

SERVICE ASSESSMENT TOOL

For agencies to identify how they can improve the service they offer to kinship carers and the children they care for.

This service assessment tool has been developed for managers and team leaders of statutory and voluntary agencies. It aims to help you assess how well your service currently meets the needs of kinship carers and the children they care for. It can also help you to develop an action plan to improve your service's response to kinship care families, which often exist as a consequence of drug and alcohol misuse.

If you do come into contact with kinship care families and if you want to ensure that all of your staff and volunteers can access the best possible help for these families, this pack is for you.

This pack will help you to:

- Assess what your service is currently able to offer kinship care families
- Identify any gaps in your current service
- Design an action plan to address gaps and improve service provision
- Put you in contact with agencies able to offer specialist help in working with kinship carers

Service Assessment Form

Service name:

Assessment completed by:

Date:

Criteria	Evidence	Yes /No	Comments
<p>Child protection policy</p> <p>Where there is concern/an incident, roles and responsibilities are properly defined and understood.</p>	<ul style="list-style-type: none"> Child protection policy has clear lines of accountability/responsibility 		
<p>Child protection policy is clearly visible to all service users.</p>	<ul style="list-style-type: none"> Kinship carers using the service know how to raise concerns about their children. Policy is made known to users at induction Policy is readily available with a summary on display in public areas. 		
<p>Information on child protection is disseminated to all staff and volunteers.</p>	<ul style="list-style-type: none"> Agenda item at team meetings Information is circulated to all included in induction of all staff and volunteers Training audits assess minimum competencies annually. 		
<p>Drug and alcohol policy</p> <p>Information on drugs and alcohol is disseminated to all staff and</p>	<ul style="list-style-type: none"> Agenda item at meetings Information circulated to all Included in induction of all staff and volunteers 		

volunteers	<ul style="list-style-type: none"> ■ Training audits assess minimum competencies, annually. 		
Where there is concern/an incident roles and responsibilities are properly defined and understood.	<ul style="list-style-type: none"> ■ Drug and alcohol policy has clear lines of accountability/responsibility 		
Drug and alcohol policy is clearly visible to all service users.	<ul style="list-style-type: none"> ■ Policy is made known to service users at induction ■ Policy is readily available with a summary on display in public areas. 		
<p>Information on drug and alcohol misuse</p> <p>Accurate and up-to-date information is available to all staff, volunteers and service users, including information on:</p> <ul style="list-style-type: none"> • Talk to FRANK • Local treatment agencies and prevention centres • Local and national services for kinship carers. <p>Local and national services for children of substance misusing parents.</p>	<ul style="list-style-type: none"> ■ The information is current, is age and language appropriate and includes information for carers and children of drug/alcohol misusing parents. ■ Information is displayed in public areas ■ Staff and volunteers are nominated to be responsible for updating information ■ Information is easily accessible ■ Staff and volunteers are aware of information and it is included in induction for new staff and volunteers ■ Service users are aware of this information. 		
<p>Referral process</p> <p>A clear process is in place for referral on to appropriate safeguarding, childcare, kinship care and/or drug</p>	<ul style="list-style-type: none"> ■ Staff and volunteers know when, where and how to refer children, young people and adults ■ There is a referral policy and procedure 		

and alcohol agencies	<ul style="list-style-type: none"> ■ The referral process is included in the induction of new staff and volunteers. 		
<p>Joint working agreement</p> <p>Clear processes are in place for joint working</p>	<ul style="list-style-type: none"> ■ Information sharing policy or protocol is known and understood by staff, volunteers, service users and partner agencies ■ Joint care planning policy and procedures are known and understood by all those involved ■ Evidence on joint working is included in the induction of new staff and volunteers ■ Consider developing joint training where appropriate. 		
<p>Links to Public Health and Commissioning Teams</p> <p>There is a clear process for passing information to, and getting information from, the Public Health structure</p>	<ul style="list-style-type: none"> ■ The service is represented on local substance misuse groups; this could be through an umbrella body ■ The service receives regular information from the local Public health structure ■ Staff and volunteers are aware of the structures and know how to use them. 		
<p>Service planning</p> <p>The service is monitored and evaluated and this informs the planning and delivery of services</p>	<ul style="list-style-type: none"> ■ There are clear arrangements in place for monitoring and evaluating the existing service(s) ■ A staff member or volunteer is responsible for monitoring and evaluation ■ Monitoring data includes information on the number of kinship carers and 		

	<p>their demographics</p> <ul style="list-style-type: none"> ■ Monitoring data includes information on the number of children affected by parental substance misuse and their demographics. 		
<p>Kinship carers and the children in their care are involved in planning future service provision</p> <p>The service is regularly reviewed</p>	<ul style="list-style-type: none"> ■ There are formal and informal structures for consulting kinship carers and the children in their care ■ Staff/volunteers are aware of the structures and know how to use them ■ Service users are aware of these structures and can use them ■ Structures are in place for annual (minimum) service reviews ■ Service users are involved in the review process ■ The results of the review are written up and acted on. 		

ACTION PLANNING

Having completed the service assessment form, you may now have identified areas of concern or areas where you need to improve the services that you offer in order to best meet the needs of kinship carers and the children of the drug misusing parents living in kinship care. Drafting an Action Plan will help you to plan to address the areas of concern and will help you ensure that the service improvements take place within a realistic timeframe. If you are planning to use Mentor's online Staff Training Pack (download from www.mentoruk.org.uk/kinship-care-resources), we suggest that you draft an Action Plan once staff and volunteers have completed the training. Some suggestions for obtaining further information to assist in completing the Action Plan:

Referral process

Contact your local Safeguarding Board and local drug and alcohol treatment, support and prevention agencies, which will be able to provide you with information about how to refer to their agency and how to support family members during the referral process

Links to Public Health structure

Not every group or agency will need to be represented but each service needs to know which stakeholders can represent their views and feed information to and from your service

Training

Contact your local Public Health structure or the specialist national agencies listed at the back of this resource for information about training available in your area. Core components of the training should include:

- Categories of substance misuse, their effects and risks
- Harm reduction approaches to substance misuse
- Understanding why people use/misuse substances
- The impact of substance misuse on family members, including children and young people
- The specific needs of kinship primary carers.

Monitoring and evaluation

Contact the agencies listed at the back of this resource for information on best practice in monitoring and evaluating your work. Your local Public Health team may be able to provide training and support in involving service users in planning services. The national agencies listed can also help provide information and advice in this area.

Complete the local resource information sheet at the back of this pack and display it prominently in your service.

Criteria	Evidence gap	Action to be taken	By whom	By when
<p>Child protection policies</p> <p>Information on child protection is disseminated to all staff and volunteers</p>				
<p>Where there is concern/an incident roles and responsibilities are properly defined and understood</p>				
<p>Child protection policy is visible to all service users</p>				
<p>There is information on child protection that is relevant and accessible to kinship carers</p>				
<p>Drug and alcohol policy</p> <p>Information on drugs and alcohol is disseminated to all staff and volunteers</p>				
<p>Where there is concern/an incident roles and responsibilities are properly defined and understood</p>				
<p>Drug and alcohol policy is clearly visible to all service users</p>				
<p>Information on drug and alcohol misuse</p> <p>Accurate and up-to-date information is available to all staff, volunteers and service users</p>				

Staff, volunteers and service users have access to, and knowledge of, accurate and up to date information on: Talk to FRANK, local treatment agencies and prevention services Local and national services for kinship carers, local and national services for children of substance misusing parents.				
A clear process is in place for referral on to appropriate safeguarding, childcare, kinship care and/or drug or alcohol agencies.				
Clear processes are in place for joint working.				
There is a clear process for passing information to, and getting information from, the Public Health structure.				
Future service provision is informed by monitoring and evaluation of current service.				
Kinship carers and the children in their care are involved in planning future service provision				
The service is regularly reviewed.				

RESOURCES

National agencies to contact for support and information. These agencies may be able to put you in contact with local groups in your area.

<p>Adfam</p> <p>Support family members and others affected by someone else's drug or alcohol misuse</p> <p>25 Corsham Street London N1 6DR</p> <p>Email admin@adfam.org.uk Telephone 020 7253 7991</p>	<p>Grandparents Association</p> <p>Supports grandparents in a variety of different situations by providing an advice and information line, publications, support groups, and grandparents and toddler groups</p> <p>Moot House, The Stow Harlow, Essex CM20 3AG</p> <p>Email advice@grandparents-association.org.uk Telephone 01279 428040</p>	<p>Talk to FRANK</p> <p>Provides information and advice about drugs</p> <p>Email frank@talktofrank.com Telephone Helpline 0800 776600</p>
<p>Grandparents Plus</p> <p>Raises the profile of grandparents and the extended family as providers of essential care, especially to vulnerable children</p> <p>18 Victoria Park Square Bethnal Green London E2 9PF</p> <p>Email info@grandparentsplus.org.uk Telephone 020 8981 8001</p>	<p>Family Rights Group</p> <p>Provides advice and support for families whose children are involved with social services</p> <p>The Print House 18 Ashwin Street London E8 3DL</p> <p>Email office@frg.org.uk Telephone 020 7923 2628 Advice Line 0808 801 0366</p>	

Local resource sheet

Complete, photocopy and display

Local Public Health Service contacts

Young People's treatment services

Address

Telephone
Email
Website

Adult treatment services

Address

Telephone
Email
website

Support services for families

Address

Telephone
Email
website

Support services for children of drug/alcohol using parents

Address

Telephone
Email
website

Community support services

Address

Telephone
Email
Website

Mentor's web-based resources around kinship care:

Talking to your children about alcohol and drugs a leaflet for kinship carers

Family Group Checklist for volunteers & staff working with kinship carers

Service Assessment Tool for agencies providing services to kinship carers

Staff Training Pack & Training Scenarios around kinship care, suitable for those little or no experience of training or facilitation

Literature Review of Kinship Care

Download at www.mentoruk.org.uk/kinship-care-resources

About Mentor

Mentor is the UK's leading charity dedicated to protecting children from alcohol and drug harms. We have worked with grandparents and kinship care families since 2004 and are Scottish Government's strategic partner in kinship care. Our definitive guide for Kinship Carers on responsibilities, legal and financial rights and support is available from our website along with other resources and details of our current projects.

www.mentoruk.org.uk

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Information in this Training Pack was first compiled by Mentor working with Adfam and Grandparents Plus, with funding from the Department of Health, as part of the *Mind the Gap* project.

