

Appendix 1

Newbridge House Statement of Purpose

Sunnybank Statement of Purpose

Bakers Way Statement of purpose

BRIDGEND COUNTY BOROUGH COUNCIL

NEWBRIDGE HOUSE TRANSITION UNIT

STATEMENT OF PURPOSE

Mrs Sian Morgan Jones
Residential Manager
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Bridgend
Mid Glamorgan
CF31 3NY

Tel: 01656 652257

This Statement of Purpose for

Newbridge house

has been approved by the

**Responsible Individual
Colin Turner**

Signed:

A handwritten signature in black ink, appearing to read 'Colin Turner', enclosed within a circular scribble.

Date: 31.3.14

Introduction to Newbridge House Statement of Purpose

This Statement of Purpose provides detailed information about Newbridge House. It is intended for any parent or any person with parental responsibility, social workers and staff working in the Unit. It provides a basis for parents and social workers to decide whether the service is appropriate to meet the needs of particular young people and to measure the suitability and standard of the service that is provided.

Parents will be made aware of the Statement of Purpose and will be provided with a copy on request. Alternatively they may wish to refer to it on their visits to the Unit. Paper and electronic copies will be available for social workers at their office base. Staff will have access to it at the Unit. Young people at the Unit who wish to see the full document will be given a copy on request.

Newbridge House wishes to provide a service that meets the needs of the young people placed, satisfies the reasonable expectations of their parents and the expectations of the young person's social worker. The manager and staff at the Unit welcome both positive and critical comments from parents, social workers and young people themselves, at any time and they will use those contributions to improve the service provided. At the time of admission, parents will be shown the facilities available and be invited to comment on their suitability. At intervals parents will be asked for their opinions on the service and facilities. At the end of placements, Newbridge House will ask the young person, the parents and social workers to give their views on the young person's period at the unit. Where improvements can be made immediately, the Manager and staff will ensure that this happens. Alternatively, where possible and appropriate these could be included in the annual Business Plan.

The Statement of Purpose is updated on an annual basis, reflecting changes that are being made to improve the service. Specific consultation with parents and young people is a very important part of that process, and is aimed to take place between January and March each year, so that a revised Statement of Purpose is in place from April 1st each year. As part of a wider consultation, parents and young people will be asked for their assistance during this period to identify weaknesses in the service and help identify the improvements and changes that should be made. Other comments made throughout the year will also be considered in this exercise. Parents and young people will then be informed of proposed changes and given an opportunity to give their opinion before the revised Statement of Purpose is finalised. It will be made available as described above.

Whenever parents or young people are consulted feedback will be provided as early as possible.

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Appendix 1: Bridgend Children & Young People's Charter

1. Aims and Objectives

Newbridge House is an innovative service for young people who require an intensively managed transition into independent living. Newbridge House is situated in the centre of a residential area of Bridgend.

Newbridge House is committed to providing a quality needs-led service which incorporates an individually designed plan for each young person, allowing maximum personal autonomy within a safe environment free from exploitation.

The partnership between Newbridge House and other service providers ensures consistency and continuity of care throughout. Residential staff, social workers, outreach workers, other professionals and parents work alongside each other to provide a holistic approach to the care and support of young people who have a right to personal dignity and the right to live as normal a life as possible.

Newbridge House works within the framework provided by the Children's Homes (Wales) Regulations 2002, the National Minimum Standards for Children's Homes, the Guidance of the Children Act 1989/2004 volume 4 Residential Care and the Children Leaving Care Act 2000, Bridgend County Children & Young People's Charter – Promoting the Rights & Responsibilities of Children & Young People. The Policies and working practice are consistent with this framework. Particular emphasis is given to respecting young people and their rights.

Key Objectives

To assist young people prepare for independent living by:

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

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

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

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

2a Facilities and Services at Newbridge House

Newbridge House Transition Unit is a single storey building with attached bedsits, partly refurbished in 2011- 2012.

The main unit comprises of

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

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

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

their meals at the table. The kitchen is a large area and is well equipped with a range style cooker, dishwasher and fridge freezer. The young people can cook their own meals or be assisted by a member of staff if required

Other end of the building comprises of:

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

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

Newbridge House offers a comprehensive range of services to young people. The facilities offered are in line with the service provided but limited to some extent by the structure of the building and the fact that the young people are encouraged to use the facilities in the community as part of their independence programmes.

The facilities consist of:

- A TV and DVD and small fridge in each of the main unit bedrooms.
- A varied assortment of sports equipment, board and table games and books.
- A large garden and lawn.
- A telephone, situated to give young people privacy.
- Computer with internet access.
- A selection of DVD's.
- A selection of playstation games and playstation.
- Laundry facilities.
- Room for access visits. The use of room is available to other staff at BCBC Personal Services Department.
- Newspapers and magazines are purchased for the young people upon request, representing their individual interests.
- Outdoor pursuits can be accessed as approved by Bridgend County Borough Council Personal Services Guidelines.
- The Unit receives regular visits from Tros Gynnal Advocacy Project, for the benefit of residents. This is an independent service offering impartial advice and guidance should the young people require it.
- The Unit has access to advice from the local Child and Adolescent Mental Health Service.
- Newbridge House provides an outreach service which offers emotional support and assistance in the physical move on and settling period into independent living
- Young people are allocated a key worker on admission who will assist in the development of independent living skills and attend meetings related to the young person. The key worker work s on a strong emotional and social level with the young person

- There are a number of independent programmes which differ in accordance to ability. These programmes assist young people to move on to independent living and provide a scoring system for the Llanmaes project and housing associates
- After moving into independence the young people are offered a support network at Newbridge House and invited for tea or Sunday lunch
- Newbridge House have developed strong links with the Just Ask + team and have the use of their facilities and courses available to young people aged 16+
- A LAC Education and a Health Visitor both provide direct services to young people and advice to staff.

2b Facilities and Services in the Community

Newbridge House is situated in a quiet residential area of a busy town and is fully integrated within the community. The Town is fairly widespread and offers a choice of:-

- Ten Comprehensive Schools – within a radius of seven miles.
- Bridgend College
- Bridge Mentoring Service
- Just Ask Drop in Centre
- Five swimming pools
- Recreation Centre
- YMCA
- Youth Clubs
- Snooker Clubs
- Guides
- Scouts
- Sea/Army/Air Cadets
- Library
- Centre for the Deaf
- Transport links to all areas
- Beach and coastal areas within five miles
- Duty Solicitor Scheme
- Citizen's Advice Bureau
- DASH (Drug and Alcohol Self Help)
- General Hospital and Ear, Nose and Throat Unit
- CAMHS (Child and Adolescent Mental Health Service)
- Dentists and Doctors Surgeries
- Community Health for Admission and Annual Medical Assessments
- Benefits Agency
- Housing Department and Housing Associations

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

3. Names and Addresses of Registered Persons

RESPONSIBLE INDIVIDUAL:

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

Tel No (01656) 642200

REGISTERED MANAGER:

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

Tel No (01656 652257)

4. Qualifications and Experience of Registered Persons

REGISTERED MANAGER – Sian Morgan Jones

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

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

RESIDENTIAL MANAGER – See above

TWO SENIOR RESIDENTIAL WORKERS

SENIOR RESIDENTIAL WORKER (1)

- (a) **Qualifications** NVQ Level 3, Caring for Children and young people
- (b) **Experience** Has 12 years' experience of residential work with children and previous experience of working with adults with a disability. Also, detached working with the youth service.

SENIOR RESIDENTIAL WORKER (2)

- (a) **Qualifications** Certificate in Welfare Studies
NVQ Level 3, Caring for children and young people
NVQ Assessors Award

Certificate in Higher Education in Child Protection

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

SEVEN RESIDENTIAL WORKERS

Residential Worker (1)

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
(b) Experience Has 9 years experience of residential work with children.

Residential Worker (2)

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

Residential Worker (3)

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
(b) Experience Has 14 years experience of residential work with children.

Residential worker (4)

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
Gatsby (Working with Children and Young People)
Abuse and Neglect Open University Course
(b) Experience Has 26 years experience of residential work with children and
also has experience of undertaking senior worker tasks.

Residential Worker (5)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Has 6 years experience of residential work with children. Previous experience working as a volunteer work in youth centres.

Residential worker (6)

- (a) **Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) **Experience** Has 11 years experience of residential work with children. City and Guilds catering; Grill Chef certificate; Certificate in welfare studies; Substance Misuse Diploma

Residential worker (7)

- (a) **Qualifications** M A Psycopedagogita
NVQ Level 3 Caring for Children and young people.
- (b) **Experience** Has 6 years' experience of residential work. Prior to moving to the UK has had several years' experience of working in similar settings in Poland

CLERK (Part-time position)

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

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

In accordance with the Care Standards Act 2000 young people should be looked after by staff that are trained and competent to meet their needs (Standard 22). To enable staff to develop, maintain team consistency and competence each member of staff, including casual staff, receive supervision. Staff members are encouraged to access the Directorate's training programme and in accordance with BCBC policy, senior management and residential workers are expected and supported to undertake further training at NVQ level 3 and 4/QCF appropriate to their post. All staff have supervision which is undertaken monthly by the manager or senior staff and the manager has monthly supervision with the group manager.

A monthly staff meeting is held whereby the consistent running of the unit is upheld, by way of staff sharing information, and putting forward suggested ideas.

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

7. The Organisational Structure of the Unit

Within the Safeguarding and Family Support Service, the Group Manager – Service Provision is responsible for the line management of the establishment. Statutory visits are carried out on a monthly basis by an identified officer within the Council, in accordance with Regulation 32 of the National Minimum Standards for Children's Homes and reported to the Head of Service – Safeguarding and Family Support

The staffing structure is as follows:-

- Residential Manager
- Two Senior Residential Workers
- Three full time Residential Workers
- Four part time Residential Workers
- One part time clerk

The staff group work to an eight week rota, with a minimum of two staff and a maximum of three staff on duty at all times.

The rota also accommodates for the provision of sleeping in duties.

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

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

Newbridge House provides care for up to six young people from Bridgend County Borough and accommodates mixed gender. All admissions are planned via a referral from other service providers. Young people will already be linked in with the Just Ask + Team and will be subsequently registered with housing. The young people will not be younger than sixteen years of age on admission.

The length of time needed in Newbridge House will be largely determined by the progress that the young person makes. However, it is anticipated that it will be a short to medium period lasting no more than twelve months.

Newbridge House focuses on preparing young people to live independently. Each young person will be expected to sign up to a programme of independence at the time of admission. The programme is aimed at young people who have the commitment, attitude and motivation to achieve their independence, taking into account their level of maturity. Attached to the main unit is 2 bedsits, these will primarily be used to further young peoples independence.

The key areas of the programme offer support to:

- Develop cookery based skills
- Planning a menu and shopping within a budget
- Household budgeting
- Personal care
- Domestic chores
- Social interaction
- Education and work experience
- Emotional support
- Promote verbal and written communication skills

Should it become clear that a young person is not likely to succeed in Newbridge House a planning meeting will be held to identify an alternative placement.

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

- Llanmae
- Park St
- Ty Conel
- Hartshon house
- Resolutions
- Foster placements
- Private flats
- Supported lodgings

Outreach Support

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

Aftercare Service

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

9. Admission Policy

Admission will be made on a planned basis via the Accommodation and Permanence Panel, who will assess as to whether it is felt appropriate to approach Newbridge House with a referral. There will be an opportunity for a preliminary visit by the young person, parents and Social Worker, to consider whether to pursue a referral. Referrals should take into account the specific purpose of Newbridge House and the age range specified. Full LAC documentation and Referral Assessment forms will be submitted. The impact assessment form will be used by the Manager in consultation with Senior Staff, to identify the young person's needs and specifically looking at the suitability of the referral in relation to the young people already accommodated. Decisions to accommodate are based on a thorough consideration of the needs of the young person and a judgement on the ability of the Home to meet those needs within the terms of the Statement of Purpose, and the circumstances current at the time. Where a placement is offered, a pre-admission planning meeting will determine the Placement Plan for the young person. The Manager has the right to decline an otherwise appropriate referral if the needs of the young person are not compatible with the existing residents.

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

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

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

ICS Essential Information Record

ICS Looked After Particulars

ICS Information Placement Record

ICS Child/young person's Care Plan

Pre-placement Risk Assessment

Copy of any Court Order giving the local authority the authority to determine the young person's placement

In all situations it would be preferable that all young people had a Pathway Plan on admission.

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

Newbridge House does not hold a bed for emergency admissions.

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

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

11. Ethos of the Unit

- Newbridge House will work in partnership with young people and parents/persons with parental responsibility through a written agreement.
- Each young person will have a personal plan, based on a careful analysis of their general and specific needs and this plan will be regularly reviewed and updated.
- Young people at Newbridge House will be treated in as normal a way as possible and will be encouraged to take a full part in local community life.
- Young people in Newbridge House will be treated in such a way that ensures that racial, gender, religious and cultural needs are taken into account and that they are not discriminated against in any way.
- Newbridge House is committed to providing an environment within the unit which facilitates the young person's growth, maturation, self-respect and personal dignity.

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

12. Promotion of Health Needs

On admission each young person has a Health Assessment undertaken by the Health Visitor supporting the Safeguarding teams and is registered with one of the local Doctors, Dentists and Opticians, unless there is a preference to remain registered with the existing practice. All young persons have an annual statutory health review and also a six monthly dental check as well as any immunisation needs. They are assisted to develop a well balanced diet and encouraged appropriately and sensitively in the importance of personal hygiene if shown neglected. Where appropriate, use is made of the Child and Adolescent Mental Health Service. Each young person follows a health education programme, which deals with HIV/AIDS, sexually transmitted diseases and sex and sexuality.

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

13. Education

Newbridge House strives to ensure that all the young people cared for are aware of the benefits of receiving a full education.

We endeavour to promote this, by establishing good professional relationships with the schools, colleges and training providers our young people attend. Alternatively we will assist young people to access work experience opportunities and support them in their career choices.

Homework can be completed in the quiet of the young person's own bedroom, or, if preferred, in a room set aside for the use of the young people. The room contains two computers and a range of books (both reference and leisure).

Newbridge House has no provision for the education of the young people in the unit, other than individual one to one tuition.

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

14. Leisure and Activities

In view of Newbridge House's function, to prepare young people for independent living, we encourage all the young people in our care to pursue individual activities, rather than organise a group recreation and leisure programme. Bridge cards for use of the facilities in the local recreation centre are offered to all the young people.

Opportunities will be provided for young people to identify and organise trips/activities and will be supported in budgeting for the activity they choose.

15. Consultation

Newbridge House is committed to working in partnership with young people and parents to maximise the opportunities and outcomes for the young person.

The consultation process begins at the earliest opportunity and takes place through:

- a. Pre-admission planning and visits to the unit by the young person and parents.
- b. Formal planning and review via the LAC system, key working, young people's meetings and evaluation exercises.
- c. Informally through daily interaction with staff where important views and opinions are noted within the personal recording sheets.

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

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

1. Use of the LAC System.
2. Young Peoples meetings.
3. Keyworking sessions.

4. Daily interactions with staff members.

16. Behaviour Management and Use of Restraint

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

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

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

Sanctions that will not in any circumstances be used are:

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

Newbridge House's use of restraint is limited to extreme circumstances and only used to prevent likely injury to the young person or others, or likely serious damage to property. In this case physical restraint will be used in accordance with Bridgend County Borough Council Policy and Guidance, the minimum force necessary will be used and all cases of restraint will be formally recorded.

17. Young Person Protection and Bullying

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

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

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

- a) Lead a healthy life
- b) Attend education and training
- c) Be protected from harm and feel safe
- d) Feel self worth
- e) Feel supported, valued and experience a high level of emotional wellbeing by reliable and suitable relationships

- f) Be enabled to look after themselves and cope with living independently
- g) Develop a positive image of themselves and the ability to establish their own identity, culturally and racially
- h) Develop their communication skills and gain confidence socially

Residents who may have been abused or neglected by an individual or who have had harm inflicted to them may be impeded from experiencing and achieving one or more of the above. Staff are always vigilant to any signs of abuse whether it is expressed verbally or non-verbally and will respond to concerns where the resident is perceived as failing to thrive. Where concerns are suspected a referral to the local Child Protection Assessment Team or Residents Social Worker will be made within the Child Protection framework set out by Bridgend County Borough Council and the All Wales Child Protection procedures. Any concerns will be thoroughly investigated and the resident would be listened to and consulted with throughout process.

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

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

Staff have been fully trained in restorative Justice Techniques and any conflict or confrontation between residents and staff will be resolved using these mediation skills

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

18. Unauthorised Absence

A Protocol exists between the South Wales Police and the seven local authorities within the Force area for the management of unauthorised absences. Currently there is a new protocol being prepared for consultation.

When young people do not return they are categorised in two groups:-

- a. Those who are "Absent without Authority" and are regarded as "Low Risk" and
- b. Those who are deemed to be "missing" and whose absence gives rise to serious concerns.

A young person in the lower risk category might, for example, be absent without permission, or not back at the agreed time, but their whereabouts are likely to be known.

More serious is the absence of a young person for unknown reasons, with no clue as to their whereabouts and where they are regarded as vulnerable or a danger to themselves or other. A young person who is subject to a restrictive court order is considered to be in the "high risk" category.

The situation of a young person who is regarded as "absent without authority" has to be the subject of a continuous risk assessment while they remain absent. The risk assessment includes consideration of the risks that the young person may face and those they may pose to others. Some indications of risk may be known from previous behaviour and be incorporated into the young person's plan.

A risk assessment of a young person will include consideration of many factors such as the young person's age and social, emotional and sexual maturity, a history of absences or of self harm, their health and state of mind. Other matters would include the time they left, the time they were expected to return and their likely associations while absent together with their status e.g. whether subject to a Court Order or on the Child Protection Register. These factors should provide guidance as to risk level and the need if concern is sufficiently great, to notify the police. If there is no referral to the police, the absence must be monitored and reviewed after a couple of hours. If the decision is to refer, Newbridge House will take on this responsibility, as well as that of contacting the young person's parents.

On the young person's return, whatever the circumstances the young person's social worker should see the young person within three working days of their return and explore the reasons for, and consequences of, the absence. When a young person is assessed as being absent without authority the following forms are completed:-

- Form CF6 - Risk Assessment –
Child absent without authority.
- CF7 - Notification of –
A child absent without authority
- CF8 - Notification of –
The return of a child absent without authority

19. Surveillance

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

20. Fire Precautions

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

receive fire safety and evacuation procedures training. Flammables, household cleaning materials and aerosols are kept under lock for safety reasons. Health and safety procedures are in accordance with Bridgend County Borough Council's Health and Safety Regulations. A risk assessment is undertaken annually or when deemed necessary.

21. Religious Observance

Young people have free choice to follow their own particular beliefs. Most Christian denominations are catered for in the locality, but Hindus, Sikhs, Moslems and people of the Jewish faith would have to travel to Cardiff.

22. Contact with Parents, Persons with Parental Responsibility, Relatives or Friends

Young people have free access to friends and relatives although not necessarily within the unit, unless legal considerations make this impossible. Undesirable friendships would be discouraged or controlled; discussions will be held at a planning meeting when the suitability of these relationships would be examined.

Young people could use their own rooms, the conference room, the lounge or the garden for visitors, depending on choice, suitability and availability or quiet room situated on the main unit.

Times for Visiting

Visitors are welcomed at the Unit. The length of visit would be at staff's discretion taking into account the dynamics of the established group within reason.

The young people who live in the bedsits can invite visitors at their own discretion. A contract for each young person in the bedsit will be drawn up and the visiting hours will be included in the contract.

All visitors will be recorded in a visitor book.

23. Representations and Complaints

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

If a complaint is made the Residential Manager and appropriate senior is informed and the young person is interviewed by the manager/senior. Sometimes a complaint can be resolved informally to everyone's satisfaction. However, if the young person wishes to pursue the matter further, the social worker is informed, who will ensure that the parents are made aware of the substance of the young person's complaint.

The complaint will also be referred to the Group Manager – Service Provision who will ensure that it is discussed with the Complaints Officer and the Head of Service - Safeguarding & Family Support and be fully investigated under the terms of departmental procedures.

Young people can also seek independent support from Voices of Care and the telephone number of Childline is prominently displayed in the Unit.

Tros Gynnal Advocacy project is to ensure that all young people have the opportunity to resolve inequalities, conflicts and unmet needs that may lead to alienation and crisis. The project's service users will include young people within the looked after system and care leavers.

Any young person wanting advice or support can contact the project themselves; also referrals can be made by adults on behalf of a young person (with their consent).

The advocacy project visits the Unit regularly to support and assist the young people.

Following admissions, young people are provided with a range of information leaflets relating to their status as looked after young people, and their time in the care of the Local Authority.

All young people are encouraged to participate in monthly residents meetings run by the residents where individual issues can be raised for consultation with the Manager.

All young people are given a copy of the policy regarding bullying, and are asked to sign to agree to comply with the policy.

24. Arrangements for Reviews

Young people's plans will be reviewed regularly, in line with Bridgend County Borough Council's Policy. The first review will be within four weeks of a young person becoming Looked After. The second review will be held three months later. Subsequent reviews will be held after a period of no more than six months on an ongoing basis. Within this process our role is to assist in the completion of the consultation documents and to advocate on behalf of the young person to assist with the meeting of their needs, whilst giving an informed viewpoint about the young person's progress whilst placed at Newbridge House.

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

- The young person,
- Their Social Worker,
- Their Family,
- Their Key worker and any other appropriate person.
- An independent Chairperson.

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

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

25. Accommodation and Sleeping Arrangements

The main unit contains four single rooms each with its own key. These rooms contain washbasins and also a colour television, DVD player and a small fridge. There is a shared lounge, which contains a television and DVD player.

There is a room available to all young people that contains two computers, a Karaoke machine and a good selection of books, which takes account of individual's interests and hobbies. The kitchen is also shared and fully equipped to enable young people to become more independent in food preparation and cooking. Bathroom, shower and toilet are shared areas, as is the laundry room with the automatic washing machine, tumble drier and sink unit. Young people are encouraged and assisted to use the kitchen and laundry facilities as part of their independence programmes.

There are two bedsits attached to the main unit with each containing their own facilities. The individual bedsits will have standard equipment (such as a television, DVD player and Digibox). The bedsits will be accessed by those young people near to leaving Newbridge House.

General areas consist of:

General Office (access restricted to staff)

Small Office

Two duty rooms and one bathroom, for staff who are on duty overnight

Conference Room – used for team meetings, keyworking and supervision sessions. The facility is also used by district-based personnel for meetings and on occasions, supervised visits.

A garden that is quite extensive, comprising of a large, lawned area, suitable for some out-door activities.

26. Therapeutic Techniques/Behaviour Modifications

The young people will be faced with the consequences of their actions within a climate of maximum staff support. Control will be maintained on the basis of good personal and

professional relationships between the staff and the young people in residence. It is not seen as a negative concept but as a way of enabling the young people to develop self control and self discipline. When young people display behaviour that in any family or group environment would be considered undesirable some form of sanction may be needed. (Acceptable sanctions are those approved by the registered providers).

The young people will be provided with intensive staff involvement and support through key working and access to other support networks. Where appropriate the young people will work through an individually designed programme to help them develop socially acceptable behaviour.

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

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

CAMHS

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

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

27. Anti-Discriminatory Practice

Staff at Newbridge House strive to maintain and encourage appropriate and positive relationships based upon honesty and mutual respect with every person they have contact with. To this end anyone receiving our service is expected to treat staff and others similarly in line with professional and personal boundaries. Expectations of behaviour for both staff and young people are clearly understood and negotiated by those living and working at the unit, including exercising appropriate control over young people in the interests of their own welfare and the protections of others.

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

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

Bridgend County Borough Council has a policy on anti-discriminatory practice. Children's rights are respected in line with the United Nations Convention on the Rights of the Child as referred to earlier. Cultural sensitivity is essential so that consideration is given to different religious beliefs and cultural traditions for different racial, ethnic and cultural groups. Staff need to guard against myths and stereotypes, both positive and negative.

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

Address and Telephone Number of the Appropriate Officer for the National Assembly

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

Tel. 01267 245160

Address and Telephone Number for the Children's Commissioner Wales

Children's Commissioner for Wales
Oystermouth House,
Charter Court,
Phoenix Way,
Llansamlet,
Swansea.
SA7 9FS

Tel: 01792 765600

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

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

Tel: 01656 642253

Updated February 2014

Appendix 1:



Bridgend County Children & Young People's Charter

Promoting the Rights & Responsibilities of Children and Young People

2011



SUNNY BANK COMMUNITY HOME



STATEMENT OF PURPOSE

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

Tel: 01656 782914

Reviewed January 2014

**This Statement of Purpose for
Community Home**

has been approved by the

**Responsible Individual
Colin Turner**

Signed:

A handwritten signature in black ink, appearing to read "Colin Turner", written over a faint, circular scribble.

Reviewed January 2014

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Date: 31.3.14

Reviewed January 2014

Introduction to Sunny Bank Community Home Statement of Purpose

This Statement of Purpose provides detailed information about Sunny Bank Community Home. It is intended for any parent or any person with parental responsibility, social workers, relevant professionals and staff working in the unit. It provides a basis for parents and social workers to decide whether the service is appropriate to meet the needs of particular children/young people and to measure the suitability and standard of the service that is provided.

Parents/carers will be made aware of the Statement of Purpose at the time of admission of their child/young person and they will be provided with a copy on request. Alternatively they may wish to refer to it on their visits to the home. Paper and electronic copies will be available for social workers at their office base and staff will have access to it at the home, relevant professionals will be provided with a copy on request. Children/young people at the unit who wish to see the full document will be given a copy on request.

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

The Statement of Purpose is updated on an annual basis, reflecting changes that are being made to improve the service. Specific consultation with parents/carers and children/young people are a very important part of that process, which will take place between January and March each year, so that a revised Statement of Purpose is in place by the beginning of April each year. As part of a wider consultation, parents/carers and children/young people will be asked for their assistance during this period to identify weaknesses in the service and help

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identify the improvements and changes that should be made. Other comments made throughout the year will also be considered in this exercise. Parents/ carers and children/young people will then be informed of proposed changes and given an opportunity to give their opinion before the revised Statement of Purpose is finalised. It will be made available as described above.

Whenever parents/carers or children/young people are consulted feedback will be provided as early as possible.

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Appendix 1: Transition Process

1. Aims & Objectives

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

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

Key Objectives

- To provide children and young people with an individualised package of support that focuses on their assessed needs
- To offer children and young people therapeutic interventions to assist them in achieving well being
- To assist children and young people to explore their own issues and experiences and work through any emotions and feelings which may become a bar to a stable placement and future accommodation
- To provide appropriate levels of support that recognises, values and encourage children and young people to maintain personal skills and competencies and promote their confidence and self esteem

- To provide a comprehensive package of educational support to promote the best possible outcomes for children and young people within their educational setting
- To work closely with families or substitute families to ensure that when children/young people return home or go to other suitable placements, adequate support is given to both the young person and their family to ensure success

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

2a. Facilities and Services at the Sunny Bank Community Home

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

The ground floor comprises of a:

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

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- **Dinning Room:** this room is equipped with table and chairs, children/young people and staff will eat their meals together
- **Kitchen:** this room is well equipped, with a dish washer and fridge; children/young people are encouraged to assist with cooking meals depending on their age and ability

The first floor comprises of:

- **4 Children/Young People's Bedrooms:** the bedrooms are well equipped with bespoke furniture offering plenty of storage and a work space area where school/homework can be completed
- **2 staff bedrooms:** these rooms are for staff undertaking sleeping in duties
- **Bathroom:** is equipped with a shower bath and toilet for the use of children and young people
- **Shower Room:** is equipped with a large walk-in shower and toilet for the use of children and young people
- **Toilet:** for the use of children and young people
- **Staff Shower Room:** this room contains a shower and toilet for the use of staff
- **Meeting Room:** this room is used for meetings and also can be used to support education and learning

The unit also has plenty of storage areas.

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

The facilities consist of:

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

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- **Cooking facilities** (depending on age and ability young people are encouraged to participate in preparing meals as part of developing independent skills)

The services provided are:

- Educational support
- Therapeutic strategies to meet need
- Work in partnership with children/young people
- Work in partnership with parents/carers
- Work in partnership with relevant professionals to assist in meeting needs
- Children's/young person's meetings
- Counselling
- Key / link working
- Advocacy and mediation
- Transport to school where needed and to visit families
- Quality physical care
- Rehabilitation work
- Social skills development
- Self-care skills development
- Recreational activities, as approved by Bridgend County Borough Council Social Services Guidelines
- Transition process to support a successful move to long-term/permanent placement

2b. Facilities and Services in the Locality.

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

There are:

- Ten comprehensive schools
- Bridgend college / Maesteg college / Pencoed college
- Five swimming pools
- 3 recreation centre
- Ten pin bowling
- Snooker club
- YMCA
- Gymnastics club
- Fitness centres
- Youth clubs
- Library
- Sea/Army/Air Cadets
- Beach and Coastal Area
- Bus service
- Duty solicitor
- DASH (Drug and Alcohol Self Help)

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- Citizens Advice
- General Hospital
- Ear Nose and Throat Unit
- Child and Adolescent Mental Health Clinic
- Doctors and Dental Surgeries

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

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

3. Names and Addresses of Registered Persons

Responsible Individual:

Colin Turner
 Head of Safeguarding and Family Support
 Bridgend County Borough Council
 Sunnyside
 Bridgend
 CF31 4AR
 Telephone Number (01656) 642200

Registered Manager:

Karl Culpeck
 Residential Manager
 Sunny Bank Community Home
 31, Pant Morfa,
 Porthcawl,
 CF36 5EN

Telephone Number: (01656) 782914

4. Qualifications and Experience of Registered Persons

Residential Manager – Karl Culpeck

His qualifications include:

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

The Manager commenced the post on 8th January 2012 after previously being employed as a Residential Manager at Maesteg Community Home since 2004 and prior

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to that as a Senior Residential Worker at Maesteg Community Home since 15th August 1999. He has responsibility for the overall management of Sunny Bank Community Home, he has completed various 'in house' training courses relevant to the post.

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

5. The Numbers, Relevant Qualifications and Experience of Persons Working at Sunny Bank Community Home

Residential Manager (See above)

Four Senior Residential Workers

Senior Residential Worker (1)

- (a) Qualifications** NVQ Level 4 Health and Social Care (Children and Young People)
NVQ Level 3, Caring for Children and Young People
NVQ Level 4 Management
- (b) Experience** Commenced in this post on 8th January 2012, prior to this has 19 years experience as a Residential Childcare Officer, five of which as a Senior Residential Worker, and prior to this role was employed as a Residential Social Worker within the Juvenile Justice System.

Senior Residential Worker (2)

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

Senior Residential Worker (3)

- (a) Qualifications** NVQ level 3 Caring for Children and Young People and is currently undertaking the QCF in Health and Social Care Level 5

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- (b) Experience** Commenced in this post on 8th January 2012, prior to this post has gained 6 years experience as a Residential Worker and within this role gained eighteen months experience as an acting Senior Residential Worker. Prior to this was employed as a Civil Servant dealing with the public.

Senior Residential Worker (4)

- (a) Qualifications** NVQ level 4 Health and Social Care (Children and Young People)
NVQ Level 4 Management
Certificate of Education in Teacher Training
Educational Guidance Specialism
Gatsby (Working with Children & Young People)

- (b) Experience** Commenced in this post on 8th January 2012, prior to this has had 7 years experience as a Senior Residential Worker and twelve years experience as a Residential Worker. Prior to these posts worked as a teacher with children.

Six Residential Workers

Residential Worker (1)

- (a) Qualifications** NVQ level 3 Caring for Children and Young People
- (b) Experience** Commenced in this post on 8th January 2012, has 30 year's experience as a Residential Worker working in various establishments throughout BCBC

Residential Worker (2)

- (a) Qualifications** European Business Management Degree
NVQ Level 3 Caring for Children and Young People
- (b) Experience** Commenced in this post on 8th January 2012, has 10 years 6 months experience of residential work within various establishments throughout BCBC

Residential Worker (3)

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

Residential Worker (4) VACANCY

- (a) Qualifications**
- (b) Experience**

Residential Worker (5)

- (a) Qualifications** NVQ Level 3 Caring for Children and Young People
- (b) Experience** Commenced in this post on 8th January 2012, has 11 years experience of working within a residential establishment, also has experience of working with young adults with learning disabilities

Residential Worker (6)

- (a) **Qualifications** NVQ level 3 Caring for Children and Young People
- (b) **Experience** Commenced in this post on 8th January 2012, has 22 years experience of working within various residential establishment throughout BCBC

Clerk (Part-time position)

Various administrative and clerical duties relating to the day-to-day running of the Home, including payments and statistical information

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

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

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

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

7. The Organisational Structure of the Home

Within the Safeguarding and Family Support Service, the Group Manager – Service Provision is responsible for the line management of the Home. Statutory visits are carried out on a monthly basis by an identified officer within the Council, in accordance with Regulation 32 of the National Minimum Standards for Children’s Homes and reported to the Head of Service – Safeguarding and Family Support

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

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

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

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

Sunny Bank Community Home provides four placements of varying lengths up to a period of 12 months to children/young people of either sex and in the age range 11 to 15 years (at the time of admission) who (for what ever reason) cannot live with their own immediate or extended family. It is best able to provide placements for those who are particularly vulnerable and present complex needs; it aims to work with the children/young people through an intensive approach which could include therapeutic intervention and behaviour modification. Our approach is to work in partnership with parents/carers and relevant professionals to stabilise the child/young person in order that they successfully move on to a more permanent or long term placement.

There is a thorough referral and admission policy to assist in establishing whether this setting is appropriate to meet the needs of the children/young people and their family. Families are encouraged to visit the home as part of an active policy to encourage the facilitation of

placement choice, as well as part of the child's/young person's ongoing placement plan. Where appropriate, efforts are made for the children/young people to have a successful return home to their families, otherwise families and the young person are encouraged and supported to achieve the best quality relationships and contact possible.

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

9. Admission Policy

Admissions are planned; social workers are required to present the request to accommodate a child/young person to the Accommodation and Permanence Panel, who will assess as to whether it is felt appropriate to approach Sunny Bank with a referral. Once a referral is received it will be considered by the Manager or Senior Residential Worker, they will complete an impact assessment specifically looking at the suitability of the referral in relation to the children/young people already accommodated. . Decisions to accommodate are based on a thorough consideration of the needs of the child/young person and a judgement on the ability of the Home to meet those needs within the terms of our Statement of Purpose, and the circumstances prevailing at the time. The final decision to accommodate will lay with the Registered Manager of the Home.

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

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

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

During the time spent at the Home, staff will work with the child/young person and others to achieve the outcomes identified in the plan, when completed staff will prepare and support the child/young person for their discharge from the Home and move into their identified

placement. This is managed through a transition process which is individually tailored for each child/young person.

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

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

11. Ethos of the Home

- The Home will work in partnership with the child/young person and their parents or persons with parental responsibility.
- Each child/young person will have a personal plan, based on general and specific needs and this plan will be regularly reviewed and updated
- Children/young people will be treated in as normal a way as possible and be encouraged to take a full part in local community life
- Children/young people will be treated in such a way that ensures their racial, gender; religious and cultural needs are taken into account
- Staff will access other professional networks where available and appropriate in order to meet the child's/young person's needs as comprehensively as possible. These include social workers, the child's/young person's school and the Looked After Children Education Team, representatives of the Health Service and the LAC Health Visitor, Child and Adolescent Mental Health Service, at the Princess of Wales Hospital and the Youth Offending Service
 - The Home is committed to providing an environment which promotes the child's/young person's growth, maturation, self-respect and personal dignity
- The Home's primary function is to look after children/young people who present with complex needs, which may include challenging behaviour. Each young person will have an individual plan to help them modify their behaviour. A variety of approaches will be used to enable this to be achieved: The child/young person will -
 - Be encouraged and assisted to set their own limits and boundaries
 - Be encouraged and assisted to consider the consequences of their actions with maximum staff support

- Be cared for through a programme, which attempts to modify some aspects of their behaviour where appropriate
- Be offered every support and encouragement to value and benefit from all educational opportunities
- Be assisted to resolve issues with families and attempt successful rehabilitation home
- Be encouraged and assisted to learn respect for and co-operate with others by purposeful involvement in decision making in the life of the Home through children's/young people's meetings

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

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

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

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

Staff will endeavour to assist each child/young person upon admission to register with one of the local doctor and dentist, unless they are able to remain their registration with their own GP. All children/young persons are expected to have an annual statutory health assessment and scheduled dental check. They are provided with a well balanced diet, which takes into account their personal choices. Where appropriate, use is made of the Youth Advice Clinic. Each young person follows a health education programme, which deals with HIV/AIDS, sexually transmitted diseases, alcohol and drug misuse, sex and sexuality.

Current legislation states smoking is prohibited in public places, this re-enforces Bridgend County Borough Councils 'No Smoking Policy' inside their establishments. Smoking is very

much discouraged and the young people that do smoke are asked to smoke away from the premises.

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

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

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

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

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

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

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

The Looked After Children's Education Team provides individual support to the child/young person. Each child/young person placed at the Home receives a Personal Education Plan

which details how residential staff will work with the school to contribute and implement the plan and meet the assessed needs.

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

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

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

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

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

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

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

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

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

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

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

Sanctions that will not in any circumstances be used are:

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

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

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

17. Arrangements for Child Protection and Countering Bullying

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

- Be as physically and mentally healthy as possible
- Gain the maximum benefit possible from good quality educational opportunities
- Live in a safe environment and be protected from harm
- Experience emotional wellbeing

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- Feel loved and valued, and be supported by a network of reliable and affectionate relationships
- Become competent in looking after themselves and coping with everyday living
- Have a positive image of themselves and a secure sense of identity, including cultural and racial identity
- Develop good inter-personal skills and confidence in social situations.

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

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

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

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

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

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

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

18. Procedures for Dealing with Unauthorised Absence

Children and young people must have the opportunity to feel cared for and protected at all times. As a Corporate Parent, the Local Authority has a duty to safeguard and promote the welfare of any child/young person, taking appropriate action as/when necessary. The South Wales Police will respond immediately to any referral made by a statutory or voluntary agency that follows the policy and procedures.

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

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

A. Absent Without Authority (low level of concern)

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

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

Missing Children (high level of concern)

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

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

And/or

B. there is cause for concern because of their vulnerability

And/or

C. there is potential danger to the public

And/or

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

Action to be Taken in the Event of An Absence

If a child/young person fails to return to the Home at the agreed time, a risk assessment is undertaken in conjunction with the Emergency Duty Team and if appropriate the child/young person will be either deemed absent without authority or missing. Form CF 6 will be completed and parents and police informed. This form is a brief résumé of the child/young person’s health, history of self harm, drug/alcohol abuse, likely associates, and how often this happens

and if they are likely to return. Form CF 7 is also completed, this details the agreed plan agreed between staff at the Home and Emergency Duty Team, and the times of informing the parents and police. When the young person has returned, Form CF 8 is completed with details of time of return, the child/young person's explanation of where they have been and why they failed to return. Police, parents and Emergency Duty Team are informed of their return at this point.

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

If the child/young person remains missing after forty-eight hours the Group Manager – Service Provision or other senior manager in their absence is informed who will decide on what further actions are necessary - this could entail a request the police to use publicity, this situation will be monitored and reviewed on a daily basis for as long as the child/young person is missing. All unauthorised absences are recorded in the child/young person's file.

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

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

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

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

20. Fire Precautions and Emergency Procedures

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

Fire alarms are tested weekly and emergency lighting monthly and any repairs are promptly carried out. Staff receive fire safety training on fire precautions and emergency procedures. As part of a fire prevention programme there is a strict no smoking policy in the Home, all electrical items are checked and should be disconnected when not in use (particularly at night).

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We operate a safe storage system for all flammables and potentially dangerous liquids such as bleach and for safety reasons aerosols are kept in a lockable cupboard.

21. Religious Observance

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

22. Contact

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

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

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

23. Complaints Procedures

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

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

The complaint will also be referred to the Group Manager – Service Provision who will ensure that it is discussed with the Complaints Officer and the Head of Service - Safeguarding & Family Support and be fully investigated under the terms of departmental procedures.

Children/young people can also seek independent support from a number of sources, for example NSPCC, Child-line, Children's Commissioner and Voices from Care. The telephone number of Child Line is prominently displayed in the unit and details of other independent supports will be made available during the admission process. An independent advocate also visits the home and is able to assist in the resolution of a complaint.

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

24. Arrangements for Dealing with Reviews of Placements Plan

Children/young people's plans will be reviewed regularly in accordance with statutory requirements. The first review will be within four weeks of a child/young person becoming looked after. The second review will be held three months later. Subsequent reviews will be held after a period of no more than six months and on an ongoing basis. Within this process the role of the staff is to assist in the completion of the consultation documents and to advocate on behalf of the child/young person to assist with the meeting of their needs, whilst giving an informed viewpoint about the child/young person's progress whilst placed at Sunny Bank Community Home.

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

- The young person
- Their social worker
- Their family
- Senior member of staff from the home
- Their link worker
- An independent chairperson
- An Education representative
- The LAC Health Visitor
- Any other relevant / appropriate person

Independent Reviewing Officers are employed by Bridgend County Borough Council to Chair the review meetings. Before their 16th birthday, young people should also have an After Care planning meeting; this will look at the ways in which the Department can assist the young person when they leave residential care. A Pathway Plan in accordance with the Leaving Care Act 2000 will be formulated to help facilitate this.

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

25. The Type of Accommodation and Sleeping Arrangements Provided.

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

Two members of staff provide cover on a sleep-in basis, but are available to be awoken should the need arise during the night. They are expected to finish their duties by 11 pm and recommence duties at 6.30 am to assist and encourage the children/young people to prepare for school.

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

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

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

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

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

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

Staff at Sunny Bank Community Home strives to maintain and encourage appropriate and positive relationships based upon honesty and mutual respect with every person they have contact with. To this end anyone receiving our service is expected to treat staff and others similarly in accordance with professional and personal boundaries. Expectations of behaviour for staff and children/young people are clearly understood and negotiated by those living and working at the home, this includes exercising appropriate control over children/young people in the interests of their own welfare and the protections of others.

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

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

Bridgend County Borough Council has a policy on anti-discriminatory practice. Children/young person's rights are respected in line with the United Nations Convention on the Rights of the Child as referred to earlier. Cultural sensitivity is essential so that consideration is given to different religious beliefs and cultural traditions for different racial, ethnic and cultural groups. Staff need to guard against myths and stereotypes - both positive and negative.

The Home has a comprehensive manual of policies and procedures which can be accessed upon request and is continually being revised and updated as required.

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

The service in conjunction with the fostering service has development structured process to move children and young people on from Sunny Bank after their plans have come to fruition. The transition process (see appendix 1) outlines how a move to the identified placement will be managed. This will assist in establishing and maintaining routines, boundaries & structure, it will help underpin relationships between the young person and carer and it will also develop continuity which would hopefully minimise future placement disruptions. The process can also be adapted when a young person returns to their family.

Address and Telephone Number of the Appropriate Officer for the National Assembly

CSSIW
South West Wales Regional Office
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

Tel: 01267 245160

Address and Telephone Number for the Children's Commissioner Wales

Children's Commissioner for Wales
Oystermouth House,
Charter Court,
Phoenix Way,
Llansamlet,
Swansea.
SA7 9FS

Tel: 01792 765600

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

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

Tel: 01656 642253

Reviewed January 2014

Appendix 1:

Transition to Foster Care from Sunny Bank Community Home



BRIDGEND COUNTY BOROUGH COUNCIL

BAKERS WAY SHORT BREAKS HOME

- **STATEMENT OF PURPOSE**

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

Tel. 720509

(Updated December 2013)

**THIS STATEMENT OF PURPOSE FOR
BAKER'S WAY SHORT BREAKS SERVICE**

HAS BEEN APPROVED BY THE

**RESPONSIBLE INDIVIDUAL
COLIN TURNER**

SIGNED:

A handwritten signature in black ink, appearing to read 'Colin Turner', enclosed within a large, loopy circular flourish.

DATE: 31.3.14

INTRODUCTION

This Statement of Purpose provides detailed information about Bakers Way Short Breaks Home. It is intended for any parent or any person with parental responsibility, social workers and staff working in the Home. It provides a basis for parents and social workers to decide whether the service is appropriate to meet the needs of particular children and to measure the suitability and standard of the service that is provided.

Parents will be made aware of the Statement of Purpose at the time of admission of their child and will be provided with a copy on request. Alternatively they may wish to refer to it at the Home. Paper and electronic copies will be available for social workers at their office base. Staff will have access to it at the Home. Where appropriate, staff will use the Children's Guide to help children understand the service provided at Bakers Way.

Bakers Way Short Breaks Home intends to provide a service that meets the needs of the children placed and satisfies the reasonable expectations of their parents and the child's social worker. The Manager and staff at the Home welcome both positive and critical comments from parents, social workers and children themselves, at any time, and they will use those contributions to improve the service provided. At the beginning of the service, parents will be invited to view the facilities available and comment on their suitability. At intervals, parents will be asked for their opinions on the service and facilities. When the service ends, Bakers Way Short Breaks Home will ask the child, the parents and social workers to give their views on the child's period at the Home. Views are also welcome at reviews, which are held regularly. Where improvements can be made immediately, the Manager and staff will ensure that happens.

The Statement of Purpose is updated on an annual basis, reflecting changes that are being made to improve the service. Specific consultation with parents and children is a very important part of that process, which will take place in advance of the revised Statement of Purpose being put in place from April 1st each year. As part of a wider consultation, parents and children will be asked for their assistance during this period to identify weaknesses in the service and help identify the improvements and changes that should be made. Other comments made throughout the year will also be considered in this exercise. Parents and children will then be informed of proposed changes and given an opportunity to give their opinion before the revised Statement of Purpose is finalised. It will be made available as described above.

Whenever parents or children are consulted, feedback will be provided as early as possible.

○

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1. Aims and Objectives

Aim

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

Objectives

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

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

Reviewed January 2014

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

2a Facilities and Services Within The Unit

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

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

The House:

Physical needs

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

Fun and play

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

The Team

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

Other agencies' services provided at Bakers Way

Reviewed January 2014

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

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

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

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

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

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

3. **Registered Persons:-**

Responsible Individual:

Colin Turner
Interim Head of Service
Safeguarding & Family Support Services
Sunnyside
Bridgend
CF31 4AR

Registered Manager:

Wendy Wilcox
2a Bakers Way
Bryncethin
Nr Bridgend
CF32 9RJ.

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

Registered Manager – Wendy Wilcox

Qualifications

Diploma in Social Work	1995
Diploma in Higher Education (social Work)	1995
B.A (Hons) Community Studies (Social Work)	1996
University of Wales Certificate in Counselling	1998
Post Qualifying Award in Social Work	2003
NVQ Level 4 in Management	2010

Experience

Reviewed January 2014

Nineteen years post qualifying experience. Five years as a social worker in Child and Family and Children's Disability fields. Senior Practitioner experience as an Independent Reviewing Officer and Child Protection Conference Chairperson for three years and two years experience as a Team Manager in Conference and Review Service. Two years experience with a voluntary body as Assistant Director with Pan Wales responsibility for Adoption and Fostering Services.

Appointed in 2007 to the Team Manager post of Disabled Children's Team. From December 2009 also assumed line management responsibility for Family Link, Short Breaks fostering service.

Since April 2010, has been appointed as Acting Principal Office for Service Development, Disability and Early Intervention, maintaining line management for the Family Link Service, and assuming line management for Bakers Way. From October 2012, has been confirmed in permanent position as Principal Officer for Disability Services and Transition, with no changes to line management responsibility.

Residential Manager – Ann Wilkins-Jeffries (37 hours)

Qualifications:

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

Experience

Started in Bakers Way 30/12/2013 Worked in disabled children's short breaks for 20 years.

Started as a Residential Care worker then Senior Residential Care Worker became

Residential services Manager and then Project manager. Before working at Ty Hapus

Short Breaks Swansea for Action for Children. Also worked in a variety of caring settings

since leaving college.

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

Senior Residential Worker 1 (AW)

Qualifications

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

Experience

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

Senior Residential Worker 2 (SG)

Qualifications

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

Experience

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

Residential Worker 1 (LB) – 30 Hours

Qualifications

NVQ Level 3 Working with Children and Young People.

Experience

Has been working at Bakers Way since 1993.

Residential Worker 2 (Vacancy) – 20 Hours

Residential Worker 3 – (VW) – 20 Hours

Qualifications

NVQ Level 3 Working with Children and Young People.

Experience

Has worked at Bakers Way since 2006, and was previously employed to work with adults with learning difficulties.

Residential Worker 4 – (AJ) – 20 Hours.

Qualifications

NVQ Level 3 in Caring for Children and Young People

Reviewed January 2014

NVQ Level 3 in Childcare and Education

Experience

Has worked at Bakers Way since 2003.

3 years prior experience working as a Nursery Nurse.

Residential Worker 5 – (AP) – 30 Hours

Qualifications

NVQ Level 3 in Working with Children and Young People

Experience

Has worked at Bakers Way since 2006, for 2 years as night staff and latterly as a daytime worker

Has previous experience in the adult Day Centre.

Residential Worker 6- (DB) – 20 Hours

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Has worked at Bakers Way since 2008.

Has 8 years experience working with Adult with Learning Disabilities.

Residential Worker 7 – (RM) – 20 Hours

Qualifications

NVQ Level 2 in Supporting Learning and Teaching in schools.

Working toward QCF level 3 in health and social care.

Experience

Has worked at Bakers way since 2012

Previous experience of working in a school setting with pupils with a diagnosis
of

Autism, aspergers syndrome and ADHD.

Residential worker 8- (LT) – 20 Hours

Qualifications

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

NNEB level 3 nursery nursing

Experience

Has worked at Bakers Way since 2010

3 years prior experience working as a Nursery Nurse.

Residential Worker 9 – (DS) – 30 Hours

Qualification

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

Experience

Has worked at Bakers Way since January 2010.

Has worked within Children's Residential settings since 2004.

Has worked as senior residential worker with Ranstad Care Agency.

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

Has worked with Action For Children as a support worker.

Residential Worker 10 – Annualised Hours – (RD) – 18.5 Hours

Reviewed January 2014

Qualifications

Working toward QCF level 3 health and social care
City and Guilds in Early Childhood Studies.
QCF Level 3 in Children's Care, Learning and Development (0-19 yrs)
CACHE Level 2 award – Playwork (QCF)
ABC Level (1) Award in signing and receiving skills in BSL.

Experience

Has worked as play worker assistant in day nursery placements.

Residential Worker 12 – Annualised Hours. (Vacancy) - 18.5 - Hours**Night Care Worker 1 – (KG) – 21 (Average across a 12 month period)****Qualifications**

NVQ Level 3 in Caring for Children and Young People

Experience

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

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

NVQ Level 3 in Caring for Children and Young People

Experience

Has worked at Bakers Way since 2006.

Night Care Worker (Vacancy) – 21 Hours (Average across a 12 month period).**Casual Residential Worker 1 – (RT)****Qualifications**

BSc Early Childhood Studies

Experience.

Has worked at Bakers way since July 2013
Discovery Days Play Leader
Nursery Nurse
Primary Teaching Assistant

Casual Residential Worker 2 – (BJ)

Reviewed January 2014

Qualifications

11 GCSE'S

Working towards QCF Level 2 in Children and Young people

Experience

After school club support worker for 3 years.

Support assistant at Heronsbridge School 2 year.

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

Bakers way casual residential care worker since 2012

First aid Child protection ProAct Scip Sign along Protection of vulnerable adults Epilepsy awareness Buccal midazolam Dental health education

Behaviour support Gastrostomy/peg feeding

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

BSc Early Years Development and Education

Experience

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

SEN Learning Support Assistant

After School Play Club Assistant

Learning Support Assistant

Casual Residential Worker 4 – (AD)**Qualifications**

GNVQ Health and Social Care

Completing Access to Social Work course

Experience.

Has worked within the learning disabilities play scheme and with adults with learning disabilities.

Casual Residential Worker 5 – (NM)**Qualifications**

7 – O Levels

NNEB

First Aid at Work

Awaiting confirmation of QCF course placement in January, 2014

Experience

Nursery nurse at Tremains Primary School.

Previously a Family Link short break carer.

Undertaken a range of training related to her Family Link role.

Casual Residential Worker 6 – (AT)

Reviewed January 2014

Qualification

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

Experience

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

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

Administrative Assistant

Qualifications

Private Secretaries Diploma

Experience

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

Bakers Way may also call on staff with annualised hours contracts who work principally in other Bridgend Children's Homes.

6. Arrangements for Supervision, training and development of employees

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

An annual appraisal will identify ongoing training needs, performance of a staff member within their working role and to identify areas of further support required.

The appraisals of all team members will be used to inform the content of the Directorate's training programme.

In addition to accessing the Directorate training programme, team members will be provided with in-house team training through the involvement of specialists who provide services for the service users of Bakers Way.

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

7. **Organisational Structure**

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

Corporate Director Children – Deborah McMillan

Head of Safeguarding and Family Support Services – Colin Turner.

Linear Manager/Registered Manager – Principal Officer Disability Services and Transition Safeguarding and Family Support - Wendy Wilcox.

Residential Manager – Ann Wilkins-Jeffries.

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

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

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

The Team structure consists of:

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

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

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

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

9. **Admission policy**

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

A Short Break will not be offered unless:-

- The child/young person's need for a short break has been comprehensively assessed.
- Bakers Way has been approached to ascertain that it has the resources to meet the child/young person's needs.
- The placement has been carefully negotiated so that the Manager at Bakers Way is fully aware of what the expectations of the service are.

Identification of need

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

Identification of appropriate service

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

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

Assessment of child/young person support needs

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

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

If the child/young person poses a risk to existing service users and/or the service itself, a more detailed risk assessment must be carried out. This will indicate, more precisely, the support needs of the child/young person, and any additional specialist support that may be necessary. Risks identified with behaviour will need a

Reviewed January 2014

Behaviour Management Plan, which identifies precisely how the risk will be managed. To ensure consistency of approach, Bakers Way works closely with Heronsbridge Special School and utilises existing Behaviour Management Plans. Multi agency working with other professionals is also critical to ensure continuity of approach.

Negotiating the Placement

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

This takes place between: -

- a) Child/young person to the extent that is possible
- b) Parent/ Carer
- c) Social Worker/Care Manager
- d) Manager or Senior Staff member of the service who will identify the aims/goals for the child/young person for the next year

Introduction process

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

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

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

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

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

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

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

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

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

11. **Ethos of the House**

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

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

The following approach is adopted:

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

Discuss and agree activities

Choose where they would like to sleep

Choose toys and learning materials

Shop, cook and develop domestic skills

Show consideration to other service-users, their property, rights and choices

Share any concerns they may be feeling during their stay.

Take up opportunities to access community based activities.

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

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

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

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

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

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

13. Arrangements for the promotion of the education of children

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Children at Bakers Way are provided with short stays. Most are living at home and are ordinarily the responsibility of their parents/carers, who maintain Parental Responsibility for their child/young person whilst they are receiving a short break stay at Bakers Way.

Many children receiving the service at Bakers Way have communication difficulties, and it is recognised that disabled children/young people can be more vulnerable to abuse/neglect. Bakers Way staff, therefore, are continually alert to any expression, verbal or non-verbal or any other signs, that a child may be experiencing abuse. If this is suspected, policies and procedures in line with the All Wales Child Protection Procedures employed within Bridgend County Borough are implemented.

Countering Bullying

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

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

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

18. **Unauthorised Absences**

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

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

The following would be informed:-

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

19 **Surveillance**

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

20. **Fire precautions/procedures**

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

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

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

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

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

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

21. **Arrangements for Religious Instruction**

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

22. **Arrangements made for contact**

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

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

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

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

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

23. **Representation and Complaints**

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

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

The following procedures are followed: -

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

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

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

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

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

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

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

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

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

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

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

A ground-floor room, with sensory equipment installed
A spacious lounge
A fitted kitchen
A downstairs play room
A utility/laundry room
A garden at the rear containing specialist equipment including swings, slides, playhouse etc.

For staff use:-

An upstairs bedroom (used for those on stand-by duty)
An upstairs shower room and toilet
An upstairs office

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

None employed

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

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

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

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

Tel No : 01267 245160
Fax No : 01267 245140

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

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

Reviewed 30.12.2013

