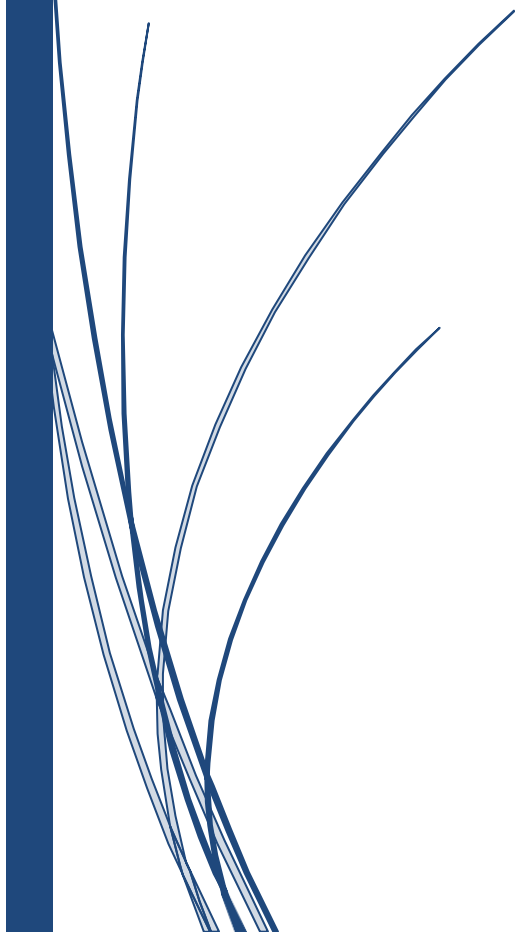


Statement of Purpose

89 Longshaw Drive, Worsley, M28 0BD



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1. Who Will Use Our Service?

Longshaw drive will be registered with Ofsted as a home for 1 young person aged between 7 and 17 years. Children that are admitted to the home will all have been assessed as presenting social, emotional, behavioural, or mild to moderate learning difficulties.

2. Ethos, Aims & Objectives

Our objective is to provide an individually tailored Therapeutic Care package to our young people. We do this by creating a Therapeutic Care Plan that will be reviewed and updated on a regular basis, with our young people and our independent psychologist. We aim to provide care that will help young people within our homes gain confidence to develop both the social and the life skills that they will need when they leave care and live independently. We will provide a safe and psychologically secure environment offering structure and consistency to young people, in a homely nurturing and calm setting. Staff are trained in the PACE/Kim Goldings model of therapeutic care to help support our young people.

We will:

- Listen to young people and encourage them to be involved in all aspects of their care, discussing their Wishes and Feelings with them on a regular basis.
- Provide an open and honest environment for young people and staff to promote and encourage the building of mutual respect and positive relationships between children and adults.
- Individually tailor care and education plans and try to ensure that the collaborative practices between care and educational staff provide the young people with consistency and security.
- Focus on a young person's strengths / abilities and use these as a basis to create achievable targets, with any difficulties considered.
- Safeguard young people and take a proportionate approach to risk, that minimises the risk of harm but also allows them to experience positive growth and development.
- Enable young people to explore past events, the present and their future possibilities in a safe and supportive environment.
- Support young people to develop understanding of the meaning, significance and consequences of their behaviour, thereby opening up the possibility for change.
- Promote good communication and effective working relationships between relevant parties that keeps young people at the centre of all care planning and review.
- Work with the young people, in order for them to be able to identify what is a safe and appropriate relationship.
- Provide realistic expectations of behaviour and sensitive measures of control.
- Provide a 'homely' living environment for the young people.

3. About Our Home

Facilities and Services

Worsley is a desirable suburban town located within the **City of Salford, Greater Manchester**, England. It is situated approximately **6 miles west of Manchester city centre**, offering residents convenient access to the urban core via major motorways like the M60 and M61. According to the 2021 census data for the Worsley area (often defined by its ward boundaries), the town has an estimated population of around **10,000 to 11,000 residents**. Known for its picturesque mock-Tudor architecture and historic Bridgewater Canal, Worsley is a key residential area recognized for its high quality of life and preserved village character.

There is easy access to local parks and leisure facilities, including a swimming pool, gym and cinema. There are a number of nice cafes and restaurants in the local area along with links to public transport.

This home is a large detached property with 3 bedrooms. It has a small walled garden at the front and a gated garden at the back of the house. There is a large lounge and a separate large open plan kitchen with a dining area/lounge area and a garage that will be converted into a sensory room

One of the most important factors when accommodating young people who have suffered traumatic experiences or who have suffered from any form of abuse is to provide them with an environment, which will make them feel safe and secure. This house is in a very peaceful and calm environment with plenty of space for the young people to relax in.

The young person will have their own lockable bedroom allowing for privacy. Bedrooms are fully furnished and provide a space to relax and study privately. Young person will be encouraged and supported to personalise and maintain their own bedrooms. For safety reasons staff will be able to gain access to bedrooms if necessary. Where possible they will always request permission before entering a young person's room. Door alarms are also fitted to bedrooms, these are only used when there is a need due to the young person's risk assessment. The alarms are reviewed regularly to ensure they're not used without reason. There are also door alarms on the front / rear exits for the safety of our Young People.

The property provides the following facilities:

Ground floor	1 st Floor	Utilities
Open Plan	1 Young Persons	3 toilets
Kitchen/Dining area/ lounge	bedroom	Main's water
Separate lounge	2 staff bedrooms and office, 1 with ensuite	Fire detection system
Attached garage space to be converted into a sensory room	1 bathroom with bath and shower cubicle	Main's electricity
Downstairs toilet		Gas fired central heating
Utility Room		



4. Supporting Cultural, Linguistic, Religious, Creative and Physical Needs

We consider the cultural, religious and spiritual needs of young people as being central to their identity and welfare. We are proactive in supporting all cultural, linguistic, religious, creative and physical needs. We support young people to explore their religion and culture and work towards increasing young people's understanding and acceptance of different faiths.

At the time the young person is admitted to the home the support team will talk to the young person and their family, where possible, to identify areas of need in relation to culture, language and religious observance. Where needs are identified they will become an intrinsic part of the young person's Identity which forms part of the Placement Plan.

Wherever practicable we would support a young person to attend a service or receive instruction in the faith to which they belong. We will do our utmost to provide for dietary requirements related to an individual's religion and would encourage dress that reflects their beliefs. Hindley and its surroundings provide a diverse and multicultural area, and this is reflected in the staff teams that work for Hebron House.

Wigan is a short drive away from Longshaw House and contains a multitude of places of worship, restaurants, shops, cinemas, theatres and organisations that cater for people of different faiths and cultures.

Sport and Activity

At Longshaw house we will actively encourage young people to experience a variety of activities and pursue different interests. We support them to develop existing and new hobbies. We acknowledge the importance of sport in developing an appropriate level of competition, teamwork, physical and mental health and so actively promote participation in a range of sporting activities.

We also understand the importance of peer relationships during adolescence and that belonging to groups can help a young person to find their own identity. We encourage young people to integrate with clubs in the local area. We are aware that some activities require qualified instructors or leaders for safety and insurance purposes. Activities involving risks will be carefully checked and a risk assessment will be completed where necessary before children participate in them.

5. Education

We place great emphasis on education and on supporting young people to fulfil their potential.

The majority of young people coming to Longshaw House have had a disrupted educational history. This lack of regular schooling is often due to family problems, a number of different placements and other periods of unsettlement.

This house is equipped to take account of both educational and emotional needs, and as such, has to be both structured and yet offer a large degree of flexibility. The initial process is very much one of creating stability in order that the young people can adapt and function successfully in an educational setting.

We expect all young people, wherever possible, to attend a local school on a full-time basis. We actively encourage and support young people to achieve this. However, it could be a possibility that, due to negative experiences and a breakdown in mutual trust, this could create anxiety preventing a child or young person from wishing to go to school.

We will arrange for the provision of education via Virtual Schools, so that learning may continue while we work towards the resumption of mainstream schooling.

Where a young person has concerns or worries about schooling, we aim to support them with the transition into a school setting by working with home tutors, initially to establish their capability and link education with their own education plan.

Staff will help young people get to school, attend after school activities and complete their homework. They will also work with education staff and other professionals in supporting young people to meet their identified educational and training needs. This includes working with other education agencies which are appropriate to the young person's needs along with local authorities, in accordance with the Children (Leaving Care) Act 2000, to prepare those young people who are 16-plus for leaving care.

6. Children's Health

When young people come to live at Longshaw drive, we look to promote their general health. Young people are registered with, and encouraged to attend, a local GP, dentist and optician, sexual health, who will deal with both routine and emergency treatments. Each young person will receive a:

- 6-monthly dental check
- Annual eye test
- Annual statutory medical assessment

Any consultation with a doctor will be confidential. If necessary, the young people will be accompanied when they visit the doctor, dentist, or other health care appointment where it is appropriate, they are supported to make and attend appointments independently.

We actively promote good health care. We will support young people to remain healthy through the provision of information and guidance on health issues, including diet, sexual health, smoking and substance abuse. Smoking or vaping is not permitted indoors at Longshaw House and staff will proactively encourage smoking cessation.

We monitor and record details related to the overall health and wellbeing of each young person and are mindful of the following:

- Health history (past illness, operations, vaccinations, immunisations, allergies, developmental milestones, prescribed medication and current treatments)
- Diet, including cooking and menu planning
- Exercise and keeping fit
- Dental care
- Optical care
- Sexual health
- Side effects of any medication

Wherever possible, we encourage young people to be involved in managing their own medication and healthcare. We would achieve this through key working sessions relating to their independent living skills.

We have a written policy that clearly states our responsibilities and the procedures for dispensing and storing medication. Details can be found in Hebron House Services Policies and Procedures.

7. Therapy

Our therapeutic approach is based within attachment theory, which means we focus on developing good quality relationships where young people can experience being cared for and having their emotional, social and physical needs met. We look to understand each young person's presenting difficulties or distress in the context of their life experiences and help them to develop a more positive view of themselves and others. The home aims to feel like a family home where consistent, therapeutic parenting is provided and young people can be safe and happy.

Therapeutic parenting is a systematic way of working, it is important that the team around the child work together and utilise clinical support to ensure they are providing therapeutic care 24/7.

Our therapeutic input includes staff training, support and consultation with our independent psychologist. If appropriate a psychological assessment of new young people arriving at the home will be undertaken, within the assessment therapeutic recommendations will be provided. These might be delivered directly by the psychologist, another therapist with a particular specialism, or by the key worker under clinical supervision, depending on the specific needs and which relationships feel safest for the young person to engage with.

Working systemically is the most effective way of influencing practice and applying psychological interventions with young people. It allows each young person's needs to be understood and responded to whilst taking account of their circumstances, situation, the resources around them and the wider dynamics that affect their behaviours. This systemic approach provides the foundation and bedrock upon which interventions can be applied.

Consultation with Staff

Longshaw drive will have an allocated therapist that provides consultation meetings to care staff if they require this service. The application of the psychotherapist's knowledge and understanding in the residential setting is of considerable value and there are different forms that this can take:

- Providing individual psychotherapy

- Providing consultation to individual staff
- Providing consultation to staff group

A consultation meeting offers everyone directly caring for young people the opportunity to come together and talk about their experience. Consultation aims to allow a voice to everyone attending. Therapists are there to help staff team members identify specific difficulties in their day-to-day work with individual young people or in a group setting.

This consultation process is ultimately for the benefit of the young people in our care but also offers an opportunity for care staff to consider how their own ways of interacting could impact on their work with the young people and their relationships. Working with young people who have emotional, learning and behavioural difficulties can be challenging and it is important that staff think together about the impact of the work on them as individuals and as a team

Andrea Lewis-Coker is a Chartered Counselling Psychologist who qualified from the University of Wolverhampton in 2010. She is registered with the appropriate regulatory bodies including the HCPC as is mandatory, and the BPS.

Andrea has over 15 years of experience working within Counselling and Psychology services. Andrea has worked with children and young people in Child Adolescent Mental Health Services (CAMHS), independent hospital-based settings, schools and within residential care homes. In addition, Andrea has worked with adults with a wide range of difficulties within Improving Access to Psychological Services (IAPT) and third sector organisations. Andrea has worked with a range of clients experiencing various mental health problems and specialises in working with children, young people and families. Throughout her studies Andrea worked with a private fostering organisation as a co-carer for young people which fuelled her desire to work as a psychologist who looked after children within residential and foster care.

Andrea has worked extensively with children's residential homes across the UK; previous roles include assisting in the development of a residential to fostering provision, providing assessments and support to young people and their staff teams with regards to their emotional wellbeing and behavioural needs within the residential home, their school and in the community. During this time Andrea worked with a wide range of issues including social, emotional, behavioural and educational needs, children and parents who had suffered trauma, parents with complex mental health problems, safeguarding issues and organisational dynamics.

Andrea has continued this work within her independent private practice; currently Andrea works with a number of residential children's homes, education providers, the NHS and independent health care organisations.

Andrea provides clinical consultation to the Children's residential homes. One to one time is afforded to the young people when indicated, but in the main, staff are trained and supported to work with the young people in a therapeutic way. This maximises the support and intervention that they have and ensures that their placement is therapeutic.

Andrea Lewis-Coker
Counselling Psychologist
BSc (Hons), MSc, C. Psychology
HCPC Registered

All staff will undergo PACE/Kim Goldings model training

Longshaw House works on the premise of therapeutic care and staff are trained in the PACE model **Playfulness Acceptance Curiosity Empathy**, understanding that this will encourage and help each young person to gain a sense of confidence in their aspirations and ideas, it also helps to strengthen their self-belief that they have something positive to offer to the world.

Positive feedback is essential for personal growth and particularly in adolescence it is vital to help establish a good sense of identity. Without positive reinforcement children are likely to grow up without a good sense of self or identity. At times it may be felt appropriate to provide constructive feedback to a young person, and this will always be delivered in a sensitive manner, helping to establish new ways of looking at a situation and broadening our views.

8. Leadership and Management

The Registered Provider: Responsible Individual

Kim Jupp

Kim started her journey in residential care 15 years ago before taking some time out to work in a special educational needs setting. This enabled Kim to enhance her skills and knowledge in various fields before coming back into residential care to pursue a career in management. During this time Kim has worked as a support worker, Senior Support Worker, Team Leader, Deputy Manager and Registered manager where Kim has supported other managers to open new homes and successfully opened her own 4 bed therapeutic home. Kim then went on to act as Operations Manager and Responsible Individual. Kim encourages employees in their future development and seeks high expectations to support our young people to reach their full potential.

Registered Manager - Post Vacant

Staff information

Hebron House Limited, places great importance on recruiting and retaining high calibre staff for their therapeutic homes that possess the appropriate qualifications and experience. We aim to appoint a staff team of mixed ages, genders and ethnicity, that individually and collectively present positive role models for the young people in our care. At all times we will have the appropriate number of staff on duty with the necessary experience and ability to meet the needs of the young people in our care

Name	Position	Qualification
	Manager	
	Deputy Manager	
	Team Leader	
	Team Leader	

	Team Leader	
	Residential support worker	
	Residential Support Worker	
	Residential Support worker	
	Residential Support Worker	
	Residential Support Worker	
	Residential Support Worker	

Staff supervision, training and development

We recognise that our staff team forms the essential strength of our service and we are committed to supporting individual growth and development for all our employees.

Supervision

The object of supervision is to monitor individual performance against identified standards, support staff in their day-to-day work and develop them in their professional role, by offering advice, guidance and training. Key points of Hebron House supervision policy are that:

- All staff are regularly supervised by their line manager or a senior member of the staff team
- The frequency of supervision is dependent upon an individual's role and level of experience
- The supervisor will keep a written record of supervision and the supervisee may have a copy

Regular staff meetings will:

- Facilitate sharing of information
- Develop skills
- Allow for retrospective learning from issues/incidents

Key issues in the implementation of each young person's Placement Plan will be discussed by the entire team at consultation/team meeting. Representatives from the therapy team will also attend these meetings to facilitate consistency of care in all areas of the young person's development.

Training

All of the staff at Hebron House homes will complete a comprehensive induction-training package and thereafter receive an annual appraisal.

- ⇒ **Team Teach**
- ⇒ **Positive Behavioural Support**
- ⇒ **Key Working**
- ⇒ **First Aid**
- ⇒ **Administration of medication**
- ⇒ **Safeguarding**
- ⇒ **Self-Harm**
- ⇒ **Children legislation**
- ⇒ **CSE**
- ⇒ **CCE**
- ⇒ **Radicalisation**
- ⇒ **Complaints and Representation**
- ⇒ **Risk assessments**
- ⇒ **Report Writing**
- ⇒ **Food Hygiene**
- ⇒ **Health & Safety**
- ⇒ **PACE**
- ⇒ **Therapeutic Parenting**

Training will include:

All staff will be enrolled on the level 3/4 Diploma in Health and Social Care with Children and Young People depending on their position within the company but only after completion of induction training and successfully completing months of the probation period.

Longshaw House will also access specialist training to ensure that staff are able to meet the needs of young people that may lie outside their normal training and experience. Possible examples may include Child Sexual Exploitation (this is covered in safeguarding training but maybe offered specifically if the need arose), additional Drug Awareness training.

9. Admission

Process

All admissions will be planned and are made via a referral to our Responsible Individual and Manager. We ask Local Authorities to provide detailed paperwork before we consider each placement. We ask for the following information about each young person:

- Presenting problems and other significant behaviours
- Social work and education reports
- Results of any mental health assessments
- Family Background
- Details of any supervision orders / court orders

An impact risk assessment is carried out as a means of highlighting the risk posed to those young people already in placement, the young person being referred to and the community. All young people residing in the home will be consulted prior to any new admission and their views will be valued and listened to where possible. The Impact risk assessment will be reviewed after 28 days to ensure that we have a full account of any other risks which may have been identified in the 28-day assessment period. This is to safeguard all young people accommodated in the home.

Admission

On the day of admission, we require the following paperwork: which must be signed by the placing authority and those with parental responsibility.

- Completed LAC Paperwork with new address
- Authority to accommodate
- Medical Consent
- Full risk assessment
- We conduct a recorded admission meeting within the first 72 hours of a placement. At this point we ensure the following paperwork has been completed and signed by all those required to do so. The documents are then kept on file.
- Family Contact Arrangements and Details
- Medical History and Requirements
- Education History IEP/PEP
- Social Worker contact arrangements
- Risk Assessments

Planned Admission

We expect young people wherever possible to be directly involved in the placement planning process so that they are able to take some ownership for their move to Longshaw House. Ideally all young people would visit us as a means of integration into the home, with the appropriate guardians prior to admission.

Each young person will be assigned a key worker whose role is to liaise with the young person and their family or carers, to gather as much information about the young person as possible and to give information about the service and facilities we provide.

Arrangements will be made for the young person to visit Longshaw House ideally for a few hours to meet staff and to have a look at the home. We then organise an overnight stay where possible and work towards agreeing a date of admission. During this process we will try and identify a member of staff the young person relates well to and on the day of admission we organise for that staff member to be on duty on the evening the young person arrives and for the following morning when they wake up.

10. Contact Arrangements

The staff team at Longshaw House will support young people to maintain quality contact with family, friends and other people who play a significant role in their lives. Staff will work with local authorities to plan, review and implement appropriate links and this will be documented in an agreed contract plan with the young person's placing authority.

Decisions about contact will feature on the agenda of the care team and in statutory review meetings. Young people will be involved in these decisions and will be able to express their views and wishes. Staff will do all they can to meet requests about contact. They will explain any contact restrictions that arise as a result of safeguarding concerns and the necessity to keep a young person safe.

- Contact between young people and their families may take various forms.
- Access to a telephone and writing materials form the normal day-to-day contact.
- The young people have access to a house telephone to maintain verbal contact with family and friends.
- Visits by family are set at the level discussed and agreed at statutory review meetings.
- Special occasions, such as birthdays, Christmas and other cultural celebrations are celebrated, and it is hoped that family members will be able to visit and take part.
- Transport is available to take young people to any contact that is away from the home. Any contact will be supervised at the level agreed in the contact plan with contact reports completed and shared as needed.

11. Complaints Procedure

Young people living at Longshaw House are made aware of how to make a complaint if they are unhappy with any aspect of living in the home and are told what the procedure entails. They are made to feel that they are able to make a complaint and that they will be supported throughout the process. Any complaint will be taken seriously and without delay and the complainant will be kept informed of progress.

Longshaw House has a comprehensive complaints procedure that is detailed in our policies and procedures manual. The complaints policy is available in the homes, accessible by all staff and can be provided on request. The policy will also be published on the company's website. This procedure, covering all young people (and their families) involved with Longshaw house may be used to:

- Challenge decisions made at the home
- Raise issues about the standards of care
- Ensure action is taken about alleged infringement of rights, abuse or ill treatment (including bullying)
- Secure consideration of the homes policies and practice

We also have a complaint guide for young people, written in accessible language. This is included in our Young Person's guide. Key workers will always make sure that young people fully understand the complaints process.

Young people are also supported in being able to raise complaints through social services, Ofsted and the Children's Rights Director, the contact details for these services are in the back of the Young Person's Guide.

12. Access to Child Protection Policies

Hebron House is committed to providing a residential environment where young people can live safely, without fear of abuse, intimidation, oppression or threat from anyone. Staff will challenge bullying, or any activity intended to hurt, harm or offend another. Young people will be closely supervised, and staff will act swiftly to safeguard them. The welfare of all young people living with us is paramount. All staff will be clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk

13. Consulting About Quality of Care

We encourage young people to take an active part in making decisions that affect their lives. Consultation with young people is viewed as an essential part of their care and development, and takes numerous forms: Key Worker sessions, young people's meetings, involvement in Care Planning and Statutory Reviews, visits to the Home from the advocates and our independent visitor, Regulation 44 visits and inspections carried out by OFSTED.

Young People's Meetings

These will take place regularly and their purpose is to encourage and support young people to speak out and listen. Young people can express their views and be involved in decisions about living at home. They are also encouraged to express their views about the day-to-day running of the Home. They are offered opportunities to make decisions concerning their physical environment, as well as choice of food and leisure activities.

Behavioural boundaries are also set through discussion at these meetings. All young people's meetings are attended and supported by staff on duty. The young people will be helped to set the meeting agenda and will be supported to either chair the meeting or take the minutes if a young person wishes to engage in this way.

Statutory Reviews

Young people are involved in the discussion and formulation of their own care plans and are helped to understand their content and outcomes. Young people are encouraged to attend all Statutory Reviews. Families are consulted and involved in key decisions as appropriate.

OFSTED Inspections

OFSTED inspections will take place at the home at least once a year. The Home will be inspected each month by an independent Regulation 44 inspector. The Responsible Individual will also inspect the home on a monthly basis. At every visit young people are given the opportunity to talk privately to the visiting adult.

Regulation 44 Officer: David Hayes - enquires@jmtraining.com

14. Children's Rights and Anti Discriminatory Practice

We believe that all young people, whatever their background, ethnicity or gender, have the right to be treated fairly, equally and with respect. We encourage all young people to value themselves and others and to respect property.

All young people living at Longshaw House have the right to live their lives free from abuse, fear, and oppression and to experience safety and security. They have the right to be heard and they will be listened to.

At Longshaw House young people can expect to enter an environment where they can look forward to good and positive experiences that will help repair the damage of the past and lay a foundation for future recovery, change and progression.

15. Protection of Children

First and foremost, we have a duty to protect the young people in our care. We are committed to providing a residential environment where young people can live safely, without fear of abuse, intimidation, oppression or threat from anyone. Staff will challenge bullying, or any activity thought likely to hurt, harm or offend another. Staff will closely supervise young people and act swiftly to safeguard them.

Anti-Radicalisation

Anti-Radicalisation

From 1st July 2015, schools and education providers have been required to prevent young people from being drawn into terrorism. Staff must know how to identify children who are at risk of radicalisation and what to do if children are identified. To enable awareness in this area, staff are required to attend the PREVENT training course or EXTREMISM and TERRORISM which is in line with the latest government guidance and fulfils the safeguarding outcomes as specified by **Ofsted**. Training providers used are CAN training and workshops from the local police. The Awareness of Prevent course covers: an overview of *Prevent* as part of the Government's counter-terrorism strategy, legislation and guidance, what makes children vulnerable, how to identify the risks, *prevent* as it relates to safeguarding and how and when to report concerns. The course includes case studies, a glossary and useful links and downloads, for further reading or to keep as handy references. The staff have access to HM GOVERNMENT Channel Duty Guidance which is for panel members and partners of local panels. The Guidance helps all staff to protect vulnerable people from being drawn into terrorism.

When making a referral to channel panel contact the home office press office on 020 7035 3535

The local community cohesion officer is Jill Summers.

Disclosures.

All disclosures be dealt with professionally and taken seriously. Staff will not be permitted to ask leading questions, only open-ended questions. Staff will not make false promises to the young person however, confidentiality will be followed and all information on a need-to-know basis will be passed on to the relevant authorities.

Staff will report to the Registered Manager, Director and the Police any evidence that suggests the young person is involved in Child Sexual Exploitation.

The Registered Manager will work in conjunction with other agencies with regards to child protection issues to ensure that an inter-agency approach is maintained and that the home is not operating in isolation. Local inter-agency protocols on prevention and investigation of child abuse will be followed.

Missing from home.

Children have a right to be safe and feel safe. Staff support children to be aware of and manage their own safety both in and outside of the home and they have the skills to identify signs that the young person may be at risk. Training, supervisions, meetings, placement plans, behaviour management plans and risk assessments assist with the skills required to identify such risks and the young person is supported to express their views with these plans. The CSE Risk Factor Matrix details actions to take should the young person go missing and be vulnerable to CSE.

Young people will not be permitted to go absent from the home without clear agreement and actions from the placing authority. Young people go missing from care for many reasons and it is our duty to ensure the young people experience a positive stay at the home educating them on personal safety and the understanding to take 'reasonable risks' as opposed to 'risk taking behaviour'

Longshaw House follows the homes missing from care procedures and risk assessments in place along with the area's protocols and young person's local authority. Together, we aim for the young person's individual's needs to be met.

The local SPOC (Single point of contact) works closely with the home and provides the staff with relevant updates including risky areas, people and CSE hot spots.

Recent updates to missing from care procedures include the reporting of a 'concern for safety'. This means that if we are aware of the young person's whereabouts but do not give permission due to risks, we are able to contact the police to impose a 'concern for safety'

Longshaw House follows all missing procedures in line with the local authority's guidance. Such information includes.

- Where the young person is going
- Who are they meeting?
- A contact telephone number and address
- What provision has been made for their travel
- What risk assessment has taken place (by the staff team)
- What time are they due back home?
- The young person's signature

Should the young person fail to return by the agreed time then the Registered Manager should be informed in the first instance. The Police, placing authority and parents (where appropriate).

Staff on duty will follow the missing from home risk assessment and make every effort to contact the young person and those others we have telephone numbers and addresses of. Whenever possible and if deemed as safe to do so, staff will search the local area and visit the known addresses before updating the police.

Longshaw House will work with the Police and assist in filling out the missing person's form providing an up-to-date photograph of the young person. On return to the home, the unauthorised absence or missing will be discussed with the young person and appropriate action will be taken. The action will be specific to the incident and the young person's legal status. Written records will be kept of all instances of unauthorised absences and will be recorded on the young person's risk assessment. These absences will be discussed in the young person's review.

Criminal Exploitation

This is where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual (Home Office, 2018)

County

Gangs are deliberately targeting vulnerable young people, those who are homeless, living in care homes or trapped in poverty. At Longshaw House it is imperative that staff can identify these signs and have the tools and knowledge to share this with the relevant professionals. No one really knows how many young people across the country are being forced to take part, but The Children's Commissioner estimates there are at least 46,000 children in England who are involved in gang activity. It is estimated that around 4,000 teenagers in London alone are being exploited through child criminal exploitation, or 'county lines'.

Lines

Safeguarding

All staff will be clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk. Safeguarding procedures are detailed in our policy and procedures, which can be accessed in the offices of our homes and are available on request.

The team at Longshaw House are committed to living and working in an environment that encourages positive growth through a respectful approach. Abuse can constitute physical, emotional, sexual and neglect. Where there was evidence to suggest that abuse had occurred, we would:

- Work within child protection procedures that will inform our actions
- Support the victim of abuse to resolve their experiences
- Support any witnesses of the abuse to increase their understanding of how to prevent abuse in the future
- Where appropriate, we will also support the perpetrator of the abuse to understand and change their behaviour where the perpetrator is another young person residing at the home.

Bullying

We recognise the unhappiness and huge damage that can be caused by any form of bullying behaviour. Bullying will not be tolerated, and it is discussed at every young person's meeting. It will always be challenged. Our opposition to bullying is underpinned by a clear company policy that is rigorously enforced.

Surveillance

The home has installed a high tech software to safeguard young people in the home from internet abuse or grooming.

*Say NO to bullying and online predators. The software Control signals suspicious interactions involving any child on social networks and can safeguard their Internet browsing and manage their screen time. It provides extra digital help for parents and extra online safety for children.

There are Internet and email facilities with the appropriate safeguards in place to protect information sent and received about young people provided by CARA technology.

Alarms have been fitted to external Fire doors and young people's bedroom doors and are activated during the night to alert sleep-in staff where needed.

16. Behavioural Support & Management

An important aspect of caring for young people is establishing positive relationships and clear professional and personal boundaries, helping to encourage the growth of trust, partnership and a sense of value, for both self and others. At Longshaw House our belief is that young people excel when they feel valued, supported, respected, and safe. At Longshaw House there is also a clear expectation that people treat each other with respect. This is encouraged through a number of ways including incentives, direct work, young people's meetings and consistent application of behavioural boundaries.

Positive Reinforcement and Sanctions

Being aware of how much positive regard can help to build up a good sense of self-worth and self-esteem, at Longshaw House we endeavour to create a setting that functions positively, making greater use of rewards and positive reinforcements, using sanctions only when necessary. The home team will look for sanctions to be of restorative nature and will aim to include an educational aspect within the agreed restorative sanction.

While we promote positive behaviours, we realise that young people can make mistakes and should be able to learn from these in order to develop. However, there is a clear expectation that boundaries should be kept.

Sanctions or Consequences of Actions

Longshaw House has a clear policy about how sanctions can be applied. This can broadly be summarised as follows:

Applied Sanctions

- Informal measures as a first option such as restorative work and guidance
- Restricted internet access
- The payment of a reasonable sum by way of reparation
- Removal of free time – provided that it is “in the best interests of the young person who may be at immediate risk”

Prohibited Sanctions

- Any form of corporal punishment
- Deprivation of food or drink
- Cancellation of contact or restriction of telephone communication by way of contacting family.
- Any requirement that a child wear distinctive or inappropriate clothing
- Withholding of medication or medical or dental treatment
- Any intimate physical examination
- The intentional deprivation of sleep (but young people should not stay in bed all day)
- Physical restraint (except to prevent harm to self, others)
- Refusal to speak to a child
- Bullying, teasing or humiliation, verbal intimidation or abuse and discriminatory language

This list is not exhaustive: Staff are trained to use de-escalation techniques within their working practice to manage challenging behaviours.

Restraint

At Longshaw House our approach to control, restrain and discipline of young people is done taking into account the following:

General:

- The strength of the relationship between the adult and young person
- Always maintaining respect for the individual
- Offering the opportunity to make amends i.e.: care staff to model a 'Therapeutic Rapport' approach.
- Appropriate language should be used at all times, maintaining a respectful environment. Any comments perceived as derisory by a young person may contribute to an escalation of negative behaviours.

Physical Intervention/Restraint:

- Within an environment based upon mutual respect, physical restraint is only used as a last resort; dialogue and re-direction are the home's interventions.
- Physical restraint is only applied if care staff believe the immediate action is necessary to prevent a child from seriously injuring themselves or others or causing serious damage to property.
- All situations involving a restraint will be recorded in detail on a Physical Intervention document, this document is to be reviewed by the Registered Manager and shared with the Local Authority.

Only staff that have been trained in Physical Restraint/Intervention can apply these methods within the home.

Our staffing team consists of:

A minimum of two staff provide care for the young people at Longshaw House by means of a flexible rota between 7:00am and 11.00pm each day, seven days per week. Depending on the needs of the young people, additional staff will be sought. Two members of staff provide sleep in cover during the night between the hours of 11:00 pm and 7:00am with both being asleep in staff members, however Waking Nights will be sought if required, this is dependent on the needs of the young people.

The staff we employ are selected for their ability to deal with the young person's concerns and problems in a professional, caring and nurturing manner and that they have the necessary interpersonal skills to talk with children in a calming, diplomatic, understanding manner, taking into account an individual's beliefs, thoughts and practices. Staff work with the young people in a non-institutionalised manner, friendly but firm, setting boundaries which are reliable without being too rigid. We believe that young people only grow and mature if they are allowed to take calculated risks, gradually taking more responsibility for their own lives and behaviour.

All new staff receive induction training regarding our policies and procedures with particular detail to Child Protection issues, avoidance of confrontation and confidentiality. Following this they embark on a 3-month Induction programme. All staff receive training in First Aid, Food Hygiene, Health and Safety at work, Fire training, and Physical Intervention training in the form of Team Teach. All staff will begin to complete an in house continual professional development programme, seven days after starting employment. Other training will be provided as deemed necessary in order to support the needs of the home.

Each staff member receives regular meaningful supervision on a one-to-one basis, this involves meeting with their line manager for a supervision which covers areas of casework, personal development and training needs. Notes will be made during the supervision and these will record the salient points of the meeting. A copy of these points will be given to the staff member to read and sign if they are in agreement that they reflect the main points of the discussion. Staff will also have an annual appraisal which enables staff to talk about their performance in their work, future training needs and career development. In addition, staff team meetings are held each week, helping to create a team who are able to work constructively and consistently together. There will also be a thorough and detailed handover process between each shift to improve the home's consistency and make sure that there are no shortfalls in the day to day running of the home and the care delivered to the young people.

Following Induction Training all staff embark on Level 3/4 Diploma CYP. Staff that have already acquired NVQ Level 3 training will be given the opportunity to embark on further training.

Hebron House Limited are committed to ensuring that our staff teams are appropriately trained and that all staff are allowed to reach their true potential in the workplace. All training is constantly reviewed to ensure we comply with current legislation and good practice