



Self Evaluation and Recognition Award



*...sometimes it's the **small** steps that help us travel fur t h e s t*



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government



Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
This document is available in Welsh, and in other languages and formats on request.

► Self Evaluation and Recognition Award

The Self Evaluation and Recognition Award (SERA) is a new way of helping all organisations and projects who work with children, young people and families to assess, review and evaluate their provision. It provides an opportunity for honest reflection, recognises achievements and is endorsed by the Children & Young People's Partnership (CYPP).

The SERA gives organisations an opportunity to assess their service once a year and once applications are submitted, will be moderated by a multi-agency group that is part of the CYPP.

All organisations and projects will be moderated on their own merit and on the specific work that they do, which will make sure that all organisations from a small play group to a statutory service have the potential of achieving a gold award.

The SERA asks organisations to tell us how they meet the needs of children, young people and families by demonstrating how their provision embeds the Families First Principles, and by doing this, shaping and contributing to the quality of the local Families First Programme.

We realise that organisations need to assess what works well for them and to make changes to enable improvement where necessary, whilst at the same time we understand that organisations need to be valued and recognised for the important work they already do.

The SERA is not just for Families First funded projects. Families First is more than the funding. However, organisations are encouraged to aspire to have the Families First principles at the heart of what they do.

- **Family Focussed...** taking a whole family approach to improving outcomes.
- **Bespoke...** tailoring support to individual family circumstances.
- **Integrated...** effective coordination of services across all organisations, ensuring there is a seamless progression for families between interventions and programmes.
- **Pro-active...** seeking early identification and appropriate intervention for families.
- **Intensive...** a vigorous approach and relentless focus, adapting to families' changing circumstances.
- **Local...** identifying the needs of local communities and developing appropriate service delivery to fit those needs, with particular regard for the opportunities to link with, for example, Flying Start and Communities First.

The SERA will assess whether these principles are embedded into practices, and give organisations opportunities to work towards higher level awards where they can outline examples of positive partnership working, how they meet the needs of the local community as well as provide case studies and success stories.

In addition to this, the SERA will support organisations in maintaining a continuous quality standard. This quality standard is evidence that organisations have attained a standard of good practice and that they are committed to improving it. This may be a standard level by meeting statutory requirements, or that a quality service can be demonstrated.

Organisations that provide examples of positive case studies in the SERA will have the opportunity to showcase them at Interact events as part of sharing good practice. As part of the completion of the SERA, organisations and some of the service users that they support will be invited to an annual award ceremony. They will be presented with an award by the CYPP for their hard work, determination and successes in making a difference.

Please tell us about the innovative practice at your setting. The guidance may not mention some of the valuable work you do, so remember to tell us about it. The information provided will help us inform the guidance for the following year, so it is essential that you provide us with key information that showcase your valuable work.

To help us gain a true understanding your work, we would also like to carry out a visit to your organisation to meet you, your staff and your service users. This is a requirement of achieving an award.



** The themes within the SERA are aligned with the quality indicators outlined in Estyn's Common Inspection Framework, ensuring that outcomes, provision and leadership are evidenced throughout.*

► What's in it for you?

The Self Evaluation and Recognition Award;

- Shows others you have quality standards in place. This has the potential to attract new service users and could possibly influence future funding decisions.
- Gives you an opportunity to be promoted by Families First marketing.
- Offers a chance to celebrate your achievements and be recognised in an award ceremony. As well as providing recognition for the fantastic work carried out, the award ceremony is a platform for raising aspirations and celebrating accomplishments of the children, young people and families who use your services.
- Supports your project to identify needs of families and ensures they receive the right report.
- Provides free independent feedback; organisations often pay thousands of pounds for evaluations of their service to take place.
- Allows you to gather information to inform an action plan for the year ahead.
- Shows how you are contributing to the Single Integrated Plan. Information from the SERA will show a clear indication of how services in Caerphilly county borough are working together to support whole families out of poverty.
- Provides opportunities for even more partnership working.
- Opens up new opportunities for engagement and partnership at events such as Interact.
- Will help in identifying common training needs of all staff across the borough so the right training can be sourced at the right time.
- Provides you with the information you may need to inform future funding bids rather than writing from scratch.



► Contact Details

If you need any support with the completion of your SERA, or you have any queries regarding the information required to complete your form, please contact us and we will be happy to help.

Please return your completed forms to either;

Families First Support Officer

Ty Penallta

Tredomen Business Park

Ystrad Mynach

CF82 7PG

01443 866695

cypp@caerphilly.gov.uk

Families First Voluntary Sector Engagement Officer

Ty Penallta

Tredomen Business Park

Ystrad Mynach

CF82 7PG

01443 866669

cypp@caerphilly.gov.uk



► Guidance Notes

This guidance has been produced in conjunction with multi-agency groups, with wide representation from the Voluntary Sector and Statutory Organisations. All projects were consulted during the March 2013 Interact event.

The aim is to support you with completing your SERA, and outlines the assessment criteria that will determine whether your organisation or project will achieve bronze, silver or gold status.

The bronze sections in Staffing, Safeguarding, Equality & Diversity and Policies, Procedures & Safety section, have essential criteria that have to be met in order for you to be able to achieve an award. This is a minimum requirement. This criterion has been highlighted in green.

It is important for all organisations and projects to have the opportunity to demonstrate how they have supported children, young people and families to meet their individual needs and how they have supported people to make a difference to their life opportunities.

We want to give an opportunity for your service users as well as your staff to contribute to your SERA. The good practice learning should be embedded in delivery, so it is not about one person completing it as a paper exercise. In other words it's participation not isolation.

Your applications will be marked considering;

- What you do
- How you do it and
- The impact you have made as a result of the points you have discussed

You should consider these bullet points in your application for each point that you discuss, remembering that marking is cumulative. We would expect to see points for bronze, silver and gold in your application.

It is important for you to tell us about the support you have provided and how this has made an impact on individual lives, on communities and on the family unit.

We want to hear about how you have made a difference. This could be in the smallest of ways right through to significant changes.



To help you complete the questions in your SERA, you may want to think about some of the ideas listed under each question's award level.

QUESTION 1: Activities

BRONZE AWARD

You could talk about the resources that form part of your provision. Some of these resources may include;

- Music.
- Arts and Crafts.
- IT.
- Sport.
- Sand and Water.
- Toys and books.
- Outdoor/environmentally friendly resources
- Cooking resources.

You could talk about;

- Creative opportunities that are available within your setting or you provide when visiting the families home.
- Staff being appropriately trained to deliver the activities, and if staff are appropriately qualified according to their roles.
- If children and young people help develop your activities through participation.



SILVER AWARD

You can tell us if you;

- Provide activities that improve social skills, and how you do this (You can include information on soft skills). You can tell us about the outcomes of the activities and what is achieved, for example; Deliver information sessions on topical issues - changing a way of thinking, or if your learning experiences cover the Welsh Dimension.
- Deliver Health advisory sessions - changing lifestyle choices.
- Use Circle Time (helping build friendships, supporting communication needs, sharing information, speech and language skills).
- Deliver guided teaching and learning sessions that change perceptions.
- Deliver team building exercises that help with self confidence/self esteem/communication.
- Use group play and how this encourages sharing, turn taking and interaction with others.
- Use Inclusive and Risky Play Toolkits.
- Take more of a holistic approach to supporting children, young people and families that you would like to tell us about.

If these sessions or similar sessions run at your organisation, how do they improve outcomes?

GOLD AWARD

How do you plan for activities with children, young people and families? You can tell us how you are meeting the Participation Standards with children & young people, and how this helps you plan. You could also;

- Consider a wider framework e.g. assessment criteria.
- Plan around themes e.g. topical issues.
- Plan using service user feedback.
- Plan with consideration for resources.
- Plan with specific learning objectives in mind.



QUESTION 2: **Staffing** (voluntary and paid)

Essential criteria are highlighted in green.

BRONZE AWARD



You can tell us if;

- Staff and volunteers receive regular supervision, group supervision and take part in team meetings.
- Staff receive an induction on employment.
- You consider skills, experience and competency when employing your staff. You can tell us about the qualification and training you expect staff to have or undertake.
- There is a probationary period for staff.

SILVER AWARD



You can tell us if;

- Your staff have personal development appraisals.
- Your staff are given opportunities to influence your development as an organisation.

GOLD AWARD



You can tell us if;

- You are able to support your staff if they need training and how you do this.
- Your staff attend regular training events.
- Your staff are given the opportunity to disseminate training information to others and how they do this.
- You have a means for employees to contribute to, and feedback on, the development of your organisation.
- You follow up Personal Development Reviews and how you do this.
- There is a Workforce Development strategy in place.



QUESTION 3: Safeguarding

Essential criteria are highlighted in green (as current safeguarding systems are changing, this section is subject to change until local processes are reviewed and agreed).

BRONZE AWARD

You can tell us if you have;

- An organisational safeguarding policy that is signed by employees.
- Procedures in place regarding the use of mobile phones, the internet or the use of social networking sites and what these are. (for both staff and service users if appropriate)
- Opportunities to discuss safeguarding issues as part of supervision or team meetings.
- DBS checks in place for staff and that these are up to date and repeated on a 3 year cycle.
- A safeguarding lead is in place and receives regular training.
- Staff who have received safeguarding training in the last 3 years appropriate to their role.
- Staff who have received POVA training in the last 3 years appropriate to their role.
- Secure premises.
- A Safe Recruitment policy in place that includes a reference check procedure in place for all staff and volunteers.
- A policy in place for managing allegations against staff/volunteers.
- A process in place for keeping chronological reports of incidents or concerns you have regarding children and young people – recommended practice.
- Any staff who handle personal information have DBS checks, including administration.
- A personal information sharing policy.
- A procedure that ensures that everyone in your organisation, including management and trustees have DBS checks and adequate training appropriate to role.
- A system in place that enables you to record decisions made and interventions undertaken with children and families.
- Guidelines in place for the use of transport.

SILVER AWARD

You can tell us if;

- Your safeguarding policy has been tailored to meet the specific needs of your organisation or project.
- Your safeguarding procedures are well understood by staff and how you would know this.
- Staff/volunteers are clear about where they can get advice/support from in relation to safeguarding issues in your organisation.
- You have, or contribute to, a formally approved Information Sharing Protocol in place that is embedded in practice and well understood by staff.
- Your personal information sharing policy is tailored to your organisation's needs and covers all the ways in which you will share information.
- Your safeguarding lead disseminates training/information they have received to staff, and how this is carried out.
- POVA training has been received and how this has been implemented within your organisation.
- You have a Safe Recruitment policy in place that includes DBS checks, how they will be undertaken, on which staff and at which frequency.

- Your premises are secure and how you ensure the security of service users and staff.
- You use your chronological reports of incidents to inform referrals you make to Children's Services and other agencies.
- There is a clear procedure in place for reviewing chronological reports concerning young people and making decisions about what further support may be required.
- You have a process in place for quality assuring case recording.
- You have a process in place for quality assuring work undertaken with individual families.

GOLD AWARD

You can tell us if;

- Using the Information Sharing Protocol has achieved better outcomes for your organisation, staff and/or service users.
- You have a tailored information sharing policy that is well embedded and understood by staff and how you would evidence this.
- Your safeguarding policy has supported your organisation in achieving positive outcomes for children, young people and families and how it has done this.
- Your safeguarding training has supported staff in being able to identify abuse/neglect, report concerns and work with other agencies to keep children, young people and families safe.
- POVA training received has helped to identify risks and improve outcomes for vulnerable adults.
- You have procedures in place that help you manage allegations against staff/volunteers and how you implement these procedures.
- You use your chronological reports of incidents to evidence how you are improving services for children, young people and families which may involve developing support plans of your own or with other agencies.
- Supervision with staff covers case work, including any cases about which there are safeguarding concerns and professional development including personal development plans that are linked to the safeguarding training strategy of your organisation.
- Multi agency safeguarding training is accessed on a regular basis by your staff.
- Managers/Supervisors have access to regular safeguarding training.



QUESTION 4: Participation and Information

BRONZE AWARD



You can tell us if you;

- Provide information to Children, Young People and Families about the service you offer and how this is carried out.
- Are registered with the Family Information Service and if you update your details regularly.
- Regularly ask what service users want and how you do this.
- Know about the Participation Standards and how you use these within your setting.

SILVER AWARD



You can tell us if you;

- Consult with Children, Young People and Families and how this consultation is carried out.
- Have a service user focus group and how these take place.
- Involve service users on interview panels.
- Use service user feedback to plan for future sessions.
- Look at different ways of engaging children, young people and families and how this helps you develop new ways of participation.
- Use evaluation forms to help you plan for future sessions.
- Use the Parent and /or Children and Young People's Participation Toolkits (on completion of the pilot, these toolkits will be available on the CCBC website).

GOLD AWARD



You can tell us if you;

- Involve Children, Young People and Families in the development of the services you provide, how they are involved and how many participate.
- Constantly work on new ways to achieve participation.
- Feed the views of your service users through to the Local Authority to help develop planning ideas.



QUESTION 5: Partnership Working

BRONZE AWARD



You can tell us if you;

- Liaise with other organisations in order to obtain advice and guidance to best support children, young people and families.
- Work with others on joint project/initiatives and how you do this.
- Attend any multi-agency meetings and how these take place.

SILVER AWARD



You can tell us if you;

- Signpost service users to partner organisations or outside agencies.
- Maintain good communication with partner organisations. These partners may be formal or informal.
- Meet the needs of local communities and how you do this.

GOLD AWARD



You can tell us if you;

- Work with partners to develop different ways to improve outcomes for children, young people and families.
- Are pro-active in establishing partnership working.
- Carry out research within the community to find out what the community needs, and how you carry out this research.
- Consult with the local community and how you do this.
- Identify good practice or good ways of working within other organisations and how you do this.
- Work with other organisations to plan and agree outcomes for children, young people and families.



QUESTION 6: Equality and Diversity

Essential criteria are highlighted in green.

BRONZE AWARD

You can tell us if;

- Your organisation has an Equality statement (This may be in the form of a motto or a few short paragraphs).
- You have facilities that are physically accessible.
- You have personnel/procurement policies in place that reflect current legislation.
- You have procedures in place to deal with bullying of staff or service users.
- You ensure that there is Equalities and Welsh language training available for all staff.
- You respect employee confidentiality and that this is made clear upon induction.

SILVER AWARD

You can tell us if you;

- Try to involve children, young people and families from diverse backgrounds in your service and how you do this.
- Ensure that your organisation understands what is needed and how you do this.
- Have facilities that are fully accessible to all (both physical and communications).
- Ensure that staff receive training on Equalities and Welsh language issues.
- Advertise your services bilingually.
- Ensure that service users and staff treat each other with respect and how you know this.

GOLD AWARD

You can tell us if you;

- Have appropriate policies in place that address Equalities and Welsh language issues throughout your organisation (this could be in the form of a single comprehensive policy).
- Provide activities that challenge thinking on equality and diversity for staff and service users.

For example, you may deliver;

- Focussed information sessions – participation, questions and answers.
- Cultural Awareness sessions.
- Discussions – open dialogue. You may use a range of resources e.g. books, toys or educational resources that enables open questioning.

You can tell us if;

- Your provision is accessible and inclusive and how you know this.
- Any of your staff speak more than one language and what those languages are.
- You can deliver at least part of your services bilingually (English and Welsh) and any other languages as appropriate (e.g. BSL)
- Your organisation has an Equalities Assessment in place or if there is there a Diversity element that is built into the project.
- You monitor your staff and the service you provide and that you have Equalities forms and databases in place to do this (this could be a spreadsheet or a more complex system).

*...sometimes it's the **small** steps that help us travel fur t h e s t*

QUESTION 7: Policies, Procedures and Safety

Essential criteria are highlighted in green.

BRONZE AWARD



You can tell us if you;

- Complete regular and thorough risk assessments for visits and for individuals.
- Have fire safety procedures in place and what these are.
- Have procedures in place that advise on COSHH (Control of Substances Hazardous to Health).
- Have procedures in place for outings and what these procedures are.
- Ensure staff have up to date health and safety training.
- Have at least one person qualified in first aid.
- Have Recruitment & Safeguarding, Health & Safety, Risk Assessment, Equality & Diversity and Code of Conduct policies and procedures in place.
- Have a complaints procedure in place and what this procedure is. If service users are aware of the procedures and how you know.
- Ensure that all individuals sign an agreement that states they understand all policies and procedures.

SILVER AWARD



You can tell us if you;

- Have a Health and Safety officer responsible for the management of related documentation and procedures.
- Have a nominated person who is responsible for Health and Safety requirements.
- Have Confidentiality, Whistle Blowing, Disciplinary and Staff Appraisal policies in place.
- Have a Play Policy.

GOLD AWARD



You can tell us if you;

- Ensure that all members of your organisation, including management and trustees have health and safety training.
- Have a Volunteer and Lone Working policy in place.
- Have a Youth Offending referral policy in place.
- Have Quality Assurance mechanisms in place and what these are.
- Have Rehabilitation of Offenders, Training and Development, Sickness & Maternity and Health and Well-Being policies in place.



QUESTION 8: Identification of Needs

BRONZE AWARD



You can tell us if you;

- Are able to identify needs of individuals in families in their early stages, and what you do to support these.
- Have an awareness of a range of support services, what these services are and how you use them.
- Have ways of identifying literacy needs and how you support these needs.
- And your staff have a knowledge of more specialist projects (referral based).
- And your staff receive specific training on how to identify needs.

SILVER AWARD



You can tell us if you;

- Ensure that all staff have completed TAF training.
- Signpost to other services that can provide additional support for children, young people and families.
- And your staff have a knowledge of the Integrated Service for Children with Additional Needs (ISCAN).
- And your staff are aware of the Single Front Door.
- Ensure that there is a general awareness of Team Around the Family (TAF) and the referral process throughout your organisation.

GOLD AWARD



You can tell us if you;

- Ensure that all face-to-face staff are competent in identifying additional needs and how you know this.
- Use an assessment framework in order to identify additional needs.
- Support children, young people and families with additional needs and how you do this.
- Have a referral policy in place.
- Have evidence of regular referrals and signposting being made in your organisation.



QUESTION 9: Evaluation of Outcomes

BRONZE AWARD

You can tell us if you;

- Know that your service is making a difference to lives and how you know this.
- Record developments of your service users e.g. photographs, videos, artefacts, written work etc.
- Are able to chart individual progress and how you do this.

SILVER AWARD

You can tell us if you;

- Use questionnaires or checklists and how and when these may be used.
- Use evaluation forms and how you use the information gathered.
- Have targets that you aim to meet and how you monitor your progress as an organisation.
- Use any distance travelled tools and how you use these.

GOLD AWARD

You can tell us if you;

- Have a system in place that enables you to collate and analyse data.
- Are able to use this information gathered to inform action plans for the future.
- Use Results Based Accountability or have similar results based systems in place.
- Creatively evaluate using any methods.
- Have independent evaluations carried out.



QUESTION 10: Intervention and Actual Outcomes

BRONZE AWARD

Can you tell us how you have improved outcomes for children, young people and families? You can provide us with examples of case studies where you can show a clear picture of how your services have made a difference to someone's life. Tell us how you as an organisation, project or setting recognise achievement.

You can tell us about, for example;

- Supporting individuals with their confidence and self esteem.
- Supporting social or emotional development.
- Helping an individual or individuals back into work or learning.
- Engaging individuals into the community.
- Supporting individuals through specific times of need.
- Supporting individuals with their physical development.

You should use this section to tell us about any accreditation delivered by your organisation and achieved by your service users who are 25 and under. You can include information on Formal (GCSEs, NVQs, City & Guilds and other higher level qualifications), Informal (Young People's Champion Award, Children's University) and Non-Formal (Agored, ASDANs, Duke of Edinburgh, Uniform Group Badges, Coaching Award, Young Enterprise Award and other organised programmes that may lead to accreditation outside of the National Qualifications Framework).

It is important that you provide us with all the data collated around the qualifications achieved and statistics around the achievements of the projects.

If you have service users who are willing to be involved in the completion of your SERA, you can ask them to contribute by telling us how you have made a difference to their lives. They may be invited to an annual award ceremony where you and the service user will be presented with a certificate, as part of raising aspirations.

SILVER AWARD

You can tell us if you;

- Have met your organisational targets in terms of improving outcomes for children, young people and families.
- Plan for the raising of aspirations of children, young people and families and how you do this.

GOLD AWARD

You can tell us if you have;

- Exceeded your targets in terms of improving outcomes for children, young people and families.
- Raised the aspirations of children, young people and families and how you have done this.

In order to answer question 10, you may want to think about how you have helped improve outcomes in terms of the following;

- School attendance
- NEETS
- Language Development
- Basic Skills
- Physical Development
- Self Esteem
- Aspirations
- Substance Misuse
- Domestic Abuse
- Crime
- Employment
- Training
- Mental Health
- Sexual Health
- Smoking
- Parenting
- Behaviour
- Learning
- Obesity

