual abuse. Any parent will be initially warned and may be excluded if there is evidence of:

- Bringing illegal drugs or alcohol onto its premises
- Intoxication within its premises, whether due to alcohol or drugs
- Intimidation of another parent or staff
- Violence
- Theft or damage to property

Any suspicion of abuse having taken place is recorded and reported to the Case Manager immediately. Medical advice must be sought, the responsible social work team informed and the placement reviewed.

Any exclusion will be thoroughly discussed with the parent and the supervising social work team. Any theft or drug misuse will be reported to the police

19. *Browning House confidentiality policy.*

Confidentiality must be respected at all times. Employees shall not, except in the proper course of their duties either during their employment or thereafter, communicate or disclose directly or indirectly to any person or organisation confidential information about parents, parents' families, staff, care or administration policies and procedures and shall use their best endeavours to prevent any such communications or disclosures. Any breach of confidentiality will be viewed as gross misconduct and will be considered grounds for immediate dismissal.

Staff are reminded of their responsibility within the assessment process to provide a constructive parent relationship. Any issues relating to the protection of the child must be reported to the Manager immediately. Any collusion with the parent that may harm the well-being of the child in any way would be considered grounds for immediate dismissal.

20. *The arrangements for protecting children and parents aged under 18 who are accommodated in the Residential Family Centre and its related services..*

Under the Children Act 1989 regulations, in an emergency physical action can be taken to prevent injury to a child or adult, or serious damage to property.

Staff are reminded of their responsibility within the assessment process to provide a constructive parent relationship. Any issues relating to the protection of the child must be reported to the Manager immediately. Any collusion with the parent that may harm the well-being of the child in any way would be considered grounds for immediate dismissal.

Browning House does not advocate the use of physical restraint. Employees are not trained to physically hold or impede child or adult by forcible means. The use of verbal de-escalation is promoted at all times and employees receive training in de-escalation techniques.

However it is recognised that employees have a duty of care and the use of Limited/Minimal touch to prevent harm to a child or adult in circumstances where verbal intervention or de-escalation techniques have failed, may be necessary.

Limited/minimal touch is only appropriate if children or adults are at risk and verbal de-escalation techniques have failed.

When such an incident occurs, it is imperative that a detailed incident sheet is completed immediately and signed by all staff present; the duty manager must then be approached for a counter signature.

Staff must maintain a strictly professional relationship with residents and in particular are not permitted to form sexual relationships or to offer special treatment in return for sexual favours. Either will be regarded as gross misconduct.

21 Complaints Policy

Should parents wish to make a complaint, they may do so by approaching any member of staff. If the issue is unable to be resolved at the time, a resident may request an initial complaint form. The complaint will then be investigated by the parent's Case Manager, and dealt with in accordance with Browning House's complaints procedure.

Staff wishing to make a complaint may do so by approaching any senior member of staff, their line manager or a member of the Committee.

All complaints are taken seriously and notice of written complaints is passed to Ofsted and the Trustees. Should the complainant not be satisfied with the outcome of the complaint, Ofsted will adjudicate.

Appendix 1

In accordance with the placement plan signed by parents, the Social Worker and Browning House, which can be amended in discussion with the social work team and parents to identify specific issues or areas to cover:

BROWNING HOUSE
RESIDENTIAL AND SATELLITE HOUSING PLACEMENT PLAN BETWEEN
[parent],
BROWNING HOUSE AND SOCIAL SERVICES

Date: xx.xx.xx

AIMS

To assess [parent]'s ability to offer a reasonable level of parenting to [child], where 'reasonable' is considered to be a level of parenting appropriate to meet [child]'s, physical, emotional, developmental and social needs.

Social Worker from x Social Services originally referred [parent] to the Unit.

[Parent] was admitted to the Unit on xx.xx.xx with her/his/their daughter/son/children, [child], and began a 12-week residential assessment.

This Placement Plan sets out the process upon which the assessment is made, serves as an agreement between the stated parties and ensures that the expectations of the assessment period are understood.

The main remit of this assessment is:

- 1 To assess [parent]'s ability to provide the primary care and protection of her/his/their daughter/son, [child], including basic routines and understanding [child]'s development and needs.
- 2 To assess [parent]'s understanding of the emotional needs of [child] and her/his/their ability to promote positive attachment to [child] through play and interaction.
- 3 To consider [parent]'s wider family and support networks, as well as the ability to work with professionals in the best interests of her/his/their daughter/son.
- 4 To consider the environmental issues that might affect [parent]'s care of [child], such as employment, education, managing money, housing, community resources etc.
- 5 To explore the life experiences of [parent], in order to consider how such experiences may or may not impact on her/his/their ability to parent and protect [child].
- 6 To consider with [parent] the possible need to receive outside support in connection with her/his/their own history or behaviour e.g. counselling, anger management, psychotherapy, drug or alcohol counselling etc.
- 7 To assess [parent]'s understanding of child protection issues in relation to [child] and the likely impact of abuse on her/his/their child.

- 8 To examine the reasons why [parent]’s child is considered to be at risk of significant harm and her/his/their understanding about why [child] is the subject of Interim Care Order.
- 9 To consider whether [parent] is motivated and able to move on in her/his/their ability to protect and provide a secure environment for her/his/their child.
- 10 To consider past issues with a view to promoting and assessing [parent]’s ability to change.
- 11 To assess [parent]’s commitment to providing the full-time primary care of [child] and her/his/their ability to work in co-operation with the professionals involved in [child]’s protection investigation.
- 12 To provide a comprehensive written assessment with recommendations for the Local Authority.

[child] is subject to an Interim Care Order and as such the Local Authority shares responsibility for her/him/them with [parent]. If [parent] decides not to complete this assessment and comply with the recommendations and restrictions of the assessment, the Local Authority will review her/his/their Care Plan.

ASSESSMENT ISSUES

As well as being observed in the daily routine and care of [child], [parent] will also take part in individual and group work sessions to cover the planned assessment issues:

- **Childcare:** the physical, emotional and developmental care of [child], looking particularly at [parent]’s ability to consider her/his/their child’s needs for consistency of care. The commitment to routine, feeding, cleanliness, play, health, safety and rest will be monitored.
- **Personal Development:** [parent]’s ability to settle in the environment of Browning House, her/his/their ability to communicate with staff and to continue to focus on [child] rather than on any other events going on around them. Current and future educational, leisure and employment needs will be explored with the family to ensure that [child]’s needs remain paramount.
- **Relationship Analysis:** To look at extended family, friends, partners and how they influence the way [parent] looks after [child]. To consider the need for the development of support networks with a view to ensuring a safe, secure environment in the community for [parent] and [child].
- **Finance and Budgeting/Independent Living Skills:** To consider financial situations and ensuring that [parent] is able to manage her/his/their money so that [child] is never caused to suffer by a lack of funds. Also to monitor [parent]’s ability to keep the environment around [child] warm, clean and comfortable and assessing her/his/their ability to provide structure and focus to [child]’s day that meets her/his/their own needs and the needs of [child].
- **Child Protection:** The work will be completed looking at existing and past child protection concerns with a view to considering and exploring types of abuse, behaviours associated with abuse and experience of abuse. Networks of appropriate carers will also be considered, by exploring the ‘safety’ of adults around [child] and considering how she/he/they will be protected in the future.

- **Health:** Providing information so that [parent] can make informed decisions about her/his/their own health needs and those of her/his/their child. The Unit has a self-medication policy and as such [parent] will be responsible for ensuring that she/he/they administer any medication prescribed for herself/himself/themselves or her/his/their child.

[Parent] will be observed, monitored and assessed in an ongoing process. The assessment is completed through one-to-one 'session' work and general group discussions and will be incorporated into a comprehensive assessment report. The staff team all contribute to this process and all annotate the daily records. All personal records are open; [parent] will be actively encouraged to read these records regularly. If [parent] should have any difficulty reading written records support will be given and a member of the staff team will read her/his/their records with her/him/them.

Sessional work will be arranged with [parent], who will take part in meetings with her/his/their workers to discuss her/his/their progress. Browning House will work in partnership with any other agencies involved with the family.

PROFESSIONALS INVOLVED

BROWNING HOUSE

Key Worker: x
Case Manager: x

Health Visitor: Fiona Ibbotson
(attached to the Unit) Chapeltown Health Centre
Leeds LS7 4BB
Tel: 0113-2953390

GP: Dr Lawrence
St Martin's Practice
319 Chapeltown Road
Leeds LS7 3JT
Tel: 0113-2621013

You will need to visit the doctor's practice within the first two weeks of assessment as the doctors would like to get to know you and discuss any health issues.

SOCIAL SERVICES

Social Worker: x
Team Leader:
Area Office: x
Tel: x
Email:
EDT:

CHILDREN'S GUARDIAN

Guardian: x

Office: x
Tel: x
Email: x

LOCAL AUTHORITY SOLICITOR

Solicitor: x
Tel: x
Email: x

OTHER AGENCIES

Agency:
Worker:
Address:
Tel/Email:

Agency:
Worker:
Address:
Tel/Email:

OBJECTIVES AND EXPECTATIONS DURING THE PERIOD OF ASSESSMENT

SOCIAL WORKER OBJECTIVES

The Social Worker agrees to:

- 1 Maintain control of the case and keep weekly contact with [parent] and Browning House staff.
- 2 Attend regular in-house reviews.
- 3 Liaise closely with [parent] at Browning House.
- 4 Source practical or financial help to assist the outcome of the assessment.
- 5 Where necessary, CRB-check named visitors.

BROWNING HOUSE OBJECTIVES

Browning House agrees to:

- 1 Offer an open assessment to [parent] and co-operate fully with Social Services.
- 2 Provide a safe and secure assessment environment. [Parent] will have her/his/their own room and door key, a wall safe in their room, which can be programmed with a security code of their choice and lockable cupboards in the kitchen and nursery in which to leave provisions. The Unit cannot take any responsibility for any items that are lost, stolen or damaged and it is [parent]'s responsibility to ensure any personal possessions are kept safe. Browning House cannot be held responsible for the safe keeping of any personal items left by residents at the end of their assessment.
- 3 Issue [parent] with an entry card to allow access to the Unit's grounds and House. CCTV security cameras placed in the Unit grounds are used for security purposes; however, should

staff witness [parent] behaving inappropriately or placing [child] or any other individual at risk, this will be shared with their Social Worker or Police.

- 4 Protect our residents through a sound monitoring/recording system, which scans and records sound in all upstairs bedrooms and also the flat sitting rooms, stopping for a few seconds on each room. The recording equipment is kept in the kardex room, so the door to this room must be kept closed at all times and residents/visitors are not allowed in. Should there be a loud noise, an alarm will sound and staff will investigate to make sure that nobody is in danger. We will only listen to the recordings if there is reasonable cause to believe that a crime is involved.
- 5 Provide a good quality of assessment environment.
- 6 Provide assessment through a structured process, which will include observation as well as individual and group session work to cover the assessment issues identified above.
- 7 Offer session work incorporating each of the components to meet [parent]'s specific needs.
- 8 Empower [parent] to exercise responsibility through informed choices.

Whilst Browning House will make every effort to comply with set restrictions, in the event of unforeseen emergency visits to the hospital it may be considered appropriate, after consultation with the duty manager, to permit unsupervised travel to the hospital in a contract taxi. We will ensure that hospital staff are fully informed of any restrictions that apply.

PARENT'S OBJECTIVES

[Parent] agrees to:

- 1 Co-operate with Social Services in completing the assessment.
- 2 Co-operate with Browning House staff by attending assessment sessions and groups as arranged. Should [parent] fail to attend arranged sessions, Browning House will be prevented from completing a comprehensive assessment and will therefore be unable to make a recommendation regarding the placement of [child] in [parent]'s care.
- 3 Work honestly and openly with Browning House staff.
- 4 Listen to and accept advice offered by staff.
- 5 Acknowledge that [child] remains her/his/their responsibility and that Browning House staff are here to offer support and advice and to oversee the care of her/his/their daughter. [Parent] must sign the 'Children in Staff Care' policy and understand that though [child] remains her/his/their responsibility, if [child] is considered under risk by the Browning House staff team, staff will assume her/his/their care.
- 6 Comply with any set restrictions.
- 7 Comply with any other assessment arranged by Social Services.
- 8 Not smoke in the House. Parents can, however, smoke within the grounds during the day and provision has been made for smokers to use a secure outside area during the night. Smoking in the House is prohibited in line with the Smoke-Free (premises and enforcement) Regulations Act 2006.
- 9 Not be discriminatory. Any behaviour, which is considered to breach this policy, e.g. racist remarks etc, will be considered as being extremely serious and could lead to a placement review.

- 10 Not bring any alcohol, illegal drugs or related paraphernalia onto the premises of Browning House. Any breach of this rule will be considered as being extremely serious and may result in the ending of the placement.
- 11 Take advantage of the opportunity to see the Unit’s counsellor and addiction specialist at St Martin’s Practice, should there be drug or alcohol related concerns.
- 12 Return ‘in a fit state’ to resume the care of [child], should you choose to use alcohol during the three-hour period when staff offers baby sitting services. We recognise that people addicted to alcohol have relapses at times and we are prepared to work with this if there is a culture of openness and honesty. If we believe or have reason to believe that [parent] has brought alcohol onto the premises, we reserve the right to perform a search of [parent]’s room, safe, pram and cupboards.
- 13 Work with staff within our culture of honesty and openness. Browning House recognises the difficulties involved in becoming drug-free and establishing a drug-free lifestyle. We recognise that drug users do have relapses at times. If such relapses take place we ask that parents are open with us about this in order that we can consider how to prevent this in the future. If this Unit believes or has reason to believe that [parent] has brought illegal substances or related paraphernalia onto the premises, we reserve the right to perform a search of [parent]’s room, safe, pram and cupboards.
- 14 Recognise that Browning House is a place of safety and that any behaviour likely to cause risk to [child] or to any other parent or member of staff will result in the placement being terminated.
- 15 The placement will be ended if addictive practices or violent and threatening behaviour poses a risk to [child], any other parent or child on the Unit or members of staff.

RESTRICTIONS

[Parent] may not take [child] out of the Unit unsupervised unless accompanied by a member of staff. The supervising social work team must approve any changes for unsupervised contact. This arrangement will be reviewed regularly throughout the assessment.

APPOINTMENTS/MEDICALS PENDING

VISITORS

The Unit allows limited named visitors. All visitors to the Unit must be approved and, if necessary, CRB checked by the Local Authority before admission is granted. Visitors named are:

- 1
- 2
- 3

Any additional visitors may be approved throughout the assessment. The same criteria apply to admission.

Signed:
(parent)

Date:

Signed:
(Case Manager/Keyworker)

Date:

Signed:
 (Social Worker)

Date:

DOs AND DON'Ts FOR PARENTS

| DO | DON'T |
|--|---|
| Ask staff for help if you need it | Bring alcohol into Browning House |
| Ask staff for advice | Bring drugs into Browning House |
| Hand in your medication to staff as soon as you get it | Use kettles in your room |
| Ensure that babies sleep in their own beds, on their backs | Allow visitors to enter your room (apart from staff) |
| Place babies so that their toes are touching the bottom of their cots – so they can't wriggle under the covers | Use cot bumpers |
| Only smoke in allocated areas – outside | Smoke anywhere other than the allocated areas |
| Keep your room, kitchen cupboard and nursery cupboard doors locked | Lend your keys or door card to other parents |
| Keep valuables in the safe in your room | Lose your keys or door card – you will have to pay for replacements |
| Adjust your radiator thermostats if your room is too hot or too cold and tell staff if the temperature is still not right | Leave Browning House without signing out on the board in the administration office or, should the office be closed, letting staff know when you will be returning |
| Make your utilities payments to Mel or Julie on time on a regular basis | Fry in deep oil when cooking |
| Discuss with staff evening babysitting services if your utilities payments are up-to-date and you have no outstanding loans | Take other residents' washing out of the machines – ask staff |
| Take care of all your possessions – they are your responsibility and Browning House will not replace missing items | Block fire doors or corridors |
| Be aware that details have been taken of items belonging to Browning House in your room – when you leave, you will be asked to pay for missing items | Use the courtyard unless accompanied by staff |
| Be aware that a listening device has been fitted in your room and this will pick up loud noises | Take the window restrictors off the windows in your room – your child's safety is your responsibility |
| Always ensure that after your meal dirty crockery and cutlery is washed and locked away in your cupboard | Eat in the family room – you may take drinks in during the evening, when the children are in bed |
| Ensure that the cooking pots and pans you use | |

| DO | DON'T |
|--|--------------|
| are cleaned and put away | |
| Keep your room clean and tidy | |
| Ask staff if you don't know how to use the nurse call buttons | |
| Use the office phone for calls to the doctor, dentist and hospital. | |
| Ask administration staff to phone the offices of your Social Worker and Solicitor to ask them to return your call. | |

**BROWNING HOUSE
COMMUNITY ASSESSMENT PLACEMENT PLAN BETWEEN
[parent],
BROWNING HOUSE AND SOCIAL SERVICES
Date: xx.xx.xx**

PROFESSIONALS INVOLVED

BROWNING HOUSE

Case Manager: x
Key Worker: x

SOCIAL SERVICES

Social Worker: x
Team Leader:

CHILDREN'S GUARDIAN

Guardian: x

OTHER AGENCIES

Health Visitor: x
Address: x
Tel: x

GP: x
Address: x
Tel: x

Agency:
Worker:
Address:
Tel/Email:

Agency:
Worker:
Address:
Tel/Email:

AIMS

To assess [parent]'s ability to offer a reasonable level of parenting to [child], where 'reasonable' is considered to be a level of parenting appropriate to meet [child]'s, physical, emotional, developmental and social needs.

xxxxxx, Social Worker from xxxxx Children's Services originally referred [parent] to the Unit.

[parent] will receive a Community Assessment from xx.xx.xx with their[daughter/son/children], [child], and based on the specific plans contained with this document.

This Placement Plan sets out the process upon which the assessment is made, serves as an agreement between the stated parties and ensures that the expectations of the assessment period are understood. Although this Placement Plan is not legally binding all parties are obliged to adhere to the terms of the agreement.

The main remit of this assessment is:

- 13 To assess [parent]'s ability to provide the primary care and protection of his/her[daughter/son/children], [child], including basic routines and understanding [child]'s development and needs.
- 14 To assess [parent]'s understanding of the emotional needs of [child] and his/her ability to promote positive attachment to [child] through play and interaction.
- 15 To consider [parent]'s wider family and support networks, as well as the ability to work with professionals in the best interests of his/her [daughter/son/children].
- 16 To consider the environmental issues that might affect [parent]'s care of [child], such as employment, education, managing money, housing, community resources, etc.

- 17 To explore the life experiences of [parent], in order to consider how such experiences may or may not impact on his/her ability to parent and protect [child].
- 18 To consider with [parent] the possible need to receive outside support in connection with her own history or behaviour eg counselling, anger management, psychotherapy, drug or alcohol counselling etc.
- 19 To assess [parent]'s understanding of child protection issues in relation to [child] and the likely impact of abuse on her [daughter/son/children].
- 20 To examine the reasons why [parent]'s child is considered to be at risk of significant harm and her understanding about why [child] is the subject of Interim Care Order.
- 21 To consider whether [parent] is motivated and able to move on in her ability to protect and provide a secure environment for her child.
- 22 To consider past issues with a view to promoting and assessing [parent]'s ability to change.
- 23 To assess [parent]'s commitment to providing the full-time primary care of [child] and her ability to work in co-operation with the professionals involved.
- 24 To provide a comprehensive written assessment with recommendations for the Local Authority.

[child] is subject to an Interim Care Order or Child Protection Plan. If [parent] decides not to complete this assessment or does not comply with the recommendations and restrictions of the assessment, the Local Authority will review the Care Plan.

ASSESSMENT ISSUES

As well as being observed in the daily routine and care of [child], [parent] will also take part in individual and group work sessions to cover the planned assessment issues:

- **Childcare:** the physical, emotional and developmental care of [child], looking particularly at [parent]'s ability to consider her [child/children]'s needs for consistency of care. The commitment to routine, feeding, cleanliness, play, health, safety and rest will be monitored.
- **Personal Development:** [parent]'s ability to live in the community, his/her ability to communicate with staff and to continue to focus on [child] rather than on any other events going on around him/her. Current and future educational, leisure and employment needs will be explored with the [parent] to ensure that [child]'s needs remain paramount.
- **Relationship Analysis:** To look at extended family, friends, partners and how they influence the way [parent] looks after [child]. To consider the need for the development of support networks with a view to ensuring a safe, secure environment in the community for [parent] and [child].
- **Finance and Budgeting/Independent Living Skills:** To consider financial situations and ensuring that [parent] is able to manage his/her money so that [child] is never caused to suffer by a lack of funds. Also to monitor [parent]'s ability to keep the environment around [child] warm, clean and comfortable and assessing his/her ability to provide structure and focus to [child]'s day that meets his/her own needs and the needs of [child].

- **Child Protection:** The work will be completed looking at existing and past child protection concerns with a view to considering and exploring types of abuse, behaviours associated with abuse and experience of abuse. Networks of appropriate carers will also be considered, by exploring the ‘safety’ of adults around [child] and considering how [she/he/they] will be protected in the future.
- **Health:** Providing information so that [parent] can make informed decisions about his/her own health needs and those of his/her [daughter/son/ children]. [parent] will be responsible for ensuring that she administers any medication prescribed for herself/himself and [child/children].

[parent] will be observed, monitored and assessed in an ongoing process. The assessment is completed through one-to-one ‘session’ work and family sessions and will be incorporated into a comprehensive assessment report. The staff team all contribute to this process and update the daily records. All personal records are open; [parent] will be actively encouraged to read these records regularly with a member of the staff team.

Sessional work will be arranged with [parent], who will take part in meetings with his/her workers to discuss the progress. Browning House staff will work in partnership with any other agencies involved with the family.

OBJECTIVES AND EXPECTATIONS DURING THE PERIOD OF ASSESSMENT

SOCIAL WORKER OBJECTIVES

The social worker agrees to:

- 6 Maintain control of the case and keep weekly contact with [parent] and Browning House staff.
- 7 Attend regular reviews.
- 8 Liaise closely with [parent] and staff from Browning House Community Assessment Team.
- 9 Source practical or financial help to assist the outcome of the assessment.

BROWNING HOUSE OBJECTIVES

Browning House agrees to:

- 9 Offer an independent assessment to [parent] and co-operate fully with Social Services.
- 10 Provide assessment through a structured process, which will include observation as well as individual and family session work to cover the assessment issues identified above.
- 11 Offer session work incorporating each of the components to meet [parent]’s specific needs.
- 12 Empower [parent] to exercise responsibility through informed choices.

PARENT’S OBJECTIVES

[parent] agrees to:

- 16 Co-operate with Social Services in completing the assessment.

- 17 Co-operate with Browning House staff by attending assessment sessions and groups as arranged. Should [parent] fail to attend arranged sessions, Browning House will be prevented from completing a comprehensive assessment and will therefore be unable to make a recommendation regarding the placement of [child] in [parent]'s care.
- 18 Work honestly and openly with Browning House staff.
- 19 Listen to and accept advice offered by staff.
- 20 Acknowledge that [child] remains his/her responsibility and that Browning House staff are there to offer support and advice and to oversee the care of her [daughter/son/children].
- 21 Comply with any other assessment arranged by Social Services.
- 22 Not be discriminatory. Any behaviour towards staff, which is considered to breach this policy, eg racist remarks etc, will be considered as being extremely serious and could lead to a placement review.
- 23 Work with staff within our culture of honesty and openness. Browning House recognises the difficulties involved in becoming drug-free and establishing a drug-free lifestyle. We recognise that drug users do have relapses at times. If such relapses take place we ask that parents are open with us about this in order that we can consider how to prevent this in the future.
- 24 Recognise that Browning House Assessments are about ensuring protection of children and that any behaviour likely to cause risk to [child] or to any other parent or member of staff will result in the assessment being terminated.
- 25 The placement will be ended if addictive practices or violent and threatening behaviour poses a risk to [child], any other parent or child or members of staff.
- 26 Parents will give access to staff of Browning House to all children in the household whenever they call.
- 27 Parents will allow Browning House staff access to all areas of their home.
- 28 Parents will provide details of all children and adults who are in their home.
- 29 Parents will cooperate with planned and unplanned visits by Browning House staff to the family home.

APPOINTMENTS/MEDICALS PENDING

- 1 Parents will attend and inform staff of all medical appointments relating to themselves and their child/children.

VISITORS TO THE HOME

- 1 Parents are expected to protect their children and not allow contact with anyone who is deemed to present a risk to children.
- 2 Parents are not to allow any person who is under the influence of drugs or alcohol contact with their child/children.

Signed:
(parent)

Date:

Signed:
(Case Manager/Keyworker)

Date:

Signed:
(Social Worker)

Date: