



**Service Specification for Children's Social Care Services to be delivered by the
Doncaster Children's Trust**

September 2014

Introduction

In 2013 the Secretary of State for Education commissioned a review of Children's Services in Doncaster. This review, *On Ways forward for Children's Services* in Doncaster was undertaken by Professor Le Grande, Alan Wood and Moira Gibb and was published in July. On the 15th of July, the Secretary of State for Education wrote to the Mayor of Doncaster, enclosing a draft Direction which he was minded to issue, requiring the Council to transfer its social care services to an independent Trust. The Council made representations to the Secretary of State suggesting that the Council retain its statutory responsibilities in respect of Children's Social Care Services but proposing to commission these services in future from a new body to be known as the Doncaster Children's Services Trust. Following a meeting in September between the Secretary of State and the Mayor and Chief Executive of Doncaster, the Secretary of State wrote to the Mayor on 24th of September confirming that he was now content to agree in principle to the establishment of the Doncaster Children's Services Trust, without the requirement to remove Doncaster's children's services functions entirely. The Doncaster Children's Trust is a company limited by guarantee and is an autonomous organisation, independent of the Council. The Council has entered into a contract with the Trust to deliver its children's social care functions and this service specification forms part of that contract.

Doncaster Council's Vision for Children's Services

Insert latest vision

This service specification comprises of three elements that define the service we will require for children in families in Doncaster

1. **The scope of services** and what the contractor will be expected to deliver. Where the Council has a residual delivery function this is also articulated
2. **The quality standards** we expect the contractor to meet or exceed. These are split into **service standards** and **organisational standards**
3. **The improvements** we expect the contractor to deliver

Scope of Services

The Doncaster Children's Services Trust will provide social care services to children and young people in the area of the Metropolitan Borough of Doncaster. The specific services to be provided are listed below. These relate to the legislative provisions laid out in the 2014 Direction by the Secretary of State. Any change to the legislative provisions may result in a change to the scope of services. In the event that a change to the scope of services is required it will be managed through the change control procedure set out in the Contract for Services

Service for Young Offenders

Legal duty to be delivered by the Trust

Legal Duty	Interpretation
Functions under the Children and Young Persons Act 1933	
Section 34	Requirement to be informed of the arrest and/or police detention of a child or young person for whom the Authority is providing accommodation.
Section 34A	Duty to attend court during all stages of proceedings in relation to a child or young person charged with an offence and who is in the care of or being accommodated by the Authority).
Functions under the Children and Young Persons Act 1969	
Section 5	Requirement to be informed of decisions to lay information in relation to offences by young persons who reside in the Authority's area
Section 9	Duties in relation to investigating and providing such information about a young person resident in the Authority's area (e.g. home, school and health backgrounds) as the Authority feels will assist proceedings in courts where such a young person appears in connection with any offence
Section 23B	Duty to prepare a report in relation to where a young person is to be placed on remand in accommodation provided or arranged by the Authority.

Section 5	Requirement to be informed of decisions to lay information in relation to offences by young persons who reside in the Authority's area).
Section 26	Duty to receive into care any person under the age of 18 years designated by the Secretary of State as subject to orders under authorities of, and on transfer into England from, the Channel Islands or Isle of Man.
Section 30	Duty to detain a convicted young offender in a community home provided by the Authority in accordance with directions and instructions given by the Secretary of State.
Functions under the Legal Aid, Sentencing and Punishment of Offenders Act 2012	
Section 92	(Duties in relation to arranging or providing for a child remanded to local authority accommodation

What the contractor will deliver

- Co-operate with partner agencies to operate a youth offending service and local management board and to produce an annual youth justice plan
- Produce in-depth individual assessments and plans for young people at risk of, or involved in, offending behaviour
- Provide support to children and young people in receipt of warnings or reprimands or remanded by the courts or committed on bail while awaiting trial or sentence
- Provide reports and information required by the courts in criminal proceedings against children and young people
- Provide education and interventions designed to prevent and reduce offending or repeat offending by young people
- Provide support programmes to young people who have been the victims of anti-social and offending behaviour.
- Provide coordinated support that promotes the safety, health, wellbeing, education and training of young offenders.
- Engage and manage young offenders throughout their sentence to ensure that court requirements are met and take enforcement action in relation to non-compliance.
- Manage the statutory inspection of youth offending services.

What the Council will provide

- The Director of Children's Services or his/her delegate will be a Member of the Youth Offending Management Board and will be responsible for ensuring the appropriate contribution from education, other retained children's services, community safety and the Council's universal services in supporting young offenders

Services to Safeguard Children and Young People and for Children in Need

Legal duty to be delivered by the Trust

Legal duty	Interpretation
Functions under the Children and Young Persons Act 1969	
Section 66	Duty to defray from monies received from Parliament any increase in rate support grants made under this Act.
Functions under the Children Act 1989	
Section 7	(Duties in relation to providing reports on the welfare of children).
Section 16	Duty to make an officer of the Authority available to advise, assist and/or befriend any person named in family assistance order where directed by the Family court
Section 17	Duties in relation to safeguarding and promoting the welfare and upbringing by their families of children in the Authority's area who are in need).
Section 18	Duties in relation to provision of day-care for specified children in the Authority's area.
Section 29	Power to recover from a specified person such charges for services other than advice, guidance or

	counselling as the Authority considers necessary, subject to conditions in this section
Section 31	Power to apply to the court for a care or supervision order in respect of a child who has not yet attained the age of 17 years (or 16 years where the child is married)).
Section 35	Duties, in capacity as a Supervisor of a child subject to a supervision order, in relation to the supervision order
Section 37	Duties, under direction of the court, in relation to undertaking investigations into the circumstances of a child welfare.
Section 39	Power to apply to the court for discharge of a care order by which the Authority is designated.
Section 42	Duties in relation to allowing access to an officer of the Service to records compiled in connection with the making or proposed making by any person of an application under this Act in respect of the child concerned).
Section 43	Power to apply to the court for a child assessment order under specified conditions).
Section 44	Emergency Protection Orders
Section 46	Duty to receive from the police information in relation to the police removing a child into protection.
Section 47	Duties in relation to investigating whether the Authority should take any action to safeguard or promote the welfare of any child in the Authority's area whom the Authority has been informed has been made the subject of an emergency protection order or is in police protection.
Section 50	Recovery Orders
Section 52	Functions with respect to rules and regulations made under this section.
Section 100	Duty to obtain leave of the court for any application for any exercise of the court's jurisdiction with respect to children
Schedule 2	Duties in relation to providing support for children and families.
Schedule 3	Parts 1 and 2 only: duties in relation to supervision orders.
Children's and Young Person's Act 2004	

Section 9A	Duty in respect of safeguarding targets which may be set by the Secretary of State
Section 10	Duty to promote co-operation with various relevant partners and such other bodies as the Authority considers appropriate for the purpose of improving well-being of children in the Authority's area.
Section 12	Duty, where required by the Secretary of State, to establish and operate databases of information in respect of persons to whom arrangements under Section 10 relate
Section 12C	Power to make payments in respect of expenditure incurred by or for any purposes in connection with a Children's Trust Board on which the Authority or its partners are represented.
Section 12D	(Where represented on a Children's Trust Board, a duty to supply to the Board any information requested by it for the purposes of enabling or assisting it to perform its functions
Sections 13 to 16	Duties and powers in relation to establishment and operation of a Local Safeguarding Children Board for the area of the Authority.
Section 17A	Duty to have regard for the children and young people's plan of any Children's Trust Board (arrangements) which includes a strategy for co-operation with the Authority.
Functions under the Mental Health Act 1983	
Section 116	Duties in relation to arranging for visits to be made to, and other steps to be taken in relation to, a child or young person who has been admitted to a hospital or care home and who is in the care of the Authority by virtue of a care order within the meaning of the Children Act 1989
Functions under the Health and Social Services and Social Adjudications Act 1983	
Section 17	Powers in relation to charges for welfare services provided by the Authority.
Functions under the Health Services and	

Public Health Act 1968	
Section 65	Powers to give financial and other assistance to certain voluntary organisations
Functions under the Health and Social Care (Community Health and Standards) Act 2003	
Section 114	Duty to consider complaints in relation to discharge of any social services functions of the Authority
Functions under the Children Act 2004	
Section 9A	Duty in respect of safeguarding targets which may be set by the Secretary of State
Section 10	Duty to promote co-operation with various relevant partners and such other bodies as the Authority considers appropriate for the purpose of improving well-being of children in the Authority's area
Section 12	Duty, where required by the Secretary of State, to establish and operate databases of information in respect of persons to whom arrangements under Section 10 relate).
Section 12C	Power to make payments in respect of expenditure incurred by or for any purposes in connection with a Children's Trust Board on which the Authority or its partners are represented.
Section 12D	Where represented on a Children's Trust Board, a duty to supply to the Board any information requested by it for the purposes of enabling or assisting it to perform its functions
Sections 13 to 16	Functions in relation to establishment and operation of a Local Safeguarding Children Board for the area of the Authority.
Section 17A	Duty to have regard for the children and young people's plan of any Children's Trust Board which includes

What the contractor will deliver

Early Help and Prevention

This section will be revised to reflect the new early help pathway once it is completed

- Co-ordinate the Early Help Assessment to identify and assess children and young people's needs at an early stage, and ensure the appropriate provision and review of multi-agency support and services.
- Produce assessments to determine which vulnerable children and young people require family support.
- Provide and/or commission support and interventions to prevent family breakdown and to enable children to remain in their own homes rather than escalate to statutory child protection services.
- To ensure the delivery of parenting support t and skills programmes and interventions.
- Work collaboratively with local authority housing services to ensure young people have access to appropriate housing.
- Work collaboratively with the statutory children's social care services within the Trust and Council (children with disabilities) to divert children and young people from statutory services care and to keep families together where this is appropriate

Children in Need and Safeguarding

- Provide an effective point of contact for safeguarding concerns about children and a single access point to services.
- Work collaboratively with other agencies to plan and coordinate investigations, enquiries, interventions and other services to support children and young people in need of help and protection from harm.
- Provide information, advice and guidance to agencies on appropriate strategies to safeguard children and young people from harm or the risk of harm.
- Investigate and complete statutory enquiries where children are considered to be at immediate risk of significant harm.
- Undertake statutory assessments to determine which children and young people need help and protection from harm.
- Ensure an appropriate level of intervention to families where children are in need or at risk of significant harm including the development, implementation and monitoring of children in need plans and child protection plans, and application to the courts for supervision orders, interim care orders, care orders and other legal proceedings as required.

- Produce, deliver and review the care plans for children and young people in need of help and protection from harm, including the provision and/or commissioning of appropriate interventions and other services.
- Provide and manage a Local Authority Designated Officer (LADO) to investigate and resolve allegations made against employees and volunteers working with children and young people.
- Manage the statutory inspection of services for children in need of help and protection, children looked after and care leavers and co-ordinate with the Council the inspection of the retained services for children with disabilities
- Support and actively engage with the Local Safeguarding Children Board to improve multi-agency arrangement for the protection of children including actively contributing to case reviews and serious case reviews

What the Council will provide

Early Help and Prevention

- Deliver and commission the universal youth service
- Commission children's mental health services in partnership with Doncaster NHS CCG
- Lead, organise and support the Children's Trust Arrangements
- Promote co-operation between partners
- Maintain relevant databases of information as required for the purposes of improving well being
- Make payments as required to support the children's trust arrangements
- Provide universal services retained within the Council to support the Early Help Offer
- Licence children participating or employed in entertainment modelling and sports events to ensure they are appropriately safeguarded and protected.

Children in Need and Safeguarding

- Support and actively engage with the Local Safeguarding Children Board to improve multi-agency arrangement for the protection of children including actively contributing to case reviews and serious case reviews
- Appoint the Independent Chair of the Local Safeguarding Board
- Maintain regular one to ones with the independent chair and the Chief Executive.
- Maintain regular one to one's with the independent chair and the Director of Children's Services

- Commission and deliver the Children's Centre Service with the meaningful engagement of the Trust in the development of the service.
- Lead and deliver the Stronger Families Service with the meaningful engagement of the Trust in the development of the service.
- The statutory role of the Director of Children's Services. The DCS has professional responsibility for the leadership, strategy and effectiveness of local authority children's services. The DCS is responsible for securing the provision of services which address the needs of all children and young people, including the most disadvantaged and vulnerable, and their families and carers. In discharging these responsibilities, the DCS will work closely with other local partners to improve the outcomes and well-being of children and young people. The DCS is responsible for the performance of local authority functions relating to the education and social care of children and young people. The DCS is responsible for ensuring that effective systems are in place for discharging these functions, including where a local authority has commissioned any services from another provider rather than delivering them itself.
- The statutory role of Lead Member for Children's Services. The Lead Member as a member of the Council Cabinet, has political responsibility for the leadership, strategy and effectiveness of local authority children's services. The Lead Member is also democratically accountable to local communities and has a key role in defining the local vision and setting political priorities for children's services within the broader political context of the Council
- Elected Member role in scrutinising Children's Services including those social care services delivered by the Trust

Services for Looked after Children

Legal duty to be delivered by the Trust

Legal duty	Interpretation
Functions under the Children and Young Persons Act 1969	
Section 32	Duty to receive and accommodate a young person who has been detained by a constable following absenteeism from accommodation provided by the Authority).
Section 66	Duty to defray from monies received from Parliament any increase in rate support grants made under this Act.
Schedule 3	Duties and powers in relation to transfer of staff and liabilities of existing institutions to be used for the purposes of a community home provided by the Authority
Functions under the Children Act 1989	
Section 9	Duties with respect to restrictions on applying for child arrangement orders
Section 14A	Duties with respect to special guardianship orders
Section 14D	Power to apply for varying or discharge of a special guardianship order in respect of a child who is the subject of a care order in which the Authority is designated).
Section 14F services in the Authority's area	Duty with respect to assessment of and making arrangements for the provision of special guardianship

Section 20	(Duties in relation to provision of accommodation for children in need in the Authority's area).
Section 21	(Duties in relation to provision of accommodation for children who are removed or kept away from home
Section 22	(General duty in relation to children looked after by the Authority).
Section 22A	Duty to provide accommodation for children in the care of the Authority).
Section 22B	(Duty to maintain, in respects apart from provision of accommodation, children in the care of the Authority).
Section 22C	Duties in relation to making arrangements for accommodation and maintenance of children looked after by the Authority.
Section 22D	Duty, where the Authority is providing specified accommodation, to review a child's case before making arrangements for alternative accommodation
Section 23E	Duty in relation to placing a child being looked after by the Authority in a children's home provided, equipped and maintained by an appropriate national authority).
Section 22G	General duty to secure sufficient accommodation for specified children being looked after by the Authority).
Section 26	Duties with respect to case reviews
Section 26A	Duties in relation to making arrangements for the provision of assistance to persons making representations under sections 24D or 26 of this Act).
Section 27	Duties and powers in relation to co-operation between specified authorities in exercising functions under Part 3 of this Act.
Section 29	Power to recover from a specified person such charges for services other than advice, guidance or counselling as the Authority considers necessary, subject to conditions in this section

Section 23	(Duties in relation to provision of accommodation and maintenance of children being looked after by the Authority).
Section 23ZA (Duty to ensure that specified children are visited by a representative of the Authority).
Section 23ZB	(Duty to appoint an independent person to be a specified child's visitor where prescribed by regulations of the appropriate national authority or where it appears to the Authority to be in the child's interest to do so).
Section 25	Duty not to place a child being looked after by the Authority in secure accommodation (i.e. accommodation provided for the purpose of restricting liberty), subject to specified conditions)
Section 25A	Duty to appoint an individual, prescribed according to regulations, as an independent reviewing officer for the case of a child who is being looked after by the Authority .
Section 25B	Duties in relation to co-operating with any individual appointed as an independent reviewing officer for the cases of any children being looked after by the Authority .
Section 22G	General duty to secure sufficient accommodation for specified children being looked after by the Authority.
Section 23	Duties in relation to provision of accommodation and maintenance of children being looked after by the Authority.
Section 23ZA	Duty to ensure that specified children are visited by a representative of the Authority.
Section 23ZB	Duty to appoint an independent person to be a specified child's visitor where prescribed by regulations of the appropriate national authority or where it appears to the Authority to be in the child's interest to do so.
Section 31	(Power to apply to the court for a care or supervision order in respect of a child who has not yet attained the age of 17 years (or 16 years where the child is married).
Section 31	Power to apply to the court for a care or supervision order in respect of a child who has not yet attained the age of 17 years (or 16 years where the child is married)).
Section 31A	Duties relating to preparation of a care plan for any child in respect of whom a care order

	application has been made.
Section 33	(Duty, in relation to any child in respect of whom a care order has been made, to receive into and keep in care the child for so long as the care order remains in force .
Section 53	Duties in relation to provision of community homes for care and accommodation of children looked after by the Authority and for purposes connected with the welfare of children.
Section 55	Power to refer to the Secretary of State for determination any dispute arising in respect of a controlled community home.
Section 56	Duty, pursuant to a notice from the Secretary of State, to conduct a controlled or assisted community home in the Authority's area where the provision of the home is ceased by a voluntary organisation).
Section 57	Power to withdraw designation of a controlled or assisted community home.
Section 58	Duty to receive compensation payable by the proprietor of a premises used for purposes of a controlled or assisted community home where provision of the home is ceased or the premises disposed of).
Section 62	Duties in relation to ensuring safeguarding and promotion of welfare of children by voluntary organisations providing accommodation to the children in the Authority's area.
Section 64	Duties, in capacity of a provider of children's homes, in relation to welfare and safeguarding of children accommodation in the children's homes).
Section 85	Duty to receive notification in respect of children in the Authority's area accommodated by health authorities and local education authorities under specified conditions.
Section 86	Duty to receive notification in respect of children in the Authority's area accommodated in care homes or independent hospitals under specified conditions).
Section 86A	Duties in relation to arranging for a child for which notification has been received under sections 85 or 86 of this Act to be visited by a representative of the Authority).
Schedule 1	Powers in relation to contributions to a child's maintenance under paragraph 15).
Schedule 2	Duties in relation to providing support for children and families.
Schedule 3	.

Schedule 4	Duties and powers in relation to management and conduct of community homes.
Schedule 5	Functions in relation to the placing of children in voluntary homes
Schedule 6	Functions in relation to the placing of children in private children's homes.
Children and Young Persons Act 2008	
Part 1	Duties and powers in relation to discharging care functions in respect of children and young persons

What the contractor will deliver

Services for Looked after Children

- Produce and deliver appropriate care plans for looked after children in line with their assessed needs
- Provide and/or commission appropriate and stable placements for looked after children.
- Provide supervised contact arrangements for parents whose children are looked after by the local authority.
- Independently review the care plans and care arrangements of all looked after children through the appointment of an Independent Reviewing Officer for each looked after child.
- Ensure timely permanency arrangements for looked after children and young people including special guardianship orders, residence orders and long-term fostering arrangements
- Support and actively engage with the local authorities' corporate parenting arrangements
- Produce and deliver appropriate care plans for looked after children in line with their assessed needs with an emphasis on ensuring permanency at the earliest opportunity
- Provide and/or commission appropriate and stable placements for looked after children.
- Provide supervised contact arrangements for parents whose children are looked after by the local authority.

- Independently review the care plans and care arrangements of all looked after children through the appointment of an Independent Reviewing Officer for each looked after child.
- Undertake regulation 33 visits of all children's homes under the Trust 's management
- Doncaster Children's Trust is required to provide professional expertise and advice to the Corporate Parenting Group in order to help them discharge their responsibilities. This includes but is not limited to the provision of information on the profile of the boroughs looked after children, engaging with looked after children, planning services which meet the needs of looked after children, monitoring the progress of looked after children on a number of outcomes and reviewing the effectiveness of corporate parent

What the Council will provide

- Elected Members of the Council are the corporate parents for Doncaster Looked after Children and have a collective responsibility across services and across local authorities, to safeguard and promote the life chances of looked after children
- The Council will ensure the appropriate contribution from education, other retained children's services, and the Council's universal services in supporting Looked after Children
- The Council will lead, manage and support the Doncaster Corporate Parenting panel.

Services for Care Leavers and unaccompanied Asylum Seekers

Legal duty to be delivered by the Trust

Legal duty	Interpretation
Functions under the Children Act 1989	
Section 23A	Power to prescribe additional categories of relevant children for purposes of duties under Section 23B of this Act.
Section 23B	Duties as to additional functions in respect of relevant children for whom the Authority is the responsible authority.
Section 23C	Duties continuing in relation to former relevant children upon their attainment of 18 years of age).
Section 23CA	Duties in relation to providing assistance to specified former relevant children to pursue education or training .
Section 23CZA	Functions with respect to arrangements for certain former relevant children to continue to live with former foster parents
Section 23D	Duty to appoint a personal adviser for specified young persons as required by the appropriate national authority
Section 23E	Duties and powers in relation to pathway plans for specified children
Section 24	General duties in relation to specified persons qualifying for advice and assistance.
Section 24A	Duties, in respect of specified persons, in relation to considering and then providing, if considered that the person qualifies for it, advice and assistance.
Section 24B	Power to give assistance to any specified person qualifying for assistance by virtue of section 24 by contributing to expenses incurred by that person in living near the place where he or she is or will be employed).

Section 24C	Duty to inform another local authority in whose area a specified person proposes to live or is living).
Section 24D	Duty to establish a procedure for considering representations from a relevant child or other specified person.
Section 25	Duty not to place a child being looked after by the Authority in secure accommodation (i.e. accommodation provided for the purpose of restricting liberty), subject to specified conditions.
Section 26A	(Duties in relation to making arrangements for the provision of assistance to persons making representations under sections 24D or 26 of this Act).
Section 27	(Duties and powers in relation to co-operation between specified authorities in exercising functions under Part 3 of this Act)
Section 29	Power to recover from a specified person such charges for services other than advice, guidance or counselling as the Authority considers necessary, subject to conditions in this section.
Section 23E	(Duties and powers in relation to pathway plans for specified children
Section 24	(General duties in relation to specified persons qualifying for advice and assistance).
Section 24A	(Duties, in respect of specified persons, in relation to considering and then providing, if considered that the person qualifies for it, advice and assistance).
Section 24B	(Power to give assistance to any specified person qualifying for assistance by virtue of section 24 by contributing to expenses incurred by that person in living near the place where he or she is or will be employed).

What the contractor will deliver

- Provide support to ensure looked after children and young adults leaving care receive appropriate education and training and achieve good educational outcomes (including employability).
- Work cooperatively with local health agencies to ensure looked after children and young adults leaving care are healthy and achieve good health outcomes, including good emotional and behavioural resilience.

- Produce support to young people in their transition from local authority care to independence and adulthood. Provide support to care leavers to ensure they have access to appropriate and stable accommodation.
- Assess and provide care and support packaged to unaccompanied asylum seeking children.
- Provide support as required to care leavers who are about to become or are parents

What the Council will provide

- As a corporate parent, promote the social, educational, health and emotional well-being of care leavers
- The Council will ensure the appropriate contribution from education, other retained children's services, and the Council's universal services in supporting care leavers including access to suitable accommodation

Fostering Services

Legal duty to be delivered by the Trust

Legal duty	Interpretation
Functions under the Children Act 1989	
Section 67	Duties in relation to ensuring promotion of welfare of children who are privately fostered in the Authority's area.
Section 68	Powers in relation to giving of consent to a person to foster a child privately where he is otherwise disqualified from doing so by regulations made by the Secretary of State for the purposes of this section
Section 69	(Power to prohibit private fostering by a person, subject to specified conditions
Section 80	(Power to give or withhold consent to authorisation of an officer of the Authority by the Secretary of State to inspect children's homes).
Section 83	(Powers in relation to conduct, or assist other persons conducting, research into specified matters in relation to adoption or accommodation of children in the Authority's area
Schedule 7	Duties and powers in relation to foster parents and the limit on the number of foster children.
Schedule 8	Functions in relation to privately fostered children.

What the contractor will deliver

- Register and meet the standards and regulatory requirements of a Fostering Agency
- Manage any regulatory inspections of fostering or related services
- Recruit, assess, prepare and approve prospective foster carers.
- Assess and support family and friend carers.
- Assess and support special guardians.
- Provide and/or commission appropriate and stable foster care placements which meet the needs of the current and future care population
- Maintain a Fostering Panel including the provision of professional advice and a designated decision-maker.
- Match and place children in appropriate foster care placements.
- Manage a Fostering Allowance scheme and coordinate payments to foster carers.
- Review foster care placements and provide on-going training and support to foster carers.
- Promote and manage a notification and assessment scheme for private fostering arrangements.

What the Council will provide

- As a corporate parent, promote the social, educational, health and emotional well-being of children in foster placements
- Contribute to raising the awareness of the public to identify children in private fostering situations

Adoption Services

Legal duty to be delivered by the Trust

Legal Duty	Interpretation
Functions under the Adoption (Inter-country Aspects) Act 1999	
Sections 1 and 2(4)	Duties in relation to giving effect to the Convention on Protection of Children and Co-operation in respect of inter-country adoption).
Functions of the authority under the Adoption and Children Act 2002 in its capacity as an adoption agency	
Section 1	Duty to have regard for various specified matters when coming to a decision relating to adoption of a child).
Section 3.	Duty to maintain an adoption service.
Section 3A	Functions in relation to recruitment, assessment and approval of prospective adopters
Section 4	Duty to carry out assessments of needs for adoption support services.

Section 4A	Functions in relation to adoption support services and personal budgets) – upon commencement of this provision
Section 4B	Functions in relation to adoption support services and the provision of information.
Section 7	Duties to comply with, and powers under, directions of an appropriate Minister regarding inactive or defunct adoption societies).
Sections 9 to 12 (Duties to comply with various Regulations made under this Act.
Section 13	Duty to provide an appropriate Minister such information pertaining to adoption as is requested
Section 14	Duty to comply with such directions as appear to an appropriate Minister to be necessary for purposes of ensuring that any duties of the Authority pertaining to adoption are complied with
Section 15	Duties and powers in relation to inspections of premises in which a child who has been placed by an adoption agency is living.
Section 18	Powers in relation to placement for adoption and adoption orders
Section 19	(Powers in relation to placing children for adoption with parental consent).
Section 22	(Duty to apply to the courts for adoption placement orders).
Section 23	Power to join with another Authority in application for variation of a placement order
Section 24	Power in relation to the revocation of placement orders.

Section 25	Duties and powers in relation to parental responsibility over a child authorised to be placed for adoption
Section 26	Powers in relation to making applications for contact orders regarding children placed for adoption
Section 27	Powers in relation to variation or compliance with contact orders.
Section 30	Duties and powers in relation to removal of children who have been placed for adoption.
Section 31	(Duty to return a child not placed or who is a baby within 7 days upon request of parents).
Section 32	Duty to return a child placed for adoption within 14 days when parental consent is withdrawn).
Section 33	Duty to return a child placed for adoption within time stipulated by the court when a placement order is refused).
Section 34	Duties and powers in relation to prohibition on removal of a child who has been placed
Section 35 (Duties in relation to a child returned by the adopters).	(Duties and powers in relation to prohibition on removal of a child who has been placed).
Section 37	Power to remove a child where adoption does not materialise).
Section 38	Power to remove a child where the child has been placed with foster parents and adoption does not materialise
Section 39	Power to remove a child from a parent's partner where adoption does not materialise.
Section 40	Power to remove a child in other circumstances where adoption does not materialise.

Section 41	Duties in relation to recovery orders made by the courts
Section 42	Duties in relation to preliminaries to adoption)
Section 43.	(Duty to submit to a court considering an adoption order a report on the suitability of the applicants for the adoption order).
Section 44.	Duties in relation to a notice of intended adoption
Section 45	Functions in relation to the suitability of adopters
Sections 51A and 51B	Functions in relation to post-adoption contact.
Section 53	Functions in relation to regulations modifying the Children Act 1989 in relation to adoption.
Section 54	Duty to disclose prescribed information to prospective adopters).
Section 56	Duty to keep and/or disclose prescribed protected information in relation to a person's adoption.
Section 57	Duties in relation to restriction of disclosure of protected information about a person's adoption.
Section 58	Duty to keep and/or disclose prescribed other information in relation to a person's adoption.
Section 61	Duties and powers in relation to processing an application seeking protected information about the adoption of a person who has subsequently attained the age of 18 years).
Section 62	Duties and powers in relation to processing an application seeking protected information about the adoption of a person who has not yet attained the age of 18 years.
Section 63	Duty to comply with Regulations regarding the availability and provision of counselling in relation to adoption

Section 64	Duty to comply with Regulations making other provisions in relation to adoption
Section 79	Functions in connection with the Adopted Children Register.
Section 83.	Duty to comply with Regulations in relation to adoption of a child brought into the United Kingdom
Section 94	Powers in respect of certain reports about adoptions
Section 98	Duty to comply with Regulations conferring functions in relation to disclosure of information regarding adoption.
Section 103	Duty to give officers of the Service access to certain Authority records
Section 125	Functions in relation to the Adoption and Children Act Register.
Section 128	Duty to comply with request for information prescribed by the Secretary of State for inclusion in the Adoption and Children Register compiled pursuant to section 123 of this Act
	Section 129 (Functions in relation to the disclosure of information

What the contractor will deliver

- Meet the standards and regulatory requirements of a Voluntary Adoption Agency
- Recruit, assess, prepare and approve prospective adopters.
- Maintain an Adoption Panel including the provision of professional advice and an agency decision-maker.
- Match and place children in appropriate and stable adoptive placements including completing legal proceedings.
- Review adoptive placements and provide on-going support to adopters and adopted children.
- Manage payments to adopters, special guardians and carers eligible for residence order payments

Services for children with special educational needs & disabilities

Legal Duty	Interpretation
Functions under the Education Act 1996	
Section 322	Duty to comply with request for assistance from a local authority in carrying out its functions under Part 4 of this Act

What the contractor will deliver

This section will be revised following the completion of a working protocol between the Trust and the Council on delivering services to disabled children

- The contractor will provide the social care safeguarding service for all children with disabilities in need of safeguarding including investigations under Section 47 of the 1989 Children Act
- Provision of information to the Council on children known or open to the contractor

What the Council will provide

- Identify children with disabilities living in the local area, maintain a register of children with disabilities, and work collaboratively with other agencies to plan and coordinate services for children with disabilities and their families.
- Provide and/or commission impartial information, advice and guidance services to support children with disabilities and their families.
- Produce statutory assessments to ascertain the needs of children with disabilities and their families.
- Produce, deliver and review care plans for children with disabilities and their families, including the provision and/or commissioning of appropriate interventions and other services.
- Provide and/or commission respite care and short-break care for children with disabilities.

- Manage the system of direct payments to children with disabilities and their families.
- Work collaboratively with adult service providers to plan effective transition to greater independence and adulthood.
- Assess the needs of children and young people who may need an Educational, Health and Care Plan
- Ensure that the education provision in EHC Plan is delivered effectively.
- Review each child's or young person's EHC Plan at least annually.
- Ensure sufficient and suitable education provision for children and young people with special educational needs.
- Manage the funding of educational placements for children and young people with special educational needs.
- Monitor the quality of education provision for children and young people with special educational needs.
- Deliver support packages and interventions to schools to raise the attainment of children with behaviour, emotional and social difficulties (and other vulnerable children).
- Provide psychological advice and support to schools and families in response to critical incidents in the community.
- Provide psychological advice and support to schools to raise the attainment of children subject to child protection plans and looked after children.
- As a corporate parent, promote the social, educational, health and emotional well-being of children with disabilities
- The Council will ensure the appropriate contribution from education, other retained children's services, and the Council's universal services in supporting Looked after Children with disabilities

Service Standards

The contract requires the Trust to be delivering services judged as good by October 2017. By this time the services delivered are required to meet all of the following quality standards.

However before that date the specification requires that there are no widespread or serious failures or unnecessary delays within the services that compromise the welfare and safety of children and young people.

By October 2019 the services will be judged as outstanding. In addition to meeting the requirements of a 'good' judgement, there is evidence that professional practice exceeds the standard of 'good' and results in sustained improvement to the lives of children, young people and their families. Research-informed practice, some of which will be innovative, continues to develop from a strong and confident base, making an exceptional difference to the lives and experiences of children and young people

The experiences and progress of children in need of help and protection

Children and young people who are, or who are likely to be, at risk of harm or who are the subject of concern are identified and protected. Help is provided early in the emergence of a problem and is well coordinated and recorded through multi-agency arrangements. Thresholds between early help and statutory child protection work are appropriate, understood and operate effectively. Records of action and decision are clear and up to date. Children and young people are listened to and heard. Social workers build effective relationships with them and their families in order to assess the likelihood of, and capacity for, change. Risk is well understood, managed and regularly reviewed. Children and young people experience timely and effective multi-agency help and protection through risk-based assessment, authoritative practice, planning and review that secures change.

Quality Standards

- 1 Children and young people are listened to, practice is focused on their needs and experiences and influenced by their wishes and feelings or, where they cannot represent their view themselves, those advocated on their behalf. They are consistently seen and seen alone by social workers where statutory guidance requires that this should happen and it is professionally judged to be in the best interests of the child
 - 2 Children, young people and families benefit from stable and meaningful relationships with social workers. They are engaged in all actions and decisions and understand the intentions of the help they receive. Where families refuse to engage there are continued attempts to help them to do so. However, where there are concerns about the safety and protection of children and parents do not engage, there is a full risk assessment and urgent involvement of a senior manager in all decisions about next steps
 - 3 Children, young people and families are offered help when needs and/or concerns are first identified and, as a consequence of the early help offered, children's circumstances improve and, in some cases, the need for targeted services is lessened or avoided. The interface between early help and statutory child protection work is clearly and effectively differentiated
 - 4 Information-sharing between agencies and professionals is timely, specific and effective and takes full account of the requirements set out in legislation and guidance about the need to obtain parental consent for enquiries to be made, except where in seeking that consent a child is likely to suffer significant harm or further harm
 - 5 Children and young people in need of help and protection are identified by professionals, including those in adult services, and appropriate referrals are made to children's social care. Social work expertise and advice is available to support other professionals in determining the best steps to take next. There is a timely and effective response to referrals,¹ including out of normal office hours
 - 6 Thresholds for intervention accord with the requirements of legislation, are appropriate, understood by partners, consistently applied, well embedded, reviewed and updated regularly. Drift and delay are avoided
 - 7 Children and young people receive help that is proportionate to risk; children and families are not routinely subjected to formal child protection investigations if these are not necessary
 - 8 Child protection enquiries are thorough and timely, informed by a decision made in a strategy meeting, except in emergencies where there must be evidence of immediate risk of harm to a child, and always led by a suitably qualified and experienced registered social worker. Findings in relation to significant harm are clear and result in
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- urgent action to protect children and young people
- 9 Decision-making is undertaken by suitably qualified and experienced social workers and managers, with decisions, all actions and engagement with the family and other professionals clearly recorded
 - 10 For children who need help and protection, assessments (including common or early help assessments) are timely, proportionate to risk, and informed by research and by the historical context and significant events for each case. They result in direct work with families, develop in response to that direct work, and they address all domains of the local framework for assessment. Senior managers have responsibility for authorising the recommended next steps
 - 11 Assessments (including children in need assessments) result in a direct offer of help to address any identified needs. Assessments and plans are dynamic and change in the light of emerging issues and risks. Authoritative action is taken where change is not secured and the risk to children intensifies or remains
 - 12 Children in need have a plan setting out the help that is offered. Children and young people who need protection are subject to a child protection plan that clearly identifies the work that will be offered to help the family and the necessary changes to be achieved within appropriate timescales for the child or young person. Social workers engage with the family who understand the help they will receive, what has to change and the options for the future
 - 13 Plans and decisions are reviewed and alternative authoritative action is taken where the circumstances for children do not change and the risk of harm or actual harm remains or intensifies
 - 14 Children and young people are protected through effective multi-agency arrangements. Case conferences, strategy meetings, core groups and multi-agency risk assessment conferences (MARAC) are attended by key participants and are effective forums for timely information-sharing, planning and risk-based decision-making
 - 15 Children and young people who live in households where at least one parent or carer misuses substances or suffers from mental ill-health, or where there is domestic violence, are helped and protected. Incidents are monitored and multi-agency responses are effective and coordinated between agencies, including management through MARAC
 - 16 Children and young people who are missing from home, care or full-time school education and those at risk of sexual exploitation and trafficking receive well-coordinated responses that reduce the harm or risk of harm to them. Risks are well understood and minimised. Local authorities, schools and local police are aware of, and implement in full, the requirements of the statutory guidance for children and young people who are missing. Comprehensive records are held and shared between agencies to help and protect children and young people. Together they take steps to ensure that all children, including those who are excluded from school, are safe and that for those who are missing or often missing there is a clear plan of urgent action in place to protect them and to reduce the risk of harm or further harm
 - 17 Children and young people who are privately fostered are identified by the local authority, in conjunction with partners. Once they are identified, the local authority discharges in full its statutory responsibility to ensure that they

- are safe and that their health and well-being are properly promoted
- 18 Allegations of abuse, mistreatment or poor practice by professionals and carers are taken seriously. Steps are taken to protect children and young people and the management of allegations is robust and effective
 - 19 Practice is informed by feedback from children and their families about the effectiveness of the help, care or support they receive from the time it is first needed until it ends
 - 20 Children, young people and families have timely access to, and use the services of, an advocate where appropriate
 - 21 Help and protection for children and young people is sensitive and responsive to age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation

The experiences and progress of children looked after and achieving permanence

Decisions about children and young people becoming looked after are made using high-quality assessments about the risk of harm or actual harm to them and the likelihood of change in their family. Thresholds are clear and applied appropriately. Children and young people are listened to by social workers who know them well. Adults working with children and young people help them to understand and manage their early childhood experiences, to progress well and achieve educationally, and to influence decisions about their future. They return home with the support they need and when it is safe for them. If this is not possible, they live in stable placements where they are helped to build positive relationships and maintain contact with their family and friends where this remains in their best interests. Care plans are regularly reviewed to ensure that the child or young person's current and developing needs continue to be met. Permanent homes and families are found for children and young people without unnecessary delay. Their needs are met and they live with their brothers and sisters if that is assessed as being in their best interests. They do not experience placement moves unless they are part of a planned return home or in accordance with plans for their future. Their education is not disrupted unless it is their best interests and plans for their schooling provide any extra help they need to make up time and learning that has been missed. They develop safe and secure relationships with adults that persist over time. When support is needed, children, young people and families are able to access it for as long as it is needed, throughout their childhood and beyond

Quality Standards

- 22 Decisions to look after children and young people are timely and made only when it is in their best interests. Those decisions are based on clear, effective, comprehensive and risk-based assessments involving other professionals working with the family where appropriate
- 23 There is evidence of the effective use of the Public Law Outline, including letters before proceedings, family group conferences and parallel planning. Care is used only if this is in the child's best interests. Children and young people are safely and successfully returned home; where this is not possible for them, permanent plans are made for them to live away from the family home. Families are made aware of, and encouraged to access, legal advice and advocacy
- 24 Where the plan for a child or young person is to return home, there is evidence of purposeful work to help the family to change so it is safe for the child to return. Further episodes of being looked after are avoided unless they are provided as a part of a plan of support

- 25a Applications and assessments for care or other orders are accepted by the courts, minimise the appointment of experts and avoid unnecessary delay. The wishes and feelings of children and young people, and those of their parents, are clearly set out and contemporary.
- 25b Viability assessments of members of the family are carried out promptly to a good standard and sequential assessments are avoided
- 26 Children and young people are seen by their social worker alone and understand what is happening to them. Professionals and carers, who know them well, develop positive relationships with them and are committed to protecting them and promoting their welfare. Children and young people are helped to understand their rights and the responsibilities that accompany those rights and legal entitlements. They understand how to complain and have access to an advocate and independent visitor. Complaints are treated seriously and result in a clear response, urgent action and improved services where that is required. Senior managers regularly review and act upon complaints from looked after children
- 27 Children and young people are protected or helped to keep themselves safe from bullying, homophobic behaviour and other forms of discrimination
- 28 Any risks associated with children and young people offending, misusing drugs or alcohol, going missing or being sexually exploited are known by the local authority and by adults who care for them. There are plans and help in place that are reducing the risk of harm or actual harm and these are kept under regular review by senior managers
- 29 With the appropriate support of health partners and the Director of Children's Services Children and young people are in good health or are being helped to improve their health and their health needs are identified. The Council and Health Partners will ensure that child and adolescent mental health provision, therapeutic help and services for learning or physically disabled children and young people are available when needed and for as long as they are required
- 30 With the appropriate support of the Council's education service, schools and the Director of Children's Services, children and young people attend school or other educational provision and they learn. Accurate and timely assessments of their needs, as well as specialist support where it is needed, help them to make good progress in their learning and development wherever they live. They receive the same support from their carers as they would from a good parent. The attainment gap between them and their peers is narrowing. The local authority maintains accurate and up-to-date information about how looked after children are progressing at school and takes urgent and individual action when they are not achieving well. All looked after children and young people attend a good school
- 31 The Council will ensure that children and young people who do not attend school have access to 25 hours per week of good-quality registered alternative provision. They are encouraged and supported to attend the provision and there is regular review of their progress. Urgent action to protect children is taken where they are missing from school or their attendance noticeably reduces

- 32 The local authority holds clear records in respect of the numbers of children receiving alternative education and for those missing from education
- 33 Social workers, residential staff and carers support children and young people to enjoy what they do and to access a range of social, educational and recreational opportunities. Those adults have delegated authority to make decisions about children's access to recreation and leisure activities
- 34 Children and young people live in safe, stable and appropriate homes or families with their brothers and sisters when this is in their best interests. They move only in accordance with care plans, when they are at risk of harm or are being harmed. They do not live in homes that fail to meet their needs and they do not move frequently
- 35 Care plans comprehensively address the needs and experiences of children and young people. They are regularly and independently reviewed, involving as appropriate the child or young person's parents, kinship carers (connected persons), foster carers, residential staff and other adults who know them. This helps ensure that the placement and plans for their future continue to be appropriate as well as ambitious
- 36 Children and young people have appropriate, carefully assessed and supported contact with family and friends and other people who are important to them
- 37 Children and young people who live away from their 'home' authority have immediate access to education and health services that meet their needs as soon as they begin to live outside of their 'home' area. Placing authorities adhere to the requirements of the placement regulations including notifying the 'receiving' authority that a child is moving to the area and assessing the adequacy of resources to meet the child's need before the placement is made
- 38 The placement of children and young people into homes and families that meet their needs is effective because there is a comprehensive range and choice available
- 39 Family-finding strategies are informed by the assessed needs of children and young people. There is decisive action to find families and the avoidance of drift and delay is a priority. Respite care is only used when this is in the best interests of children and young people
- 40 The recruitment, assessment, training, support, supervision, review and retention of foster carers including kinship carers (connected persons) and, as appropriate, special guardians, ensures that families approved are safe and sufficient in number to care for children and young people with a wide range of needs. This enables children to be placed with their brothers and sisters and have contact with their birth family and friends when this is in their best interests
- 41 Children and young people whose care and support is provided through a 'social work practice' service receive the same high-quality help that they could expect from the social work service provided directly by a local authority
- 42 Early planning and case management results in appropriate permanent placements, including Special Guardianship or Residence Orders, that meet the needs of children and young people without delay or unnecessary moves

- 43 Well-trained and supported social workers engage effectively with the Children and Family Court Advisory Support Service (Cafcass), courts and other partners, including health professionals, to reduce any unnecessary delay in proceedings or in achieving permanence and to support arrangements once they are made
- 44 Children and young people are effectively prepared for, and carefully matched with, a permanent placement. Their wishes and feelings are understood and influence the decisions about where they live
- 45 Children and young people are helped to develop secure primary attachments with the adults caring for them. Social workers help them to understand their lives and their identities through life history work that is effective and provided when they need it. Therapeutic materials are made available to the child and their family when and wherever the child is placed
- 46 Plans to make permanent arrangements for children and young people are effectively and regularly reviewed by independent reviewing officers (IROs). IROs bring rigour and challenge to the care planning and monitor the performance of the local authority as a corporate parent, escalating issues as appropriate. They enable timely plans to be agreed to meet the needs of children and to ensure that their best interests remain paramount. IROs engage with children's guardians and there is evidence that this is focused on what children need and how the plans for them can be properly progressed
- 47 Case records reflect the work that is undertaken with children and clearly relate to the plans for their futures. The style and clarity of records enhances the understanding that children and young people have about their histories and experiences
- 48 Children and young people are represented by a Children in Care Council or similar body which is regularly consulted on how to improve the support they receive
- 49 Children and young people receive care that is sensitive and responsive to age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation

Adoption Performance

Suitable adoptive families are identified without delay for all children for whom adoption is in their best interests. The recruitment and assessment arrangements are aligned with national systems and enable potential adopters to consider and to be considered for a wide range of children for whom they may provide a home. Children are able to develop safe and secure relationships with their adoptive family that persist over time. When support is needed, children, young people, families and carers are able to access it for as long as it is needed, throughout their childhood and beyond.

Quality Standards

- 50 Adoption is considered for all children who are unable to return home or to their birth families and who need a permanent alternative home
- 51 The local authority demonstrates a sense of urgency and care in all adoption work including the appropriate use of concurrent and parallel planning, the Adoption Register and Fostering for adoption, resulting in children being able to live at the earliest opportunity with an adoptive family who are able to meet their needs
- 52 Recruitment, preparation, prompt assessment, training and support of adopters enables them to meet the needs of children and young people and to keep them safe. Those arrangements support the placement of children with their brothers and sisters where this is in their best interests and sufficient families are available to accommodate sibling groups, older children and children with complex needs
- 53 The panel and agency decision-maker ensure that children are effectively matched with the most appropriate families and the panel promotes good practice through its work and regular reports to the local authority
- 54 Children who are adopted, their adoptive families, their birth relatives and adopted adults are informed of their entitlement to receive an assessment of their adoption support needs. When support is needed, it is provided quickly, effectively and leads to improved circumstances for the children, young people, families and carers involved

The experiences and progress of care leavers

Young people leaving care and preparing to leave care receive support and help to assist them in making a successful transition to adulthood. Plans for them to leave care are effective and address their individual needs. They are safe and feel safe, particularly where they live. Young people acquire the necessary level of skill and emotional resilience to successfully move towards independence. They are able to successfully access education, employment, training and safe housing. They enjoy stable and enduring relationships with staff and carers who meet their needs.

Quality Standards

- 55 Care leavers are safe and feel safe, particularly where they are living, and are helped to understand how their life choices will affect their safety and well-being. Any risks associated with offending, drug or alcohol misuse, going missing or with sexual exploitation are known by adults who have a responsibility for them and effective plans are in place to reduce the risk of or actual harm to them. Care leavers are supported to take responsibility for their behaviour
- 56 Pathway planning is effective and plans (including transition planning for looked after children with learning difficulties and/or disabilities) address all young people's needs and are updated as circumstances change
- 57 The health needs of care leavers are clearly assessed, prioritised and met. Child and adolescent mental health services, adult mental health provision, therapeutic help and services for learning or physically disabled young people and adults are available when they are needed
- 58 Care leavers have access to and understand their full health history and are provided with all key documents they need to begin their lives as young adults, for example national insurance numbers, birth certificates and passports
- 59 Care leavers develop the skills and confidence they need to maximise their chances of successful maturity to adulthood, including parenthood. This includes learning to budget, to live independently and to manage safe relationships and behaviour. Care leavers form and maintain relationships with carers and staff from the local authority and develop supportive relationships within the community, including where appropriate contact with family and friends. They are confident that the local authority will act as a reasonable parent in supporting their transition into adulthood and providing practical, emotional and financial support until they are at least 21 and, where necessary, until they are 25. This will include the availability of a trusted and known adult (for example, the allocated personal adviser or their social worker) to support them

- 60 Care leavers succeed in their transition to greater independence and adulthood at a time that is right for them. Young people aged 16 and 17 are encouraged to remain looked after until their 18th birthday where (and this will usually be the case) this is in their best interest. They can remain in placements beyond their 18th birthday or, where more appropriate, live in permanent and affordable accommodation that meets their needs and those of their children, where relevant
- 61 Care leavers have access to appropriate education and employment opportunities, including work experience and apprenticeships. They are encouraged and supported to continue their education and training, including those aged 21 to 24 years. Care leavers are progressing well and achieving their full potential through life choices, either in their attainment in further and higher education or in their chosen career/occupation
- 62 Care leavers are positive about themselves. Their achievements are celebrated and the local authority shows they are positive and proud of their care leavers
- 63 Care leavers are helped to find housing solutions that best meet their needs. Risks of tenancy breakdown are identified and alternative plans are in place
- 64 Accommodation for care leavers is appropriate for each young person to safely develop their independence skills. Houses of multiple occupancy are only used when it is a young person's preferred option and it can demonstrably be shown to be in their best interests
- 65 Care leavers are provided with information (including through the care leaver's pledge) about their legal entitlements such as access to their records, assistance to find employment (including work experience), training, financial support and how to complain where necessary supported by an advocate

Organisational Standards

Administration of Statutory and Corporate Complaints

This section needs further discussion following decisions around the resourcing of the complaints function

Complaints should be regarded as a key means of improving services and an aid to quality control. Doncaster Children's Trust will be subject to the statutory guidance for local authorities concerning the management of Children Act 1989 complaints. Doncaster Children's Trust must also adhere to DMBC's corporate complaint procedures. Doncaster Children's Trust must promote and encourage a positive and collaborative approach to complaints both within the organisation and when dealing with complainants. Specifically this means:

- Attempting to resolve disputes before they become complaints.
- Providing direct assistance to the complainant to access the complaints procedure, including obtaining an advocate for young people where necessary.
- All staff employed by Doncaster Children's Trust must make themselves available for interview by Investigating Officers and Independent Persons appointed by the relevant local authority for both Children Act and Corporate complaints at stage 2, or investigating officers from the Local Government Ombudsman (LGO).
- All records must be made available to Investigating Officers, Independent Persons, Panel members (appointed for Children Act stage 3 review panels only) and the LGO where requested.
- Doncaster Children's Trust must have in place a system that demonstrates how they will monitor the implementation of agreed outcomes/recommendations of investigations and on-going compliance with changes made.

Statutory Complaints

Where complaints are received by Doncaster Children's Trust, they must be forwarded to the Complaints Team of DMBC within two working days. The Complaints Team will nominate a 'lead' officer within Doncaster Children's Trust to answer the complaint within the statutory timescales and will assist in any attempts at an alternative resolution. All communications with the complainant will be managed by the relevant Complaints Team, who will act as the main conduit with the complainant, keeping them informed/updated on the progress of their complaint until the response is sent by the relevant service. Where complaint responses are late, these will be sent by the Complaints Team to the relevant Assistant Director for urgent attention. Subsequently, where Doncaster Children's

Trust receives requests that the complainant wishes to proceed to further stages of the procedure, they must inform the relevant borough's Complaints Team within 2 working days. DMBC will administer stage 2 and stage 3 complaints according to their own current arrangements.

The senior manager in Doncaster Children's Trust responsible for the service under investigation will respond to the complainant at the end of stage 2 by sending a written Adjudication on the investigators reports. The senior manager in Doncaster Children's Trust must offer an 'adjudication' meeting for complainants at the end of stage 2 and also attend the Review Panel at stage 3 if one is requested by the complainant. The Chief Executive of Doncaster Children's Trust will respond to stage 3 Review Panel reports in all cases. This will take the form of a written response to the complainant regarding the conclusions reached by stage 3 Review Panel in their report. The Director of Doncaster Children's Trust will also need to respond to LGO decisions where appropriate.

Corporate Complaints

Stage 1 corporate complaints must be dealt with internally by Doncaster Children's Trust within 10 working days. Both Doncaster Children's Trust and the Council, should have sight of, and agree to, stage 2 corporate complaint responses before they are sent out. Stage 2 will be the final stage in the corporate process before the complainant goes to the LGO. In all instances where a complaint has been partially or fully upheld at stage 1, the Head of Service (or Chief Executive of Doncaster Children's Trust if at stage 2) will identify relevant learning to ensure the same problem does not occur again in their response letter to the complainant.

Notifying, recording and reporting of complaints

Doncaster Children's Trust will notify DMBC each time a complaint is received to ensure it is recorded DMBC systems and dealt with within the correct timescale and proper process (statutory or corporate). Doncaster Children's Trust may of course wish to create and maintain its own internal tracking process. Reporting of complaint activity will be primarily the responsibility of each Council, and will usually be gathered and collated on a quarterly basis. Information will be provided by both Councils to Doncaster Children's Trust on request for performance meetings etc. Statutory Annual reports will be drafted by the Council and signed off by the Chief Executive of Doncaster Children's Trust.

Emergency Planning and Business Continuity

The Civil Contingencies Act 2004 requires Councils to provide greater response to an incident and take the lead during recovery phases. Duties include: assessing the risk of emergencies occurring, emergency planning, implementing business continuity arrangements, making information available to the public about civil protection and to warn and inform the public; co-operate with other local responders to enhance co-ordination and efficiency. Doncaster Children's Trust will be required to deliver appropriate

support to ensure that DMBC can fulfil its Civil Contingency duties. This support will be in the form of business continuity and emergency plans, resources to support the Councils during emergencies and information/reports during emergencies. The details of service requirements

Human Resources

Doncaster Children's Trust shall at all times comply with relevant employment legislation as applies to employers and workplaces. Doncaster Children's Trust should also comply with all regulations and government guidance on the employment of staff as is from time to time issued to local authorities.

Equalities

Doncaster Children's Trust will adhere to the Equality Act 2010, the Public Sector Equality Duty 2011 and all related codes of practice and guidance issued by the Equality and Human Rights Commission. Doncaster Children's Trust shall at all times discharge its functions having due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by equality legislation, advance equality of opportunity and foster good relations between persons who share a protected characteristic and persons who do not share it. Doncaster Children's Trust will also demonstrate how they will pay due regard to all parts of the Public sector equality duty 2011 as relevant and proportionate to all areas of the work of Doncaster Children's Trust. As part of this, Doncaster Children's Trust will provide all information as required, to enable the Council to also fulfil its responsibilities under the Public sector equality duty 2011 and Equality Act 2010.

Doncaster Children's Trust will engage and support the Council to achieve its objectives on equality, including contributing to the development and delivery of relevant policies, strategies and implementation of the statutory framework. Doncaster Children's Trust will ensure all its suppliers and subcontractors comply with the provisions in the Equality Act 2010 when discharging a public function.

Health and Safety

Doncaster Children's Trust shall at all times comply with all relevant regulations relating to health and safety that apply to employers and workplaces. Doncaster Children's Trust will adhere to the following legislation: Health and Safety at Work, etc. Act 1974, Management of Health and Safety at Work Regulations 1999, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, Workplace (Health, Safety and Welfare) Regulations 1992.

Voluntary and Community Sector

Doncaster Children's Trust will be expected to manage operational relationships with the Voluntary and Community Sector.

More specifically we expect Doncaster Children's Trust to

- engage with us in the development of principles and commitments contained in the compacts with the VCS and to be signatories to the agreed compacts; □
- collaborate with the VCS service providers, including infrastructure and capacity building providers for the VCS;
- engage with us in developing our overall policies on the voluntary sector and to adhere to agreed policies;
- to play an active role in promoting a healthy and engaged voluntary sector that provides good quality services for local people;
- to adhere to both Councils' VCS property strategy; to nominate a lead officer as point of contact for VCS issues and developments;
- to have a strategy for engagement with the VCS as partners in the development of services, as the voice of clients and service users and as providers of services;
- to adhere to good practice in commissioning services from the VCS
- to ensure that commissioning practice enables the local VCS to compete fairly to be providers of services
- to gather intelligence of VCS locally to inform our monitoring and needs analyses and to inform achievement of outcomes for VCS;
- to maintain and publish a list of contracts with and a list of grants to VCS and not for profit organisations.

Community Engagement and Consultation

Doncaster Children's Trust will be required to undertake consultation and engagement exercise with service users in connection with services it provides on behalf of the Council. When undertaking consultation and engagement exercises, Doncaster Children's Trust will abide by best practice principles. Doncaster Children's Trust and the Council will share results of consultation and engagement exercises with each other, including raw data if requested.

In line with the Council's commitment to transparency, Doncaster Children's Trust will ensure that opportunities to participate in consultation and engagement exercises and the results of those exercises are publicised on its website and/or through other mechanisms as appropriate. Doncaster Children's Trust will work in partnership with the Council to promote community involvement. This will include participation in, or contribution to, the Councils' cross-cutting work with residents in specific areas of neighbourhoods.

Heath Providers and Clinical Commissioning Groups

The Council will, jointly with the Clinical Commissioning Group, commission Doncaster Children's Trust to deliver some children's health services. The Councils and the Clinical Commissioning Groups will work in partnership with Doncaster Children's Trust to deliver children's health services in integrated settings.

Early Years Providers

Doncaster Children's Trust will maintain constructive and cooperative operational relationships with all early years providers. This will support the delivery of the scope of services and achieving the service outcomes.

Schools

Doncaster Children's Trust will maintain constructive and cooperative operational relationships with all schools. This will support the delivery of the scope of services and achieving the service outcomes.

Police

Doncaster Children's Trust will ensure that an effective working relationship is maintained with police services. Communication, cooperation and collaboration between Doncaster Children's Trust and police services is key to achieving the service outcomes.

Foster Carers and Adoptive Parents

In addition to adhering to all legislative requirements relating to fostering and adoption support, Doncaster Children's Trust should nurture a relationship of open, honest communications between its services and both foster carers and adoptive parents.

Adult Social Services

Doncaster Children's Trust will ensure that an effective working relationship is maintained with adult social care services within Doncaster Council. Communication, cooperation and collaboration between Doncaster Children's Trust and adult social services is critical to achieving the service outcomes, particularly as related to children's transition to adulthood, children at risk of parental mental health, substance misuse and domestic abuse.

DMBC Democratic Services

Doncaster Children's Trust will release staff to work on election activities if requested.

Policy Development

As the experts in the area of Children's Services, Doncaster Children's Trust will support the Council in developing their individual policies related to children's Services as and when requested to do so. Where the Department for Education issues draft policies for consultation, Doncaster Children's Trust will evaluate the impact of the potential policy changes and support the Council in writing consultation responses if appropriate. Doncaster Children's Trust will support the Councils in responding to changes in national policy related to Children's Services. Responses may include drafting new local policies, working with the Council to refine the scope of services being provided to them.

Scrutiny

This section may need to be revised following contract negotiations

As the supplier of Children's Services, Doncaster Children's Trust will be respond to all reasonable requests to attend or respond to any scrutiny committee and/or request to scrutinise Children's Services in any other setting. Doncaster Children's Trust will produce any reports and hand over any raw data or other information requested as part of the Council's scrutiny processes.

Corporate Parent role

Elected Members of the Council are the corporate parents for Doncaster Looked after Children and have a collective responsibility across services and across local authorities, to safeguard and promote the life chances of looked after children

The Council will ensure the appropriate contribution from education, other retained children's services, and the Council's universal services in supporting Looked after Children. The Council will lead, manage and support the Doncaster Corporate Parenting panel.

Doncaster Children's Trust is required to provide professional expertise and advice to the Corporate Parenting Group in order to help them discharge their responsibilities. This includes but is not limited to the provision of information on the profile of the borough's looked after children, engaging with looked after children, planning services which meet the needs of looked after children, monitoring the progress of looked after children on a number of outcomes and reviewing the effectiveness of corporate parent

Regulatory Bodies

Doncaster Children's Trust will be required to accommodate any regulatory inspection and/or call for information. Doncaster Children's Trust will be required to lead and manage the preparation and coordination of the regulatory inspections of its children's homes, adoption service and fostering service. It will also take the lead in managing inspections of the Youth Offending service under the direction of the Youth Offending Chief Officer's Board.

The Director of Children's Services will take the lead on Ofsted inspections of Safeguarding and Looked after Children Services. Doncaster Children's Trust will co-operate to organise and support this inspection and this will include engagement with partner organisations in preparation for, during and in response to inspections. Doncaster Children's Trust will generate appropriate responses and action plans as required as a result of a regulatory inspections and service inspections. . Where any Regulator releases a consultation covering any aspect of their duties, Doncaster Children's Trust will evaluate the impacts of the potential changes and support the Council in writing a consultation response if appropriate.

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Risk Management

At the time the Contract becomes active, an agreed list of risks will be transferred from the Council's maintained risk registers for Children's Services to Doncaster Children's Trust's Service Delivery risk register. Doncaster Children's Trust is responsible for developing and maintaining service level risk registers (or equivalent) that feed into the Council's overarching 'corporate' risk registers. Doncaster Children's Trust will be required to submit the risk register quarterly to the Council's contract manager. This will

be reviewed by the Doncaster Children's Trust Management Team and then the Doncaster Children's Trust Board of Directors on a quarterly basis