



## Tide House – Statement of Purpose

### Residential Family Assessment Centre

**Address:** Tide House, 21 High Street, Bideford, Devon, EX39 2AA

**Provider:** Inclusis Ltd (Company No. 8231995)

**Ofsted Registration Number:** SC479919

**Last Updated:** April 2026

**Next Review Due:** February 2027

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### Introduction

Tide House is an Ofsted registered Residential Family Assessment Centre providing high-quality, evidence-based parenting assessments for families referred by Local Authorities and the Family Courts. Our purpose is to support courts and professionals in determining whether a child can safely remain in the care of their parents or carers.

We offer a therapeutic, child centred residential environment in which parents are supported, observed, and assessed by skilled practitioners using nationally recognised models and tools. Our core values emphasise professional empathy, dignity, respect, fairness, and safeguarding as paramount.

Tide House is part of Inclusis, a private, limited company providing residential family assessment centre services.

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### Aims, Objectives, and Ethos

Our purpose:

- To deliver robust, fair, and evidence based assessments that prioritise the safety and wellbeing of children.
- To provide a structured environment where parents can demonstrate their ability to care safely for their children.
- To offer high-quality support and guidance, enabling parents to progress where possible.

Our assessment philosophy:

Our approach is grounded in the Framework for the Assessment of Children in Need and Their Families (2000).

We observe and assess parenting capacity through a combination of:

- CCTV-supported observations
- Direct in-person observations
- Planned assessment sessions
- Structured parenting tasks
- Weekly Feedback sessions

We adopt an approach of professional empathy, recognising the importance of trust, engagement, and therapeutic relationships while maintaining professional boundaries at all times.

Our underpinning principles

We are committed to:

- Ensuring children's safety and wellbeing at all times
- Treating all families with dignity, respect, and fairness
- Providing clear communication and transparency
- Maintaining professional boundaries and ethical practice
- Delivering individualised, needs-led placement plans
- Promoting equality, inclusion, and anti-discriminatory practice
- Ensuring accuracy, timeliness, and security of information
- Maintaining high staffing standards and continuous professional development
- Involving families in their assessment, wherever possible
- Continuous service improvement

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## Admission Criteria

We accept placements involving:

- One, two or three parents/carers
- Up to four children
- Children aged from birth to 10



Placements are subject to a viability assessment. We accept families with a range of complex needs including:

- Mental health difficulties
- Problematic substance or alcohol use
- Learning disabilities
- Domestic abuse
- Trauma history
- Relationship difficulties
- Additional vulnerabilities

We cannot accept:

- Individuals with substantially impaired mobility (due to building layout); reasonable adjustments are considered, where possible
- Individuals presenting an unassessed risk of sexual offending
- Cases where risk cannot be safely managed within the environment
- Parents aged under 16 years old

Where allegations exist but are unresolved, placement decisions are made on a case-by-case basis following risk assessment.

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## **Accommodation and Facilities**

Tide House comprises five fully self-contained residential flats:

- Two 1-bedroom units
- Two 2-bedroom units
- One 3-bedroom unit

Each flat includes:

- Kitchen with full cooking facilities (including fridge freezer, oven and microwave)
- Lounge with family space
- Dining area
- Bathroom
- Heating

- Bedding, towels, and essential household equipment
- Washing machine

Emergency provisions (e.g., clothing, bottles, nappies) are available.

Accessibility: As a town-centre location, families have access to local amenities, healthcare, parks, and community services.

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## Services and Assessment Process

Our assessment model:

We provide structured, evidence-based parenting assessments that evaluate:

- Parenting capacity
- Ability to meet children's physical and emotional needs
- Consistency and safety of care
- Parental insight and capacity for change
- Family functioning and relationships
- Risks and protective factors

Tools & methods used:

- Observations (planned, spontaneous, and CCTV where required)
- Structured parenting tasks and activities
- Weekly review of placement plans
- Multi-disciplinary information sharing
- Weekly 'Feedback' sessions delivered to parents
- Parenting education and skill-building
- Trauma-informed and attachment-informed approaches
- Integrative therapeutic input for trauma where appropriate
- Weekly therapy offered with a choice of male or female therapist

Parents with learning disabilities or difficulties

Adjustments include:

- Visual prompts



- Step-by-step demonstrations
- Repetition and modelling
- Simplified language
- Use of visual timetables

We have multiple staff trained in ParentAssess, including Social Workers and managers within the service.

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### **Safeguarding, Risk Management, and Surveillance**

Safeguarding is overseen by the Registered Manager and Responsible Individual. Our approach includes:

- Comprehensive safeguarding policy
- 24-hour onsite staffing
- Night waking staff-waking staff
- Proportionate CCTV use (clearly explained and consent based)
- Regular risk assessments
- Incident reporting
- Liaison with Local Authority Designated Officers (LADO) where necessary
- Safer Recruitment processes

All staff receive safeguarding training as part of their induction and regular refreshers.

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### **Fire Safety and Emergency Procedures**

Tide House is equipped with a fully integrated fire detection and alarm system. Each flat has:

- Fire blankets
- Extinguishers
- Fire doors
- Clearly marked evacuation routes

Families receive one-to-one fire safety instruction upon arrival.

Electrical appliances (including those brought by families) are PAT-tested annually.

## **Privacy, Dignity, and Confidentiality**

We ensure:

- CCTV is used only where necessary for assessment or risk management
  - Families are informed about what is recorded, when, and why
  - All staff sign confidentiality agreements and breaches are treated as gross misconduct
  - Full compliance with GDPR (2018) and data protection legislation
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## **Cultural Diversity & Equality Needs**

We ensure:

- Families have individual Risk Assessments and Placement Plans of support that take into account their age, religious, cultural and linguistic backgrounds
  - Families with disabilities or other additional needs are supported with Risk Assessment and Placement Plans tailored to take account of those needs
  - Staff are focussed on ways to support and encourage families to ensure children placed at Tide House have a positive identity, during their time here and after they leave
  - Family time and contributions to life story work are supported and promoted by staff at Tide House, involving the family in these activities as much as possible
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## **Behavioural Expectations & Residential Rules**

Parents sign the Residential Assessment Client Licence & Parent Placement Agreement, which outlines expectations including:

- No drugs or alcohol onsite or offsite during the assessment
- Compliance with drug/alcohol testing
- No harassment, violence, or antisocial behaviour
- Respect for property
- Adherence to fire safety rules
- Visitor restrictions
- Smoking restrictions
- Authorised use of appliances and personal belongings
- Agreement to room checks, where necessary for safety
- Responsibility for personal belongings

Misconduct may result in termination of the placement.

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## Complaints, Whistleblowing & Feedback

Families may raise complaints via:

- Complaints form
- Whistleblowing procedure
- Text/phone contact to designated officers
- Directly to Ofsted (address and contact details included)

Complaints are investigated and responded to in accordance with policy.

Families are encouraged to contribute to service development by:

- Monthly feedback to our Regulation 25 visitor
  - Utilising the formal complaint and compliments procedures
  - Informal feedback provided to Key Workers and Social Workers
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## Staffing Structure & Qualifications

Senior Leadership Team:

- Responsible Individual: Tia Coleman
  - Qualified Social Worker
  - ParentAssess trained
  - 5 years' experience of managing a residential family assessment centre
  - Experience in local authority children's social care, including MASH, child protection and parenting assessments.
  - Experience in fostering, including as a Supervising Social Worker, and as a Supported Lodgings carer and respite carer.
  - PACE trained
  - Trained in Safe and Together (domestic abuse)
  - Qualified to deliver the Freedom Programme and Freedom Programme for Men
- Registered Manager: Karl Knill
  - Qualified Social Worker

- ParentAssess trained
- Practice Educator
- Qualifications in Strategic Leadership (Master's level)
- Trained to Level 1 in Dyadic Developmental Psychotherapy (DDP).
- Previously worked in parent and child fostering, children's placements, family assessment centre, children in care and child protection
- Experience of parenting assessments as an Independent Social Worker
- Experience in senior leadership roles within children's social care, including as Agency Decision Maker.

#### Team members:

- Assistant Manager
- Specialist Social Workers
- Family Key Workers
- Assessment Support Workers
- Therapists
- Child Development Specialist
- Domestic Abuse Specialist

#### Training & Supervision

- Mandatory safeguarding induction
- Four to six-weekly staff supervision
- Clinical supervision for therapists
- Ongoing continuous professional development
- Regular performance and training audits

#### Staff have qualifications across:

- Social Work
- Psychology
- Parenting programmes
- Trauma-informed practice
- Substance use



- Domestic abuse support
- ParentAssess

All staff are required to be qualified (or working towards) Residential Level 3 Childcare Diploma (or equivalent qualification), within 6 months of employment.

Tide House operates recruitment and induction processes in line with Safer Recruitment Practice. This includes enhanced Disclosure and Barring Service checks, employment history checks and robust reference requirements.

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## **Governance, Monitoring & Quality Assurance**

Quality assurance includes:

- Monthly Regulation 25 monitoring visits, reports and follow-up activity
- Independent reports reviewing safety, records, and practice
- Regular internal audits
- Review of placement plans and risk assessments
- Analysis of feedback from families, local authorities and professionals through Regulation 23 activity and reporting
- Complaints and incident review, including service improvements that need to follow
- Policy updates aligned to legislation and National Minimum Standards

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## **Review and Publication**

This Statement of Purpose is:

- Provided to Ofsted
- Available to staff, residents, and placing authorities
- A residents guide summarising this document is provided to every family on arrival
- Reviewed annually or sooner following regulatory or operational changes