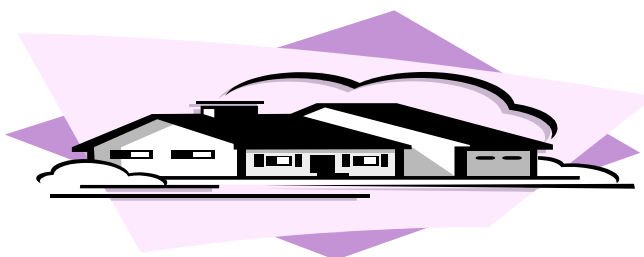


## **NEWBRIDGE HOUSE TRANSITION UNIT**



## **STATEMENT OF PURPOSE**

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

Tel: 01656 652257

**This Statement of Purpose for**

**Newbridge house**

**has been approved by the**

**Responsible Individual  
Laura Kinsey**

**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 are available for social workers and personal advisors. 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 aspires to provide a service that meets the needs of the young people placed, which 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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## **1. Aims and Objectives**

Newbridge House is an innovative service for young people aged 15½ to 17 years 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. Governed by the Social Services and Well-being Act, the Policies and working practice are consistent with particular emphasis being 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 skilled in the practical aspects of independent living
- Ensuring they acknowledge the importance of their own health care
- Helping them form appropriate relationships
- Preparing them for the future employment promoting education, training or work placements.

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 or longer depending on need.

## 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
- **Bathroom:** Equipped with a bathroom, separate shower room and two separate toilets.
- **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 and services at Newbridge House consist of:

- A TV and DVD and small fridge in each of the main unit bedrooms to encourage independent living.
- 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:-

- Ten Comprehensive Schools – within a radius of seven miles.
- Bridgend and Pencoed College
- Bridge Mentoring Service
- Just Ask Drop-in Centre
- Five swimming pools
- Recreation Centres
- YMCA
- 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:**

Laura Kinsey  
 Head of Service  
 Social Services and Wellbeing Directorate, Children's Social Care  
 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  
EAT Train the trainer in Sexual exploitation
- (b) **Experience** Nineteen 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  
QCF 5 in children and Young people
- (b) **Experience** 17 years' experience of residential work with children and previous experience of working with adults with a disability. Also, detached working with the youth service.

##### **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  
QCF 5 in children and Young people.

- (b) **Experience** Twenty years' experience of residential work with children.  
Has several years' experience of volunteer youth work.

## **EIGHT RESIDENTIAL WORKERS**

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

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Has 16 years' experience of residential work with children.

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

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Has 12 years experience of residential work with children.

### **Residential worker (3)**

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

### **Residential Worker (4)**

- (a) **Qualifications** SENCO  
PGCE – Adult education  
BA hons Fine Art and combined media.
- (b) **Experience** Has 3 years experience of residential work with young people.  
Previous experience working as a LSO at Bridgend College  
Currently undertaking QCF 3.

### **Residential worker (5)**

(a) **Qualifications** NVQ Level 3 Caring for Children and Young People

(b) **Experience** Has 13 years experience of residential work with children.  
City and Guilds catering; Grill Chef certificate;  
Certificate in welfare studies;  
Substance Mis-use Diploma

**Residential worker (6)**

(a) **Qualifications** M A Psycopedagogita  
NVQ Level 3 Caring for Children and young people.  
EAT Train the trainer in Sexual exploitation.

(b) **Experience** Has 8 years' experience of residential work. Prior to moving to the UK has had several years' experience of working in similar settings in Poland

**Residential Worker (7)**

(a) **Qualifications** Currently undertaking QCF Level 3 Caring for Children and Young People.  
BA hons Social policy  
PGC (MBA) Business Administration  
CIPD Personnel Practice  
NEBOSH Health and Safety

(b) **Experience** Has 1 years' experience of residential work with children.

**Residential Worker (8)**

(a) **Qualifications** Currently undertaking QCF Level 3 Caring for Children and Young People.  
BA Hons Child Development.

(b) **Experience** Has 1 years' experience of residential work with children.

**Two new part time staff have replaced a full-time member of staff who has moved on to University to complete Mental Health Nursing.**

**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 QCF level 3 and 5 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. The staff team have undertaken at least 90 hrs of training in a 3 year period as required by Care Council for Wales.

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 – Service Provision 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
- Two full time Residential Workers x 74 hours
- Six part time Residential Workers x 85 hours (2x 24 and 4x 18.5)
- One part time clerk x 18.5 hours

The staff group work on a rolling 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 Care Council for Wales.

## **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 may already be linked in with the Just Ask + Team and will be subsequently registered with housing.

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:

- Llamau for under 18's – Ty Cornel and Morfa St
- Foster placements for under 18's
- The Wallich for 18+ - Ewenny Road, Park Street, Hartshorn House, plus other step down projects which young people could be considered for.
- Supported lodgings
- Housing Register

- Private Renting – flats, houses, bedsits, shared houses etc.

## **Outreach Support**

The Residential Workers undertake outreach with the young people who have recently made the transition to independent living. This is offered for an approximately eight week period, with workers being flexible with times to cater for the young people's emotional and physical needs.

## **Leaving Care 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 documents.

The following documentation required by the Unit should be completed and received before the admission takes place:-

Placement Plan and Essential Information Record, containing the young persons care plan and medical form.

A Pre-placement Risk Assessment will assist staff to understand more about the



young person and what could trigger behaviours.

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 with respect and empathy 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 Health Visitor 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 this is 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.

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. Alternatively we 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.

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

#### **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 and social worker.
- 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.

Staff use a restorative approach when the timing is perceived as beneficial to discuss the behaviour and its effects on others.

## **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 or other larger towns and cities.

## **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.



- An independent Chairperson.

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

Reviews are normally held at 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.

Staff have undertaken some training in Child exploitation work with TAITH and use this training to complete projects with young people around keeping themselves safe and developing appropriate relationships. Also, as mentioned earlier staff are trained to undertake restorative and mediation approaches. This allows young people to explore their behaviours and the consequences of their actions.

Also, integrated working arrangements between both Newbridge House and the Youth Drop-in Service are in place to provide an enhanced service that will address problems and issues with children/young people. To achieve this:

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

## **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 CAMHS Nurse attached to the service for advice and guidance and where

identified direct work will be undertaken with the children and young people accommodated.

## **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**

