

Statement of Purpose

Section 1: About the provider

Service provider	Bridgend County Borough Council	
Legal entity	Individual	<input type="checkbox"/>
	Limited company	<input type="checkbox"/>
	Public limited company	<input type="checkbox"/>
	Limited liability partnership	<input type="checkbox"/>
	Charitable company	<input type="checkbox"/>
	Charitable incorporated company	<input type="checkbox"/>
	Other corporate body	<input type="checkbox"/>
	Committee	<input type="checkbox"/>
	Charitable trust	<input type="checkbox"/>
	Other unincorporated body	<input type="checkbox"/>
	Local Authority	<input checked="" type="checkbox"/>
	Local Health Board	<input type="checkbox"/>
	Partnership	<input type="checkbox"/>
Responsible individual	Laura Kinsey – Head of Childrens Social Care	
Manager of service	Karl Culpeck	
Name of service	Sunny Bank	
Address of service	31 Pant Morfa, Porthcawl, Bridgend CF36 5EN	

Section 2: Description of the location of the service

a) Accommodation based services

Sunny Bank is located within an adapted detached residential house with space for 4 young people to be accommodated. Sunnybank 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.

Sunny Bank 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 social inclusion.

Facilities and services in the locality

There are:

- Ten 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
- 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 remain registered with their own dentists and GPs.

b) Community based services *e.g. domiciliary support services*

(tick the area where the service is provided)

Gwent regional partnership board

North Wales regional partnership board

Cardiff and Vale regional partnership board	<input type="checkbox"/>
Western Bay regional partnership board	<input checked="" type="checkbox"/>
Cwm Taf regional partnership board	<input type="checkbox"/>
West Wales regional partnership board	<input type="checkbox"/>
Powys regional partnership board	<input type="checkbox"/>

Section 3 About the service provided

a) Range of needs we can support

Sunny Bank residential service provides four placements of varying lengths to children/young people of either sex and in the age range 8 to 17 years (at the time of admission) who (for whatever reason) cannot live with their own immediate or extended family. It is skilled at providing placements for those who are particularly vulnerable and present with varying needs. They work with children/young people through an intensive approach which could include therapeutic intervention and behaviour modification. The approach is to work in partnership with parents/carers and professionals to stabilise the child/young person in order that they successfully move on to a more permanent or long term placement.

Service Aim

At Sunny Bank 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.

Key Objectives

Providing children/young people with an individualised package of support that focuses on their assessed needs.

Offering children/young people therapeutically informed interventions to assist them in achieving personal well being

Assisting children/young people to explore their own issues and experiences and work through any emotions and feelings which may become a barrier to a stable placement and future accommodation.

Providing appropriate levels of support that recognise, value and encourage children/young people to maintain personal skills and competencies and promote their confidence and self esteem

Providing a comprehensive package of educational support to promote the best possible outcomes for children/young people within their educational setting

Working 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.

b) Age range of people using the service

8 to 17 years; mixed gender

c) Accommodation Based services

Maximum Capacity

4 young people

d) Community based services only

Number of Care Hours delivered

Detail the average number of care hours delivered per week. (tick the relevant box)

0-250

251-500

501-750

751-1000

1001-1500

1501-2000

2001-3000

3000+

Section 4: How the service is provided

- A suitably qualified, experienced and skilled staff team dedicated to providing an excellent experience for children during their stays.
- A good ratio of staff to children/young people so that individual attention can be given to each child/young person during their stay.
- A purposeful care programme which is well-designed and executed, and based on individual assessed needs.
- A partnership approach to working with parents/carers.
- A Key Working system providing a member of staff with specific responsibilities for each child.
- Care team registered with Social Care Wales.
- The promotion and development of social and self-care skills.
- Working in partnership to support a successful move to long-term/permanent placement.
- Through a robust transition process to support a successful move on to a longer term placement or rehabilitation within their family.
- Transport to visit families and promotion of contact.
- By encouraging children/young people to lead a normal and independent life and to participate in local community facilities. The home creates an atmosphere in which young people are encouraged to make decisions of their own choice in a safe environment.
- Enabling children and young people to have a voice, choice and control whilst respecting their personal dignity and emotional wellbeing.
- Signposting to counselling, advocacy and mediation

a) Arrangements for admitting, assessing, planning and reviewing people's care

Admissions are planned; social workers are required to present the request for a child/young person to become accommodated 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 living in the home. Decisions to provide a placement 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 the Statement of Purpose, and the prevailing circumstances at the time.

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 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.

Arrangements for reviews

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, with the second review being held three months later. Future 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 residential service.

The purpose of the reviews is to monitor progress and review personal care plans. Independent Reviewing Officers are employed by Bridgend County Borough Council to chair the review meetings. Before their 16th birthday, young people will 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 Sunnybank, but may be convened elsewhere if there are specific reasons to require this.

b) Standard of care and support

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 race, 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 Vulnerable Groups service, representatives of the Health Service and the Looked After Children nurse/Health Visitor, Child and Adolescent Mental Health Service located at the Princess of Wales Hospital and the Youth Offending Service

The service is committed to providing an environment which promotes the child's/young person's growth, maturation, self-respect and personal dignity

A primary function of the service is to look after children/young people who present with varying 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

Arrangements made to protect and promote the health of the children accommodated at the Sunny Bank residential service

Sunny Bank will aim to meet the needs of the children/young people placed as assessed by the Looked After Children's (LAC) 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 a local doctor and dentist, unless they are able to continue their registration with their own GP. All children/young people 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 covers 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 or on the grounds for visitors or staff to smoke.

Arrangements for the promotion of education of the children accommodated at Sunny Bank.

Each child/young person attends his or her own allocated school. Within Bridgend there are a range of primary schools and ten comprehensive schools within Bridgend county.

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

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

Ysgol Bryn Castell caters for pupils (8 – 19 years) with a wide range of special educational needs and who may experience significant learning and/ or emotional and behavioural 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 Bridge Alternative Project offers education for children/young people experiencing difficulties within main stream school and aims to work at reintegration back to main stream school.

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 service, 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.

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 individuals 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 service 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.

Policy on behaviour management and the use of restraint.

Control of behaviour at Sunny Bank residential service 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 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.

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 remains 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 guidance provided by Bridgend CBC 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 a residential care setting 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.

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.

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 service 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 service will collect them if safe to do so. However, there may be occasions where it is thought that there are specific issues of safety or public order difficulties in returning the child/young person back to the unit 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 residential service 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 the Responsible Individual, one set to the 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.

Religious observance

Children/young people have the choice to follow their own particular beliefs and can be supported to attend places of worship locally or in the closest provision that meets their needs.

Contact

Children/young people residing at Sunny Bank are allowed free access to their parents or persons with parental responsibility, both inside and outside the service, unless legal considerations preclude this. Children/young people have free access to friends and relatives although not necessarily within the service 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.

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, 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 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

c) Language and communication needs for people using the service

Bridgend County Borough Council is committed to the treating Welsh and English on an equal basis when carrying out its public business and to meeting the requirements of The Welsh Language Standards Regulations 2017.

Language is at the heart of safe care and to achieving good quality care outcomes. The service is committed to meeting the language and communication needs of the children who access Sunnybank.

Our statement of purpose is available in Welsh and English. Personal documentation and general information about Sunnybank can be provided in Welsh. Language preference is identified and recorded on the child's care and support plan and Sunnybank endeavours to provide services that reflect the child's language needs.

Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with the children and family members who need to communicate in the language.

Section 5: Staffing arrangements

Sunnybank has a team of care staff providing 24 hr support 7 days a week. There is always a minimum of two staff on duty and two staff sleep in.

This should include the following:

a) Numbers and qualifications of staff

Staff at Sunny Bank either hold or are working towards the required qualification to practise within a regulated service and to register as a Social Care Worker with Social Care Wales. These requirements are set out within the Social Care Wales document: Qualification framework for social care and regulated childcare in Wales. The qualifications detailed below are limited to those required, although many staff members hold other qualifications in addition.

1 REGISTERED MANAGER

NVQ Level 3 Caring for Children & Young People
NVQ Level 4 Management

4 SENIOR RESIDENTIAL WORKERS

Level 3 Diploma in Health Social Care Services
(Children Young People) Wales and Northern Ireland
(or hold past NVQ equivalent detailed in the
Framework)

Qualified or working towards Level 5 Diploma in
Leadership for Health and Social Care Services
(Children and Young People's Advanced Practice)
Wales and Northern Ireland

6 RESIDENTIAL WORKERS

Qualified or working towards Level 3 Diploma in
Health Social Care Services (Children Young People)
Wales and Northern Ireland (or hold past NVQ
equivalent detailed in the Framework)

1 CLERK**b) Staff levels**

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

- 1 Residential Manager = 37 hrs primarily Monday - Friday
- 4 Senior Residential Workers = 148 hrs one per rota shift pattern
- 6 Residential Workers = 150 hrs to cover the rota
- 1 Clerk = 18.5

Staff work on a rota basis covering an AM and PM shift, a senior member of staff works on every shift, the manager works Monday to Friday. 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.

c) Specialist staff

There are no specialist staff employed within this service

<p>d) Deployment of staff at service (for accommodation based services only)</p>	<p>The rota in place allows for 2 members of staff to be on duty during the AM shift and 3 members of staff on duty during the PM shift. If the need arises for extra staff we are able to call upon residential workers on casual contracts. The complement of staff allocated to the service is outlined below:</p>
<p>e) Arrangements for delegated tasks</p>	<p>Each young person accommodated is allocated a keyworker who will take responsibility to oversee the care plan, a senior member of staff is also allocated to supervise the plans are be progressed and will advise and guide the key worker.</p> <p>All Staff have appropriate checks undertaken by Human Resources</p> <p>All staff are registered with Social Care Wales.</p>
<p>f) Supervision arrangements</p>	<p>Arrangements for Supervision, training and development of employees</p> <p>The Social Services and Well-being Directorate of the Local Authority is committed to the supervisory process and sees the quality of supervision as directly supporting the focus of frontline practice and service provision on what matters to people and the outcomes they would like to gain from a range of interventions.</p> <p>Supervision has an essential role in the effective management of staff performance and practice and is a primary means by which staff are supported to evidence accountable practice.</p> <p>Regular, planned and competent supervision is both a right and a requirement for all members of staff working at Bakers Way. Supervision takes place once every 4 – 6 weeks in line with the Directorate Supervision Policy.</p> <p>Staff participate in annual appraisal which provides them with the opportunity to review and discuss previous and current performance as well as their views and future development. There is an expectation that actions identified and agreed in appraisal are reviewed in supervision.</p>
<p>g) Staff training</p>	<p>Training is an essential part of developing the practice of our staff and to support the delivery of good quality care. All staff receive ongoing training appropriate to their role. All staff</p>

	<p>will complete an induction. Our induction follows the Social Care Wales Induction framework for health and social care. Staff will also complete the Corporate Induction Framework. Once staff have completed their induction they are put forward for the required Health and Social Care Award,</p> <p>Staff have access to a programme of core training provided by Bridgend CBC which includes Safeguarding Children at risk, Neglect, Paediatric First Aid, Manual Handling, Medication Awareness and Administration, Managing Behaviour (Team Teach) and Recording skills. Core training is refreshed at regular intervals.</p> <p>Other training is available provided by Bridgend CBC, for example Child Sexual Exploitation, Life Journey work, Attachment, Child Development.</p> <p>The whole staff team recently attended a pilot project called 'Caring Changes' provided through the Fostering Network and TACT, based on the Welsh Government funded Confidence in care training for foster carers.</p> <p>Managers have access to a programme of training focusing on the development of leadership and management skills, including managing performance and staff development, utilising a coaching and mentoring approach.</p>
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Section 6: Facilities and services

Accommodation based services only

Sunny Bank 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 sixty years old and has a primary school situated in front of it and several bungalows to the side which are occupied by older people. It was refurbished throughout, in 2013.

You should provide information about:

a) Number of single and shared rooms	There are 4 young people's single bedrooms and 2 staff bedrooms
b) Number of rooms with en	0

suite facilities	
c) Number of dining areas	1 dining room
d) Number of communal areas	3 communal areas which include a TV lounge a computer room and a games room
e) Specialist bathing facilities	0
f) Specialist equipment	There are 2 young people bedrooms that have hearing impaired fire safety devices
g) Security arrangements in place and use of CCTV	CCTV is not used. 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. All external and internal door have locks some operated by keys and some turn-buckle.
h) Access to outside space and facilities at this service	<p>The outside area comprises of a flat garden surrounding the building which allows for games to be played and BBQ's in the summer, there is a drive for the unit vehicle to be parked.</p> <p>The facilities within the home consist of:</p> <ul style="list-style-type: none"> • 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)
i) Community based services only:	

Section 7: Governance and quality monitoring arrangements

Quality Assurance

The Responsible Individual for the service reports directly to the Statutory Director of Social Services. The RI will visit the service at least once every quarter and will ensure the quality, safety and standard of service is maintained at all times and meets regulatory requirements in line with the Statutory Guidance for service providers and responsible individuals on meeting service standard regulations relating to Parts 3 to 20 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

During the visit the RI will speak with the manager, other staff members, young people and their families and other visitors or professionals, as available and appropriate.

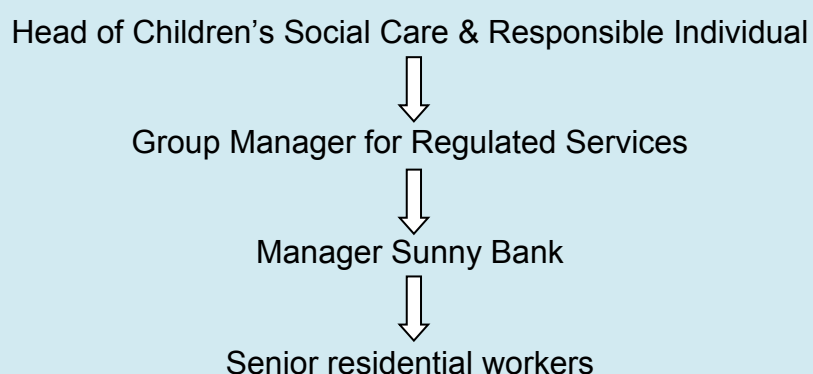
The Group Manager – Regulated Services is responsible for the line management of the Registered Manager and reports directly to the RI.

Visits by independent officers.

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. The visiting officer shall interview, with their consent and in private the children and young people accommodated, their parents, relatives and persons working at the home in order to form an opinion of the standard of care provided in the home.

They will inspect the premises of the home, its daily log of events and records of any complaints; and prepare a written report on the conduct of the home. The visiting officer will provide a copy of the report which will be stored at the home, a copy will also be provided to the RI.

Management Structure



A full range of policies and procedures are available to staff and reviewed regularly to ensure currency. All staff are aware of their responsibilities under the Code of Professional Practice for Social Care.

Records are kept in line with data protection legislation and all data is handled subject to the directorate Fair Processing / Privacy statement (<https://www.bridgend.gov.uk/media/3891/fair-processing-statement-social-services-and-wellbeing.pdf>). Any individual with concerns over the way BCBC handles their personal data may contact the Data Protection Officer at the Council or the Information Commissioner.

Data Protection Officer, Bridgend County Borough Council, Information Office, Civic Offices, Angel Street, Bridgend CF31 4WB. E-mail foi@bridgend.gov.uk . **Telephone 01656 643565**

Information Commissioner's Office – Wales, 2nd Floor Churchill House, Churchill Way, Cardiff CF10 2HH Telephone: 02920 678400 Fax: 02920 678399 Email: wales@ico.org.uk Website: <https://ico.org.uk/>

Staff working in the service are supported to raise any concerns that they may have in relation to service provision. Any concerns will be thoroughly investigated and acted upon as necessary. Bridgend County Borough Council has in place a Whistleblowing Policy to afford staff the necessary protection to report malpractice or other concerns.

Complaints

Ideally, any complaints should initially be raised directly with the service in the first instance, where the registered manager or senior staff member will try to resolve it immediately. However, if this is not possible, there are two stages to the complaints process:

Stage 1 – Local Resolution

We will acknowledge complaints within 2 working days of its receipt. The complainant will be contacted within 10 working days of the date of acknowledgement by the person looking into the complaint and they will offer to meet with the complainant face-to-face or can discuss the complaint over the telephone. The discussion will ensure that we understand the complaint and what the complainant would like to happen.

When the complaint has been resolved, we will write to the complainant within 5 working days of the date that the complaint was resolved.

Stage 2 – Formal Investigation

If the complaint has not been resolved at Stage 1, the complainant can request that the complaint be investigated by a person who is independent of the Council.

If the request is granted, we will write to the complainant with a formal written record

of the complaint (as we understand it) within 5 working days of the date of the request.

Before the investigation can start, the complainant will be asked to confirm that our understanding is correct and also to confirm what they would like to happen. The date on which the detail of the complaint is agreed will be the 'start date' for the complaint investigation.

A response to the complaint investigation should be sent to the complainant within 25 working days of the 'start date'. If this is not possible, we will write to them and tell them why there is a delay and when they are likely to receive the response. This will be as soon as possible after the 25 working day deadline and no later than 6 months from the date we received the complaint.

In our response we will:

- Summarise the complaint;
- Describe the investigation undertaken;
- State whether the complaint is upheld, partially upheld or not upheld;
- Explain what action will be taken (if any);
- Apologise where appropriate;
- Enclose a copy of the Independent Investigator's Report. (If there is a specific reason why we do not provide this, we will explain why);
- Offer the complainant an opportunity to meet with us to discuss the response and the Independent Investigator's Report.
- Advise how the complainant can refer the complaint to the Public Services Ombudsman for Wales if they are still not satisfied with the outcome of the complaint.

Complainants may also contact Care Inspectorate Wales directly to make a complaint at any time.

Feedback from Complainants: we want to hear from complainants about their experience of using our complaints procedure. They can do this by completing and returning our feedback questionnaire. This will only take a few minutes of their time and will provide us with valuable information to ensure that we handle complaints as effectively as possible.

Useful Contacts

Complaints Office,
Bridgend County Borough Council
Directorate of Wellbeing
Civic Offices
Bridgend. CF31 4WB.

Tel: 01656 642253
E:mail:social.services@bridgend.gov.uk

Children's Commissioner for Wales
Oystermouth House

Charter Court, Phoenix Way
Llansamlet
Swansea, SA7 9FS

Tel: 0808 801 1000
Fax: 01792 765601
Email: post@childcomwales.org.uk

Care Inspectorate Wales (South West Wales)

Government Buildings
Picton Terrace
Carmarthen, SA31 3BT

Tel: 0300 7900 126
Email: CIW.Carmarthen@gov.wales

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae
Pencoed
Bridgend, CF35 5LJ

Tel: 0300 790 0203
Fax: 01656 641199
Email: ask@ombudsman-wales.org.uk

Details of the Sunnybank's policy on anti-discriminatory practice and children's rights

Staff at Sunnybank strive to maintain and encourage appropriate and positive relationships based upon honesty and mutual respect with every person they have contact with. 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 service has a comprehensive manual of policies and procedures which can be accessed upon request and is continually being revised and updated as required.

Arrangements made for consultation with the children accommodated in the home about its operation.

The service endeavours to hold regular children/young person's meetings where everybody is encouraged to take part and offer suggestions to ensure Sunny Bank 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 service 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.

Health and safety

Health and safety checks are carried out within set guidelines, this includes:

- Fire safety checks
- Environmental checks
- Legionella management checks

There is also a schedule of maintenance undertaken which covers:

- The heating system
- Electrical wiring
- Water storage tanks
- PAT testing