

Oak View Children’s Home Statement of Purpose





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Our service is inspected by Ofsted, the purpose of these inspections is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided.

Oak View Unique Reference Number for any enquiries to Ofsted is: SC035387

Date of Registration: 10 Feb 2003 - August 2019 (under new remit 5 beds and new name – Oak View Children’s Home)



Quality and purpose of care

1. Statement reflecting the range of needs to be provided for by the home.

Oak View is a residential children's home that provides a nurturing environment for children and young people to support their emotional, physical, social and learning development.

The home can provide medium to long term care for up to 5 children and young people of either gender, who are likely to have had negative early life experiences which may have led to complex emotional needs. Children and young people may also have mild learning difficulties/disability or level of physical disability where it is felt their needs can still be fully met within the home.

Oak View is provided by Stockton-On-Tees Borough Council as part of a range of resources to meet the requirements placed upon Tees Valley local authorities by the Children Act 2004.

2. Ethos, outcomes and approaches

Our aim is to provide the children who come to live at Oak View with care and attention in an environment that promotes self-worth, determination, advocacy and empowerment. A culture of mutual respect is promoted where children feel able to express their feelings and thoughts, supported to make choices, experiment and comfortable in the knowledge that mistakes will not leave them unsafe but having the continued opportunity to maximise independence and potential.

Oak View has an experienced, knowledgeable and skilled staff team. There is an established ethos, with a clear and shared vision. This involves developing and shaping relationships with young people by knowing and understanding individual needs, characteristics, establishing boundaries and routines, and having key worker systems to offer individualised support.

Our comprehensive and clear placement planning ensures that each young person's needs are met; and offers purposeful and planned care; this is facilitated through working in partnership with children and young people, their family and friends and other professionals and services.

The home is supported by a strong infrastructure internally and externally to ensure a quality service is provided. Progress is routinely monitored and there are clear expectations to ensure sustained improvement in the outcomes for young people.

Outcomes Oak View seeks to achieve:

- 1) Stability and continuity is achieved through medium to long-term placements.
- 2) The children and young people are cared for appropriately and safeguarded.
- 3) Children and young people are cared for in accordance with their individual assessment of needs.
- 4) Children and young people realise and reach their full potential in regards to health, emotional, social and educational wellbeing and attainment.
- 5) Children and young people have meaningful, improved positive and sustained positive relationships with family members and friends where appropriate.

- 6) Children and young people are able express their views appropriately, they are listened too and responded too.
- 7) Children and young people understand and manage their own behaviour and others appropriately.
- 8) Children and young people build resilience and are better prepared for adulthood and are able to make a positive contribution to society.
- 9) Children and young people are supported throughout the journey of leaving the home and feel able to return as necessary.

Approaches (how we will achieve our preferred outcomes)

- 1) Prior to any admission, full and careful consideration is given to each young person and our ability to meet their individual needs; matching of placements is high upon our agenda and we make careful assessments of the current dynamics of the group and of any potential impact the admission may have. Where it is believed that we can appropriately meet those needs and the impact of such can be managed, will we progress an admission to the home.
- 2) A planning meeting will take place prior to any admission and where possible and appropriate, introductions are made with staff from the home and visits to the child in their current placement. Children and young people are encouraged to be integral part of this process which enables the relationship building process to begin.
- 3) The home is run with a consistent staff team. Each young person is provided with a Key Worker who will be central to ensuring day to day needs are captured and responded too.
- 4) Children and young people are empowered to participate in the operational management of the home by attending house meetings, their views and opinions are also a general theme of staff team meetings, and during key work sessions.
- 5) Each young person will have their own individual Residential Placement Plan, which addresses their particular needs with regards to health, education, emotional and behavioural development, identity, family and social relationships, social presentation and self-care.
- 6) Individual risk assessments will be undertaken proportionately which allows young people the rights of age appropriate exploration and positive risk taking.
- 7) Key Workers and staff members provide support and ensure the young person's educational needs are met. This will involve creating links and maintaining regular contact with young people's schools, and other educational professionals, training providers and/or employers.
- 8) Health care is important and shortly after admission young people are offered a Health Assessment (if one has not been completed already), these are offered annually thereafter. Wherever possible young people can retain their existing doctor, dentist, optician and any other services they are involved with to allow for continuity of care. A senior LAC Nurse will assist the home in meeting the health needs of the children and young people. There is also a dedicated LAC CAMHS service in Stockton to support the training of staff and provide individual therapeutic input.

- 9) All staff will keep in regular contact with young people's families, and keep them informed of their achievements, incidents or concerns. Young people are encouraged to have friends in the home, and to participate in activities with their friends.
- 10) Support and encouragement is given to raise young people's own levels of self-awareness and self-esteem through the pursuit of legitimate leisure interests, the development of new skills and through participation with the wider community in order for them to achieve a strong sense of independence.
- 11) At 16 the young person will be allocated a Personal Advisor from the Leaving Care Team, a Pathway Plan will then be agreed in conjunction with the young person and their Social Worker to ensure a successful transition into independence.
- 12) On leaving care the Key Worker will continue to offer support and guidance for an initial period of time and will work in conjunction with the Personal Advisor and the young person. The young person will be made welcome for visits in the home and staff will respond in the future to any crisis or request for help for as long as required.
- 13) All staff will be fully aware of Local Safeguarding Procedures and will receive regular training. There is a Nominated Independent Service Manager who will offer advice and staff will be trained in appropriate safe care practise. There is also a nominated LADO (Local Authority Designated Officer) who ensures that the home operates procedures for dealing with allegations in accordance with '*Working Together to Safeguard Children*'. 2013 and the organisations Human Resource policy and procedures.

3. Description of the home

Adaptions made to meet the needs of the children cared for by the home

The home was purpose built and has not undergone any structural changes since opening.

The age range, the number of young people and sex for whom the home is intended to provide

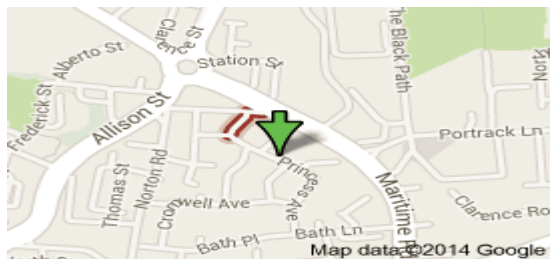
Oak View can provide medium to long-term accommodation for up to 5 young people of either gender aged 7 – 17 (upon admission).

The children and young people are likely to have emotional and behavioural difficulties given their early childhood experiences and may also have mild learning difficulties/disability. Oak View would not exclude a child or young person with a physical disability where it is felt their needs can be fully met within the home.

The type of accommodation, including sleeping arrangements

Oak View Children's Home is a purpose built detached house close to the centre of Stockton. The home has six bedrooms on the first floor for the young people, one of which is an independent living space. Also on the first floor is the staff members sleep over room and staff bathroom. The home has two bathrooms upstairs with a toilet in each. Also on the first floor is the managers office. Downstairs there is a spacious lounge and dining area, games room/quiet room, a kitchen and laundry room. Downstairs there is also a staff office and a separate toilet. There is a grassed area at the front of the home with parking space and a garage and a large garden to the rear of the home.

4. Location of the home



Oak View is situated in Stockton Centre

The home has been assessed as suitably located so that the children and young people living here are adequately safeguarded and are able to access services needed to meet their individual needs. The location is reviewed at least annually to ensure any identified risks are managed and any new opportunities or services are able to be accessed if required.

5. Cultural, religious and linguistic needs

We recognise that young people are diverse individuals, and we place a positive value on their diversity within the home and the community.

Oak View does not instruct or influence young people on which religion, if any, they should follow. We do however recognise the importance that children and young people should be allowed to retain their cultural and religious identity and full support and encouragement will be given in consultation with parents/carers to achieve this. If a child or young person wishes to pursue any particular cultural or religious observances then staff will ensure they are made aware of the local places of worship and any cultural centres appropriate to the young person's cultural heritage. Staff will as required facilitate young people's attendance.

The home will also ensure that any child or young person's special dietary requirements with regards to their religious persuasion or cultural needs will be catered for.

Oak View will make every effort to meet individual linguistic needs of all children and young people liaising with parents, carers and school.

6. Complaints, Comments and Commendations

Young people living in Oak View can bring to the attention of staff any concerns or complaints, which they may have at any time.

Not all day-to-day problems should lead to a formal complaint. Often problems can be resolved by talking to staff, social worker or a nominated person.

We recognise that at times children and young people may require support to make their views known and will support and arrange contact with an independent advocate or a children's rights officer to ensure that the child's views are heard and acted upon.

Stockton Borough Council has a clear complaints procedure which young people, other agencies and members of the public are encouraged to access to express their opinions which will be dealt with either formally or informally. All complaints will be recorded with any findings and outcomes explained to those concerned.

Young people, parents and carers can also notify OFSTED of any complaints or commendations

Stockton Borough Council has a complaint procedure available online at www.stockton.gov.uk , which lays down the actions that must be taken in the event of a complaint; the complainant will be informed in writing what has happened and procedure for appeal if necessary.

Complaints can also be made online at <https://www.stockton.gov.uk/stockton-council/customer-services>, by telephone call on 01642 393939 or in person at:

Stockton Central Library and Customer Service Centre
Church Road
Stockton-on-Tees
TS18 1TU

We also welcome any commendations, comments and feedback about the care and services we provide, these can be forwarded directly to the Centre or through the central system above.

7. Safeguarding policies

Safeguarding Children

What is safeguarding?

‘Safeguarding and promoting the welfare of children is defined as: protecting children from maltreatment, preventing impairment of children’s health or development and ensuring children are growing up in circumstances consistent with the provision of safe and effective care’

Ensuring children and young people feel safe and are protected is at the core of the care we provide at Oak View. We also encourage and promote children and young people to understand how they need to help protect themselves and place a strong value on building positive relationships and generating a culture of openness and trust, where young people feel confident to share any worries and concerns they may have. The staff team are aware of their responsibilities and have an alertness to any signs and symptoms that might indicate a child is at risk.

Stockton on Tees Borough Council has clear procedures for safeguarding children available to inform staff on how to deal with any allegations or suspicions of abuse by staff members, other children staying in the home, or by people outside the home and how to ensure they are dealt with in accordance with the safeguarding board procedures. Staff receive mandatory relevant safeguarding training, including bullying, child sexual exploitation and cyber bullying.

Safeguarding is an influential theme throughout the home’s Policy and Procedures and strongly connected to the management and running of the home; this includes:

- Thorough recruitment checks on all staff prior to employment
- A consistent and shared approach to the care we provide.
- Children’s privacy and confidentiality are protected.
- Regular training, guidance and supervision – particularly of new staff.
- Working closely with partner agencies and services to ensure a holistic approach to safeguarding.
- Regular Health and Safety checks of the building, staffing levels and identification.

The home also sits under the umbrella of Stockton Local Safeguarding Children's Board who provide consultation, guidance and direction in safeguarding matters.

Managing Allegations

Members of the staff team always listen to Children and Young People and take seriously any concerns or allegations made. They are careful to avoid leading questions or promises of confidentiality. All issues are discussed with the Registered Manager and the active social worker unless the concern or allegation is about the Registered Manager; any member of staff will in these circumstances know to go directly to the Designated Safeguarding Officer (Melanie Douglas) or the Resource Team Manager (Louise Carling) and the active social worker. In the case of out of hours a member of the staff team are able to contact the Emergency Duty Team.

Any allegations even those that appear relatively insignificant on the face of it will be reported to the LADO (Local Authority Designated Officer). The LADO will provide advice and guidance and ensure any investigations are conducted fairly and outcomes are recorded appropriately and kept on the members of staff members file.

In accordance with Local Authority Procedures the manager is also required were appropriate to inform DBS of any complaints or allegations and the outcome of any safeguarding or management enquiries made regarding staff. The manager will in accordance with Regulation 40 inform Ofsted.

'Keeping children safe is your business, my business, it's everyones business'

Links to Safeguarding information and guidance: The work to protect children from abuse and neglect is overseen by the Stockton-on-Tees Local Safeguarding Board (SLSCB) however any concerns that a child is being abused, neglected, or that they may be at risk of harm, contact should be made with the active worker or failing that one of the following services:

Emergency Duty Team (outside office hours): 01642 524552

The Children's Hub (previously First Contact): 01642 130080 (Stockton) 01429 284284/ (Hartlepool)

Preventing Bullying (Abusive Controlling Behaviour)

'Bullying or abusive controlling behaviour is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behaviour is repeated, or has the potential to be repeated, over time'.

Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose.

Every person has a right not to be bullied, Oak View seek to provide a safe environment where young people feel comfortable enough to report bullying and are confident that staff will do all in their power to prevent it. Bullying should not be tolerated by young people towards each other, by young people towards staff, staff towards young people and staff towards each other. The home has a countering bullying policy, which is made clear to young people upon admission.

Bullying risk assessments and responses to bullying should be aimed at prevention as well as control. Staff will take action to deal with incidents of bullying that arise and will aim to create an environment in which bullying is less likely to occur. Bullying will be talked about openly and made a subject for discussion within Oak View young person's meetings because, like other forms of abuse bullying thrives on secrecy.

Measures used to control bullying include discussions and clear expectations laid down by the staff to the perpetrator. Consequences for such behaviour include loss of privileges and may lead to, police involvement.

Internet Safety

At Oak View we recognise that the use of internet and communication technologies can bring great benefits and opportunities to our young people. However we also recognise that these can also introduce dangers from which we must protect the young people. We ensure all our young people have access to the information they need to keep safe, are given appropriate levels of supervision and work with partners in E-safety to provide additional training and support where necessary.

Missing or absent from Home

The care provided by the home is such that it is hoped children and young people feel safe and secure, thus minimising risks that they may go missing. Individual risk assessments are in place to minimise risk. However if such an occurrence happens the home has a very clear set of procedures and internal supporting documentation to report and record this episode. This is to assist the home, Social work Team and partner agencies in monitoring ongoing risk and protocols for reporting and interventions to be made. Each situation is assessed and dependent on the young person's vulnerability and circumstances, police will record them as missing.

Oak View staff will take all reasonable steps and actions to locate the child or young person and where necessary work closely with police and partner agencies to achieve this and minimise further incidents occurring.

Oak View staff always discuss the absence with the young person and try to help them understand the dangers and risks of leaving the home without permission. The young person will also be given the opportunity to speak with an independent person in private, where any underlying problems or worries should hopefully be uncovered. The social worker will decide if this needs further investigation. Details of addresses where the young person has stayed are recorded for future reference.

Where a child is persistently reported missing from the home and or is considered to be at risk of harm, the Registered Manager will request a LAC Review via the IRO to discuss the appropriate care needs of the child.

Frequent missing episodes and the risk management plan is monitored via VEMT (vulnerable, exploited, missing and trafficked group) and the Residential Sector has a representative who attends. The group is made up of key people from police, health, education and relevant voluntary agencies.

Views, wishes and feelings

8. Consulting children and young people about their quality of their care

Oak View will use a variety of methods to consult with children and young people about their quality of care, these will take the form of discussions and chats and more formal meetings such as house meetings and Reviews. On a daily basis staff will consult with children and young people about activities, food, and the home itself, including decoration and purchasing of items. All young people will have the opportunity to complete Oak Views views, wishes and feelings sheets

House meetings and Information

These take place at least monthly or as requested by the young people. All those living in the home are invited along with the staff on duty. The staff and young people set a written agenda and minutes are taken. Each item on the agenda is discussed and a solution is proposed or further consultation outside

of the meeting may have to take place before a definite outcome can be reached. Staff will always ensure actions are concluded and fed back to young people.

Other ways of providing information is through 1:1 contact with Key Workers, posters, activity planners and group discussions. We also have a board/file where additional information can be placed.

Key working

Consultation takes place with children and young people through key working sessions, it is the responsibility of the key worker to for ensuring wishes and feelings of children and young people are listened to, recorded and given due regard, sometimes this may involve the key worker being creative to ensure the child's wishes and feelings are captured.

Reviews of Placement Plans

The Care Planning, Placement and Case Review Regulations are clear about when the young person's care plan should be reviewed. The purpose of the Review is to monitor the progress of achieving outcomes as described in the Local Authority's Care Plan and Residential Placement Plan. A Review is held to make decisions and amend the plan as necessary. Reviews take place to ensure the child's welfare and progress continues to be safeguarded and promoted in the most effective way. The home's Registered Manager will ensure plans remain up to date and if necessary will call a Review earlier if they feel it is in the best interest of the child or young person.

The young person is encouraged to participate in the whole process. They are provided with support and assistance when indicating their views and opinions on the required consultation forms, as well as attending the meetings. Young people can also use the services of NYAS (National Youth Advocacy Service) or Independent Visitor if they wish.

Quality Assurance & monitoring

Quality assurance is the process by which the home ensures the service it provides not only conforms to legislative obligations but serves to monitor the welfare, progress and outcomes for the children accommodated. The home also ensures that the children are regularly involved in contributing to this process and their wishes and views are taken into account.

To assist in the monitoring of the home independent visits are carried out monthly under Regulation 44 of the Children's Homes Regulations; In Stockton these are currently undertaken by NYAS (National Youth Advocacy Service). The Registered Manager also completes a 6 monthly report under Regulation 45, in respect of the operation of the home and as part of these processes young people, family and other professionals are consulted regarding the quality of care received by the child or young person living in the home.

9. Anti-discriminatory practice and children's rights

Stockton Borough Council and its associated services have a clear policy regarding anti-discriminatory practises; this policy applies to all young people, staff, parents, carers and visitors. The policy is intended to ensure everybody has the same opportunities regardless of age, gender, race, faith, disability, ethnic origin or sexuality and that we do not tolerate discriminatory practise under any circumstances. In Oak View we ensure that there is a balance between children's rights and their responsibility to consider the rights of others, we also consider their stage of development, abilities and decision-making capability within this framework and advocate where necessary.

We also adhere to the United Nation's charter on Children's Rights and the National Youth Advocacy Service supports young people in ensuring their rights are adhered to. Stockton Borough Council has a

dedicated Children's Rights Participation Officer – Who encourages young people to give their views and opinions, with regards to services provided through activities and consultation.

The Children's Commissioner for England promotes and protects children's rights in England. They do this by listening to what children and young people say about what matters to them and making sure adults in charge take their views and interests into account.

The law says that, in their work, the Children's Commissioner should have particular regard to children living away from home or receiving social care, as set out in Section 8A of the Children Act 2004. They are responsible for the rights of all children and young people until they are 18 years old, or 25 years if they have been in care, are care leavers or have a disability.

Young people and their family can get in touch by calling free phone **0800 528 0731**

Recording and files

At Oak View information about young people and the care they receive is kept both electronically and in paper format. Confidentiality and privacy is an important aspect of everyday life in the home and information is only shared with those who should have access to it and only when it is needed to be shared. Young people are aware that they are able to access their files and the preferred way for this to take place is in a planned way, with their keyworker. This is in order that records can be explained in an age appropriate way, and to ensure that any restricted information is not accessed.

Education

10. & 11 Provision to Support children with Special Educational Needs

Every child, whether in a mainstream or special education setting, deserves a meaningful education to ensure that they are able to fulfil their potential. Young People with a Statement of Educational Need or Education Health Care Plan, face significant barriers to their progress and achieve less well than their peers at school and in further education, they may also be more likely to be bullied or excluded than their peers.

Oak View has high expectations for the children and young people and the skills provided by professionals to help them to learn. We will strive to ensure our young people are educated by professionals who understand their needs, without fear of being stigmatised by their peers and in an environment where disruptive behaviour is not accepted.

The home will liaise closely and work in conjunction with all professionals, be aware of what is available and what resources are on offer to ensure each Young Person who has a Personal Education Plan receives their full entitlement and funds allocated to them.

Progress will be measured and evidenced to ensure success is achieved and remains aspirational. This will include preparing young people in each of their transition steps throughout their education journey, recognising their achievements, improving attendance and where appropriate reduction in behavioural issues including exclusion.

The staff team will play a key role in supporting the young people to ensure any identified issues; needs or support is given and followed through in line with their Personal Education Plan or EHC Plan.

12. Arrangements for Children to attend local schools & Promotion of Educational Attainment

Oak View will support young people to attend local schools, colleges and alternative training providers as agreed in their Residential Placement Plan. We maintain regular contact and offer support, guidance and direction and ensure we keep regular communication with schools and colleges (daily if required) to enable all of our young people to progress and achieve but also respond quickly and effectively to any areas of concern as needed to ensure young people are able to fulfil their potential and improve their educational outcomes.

Oak View will encourage educational attainment by purchasing books, magazines and via the use of computer software, visiting libraries for the children and young people and by helping them with homework and where appropriate providing with additional tuition.

Private study is important in order for young people to do homework, revise for exams or just to read. We also have a computer that the young people can use as a study tool, and this will be appropriately monitored.

Personal Education Plans

Each young person at Oak View will have their own individualised Personal Education Plan. These plans are designed to establish clear targets and actions to respond effectively to each child's needs and provide a continuous record of their achievements.

In addition, a Personal Education Plan is an opportunity to listen to children, record their hopes and worries and clearly show their stated aspirations. They are reviewed regularly in conjunction with their LAC review.

Virtual Schooling

Stockton Borough Council have a dedicated Virtual School Head Teacher who monitor's all Looked After Children's educational progress and where necessary can offer lead direction, guidance and support when educational challenges are identified.

Enjoyment and achievement

13. Arrangements for activities which reflect creative, intellectual, physical and social interests and skills

In Oak View we recognise enjoying and achieving is about accomplishment, it helps develop positive self-esteem, feelings of acceptance, adequacy and self-worth. It is also important that activities stimulate creativity, intellectual, physical and social interest and skills. We provide this by maximising opportunities through involvement in recreation, sports, cultural activities, education, hobbies and leisure interests, community participation, holidays and celebration of achievements.

Health

14. Health Care & Therapy Provided

Young people will be expected to attend a Health Assessment annually; young people are also encouraged to attend regular appointments at the Dentist and Opticians.

Young people living in the home are advised and supported in eating a healthy and nutritious diet, the young people are encouraged to create a menu of likes and dislikes, this helps staff when organising meals, staff always try to introduce new foods to young people.

Exercise and rest is also important to growing children, staff encourage physical activities, but also realise that at times young people benefit by just relaxing and taking time out. Young people are supported in maintaining good personal hygiene, staff members are careful that they do not embarrass or belittle young people when talking about personal hygiene. Staff members ensure that young people have sufficient toiletries, and prompt all young people to bathe regularly. Staff members also discuss sexual health issues such as safe sex, aids, HIV and other sexually transmitted diseases. Harmful effects of smoking, drug taking and substance abuse are also discussed.

Therapeutic Support

Oak View staff members are not trained health or therapy workers however they will support young people by using a variety of Child Development theories. They do receive training around attachment and behaviour management such as praise and reward, authentic warmth and utilisation of appropriate behaviour support techniques. The home is an environment that is nurturing and promotes warmth. Oak View staff will also work with a range of specialised services including CAMHS, Alliance, Insight and a Way Out who offer direct or indirect therapy, counselling, mentoring and support around a range of issues.

Claire Simpson – Resources Therapeutic Practitioner

Claire joined the Resources Team as a Therapeutic Practitioner in January 2020. Claire has a wealth of experience working with Children, Young People and Families, with a particular focus on children with Social Emotional Mental Health (SEMH) difficulties. Claire previously worked for Mindful Families in Hartlepool, offering Counselling and CBT parenting to those involved in the Social Care System, many of these have had complex Mental Health problems such as Addiction and Borderline Personality Disorder and or were in the court arena or reunification process.

Claire's specialisms include:

- Trauma Informed Care
- Integrative Therapeutic Counselling
- Centred Approach to care planning
- Low intensity Cognitive Behavioural Techniques
- Therapeutic Parenting Facilitator
- Home Coaching (Parenting) and Parenting CBT.

Her role in the Resources team will be to support staff members, Carers, Children Young People and Families in the following ways:

- To Share therapeutic approaches, techniques and interventions with Staff. Including CBT, IY and Creative methods.
- Create bespoke training support packages to support staff in meeting complex needs.
- Assistance in the creation, monitoring and review of care plans as identified by Homes Managers.
- Support the delivery of Life Appreciation days for children and young people moving on or into placement.
- Offer 1-1 Counselling to Children, Young People and Parents experiencing Mental Health problems (and those falling short of the criteria for CAMHS interventions those difficult to engage)

- Deliver 1-1 Parenting CBT techniques, for Parents and carers who may be suffering with their own Mental health and or need support to change reactive parenting. This is designed to help remove the barriers to successful engagement with services\interventions and to enable parents and carers to access the appropriate therapeutic interventions such as, Parenting programmes.
- Deliver 1-1 live Home Coaching(Parenting) for those who are struggling with implementing course content.

Positive Relationships

15. Promoting contact between children, family and friends

The frequency and duration of contact between a young person and their family or any person having parental responsibility will be set out on admission (on the placement information record and in their care plan), where appropriate parents and significant others will be invited to the meetings.

Having acknowledged the contact arrangements, young people will be encouraged to maintain this contact with their families and friends. Research indicates the high value of this contact to the young person and is especially valued as a foundation for when the young person leaves care and needs support from family.

Young people can make and receive telephone calls in private without asking staff where this is appropriate to do so; this will be discussed with the young person's social worker and a risk assessment made in unison.

Each young person's key worker will make every effort to establish good relationships with parents and significant others. Information and concerns will be shared with families where this is in the best interest of the child.

Young people may also be allowed to have friends who are known to the staff team stay over on a weekend and during holidays, although this will be based on individual risk assessment and the behaviour of the young person prior to the sleep-over and the behaviour of other young people in the home.

Protection of children

16. The home's approach to surveillance and monitoring

Oak View try to maintain a normal family environment as possible however we do have some additional facilities such as alarms which are fitted to individual bedrooms which can be activated to alert staff to young people moving in or out of their bedrooms where this is felt necessary and is agreed within their individual risk assessment and external surveillance cameras to the front, rear and side of the building. The use of such monitoring systems will always be explained to the young person and their family on admission, consent obtained and will not be used as routine.

There may be certain circumstances where we would consider restricting a child's liberty if the child challenges either by words or behaviour any restrictions placed on them. Any restrictions would only be used when deemed absolutely necessary to keep a child or young person safe from significant and immediate harm, and where it is in the best interests of the child in that any restrictions are not routine or prolonged and ensures the child is safeguarded.

17. The home's approach to behavioural support

The need for structure and boundaries is a basic childcare need that helps the young people have a sense of feeling secure and safe. It is the expectation that staff will provide structure for them when living in the home. The home has a clear set of rules, which are available within the Policies and Procedures, which explains the house rules and consequences for unacceptable behaviour.

When the young person and staff's expectations are clear the young people are more likely to feel safe and make progress. Incentives are often more motivating for young people than the threat of losing something they value, this can cause some young people to go into a downward spiral. If a young person makes one mistake and believes they have lost everything, this can also escalate situations. The home recognises that incentives and rewards are more effective in dealing with and changing young people's behaviour as this allows them to see what they can achieve themselves.

There may be occasions when the behaviour continues to become unacceptable in these circumstances each young person's behaviour plan will advise any particular course of action, normally this may result in a loss of activity or some time out in their bedroom.

Young people get immediate feedback about their progress. They can see how well they're performing simply by glancing at their own individualised incentive charts, it also allows them identify the benefits of positive behaviours.

In Oak View we also use the skill of reflection in our behaviour management strategies, we approach and honestly appraise our techniques and review and change in light of experiences learnt. We are also keen to work in a multi-agency way to collect and use varied views, ideas and strategies to best meet the needs of the young people. This is particularly with professionals from CAMHS and education. To achieve this we have regular team meetings, focused supervisions, training (provided internally and externally via partner agencies) and regular de-briefing sessions following any incidents to reflect on our strategies used and build and develop these into our young people's residential plans.

Boundaries

Oak View operates within a structured framework of rules and boundaries, as is necessary in a home for 5 young people where the staff on duty each day will be subject to rota and shift patterns. However, staff operate with a flexible and considerate approach within that framework, recognising that while boundaries in a home are important, it is equally important not to lose sight of the fact that these children have the right to as normal a life as possible.

We recognise that reward is more effective than sanctioning and at Oak View we are keen to ensure that the promotion of positive behaviours is at the forefront. Time is taken to explain around the expectation of behaviours within the home and the consequences that problematic behaviours may occur. It is acknowledged that many of the young people placed at Oak View may not have had the benefit of a positive parenting model in which to modify their behaviours. It is also recognised that many young people may have entrenched lifestyles that will be difficult for them to make immediate adjustments to. Furthermore the difficulties with group living arrangements may lead to some young people struggling within the need to comply with boundaries.

This may lead to difficulties in young people appropriately regulating their responses and complying with the homes expectations. As such staff attempt to explain the necessity of the homes expectations and as appropriate seek to negotiate and mediate whenever possible and dependent upon each young person's circumstances. As a home for 7-18 year olds it is also acknowledged that this may cause conflict as some young people may have differing boundaries and expectations due to their

chronological age and cognitive development. As such consideration is given to ensuring that the homes boundaries and expectations are balanced between being consistent and fair to each individual.

Oak View seek to ensure that all of our young people are aware of the rewards and positive opportunities that they can gain and accrue for their positive behaviour. It is recognised that such are many of our young people's experiences, they may find positive rewards difficult to aspire towards and may seek to jeopardise such attainment to reinforce a negative self-perception of themselves. Should this be the case, our young people are given realistic and achievable rewards that can be negotiated where possible and always given the opportunity to reparate and refresh should they fail to achieve their and the homes expectations.

Unfortunately, should a young person fail to engage with staff, it is recognised that there needs to be consequences for unacceptable/antisocial behaviour which affects the quality of others living in the home and which may be detrimental to the young person's own personal development. Prior to a consequence or sanction being implemented, the young person will be given opportunities to address and modify their behaviour and seek to reparate. Staff will make every attempt to resolve and de-escalate a situation prior to issuing a consequence. Should this be necessary to implement the young person will be given warning of this prior to the action being instigated and why this is felt appropriate. This is to offer the young person a further opportunity to regulate their behaviours and be fully aware of what consequences may occur.

These consequences are set into the house rules and can include:

- Having boundaries like bedtimes reduced temporarily
- Being told off (not shouting)
- Asking the young person to stay in
- Delay in pocket money
- Loss of use of the computer or watching TV for a specified period of time
- Loss of incentive money
- Loss of personal items such as bike/ice skating boots for a specified period of time
- Reparation to be made from pocket money where wilful damage has occurred
- Loss of a particular outing or other privileges
- The loss of electrical power to sockets to use electrical items or removal of items from individual bedrooms for a specified period of time.

Whilst consequences such as those above may be necessary to action, the young person will be given opportunities to address their behaviours (once calm) and engage with the appropriate staff member around the reason for actions being implemented and attempt to work through situations to avoid a similar sanction having to be used.

[The Home's approach to restraint](#)

Oak View use Team Teach Positive handling strategies that are accredited by UKAS physical intervention Accreditation Scheme. The aim of Team Teach is to use positive handling skills in behaviour management including verbal and non- verbal communication, diversion and de-escalation and safe effective, humane physical interventions which should only be undertaken where 'reasonable and absolutely necessary'.

All situations, in which hold/restraint has been necessary, will be recorded in the homes restraint book and a copy placed on individual children's files. Any incident will also be shared with significant parties and must include the social worker and resource team manager.

For those young people where restraint is not appropriate or places / environments where it should be avoided this will be highlighted in individual risk assessments and residential placement plan'. Whilst every effort is made to avoid restraining a young person, it is acknowledged that there may be times in which this may need to be used in the protection of the young person or others. Restraint is seen as a very last resort and only to be used in exceptional and warranted circumstances. It is recognised that the use of physical restraint can reciprocally damage relationships between staff and young people. Should this be used, the necessity to de-brief all those involved is paramount (including the young person) in order to examine the circumstances in which this occurred and evaluate how this may be avoided in the future.

Oak View use Team Teach Positive handling strategies that are accredited by ICM (Institute of Conflict Management). The aim of Team Teach is to use positive handling skills in behaviour management including verbal and non-verbal communication, diversion and de-escalation and safe effective, humane physical interventions which should only be undertaken where 'reasonable and absolutely necessary.

All situations, in which hold/restraint has been necessary, will be recorded in the homes restraint book and a copy placed on individual children's files. Any incident will also be shared with significant parties and must include the social worker and Resource Team Manager.

For those young people where restraint is not appropriate or places/environments where it should be avoided this will be highlighted in individual risk assessments and Residential Placement Plan.

Training and staff competence in restraint

Team teach is the method of positive handling provided under a Code of Practice by trainers in physical interventions and enables trainers and commissioners of training to have standards against which they might measure the training provided and provides guidance to those working in therapeutic and supportive roles.

Within the course competencies would be checked through observation of the techniques by the tutors and the end of course test. All staff are expected to undertake a refresher within two years or sooner if required to update their knowledge and to learn about any new changes that have been introduced.

Outside the course, competency checks can be undertaken by the Registered Manager through observation of practice, within supervision and during reflection after an incident has occurred.

Leadership and management

18. Contact Details

Registered Provider:

Stockton-On-Tees Borough Council,

Tel. 01642 393939

Municipal Buildings,
Church Road,
Stockton-On-Tees,
TS18 1LD
SATNAV: TS19 1UE

Responsible Individual:

Mrs Rhona Bolland — Assistant Director, Safeguarding and Lac

Municipal Buildings
 Church Road
 Stockton-on-Tees
 TS18 1LD

Tel. 01642 393939

Registering Manager:

Brian Thwaites
 Stockton-On-Tees Borough Council,
 Children, Education & Social Care,
 Oak View
 37 Oak View
 Stockton on Tees
 TS18 2EG

Tel: 01642 528040

19. Experience & Qualifications of staff

Staff members experience and qualifications are set out as follows: -

Name	Brian Thwaites
Position	Registering Manager
Date started	07.11.2020
Qualifications	Brian has a BTEC in sports development and fitness, QCT Level 3 in Children and Young People's workforce, Degree in Childhood and Youth studies.
Experience	Brian has an indepth knowledge and understanding of how best to communicate with children and their families in order to plan and deliver care that both empowers and maximises positive outcomes. Brian has worked in a variety of different roles ranging from children with disabilities, Outreach work to promote positive parenting work, Aycliffe secure work and therapeutic work in residential to give young people stable base to move them into fostering.
Name	Angela Druy
Position	Deputy manager
Date Started	1.8.2021
Qualification	Level 3 Diploma in Health and Social Care – Children and Young People Level 5 in Leadership for Health and Social Care and Children and Young People's Services – Children and Young People's Residential Management
Experience	Angela has over 30 years experience in residential care for children and young people, 14 of which were as a deputy manager. Angela has experience of working with children and young who have behavioural, social and emotional needs and also children and young people with additional and complex needs.
Name	Andrea Mellor
Position	Residential Care Officer
Date Started	28.03.2000
Qualifications	NVQ 3 Caring for Children & Young People NVQ 4 Caring for Children & Young People NVQ 4 Leadership & Management Managing Medication Systems Level 5

Experience	Andrea has worked in Stockton Borough Council residential services since 2000. Andrea has been Deputy Manager for 19 years and enjoyed working with a range of young people and their families. Andrea has a sound knowledge base in respect of residential care and child development. Andrea has returned to the role of a residential care officer and is enjoying working with the young people.
Name	Kauna McGloughlin
Position	Residential Care Officer
Date Started	25.05.2021
Qualifications	Safeguarding Training
Experience	Kauna has worked with children in education capacity as a teacher for a number of years, supported young people in health care with learning and physical disability, and also cared for elderly in various care settings.
Name	Emma Hatton
Position	Temp Residential Care Officer
Date Started	3.8.2021
Qualifications	Level 3 in higher education
Experience	Prior to working at Oak view I worked in a tanning shop for 10 years and 2 years in a bakery, which built my people skills and how to work with different people on a day and occasional dealt with conflict. More recently I have worked in another children's home in Stockton and had the opportunity to build my skills with working young people to support their independence.
Name	Nicola Hunter
Position	Residential Care Officer
Date Started	26 th December 2018
Qualifications	Diploma Level 3 in children and young people workforce
Experience	Nicola previously worked for a neighbouring local authority Children's Services as a Residential Care officer. Nicola worked alongside children who exhibited emotional and behavioural problems as a result of family breakdown. After the closure of the Children's Home Nicola was re deployed within Children's Services to the Education team as a parent support worker, her role involved supporting children and young people within school and outside of school, supporting their parents to engage and where necessary arranging contact, supervising contact and making referrals. Nicola also arranged and led CAF meetings. Nicola left this post August 2011 due to the post being made redundant and took time out to have her daughter she returned to work January 2014 as a temporary residential care officer across all the children's homes in Stockton Borough Council before securing a permanent contract with Stockton Borough Council in June 2016.
Name	LJ Thompson
Position	Residential Care officer
Date Started	09.03.2020
Qualifications	Working towards level 3 diploma
Experience	LJ has worked in a residential care setting prior to coming to Oak view, the residential setting was with the elderly and has a good understanding of how a residential placement functions on a day to day basis with the knowledge care plans/handovers risk assessments and COSHH LJ work history was working in a call centre this has given LJ knowledge of how to interact with outside individuals with the understanding of having a patient approach LJ is a mum to 2 children where she also understands the importance of ensuring their safety and achieving positive outcomes and aspirations .

Name	Maureen MCarthy
Position	Residential care officer
Date Started	21.09.09
Qualifications	NVQ 3 Caring for Children & Young People
Experience	Maureen began working in residential services in 1999 working across all of the Children's Homes in Stockton. Maureen left the service for two years to run her own public house. Maureen found this wasn't for her and we are pleased to say she returned to childrens residential care.
Name	George Charlton
Position	Residential Care Officer
Date Started	01.02.20
Qualifications	Working towards level 3 diploma
Experience	George has previously worked in an education environment which has given George a high level of understanding when it comes to education. George has previously worked as a casual member of staff completing shifts around all our other home to which his knowledge and understanding of the day to day running of a children's home has greatedened.
Name	Katie Brown
Position	Residential care Officer
Date Started	02.03.2020
Qualifications	A level health and social care Child studies 4,5 and 6
Experience	Katie has worked with children aged 5-11 years in a primary school along with 0-4 years in a nursery setting as part of your university degree Katie has always had an interest of working with children and young people and spends a lot of time with her niece and nephew who is aged 3 and 8 years Katie has a high level of interpersonal skills which was learnt from her previous work place Greggs.
Name	Christopher Russell (secondment)
Position	Residential Care Officer
Date Started	21.06.2021 (31.12.00 – Stockton Borough Council)
Qualifications	NVQ Level 3 in Social Care Level 3 Safe handling and administration of Medications Level 2 understanding Autism
Experience	3 years working within education as a classroom assistant prior to starting at Hartburn Lodge in 2000 working with Children and Young People with Complex and Additional Needs.
Name	Paula Riches (Secondment)
Position	Residential Care Officer
Date Started	21.06.2021 (18.12.17 - Stockton Borough Council)
Qualifications	NVQ Level 3 Health & Social Care
Experience	Paula's career commenced in 1999 working within a Women's Centre, supporting women fleeing domestic abuse. Paula then went on to become a Community research worker and then youth development coordinator. Paula became a support worker working with young people and their families before commencing in her role as an interventions worker support children and young people on the edge of care.
Name	
Position	
Date Started	
Qualifications	

Experience

20. Management & Staffing Structure & arrangements for Professional Supervision

Staffing Structure

Brian Thwiates
Registering Manager

Angela Drury
Deputy Manager

Andrea Mellor – 37 Hours Residential Care Officer	Kauna McGloughlin- 37 Hours Residential Care Officer	Nicola Hunter – 25 Hours Residential Care Officer
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Christopher Russell – 25 Hours (Secondment) Residential Care Officer	Paula Riches – 37 Hours (Secondment) Residential Care Officer	George Charlton – 25 Hours Residential Care Officer
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Maureen McCarthy- 25 Hours Residential Care Officer	Katie Brown- 25 Hours Residential Care Officer	LJ Thompson- 25 Hours Residential Care Officer
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	Emma Hatton T25 hours Residential Care Officer	
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Oak View staff members are employed following a formal selection and robust recruitment process. They must also undertake a comprehensive induction.

The home is also supported by a bank of casual staff members who are also appointed using the same robust recruitment process. Our permanent team are responsible for supporting the operation of the home and as far as possible will often work additional hours to ensure continuity for the children and young people.

In addition, staff meetings are also held on a monthly basis; in these meetings we discuss any issues within the home, the young people, information passed on by the Resource Manager, and any information discussed at the young people's meetings. Guest speakers will also be invited at intervals from external services to share information and offer guidance, and development days will be held at least annually.

Staff members attend training courses to enhance their individual skills and to maintain up to date professional and legal developments. The home has a comprehensive training programme, which includes identified mandatory courses and optional additional courses which may enhance individual skill or enable focused practise with young people.

All permanent Residential Staff at Oak View will have completed/working towards completing NVQ 3 award in Caring for Young People or QCF level 3 Health & Social Care Children & Young People. We also offer opportunities to our more regular casual staff to undertake the qualification some of who are currently working toward the award.

All members of staff have their performance annually appraised with the views of the young people being taken into account.

All staff members are provided with formal supervision at least every 4 weeks.

Staffing Levels

Staffing levels reflect the needs of the young people and can be amended and altered according to the needs of the home and the requirements for our young people at that time. Oak View operates a waking night which can be flexible to incorporate two waking nights or waking night and a sleepover. Again this can be determined dependent upon need. The home will always endeavour to maintain an appropriate level of staffing to cater for every eventuality or to support activities and events for our young people. Staff members have a clear procedure to follow if they feel they need immediate assistance from another member of staff or the out of hour's duty service. An on call management arrangement is currently being implemented to support the staff during the weekends.

21. Description of how the home promotes appropriate role models of both sexes.

The home currently employees both male and female staff, we would always try to seek a balance of staffing ratio's even if this involves positive discrimination during the recruitment process to ensure appropriate role models of both sexes are able to work directly with young people.

Where it is identified that a young person may benefit from specific support from one particular gender this will be provided either from permanent staff or sourced out to agencies such as; Independent, Voluntary or Statutory Sector, such as NYAS or A Way, Support Workers or Mentors from across the service.

We recognise that modern society families have varied and different compositions and we promote an environment which enhances a young person's learning and understanding of relationships and roles within those relationships.

Care planning

If a young person comes to live at Oak View, the following criteria should apply:

- Aged between 7 and less than 18 years old on admission.
- The Care Plan must reflect the need of mid to long term placement where alternative provision been unable to be sourced. In accordance with the homes admission procedure, each child should have the relevant Looked After Child paperwork in place.

- Admissions are planned wherever possible, The home is not intended to accommodate children who have a diagnosis of complex and additional needs which may include physical disabilities or severe learning disability; however the young people are likely to be in crisis and present with social and emotional problems that are entrenched and are impacting negatively on behaviour and learning. In this regard some young people may have a milder to moderate learning need that the home may be able to accommodate.
- Oak View will be unable to consider any young person, who does not comply with these criteria, or where it is felt after significant consideration their needs could not be appropriately catered for.

22. Admission planning

Refer to admission flow chart – below

Planned admissions can be variable and dependent upon each young person's circumstance and time-scales.

It is preferable that planned admissions can be made over a few days in which to enable more careful planning and sharing of information and to enable Oak View staff, the young person and residents to prepare for meeting that young person's needs.

Any request for a planned admission must be within normalised 'office hours' which is Monday – Friday 09.00 -17.00 and excluding of weekends and bank holidays. Referrals must come via a member of the Local Authority Resources Team in the first instance or a CESC Operational Team/Service Manager should staff members from the Resource Team be unavailable. The recognised 'Referral for Placement' document needs to accompany any formal requests for an admission which the Registered Children's Homes Manager or Deputy Homes Manager has the only authority to make a placement decision.

Initial placement admission decisions will be supported by the completion of 'Matching Young People To Residential Care and Impact Assessment' document alongside the homes current group dynamics document to enable a reflective and considered approach to the matching process and whether Oak View is able to further consider whether the young person's needs and the needs of the current young people residing within the home.

Should this placement request be accepted this would still be pending and dependent upon a successful placement meeting with the social worker, appropriate sharing of information and documentation before an introduction with the young person. During this period the Impact Evaluation document will aid the decision making process to consider group dynamics and matching requirements before a formal offer is made.

Residential Care officers are also empowered to source temporary additional staffing resources should this be required to enable a placement offer to be made. Residential Care officers are welcome to seek advice and guidance from their line management structure should this be so required and able to do so.

Exit planning

In Oak View we recognise any form of transition can be a difficult time for a young person and moving into the home can be as anxiety provoking for the young person as moving out. To counter this, exit plans are put in place in a timely manner and are driven by a young person's LAC or Pathway Plan.

From admission we seek to work alongside the social worker, young person and relevant others to identify the age appropriate skills and knowledge the young person will need throughout their journey with us and onto either a return to their family, or identified long term placement. Staff and Key Workers support the young person as part of the LAC Plan and assisting assessments in identifying the most appropriate move on placement as early in the process as possible.

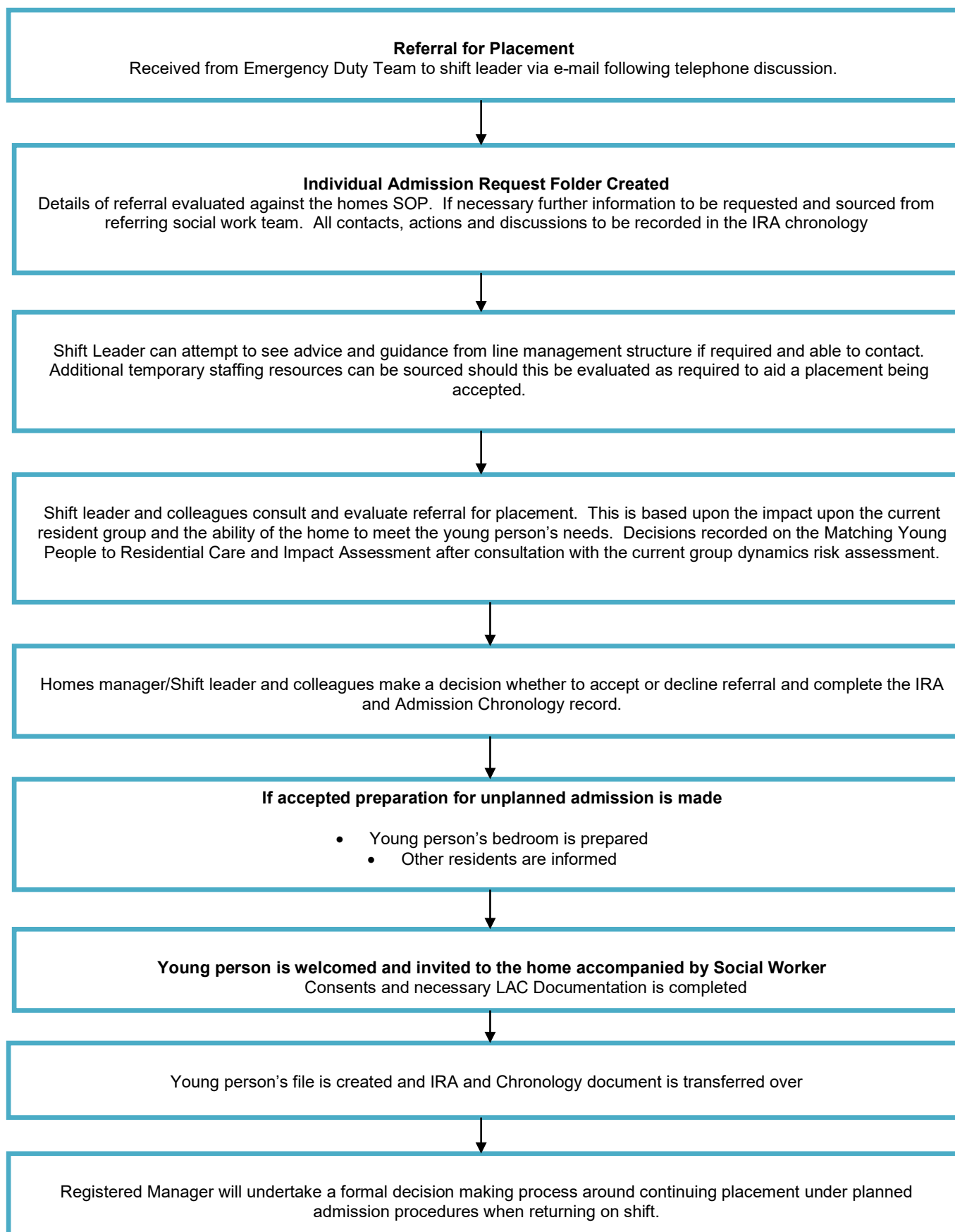
We do recognise that there are times when exits from the home are unplanned and unavoidable. These can be rare occurrences and on these occasions a disruption meeting is requested with the Social worker and IRO and relevant others. The purpose of these meetings is to assist in reflection and identification of factors that have contributed to the disruption. These meetings can also assist in exploring strategies that can be improved upon or put in place in order to ameliorate further disruption for that young person as well as for other residents within the home.

Oak View will always continue to offer ongoing support as required even if young people need to leave in an unplanned manner.

23. Admission Flow Chart

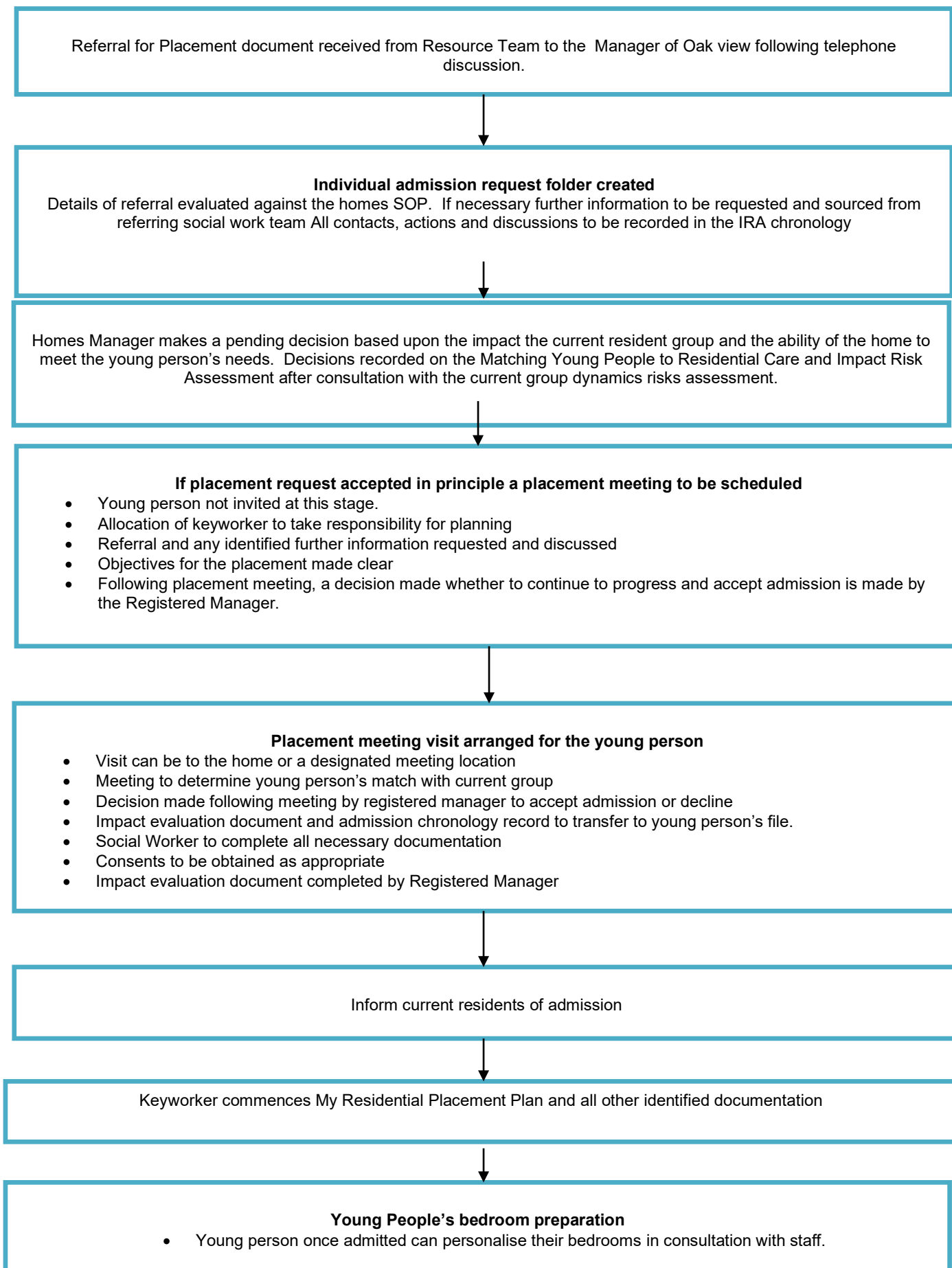
Unplanned Admission – outside of office hours

17:00 – 08:30am – Monday – Friday / weekends and Bank Holidays



Planned Admission Plan Flowchart

Planned Process – Office hours Monday – Friday 09:00 – 17:00



Other useful contacts

Children’s Rights and Participation Officer – Their role is to act as an advocate on behalf of Stockton borough council for young people who are looked after by Children and Young People’s Services. Contact **01642 527642**

Customer Care – If you are have complaints, comments or compliments regarding the service provided by Stockton Borough Council please contact Customer Care Complaints Team by phoning (**01642 527521**) or email **Customer.care@stockton.gov.uk**

OFSTED -

Ofsted is the office for Standards in Education, Children’s Services and Skills. They report directly to Parliament and are independent and impartial service who act as a regulator, checking that people, premises and the services provided are suitable to care for children and potentially vulnerable young people. They produce and publish the results and reports on the premises they inspect and these can be located on their website **www.ofsted.gov.uk**

Ofsted can be contacted at the following address and telephone number:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2 WD
Tel: **0300 123231** (please quote Reference Number SC442886)

NYAS – The National Youth Advocacy Service is a UK charity providing socio-legal services. It offers information, advice, advocacy and legal representation to young people aged 0 – 25, through a network of advocates.

Tel: **0800 61 61 01** or visit **www.nyas.net**

Stockton Borough Council LADO – The details of our current LADO are

Philip Curtis

Tel; **01642 527413**

Email: **Philip.curtis@stockton.gov.uk**

Appendix A

Abbreviations Explained

- **LAC** Looked After Child
- **CAMHS** Children, Adolescent Mental Health Service
- **LADO** Local Authority Designated Officer
- **1:1** One to one
- **NYAS** National Youth Advocacy Service
- **SLSCB** Stockton-On-Tees Local Safeguarding Children Board
- **LSCB** Local Safeguarding Children Board
- **IRO** Independent Reviewing Officer
- **OFSTED** Office of Standards in Education
- **BILD** British Institute of Learning Disabilities
- **PEP** Personal Education Plan
- **HIV** Human Immunodeficiency Virus
- **QCF** Qualification Credit Framework
- **NVQ** National Vocational Qualification
- **IOSH** Institution of Occupational Safety and Health
- **SEN(D)** Statement of Education Needs and Disabilities
- **EHCP** Education, Health and Care Plan
- **CBT** Cognitive Behaviour Therapy
- **IY** Incredible Years

Appendix B

Explanatory Notes

- **Statement of Purpose**

A written statement provided by the home to give information regarding the service provided as specified under Schedule 1 of the Children's Homes Regulations

- **Registered Manager**

Is the person who is registered to manage the home.

- **Key Worker**

A keyworker is a specified staff member who is initially responsible for establishing a relationship with the newly arrived child and creating an attachment with the young person in order that he or she can begin to feel safe in the home. The keyworker is also responsible for assuring the consistency and continuity of the care and ensuring the involvement of the young person, their family, school and other professionals have a shared responsibility of the child's care plan.

- **Children Act 2004**

The Act amended the Children Act 1989, largely in consequence of the Victoria Climbié inquiry. Its primary purpose is to give boundaries and help for local authorities and/or other entities to better regulate official intervention in the interests of children.

- **Residential Placement Plan**

This is an individualised plan intended to describe the plan of work with a child or young person based on their assessment or need. This is monitored and reviewed regularly in consultation with the young person, family and Social Worker as appropriate.

- **Risk Assessment**

A risk assessment is simply a careful identification of any risks presented by or to the young person that may cause harm. Key Workers supported by the young person, family and other professionals will judge how the risks may affect the young person or those around them and develop a plan to remove or reduce these.

- **Health Assessment**

Every child who enters care should have a holistic health assessment within 28 days. The health assessment is conducted by a registered medical practitioner, with the production of an individualised health care plan. A review health assessment should take place annually.

- **Personal Advisor**

The personal adviser acts as a mentor to a young person and will support them in making decisions about adulthood. They provide the young person with someone to identify with who is committed to their well-being and continuing development on a long-term basis after they leave the home. Their role is to provide advice, including practical advice and support.

- **Pathway Plan**

This is a plan intended for all eligible children, relevant children and former relevant children which must be prepared and continued until the age of 21. It will include wishes and dreams for

the future, including where a young person wants to live and whether they want to continue in education or go to work.

- **Care Plan**

Care Plans are developed by the child's Social Worker in consultation with the child, and other key people. A Care Plan is a plan for looking after a child and meeting that child's current and future needs.

- **LAC Review**

A LAC review is a meeting which is held to get people together to share information and to make plans about a child's placement. The purpose of the LAC review is to make sure that the care plan for each child continues to be appropriate and that the child's needs are being met. Only a LAC review can change the care plan. Therefore, the main reason for having a LAC review is to make sure that everything possible is being done so that the child can grow up to be safe, healthy and happy, in a stable environment. The IRO is responsible for organising and chairing the LAC Review

- **Independent Visitor**

An independent visitor befriends a child or young person who has little or no contact with their family. They take an interest in the young person, offering support and a listening ear.

- **Children's Homes Regulations & Quality Standards**

The Children's home regulations 2015 set out Quality Standards that must be met by homes. The Quality Standards describe outcomes that each child must be supported to achieve while living in the children's home. Each contains an over-arching, aspirational, child-focused outcome statement, followed by measurable requirements that homes must achieve in meeting each standard.

- **United Nations Charter on Children's Rights**

In 1989, the world's leaders officially recognised the human rights of all children and young people under 18 by signing the [UN Convention on the Rights of the Child](#).

The Convention says that every child has:

- The right to a **childhood** (including protection from harm)
- The right to be **educated** (including all girls and boys completing primary school)
- The right to be **healthy** (including having clean water, nutritious food and medical care)
- The right to be treated **fairly** (including changing laws and practices that are unfair on children)
- The right to be **heard** (including considering children's views)

- **Reporting of young people to police**

Absent

Is when 'a person is not in a place where they are expected or required to be'.

Missing

'Anyone whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be subject of crime or at risk of harm to themselves or another.'

- **Local Government Ombudsman**

The Local Government Ombudsman looks at complaints about councils. Their job is to investigate complaints in a fair and independent way.

- **Team Teach**

Is an approved organisation providing training for child and adult services in positive behavioural strategies, designed to reduce anxiety, risk and restraint.

- **Alliance**

Is a confidential and independent counselling service.

DATE	AMENDMENTS	SIGNATURE
14.01.2020	Vacant posts added	L Freeman
21.01.2020	Update with new staff members	L Freeman
24.02.2020	Further updates with staff/new flow chart added to evidence possible emergency placement	L Freeman
25.02.2020	Copy sent to Ofsted	L Freeman
23.03.2020	Updated with temporary measure in response to COVID19 – Jo Lee sending to ofsted with cover letter	L Freeman
17.04.2020	Updated with new staff, sent to Ofsted	L Freeman
04.05.2020	Variation to increase bed space	L Freeman
04.11.2020	Updated in respect of new staff	H.Harrison
17.12.2020	Updated with new deputy	V Crinnion
11.03.2021	Updated with staffing changes and added therapeutic practitioner	V Crinnion
07.04.2021	Updated around Registered Manager post	V Crinnion
29.04.2021	Updated with staffing changes	V Crinnion
28.05.2021	Updated with staffing changes and added name of designated safeguarding lead and resource team manager	V Crinnion
08.06.2021	Updated with staffing change	V Crinnion
05.07.2021	Updated with staffing changes	V Crinnion
01.09.2021	Updated with staffing changes	B.Thwaites

Temporary measures in response to COVID – 19

In response to the impact COVID 19 Virus is having globally and to the emerging crisis's locally, it is highly likely that vulnerable young people will need to be cared for in an emergency. In preparation for this, measures are in place to induct staff into the home who are already employed by the Local Authority in other non-critical children's service areas, this forms part of the Councils overall contingency planning. The home has the facilities to increase bed space if required.

Impact Assessments will inform decision making and matching and were appropriate and required during this crisis period, Oak View will accept the admission of young people in an emergency until an alternative placement can be sourced. Risk Assessments and Day to Day Care Plans will be in place.

The house has ample space to create additional bedrooms without impacting on the shared living space. If there is a requirement to increase the bed base, this will be carefully risk assessed and will only be considered if there are sufficient staff to safely care for the children in placement. Impact Assessments will inform decision making and matching. A variation to the registration from OFSTED at this point will be requested.

At all times the home's manager and staff will be kept fully briefed of Stockton Borough Council's emergency contingency planning, the home will be fully briefed of government guidance and will be supported to follow the advice from the [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) website.

The Registered Manager will notify OFSTED of any changes to the homes Statement of Purpose which have arisen due to the COVID – 19.