



**Jersey Care Commission**

**Care Standards**

**Independent Monitoring and Review Service  
in respect of  
looked after children's cases**

**Respect**

**Voice**

**Safety**

**Choice**

**Quality**

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## The Jersey Care Commission

The Jersey Care Commission's purpose is to:

- Provide the people of Jersey with independent assurance about the quality, safety and effectiveness of their health and social care services.
- Promote and support best practice in the delivery of health and social care by setting high Standards and challenging poor performance.
- Work with service users and their families and carers to improve their experience of health and social care and achieve better outcomes.

The Jersey Care Commission's work is based upon these core values:

- **A person centred approach** – we put the needs and the voices of people using health and social care services at the heart of everything we do.
- **Integrity** – we will be objective and impartial in our dealings with people and organisations.
- **Openness and accountability** – we will act fairly and transparently and will be responsible for our actions.
- **Efficiency and excellence** – we strive to continually improve and provide the best possible quality and value from our work.
- **Engagement** – we will work together with, and seek the views of, those using, providing, funding, and planning health and social care services in developing all aspects of our work.

## Introduction to the Standards

The Jersey Care Commission Standards are statements which set clear expectations about how care services are provided, and the outcomes looked for as a result of care and support. They must be read in conjunction with the [Regulation of Care \(Jersey\) 2014 Law](#), the [Children and Young People Law 2022](#) and other legislation relevant to individual standards.

The Standards have been written to:

- promote the safety and wellbeing of children and young people
- show what children, young people and their families should expect from the care they receive
- set out a series of quality statements about what good outcomes look like for children, young people, and their families
- set out what providers of care services must do to meet the expectations of people who use care services and requirements under the Law
- provide a structure that can be used to inspect the care provided

The Standards have been written in a format which promotes a person-centred approach to all aspects of care. The content of the Standards was developed by hearing from people in Jersey who receive care and others to establish what matters most and is important to them.

The Standards have also been written to complement existing Jersey wide programmes to improve outcomes for children and young people, such as the [Jersey Children's First](#) standard framework.

In this document, each Standard begins with a clear statement about what children & young people should expect in relation to different aspects of the care service. This is followed by an explanation about what the Standard means to staff members, their managers and children, young people and their families who use the service.

Definitions of the wording used in these Standards can be found in [Appendix 5](#).

## Scope

These Standards apply to all providers of children's care services registered under the [Regulation of Care \(Jersey\) 2014 Law](#). They may be read in conjunction with the 9 other Standards applicable to services for children, young people and their families listed below:

- Adoption Standards
- Child and Adolescent Mental Health Standards
- Child Contact Centre Standards
- Children and Family Community Nursing Standards
- Children's Homes Standards
- Children's Social Work Standards
- Fostering Standards
- Residential Family Centres Standards
- Special Schools Standards

Specifically, these Standards for the Independent Monitoring and Review Service should be considered alongside [States of Jersey Children's Social Care Services Independent Reviewing Officer Handbook \(2012\)](#)

The duties of the Independent Reviewing Officer are to:

- Monitor the performance of Children's Services in their functions in relation to the child or young person's care plan
- Participate in any review of the child or young person's care plan
- Ensure that any ascertained wishes and feelings of the child or young person concerning their care plan are given due consideration by Children's Social Care Services, and
- Perform any other function which may be prescribed

Whilst the role of Independent Reviewing Officer in Jersey also provides independent facilitation of child protection conferences and child protection plans, the Regulation of Care (Jersey) law 2014, only allows for the inspection of the Independent Reviewing Officer role in relation to looked after children. Social workers and those working under the direction or supervision of social workers who provide independent facilitation of child protection conferences and child protection plans, are still regulated, however this is through the registration as part of a social work service for children and young people.

The [Government of Jersey's Children's Social Care Services Practice Standards](https://www.childcomjersey.org.je/publications/research-papers-and-resources/childrens-social-care-service-practice-standards/) provide a clear outline what is expected of all social workers across the service and these have been developed into child friendly Standards by the Office of the Children's Commissioner for Jersey which can be found here: <https://www.childcomjersey.org.je/publications/research-papers-and-resources/childrens-social-care-service-practice-standards/>

## Guiding Principles

Guiding principles are the basic values which influence all the Standards. They reflect people's rights which are central to any care or support given.

Respect	Your right to support provision that is respectful, compassionate, and dignified.
Voice	Your right to be listened to, communicated with, and supported to reach your goals and aims.
Safety	Your right to be safe and cared for by people who are trustworthy and competent.
Choice	Your right to be informed and supported to make real choices and decisions that are respected.
Quality	Your right to the highest standard of service provision to promote your independence and decision making.

## **Standard 1: The service has a clear statement of purpose and set of policies which are accessible to everyone.**

### **What this means to children and young people:**

Children, young people, and their parents are clear about the aims and objectives of the service. They understand the roles of the professionals who work in the service.

### **1.1 There is a written Statement of Purpose.**

This could include information about:

- What the service sets out to do for children, young people and their families.
- The operating model of the service, including organisational structure and how many children, young people and families are supported
- The governance and quality assurance arrangements for the service
- The philosophy or ethos of the service (where this is based upon a theoretical or therapeutic model, a description of that model.)
- How the service is inclusive. Specifically, how the service is sensitive and responsive to needs relating to gender identity, sexual orientation, ethnicity, culture, religion and disability. This includes a statement about equality, inclusion, and accessibility
- Who provides the service and how to contact the provider
- Who manages the service and how to contact the manager
- The makeup of the management and staff team, including their qualifications and experience
- The address and contact information for the service
- Details about the legal status of the service (i.e., charity, company etc.)
- How to access the service, including referral pathways, inclusion, and exclusion criteria, as well as procedures for emergency admissions
- Respecting children and young people's rights and responsibilities
- How children, young people and families are supported in making informed choices around care provision and support
- Positive behaviour management
- How to provide feedback or raise a concern or complaint and the support which is available to do so
- How children, young people and families are included in service provision and how any suggestions, feedback and concerns are considered
- The arrangements made to protect and promote the health and well-being of the children and young people accessing the service
- How children and young people using the service are protected from harm
- Any restrictions on the use of social media by staff, children, young people, and families
- Fire and safety procedures including details of any CCTV used in any premises (from which the service is provided)

- Any accommodation, facilities, and services it provides to include whether it is intended to accommodate children or young people who are disabled, have learning disabilities, or other needs
- Procedures for when children and young people go missing from the accommodation or unauthorised absences where applicable
- Accessibility and equality for children and young people with additional needs
- Arrangements for seeing family and friends where applicable
- How bullying and discrimination is challenged, and children and young people are supported
- How children and young people's education needs are met
- Meals and nutrition
- Leisure, sports, and other activities

The Statement of Purpose is child-focussed and sets out clear objectives. It is written in a way which is accessible to children, young people, families and staff members. Where appropriate, the Statement of Purpose is available in formats which meet the communication needs of children, young people and their families. This could mean translation of the document into different languages or versions available for those with a hearing or sight impairment.

The Statement of Purpose is provided to the Jersey Care Commission and is made available on request to:

- Children, young people, their families, and others
- Any person working in the service
- Inspectors appointed by the Jersey Care Commission
- Any person involved in arranging care for children and young people

## **1.2 There is a children and young peoples' guide.**

This is produced in a format which meets children and young people's communication needs and includes information about:

- The service details, including aims and objectives, and how it supports children and young people
- Management arrangements
- What to expect from the service
- The role of the registered manager, key workers, staff, and others
- Children, young people and families' rights and ways to get involved
- The expectations of children and young people and staff members' behaviour and respectfulness
- Procedures for absences or when children and young people go missing from the service
- Any limits or restrictions to the service
- Information about how to stop or change the service

- How alternative arrangements are made if for any reason the provider is unable to deliver the services agreed
- Where specialist care is provided the qualifications of the care and support workers is specified.
- Information about the service's policies and procedures
- How and in what circumstances information is shared
- Advocacy, how children and young people have contact with advocacy and what it means
- How to make a complaint and the support available to do so
- The roles and contact details of organisations including the Jersey Care Commission and the Office of the Children's Commissioner.

The service ensures that children and young people receiving support from the service receive a copy of the Guide at the start of the service. The service ensures that the contents of the Guide are explained to children and young people receiving support from the service.

The Guide includes a summary of the support which the service intends to provide and its objectives in doing so. It includes details of how the child or young person can find out about their rights, including contact details for their independent reviewing officer, the Office of the Children's Commissioner, independent advocacy, and the Jersey Care Commission.

### **1.3 Parents have access to written information about the service.**

This information provided enables them to understand the purpose of the service. It explains what is expected of parents and what they can expect of the service. The information enables parents to understand how they and their children are kept safe.

The information informs them of any observations that are made, how these are made and how these are shared.

Parents are made aware of how they can access policies and procedures. A list of policies is provided in [Appendix 2](#).

The information provided includes (where applicable):

- The service's location and contact details
- Opening times (or arrangements where there are not set times)
- Information about the premises and the services being provided
- House rules for all service users (both parents and children)
- Policy and procedures for the disclosure of information
- Evaluation forms
- Compliments & complaints procedures
- Safeguarding information.



A list of records to be maintained and made available to the Commission is provided in [Appendix 1](#).

**1.4 There is a written agreement which states how the service is provided to meet the needs of the person receiving care.**

People who receive care or their representative are fully involved in the development of the care plan which includes:

- The date the agreement was made
- When the service starts
- How and when the service is provided
- Terms and conditions of service
- Information about how to change or end the service

The person receiving care (this could be the child, young person or the adult dependent on the child's age and capacity), receive a copy of the signed agreement and can ask for a review of the agreement at any time.

**1.5 Policies and procedures are based on best practice and evidence, are available and are accessible to children, young people and their families on request.**

Policies are:

- Developed based upon best practice, guidance, evidence, legislation, and professional guidance
- Developed with children and young people's involvement
- Child or young person focussed
- Shared, implemented, and monitored for effectiveness
- Regularly reviewed by managers, staff members, other professionals, and children and young people
- Revised where necessary following incidents or learning events

A list of policies and guidance relating to notifications to the Commission is provided in [Appendix 4](#).

**1.6 Feedback on how the service operates is responded to positively.**

Children and young people and others are encouraged and supported to provide feedback about how the service operates.

Children, young people and others are regularly asked for their views about how the service operates and can raise and discuss general concerns both formally and informally and speak openly with others about how the service operates. This feedback is recorded and brought to the attention of the manager of the service.

Where necessary feedback is provided to the child or young person about their views, for example in a 'you said, we did' format that is tailored to the needs of the child or young person concerned.

### **1.7 Children and young people and others are supported to speak up when things are not right.**

Children and young people know who can support them to raise a concern.

Complaints are dealt with in line with clear procedures and investigated by someone who is not involved in the complaint.

Children and young people are provided with information to enable them to contact helpline services such as Childline and NSPCC and local organisations such as the Multiagency Safeguarding Hub (MASH), the Office of the Children's Commissioner and the Jersey Care Commission.

### **1.8 The service operates a complaints policy and procedure.**

Children and young people and others (including adults concerned with the care of the child or young person), are routinely provided with a copy of the complaints policy and procedures which are in a suitable format that allows children and young people to understand the procedures depending on their age and ability.

Children and young people know how to and feel able to complain if they are unhappy with any aspect of the service. Contact cards, apps, and other means of raising issues and complaints suited to the child or young person's age or ability are always available.

Children and young people are assured that raising a complaint does result in them being treated unfavourably.

Children and young people are assured that details of their complaint are not widely shared beyond those who need to know.

Children and young people are supported and kept informed throughout the complaints process.

The complaints procedure sets out the investigative process and provides specified timescales for action.

There is a record of all complaints which are monitored monthly.

A written record of the complaint is kept in the relevant child or young person's care record. The registered person ensures that a record is kept of all communication with complainants, the results of investigations, action taken and the level of a complainant's satisfaction with the outcome.

Children and young people are encouraged to sign where appropriate or indicate their satisfaction or otherwise with the management and outcome of the complaint.

A systematic audit of complaints is carried out to identify recurring issues. There are mechanisms in place to use the information gained to improve the quality of the service.

### **1.9 There is a whistleblowing policy and procedure.**

The registered person promotes an open, transparent, and safe working environment where all staff members feel able to speak up.

Staff are encouraged to raise concerns without fear of retribution. Complaints are handled appropriately and are monitored and reported on.

Staff are assured of the registered person's support if they raise valid concerns about the practices of colleagues. Staff are assured of support if they raise valid concerns about the practices of registered persons.

The policy includes:

- An explanation of what whistleblowing is, particularly in relation to the service
- A clear explanation of the organisation's procedures for handling whistleblowing, which can be communicated through training
- A commitment to training staff members at all levels of the organisation in relation to whistleblowing and the policy
- A commitment to treat all disclosures consistently and fairly
- A commitment to take all reasonable steps to maintain the confidentiality of the whistle-blower where it is requested (unless required by law to break that confidentiality). Clarification that any so-called 'gagging clauses' in settlement agreements do not prevent workers from making disclosures in the public interest
- An idea about what feedback a whistle-blower might receive
- An explanation that anonymous whistle-blowers are not ordinarily able to receive feedback and that any action taken to look into a disclosure could be limited – anonymous whistle-blowers may seek feedback through a telephone appointment or by using an anonymised email address
- A commitment to emphasise in a whistleblowing policy that victimisation of a whistle-blower is not acceptable. Any instances of victimisation are taken seriously and managed appropriately
- The time frame for handling any disclosures raised
- Clarification that the whistle-blower does not need to provide evidence for the employer to investigate the concerns raised
- Signpost to information and advice to those thinking of whistleblowing, for example trade unions
- Information about escalating concerns outside of the organisation

## **Standard 2: The service is well managed, and the organisation effectively led.**

### **What this means to children and young people and their families:**

The people who manage the service are skilled, professional, approachable and have all the right qualifications to do their job properly.

#### **2.1 There is a coherent and integrated organisational and governance framework in place.**

This is appropriate to the needs, size, and complexity of the service. There are clear lines of professional and corporate accountability, which assure the effective delivery of the service.

#### **2.2 There are systems in place to discharge, monitor and report on the delivery of its functions in line with legislative requirements, standards, and guidance.**

There are structures and processes to support, review, and action governance arrangements for children and young people's services. This includes but is not limited to:

- Corporate
- Financial
- Health and safety
- Social care
- Health and clinical care
- Information management

#### **2.3 There are systems for identifying escalating risks to service provision and management structures in place to effectively respond to identified risks.**

There are policies and procedures in place to prevent, identify, manage, and review adverse incidents to prevent reoccurrence and assure learning across the service.

There is a workforce strategy that clarifies structure, function, roles, and responsibilities of care and support workers. Each staff member is fully aware of, supported and trained to fulfil their responsibilities within the governance arrangements. There are effective human resource policies and procedures in place to ensure the workforce planning, skill mix, recruitment, training, supervision, and development opportunities to deliver the service in compliance with legislation, standards, and guidance.

There are systems and processes in place to ensure that urgent communications, safety alerts and notices, standards and good practice guidance are made across the service in a timely manner.

There are planned responses to a range of foreseeable crises (e.g., outbreaks of illness, fires, utilities outages, serious allegations, significant accidents, staffing shortages, and control problems within or outside any accommodation).

#### **2.4 The registered manager is confident in their role, possessing the necessary skills and qualifications to lead the organisation effectively.**

Managers can demonstrate a range of critical skills which include:

- The ability to lead and manage a team
- The ability to engage appropriately with children, young people, and their parents
- The ability to benchmark against best practice
- The ability to ensure appropriate governance and auditing arrangements.
- A proven ability to learn from incidents and significant events
- Having sufficient oversight of the service
- Being prepared to escalate areas of concern

Managers possess a recognised management and leadership qualification or have a plan to obtain one within a three-year period of becoming registered as a manager.

There is robust evidence that the manager provides clear direction to the staff employed in the service and sets the priorities for the service.

The manager takes ultimate responsibility for the service and is able to demonstrate oversight of decision-making.

The manager ensures that good quality supervision and annual appraisal arrangements are in place and that staff and team meetings are regular, sufficient, and well-organised.

The manager promotes a supportive team culture, with good communications, and routine commitment to rigorous professional practice.

#### **2.5 Service development is a collaborative, inclusive process.**

There is a widely understood service strategy (this could be part of a broader strategy) or service development plan that the local population can access.

There is a mechanism to highlight system-wide commissioning gaps, especially around complex cases e.g., sensory impairments, severe learning disability and complex physical needs.

The following groups are involved in and consulted on the development of the service:

- Young people who may access the service
- Families of young people who may access the service
- People from different religious, cultural and minority ethnic groups
- Staff, including volunteers
- Local community groups and partner agencies

Services are developed in partnership with appropriately experienced young people and parents/carers, and they have an active role in decision making.

The service has a meeting, at least annually, with all stakeholders to consider topics such as referrals, service developments, issues of concern and to re-affirm good practice.

The team is actively involved in quality improvement activity. The service has a quality assurance framework which provides a systematic approach to the auditing of work practice and interventions.

## **2.6 Managers ensure that there are sufficient staff to support children and young people in the service.**

There are enough staff deployed to deliver the statutory requirements of the service. Staff maintain good quality, trusting relationships with the child or young person and their family. Where possible, there are permanent staff, and use of agency staff is limited.

Managers regularly review workforce numbers to ensure children and young people's needs are being met and that work-life balance for staff is achieved. Caseload numbers are based on good practice, are manageable and not excessive. Where there are difficulties maintaining the workforce required, managers feed information to senior managers for consideration and action.

## **2.7 Management advice and decisions are professionally sound and recorded.**

Managers are visible and available to staff for discussion, reflection and learning outside of formalised supervision arrangements.

Discussions between staff and their managers is recorded within the child or young person's records. These records outline who was involved in the discussion, the key points discussed, any decisions made, and how the information received is considered as part of the decision-making process.

**2.8 Managers ensure all recording on children's records is of good quality and is completed in a timely manner.**

As part of the casework process, good quality assurance and supervision enables staff to be supported and developed in their roles.

Managers regularly review the case records of children, young people, and families. Reference to any review of care records is noted in supervision records and details of any audit is captured through management oversight of records and indicated by electronic signature.

Case recordings are easy to read and free from jargon, as children, young people and families can request access to their records.

**2.9 Managers can evidence regular auditing of children's records and reports, with follow up development and improvement actions implemented.**

An audit of children's records and reports takes place on a regular cycle, considering compliance, impact, and outcomes. There is evidence of audit findings being shared with staff members and teams; and quality assurance leads consider strengths, improvements, and impact. As part of the quality assurance framework, any outstanding actions identified through audit are addressed in a timely way, recorded within the child or young person's records and wider learning is shared across the organisation.

**2.10 Managers can evidence that regular critically reflective supervision is taking place with all staff which is recorded and is outlined in contracts.**

Managers and staff ensure that supervision takes place at least every four weeks. This includes discussions of support and work being undertaken with children, young people, and their families.

There is evidence in the records of managers and their staff using a reflective model of supervision.

**2.11 Managers acknowledge and give credit to good practice and promote this within and outside the staff group.**

Managers recognise good practice. This is acknowledged in reflective supervision and is shared through quality assurance mechanisms and considered as part of learning and workforce development.

**2.12 Managers keep up to date with best practice research findings and procedure changes and make sure that these are shared with staff, with an expectation that they do the same.**

Managers work closely with colleagues in workforce development and with senior managers as part of their learning and development.

There are opportunities to ensure continued professional development and to consider and draw on research findings.

Evidence of best practice is shared across the staff team, procedural changes are driven by research findings and evidenced in casework decisions.

**2.13 Managers ensure that the work demands are matched to the skills and abilities of staff members, and staff capacity and capabilities is defined and managed fairly.**

Managers consider the skills, abilities and experiences of all team members when considering work allocation. This is reviewed regularly. This oversight of manageable caseloads allows for improved safeguarding of children and young people and families, ensuring the right support is available at the right time.

**2.14 Good levels of communication are evident within the staff group, and all staff are informed of important matters affecting their work.**

There is regular use of briefings and team meetings. Minutes reflect key issues, themes and learning and there is evidence of discussions and any actions required as a result. Team meetings are properly set up, chaired, have formal agendas and the minutes are recorded and shared.

**2.15 Managers cultivate a staff group atmosphere that is mutually supportive and respectful, and an office atmosphere that is calm and purposeful, and where staff are facilitated to work. Managers promote a positive work life balance and consider the emotional well-being of workers.**

Managers ensure the working environment is supportive, respectful, calm, and conducive to ensuring the best outcomes for children, young people and families.

Managers have oversight of the work being undertaken within the team, ensuring that caseloads are safe and manageable, and are in keeping with the skills, experiences, and knowledge base of each staff member.



**2.16 Staff working in the service proactively seek advice and guidance and escalate issues and concerns to senior managers in a timely manner.**

Where staff or managers require professional or legal advice, or where there is a significant safeguarding issue, there is a clear process for asking for and receiving such advice.

Matters are escalated in a timely manner to senior managers for awareness, advice, guidance, and decision making. All such actions are recorded in children and young people's care records.

Senior leaders are aware of responses to safeguarding and issues affecting service users at a strategic level, including their role as corporate parent where a child or young person is in care.

**2.17 The service is managed and provided from sound and permanent premises which are suitable for the purpose of operating a service.**

The premises provide a safe working environment for staff and include the provision of private space for confidential meetings involving people who receive care or others.

The premises contain equipment and resources necessary for the efficient and effective management of the service.

The premises where clinical services are provided for children and young people provide an appropriate environment, including infection prevention and control measures.

**2.18 There are sound accounting and other financial procedures to ensure the effective and efficient running of the business and its continued financial viability.**

Certified copies of detailed accounts are provided to the Jersey Care Commission annually.

The Jersey Care Commission is informed of any substantial or imminent risk to the viability of the service and provided with information as requested.

**2.19 There is adequate insurance cover.**

Appropriate and adequate insurance certificates are displayed at any care service premises and available to the Jersey Care Commission. This includes indemnity cover and general insurance of premises and equipment.

**2.20 There are contractual arrangements where services are commissioned which include a detailed specification of the requirements of the services commissioned by the commissioning body.**

The contract sets out how registered persons can raise concerns about any deficits in care or risks to children or young people who receive care including:

Concerns which relate to an insufficiency in the amount or type of care provided or an inability to meet the terms of the contact to meet the needs of people who receive care.

Concerns which relate to the environment, lack of equipment or other limitations.

Registered persons inform the Jersey Care Commission of the concerns in addition to the commissioning body.

## **Standard 3: Staff are safely recruited and fully supported in their roles.**

### **What this means to children and young people and their families:**

The staff that work with children and young people have been background checked and the service has a detailed knowledge of them. Recruitment processes are fair, and staff are well supported by their managers and the wider organisation.

### **3.1 There is a policy and procedure for the safe recruitment of staff and volunteers who may have contact with children and young people in receipt of care and support.**

Recruitment policies are compliant with all relevant legislation and guidance. Recruitment policies explicitly state and demonstrate the organisation's commitment to safeguarding and promoting the welfare of the children and young people it supports.

The policy is written with the intention of promoting positive experiences and outcomes for children and young people receiving support.

Recruitment policies include:

- Safeguarding arrangements
- A commitment to ensuring equal opportunities
- Detail of each stage of the recruitment process and how the organisation intends to approach them
- How the involvement of children and young people in receipt of support and their parents, families and/or carers, is promoted
- The use of interview assessment techniques
- Composition of interview panels
- How offers of employment are made
- Conditions of employment
- Retention of applicant information
- Provision of references to other organisations for existing or former employees.

The service operates a Recruitment and Selection policy which includes planning protocols relating to continuity of service. Specifically, the service demonstrates that it consistently takes tangible steps to retain staff.

Policies and procedures set out practical ways in which people who receive care or support can be meaningfully involved in each stage of the recruitment process. Organisations consider how they can positively work together with other bodies to ensure people who receive care or support are involved in recruitment.

### **3.2 There is a comprehensive application process which allows an organisation to obtain a common set of core data.**

These are outlined in the [Safe Recruitment Policy](#) on the Government of Jersey internal website, or should be found in the organisations operational policies.

### **3.3 There are clear job descriptions and person specifications.**

Detailed job descriptions and person specifications are produced to ensure the right people with the right skills, knowledge and experience apply for roles. Specific competencies for the role are identified.

Job descriptions clearly state the main duties and responsibilities of the role including the individual's responsibility for promoting and safeguarding the welfare of people receiving support.

The person specification sets out a profile for the post and the desired characteristics of the ideal candidate. It includes:

- Qualifications, knowledge, and experience required
- Competences and qualities that the successful applicant should be able to demonstrate or have the potential to demonstrate

### **3.4 Transparent procedures are used for advertising and shortlisting.**

Job adverts are concise, easily understood and contain a link to where further information about the role can be sought. Job adverts state that a Disclosure and Barring Service check is required.

### **3.5 There are clear and fair processes for the assessment of applicants.**

Organisations may have different screening processes for recruits, including exercises, simulation or role play based upon competencies which must be appropriate for the role being filled. However, a value-based approach is used to support identify candidates who are the 'best fit' for the role because their values, behaviours and attitudes have been assessed and matched against that of the role and the organisation.

Formal interviews allow the applicant to disclose any issues prior to employment checks and allow for explanation of any gaps in employment history. Interviewers need to be prepared to explore any issues disclosed.

Conditional offers of employment to successful candidates should state the appointment is subject to:

- Verification of the candidate's identity and right to work in Jersey
- The receipt of satisfactory written and verified references

- Verification of qualifications and registration with professional and regulatory bodies
- Receipt of appropriate criminal records and barring lists checks – which must include the receipt of an Enhanced Disclosure and Barring Service (DBS) return.

Conditional offers of employment also request that the candidate must declare any new charges or convictions.

### **3.6 All safer recruitment employment checks are completed prior to staff (including volunteers) commencing employment.**

All staff must not have any contact with people who receive care or support or have access to their personal information or data prior to the completion of all necessary employment checks.

If the service recruit's volunteers, there is a separate policy which includes age limits, qualifications and the circumstances in which volunteers may or may not be used, and whether they are included in minimum staffing ratios.

### **3.7 There are always enough competent, experienced staff to meet the needs of children and young people being supported by the service.**

Registered Managers ensure that the service has enough staff to enable the service to function in accordance with the Statement of Purpose. There are enough staff employed to cover absences due to annual leave, sickness, and study leave. All staff are physically and mentally able to meet the needs of children, young people and families.

### **3.8 All staff receive a good handover of information when leaving the organisation or when required to take periods of leave.**

Registered Managers ensure that the service facilitates a good handover of cases and other work from the departing member of staff to another. This is also the case when a member of staff takes a period of leave. Children, young people and their families should be notified well in advance of any changes of staff working with them, and given the opportunity to meet new members of staff who will be working with them as part of the handover process.

### **3.9 All staff employed by the service are supported to complete a structured induction programme.**

The purpose of induction is to review individual competencies and set out a bespoke development plan. Development plans remain applicable during and after the probationary period in employment.

The induction period allows for relevant training and development, including familiarity and understanding of the service's policies, procedures, and any practice standards.

### **3.10 All staff complete statutory and mandatory training.**

Registered managers identify mandatory training requirements based upon the needs of the children and young people who are supported by the service. This is in line with the written Statement of Purpose.

A list of mandatory training is included in [Appendix 3](#).

Registered managers ensure they are aware of statutory training requirements in relation to local legislation including, but not limited to:

- Children (Jersey) Law 2002
- Capacity and Self Determination (Jersey) Law 2016
- Data Protection (Jersey) Law 2018
- Fire Precautions (Designated Premises) (Jersey) Law 2012
- Fire Precautions (Jersey) Law 1977
- Health and Safety at Work (Jersey) Law 1989

Training is available to all staff including volunteers.

Training, where appropriate, is accredited by a recognised body or organisation and includes relevant local legislation and guidance. Trainers or organisations who deliver training are able to demonstrate:

- Experience and knowledge in the subjects delivered (this may include professional qualifications)
- They have a recognised teaching qualification and/or have completed a train the trainer course in the subject being delivered and have evidence of Continuing Professional Development which demonstrates the ability to maintain an effective learning environment and deliver effective training which is based upon best practice and guidance
- Where possible, be externally quality assured

E-learning courses can be a useful part of a blended learning approach to training. The registered person ensures that local relevant legislation and guidance is covered during any training that is arranged for staff members.

E-learning courses may support knowledge and understanding, however is not used as a substitute where practical skill development is required (i.e., First Aid, Safe Moving and Handling).

All training includes an assessment of learning.

Training update requirements are specified by the training provider and are based upon best practice and statutory requirements.

Evidence of training completed, and an assessment of learning and assessment of competency is kept in staff members' personnel files.

The registered person maintains a training database which is updated with all training booked, completed and due which is made available to the Jersey Care Commission upon request.

### **3.11 Children's Social Care Services ensure that all Independent Reviewing Officers employed have the relevant expertise and experience to hold the role as a knowledgeable, authoritative professional.**

The Independent Reviewing Officer role is a specialist role within Children's Social Care Services. Postholders have sufficient, relevant social work experience (at least five years' experience) working within Children's Social Care Services, and ideally have experience of providing supervision and support to social care staff.

The role involves safeguarding, monitoring and potential challenge to managers, including senior managers. This requires officers to be clear, concise, assertive and to work confidently to offer perspective, accountability and challenge to social workers and their managers. Independent Reviewing Officers need excellent communication skills and an ability to work with children and adults, including professionals.

### **3.12 Independent Reviewing Officers hold a relevant recognised social work qualification.**

Independent Reviewing Officers are usually experienced senior social workers or team managers. Taking this into account and the regulatory requirements, all Independent Reviewing Officers are qualified social workers and hold relevant registration to a relevant professional body such as Social Work England or its equivalent.

### **3.13 Independent Reviewing Officers have a thorough understanding of legislative frameworks and legal processes.**

Independent Reviewing Officers have a thorough understanding of the Children (Jersey) Law 2002 and relevant childcare legislation.

Having relevant knowledge and experience, Independent Reviewing Officers have a working knowledge of legislative and regulatory requirements, the Standards for social work practice, related policy and procedure and an understanding and knowledge of childcare research and good social work practice.

Independent Reviewing Officers need to have a thorough understanding of the legal processes for children and young people that are looked after. This includes where Children's Social Care Services make an application for a care order and the responsibility of the Minister in this instance. Additionally, where concerns have been raised, Independent Reviewing Officers understand their responsibilities for escalation, where they are significantly concerned about a child's safety or protection, or where there has been a potential breach of the child's rights and all complaints channels have been exhausted.

### **3.14 Staff members do not work and are not required to work outside of the scope of their profession, competence, or job description.**

Staff members always adhere to any code, standards or guidance issued by any relevant professional body.

Staff members are honest about what they can do, recognising their abilities and the limitations of their competence.

Staff members only carry out or delegate tasks agreed in job descriptions and in which they are competent.

Opportunities are provided for social workers to update their knowledge and skills as well as for more advanced and specialised training to meet the needs of children and young people.

Staff members receive support to update and maintain their professional qualifications through continuing professional development and any regulatory body requirements.

Some skills and tasks may be performed by unqualified staff under an individual (person specific) delegation.

Unqualified staff are able to refuse to undertake any skill or task if they do not feel competent to perform it.

### **3.15 All staff are given regular opportunities to discuss their role and identify any issues through formal supervision and appraisal.**

The purpose of supervision is to promote standardised, high quality, safe, and critically reflective practice by providing a channel for communication between manager, supervisor, and staff member.



### Supervision:

1. Is a formal discussion about the worker's performance against the standards they are expected to meet
2. Ensures the worker is clear about their roles and responsibilities
3. Is a two-way process where both supervisors and staff are responsible for raising issues where there is a need for discussion
4. Identifies the worker's personal and professional development needs
5. Offers a source of support for the worker encouraging reflection on challenges and achievements
6. Encourages workers to share any issues or concerns and provides updates and clarity on decision making
7. Is carried out as appropriate to the requirements of the service. Supervision is comprehensively recorded on a designated form which is retained by the employer for reference

Appraisals are intended to provide workers with a forum to discuss their capabilities, training needs and development plans in relation to the needs of the business. Appraisals are recorded on a designated form. They must be outcome based and the objectives must be SMART.

Appraisals are carried out at least annually.

### **3.16 There are clear and transparent disciplinary and grievance procedures.**

Organisations have adequate disciplinary and grievance policies in line with local legislation and best practice. Where concerns or allegations about a worker's fitness to practice or harm to a care receiver occurs, the employer has a duty to notify the relevant bodies and Jersey Care Commission.

## Standard 4: Data protection requirements are thoroughly adhered to.

### What this means to children and young people and their families:

All children and young people have their information protected. Information about children and young people is kept safe and only shared when necessary to do so.

Information sharing is essential for effective safeguarding and promoting the welfare of children and young people. Data protection and human rights law should not be barriers to justified information sharing but provide a framework to ensure that personal information is shared appropriately.

All participants attending formal meetings are fully aware of their own roles, responsibilities, and obligations in respect of data protection. Consideration is made of how best to achieve this. This may include providing and or reading out a statement of confidentiality at the commencement of such meetings.

The service ensures compliance with the information commissioners requests and requirements.

The service has an identified Caldicott Guardian role to oversee information governance within the organisation.

Any information or data breaches are reported to the Commission and information commissioners if required.

### **4.1 Staff are open and honest from the outset with the child or young person (and/or their family where appropriate) about why, what, how and with whom information will, or could be shared, and seek agreement, unless it is unsafe or inappropriate to do so.**

Staff clearly explain to children, young people and families their rights regarding consent and sharing of information. Young people are aware of their right to consent for themselves i.e., Gillick competencies.

There is evidence that children, young people and carers are aware that where there is a serious safeguarding risk, personal information may be shared without consent in order to safeguard the child or young person.

#### **4.2 Advice is sought from designated practitioners, or from the information governance lead, where there is any doubt about data protection, client confidentiality the sharing of information.**

There is clear evidence of staff completing regular training in respect of confidentiality, information sharing and data protection.

There is clear evidence of staff having sought guidance around the sharing of information, as appropriate, which is updated regularly and noted in the care records.

All staff members know who to approach for advice and guidance in respect of sharing personal and confidential information and with whom.

There is a process in place for staff to seek advice or to clarify when it is appropriate to share confidential information with safeguarding partnership organisations.

#### **4.3 Where possible, information is shared with the consent of the child or young person, or with the consent of an appropriate adult, usually the child's parent or guardian.**

Where personal information is shared without consent and there is a lawful basis to do so, such as where a child's safety may be at risk, judgements are based on the best interests of the child, the facts of the case and are recorded.

When requesting personal information from someone, or when sharing that information, staff members are clear of the legal basis upon which they are doing so.

Where consent is not sought, or has been sought but is not forthcoming, staff are mindful that the child or young person, or their parents or guardians, may not expect information to be shared.

There is evidence that information is only shared on a need-to-know basis considering risks, safety and support requirements for the child or young person concerned.

In circumstances where personal and confidential information is shared with other agencies, this is recorded in case records, and the child or young person, their parent or guardian have been advised of the staff members duty and obligations to share such information.

#### **4.4 Staff keep a record of decision making and the reasons for it in relation to whether the information needs to be shared or not. If information is shared, records reflect with whom information was shared and for what purpose.**

There is clear recording and decision making recorded where information needs to be shared on a need-to-know basis and in a safe and secure way, considering evidence, risk and wellbeing of children and young people.

Where there has been any data breach, this is shared with the data protection lead in the organisation, with appropriate manager and plans put in place to advise the child, young person, or carer.

There are wider processes in place across the organisation to consider breaches of data, including investigation and subsequent learning which is shared across service.

All children and families are aware of the process to raise concerns or complaints if they are unhappy with the service they are receiving.

## **Standard 5: The service maintains comprehensive records relating to every child or young person whom the service supports.**

### **What this means to children and young people:**

The records held by the service contribute to an understanding of a child or young person's life. These records can be accessed by care experienced adults when and if they wish to.

The information in these records is written in a way which is easy to understand.

### **5.1 Recordings are child-centred, appropriate, and comprehensive.**

All children and young people have records that include an accurate chronology, genogram (a picture of family relationships and medical history), plan and reviews with up-to-date recordings, case notes, visits and evidence of management oversight, reflective supervision, and key decisions. A list of records is provided in [Appendix 1](#).

There is a written policy on case recording which establishes the purpose, format, and content of files, and clarifies what information is kept on the child or young person's files. The service ensures that all children and young people whom it supports, are provided with clear information relating to these matters in a format which they can understand.

Records clearly indicate when a child or young person has been spoken to and by whom, for example their allocated social may visit them or the Children Looked After Nurse may undertake a health assessment visit. The views, wishes, feelings and expectations of the child or young person are included throughout.

The child or young person's situation and their 'journey' remains the focus of the recordings.

Without deviation, all recordings about the child or young person and their family are respectful. Those making recordings are always mindful of difference and diversity in relation to educational attainment, class, communication needs, language, culture, gender, gender identity, sexual orientation, age, ethnicity, and disability. If interpreters, specialists, and communication aids have been employed, this is clearly recorded.

In respect of records which relate to information provided by family, friends or other professionals, the person's name, contact details, role and relationship with the child or young person is clearly recorded.

Recordings are clearly expressed and differentiate between fact and opinion. Where third-party information is recorded, its provenance is made clear.

Consideration is given to the possibility that the child or young person may seek to access their files, whether at the time that a recording is made, or in the future.

Children and young people are supported to and made aware of how they can access their records.

The service ensures that their carers can store information in a secure manner and understand what information they are expected to keep.

## **5.2 Recordings are made in a timely manner.**

As a matter of principle and wherever possible, recordings are made immediately after an action or event has taken place. The timeliness of recordings is detailed in the procedures or operating manual for the service.

## **5.3 Appropriate governance arrangements are in place in relation to recordings.**

There is regular and consistent management oversight of the service's operations. This includes case discussions, supervision, management decisions and authorisations. All episodes of management oversight are appropriately recorded, including any decisions and the associated rationale.

When a case is transferred between staff, other professionals or teams, a transfer summary is created.

The service may operate and is advised to operate a written policy relating to the purpose and content of information which is retained on a child or young person.

The registered person ensures that the premises from which the service operates has facilities to secure the retention of records (in accordance with the Government of Jersey retention schedules) and appropriate IT safeguards.

## **5.4 Care records confirm that the Independent Reviewing Officer regularly sees the child or young person alone, as appropriate.**

There is evidence of children being seen and spoken to alone, in line with Children's Social Care Services Practice Standards, or relevant organisational policy.

Where children are not seen within the stated timescales, there is a discussion with the appropriate manager, which is recorded and includes reference to the next steps to be taken.

## **5.5 Recording reflects the complexity of the child's or young person's life and the interventions of key people in their life. Care records differentiate between observed fact, reported fact and interpretation, or opinion and include references to relevant research in the analysis.**

Staff understand the difference between observed fact, reported fact and interpretation or opinion and this is clearly indicated in a child or young person's records.

Records are free from jargon and are written in clear language, taking into account the rights of the child or young person and their families to request access to their records.

**5.6 Records indicate where interpreters, specialist workers or other tools and activities have been used to help communication.**

Basic information about language, religion or communication needs are included in children and young people's records. Any tools or activities used are clearly recorded. Where interpreters are required, consideration is given to consistency and confidentiality for children, young people and their families.

Consideration is given by the staff member if a communication assessment referral should be made to the Speech and Language Therapy service.

**5.7 Children or young people's views are clearly identified in their record. The record includes what the child or young person has said in their own words and is confirmed with them.**

There is evidence of a range of tools being used to engage children, young people and families in sharing their views, wishes and feelings. These are clearly recorded and shared within the case notes. This includes uploading of any pieces of direct work complete by the child, examples include children and young people's own words pictures or drawings, feedback from the 'Mind of My Own' App and other means of consultation.

**5.8 Records are cross-referenced where necessary.**

Records are appropriately linked across sibling groups and family members.

Where records are shared across sibling groups, information is relevant to the individual child named in the records, their views and experiences.

**5.9 Where other professionals or family and friends have provided information, the record reflects the person's name, contact number and who they are.**

Details of all people who provide information, including telephone numbers and their relationship to the child and family are recorded accurately.

## **Standard 6: An Independent Reviewing Officer is allocated to all children and young people in care.**

### **What this means to children and young people:**

All children and young people in care are allocated an Independent Reviewing Officer and know who they are and how to contact them.

#### **6.1 Children in care have an allocated Independent Reviewing Officer.**

The Independent Reviewing Officer handbook advises that Children's Social Care Services teams alerts the Independent Monitoring and Review Service Manager within two days of a child becoming looked after. An Independent Reviewing Officer is allocated to a child or young person within five days of them becoming looked after. Children and young people in care continue to have an Independent Reviewing Officer for as long as they remain looked after, or until they reach 18 years of age.

#### **6.2 The Independent Reviewing Officer is responsible for monitoring and reviewing the child or young person's care plan and is not involved in case management or day to day decisions regarding the child or young person.**

The [Independent Reviewing Officer Handbook](#) clearly outlines that the postholder does not hold case responsibility for the child, young person and family and has no supervisory responsibility for the social worker or manager. The responsibility of the Independent Reviewing Officer is to monitor and consider the impact of Children's Social Care Services to meet the needs of the child or young person. It is to participate in and chair reviews for the child or young person's care plan, ensure that the child or young person's wishes, and feelings are known and that they are considered as part of care planning and to perform any other function.



## **Standard 7: Children and young people are be encouraged to share their views, these views are listened to and responded to by the service.**

### **What this means to children and young people:**

All children and young people meet with their Independent Reviewing Officer regularly. Children and young people are able to share their wishes and feelings and the Independent Reviewing Officer make's sure this is considered as part of their care plan.

### **7.1 The Independent Reviewing Officer takes account of the wishes & feelings of children and young people.**

The Independent Reviewing Officer is in a unique position to speak to the child or young person in private before their first and subsequent looked after child reviews. The meetings are an opportunity for the children and young people to share their wishes and feelings with the Independent Reviewing Officer, this may include a discussion about the care they are receiving and other experiences. This is an opportunity to share any worries they may have and for the Independent Reviewing Officer to ascertain any concerns from the child or young person. These regular meetings support the child or young person to form a relationship with their Independent Reviewing Officer and understand their role to ensure everyone is doing what they need to, to support them.

### **7.2 The Independent Reviewing Officer ensures that they keep in touch with children and young people where they are responsible for their reviews, including speaking to the child before each review.**

The Independent Reviewing Officer is in touch with the child or young person before each looked after child review meeting. Independent Reviewing Officers and social workers encourage the use of different mediums to support children and young people to share their views, such as feedback apps like Mind of my own (MOMO).

Children and young people are encouraged to celebrate success and achievements to give them a sense of pride and identity. Independent Reviewing Officer considers if the child or young person would benefit from having an advocate to support them to express their views.

Where looked after children reviews are being held for babies, children or young people who are unable to share their wishes and feelings, the Independent Reviewing Officer visits the child or young person in their place of care and observes them with their carer's. Consideration is given to the child or young person's presentation and interactions with their carer's, and if they appear well and comfortable. Their feelings and emotional developmental needs are considered.

As relationships develop with older children, it may be that a formal meeting or visit does not take place, but this could be done via telephone call or using technology. It is envisaged the visits take place at least 15 working days before the review meeting.

### **7.3 The Independent Reviewing Officer ensures that reviews for children and young people are child centred.**

Children and young people are consulted considering their age, development and understanding about their review including:

- The day, time, and venue. (This includes avoiding any times that a child or young person would miss school or important appointments and take place in a venue where the child or young person feel's comfortable)
- Invitations so only necessary people attend. Children and young people decide with their Independent Reviewing Officer who attends their meeting
- The agenda includes issues that are important to the child or young person (There are issues that Independent Reviewing Officers are required to consider as part of the review, but agendas are as child centred as possible)
- The child or young person's wishes and feelings
- Whether a series of meetings are required to make sure everyone can contribute

Children and young people may decide with their Independent Reviewing Officer that they would like to chair and lead on discussions as part of their meeting. This would be encouraged to support the confidence of children and young people, support accountability and allow the reviews to be truly young person-focused and led.

The key aim of the review is to ensure that the child or young person's care plan outlines how they are safeguarded, provided with love and care and what the future care arrangements are including potential reunification to birth family.

The key decisions to be taken in a child or young person's review are whether to confirm or suggest changes to the plan, consider what actions need to be taken to make sure the actions happen, identify who is responsible and in what timescales.

### **7.4 The Independent Reviewing Officer ensures that children and young people in care are aware of their rights.**

As part of the regular meetings with the Independent Reviewing Officer, children and young people are informed of their rights and entitlements considering their age and level of development.

When considering the rights of children and young people this includes:

- their right to apply for the discharge of the care order
- their right to make a complaint and
- to request the support of an advocate

In situations where children want to consider legal proceedings, the Independent Reviewing Officer assesses whether there is an appropriate adult who is able and willing to support the child or young person to obtain legal advice or bring proceedings on the child or young person's behalf. If there is no such person, the Independent Reviewing Officer may assist the child to obtain such advice.

#### **7.5 The Independent Reviewing Officer ensures and revisits with the child or young person that they have received information about the advocacy service and how to request an advocate if they would like one.**

The Independent Reviewing Officer is responsible for making sure that children and young people understand what an advocate is and how they can support and help them. Independent Reviewing Officers advise children and young people of their entitlement to an advocate before each review. Advocates should not only be discussed when concerns are raised or when making complaints as advocates provide a crucial role to support children and young people during meetings and share their voice, including their wishes and feelings.

Children's Social Care Services have a clear system and process in place to ensure that information is shared with children and young people about the advocacy service and how to request an advocate. Independent Reviewing Officers can play a crucial role in supporting children and young people to access an advocacy service such as Barnardo's or Jersey Cares.

#### **7.6 The Independent Reviewing Officer ensures that the child or young person is aware of the Government of Jersey Children's Social Care Services Complaints procedure and how to complain if they are unhappy with the support or service they receive.**

Independent Reviewing Officers ensure as part of regular visits and reviews that children and young people understand their right to make a complaint and how to request an advocate to support them with their complaint. If concerns are raised and the child or young person lacks understanding or is unable to make the complaint, another person may do this on the child's behalf. This includes parents, carers, anyone with a sufficient interest in the child or young person, including the Independent Reviewing Officer.

#### **7.7 The Independent Reviewing Officer encourages and ensures the participation of children and young people to improve service provision.**

Information is given with all children and young people in the care of the Minister about how to share their wishes, feelings, and experiences to support Children's Social Care Services to improve what they do for children in care. Information is given to children and young people about how to share their views.

## **Standard 8: Assessment, care planning and review is quality assured and responds to the views of children and young people.**

### **What this means to children and young people:**

All children and young people in care have arrangements in place to meet their needs and support them in the right way. Care plans and regular reviews ensure that needs are met and that these are based on children and young people's wishes and feelings.

### **8.1 The Independent Reviewing Officer coordinate and participate in the review of care plans for looked after children and young people.**

The States of Jersey Independent Safeguarding and Standards IRO handbook (2012) states, *"The IROs primary focus is to quality assure the care planning and review process for each child and to ensure that his/her current wishes and feelings are given full consideration"*.

The Independent Reviewing Officer is responsible for chairing the review and ensuring that reviews are as meaningful and flexible as possible so that all information is available and shared to achieve the best possible planning for the child or young person.

In being flexible to the needs of the child or young person, this may mean that rather than just one meeting taking place, that a series of meetings take place to ensure consultation of all adults in the child's life are considered.

It may be that if the child or young person is of an age and understanding where they wish to attend or attend part of the meeting.

The process of managing review meetings focus on the needs of the child or young person and the things that matter most to them.

The purpose of the review is to consider the quality of the child or young person's care plan, based on the child and family assessment undertaken by Children's Social Care Services. The care plan for each individual child or young person specifies how Children's Social Care Services propose to respond to the full range of their needs, taking into account their wishes and feelings. The recommendations made at the review is to endorse or suggest amendments to the care plan based upon the information shared and the child or young person's circumstances.

**8.2 The Independent Reviewing Officer considers the quality of the child or young person's assessment and the care plan. Ensuring this is based on information from everyone involved in supporting the child or young person, this is a holistic assessment taking into consideration all aspects of the child or young person's needs, ensuring that decisions are appropriate and that the right support is available at the right time.**

In preparing for the looked after children's review and the monitoring of a child or young person's care plan, Independent Reviewing Officers consider the assessments which have taken place to inform the plan. This includes whether the assessments are holistic, involving adults involved in the child or young person's life, outline the child or young person's current circumstances, wishes and feelings and provide an evidence base that is clear to the child or young person. Plans to be bespoke, and relevant to the child or young person and their experiences and be ambitious and aspirational to ensure that the right support is always available to children and young people.

Where assessments have been completed, details are shared with the Independent Reviewing Officer and other adults in the child or young person's life as required. Where Children's Social Care Services proposes a change to the care plan, assessments and evidence are shared with the Independent Reviewing Officer prior to the review. Additionally, parents have a right to be informed of changes to care plans prior to the review. The review meeting itself does not present any surprises.

In instances where the Independent Reviewing Officer has questions or concerns around the change of care plan, liaison with the child's social worker take's place. If, following the review, the concerns have not been addressed, the Independent Reviewing Officer will attempt to resolve the issues with the child's social worker and team manager. If this is unsuccessful, the Independent Reviewing Officer can instigate the dispute resolution process.

**8.3 The Independent Reviewing Officer consults with the child or young person and their allocated social worker to ensure that they are actively participating in the review of their care plan. This is alongside their birth family, carers and other professionals who may have an input in their care planning.**

Where children and young people based on their age and understanding, want to attend the review, this is to be discussed with the Independent Reviewing Officer.

Within the Independent Reviewing Officer Handbook, it states that the IRO will have a discussion with the child's or young person's social worker at least 15 days prior to the review meeting taking place.

Carers, parents, and professionals would normally be invited to attend a review meeting; however, this might also depend on individual circumstances. Where it may not be in the best interests for a child, young person, or parents to participate in all or part of the review, arrangements can be made for a series of meetings.

Regardless of whether the review is a single meeting or a series of meetings, there is clear evidence of consultation with the child, young person, parents, and carers, including wishes, feelings, and their views. The Independent Reviewing Officer ensures that these views are shared and considered at the review. Views are shared within the meeting records unless it is felt that it may create distress to the child or young person.

Where parents are excluded from review meetings due to safeguarding concerns or any Orders which are in place, the Independent Reviewing Officer offers to meet with the parents and record their views. In circumstances where a child, young person or parents are excluded from a review for any reason, this is considered again prior to the next and each subsequent review and any decision making documented.

In circumstances where the Independent Reviewing Officer is not satisfied Children's Social Care Services has adequately prepared for the review including:

- potential lack of consultation with the child, young person, their parents, and others before making decisions.
- not sharing appropriate plans or paperwork.
- child or young person is not prepared for the meeting.

In these instances, the Independent Reviewing Officer can consider adjourning the review from the date the meeting was originally scheduled, considering the potential detrimental impact on the child or young person. In situations where the review is adjourned, it is held within 20 days of the original review date.

#### **8.4 The Independent Reviewing Officer ensures that all relevant information is available and that reviews focus on the things that matter most to children and young people.**

Prior to the child or young person's review meeting, the Independent Reviewing Officer has access to the current care plan, a recent health care plan (HCP) and health recommendations and the last personal educational plan (PEP). The child or young person's social worker shares the review report at least five working days prior to the review. Consultation documents and discussions are sent or have taken place at least 10 days prior to the review meeting.

As part of the agenda for the review meeting, the Independent Reviewing Officer ensures that following issues are discussed:

- Any change in the child or young person's circumstances since the last review.
- Whether decisions taken at the last review have been successfully implemented and if not, why not.
- The legal status of the child or young person and whether it remains appropriate, considering relationships and permanence.

- Whether the child or young person’s plan includes a plan for permanence within viable timescales that are meaningful for the child or young person – this includes consideration of plans for permanency from the second review onwards (usually four months from date of being admitted into care).
- The arrangements for family time with parents, siblings and other family members or significant others, whether these consider the child or young person’s current wishes and feelings and whether any changes are needed to these arrangements.
- Whether the current home is meeting the child or young person’s needs – this includes consideration of the attachment between the child or young person and those who are caring for them, how Children’s Social Care Services are ensuring that the placement provides the quality of care that the child or young person needs and whether any change to the arrangements is necessary or likely to become necessary before the next review.
- The child or young person’s educational needs, progress, and development and whether any actions need to be taken or are likely to become necessary before the next review, to ensure that the child or young person’s educational needs are met, and not neglected.
- The hobbies and leisure activities in which the child or young person is engaging and whether these are meeting the child or young person’s needs and current expressed interests.
- The report of the most recent assessment of the child or young person’s health and whether any change to the arrangements for the child or young person’s health are necessary or likely to become necessary before the next review, to ensure that the child or young person’s health needs are met and are not neglected.
- The identity needs of the child or young person and how these are being met.
- Whether the arrangement to provide advice, support and assistance to the child or young person continues to be appropriate and understood by the child or young person.
- Whether any arrangements need to be made for the time when the child or young person will no longer be looked after, so the child or young person is properly prepared and ready to make this significant transition.
- Whether the child or young person’s social worker has taken steps to establish the child or young person’s wishes and feelings, that the care plan takes these into consideration and that the care plan demonstrates this.
- Whether the child or young person is being visited by the social worker at least at the minimum statutory intervals and when the child or young person requests a visit; and that plans and decisions to advance the overall planning for the child or young person’s care have been taken and were acted upon in a timely way.

**8.5 The Independent Reviewing Officer ensures that plans are considered at regular intervals as outlined in policy, when a child or young person requests this or when there is a significant change to the care plan.**

When a child or young person first becomes looked after, the first looked after review take’s place within the first 28 days. The second looked after children’s review takes place no more than four months from the date of the child or young person becoming

looked after. This second review ensures evidence- based plans for permanency are in place for children or young person, considering the following:

- A return to parent/s
- A move to extended family members or connected person/s
- Long term care outside of parental or birth family care
- A plan of adoption

At subsequent reviews, these take place at least every six months after the last review. Additionally, reviews take place when:

- The child, young person, or Independent Reviewing Officer requests this.
- There is a proposal for a child or young person to leave care before the age of 18 years.
- There is a proposal for the child or young person to move from foster care, a children's home, or other placement, to supported lodgings, or to other kinds of 'semi-independent' or 'independent living' before the age of 18 years.
- Prior to children or young person's subject to care orders being discharged from custody.
- Any unplanned change is proposed to a child or young person's accommodation that would have the effect of disrupting their education or training.
- A change of placement is proposed that would interrupt the arrangements for the education of a young person in Key Stage 4.
- A change of placement is proposed for a child or young person who has remained settled and established with the same carer for a significant period.

### **8.6 The Independent Reviewing Officer ensures that children and young people in care are aware of their rights and assure that children and young people receive the right support at the right time. This makes certain that Corporate Parents are meeting their responsibilities to children in care.**

Independent Reviewing Officers ensure that the child or young person's voice is considered and heard. Independent Reviewing Officers check and assure that children and young people understand their rights, what is expected of adults as part of their care plans to help them grow and flourish, and how to request an advocate or make a complaint. As corporate parents for children and young people, the importance of relationships, keeping in touch, encouraging, and supporting children and young people to be ambitious is key and is outlined and evidenced in plans.

Due to the level of oversight that Independent Reviewing Officer have of children and young people that are looked after, they can form a view of the effectiveness of corporate parents to fulfil their role to children and young people in their care on both an individual level but also collectively.

Whilst there is a clear escalation policy where Independent Reviewing Officers have concerns regarding poor planning or practice. They are in a unique position to consider themes around practice and to influence policy, procedure, and practice improvements.



By sharing information with the Principal Social Worker or Head of Standards and Quality Assurance and with an active member of the Corporate Parenting Board they are highlighting concerns to ensure they are heard within the right forums for change.

Where the Reviewing Officer becomes aware of any incidents or matters of concern, they notify the Commission. Guidance relating to notifications is provided in [Appendix 4](#).

## Standard 9: Progress and implementation of plans is well monitored and reviewed.

### What this means to children and young people:

Independent Reviewing Officers make sure support given is in line with plans made and if not then they challenge Children's Social Care Services and others to make sure the right support is offered. Where there are concerns about meeting needs, cases are escalated in a timely manner.

### 9.1 Independent Reviewing Officers continue to oversee the progress and implementation of the child or young persons' plan.

In addition to the chairing of the reviews of children or young people, the Independent Reviewing Officer oversee the progress of the implementation of the child or young person's plan. This may include reviewing case notes, reading and reviewing assessments where decisions are being made about the child or young person. This allows Independent Reviewing Officers to make sure recommendations and actions are being implemented and to consider the impact on the experiences of children and young people.

There is an expectation that the Independent Reviewing Officer completes regular midpoint reviews with the social worker by reviewing the child or young person's records. A list of records is provided in [Appendix 1](#).

The Independent Reviewing Officer expect that a child or young person's care plan at four-month review demonstrates evidence of permanency planning, and at each subsequent review, at least six-monthly.

If there is a significant event in the child or young person's life, the child or young person's social worker communicate with the Independent Reviewing Officer. Examples include:

- proposed change of care plan for example arising at short notice during proceedings following on directions from the court.
- where agreed decisions from review are not carried out within the specified timescale; major change to contact arrangements.
- changes of allocated social worker.
- any safeguarding concerns involving the child or young person, which may lead to enquiries being made under Article 42 of the Children (Jersey) Law 2002 ('child protection enquiries').
- outcomes of child protection conferences, or other meetings not attended by the Independent Reviewing Officer.
- complaints from or on behalf of child or young person, parent or carer.
- unexpected changes in the child or young person's placement provision which may significantly impact on placement stability or safeguarding arrangements.
- significant changes in birth family circumstances for example births, marriages or deaths which may have a particular impact on the child or young person.

- where the child or young person is charged with any offence, any pending criminal proceedings and any convictions or sentences because of such proceedings.
- where the child or young person is excluded from school.
- where the child or young person is running away or missing from the approved placement; significant health, medical events, diagnoses, illnesses, hospitalisations, serious accidents; and
- panel decisions, in relation to permanence.

## **9.2 Independent Reviewing Officers monitor the Minister's responsibilities to looked after children as a corporate parent.**

The primary task of the Independent Reviewing Officers is to ensure that the care plan for the child or young person fully reflects their current needs and sets out the actions in the plan to ensure that the child or young person reaches their potential and can grow and flourish. The Minister holds ultimate responsibility for children and young people in the care of Government of Jersey Children's Social Care Services. As such, the Minister acts for the looked after children in the same way as a responsible and conscientious parent would act for their child, young person's best interest.

As part of this monitoring function, the Independent Reviewing Officer is aware of the Minister's legislative requirements, and the entitlements of children and young people in their care. They understand the role of a corporate parent and raise awareness to other professionals of their corporate parenting responsibilities towards children and young people who are looked after. They ensure that the pledge to children and young people is meaningful and making a positive difference.

All ministers and senior managers of other departments across the Government of Jersey hold corporate parenting responsibilities: this does not solely rest with Children's Social Care Services and where issues surrounding health, education, housing, or other services are raised, the expectation would be that corporate parents also advocate on the behalf of children and young people.

Independent Reviewing Officers have an obligation to monitor the Minister's responsibilities for looked after children and to identify any areas of poor practice. This includes identifying patterns of concerns emerging, not just around individual children or young people, but considering the collective experiences of looked after children and care leavers and the services they receive. Where Independent Reviewing Officers identify more general concerns about the quality of services to looked after children, the Independent Reviewing Officer immediately alert's senior managers about their concerns. Additionally, there is a process for a representative of the Independent Monitoring and Review Service to share findings with the Corporate Parenting Board.

### **9.3 Independent Reviewing Officer can identify and share good practice examples where practice has had a positive impact on the child or young person and their families’.**

As a social worker with experience of working with children, young people and their families, Independent Reviewing Officers are able to identify areas of good social work practice that has made a positive difference to the lives of children and young people. There is a process in place within the Independent Monitoring and Review Service to share good practice with social workers and their managers and to collate this information for sharing and consideration with the Principal Social Worker or Head of Standards and Quality Assurance to improve practice and policy.

### **9.4 The Government of Jersey Independent Monitoring and Review Service has a clear escalation process in place to ensure that poor practice is identified, challenged, and rectified.**

The Independent Monitoring and Review Service has a clear escalation process in place where practice issues and concerns are identified as part of a child or young person’s review. Initially, the Independent Reviewing Officer liaises with the social worker or practitioner to resolve this informally. Where there are significant issues or a series of minor issues or themes developing, the Independent Reviewing Officer completes a Dispute Resolution notice to the team manager. This process outlines the concerns and requests a response and action plan to be completed and returned within 10 days.

There is a discussion between the social worker, the Independent Reviewing Officer, and the Team Manager around the issues and how to reach a resolution. If the matter cannot be resolved in this way, the Independent Reviewing Officer can escalate the matter to the Group Director and utilise the complaints process of the organisation.

Independent Reviewing Officers can make a referral to the office of the Children’s Commission of Jersey to seek advice on Children rights. This action would normally only be taken in exceptional circumstances where earlier steps within the dispute resolution process have been exhausted and where there may have been a breach of the child or young person’s human rights.

Where identified concerns and practice issues involve partner agencies who play a key role in the care and support of looked after children, the informal and initial dispute process outlined above is to be followed. States of Jersey Independent Reviewing Officer Handbook (2012) establishes that partner agencies comply with the objectives and demands of the agreed dispute resolution process. If issues are unable to be resolved in an informal way between partner agencies, practitioners refer to the joint Safeguarding Partnership Board (SPB) guidance- ‘Resolving Professional Differences/Escalation Policy’ to prevent any blocks to effective partnership working. This policy sets out a clear pathway to follow to gain timely resolution to prevent poorer outcomes for children at risk.

## Appendices

## Appendix 1: List of records

Information and documents which must be made available at all times to the Jersey Care Commission, if applicable:

### GENERAL REQUIREMENTS

- Statement of purpose
- Children's guide
- Policies and procedures
- Staff contingent
- Food records (menus and additional food prepared).
- Quality assurance and service reports
- Independent visitor monthly reports
- Feedback and complaints (including outcomes and actions taken)
- Insurance certificates
- Meeting agendas and minutes (staff, care receivers, relatives etc.)
- Visitor's register
- Recordings of all referrals, initial assessments, support plans etc
- A register of all people who use the care service which includes the following information where applicable:
  - Name, address and date of birth.
  - Name and address and telephone number of representative or next of kin or contact.
  - Name and address and telephone number of general practitioner
  - Date of commencement of services
  - Date and details of end of services
  - If the person has died at their home, the date, time, cause of death and the name of the medical practitioner who certified the cause of death.
  - If the person has been received into guardianship under the Mental Health (Jersey) Law 2016, the name, address and telephone number of the guardian, and the name, address and telephone number of any officer required to supervise the welfare of the person.
  - Name and address and telephone number of any agency or individual who arranged the care provision.

### CARE RECEIVER RECORDS

- Assessments (including risk assessments)
- Referral information including care plans and assessments from health and social care professionals.
- Personal plans (care plans, risk management plans etc.)
- Medication records
- Communication sheets including visiting professional's entries
- Evaluation records and daily notes
- Written agreements or contracts

- Inventory of belongings on admission
- Behaviour Management Incidents register

## **STAFF RECORDS**

- Application information
- Job descriptions or person specifications
- Interview records or candidate assessment
- Identification or social security registration information
- References
- Criminal records and barring lists checks
- Risk assessments
- Qualifications and training certificates
- File notes including any disciplinary or grievance information
- Competency assessments
- Supervision records
- Appraisal records
- Contract of employment
- Absence, sickness or leave

## **HEALTH AND SAFETY RECORDS**

- Incident, accident, near miss reports and investigations
- Safeguarding alerts, investigation and reports
- Restrictive physical intervention records
- Risk assessments
- Fire drill and equipment testing (alarm, emergency lighting, extinguishers etc.)
- Equipment checks, testing and maintenance logs
- Water and surface temperature checks
- Hydrotherapy pool checks and maintenance (water, chemical, temperature etc.)
- Cleaning records
- Infection, prevention and control records (decontamination records, certificates etc.)
- CCTV and Electronic monitoring recordings

## **MEDICATION RECORDS**

- Medicines requested and received
- Medicines prescribed
- Medications administered
- Medicines refused
- Medicines doses omitted
- Medicines doses delayed
- Medicines transferred
- Medicines disposed of
- Controlled drugs register
- Risk assessments

- Fridge and room temperatures (where medications are stored)
- Medication errors and incidents (incident reports, investigations and outcomes etc.)
- Copies of prescriptions and authorisation records
- Parameters for the use of 'as required' advised and authorised by health care professionals.
- Signatory list (Name, signature, and initials).

## **FINANCIAL RECORDS**

- Detailed, certified annual accounts (not applicable to services operated by the States of Jersey)
- Scale of fees and additional charges (must be published)
- Individual fees charged
- A record of all money or other valuables deposited by a person for safe keeping or received on the person's behalf specifying:
  - The date deposited or received
  - The date and sum of money or valuable returned
  - The sum used at the request of the person (must include receipts)



## Appendix 2: List of Policies

Below is a list of policies and procedures associated with the Standards. It is not an exhaustive list, and some may not be appropriate to all settings:

- Absence of the manager
- Access to bedrooms
- Access to personal files and other records
- Accessibility
- Accidents – reporting, recording and notification
- Accounting and financial arrangements
- Administration of finance (petty cash) and allowances
- Admission and discharge or transition from the service
- Alcohol, drugs and misuse of substances
- Anti-bullying
- Assessment
- Care practices
- Child Sexual Exploitation
- Children missing from care
- Children and young people visiting friends
- Children and young people’s meetings
- Clinical waste disposal
- Clothing and personal requisites
- Complaints and representations
- Computer use, social media and internet safety
- Confidentiality
- Contact between children, young people, their family members and others
- Countering racism and discrimination
- Criminal Exploitation and gangs
- E-Safety
- Education and training
- Employment of resident children and young people
- Equality and diversity
- Extra-curricular activities
- Fire safety
- First aid
- Food Hygiene and nutrition
- Gender, sexuality and personal relationships
- Harassment
- Health and safety
- HIV and AIDS awareness
- Holidays for children and young people
- Implementation of placement plans
- Independent visitor
- Infection control
- Information sharing
- Inspections
- Insurance

Intimate care  
Involving children and young people in decisions making  
Key working  
Keys for children and young person's rooms  
Leisure activities, sports, and other activities  
Management of medicines  
Management of records  
Managing allegations  
Managing behaviour, aggression, and violence  
Menu planning  
Mobile phones  
Moving and handling  
Night supervision  
Notification of events  
Occupational health arrangements  
On-call arrangements  
Permissible sanctions  
Personal expenses allowances or pocket money  
Personal possessions – security and insurance  
Physical contact by staff with children and young people  
Physical restraint  
Placement planning and delegated authority  
Placement plans  
Preventing extremism and radicalisation  
Privacy for children and young people  
Promoting good health  
Promoting social and life skills  
Quality improvement  
Recording and record keeping  
Repairs and maintenance  
Responding to allegations or suspicions of abuse  
Reviews  
Risk management  
Safe and healthy working practices  
Safe recruitment  
Safeguarding  
Searching children and young person's rooms or belongings  
Security of and in the accommodation  
Self-harm policy  
Sleeping arrangements and bedtimes  
Smoking  
Spending one to one time with children  
Staff absent from work  
Staff contact with children and young people  
Staff disciplinary and grievance procedures  
Staff handovers  
Staff induction  
Staff meetings  
Staff rotas, shift management and on-call arrangements  
Staff supervision and appraisal

Staff training and development  
Staffing the service  
Transport, provision, and use  
Visitors  
Volunteers  
Whistleblowing  
Working with parents, family members and significant others  
Young Person's guide

## Appendix 3: Minimum Statutory and Mandatory Training Requirements

Registered persons will identify mandatory training requirements based upon the needs of the children and young people who are cared for. This will be in line with the written Statement of Purpose.

Statutory and mandatory training (All care and support workers)		Location, person, risk specific
Health and Safety	Moving and Handling	Learning disabilities
Communication	Fire safety	Mental Health
Equality, diversity, and human rights	Emergency response	Capacity and Self Determination (age 16+)
Learning disabilities, mental health	Infection control	United Nations Convention on the Rights of the Child
Data Protection	Safeguarding	End of life care
Food Hygiene	Child development	Conflict resolution

Location or person or risk specific training requirements are dependent on the needs of the children and young people accommodated.

Whilst basic learning disabilities and mental health training is mandatory for all care and support workers in children's residential settings (and covered in the Care Certificate), additional specialised training is required for care and support workers who directly care or support children and young people with learning disabilities and/or mental health issues or end of life care.

This additional training should be at the appropriate level identified through local or national guidance (e.g., Gold Standards Framework, Skills for Health Core Skills Education and Training Frameworks).

## Appendix 4: Notifiable Events

Regulation 21 (Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018) requires that a registered person must notify the Jersey Care Commission within 48 hours of such accidents or other events that have posed or may pose a risk of harm to care receivers as the Commission may specify in such manner as the Commission may specify.

Below is a list of events or occurrences which will require notification (this list is not exhaustive and some might not apply to your service). The term incident is used to refer to incidents, accidents and near misses.

- Missing
- Unregulated activity
  - Unregulated placement
  - Unregulated children's home
- Events that impact the service
  - Notifiable Infectious diseases
  - Damage to premises
  - Fire
  - Safety equipment
  - Theft
  - Burglary
  - Staffing levels
  - Disruption to utilities
- Serious incident or accident where harm has occurred
  - A child or young person being a victim or perpetrator of a serious assault
  - An incident of self-harm to a child or young person
  - An incident where a child or young person exhibits harmful sexualised behaviour
  - Incident where medical attention was sought
  - Safeguarding / child protection concerns
  - A child / young person who is suspected or known to be involved in or subject to exploitation
  - Medication error
- Restrictive physical intervention
- An incident requiring police involvement
- Death of a child or young person
- Allegation against staff member / volunteer or care receiver within your service

**Note \*:** These notifiable events do not apply to 18 to 21 year olds

## Appendix 5: Definitions

**NOTE – not all of these definitions have been referred to in the standard above, but they are a consistent set that apply to all Standards.**

**Adopted child** is a child or young person who has been legally made the son or daughter of someone other than their biological parent.

**Adopter** is a person who takes on the legal responsibilities of a parent of a child or young person which is not the person's biological child.

**Adoption Panel** is an independent panel that makes a recommendation to the Agency decision Maker regarding applications to become adopters. The panel also makes recommendations regarding to permanence decisions for children and young people.

**Adult Community Mental Health Team** is the point of entry for all individuals referred into adult mental health services. The service is for clients aged 16-65

**Agency Decision Maker (ADM)** is the person who makes the decisions as to whether the proposed care plan for adoption, early permanence and foster to adopt and permanent fostering is the right decision for the child or young person. They also approve prospective adopters.

**Article 42 Assessment** is led by Children's social care where a child protection enquiry has been raised suggesting that a child or young person may have experienced or is at risk of experiencing significant harm.

**Caldicott Principles** are that all use of confidential information is lawful. All those handling confidential information are responsible for ensuring that their use of and access to that information complies with legal requirements set out in statute and under the common law.

**CAMHS** is the service known as Child and Adolescent Mental Health Service and relates to community mental health services.

**Care leaver** is an individual aged 16 years up to (but not including) the age of 25 years who has been looked after by the Minister for a minimum period of 13 weeks, whether in aggregate or consecutively, from the age of 14 up to (but not including) the age of 18 years; or an individual who is of such description as the Minister may by Order specify, and who at any time before the age of 18 years was looked after by the Minister but ceased to be so looked after before that age.

**Care Plan** is a document that details the permanence plan for the child or young person alongside how their overall needs are met.

**Care and support worker** relates to any person employed, volunteering or on work placement including health or social care professionals who provide care or support to people receiving care services which are registered under the Regulation of Care (Jersey) 2014 Law.

**Child Contact Centre** is defined as a service providing premises for facilitating contact between a child and any of the following persons who do not live with that child:

- (a) the child's mother or father
- (b) a relative (as defined by the Children Law), or
- (c) a friend.

**Child** for the purposes of these Standards, a child is differentiated from a young person and is defined as a person aged 0-14 years.

**Child Permanence Report (CPR)** is a report that details a child or young person's journey from birth to a decision regarding permanence. The CPR includes the reason why a child or young person was permanently removed from their birth parents(s) as well as background information about their parents.

**Connected person foster carer** is defined as "A relative, friend or other person connected with a child. The latter is someone who would not fit the term 'relative or friend', but who has a pre-existing relationship with the child.

**Core Group** is a Core Group of key practitioners and family members. The meeting is normally chaired by a Team Manager and the role of the group is to develop the outline plan made at the end of a child protection conference.

**Delegated Authority** is a mechanism where certain day-to-day decision making can be given to foster carers to ensure that they can meet the immediate needs of children and young people in their care. The delegated authority is given by those who hold parental responsibility for the child or young person and is contained in a written document.

**Disclosure and Barring Service (DBS)** helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children.

**Disruption Meeting** is convened for a child whose long-term fostering home or residential home ends abruptly or on an unplanned basis.

**Duty of Candour** relates to the registered person's responsibility to tell the person (or, where appropriate, their advocate, carer or family) when something has gone wrong. apologise to the person (or, where appropriate, their advocate, carer or family) offer an appropriate remedy or support to put matters right (if possible)

**Feedback** is the Government of Jersey's on-line portal for making compliments, complaints, comments and suggestions about government services children, young people and adult's access.

**Foster carer agreement** is the written agreement made between the foster carer and the fostering service when they are approved. It sets out the fostering service's expectations of the foster carer and what support and training the foster carer can expect.

**Foster carer** is a person who provides a home environment for a child or young person whether on a short-term or long-term basis.

**Fostering Panel** is a meeting held to consider an applicant's: request to become a foster carer or, continued approval after their first year of fostering, or where there are practice issues or, de-registration if there are concerns about their practice.

**Freeing Order** is an order that discharges parental responsibility from birth parents or those holding parental responsibility and is granted by the Royal Court of Jersey as part of care proceedings.

**Hague Convention on intercountry adoption** provides safeguards for children and families involved in adoptions between participating countries and also works to prevent the abduction, sale, or trafficking of children.

**Health and social care professional** is a person who registered with a professional regulatory body in the United Kingdom and where required is registered under the Health Care (Registration) (Jersey) Law 1995 (e.g., nurse, social worker or doctor).

**Health Assessment** is completed by a suitably qualified medical professional or health practitioner and outlines the health needs of a child or young person in the care of the Minister. The health assessment forms part of the care plan for a looked after child. Additionally, the plan outlines any health service, medication, advice, or support that may be required to ensure that the child or young person experiences good health, including good emotional health.

**Independent Reviewing Officer** a social worker who has sufficient relevant social work experience with children and families to perform the functions of an independent reviewing officer in an independent manner and having regard to the best interests of children in care. The independent reviewing officers chair child protection conferences, children looked after reviews, provide independent oversight and scrutiny of wellbeing plans, and (in regard to care leavers), the Pathway Plan. The independent reviewing officer holds oversight and progress of the plan and provides support and challenge to children's social care and other services supporting the child, young person and their family.

**Initial Child Protection Conference** is an initial child protection conference (ICPC). It is a meeting that is held when agencies believe that a child may be at risk of significant harm or if a child has suffered significant harm. The aim of the conference is for the family and professionals to meet and share information with each other about the risks and the strengths. They will then consider and decide, with the family and where appropriate the children and young people, what will ensure the safety and wellbeing of the children and young people where these concerns exist.

**Intercountry adoption** recognizes that intercountry adoption may offer the advantage of a permanent family to a child for whom a suitable family cannot be found in his or her state of origin

**Intermediary Service** specialist service that's provided by a registered Adoption Agency who can make an approach to a birth relative to let them know of your interest in making contact.



**Jersey Designated Officer (JDO)** is the person who is notified when it has been alleged that a professional, volunteer or prospective adopter who works with or cares for children is suspected of causing harm to a child or young person.

**JFCAS** is the Jersey Family Court Advisory Service

**Looked After Child** A child or young person under the age of 18 years of age who is in the care of the Minister, through being in need of care and protection and through an interim care order or care order issued by the court under Article 24 or 30, or through a voluntary arrangement with the child or young person's parent under Article 17 of the Children (Jersey) Law 2002 or a child who has been or authorised as being placed with prospective adopters under Article 17.

**NACCC** is the National Association of Child Contact Centres [Child Contact Centres - NACCC](#)

**Nursing care** means services that by reason of their nature and circumstances, including the need for clinical judgement, should be provided by a nurse including:

**Panel Advisor** provides advice to the adoption and permanence panel or the fostering panel regarding procedural matters and in relation to application to become approved adopters, to foster or for existing carers at their review stage.

**Parental responsibility** means those who have legal responsibility for a Child and who are entitled to receive relevant information concerning the Child whether or not they are the parent unless a court order has been made to the contrary.

**Pathway Plan** The pathway plan is a wellbeing plan that is completed with children and young people after their 16<sup>th</sup> birthday where they are eligible for a leaving care service. This plan replaces the care plan, outlining the young person's current circumstances and planning for the time when they leave care, outlining their goals and aspirations and what advice and support is required to ensure children and young people reach their potential.

**Permanence Plan** This is a plan that is considered where children are in the care of the Minister. A permanency plan considers the types of arrangements that can be considered for children and young people. This includes a potential return to parents, the child or young person being cared for by connected persons or extended family, the child or young person being adopted, living in foster care with an identified family or within a children's home. Permanence plans always consider long term planning arrangements to allow children and young people to build and maintain relationships and provide stability.

**Personal advisor** is a person who provides advice and support to young people who are care leavers from the age of 16 through to the age of 21, but potentially up to the age of (but not including) 25. Personal Advisor continue to support the young person alongside the social worker whilst the young person is in care or up to the age of 18.

**Personal care** means assistance in daily living that does not need to be provided by a nurse being: Practical assistance with personal tasks such as eating, washing, and dressing or prompting a person to perform daily tasks.

**Personal Education Plans (PEP)** are part of the statutory care plans for protected children and are a legal requirement. The Personal Education Plan reflects any existing education plans, such as an education or individual education plan.

**Personal support** includes supervision, guidance and other support in daily living that is provided as part of a support programme.

**Placement Plan** is a document that details how the needs the child or young person will be met and by whom in relation to their likes, dislikes, developmental needs, health, and arrangements in respect of contact with parents, birth family and significant others.

**Preparing for adult transition plans** are developed for young people with special educational needs or a disability regarding their transition from a teenager to being an adult, and from moving on from children's services to adult services.

**Primary School** means a school which provides full-time education to children compulsory school age who have not attained the age of 12 years.

**Prospective adopter** is a person who is intending to adopt a child or young person and is either undergoing the appropriate assessment process or is awaiting an appropriate match.

**Prospective foster carer** is a person who has been through the enquiry and initial training process and has lodged an application to become a foster carer with the fostering service.

**Protected Placement** is where the Royal Court has granted a freeing order and Parental Responsibility is passed to the Minister who discharges that power to Children and young people's Social Care Services.

**Pupil premium** is funding to improve education outcomes for disadvantaged pupils in schools in Jersey.

**Reflective Supervision** is the thought process where individuals consider their experiences to gain insights about their whole practice. Reflection supports individuals to continually improve the way they work or the quality of care they give to people.

**Registered Person** has legal responsibilities in relation to the role. A Registered Manager shares the legal responsibility for meeting the requirements of the relevant regulations and enactments with the provider.

**Residential Family Centre** is defined as a service providing premises for facilitating the assessment of parents' capacity to care for their children successfully and safely, in a residential setting.

**Review Child Protection Conference** is held after a child has been made subject to a Child Protection Plan at an Initial Child Protection Conference. The purpose of the Review Child Protection Conference is to review whether the child is continuing to suffer, or is likely to suffer, significant harm, and review progress against Child Protection Plan outcomes and to consider whether the Child Protection Plan should continue, be updated or end.

**Safe Care Plans** enable foster carers to demonstrate how they propose to make their home as safe as is reasonably practical, both emotionally and physically, for both the carer and their family, and for any child placed. The Safe Care Plan provides a 'map' of family routines and rules.

**School** means any institution providing full or part-time education.

**Secondary school** means a school which provides full-time education suitable to children who have attained the age of 12 years.

**Social care** includes all forms of personal care, practical assistance, personal support, assessment of need and safeguarding from harm.

**Social worker** relates to a professional with a designated social work qualification who is registered both with Social Work England (SWE) and the Jersey Care Commission ('the Commission').

**Special educational needs, special educational provision and special school** should each be defined in accordance with Article 4 of the Education (Jersey) Law 1999.

**Staying put** arrangements is where a young person who has been living in foster care remains in the former foster home after the age of 18.

**Stepparent adoption** is an adoption where a married couple adopts their spouse's own child born during a previous relationship.

**Strategy Discussion.** This is a strategy discussion and is also sometimes called a strategy meeting. It takes place between a social worker and other agencies when they are worried a child may be suffering significant harm or if they suspect a child is likely to suffer significant harm.

**Supervised contact** is used when it has been determined that a child has suffered or is at risk of suffering harm during contact. Referrals are usually made by a Court, JFCAS Officer, Health Visitor or Social Worker. Children always remain within sight and sound of staff (unless otherwise previously agreed), reports are written, and direct observations are made.

**Supervising Social Worker** has the same qualification registration requirements of a social worker; however, their principal role is to ensure that children and young people are safeguarded whilst in a protected placement and that foster carers are supported and trained to provide the high level of care children and young people require.

**Support worker** relates to any person employed, volunteering or on work placement including health or social care professionals who provide care or support to children receiving care services which are registered under the Regulation of Care (Jersey) Law 2014.

**Supported contact** is suitable for families where no significant risk to the child or others has been identified. It can be offered in various community locations and is run by trained and checked out volunteers who give everyone a warm welcome and to

make the visit as beneficial and enjoyable as possible for the children and the adults. They can also support with handover arrangements.

**Training, Support and Development Standards** provide a national minimum benchmark that set out what all foster carers should know, understand and be able to do within the first 12 months of approval.

**Young person** for the purposes of these Standards, a young person is differentiated from a child and is defined as a person aged between 14 and 25 years.