

Lifelong Links Service Accreditation

EVIDENCING HOW YOUR LIFELONG LINKS SERVICE MEETS
ACCREDITATION REQUIREMENTS

JANUARY 2024



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1. GUIDANCE

1.1 Overview

This document is intended to guide you through the process of gathering and presenting evidence to meet the requirements of Lifelong Links service accreditation. It includes information about:

- what the accreditation framework is aiming to achieve;
- what information services are expected to provide;
- how services should present their information; and
- how this is assessed and tools to assist in evidencing this.

1.2 What is accreditation aiming to achieve?

The accreditation framework sets out the minimum requirements for a Lifelong Links service to be accredited and provides:

- clear guidance as to how services should operate;
- a benchmark against which a service can be measured; and
- an opportunity for external peer led scrutiny of practice.

The framework draws together a number of elements encompassing:

- A set of standards pertaining to Lifelong Links practice;
- Training requirements and support for Lifelong Links coordinators; and
- The external assessment process.

1.3 When is it appropriate for a Lifelong Links service to apply to be accredited?

Before your Lifelong Links service can be accredited, you must first have an accredited family group conference (FGC) service¹.

In deciding when to apply for your Lifelong Links service to be accredited, you need to consider that the Lifelong Links service must have undertaken enough work to be able to demonstrate the quality of practice, speak to Family Rights Group (office@frg.org.uk) .

1.4 Requirements of services being accredited.

Lifelong Links services will need to provide evidence and information on the following:

- i. **Standards:** how the service meets the Lifelong Links standards;
- ii. **Coordinator practice and training:** how the service trains and supports its coordinators; and

¹ <https://www.frg.org.uk/involving-families/family-group-conferences/fgc-standards-and-accreditation>

- iii. **Family feedback:** completed surveys from children, families and others.

This information needs to be sent electronically to Family Rights Group²

2. LIFELONG LINKS STANDARDS

Lifelong Links services are required to provide evidence of their policy and practice against a set of eight standards. Each standard is further broken down into subsets detailing how each standard should be met.

Standard 1	The Lifelong Links service provides suitably trained, supported & independent coordinators.
Standard 2	All necessary consents and agreements are in place to commence and continue with the Lifelong Links process.
Standard 3	A Lifelong Links planning meeting involving all relevant people is convened, and next steps agreed.
Standard 4	The network is thoroughly explored with the young person and next steps agreed.
Standard 5	The coordinator engages the family and wider network and supports them in contributing to the Lifelong Links plan.
Standard 6	Lifelong Links FGCs are planned and take place in a safe environment, in accordance with the FGC model.
Standard 7	Lifelong Links decisions and plans are shared, implemented, and embedded into the young person's care plan or pathway plan.
Standard 8	The service will support stakeholder* involvement to develop and promote Lifelong Links (*children, young people, family, support networks and practitioners).
Standard 9	The FGC service should work to the principles of equality and inclusivity, promoting diversity including respecting and being sensitive to the family's culture and individual identities.

The Lifelong Links standards have been developed to help people understand what Lifelong Links is and what to expect if involved. They identify the basic requirements that can be expected from those delivering Lifelong Links.

² *Electronic portfolios should be sent in a secure way as per your own organisational guidelines*

The standards should be integrated into the work of the Lifelong Links service and not simply become a bureaucratic process.

A Lifelong Links service that successfully applies to be accredited is making a clear pledge as to how it will operate and to which it can be held accountable. The process is intended to demonstrate externally that the service has reached a particular standard, to inform how the service operates day to day, with the standards available to those who use the Lifelong Links service, whether referrer or family member.

The standards draw on current practice and learning in the UK and internationally. It is adherence to these minimum expectations that the accreditation framework is intended to measure.

A key expectation is that Lifelong Links services are required to provide evidence of both their policy and practice to satisfactorily meet these standards.

In demonstrating how you meet the standards, you are expected to show how the policy framework (as represented through documents, leaflets, and other information) supports good practice. You are also required to show examples of how this policy framework is reflected in your direct practice with families and others. You should do this through evidencing direct work. The type of evidence that should be included is indicated below.

To guide you in providing appropriate evidence we have included a form which Lifelong Links services are required to use to evidence their practice.

3. UNDERSTANDING THE ASSESSMENT PROCESS

3.1 The Lifelong Links standards

Lifelong Links services are required to provide evidence of their practice against a set of eight standards, each of which is broken down into subsets.

The Lifelong Links standards identify the basic requirements that can be expected from those services delivering Lifelong Links.

A service that successfully applies to be accredited is making a clear statement as to how it will operate and the standards to which it can be held accountable. The accreditation process is intended to demonstrate this externally, with the standards available to those who use the service whether a young person, practitioner, family, or network member.

A key expectation is that Lifelong Links services are required to provide evidence that both their policies and practice are satisfactorily meeting these accreditation standards.

To assist your service in providing appropriate evidence we have provided a grid with the standards identified and space to cross reference where the evidence to support the standard can be found. Lifelong Links services are required to use this format to evidence their practice. Some examples of supporting evidence are suggested e.g., family plan, minutes of team meetings etc.

3.2 Lifelong Links coordinator training and practice

For Lifelong Links services to meet the standards they will need to demonstrate that the training their coordinators have received meets requirements. Further, a principle agreed early in this work was that a participant's engagement in initial training is not a sufficient guarantee as to their competence to practice as a Lifelong Links coordinator. Lifelong Links services need to have measures locally to support the induction of staff and to provide ongoing support and monitoring of the coordinator's practice.

New Lifelong Links coordinators must:

- Demonstrate that their initial FGC coordinator training met the standard of 'approved' training³.
- Attend an approved Lifelong Links training programme⁴; and
- Subsequently meet the 'in practice' assessment requirements set out in the standards framework, including how they are observed in their practice, alongside supervision and other support requirements.

The requirements for work-based assessment include:

- The new coordinator shadowing and working collaboratively with an experienced coordinator including accompanying them to the planning meeting and a family visit as well as observing a Lifelong Links FGC⁵.
- Observation by the Lifelong Links manager or an experienced FGC coordinator of the new coordinator - followed by a review of the new coordinator's practice and readiness to take on the work.

Lifelong Links coordinators will be required to have their line manager 'sign off' this process acknowledging that they have undertaken an induction and have the required skills to practice (see *the coordinator self-assessment checklist* below).

³ https://www.frg.org.uk/images/FGC_Accreditation/principles-and-standards-doc-for-newsetter-2018.pdf

⁴ Currently FRG are the only service providing Lifelong Links training.

⁵ Please note: that if the coordinator was amongst the first to undertake Lifelong Links in your authority as part of the trial, then we recognise they would not have had the opportunity to shadow. Please state if this is the case.

New coordinators who are not directly employed by a Lifelong Links service will still be required to have their practice assessed in a work setting in keeping with the above requirements.

3.3 Presenting your evidence

Services should use the tools included here to create a portfolio covering the required evidence. The following points will help guide your service to achieve this:

- Information should be clearly referenced so that the assessor and the panel can easily identify where the supporting evidence can be found.
- Evidence should, where possible, include both policy and practice examples⁶.
- Evidence should not be too dated; the portfolio should reflect recent practice.
- Evidence should include practice from all practicing Lifelong Links coordinators.
- It is acceptable to use the same evidence example to demonstrate different standards.
- Where possible services should provide a range of evidence to demonstrate that the service is addressing the standard.
- Services should avoid providing too much evidence e.g. many identical pieces of evidence of the same practice standard would be unnecessary and a burden on the service. The quality of the evidence is more important than the quantity.
- Use local practice materials to demonstrate evidence.
- Provide a brief text summary to support evidence for each standard subset. The form allows for this.
- When identifying stakeholders who can be contacted by the assessor to comment on the service ensure that they have given their signed agreement for this.
- **Present the evidence electronically** ensuring that all sections and individual pieces of evidence are clearly labelled.

A guiding principle should be that the reader can clearly see from the portfolio submitted by your service that it is adhering to the standards and that this is supported by a clear policy framework and reflected in the day-to-day practice and in information for stakeholders.

Send your completed portfolio by secure email to Jordene Sewell:

jsewell@frq.org.uk

⁶ We recognise for some standards this will be more difficult.

3.4 Compliance with GDPR requirements

IMPORTANT: Portfolios that are not comprehensively anonymised will be regarded as having breached your requirements to handle data in line with GDPR expectations and will result in the immediate termination of the accreditation process.

Please make certain that all information is anonymised.

When your portfolio is received by Family Rights Group, we will review the evidence provided to check that it is compliant with GDPR.

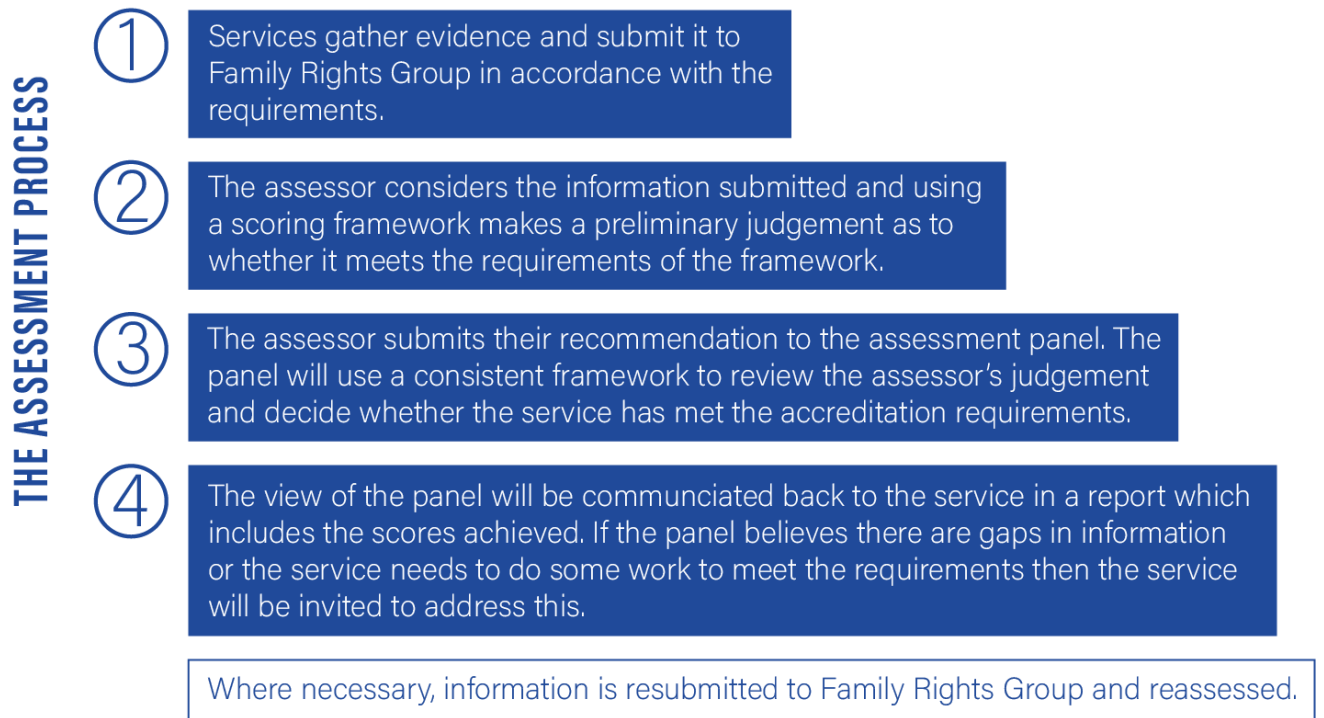
Where the evidence is perceived not to have been anonymised, FRG will inform you that there has been a breach of your duties under GDPR requirements. The electronic portfolio will immediately be deleted from FRG's servers, and the accreditation process will cease. You must then ensure the portfolio is GDPR compliant prior to resubmitting it.

In certain circumstances FRG may have to report any breach/disclosure of personal data to the Information Commissioner's Office (ico.org.uk) depending on the severity of the risk to individuals. Family Rights Group will store an electronic copy of your portfolio for **3 months** after the final assessment decision is made. The portfolio will then be deleted from FRG servers.

Anonymisation considerations – please read the below carefully:

- Please do not replace names and details. It is better to use family relationships or initials as a substitute.
- For Word documents - any text that needs to be redacted should be replaced with 'xxxxx' or equivalent, typed in black; this should anonymise all identifiable data. Avoid using black highlighter. The file should then be made 'read-only'.
- Pictures should be redacted in a program such as Microsoft Paint with identifying details removed and then saved as a new picture.
- PDFs should be redacted and then EITHER sent to print as an image so the redactions are retained OR screen shot with the redactions in place and saved as a picture.
- Any redacted information must be checked to make sure the data cannot be seen through the redacting or removed by the reader. Advice should be taken from your Information Governance team.
- All documents (not just family plans) should be checked before submission to make sure no identifying details are present. For example, names, email addresses, addresses, dates of birth, school names, connected people etc.
- Please ensure that jigsaw identification is not possible. This is the ability to identify someone by using two or more pieces of information from two or more sources.
- Some organisations have experts in redaction and anonymisation. FRG advise that they are consulted prior to portfolio submission.

3.5 How is the work assessed?



The role of the assessor is:

- To judge whether the information demonstrates that the service has met the requirements and to score the evidence.
- To hear about how the service meets the requirements from the stakeholders' perspective.
- To submit their assessment to the panel.

The role of the panel is to:

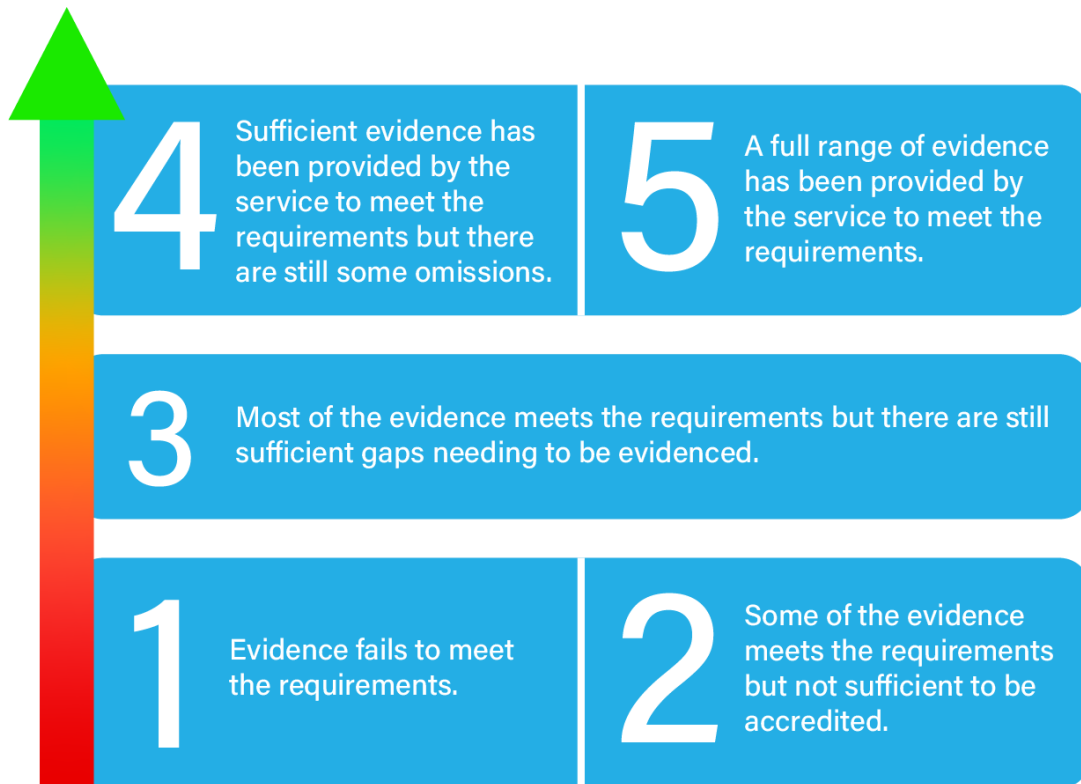
- Oversee the assessment of the assessor and provide a 'second' view.
- Give guidance as to where there are gaps in evidence and how these should be met.
- Identify areas of 'good practice' which can be shared with the wider Lifelong Links practice community.
- Make a final decision on whether the service meets the requirements.

The panel is made up of individuals, who have managed Lifelong Links services together with Family Rights Group staff with experience of developing the approach. The panel makes their decisions in accordance with the scoring guidance below. This is intended to remove bias and maximise consistency whilst

providing a fair and transparent framework enabling clear feedback to be given. Each element of the standards evidence is scored on a scale of 1-5.

3.6 How your portfolio is assessed

	The assessment process	Timescale
1.	Services gather evidence in accordance with the requirements and submit their anonymised portfolio electronically.	Evidence should be representative of the last 12 months
2.	FRG review the portfolio to make sure it is compliant with our guidance; the checklist is completed; completed surveys from family members are included; self- assessment forms have been provided for all coordinators; and there is sufficient evidence to address all the standards.	Within 4 weeks of submission
3.	A preliminary judgment is made by the panel lead as to whether the portfolio meets the requirements of the accreditation framework and is representative of the range of work carried out across the service.	Within 4 weeks of submission
4.	The assessment panel considers the preliminary judgement and decide whether the service has met the requirements, make recommendations, and highlight good practice.	Within 12 weeks of submission
5.	The panel's decision will be communicated back to the FGC service in the form of a report with the scores explained. The panel lead will offer a follow-up discussion with the FGC manager. The service will be informed if additional information or work is needed to meet the requirements. The service will be invited to address this within an agreed timeframe.	Within 2 weeks of panel meeting
6.	Where necessary information is resubmitted to FRG and reassessed.	Within 12 weeks of decision
7.	The service has the right to appeal the panel's decision.	Within 4 weeks of final decision



- A score of 1 or 2 will not be sufficient to meet the requirements for accreditation and will require the service to address the gaps for the service to be accredited.
- A score of 3 may also require the service to re-submit, this will depend on the panel's judgement and the extent of the overall scores attained.
- A score of 4 or 5 will be sufficient to meet the requirements.
- Where the score is less than 5 the panel will make a comment concerning the gap in evidence. This will form part of the feedback and action planning to the service. Where the panel lead has recommended action to address the gap this should also be recorded.
- Feedback will be broken down into:
 - **Recommended actions** – where the evidence has not obtained a score of 5 but has been accepted as meeting the requirements
 - **Required actions** – where the evidence has not been accepted as meeting the requirements. Services will be expected to address **required** actions to be accredited.
 - **Good practice** – the panel will highlight examples of work they consider to be of a high standard.

4. DOCUMENTS TO SUBMIT

The following documents are required to be submitted. Beyond this, services can evidence their work in whatever way feels effective.

4.1 Document checklist

DOCUMENT CHECKLIST	COMPLETED
A. Standards grid	
B. Coordinator self-assessment form (one for each coordinator)	
C. List of coordinators employed by the service	
D. Family surveys	
E. Final checklist form	

4.2 Lifelong Links standards grid

This form is to be completed by the service submitting to be accredited. The purpose of this form is for the Lifelong Links service to indicate what evidence has been submitted, where it can be found in the portfolio and to provide a brief description of how the service addresses the standard in question.

- Under the heading 'examples of evidence' there are some examples of evidence that may support this standard. These are not exhaustive, and you may provide other sources of evidence.
- All evidence supplied must be rendered anonymous so that individuals cannot be identified.
- Where possible evidence should cover your policy framework i.e., what your project says it does in local policy documentation (leaflets, practice standards etc.) and examples of practice (minutes, plans, children's input etc.)
- **Fundamental:** FGC service is accredited

STANDARD 1: The Lifelong Links service provides suitably trained, supported & independent coordinators		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
1.1 Lifelong Links coordinators are trained in both family group conferences and Lifelong Links, have had a clear induction process, and have the skills and experience necessary to undertake the role.	<ul style="list-style-type: none"> • Training certificates • Observations • Self-assessment form • Induction program • Supervision notes • Evidence of ongoing training • Practice learning set attendance 	

STANDARD 1: The Lifelong Links service provides suitably trained, supported & independent coordinators

SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
1.2 Lifelong Links coordinators should be in receipt of relevant and adequate practitioner supervision/practice consultancy to maintain the integrity and quality of their role	<ul style="list-style-type: none"> • Supervision notes • Observation notes - including the opportunity to reflect on practice • Details of practice discussions • Job descriptions • Supervision policy • Self-assessment forms • Practice learning set attendance 	
1.3 The Lifelong Links coordinators and managers are independent of decision making and have no previous or current involvement with the child, young person or adult.	<ul style="list-style-type: none"> • Local practice guidance • Supervisor / manager job descriptions • Organisation structure to show where the service sits in organisation 	

STANDARD 2: All necessary consents and agreements are in place to commence and continue with the Lifelong Links process.		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
2.1. Lifelong Links is voluntary. The coordinator will ensure that there is informed consent given by an appropriate person with the legal authority to agree to have Lifelong Links and that there is understanding that this consent can be withdrawn.	<ul style="list-style-type: none"> • Referral form • Practice standards • Supervision note/discussion implying that consent has been fully explored • Evidence of consent and withdrawn consent 	
2.2 The Lifelong Links process is clearly explained to children and young people, and their agreement is given at the beginning and reconfirmed throughout the Lifelong Links process.	<ul style="list-style-type: none"> • Practice standards • Supervision note implying that giving agreement has been explored • Evidence of agreement • Example of when agreement was withdrawn • Information to children and young people • Correspondence 	
2.3 Lifelong Links is clearly explained to people with parental responsibility. Their involvement in the process is actively encouraged wherever possible.	<ul style="list-style-type: none"> • Practice standards • Supervision note/discussion • Evidence of parental participation • Evidence of parental agreement 	

STANDARD 2: All necessary consents and agreements are in place to commence and continue with the Lifelong Links process.		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
2.4 Lifelong Links is clearly explained and discussed with those caring for the young person (e.g., foster carer(s) or residential workers) and their support for the process is established.	<ul style="list-style-type: none"> • Practice standards • Supervision note/discussion to evidence that the implication of giving consent has been fully explored • Information to carers • Planning meeting minutes 	
2.5. Agreement is given by the child, young person, or adult to share their information with the network.	<ul style="list-style-type: none"> • Leaflets • Local practice standards • GDPR policy • Evidence of discussion with young person 	

STANDARD 3. A Lifelong Links planning meeting involving all relevant people is convened, and next steps agreed.

SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
<p>3.1 A planning meeting takes place involving the Lifelong Links coordinator, their manager, the referrer and other relevant people.</p>	<ul style="list-style-type: none"> • Planning meeting notes/ record • Local practice guidance • Contributions made from those unable to attend 	
<p>3.2 A clear agreement is made to proceed, and next steps agreed covering the following issues:</p> <ul style="list-style-type: none"> • The purpose of the referral • Consent issues • Young person led • Timeline and genogram discussed • Constraints or risks • Participation and support needs of the young person • Support needs of the carer and support network • Referrer information • Timescales 	<ul style="list-style-type: none"> • Meeting notes/ minutes from meeting • Agreed next steps • Practice summaries • Risk assessments • Record of support provided • Supervision notes • Genogram/Timeline • How next steps are communicated to the young person • Evidence of timescales 	

STANDARD 4. The network is thoroughly explored with the young person and next steps agreed		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
4.1 The coordinator meets with the young person to consider their support needs and what they want from Lifelong Links.	<ul style="list-style-type: none"> • Dates young person visited • Practice summary • Evidence of focused work • Child centered work • Advocacy • Evidence of sharing planning meeting decisions • Support arrangements • Correspondence 	
4.2 The coordinator offers various tools to map the young person's experiences, history, and family and wider network, including: <ul style="list-style-type: none"> • Timeline* • Genogram* • Mobility mapping* • Social connections tool* • Online searching • File searches • Ecomap <i>*Essential tools</i>	<ul style="list-style-type: none"> • Mobility maps • Genograms • Timelines • Social connections tool • Screenshots • Supervision notes • Diary appointments • Notes from meeting 	

STANDARD 4. The network is thoroughly explored with the young person and next steps agreed		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
4.3 The coordinator, with the young person, identifies who they would like contacted and consults with the social worker to agree next steps.	<ul style="list-style-type: none"> • Diary appointments • Notes from meetings • Creative work with young person • Correspondence 	
4.4 Throughout the process the coordinator ensures that the young person is central to the decision-making and agreeing next steps.	<ul style="list-style-type: none"> • Correspondence • Discussion with young person • Coordinator notes • Practice summary • Supervision notes 	

STANDARD 5: The coordinator engages the family and wider network and supports them in contributing to the Lifelong Links plan		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
5.1 The coordinator engages with the young person's family and wider network and gives clear, appropriate information about Lifelong Links and information that the young person has agreed to share.	<ul style="list-style-type: none"> • Diary appointments • Correspondence • Practice summaries • Leaflets • Notes of meetings • Social media 	
5.2 The coordinator continues to explore and expand the network and how they may support the young person and/or contribute to Lifelong Links.	<ul style="list-style-type: none"> • Extended genograms • Practice summaries • Diary appointments • Young person's views • Supervision notes • Meeting notes • Advocacy • Lifelong Links plans • Asking the family 	
5.3 The coordinator explores the needs of the support network and ways for them to actively participate safely in Lifelong Links.	<ul style="list-style-type: none"> • Practice summaries • Diary appointments • Statements of support • Risk assessment • Supervision notes 	

STANDARD 5: The coordinator engages the family and wider network and supports them in contributing to the Lifelong Links plan

SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
	<ul style="list-style-type: none"> • Local practice guidance • E-mails and correspondence • Practical support in attending FGC such as advocacy, choice of venue, support with travelling to and from FGC, use of signers/interpreters/translators, joining virtually • Evidence of meeting cultural needs of family • FGC plans showing a range of family and wider network participation • Contributions (e.g. photographs and letters) 	

STANDARD 6: Lifelong Links FGCs are planned and take place in a safe environment, in accordance with the FGC model.

SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
<p>6.1 The coordinator, with the young person, plans the Lifelong Links FGC. They identify a venue, food, invitations, and activities etc., taking account of the needs of the network (e.g., cultural, dietary, accessibility).</p>	<ul style="list-style-type: none"> • Diary appointment • Invites • Local practice guidance • Timeframes • Planning meeting notes • Evidence of young person's input to planning • Venue receipts • Food receipts • Translation services receipt/ correspondence. 	
<p>6.2 The coordinator prepares practitioners to provide clear and accessible information that will inform the Lifelong Links FGC.</p>	<ul style="list-style-type: none"> • Agency information • Training / information sessions • Local practice standards • Leaflets / guidance • Meeting minutes • Coordinator notes • Translated documents • Accessible information examples 	

STANDARD 6: Lifelong Links FGCs are planned and take place in a safe environment, in accordance with the FGC model.		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
6.3 The family and wider network should always have ' private family time ' within a safe and supportive environment to make decisions and plans.	<ul style="list-style-type: none"> • Correspondence with family, wider network, social worker, other practitioners • Supervision notes • Advocacy referral • Planning meeting notes • Risk assessment • Virtual meetings • Feedback forms • Evidence of equality, diversity, and accessibility 	

STANDARD 7: Lifelong Links plans are shared, implemented, and embedded into the young person's care plan or pathway plan		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
7.1 The young person understands and agrees the plans made.	<ul style="list-style-type: none"> • Meeting with young person • Supervision notes • Practice summary • Local practice standards • Coordinator notes • Child friendly plans • Correspondence • Advocacy support 	
7.2 The coordinator distributes the Lifelong Links decisions and plans to appropriate participants, within the service timescales.	<ul style="list-style-type: none"> • Practice standards, correspondence with Independent Reviewing Officer. • Plans without FGC • Practice summary • Family attending CLA review/pathway planning 	

STANDARD 7: Lifelong Links plans are shared, implemented, and embedded into the young person's care plan or pathway plan		
SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
7.3 Lifelong Links decisions and plans are embedded into the child or young person's care plan or pathway plan	<ul style="list-style-type: none"> • Practice Standards • Correspondence • Care plan and pathway plan • Plans without FGC • Child in care review minutes • Practice summary • Family attending CLA review/pathway planning 	
<p>7.4 The family and wider network are offered the opportunity to review Lifelong Links plans.</p> <p>A Lifelong Links FGC review should be held wherever possible.</p>	<ul style="list-style-type: none"> • FGC family plans and reviews • Correspondence with network • Local practice standards • CLA review minutes • Family attending CLA review/pathway planning 	

STANDARD 8: The service will support stakeholder* involvement to develop and promote Lifelong Links

(*children, young people, family, support networks and practitioners)

SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
8.1 Stakeholders are involved in the strategic development of the Lifelong Links service.	<ul style="list-style-type: none"> • Feedback forms • Stakeholder involvement or groups • Local planning and implementation group or steering group minutes • Evidence of impact of involvement • Evidence of family participation 	
8.2 Feedback is routinely sought and utilised from the family and wider network concerning the Lifelong Links process.	<ul style="list-style-type: none"> • Feedback forms • Other follow up by service • Practice summaries • Complaint management • Evidence of feedback impact upon the Lifelong Links service and practice • Evidence of family participation 	
8.3 Support and training is offered to stakeholders to enable their effective participation in Lifelong Links	<ul style="list-style-type: none"> • Invites to training • Information & training sessions • eLearning • Awareness raising events stakeholder engagement plan • Training attendance lists • Local practice standards 	

8.4 Lifelong Links is promoted widely within the organisation	<ul style="list-style-type: none"> • Invites to training • Launch or celebration events • Flyers/newsletters/bulletins • Team meeting minutes • Information & training sessions • eLearning • Awareness raising events 	
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Standard 9 - The Lifelong Links service should work to the principles of equality and inclusivity, promoting diversity including respecting and being sensitive to the family's culture and individual identities.

SUBSET	Examples of evidence (Please provide a range of examples in your evidence)	Must be completed: Comment generally how your service addresses the standard
9.1 The Lifelong Links service should recognise that each family is unique and will include a range of identities and experiences. The service should be guided by the family to ensure Lifelong Links is organised, resourced and facilitated in a way that is sensitive to the family's culture and enables all family members to participate in the decision making.	<ul style="list-style-type: none"> • Leaflets • Working with community- based groups • Evaluation forms • Materials in different languages/formats • Interpreters • Access to training • Family plans • Provision of equipment (e.g., for virtual meetings) 	
9.2 The Lifelong Links service will have a clear, publicly available, equalities policy.	<ul style="list-style-type: none"> • Equalities policy • Public link to the policy 	

4.3 Coordinator self-assessment checklist

This should be completed by all coordinators. All sections should be completed unless the form designates otherwise. Once completed the form should be signed by the person's manager.

Task	Provided information	Date completed (where necessary)
1. Name of coordinator		
2. Date attended Lifelong Links training		
3. Certificate	<p>provided yes/no</p> <p><i>(Please attach copy. If you don't have a certificate can you provide either confirmation from your manager that you have completed Family Rights Group's Lifelong Links training or a letter from a previous employer to this effect).</i></p>	
4. Give details of your induction programme (e.g., what was involved and how long did it take)		
5. Shadowing of FGC practice <i>To be completed by coordinators who have undertaken Lifelong Links coordinator training</i>	Initial planning meeting	

<p><i>within the last 12 months. Coordinators must have the opportunity to shadow Lifelong Links colleagues within 3 months of initial training and must take a referral within a further 3 months otherwise they will be required to shadow a different case or attend another Lifelong Links training course*.</i></p> <p><i>*If the coordinator was amongst the first to undertake Lifelong Links in your authority as part of the trial, then we recognise they would not have had the opportunity to shadow. Please state if this is the case.</i></p>	Initial meeting with child or young person	
	Attended Lifelong Links family group conference as an observer	
Give details of your ongoing practice development		
<p>6. Observation of FGC practice</p> <p><i>To be completed by all coordinators.</i></p> <p>To be accredited, all coordinators will be required to have their Lifelong Links practice observed annually over the duration of the period of accreditation (3 years). ALL coordinators are required to have their practice observed in the 12-18 month prior to accreditation over or every 12-18 months by service manager or delegated supervisor</p>	Observed participating in an initial planning meeting	
	Observed undertaking initial Lifelong Links visit with child or young person by their manager or experienced coordinator	
	Observed managing full Lifelong Links FGC	
	Evidence of discussion of learning from observed practice	
<p>7. Completed initial three day FGC coordinator training that met the 'approved' standard</p>	<i>When?</i>	
	<i>How was the training approved?</i>	

8. Practice group/supervision meetings attended in last 12 months <i>All coordinators should attend at least 4 meetings a year</i>			
9. Have received and read key relevant policies		Child and adult safeguarding	
		Lifelong Links practice standards	
		Lifelong Links toolkit	
		Recording and information management	
		Lone working	
		Supervision policy / practitioner consultancy	
		Any policy documents not seen	
Please sign and date	Coordinator	Signed:	Date:
	Manager	Signed:	Date:

4.4 List of coordinators

Please list all coordinators and indicate whether they have completed the assessment checklists.

NAME OF COORDINATOR	ASSESSMENT CHECKLIST COMPLETED Y/N	APPROVED BY	DATE

4.5 Final checklist for submission

FINAL CHECKLIST FOR SUBMISSION <i>Please ensure that you have completed all the boxes on this form before submitting.</i>		
Contact information	Service manager's name	
	Line manager to the Lifelong Links manager	
	Address	
	Telephone number	
	Mobile number	
	E-mail	
	Web address of service (<i>if you have one</i>)	
Service information	Number of managers & senior coordinators	
	Number of Lifelong Links coordinators	
	In-house or commissioned service	
	Number of Lifelong Links referrals in last 12 months	
Standards checklist <i>Please tick that you have attached the evidence form for each standard</i>	Standard 1	
	Standard 2	
	Standard 3	
	Standard 4	
	Standard 5	
	Standard 6	
	Standard 7	
	Standard 8	
self-assessments	Completed self-assessment for each coordinator	
	Number of completed self-assessments	
Family survey	What date did you send the family survey link?	
	How many individuals were sent the link?	
GDPR compliance	How has your portfolio been effectively anonymised?	

Appendix A: How should I organise my evidence?

When compiling your electronic portfolio, the guiding rule is that it should make sense to someone who has not seen it before. One of the biggest issues for the accreditation panel is not being able to locate the evidence.

Here is a suggestion for how your electronic folder could look:

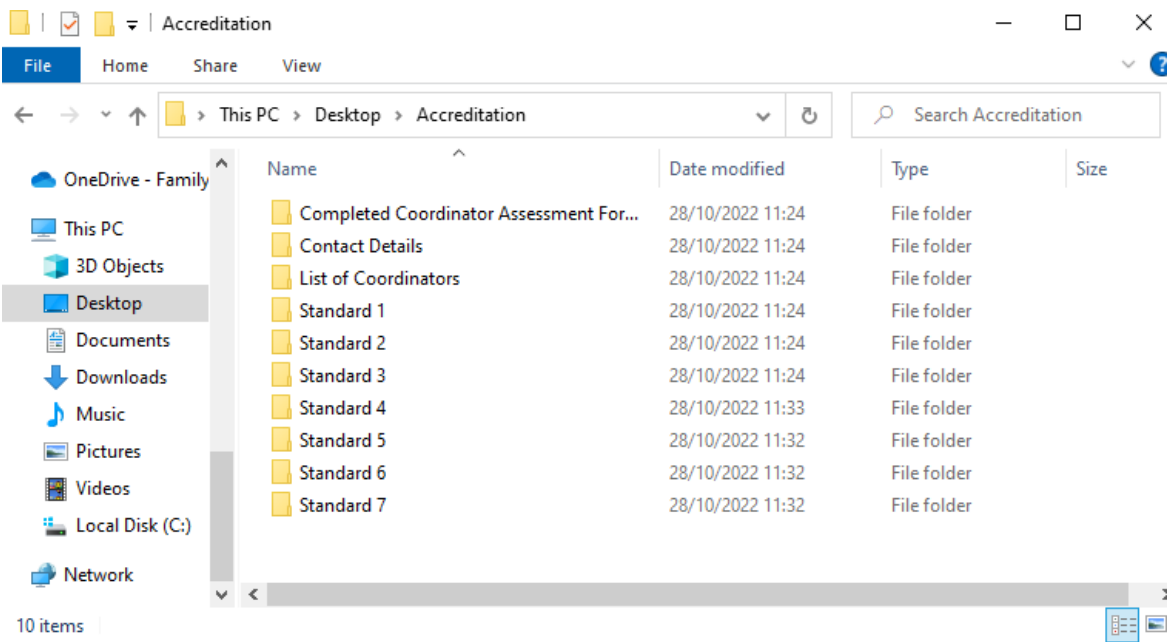


Figure 1 - Main folder contents

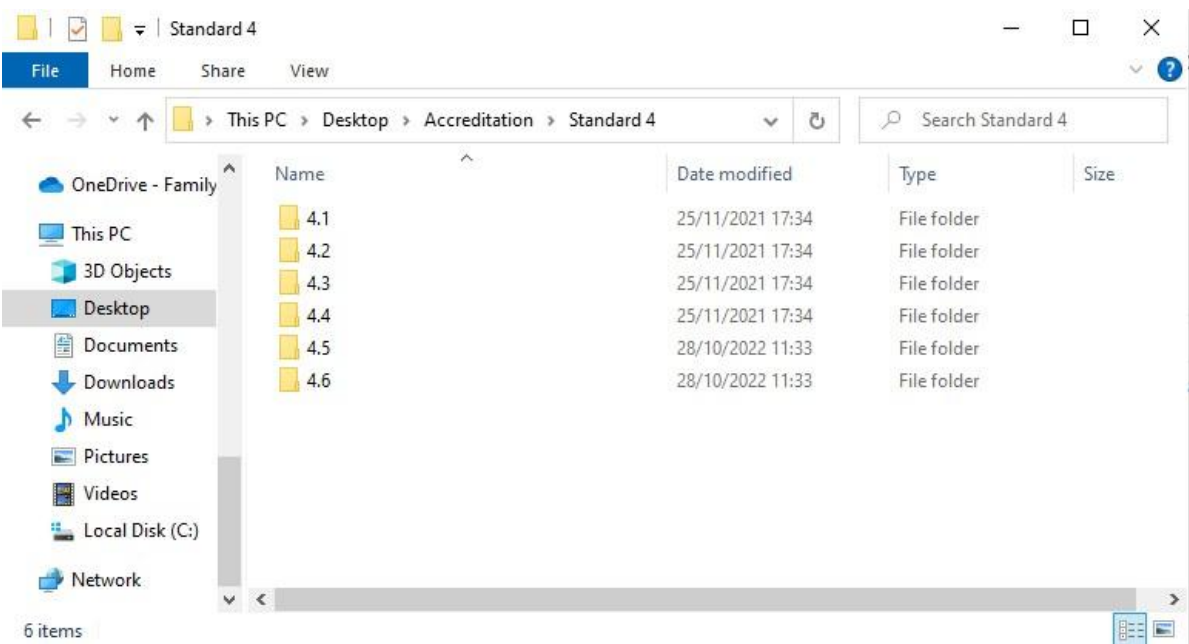


Figure 2 - Sub-folder contents example

Top tips:

- Please contact Family Rights Group to discuss your accreditation portfolio if that would be helpful – you can email fgcteam@frg.org.uk to arrange a Teams call with one of our FGC and Lifelong Links practice advisers.
- One piece of evidence (e.g., an anonymised family plan) can be copied and pasted into multiple folders as evidence for multiple FGC standards.
- Many organisations find it easier to source accreditation evidence over time, anonymising each piece at the time, rather than doing it all at once.
- Ask someone from a different part of your service or organisation to check the folder before you send it to see if makes sense to them.
- Ask someone to double-check that it is anonymised – preferably an officer within the organisation with expertise in anonymisation. **You can refer to section 3.4 on pages 8 and 9 for further guidance on how to ensure your evidence is correctly redacted.**
- The whole portfolio can be sent to a compressed (zipped) file for ease of sending, like this – highlight folder(s) > right-click > ‘send to’ > Compressed (zipped) file > the zipped folder will appear in the same place as your portfolio.

