

# **BRIDGEND COUNTY BOROUGH COUNCIL**

## **THE TRANSITION UNIT**

### **STATEMENT OF PURPOSE**

**Mrs Irene Muir  
Residential Manager  
110 Merthyr Mawr Road  
Bridgend  
Mid Glamorgan  
CF31 3NY**

**Tel: 01656 652257**

(Last Reviewed May 2011)

**This Statement of Purpose for**

**The Transition Unit**

**has been approved by the**

**Responsible Individual  
Colin Turner**

**Signed:**

**Date:**

## **Introduction to The Transition Unit Statement of Purpose**

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

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

The Transition Unit wishes to provide a service that meets the needs of the young people placed, satisfies the reasonable expectations of their parents and the expectations of the young person's social worker. The manager and staff at the Unit welcome both positive and critical comments from parents, social workers and young people 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, the Transition Unit will ask the young person, the parents and social workers to give their views on the young person's period at the Unit. Where improvements can be made immediately, the Manager and staff will ensure that happens. These improvements could be included in the annual Business Plan.

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 young people 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 1<sup>st</sup> each year. As part of a wider consultation, parents and young people 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 young people 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 young people are consulted feedback will be provided as early as possible.

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## **1. Aims and Objectives**

The Transition Unit is an innovative service for young people who require an intensively managed transition into independent living. The Transition Unit is situated in the centre of a residential area of Bridgend

The Transition Unit 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.

The partnership between the Transition Unit and other service providers ensures consistency and continuity of care throughout. Residential staff, social workers, outreach workers and parents work alongside each other to provide a holistic approach to the care and support of young people who have a right to personal dignity and the right to live as normal a life as possible.

The Transition Unit works within the framework provided by the Children's Homes (Wales) Regulations 2002, the National Minimum Standards for Children's Homes, the Guidance of the Children Act 1989/2004 volume 4 Residential Care and the Children Leaving Care Act 2000, Bridgend County Children & Young People's Charter – Promoting the Rights & Responsibilities of Children & Young People. The Policies and working practice are consistent with this framework. Particular emphasis is given to respecting young people and their rights.

### **Key Objectives**

To assist young people prepare for independent living by:

- Help them become financially responsible
- To become proficient in the practical aspects of independent living
- Ensure they acknowledge the importance of their own health care
- Helping them form appropriate relationships

To provide an environment for young people which enables them to deal with their individual problems, supporting them in preparing them for independence and working through the young persons care plan and pathway plan

To provide an outreach service to those young people living in the community and have moved on through the Transition Unit.

Young people will initially be supported by staff to budget for their requirements and given guidance in all the practical aspects such as shopping, preparing and cooking of food and laundry. To offer advice and support and advice and support in obtaining jobs, work experience and further education and training.

## **2a Facilities and Services at The Transition Unit**

The Transition Unit 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, Digibox and small fridge in each of the main unit bedrooms.

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

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 are purchased for the young people upon request, representing their individual interests.

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

The Unit receives regular visits from Tros Gynnal Advocacy Project, for the benefit of residents. This is an independent service offering impartial advice and guidance should the young people require it.

The Unit 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**

The Transition Unit 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:-

Ten Comprehensive Schools – within a radius of seven miles.

Bridgend College

Bridge Mentoring Service

Just Ask Drop in Centre

Five swimming pools

Recreation Centre

YMCA

Youth Clubs

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  
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

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

### **3. Names and Addresses of Registered Persons**

#### **RESPONSIBLE INDIVIDUAL:**

Colin Turner  
Interim 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:**

Irene Muir  
The Transition Unit  
110 Merthyr Mawr Road  
Bridgend  
CF31 3NY

Tel No (01656 652257)



**4. Qualifications and Experience of Registered Persons**

**REGISTERED MANAGER – Irene Muir**

- (a) Qualifications**
- (b) Experience**

**5 The Number, Relevant Qualifications and Experience of Persons Working at The Transition Unit**

**RESIDENTIAL MANAGER – See above**

**TWO SENIOR RESIDENTIAL WORKERS**

**SENIOR RESIDENTIAL WORKER (1)**

- (a) Qualifications**
- (b) Experience**

**SENIOR RESIDENTIAL WORKER (2)**

- (a) Qualifications**
- (b) Experience**

**FIVE RESIDENTIAL WORKERS**

**Residential Worker (1)**

- (a) Qualifications**
- (b) Experience**

**Residential Worker (2)**

- (a) Qualifications**
- (b) Experience**

**Residential Worker (3)**

- (a) Qualifications**
- (b) Experience**

**Residential worker (4)**

- (a) Qualifications**
- (b) Experience**

**Residential Worker (5)**

- (a) Qualifications**
- (b) Experience**

**TWO OUTREACH WORKERS**

**Outreach Worker (1)**

- (a) Qualifications**
- (b) Experience**

**Outreach Worker (2)**

- (a) Qualifications**
- (b) Experience**

**CLERK (Part-time position)**

- (a) Qualifications**
- (b) Experience**

**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 Unit 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 Unit**

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
- Two part time Residential Workers
- Two part time Outreach Workers
- One part time clerk

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

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

All 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. Young People Accommodated and Their Needs**

The Transition Unit provides care for up to six young people from Bridgend County Borough and accommodates mixed gender. All admissions are planned via a referral from other service providers. Young people will already be linked in with the Aftercare Team and will be subsequently registered with housing. The young people will not be younger than sixteen years of age on admission.

The length of time needed in the Transition Unit will be largely determined by the progress that the young person makes. However, it is anticipated that it will be a short to medium period lasting no more than twelve months.

The Transition Unit focuses on preparing young people to live independently. There will be a programme which each young person will sign up to. The programme is aimed at young people who have the commitment, attitude and motivation to achieve their independence, taking into account their level of maturity. Attached to the main unit is 2 bedsits, these will primarily be used to further young people's independence.

The key areas of the programme offer support to:

- Develop cookery based skills
- Household budgeting
- Personal care
- Domestic chores
- Social interaction
- Education and work experience
- Emotional support
- Promote verbal and written communication skills

Should it become clear that a young person is not likely to succeed in the Transition Unit a planning meeting will be held to identify an alternate placement.

Towards the end of a successful transition programme the focus for young people switches to an exit strategy. This will include referrals to various other service providers identified via their Pathway Plan.

### **Outreach Support**

This is offered through a team of two outreach workers who will provide a maximum of forty eight hours support per week. It is aimed at young people who have successfully completed their independent programme but still require an amount of support.

## **9. Admission Policy**

Admission will be made on a planned basis via the Accommodation and Permanence Panel. 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 the Transition Unit and the age range specified. Full LAC documentation and Referral Assessment forms will be submitted. The impact assessment form 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, which will take into account the impact on young people already resident, a pre-admission planning meeting will determine the Placement Plan for the young person. The Manager has the right to decline an otherwise appropriate referral if the needs of the young person are not compatible with the existing residents.

The following documentation required by the Unit should be completed and received 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

In all situations it would be preferable that all young people had a Pathway Plan on admission

**The Transition Unit does not hold a bed for emergency admissions.**

## **10. Strategy for Counteracting Adverse Effects when Providing Accommodation for More Than Six Young People**

The Transition Unit does not provide placements for more than 6 young people at a time. Consequently no strategy is required.

## **11. Ethos of the Unit**

- The Transition Unit 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 the Transition Unit 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 the Transition Unit 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.
- The Transition Unit 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 the Transition Unit can play for young people, a variety of different and contrasting approaches will be used to achieve these ends.
- The Transition Unit 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, Dentists and Opticians, 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 assisted to develop a well balance diet. 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**

The Transition Unit strives to ensure that all the young people cared for are aware of the benefits of receiving a full education.

We endeavour to promote this, by establishing good professional relationships with the schools, colleges and training providers our young people attend. Alternatively we will assist young people to access work experience opportunities and support them in their career choices.

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).

The Transition Unit has no provision for the education of the young people in the Unit, 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 the Transition Unit'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.

Opportunities will be provided for young people to identify and organise trips/activities and will be supported in budgeting for the activity they choose.

## **15. Consultation**

The Transition Unit 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 unit 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.

The Transition Unit 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.

The Transition Unit 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 the Transition Unit assists young people to develop socially acceptable behaviour by responding constructively to unacceptable behaviour and using relationships with young people to nurture respect.

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

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

The Transition Unit'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. Young Person Protection and Bullying**

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

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

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

## **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. Currently there is a new protocol being prepared for consultation.

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, the Transition Unit will take on this responsibility, as well as that of contacting the young person’s parents.

On the young person’s return, whatever the circumstances the young person’s social worker should see the young person 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 –<br>Child absent without authority. |
| CF7      | - | Notification of –                                    |



CF8 - A child absent without authority  
Notification of –  
The return of a child absent without authority

## **19. Surveillance**

There are no facilities available at the Transition Unit 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 or when deemed necessary.

## **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.

## **22. Contact with Parents, Persons with Parental Responsibility, Relatives or Friends**

Young people 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, discussions will be held at a planning meeting when the suitability of these relationship would be examined.

Young people 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**

Visitors are welcomed at the Unit. The length of visit would be at staff's discretion taking into account the dynamics of the established group within reason.

The young people who live in the bedsits can invite visitors at their own discretion. A contract for each young person in the bedsit will be drawn up and the visiting hours will be included in the contract.

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 Interim Head of Service, 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 Unit.

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's 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 visits the Unit 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 young people, 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 the Transition Unit.

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 16<sup>th</sup> 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 the Transition Unit, 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, Digibox and a small fridge. 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.

There are two bedsits attached to the main unit with each containing their own facilities. The individual bedsits will have standard equipment (such as a television, DVD player and Digibox). The bedsits will be accessed by those young people near to leaving the Transition Unit.

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/Behaviour Modifications**

The young people will be faced with the consequences of their actions within a climate of maximum staff support. Control will be maintained on the basis of good personal and professional relationships between the staff and the young people in residence. It is not seen as a negative concept but as a way of enabling the young people to develop self control and self discipline. When young people display behaviour that in any family or group environment would be considered undesirable some form of sanction may be needed. (Acceptable sanctions are those approved by the registered providers).

The young people will be provided with intensive staff involvement and support through key working and access to other support networks. Where appropriate the young people will work through an individually designed programme to help them develop socially acceptable behaviour.

## **27. Anti-Discriminatory Practice**

Staff at the Transition Unit 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 Unit, 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 person's 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.

The Transition Unit 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

**Address and Telephone Number of Bridgend County Borough Council Children's Complaints Officer**

Children's Complaint Offier  
Social Services  
Sunnyside  
Bridgend CBC CF31 4AR

Tel: 01656 642253

**Updated June 16th 2011**

**Appendix 1:**



**Bridgend County Children & Young People's Charter**

**Promoting the Rights & Responsibilities of  
Children and Young People**

**2011**

