

Childhood Bereavement Network

GUIDELINES FOR BEST PRACTICE

Safety

- Is there a documented policy to ensure the overall safety of children using your service/s? Does this policy encompass the whole range of work undertaken by paid/voluntary staff e.g. individual/group work, transport by volunteers, home visits?
- Does the policy incorporate a set procedure for the recruitment of paid staff and volunteers?
- Do paid and voluntary staff receive training and supervision to ensure the overall safety of children using your service?
- Do you work within the legislative framework and guidance, specifically the Children Act 1989, *Working Together to Safeguard Children* documents; *Safe from Harm* (Home Office), *Duty to Care* (DHSS Northern Ireland) and the Children (Scotland) Act 1995?
- Is there a documented policy on confidentiality? Is this reviewed on a regular basis and agreed with paid/voluntary staff?
- Is there a documented policy to ensure the personal safety of paid/voluntary staff? Is this policy reviewed and evaluated regularly in consultation with all staff?

Practice Context

- Are the principles embodied in the CBN Belief Statement incorporated into your practice and the service/s you provide? Do you regularly review your approach to your work? As an organisation, do you consult with paid/voluntary staff during this process?
- Is your documented policy on confidentiality fully discussed and agreed with the individual child, the parent/s, other family members and caregivers?
- Is there a documented health and safety policy?
- Are there procedures in place to ensure data protection?
- Are documented policies and procedures reviewed regularly to comply with legal requirements?
- Is your service appropriately resourced? Do you have reliable access to a safe space, room or premises? Do you have a budget to buy equipment?

Quality and Accountability

- Do you have procedures to enable you to monitor, evaluate and review the service/s you provide on a regular basis?
- Do you regularly undertake a needs assessment to review the appropriateness of your work or service/s? Do you liaise with users, key referral agencies, staff and other professionals working in your catchment area regarding any proposed service development? Do you have a procedure to ensure effective liaison with other local, regional or national organisations offering similar services?
- Is there a documented policy to ensure that all paid/voluntary staff are appropriately trained to work with bereaved children, their families and other caregivers? Are training needs regularly reviewed? Are all paid/voluntary staff offered regular opportunities to update their skills? Do you have a training budget?
- Is there a documented policy on supervision? Are all paid/voluntary staff appropriately supervised? Are paid/voluntary staff consulted on a regular basis to agree their supervision needs?
- Do you encourage feedback on your service from users, key referral agencies and professionals? Is there a documented and accessible complaints procedure for users, key referral agencies, paid/voluntary staff and the public?
- Do you have a statement of purpose or mission statement plus clear aims to define the remit of your service? Is there a business plan, including a funding strategy to ensure the sustainability of your service? Do you publish and circulate an annual report to key referral agencies and users?
- Is there a written definition of your service/s, which clearly sets out details of the information, guidance and support you offer? Is this regularly reviewed and updated? Within the remit of your service, is this information circulated to key referral agencies and potential users in the form of a publicity leaflet?

Equality

- Is there a documented and proactive equal opportunities policy?
- Do you regularly undertake a needs assessment to review the accessibility and appropriateness of your service/s in terms of equality of opportunity?
- Do you regularly review your service/s to identify and amend any anti-discriminatory practice?
- Are you able to respond to the needs of bereaved minority ethnic children, especially in terms of language?
- Are you able to respond to the needs of bereaved disabled children or those with learning disabilities?
- Do you liaise with other organisations to raise awareness of the needs of bereaved children, their families and other caregivers?