**CHILD AND FAMILY INTERVENTION SERVICE – STANDARDS OF PRACTICE**

The following standards are set out in no order of priority but are intended to ensure that all CFIS staff are clear about the overall and specific expectations regarding the Mosaic CFIS workflow and processes and the expectations regarding the focus of our work being on an improvement of outcomes for children.

The practice standards aim to support staff to be collectively and individually specifically aware of and work in a manner that demonstrates good practice in relation to maintaining children’s records and a timely and effective response to service delivery. The practice standards aim to support staff to be collectively and individually specifically aware of and work in a manner that demonstrates the Service’s commitment to improving the focus and outcomes on the lived experience of the children and young people we work with.

**STANDARDS**

**Mosiac workflow and processes**

1. CFIS Panel response will be completed within 5 working days of panel discussion
2. CFIS Service agreement meeting will take place within 10 working days of case being allocated to a worker
3. Scaling will be completed at panel for the referrer and at point of service agreement for parent and CFIS Worker
4. Intervention case notes will be completed within 5 working days of the session with the adult or child
5. Intervention case notes will be completed in line with the Signs of Safety format and related guidance that has been provided to all CFIS staff
6. Intervention case notes will be shared with parents/carers (and children if appropriate) and referenced in case notes with any comments
7. CFIS Reviews will be completed within a minimum timeframe of 12 weeks from the initial Service Agreement and on-going thereafter
8. There will be written evidence of management oversight of cases and regular supervision in line with WSCC supervision policy with related case supervision records completed and uploaded onto Mosaic within 5 working days of the supervision discussions
9. CFIS Exit report will be completed on all cases and uploaded to Mosaic prior to closure
10. CFIS Exit report to be completed 2 weeks post last intervention session
11. Measuring Outcomes scaling and evaluation questions will be completed at point of panel / service agreement meeting and exit/closure for parent, CFIS worker and referrer
12. CFIS worker and CFIS manager relationship will be correctly recorded at point of allocation and dated out at point of closure
13. Case notes to be completed and finished correctly - in order that CFIS staff do not have timed out case notes allocated to them
14. CFIS workflow episodes and case notes will be copied across to all children relevant to the CFIS work

**Child Focused Practice**

1. Child/ren will know/recognise their CFIS worker and understand why you are having contact with them and their parents/carers

(This will be at the discretion of the allocated worker.

Where appropriate the parent / carer can have the discussion with the child/ren. This can then be evidenced in case notes)

1. The actions of the CFIS worker which contribute to the intended outcomes of the CFIS intervention, and will at all times focus on improving life chances and experiences for the child/ren
2. Panel Responses, Service Agreements and Service Review reports and discussions will specially refer to the children in the agreed outcomes – in terms of the impact the intervention should have on their lives, lived experiences and presenting risks
3. The child/ren’s physical, emotional and behavioural development will be a constant reference point for CFIS staff to triangulate observations, information and reporting by parents and other professionals in the child’s network.
4. CFIS staff will have a clear sense and understanding of the child’s daily lived experience and the consequences of this for them – i.e. who takes them to school, who provides meals, who puts them to bed, who comforts and soothes them etc.
5. CFIS staff will act to obtain and document child/ren’s views/thoughts/feelings about their lived experiences and the reason for the CFIS interventions

(This will be at the discretion of the allocated worker. The allocated worker may not see the child during the time they are working with the parent / carer. It may also not be appropriate to do so. If the views/thoughts/feelings of the child/ren are not to be sought then this will need to be documented)

1. CFIS staff will maintain a focus on the child’s world and presenting risks even when the primary point of contact in the intervention might be the adult parents/carers

**Updated version - December 2018**

**Beverley Berry – CFIS Acting Group Manager**

**Signed by CFIS Worker:**

**Dated:**