

BRIDGEND COUNTY BOROUGH COUNCIL

CARTREFLE COMMUNITY HOME

STATEMENT OF PURPOSE

Mrs. Margaret Melean
Residential Manager
110 Merthyr Mawr Road
Bridgend
Mid Glamorgan
CF31 3NY

Tel: 01656 652257

(Last Reviewed January 2010)

Introduction to Cartrefle Community Home Statement of Purpose

This Statement of Purpose provides detailed information about Cartrefle Community Home. It is intended for any parent or any person with parental responsibility, social workers and staff working in the Home. It provides a basis for parents and social workers to decide whether the service is appropriate to meet the needs of particular children and to measure the suitability and standard of the service that is provided.

Parents will be made aware of the Statement of Purpose at the time of admission of their child and will be provided with a copy on request. Alternatively they may wish to refer to it on their visits to the Home. Paper and electronic copies will be available for social workers at their office base. Staff will have access to it at the Home. Children at the Home who wish to see the full document will be given a copy on request.

Cartrefle Community Home wishes to provide a service that meets the needs of the children placed, satisfies the reasonable expectations of their parents and the expectations of the child's social worker. The Manager and staff at the Home welcome both positive and critical comments from parents, social workers and children themselves, at any time and they will use those contributions to improve the service provided. At the time of admission, parents will be shown the facilities available and be invited to comment on their suitability. At intervals parents will be asked for their opinions on the service and facilities. At the end of placements, Cartrefle Community Home will ask the child, the parents and social workers to give their views on the child's period at the Home. Where improvements can be made immediately, the Manager and staff will ensure that happens.

The Statement of Purpose is updated on an annual basis, reflecting changes that are being made to improve the service. Specific consultation with parents and children is a very important part of that process, which will take place between January and March each year, so that a revised Statement of Purpose is in place from April 1st each year. As part of a wider consultation, parents and children will be asked for their assistance during this period to identify weaknesses in the service and help identify the improvements and changes that should be made. Other comments made throughout the year will also be considered in this exercise. Parents and children will then be informed of proposed changes and given an opportunity to give their opinion before the revised Statement of Purpose is finalised. It will be made available as described above.

Whenever parents or children are consulted feedback will be provided as early as possible.

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1. Aims and Objectives

Cartrefle is a Children's Home, situated in the centre of a residential area of Bridgend.

Cartrefle is committed to providing a quality, needs-led service, which incorporates an individually designed plan for each young person, allowing maximum personal autonomy within a safe environment, free from exploitation.

Young people living at Cartrefle have a right to personal dignity and the right to live as normal a life as possible.

Everyone at Cartrefle is committed to working in partnership with young people, their families, their Social Workers and any other relevant agencies.

Cartrefle works within the framework provided by the Children's Homes (Wales) Regulations 2002, the National Minimum Standards for Children's Homes and the Guidance of the Children's Act 1989 volume 4 Residential Care. The Policies and working practice are consistent with this framework. Particular emphasis is given to respecting young people and their rights.

Cartrefle does not have the facility to accommodate any young person who has severe learning or physical disability.

Some of the young people accommodated will have special education or therapeutic needs and these will be met outside the home.

Key Objectives

To assist young people prepare for independent living.

To provide a therapeutic environment for young people to enable them to deal with their individual problems before preparing them for independence.

To provide an aftercare service for young people who have left Cartrefle to live independently.

To provide short-term respite care, when needed, to young people who have left Cartrefle to live independently.

To work towards development of the young persons care plan and pathway planning process.

2a Facilities and Services at Cartrefle

Cartrefle offers a comprehensive range of services to young people. The facilities offered are in line with the service provided but limited to some extent by the structure of the building and the fact that the young people are encouraged to use the facilities in the community as part of their independence programmes.

The facilities consist of:

A TV, DVD and Digibox in each of the main unit bedrooms.

A varied assortment of sports equipment, board and table games and books.

A people carrier for transport when needed.

A large garden and lawn.

A telephone, situated to give young people privacy.

Computer with internet access.

A selection of DVD's.

A selection of playstation games and playstation.

Laundry facilities.

Room for access visits. The use of room is available to other staff at BCBC Personal Services Department.

Newspapers and magazines can be purchased for the young people upon request, representing their individual interests.

Transport to visit families.

Outdoor pursuits can be offered as approved by Bridgend County Borough Council Personal Services Guidelines.

The home receives regular visits from Tros Gynnal Advocacy Project, for the benefit of residents.

The home has access to advice from the local Child and Adolescent Mental Health Service.

A LAC Education and a Health Visitor both provide direct services to young people and advice to staff.

2b Facilities and Services in the Community

Cartrefle is situated in a quiet residential area of a busy town and is fully integrated within the community. The Town is fairly widespread and offers a choice of:-

Nine Comprehensive Schools – within a radius of seven miles.

Bridgend College

Five swimming pools

Recreation Centre.

YMCA

Youth Clubs

Ten Pin Bowling

Snooker Clubs

Guides

Scouts

Sea/Army/Air Cadets

Library

Centre for the Deaf

Transport links to all areas
Beach and coastal areas within five miles
Duty Solicitor Scheme
Citizen's Advice Bureau
Next Step – two single house – 10 bed-sits
DASH (Drug and Alcohol Self Help)
General Hospital and Ear, Nose and Throat Unit
CAMHS (Child and Adolescent Mental Health Service)
Dentists and Doctors Surgeries
Community Health for Admission and Annual Medical Assessments
Benefits Agency
Housing Department and Housing Associations
Bridge Mentoring Service

Cartrefle makes use of a group G.P. practice near to the home, but, where possible, young people stay registered with their own Doctors and Dentists.

3. Names and Addresses of Registered Persons

RESPONSIBLE INDIVIDUAL:

Lindsay Harper
Head of Service
Children's Directorate-Safeguarding and Family Support Services
Bridgend County Borough Council
Sunnyside
Bridgend
CF31 4AR

Tel No (01656) 642200

REGISTERED MANAGER:

Margaret Melean
Cartrefle
110 Merthyr Mawr Road
Bridgend
CF31 3NY

Tel No (01656 652257)

4. Qualifications and Experience of Registered Persons

REGISTERED MANAGER - Margaret Melean

- (a) **Qualifications**
- | | |
|--|------|
| MCI Level 4 Management | 2000 |
| NVQ Assessor Level 3 which qualifies as Assessor for Levels 3 and 4 in Care of Children and Young People | 1998 |
| NVQ Internal Verifier | 2001 |
| Certificate of the Institute of Supervisory Management Abuse and Neglect Open University Course | |
| NVQ level 4 Caring for Children & Young People | 2006 |
- (b) **Experience**
- The Manager has 34 years experience in Residential Child Care and 16 years managerial experience of a Children's Home.

5 Staffing

RESIDENTIAL MANAGER – MRS MARGARET MELEAN (see Section 4 for qualifications and experience)

TWO SENIOR RESIDENTIAL WORKERS

SENIOR RESIDENTIAL WORKER (1)

- (a) **Qualifications**
- | | |
|--|------|
| CPVE Business Studies | 1991 |
| BTec Diploma in Caring Services (NN) | 1993 |
| BSc (Hons.) Psychology | 1997 |
| P.G.C.E Early Years Certificate | 1998 |
| SEWAC Counselling & Theory Certificate | 1999 |
| NVQ level 4 Caring for Children & Young People | 2008 |
| Registered for NVQ level 4 Management | 2009 |
| Cert H.E. Child Protection | 2009 |
- (b) **Experience**
- The Senior Residential Worker has 12 years experience as a residential worker in child care and 6 years experience as a Senior Residential Worker. In addition has experience of teaching children.

SENIOR RESIDENTIAL WORKER (2)

- (a) **Qualifications**
- | | |
|--|------|
| Certificate of Education in Teacher Training | 1978 |
| Educational Guidance Specialism | 1978 |
| Gatsby (Working with Children & Young People) | 1998 |
| NVQ level 4 Caring for Children & Young people | 2009 |

- (b) **Experience** The Senior Residential Worker has 13 years experience as a residential worker in child care and 5 years experience as a Senior Residential Worker. In addition has experience of teaching children.

SIX RESIDENTIAL WORKERS

Residential Worker (1)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
Gatsby (Working with Children and Young People)
Abuse and Neglect Open University Course
- (b) **Experience** Has 22 years experience of residential work with children and several years experience of undertaking senior worker tasks.

Residential Worker (2)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
NVQ Assessor Award
Certificate in Supervisory Management (Nebs)
Certificate in Welfare Studies
- (b) **Experience** Has 15 years experience of residential work with children.

Residential Worker (3)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Has 10 years experience of residential work with children.
Previous experience of working with adults with a disability.

Residential Worker (4)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Has 10 years experience of residential work with children.

Residential worker (5)

- (a) **Qualifications** NVQ level 3 Caring for Children and Young People.
- (b) **Experience** Has 6 years experience of residential work with children.

Residential Worker (6)

- (a) **Qualifications** NVQ level 3 Caring for Children and Young People.

- (b) Experience** Has 6 years experience of residential work with children. Prior to this had experience of working with young adults with disabilities.

All staff will have received In Service Training. For some this will have included the Open University Course – Working with Children and Families.

ANNUALISED HOURS STAFF - used to cover sickness, courses and leave.

Annualised Hours (1)

- (a) Qualifications** NVQ level 3 Caring for Children and Young People.
- (b) Experience** Has 6 years experience of residential work with children.

CLERK (Part-time position)

Various administrative and clerical duties relating to the day-to-day running of the Home, including payments and statistical information.

6. Arrangements for the Supervision, Training and Development of Staff

The Residential Manager receives monthly supervision from the Principal Officer Accommodation & Regulated Services. In addition the Manager is a member of the Extended Children's Services Management Team. The Residential Manager has access to the Directorate's Management Development Programme.

The Senior Residential workers and clerk are supervised by the Manager.

All staff receive regular supervision from the Residential Manager or in the absence of the Manager a Senior Residential Worker. This is provided on a monthly basis, pre-planned and recorded.

New staff have an induction programme and there are on-going training plans for all staff. The home is currently participating in a programme of NVQ qualifications at level 3 for Residential Staff and level 4 for Senior Residential Workers.

7. The Organisational Structure of the Home

The Principal Officer (Accommodation & Regulated Services) is responsible for the line management of the establishment.

The staffing structure is as follows:-

- Residential Manager
- Two Senior Residential Workers

- Three full time Residential Workers
- Three part time Residential Workers
- One part time annualised hours
- One part time clerk

The staff group work to a ten day rota, with a minimum of two staff and a maximum of three staff on duty at all times.

The rota also accommodates for the provision of sleeping in duties.

All Staff, including annualised hours staff, have appropriate checks undertaken by the Directorate's Personnel Section. The appointment of all staff is consistent with the recommendations of the Warner report.

8. Children Accommodated and their needs

Cartrefle provides care for up to five young people from Bridgend County Borough and accommodates mixed gender.

Cartrefle focuses on preparing young people to live independently. These young people will normally be over fifteen and a half years of age on admission and may remain until their 18th birthday. However, there can be rare exceptions where they may remain until they are 19 years of age – but only if their needs indicate that is in their best interests and they can be accommodated in the independent flat.

There are also rare occasions when the Unit will accommodate some young people that are outside of the normal criteria for admission.

All admissions are planned and are young people already looked after in other care placements.

Cartrefle will offer a full Aftercare support service to young people who have previously been cared for at Cartrefle. This may include a return to Cartrefle for short-term respite care.

9. Admission Policy

Admission will be made on a planned basis. There will be an opportunity for a preliminary visit by the young person, parents and Social Worker, to consider whether to pursue a referral. Referrals should take into account the specific purpose of Cartrefle and the age range specified in the "Statement of Purpose". Full LAC documentation should be submitted and the Referral Assessment form along with an impact assessment will be used by the Manager, in consultation with Senior Staff, to identify the young person's needs, the appropriateness of the service meeting these needs and admission arrangements. Where a placement is offered, taking account of the impact on young people already resident, a pre-admission planning meeting will determine the Placement Plan for the young person. The Manager may decline an otherwise appropriate referral if the needs of the young person are not compatible with the existing residents.

The LA documentation required the following LAC forms should be completed before the admission takes place:-

ICS Essential Information Record

ICS Looked After Particulars

ICS Information Placement Record

ICS Child/young person's care plan

Pre-placement Risk Assessment

Copy of any Court Order giving the local authority the authority to determine the young person's placement

Cartrefle does not hold a bed for emergency admissions.

10. Strategy for Counteracting Adverse Effects when providing Accommodation for More than six young people

Cartrefle Community Home does not provide placements for more than 5 young people at a time. Consequently no strategy is required.

11. Ethos of the Home

- ❑ Cartrefle will work in partnership with young people and parents/persons with parental responsibility through a written agreement.
- ❑ Each young person will have a personal plan, based on a careful analysis of their general and specific needs and this plan will be regularly reviewed and updated.
- ❑ Young people at Cartrefle will be treated in as normal a way as possible and will be encouraged to take a full part in local community life.
- ❑ Young people in Cartrefle will be treated in such a way that ensures that racial, gender, religious and cultural needs are taken into account and that they are not discriminated against in any way.
- ❑ Cartrefle is committed to providing an environment within the unit which facilitates the young person's growth, maturation, self-respect and personal dignity.
- ❑ Bearing in mind the variety of roles Cartrefle can play for young people, a variety of different and contrasting approaches will be used to achieve these ends.
- ❑ Cartrefle works closely with other agencies to contribute to the Child Protection process.

12. Promotion of Health Needs

On admission each young person has a Health Assessment undertaken by the Health Visitor supporting the new Safeguarding teams and is registered with one of the local Doctors and Dentists, unless there is a preference to remain registered with the existing practice. All young persons have an annual statutory health review and also a six monthly dental check. They are provided with a well balanced diet which takes into account their personal choices and special diets, e.g. vegetarian, religious diets and health diets can be catered for. Where appropriate, use is made of the Child and Adolescent Mental Health Service. Each young person follows a health education programme, which deals with HIV/AIDS, sexually transmitted diseases and sex and sexuality.

There is a 'No Smoking' policy in accordance with current legislation and in line with Bridgend County Borough Council's policy.

13. Education

Cartrefle strives to ensure that all the young people they care for are aware of the benefits of receiving a full education.

We endeavour to promote this, by establishing good professional relationships with the schools and colleges our young people attend.

Homework can be completed in the quiet of the young person's own bedroom, or, if preferred, in a room set aside for the use of the young people. The room contains two computers and a range of books (both reference and leisure).

Cartrefle has no provision for the education of the young people in the home, other than individual one to one tuition.

Additional assistance to support young people's educational achievement is sought from the LAC Education Team.

14. Leisure and Activities

In view of Cartrefle's function, to prepare young people for independent living, we encourage all the young people in our care to pursue individual activities, rather than organise a group recreation and leisure programme. Bridge cards for use of the facilities in the local recreation centre are offered to all the young people.

Organised trips to Theme Parks, shopping and theatre trips to London and quad biking are usually kept for during school holiday time. Trips to the cinema and ice-skating are more frequent, usually when requested by individual young people.

15. Consultation

Cartrefle is committed to working in partnership with young people and parents to maximise the opportunities and outcomes for the young person.

The consultation process begins at the earliest opportunity and takes place through :

- a. Pre-admission planning and visits to the home by the young person and parents.
- b. Formal planning and review via the LAC system, Keyworking, Young Peoples Meetings and evaluation exercises.
- c. Informally through daily interaction with staff where important views and opinions are noted within the personal recording sheets.

Cartrefle promotes the involvement of parents where possible and is proactive in maintaining regular telephone contact to inform parents of significant events and to involve them in decision making.

Cartrefle empowers young people to express their views and opinions and make personal choices through:

1. Use of the LAC System.
2. Young Peoples meetings.
3. Keyworking sessions.
4. Daily interactions with staff members.

16. Behaviour management and use of restraint

Staff at Cartrefle assist young people to develop socially acceptable behaviour by responding constructively to unacceptable behaviour and using relationships with young people to nurture respect.

Cartrefle's practice in relation to the use of measures of control is one of last resort.

When a sanction is imposed, staff discuss it with the particular young person where upon their views are acknowledged and recorded.

Cartrefle's use of restraint is limited to extreme circumstances and only used to prevent likely injury to the young person or others, or likely serious damage to property.

17. Child Protection and Bullying

All staff members at Cartrefle are provided with training in Child Protection Procedures and this training is updated on a regular basis.

Cartrefle does not tolerate bullying of any kind. All residents are expected to sign an anti-bullying policy and abide by the contract.

18. Unauthorised Absence

A Protocol exists between the South Wales Police and the seven local authorities within the Force area for the management of unauthorised absences.

When young people do not return they are categorised in two groups:-

- a. Those who are “Absent without Authority” and are regarded as “Low Risk” and
- b. Those who are deemed to be “missing” and whose absence gives rise to serious concerns.

A young person in the lower risk category might, for example, be absent without permission, or not back at the agreed time, but their whereabouts are likely to be known. More serious is the absence of a young person for unknown reasons, with no clue as to their whereabouts and where they are regarded as vulnerable or a danger to themselves or other. A young person who is subject to a restrictive court order is considered to be in the “high risk” category.

The situation of a young person who is regarded as “absent without authority” has to be the subject of a continuous risk assessment while they remain absent. The risk assessment includes consideration of the risks that the young person may face and those they may pose to others. Some indications of risk may be known from previous behaviour and be incorporated into the young person’s plan.

A risk assessment of a young person will include consideration of many factors such as the young person’s age and social, emotional and sexual maturity, a history of absences or of self harm, their health and state of mind. Other matters would include the time they left, the time they were expected to return and their likely associations while absent together with their status e.g. whether subject to a Court Order or on the Child Protection Register. These factors should provide guidance as to risk level and the need if concern is sufficiently great, to notify the police. If there is no referral to the police, the absence must be monitored and reviewed after a couple of hours. If the decision is to refer, Cartrefle will take on this responsibility, as well as that of contacting the child’s parents.

On the young person’s return, whatever the circumstances the young person’s social worker should see the child within three working days of their return and explore the reasons for, and consequences of, the absence. When a young person is assessed as being absent without authority the following forms are completed:-

Form CF6 - Risk Assessment –

- CF7 - Children absent without authority.
Notification of –
A child absent with authority
- CF8 - Notification of –
The return of a child without authority

19. Surveillance

There are no facilities available at Cartrefle for the surveillance of the young people other than through the daily supervision by the staff team.

20. Fire Precautions

All young persons are familiarised with the fire exits on admission. Fire drills are held monthly and fire bells are checked weekly. Health and safety procedures are in accordance with Bridgend County Borough Council's Health and Safety Regulations. A risk assessment is undertaken annually.

21. Religious Observance

Young people have free choice to follow their own particular beliefs. Most Christian denominations are catered for in the locality, but Hindus, Sikhs, Moslems and people of the Jewish faith would have to travel to Cardiff, transport would be provided by the Unit.

22. Contact with parents, persons with parental responsibility, relatives or friends

Young persons have free access to friends and relatives although not necessarily within the unit, unless legal considerations make this impossible. Undesirable friendships would be discouraged or controlled, after discussions at a planning meeting where the suitability of the relationship would be examined.

Young persons could use their own rooms, the conference room, the lounge or the garden for visitors, depending on choice, suitability and availability or quiet room situated on the main unit.

TIMES FOR VISITING

This is dependent on age.

15 years old. Weekdays between breakfast and 9:30 p.m.
Weekends between breakfast and 10 p.m.

16-17 years old. Weekdays and weekends between breakfast and 10:30 p.m.

Length of visit would be at Staff's discretion.

The young people who live in the flat can invite visitors at their own discretion, but visitors must leave by 10:30 p.m. on weekdays and 11:00 p.m. at weekends.

All visitors will be recorded in a visitors' book.

23. Representations and Complaints

The Social Services Complaints procedure is explained to all young people on admission. A form is completed by a member of staff and signed by the young person, agreeing that the procedure has been explained to them and they understand it.

If a complaint is made the Residential Manager and appropriate Senior is informed and the young person is interviewed by the Manager/Senior. Sometimes a complaint can be resolved informally to everyone's satisfaction. However, if the young person wishes to pursue the matter further, the Social Worker is informed, who will ensure that the parents are made aware of the substance of the young person's complaint.

The complaint will also be referred to the Principal Officer (Accommodation & Regulated Services) who will ensure that it is fully investigated under the terms of the Department's procedures. This will entail discussion with the Complaints Officer and the Assistant Director, Children's Services.

Young people can also seek independent support from Voices of Care and the telephone number of Childline is prominently displayed in the home.

Tros Gynnal Advocacy project is to ensure that all young people have the opportunity to resolve inequalities, conflicts and unmet needs that may lead to alienation and crisis.

The project service users will include young people within the looked after system and care leavers.

Any young person wanting advice or support can contact the project themselves, also referrals can be made by adults on behalf of a young person (with their consent).

The advocacy project visit the home regularly to support and assist the young people.

Following admissions, young people are provided with a range of information leaflets relating to their status as looked after children, and their time in the care of the Local Authority.

All young people are encouraged to participate in monthly residents meetings run by the residents where individual issues can be raised for consultation with the Manager.

All young people are given a copy of the policy regarding bullying, and are asked to sign to agree to comply with the policy.

24. Arrangements for Reviews

Young people's plans will be reviewed regularly, in line with Bridgend County Borough Council's Policy. The first review will be within four weeks of a young person becoming looked after. The second review will be held three months later. Subsequent reviews will be held after a period of no more than six months on an ongoing basis. Within this process our role is to assist in the completion of the consultation documents and to advocate on behalf of the young person to assist with the meeting of their needs, whilst giving an informed viewpoint about the young person's progress whilst placed at Cartrefle Community Home.

The purpose of the reviews will be to monitor progress and review personal care plans. Assessment and Action records are kept up to date. All reviews should be attended by:

- The young person,
- Their social Worker,
- Their Family,
- Their Key worker and any other appropriate person.
- An independent Chairperson.

An independent chairperson is employed by Bridgend County Borough Council to oversee review meetings after the first review. Before their 16th birthday, young people should have an Aftercare planning meeting, which will look at the ways in which the Department can assist the young person, when they leave residential care. A Pathway Plan in accordance with the Leaving Care Act will be formulated to help facilitate this.

Reviews are normally held at Cartrefle Community Home, but may be convened elsewhere if there are specific reasons to require this.

25. Accommodation and Sleeping Arrangements

The main unit contains four single rooms each with its own key. These rooms contain washbasins and also a colour television, DVD player and Digibox. There is a shared lounge, which contains a television, DVD player and Digibox.

There is a room available to all young people that contains two computers, a Karaoke machine and a good selection of books, which takes account of individual's interests and hobbies. The kitchen is also shared and fully equipped to enable young people to become more independent in food preparation and cooking. Bathroom, shower and toilet are shared areas, as is the laundry room with the automatic washing machine, tumble drier and sink unit. Young people are encouraged/assisted to use the kitchen and laundry facilities as part of their independence programmes.

A flat is attached to the main unit and consists of two single bedrooms (but only one in use), lounge, kitchen and bathroom. These rooms contain a television, DVD player and Digibox, usual kitchen equipment, microwave oven and automatic washing machine. It is used for one young person as part of their progression to full independence.

General areas consist of:

General Office (access restricted to staff)

Small Office

Two duty rooms and bathroom, for staff who are on duty overnight

Conference Room – used for team meetings, keyworking and supervision sessions. The facility is also used by district-based personnel for meetings and on occasions, supervised visits.

A garden that is quite extensive, comprising of a large, lawned area, suitable for some out-door activities.

26. Therapeutic techniques

YOUNG PEOPLE WITH MORE THERAPEUTIC NEEDS WILL:

- Be faced with the consequences of their actions within a climate of maximum staff support.
- Be afforded intensive staff involvement and support to help them deal with particular personal and interpersonal difficulties. This would also include referral to CAMHS (Child and Adolescent Mental Health Service).
- Where appropriate be cared for through an individually designed programme to help them to show behaviour which is socially acceptable.

27. Anti-discriminatory practice

Staff at Cartrefle Community Home strive to maintain and encourage appropriate and positive relationships based upon honesty and mutual respect with every person they have contact with. To this end anyone receiving our service is expected to treat staff and others similarly in line with professional and personal boundaries. Expectations of behaviour for both staff and young people are clearly understood and negotiated by those living and working at the home, including exercising appropriate control over young people in the interests of their own welfare and the protections of others.

In day to day decision making, staff demonstrate an appropriate balance between:

- Each young persons wishes and preferences
- The needs of individual young people
- The needs of the group of young people resident at the time, and
- The protection of others (including the public) from harm.

Bridgend County Borough Council has a policy on anti-discriminatory practice. Children's rights are respected in line with the United Nations Convention on the Rights of the Child as referred to earlier. Cultural sensitivity is essential so that consideration is given to different religious beliefs and cultural traditions for different racial, ethnic and cultural groups. Staff need to guard against myths and stereotypes, both positive and negative.

Cartrefle Community Home has a comprehensive manual of policy and procedures which can be accessed upon request. It is continually being revised and updated as required.

Address and Telephone Number of the Appropriate Officer for the National Assembly

CSSIW
South West Wales Regional Office
Unit C, Phase 3,
Tawe Business Village
Phoenix Way
Swansea Enterprise Park
Swansea
SA7 9LA

Tel. 01792 310420

Address and Telephone Number for the Children's Commissioner Wales

Children's Commissioner for Wales
Oystermouth House,
Charter Court,
Phoenix Way,
Llansamlet,
Swansea.
SA7 9FS

Tel: 01792 765600

Updated January 26th 2010