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: August 2026

Next Review Due: February 2027

This Statement of Purpose sets out Tide House's aims, ethos, admission criteria, placement stability arrangements, accommodation, assessment model, safeguarding and monitoring arrangements, residential expectations, feedback and complaints processes, staffing, governance, quality assurance and review arrangements.

Introduction

Tide House is an Ofsted registered Residential Family Assessment Centre that provides high-quality, evidence-based parenting assessments for families referred by Local Authorities and the Family Courts. The service supports courts and professionals to understand whether a child can safely remain in the care of their parents or carers, while ensuring that children's safety, welfare and lived experience remain central throughout the assessment.

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.

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), alongside current legislation, statutory guidance, National Minimum Standards and evidence-informed assessment practice.

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

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, where the building layout means their needs cannot be safely met after reasonable adjustments have been considered
- 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.

Placement Stability Guidance and Processes

Tide House has Placement Stability Guidance and supporting processes to promote safe, planned and stable placements. These processes help staff identify emerging concerns early, review the support and risk management arrangements in place, and work collaboratively with families, placing authorities and other professionals to prevent avoidable disruption. Where a placement is at risk of breaking down, the guidance supports timely management oversight, clear recording, reflective discussion, and proportionate decision making in the best interests of the child.

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.

Services and Assessment Process

The child's lived experience is central to assessment activity. Staff consider the child's presentation, routines, emotional wellbeing, safety, attachments and responses to care when forming assessment views. Where appropriate, children's wishes and feelings are sought in a way that reflects their age, stage of development, communication style and individual needs. Staff also consider what children communicate through their behaviour, presentation, routines, relationships and responses to care.

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

Placement stability is supported through Tide House Placement Stability Guidance and internal processes. These explain how concerns are identified early, reviewed with management oversight, and addressed collaboratively with families, placing authorities and professionals to prevent avoidable disruption wherever possible.

Tide House works proactively with placing authorities, guardians, legal representatives, health professionals, substance misuse services, domestic abuse services and other relevant agencies to ensure that assessment activity is informed by a full understanding of each family's history, current needs, risks and protective factors. Information sharing, planning and review activity are recorded clearly so that assessment conclusions are transparent, balanced and evidence based.

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.

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
- Proportionate CCTV use, clearly explained to families and used in line with consent, safeguarding, assessment and risk management requirements
- 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.

Where there is professional disagreement about risk, placement planning, safeguarding or assessment direction, Tide House will seek timely discussion with the placing authority and relevant professionals. Concerns are escalated through agreed professional channels where needed, with decisions and rationale clearly recorded.

Where risks or concerns arise during a placement, staff follow Tide House Placement Stability Guidance alongside safeguarding, risk assessment and incident reporting procedures. This ensures concerns are reviewed promptly, decisions are recorded clearly, and any escalation is proportionate to the level of risk.

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

Information sharing is explained to families at the start of placement, including what information may be shared, with whom, and why. Where consent is required, this is sought and recorded. Where safeguarding or legal duties require information to be shared without consent, this is explained and recorded in line with policy and statutory responsibilities.

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
- Compliance with the UK GDPR, Data Protection Act 2018 and relevant data protection legislation

Cultural Diversity & Equality Needs

Tide House considers reasonable adjustments for children and parents in relation to disability, communication needs, health needs, neurodiversity, literacy, language, culture and religion. Adjustments are planned with the family and relevant professionals where appropriate and are reviewed during placement to ensure that families can participate meaningfully in assessment activity.

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

Where a placement is ending, Tide House seeks to ensure that children and parents experience the transition as safely, predictably and sensitively as possible. Planning considers the child's immediate safety and emotional needs, routines, belongings, positive identity, family time, ongoing support, professional handover and any recommendations needed to reduce disruption after leaving the centre.

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, proportionate and linked to safety, safeguarding, risk management or the terms of the placement agreement
- Responsibility for personal belongings

Serious or persistent breaches of the Residential Assessment Client Licence and Parent Placement Agreement may result in further review, additional risk management action or termination of the placement, taking into account our Placement Stability Guidance.

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 Family Key Workers and Social Workers

Staffing Structure & Qualifications

Senior Leadership Team:

- Interim Responsible Individual: Craig Jones
  - 11 years experience of leading a residential family assessment centre
  - 10 years previous experience working in, and managing, a residential support setting for high-risk individuals, overseeing effective safeguarding and risk management.
  - Risk Assessment training undertaken
  - Prior commercial and business experience.

- 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.

- Operations Manager: Charlotte Parker-Hall
  - 8 Years experience working in Residential Assessment
  - ParentAssess trained
  - Degree in Social Sciences (in progress)
  - Level 5 Leadership and Management (in progress)
  - Vocational qualifications in Working with Children and Young People, Management and Outdoor Learning
  - Foundation Certificate in Psychotherapy
  - Over 20 years' experience across residential childcare, supported accommodation and specialist support services
  - Experience supporting children and young people with disabilities, complex emotional needs and challenging behaviours
  - Experience contributing to multi-agency safeguarding processes
  - Skilled in shift leadership, emergency management and staff development
  - Previous experience in mental health services, youth offending services and family contact work

Team members:

- Deputy 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 hold, or work towards, the Residential Childcare Level 3 Diploma or an equivalent qualification. Where a staff member does not already hold the required qualification or agreed equivalent, Tide House expects them to be enrolled on an appropriate programme within six months of employment and to make timely progress thereafter.

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.

Governance, Monitoring & Quality Assurance

Regulation 23 quality of care review activity is used to identify patterns, strengths, shortfalls and areas for improvement. Findings inform service development, staff learning, policy updates and management oversight.

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 are reviewed and aligned with relevant legislation, statutory guidance, National Minimum Standards and learning from service monitoring

Placement stability processes are reviewed through management oversight, placement plan reviews, risk assessment review, incident analysis and Regulation 25 monitoring. Learning from placement stability discussions, unplanned endings or near-disruptions is used to strengthen practice and improve the service.

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