CCSER
CROSS-CULTURAL SERVICES

Residential Family Assessment Centre

RESIDENT'S GUIDE

2026/2027

Supporting Families, Respecting Culture, Building Safe Futures



YOU ARE WELCOME HERE

We know that coming to stay with us may feel worrying or overwhelming. You may have lots of questions, and that's okay.

Our centre is a safe place where we will work with you to support you and your child. We know that every family is different, and we respect your culture, language, faith, traditions and life experiences.

We believe every parent has strengths. During your stay, we will get to know you, support you, and help you build on those strengths while making sure your child is safe and well cared for.

Please ask questions if you are unsure about anything. If English is not your first language, we can arrange an interpreter. If something is important to you because of your culture or religion, please tell us—we want to understand and support you.

You will be treated with kindness, respect and fairness. Together, we can give your child the best possible start.

Our Promises to You:

❤️ We will listen to you.
🤝 We will treat you with respect.
🌍 We will value your culture and beliefs.
🧸 We will support you and your child.
💬 We will explain things clearly.
⭐ We will work together every step of the way.
🇬🇧 We will support you to understand UK safeguarding expectations.
🙌 We will work with you rather than against you wherever possible.

Welcome. We are glad you are here, and we look forward to working alongside you.

Contact us:
Tel: 07742524434
Email: residential.assessment@ccser.co.uk

ABOUT THIS GUIDE

This guide is here to help you feel informed, supported and confident during your stay with us.

It explains what you can expect, how we will work together, and the support available to you and your child. It also tells you about your rights, your responsibilities, and how we respect your culture, beliefs and family values.

Together, we can build on your strengths and give your child the best possible start.



Our Values

We recognise that every family is different, and these differences are important to us. This includes different:

- Cultures
- Religions
- Language
- Traditions
- Family values
- Migration experiences
- Identity

Our Vision

We work with families through the following values, ensuring that every parent is listened to:

- Respect
- Compassion
- Fairness
- Honesty
- Partnership
- Cultural understanding

What is the Cross Cultural Residential Family Assessment Centre About

The Centre is a safe place where parents and their children live together for a short period while receiving support and an assessment.

During your stay, our team will get to know you and your family. We will look at your child's daily care, wellbeing and development, while also recognising your strengths as a parent and helping you build your confidence and skills.

This is not just about assessment - it is also about support. We will work alongside you, offering guidance, encouragement and practical help to give you the best opportunity to show how you care for your child.

We understand that every family is unique and we will always treat you with dignity, kindness and fairness.

Our shared goal is simple: **to help children grow up safe, healthy and loved, while supporting parents to provide the best care they can.**





WHAT IS AN ASSESSMENT?



An assessment is a chance for us to get to know you, your child and your family.

It is about understanding what is going well, what support you may need, and how you care for your child every day.

We want to understand what is important to you while making sure your child is safe, healthy and thriving.

Understanding the Assessment

The assessment is an opportunity to understand:

- Your child's needs
- Your parenting strengths
- Areas where support may help
- What support your family may need in the future

The assessment is not simply about identifying difficulties. It is also about recognising:

- Your strengths
- Your resilience
- Your love for your child
- Your willingness to learn

Working Together

The assessment works best when we work together. We ask parents to:

- Be honest
- Ask questions
- Attend meetings
- Engage with support
- Accept guidance
- Communicate respectfully
- Tell us if they do not understand something

There are no "wrong" questions.

WHAT IS AN ASSESSMENT?

Understanding Cultural Differences

Families raise children differently around the world, these differences include:



- Sleeping arrangements
- Feeding practices
- Discipline
- Family roles
- Involvement of grandparents
- Religious practices
- Cultural celebrations
- Communication styles

We welcome discussions about these differences.
If something is unfamiliar to us, we will ask questions rather than make assumptions.

Likewise, we will explain UK safeguarding expectations where these differ from practices in your country of origin.

Raising Your Child in England

Some parenting practices that may be acceptable in other countries are not considered safe in England, for example:

- Physical punishment that leaves marks or injuries
- Leaving young children unsupervised
- Unsafe sleeping arrangements
- Unsafe transportation
- Exposure to domestic abuse
- Unsafe home environments

Our staff will explain these expectations clearly.

What You'll Find at the Cross-Cultural Residential Family Assessment Centre

We want you and your child to feel safe, comfortable and at home during your stay. Our aim is to create a welcoming environment where you feel valued and supported.

Your Accommodation

Our centre has **three family bedrooms**, each fully furnished with everything you need, including:

- Comfortable bed
- Wardrobe and storage space
- Sofa
- TV
- Kitchen with cooking equipment, cutlery and crockery
- We provide larger items for your baby, such as a baby bath, steam steriliser, a prep-machine and highchair

You're welcome to bring personal items from home, such as family photographs, your child's favourite toy or blanket, cultural or religious items, or anything else that helps you and your child feel at home.











What You'll Find at Cross-Cultural Residential Family Assessment Centre



Outdoor Play Area

Our secure garden provides a safe place for children to play, explore and enjoy the outdoors. It includes:

- Swings
- Slide
- Sand play area
- Outdoor toys
- Plenty of space to run and play



Laundry Facilities

A washing machine and tumble dryer are available for you to use throughout your stay.



Our Playrooms

We have two welcoming playrooms designed to support your child's learning and development.

👶 **Baby Room (0–1 year)**

- A calm and nurturing space with toys and equipment that encourage bonding, early learning and sensory play.

🧒 **Toddler and Preschool Room (1–5 years)**

- A fun, stimulating environment with books, toys and activities that encourage creativity, language, confidence and learning through play.
- We celebrate the diversity of the families who stay with us. Wherever possible, our books, toys and learning materials reflect different cultures, languages, family backgrounds and traditions, helping every child feel seen, valued and included.
- Our playrooms are also places where parents can learn through play, build confidence in caring for their children, meet other families and share experiences in a welcoming and respectful environment.

WHAT YOU NEED TO BRING

Bring For You

- Clothes
- Toiletries
- Towels
- Medicines
- Washing and cleaning products

Bring For Your Baby or Child

- Special toys and comforters
- Medicines
- Feeding bottles, sterilising equipment, breast pump, etc.
- Buggy or pram
- Bouncy chair
- Clothes
- Nappies and baby wipes

You Will be Given:

- A new duvet, pillows and linen for your bed and bed sheets when you arrive; these can be taken home when you leave.

All Babies Will Be Given:

- A new cot mattress.

PLEASE NOTE: due to safety reasons, CCRFAC does not support the use of baby carriers or slings either in the house or in the community.

Celebrating Your Culture

Your culture is an important part of who you are. We encourage you to share your family's traditions, languages, food, celebrations and beliefs with us. If there are cultural or religious practices that are important to your family, please let us know. We will do our best to support them wherever possible and ensure you feel respected

CCRFAC has CCTV in communal areas such as the garden, landings and car park etc. There are fixed cameras in resident's room but these are only turned on if your supervision level requires it. If you're not being monitored on CCTV and your camera does not have a black cover on it, please let your manager know. If during your assessment video / audio monitoring is required, they will be turned on. However, your consent will be obtained, and the reasons for monitoring being used will be explained.

Smoking at the Centre

We have an outside smoking area for you to use during your stay.
For health and safety reasons, no smoking is allowed inside the main premises, or any other areas of the building.
At night, the centre's security system is in use, so unfortunately there is no smoking after 9pm.

The People Who Will Support You

During your stay, you will meet different people who are here to support you and your child. We will explain who they are and how they can help.





Your Key Worker

Your key worker will be your main point of contact. They will get to know you, answer your questions, support you with everyday routines, and help you throughout your stay.



Residential Childcare Workers

Our staff will work alongside you, offering practical guidance and encouragement with caring for your child. They will also spend time getting to know your family's daily routines and strengths.



The Centre Manager and Deputy Manager

The Centre Managers make sure the centre is safe, well-run and that everyone is treated fairly, with kindness and respect. If you have any worries or concerns, you can always speak to them.



Your Social Worker

Your social worker will keep in touch during your placement, attend meetings, and work with you and the centre to plan for you and your child's future.

The People Who Will Support You

Extra Support for Managing Emotions (Group Session)

We understand that becoming a parent, moving into a family assessment centre, and dealing with life's challenges can sometimes feel overwhelming. It is normal to experience a range of emotions during this time.

To support you, we offer a **12-session Managing Emotions Programme**, delivered by our experienced **Dialectical Behaviour Therapy (DBT) Consultant**.



The programme provides practical skills to help you:

- Understand and manage your emotions.
- Cope with stress in healthy ways.
- Build confidence and resilience.
- Improve communication and relationships.
- Feel calmer when facing challenges.

The sessions are supportive, respectful and tailored to your individual needs. They are designed to help you feel more confident in yourself and in your parenting, while promoting a safe, nurturing environment for you and your child.

Other Professionals

You may also meet other professionals, such as health visitors, midwives, doctors or therapists, depending on your family's needs. They are all here to help support you and your child.

WHAT TO EXPECT BEFORE AND WHEN YOU MOVE IN

Daily life at the centre

Daily routines may include:

- Breakfast
- Parenting observations
- Support sessions
- Appointments
- Child development activities
- Meal preparation
- Evening routines

You will receive a weekly timetable.

Food, Culture and Religion

We respect dietary requirements:

- Including Halal, Kosher, Vegetarian, Vegan, Cultural dietary needs and Allergies

Please tell us about:

- Foods you cannot eat
- Fasting
- Religious observances
- Cultural celebrations

Faith and Spirituality

Your faith matters.

We will support reasonable requests for:

- Prayer
- Religious observance
- Worship
- Modesty requirements

Before you arrive, with the agreement from your social worker, we will contact to explain what to expect, what to bring, and answer any questions you may have.

We encourage families to visit the centre before moving in, this can be arranged through your Social Worker or Solicitor. Photographs of the centre are provided for families who live further away and can't visit before moving in.



When you arrive, a member of our team will warmly welcome you, show you around the centre, and help you settle into your room.

Depending on what time you arrive, you will usually be invited to a Placement Planning Meeting with your social worker and other professionals involved in your care.
This meeting is an opportunity to discuss your placement, explain the purpose of your stay, answer your questions, and agree on the support you and your child will receive. You will meet your key worker, who will support you throughout your stay.

In the initial admission meeting, a brief care plan will also be discussed and the level of support that you may require.

WHAT TO EXPECT BEFORE AND WHEN YOU MOVE IN

- You will be asked to hand all medicines, cleaning products and sharps (such as razors and scissors) into the Office. These will be given to you as needed however these will need to be signed in and out.
- You will also be asked to sign and agree to some consent forms which include the use of CCTV, baby monitors, emergency first aid administration and sharing of information.
- The fire evacuation process will be explained, and you will be shown all fire exits in case of an emergency.
- Over the first few days you will work closely with staff and will be allocated a Case Manager and Key Worker.
- A Social Worker will be allocated to undertake your parenting assessment.
- We will explain your assessment, your daily routine, and how we will work together to support you and your child.
- You will have a member of staff with you all the time when you are caring for your baby (day and night). You will be expected to provide all the care for your child, and the staff will help and guide you. As you become more confident and learn the skills then you will be able to care for your baby with less support.
- You are also expected to shop and cook for yourself and your child and to wash your own clothes and linens. Staff are there to help and support you with every aspect of care.





- You will always have a member of staff with you when you go into the community with your baby, when you go shopping and to health and other appointments. Once you have progressed through the assessment process you may be able to go out on your own unsupervised for increasing amounts of time.
- There are a variety of shops, schools, children's centres, and parks all within walking distance from the house. CCRFAC has strong links with local health centres, children's centres, and GPs.
- Our aim is to help you feel welcomed, informed and supported from the moment you join us.

Support Available to You

Our In-House Intervention Programs

We recognise that every family has its own culture, traditions, beliefs and experiences. Our parenting programme is designed to build on your strengths while helping you understand parenting and safeguarding expectations in the UK. We will work with you, not judge you.

During your stay, you may take part in the following sessions:



Parenting Across Cultures

- Sharing your family's culture, traditions and values.
- Understanding different parenting approaches.
- Parenting in the UK while respecting your cultural identity.
- We address issues of physical chastisement and emotional abuse through inappropriate punishments.
- Circumstances where belief, religion and culture are superseding the safety of children.
- Newly arrived and first-generation migrants who are settled in the UK but do not understand the UK child protection system.



Understanding Safeguarding

- What safeguarding means.
- How everyone works together to keep children safe.
- Your rights and responsibilities as a parent.
- Parents who struggle to navigate the nuances of the UK child protection system.
- Parents leaving children at home alone or where older children are undertaking the parental responsibilities.
- Children witnessing unhealthy adult relationships and its impact on their behaviour.



Child Development

- Responding to your child's changing needs.
- Understanding physical development
- Understanding intellectual development
- Understanding social development
- Understanding emotional development



Building a Secure Attachment

- Creating a strong, loving bond with your child.
- Helping your child feel safe, secure and valued.
- Understanding emotional warmth
- Baby massage
- Play and stimulation
- Tummy time
- Reading with your child

Support Available to You



Managing Emotions

- Understanding your emotions and your child's feelings.
- Healthy ways to manage stress and difficult situations.

Positive Parenting

- Communicating with your child.
- Setting boundaries with love, guidance and consistency.
- Positive behaviour support without physical punishment.



Keeping Your Child Safe

- Safe sleeping.
- Home, kitchen and bath safety.
- Supervision at home and in the community.
- Safety when travelling and using car seats.



Healthy Family Routines

- Nutrition and healthy eating.
- Sleep routines.
- Hygiene and self-care.
- Learning through play.



Healthy Relationships

- Respectful relationships within the family.
- The impact of conflict and domestic abuse on children.
- Building positive support networks.



Living in the UK

- Understanding children's rights.
- Working with professionals.
- Accessing health, education and community services.
- Knowing where to get help and advice.

Support Available to You

Preparing for the Future

- Building confidence as a parent.
- Planning for life after your assessment.
- education
- employment planning
- housing
- accessing community services
- Connecting with family, community and local support services.



Our programmes are personalised to your family's needs and are delivered with kindness, respect and cultural understanding.

- You'll have individual sessions with staff on areas you need support with. There are group sessions for you to attend. Staff will support you and give you advice and guidance.
- You will have regular feedback, and your Team Case manager will give you targets and areas of priority every 7 - 10 days. You will always be given the opportunity to make comments during feedback sessions and identify areas you require further support with.
- Our staff will spend time with you during the day, supporting you as you care for your child and carry out every day routines, such as feeding, playing, bathing and bedtime. We are here to guide, encourage and help you build on your parenting strengths.
- Our team works in shifts, so you will see different staff members throughout the day. Before one member of staff finishes their shift, they will share important information with the next member of staff to make sure you and your child continue to receive consistent care and support.
- You will attend regular review meetings to formally discuss your assessment with your Team Case Manager, Social Worker, and other professionals involved in your case. A written review report will be provided for these meetings. There is a section of this report for your own comments.

Support Available to You



Other Activities or Events for Residents

We have various groups happening each week, including a resident's meeting, sensory play, play groups for older children, and educational groups (focusing on stimulation and confidence building).
We also hold social events to celebrate different cultural events, i.e. Easter, Eid, Diwali, Thanksgiving, Christmas, and Ramadan. Etc. We also organise outings at various points through the year to local places of interest, local children parks, Lakeside shopping centre, etc

How Staff Will Work With You

When you move in, you will receive a daily plan. This is like a timetable that helps you know what to expect each day. Your daily will explain the sessions of work you're expected to do and when. It also includes the levels of supervision required for you and your children.



Your daily plan will include:

- Activities and support sessions for you and your child.
- Times for meals, meetings and family activities.
- Any supervision needed to help keep your child safe and support your assessment.

Rules Within the Centre

- No violence, physical or verbal will be tolerated.
- Physical violence towards anyone in the centre will result in you being told to leave and the police will be informed.
- You must not look after other residents' children or leave your children with them.
- Any of your children's medicines must be stored in the office until you have demonstrated that you can administer it appropriately
- No person is allowed to use or bring illegal drugs into CCRFAC
- If staff have concerns, the police will be called and a thorough search of the building will be carried out.
- Any visitors to the centre must be approved by the social worker prior to visiting CCRFAC
- If behaviour towards a member of staff or another resident is discriminatory, including but not limited to sexist, racist, homophobic, ableist, transphobic - it is extremely likely you will be told to leave the centre.

About Saftey

- For safety reasons, you must not tell anyone the CCRFAC address without being given permission by the Manager. This could lead to your placement being ended.
- Under no circumstances should your rooms be locked. Staff will always knock as a courtesy before coming into your room unless there is an immediate safeguarding or health and safety concern.
- Rooms will be checked every day to ensure that the environment is clean and safe for you and your family.
- Parents are not allowed to take responsibility or look after another family's children.
- All pushchairs are to be folded away and placed in the buggy shed, and not left in communal areas.
- You must not use your mobile phone in communal areas; you must not video yourself, other families, or staff.

Fire Safety Precautions

- When arriving on site all families will need to take a fire safety induction and to sign that they understand and are aware what they need to do if there is a fire. Residents will be signed in and out when leaving the premises. This information is required in the event of a fire.
- CCRFAC has a fully operational fire alarm system to protect everyone in the building from fire. Staff are required to test this system on a regular basis and will inform you when they are going to set the fire alarm off. You will be expected to comply with the fire safety drill.
- Due to the risk of fire, we do not allow candles, night-lights, burners, incense, joss sticks or smoking in bedrooms or any other room within the house.
- You must check with staff before using any large electrical items such as iron, fans or heaters in your rooms. You must not use electrical extension cables under any circumstances.

Rules Within the Centre

About Communal Living

- All children should be in their individual family area by 8pm.
- Families are not allowed in each other bedrooms and should not be knocking on other residents' doors.
- All families are responsible for their own personal belongings, which must be kept in their own rooms. We would suggest that you don't bring valuable items or large amounts of cash. If you do have such items, we can lock them away for you.
- All families should have prepared their evening meal by 9pm.
- All families must try to stick to their allocated washing days, please speak to a member of staff in exceptional circumstances.
- All families are encouraged to use the tumble dryer to dry their clothes.
- All families are required to label their food with their name and the date before placing it in the fridge in line with food safety standards.
- All families are to wash, dry and put away their crockery and dishes.
- Takeaways must not be ordered any later than 8pm and must be delivered by 9pm.
- Families are expected to be up dressed and ready for the day at an appropriate time in the morning. This is important as it helps to reinforce the imortance of daily routines both for you and your children.

Responsibility for Babies and Children

- The safety and welfare of your baby / child is the most important thing at CCRFAC.
- You are responsible for your children at all times. You must not leave them in the care of other residents and you must not become involved in the care and control of other children who are staying with us.
- During the first weeks of arriving at CCRFAC, all aspects of daily care for the child/ren will be closely monitored and supervised. This will be reviewed as the placement progresses.
- Staff will support you and prompt you if necessary to care for your baby / child. However, if you do not respond to prompts for example when your baby needs a feed, staff will intervene and feed your baby.
- Staff may care for your child if you are unable to care for your child due to you attending meetings, appointments, or court, engaging in a session, and your child is finding it difficult to be settled, you are temporary unable to provide care to your child due to illness, distress, or crisis, or if you have a planned break that was agreed as part of the assessment process.



Rules Within the Centre

Protection of Children and Young People

- The safety and well-being of the children is very important.
- All our staff have a responsibility for protecting children and young people and will report any concerns regarding child abuse or neglect to the senior staff member on shift who discuss with the Deputy Manager / Manager who will investigate further.
- All our staff have undergone training in safeguarding and child protection. They are fully trained in understanding what concerns to look out for and what to do if they suspect it.
- All our staff have been recruited through safe recruitment processes and have undergone enhanced DBS checks.
- Any visitors to CCRFAC whether professional, tradesmen or social visitors will not be left unsupervised with residents unless they have had enhanced police check through the Disclosure & Barring Service.
- We adhere to Working Together to Safeguard Children (2023), Southend, Essex and Thurrock Safegaurding Child Protection Procedures. Copies of all are available digitally in the Office.

Protection of Vulnerable Adults



- At CCRFAC we also have a responsibility to ensure the protection of Vulnerable Adults.
- We adhere to Thurrock Adults Safeguarding Protection Procedures.
- If we have a concern that you are a vulnerable adult and are being or are at risk of abuse, we will make a referral to the appropriate Adult Safeguarding Team and support you through the Safeguarding process.

Food Hygiene and Safety

- We will support you to shop, prepare and cook healthy and nutritional meals for yourself and your family.
- We will expect you to comply with food hygiene and safety with regards to cooking and storage of foods.
- Where we have concerns that food may be out of date and unsuitable for use then we will discuss this with you and dispose of the food as you could become unwell.

Your Voice Matters

We want you to feel listened to, respected and involved in decisions about you and your child. Your views are important to us.



If You Have a Suggestion

Please speak to your Key Worker or the Centre Manager. We welcome your ideas on how we can improve our service.

If You Have a Concern

If something is worrying you, please tell a member of staff as soon as possible. We will listen carefully and do our best to resolve the issue quickly and fairly.

If You Wish to Make a Complaint

If you are not happy with how your concern has been handled, you can make a formal complaint. A member of staff will explain the complaints process, help you complete a complaint form if needed, and keep you informed about what happens next.

If You Need Extra Support

You can ask someone you trust, your social worker, an advocate, or another professional to support you in sharing your views or making a complaint.

Other ways If you do not wish to bring your complaint directly to CCRFAC

you can go through other people such as your Social Worker, Solicitor or Children's Guardian.

You can also complain directly to your placing local authority or Ofsted.
tel: 0300 123 1231, **email**: enquiries@ofsted.gov.uk, **web**: www.ofsted.gov.uk

Ofsted is the office for standards in education, children's services, and skills. They report directly to parliament and are independent and impartial. They inspect and regulate services which care for children and young people, and those providing education and skills for learners of all ages, including CCRFAC

We welcome feedback because it helps us learn, improve and provide the best possible care for families.

EMERGENCY CONTACTS

Centre Manager

Key Worker

Social Worker

Emergency (Out of Hours)

Emergency Services

999

Final Message

Together we can build on your strengths, support positive change and give your child the best possible start in life.