

TRT Service Standards

TRT Service Standards	Achieved through:
Timescales are met and TRT processes (set out in Targeted Response Team: Service Guide) are followed.	<ul style="list-style-type: none"> • Supervision; • Audit; • Recording; • Voice of the child; • Timely progression of cases; • Feedback from professionals and families.
Safeguarding Children and Young People.	<ul style="list-style-type: none"> • All staff have up to date safeguarding training; • Use of Signs of Safety approach in casework; • Audit; • Recording; • Supervision; • Compliance with safeguarding arrangements; • Evidence of reflective supervision; • Evidence of child / young person's voice; • Outcomes framework shows risks are reduced.
Family views – the views and feelings of all children, young people and their parents and carers are listened to, acted upon, respected and remain at the centre of what we do.	<ul style="list-style-type: none"> • Signs of Safety approach; • Consent; • Working Together Agreement and subsequent reviews to conclusion of involvement; • Audit; • Voice of the child; • Feedback forms; • Outcomes framework shows risks are reduced.
Valuing professionalism – families and other professionals are clear about what we are doing and why we are doing it and for how long.	<ul style="list-style-type: none"> • Signs of Safety approach; • Appropriate request for services are made; • Consent of families;

<p>Reflective and knowledgeable workers and supervisors are enthusiastic about, and take responsibility for their practice.</p>	<ul style="list-style-type: none"> • Working Together Agreements are reviewed; • Evidence based practice; • Feedback from Social Worker and TRT Practitioner; • Feedback from other sources; • Recording good practice (see Appendix 2: Outcomes Framework).
<p>Good oversight and management of casework. Supervisors locate supervision within an overall Performance management framework which underpins an effective supervision system.</p>	<ul style="list-style-type: none"> • Supervision takes place in line with Haringey's supervision policy; • Audit of supervision; • Supervision for supervisors; • Training of supervisors; • Use of processes within Haringey's overall performance management framework to support competency.
<p>Partnerships – work effectively through commissioning, supporting effective assessment, planning and intervention with families, flexibly sharing expertise and resources through specialist roles to ensure positive outcomes.</p>	<ul style="list-style-type: none"> • SLAs and contracts are in place and are monitored to achieve outcomes; • Active involvement of TRT at CIN/CP and other family planning meetings evidenced in minutes of meetings; • Reports inform review meetings as appropriate; • Improvements in family outcomes are being achieved.
<p>Ensure that diversity needs are recognised and addressed within families and for individual children and young people.</p>	<ul style="list-style-type: none"> • Audit; • Recording; • Signs of Safety approach to casework; • Awareness of disability discrimination issues evident in practice (practitioners and supervisors are sufficiently trained and demonstrate reflection); • Regular reflective supervision; • Recording ethnicity and impact of that on family functioning;

	<ul style="list-style-type: none"> • Facilitating access i.e. interpreters.
Best use of resources – knowledgeable practitioners using evidence based interventions that are timely, strengthen families and are cost effective.	<ul style="list-style-type: none"> • Evidence that staff effectively use knowledge to inform practice (evidence-based practice); • Auditing; • Recording; • Evidence of reflective supervision; • Use of Signs of Safety approach; • Recording good practice.
Feedback – Practitioners always reflect on the 'friends and family' test when undertaking work with families: 'Would I recommend my team to friends and family?' Utilising feedback and information from children and families to ensure we learn through practice; concerns are addressed and services improve.	<ul style="list-style-type: none"> • Feedback processes used with families; • Audit; • Recording; • Signs of Safety Approach in casework; • Outcome tools used with families throughout casework; • Complaints rigorously explored and addressed as set out in Haringey's complaints process; • Evidence of reflective supervision; • Recording good practice.