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**Bridgend County Borough Council**  
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Legal and Regulatory Services /  
**Gwasanaethau Cyfreithiol a Rheoleiddiol**  
Direct line / Deialu uniongyrchol: (01656)  
643148/643147  
Ask for / Gofynnwch am: Andrew Rees

Our ref / Ein cyf:  
Your ref / Eich cyf:

**Date / Dyddiad:** 24 July 2015

Dear Councillor,

**CABINET COMMITTEE CORPORATE PARENTING**

A meeting of the Cabinet Committee Corporate Parenting will be held in Committee Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Thursday, 30 July 2015 at 10.00 am.**

**AGENDA**

1. Apologies for Absence  
To receive apologies for absence (to include reasons, where appropriate) from Members/Officers.
2. Declarations of Interest  
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members' Code of Conduct adopted by Council from 1 September 2008.
3. Approval of Minutes 3 - 8  
To receive for approval the minutes of a meeting of the Corporate Parenting Cabinet Committee of 13 April 2015.
4. The Development of a National Approach to Statutory Advocacy for Looked After Children, Children in Need and Other Specified Individuals 9 - 12
5. Child Sexual Exploitation 13 - 22
6. Approval of the Statements of Purpose for Regulated Services 23 - 126
7. Connecting Families Edge of Care 127 - 128
8. Informal Forward Work Programme - July 2015 to October 2015 129 - 132
9. Urgent Items  
To consider any other item(s) of business in respect of which notice has been given in

Tel/Ffôn: 01656 643643

SMS Messaging/Negeseuon SMS: 07581 157014

Fax/Facs: 01656 668126

Twitter@bridgendCBC

Email/Ebost: [talktous@bridgend.gov.uk](mailto:talktous@bridgend.gov.uk)

Website/Gwefan: [www.bridgend.gov.uk](http://www.bridgend.gov.uk)

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accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should be reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

**P A Jolley**

Assistant Chief Executive Legal and Regulatory Services

**Distribution:**

Councillors:

HJ David  
M Gregory  
MEJ Nott OBE

Councillors

CE Smith  
HJ Townsend  
PJ White

Councillors

HM Williams

Invitees

Chairperson of the Children & Young People Overview and Scrutiny Champion – Cllr EP Foley  
Adult Social Care Overview and Scrutiny Champion – Cllr E Venables  
Children & Young People Overview and Scrutiny Champion – To be determined on 29 July 2015  
Community Environment & Leisure Overview and Scrutiny Champion – Cllr RD Jenkins  
Corporate Resources & Improvement OSC Champion – Cllr E Dodd  
Partnerships & Governance OSC Champion – Cllr KJ Watts

MINUTES OF A MEETING OF THE CABINET COMMITTEE CORPORATE PARENTING HELD IN COMMITTEE ROOM 2/3, CIVIC OFFICES, ANGEL STREET, BRIDGEND ON MONDAY, 13 APRIL 2015 AT 10.00 AM

Present:-

Councillors:

M Gregory - Cabinet Member Resources  
MEJ Nott OBE - Leader  
CE Smith - Cabinet Member Strategic Change

Invitees:

Councillors:

E Dodd  
JE Lewis  
HJ Townsend

Officers:

Deborah McMillan	Corporate Director - Education & Transformation
Leanne Miller	Children's Advocacy Agency
Natalie Sillox	Group Manager – Children's Regulated Services
Colin Turner	Head of Safeguarding and Family Support
Mark Galvin	Senior Democratic Services Officer Committees
Sarah Daniel	Democratic Services Officer

90 APPOINTMENT OF CHAIRPERSON

RESOLVED: That in the absence of the Committee's Chairperson, it was moved and seconded that Councillor M E J Nott be appointed Chairperson for the meeting.

Councillor Nott took the Chair.

He also welcomed S Daniel to the meeting, a new Democratic Services Assistant in the Democratic Services Section.

91 APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members/Officers for the reasons so stated.

Councillor D Sage – Recuperating  
Councillor PWJ White – Recuperating  
Councillor DBF White – Hospital appointment  
Councillor HJ David – Unwell  
Councillor JE Lewis – Holiday  
Councillor LC Morgan – Unwell  
S Cooper – Annual leave

M Shephard – Other Council business

92 DECLARATIONS OF INTEREST

None.

93 APPROVAL OF MINUTES

RESOLVED: That the minutes of the Corporate Parenting Cabinet Committee of 5 January 2015, be approved as a true and accurate record.

94 OVERVIEW OF CURRENT REGULATED RESIDENTIAL CARE PROVISION IN BRIDGEND

The Corporate Director – Social Services and Wellbeing submitted a report, to provide Cabinet Members with an overview of the current residential regulated childcare provision in Bridgend CBC and provide cases studies of Children and Young People who have benefited from the services offered, and also to seek Cabinet's approval to change the "Statement of Purpose" for Newbridge House in order to match the terms of the registration certificate provided by CSSIW.

The Head of Adult Social care advised by way of background information, that Bridgend CBC currently has three residential Children's Homes, regulated by CSSIW, delivering services to children and young people aged between 0 – 18 years and these were outlined in paragraph 3.1 of the report, including the type of support services they provided.

The Group Manager – Children's Regulated Services confirmed that each of the above residential homes had its own "statement of purpose". These have all previously been approved by the Corporate Parenting Committee and were detailed in Appendix 1 to the report. None of the units were currently registered to provide emergency bed provision as other effective arrangements are in place to respond to such situations.

She added that each residential unit is subject to "The Children's Homes (Wales) Regulations 2002" and as such is inspected by CSSIW every year. (Copies of each of the most recent inspection reports were shown at Appendix 2 to the report.) For many years, all the Council's residential child care homes had received very positive inspections with Managers and Practitioners receiving praise for the quality of services being delivered.

All the units' registered Managers were experienced managers and worked closely together to support each other. They had clear reporting mechanisms in place and were confident decision makers she added.

The Group Manager – Children's Regulated Services advised that all the residential units had developed positive links within the local neighbourhood, with Newbridge House and Sunnybank having named Police Community Service Officers (PCSO's) who regularly call in at the homes to meet with and develop important relationships with the young people accommodated in order to minimise situations of self-harm, risk taking behaviour and any offending or anti-social behaviour.

She then proceeded to give a resume of further information in respect of these establishments, as was contained in more detail, in paragraphs 4.5, 4.6 and 4.7 of the report.

The Cabinet Member – Resources asked if the Committee could in due course, be informed if accreditation to staff at Sunnybank had been successful.

The Leader advised that he was happy with the progress being made in the Residential Care facilities detailed in the report, and particularly at Bakers Way, where the most recent CSSIW Inspection report noted that ‘ support is provided for children/young people and their families in an environment which is caring and supportive and child centred in their approach. ‘

A Member echoed the comments of the Leader, but asked if there were any children or young people on a waiting list awaiting care provision in one of these facilities, or were they having to be referred out of the area.

The Head of Adult Social care advised that Impact assessments were undertaken in respect of all young people who entered the system, and where possible, they were brought out of high costing Out of County placements and placed in Sunnybank. If there weren't any places available in that facility, however, if there was no such provision available locally, these children and young people were accommodated in private placements. He added that occupancy rate was nearly always full, with children with the most needs given a priority in terms of placements.

**RESOLVED:** That the Corporate Parenting Cabinet Committee both noted and considered the content of the report and associated Appendices

95 **UPDATE ON PROGRESS MADE TO INCREASE THE NUMBER OF IN-HOUSE FOSTER CARERS AND PLACEMENTS WITHIN BRIDGEND**

The Corporate Director – Social Services and Wellbeing submitted a report to provide the Cabinet Committee with an update in respect of the progress made to increase the number of in house foster carers and placements within Bridgend, as well as highlighting significant achievements made during this financial year.

After a brief introduction to the report from the Head of Adult Social Care, the Group Manager – Children's Regulated Services advised that Bridgend CBC had a clear corporate parenting responsibility to ensure that its Looked After Children (LAC) population wherever possible, and when it is safe to do so, are looked after within their local community where they will maintain family contacts and have their cultural, social, health and educational needs promoted.

She added that the Local Authority has access to a dedicated marketing resource to support recruitment of foster carers and ensure that marketing is appropriately targeted. It also has a Recruitment Officer based within the team to oversee the planning and management of assessments, both for general foster carers and managing the court timescales and assessments for relative foster carers.

She further added that the Local Authority currently had 38 approved relative foster carer households, and was focused towards working to secure permanence via legal orders other than care orders, thereby reducing the number of children placed with family who are categorised as LAC. Relative foster carers were carers who are approved specifically to look after named children within their family.

The Group Manager – Children's Regulated Services stated that the Local Authority has 17 general in-house foster carers who are resident outside of the Local Authority's boundaries, supporting the Council to offer in-house provision to children who have been identified as needing out of county placements.

The Local Authority had seen an increase over the past year of carers who wish to transfer from Independent Fostering Agencies (IFA's) to the Local Authority service. This is reported to be due to the reputation of BFC and as a result of consistent positive CSSIW inspection reports. BFC also had a sound reputation amongst its foster carers for the excellent support it provides to carers from a dedicated team of professional social workers and a placement support worker. The IFA carers report identified that in BFC there was a better choice of placements and matching of children to households and, in some cases, better remuneration for the task they perform.

She reminded Members that in 2013 a decision was made to disband the Resolutions fostering service. Consequently existing Resolutions carers were encouraged to opt to transfer to any one of the four Resolutions partnership Local Authorities. Throughout the past year Bridgend CBC had been fortunate, through acting promptly and setting out clear guidelines and expectations in writing (for all the carers wishing to transfer), in being able to secure a significant number of the foster carers who were previously approved by the Resolutions Fostering service. Only one carer household out of 19 chose to transfer to another fostering agency (for whom they previously fostered). This has provided the Local Authority with a pool of experienced carers located within a number of Local Authorities across South Wales.

The Group Manager – Children's Regulated Services confirmed that the practice in respect of relative foster carers had recently been revised, so that all potential relative foster carers were subject to a Unified Assessment (UA). This provided 3 recommendations in respect of three types of care provision and placement options, shown in bullet point format within paragraph 4.1 of the report.

She added that over the last twelve months, BFC had been successful in achieving a steady increase in the number of general foster carers approved, approving an additional 12 carer households offering a further 17 placements to children.

Similarly, over the last twelve months BFC had also been successful in achieving a steady increase in the number of general IFA foster carers who had transferred to BFC. During this financial year, 8 former IFA carers had transferred to BFC, offering 22 placements.

Since March 2014 there had been a net increase of 28 foster carer households offering an additional 55 placements.

Turning to the reports financial implications, the Group Manager – Children's Regulated Services confirmed that paragraph 7.1 of the report showed savings made to date as a result of the transfer of a number of former IFA carers to Bridgend Foster Care, as well as further savings being realised as a result of an additional 10 children either moving from IFA placements to in-house foster care or as a result of children moving from residential care to foster care, or as a result of former IFA foster carers transferring to Bridgend Foster Care, often bringing their fostered children with them.

Unfortunately, the Group Manager – Children's Regulated Services, added that although the savings made in respect of the above were welcomed, this would only reduce a potentially higher over-spend position, as a result of more LAC being placed in both in-house and external placements

RESOLVED: That the Corporate Parenting Cabinet Committee noted the contents of the report and continued to support the valuable work that Bridgend Foster Care delivers to Bridgend's LAC population

96 INFORMAL FORWARD WORK PROGRAMME – APRIL 2015 TO OCTOBER 2015

The Head of Safeguarding and Family Support submitted a report, seeking approval for the proposed Informal Forward Work Programme (IFWP) covering the above period.

Committee Members noticed from debate earlier in the meeting, that a further item was to be added to the IFWP for the meeting scheduled in July, namely a report regarding the "National approach towards Advocacy Services".

The Head of Safeguarding and Family Support confirmed this, and added that a report on the ' Connecting Families "Edge of Care Project" ' had also been deferred from today's to the July meeting, the agenda for which was probably now too large when bearing in mind the other items scheduled to be considered at that meeting.

In light of this, and following a directive from the Corporate Director – Education and Transformation, it was

RESOLVED: That the Corporate Parenting Cabinet Committee noted the report, and agreed that in view of the number of agenda items proposed for the next scheduled meeting, the Head of Safeguarding and Family Support consults with the Chairperson of the Committee in order to establish agenda items for the next two scheduled meetings.

The meeting closed at 10.55AM

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## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CORPORATE PARENTING COMMITTEE

30 JULY 2015

#### REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

**The development of a national approach to statutory advocacy for looked after children, children in need and other specified individuals.**

#### **1 Purpose of Report**

- 1.1 To inform Corporate Parenting Cabinet Committee of the development of a national approach to statutory advocacy for looked after children, children in need and specified individuals in Wales.

#### **2 Connection to Corporate Improvement Objectives/Other Corporate Priorities**

- 2.1 This report links to the following Corporate Improvement priorities:

- Working together to raise ambitions and drive up educational achievement;
- Working with children and families to tackle problems early;
- Working together to help vulnerable people to stay independent;
- Working together to tackle health issues and encourage healthy lifestyles.

#### **3 Background**

- 3.1 In October 2014, Welsh Ministers reviewed a range of evidence provided by recent reports and concluded that there was a need to bring refreshed focus and impetus to securing children's rights and entitlements ahead of the implementation of the Social Services and Well-Being (Wales) Act 2014 and the extended focus on advocacy for all ages. Advocacy for Looked After Children and others specified falls under Part 10 of the Act. A draft code of practice for advocacy under Part 10 and other relevant provisions of the Act has also been issued for consultation. The advocacy code specifies when local authorities must consider the advocacy needs of an individual, together with the range of circumstances where an individual may face additional risks or barriers that can heighten their needs for advocacy support. There are various Welsh Government work streams ongoing which will continue to inform each other to ensure consistency and coherence, and will influence the final version of the relevant codes which will be laid before the National Assembly for Wales towards the end of 2015. The entitlements of Looked After Children (and other specified people) to assistance (advocacy) currently exists under the Children Act 1989 and will continue to do so until the relevant the final codes of practice have been approved by Welsh Government.

- 3.2 Key stakeholders including the Association of Directors of Social Services (ADSS Cymru), the Welsh Local Government Association (WLGA), Chair of Ministerial Expert Group on Advocacy (MEGA), the Children's Commissioner and the Welsh Government Lead on Statutory Advocacy were invited to form a Strategic Leadership Group (SLG) for Advocacy.

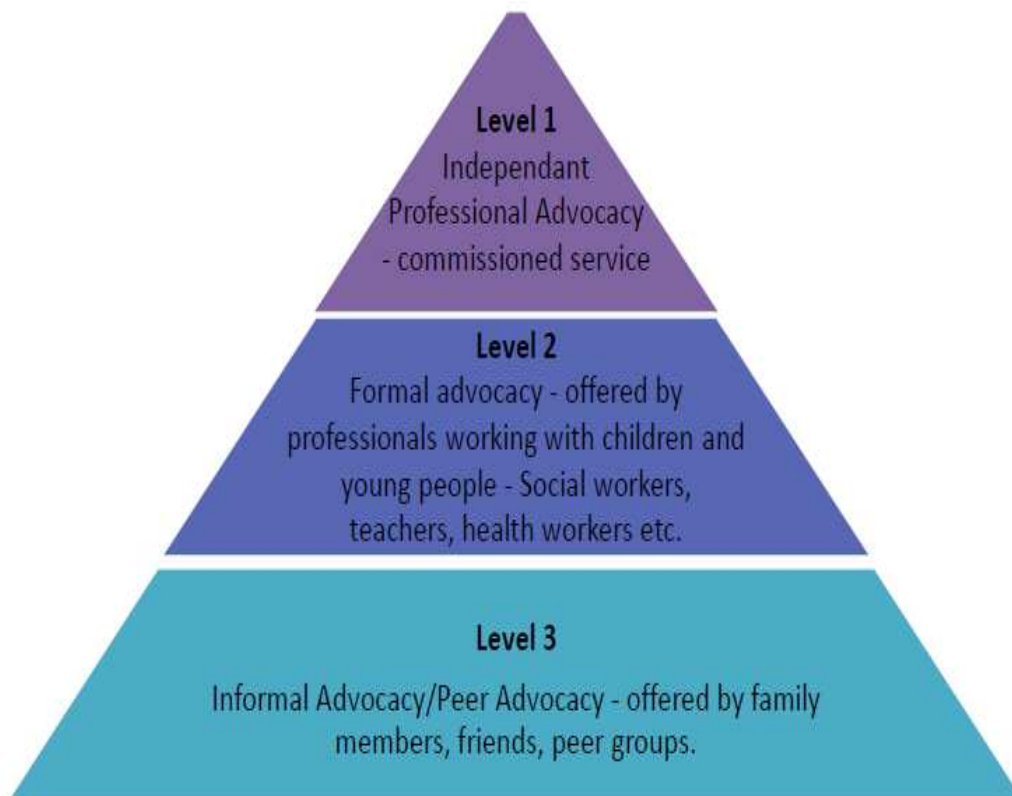
#### **4 Current situation/proposal**

- 4.1 A Task and Finish Group has been established, chaired by Colin Turner, Head of Safeguarding and Family Support at Bridgend County Borough Council, on behalf of the ADSS Cymru. The membership includes representatives, from WLGA, Welsh Government, CSSIW, each of the Social Service Collaboratives and a number of Advocacy Providers within Wales. The group is tasked with:
- Identifying and developing the key components for a National Approach to Advocacy
  - Delivering via lead authorities within Social Services Regional Collaboratives

#### **4.2 Involvement of children and young people**

A key principle underpinning the work of the Strategic Leadership Group and the Task and Finish Group is to ensure the involvement and engagement of children and young people at key stages during the development and delivery of the National Approach. This will be taken forward through engagement, consultation and participation with existing groups at a local, regional and national level by:

- Heads of Services via local/regional children and young people groups;
  - The Advocacy Providers representatives who will undertake engagement, consultation and participation with groups participating in advocacy services across Wales;
  - The Project Manager who will undertake engagement with the national Young People's Expert Group (YPEG);
  - The Office of the Children's Commissioner for Wales who will undertake engagement, consultation and participation with other groups of children and young people.
- 4.3 Whilst it is recognised that the role of an advocate can function at several different levels (see diagram below), the remit of the Task and Finish Group is to look specifically at the provision of Independent Professional Advocacy (Level 1) as commissioned by local authorities for Looked After Children, Children in Need and other specified individuals.



- 4.4 The group will drive forward the delivery of the National Approach to Statutory Advocacy through the development of the following key components;
- a performance management framework and a common reporting template
  - an agreed approach to the 'active offer' of advocacy
  - common and consistent implementation plans
  - National and Regional Governance arrangements
  - a communications strategy, which includes regular information updates
- 4.5 Children and young people will be at the heart of the National Approach to Advocacy. A fundamental principle underpinning the work of the Group is to ensure the **involvement of children and young people** at key stages throughout the development and delivery of the National Approach.
- 4.6 ADSS and Government officials are aiming to deliver the National Approach by 1 April 2016.
- 4.7 The "Active Offer" (which seeks to ensure that every child eligible for independent professional advocacy is actively offered this) will be rolled out as part of the National Approach from 1 April next year. Between now and then, regular information updates will be produced and issued to ensure key stakeholders, including Members and children and young people, are kept informed of developments and progress. There is already a wide circulation list but as Members, if you would like to ensure you receive timely regular updates on progress, please email: [ann.robinson@wales.gsi.gov.uk](mailto:ann.robinson@wales.gsi.gov.uk).

4.8 The Task and Finish Group are currently exploring the development of a pilot approach to the Population Needs Assessment for those children and young people with a statutory entitlement to advocacy which LHB's and LEA's will be invited to engage with once ready.

4.9 Work on the Model for delivering the National Approach on a local, regional and national level is underway. Key to deliberations is to ensure children and young people are empowered to have a voice and participate in service development, delivery and review at all levels.

## **5 Effect upon Policy Frameworks and Procedure Rules**

5.1 There is no impact.

## **6 Equality Impact Assessment**

6.1 This has been considered but as the report is for information and discussion purposes only at this stage, an assessment is not deemed necessary at this stage.

## **7 Financial Implications**

7.1 As this report is for information purposes only, there are no financial implications to consider at this time.

## **8 Recommendations**

8.1 Corporate Parenting Cabinet Committee note the information considered within this report.

**Susan Cooper**, Corporate Director of Social Services and Wellbeing  
June 2015

**9 Contact Officer:** Colin Turner, Head of Safeguarding and Family Support  
**Telephone:** (01656) 642073  
**E-mail:** [Colin.turner@bridgend.gov.uk](mailto:Colin.turner@bridgend.gov.uk)

**10 Background documents**  
None.

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CORPORATE PARENTING CABINET COMMITTEE

30 JULY 2015

#### REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

#### CHILD SEXUAL EXPLOITATION

#### 1. Purpose of Report

- 1.1 To provide Corporate Parenting Cabinet Committee with information in respect of Child Sexual Exploitation (CSE) within Bridgend County Borough and outline the actions and strategies adopted to respond and prevent incidence of CSE.

#### 2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 This report links to the following Corporate Improvement priority:
- Working with children and families to tackle problems early

#### 3. Background

##### What is Child Sexual Exploitation?

- 3.1 Child Sexual exploitation is the coercion or manipulation of children and young people into taking part in sexual activities. It is a form of sexual abuse involving an exchange of some form of payment which can include money, mobile phones and other items, drugs, alcohol, a place to stay, "protection" or affection. The vulnerability of the young person and grooming process employed by perpetrators renders them powerless to recognise the exploitative nature of relationships and unable to give informed consent.

(All Wales Protocol CSE 2008)

- 3.2 There has been recent and widespread revelations reported in national and international press concerning the plight of a significant number of children living in the County Borough of Rotherham who are now known to have been subjected to serious sexual exploitation between the period 1997 and 2013. Even to this day, no one really knows the true scale of child sexual exploitation (CSE) during this period, but the authors of the recent report (Independent Inquiry into Child Sexual Exploitation in Rotherham) state that their conservative estimate is that approximately 1400 children were sexually exploited over the full period of the inquiry. One third of the children were previously known to services because of child protection concerns and neglect. It is a harsh reality that many of the children were raped by multiple perpetrators, trafficked to other towns, abducted, beaten and intimidated. Some of the appalling examples of children abused included children who had been doused in petrol and threatened with being set alight, threatened with guns, made to witness brutal violent rapes and threatened that they would be next. Girls as young as 11 years were raped by large numbers of perpetrators. The

abuse reported in the report is not just confined to the past demonstrated by the fact that in 2013, the Police received 157 reports concerning child sexual exploitation in Rotherham.

- 3.3 The report states that over the period of the inquiry collective failures of political and officer leadership was blatant and that for many years child sexual exploitation had been a serious problem. However, the true scale and seriousness of the problem was underplayed by senior managers within social care. At an operational level, the Police gave no priority to CSE and considered many victims with contempt, failing to act on the abuse they were suffering as crimes.

#### **4. Current situation.**

- 4.1 BCBC are committed to protecting the most vulnerable members of our community from sexual exploitation and as such all practitioners have access to a number of key documents which provide guidance and structure to their practice. For example;

- **The United Nations Convention on the Rights of the Child (UNCRC, 1989)** stipulates that the state shall protect children from sexual exploitation and abuse including 'prostitution', trafficking for sexual purposes and involvement in the production of child sexual abuse images.
- **The Welsh Assembly Government's 7 Core Aims** include the right to '*enjoy the best possible physical and mental, social and emotional health, including freedom from abuse, victimisation and exploitation*'. This Core Aim is central to protecting children and young people from sexual exploitation.
- **The Children Acts 1989 and 2004** set out the arrangements for safeguarding and promoting the welfare of children and young people.
- **'Safeguarding Children: Working together under the Children Act 2004'** the Welsh Government emphasises that children involved in sexual exploitation should be treated primarily as victims of abuse, and their needs require careful assessment. They are likely to be in need of welfare services and, in many cases, protection under the Children Act 1989.

#### **Early identification of Child Sexual Abuse**

- 4.2 Practitioners within the Safeguarding Services in Bridgend have either received CSE training or are part of the ongoing training programme to enhance their knowledge in this area and ensure they are aware of the complexities, signs and risks within the parameters of sexual exploitation.
- 4.3 Social work practitioners continually assess children and young people who may be at risk of sexual exploitation through the completion of Initial Assessments, Core Assessments and Section 47 Investigations. Additional safeguards to identify sexual exploitation within BCBC are evident within Accommodation and Permanence Panel, Legal Surgeries, Looked After Children Reviews and Child Protection Case conferences.

#### **CSE Strategy Meetings**

- 4.4 Child Sexual Exploitation meetings in Bridgend are held on a weekly basis and are chaired by the Group Manager for Safeguarding and QA and the Independent Reviewing Service Manager. This ensures continuity and oversight of the actions identified within safeguarding plans, continuous evaluation of the level of risk posed to the child or young person and identification and monitoring of those persons who pose risks to children. Such individuals are being identified within a number of cases and are closely monitored by the Police and attending agencies to assist in the protection of young and vulnerable children and in the prosecution of offenders.
- 4.5 Within BCBC between June 2014 and June 2015, 45 children and young people have been identified as being at risk of Child Sexual Exploitation across Bridgend. 93 child sexual exploitation meetings have been convened in respect of these children, 82 of which have been in respect of young females and 11 in respect of young males.
- 4.6 The ages of the children and young people who have been subject to CSE meetings varies between ten years to seventeen years and the majority of children are aged between fourteen years and sixteen years.
- 4.7 Each multi-agency meeting takes into account the specific vulnerabilities of the child or young person to ensure their care plan targets all aspects of their needs and their need to be protected and educated around the facets of grooming and sexual exploitation.

#### **Joint working with the Police in Bridgend**

- 4.8 Good communication and collaborative working with the Police is essential in all cases and particularly so in child protection and CSE cases. The priority for the Police service is to protect children and young people through the investigation and prosecution of offenders. A recent addition to the Child Abuse & Investigation Unit is a dedicated CSE Single Point Of Contact (SPOC) who is an experienced Detective Sergeant, having responsibility for the overview of all CSE investigations. The Detective Sergeant has a small team of investigators supported by a police analyst who has completed a problem profile for the Bridgend area regarding children who are at risk of being sexually exploited and the perpetrators of exploitation. The public protection department are currently reviewing past cases as well as taking new matters forward. BCBC holds a data base of all young people subject to CSE meetings and this information is now cross referenced with the Police to ensure that Police CSE markers are placed against the names of those identified as being at risk. This allows the attending Police Officer's attention to be heightened to the risks of CSE when engaging with the child or young person and also to the importance of gathering detailed information about the circumstances the individual is found in, for example whether they are under the influence of substances and who they are with. The data base information is also utilised in performance reporting arrangements with the Western Bay Safeguarding Children's Board.
- 4.9 The Sexual Offences Act 2003 introduced new offences to assist in the protection of all children aged less than 18 years. The Act now provides specific offences in respect of Child Sexual Exploitation. More Child Abduction Notices (CAWN) are being actioned via the CSE process. This is relevant in situations where a young person is visiting the home of an adult where it is suspected he/she may be at risk of being groomed for exploitation.

- 4.10 Focusing on a multi-agency approach BCBC Safeguarding services, South Wales Police, ABMU Health and BCBC Education department have formed a “CSE Task Force”. The Task Force addresses issues such as identifying gaps in CSE training, highlighting particular high risk cases and tracking current and new CSE cases, in addition to monitoring and mapping children and young people who are reported as missing.
- 4.11 Recently we have convened a session with Social Work Practitioners where the Police have utilised the information gathered from CSE strategy meetings and produced a map showing links between young people and offenders. This session proved to be hugely beneficial to practitioners and the Police in gathering new information and intelligence but also allowing the practitioners to see the “larger picture” in terms of associations and risks posed by offenders. This information is then fed back into Police intelligence and assists in risk assessment and robust safeguarding.

#### **Joint working with ABMU in Bridgend**

- 4.12 Professionals in BCBC work closely with health professionals from Abertawe Bro Morgannwg University Health Board (ABMU). The Accident and Emergency Department within the Princess of Wales Hospital has direct computer access to the Child Protection Register as does the Children’s Ward. The Safeguarding lead within this department meets regularly with the Safeguarding Group Manager in BCBC to discuss any issues that may arise. In addition, Health professionals frequently make contact with Child Protection Clerks to make enquiries of children who present at the A&E department where there may be child protection concerns. Links have also been developed with the Hospital’s sexual health clinic in order to share information about young people who may be at risk of sexual exploitation. Together BCBC safeguarding and health professionals continue to work effectively in a variety of arenas to share information to support and protect children and young people.
- 4.13 In particular the Corporate Safeguarding Team within Health provides representation at child sexual exploitation strategy meetings, professional strategy meetings and other complex cases of a safeguarding nature. A multi-agency peer group provides opportunity for multi-agency challenge and scrutiny of child protection examinations and their findings. In addition health representatives support in the delivery of multi-agency events and there are a number of forums across Western Bay where Safeguarding health representatives work closely alongside BCBC professionals, for example Child Practice Reviews and other Western Bay Regional Children’s Safeguarding sub groups.

#### **Multi-Agency Public Protection Arrangements (MAPPA)**

- 4.14 MAPPA are a set of arrangements in place to manage the risk posed by the most serious sexual and violent offenders. These arrangements within Bridgend bring together lead professionals from the Probation Service, Mental Health Service, Housing, Public Protection and Children’s Services on a fortnightly basis. These professionals are experienced in this arena and are effective in the sharing of important information between agencies which is key in protecting our most vulnerable people in our society.



- 4.15 BCBC is represented by the Group Manager for Safeguarding and QA who is also responsible for jointly chairing the Child Sexual Exploitation meetings. This ensures continuity in information and process, and individuals who pose a risk to children and young people are identified and brought to the attention of safeguarding practitioners at the earliest stage. The Group Manager also ensures agencies and professionals outside of Safeguarding make the necessary referrals to the department which are then tracked to ensure assessments are carried out in a timely manner to ensure the protection of children, young people and their families. To assist this process, individuals subject to MAPPA are listed on BCBC's Electronic Records Data Base, DRAIG, with safeguarding alerts attached to ensure practitioners take a proactive stance to safeguarding children at the earliest stage.

### **CSE in Education**

- 4.16 Staff in schools, further education colleges and other education establishments in Bridgend are uniquely placed to recognise and refer children who are believed to be vulnerable to CSE.
- 4.17 School staff should be alert and competent to identify and act upon concerns where a child is vulnerable to, at risk of, or experiencing abuse through CSE.
- 4.18 The Child Protection Education Co-ordinator within the Directorate delivers an annual programme of Child Sexual Exploitation training to year eight pupils with their teachers present. During February 2015, thirty three sexual exploitation awareness sessions aimed at Year 8 pupils were held across ten secondary schools in Bridgend. This training is delivered jointly with South Wales Police Officers and an outcome report is produced on an annual basis.
- 4.19 This training has been regularly reviewed and adapted to keep it up to date and relevant, responding to emerging potential threats to children, for example, Sexting. What are always surprising are the responses of young people and in particular their lack of awareness of the potential risks posed to them through their use of interactive technology.
- 4.20 Through the delivery of training programmes in schools, children and young people within the education establishments in Bridgend receive appropriate early education around the risks and behaviours associated with CSE. The Child Protection Co-ordinator, Officer and Group Manager are always available to offer additional guidance support and advice.
- 4.21 The Child Protection Co-ordinator for Education and Youth Service is one of twenty four trainers commissioned and trained via the Western Bay Safeguarding Children Board to deliver CSE awareness raising sessions for professionals. A comprehensive roll-out of this training is currently underway.
- 4.22 In addition the Child Protection Co-ordinator has also undertaken 'train the trainer' learning in relation to human trafficking / Modern Slavery. This training is currently being rolled out in two forms: three hour awareness raising sessions and a number of full day first responder courses.

4.23 The link between CSE and Trafficking is often overlooked as the general view of trafficking is those trafficked into the UK from abroad. What is becoming more prevalent is the danger associated with internal trafficking. In particular in CSE cases young people may be trafficked from one location in the UK to another for the purposes of sexual exploitation.

### **Sexual Exploitation Risk Assessment Framework (SERAF)**

4.24 All Social Workers within BCBC are familiar with the Sexual Exploitation Risk Assessment Framework (SERAF) document produced by Barnados. Practitioners complete this tool to assist in assessing the level of risk posed to individual children.

4.25 In addition to the CSE training which practitioners receive, there is clear guidance within the “All Wales Safeguarding and Promoting the Welfare of Children and Young People who are at Risk of Abuse through Sexual Exploitation guidance” and the “All Wales Child Protection Procedures”. Safeguarding practitioners have available to them support and advice from the Seraf service provided by Barnardos Cymru.

4.26 The SERAF service supports professionals working in BCBC to ensure they have the knowledge to identify risk indicators early, understand the most effective form of intervention and prevent further abuse.

4.27 SERAF practitioners are available to offer consultation and advice to practitioners outside of the strategy meetings whether completing a Seraf risk assessment or needing to discuss strategies of work to educate and better protect children and young people from grooming and exploitation.

4.28 Bridgend now has a dedicated practitioner from the SERAF service who attends every CSE meeting where a practitioner is not already allocated. This ensures that specialist service expertise supports affective decision making and support the creation of effective safeguarding plans to provide better outcomes for children and young people.

4.29 This service is able to offer structured programmes of work to children and young people of Bridgend who have been identified as being sexually exploited through the CSE strategy meeting:

- 1:1 Risk Awareness Work- 12 wks
- 1:2 Risk Reduction Work- 24wks
- 1:3 Risks Reduction Work- 12mnths
- 1:4 Play Therapy and Counselling Services

[www.barnados.org.uk/serafservice](http://www.barnados.org.uk/serafservice)

### **Western Bay Children’s Safeguarding Board (WBCSB)**

4.30 Child Sexual Exploitation has been recognised as one the strategic priorities for the WBCSB with the key objective being;

- To ensure full implementation of the statutory All Wales Safeguarding Children and young people from Sexual Exploitation Protocol;
- To understand the extent to which children are involved in CSE across Western Bay;
- To have an effective prevention strategy in place to identify risk early and provide appropriate services for children identified as at risk;
- To have inter-disciplinary training package in place for all professionals who work with children to help recognise and respond to symptoms of CSE.

4.31 The desired outcome of the above priority is to ensure that ;

- Children/Young People who are identified as being sexually exploitation are effectively safeguarded from on-going exploitation;
- Less children/Young People become sexually exploited;
- Children who are identified as at risk of CSE are provided with effective services and interventions to prevent them becoming exploited.

4.32 The Western Bay Safeguarding Children's Board has been assured there is significant work going on across the whole workforce area to prioritise, recognise and respond to issues of Child Sexual Exploitation. There are many areas of good practice and robust arrangements which can be drawn upon to share experience and skills regionally.

### **Bridgend CSE Case Study**

4.33 One recent example of the use of effective multi-agency procedures and practice across Safeguarding services within Bridgend is cited in the recent conviction of a male from Cardiff who has been sentenced to serve a 4 year custodial prison term for several sexual offences against a young vulnerable female who was Looked After by BCBC.

4.34 The Initial CSE concerns for this young person were identified through thorough assessment and collaborative working with other agencies and professionals across the Borough of Bridgend. In total 10 CSE strategy meetings were convened which included a number of agencies involved in the care planning for this young person. Also in attendance was a representative from the Seraf service, the Missing Person's Co-ordinator from the Child Abuse and Investigation Unit in Cowbridge and a Detective Inspector from the CID based in Cardiff.

4.35 The meetings ensured that all relevant agencies/services where appropriate were referred to, all actions within the safeguarding plans were adhered to and professionals worked extremely hard to ensure the young person received the right level of support and advice whilst being part of the criminal investigation. This work was so effective that the young person returned to education and felt informed and supported to the point where she was willing to give evidence in the court. The Police commended those workers involved in the co-ordination of the CSE

meetings within BCBC which clearly protected this young person and others from the grooming and sexual exploitation perpetrated by this offender.

## **Analysis**

- 4.36 The background information contained within this report in relation to the extent of Child Sexual Exploitation in Rothertham clearly evidences the devastating impact upon children and young people. The enormity of such is incomprehensible when concerns have not been identified or acted upon.
- 4.37 Also evident was the deficiencies in knowledge and understanding of the behaviours and complexities associated with Child Sexual Exploitation by professionals, both from a victim's perspective and also with regards to the perpetrators manipulation and coercion of children and young people.
- 4.38 The information within this report evidences how Practitioners, Managers and Senior Managers within BCBC are taking concerns around the sexual exploitation of children and young people extremely seriously and the development of the Bridgend Sexual Exploitation Task Force is an immediate multi-agency response to prevent, protect and prosecute those involved.
- 4.39 The extent of Child Sexual Exploitation in BCBC based on the numbers of CSE strategy meetings held, bear no comparison to that reported in Rothertham. However, this in no way minimises the importance of ensuring that our children and young people are protected, supported and educated at the earliest opportunities.
- 4.40 In respect of training, there is a clear plan to educate year 8 pupils across BCBC in terms of raising their awareness to the behaviours and risks posed by sexual exploitation. There are also opportunities for front line practitioners to attend training delivered by Barnardo's. This said there are clear gaps in terms of staff training and some of those staff groups are within the Youth Offending Institute in HMP Parc, Foster Carers, Teachers, Governors and Residential staff.
- 4.41 There is unlimited value to the benefits of multi-agency information sharing and positive productive working between agencies and this was no more evident than within Rothertham. Partnership working is essential to safeguard children and young people but particularly so in child protection cases and cases of sexual exploitation. This is due to the number of persons usually associated with the young person and their contact with professionals across agencies. What has been noticeable across Bridgend is that young people who are or have been subject to CSE strategy meetings are usually, if not always, known to each other or have a friend who has introduced them to other young people who are at risk of exploitation.
- 4.42 Many of these young people known to Safeguarding are also frequenting particular localities or addresses within the area and are also in the presence of named individual's; males who have been identified as a risk within the remit of CSE and also known to the Police and Probation services. The majority of those individuals identified as posing a risk to young people in Bridgend are predominantly slightly older males, in their late teens, early twenties and a very small number of males have been identified to be in their thirties or forties. No female perpetrators have been identified but concerns have been shared about females introducing other

young girls to males. To date there is no evidence to indicate that known young people who are at risk of CSE or adults who pose a risk to children are of any ethnic background other than white welsh.

- 4.43 As referred to above the value of inter-agency working is beyond doubt and the Bridgend CSE Task Force utilises this to its fullest. This multi-agency group consists of the Detective Inspector and the CSE dedicated Sergeant both from the Child Abuse and Investigation Unit at Cowbridge Police Station, the Safeguarding Group Manager, Independent Reviewing Service Manager, Child Protection Co-ordinator for Education, Primary Health Safeguarding representative and a representative from the Youth Offending Service. Representation of other agencies at these meetings is considered when appropriate.
- 4.44 The group discuss and share information on all high risk CSE cases, considers all new cases of CSE, identify map and profile perpetrators and consider ongoing prosecutions. In addition, the group will monitor the behaviours and agency responses to young people who are frequently reported missing.
- 4.45 Another example of inter-agency working is with regard to CSE training. The Task Force will also share resources for training but in the first instance group members will observe each other's training to create a bespoke package of trainers and training for targeted staff across Bridgend.
- 4.46 In terms of statistical data it is acknowledged that at present, this is limited due to reporting arrangements within the Western Bay only being in their infancy. However, in Bridgend, Members can be assured that comprehensive information is maintained in respect of the children and young people who have been identified as vulnerable to CSE. The collection of CSE data complimented by the CSE Task Force will place Bridgend in a unique position to provide an extensive portfolio around Child Sexual Exploitation
- 4.47 Finally what needs to be acknowledged is that sexual exploitation does happen in Bridgend, however although there are clear links between those identified as either being at risk of CSE of offenders of CSE, there has been no evidence of organised sexual exploitation by criminal gangs.
- 4.48 One of the key messages arising out of various public enquiries into the prevalence of CSE in specific Local Authorities in England, relates to the important role that Members should take to ensure that the Council, with partners, have effective and efficient policies and practice to pro-actively tackle CSE. This report is intended to increase Members awareness of CSE in Bridgend. Officers will provide Corporate Parenting Committee with periodic update reports on CSE issues.

## **5. Effect upon Policy Framework& Procedure Rules**

- 5.1 There are no implications on the Policy Framework and Procedure Rules.

## **6. Equality Impact Assessment**

- 6.1 As this report is for information purposes only, an EIA is not deemed necessary.

## **7. Financial Implications**

- 7.1 Whilst there are no specific financial implications linked to this information report, it should be noted that the workload demands linked to safeguarding continue to place increasing pressures on staff and individual managers.

## **8. Recommendation**

- 8.1 Corporate Parenting Committee is asked to note and provide comment about this report.

**Susan Cooper**  
**Director of Social Services and Wellbeing**  
**July 2015**

9. **Contact Officer:** Colin Turner  
Head of Safeguarding & Family Support  
**Telephone:** (01656) 642648  
**E-mail:** [colin.turner@bridgend.gov.uk](mailto:colin.turner@bridgend.gov.uk)  
**Postal Address** Civic Offices. Bridgend, CF31 4WB

10. **Background Documents**  
None.

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CORPORATE PARENTING CABINET

30 JULY 2015

#### REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

#### APPROVAL OF THE STATEMENTS OF PURPOSE FOR REGULATED SERVICES

#### 1. Purpose of Report.

- 1.1 To provide Cabinet Members with the revised statements of purpose for the current regulated services provision in Bridgend County Borough.

#### 2. Connection to Corporate Improvement Plan / Other Corporate Priority.

- 2.1 The report links to the following corporate priorities:

- Working together to raise ambitions and to drive up educational achievements
- Working with children and families to tackle problems early
- Working together to help vulnerable people to stay independent
- Working together to tackle health issues and encourage healthy lifestyles

#### 3. Background

- 3.1 Bridgend County Borough Council currently has three children's residential homes and a fostering service delivering services to children and young people aged 0-18 years

- Newbridge House provides a service to young people aged 15-17 years who require an intensively managed transition into independent living for a short to medium term period of up to twelve months.
- Sunny Bank provides a short to medium term service for up to twelve months to children/young people aged 11-15 years who display complex needs and require intensive work to stabilise their behaviour to allow them to move on to a permanent/long term placement.
- Bakers Way provides a short break service to disabled children/young people aged 0-18 years.
- Fostering services include; general, relative, Regulation 38, Family Link, private fostering, Support Care and supported lodgings fostering provision and a placement support service.

#### 4. Current situation.

- 4.1 Each in-house service provision has its own statement of purpose included at **Appendices 1-4.**

- 4.2 Newbridge house; changes to the Statement of Purpose are:-

- P.17 in S.12 addition of CSE training for staff;
- P.17 section 13 has been re-written;

- P.25 point 26 the final paragraph has been re written and the final paragraph of the CAMHS section was amended.

#### 4.3 Sunnybank; changes to the Statement of Purpose are:-

- Section 13 has been re-written to reflect changes in educational provision in the borough;
- Section 26 has been re-written to reflect the disbanding of the Youth Service in its previous format and the development of community hubs. Also the change of staff provision and remit within the Youth offending service.

#### 4.4 Bakers Way; changes to the Statement of Purpose are:-

- P.7 details and qualifications of the registered manager;
- P.8 staff details and qualifications;
- P.12 changes of staff names and title roles;
- P.13 amendment to the final paragraph in the section entitled assessment of the child/young person's needs;
- P.15, 2 additional paragraphs added to the end of section 12 (medication).

#### 4.5 Bridgend CBC Fostering services; changes to the Statement of Purpose are:-

- Throughout the document all references to the Resolutions Fostering Service have been removed as this service has now formally ceased;
- P.5 the names of the responsible staff within the management structure have been amended;
- P.7 removal of foster carer surgeries due to the lack of take up. Removal of funded events - Halloween and Easter parties. Change of payment of basic allowances in line with WG guidance;
- P.17 – the Family Link service is now incorporated into Bridgend Foster Care;
- P.21 – removal of the access to the SNAP service (this no longer exists). Annual review is no longer being piloted (wording removed).

### **5. Effect upon Policy Framework and Procedure Rules.**

There is no impact on the policy framework and procedure rules.

### **6. Equality Impact Assessment**

- 6.1 EIA's were completed in respect of Sunnybank and Newbridge House when the services were remodelled in January 2012.

### **7. Financial Implications.**

- 7.1 There are no financial implications related to this report.

### **8. Recommendation.**

- 8.1 Members to note the content of the report and approve the statement of purpose for each of the regulated services provision.



**Susan Cooper**  
**Corporate Director of Social Services and Wellbeing**  
**Date: June 2015**

**9. Contact Officer: Colin Turner**  
**Telephone:** (01656) 642314  
**e-mail:** colin.turner@bridgend.gov.uk  
**Postal Address** Children's Directorate, Civic Offices, CF31 4WB

**10. Background documents**

Appendices 1-4 – SOP Newbridge House, Sunnybank, Bakers Way and Fostering Services CBC

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# BRIDGEND COUNTY BOROUGH COUNCIL

## NEWBRIDGE HOUSE TRANSITION UNIT



## STATEMENT OF PURPOSE

Mrs Sian Morgan Jones  
Residential Manager  
110 Merthyr Mawr Road  
Bridgend  
Mid Glamorgan  
CF31 3NY

Tel: 01656 652257

Reviewed May 2015

**This Statement of Purpose for**

**Newbridge house**

**has been approved by the**

**Responsible Individual  
Colin Turner**

**Signed:**

**Date:**

## **Introduction to Newbridge House Statement of Purpose**

This Statement of Purpose provides detailed information about Newbridge House. 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.

Newbridge House 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. At the time of admission, parents can be shown the facilities and will be invited to comment on their suitability. The manager and staff at the Transition Unit welcome both positive and critical comments from parents, social workers and young people themselves and they will use those contributions to improve the service provided. At the end of placements, Newbridge House 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 this happens. Alternatively, where possible and appropriate these 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, and is aimed to 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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**Appendix 1:** Bridgend Children & Young People's Charter

## **1. Aims and Objectives**

Newbridge House is an innovative service for young people aged 15 to 17 years (referral into Newbridge House are from 15½ who require an intensively managed transition into independent living. Newbridge House is situated in the centre of a residential area of Bridgend.

Newbridge House 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 Newbridge House and other service providers ensures consistency and continuity of care throughout. Residential staff, social workers, outreach workers, other professionals and parents all 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.

Newbridge House 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, the Children Leaving Care Act 2000, Bridgend County Children & Young People's Charter – Promoting the Rights & Responsibilities of Children & Young People and the code of conduct from the care council of Wales. 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:

- Enabling them to become financially responsible
- Assisting them to become proficient in the practical aspects of independent living
- Ensuring they acknowledge the importance of their own health care
- Helping them form appropriate relationships

To provide an environment for young people to enable them to deal with their individual problems, supporting them in preparing for independence and working through the young person's care plan and pathway plan

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

Young people will initially be supported by staff to budget for their requirements and are given guidance in all the practical aspects such as shopping, preparing and cooking of food and laundry. They will also be offered advice and support in obtaining employment, work experience, further education and training. There is also an outreach service provided to the young people and work continues through their transition into independence, offering emotional and physical support for a period of six to eight weeks.



## 2a Facilities and Services at Newbridge House

Newbridge House Transition Unit is a single storey building with two attached bedsits.

The main unit comprises of

- **Office:** This is the main reception area the first point of call for all visitors. Young people are not allowed in the office unless a member of staff is present due to confidentiality. The office has the equipment necessary to deliver an efficient service.
- **Conference Room:** This room is just off the office and is used if the young people wish to meet with staff, social workers, or other visitors away from the main unit. It is used for visitors, meetings, key working sessions and staff meetings.
- **Back Office:** This is a small room to allow staff to have further access to another desk and computer. This office is used as a base for the outreach workers to complete their report writing. It contains a locked medical cabinet.
- **Bathroom:** This room contains shower, wash hand basin and toilet and is used solely by staff members
- **Staff Bedroom:** Used by staff when sleeping in
- **Storage Room:** This is kept locked at all times and used to store household cleaning items. When required young people can request from staff any items that are needed to maintain their room or undertake their laundry

The unit has a long hallway and the rooms off the hallway are:

- **4 Young People's Bedrooms:** The bedrooms are well equipped with fitted wardrobe, desktop and stool, storage space, flat screen television and dvd player. The rooms also have a wash hand basin and refrigerator
- **2 Bathrooms:** One is for the sole use of females and the other for males. Both are equipped with a bath, separate shower and toilet.
- **Computer Room:** The young people have use of 2 computers with internet connection, 2 desktops and chairs, television and Play station 2. There is a well stocked book shelf for young people to develop their CV's and application writing.
- **Staff Bedroom:** Used by staff when sleeping in
- **Storage Cupboards**
- **Lounge/Dining Area/Kitchen:** At the end of this large room is a comfortable sitting area where the young people can watch television or receive any visitors. The dining area has a table and chairs and the young people are encouraged to eat their meals at the table. The kitchen is a large area and is well equipped with a

range style cooker, dishwasher and fridge freezer. The young people can cook their own meals or be assisted by a member of staff if required

Other end of the building comprises of:

- **2 Bed sits:** The bed sits are well equipped with a fitted kitchen consisting of a cooker, refrigerator, microwave, toaster, kettle and all utensils necessary. There are fitted wardrobes, desktop area, flat screen television and plenty of storage space. Both bed sits have an en-suite with a shower.
- **Small lounge:** The lounge has comfortable seating and a television for the young people to relax and receive visitors

The bed sit end of the building has its own front door for the young people to use.

Newbridge House 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 and DVD 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.
- Newbridge House provides an outreach service which offers emotional support and assistance in the physical move on and settling period into independent living
- Young people are allocated a key worker on admission who will assist in the development of independent living skills and attend meetings related to the young person. The keyworker works on a strong emotional and social level with the young person

- There are a number of independent programmes which differ in accordance to ability. These programmes assist young people to move on to independent living and provide a scoring system for the Llanmau's project and housing associates
- After moving into independence the young people are offered a support network at Newbridge House and invited for tea or Sunday lunch
- Newbridge House have developed strong links with the Just @sk plus team and have the use of their facilities and courses available to young people aged 16+
- 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**

Newbridge House 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 with 3 campuses
- Bridge Mentoring Service
- Just Ask Drop-in Centre
- Five swimming pools
- Recreation Centres
- YMCA
- Youth Clubs
- Snooker Clubs
- Guides, Scouts, Sea/Army/Air Cadets
- Library
- 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)
- CAMHS (Child and Adolescent Mental Health Service)
- WGADA (Welsh Government Alcohol and Drugs Associations)
- Dentists, Doctors and Opticians
- Princess of Wales hospital and Neath and Port Talbot emergency dept.
- Community Health for Admission and Annual Medical Assessments
- Job centre and Benefits Agency
- Housing Department and Housing Associations

Newbridge House makes use of a G.P. practice near to the unit, where possible, young people stay registered with their own Doctors and Dentists.

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

#### **RESPONSIBLE INDIVIDUAL:**

Colin Turner  
Head of Service  
Children's Directorate-Safeguarding and Family Support Services  
Bridgend County Borough Council  
Civic Offices  
Bridgend  
CF31 4WB

Tel No (01656) 642200

#### **REGISTERED MANAGER:**

Sian Morgan Jones  
Newbridge House  
110 Merthyr Mawr Road  
Bridgend  
CF31 3NY

Tel No (01656 652257)

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

##### **REGISTERED MANAGER – Sian Morgan Jones**

- (a) **Qualifications** CPVE Business Studies  
BTec Diploma in Caring Services (NN)  
BSc (Hons.) Psychology  
P.G.C.E Early Years Certificate  
SEWAC Counselling & Theory Certificate Level III  
NVQ level 4 Caring for Children & Young People  
Certificate in Higher Education in Child Protection  
NVQ level 4 Management
- (b) **Experience** Seventeen years' experience as a Residential worker in child care and has eight years' experience as a senior residential worker before progressing to Residential Manager September 2013. In addition Sian has a teaching background with children, young people and adults.

#### **5. The Number, Relevant Qualifications and Experience of Persons Working at Newbridge House**

##### **RESIDENTIAL MANAGER – See above**

##### **TWO SENIOR RESIDENTIAL WORKERS**

##### **SENIOR RESIDENTIAL WORKER (1)**

- (a) **Qualifications** NVQ Level 3, Caring for Children and young people
- (b) **Experience** Thirteen years' experience of residential work with children and previous experience of working with adults with a disability. Also, detached working with the youth service. And is currently working towards QCF 5 in Children and Young people

##### **SENIOR RESIDENTIAL WORKER (2)**

- (a) **Qualifications** Certificate in Welfare Studies  
NVQ Level 3, Caring for children and young people  
NVQ Assessors Award  
Certificate in Higher Education in Child Protection
- (b) **Experience** Twenty years' experience of residential work with children. Has several years' experience of volunteer youth work.

## **SEVEN RESIDENTIAL WORKERS**

### **Residential Worker (1)**

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

### **Residential Worker (2)**

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) Experience** Has 11 years experience of residential work with children.  
B.A. in Art and Aesthetics

### **Residential Worker (3)**

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) Experience** Has 15 years experience of residential work with children.

### **Residential worker (4)**

- (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 27 years experience of residential work with children and also has experience of undertaking senior worker tasks.

### **Residential Worker (5)**

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) Experience** Has 7 years experience of residential work with children.  
Previous experience working as a volunteer work in youth centres.

### **Residential worker (6)**

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) Experience** Has 12 years experience of residential work with children.  
City and Guilds catering; Grill Chef certificate;  
Certificate in welfare studies;  
Substance Mis-use Diploma

## **Residential worker (7)**

- (a) **Qualifications** M A Psycopedagogita  
NVQ Level 3 Caring for Children and young people.
- (b) **Experience** Has 7 years' experience of residential work. Prior to moving to the UK has had several years' experience of working in similar settings in Poland

## **CLERK (Part-time position)**

- (a) **Qualifications** CLAIT  
Word Processing Level 1 and 2
- (b) **Experience** Various administrative and clerical duties relating to the day-to-day running of the unit, including payments and statistical information.

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

In accordance with the Care Standards Act 2000 young people should be looked after by staff that are trained and competent to meet their needs (Standard 22). To enable staff to develop, maintain team consistency and competence each member of staff, including casual staff, receive supervision. Staff members are encouraged to access the Directorate's training programme and 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 appropriate to their post. All staff are supervised which is undertaken monthly by the manager or senior staff and the manager has monthly supervision with the group manager.

A monthly staff meeting has a set agenda and discusses the young people's plans, the consistent running of the unit and dissemination of current situations. During the meeting the team exchange thoughts and suggest ideas to progress with the young people's plans and how to improve the service.

An annual process of staff appraisals is undertaken by the manager in accordance with the Directorate's policy and procedures.

## **7. The Organisational Structure of the Unit**

Within the Safeguarding and Family Support Service, the Group Manager – Regulated Services is responsible for the line management of the establishment. 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 structure is as follows:-

- Residential Manager x 37 hours
- Two Senior Residential Workers x 74 hours
- Three full time Residential Workers x 111 hours (2x 24 and 2x 18.5)
- Four part time Residential Workers x 85 hours

- One part time clerk x 18.5 hours

The staff group work to an eight week 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 have appropriate checks undertaken by the Directorate's Personnel Section. The appointment of all staff is consistent with the recommendations of the Warner report. All staff are registered with C.S.S.I.W.

## **8. The Range and Needs of Children/Young People Accommodated at Newbridge House**

Newbridge House 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 Just Ask + 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 Newbridge House 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.

Newbridge House focuses on preparing young people to live independently. Each young person will be expected to sign up to a programme of independence at the time of admission. 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 peoples independence.

The key areas of the programme offer support to:

- Develop cookery based skills (boiling, roasting, frying baking and microwave, etc.)
- Planning a menu and shopping within a budget
- 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 Newbridge House a planning meeting will be held to identify an alternative placement.

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

- Llanmau



- Park St
- Ty Cornel
- Hartshorn house
- Resolutions
- Foster placements
- Private flats
- Supported lodgings

## **Outreach Support**

Within the rota there is scope for the residential workers to undertake outreach with the young people who have recently made the transition to independent living. This is offered for an eight week period, with workers being flexible with times to cater for the young people's needs.

## **Aftercare Service**

The Just Ask Plus Team offers support to young people aged 16 to 25 years of age. The young people are designated to a post 16 social worker and a personal advisor, who will link in with housing, education/training and offer support with independent living skills.

## **9. Admission Policy**

Admission will be made on a planned basis via the Accommodation and Permanence Panel, who will assess as to whether it is felt appropriate to approach Newbridge House with a referral. 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 Newbridge House 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 and specifically looking at the suitability of the referral in relation to the young people already accommodated. Decisions to accommodate are based on a thorough consideration of the needs of the young person and a judgement on the ability of the Home to meet those needs within the terms of the Statement of Purpose, and the circumstances current at the time. Where a placement is offered, a pre-admission planning meeting will determine the Placement Plan for the young person. The final decision to accommodate will lay with the Registered manager of the Home.

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

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

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.

During the time spent at Newbridge House, staff will work with the young person and others to achieve the outcomes identified in the plan, when completed staff will prepare and support the young person for their discharge from Newbridge House and move into their identified placement. This is managed through a transition process which is individually tailored for each young person.

**Newbridge House does not hold a bed for emergency admissions.**

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

Newbridge House does not provide placements for more than 6 young people at a time. Consequently no strategy is required.

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

- Newbridge House will work in partnership with young people and parents/persons with parental responsibility.
- 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 Newbridge House 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 Newbridge House 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.
- Newbridge House 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 Newbridge House can play for young people, a variety of different and contrasting approaches will be used to achieve these ends.
- Newbridge House works closely with other agencies and professionals to contribute to the Child Protection process. These will include social workers, young person's school or any training programme initiatives, Looked After Children's Education team, LAC health visitor, child and adolescent mental health service based at Princess of Wales Hospital and the Youth Offending Service
- The purpose of Newbridge House is as a transition unit for the young people resident to develop the necessary skills to enable them to move on into independent living. On admission they are allocated a key worker and are expected to attend monthly meetings with them. Initially they are given a room on the main unit. When proven that they are showing a level of maturity, the ability to budget, keeping their environment clean and safe, they will then have the opportunity to move into one of the bed sits. They will then and learn to develop relationships and further and widen their independent skills ready to move into the community.

## **12. Promotion of Health Needs**

On admission each young person has a Health Assessment undertaken by the LAC nurse/health visitors supporting the 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 as well as any immunisation needs. They are assisted to develop a well balanced diet and encouraged appropriately and sensitively in the importance of personal hygiene if shown neglected. 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. Newbridge House staff have undertaken Child Sexual Exploitation training specifically to promote awareness for young people.

There is a 'No Smoking' policy in accordance with current legislation and in line with Bridgend County Borough Council's policy. The young people are actively discouraged from smoking, there is no facility for smoking on the unit for young people, visitors or staff.

## **13. Education**

Newbridge House 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, by attending meetings and positive liaison with identified personnel within the school. Alternatively Newbridge house staff will assist young people to access work experience opportunities and support them in their career choices.

Homework can be completed in 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). Staff are always available to assist with homework and revision.

Newbridge House now offers Agored Cymru qualifications for young people these follow the format of the independent programme and allows young people to improve their CV's for the future.

The LAC Education Team will also provide additional assistance to support young people's educational achievement when identified by Newbridge House staff.

#### **14. Leisure and Activities**

In view of Newbridge House'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. Halo 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.

As part of the independent programme staff are developing a cultural based programme to develop positive experiences in which the young people can take with them, this will include educational experiences.

#### **15. Consultation**

Newbridge House 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, key working, young people's meetings and evaluation exercises.
- c. Informally through daily interaction with staff where important views and opinions are noted within the personal recording sheets.

Newbridge House 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.

Newbridge House 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 Newbridge House assists young people to develop socially acceptable behaviour by responding constructively to unacceptable behaviour and using relationships with young people to nurture respect.

Newbridge House's practice in relation to the use of measures of control is one of last resort and relative to the behaviour.

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

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.

Newbridge House'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. 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. Young Person Protection and Bullying**

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

These procedures are set out by law in the Children Act 1989 and the Children Act 2004 Guidance, Care Standards Act 2000, as well as the National Minimum Standards for Residential Services and the UN Convention on the Rights of the Child.

All residents receive the opportunity to reach their full potential and learn new skills to enable them to live independently. The residents should have the opportunity to:

- a) Lead a healthy life
- b) Attend education and training
- c) Be protected from harm and feel safe
- d) Feel self-worth
- e) Feel supported, valued and experience a high level of emotional wellbeing by reliable and suitable relationships
- f) Be enabled to look after themselves and cope with living independently
- g) Develop a positive image of themselves and the ability to establish their own identity, culturally and racially

h) Develop good inter-personal and communication skills and gain confidence socially

Residents who may have been abused or neglected by an individual or who have had harm inflicted to them may be 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 resident is perceived as failing to thrive. Where concerns are suspected a referral to the local Child Protection Assessment Team or Residents Social Worker will be made within the Child Protection framework set out by Bridgend County Borough Council and the All Wales Child Protection procedures. Any concerns will be thoroughly investigated and the resident would be listened to and consulted with throughout process.

Staff continually liaise with other professionals to meet the welfare of the young person. The young person's social worker and personal advisor are expected to attend monthly review meetings to provide updates regarding the young person's wellbeing, progression of independence and the transitional process

Newbridge House does not tolerate bullying of any kind. On admission the young person receives an induction pack, during which a member of staff will explain our zero tolerance to bullying and complaints procedure. All residents are expected to sign an anti-bullying policy and abide by the contract.

Staff have been fully trained in restorative Justice Techniques and any conflict or confrontation between residents and staff will be resolved using these mediation skills. Staff meet with the mediation and restorative leader who is based at YOS on occasions to focus on the work which is being undertaken at Newbridge House.

Staff are vigilant about all aspects of bullying and ultimately a resident's placement could be jeopardised and considered unsuitable should they refuse to comply and bullying behaviour persists.

## **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, Newbridge House 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 –  
Child absent without authority.
- CF7 - Notification of –  
A child absent without authority
- CF8 - Notification of –  
The return of a child absent without authority

## **19. Surveillance**

There are no facilities available at Newbridge House for the surveillance of the young people other than through the daily supervision by the staff team. Should there be any issues of risk shown by a young person to themselves or others the unit will provide a wakeful cover throughout the night. There are alarms on all exterior doors in-case of movement throughout the night.

## **20. Fire Precautions**

Newbridge House has a complete fire safety system in place. Included in this is the installation of fire alarms, emergency lighting, smoke detectors, self-closing fire doors, fire blanket and fire extinguishers. On admission all young people undertake a fire drill, shown the emergency exits and procedures explained monthly fire drills then follow. The young people are made aware that there is a strict no smoking policy anywhere on the unit or in the grounds. Fire drills are held monthly and fire bells are checked weekly. Staff receive fire safety and evacuation procedures training. Flammables, household cleaning materials and aerosols are kept under lock for safety reasons. 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**

Parents and other relatives are welcomed to visit the unit at any time unless legal restrictions make this impossible. Friends are welcome to the unit during the evening and holidays, but are not allowed to stay overnight.

Undesirable friendships would be discouraged or controlled; discussions will be held at a planning meeting when the suitability of these relationships 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 visitor 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 or 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 Group Manager – Service Provision who will ensure that it is discussed with the Complaints Officer and the Head of Service - Safeguarding & Family Support and be fully investigated under the terms of departmental procedures.



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 Newbridge House.

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 from within the unit.
- An independent Chairperson.
- A member of education services

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 Newbridge House, 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. These rooms contain washbasins and also a colour television, DVD player and a small fridge. There is a shared lounge, which contains a television and DVD player.

There is a room available to all young people that contains two computers 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 and 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. The bedsits will be accessed by those young people near to leaving Newbridge House.

General areas consist of:

General Office (access restricted to staff)

Small Office

Two duty rooms and one 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.

Newbridge House and the early help hubs can 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

## **CAMHS**

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 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 substance misuse worker attached to the service for advice and guidance and where that worker will undertake identified direct work with the children and young people accommodated.

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

Staff at Newbridge House 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 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.

Newbridge House 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 Region  
Government Buildings  
Picton Terrace  
Carmarthen  
SA31 3BT

Tel. 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

Tel: 01792 765600

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

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

Tel: 01656 642253

**Updated: May 2015**

Appendix 1:



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

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

**2011**



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

[www.bridgend.gov.uk](http://www.bridgend.gov.uk)



## SUNNY BANK 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:**

Reviewed April 2015

Reviewed June 2015 NS  
Page 2 of 28



## **Introduction to Sunny Bank Community Home Statement of Purpose**

This Statement of Purpose provides detailed information about Sunny Bank Community Home. 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 understand the service being provided 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.

Sunny Bank 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 any potential areas of weakness 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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23. Complaints Procedure
24. Arrangements for Dealing with Reviews of Placement Plans
25. The Type of Accommodation and Sleeping Arrangements Provided
26. Details of any Specific Therapeutic Techniques used in Sunny Bank Community Home and Arrangements for their Supervision
27. Details of Sunny Bank Community Home's Policy on Anti-Discriminatory Practice and Children/Young Person's Rights
28. Transition from Sunny Bank to permanent/long-term placement

**Appendix 1:** Transition Process

## **1. Aims & Objectives**

At the Sunny Bank 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 or as identified in an approved court care plan. 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.

### **Key Objectives**

- 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 via a transition plan is given to both the young person and their family to ensure success

Sunny Bank 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 Sunny Bank Community Home

Sunny Bank 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
- **Dining 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 can also be used to support education and learning

The unit also has numerous storage areas.

Sunny Bank 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 promoting 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
- Transition process to support a successful move to long-term/permanent placement

## **2b. Facilities and Services in the Locality.**

Sunny Bank 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:

- Nine comprehensive schools
- One college consisting of 3 separate campuses in Bridgend / Maesteg and Pencoed.
- 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  
Civic Offices  
Bridgend  
CF31 4WB  
Telephone Number (01656) 642200

## **Registered Manager:**

Karl Culpeck  
Residential Manager  
Sunny Bank Community Home  
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 8<sup>th</sup> 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 Sunny Bank 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 Sunny Bank Community 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  
                                    NVQ Level 4 Management



- (b) Experience** Commenced in this post on 8<sup>th</sup> January 2012, prior to this has 20 years experience as a Residential Childcare Officer, five of which as a Senior Residential Worker, and prior to this role was employed as a Residential Social Worker within the Juvenile Justice System.

#### **Senior Residential Worker (2)**

- (a) Qualifications** NVQ Level 3 Health and Social Care (Children and Young People)
- (b) Experience** Commenced in this post on 12<sup>th</sup> November 2014, prior to this has 12 years' experience as a Residential Worker.

#### **Senior Residential Worker (3)**

- (a) Qualifications** NVQ level 3 Caring for Children and Young People and is currently undertaking the QCF in Health and Social Care Level 5
- (b) Experience** Commenced in this post on 8<sup>th</sup> January 2012, prior to this post has gained 7 year's experience as a Residential Worker and within this role gained eighteen months experience as an acting Senior Residential Worker. Prior to this 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)  
NVQ Level 4 Management  
Certificate of Education in Teacher Training  
Educational Guidance Specialism  
Gatsby (Working with Children & Young People)
- (b) Experience** Commenced in this post on 8<sup>th</sup> January 2012, prior to this has had 8 year's experience as a Senior Residential Worker and twelve years experience as a Residential Worker. Prior to these posts 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 8<sup>th</sup> January 2012, has 31 year's experience as a Residential Worker working in various establishments throughout BCBC

### Residential Worker (2)

- (a) **Qualifications** NVQ Level 2 Health and Social Care
- (b) **Experience** Commenced in this post on 23<sup>rd</sup> March 2015, has 8 months experience as a Residential worker on a casual contract and has worked with senior citizens and the youth service.

### Residential Worker (3)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People.
- (b) **Experience** Commenced in this post on 9<sup>th</sup> September 2012, has 4 years experience as a Residential Worker in various establishments.

### Residential Worker (4)

- (a) **Qualifications** Currently undertaking QCF level 4 health and social care
- (b) **Experience** Commenced in this post on 20<sup>th</sup> May 2014, has 18 months experience as a Residential Worker on a casual contract.

### Residential Worker (5)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Commenced in this post on 8<sup>th</sup> January 2012, has 11 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 8<sup>th</sup> January 2012, has 23 years 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 are 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 Group Manager – 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 a report provided 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 Sunny Bank Community Home**

Sunny Bank 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.

Sunny Bank Community Home provides four placements of varying lengths up to a period of 12 months or as identified via court care plan 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 wellbeing.

## **9. Admission Policy**

Admissions are planned; social workers are required to present the request to accommodate a child/young person to the Accommodation and Permanence Panel, who will assess as to whether it is felt appropriate to approach Sunny Bank with a referral. Once a referral is

received it will be considered by the Manager or Senior Residential Worker. They will complete an impact assessment specifically looking at the suitability of the referral in relation to the children/young people already accommodated. . Decisions to accommodate are based on a 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 prevailing circumstances at the time. The final decision to accommodate will lay with the Registered Manager of the Home.

The social worker will have determined the suitability of the Home and 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 completed staff will prepare and support the child/young person for their discharge from the Home and move into their identified placement. This is managed through a transition process which is individually tailored for each child/young person.

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

Sunny Bank 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 nurse/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 Sunny Bank Community Home**

Sunny Bank Community Home will aim to meet the needs of the children/young people placed as assessed by the Looked After Children's Nurse/Health Visitor and Community Paediatrician. Throughout the child/young person's placement the LAC Nurse/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 scheduled dental check. They are provided with a well balanced diet, which takes into account their personal choices. Where appropriate, use is made of Youth Advice Clinics. 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 Sunny Bank Community Home.**

Each child/young person attends his or her own allocated school. Within Bridgend there are nine comprehensive schools - Archbishop McGrath (Catholic), Brynteg, Bryntirion, Cynffig Maesteg, Pencoed, Porthcawl, Y Dderwen and Ysgol Gyfun Gymraeg Llangynwydd (Welsh) and one college which has 3 local campuses - 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 process is also assisted by the LACE team. 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 – through LACE, 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 the school to identify a member of 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 person 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.

The Looked After Children's Education Team provides individual support to the child/young person. Each child/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, via an alternative curriculum package, with the Education Department to provide support from within the home or at designated training or identified activities. 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 Sunny Bank 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.

Staff have been trained in restorative practice and prior to any sanction being given a restorative approach has to be considered, however if this is not appropriate or a young person refuses then the sanction process will be followed.

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 them 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 works 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 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 Sunny Bank 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 – Regulated Services 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 Group Manager – Regulated Services or other senior manager in their absence 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**

Sunny Bank 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 the Fire Officer's 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 be supported to travel to either Swansea or Cardiff cities where there are various places of worship located.

## **22. Contact**

Children/young people residing at Sunny Bank 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 visiting arrangements for the child/young person will depend on individual circumstances and the needs of the service.

## **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 Group Manager – Regulated Services who will ensure that it is discussed with the Complaints Officer and the Head of Service - Safeguarding & Family Support 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, advocacy 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 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 Sunny Bank 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
- Senior member of staff from the home
- Their link worker
- An independent chairperson
- An Education representative
- The LAC Nurse/Health Visitor
- Any other relevant / appropriate person

Independent Reviewing Officers are employed by Bridgend County Borough Council to chair the review meetings. Before their 16<sup>th</sup> birthday, young people should also have an After Care (pathway) 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.**

Sunny Bank 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 Civic offices. 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 substance misuse worker attached to the service for advice and guidance and where that worker will undertake identified direct work with the children and young people accommodated. There is also a worker trained in restorative justice approaches and techniques that can offer further advice and guidance to staff on the unit.

Sunny bank Community Home and the early help hubs can 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 Sunny Bank Community Home Policy on Anti-Discriminatory Practice and Children's Rights**

Staff at Sunny Bank Community Home strives 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
- 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.

## **28. Transition from Sunny Bank to permanent/long-term placement**

The service in conjunction with the fostering service has developed a structured process to move children and young people on from Sunny Bank after their care plans have come to fruition.

The transition process (see appendix 1) outlines how a move to the identified placement will be managed. This will assist in establishing and maintaining routines, boundaries & structure, it will help underpin relationships between the young person and carer and it will also develop continuity which would hopefully minimise future placement disruptions. The process can also be adapted when a young person returns to their family.

### **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

Tel: 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

Tel: 01792 765600



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

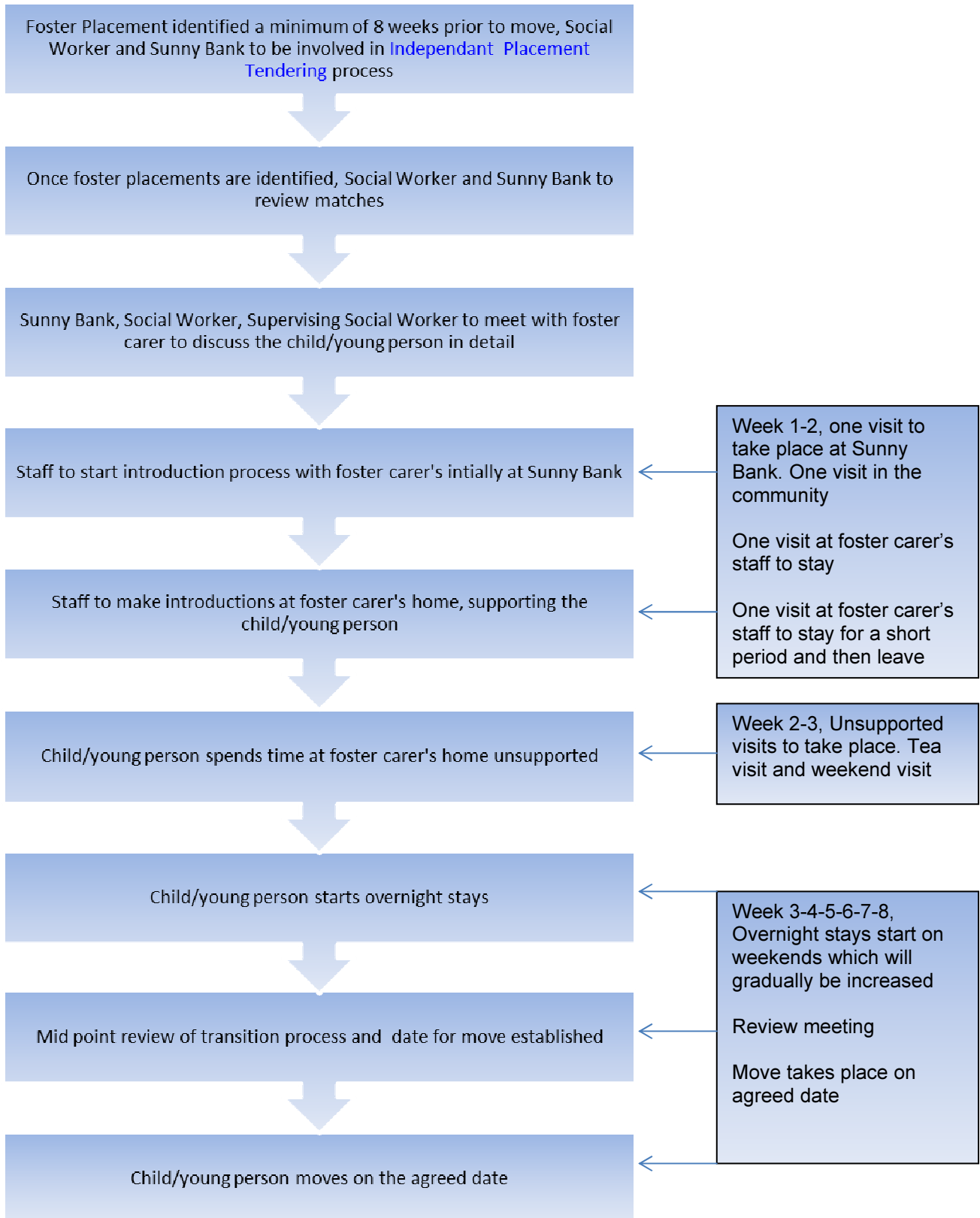
Children's Complaints Officer  
Social services  
Civic Offices  
Bridgend  
CF31 4WB

Tel: 01656 642253

Reviewed June 2015

Appendix 1:

**Transition to Foster Care from Sunny Bank Community Home**



**BRIDGEND COUNTY BOROUGH COUNCIL**

**BAKERS WAY SHORT BREAKS HOME**

**STATEMENT OF PURPOSE**

2a, Bakers Way,  
Bryncethin, Bridgend.  
CF32 9RJ

Tel. 01656 720509

(Updated January 2015)

**THIS STATEMENT OF PURPOSE FOR**

**BAKER'S WAY SHORT BREAKS SERVICE**

**HAS BEEN APPROVED BY THE**

**RESPONSIBLE INDIVIDUAL**  
**COLIN TURNER**

**SIGNED:**

**DATE:**

## INTRODUCTION

This Statement of Purpose provides detailed information about Bakers Way Short Breaks 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 at 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. Where appropriate, staff will use the Children's Guide to help children understand the service provided at Bakers Way.

Bakers Way Short Breaks Home intends to provide a service that meets the needs of the children placed and satisfies the reasonable expectations of their parents and 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 beginning of the service, parents will be invited to view the facilities available and comment on their suitability. At intervals, parents will be asked for their opinions on the service and facilities. When the service ends, Bakers Way Short Breaks Home will ask the child, the parents and social workers to give their views on the child's period at the Home. Views are also welcome at reviews, which are held regularly. 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 in advance of the revised Statement of Purpose being put in place from April 1<sup>st</sup> 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

### Aim

To provide a high quality short breaks service to disabled children and young people aged from birth to eighteen, who live in the Bridgend County Borough. A maximum of 5 children will attend at any one time and the service will address their individual needs, support their families, and promote their access to community services and facilities.

### Objectives

- To assess each child/young person's needs before the service starts, to develop a care plan for each child and to review it regularly
- To schedule stays for children/young people who are matched for their compatibility, where possible
- To introduce children/young people to Baker's Way at their pace, through a series of tea-time visits, prior to longer stays
- To base the service to be provided on a written agreement with the child's parents/carers.
- To meet each child's emotional, social, behavioural, health and developmental needs during their stay, in a way this ensures their dignity and promotes self-reliance.
- To offer children and young people the opportunity to socialise and to develop their independence outside their immediate family
- To promote the inclusion of disabled children and young people in mainstream activities in an anti-discriminatory way
- To provide parents or carers with a break from their care responsibilities, assuring parents or carers that their children are happy and well cared for
- To work in partnership with parents/carers/families, so that the timing, frequency and duration of a short break best assists the child and their family
- To consult with children, parents, carers, social workers and other professionals so that the service continually adapts and develops
- To resolve issues for children/young people and parents promptly, and to address concerns through the complaints procedure, if appropriate

The Children's Guide in DVD format provides information about Bakers Way which is suitable to the level of understanding of the profile of children who would likely use our service. There is also a Children's guide in a leaflet format.

Information for parents/carers is also available in a leaflet format.

## 2a **Facilities and Services Within The Unit**

Baker's Way offers a comprehensive range of services and facilities to meet the needs of each child.

Bakers Way is a large detached two-storey house, originally 2 semi-detached properties.

### **The House:**

#### **Physical needs**

- Safety and security within a comfortable and pleasant home-like environment
- Range of individually decorated and furnished bedrooms suited to specific individual needs and allowing some choice
- Bathroom and toilet facilities on both floors adapted to cater for specific individual needs
- Aids and equipment suitable for those children with physical disabilities
- A specialist bed for children with physical disabilities
- Laundry facilities
- Individualised menus and provision to meet special dietary requirements
- Dispensing of prescribed oral medicines

#### **Fun and play**

- A soft play room
- A room furnished with sensory equipment
- A computer and software with touch-screen monitor
- A large secure garden area with recreational equipment such as swings, slide, play house.
- Toys, games and books suitable for all ages and both genders
- Televisions, DVD's, music centre and game consoles
- A mini-bus for trips for social and recreational purposes

#### **The Team**

- A suitably qualified, experienced and skilled staff team dedicated to providing an excellent experience for children during their stays
- A high ratio of staff to children so that individual attention can be given to each child during their stay
- A purposeful care programme during stays which is well-designed and executed, and based on individual assessed needs
- A partnership approach to working with parents
- A Key Working system providing a member of staff with special responsibilities for each child

#### **Other agencies' services provided at Bakers Way**

- An advocacy service provided by Tros Gynnal
- Transport to and from school for term-time overnight stays
- Advice from community nursing, paediatric Speech and Language and Occupational Therapy and physiotherapy services, so that the team can provide a specialised service for special health or caring needs
- Children are referred to Bakers Way by the Disabled Children's Team and each child has an allocated worker from that team who visit Bakers Way regularly and oversees the arrangements for the child to ensure they are working well



## 2b Facilities and services within the Community:-

Bakers Way Short Breaks Home is situated on the outskirts of Bridgend, close to the M4 and the McArthur Glen Outlet Village. It is within easy reach of many attractions for children and the minibus is used to take children on outings to a wide-range of recreational settings.

Many children who come to Bakers Way attend Heronsbridge School and close links are maintained between Bakers Way and Heronsbridge. Minibuses and taxis are arranged to bring children directly to Bakers Way from school or to take them to school in the morning.

There are many facilities on offer in the town of Bridgend and surrounding area including: -

- Recreation Centres and Swimming Pools
- Coastal and Beach Areas
- Country Park

## 3. Registered Persons:-

### **Responsible Individual:**

Colin Turner  
Head of Service  
Safeguarding & Family Support Services  
Civic Offices  
Bridgend  
CF31 4WB

### **Registered Manager:**

Ann Wilkins-Jeffries  
2a Bakers Way  
Bryncethin  
Nr Bridgend  
CF32 9RJ.

## 4. Qualifications and Experience of Registered Persons

### **Registered Manager – Ann Wilkins-Jeffries (37 hours)**

#### **Qualifications:**

- NVQ 4 Management
- NVQ 4 in Care, NVQ
- Diploma in welfare studies
- D32/33 NVQ Assessors Award
- Certificate in welfare studies
- Certificate in Caring skills,
- IOSH certificate in Health and Safety
- Certificate in special needs housing management,
- Various in house training

#### **Experience**

Started in Bakers Way 30/12/2013  
Before I worked at a Short Breaks (respite care home) in Swansea, for Action for Children  
Worked with disabled children's short breaks who had complex health needs, for 20 years.  
Started as a Residential Care worker then Senior Residential Care Worker became  
Registered manager and then project manager. Also worked in a variety  
of caring settings since leaving college.

**The number, qualifications and experience of staff working at Baker's Way Short Breaks Unit:-**

**Senior Residential Worker 1 (AW)**

**Qualifications**

NVQ Level 3 Working with Children and Young People.  
NVQ Level 4 in Children/Young People Pathway

**Experience**

Senior Residential Worker 1 has worked at Bakers Way since 2007, and has also worked at Maesteg Community home, and has experience of working with adults with a learning disability. Was appointed to the senior post on 18.01.10.

**Senior Residential Worker 2 (SG)**

**Qualifications**

Foundation Degree in Childhood Studies  
CACHE Diploma Level 3 in Childcare and education  
CACHE Certificate Level 2 in Childcare and Education  
Working towards QCF Level 5 in Leadership and Management in Health and Social care setting

**Experience**

Senior Residential Worker 2 has been working at Bakers Way since August 2013. Has worked in Action for Children for three years as a support worker and part time residential care worker.

**Residential Worker 1 (LB) – 30 Hours**

**Qualifications**

NVQ Level 3 Working with Children and Young People.

**Experience**

Has been working at Bakers Way since 1993.

**Residential Worker 4 – (AJ) – 30 Hours.**

**Qualifications**

NVQ Level 3 in Caring for Children and Young People  
NVQ Level 3 in Childcare and Education

**Experience**

Has worked at Bakers Way since 2003.  
3 years prior experience working as a Nursery Nurse.

**Residential Worker 5 – (AP) – 30 Hours**

**Qualifications**

NVQ Level 3 in Working with Children and Young People

**Experience**

Has worked at Bakers Way since 2006, for 2 years as night staff and latterly as a daytime worker  
Has previous experience in the adult Day Centre.

### **Residential Worker 6- (DB) – 20 Hours**

#### **Qualifications**

NVQ Level 3 in Caring for Children and Young People

#### **Experience**

Has worked at Bakers Way since 2008.

Has 8 years experience working with Adult with Learning Disabilities.

### **Residential Worker 7 – (RM) – 20 Hours**

#### **Qualifications**

NVQ Level 2 in Supporting Learning and Teaching in schools.

Working toward QCF level 3 in health and social care.

#### **Experience**

Has worked at Bakers way since 2012

Previous experience of working in a school setting with pupils with a diagnosis of Autism, Asperger's syndrome and ADHD.

### **Residential worker 8- (LT) – 20 Hours**

#### **Qualifications**

NVQ Level 3 in Health and Social Care Children and Young People

NNEB level 3 nursery nursing

#### **Experience**

Has worked at Bakers Way since 2010

3 years prior experience working as a Nursery Nurse.

### **Residential Worker 9 – (DS) – 30 Hours**

#### **Qualification**

NVQ Level 3 in Health and Social Care Children and Young People

#### **Experience**

Has worked at Bakers Way since January 2010.

Has worked within Children's Residential settings since 2004.

Has worked as senior residential worker with Ranstad Care Agency.

Has worked as Parenting worker and Outreach Worker with Ranstad Care Agency.

Has worked with Action For Children as a support worker.

### **Night Care Worker 1 – (KG) – 21 (Average across a 12 month period)**

#### **Qualifications**

NVQ Level 3 in Caring for Children and Young People

#### **Experience**

Night care worker 1 has worked at Bakers Way since 2006. Has previously had long service as a nursing assistant.

### **Night Care Worker 2 – (DM) – 21 Hours (Average across a 12 month period).**

#### **Qualifications**

NVQ Level 3 in Caring for Children and Young People

#### **Experience**

Has worked at Bakers Way since 2006.

### **Night Care Worker (SS) – 21 Hours (Average across a 12 month period).**

#### **Qualifications**

BTEC National Diploma in Social Care

NVQ level 2 in care

10 GCSES

#### **Experience.**

12 year as a social care worker on days and 3 years on night working with adults with learning disabilities and challenging behaviour for BCBC in a Residential and Short Breaks service; started in Bakers Way June 2014

### **Casual Residential Worker 1 – (MW)**

Currently working toward induction framework

#### **Experience:**

MW has worked in various care settings, including casual at Bakers Way in 1997

### **Casual Residential Worker 2 – (BJ)**

#### **Qualifications**

11 GCSE

QCF Level 2 in Children and Young people

Working toward level 3 children and young people

#### **Experience:**

After school club support worker for 3 years.

Support assistant at Heronsbridge School 2 year.

Support assistant at Heronsbridge residential, commenced last October for 2 months.

Bakers way casual residential care worker since 2012

First aid Child protection ProAct Scip Sign along Protection of vulnerable adults

Epilepsy awareness Buccal midazolam Dental health education Behaviour support

Gastrostomy/peg feeding

### **Casual Residential Worker 3 – (DL)**

#### **Qualifications**

BSc Early Years Development and Education

#### **Experience**

Bakers way since July 2013, also works in BCBC's children's homes.

SEN Learning Support Assistant

After School Play Club Assistant

Learning Support Assistant

## **Casual Residential Worker 4 (AT)**

### **Qualification**

QCF level 3 in health and social care.  
BTEC Early Childhood Studies  
Level 2 key skills communication  
Key Skills Level (2) – Information and Communication technology  
WJEC – Level (3) – communication.

### **Experience**

Bakers way since 2012 (previously annualised hours contract)  
Supply special support assistant.  
Nursery Nurse.  
Worked as play worker with Interplay (Swansea).  
Continues to work as relief special support assistant at Heronsbridge Special school.  
Continues to volunteer as afterschool club play worker for Y Bont.  
Direct Payments PA via Shaw Trust.

Care worker at Bakers Way over Summer school holidays (2012).

## **Casual Residential Worker 5 (HR)**

### **Qualification**

Disagree in speech and language

### **Experience**

Started in Bakers way in June 2014 as a casual worker, and also worked at Ty Bont nursery for children who have disabilities

## **Administrative Assistant EP**

### **Qualifications**

Private Secretaries Diploma

### **Experience**

The administrative assistant has worked at Bakers Way since 2009. She previously worked as office Manager for a local Solicitor.

## **6. Arrangements for Supervision, training and development of employees**

Supervision is provided on a monthly basis to all team members by the manager or senior staff and group supervision with casual staff. This will assist in identifying individual development needs and any other issues discussed within supervision which will enable staff to acquire the skills and knowledge to work within the service area including working closely with the Directorate's Training unit to identify relevant training needs.

An annual appraisal will identify ongoing training needs, performance of a staff member within their working role and to identify areas of further support required. The appraisals of all team members will be used to inform the content of the Directorate's training programme. In addition to accessing the Directorate training programme, team members will be provided with in-house team training through the involvement of specialists who provide services for the service users of Bakers Way.

Monthly team meetings are held which further extend and develop the skills, knowledge and understanding of team members.

## 7. **Organisational Structure**

Baker's Way is managed by the Children's Directorate of Bridgend County Borough Council.

**Corporate Director Children** – Sue Cooper

**Head of Safeguarding and Family Support Services** – Colin Turner.

**Linear Manager Group Manager Regulated Services**–Natalie Silcox

**Registered Manager/Residential Manager** – Ann Wilkins-Jeffries.

Bakers Way Short Breaks Home is one of three children's residential units managed by the Children's Directorate of Bridgend County Borough Council, and is the only one to offer short breaks for disabled children and young people.

Regulation 32 visits are undertaken by the Principal Workforce Development Officer, who reports to the Head of Safeguarding and Family Support Services.

Rota Visits are undertaken by Elected Members over a period of 12 months.

The Team structure consists of:

- 1 Registered Manager
- 2 Senior Residential workers
- 9 Residential workers
- 3 night care workers
- 3 Casual Staff
- 1 part-time administrative assistant

Staffing can be supplemented by casual staff and staff contracted to work across a number of Children's Homes

## 8. **Children for whom the service is provided**

Bakers Way provides a Short Breaks service for a maximum of 5 disabled children/young people at a time depending on the compatibility, male and female with learning and/or physical disabilities in the moderate to severe range, aged between 0 – 18 years, who are ordinarily resident within Bridgend County Borough.

## 9. **Admission policy**

Being away from home, for however short a period of time, can be difficult and could generate anxiety for disabled children and their families. To ensure continuity of support between home and Bakers Way, with minimum stress for the child/young person, their family and the service itself, effective care planning is fundamental to a successful outcome.

A Short Break will not be offered unless:-

- The child/young person's need for a short break has been comprehensively assessed.
- Bakers Way has been approached to ascertain that it has the resources to meet the child/young person's needs.

- The placement has been carefully negotiated so that the Manager at Bakers Way is fully aware of what the expectations of the service are.

### **Identification of need**

All referrals received are via the Disabled Children's Team. Each child/young person has a named worker allocated to him/her and their family. It is the responsibility of the Social Worker/case manager from the Disabled Children's Team to discuss the child/young person's needs, and offer information to the family on the service available. Support needs should be identified through use of the ICS exemplars.

### **Identification of appropriate service**

The care planning process following the assessment of need will assist to identify the kind of setting that will best meet the child/young person's needs. Information about the quality of care at Bakers Way should be sought requesting the latest Inspection Report from the establishment.

Contact could also be made with other people who use the service. The Statement of Purpose should also be considered.

### **Assessment of child/young person support needs**

Prior to using any service, the Disabled Children's Team will undertake a full assessment of the kind of practical help or support the disabled child/young person needs.

This would include a "Child Profile" being undertaken with the child/young person and his/her family and will include a risk assessment and details of any other services currently being provided. This helps to build up a clear overall picture of the child/young person's support needs in a variety of settings. This profile is completed by the child/young person's parent/carer, once they have undertaken an introductory visit to Bakers Way, and confirmed they wish to proceed with the placement. The information is returned to the manager or senior at Bakers Way, and the profile is used to plan with the child/young person, their parent/carers, and child/young person's social worker/care manager, the details of the placement. The information will be stored in a personal file in a locked cabinet.

If the child/young person poses a risk to existing service users and/or the service itself, a more detailed risk assessment must be carried out. This will indicate, more precisely, the support needs of the child/young person, and any additional specialist support that may be necessary. Risks identified with behaviour will need a Behaviour Management Plan, which identifies precisely how the risk will be managed. To ensure consistency of approach, Bakers Way works closely with Heronsbridge Special School and utilises existing Behaviour Management Plans. Multi agency working with other professionals is also critical to ensure continuity of approach.

### **Negotiating the Placement**

When the child/young person, his/her family/carers have indicated satisfaction with the offer of the service at Bakers Way, a Placement Agreement is negotiated and signed prior to the child/young person commencing placement

This takes place between: -

- a) Child/young person to the extent that is possible
- b) Parent/ Carer

- c) Social Worker/Care Manager
- d) Manager or Senior Staff member of the service who will identify the aims/goals for the child/young person for the next year

### **Introduction process**

An introductory visit's to Baker's Way will be planned via discussion between social worker/case manager and the manager/senior at Bakers Way.

The child/young person begins with visits at teatime and stays for approximately an hour. The family is also invited, including siblings. It is important to note that until a Placement Agreement has been finalised, the child/young person will not be able to visit/stay unless accompanied by a family member.

Arrangements will then be made between the family and Bakers Way managers/seniors staff, for the child/young person to have a planned initial stay. This stay may not include an overnight stay, but will aim to build up to an overnight stay, and is progressed at the child/young person's individual pace.

Appropriate levels of staffing will be planned in accordance with the needs of the individual child/ young person.

The placement will be monitored and reviewed regularly as detailed by the processes below. If at any stage there are issues of concern or changes of circumstances, a review meeting can be convened at an earlier stage.

The review process needs to be established, as appropriate to a child's legal status, ie. Looked After or a Child in Need. Dates of the initial review following commencement of placement will be agreed and recorded in the Placement Agreement. Thereafter, dates for ensuing Reviews will be agreed at the Review meetings.

It is the responsibility of the social worker/care manager to convene these reviews in collaboration with Bakers Way manager/senior and family.

#### **10. Outcomes when more than six children are accommodated**

The above does not apply to Bakers Way as only 5 places are provided. There is no emergency provision/bed at Bakers Way.

#### **11. Ethos of the House**

The care provided to disabled children and young people at Bakers Way is based on the principles contained in the Children Act, 1989 and 2004 especially that:

Disabled children are children first, and their disability is a secondary, albeit a significant issue.

The following approach is adopted:

- a) Children/young people at Bakers Way are treated as individuals and will be provided with staff support according to their individual needs.
- b) The pattern/amount of short breaks is determined with the child/young person, their social worker/care manager, family and Bakers Way worker. The service provided by Bakers Way is in response to the identified needs and planned outcomes as detailed in the individual care plan of the child/young person.



- c) Young people have support in preparing for adulthood, again determined by their individual needs.
- d) Children/young people are encouraged as far as possible to: -
  - Discuss and agree activities
  - Choose where they would like to sleep
  - Choose toys and learning materials
  - Shop, cook and develop domestic skills
  - Show consideration to other service-users, their property, rights and choices
  - Share any concerns they may be feeling during their stay.
  - Take up opportunities to access community based activities.

12. **Arrangements made to protect and promote the health of the children who use Bakers Way**

Many children have specific health needs. Efforts are made pre-placement to understand and address these needs in discussion with the Social Worker/care manager and parents/carers; and where relevant health professionals. Therefore, ensuring, each child /young person's individual health needs are appropriately met.

Some children's health needs may require specialist health interventions during their stays. Careful consideration will be given to whether staff are sufficiently trained and competent to carry these out, and if not, arrangements will need to be made to address these needs through appropriate health care services, in order for children to receive a service at Bakers Way.

Staff at Bakers Way undertake in-house training provided by health colleagues on specific health needs, which includes the administration of medication. Such training is regularly monitored and reviewed by Bakers Way manager and health colleagues. To ensure competency and compliance.

All medication brought in with the service user is recorded and kept in it's original packaging in a locked cabinet. Medication is given according to the prescribed dosage. Records are kept of all medication, which is signed and countersigned by staff when administered to the individual child and when medication is returned home. A copy is kept on the individual child's file.

In the first instance, if a child becomes ill or overly distressed, parents/carers would be contacted and asked to collect their child. Emergency Services would be contacted if appropriate.

13. **Arrangements for the promotion of the education of children**

Each child attends his or her own appropriate school. Arranged transport collects them from and returns them to Bakers Way during their stay.

Staff at Bakers Way use the communication book, which comes with each child. Information is shared between school, home and Bakers Way. This ensures a co-ordinated approach is taken to meet the child's needs.

Staff would offer advice and assistance to any child who has homework. Children have the use of a touch-monitor computer. Advice is sought on software compatible with what is being used at school, so that children's learning can be supported informally at Bakers Way, as well as providing stimulating and rewarding activities.

#### **14. Arrangements to promote children's participation in hobbies, recreational, Sporting and cultural activities**

Parents/carers normally send in advance any special request for their child's participation in any sporting or cultural activities. As a matter of good practice staff at Bakers Way would endeavour to respond to any request, however short the notice.

We have a range of toys, books, games and learning materials available to children/young people.

Bakers Way has a range of sensory equipment to provide sensory stimulation to children/young people whilst at Bakers Way.

Bakers Way has its own mini-bus, which has a tail-lift for children/young people who use wheelchairs, so staff can transport the children to different venues, enabling them to access a range of social and recreational opportunities. When children are already involved with activities in the community, Bakers Way staff will attempt to make arrangements so they can continue their involvement during their stays.

#### **15. Arrangements for Consultation with children about the operation of the Home**

When a disabled child/young person receives a short break stay at Bakers Way, staff are alert to the child's/young person's wishes, feelings and needs. These can be expressed verbally and non-verbally; and staff consistently respond in a sensitive and appropriate manner. Children/young people are encouraged to participate in planning activities within the home and in the wider community during their stay, taking into account individual preferences. This ensures that the day to day operation of the home is responsive to the needs and views of the children who receive short break stays.

#### **16. Policy on Behaviour Management/use of restraints**

Some children/young people present concerning behaviours which may place themselves or others at risk. These would be identified via a Risk Assessment undertaken by the social worker/care manager and provided with the referral to Bakers Way. In situations whereby a child/young person presents concerning/challenging behaviour, an individual behaviour management plan, will be completed by Bakers Way staff in conjunction with parents/carers, and social worker/care managers. This behaviour management plan may incorporate a behaviour management plan provided by school/psychologist. A copy of the plan is kept on the child/young person's individual's file.

It is Bakers Way's practice to involve all children in decision-making as far as possible. This will hopefully result in incidents of challenging/concerning behaviour being managed safely and effectively. Boundaries are clearly discussed and explained to the children/young people and parents/carers during the introductions to the placement.

Low level Sanctions are used in accordance with individual behaviour management plans at Bakers Way this includes boundary setting and distraction techniques e.g.:

- Time-out in another room to calm down/reflect on behaviour (for no longer than 5 minutes while still being monitored/supervised by a staff member)
- Kept back when other children are being taken out, (staff would use the opportunity to spend the time to talk to the child)

A record of any boundary setting activity is kept on individual children's files.

There are strict guidelines and policy on the use of restraint which staff need to comply with.

#### 17. **Arrangements for Child Protection and to Countering Bullying**

Children at Bakers Way are provided with short stays. Most are living at home and are ordinarily the responsibility of their parents/carers, who maintain Parental Responsibility for their child/young person whilst they are receiving a short break stay at Bakers Way. Many children receiving the service at Bakers Way have communication difficulties, and it is recognised that disabled children/young people can be more vulnerable to abuse/neglect. Bakers Way staff, therefore, are continually alert to any expression, verbal or non-verbal or any other signs, that a child may be experiencing abuse. If this is suspected, policies and procedures in line with the All Wales Child Protection Procedures employed within Bridgend County Borough are implemented.

#### **Countering Bullying**

The children that use Bakers Way can range in age from 0 – to 18 years of age.

Their individual disabilities vary from learning/ physical disability, serious health problems and behavioural problems.

Care is taken to match groups of children to ensure compatibility of age, personalities and behaviours. Careful planning can eliminate possible friction between individuals and avoid any unnecessary conflict. However, if bullying does occur staff would take immediate action to stop the behaviour, protect the individuals and address the behaviour if the child/young person continues bullying. Parents and others will be informed as appropriate and engaged more fully if the behaviour persists.

#### 18. **Unauthorised Absences**

The majority of children who stay at Bakers Way are restricted to the house and garden area, which are secured by a keypad security system inside the premises, and garden gates which are locked.

Adequate staffing levels ensure that children are supervised or monitored at all times. Should some impulsive behaviour result in a child running off, and the child cannot be located, the following procedures would apply.

The following would be informed:-

- Police
- Parent/person with parental responsibility
- Social Worker/Emergency Social Worker out of hours
- Available staff would continue to search the neighbourhood.

#### 19 **Surveillance**

All bedrooms are connected to a central PA system which will alert staff of movement, the system has both audible and visual indicators of noise. This system is fully adjustable to suit the requirements of each child. Independent mobile monitors are also available to staff.

## 20. **Fire precautions/procedures**

A Fire Alarm and smoke detection system is in operation throughout the premises. Self-closing doors are connected to the alarm system. Fire-fighting equipment is installed in the form of fire-blankets and extinguishers and an evacuation Resqumat.

All members of staff undertake the Fire Prevention Course and are familiar with emergency procedures.

Fire drills are planned when the children are present. To alleviate any distress or panic, we advise the children that an alarm may go off shortly, reassuring them that there is no need to panic and explaining to them what course of action they need to take.

Fire Drills take place monthly, whilst the alarms are tested weekly. All equipment is checked on an annual basis. The Health and Safety Officer together with the Residential Manager also carry out annual Safety Fire Risk assessments.

In the event of a fire, staff would have followed the written procedures of the house, the fire service would have already been contacted and parents would be notified to collect their children.

Should staff be unable to contact families, then arrangements are in place to take the children to one of Social Services' establishments.

## 21. **Arrangements for Religious Instruction**

Children and young people stay for brief periods. Parents are expected to make their own arrangements for worship but arrangements would be made in accordance with the care plan, as appropriate.

## 22. **Arrangements made for contact**

Some of the children that come into Bakers Way have limited communication skills. Some have issues in relation to being able to communicate their anxieties about being separated from their family and that which is familiar to them.

Staff will be sensitive to their emotional needs and feelings, giving comfort and reassurance when needed.

Families would be contacted and encouraged to ring up at any time to check on their child's welfare. Children would have the use of the telephone to contact their family, day or night, or staff would assist them.

Children/Young People are enabled to visit family or friends who are in hospital when staying at Bakers Way.

Contact will only be prevented when a court order exists, prohibiting contact. The same applies when the child may be placed at risk.

## 23. **Representation and Complaints**

If a child or a parent/carer wishes to make a complaint about any part of the service, it would always be taken seriously and investigated.

The Children's Directorate has a statutory complaints procedure, which is followed.

The following procedures are followed: -

Manager of the Home is informed.  
The Complaints Officer is notified.  
Contact is made with the parent.  
An attempt is made to resolve the matter.

If the complaint is not resolved informally, the complaint can be formally investigated.

If the complaint raises an issue of staff conduct or child protection, the matter would be pursued through the appropriate disciplinary or child protection procedures.

Some of the children may find it difficult to communicate their problem or concerns. When this occurs it can be frustrating to the child. This in turn could result in a change in their behaviour. Staff are vigilant in recognising the signs and responding appropriately. Staff at Bakers Way would support children/young people, where appropriate, to follow their concerns through to resolution.

Arrangements are in place for members of Tros Gynnal, an independent advocacy service, to visit the unit. The children could be supported to use the complaints procedure by an advocate from Tros Gynnal, if appropriate.

#### 24. **Arrangements for reviews of placement plans**

Reviews will occur as required in line with regulations, which specify the intervals at which reviews should be held for children receiving a series of short-term breaks. Dependent upon the legal status of the child, this could be a LAC Review, or Child in Need review. The Key-worker, or Manager, will prepare a report for the review and attend. The review can take place at Bakers Way, at the home of the parents or at another appropriate venue. Children/young people should be encouraged and supported to attend their reviews.

#### 25. **Type of accommodation and sleeping arrangements**

Bakers Way is a fairly large modern house, based in Bryncethin, three miles from Bridgend.

The original structure was two semi-detached houses, but these have been modified to provide one property. It consists of:

Five bedrooms, two of these are ground-floor bedrooms – suitable for those with physical disabilities. These are close to a ground-floor bathroom – with shower, hoist and other specialist equipment. There are three bedrooms upstairs

A ground-floor room, with sensory equipment installed

A spacious lounge

A fitted kitchen

A downstairs play room

A utility/laundry room

A garden at the rear containing specialist equipment including swings, slides, playhouse etc.

For staff use:-

An upstairs bedroom (used for those on stand-by duty)

An upstairs shower room and toilet

An upstairs office

26. **Details of any specific therapeutic techniques used and arrangements for their supervision**

None employed

27. **Policy on anti-discriminatory practice**

Disabled children are at significant risk of experiencing discrimination. Staff members are especially alert to practices which disadvantage disabled children/young people and seek to redress them, where possible.

28 **Address and telephone number of appropriate officer from National Assembly**

CSSIW South West Region  
Government Buildings  
Picton Terrace  
Carmarthen,  
SA31 3BT.

Tel No : 01267 245160

Fax No : 01267 245140

29. **Address and telephone number of Children's Commissioner for Wales**

Children's Commissioner for Wales, Oystermouth House, Phoenix Way  
Llansamlet,  
Swansea,  
SA7 9FS  
Tel no. 01792 765600

Reviewed 31.3.15

# **BRIDGEND COUNTY BOROUGH COUNCIL**

## **FOSTERING SERVICES**

### **STATEMENT OF PURPOSE**

Social Services  
Bridgend County Borough Council  
Civic Offices  
Angel Street  
Bridgend  
CF31 4WB

Tel: 642674

(Last reviewed June 2015)

**This Statement of Purpose for**

**BRIDGEND COUNTY BOROUGH COUNCIL**

**FOSTERING SERVICES**

**has been approved by the**

**Responsible Individual**  
**Colin Turner**

**Signed:**

**Date:**



## **Introduction to the Fostering Services Statement of Purpose**

This statement has been produced in accordance with the Fostering Services (Wales) Regulations 2003 (3(1)) and is referred to as “the Statement of Purpose”. Regulation 4 details the requirements for the review of the Statement of Purpose. The National Assembly for Wales has issued National Minimum Standards for Fostering Services and Standard 1 elaborates further requirements as to its content and arrangements for its review.

This Statement of Purpose provides information about Bridgend’s Fostering Services which are provided through Bridgend Foster Care and the Family Link Scheme. It gives an outline of the aims and objectives of the Services and some of their key features. It will be provided upon request to Foster Carers approved by Bridgend CBC and to applicants beginning an assessment to become a foster carer. It can be made available to social workers considering making a placement with any of the services in paper format and electronic copies are available on the intranet at office bases. It will be made available upon request to parents, children and young people. However, the Children’s Guide will contain a summary of the content and it is anticipated, be of more interest and relevance to most children and young people.

In addition to the Statement of Purpose, there is a range of specific policy and procedural documents that reflect the aims, objectives, service principles and standards set out in the Statement of Purpose.

The Statement of Purpose is updated on an annual basis, reflecting the ongoing changes that are being made to improve the service. Service improvement proposals will be informed by consultation with parents and children/young people, and social workers, as well as foster carers, staff in Bridgend Foster Care and other stakeholders. The outcomes of consultation throughout the year will be considered between January and March each year, so that a revised Statement of Purpose is in place from April 1<sup>st</sup> each year.

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1. The Management Structure
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## 1. Management Structure

- The Registered Fostering Services Manager is the Team Manager for Bridgend Foster Care, she is the operational manager for Fostering Services and she reports to the Head of Service (ordinarily reporting to the Group Manager Regulated Services) –she is **Natalie Silcox**.
- The Group Manager – Regulated Services is a third tier officer – she is **Natalie Silcox**.
- The Head of Safeguarding & Family Support is a second tier officer – he is **Colin Turner**.
- The Director of the Social Services and Well Being Directorate is the **Corporate Director- Sue Cooper**.

## 2. Services Provided by the individual Fostering Service Areas and any restrictions operated

The Fostering Service provides a range of foster care to children and young people who are looked after by Bridgend County Borough Council. The service offers the following types of placements to children and young people from birth to 18 years of age:

### Services to looked after children and young people

- Emergency, respite and short term care
- Long-term care
- Relative care – care by friends or family members who are approved as foster carers
- Reg.38 care - Immediate Placement of a Child with Relatives or Friends under Regulation 38 of the Fostering Service Regulations (Wales) 2003
- Support Care – Preventative service aimed at supporting families, children and young people and preventing children needing to become Looked After
- Short break care – respite care for children to support them in the community or with other foster carers
- Emergency bed provision
- Dedicated Private Fostering Officer
- Placement Support Worker
- The Family Link Scheme

- Private Fostering

### **Services to children of foster carers**

- Access to special events
- Provision of a children's support group
- Recognition of sons and daughters group and work

### **Services to Prospective Carers**

- Information and advice about fostering – provided through monthly meet and greet information sessions, leaflets, local radio advertising and the BCBC web-site. The process involves a telephone response, information pack being distributed, an invitation to a meet and greet event, following which an initial visit to the home will determine any application proceeding.
- Assessment –A qualified social worker from Bridgend Foster Care will visit and explain the compilation and construction of a Form F report to the prospective applicant alongside the approval and submission to Fostering Panel process. All successful applicants will be offered and are expected to attend a 3 day skills to foster preparation training provided by Bridgend Foster Care staff. We now offer bespoke skills to foster preparation training to relative foster carers.
- Prospective Support Care service carers will be assessed by the Support Care service social worker
- Prospective Family Link carers will be assessed by a social worker from within Bridgend Foster Care

### **Services to Carers**

- Support and supervision not less than 6 weekly, up to 10 weekly in specific relative cases.
- Placement support worker with 3 specific job areas
  1. Supporting carers though complaints or allegations
  2. Supporting carers to manage challenging behaviour aimed to prevent placement disruption
  3. Assisting and supporting carers who are moving children on to adoptive placements.
- Identified support service from an experienced foster care colleague (Liaison carer)
- Annual Review

- Individual Training and Development Plan, training Programme
- Provision of written guidance – foster carer handbook
- Access to QCF (Qualification Creditation Framework) level 4
- Access to appropriate respite care
- Out of hours support – by Emergency Duty Team
- Information Consultation Event 2 times per year
- Foster Carer Agreement
- Facilitated Support Groups; relative and Reg.38, men who care, child/ren of carers.
- Maintenance and discretionary payments, access to fee payments
- Individual membership for all fostering households of Fostering Network
- Facilitated local branch of Foster Care Association
- Quarterly newsletter to which carers can contribute

### **Financial arrangements**

The payments scheme is based on payment for skills for general foster carers relating to the development and achievement of QCF and continued successful fostering provision.

There is provision for five appointed Liaison foster carers who will be carers who have achieved their QCF at least 3 years previously and who are experienced carers; the role will give them additional responsibilities to their foster caring. The liaison carers (3 responsible for individual geographical areas within Bridgend, 1 for relatives and 1 for Reg. 38 carers) will all have a caseload of colleague carers whom they support and advise; in their first year and whilst undertaking the QCF award.

They can additionally be called to assist with other duties including training, development, consultation, recruitment and activities for foster children.

Foster carers receive fostering allowances per child per week as follows:

Age	Fostering Allowances
0-4	<b>153.00</b>
5-10	<b>142.49</b>
11-15	<b>177.38</b>
16-17	<b>224.37</b>

In addition, eligible general foster carers can receive a fee payment per child per week, according to the level they are eligible for, as follows:

	Level 2	Level 3
Age	Fee	Fee
	£	£
0-4	74.48	148.88
5-10	74.48	148.88
11-15	94.77	189.61
16-17	94.77	189.61

There will be a flat fee of £90 per week paid to liaison carers

The criteria for each Level relate to:

### Level 2

Satisfactory annual review; maximum provision of placements, full approval and meeting of foster carer competencies to general foster care level, unless offering general foster placements and meeting the competencies, relative carers will not be eligible for QCF registration.

Registration for QCF

Level of skill/responsibility

### Level 3

Possession of QCF, maximum provision of placements, full approval and meeting of foster carer competencies to general foster care level and provision of general placements

Level of skill and additional responsibilities

### Liaison carer

Application, selection and interview process

Additional responsibilities as per person specification

Additional payments consist of mileage expenses at the HMRC rate, initial clothing and change of school uniform allowances at the Team Managers discretion, and specific (agreed in advance) equipment purchasing.

### **The Family Link Scheme**

The short breaks service offers family-based short break care to disabled children and young people.

Short breaks help to combat the isolation often felt by disabled children and young people enabling them to meet new people and become part of a 'second family,' widening their social life and offering new experiences.

These short breaks also serve to give parents of disabled children and young people the chance to take a break and spend quality time with other children or do things that might be difficult to do when caring full-time.

The breaks we promote take place, not in institutions, but in the homes of carefully selected carers/families in the child's own community setting.

The children who use family-based short breaks through the service will have been diagnosed as having learning disabilities; other disabilities include physical disabilities, complex healthcare needs, or sensory impairment.

Up to 120 days per year depending on the assessment of need may be available to support these children and young people enabling them to remain living with their families.

### **Aims and Principles of the Family Link Scheme**

#### Aims:

- To support parents who have a disabled child/young person, by offering regular short breaks for the child/young person away from home.
- Offers parents a break, the child/young/person new experiences and chance to develop a measure of independence from the family.
- Encourage the child/young person to develop their own individuality, confidence and self-esteem.
- The child/young person remains in their own community.

#### Principles:

- Needs and interests of children/young people are best served by growing up within their own families and communities.
- Flexibility and choice in arranging breaks.
- Equality of access, irrespective of degree of disability.
- Breaks related to identified needs.
- Full participation by all concerned.

Current payments to Link carers are:-

Weekly household amenities payment retainer:	£42.66
Block session (for a 6 hour period):	£8.17
Mileage re-imbursed at	£0.498

### **3. Aims and Objectives of the Fostering Services.**

Bridgend Foster Care and associated schemes aim to provide high quality foster care to achieve the best possible outcomes for children and young people who are looked after by Bridgend County Borough Council.

Service objectives:

- To ensure that children are enabled to form secure attachments to carers capable of providing safe and effective care

- To ensure children are protected from emotional, physical and sexual harm or abuse and neglect
- To ensure that children benefit from education opportunities, health and social care
- To ensure that the services provided are flexible, responsive and supportive to carers
- To enable foster carers to provide high quality care through any upheaval in their individual and family lives
- To empower staff and carers to promote the best interests of children being considered for or receiving a foster service placement.
- To encourage the whole organisation to value and respect the contribution of foster carers and work in partnership with them
- To actively involve carers in planning and delivering services
- To use Support Care to prevent children and families being separated and children becoming looked after.
- To ensure that foster carers are appropriately skilled, trained and qualified, and to promote the uptake of training
- To promote the foster care service in the wider community within Bridgend County Borough
- To continue to recruit foster carers to meet the current and future needs of the looked after children of Bridgend County Borough.
- To increase the numbers of Bridgend County Borough Council approved foster carers who are approved by this local authority to:
  - provide more placement choice
  - promote continuity of existing health and education arrangements
  - match children with suitable foster carers
- To develop fostering service provision to include parent and baby placements.

#### **4. Principles and Standards of Care**

The Fostering Service seeks to ensure that its policies, procedures and practice comply with the Fostering Services Regulations (Wales) 2003, the UK National Minimum Standards for Foster Care and the National Assembly for Wales' Fostering Services National Minimum Standards.



Similarly, the Service's practice reflects the Code of Practice on the recruitment, assessment, approval, training, management and support of foster carers.

The Fostering Services:

- Seek to provide high quality placements with foster carers in Bridgend for all looked after children who require placements in a family setting
- Seeks to provide choice of placement for all looked after children
- Respects the ethnic origin, cultural background, religion and language of children and foster carers and promotes that background in placement.
- Supports processes that ensure the assessment of a child/ren's needs are matched, where possible, with foster carers with the skills to meet those needs, with continued planning, review and support of a child/ren's plan
- Recognises the disadvantage some looked after children experience, especially with regards to health and education, and actively works to promote positive outcomes
- Seeks to work in partnership with all those involved in the care of looked after children, including children, their families, foster carers and other professionals
- Respects foster carers as partners in the provision of a professional service
- Values the unique contribution each foster carer has to offer and supports foster carers to continuously improve their capabilities through training and personal development opportunities
- Seeks to continuously evaluate and improve its services
- Enable carers to work in partnership with the Local Authority, external agencies and the children in placement by offering a placement support service in identified problem areas.
- To provide a Support Care service whose primary aim is to offer a preventive service thereby enabling families in the locality to remain together.

## **5. The Qualifications and Experience of Bridgend Foster Care Team**

Bridgend Foster Care Team consists of the following staff:

- One Team Manager
- 3 Senior Practitioner posts (Changing to 2 in July 2015)

- 13 Supervising / Assessing Social Workers (3 x p/t). (changing to 14 in July 2015) 2 x 4 days per week
- 1 Supervising social work assistant
- 1 placement support worker PT

**Team Manager –** Natalie Silcox

<b>(a) Qualifications</b>	BA Business Administration (Hons)	2002
	Counselling Level 3	2003
	DIPSW (MA)	2004
	PQ1	2007
	Higher Ed Cert in Child Protection	2009
	Institute of Learning Management level 4	2010

**(b) Experience** The Manager is a qualified and registered social worker with 4 years post qualifying experience in the childcare field in a generic district team. The Team Manager was a Foster Carer for 6 years and has 7 years experience within the Fostering Service. The manager has previously worked as a senior social work practitioner, in Bridgend Foster Care. The manager has completed the NVQ Level 4 in Management and the ILM level 4.

The Manager was appointed in July 2009 and is responsible for the management and supervision of Bridgend Foster Care Team. The Manager is the Registered Fostering Services Manager for BCBC

**Recruitment Officer**

<b>(a) Qualifications</b>	Ext Mur Studies Diploma in Social Studies	1986
	Cert. in youth and community work	1986
	CQSW	1989

**(b) Experience** Has 25 years post qualifying experience in working with children and families; child protection, experience of a fostering team and specialist adolescent fostering team.

**Senior Practitioner 1 –**

<b>(a) Qualifications</b>	Diploma in Social Work	2004
	Diploma in Welfare Studies	2002
	Certificate in Welfare Studies	2001

- (b) Experience** Is a qualified and registered social worker with 11 years post qualifying experience in child care with in B.C.B.C. Prior to qualifying has 3 years' experience in Youth Development work.

**Senior Practitioner 2**

- (a) Qualifications**
- |                                      |      |
|--------------------------------------|------|
| BA (Hons) English/ Classical Studies | 1980 |
| PGCE                                 | 1981 |
| Diploma Social Work                  | 1994 |
| MA in Social Work                    | 1995 |
| NVQ Assessor Award                   | 2004 |

- (b) Experience** The Senior Social Work Practitioner is a qualified and registered social worker with 20 years post qualifying experience and was appointed to current post in 2002. Has previous experience is of working in the residential sector, teaching, as a child care social worker, Remand Fostering and in a Youth Offending Team

There are 13 assessing and/or Supervising Social Workers within Bridgend Foster Care. With one social worker on a temporary contract for a year.

**1 - Supervising Social Worker**

- (a) Qualifications** 2007 BSC Psychology with English  
2010 Masters Social Work

- (b) Experience** Is a qualified and registered social worker with 2 years post qualifying experience in Safeguarding Social Work and 9 months Mental Health Social Work prior to this. Prior to qualifying has experience of working in statutory drug and alcohol services and private fostering, as part of the qualification. Volunteer work with Samaritans.

**2 - Supervising Social Worker**

- (a) Qualifications** Diploma in Social Work 2005  
BTEC Early Childhood Studies  
BSc (Econ)(Hons) Social Welfare  
CACDP British Sign Language Level 1& 2  
Higher Ed Cert in Child Protection 2010  
BTEC Professional Development Certificate in Counselling Skills 2007

- (b) Experience** Is a qualified and registered social worker with 9 years' experience. Prior to qualifying has experience of a charity for children with learning difficulties and an independent fostering agency.

### 3 - Supervising Social Worker

- (a) **Qualifications** Diploma in Social Work 2011  
Diploma in Health and Social Care 2007  
Certificate in Welfare Studies 2005  
NVQ level 3 in health and Social Care 2004

**Experience** Is a qualified and registered social worker with 4 years' experience. Prior to qualifying has experience of working in business support for 2 years and then as a day care support worker in the safeguarding team until qualifying

### 4 –Supervising social worker

- (a) **Qualifications** HNC Business Management  
DIPSW 2004

(b) **Experience** Is a qualified and registered social worker with 9 years' experience in generic childcare settings, adoption and fostering. Has previous experience of working with adults with learning disabilities in a day-care setting.

### 5 - Assessing Social Worker (P/T)

- a) **Qualifications** BA (Hons) Social Work 1986  
CQSW 1986  
A1 Assessor Award 2005

(b) **Experience** Is a qualified and registered social worker with 12 years post qualifying experience with young offenders. Also since qualifying has worked in Fostering and Supported Lodgings, in Training as a Practice Placement Coordinator and as a freelance practice assessor re NVQ and social work degree students.

### 6 - Assessing Social Worker (P/T)

- (a) **Qualifications** BA (Hons) Religious Studies 2000  
Postgraduate Diploma in Social Work 2002.  
Post Qualifying Award 2006

(b) **Experience** Is a qualified and registered social worker with 11 years post qualifying experience in fostering & adoption with in B.C.B.C. Has worked as Senior practitioner within the team. Has experience of working in the voluntary sector in Britain and abroad.

## 7 – Assessing social worker

- (a) **Qualifications** MA DIPSW 2009
- (b) **Experience** Is a qualified and registered social worker with 5 years post qualifying experience. Worked as a SW in a Looked After Childrens team for 3 years prior to this post. Prior to SW qualification worked with children with disabilities in Barnardos

## 8 – Assessing/Supervising Social Worker

- a) **Qualifications**
- |                                 |      |
|---------------------------------|------|
| Diploma in Social Work          | 2004 |
| Certificate in Welfare Studies  | 2002 |
| OCN Counselling Skills & Theory | 2001 |
| Certificate in Youth Work       | 2000 |
| PQ (1)                          | 2010 |
- (b) **Experience** 10 years post qualifying experience in short break services. Prior to qualifying worked as support worker with the National Probation Service, youth work, voluntary experience with Probation Service, Children's Society Advocacy and Mediation, and Victim Support. SSW in Family Link short break scheme, had a short period as the Senior Practitioner in Bridgend Foster care. Now has primary responsibility for the Supported Lodgings scheme

## 9 – Supervising Social Worker (P/T)

- a) **Qualifications** Diploma in Welfare Studies 2001  
WJEC Counselling Skills 2002  
Diploma in Social Work 2004  
BA (Hons) Degree in Community Studies 2005
- b) **Experience** Is a qualified and registered social worker with 6 years post qualifying experience and 10 years pre qualifying experience. Has worked as a social worker with Disabled Children's of 14-18 years. Supervising social worker since September 2008. Prior to social work qualification worked in Childcare, Youth Work and Welfare Rights (Benefit advice and representation).

## 10 – Supervising Social Worker

- (a) **Qualifications** BSc Economics and Sociology  
NVQ 4 registered Manager  
MA DipSW 2012
- (b) **Experience** Is a qualified and registered

social worker with 8 months post qualifying experience. Worked as a student social worker in the family support team; involving direct work with children and young people and their families in a multi-disciplinary environment. Final placement was at Barnardo's TAITH service working with children who displayed sexually harmful behaviour. Previous experience working with adults with learning disabilities and Autism in residential and day centres.

### **11 - Supervising Social Worker**

- (a) **Qualifications** Diploma in Welfare Studies  
BSc Social Work 2009  
ECDL
- (b) **Experience** Qualified and registered as a social worker since 2009, she has 4.5 years post qualifying experience in fostering. Previously, practice learning opportunities in disabled children's team, fostering team. Social worker has undertaken work in the voluntary work with Surestart and facilitated a support group for parents with children with Dyspraxia.

### **12 - Assessing/Supervising Social Worker –**

- (a) **Qualifications** Diploma in Social Work 1995  
Diploma in Welfare Studies 1992  
Certificate in Welfare Studies 1991
- (b) **Experience** Supervising Social Worker – for Family Link Service is qualified and registered social worker with 15 years post qualifying experience in childcare including, child protection, children with disabilities and family link services. Prior to qualifying worked as a family aide and family care worker.

### **13- Support Care Service Assessing and Supervising Social Worker (P/T) –**

- a) **Qualifications** Diploma in Social Work (DIPSW) 1995  
Further and Adult education training certificate (FAETC) 1998/9  
NVQ Assessor 2002
- b) **Experience** Is a qualified and registered social worker with approximately 13 years post qualifying experience and 3 years pre-qualifying experience. Experience in being a foster carer, working with adults with learning disabilities (short breaks care) residential and community. Parenting Facilitator in Swansea

## 1 - Supervising Social Work Assistant

- (a) **Qualifications** Certificate in Social Science with the Open University 2004, BTEC Diploma in Computer Studies and Information Technology 2001  
City & Guilds in Computer Studies 2001  
ECDL Computer Studies 2001  
RSA Stage 3 Typing & Word Processing Audio Typing 2001
- (b) **Experience** Administrative experience over 21 years both in the private sector and statutory services. Has worked with Children's Services for 6 years with responsibility for providing admin support to Fostering & Adoption service for 5 years. Has worked As a placement support worker and in 2010 became a supervising social work assistant with responsibility for supervising Reg.38 carers.

## 1 – Placement Support Worker (P/T) –

- (a) **Qualifications** BSc in Psychology and Education (BPS)  
Level 1 Counselling  
Level 1 and 2 in British Sign Language.  
MSc in Play & Therapeutic Play (pending completion)  
Level 1 in Youth Work
- (b) **Experience** Worked for the Youth Service for 3 years specialising in sexual health as an advisor. Worked for a Play scheme mostly with children with disabilities and volunteered for a student voluntary agency. Volunteered for 1 year and a half with Stepping Stones which is a child therapy consultancy agency and have now been working there for almost a year. Is currently training as a therapeutic play specialist. Joined Family Support Team as a supervised contact worker and then as a Family Aide. Has worked in Bridgend Foster Care for 3 years as the Placement Support Worker.

## 6. Procedures and Processes

### 6.1 Recruitment

- Existing foster carers continue to be among the best source of recruitment and so the individual Fostering Service Teams endeavour to work with all carers to ensure that they are enthusiastic ambassadors for Bridgend's fostering service.

- South Wales Improvement Consortium (SWIC) have worked together to provide a best practice recruitment model, this is now standard operating practice and had made the recruitment process more efficient for applicants.
- Publicity and promotion of foster care to attract new foster carers continues to be invested in and monitored utilising specific and phased targeted marketing strategies, launched throughout the year. A dedicated fostering recruitment officer post (senior practitioner equivalent) solidifies and reviews this work. A distinctive brand with associated paperwork and advertising materials is used across all fostering services, ongoing media and promotional advertisement is proving beneficial and is being expanded to include support of local teams and services. A partially dedicated corporate Marketing Officer post works in close partnership with the Recruitment Officer to enhance and further promote the Service with distinct recruitment direction and leadership.
- The Support Care service now has active referrals and cases being worked. They also benefit from the distinct branded paperwork and advertising materials being delivered in the locality and a series of radio advertisements and well as information being shared via a wide variety of media sources. The Support care social worker actively goes to external and internal meeting to discuss the scheme and its opportunities with professionals.
- Other Directorates of the Authority have committed to assist in recruitment activities. Radio and newspaper promotions are in place with an annual programme developing increased coverage at targeted points in the calendar.
- The process for managing foster carer enquiries continues to be entered onto the DRAIG computer database by the Recruitment Officer.
- We offer prospective carers contacting the service with information about foster care within 24 working hours of contacting the service.
- Enquirers are contacted within a further 10 working days to ensure they have adequate information to decide whether they wish to pursue an application to become a foster carer.
- All enquirers are invited to attend a monthly Meet and Greet event hosted by the Recruitment Officer with another social worker and a liaison carer in attendance.
- Prospective carers who wish to have further information, on receipt of their registration of interest form, are allocated for an initial visit. The purpose of this visit, undertaken by an assessing social worker is to give more detail about the process of becoming a foster carer and to enable the assessing Social worker to make a recommendation to put before the Team Manager/recruitment officer as whether to proceed to a Form F assessment.



- If applicants decide to proceed and their initial visit is positive, applicants are left specific individual sections of the Form F to begin filling out whilst their personal checks are carried out. Applicants are also nominated to attend the next available skills to foster course.
- Once checks are received, have been scrutinised and applicants are suitable for assessment applicants are allocated to an assessing social worker for a Form F assessment.

## **6.2 Assessment and Approval**

- An assessment will be undertaken of the applicants' suitability to care for other people's children. This will take the form of home visits by a qualified Assessing Social Worker, training ( skills to foster – 3 day course), and individual write up work completed by the applicants to explore personal histories, relationships within the families, attitudes and values and whether the applicants have the skills and attributes indicating the potential to meet the nationally-agreed core competencies.
- Applicants will undertake Skills to Foster Preparation training as a part of the assessment process; this takes place over 3 days and is a very open and proactive training programme involving lots of discussion and real life scenarios being presented. The Skills to foster programme has been adapted and accordingly amended to make it fit for purpose specifically for relative foster carers
- Full statutory checks, medical assessments, employment and personal references are undertaken on all applicants, and DBS checks on any other adult in the household, or significant regular visitors, over the age of 16 years. Assessment of home conditions will also be undertaken and a health and safety questionnaire completed, if the home has pets, pet questionnaires are also completed. BCBC has a Smoking Policy which is in line with that of the South Wales Adoption Agencies Consortium (SWAAC) and has been amended simply to reflect foster carers' responsibilities in Bridgend. Applications from those who smoke are not progressed for children under 5 years. Potential carers for children over 5 years will be considered if there is a commitment from the applicants to cessation.
- Assessments are undertaken in accordance with Fostering Services Regulations (Wales) 2003 and are completed using the current BAAF Assessment forms.
- All assessments are considered by Bridgend Fostering Panel, which makes recommendations to the Head of Service (Safeguarding & Family Support) on approval and the terms of their approval.

## **6.3 Training and support**

- All foster carers are supervised by a supervising social worker on a not less than 3 monthly basis and this is recorded on a monthly supervision visit

form. The content of this form enables a robust supervision process compliant with the Fostering Services Regulations (Wales) 2003. Carers are required to sign these records, agree and carry out any action plan and to retain their own copy of supervision, those supervision records are signed off by a senior staff member within Bridgend Foster Care.

- The training and development needs of each approved foster carer are discussed and considered in the monthly supervision visit. Training and development needs are recorded by the supervising social worker, course nominations made and linked to the action plans from monthly supervision and the foster carer's annual review. There is a mandatory core post approval training programme currently of nine components which carers are expected to complete over a three year period.
- Progress in skill development, confirmed through annual review, will enable general foster carers to access fee payments via the undertaking and successful completion of the Qualification Creditation Framework Level 4.
- Foster carers are offered other training as appropriate to their knowledge, skills and developmental needs.
- Online training is provided to carers with specific circumstances.
- Safer Caring agreements & Health & Safety checks are regularly reviewed at least annually; relevant issues are considered in carers' monthly supervision with a thorough review at every new placement, or through the annual review process. In line with legislation there is ongoing consultation with approved carers who currently smoke to consider their responses to and manage the implications of their smoking. An action plan outlining the individual approaches is drawn up and records of the habit gathered and is monitored through supervision.
- All general and relative foster carers in their first year of fostering and thereafter if requested for general carers whilst undertaking the QCF; will have an allocated Liaison carer made available to them. The Liaison carer is an experienced foster carer who takes on this responsibility in addition to their own foster caring. These liaison carers will maintain a regular link with each of their carers during their first year and can be utilised for information and general queries. The Liaison carers will be supervised in their role by the Senior Practitioner on a 6 weekly basis. The creation of 5 liaison carers (3 geographically represented, alongside 1 for relatives and one for Reg.38 carers) has arise from the completion of the review of the Level 4 arrangements.
- Outside office hours foster carers can access the Authority's Emergency Duty Team or their Liaison foster carer. The emergency duty team have a senior member of the staff team available to them by telephone on a 24 hour basis, when necessary.

- Foster carers receive and have the opportunity to contribute to a Newsletter which provides information about the Service, its developments and issues. The Newsletter is distributed quarterly. The website is being updated and may include a section for foster carers to have their own forum.
- Foster carers may access the Looked After Children Educational worker for advice and support to ensure children's educational achievements are maximised.
- Foster carers may access the Looked After Children Health Visitor for advice on the health of looked after children.
- Foster carers who require respite on a planned basis can access respite services with approved family members or other foster carers. Respite with other carers is a limited service and carers are encouraged if at all possible to use family members who are familiar to a child.
- Foster carers with children over 8 years may access direct support from the Support Services whose support may be provided to ensure placement stability.
- Foster carers will be paid child allowances at the Welsh Government rate, and limited additional discretionary payments. They will be eligible for fee payments, subject to satisfactory annual review, demonstrated skills and acceptance of additional responsibilities.
- All placements have a placement agreement and a safe caring agreement in place at the time of, or prior to placement for each child being placed.
- The placement support worker role is primarily designed with a job purpose split into 3 specific areas:
  1. Supporting carers through complaints or allegations
  2. Supporting carers to manage challenging behaviour aimed to prevent placement disruption
  3. Assisting and supporting carers who are moving children on to adoptive placements.

#### **6.4 Review**

All carers are reviewed annually and their continued registration is considered by the Fostering Panel or at manager/officer level which then provides a recommendation to the Head of Service.

### **7. Quality Assurance**

The Fostering Service is committed to providing a high quality service. To do so, it employs a number of processes:

- Carers' reviews being considered wherever possible at least every 3 years by a Panel, consisting of independent members.
- Carers' reviews being considered by a senior manager.
- Unannounced visits take place to foster placements at least annually.
- Carers' files being audited by the case responsible worker or their peers and then verified by Team Manager or senior member of the team.
- Sample files may audited by the Group Manager or other officers as part of a wider audit of services
- Supervising Social Workers and Support Workers receive monthly supervision. The Team Manager and senior practitioners receive 6 weekly supervision.
- Staff receive annual appraisals which may be reviewed at the 6 month stage.
- Individual training plans for staff and carers and access to a training programme, including post qualifying training for Social Workers and QCF level 4 in Health and Social Care for foster carers, strengthened by a comprehensive training needs analysis being completed annually.
- A Complaints and Representation Procedure for foster carers and children and information about advocacy
- Consultative events; any items raised are minuted and those minutes distributed to the whole of Bridgend Foster Care, foster carer population. Foster carers are to attend mandatorily as part of their Foster Carer Agreement; annually, the Information Consultation Event (ICE) which is held 2 times per year.
- A quality assurance exercise continues in respect of the Fostering Panel and this gathers responses from all parties who contribute to the process, with an annual report being provided to the Head of service and panel Advisor

## **8. Summary of Complaints Procedure**

The complaints procedure requires staff to attempt to resolve complaints informally, whenever appropriate. However, when complaints need to be dealt with formally there is clear policy, procedural and guidance information available. Where policies and procedures need to be amended in response to the outcome of complaints, mechanisms are in place to highlight specific areas for change.

All carers and children in placement are provided with guidance and a copy of the complaints procedure and if they request forms or information at any other time these can be provided immediately.

The Fostering Service fully adheres to and complies with Bridgend County Borough Council's Representations and Complaints Procedure - Section 24d & 26 of the Children Act 1989 and the Local Authority Social Services Act (Complaints Procedure) 1970. [Liaison with the nominated Complaints Officer 01656 642253]

## **9. Address and Telephone Number of the Appropriate Officer for National Assembly**

### **CSSIW**

#### **South West Wales Region**

Government Buildings

Picton Terrace

Carmarthen

SA31 3BT

**Telephone:** 01267 245160

**Fax:** 01267 245140

## **10. Address, Telephone number and email for Children's Commissioner's**

Children's Commissioner for Wales

Oystermouth House,

Charter Court,

Phoenix Way,

Llansamlet,

Swansea.

SA7 9FS

[post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

Tel: 01792 765600

Updated 23<sup>rd</sup> June 2015

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## BRIDGEND COUNTY BOROUGH COUNCIL

### CORPORATE PARENTING CABINET COMMITTEE

30 July 2015

#### REPORT OF THE DIRECTOR OF EDUCATION AND TRANSFORMATION

#### CONNECTING FAMILIES EDGE OF CARE REPORT

##### **1. Purpose of Report**

- 1.1 The purpose of this report is to provide the Committee with an update on progress with the Connecting Families Edge of Care work. A presentation will support this report on the day.

##### **2. Connection to Corporate Improvement Plan / Other Corporate Priorities**

- 2.1 This report links to the following Corporate priorities:
- Working together to raise ambitions and drive up educational achievement.
  - Working with children and families to tackle problems early.
  - Working together to help vulnerable people to stay independent.
  - Working together to tackle health issues and encourage healthy lifestyles.

##### **3. Background**

- 3.1 In April 2014, Bridgend County Borough Council introduced the Connecting Families Edge of Care service to target those families with young people at risk of becoming Looked After. Utilising existing resources to focus on children on the cusp of the care system, the service aims to have a positive impact in relation to the Early Help and Looked After Children Placement and Permanency strategies.

##### **4. Current Situation**

- 4.1 The Connecting Families Edge of Care service became operational in April 2014. In 2014/15, 52 young people (30 families) have worked with the service. Early indications suggest that these young people and their families are making sustained positive change, reducing their level of need on services.
- 4.2 Impact on Looked After numbers, cost savings/avoidance and feedback from young people and their families will be presented to the Committee at the meeting.

##### **5. Effect upon Policy Framework and Procedure Rules**

- 5.1 None.

## **6. Equality Impact Assessment**

6.1 There are no direct equality impact issues arising from this report.

## **7. Financial Implications**

7.1 For 2014/15 the Connecting Families Edge of Care service was funded from the Change management programme, the ESF Connecting Families grant which ended in December 2014, and from an earmarked reserve. From April 2015 the service is now being delivered within existing Education and Transformation directorate budgets.

7.2 The service is estimated to have achieved net cost avoidance savings across the public sector of approximately £707k, of which £352k relates to the local authority. However for 2014/15, Looked After Children budgets were over spent by £567k.

## **8. Recommendations**

8.1 Members are requested to note the report.

Deborah McMillan - **Director of Education and Transformation**  
**March 2015**

**Contact Officer:** Mark Lewis, Group Manager Integrated Working and Family Support

**Telephone:** (01656) 642679

**E-mail:** [mark.lewis@bridgend.gov.uk](mailto:mark.lewis@bridgend.gov.uk)

**Postal Address** Bridgend County Borough Council  
Civic Offices  
Angel Street  
Bridgend  
CF31 4WB



## BRIDGEND COUNTY BOROUGH COUNCIL

### CORPORATE PARENTING CABINET COMMITTEE

30 July 2015

#### REPORT OF THE HEAD OF SAFEGUARDING & FAMILY SUPPORT

#### INFORMAL FORWARD WORK PROGRAMME – JULY 2015 TO OCTOBER 2015

##### **1. Purpose of Report**

- 1.1 To seek approval for the proposed Informal Forward Work programme covering the period from July 2015 to October 2015.

##### **2. Connection to Corporate Improvement Plan / Other Corporate Priorities**

- 2.1 The report links to the following Corporate Priorities:
- Working together to raise ambitions and drive up educational achievement.
  - Working with children and families to tackle problems early.
  - Working together to help vulnerable people to stay independent.
  - Working together to tackle health issues and encourage healthy lifestyles.

##### **3. Background**

- 3.1 The Cabinet Committee manages its business through the Formal and Informal Forward Work Programmes agreed regularly throughout the year.

##### **4. Current Situation**

- 4.1 **Appendix 1** details the reports which are being proposed for inclusion in future Corporate Parenting Cabinet Committees.

##### **5. Effect upon Policy Framework and Procedure Rules**

- 5.1 None.

##### **6. Equality Impact Assessment**

- 6.1 There are no equality implications.

##### **7. Financial Implications**

- 7.1 None.

## 8. Recommendations

- 8.1 It is recommended that the Committee approves the Informal Forward Work Programme appended to the report and consider whether it wishes to propose any other items for inclusion.

### Contact Officer

Colin Turner

Head of Safeguarding and Family Support

**Telephone:** (01656) 642314

**E-mail:** [colin.turner@bridgend.gov.uk](mailto:colin.turner@bridgend.gov.uk)

**Postal Address:** Sunnyside, Bridgend, CF31 4AR

### Background Documents

None.

**CABINET COMMITTEE –CORPORATE PARENTING INFORMAL FORWARD WORK PROGRAMME**

Item	Title of Report	Corporate Consultees	Date of Meeting	Contact Officer
(a)	(b)	(c)	(d)	(e)
1.	<b>IRO – Annual Report 2014/15</b>	Legal Finance	Corporate Parenting 3 Dec 15	<b>Susan Cooper</b> Corporate Director – Social Services and Wellbeing Tel: 01656 642251 Email: <a href="mailto:susan.cooper@bridgend.gov.uk">susan.cooper@bridgend.gov.uk</a>
2.	<b>Western Bay Regional Adoption Service Update</b>	Legal Finance	Corporate Parenting 3 Dec 15	<b>Susan Cooper</b> Corporate Director – Social Services and Wellbeing Tel: 01656 642251 Email: <a href="mailto:susan.cooper@bridgend.gov.uk">susan.cooper@bridgend.gov.uk</a>
3.	<b>Update of the Review and Restructure of Safeguarding and Family Support Services</b>	Legal Finance	Corporate Parenting 3 Dec 15	<b>Susan Cooper</b> Corporate Director – Social Services and Wellbeing Tel: 01656 642251 Email: <a href="mailto:susan.cooper@bridgend.gov.uk">susan.cooper@bridgend.gov.uk</a>
4.	<b>Services to Young Carers in Bridgend</b>	Legal Finance	Corporate Parenting 3 Dec 15	<b>Susan Cooper</b> Corporate Director – Social Services and Wellbeing Tel: 01656 642251 Email: <a href="mailto:susan.cooper@bridgend.gov.uk">susan.cooper@bridgend.gov.uk</a>
5.	<b>Update on the Early Intervention and Prevention Strategy</b>	Legal Finance	Corporate Parenting 3 Dec 15	<b>Deborah McMillan</b> Corporate Director – Education and Transformation Tel: 01656 642612

Item	Title of Report	Corporate Consultees	Date of Meeting	Contact Officer
				Email: <a href="mailto:Deborah.McMillan@bridgend.gov.uk">Deborah.McMillan@bridgend.gov.uk</a>
6.	<b>Development of Disabled Children and Young People's Transition Team</b>	Legal Finance	Corporate Parenting 7 Apr 16	<b>Susan Cooper</b> Corporate Director – Social Services and Wellbeing Tel: 01656 642251 Email: <a href="mailto:susan.cooper@bridgend.gov.uk">susan.cooper@bridgend.gov.uk</a>