

Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

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***** **COMMUNITY HOME**



STATEMENT OF PURPOSE

Karl Culpeck, Residential Manager
31 Pant Morfa
Porthcawl
CF36 5EN

Tel: 01656 782914

This Statement of Purpose for

******* Community Home**

has been approved by the

**Responsible Individual
Colin Turner**

Signed:

Date:

DRAFT

Introduction to ***** Community Home Statement of Purpose

This Statement of Purpose provides detailed information about ***** Community Home and takes into account Bridgend County Council Children & Young People's Charter (see appendix 1). It is intended for any parent or any person with parental responsibility, social workers, relevant professionals 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 children/young people and to measure the suitability and standard of the service that is provided.

Parents/carers will be made aware of the Statement of Purpose at the time of admission of their child/young person and they 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 and staff will have access to it at the home, relevant professionals will be provided with a copy on request. Children/young people at the unit who wish to see the full document will be given a copy on request.

***** Community Home will provide a service that meets the needs of the children/young people placed there, satisfies the reasonable expectations of their parents/carers and the expectations of the child's/young person's social worker. The Manager and staff at the unit welcome both positive and critical comments from parents/carers, social workers, relevant professionals and the children/ young people themselves at any time and they will use those contributions to improve the service provided. At the time of admission, parents/carers will be shown the facilities available and be invited to comment on their suitability. It is hoped that a culture of openness will continue to grow whereby parents/carers will feel comfortable in discussing their views and concerns with staff, not just in relation to their child/young person, but also to gauge their opinions on the service and facilities available. When placements come to an end, the home will ask the child/young person, the parents/carer, relevant professionals and social workers to give their views on the child's/young person's period at the home. Where improvements can be made immediately, the manager and staff will ensure this happens. Alternatively, where possible and appropriate they will be incorporated into the Annual Service Improvement 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/carers and children/young people are 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 by the beginning of April each year. As part of a wider consultation, parents/carers and children/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/ carers and children/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/carers or children/young people are consulted feedback will be provided as early as possible.

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Appendix 1: Bridgend Children & Young People's Charter

1. Aims and Objectives

At the ***** Community Home we are committed to offering a stimulating, safe caring environment that promotes a holistic approach to all aspects of the child/young person's life.

Placements will be short to medium term depending on the children/young people's needs up to a period of 12 months. The service will be considered as one of the first options of accommodation for children/young people who display complex needs and require intensive work being undertaken to stabilise their behaviour to allow them to move on and settle into a suitable permanent or long term placement.

We aim to:

- To provide children and young people with an individualised package of support that focuses on their assessed needs
- To offer children and young people therapeutic interventions to assist them in achieving well being
- To assist children and young people to explore their own issues and experiences and work through any emotions and feelings which may become a bar to a stable placement and future accommodation
- To provide appropriate levels of support that recognises, values and encourage children and young people to maintain personal skills and competencies and promote their confidence and self esteem
- To provide a comprehensive package of educational support to promote the best possible outcomes for children and young people within their educational setting
- To work closely with families or substitute families to ensure that when children/young people return home or go to other suitable placements, adequate support is given to both the young person and their family to ensure success

***** Community Home will continually monitor its practice and seek to improve its service. One aspect to help achieve this is to undertake a process of evaluation at the end of each placement with the help of the child/young person, their family, the social worker and any other person deemed appropriate due to their involvement with the child/young person during the placement.

2a. Facilities and Services at the ***** Community Home

***** Community Home is a large detached two-storey house, which was extensively refurbished in 2011.

The ground floor comprises of a:

- **Learning Room:** this room is used to support and assist with children and young people's education. There are reference books and access to computers (one of which is used to access the Internet)
- **Quiet Room:** this room is for the use of children and young people have time out, it can also be used for visitors, meetings and key working sessions
- **Washroom:** is equipped with a toilet and sinks for the use of children and young people and visitors
- **Lounge:** this is a communal room where children and young people can watch television together, be used when visitors call and is equipped with a television and DVD player
- **Utility Room:** this room has washing machines, tumble dryers and fridge/freezers, children/young people are encouraged to assist with their laundry depending on ability and age
- **Office:** this room is well equipped to assist in the delivery of the service. Due to confidentiality procedures, children and young people can only access the office in the company of staff. The office also contains the locked medical cabinet for the safe storage of medication
- **Dinning Room:** this room is equipped with table and chairs, children/young people and staff will eat their meals together
- **Kitchen:** this room is well equipped, with a dish washer and fridge; children/young people are encouraged to assist with cooking meals depending on their age and ability

The first floor comprises of:

- **4 Children/Young People's Bedrooms:** the bedrooms are well equipped with bespoke furniture offering plenty of storage and a work space area where school/homework can be completed
- **2 staff bedrooms:** these rooms are for staff undertaking sleeping in duties
- **Bathroom:** is equipped with a shower bath and toilet for the use of children and young people

- **Shower Room:** is equipped with a large walk-in shower and toilet for the use of children and young people
- **Toilet:** for the use of children and young people
- **Staff Shower Room:** this room contains a shower and toilet for the use of staff
- **Meeting Room:** this room is used for meetings and also can be used to support education and learning

The unit also has plenty of storage areas.

***** Community Home offers a range of services to children/young people. The facilities offered are in line with the service provided. Children/young people are encouraged to use facilities in the community as part of normalisation.

The facilities consist of:

- A varied assortment of board and table games
- Varied selection of reading material
- Games consoles
- A computer with internet access
- A people carrier vehicle
- A large garden and barbecue
- A telephone for private use
- Television and video complete with DVD
- CD Player
- **Laundry facilities** (depending on age and ability young people are encouraged to undertake their own washing as part of developing independent skills)
- **Cooking facilities** (depending on age and ability young people are encouraged to participate in preparing meals as part of developing independent skills)

The services provided are:

- Educational support
- Therapeutic strategies to meet need
- Work in partnership with children/young people
- Work in partnership with parents/carers
- Work in partnership with relevant professionals to assist in meeting needs
- Children's/young person's meetings
- Counselling
- Key / link working
- Advocacy and mediation
- Transport to school where needed and to visit families
- Quality physical care
- Rehabilitation work
- Social skills development

- Self-care skills development
- Recreational activities, as approved by Bridgend County Borough Council Social Services Guidelines

2b. Facilities and Services in the Locality.

***** Community Home is situated in the seaside town of Porthcawl and is fully integrated within the community. The town itself is small and compact and therefore has to rely on facilities and services throughout the authority.

There are:

- Ten comprehensive schools
- Bridgend college / Maesteg college / Pencoed college
- Five swimming pools
- 3 recreation centre
- Ten pin bowling
- Snooker club
- YMCA
- Gymnastics club
- Fitness centres
- Youth clubs
- Library
- Sea/Army/Air Cadets
- Beach and Coastal Area
- Bus service
- Duty solicitor
- DASH (Drug and Alcohol Self Help)
- Citizens Advice
- General Hospital
- Ear Nose and Throat Unit
- Child and Adolescent Mental Health Clinic
- Doctors and Dental Surgeries

The unit makes use of a group surgery located near to the home.

Whenever practical, children/young people stay with their own dentists and GPs.

3. Names and Addresses of Registered Persons

Responsible Individual:

Colin Turner
Head of Safeguarding and Family Support
Bridgend County Borough Council
Sunnyside
Bridgend
CF31 4AR

Telephone Number (01656) 642200

Registered Manager:

Karl Culpeck
31, Pant Morfa,
Porthcawl,
CF36 5EN

Telephone Number: (01656) 782914

4. Qualifications and Experience of Registered Persons

Residential Manager – Karl Culpeck

His qualifications include:

- NVQ Level 4 in Management
- NVQ Level 4
- Diploma in Welfare Studies
- Certificate in Welfare Studies

The Manager commenced the post on 8th January 2012 after previously being employed as a Residential Manager at Maesteg Community Home since 2004 and prior to that as a Senior Residential Worker at Maesteg Community Home since 15th August 1999. He has responsibility for the overall management of ***** Community Home, he has completed various 'in house' training courses relevant to the post.

Prior to becoming a senior member of staff, he gained experience as a Residential Social Worker working with young offenders for nine years and prior to this was employed as a Social Care Worker, working with adults with learning disabilities.

5. The Numbers, Relevant Qualifications and Experience of Persons Working at Maesteg Children's Home

Residential Manager (See above)

Four Senior Residential Workers

Senior Residential Worker (1)

- (a) **Qualifications** NVQ Level 4 Health and Social Care (Children and Young People)
NVQ Level 3, Caring for Children and Young People
Currently undertaking NVQ Level 4 Management
- (b) **Experience** Commenced in this post on 8th January 2012, prior to this he has eighteen years experience as a Residential Childcare Officer, five of which as a Senior Residential Worker, and prior to this role he was employed as a Residential Social Worker within the Juvenile Justice System

Senior Residential Worker (2)

- (a) **Qualifications** NVQ 4 Registered Managers Award
NVQ Level 4 Health and Social Care (Children and Young People)
- (b) **Experience** Commenced in this post on 8th January 2012, prior to this has three years experience as a Senior Residential Worker. Prior to this role she gained 12 years experience working in a residential setting with both young adults and older people

Senior Residential Worker (3)

- (a) **Qualifications** NVQ level 3 Caring for Children and Young People and is currently undertaking the Diploma in Health and Social Care Level 5
- (b) **Experience** Commenced in this post on 8th January 2012, prior to this post has gained six years experience as a Residential Worker and within this role he gained eighteen months experience as an acting Senior Residential Worker. Prior to this he was employed as a Civil Servant dealing with the public

Senior Residential Worker (4)

- (a) **Qualifications** NVQ level 4 Health and Social Care (Children and Young People)
Certificate of Education in Teacher Training
Educational Guidance Specialism
Gatsby (Working with Children & Young People)
- (b) **Experience** Commenced in this post on 8th January 2012, prior to this has had six years experience as a Senior Residential Worker and twelve years experience as a Residential Worker. Prior to these posts she worked as a teacher with children

Six Residential Workers

Residential Worker (1)

- (a) **Qualifications** NVQ level 3 Caring for Children and Young People
- (b) **Experience** Commenced in this post on 8th January 2012, has 28 years experience as a Residential Worker working in various establishments throughout BCBC

Residential Worker (2)

- (a) **Qualifications** European Business Management Degree
NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Commenced in this post on 8th January 2012, has eight years six months experience of residential work within various establishments throughout BCBC

Residential Worker (3)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People.
Diploma in Welfare Studies
- (b) **Experience** Commenced in this post on 8th January 2012, has thirteen years experience of residential child care. Has previous experience of working in the Play Scheme Programme and is also a Registered Psychiatric Nurse

Residential Worker (4)

- (a) **Qualifications** NVQ Level 3, Caring for Children and Young People
NVQ Assessor Award
- (b) **Experience** Commenced in this post on 8th January 2012, has sixteen years experience as a Residential Worker, working in various establishments throughout BCBC

Residential Worker (5)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Commenced in this post on 8th January 2012, has eight years experience of working within a residential establishment, also has experience of working with young adults with learning disabilities

Residential Worker (6)

- (a) **Qualifications** NVQ level 3 Caring for Children and Young People
- (b) **Experience** Commenced in this post on 8th January 2012, has nineteen experience of working within various residential establishment throughout BCBC

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

In accordance with the Care Standards Act 2000 the children/young people are looked after by staff that is trained and competent to meet their needs (Standard 22). To assist staff development, team consistency and competency each member of staff, including the casual staff, receive regular supervision and are encouraged to access the Directorate's Training Programme. In accordance with BCBC policy Senior Management and Residential Workers are expected and supported to undertake further training at NVQ level 3 and 4/QCF as commensurate to their post. Supervision takes place on a monthly basis and discussion focuses on:

- Children/young people
- Roles and responsibilities (e.g. Link working)
- Work performance against objectives
- Relationships and performance of the team
- Current service issues and new priorities
- Time keeping, presentation, attitude at work
- Any skill deficiencies / training needs
- Action plans to smooth the way ahead
- Health and Safety

In addition to this, staff meetings are held on a minimum of a monthly basis in order to help facilitate the maintenance and cohesion of the staff group as well as to exchange information and ideas. In accordance with Directorate Policy and Procedures the Residential Manager at the home carries out annual appraisals with all staff members.

7. The Organisational Structure of the Home

Within the Safeguarding and Family Support Service, the Principal Officer - Accommodation & Regulated Services is responsible for the line management of the Home. Statutory visits are carried out on a monthly basis by an identified officer within the Council, in accordance with Regulation 32 of the National Minimum Standards for Children's Homes and reported to the Head of Service – Safeguarding and Family Support

The staffing establishment totals 335 hours for childcare per week and 18.5 hours clerical support.

- 1 Residential Manager = 37 hrs
- 4 Senior Residential Workers = 148 hrs
- 6 Residential Workers = 150 hrs
- 1 Clerk = 18.5

8. The Range and Needs of Children/Young People Accommodated at *** Community Home**

***** Community Home is situated in the small seaside town of Porthcawl. It is a large detached house on a council estate and is in keeping with the environment. The house is approximately fifty years old and has a primary school situated in front of it and several bungalows to the side which are occupied by older people.

***** Community Home provides four placements of varying lengths up to a period of 12 months to children/young people of either sex and in the age range 11 to 15 years (at the time of admission) who (for what ever reason) cannot live with their own immediate or

extended family. It is best able to provide placements for those who are particularly vulnerable and present complex needs; it aims to work with the children/young people through an intensive approach which could include therapeutic intervention and behaviour modification. Our approach is to work in partnership with parents/carers and relevant professionals to stabilise the child/young person in order that they successfully move on to a more permanent or long term placement.

There is a thorough referral and admission policy to assist in establishing whether this setting is appropriate to meet the needs of the children/young people and their family. Families are encouraged to visit the home as part of an active policy to encourage the facilitation of placement choice, as well as part of the child's/young person's ongoing placement plan. Where appropriate, efforts are made for the children/young people to have a successful return home to their families, otherwise families and the young person are encouraged and supported to achieve the best quality relationships and contact possible.

During a child's/young person's stay at the Home, they are encouraged to lead as normal a life as possible and take part in local community life. The Home creates an atmosphere in which young people feel safe to challenge and question and make decisions of their own in a safe environment. There is considerable emphasis on affording each child/young person personal dignity by respecting individuals' wishes and feelings and to encourage as well as promote their well being.

9. Admission Policy

Being away from home for any period of time can be difficult and anxious for everyone involved. Advice on referrals for admissions is made via the Accommodation and Permanence Panel and in consultation with the Home. Decisions are based on thorough consideration of the needs of the child/young person and a judgement on the ability of the Home to meet those needs within the terms of our Statement of Purpose, and the circumstances prevailing at the time. An impact assessment of new referrals is carried out specifically to look at the suitability of the referral in relation to the young people already accommodated. The final decision to accommodate will lay with the Registered Manager of the Home.

Admissions will be planned, meaning that the referring social worker will have determined the suitability of the Home and has discussed it with the child/young person and his/her parents. Pre-admission visits and discussions will have taken place and the Looked After Children (ICS) documentation will have been completed. If the Home has offered a service, there will be a clear agreement on the needs and issues to be addressed, actions to be taken, expected outcomes, time-scales and the respective roles of the participants to the Care Plan.

The referral and admission process will seek to engage the child/young person and his/her parents/carers positively and collaboratively in a partnership approach.

Children/young people and their families (where possible and appropriate) will be encouraged to visit the home prior to admission. Staff will provide visitors with verbal and written information about the service available, the expectations of the child/young person, their parents/carers and the obligations and responsibilities of staff. After an informal visit, should the social worker, child/ young person and/or parents/carers wish to pursue a placement the social worker will provide the Home with the necessary detailed documentation.

During the time spent at the Home, staff will work with the child/young person and others to achieve the outcomes identified in the plan, when identified staff will prepare and support the child/young person for their discharge from the Home and move onto other identified services. If required post discharge support will be provided and this will be identified on an individual basis.

10. Strategy for Counteracting Adverse Effects when providing Accommodation for More than Six Children

***** Community Home does not provide placements for more than 4 children at a time. Consequently no strategy is required.

11. Ethos of the Home

- The Home will work in partnership with the child/young person and their parents or persons with parental responsibility.
- Each child/young person will have a personal plan, based on general and specific needs and this plan will be regularly reviewed and updated
- Children/young people will be treated in as normal a way as possible and be encouraged to take a full part in local community life
- Children/young people will be treated in such a way that ensures their racial, gender; religious and cultural needs are taken into account
- Staff will access other professional networks where available and appropriate in order to meet the child's/young person's needs as comprehensively as possible. These include social workers, the child's/young person's school and the Looked After Children Education Team, representatives of the Health Service and the LAC Health Visitor, Child and Adolescent Mental Health Service, at the Princess of Wales Hospital and the Youth Offending Service
- The Home is committed to providing an environment which promotes the child's/young person's growth, maturation, self-respect and personal dignity

- The Home's primary function is to look after children/young people who present with complex needs, which may include challenging behaviour. Each young person will have an individual plan to help them modify their behaviour. A variety of approaches will be used to enable this to be achieved: The child/young person will -
 - Be encouraged and assisted to set their own limits and boundaries
 - Be encouraged and assisted to consider the consequences of their actions with maximum staff support
 - Be cared for through a programme, which attempts to modify some aspects of their behaviour where appropriate
 - Be offered every support and encouragement to value and benefit from all educational opportunities
 - Be assisted to resolve issues with families and attempt successful rehabilitation home
 - Be encouraged and assisted to learn respect for and co-operate with others by purposeful involvement in decision making in the life of the Home through children's/young people's meetings

12. Arrangements Made to Protect and Promote the Health of the Children Accommodated at the *** Community Home**

***** Community Home will aim to meet the needs of the children/young people placed as assessed by the Looked After Children's Health Visitor and Community Paediatrician. Throughout the child/young person's placement the LAC Health Visitor continues to remain involved and consult with staff in the carrying out of individual health plans. This assistance is specialised and provides a useful resource for promoting:

- Immunisation and screening
- Nutrition and diet
- Exercise and rest
- Personal hygiene
- Sexual health
- The harmful effects of alcohol, smoking and substance misuse
- The impact of HIV/AIDS and other blood borne viruses

Staff also liaise with the Child and Adolescent Mental Health Service, supporting children/young people in clinical consultations.

Staff will endeavour to assist each child/young person upon admission to register with one of the local doctor and dentist, unless they are able to remain their registration with their

own GP. All children/young persons are expected to have an annual statutory health assessment and a six monthly dental check. They are provided with a well balanced diet, which takes into account their personal choices. Where appropriate, use is made of the Youth Advice Clinic. Each young person follows a health education programme, which deals with HIV/AIDS, sexually transmitted diseases, alcohol and drug misuse, sex and sexuality.

Current legislation states smoking is prohibited in public places, this re-enforces Bridgend County Borough Councils 'No Smoking Policy' inside their establishments. Smoking is very much discouraged and the young people that do smoke are asked to smoke away from the premises.

In accordance with Bridgend County Borough Council's policy on smoking there are no facilities made available inside the unit for visitors or staff to smoke.

13. Arrangements for the Promotion of Education of the Children Accommodated at *** Community Home.**

Each child/young person attends his or her own allocated school. Within Bridgend there are ten comprehensive schools - Brynteg, Bryntirion, Maesteg, Ynysawdre, Archbishop McGrath (Catholic), Ogmore, Pencoed, Porthcawl, Cynffig and Ysgol Gyfun Gymraeg Llangynwydd (Welsh) and three colleges - Bridgend, Pencoed and Maesteg.

The Home will develop effective working relationships with the child/young persons' school to support their educational, emotional and social needs. This will be achieved through the child/young person's identified school being invited to the pre admission planning meeting, during which all educational needs can be identified and planned for. The Home will also liaise closely and maintain regular contact with the school – by telephone/in person, attending school meetings and teachers being invited to the Home for reviews etc. Staff will also support each child/young person's education by checking homework diaries, monitoring and encouraging progress and attending school events such as sports days, award ceremonies, parent / teacher evenings and school plays.

There are also specialist schools and units, which can cater for a wide variety of educational needs:

Ysgol Bryn Castell caters for pupils (8 – 19 years) with a wide range of special educational needs and who may experience significant learning and/ or emotional and behavioral difficulties. An identified member of staff within the school and within the ***** Community Home will communicate to address any concerns as they arise. If required, on a planned basis residential staff can assist the young people within the school e.g. if a child/young person is unable to attend school for any reason the school will assist in the provision of learning materials which can then be completed within the unit with support from staff. On a planned basis, there is also an option for a member of the school staff to provide learning at the unit and the residential staff are able to attend the school to work in

partnership with child/young people/teachers in order for child/young people to reach their full potential socially and educationally.

The Pupil Referral Unit provides education for children/young people experiencing difficulties within main stream school and aims to work at reintegration back to main stream school and Heronsbridge School which offers special needs education.

The Looked After Children's Education Team provides individual support to the child/young person. Each young person placed at the Home receives a Personal Education Plan which details how residential staff will work with the school to contribute and implement the plan and meet the assessed needs.

If the child/young person is unable to attend a mainstream educational placement and alternative provision is not available then the child/young person's basic educational needs will be met by working in conjunction with the Education Department to provide support from within the home.

Within the Home, the child/young person is encouraged to make use of the private study space to complete homework, use the computer software, the Internet, various books and materials and is expected to attend school in accordance with their school timetable.

14. Arrangements to Promote the Participation of Children in Hobbies, Recreational, Sporting and Cultural Activities.

Children/young people at the Home are actively encouraged and fully supported to continue with or take part in suitable activities and hobbies. These may include after school clubs, local clubs such as Air Cadets, Girl Guides and Scouts, Youth Clubs, Church Community Groups, rugby, canoeing etc. The children/young people are also offered staff supervised activities e.g. cinema, leisure centres, outdoor pursuits. Parents (or individual with parental responsibility) are requested to complete an activity permission form to give consent for their child/young person to participate in an adventure activity.

The Home has its own transport so that staff can convey the children/young people as needed, thus enabling them to access a range of social and recreational opportunities. There is also a range of videos, X Box games, Playstation games and board games available at the Home.

In accordance with Bridgend County Borough Council Policy appropriate risk assessments are completed as necessary according to the activity being considered.

15. Arrangements Made for Consultation with the Children Accommodated in the Home about its Operation.

The Home endeavours to hold regular children/young person's meetings where everybody is encouraged to take part and offer suggestions to ensure the Home remains a happy place to live. These take place on an informal and formal basis, for example a discussion may be generated around the dining table by staff, or a child/young person could make a request for a meeting to be convened in order to address an issue of concern. We have a

comprehensive policy on consultation and user participation. The Home is committed to empowering children/young people, gaining and utilising their views and opinions in a positive way.

We try to encourage children/young people to establish their own boundaries and are sometimes consulted on what sanctions should be imposed on them following inappropriate behaviour.

16. Policy on Behaviour Management and the Use of Restraint.

Control of behaviour at the ***** Community Home is maintained on the basis of good personal and professional relationships between the staff and the children/young people in residence. It is not seen as a negative concept, but as a way of enabling children/young people to develop self-control and self-discipline. When children/young people display behaviour, which in any family or group environment, would be considered unacceptable, some form of sanction may be needed. Sanctions should be contemporaneous, relevant and above all just and fair. These may include reparation, restitution, curtailment of leisure activities and increased supervision. These are negotiated with the child/young person and can be renegotiated to positively encourage good behaviour where effective and appropriate.

Sanctions that will not in any circumstances be used are:

- Deprivation of food and drink
- Restriction or refusal of visits
- Requirement to wear inappropriate or distinctive clothing
- The use, or withholding of medication or dental treatment
- Confinement to a room or area within the Home.

All sanctions used will be recorded with the date, name, details of the inappropriate behaviour, the sanction used and will be signed by the relevant member of staff. The Residential Manager and Senior Residential Workers will oversee this process.

Physical restraint is only used as a last resort and if there is clear evidence, or genuine belief, that a child/young person's actions may lead to physical injury to themselves or others. In this case physical restraint will be used in accordance with Bridgend County Borough Council Policy and Guidance, the minimum force necessary will be used and all cases of restraint will be formally recorded.

17. Arrangements for Child Protection and Countering Bullying

The key principles on which to base work with children and families are found in the Children Act 1989 and Children Act 2004 Guidance, Care Standards Act 2000 and National Minimum Standards for Residential Services and the United Nations Convention on the Rights of the Child, to which the UK is a signatory and the home fully subscribes. All children/young people deserve the opportunity to achieve their full potential. They should be enabled to:

- Be as physically and mentally healthy as possible
- Gain the maximum benefit possible from good quality educational opportunities
- Live in a safe environment and be protected from harm
- Experience emotional wellbeing
- Feel loved and valued, and be supported by a network of reliable and affectionate relationships
- Become competent in looking after themselves and coping with everyday living
- Have a positive image of themselves and a secure sense of identity, including cultural and racial identity
- Develop good inter-personal skills and confidence in social situations.

Individuals may abuse or neglect a child/young person by inflicting harm, or by failing to act to prevent harm such that the child/young person is impeded from experiencing and achieving one or more of the above. Staff are always vigilant to any signs of abuse whether it is expressed verbally or non-verbally, and will respond to concerns where the child/young person is perceived as failing to thrive. Where concerns are suspected a referral is made within the Child Protection framework provided by Bridgend County Borough Council and the All Wales Child Protection Procedures. Any concerns will be thoroughly investigated and the child/young person would be listened to and consulted with throughout the process.

Staff work alongside other professionals to ensure that the welfare of the child/young person is maintained.

A bullying policy has been designed with the involvement of children/young people in local authority care who have defined bullying as:

“Bullying is anything that hurts someone else’s feelings. It could be by punching or hitting them, but also by saying spiteful remarks or taking property or not respecting their privacy.”

Every child/young person entering residential care is expected to sign up to an anti-bullying contract where they agree to try to eliminate bullying by

1. Not tolerating it whatsoever
2. Not ignoring it
3. Respecting other people for who they are, not what they are

Staff are vigilant about all aspects of bullying and ultimately a child/young person’s placement could be jeopardised and considered unsuitable should they refuse to comply and bullying behaviour persists.

18. Procedures for Dealing with Unauthorised Absence

Children and young people must have the opportunity to feel cared for and protected at all times. As a Corporate Parent, the Local Authority has a duty to safeguard and promote the welfare of any child/young person, taking appropriate action as/when necessary. The South

Wales Police will respond immediately to any referral made by a statutory or voluntary agency that follows the policy and procedures.

Children and young people absent themselves for a variety of reasons - in response or reaction to their personal situations or other contributing circumstances.

A child/young person under 18 years of age is absent without authority whenever they have left the placement without agreement or failed to return at a previously agreed time. In the event of a child/young person being absent from the Home without authority, staff will use the pre placement risk assessment and the current risk assessment to establish the level of concern. The following categories of absence will be assigned to the situation.

A. Absent Without Authority (low level of concern)

Some children/young people absent themselves for a short period and then return. Such children/young people may be testing boundaries and are not necessarily considered to be at a high level of risk. Young people who fall within the category of “absent without authority” will be the subject of continuous risk assessment whilst they remain absent. The outcome of this risk assessment will determine the reporting to the police, however, for this level the child/young person will not be reported as missing to the police.

During their absence, circumstances may change and staff will need to be in a position to respond accordingly and effectively. Staff at the Home will take all reasonable and practical steps to establish the whereabouts or destination of the child/young person or persons with whom they may associate. If the location of the child/young person is known, the staff from the Home will collect them if safe to do so. However, there may be occasions where it is thought that there are specific issues of safety or public order difficulties in returning the child/young person back to the Home that assistance from the Police may be sought.

Missing Children (high level of concern)

As detailed above a child/young person may be categorised as “missing” when they are absent from the ***** Community Home and

A. the child/young person’s location is not known and the reason for the absence is not known

And/or

B. there is cause for concern because of their vulnerability

And/or

C. there is potential danger to the public

And/or

D. the child/young person is looked after as a result of a restrictive court order

Action to be Taken in the Event of An Absence

If a child/young person fails to return to the Home at the agreed time, a risk assessment is undertaken in conjunction with the Emergency Duty Team and if appropriate the

child/young person will be either deemed absent without authority or missing. Form CF 6 will be completed and parents and police informed. This form is a brief résumé of the child/young person's health, history of self harm, drug/alcohol abuse, likely associates, and how often this happens and if they are likely to return. Form CF 7 is also completed, this details the agreed plan agreed between staff at the Home and Emergency Duty Team, and the times of informing the parents and police. When the young person has returned, Form CF 8 is completed with details of time of return, the child/young person's explanation of where they have been and why they failed to return. Police, parents and Emergency Duty Team are informed of their return at this point.

The forms are then copied, with one set sent to Group Manager – Service Provision at Bridgend County Borough Council and the other placed on the child/young person's establishment file.

If the child/young person remains missing after forty-eight hours the Principal Officer – Accommodation & Regulated Services is informed who will decide on what further actions are necessary - this could entail a request the police to use publicity, this situation will be monitored and reviewed on a daily basis for as long as the child/young person is missing. All unauthorised absences are recorded in the child/young person's file.

19. Details of any Means of Surveillance of Children/Young People which may be used in the Home.

Children/young people are appropriately monitored by staff in line with providing a quality standard of care. These may include observations of behaviour and self-expression such as the child/young person being withdrawn or showing a change to their usual mood that evokes attention and concern.

Staff complete records on a daily basis in relation to the progress of the child/young person, with link workers making more extensive observations as part of monthly link worker reports.

The Youth Justice Courts are making greater use of electronic monitoring (tagging) equipment as part of their response to reducing and responding to youth crime. The Home would respond to a request by the Youth Offending Service for a child/young person in residence to be tagged and cooperate in accordance with the joint protocol between Children's Services and the Youth Offending Service.

20. Fire Precautions and Emergency Procedures

***** Community Home has a comprehensive fire safety system which includes fire alarms, smoke detectors, fire blanket, fire extinguishers, self-closing fire-safety doors, emergency lighting and fire escapes which are located according to Fire Officer recommendations and is regularly inspected. All children/young persons are familiarised with fire procedures and exits on admission and thereafter with monthly fire safety drills, this ensures that everyone, including staff are familiar with evacuation procedures and the need for fire safety awareness and vigilance.

Fire alarms are tested weekly and emergency lighting monthly and any repairs are promptly carried out. Staff receive fire safety training on fire precautions and emergency procedures. As part of a fire prevention programme there is a strict no smoking policy in the Home, all electrical items are checked and should be disconnected when not in use (particularly at night). We operate a safe storage system for all flammables and potentially dangerous liquids such as bleach and for safety reasons aerosols are kept in a lockable cupboard.

21. Religious Observance

Children/young people have the choice to follow their own particular beliefs. Most Christian denominations are catered for in the locality, but Hindus, Sikh, Moslems and Jews would have to travel to either Swansea or Cardiff cities where there are various places of worship located.

22. Contact

Children/young people residing at ***** Community Home are allowed free access to their parents or persons with parental responsibility, both inside and outside the Home, unless legal considerations preclude this. Children/young people have free access to friends and relatives although not necessarily within the Home and any undesirable friendships would be discouraged or controlled where necessary.

Children/Young people have a choice of rooms to use during visits from their friends and relatives.

Times for visiting vary with age with older children/young people being allowed visitors until later in the evening. All agreement with the child/young person will depend on individual circumstances.

23. Complaints Procedures

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

If a complaint is made the Residential Manager and/or appropriate Senior Manager is informed, the Residential Manager/Senior Manager will interview the child/young person. If the complaint cannot be resolved informally to everyone's satisfaction or if the child/young person wishes to pursue the matter further, the social worker is informed, who will then inform the parents of the substance of the child/young person's complaint.

The complaint will also be referred to the Principal Officer – Accommodation & Regulated Services who will ensure that it is discussed with the Complaints Officer and the Head of Service - Safeguarding & Family Support Services and be fully investigated under the terms of Departmental procedures.

Children/young people can also seek independent support from a number of sources, for example NSPCC, Child-line, Children's Commissioner and Voices from Care. The telephone number of Child Line is prominently displayed in the unit and details of other

independent supports will be made available during the admission process. An independent advocate also visits the Home on a monthly basis and is able to assist in the resolution of a complaint.

A range of information within the children/young person's guide is available to assist them in dealing with and understanding any issues that may arise.

24. Arrangements for Dealing with Reviews of Placements Plan

Children/young people's plans will be reviewed regularly in accordance with statutory requirements. The first review will be within four weeks of a child/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 and on an ongoing basis. Within this process the role of the staff is to assist in the completion of the consultation documents and to advocate on behalf of the child/young person to assist with the meeting of their needs, whilst giving an informed viewpoint about the child/young person's progress whilst placed at ***** Community Home.

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

- The young person
- Their social worker
- Their family
- Their link worker
- An independent chairperson
- An Education representative
- The LAC Health Visitor
- Any other relevant / appropriate person

Independent Reviewing Officers are employed by Bridgend County Borough Council to Chair the review meetings. Before their 16th birthday, young people should also have an After Care planning meeting; this 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 2000 will be formulated to help facilitate this.

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

25. The Type of Accommodation and Sleeping Arrangements Provided.

***** Community Home provides a home for four children/young people at a time. There are two bedrooms for staff use when sleeping in and four for each of the residents.

Two members of staff provide cover on a sleep-in basis, but are available to be awoken should the need arise during the night. They are expected to finish their duties by 11 pm

and recommence duties at 6.30 am to assist and encourage the children/young people to prepare for school.

26. Details of any Specific Therapeutic Techniques used in the Unit and Arrangements for their Supervision.

Arrangements are in place for staff to consult with clinicians from the Child and Adolescent Mental Health Service via consultation sessions held on a monthly basis at Sunnyside where work of a 'therapeutic' nature can be discussed. This may include behaviour modification programmes, life story work, 1:1 sessions etc. Appointments for these sessions are booked via Business Support Services at Sunnyside (pro forma attached). If needed a direct referral to the service can be made, however, consultation and "screening" by the child/young person's GP will need to be undertaken prior to the referral being made.

If a child/young person is involved with the Youth Offending Service then staff are able to access the CAMHS Nurse attached to the service for advice and guidance and where identified direct work will be undertaken with the children and young people accommodated.

Integrated working arrangements between both ***** Community Home unit and Youth Service are in place to provide an enhanced service that will address problems and issues with children/young people. To achieve this:

- There will be single point of contact in both services
- We will seek to prevent problems arising by integrated intervention
- Be quick to respond when the need arises
- Establish working protocols
- Have a reciprocal understanding of intervention techniques and roles of other professions
- Work together to address the complex issues of children/young people within this service
- Be open with colleagues and exercise discretion, trust and sensitivity in establishing and operating within multi -agency teams
- Provide help and support closer to the point of contact

27. Details of the *** Community Home Policy on Anti-Discriminatory Practice and Children's Rights**

Staff at ***** 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 accordance with professional and personal boundaries. Expectations of behaviour for staff and children/young people are clearly understood and negotiated by those living and working at the home, this includes exercising appropriate control over children/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 child/young person's wishes and preferences
- The needs of individual children/young people

- The needs of the group of children/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/young person'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 Home has a comprehensive manual of policies and procedures which can be accessed upon request and 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
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

Telephone Number 01267 245160

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

Telephone Number 01792 765600

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

Children's Complaints Officer
Social services
Sunnyside
Bridgend
CF31 4AR

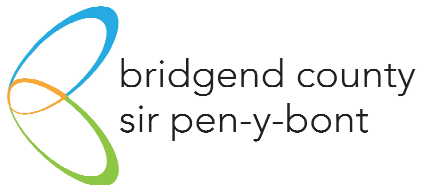
Tel: 01656 642253



Bridgend County Children & Young People's Charter

Promoting the Rights & Responsibilities of Children and Young People

2011



This Charter is based on the United Nations Convention on the Rights of the Child (UNCRC) to promote and safeguard the rights and interests of all children and young people within Bridgend County. It provides a focus for children and young people to know about their rights and responsibilities and we will encourage its adoption by all partner agencies to meet our responsibility in promoting the UNCRC. Children and young people recognise they have responsibilities in receiving their rights and in meeting the rights of others.

This charter outlines the rights that children and young people have and the need to respect that others have the same rights.



All children and young people have the right to: Be healthy and safe

Have help and appropriate support to stay healthy;
Have a choice of services that will meet individual needs;
Live, socialise, learn and work in a safe environment, free from bullying and from being a victim of crime;
Not to be taken advantage of by others and not discriminated against in any way (racial, gender, disability, language etc).

Respecting their rights and the rights of others:

Be aware of risks that can affect their own health and well being or the health and well being of others;
Be aware of personal risks and risks to others and how to avoid them;

'UNCRC Article 6: You have the right to life. Governments should ensure that children survive and develop healthily'

'UNCRC Article 19: Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents or anyone else who looks after them'

All children and young people have the right to: Learn and achieve

Be provided the opportunity to achieve to the best of their ability within high quality learning environments;
Have their individual learning needs met within all learning opportunities and settings.

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Respecting their rights and the rights of others:

Respect other people such as friends, parents and other community members offering support;
Accept responsibility to achieve and not prevent others from achieving.

UNCRC Article 28: You have the right to an education. Discipline in schools should respect children's human dignity. Primary education should be free. Wealthy countries should help poorer countries achieve this.



**All Children and Young People have the right to:
Have a say and make a positive contribution to the
community**

Be listened to and have views and opinions taken seriously;
Be encouraged to have a voice and have choices respected.

Respecting their rights and the rights of others:

To have your voice heard while respecting others' opinions and differences;
Treat others as you want to be treated, for example don't bully or discriminate.

UNCRC Article 12: You have the right to say what you think should happen when adults are making decisions that affect you, and to have your opinions taken into account

UNCRC Article 30: You have the right to learn and use the language and customs of your family whether these are shared by the majority of the people in the country where you live.



**All children and young people have the
right to: Participate and enjoy**

To take part in activities of choice that meet the needs of all children and young people;

Take part in activities within a safe environment such as a youth club, play area etc.;

To take part in locally based activities;

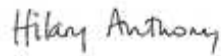
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Respecting their rights and the rights of others:

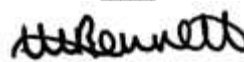
Show respect for property and those providing support and guidance;
Enable others to participate in and enjoy activities.

UNCRC Article 31: You have the right to relax, play and join in a wide range of activities.

On behalf of the partnership agencies:



Hilary Anthony, Children’s Directorate BCBC



Heidi Bennett, BAVO



Vicki Franklin, ABMU Health Board



Paul James, South Wales Police



Abigail Richards, Youth Mayor, Bridgend Youth Council



Alana Davies, Chair of the CYPP



For more information about this charter and the Children & Young People’s Partnership, please contact:

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Bridgend CF31 4AR
Tel 01656 67943 Fax 01656 642646