

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

**MAPLE TREE HOUSE**  
**LOCAL AUTHORITY**  
**CHILDREN'S RESIDENTIAL HOME**



**STATEMENT OF PURPOSE**

Maple Tree House



TEL: [REDACTED]

Responsible Individual: Laura Kinsey  
Registered Manager: Karl Culpeck

The Responsible Individual is a senior officer at Bridgend County Borough and has been designated to undertake this role by the Corporate Director for Social Services and Wellbeing.

The manager of Maple Tree House is registered with Social Care Wales.

## **Section 1: Location and description of the service**

Maple Tree House is a one-storey building within a residential area, close to the town centre of Bridgend.

Maple Tree House is centrally located within the Bridgend County Borough, which allows for ease of access to resources the Borough has to offer such as education provision, leisure centres, parks and beaches. The central bus and train station are within walking distance.

Examples of facilities and resources include:

- Education provision – ten comprehensive schools and a Further Education College.
- Employment – Careers Wales, Job Centre Plus, employment agencies.
- Health provision – Cwm Taf Morgannwg health services, hospital and GP provision and Child and Adolescent Mental Health Services. Dental and Optical services. Third sector support organisations e.g. DASH (Drug & Alcohol Self-Help).
- Maple Tree House makes use of local GP practices, where possible, young people stay registered with their own GP and Dentist.
- Youth Services. Young people can access Local Authority youth support services, workers offer support with mental and emotional health, housing and educational all tailored to individual need.
- Leisure provision – HALO leisure centres, swimming pools and libraries. YMCA, Scouts and Guides, Armed Forces Cadets and many clubs and groups e.g. martial arts, gymnastics.
- Housing – Local Authority Housing Services and Housing Associations.

Maple Tree House consists of a four-bedroom assessment facility with a separate two bedroom emergency provision. The emergency service is located at the front of the building and has a separate entrance. The door has a coded lock that releases automatically if the fire alarm is activated. In addition to the bedrooms, there is a shared

bathroom, lounge/kitchen area, plus a staff bedroom. The assessment facility has a shared lounge, kitchen/ dining room and bathroom facilities, the four bedrooms and a staff bedroom.



The main entrance is at the side of the building where visitors can access the designated office area. Maple Tree House has a driveway with parking at the front and lawn areas surrounding the building.

## **Section 2: About the service provided**

### Service Aims

Maple Tree House provides care and support for up to six children / young people within the age range 8 – 17 years (mixed gender) at any one time. This consists of four placements within the assessment facility and two within the emergency provision.

Admissions to Maple Tree House are made via referrals from the Councils social care teams. The Placements team co-ordinate planned admissions during office hours, out of hours placements are managed by senior staff and the Emergency Duty Team.

### Objectives

- To undertake assessment and provide therapeutic intervention by appropriately qualified staff. Models of intervention will assist to stabilise the child's / young person's behaviour to facilitate a return home or where this is not possible to a suitable alternative long-term placement.

- To have in place for each child / young person a care and support plan and a behaviour management plan so that any challenging behaviour is consistently managed. Wherever possible, unless there is risk of harm, staff will use de-escalation techniques providing trauma informed care and support.
- To support young people's education, training or employment, to maximise opportunities.
- Vocational outreach workers will support young people who are not in full time education or employment, working in line with the young person's education plan.
- Staff will work in partnership with young people, carers and parents/persons with parental responsibility.
- To provide outreach support to children / young people, families and foster carers.

### **Section 3: How the Service is provided**

Maple Tree House has a staff team who are dedicated to providing a supportive experience for children and young people.

Maple Tree House offers a therapeutic environment for children and young people, using a trauma informed approach to provide the most effective support possible. Enabling them to understand their individual circumstances, develop resilience and self-care skills.

The emergency provision offers short-term specialist support for children / young people who are experiencing difficult circumstances and who are in immediate need of care and support, for a period of up to 28 days. During their stay an assessment will be carried out which will inform decisions with regard to suitable move on options. These could include potential reunification with family members, or a placement in the assessment unit for those who have more complex needs that need to be explored further.

Maple Tree assessment service can provide children / young people aged 8-17 years with intensive placements up to a period of 6 months.

In extenuating circumstances, with the authorisation of the Responsible Individual, these periods of stay can be extended to achieve a child or young person's personal outcomes e.g. when individual therapeutic/specialist assessments or transition plans require longer timescales.

The service will focus on assessments and therapeutic interventions to stabilise the child's / young person's behaviour, work on improving any risk taking behaviours, re-integrate to education, training or employment where necessary and identify the most suitable long-term move on placements.

Young people aged 16+ will be supported to prepare for independence and during their transition to their identified long term placement. In addition leaving care services are provided by the Local Authority 16+ team who will work with young people who are eligible for leaving care provision to support them in the transition to adulthood this includes, for example housing, education, employment and financial supports.

Maple Tree House offers outreach service to those young people living in the community having moved into a long term placements or accommodation and whom still require further support. Staff will also offer support to young people, families or foster carers where there is disruption, the aim will be to stabilise placements to prevent breakdown. Assistance will be provided by outreach workers to young people living independently, workers will be flexible with times to cater for the young people's emotional and physical needs.

Service provision includes:

- Provision for assessments and therapeutic interventions.
- Access to advice from the local Child and Adolescent Mental Health Service.
- Provision of a package of support to promote the best possible outcomes for children/young people within their educational and training setting.
- Implement approaches for children / young people who are not in education, training or employment to support them towards and into education, training or employment, including the direct provision of Agored Cymru validated qualifications.
- A vocational outreach service which offers emotional support and assistance in the physical move on and settling period into independent living.
- Key worker (residential child care workers) allocated to all children / young person.
- Access to a Health Visitor who can provide direct services to young people and advice to staff.
- Supporting access to advocacy services provided by an independent service offering impartial advice and guidance.
- Provision of Outreach Support.

### *Outreach support*

Residential Care Workers offer an outreach service for children / young people and their families at home or in foster placements to encourage stability within placements. The outreach service can also be utilised to offer young people who have recently moved into independent living, providing emotional and physical support.

Maple Tree House has a team of staff who bring their own learned experiences to the service, such as teaching and counselling skills, art therapy and mindfulness work. This is integrated into the work we undertake with the young people.

Vocational Outreach Workers (VOW) based at Maple Tree House offer skill development, learning opportunities and activities to children and young people who have a range of complex needs, on an individual or group basis. This includes developing educational and therapeutic packages; supporting children and young people to develop personal relationships and positive self-image; integrating children and young people into the community and enabling access to community based services.

#### Admission, care and support planning and review

Admissions to Maple Tree House are made via referrals from the Councils social care teams and in the case of planned admissions social workers are required to present a request for a child/young person to be placed to the Accommodation and Permanence Panel, who will assess whether it is appropriate to make a referral. The Placements team co-ordinate planned admissions during office hours, out of hours placements are managed by senior staff and the Emergency Duty Team.

All referrals are considered by the manager or a senior residential worker. They will complete an impact assessment specifically looking at the suitability of the referral in relation to the personal details (age, disability, gender, ethnicity, religion and belief, sexual orientation) and the care and support needs of 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, their “match” with the other children and young people living at Maple Tree House, and a judgement on the ability of the home to meet their needs within the terms of the Statement of Purpose, and the prevailing circumstances at the time. Age will be given careful consideration due to the range of ages permitted in the Statement of purpose.

There will be an opportunity for an introductory visit by the young person, parents, carer and social worker, to consider whether this is a viable placement. Where a placement is offered, a pre-admission planning meeting will determine the placement plan for the young person.

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 Maple Tree House 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 Maple Tree House with the required pre admission documents.

During the time spent at Maple Tree House, staff will work with the young person and others to achieve the well-being outcomes identified in the plan. A formal review of the care and support plan will take place in line with the Social Services & Well-being (Wales) Act 2014 (Part 6 Code of Practice (Looked After and Accommodated Children)).

Staff will prepare and support the young person for their discharge from Maple Tree House and to move into their identified placement. This is managed through a transition process which is individually tailored for each young person.

#### Standard of Care and Support children and young people will receive and experience at Maple Tree House

Maple Tree House has a suitably qualified, experienced and skilled staff team dedicated to providing an excellent experience for children / young people during their stays. There is a good ratio of staff to children/young people so that individual attention can be given to each child/young person whilst they are living at Maple Tree House.

The service will provide a therapeutic environment for children and young people, enabling them to deal with their individual circumstances, developing their resilience and self-care skills, support post 16 year olds who are preparing for independence and supporting their transition to their identified long term placement. This work will be underpinned by the young person's care and support plan and pathway plan.

Maple Tree House will provide an outreach service to those young people living in the community having moved into a long term placements or accommodation and still require further support. Staff will also offer support to young people, families or foster carers where there is disruption, the aim will be to stabilise placements to prevent breakdown. Assistance will be provided by outreach workers to young people living independently, workers will be flexible with times to cater for the young people's emotional and physical needs.

#### Promotion of Health Needs

On admission each child / young person has a health assessment undertaken by the designated Health Visitor and is registered with one of the local Doctors, Dentists and

Opticians, unless there is a preference to remain registered with their existing practice. All children / young person will 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 in Maple Tree House for young people, visitors or staff.

### Education

Maple Tree House strives to ensure that all the children and young people cared for are aware of the benefits of receiving a full education, training or employment package.

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. Maple Tree House contains WiFi and there is access to a computer or laptop and a range of books (both reference and leisure). Staff will be available to assist with homework and revision.

Maple Tree House offers Agored Cymru qualifications for young people. The units follow the format of the independent programme and allow young people to improve their CV's for the future.

Additional assistance to support young people's educational achievement is sought from the Council's Education & Family Support Vulnerable Groups service.

### Leisure and Activities

We encourage all the young people to pursue individual activities, as well as organised group recreation and leisure programmes. Halo cards for use of the Leisure centres are offered to all the young people.



Opportunities will be provided for young people to identify and organise trips/activities independently and with staff. Staff will ensure activities are safely organised and trips are suitable for all age groups and abilities.

There is an independence programme available for the young people which has been developed by staff, a cultural based programme with the aim of developing positive experiences that young people can take with them, inclusive of educational experiences.

### Safeguarding Children at Risk

Putting the wishes, needs and well-being of the child / young person first, is our primary consideration. This includes staff being alert to any potential or suspected abuse or risk of abuse or harm.

Maple Tree House aims to actively involve children and young people in decisions about the care and support they receive and is committed to promoting the rights of the children and young people as set out in the United Nations Convention on the Rights of the Child.

Staff members at Maple Tree are provided with training in safeguarding children at risk.

Bridgend CBC has a Corporate Safeguarding Policy which is updated in line with changes to legislation and guidance.

Staff are made aware of their responsibilities to report children / young people where there is a safeguarding risk and follow legislation statutory guidance: Social Services and Well-being (Wales) Act 2014 and Working Together to Safeguard People and the Children Act 1989.

Where concerns are suspected staff will follow internal safeguarding procedures. Where the child / young person has a Care and Support Protection Plan, staff will follow any agreed actions and support the child / young person to achieve their personal outcomes.

Staff will continually liaise with other professionals to meet child's / young person's well-being outcomes 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 towards independence and the transitional process.

## Contact with Parents, Persons with Parental Responsibility, Relatives or Friends

Parents / carers and other relatives are welcome to visit Maple Tree House at any time unless legal restrictions are in place. Friends are welcome to come to Maple Tree House during the evenings weekends and holidays, but are not allowed to stay overnight.

Undesirable friendships would be discouraged or managed; discussions will be held at a planning meeting when the suitability of these relationships would be considered.

Children and young people can use their own rooms, the meeting room, the lounge or the garden for visitors, depending on choice, suitability and availability.

## Behaviour management

Staff at Maple Tree House will assist young people to develop socially acceptable behaviour by responding constructively to unacceptable behaviour and using relationships with young people to nurture respect.

Children and young people will be faced with the consequences of their actions within a climate of maximum staff support. A safe environment will be maintained on the basis of good personal and professional relationships between the staff and the children /young people. It is not seen as a negative concept but as a way of enabling the children /young people to self-regulate their emotions and develop self-control and self-discipline.

Children and young people will be provided with intensive staff engagement and support through key working and access to other support networks. Staff will utilise a variety of approaches and tools to work with the children and young people.

Where appropriate the children/young people will work through an individually designed programme to help them develop socially acceptable behaviour.

Integrated working arrangements between Maple Tree House and Sunny Bank are in place to provide an enhanced service that will address problems and issues with children/young people. To achieve this:

- There is a single point of contact in both services.
- Access to professional advice and guidance.
- Quick response to crisis situations.
- 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.

When children/young people display behaviour that in any family or group environment would be considered undesirable some form of relative sanction may be needed.

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

Sanctions that will not in any circumstances be used are:-

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

The use of restraint at Maple Tree House 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 follow the Bridgend County Borough Council Policy and Guidance, and be in accordance with a specially developed plan. The minimum of force necessary will be used and all cases of restraint will be formally recorded.

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

### Anti-bullying

Maple Tree House recognises and affirms the right of all children and young people to live in an environment free from bullying and harassment. We aim to provide a culture that positively encourages acceptable behaviour and reduces or prevents the likelihood of bullying taking place.

Any risk assessments undertaken as part of the admissions process will highlight whether the child / young person may be a victim or perpetrator of bullying.

On admission the child/ young person receives an induction pack, a member of staff will explain our zero tolerance to bullying and our complaints procedure. All children / young people are expected to sign up to the anti-bullying policy and abide by the

contract. All reported incidents will be fully investigated. Staff will offer appropriate support and reassurance to a child/young person who has been bullied. And will respond in ways that seek to influence the behaviour of the perpetrator of the bullying.

Staff will use a restorative justice approach and any conflict or confrontation between residents and staff will be resolved using these mediation skills.

Staff are vigilant about all aspects of bullying and ultimately a young person's placement could be jeopardised and considered unsuitable should they refuse to comply and bullying behaviour persists. They are also aware that bullying may constitute a significant risk of harm and if so safeguarding procedures will be followed.

#### 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 well-being of any child/young person, taking appropriate action as/when necessary. South Wales Police will respond immediately to any referral made by a statutory or voluntary agency that follows Joint Protocol for children absent without authority who are looked after and the All Wales Protocol for children who run away or go missing from home or care.

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 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 (medium to high level of concern)***

As detailed above a child/young person may be categorised as “missing” when they are absent from Maple Tree House 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 direction by the Court or is subject to police protection.

*Action to be taken in the event of an absence:*

If a child/young person fails to return to Maple Tree 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.

Required documentation will be completed and sent to the Responsible Individual, one sent to the relevant senior manager within Children’s Social Care at Bridgend County Borough Council and the other placed on the child/young person’s personal file.

If the child/young person remains missing after forty-eight hours consultation with take place with a relevant senior manager as to further action. This could entail a request to 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.

Language and communication needs for people using the service

Bridgend County Borough Council is committed to 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 and young people who access Maple Tree House. We ensure the methods used to engage with and gain the views of individuals using the service are appropriate to their age, level of understanding and take into account any specific condition or communication need (in line with Regulation 76)

Our statement of purpose is available in Welsh and English. Personal documentation and general information about Maple Tree House can be provided in Welsh. Language preference is identified and recorded on the child's care and support plan and Maple Tree House 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 / young people and family members who wish to communicate in Welsh.

## **Section 4: Staffing Arrangements**

Maple tree has a team of care staff providing 24 hr support 7 days a week. There are always two staff on duty and two staff sleep in.

Staff at Maple Tree House 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.

*The Staff Team.*

*a) Numbers & Qualifications of Staff*

### **One Registered manager**

NVQ Level 4 Caring for Children & Young People

NVQ Level 4 Management

### **4 Senior residential care 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)

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

### **10 Residential child care 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 x Business support officer**

Chartered Institute of Personnel Development Diploma

### ***b) Staffing Levels***

Residential Manager 37 hrs per week Mon- Friday

Senior child care workers 37 hrs per week working as part of a rota which includes weekend working.

The staffing structure is as follows:-

- Residential Manager x 37 hours
- Four senior residential workers x 148 hours
- Ten part-time Residential child care workers x 328 hours (2x 24 and 8x 35)
- One part time business support officer x 18.5 hours

The manager works between Maple Tree House and Sunny Bank throughout the week. In the managers absence there are senior residential workers completing office hours and deputising in the manager's absence. All staff are aware that the manager and the Responsible Individual will be available by phone for support and can attend Maple Tree House if needed.

### ***c) Specialist Staff***

Two vocational outreach workers, working from Maple tree.

### ***d) Deployment of staff at service***

The staff team work on a rolling eight week rota, with a minimum of three staff and a maximum of four staff on duty at all times.

The rota also accommodates for the provision of sleeping in duties. All Staff have appropriate checks undertaken by Human resources.

### ***f) Supervision Arrangements***

The Social Services and Wellbeing 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.

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.

Regular, planned and competent supervision is both a right and a requirement for all members of staff. The Social Services and Well-being Directorate has developed a Supervision Policy and Guidelines. Supervision usually takes place once every 4 – 6 weeks for most staff groups in line with the policy.

Staff participate in annual appraisals, which provides them with the opportunity to review and discuss previous and current performance as well as their views and future development needs. There is an expectation that actions identified and agreed in appraisal are reviewed in supervision.

### ***g) Staff Training***

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 will complete an induction. Our induction follows the All 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.

Staff have access to a programme of training provided by Bridgend CBC which may include areas such as Safeguarding Children at risk, Neglect, Paediatric First Aid, Manual Handling, Medication Awareness and Administration, Managing Behaviour, and Recording skills.

Other training is available provided by Bridgend CBC to meet identified development and service needs and may include, for example; Child Sexual Exploitation, Life Journey work, Attachment, Child Development.

Managers have access to a programme of training focusing on the development of leadership and management skills. The programme is co-ordinated on an annual basis, based on an analysis of training and development needs. Bridgend CBC is



fostering a coaching and mentoring approach to management and this is a key focus of the programme.

## Section 5: Facilities & Services

### a) Number of single and shared rooms

Six single rooms used by the young people and three staff bedrooms rooms. No ensuite rooms.



### b) Number of dining areas two x communal dining areas



### c) Number of communal areas = 5



**d) Specialist bathing facilities**

None

**e) Specialist equipment**

None

**f) Security arrangements in place and use of CCTV**

There are no facilities available at Maple Tree 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, Maple Tree House will provide a wakeful cover throughout the night. There are alarms on all exterior doors in-case of movement throughout the night. There is no CCTV.

**h) Access to outside space and facilities at this service**

Children and Young People have access to a garden which has a lawned area.

Maple Tree 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.

Within Maple Tree House children have access to:

- TV's DVD, computer with internet access and electronic gaming equipment.
- A varied assortment of sports equipment, board and table games and books.

- Laundry facilities.
- Newspapers and magazines are purchased for the young people upon request, representing their individual interests.

## **Section 6: Governance and Quality Assurance Arrangements**

### Quality Assurance

The Responsible Individual for the service reports directly to the Statutory Director of Social Services. The Responsible Individual 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.

The Responsible Individual will establish and maintain arrangements for monitoring, reviewing and, where necessary, improving the quality of care and support provided by the service. This will include a system for reviewing the quality of care and support at least every six months, resulting in the preparation of a report to the service provider, which will inform the statement of compliance and service provider's annual return.

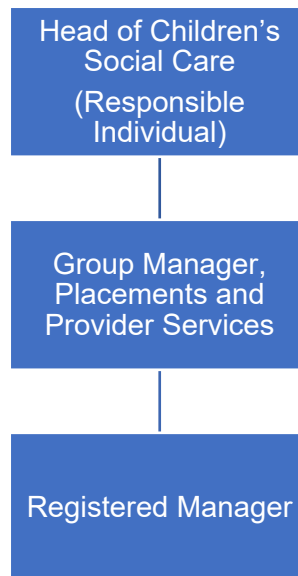
During the visit, the Responsible Individual will speak with the manager, other staff members, young people and their families and other visitors or professionals, as available and appropriate.

The Group Manager, Placements and Provider Services is responsible for the line management of the Registered Manager. The Group Manager, Placements and Provider Services, reports directly to the Responsible Individual.

Visits are also carried out on a monthly basis by a manager from within Children's Social Care. The manager 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 Maple Tree House, a copy will also be provided to the Responsible Individual.

## Management Structure



A full range of policies and procedures are available to staff. 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](mailto: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](mailto: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 two 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 five 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 five 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 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 (CIW) directly to make a complaint. Please note CIW are unable to investigate complaints or resolve disagreements between people and their service providers, but, where the above complaints process has been exhausted, CIW may consider the issues and look at them during the inspection process.

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

### Anti-Discriminatory Practice

Staff at Maple Tree 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 Maple Tree House including exercising appropriate control over young people in the interests of their own welfare and the protections of others.

In day to day decision making, staff demonstrate an appropriate balance between:

- Each young person's wishes and preferences
- The needs of individual young people
- The needs of the group of young people resident at the time, and
- The protection of others (including the public) from harm.

Bridgend County Borough Council has a policy on anti-discriminatory practice. Children's rights are respected in line with The United Nations Convention on the Rights of the Child. 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.

Maple Tree House has a manual of policy and procedures which can be accessed upon request. It is continually being revised and updated as required.

### Consultation

Maple Tree 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 Maple Tree House by the young person and parents / carers and social worker.
- b. Formal planning and review via the Social Services & Well-being (Wales) 2014 statutory review framework for Looked After and Accommodated Children. 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.

Maple Tree House promotes the involvement of parents/carers where possible and is proactive in maintaining telephone contact to inform parents of significant events and to involve them in decision making.

Maple Tree House empowers young people to express their views and opinions and make personal choices through:

1. Provisions as detailed in Part 6 Code of Practice (Looked After and Accommodated Children) Social Services and Well-being (Wales) Act 2014.
2. Young people's meetings.
3. Key working sessions.
4. Daily interactions with staff members.

### 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