



Underley Garden

Underley Garden Children's Home Statement of Purpose

Responsible Individual: Graham McEwan

Interim Registered Manager: Christopher Kirkbride

Reviewed: October 2016

To be referenced: In Regulation 44 visits and internal monthly monitoring

Contents

1. A statement of the overall aims of the children's home, and the objectives to be attained with regard to young people accommodated in the home
2. A statement of the facilities and services to be provided for the young people accommodated in the children's home
3. The name and address of the registered provider, and of the registered Manager
4. The number, relevant qualifications and experience of all personnel that are working at the children's home, and if the workers are all of one sex, a description of the means whereby the home will promote appropriate role models of both sexes
5. The arrangements for the supervision, training and development of employees
6. The organisational structure of the children's home
7. The age-range, sex and numbers of young people for whom it is intended that accommodation should be provided; criteria used for admission to the home
8. A description of the children's home's underlying ethos and philosophy, and where this is based on any theoretical or therapeutic model, a description of that model
9. The arrangements made to protect and promote the health of the young people accommodated at the home
10. The arrangements for the promotion of the education of the young people accommodated there, including the facilities for private study
11. The arrangements to promote children's participation in recreational, sporting and cultural activities
12. The arrangements made for consultation with the young people accommodated about the operation of the children's home
13. The arrangements made for the control, restraint and discipline of children
14. The arrangements made for child protection and to counter bullying
15. The procedure for dealing with any unauthorised absence of a child from the children's home
16. The fire precautions and associated emergency procedures in the children's home
17. The use of CCTV at Underley Garden Children's Home
18. The arrangements for the children's religious instruction and observance
19. The arrangements for contact between a child and his parents, relatives and friends
20. The arrangements for dealing with complaints
21. The arrangements for dealing with reviews and review of placement plans
22. The type of accommodation, including the sleeping accommodation, provided, and, where applicable, how young people are to be grouped, and in what circumstances they are to share bedrooms
23. A description of the children's home's policy in relation to anti-discriminatory practice as respects children and children's rights
24. Conclusion
25. Appendix 1 Important contacts
26. Appendix 2 Staff Team, experience & qualifications.

1. A statement of the overall aims of the children's home, and the objectives to be attained with regard to young people accommodated in the home.

We aim to make a positive difference to the personal, social and learning lives of the young people entrusted to our care.

- Underley Garden Children's Home will accommodate 48 children and young people (Male and Female) aged 5 years to 18 years.
- In line with the Children Leaving Care Act 2000 and in consultation with Ofsted we will extend our leaving age to 19, where identified in the Pathway Plan and where this will assist young people in their transition to independence.
- We will manage young people with both Autism, LD, complex and multiple needs alongside each other through a variety of different means including:
 - Careful matching and pre admission criteria which ensures we will only accommodate children and young people whose needs are not too dissimilar to other residents.
 - Only accommodating young people who have learning disabilities, Complex needs, ASC.
 - Careful consultation and pre admission risk assessment alongside multi-agency professionals at the point of referral to ensure Underley Garden School Children's can meet need.
 - Training staff in working with Learning disabilities, ASC and complex needs.
 - Employing managers who have experience of Learning disabilities and complex needs.
 - Ensuring placement plans are agreed with local authorities prior to admission.
 - Working with the large support services of health, therapy and educational professionals throughout Acorn Care and Education. To ensure staff have access to advice around support.
 - Ensuring management and staff have access to support from LD nurses and associated LD therapists.
 - Careful impact assessment and compatibility matching, for the age range of children in the home.
 - Ensuring clear strategies for supporting children and young people are embedded and cascaded throughout planning and policy within Underley Garden School Children's Home.
- Underley Garden Children's Home is part of the Acorn Care and Education Group. As such will operate the same approach as our other children's Homes. Where by children and young people are assessed both in terms of educational needs and social care needs at point of referral. We do this as we aim to offer an integrated provision which is to include education, care as a package and health and therapy. We believe the demonstrable benefits from integrated services increase educational,

personal, social development and emotional well-being.

- Underley Garden School Children’s Home works closely with the on-site school through the joint senior leadership team to ensure good outcomes for young people. When difficulties arise around individual young people, the senior management team work together to put in place effective action to address and resolve these issues.
- The Health and Therapy team works across both the home and the school to ensure good health and well-being outcomes for young people.
- Every child or young person placed within Underley Garden Children’s Home undertakes a therapeutic assessment in the first 16 weeks. Psychologists, speech and language and creative expressive therapists will spend time to observe and directly assess the child or young person’s therapy needs. Following this assessment, a detailed report is provided and discussed with the child or young person carers and other professionals, and an individual therapy package is agreed. This will then be incorporated into Underley Garden School Children’s Home care plan and risk assessments for the child or young person.
- Underley Garden Children’s Home has access to a wide network of mental health clinicians and professionals who can be drawn on to support individual cases. This may include work around self-harm, attachment issues, and diagnosed conditions. And would typically involve clinical supervision to the staff team, assessment, and direct work with children and young people, staff training, and development of individual therapy plans.
- Referrals and admissions into Underley Garden Children’s Home must be directed through:
 - chris.kirkbride@underleygarden.org
 - G.McEwan@acorncare.co.uk
- This will then instigate an assessment and review process which will be handled by experienced social care, education, and health professionals. An initial response will be given by Underley Garden Children’s Home within a matter of hours of receiving the referral.
- The staff team at Underley Garden Children’s Home will be trained to levels which exceed legislation and guidance. This is tailored to the function of the home and the needs of the children and young people. Specialist training on attachment, Autistic spectrum condition, mental health disorders, behaviour management and communication are standard aspects of an on-going training package for all staff.



- The financial functions and Human Resource support for Underley Garden Children's Home are supported by Acorn Care and Education centrally through various HR functions including; recruitment, vetting and barring, and payroll.
- The Management of the home are supported by a team of highly qualified social care professionals. Regular supervision and monitoring of the home will be conducted by the Registered Manager for Underley Garden School Children's Home.

What we will deliver:

- Tailored person centred care, within an organisation with a track record for providing safe effective care, with a strong focus on maintaining placement stability.
- We will prepare the young people in our care to be able to live the fullest lives possible during and after their time in our care.
- We will help young people to achieve progress across a wide variety of areas, including academic study, vocational training, social, emotional and behavioural skills, basic life skills and personal development to keep themselves safe.
- We will offer the chance and encourage young people to achieve recognised academic and vocational qualifications.
- We unconditionally value every person and respect their dignity as a unique individual irrespective of their difficulties.
- We will work with young people to ensure when they are leaving our care they have an enhanced positive self-view.
- We will work tirelessly to ensure young people living in our homes have a sense of belonging.
- We will ensure young people have access to opportunities and activities that stretch and enhance their childhood.
- We will ensure children and young people stay on a path to success, through sound interagency working and participation.

2. A statement of the facilities and services to be provided for the young people accommodated in the children's home.

Underley Garden Children's Home is situated in Cumbria within a quiet, rural setting. Registered for up to forty eight young people, the site comprises of seven large houses, two single occupancy houses with three bedrooms.

Within each house there is a well-fitted large family kitchen with dishwasher, fridge/freezer, and microwave and a separate utility room.

We have a range of different bedroom layouts in order to suit individual young people's needs. The bedrooms within the larger houses on site are all fitted with en-suite shower rooms in order to maximise both privacy and independence. Some of these en-suite rooms are fitted as 'wet rooms' allowing for staff to support our more complex young people with personal care.

Standard domestic equipment and furnishings have been used in line with 'ordinary' living principles. However, if required, specialist equipment can be made available for individual children.

Young people have access to a phone and the internet on individualised basis in line with care plans to ensure attachments are maintained with significant people.

The communal living areas contain a selection of resources including televisions, video, music and DVD players, and computers with internet facilities, games, books and craft activities. There is also a safe enclosed outdoor patio area for the young people which we aim to encourage the use of in the summer months. There is an outdoor play area comprising football and basketball pitch, as well as a small play area.

Each young person has their own bedroom with single lockable door. They are decorated and furnished to a high standard. Privacy and independence is encouraged through the home layout. All communal spaces are decorated in neutral tones in recognition of the need to minimise sensory overload. Young people will be consulted about the décor in their personal space which reflects their individual personality and taste.

There is also an office which the staff team use to hold their papers and files as well as a separate staff sleep in room.

The area is rich in local amenities including shops, library, local parks, leisure centres, cinema and bowling alley. There is a variety of good transport links with all the major towns in the area so providing greater opportunities for a wide variety of activities and multicultural experiences. Due to the wonderful location of Underley Garden School there are many attractive countryside walks immediately outside the accommodation.

The physical environment also includes the local community. How the community perceives the home affects the way they view the young people who live there. We will continue to ensure that the local community has an understanding of the work that we do and our aims and objectives. We feel it is in part, crucial to the success of the home to take a pro-active approach in giving local people adequate information for their needs, without violating the young people's right to privacy and confidentiality.

3. The name and address of the registered provider and the registered Manager:

Responsible individual: Graham McEwan
Underley Garden School
Kirkby Lonsdale
Carnforth, LA6 2DZ
Tel: 015242 71569

Interim Registered Manager: Christopher Kirkbride
Underley Garden School
Kirkby Lonsdale
Carnforth, LA6 2DZ
Tel: 015242 71569

Registered Provider: Acorn Care and Education / Underley Schools Ltd.

4. The number, relevant qualifications and experience of persons working at the children’s home, and if the workers are all of one sex, a description of the means whereby the home will promote appropriate role models of both sexes.

Staff mixes compatibility and skills matching

Comprehensive regular review of the skills attributes and relevance for groups of staff to work with a particular group of young people occur through monthly monitoring and review by the care management team and registered manager. We aim to provide a balance of relevant experience, skill and empathy within each small grouping of staff in each respective home. We have a balance of male and female workers and both male and female workers work in all homes to attempt at a “normalised” home experience and environment. Duties of either sex of worker may be risk assessed at times to ensure a structured respectful approach is adhered to:

- RM Registered Managers Award or Equivalent
- 3 Deputy Managers – To have, or be working towards CYP Diploma level 5
- 9 SCW –To have or be working towards CYP 3

5. The arrangements for the supervision, training and development of employees.

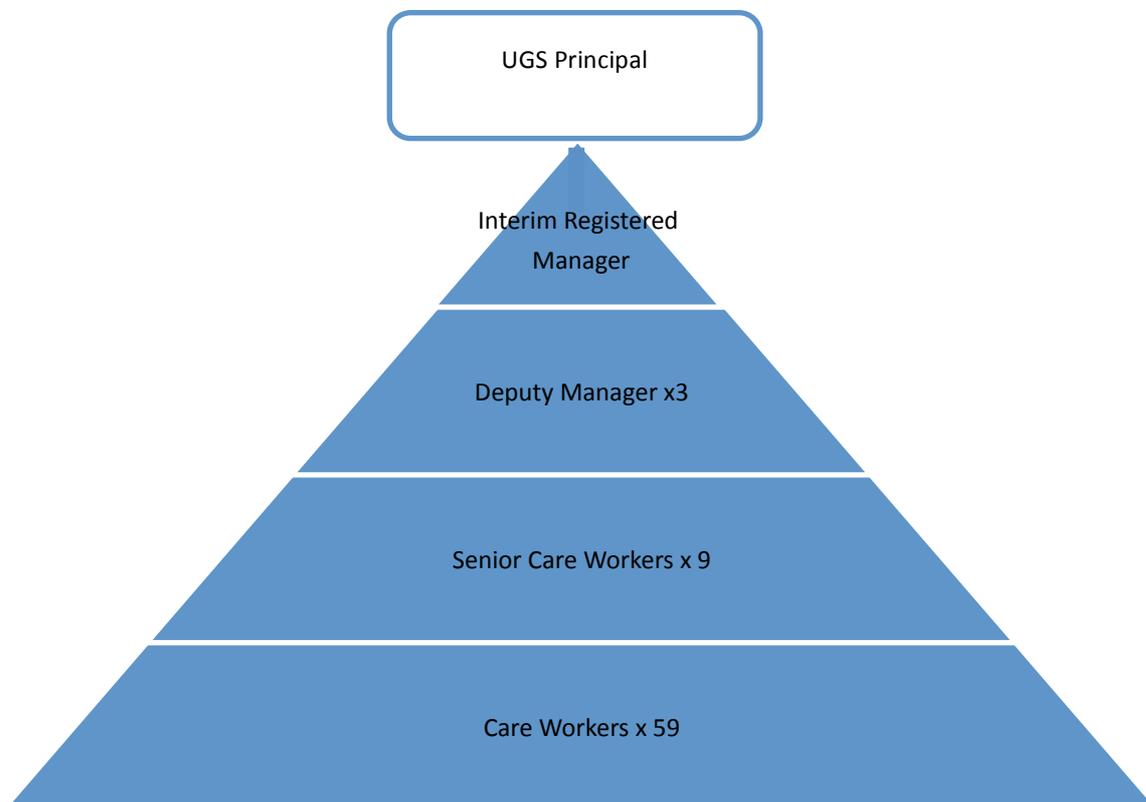
All care staff are working towards or have completed minimum of NVQ CYP 3 or CYP Diploma level 3. All staff are encouraged to continue their own professional development by studying further CYP qualifications at level 4, 5 and graduate level as and when appropriate to their role. All our staff attends training and development sessions as part of their working contract on the first two Wednesdays of the month. A focus of ensuring statutory training is kept up to date and specific training and development relevant to the children and young people we accommodate is captured in these sessions. This is delivered by a host of professionals from a wide health, education, public services and social care background. This training ties into a strategic development plan identified by the RM and RI through an annual review cycle.

Supervision

Supervision, mentoring and induction of staff both happens in a formal and non-formal work based environment through a variety of mediums; peer supervision, observations, buddying systems, and regular performance management review. The

formal supervision process requires the staff member to demonstrate work they have carried out with a child or young person, project or produce a work based product. Which is evaluated supported and critiqued by the supervisor to attempt to keep a constant focus, dialogue and QA system of progression. Recorded communication documents will also be used as a more informal means of supervision.

6. The organisational structure of the children’s home.



7. The age-range, sex and numbers of young people for whom it is intended that accommodation should be provided

Criteria used for admission to the home

Underley Garden Children’s home will accommodate forty eight young people aged 5 years to 18 years on admission. In line with the Children Leaving Care Act 2000 and in consultation with Ofsted we will extend our leaving age to 19, where identified in the

Pathway Plan and this will assist young people in their transition to independence.

Underley Garden Children's Home will provide accommodation for Children and young people with learning disabilities, ASC and complex needs.

The Home will ensure compatibility with other young people already resident in the home through direct work and group discussions prior to admission. This will include discussing thoughts feelings and worries of all young people involved. The Management team will work with health and therapy professionals and Psychologists, to ensure that a young person's learning disability is within the scope of learning needs of the other residents. The management team will offer placements to young people with learning disabilities that are associated to their emotional and behavioural difficulties.

The welfare of the child/young person is paramount, and Underley Garden with the placing authority has a duty to act in a way that safeguard's and promotes this. The criteria for any admission will take into account the young person's legal status, age, proposed care plan, potential risks to the group and the local community. The needs of the young people already accommodated will be taken into account when deciding on the appropriateness of a placement.

Staff are aware of the sensitivity required in undertaking admissions and discharges to and from the home. Home has a clear policy and established procedure in place, to ensure admissions are carried out with thought and careful planning.

ADMISSIONS CRITERIA

Young people are considered from referrals made by Local Authorities and/or Social Services Departments. They will have made this referral during or following assessment procedures under the 1993 Education Act. If a Statement has been produced it could be the basis of a contractual agreement between the home and the referring authority whereby the organisation agrees to provide facilities / specialist services for a short or on a long term basis to satisfy particular needs listed in the Statement.

GUIDELINES

Referral information should include:

- Comprehensive needs assessment / Statement of Special Educational Needs or EHC Plan
- A current Care Plan

- A current Risk Assessment if appropriate
- Additional specialist professional reports as appropriate

Offers of a place will be based on:

- The findings of the initial assessment process
- The organisation being confident that it can meet all of the objectives identified in the statement of SEN, Core assessment and Placement Plan and Risk assessment.
- The young person agreeing to the placement.

POLICY

Referrals will be considered by the management Team. Due consideration will also be given to the views of other professionals and the young people already in residence.

The criteria used is that we will accept all young people (Aged 5 – 18 years) with Autism and LD needs who, according to our judgement, can be successfully accommodated within the available facilities and resources, maintain the overall stability of the children's home and keep the community safe.

On offer of a placement and the first day of the Child or Young Person starting the following will occur:

- The young person's key worker will welcome them.
- The young person is introduced to and welcomed by the Registered Manager
- Other young people are around to welcome them.
- The young person's bedroom will have been prepared and any personal choices in relation to décor have been acted on as far as is practicable.
- The young person's Health plan will be drawn up before relevant parties leave Social Worker/ Parent/ Guardian etc.
- Time is taken to explain to the young person what will happen next.
- The young person will receive an appropriate copy of the Welcome Pack (children's guide) if one has not been made available to them previously.
- The young person will receive a copy of the complaints form and we will explain how to raise concerns, worries or complaints.

Underley Garden will consider planned Emergency Placements.

8. A description of the children’s home’s underlying ethos and philosophy, and where this is based on any theoretical or therapeutic model, a description of that model.

Underley Garden Children’s Home believes that each person has a right to be treated as an individual and that all their physical, emotional and health needs are met in an appropriate and attentive way.

Aims to develop sound relationships between Staff and Young People and to create a happy, consistent and stable environment where feelings, thoughts and emotions can be explored and expressed safely “A major determinant of good behaviour and positive ethos of the home is the quality of the relationships between the staff and children” (The Children’s Act, vol.4 1.85; p.16).

Empowers young people to achieve their full academic potential and to acquire the relevant skills and knowledge to move on positively into adult life.

Affirms that all individuals have rights and responsibilities and must therefore be aware of the impact of their actions on the people with whom they live and also on the wider community.

Encourages community participation in order that the young people grow up as responsible citizens.

The over-riding philosophy of Underley Garden Children’s Home is that it should be child-centred in its approach to the way it works, and that for young people to grow physically, emotionally and spiritually they need positive role models who are able to protect them, guide them and plan for their futures, We seek to provide the young people with positive and engaging relationships with adults & Peers. This must be in a way that provides appropriate boundaries for their behaviour and does not impose expectations or responsibilities on them.

In all that we do, we are guided by the following values:

- Respect
- Dignity
- Trust
- Well Being
- High expectation

- Recognising the individual
- Realising everyone's potential

What we will deliver?

- We will prepare the young people in our care to be able to live the fullest lives possible during and after their time at our schools.
- We will help young people to achieve progress across a wide variety of areas, including academic study, vocational training, social, emotional and behavioural skills, basic life skills and personal development.
- We will offer the chance and encourage young people to achieve recognised qualifications and awards.
- We will provide a warm, stable home for young people who require additional support.
- We will keep young people safe through proactive safeguarding strategies involving all agencies and significant people.
- We will help young people to enjoy and achieve throughout their stay at Underley Garden children's home, through well prepared person centred planning which focuses on the young person as an individual.
- We will support all aspects of a young person's emotional and physical health through sound multi-disciplinary working.
- We will support relevant, appropriate contact with significant people in a young person's life.
- We will support young people to make lasting appropriate friendships.
- We will support young people to be able to self-regulate their feelings and emotions.
- We will support young people to have trust we will remain committed for them to stay on a path to success.
- We will work with young people to ensure they can look after themselves in terms of independence skills, self-help skills, basic life skills and personal care.
- We will support young people leaving care to find suitable and appropriate accommodation and support services.

9. Protecting and promoting the health of the children and young people we look after

It is well evidenced from research that physical and emotional well-being is an essential pre-requisite for success, positive behaviour and positive mental health. We recognise this and work proactively to ensure the health of all to build esteem, self-image, aspiration and a sense of belonging. We also recognise that the work we do

here doesn't just impact upon the young person whilst they are with us, but lays the future foundations for a happy, meaningful and healthy lifestyle.

Our aim is to work not only with the young person but also the adults in their life, thereby raising standards and providing a holistic service.

We do this by reviewing every child and young person regularly with consultants, educational professionals and health professionals.

We access local GP's, dentists and opticians, with which all children and young people are registered as standard.

10. The arrangements for the promotion of the education of the young people accommodated in the home, including the facilities for private study.

All young people are encouraged to contribute to every aspect of their lives through an ongoing live care plan administered by the home in consultations with all relevant parties (parents, carers, local authorities, advocates, friends, peers, teachers, support workers, health professionals).

This focuses the work carried out in the home and is the basis for all planning and delivery of care in the homes. This is administered by a simple planning and review cycle by staff which focuses key areas including, CYP engagement, leisure recreation opportunities, CYP aspirations, health and therapy, financial knowledge, independence development, and education.

The home is situated on the same site as its school and, as such, close links with school / college staff are maintained to ensure educational participation and development. School staff facilitate home schooling as and when required, which is coordinated in conjunction with the home staff. The school operates a user-friendly and flexible curriculum structure so that we have the capacity to build personalised programmes around the needs of each young person.

11. The arrangements to promote children's participation in recreational, sporting and cultural activities.

Recreation and Leisure

Much support is given to explore and realise potential in whatever interests and aspirations a young person has. This is facilitated by staff supporting transport,

attendance, and participation in independent and group activities within the home and in the local community. We have Close local links with local groups, clubs, Youth centres and leisure centres, which complement the home's approach to structured multi-agency working. We believe differentiated activities to be key to successful engagement of CYP due to the scope of needs of the young people we accommodate. As such this is managed by the whole staff team & Registered Manager to ensure equal opportunity, choice & age appropriate activities.

12. The arrangements made for consultation with the young people accommodated about the operation of the children's home.

Young People's Voice

We support the right of young people to be consulted and listened to about key decisions which affect their daily life or their future. This happens formally through Key Worker sessions and informally through everyday living opportunities. We encourage staff to involve young people in a way that enables them to contribute effectively e.g. explain the purpose of a review meeting, who will be there and go through the consultation documents in advance of the review. Staff are asked to make a clear distinction between when you are helping the young people to express their views and when you are expressing your own view or that of the staff team. Staff are expected to consider seeking advice and expertise on how to resolve linguistic, ethnic, and cultural difficulties to enable a young person's full involvement in consultation.

Young people are invited to participate in decisions concerning the home and daily life for example in menu planning, house decoration and decisions concerning recreational activities. The young people will hold young people's meetings regularly to discuss the running of the home, encourage suggestions and contributions to wider community life and activities. Young people resident will have the opportunity to raise any matters concerning the operation of the home with the Registered Manager through regular monthly monitoring visits. We encourage and support Young people to be involved in stat and CLA review processes and where appropriate will seek representation from Children's Rights and Advocacy services. Underley Garden employs an independent advocate from NYAS to attend the home twice a month to also ensure the children's voices are heard.

13. The arrangements made for the control, restraint and discipline of children.

Positive Behaviour Support

The young people we accommodate may display a variety of challenging behaviours which result in a range of strategies, including Restrictive Physical intervention, being used in order to reduce risk.

Staff are encouraged to take a proactive approach based around knowledge of individual young people and their behaviours and where this may be exhausted, different methods of de-escalation are encouraged via appropriate staff training and the promotion of positive relationships.

By doing this we wish to create an environment whereby all parties are kept safe but that also encourages young people to be involved in the process of being reflective about their behaviours.

The use of RPI is always used as a last resort where other means of de-escalation fail and where the degree of risk has been appropriately assessed.

The use of RPI as a strategy in event of a situation that involves elevated risk will always be determined in reference to: the seriousness of the incident; the relative risks arising from using a physical intervention compared to an alternative strategy; the age, cultural background, gender, stature and medical history of the young person/adult.

In order to support young people in self-managing their own behaviour they have plenty of space within the home & their personal Bedroom space, where they can take time out where young people can 'self-refer' in a time of heightened anxiety or distress.

The emphasis of using time out is to provide a place of security and low distraction in order to aid the recovery process away from the group. Time out should always be used via a process of 'self-referral' and the use of this must be planned and outlined in young person Risk Assessment or Care Plan.

Behaviour Support and de-escalation Training

All staff are trained in RPI and the adopted method chosen by the organisation is that of 'Team Teach'. Team Teach is a framework that encompasses a range of approaches and methods to manage challenging behaviour. By using Team Teach we ensure that the positive handling strategies used with the young people have sufficient range and flexibility to be appropriate across the age and development range. Training provided by on-site tutors enables the staff group as a whole to feel more confident and competent in their

management of "challenging" behaviour. The homes aim to promote the least intrusive positive handling strategies with an emphasis and preference for the use of verbal strategies and non-verbal de-escalation strategies, which are exhausted before positive handling strategies are used. Through regular training on an annual basis staff are provided with open forums to discuss and develop their practice. The organisation has a number of Team Teach Instructors trained to an intermediate level and two that are trained to an advanced level. This team can ensure that there is continued on-site guidance and support, which in turn provides the best possible practice on a daily basis.

Restorative Practice

Underley Garden children's home operates around a reward and incentive basis which is aimed at giving individual young people the structural consistency that they need within an environment that strives to be caring and attentive to individual needs.

The use of different incentives for positive behaviour gives each young person the opportunity to work towards a chosen goal. Individual schemes created by key workers alongside both our Occupational therapist and clinical psychologist allow that even if a young person experiences some difficulties there is still the opportunities to achieve some degree of success and therefore reach their goal.

We at Underley Garden children's home believe that rewarding acceptable behaviour works better than punishing undesirable behaviour.

However, sometimes it may be necessary to use other methods of control that will be appropriate to the action or behaviour. For example, if a young person has deliberately damaged another person's property or the fabric of the home, they may be expected to contribute from pocket money, or allowed to do jobs around the home as reparation. When behaviour needs a more serious response a measure of control will be imposed. This is a more official way of describing any Consequence's that are used.

All measures of control and disciplinary measures are based on establishing positive relationships with young people and are built on genuine interest for their wellbeing.

14. The arrangements made for child protection and to counter bullying.

Our Child Protection Policy is designed to provide information and guidance on the procedures which are place to safeguard and promote the welfare of children and young people.

Concerns about child protection should be directed through the 'Designated Safeguarding Leads'. Graham McEwan and Matt Huntley.

All members of staff who carry out on-call duties are trained to 'designated person standard' in order to ensure appropriate cover is in place across 24 hours, 365 days per year.

Members of staff are also individually responsible under the **Cumbria Local Safeguarding Children Board's** Child Protection Procedures.

All staff are trained to safeguarding level 1 and beyond. Copies of current procedures are available in Both Offices in the Home.

All allegations, whatever their source, are reported by the Registered Manager to: (LADO), **Cumbria Local Safeguarding Children Board**, Referring Authority Officers, Parents / Carers (as appropriate) Ofsted (ISA) where appropriate. The procedures as specified by the Cumbria Local Safeguarding Children Board are followed.

All necessary arrangements are taken to care for, support and safeguard any young person resident in the school involved with the allegation.

Where a member of staff is involved with an allegation, appropriate support is provided through senior supervising staff and is managed in line with organisational policy.

Confidential comprehensive records are kept on all Child Protection matters. These are filed in a secure location and are only accessible by the DSL's

Arrangements to counter bullying

Bullying is recognised as an inherent risk. A clear anti-bullying policy is in place and all staff are aware of this. We believe that everybody has the right to be treated with respect, to be safe and to feel safe. Bullying behaviour will not go away if it is ignored and often leads to more bullying. We encourage anyone who feels bullied to tell us or someone else. We encourage young people to talk about their experience and choose an adult they feel comfortable with such as, telling someone by phone or note, a member of staff, the manager or an advocacy worker or social worker.

Staff will directly intervene and challenge any incidents of bullying. This will be

managed through staff awareness, risk assessments, effective supervision of young people and the follow up of any complaints. We will support any young person who is bullying as they may need help to stop or change their behaviour or to put things right.

Any bullying by a member of staff in the homes towards a young person or an adult will be investigated according to disciplinary procedures and the matter will be reported to Social Services. A young person or their family or carer may also choose to make a complaint via the home's complaints policy, alternatively they could approach Ofsted directly on 0300 123 4666.

15. The procedure for dealing with any unauthorised absence of a child from the children's home.

Children and Young People missing from the home.

We aim to provide care to ensure that children and young people feel secure and safe living within our home.

If there is a risk that a child or young person may run away or go missing staff are trained to support them to understand the risks and dangers, involved and make the child or young person aware of how to seek help.

If a child does go missing from the homes the management work with the police and the child's responsible authority LSCB and other relevant parties, to do all they can to locate them and return them to the home. When they return they are offered a positive warm response, support and access to an independent person to speak to.

Care management & staff are made aware of Joint protocol Children and young people who run away or go missing from home or care.

'Runaway and Missing from Home and Care' (RMFHC) protocol in relation to Cumbria Local Authority and adhere to its content.

Where there is a possibility that a child or young person will run away and go missing or does go missing from placement, then the child's care plan, along with the placement plan, should include a strategy to minimise this risk. This would be done through a multi-agency approach to ensure the safety of the child or young person.

16. The fire precautions and associated emergency procedures in the children's home.

Fire Safety

Every step is taken to ensure that comprehensive precautions are in place to safeguard and protect the residents, staff and visitors against the risk of fire within the service. We comply with the relevant legislation: Fire Precautions Act 1974, Fire Precautions (Workplace) Regulations 1997, Fire Precaution (work place) amendment Regulation 1999 and Building Regulations 2000. We maintain regular checks and maintenance of all fire systems and associated equipment as per legislation. We hold training for all our staff in fire safety and awareness and encourage a reporting culture by an easily understood concerns reporting system. Evacuations and risk management of specific house and its associated group of young people are conducted as per guidance and legislation and easy read protocol is available to all young people and is displayed in prominent positions. We have an annual audit conducted by our local fire safety department and also contract HealthyBuildings.com to do a comprehensive risk assessment bi-annually to support our risk management procedures.

17. The system comprises a number of fixed cameras located around the Care Home site. All cameras are monitored from a Central Site Office and are only available to designated staff – members of the Site Team and members of the Senior Leadership and Management Team. The system runs over the computer network and access is restricted to inside the Care Home only (the functionality to access remotely is disabled for reasons of safeguarding)

Summary of Key Points

- This Code of Practice will be reviewed every two years.
- The CCTV system is owned and operated by Underley Garden.
- The Control room will not be staffed out of office hours.
- The Control Room is not open to visitors except by prior arrangement and good reason.
- Liaison meetings may be held with the Police and other bodies.
- The Hard Drive may only be viewed by Authorised School Officers, Control Room staff and the Police.
- Images required as evidence will be properly recorded on a disk from the Hard Drive, witnessed and packaged before copies are released to the police.
- Disks will not be made available to the media for commercial or entertainment.
- Disks will be disposed of securely by incineration.
- Any breaches of this code will be investigated by the Principal. An independent investigation will be carried out for serious breaches by Acorn Care and Education Ltd.
- Breaches of the code and remedies will be reported to the Principal.

For further details please refer to Underley Garden **CCTV Policy**

18. The arrangements for the children's religious instruction and observance.

It is important that young people retain their cultural identity, thus full support and encouragement of religious observance in consultation with parents will be given to achieve this.

The homes policy is not to force or persuade any child to participate in religious observance if it is against their wishes.

Efforts are taken to ascertain the family experience of each child including cultural factors in terms of moral values, behavioural norms, lifestyle and artistic pursuits. It is recognised that shared religious belief, ethnic background, language, history or economic background sometimes lead to similar cultural norms and expectations.

However staff are careful not to make assumptions about these. Individual Care Plans reflect cultural, religious and ethnic requirements in terms of care.

Cultural, racial, ethnic and religious expectations regarding the choice of clothes, food and personal requisites are supported and actively promoted. This includes ensuring that there is choice within daily menus reflecting different cultural and ethnic backgrounds, and that children have ready access to appropriate skin and hair care including make-up.

Special dietary requirements will be catered for, such as Halal & Kosher foods.

It is recognised that belonging to a minority in a society brings with it particular stresses.

All the children are helped to reflect on this as they are helped to process instances where they have felt different from a bigger group.

Most children who live in our home have very acute feelings of being outside a group, for various reasons, but particularly because they are living away from their families and outside the mainstream of society. In addition to this many children come originally from families who have found it difficult to fit in and have lived on the margins of society; these experiences of being 'outside' have often been compounded by multiple placement moves and experiences of rejection.

Some of these experiences will have ethnic, religious and cultural components and part

of the treatment methodology is to recognise the various components of these experiences of being in the minority.

Children are encouraged and given the opportunity to practice cultural, religious or ethnic customs and characteristics without interference or prejudice to others. Where religious practices require special clothing or special diet children are properly equipped and advice is sought from either the young person's family or local religious leaders, where necessary.

They are enabled to celebrate their own religious festivals and assisted in understanding and acknowledging the religious festivals of others. It is recognised that it is natural that some young people may express doubt about continuing their religious beliefs or practices; whilst having regard for their wishes, it is important that they are helped to recognise and discuss their choices and the implications for their relationships with their family and community.

Where special privacy is needed in order to pray during the course of the day consideration will be given to how best to provide this, whilst also considering the impact on other children and the group as a whole.

19. The arrangements for contact between a child and his parents, relatives and friends.

Contact

The welfare of the young person is paramount. It is our belief that when looking after children away from home, that whenever possible, contact must be promoted and maintained with the young person's parents, relatives, friends and natural community. The amount of contact will be set at the Planning Meeting, where the views of all parties and the needs of the young person will be considered. The contact may be through visits, telephone, e-mails and letters, provided there are no restrictions. Staff will monitor contact and help young people to improve the standard of their contact if appropriate.

20. The arrangements for dealing with complaints.

Complaints

Any person who has a concern or complaint is encouraged to share and discuss the matter with a member of staff at the earliest opportunity or speak to the Registered Manager.

Where the person continues to be unhappy, the home has a formal complaints procedure and a copy of this is available on request. Feedback on all complaints is given as per policy.

Individuals also have a right to take their concern or complaint to Ofsted.

The home's complaints procedures are designed to be clear, user friendly and readily accessible. They aim to address informal as well as formal complaints. Systems that do not promote open communication about 'minor' complaints will not be responsive to major ones, and a pattern of 'minor' complaints may indicate more deeply seated problems in management and culture that need to be addressed.

Our complaints procedures are for young people, visiting and contact arrangements with social workers and independent visitors (for children looked after), as well as parents, carers and advocacy and other services.

There is a complaints book that records all representations or complaints, the action taken to address them and the outcomes. Our young people should genuinely be able to raise concerns and make suggestions for changes and improvements, which are taken seriously.

All new children and young people, their parents and new staff are informed of the procedures as part of the induction process. A copy of the procedures will be supplied on request to any of these persons / organisations. Young people, upon admission to the school/home, will receive a young person friendly copy of the Complaints Procedure. The Care Worker will ensure that the young person knows how, and feels able, to complain about any aspect of living in the home. No action or reprisal will be taken against a child making a complaint or representation.

- Complaints policy is on the Underley Garden website.

21. The arrangements for dealing with reviews and review of placement plans.

Arrangements for statutory care reviews

Legislation requires that 'Children Looked After' have their Care Plans regularly reviewed.

Underley Garden children's home aims to ensure that the placing authorities follow the

statutory review system:

- first review in placement will be after four weeks
- the second no later than 3 months; and regularly every 6 months
- Some reviews are done more frequently than this.

Due to the complex needs of some of the young people we look after it might be necessary, on certain occasions to hold Emergency meeting such as:

- Reviews are formal meetings, required by law, and take place at least twice a year. They look at the overall plan for the young person. It is here that any big changes in a care plan may be decided upon.
- A Planning Meeting is less formal than a Review and tends to look at the more day-to-day arrangements and can be arranged as and when required. The main difference is that Planning Meetings include just those people needed to look at a specific issue (e.g. parent, young person, key worker or Social worker).

Whatever the meeting, there is a system of forms, filled in by the chair, which help us ask the right questions and to record clearly what has been agreed. The important thing about care planning and reviewing is that everyone's opinion is listened to in order to make sure that a young person is receiving the best possible care and advice. The young people are encouraged to take a very active part in this process and can chair the reviews themselves. If they wish to do this, staff will help them prepare in an appropriate way.

Young people's Care Plans are updated on a minimum of a Monthly basis or as and when needed.

This is updated with input from the Young person, Key worker, staff team & Registered Manager.

22. The type of accommodation, including the sleeping accommodation, provided, and, where applicable, how young people are to be grouped, and in what circumstances they are to share bedrooms.

Each young person has their own bedroom with single lockable door. They are decorated and furnished to a high standard. Privacy and independence is encouraged through the home layout. All communal spaces and bedrooms are decorated in neutral tones in recognition of the need to minimise sensory overload. However, young people will be encouraged to add to decoration in their personal space which reflects their

individual personality and taste.

There is also an office where the staff team use to hold their papers and files as well as two separate staff sleep in rooms.

23. A description of the children's home's policy in relation to anti-discriminatory practice as respects children and children's rights.

Anti-discriminatory practice / support and rights

Support

- We work closely with families and Social Services departments to ensure appropriate ties and relationships with relevant and responsible people are maintained.
- We operate a system of transport to and from the family home specified at key times on admission and throughout the placement to assist this process.
- We will work closely with socials services to assist contact / support contact visits for Children Looked After.

Rights

The Home strictly adhere to anti-discriminatory legislation, policy and practice and actively supports the view that young people will not be discriminated on the grounds of their culture, race, religious persuasion, gender and sexuality or immigration status. Staff are actively expected to demonstrate tolerance, understanding and empathy with all young people they work with. Every attempt is made to combat any occurrence of prejudice.

- The home and its staff team are committed to upholding and implementing the United Nations Convention on Children's Rights and the principles surrounding it. Each young person is treated with respect and dignity and valued in their own right. Our values and ethos are based on anti-oppressive practices.
- We actively promote children's rights organisations and advocates to contribute to supporting the children and young people we accommodate by actively involving advocates where appropriate in care planning and review processes.
- We actively collate data from children and young people which contributes to the running of the management and running of the home.
- All young people aged 16 and above will be subject to a DoLS assessment.

24. Conclusion

Our focused and committed approach, delivered within a caring, family environment provides a platform from which young people can really enjoy their lives and achieve. Each young person's care plan typically involves integrated, outcome-focused input from education, therapy and care. This approach aims to ensure that we provide a person-centred wrap-around service that promotes individuality and choice whilst encouraging all young people to be the best that they can be. Making the provision fit the young person and not the other way around is our first principle in line with legislation.

25. Appendix 1 Important contacts

Responsible Individual

Graham McEwan
Tel: 07891 223386

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 03001231231

Childline

Tel: 0800 1111

Whistle Blowing (see Whistle Blowing Policy)

Graham McEwan
Tel: 07891 223386

LADO

Fax: 01768 812090

- EFax: lado@cumbria.gov.uk



Underley Garden

- Post: LADO, Cumbria Safeguarding Hub, Skirsgill Depot, Penrith, Cumbria, CA10 2BQ
- Please note if you are worried that a child is at **risk of immediate harm** please contact the Cumbria Safeguarding Hub on **0333 240 1727** or see [How to refer a child](#).

To speak to a LADO for advice please contact Multi-Agency Business Support Team who will take your details and ensure a LADO returns your call:

Phone **01768 812267**

Designated Safeguarding Lead

Matt Huntley

Tel: 07583755848

26. Appendix 2 Staff Team, experience & qualifications.

1	<p>Responsible Individual Graham McEwan Advanced Diploma in Residential Care and Education, MA(ed), Designated Safeguarding Lead, Safer recruitment.</p> <p>I have worked in children’s services and day and residential special schools for 30 years, at various levels and within senior leadership teams. Fundamentally I believe that children should be kept safe, their welfare protected and all children and young people have an entitlement to the highest qualities of care and education.</p>
2	<p>Interim Registered Manager Chris Kirkbride NVQ Level 3 working with children and young people, working towards level 5 Diploma in leadership and management, Emergency First Aid, Intermediate/Advanced Team Teach, Designated Safeguarding Officer.</p> <p>7 years working with looked after children with special needs and has been dedicated to achieving the highest standards of person-centred care for children and young people.</p> <p>I have held a management role for the last 18 months and work to and only expect the highest of standards when supporting children and young people, by adopting a person centred approach.</p>
3	<p>Deputy Managers x 3</p> <p>Matt Huntley</p>

	<p>NVQ Level 3 working with children and young people, NVQ Level 3 Teaching and Learning, Advanced Team Teach Instructor, Designated Safeguarding Lead, 3 Day First aid at work certificate, Supervision and supporting staff.</p> <p>Working towards level 5 Diploma in leadership and management.</p> <p>I have over 13 years' experience working with children and young people with special needs in both the care and education setting. I have been dedicated to achieving the highest standards for the young people and modelling good practice for staff leading to positive and person centred outcomes for all.</p> <p>Mark Lane</p> <p>NVQ level 3 working with children and young people, NVQ level 2 in leadership and management, NVQ level 2 in adult care in the community, Emergency first aid, intermediate and advance team teach.</p> <p>Working towards NVQ level 5 in leadership and management.</p> <p>I have worked in adult care for 11 years before beginning my career at Underley Garden Children's Home working with children and young people with complex needs. Over the last 4 years I have been a Senior Care Worker managing a staff team and ensuring the efficient running off a bungalow within the children's home. I am committed to delivering positive outcomes for children and young people while working alongside my colleague's to provide a high level of person centred care.</p> <p>Claire Howley</p> <p>NVQ Level 3 working with children and young people, NVQ Level 3 Teaching and Learning, Advanced Team Teach Instructor, 3 Day First aid at work certificate, Supervision and supporting staff.</p> <p>Working towards level 5 Diploma in leadership and management.</p> <p>I have worked at Underley Garden for the last 7 years with the last 4 years spent as a Senior Care Worker, during this time I have dedicated myself to providing the highest standards of care to the children and young people as well as supporting my colleagues in their day to day roles. I have been heavily involved in the transition process for children and young people over the last year and see this as one of the most important aspects of my job.</p>
4	<p>Senior care workers x 9 L3, working with children and young people</p>



Underley Garden

	Safeguarding level 1 and 2 Team Teach Trained First Aid
5	Care workers x 59 NVQ L3, working with children and young people or working towards, Safeguarding level 1, Team Teach, First Aid.