



# Berwyn Cottage, Wilcott

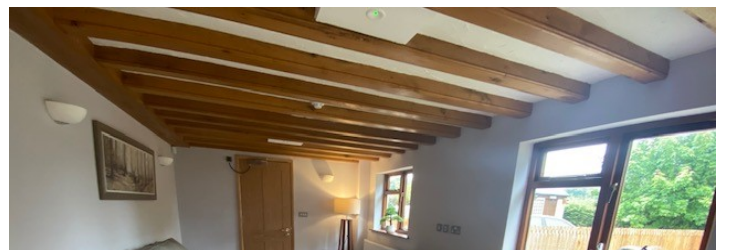
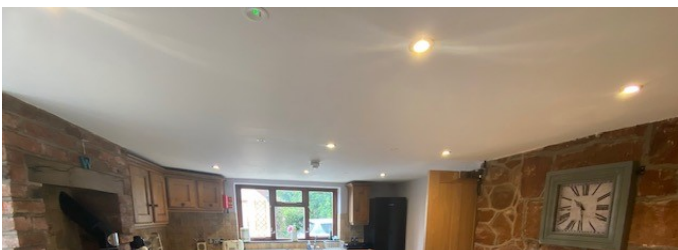
## STATEMENT OF PURPOSE

As required under The Children Act 1989 & 2004, The Care Standards Act 2000 & The Children's Home Regulations 2015

August 2020



**Berwyn 3 Wilcott, Near Nescliffe SY4 1BJ**







**greater need than other children and we must ensure they obtain all the help they require. We aim to create a home and community environment that provides every child with a safe, happy, healthy, secure and loving childhood, nurturing their aspirations and enabling them to meet their full potential”**

Our vision mirrors that in  
“Care Matters: Time to deliver for the children in care” DCSF 2008

#### **Document Review Details: -**

This Statement of Purpose is intended as an indication of the working intent of the home. Should you wish to view any of the policies and procedural guidance mentioned within this document, these can be obtained by contacting the homes management team.

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## Appendix 1      Staffing Policy

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This statement of purpose is written in accordance with the regulatory requirements of the following:

- The Children’s Home Regulation 2015.
- The Care Planning, Placement and Case Review (England) Regulations 2010
- The Quality Care Standards 2015
- The Children Act, Guidance and Regulations
- UN Convention on the Rights of the Child
- The young person’s guide to the Children and Families Act 2014
- Children and Social Work Act 2017
- Child Protection Procedures 5<sup>th</sup> Edition

## 1 QUALITY & PURPOSE OF CARE

### Relevant Legislation: -

- Guide to the Children’s Homes Regulations including the quality standards (April 2015):
- *The quality and purpose of care standard (Page)*
- The Children’s Homes Regulations including the quality standards (April 2015):

### Regulations:

6. The quality and purpose of care standard
43. Appointment of independent person.
44. Independent person: visits and reports.
45. Review of quality of care.
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### **1a      A Statement of the range of needs of the children for whom it is intended that the children’s home is to provide care and accommodation**

Young people come to live at Wilcott for various reasons. These may include:

- Family and placement breakdown: including birth and adoptive families, foster placements and other residential placements.
- Young people with behavioural and/or emotional difficulties that either makes it very difficult to live within another setting.
- Young people who have experienced adverse early life experiences.

The home seeks to go above and beyond the minimum standard of care as set out by the Children’s Homes Regulations including the quality standards (April 2015) and strives to achieve the highest level of care possible for the young people.

### Shropshire Council Values:

- Environment - Leading the way in protecting, enhancing and valuing our natural resources, and respecting our historic environment.
- Equality and Inclusion - Treating everyone as equal regardless of their circumstances and backgrounds and identifying and helping people who may need support.
- Excellence - Striving for excellence in every aspect of what we do and using our resources wisely and responsibly in partnership with others to maximise their impact.
- Fairness - Being fair, open and honest, acting with integrity, and expecting the same in others.
- Innovation - Striving to improve, to learn from others, to encourage entrepreneurship and to explore new approaches with enthusiasm.
- Listening - Demonstrating that we are listening and responding to communities, partners and staff, and treating views with respect.
- Partnership - Working collaboratively with communities and partners to benefit the people of Shropshire.
- Self-Reliance - Encouraging people to be as independent and in control of their lives as possible, for as long as possible.

The home will work towards the children's Individual Care Plans and Placement Plans to ensure any assessed needs are being met.

Although no longer tied into government legislation the home still works towards the 5 outcomes laid out within *'Every Child Matters: change for children' (2004)* as these outcomes remain relevant regarding our hopes and aspirations for the young people.

These outcomes are as follows:

- Being Healthy so that they are physically, mentally, emotionally and sexually healthy, have healthy lifestyles and choose not to take illegal drugs.
- Staying Safe from maltreatment, neglect, violence, sexual exploitation, accidental injury and death, bullying and discrimination, crime and anti-social behaviour in and out of school, have security and stability and are cared for.
- Enjoying and Achieving so that they are ready for school, attend and enjoy school, achieve stretching national educational standards at primary and secondary school, achieve personal and social development and enjoy recreation.
- Making a Positive Contribution so that they engage in decision-making, support their community and environment, engage in law-abiding and positive behaviour in and out of school, develop positive relationships, choose not to bully and discriminate, develop self-confidence, successfully deal with significant life changes and challenges and develop enterprising behaviour.
- Achieving Economic Well-being so that they engage in further education, employment or training on leaving school, are ready for employment, live in decent homes and sustainable communities, have access to transport and material goods, live in households free from low income.

Individual outcomes for each child will be set out by the child's Individual Placement Plans, with Specific, Measurable, Achievable, Realistic and Time-bound targets to achieve them.

The home hopes to achieve the above outcomes through an environment led by the above ethos and values as well as the following: -

- Role modelling
- Utilisation of research and learning available
- Working in a multi-agency approach, utilising the skills and experience of other professionals
- Reflective Practice
- Relationship Based Practice is the model of social work promoted in Shropshire (See section Positive Relationships). Carers are trained in The Solihull Approach model, Team Teach and delivering Restorative practice.
- Our Behaviour Management Model incorporates the training and is evidenced in practice.

Below are the three pillars which underpin the skills, knowledge and confidence of the staff teams to support them to work in a relational way.

### **The Solihull Approach**



The Solihull Approach has been adopted within Shropshire Council as a way of working with children and families and developing the understanding of those working with this group of individuals. This approach is based on an integration of well-established theories and has a strong emphasis on practice.

All residential staff are trained in the Solihull Approach within their induction and the language within this approach, e.g. containment and reciprocity, is shared with others within children's services to enable not only a shared understanding but also a joined-up approach in working with the children who reside within the home.

### **Restorative Practice**





“Restorative and relational based practice describe a way of being, an underpinning ethos which allows carers to build and maintain healthy relationships, resolve difficulties and repair harm when relationships breakdown” (M Finnis L30)

Across children's services the restorative aim is “By treating our children and young people with respect, love and trust and with the right amount of encouragement we can inspire them to dream big, build relationships and connections that matter and together with kindness and a sense of belonging we can do great things.”

Restorative practices are used for a range of meetings, both formal and informal and family meetings. These are held in circles, rather than around tables, to remove physical and psychological barriers between people. Meetings are facilitated by staff, who have received training, to create an environment where those attending can share their thoughts and feelings in a way which is constructive. The focus of these meetings may be to build relationships, solve specific problems or repair harm where there has been conflict.

### Team Teach



Team Teach is the behaviour management and physical intervention programme that has been adopted by Shropshire. All staff are trained in the use of Team Teach during their induction and this is refreshed every year in an annual team refresher.

The initial course is a 12-hour training programme which gives learners the grounding in the understanding of why children and young people may behave in ways that are deemed unacceptable and sometimes dangerous. After this an annual whole team refresher takes place, prior to which one of our in-house Team Teach tutors carries out a pre-visit and devises a 6-hour program that supports the team in understanding the young people they have placed with them and the needs of these young people both individually and as a collective.

The focus of the programme is that 95% of behaviour management is about de-escalation and managing triggers and the final 5 % is the use of physical intervention which is necessary as a last resort in order to prevent injury or serious damage to property. Carers should only use the physical interventions that they are taught on this training and any adaptations to these techniques should be agreed by Team Teach prior to their use.

### 1c A Description of the accommodation offered by the children's home, including: -

- a) How accommodation has been adapted to the needs of children cared for by the home: -

- b) The home has had audits regarding fire safety and health and safety as well a full environmental risk assessment in order to minimise risks posed to the children and carers within the home. Adaptions have been made such as emergency lighting, fire doors being installed. The home has also been adapted to provide more space for the purpose of the home such as office space, meeting room and an additional space for the young people to relax.
- c) The age range, number and sex of children for whom it is intended that accommodation is to be provided;
- d) Berwyn can accommodate a maximum of two young people, male or female, between the ages of seven and sixteen at admission.
- e) The type of accommodation, including sleeping accommodation.
- f) Berwyn provides accommodation for two young people and two carers sleeping in single bedrooms. Within the building is a Reception, Office, Living Room, Dining Room, conservatory, side Reception Hall, Farmhouse Style Breakfast Kitchen, Utility, Four Bedrooms, 4 Bathrooms, detached single Garage used as office and working space, Driveway Parking and a Large Garden.
- g) The home offers accommodation to young people for mid to long term placements. It has the capacity to offer placements at short notice in an emergency but would still need to go through the correct referral process in order to obtain correct information, so that the manager can decide if referred young person would match the other young people currently in the home. The home may offer a placement to a child on a short-term basis if it is felt this is in the best interest of the child. If a placement was offered to a child on a short-term basis this would form part of the impact risk assessment and a 72-hour planning meeting would be held to ensure that the home is working towards a clear plan for the child in the time they are accommodated.

## **1d A description of the location of the home**

Berwyn Cottage is in Wilcote which is situated in a rural location near Nescliffe in Shropshire. Berwyn Cottage is within a 5-minute drive to local shop, cafe and bus services to Shrewsbury Town Centre. The home is within a 20-minute drive to Shrewsbury Town centre.

Shrewsbury is an old Market Town steeped in history. Shrewsbury has a selection of leisure activities, Educational Institutions, Places of Worship, and Hospital: -

- Shrewsbury town centre; range of shopping & eating out.
- Bowling Alley's
- Multi-Screen Cinema
- Shrewsbury Town Park
- Swim/Gym
- Trampoline Centre
- Youth Clubs
- Outdoor activities such as rock climbing, horse riding, cycling.
- Shrewsbury College & Sixth form
- Local Schools
- Places of Worship to meet all Religious Persuasions

The main railway station is located at Shrewsbury Town Centre, which is a 20-minute car journey from the home.

The home is located within driving distance to city's that may offer further services in order to meet the young people's needs, such as Wolverhampton (40 minutes), Birmingham (1 hour), Liverpool (1.5 hours).

The home has a Safe Area Report in place determining the suitability of the home's location and how any risks regarding this are managed.

## **1e the arrangements for supporting the cultural, linguistic and religious needs of children**

Carers recognise that religious observance is a vital part of an individual's identity. On top of facilities to accommodate a child's religious needs in Shrewsbury such as prayer centres, churches and religious community groups, Telford is just 20 minutes away and has a diverse multi-cultural population and provides places of worship to meet the needs of several different faiths.

As part of the child's admission process to the home we establish a child's religious persuasion to ensure that religious observance is built in to their placement plan.

## **1f Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy**

At Berwyn Cottage we understand the right of any person to make a complaint. As part of the admission process to the home, our complaints procedure is explained both verbally and in the form of a young person's guide at a communication level that ensures the children understand the process.

Carers give young people contact details of an Independent Visitor through Coram Voice (VOICE) who Shropshire Council has an agreement with. Coram Voice is an independent service for Looked after Children which provides advocacy, independent representatives for Secure Accommodation Criteria Reviews and independent persons for Complaints investigations.

All complaints are taken seriously and are recorded in a complaints log within the home. Dependent on the nature of the complaint we may be required to inform an external agency such as the local Safeguarding board, Social Worker or Ofsted; this will be explained at the point of receiving a complaint where appropriate.

If possible and in line with policy; we attempt to resolve complaints informally through discussion and negotiation. If complaints cannot be dealt with informally, the Directorate has a complaint and representation procedure that complies with the present legislation.

If at any stage, the complainant states their wish to have their complaint investigated by someone external to the home or we deem this to be more appropriate; we will support and facilitate this request.

All actions taken and outcomes are recorded, and the complainant is kept fully informed in writing throughout the process. Should the complainant be unhappy with the outcome, they are then supported to access the homes appeals procedure.

As part of the appeals procedure, the complainant is made aware that they may complain to other independent agencies.

All carers in the home are aware of the procedures for young people and their families. Dependent on the nature of the complaint they may; speak with the Registered Manager,



Social Worker, Case Management Team or Independent Visitor.

Carers have access to Shropshire Council's complaint and whistle blowing procedure through the Shropshire council intranet.

There is guidance for dealing with employee's complaints and this can be accessed via Shropshire Council Intranet>Policies and guidance>HR and Payroll>Whistleblowing Policy.

## **1g Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.**

These policies can be found at [www.safeguardingshropshireschildren.org.uk](http://www.safeguardingshropshireschildren.org.uk) as well as on Shropshire Council's Website at [www.shropshire.gov.uk/social-care-for-children-and-families](http://www.shropshire.gov.uk/social-care-for-children-and-families)

## **2 PROTECTION OF CHILDREN**

Staff are committed to ensuring the safety and protection of all the children who reside at the home. Policies and Procedure relating to Berwyn Cottage Protection of Children include:

- A young person's Behavioural Management Plan (Regulations, 7,11,12,19,20 & 35 & the relevant Quality Standards)
- Working to Together to Safeguard Children (2015)
- Protection of Children and Safeguarding Policy
- Shropshire Safeguarding Community Partnership guidelines

### Relevant Legislation

- The Children's Homes Regulations including the quality standards (April 2015):
- Guide to the Children's Homes Regulations including the quality standards (April 2015):

### Regulations:

12. *The protection of children standard*
23. *Medicines.*
24. *Monitoring and surveillance.*
25. *Fire precautions*
19. *Behaviour management and discipline.*
20. *Restraint and deprivation of liberty*
34. *Policies for the protection of children*
35. *Behaviour management policies and records*

Our Safeguarding policy underlines our commitment to inter-agency working. All concerns of a Safeguarding nature will be referred to the registered Manager or responsible person. We follow the local safeguarding guidelines in line with our statutory obligations in cases where it is believed that a member of staff have behaved in a way that has harmed or may have harmed a child/young person: has possibly committed an offence to a child/young person or have behaved in a way towards a child/young person that indicates the person may be unsuitable to work with children or young people: staff will firstly refer the matter to the Local Authority Designated Person known as LADO. This process can be found at:

<http://westmidlands.procedures.org.uk>

All young people also have a procedure where they can raise a concern or make a complaint in confidence to the manager or a person of their choosing if they wish to do so. This can be found in the young persons guide and welcome booklet on admission. They also have access to Coram Voice – Independent visitor who will act on their behalf. Equally, the home operates a Whistle Blowing Policy to allow the carers to report any concerns they may have regarding a colleague's practice.

As necessary, we will advise Ofsted of any employee dismissed for poor practice and concerns will also be reflected in any future reference requests. We will complete a referral to the Protection of Children Act List or Protection of Vulnerable Adults List where appropriate.

The named person responsible for Safeguarding at Berwyn Cottage is the Registered Manager Jo Rocke. She is the Designated Safeguarding Officer within the home and has the lead responsibility for child protection matters.

A Safe Area Report is also carried out and reviewed regularly in conjunction with West Mercia's allocated Police Officer.

As part of a multi-agency approach, we consult with the Police Homing Team and share information in a proactive way to maintain child safety. Each young person in our care has an individual "Trigger Plan" which identifies risks and procedures.

All staff receive Safeguarding training and are clear about their role and responsibility in relation to protecting children, identifying signs that a child is at risk of harm and the process of recording and reporting safeguarding concerns. Through team meetings and regular supervisions staff competencies can be frequently checked. Furthermore, staff are given direction on how to access safeguarding and protection of children polices from national, regional and local level and training can be re-assessed as required to update the staff members.

We seek out training opportunities for all staff involved in the home to ensure that they can recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect, exploitation and trafficking and that they are aware of the local authority guidelines for making referrals.

At Berwyn Cottage we provide adequate and appropriate staffing resources to meet the needs of Children and applicants for posts within the home are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure and Barring Service (DBS) before posts can be confirmed.

Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information. At all times we abide by Ofsted requirements in respect of references and Disclosure and Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.

Importantly, we also have procedures for recording the details of visitors to the home to ensure that no unauthorised person has unsupervised access to the children.

Initial methods of protecting children are taken before admission by collating relevant information to assess if we can provide a safe and appropriate environment.

Once all relevant information has been assessed, we complete an impact risk assessment to

determine any risks and to identify impact on the carers, other children and the community. Existing risk management strategies such as staffing ratios are assessed, and it is deemed whether these are appropriate for the individual child. Only when we are satisfied that we can safely provide for a young person's care, will we then agree to the placement of a child in the home.

We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which may affect the well-being of children.

### Behaviour Management

#### DOLS and surveillance and monitoring

At Berwyn Cottage we will be providing a service to young people with Emotional and Behavioural difficulties and may on occasion adopt practice that could constitute a restriction of their liberty (The Law Society) such as the physical restraint of children and increased monitoring and supervision that would be normal and good practice in a range of circumstances.

Failures to monitor and supervise children and young people dependent on their age, understanding and vulnerability would be negligent. The best interests of children and young are best protected by open, transparent and honest practice, therefore individual practice with children and young people will be undertaken in consultation with Shropshire Council and, where appropriate with children, young people and their families. All interventions with children and young people including and practice that may constitute restriction of liberty will be subject to regular review using risk assessments and behavioural management plan specific to the child in addition to Multi-disciplinary Review meetings.

Regulation 20 of The Children's Home Regulations (England) 2015 states:

Restraint in relation to a child is only permitted for the purposes of preventing:

- Injury to any person (including the child)
- Serious damage to property of any person (including the child) or:
- A child who is accommodated in a secure children's home and absconding from the home.

Restraint in relation to a child must be necessary and proportionate

Shropshire Council children's homes use Team Teach as their chosen model. This is an accredited, award winning provider of positive behaviour management training, equipping individuals and teams in a variety of settings to deal with challenging situations and behaviours in ways that lead to desirable outcomes and positive relationships at work or in daily life.

### Preventing Bullying

On admission all the young people will receive information on the homes approach to any kind of bullying and the consequences around this. Also, a copy of the Tackling Bully Policy is provided with a copy or it is explained to them. All staff are trained to identifying any signs of bullying and this is set out in the policy whether this is in person or via social media (peer to peer abuse).

## **2a) A description of the home's approach to the monitoring and surveillance of**



## children.

At Berwyn Cottage we endeavour to ensure the children feel safe enough to try out new activities, behaviours and skills whilst in a supported environment. We make sure that the children are treated with respect and dignity and that their human rights are always promoted. We actively encourage children to take ownership of their own safety, supporting them where they are unable to do this themselves.

The level of monitoring and surveillance that a child requires is identified as part of their Individual Risk Assessment and Placement Plan. This will also be informed by; risks presented, age (including developmental age) and level of understanding. This is reviewed regularly to ensure it remains appropriate, necessary and any method used is the least restrictive.

The children's bedrooms have an alarm that can be activated once the children are settled to their own bedroom each night. This is to alert the care team if the child needs support overnight and to ensure the child's safety and wellbeing. There are also alarms on the outside doors which are set at night; this is to ensure a feeling of safety and security for the children and carers. A risk assessment will be used to determine the use of bedroom alarms.

## **2b) Details of the home's approach to behavioural support, including information about the home's approach to restraint in relation to children; and how persons working in the home are trained in restraint and how their competence is assessed.**

The home takes guidance from The Children's Homes (England) Regulations 2015, Regulation 20 regarding restraint of young people.

Restraint in relation to a child is only permitted as a last resort for the purpose of preventing injury to any person (including the child) serious damage to the property of any person (including the child). Restraint in relation to a child must be necessary and proportionate. As part of induction all carers complete training in "Team Teach" positive handling before looking after young people. This training promotes the legal and ethical use of restraint as a last resort as well as a range of de-escalation strategies to use with children in order to diffuse potentially volatile situations. Carers are assessed regarding their competence in "team teach" every 18 months or sooner if required. Each physical intervention is recorded within an incident report in the home, the management team monitors all recording of the use of physical intervention, assessing competence of the carers. Reflective practice is undertaken following the event.

Each young person has a Positive Handling Plan to identify risk taking behaviours and measures that are helpful to the individual child to de-escalate potentially harmful situations. Individual risk assessments are completed for potential risks such as aggressive behaviour as well as all activities both internal and external to the home; these are regularly reviewed. More information can be gathered through reading of the home's "*Behaviour Management Policy*".

## **2c Missing from Care Procedure**

The Missing Child Policy Philomena Protocol'

Upon admission of a young person to the home a 'Philomena Protocol' will be completed within 48 hours as part of child protection. This will detail useful information which could be used in the event of a young person going missing from care. Any child who is at risk of wandering or going missing for any reason is encompassed within this protocol. This scheme protects the young and vulnerable whilst respecting and understanding their need for independence. The Philomena Protocol will help adults to locate the young person and return them to safety as quickly as possible.

Unauthorised absence means that a child has not been where they should have been for up to 6 hours. Staff will use the young person's Trigger Plan and profile document which set out actions to be taken in the event of unauthorised absence.

The home's missing from care procedure has been devised in conjunction with Department for Education statutory guidance Children who Run Away or go Missing from Home or Care (2014).

Each child has a "trigger plan" which is shared with local police at the point of referral.

Each child has a further information sheet giving full details of any relevant information that may need to be shared if a child goes missing from care.

Each child has a missing from care protocol which gives individual strategies to use if the child goes missing from care and gives timescales regarding police reporting.

Each child has an individual risk assessment regarding going missing from care, this gives bespoke management plans and strategies to be used.

The expectation is that carers accept normal parental responsibilities and undertake reasonable actions to try and establish the whereabouts of the child.

Risks will be identified in the child's individual risk assessments and plans.

A child should not be regarded as missing until the carer has undertaken enquiries to locate the child or the risks associated with the child being absent are high.

If a child cannot be located, and where it is safe to do so, basic steps taken to locate and establish wellbeing might include:

- Search the bedroom/house/outbuildings/vehicles.
- Contact known friends and relatives where the child may be.
- Visit locations that the child is known to frequent.
- Attempt to contact the child on the telephone, via text or social media.
- If applicable checking with the school, college, other education provider or work placement.
- Making appropriate enquiries with the child's parents and other relatives
- Making appropriate enquiries with other residential homes, foster carers, residential schools
- Making enquiries with other carers and professionals who have been involved with the child.

Carers should continue to offer warm and consistent care when a child returns, and running away should not be viewed as behaviour that needs to be punished

Further information can be gained by reading “2.20 Children missing from care, home and education” procedure.

## **2d Fire Procedures**

An independent fire Officer from Unicorn fire and safety complete a fire strategy, to inform actions to complete a fire safety management plan for the home. Audited by the Registered Manager.

All Staff in the home are trained in fire safety and are responsible to complete weekly checks of all fire safety equipment within the home. This includes regular checks of the fire doors, fire alarm system, emergency lighting, extinguisher’s and fire blankets are in good working order. All checks are recorded, and any faults are rectified immediately.

We hold monthly fire evacuations with additional drills when new young people and staff join the home.

## **3 POSITIVE RELATIONSHIPS**

### Relevant Legislation-

- Guide to the Children’s Homes Regulations including the quality standards (April 2015):
- *The positive relationships standard (Page37)*
- The Children’s Homes Regulations including the quality standards (April 2015):

### Regulations:

11. *The positive relationships standard*
22. *Contact and access to communications*

## **3a Relationships Based Practice model**

Relationship Based Practice is the model of social work promoted in Shropshire, our mission is to ensure ‘the right help at the right time’ for all children and their families. To enable this to happen Shropshire is committed to supporting relationship-based practice by promoting early help, enabling families to work in partnership with universal and targeted services where safe to do so.

Shropshire's children’s social care is committed to working together with partners across Shropshire to strengthen families and communities, engaging with families at every opportunity.

Our wish is to build on the good work happening around Shropshire and recognise the importance of the relationship building with children, families, partner agencies and communities to ensure appropriate identification and provision of help to those who need it. It is by building strong, meaningful relationships with children, young people and families, working in partnership with communities and partner agencies that positive change can be negotiated, facilitated, motivated, maintained and sustained.

Shropshire’s relationship-based practice aims to make lasting positive changes to the lives of some of the most vulnerable families and communities.

The central characteristic of relationship-based practice is the emphasis it places on the professional relationship as the medium through which the carer can engage with and intervene in the complexity of an individual’s internal and external worlds. A good working relationship is recognised to be an important source of information for the carer to understand how best to help, and simultaneously this relationship is the means by which any



help or intervention is offered.

Carers are trained in The Solihull Approach model, Team Teach Behaviour Management Model and Restorative practice. See Page 8 for how these different approaches work together to assist in creating positive relationships.

### **3b the arrangements for promoting contact between children and their families and friends.**

Staff at Berwyn Cottage actively promote contact with family and significant others and understand the importance of the family remaining central to the young person's life.

There may be times where contact with family is not supported in the young person's plans for safety reasons, in this case we will ensure that the young person understands the reasons and support them with any difficult feelings this may present them with.

There is a phone available for young people to call their family and significant others in private.

Contact with family and significant others is planned and agreed prior to the placement commencing or in the case of an emergency admission then in the 72-hour meeting.

We will facilitate transporting young people to and from home visits and provide supervision where required.

The child may be visited at the home, but this must be planned and safe for all young people and carers in the home.

We promote planned and structured contact within an activity that everyone can enjoy.

It will be discussed with the social worker how information can be shared with families including reports.

## **4 EDUCATION**

### Relevant Legislation-

- Guide to the Children's Homes Regulations including the quality standards (April 2015):
- The education standard (Page 25)
- The Children's Homes Regulations including the quality standards (April 2015):

### Regulations-

8. The Education Standard

### **4a Details of provision to support children with special educational needs.**

Staff at Berwyn Cottage will always try to ensure all young people are attending education and that the provision meets the individual young person's educational needs. We do this by maintaining a close relationship with the child's school provision, contributing to Personal Education Plans and Parent Evenings as well as establishing a point of contact for the school to promote effective communication on a regular basis.

If applicable the home will engage with professionals in creating an Education, Health and

Care Plan and will implement any recommendations within the home.

Staff at Berwyn Cottage will assess any barriers to learning presented through available paperwork and work to ensure that these are addressed as part of a child's placement plan. A multi-agency approach is utilised as part of creating plans for the young person's education, this includes designated LAC Teachers and Shropshire's Virtual Head and ensures that everyone is working together to achieve educational outcomes for the young people.

#### **4b Arrangements for children to attend local schools and the provision made by the home to promote children's educational achievement.**

Every effort will be made to keep children in their local schools. The team will support an educational provision in any way possible to assist in the child maintaining their schooling, we work closely with the school and can share behavioural management strategies effective for the child through maintaining open communication and a strong relationship.

Should a young person be excluded from their educational provision then we will arrange for work to be provided by the provision so that the child can continue to learn.

The team will work to ensure that young people achieve the goals identified and agreed in their Personal Education Plans (PEP).

We will support the young person with transport to education and ensure that they are prepared for their education with all equipment that they need.

## **5 ENJOY & ACHIEVE**

### Relevant Legislation-

- Guide to the Children's Homes Regulations including the quality standards (April 2015):
- *The enjoyment and achievement standard (Page30)*
- The Children's Homes Regulations including the quality standards (April 2015):

### Regulations-

9.The enjoyment and achievement standard

#### **5 a) The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills**

The daily living experience of the young person will be structured and varied providing stimulating opportunities for social, intellectual, vocational and personal enrichment. They will be encouraged to utilise local community services. The level of supervision required would be subject to on-going assessment of risk and consultation. Emphasis is placed upon maintaining a normalised experience. The young person will be encouraged to invest in their living environment, personalising aspects of it and contributing towards its maintenance. Children are encouraged and supported to maintain a proper balance between free and controlled

time within the structure of the day. Individual activity plans reflect the needs and choices of the young people incorporating periods when they are encouraged to pursue their own interests.

The children at the home are encouraged and given opportunities to take part in a range of activities both in and out of the house. Birthdays, name days, cultural and religious festivals will be celebrated where appropriate. The children, where able, is encouraged to participate with staff in planning these events. Children will be able to pursue their interests, develop confidence in their skills, and continually add new activities and experiences.

All activities will be risk assessed, recorded, and evaluated, and amended or discontinued as required. Persons holding the relevant qualification to supervise children's involvement in the activity concerned will supervise any high-risk activity provided or arranged for the young people. The home provides a range of leisure activities; TV with DVD, CD player, games, garden facilities, social and environmental activities. The Home also provides activities which are suitable for and appropriate to the children we have in our care. The home will arrange trips, activities and events with the community on a regular basis. The home will have contacts with a variety of local clubs and associations, if any child or children in the home wishes to pursue a special interest then we will always try to locate a suitable local club or society and enable introductions to be made.

Hobbies and interests are discussed with a child soon after they arrive at the home, we try to ensure that a child can continue doing what they enjoy and to seek options within the local area. We accommodate any specific hobbies in the home where possible and look to ensure we have a range of facilities onsite such as sports and arts/crafts equipment, this is informed by children in weekly meetings.

We purchase books and literature for the home which is in line with the age and educational level of the child as well as any useful resources that they children may need to help with their education.

Each week the children in the home are supported to complete a weekly planner; this give structure and routine and allows the he care team to plan for activities. We encourage the young people to take part in a range of activities of their choosing through weekly planners and the young person's meeting each week and encourage group social activities. Time to relax is also incorporated into the young person's planner where appropriate to ensure the children have time for personal reflection. Individual choices regarding leisure activities are built around their education timetable and any prearranged appointments. Carers teach young people about budgeting within this process to ensure that the children understand how to achieve economic well-being.

Risk assessments are completed for all activities considering their appropriateness, safety and legality. Risk assessments always include any concerns highlighted in the young person's Positive Handling Plan, supervision requirements, and physical/emotional health issues and how these may impact on the child and others.

Should they express an interest, young people are also encouraged and supported to join local clubs such as football, netball, air cadets and scouts.



Carers at Wilcott have a range of interests and skills which they can use to help the young people explore new activities or help the child improve in their hobbies.

All young people are encouraged to join the local library.

### Safe Environment and Safe Area

The young people who reside at Berwyn Cottage will have a separate furnished bedroom of their own and they will be encouraged to personalize their bedroom to their liking. Children's Bedrooms will not be generally entered without the child's permission unless there is intel to suggest there is a risk or safeguarding concern to the child or others in line with Deprivation of Liberty. Room searches will only take place with the child's permission unless there are reasonable grounds for a room search to protect the welfare of everyone in the home.

Staff believe that the children should be encouraged and supported to make decisions about their lives and to influence the way the home is run. No child is assumed to be unable to communicate his or her views. Therefore, the children's opinions, and those of their families or significant others are sought. Similarly, each child is appointed a key worker who will act as an advocate and provide input over key decisions, which are likely to affect the daily life and future of the young people.

Staff at Berwyn Cottage will promote care practices in a non-discriminatory way where all people are valued as individuals regardless of disability, race, gender, colour, sexuality or religious beliefs. We will provide a culturally sensitive service and ensure that all Children, staff and others receive equal access to services and equal access within them.

In practice we will promote the above by:

- Safe recruitment
- Equal Opportunities
- Safe living environments
- Complying with Children's Home Regulations (2015)
- Complying with the Children's Homes Quality Standards
- Providing Children with information about their rights and advancing Children's
- Rights
- Providing children with access to external bodies i.e. Child-line, Ofsted, independent
- advocacy providers etc.
- Responding positively and thoroughly too any complaints and representations they
- may make ensuring no one suffers reprisals.
- Responding positively to any staff concerns about any practice concerning the
- service to children we accommodate
- Enforcing our Disciplinary Procedure
- Advising the child's placing authority of any matters that affect the child's welfares,
- including staff concerns child complaints and individual staff disciplinary matters
- Working to improve outcomes for children
- Actively listening to children
- Therapy and therapeutic interventions, in a child centred approach
- Providing positive care, accommodation, food, education, leisure opportunities etc.

Staff at Berwyn are committed to equality, diversity and young people's rights. At all times the children are treated with dignity and respect. Children will be supported to express themselves regarding their day to day arrangements for care, activities, personal items, clothing and technology.

Staff will demonstrate principles of dignity and respect throughout their professional relationships, thus offering good role models for the children in their care. Staff are also made aware that certain practices or sanctions be a deprivation of liberty, therefore a lot of thought must go into how we work with the young people. Staff will aim to mitigate and repair the effects of stereotyping and discrimination on the grounds of ethnicity, age, gender and sexual orientation. Staff are proactive in ensuring that both they and the young people are always treated fairly.

Children who wish to practice their religion will be given every possible help and facility to do so. In particular:

- We will arrange transport for children to any local place of worship if required;
- If asked to, staff will contact any local place of worship on a child's' behalf.
- We can usually arrange for a minister or a member of the relevant congregation to visit a child who would like this.

Children from different cultures are positively encouraged to retain their own identify and attention is given to clothing, health care and dietary needs etc. Children with linguistic needs will be supported by the home through staff learning simple phrases, through the employment of someone with the required learning skills, through PECS (picture exchange communication system) cards in the relevant language and through local support groups.

## **6 CARE PLANNING**

### **1. Relevant Legislation-**

- Guide to the Children's Homes Regulations including the quality standards (April 2015):
- *The care planning standard (Page 55)*
- The Children's Homes Regulations including the quality standards (April 2015):

#### **Regulations-**

- 14. *The care planning standard*
- 17. *Placement plan for looked after child*

### **6a Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission.**

Children's Placement Services Duty Desk make referrals to the home following a request from the relevant Case Management Team.

The homes management team will request all relevant information needed to inform an Impact Risk Assessment, this might include:

- Request for Placement Form
- D.O.B
- Child's current care plan
- Legal Status
- Social History/chronology

- Psychological / Psychiatric reports
- Court Proceedings, (past and outstanding) also previous convictions list
- Medical History
- Risk Assessments

No young person will be admitted to the home without an Impact Risk Assessment being completed by the Registered Manager and agreed by the Responsible Individual and allocated Social Worker.

The Impact Risk Assessment will consider factors such as environment, resources, current young people and young person's needs in relation to whether the home is a suitable placement for the young person.

#### Emergency admissions/same day placements

Emergency admissions will follow the process as above and require the same level of scrutiny as a planned placement. Young people should come to the home with the placing social worker where possible.

A meeting will be held within 72 hours of placing the child with the child's allocated social worker.

#### Planned Admissions

Once a placement at the home has been agreed a pre-admission meeting will take place with the child, their parents/carers and/or social worker.

If appropriate and possible a carer will visit the child at their current placement before making a final decision on admission.

The child will then be invited to visit the home and will receive a children's guide to help answer any questions they may have. It is an expectation that the placing social worker and where appropriate, significant others will accompany the child.

Dependent on timescales the child may have overnight visits, arranged activities with the care team and meals at the home prior to moving in if this is deemed to be in their best interest.

Every child can personalise their bedroom either before or immediately after moving to the home.

## **7 VIEWS, WISHES AND FEELINGS**

### Relevant Legislation

- Guide to the Children's Homes Regulations including the quality standards (April 2015):
- The children's views, wishes and feelings standard (Page 20)
- The Children's Homes Regulations including the quality standards (April 2015):

### Regulations

7. The children's views, wishes and feelings standard

**7 a) A description of the home's policy and approach to consulting children about the quality of their care.**

Children at Wilcott are asked what they hope to achieve during their time with us and their hopes for the future. Through these discussions we can help them recognise and picture the necessary stepping-stones to enable them to achieve their goals. These goals are incorporated into the child's Placement Plan.

Placement plans will be discussed with the child at their level of understanding, this can also be done through a child friendly version of the placement plan. This gives the child an opportunity to input into the plan or dispute anything they don't feel is relevant or appropriate.

Reflective practice is completed with the child after incidents, this gives an opportunity to discuss better coping strategies and make individual plans that may work for the child in the future. This discussion allows the child to take responsibility for their behaviour and may limit the need for physical intervention. This information is then recorded in their Positive Handling Plan and is reviewed throughout the placement.

Weekly keyworker sessions are held with young people which gives them the opportunity to discuss the quality of their care.

In addition to this we hold weekly house meetings where carers on duty and the young people are encouraged to attend and participate, during this meeting the young people can discuss concerns as a group and input into their care and environment.

Independence plans are created at the appropriate time in consultation with the children. They will consider the child's wishes as well as the child's Pathway Plan.

Children are at times encouraged to read their reports and comment on the content in an appropriate manner. This may not always be appropriate; the home tries to maintain a homely environment and avoid an institutionalised atmosphere.

At the home there will be 2 separate staff bedrooms for staff to sleep in overnight and these will not be accessible by the children.

### Young Peoples Feedback and Complaints

The staff at Berwyn we understand the right of any person to make a complaint.

As part of the admission process to the home, our complaints procedure is explained both verbally and in the form of a young person's guide at a communication level that ensures the children understand the process. Carers give young people contact details of an Independent Visitor through Coram Voice (VOICE) who Shropshire Council has an agreement with. Coram Voice is an independent service for Looked after Children which provides advocacy, independent representatives for Secure Accommodation Criteria Reviews and independent persons for Complaints investigations.

All complaints are taken seriously and are recorded in a complaints log within the home. Dependant on the nature of the complaint we may be required to inform an external agency such as the local Safeguarding board, Social Worker or Ofsted; this will be explained at the point of receiving a complaint where appropriate.

If possible and in line with policy; we attempt to resolve complaints informally through



discussion and negotiation. If complaints cannot be dealt with informally, the Directorate has a complaint and representation procedure that complies with the present legislation.

Shropshire Council Complaints procedure for Children and young people's services can be found here:

<https://shropshire.gov.uk/feedback/children-and-young-peoples-complaints/>

If at any stage, the complainant states their wish to have their complaint investigated by someone external to the home or we deem this to be more appropriate; we will support and facilitate this request.

All actions taken and outcomes are recorded, and the complainant is kept fully informed in writing throughout the process. Should the complainant be unhappy with the outcome, they are then supported to access the homes appeals procedure.

As part of the appeals procedure, the complainant is made aware that they may complain to other independent agencies.

All carers in the home are aware of the procedures for young people and their families. Dependent on the nature of the complaint they may; speak with the Registered Manager, Social Worker, Case Management Team or Independent Visitor.

Carers have access to Shropshire Council's complaint and whistle blowing procedure through the Shropshire council intranet.

There is guidance for dealing with employee's complaints and this can be accessed via Shropshire Council Intranet>Policies and guidance>HR and Payroll>Whistleblowing Policy. Complaints can be made to-

Jo Roche at Berwyn Cottage

We may use other methods to establish a young person's view such as discussion, restorative work and reflective practice within de-briefs, and key work sessions. Independent visitors to the home will consult with children on their quality of care. Children are given the opportunity to access advocacy services through Coram Voice and have details of how they can do this in the Children's Guide.

Children complete a feedback questionnaire about the quality of their care which informs actions within the Regulation 45 report.

**7b A description of the home's policy and approach in relation to Anti-discriminatory practice in respect of children and their families and Children's rights.**

The team will adhere to Shropshire Council's policy on anti-discrimination; this incorporates the B.A.S.W Code of ethics and the principles of Health Professions Council (HPC).

"Anti-Discriminatory Practice is about treating people equally, fairly, recognising that we all have different needs, tastes, experiences and cultures. Practice will be examined so that this recognition is fully taken on board".

We do not discriminate on the grounds of race, gender, disability, ethnic origin, sexual orientation, and cultural or religious beliefs.

The home adheres to all relevant legislation regarding the rights of children including The United Nations Convention on the Rights of the Child and rights under the Children's Homes Regulations (2015). They are kept in mind throughout all practice in the home. These rights are the absolute minimum standard.

Children have the right to be treated with respect and dignity within a safe and homely environment. We value the child's right to privacy and choice and the ability to express their views and opinions. We try to ensure that the children are aware of their rights and know how to complain if necessary. This helps to enable the young people to develop as an individual and improve self-esteem.

### **7c The Review of Placement Plans**

Placement plans are reviewed monthly. Progress and challenges regarding the plan are discussed with the young person. New SMART targets are created as part of this process.

## **8 HEALTH & WELL BEING**

### Relevant Legislation

- Guide to the Children's Homes Regulations including the quality standards (April 2015)
- The health and well-being standard (Page 32)
- The Children's Homes Regulations including the quality standards (April 2015)

### Regulations-

- 10. *The health and well-being standard*
- 23. *Medicines*

### **8 a) Details of any healthcare or therapy provided, including:**

#### Details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy

The home ensures that the children are registered with all required healthcare professionals such as a local GP, opticians and dentist.

LAC medical appointments are offered to all young people. Carers endeavour to complete any actions from the LAC medical.

Health information is gathered through the referral process and the home ensures that it can meet the child's health needs before agreeing to a placement.

Each young person's Health care plan contains details of their medical history, and any current concerns are addressed through this.

Should the child require any health treatment or appointments the home will encourage attendance to complete these as soon as possible.

Carers will encourage children to lead a healthy lifestyle including taking regular exercise, eating a healthy diet and supporting young people's emotional wellbeing. Carers will talk with

young people about these areas and complete direct work with them when necessary through active health promotion and education.

Referrals to the local child mental health service (Bee U) can be made if applicable.

All staff receive mandatory first aid training.

All Staff are trained in the Solihull approach model, this model integrates elements of various theory's such as child development, psychoanalytic theory and behaviourism. The impact of adverse life experiences is explored, and the training gives tools that may be effective in promoting change in the quality of attachments and helping young people.

Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or the evidence can be accessed.

Should the child have specific targets regarding their health then these will be identified and recorded as part of their Individual Placement Plan and Health Plan, these are reviewed monthly regarding any challenges or positive outcomes.

## **9 ENGAGING IN THE WIDER SYSTEM**

Relevant legislation-

- Guide to the Children's Homes Regulations including the quality standards (April 2015):

Regulation

5 - engaging with the wider system to ensure children's needs are met (Page10)

### **9a Details of how the home works with the wider system to meet the needs of the children.**

Carers recognise that there are services outside of the home which can be engaged to meet the children's needs.

We try hard to work alongside all services as part of the wider system that can support us in meeting the needs of children, throughout their stay with us.

These services may include charities, community groups, youth groups and community policing projects.

## **10 LEADERSHIP & MANAGEMENT**

Relevant legislation-

- Guide to the Children's Homes Regulations including the quality standards (April 2015):
- *The leadership and management standard (Page 51)*
- The Children's Homes Regulations including the quality standards (April 2015):

Regulations-

13. The leadership and management standard
31. Staffing of children's homes
32. Fitness of workers
33. Employment of staff

- 40. Notification of a serious event
- 45. Review of quality of care
- 46. Review of premises
- 47. Financial position

*SCHEDULE 2. Information required in respect of persons seeking to carry on, manage or work at a children's home*

**10a the name and work address of**

<p><u>The Registered Provider</u>          Shropshire County Council          Shire hall          Abbey Foregate,          Shrewsbury          SY2 6ND          Phone: 0345 678 9000          Registration Number:</p> <p><u>The Responsible Individual</u>          Lisa Preston          Children's Placement Services          Mount McKinley Building          Shrewsbury Business Park          Shrewsbury          SY2 6FG</p> <p>Telephone: 01743 250106          Email: <a href="mailto:Lisa.Preston@shropshire.gov.uk">Lisa.Preston@shropshire.gov.uk</a></p>	<p><u>The Registered Manager</u>          Jo Rocke          Berwyn Cottage, 3 Wilcott          Nr Nescliffe          Shrewsbury          SY4 1BJ          Telephone: 07458054147          Email: <a href="mailto:Jo.Rocke@shropshire.gov.uk">Jo.Rocke@shropshire.gov.uk</a></p>
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**10b Details of the experience and qualifications of staff, including any staff commissioned to provide education or health care**

**Responsible Individual**

Lisa Preston has a wealth of experience accumulated across a variety of challenging roles within Children's Services. Lisa's experience within the field of family placement work now spans almost 17 years, eleven of which have been within management roles. For the past four years Lisa has been within strategic management, currently as a Service Manager for Shropshire Council and previously as a Group Manager and Service Lead for Walsall Council.

Qualifications: HCPC Qualified Social Worker Sociology and Social Policy degree  
 MSc Social Work  
 Post Graduate Diploma in Leadership and Management  
 Post qualified award social work  
 Diploma in social work

**Registered Manager**

Jo Rocke is employed as a Manager of Berwyn Cottage. Jo has responsibility for the day-to-day running of the home and supervises the team who look after the young people, as well as directly working



with each young person. Jo is also responsible for ensuring that the care plan is implemented and for accessing resources for this. Jo has been working in residential care since 1988 in a variety of settings in both voluntary and statutory organizations. Joining Chelmaren in 2009 and moving across to open Berwyn in August 2020.

#### Qualifications

NVQ 4 (Registered Managers Award) NVQ 4 (Social Care)

Level 5 Diploma in Leadership for Health & Social Care and Children Young People's Services

Certificate in Community Care

RSA Counselling

Triple P Practitioner (Positive Parenting Programme)

Child Protection Trainer

Team Teach tutor

Practitioner in Student Placement



#### **Deputy Manager**

Lee Perry has over 10 years of experience working with young people and adults on the autistic spectrum disorder, learning difficulties and other impairments in the private sector. Lee joined Chelmaren in October 2018 and was successful in becoming the Deputy at Wilcott. Lee's interests are socializing and having family time.

#### Qualifications

Level 5 QCF DIP Leadership for H&SC Children

Undertaking Diploma in Children & Young People's Workforce

### **SHIFT LEADERS**

#### **Martha Draycott**

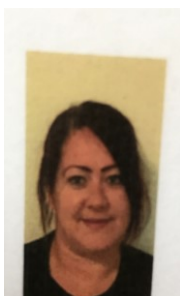


#### **Undertaking Diploma in Children & Young People's Workforce**

Martha joined in September 2019 and has 5 years' experience in the Children's Placement Team.

Martha enjoys a range of outdoor activities including; cycling, hiking, running, photography and weight training at the gym.

#### **Angela Provost**



#### **NVQLS 3 Diploma in Children and Young People@s workforce (social care)**

Angela has extensive experience working within the looked after children's residential setting and joined Wilcot in August 2020.

Angela is an enthusiastic steam engine owner and enjoys riding her horse



## THE WORKERS

### Lisa Lewis

#### **Undertaking Diploma in Children & Young People's Workforce**



Lisa joined Chelmaren in October 2018 and moved to Wilcot in August 2020. Lisa has previously worked with children with disabilities. Lisa is looking forward to joining a new team and home.

Lisa enjoys running and has completed the London Marathon twice, she also enjoys cooking, hillwalking, dog walking and weight training the gym.

### Ewan Evans

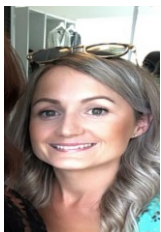


#### **Undertaking Diploma in Children & Young People's Workforce**

Ewan started working for Residential Service in March 2020, previously he worked for Shropshire Council IT Department.

Ewan enjoys playing and watching football.

### Cheryl Crow



#### **Undertaking Diploma in Children & Young People's Workforce**

Cheryl has 14 years experience working with children aged 2 - 16 years and was a toddler room supervisor for 4 years, before becoming a teaching assistant. During the Summer & half terms Cheryl ran school holiday club. Cheryl has experience supporting children with behavioural & learning difficulties. I joined Chelmaren in March 2020 & looking forward to being apart of the team at Wilcott.

### Kieran Morris



#### **BTEC level 3 diploma for Residential childcare**

Kieran has been a residential care worker for over 2 years.

Outside of work he enjoys exploring the countryside and taking his dog, Merv, on long walks.

Kieran is a huge car enthusiast and enjoys working on his own cars along with attending lots of car shows too!

**Lee Pugh**



**Undertaking Diploma in Children & Young People's Workforce**

Lee has worked with children and young people for more than 25 years ranging from working at a Professional Football club to running his own events business.

Lee loves to be outdoors, he enjoys cooking, keeping fit and travelling

**Katie Dowgill**

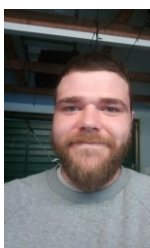


**Level 2 certificate for Children & Young Peoples workforce**

Over the years Katie has completed many child protection , paediatric first aid, anaphylaxis, health and nutrition training, fire safety and child development

Katie loves to go walking and baking is a great passion

**Curtis Leighton**



**Undertaking Diploma in Children & Young People's Workforce**

Curtis joined Wilcot in August 2020 and is a qualified tree surgeon.

Curtis is interested in Boxing, skateboarding, playing video games and anything outdoors.

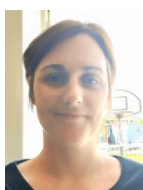
**Julie Austin**



**Undertaking Diploma in Children & Young People's Workforce**

Julie has worked in a secondary school for 10 years supporting children with special needs and have a level 3 qualification in supporting teaching and learning in schools. Julie worked in residential care supporting young people in the home environment and has a level 3 QCF in supporting children in residential care. Julie has lots of interests including; running, cycling, walking, sewing and baking.

**Cathrine Stevens**



**Undertaking Diploma in Children & Young People's Workforce**

Catherine has over 14 Years' experience working with young people whilst a PCSO with West Mercia Police. Youth engagement is something she is passionate

about.

Training in Tag Rugby and as a Level 1 Fa football Coach enabled Catherine to organise and facilitate sporting activities for young people.

### **10c Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff, including staff that provide education or health care.**

Shropshire Council's Supervision policy set out the arrangements for the supervision of carers.

The registered manager ensures formal supervisions are carried out as per the organisational flow chart below.

Team meetings and shift leader meetings are completed two weeklies.

There is management presence in the home by the home's manager and deputy manager and therefore there is day to day informal supervision of the carers.

All staff undergo a 6-month Probation Period in which development tasks are identified at 2-month intervals.

After probation yearly appraisals are carried out, development and training are acknowledged as part of the appraisal.

Shift Leader formal supervisions are carried out the registered manager and Residential Care Worker formal supervisions are carried out by either the registered manager or the deputy manager.

The Registered manager's formal supervision is carried out by the responsible individual.

### **10d If the staff are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes**

Berwyn Cottage aims to have a diverse workforce as part of the care team with a mixture of genders, cultural backgrounds and life experience.

### **THE ARRANGEMENTS FOR THE SUPERVISION, TRAINING AND DEVELOPMENT OF EMPLOYEES**

The arrangements for the supervision of staff are in accordance with Shropshire Council's Supervision Policy, in conjunction with Children's Homes Regulations including the Quality Standards. The Registered Manager, Deputy Manager and Shift Leaders carry out formal supervision of individuals. There are fortnightly team meetings and shift leader meetings in addition to the day-to-day informal supervision.

Everyone will have their performance reviewed annually, enabling learning for the work process and identifying development opportunities, as well as reviewing progress against agreed objectives development plans.

All staff will have Individual Learning Logs and will have regular access to the Staff Development Officer for Children's Homes. The Learning and Development Policy can be found in the Staff handbook.

## THE ORGANISATIONAL STRUCTURE OF THE CHILDRENS HOME

### **Register Manager**

Jo Rocke

### **Deputy Manager**

Lee Perry

### **Shift Leaders**

Angela Provost Sarah Wigley James Harding  
(acting) Martha Draycott

### **Residential Care Workers**

Lisa Lewis, Cheryl Crow, Curtis Leighton,  
Catherine Stevens, Ewan Evans, Aaron Wycherley,  
Julie Austin, Lee Pugh, Katie Dowgill, Kieran Morris

### **Support Staff**

**Team Secretary      Housekeeper      Facilities Officer**

# APPENDIX 1

## Staffing Policy

### Staffing Structure

The staffing structure of Chelmaren includes, Registered Manager, Deputy Manager, 3 Shift Leaders and 8 Residential Care Workers currently there is a three-shift system in operation, each shift headed by a Shift Leader.

The minimum number of staffs to be present during the day or night is two if there are young people to be supervised. There is no minimum number if there are no young people present or likely to be in the home.

### Starting times

The starting times for shifts will be 09.30 through to 23.00 hrs. Two staff to sleep in from 23.00 and be on duty from 07.00 the following morning, 08.00 during school holidays. There will be a handover period to the oncoming shift from 09.30 to 10.00.

### Waking Night:

The use of waking night staff may be necessary subject to the assessed needs of young people.

### Support Staff

One Team Secretary for 18.5 hours per week, a Housekeeper to support the team for 30 hours weekly and a Facilities Officer who works between Chelmaren and Haven brook.

### On-Call

Currently the Manager and Deputy Manager operate the 'on call' system; the person on call will be available on the '**Hotline**'



## APPENDIX 2

### GLOSSARY

#### **BASW**

British Association  
of Social workers  
Tel: 0121 6228411

#### **CPS**

Children's Placement Service  
Mount McKinley Buildings  
Tel: 01743 250100

#### **CWDC**

Children's workforce  
Development Council  
now Department for Education  
Tel: 0370 0002288

#### **HPC**

Health Professions Council  
Tel: 0845 300 4472

#### **LAC**

Looked After Children

#### **NCB**

National Children's Bureau  
Tel: 020 7843 6000  
[Email: enquiries@ncb.org.uk](mailto:enquiries@ncb.org.uk)

#### **Ofsted**

Office for Standards in  
Education  
Tel: 0300 123 1231

#### **PEP**

Personal Education Plan

#### **PSHE**

Personal, Social and Health  
Education

#### **RCW**

Residential Care Worker

#### **SOVA**

Supporting others Through  
Volunteer Action  
Tel: 0121 6437400

#### **Coram VOICE**

Tel: 0808 8005792

#### **IRO**

Independent Reviewing Officer

#### **CCC**

Care Council Crew

