



**Children's Safeguarding and Family
Help**
Resource Service Policy and Procedures

Resource service

1 Information about the Service

1.1 Role of the Service

The Resource Service brings a wealth of expertise in the private and voluntary fostering sector, residential children's homes, and private supported accommodation. This knowledge enables the team to identify and commission placements that are customized to meet the unique needs of children and young people, ensuring the successful implementation of their care plans and fostering positive outcomes.

When a child has complex needs or there is a risk of placement disruption, the assigned Placement social worker will conduct a site visit before finalizing the placement to confirm that the provider can meet the child's needs and maintain a high standard of care. The team is committed to working only with providers who have achieved an Ofsted rating of "Good" or higher and regularly reviews each placement through Placement Quality Assurance and Monitoring visits every six months, or sooner if necessary.

The Resource Service maintains close oversight of all placements to ensure the quality of care remains consistent. If concerns arise, the Resources Service is ready to take immediate action and search for alternative placements if needed. In cases of potential placement instability, a Placement Stability Meeting will be convened, involving key stakeholders such as the child's social worker, the Independent Reviewing Officer (IRO), and the placement provider to collaborate on strategies to maintain the placement.

The Resource Service adopts a proactive approach, working closely with providers to prevent disruption and only considering a move when there are serious concerns. If a placement breaks down, a thorough review will be conducted to identify the causes and improve future placements. The Resource Service will not accept a Notice to Quit without first holding a Placement Stability Meeting to explore all options for maintaining stability.

Allegations about the quality of care may prompt a child protection investigation or be addressed through Camden's Local Authority Designated Officer (LADO) procedures to ensure the child's safety and well-being.

1.2 Resources Service objectives

These are to:

- identify and commission suitable placements and accommodation for children and young people.
- provide social workers and personal advisors with advice on suitable placements/accommodation and/or packages of care for individual children and young people.

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- develop links with other agencies to ensure access to services ie: health, education
- conduct Placement Quality Assurance and Monitoring visits every six months for children in supported accommodation and residential settings, ensuring the ongoing quality and compliance of care plans and placements in accordance with statutory guidance.
- ensuring that timescales are met for medicals, opticians and dental checks
- ensuring up to date Placement Ofsted Rating information
- ensuring there are up to date action plans if a provider gets downgraded by Ofsted
- ensuring the provider and child have up to date CLA review minutes, PEP, EHCP and any other relevant documentation
- ensuring the Placement team receive monthly reg 44 report
- provide a Family Time supervised contact service to CSFH,

1.3 Structure of the Service

The service is part of CSFH and consists of the following:

- a Resources Service Manager
- A Pathways Project Lead Manager (**FitzJohns Team** – Pathways Project)
- a Placements team (**Frogna Team**) of a Placements Team Manager and 5 Placements social workers
- a Family Time Team (**Primrose Hill Team**) of 1 Family Time Manager and 7 Family Time workers.
- a Referral co-ordinator for the Play Service
- Two Mediation workers.

1.4 Links with other services

The service works closely with the following to provide advice and information and facilitate access to resources:

- Operational social work teams (MASH; CYPDS; CIN; CLA; EDT)
- The Operational Care Experienced Personal advisor teams
- the Family, Friends and Fostering Service
- Joseph House (Inhouse Children's home)
- Virtual School
- Private providers (P&V Fostering; Private Children Homes; Secure)

2 Service responsibilities

2.1 Providing information and advice

The Resource Service provides a central point of contact for social workers and personal advisors wishing to obtain placements, accommodation and services for children and young people they work with. The service can provide information and advice on the range of services and resources available and discuss the appropriateness of the resource in terms of meeting the individual child and young person's needs and implementing their plan.

The Resources service operates a daily duty system so that a Placement social worker is available to discuss requests for services, placements and accommodation prior to a formal request being made. This will enable social workers and personal advisors to explore options and help them to devise a suitable package of care. The Resource Service will also help social workers and personal advisors and their managers to critically appraise the child's or young person's plan and look at alternatives where appropriate.

2.2 Family Time contact service

The Family Time Team provides dedicated Family Time Workers with the necessary expertise to oversee contact arrangements where this is regarded as necessary either to safeguard the child from harm or to carry out an agreed assessment, for example a parenting assessment.

For further details on the service go to: [contact-practice-guidance.pdf](#)

3 Working with social work and personal advisor teams

3.1 Referral for placements

It is expected that social workers and personal advisors agree on an outline plan with their manager and obtain the necessary managerial authorisation for placements prior to approaching the Resource Service for placements.

The child's social worker and/or the young person's personal advisor must ensure that all relevant documents, including the assessment, pathway plans, EHCP, PEP, and any other pertinent paperwork, are uploaded to Mosaic for review by the Resource Placement social worker.

For children under the age of 18:

All placement requests must be recorded in the "Decision to Seek Accommodation" workflow on Mosaic. This workflow consists of three sections:

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- Record of accommodation decision (CSFH)
- Child's profile and matching information
- Risk assessment for children aged 12+

The "Matching" section is to be completed by the allocated Placement social worker.

For individuals aged 18 and over:

All requests for supported accommodation must be recorded in the "18+ Supported Accommodation Request" workflow. This workflow includes two sections:

- 18+ Supported Accommodation Request
- 18+ Supported Accommodation Risk Assessment

4 Children Looked After Services

4.1 Placement care packages

The Resource Service will be responsible for the creation and ongoing review of placement care packages on MOSAIC for children and young people in Private and Voluntary (P&V) foster care, residential children's homes, and supported accommodation.

4.2 Placement breakdown

When a placement is at risk of breakdown, the child's social worker is responsible for initiating a Placement Stability Meeting to identify underlying issues and develop strategies to prevent disruption. It is crucial to contact the Resource Service early to seek expert advice on available resources that may help stabilize the placement.

The Resource Service social worker should be invited to the meeting to provide insights on potential support resources or adjustments that could ensure the placement continues. They will also assess whether the current placement is sustainable or if alternative options should be explored, considering the child's needs and available resources. Their involvement ensures all options are thoroughly evaluated to determine the most effective course of action for maintaining the child's well-being and placement stability.

5.3 Missing from placement

The Resource Service is dedicated to fully complying with the Camden Missing Children Protocol and will be promptly informed of any unauthorized absences or missing episodes from placements. The assigned Resource Service social worker will work closely with the child's social worker to exchange relevant information and support efforts to locate the child.

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If a missing incident raises concerns regarding the suitability or stability of the current placement, the Resource Service social worker will attend any planning or risk-of-breakdown meetings to contribute to the discussion and decision-making process. The Resources Duty social worker will take proactive measures by contacting placement providers directly to inquire about missing or absent children.

Additionally, the Emergency Duty Team will notify the Resources Duty Team each morning of any missing children or young people, ensuring that the Resource Service remains informed and responsive. This coordinated approach fosters effective collaboration among all parties to protect the child's well-being and address any placement-related concerns.