

POTTON HOMES

STATEMENT OF PURPOSE



OCEAN VIEW LODGE



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Statement of Purpose

Quality and Purpose of care

- 1) Potton Homes, Ocean View Lodge is an independent Children's Home, offering residential care to 6 children, aged 8 years to 17 years on admission that suffer from or have been identified as having emotional and behavioural issues. Each child referred would be assessed to ensure that they did not compromise the care needs of children placed, which would include taking into consideration the ages of children already in placement. There will always be dialogue with the existing children's placing authority and a comprehensive risk assessment in place prior to placement. Each young person will have to be identified as needing residential support as the most appropriate option at that time.

- 2) Ocean View Lodge adopts an individualised and bespoke approach to the care of the young people. Each young person is assessed prior to placement, to ensure that the correct level of support and services can be identified and planned for. We offer psychotherapy to young people in our care; this is undertaken by the UKCP Registered consultant child and adult psychotherapist (Peter Kelly). Peter specialises in attachment-based humanistic and integrative psychotherapy, and the impact of early childhood trauma.

We aim to increase the children's opportunities for positive outcomes for their future and assist them in changing learned patterns of behaviour and attitudes.

The aims and Objectives and desired outcomes of Potton Homes:

- To provide security and stability to children and young people requiring group residential care who need to be away from their family home, or are not able to live in foster care.
- To provide a professional service that is able to assist and make recommendations on a child's learning needs, emotional and behavioural needs and developmental needs within the context of a specific requirement from the referring agency.
- To risk assess all referred placements, assessing the risk for all children already in placement.
- To contain challenging behaviours, through the strength of the group, and through close supervision.
- To enable the children to find a way of describing and defining their issues in a manner that helps carers, families and others by mobilising the appropriate resources for them to be taught the life skills and independent living skills, with a programme that is unique to them, incorporating achievable targets and breaking down the tasks to the child bearing in mind their level of understanding, so that their goals are achievable.
- To identify health and educational issues pertinent to the wellbeing of the child and to ensure they have access to all resources available within the period of their placement with our service
- For the child to feel they are protected and cared within a homely environment for the length of time they reside at Potton Homes.
- For children to have learnt life skills and independent living skills allowing a positive transition into adulthood

- Children to be able to develop trusting, safe and secure relationships.
- For children to participate in all aspects of planning for their care.
- That children achieve positive outcomes academically and vocationally within an environment that recognises all achievements for the child.
- That promotion of physical emotional health for each child ensures that their health is monitored and there is a plan to ensure that all the child's health needs are met.
- To be healthy, stay safe, enjoy and achieve, make positive contributions and achieve economic wellbeing.

We will ensure that each child has an identified Keyworker who will be a point of contact and also provide individual support for the child, their family, social worker and other professionals.

Staff will ensure that the children know they are present and valued through the boundaries and routines set for their behaviour; also by the way staff persevere in trying to help them. As an organisation, we will raise staff awareness of the complex needs of children through training, supervision and appraisal. We will ensure that all children have a Care Plan and Placement Plan on file to enable staff to work in a positive and consistent way. We will also provide the allocated social worker with a thoroughly updated report in respect of the child at regular intervals.

We can also offer parenting assessments and family support packages. This allows us to work with the whole family and help reintegrate young people back into their homes and family successfully. This is achieved through commissioning our Family assessment and support service PKS. PKS offers a variety of parenting and family support and assessments and are also able to provide mentoring and support services to young people at Ocean View Lodge. They are independent of the home and can work with families to engage them in rebuilding the strained the relationships within the family home. PKS also offer young people an independent person to either support them in mentoring, having a voice or undertaking targeted direct work with individual young people as part of their care plan.

Ocean View Lodge provides young people with specialist advice, information to educate and empower young people from sexual exploitation, safe and healthy relationships, domestic violence and self-harm. All the staff undertake regular training on self-harm and sexual exploitation. Young people will be assessed at the referral stage to explore whether they require this type of support. This can also be added to the care plan as the placement develops and if the need arises.

8) Potton Homes is a modern six bedroom, two storey detached house. It is situated in Westcliff-On-Sea offering the young people a well decorated and modern environment. The design and décor of Potton Homes aims to create a homely environment which allows young people to flourish and gain ownership of their own lives with the support and dedication from the staff team. The young people are actively encouraged to be involved in the decoration of the home and have the opportunity to personalise their bedrooms.

The accommodation provides each child with their own bedroom, which they will be encouraged to personalise, there are bath/shower facilities available for young people.

On the ground floor there is a separate living and dining room.

The lounge and dining area is such that it allows the young people space so that they are able to have quality time within their home.

The home has been refurbished to ensure that the appropriate privacy, hygiene facilities, laundry facilities and kitchen area are appropriate for use in a children's home. The home has been adapted to ensure it meets fire and health and safety regulations.

The home is registered for 6 young people of both genders and aged between 8-17 years on admission.

4) The location is in a residential street in Westcliff on Sea, very close to the seafront and within walking distance to the local towncentre. It is convenient for schools, shops, leisure facilities, doctors, community services and bus routes. London is a 45 min train journey away and there are 2 main lines into London.

There are plenty of things to do locally and in the surrounding area. There is a fitness of premises report and Localiity Risk assessment in place.

5) The cultural, linguistic and religious needs of young people will hopefully be identified at the planning stage through the referral form. There are places of worship locally for all faiths and religions and the young people will be actively supported and encouraged to continue any religious or cultural belief system they may have. Any linguistic needs will be identified at the planning stage and the home will ensure that the skills, language and understanding of the staff will meet the needs of the young person. There will be readily accessible information and advice on all cultures and religions if required.

6) If a children's homes day-to-day practice is consistent, open and fair, it is likely that the majority of problems that arise will be resolved quickly to everyone's satisfaction without recourse to formal procedures.

Children, young people and their parents and families should always be consulted about decisions effecting their involvement in general day to day running of the home should be encouraged. For example, resident's meetings children and young people are accountable to their peers and the residential workers for their conduct in the home. Residential Workers are also accountable to the children, young people, their parents and families for the quality of the care provided. This should be reflected in residents meetings. Children and young people will use residents meetings positively if they believe action was going to be taken to address their concerns or any issues that they raise, or where this is not possible, reasoned explanations are given. Residents meetings should always be recorded, with decisions made and action to be taken clearly noted.

Regular key work sessions with children and young people should be held by the key worker or co-keyworker, as co-coordinator of the child's care in the home, is in a particularly good position to talk through with the child any problems or difficulties s/he may be experiencing. Decisions reached in these meetings must be clearly recorded any necessary action to be taken promptly.

Residential Workers must be prepared to acknowledge that they will occasionally make mistakes and that a reconsideration of decisions previously taken may be necessary.

This should help create an environment in which problems can be quickly and effectively solved. (Please note however that individual workers should never act alone and reverse decisions without first consulting with the manager). This should preferably be done at a team meeting.

Most children, young people and their parents and families who wish to make a complaint will simply want it to be sorted out quickly and with a minimum of fuss. Some will not have the confidence, however, to pursue a complaint without support and they may want an independent advocate, social worker, parent or another familiar adult to support or represent them. This wish should always be respected and facilitated. All complaints verbal and written are to be dealt with using the complaints procedure.

Residential Workers should always be perceptive to a child or young person's unhappiness caused by difficulties they are experiencing within the home some children will act out their unhappiness, dissatisfaction and anger. Whilst the acting out behaviour will need to be addressed, childcare practitioners and teaching staff should also look beyond the presenting behaviour and try to understand the root cause of the problem.

Children and young people must always have access to a private telephone; help line should be prominently displayed in case they wish to make use of them. They should also have the opportunity, should they wish to do so, to talk to their parents or family, their social worker, Regulating Body Ofsted and the appointed independent advocate.

In reaching decisions about how to pursue a complaint then the young person, their parents or family or any other complainant's wishes must always be respected. In most cases they will want their complaints to be dealt with quickly and possibly with the advice and support of the independent advocate or their social worker, they will be content for the matter to be first dealt with using the informal procedure set out in below. If they wish to make a formal complaint however either using their placing local authority's procedure or directly to Ofsted they should be helped to do so in accordance with separate procedure.

All complaints involving harm to children and young people must be dealt with formally in accordance with Ocean View Lodge Safeguarding policy and procedure.

If a child, young person and family have a complaint and they are agreeable, at least in the first instance, for it to be dealt with informally, the following procedures should be used.

- The member of staff on duty should make a written record of the complaint. It should be shown to and signed by the child, parent or complainant if possible. A record of the complaint should be recorded in the central complaints log
- At the first available opportunity it should be shown to the manager. The manager should confirm based on the nature of the complaint how and by whom it is to be investigated.
- If the homes manager is the subject of the complaint it should be referred promptly and directly to the responsible person who will decide how the complaint is to be handled. The registered manager or responsible person will then co-ordinate the handling of the complaint in accordance with the procedures below.

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- The manager should meet with the child, and possibly the parent or other complainant as quickly as possible, that the complaint is justified, and the member of staff is prepared to apologise, it may be possible for the manager simply to arrange a meeting between the member of staff and the child, parent or other complainant to resolve the matter.
- If it is not that straightforward and an investigation is going to be necessary the manager should explain how he intends to proceed with the investigation. If the complainant is a child or young person, the manager should identify the child's support needs during the investigation process and ensure they are put in place.
- The manager should inform, in writing, the child's social worker about the complaint and how it is being handled
- If a staff member is the subject of the complaint, only the manager or in the deputy manager if allocated responsibility should investigate the matter. The manager or deputy should meet with the staff member concerned to explain how the investigation is to proceed. The manager should also consider the staff members support needs during the investigation and ensure they are put in place.
- The manager or deputy should identify all those involved in the complaint, including witnesses of the incident, which gave rise to it and arrange interviews with them as soon as possible. A written record should be kept of each interview. The aim of the interviews should be to gather as much information as possible; this will help the manager or deputy, in consultation with the responsible person, to make an informed decision about whether or not to uphold the complaint and to decide what, if any action needs to be taken.
- The child, young person, their parents or family making the complaint, the subject of the complaint any others involved should be informed of the outcome both verbally and in writing by the manager or deputy as quickly as possible and within 14 days (acknowledgment in writing within 72 hours). A record of the investigation and the outcome should be placed in the central complaints book, on the child's individual case records. The registered manager, the child's social worker, the parents and where necessary the regulating body Ofsted, if the complaint falls into the Child Protection.
- If the complainant is not satisfied with the outcome s/he should be advised and helped to use the relevant placing local authority formal complaints procedure to pursue the complaint further. Similarly, any child or young person who is the subject of a complaint and is unhappy with the outcome should be advised of his/her right to do the same. Staff members who are the subject of complaints, who are discontent with the outcome of the investigation, have the right to take the matter up through Staff Grievance Procedure.

The approach throughout the above procedure should be to resolve the problem that gave rise to the complaint to every one's satisfaction as thoroughly but as quickly as possible. Managers should also remember that, for those involved in a complaint, it might be a worrying and stressful time. Extra support should be available to children and childcare practitioners and teaching staff involved in the process.

Children, young people their parents or families who wish to make a formal complaint to their local authority or direct to Ofsted should always be given the necessary assistance to do so.

The relevant placing local authority's formal procedure should be available at the home for the child, young person, and parent or family to use should they wish to do so (ensuring the availability of the procedure should be the responsibility of the manager).

Assistance to understand and use the procedure should be provided directly or coordinated by the manager or the deputy manager (unless in the cases where the manager or the deputy are the subject of the complaint in which case the assistance should be provided directly by the responsible person, the assistance should always involve:

- Helping them to access and understand the relevant local authority formal procedures and giving them advice on how to use it and or details of how they may contact the regulating body Ofsted direct if that is their wish.
- Helping them to formulate their complaint and put it in writing
- Contacting the placing authority social worker and designated complaints officer within the placing authority as well as Ofsted, stressing that the complainant wish's for the complaint to be handled formally and contacting others in the child's care network e.g. the parents or family to inform them of the complaint and how it is being handled.
- Providing support to the child, young person, their parents or family during the process of any ensuing investigation carried out under the local authority procedure.
- Facilitating the investigation process wherever possible including making necessary records available or ensuring childcare practitioners and teaching staff are available for interview as required.
- Maintain regular liaisons with the placing authority social worker to ensure that the investigation into the complaint is progressing within the time scales specified in placing authority's formal complaints procedure.

All formal complaints and their outcomes must be fully recorded in the homes central complaints book and complaints file and the social worker, responsible person, parents or family and the independent complaints officer informed in writing.

Where the complaint falls into Child Protection the regulating body Ofsted are also to be informed in writing.

In the event of the child, young person, parent or family member wishing to appeal against the outcome of the formal placing local authority investigation into the complaint they should be assisted to understand and pursue the appeal part of the placing authority procedure, including receiving information about the timescales for appeal. The appeal and eventual outcome should be fully recorded in the homes central complaint book and file. All those specified above should be notified of the appeal and the eventual outcome of the appeal.

7) Staff vigilance is the most potent deterrent against bullying. Children who bully will then know that such incidents will be dealt with and give the victims of bullying the confidence to

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speak out. Adults recognise that allowing those who bully to misuse power is not only damaging to the victim but also gives the opportunities for the development of sub cultures which will hinder their work with the children. Even with effective communication systems the problem of bullying remains to be addressed in a number of different ways such as:

- Group meetings
- Focused meetings of those involved in bullying in 1-1 sessions
- Workshops and external services providing support and advice

Adults will promote at all times anti oppressive practice both with children, each other and any other person visiting the home, either in a professional or personal capacity.

At Potton Homes we believe that everyone has the right of freedom from all forms of harassment. Everyone is encouraged to treat others as they would wish to be treated and to actively safeguard the rights of others. We aim to ensure the victims of bullying are confident of support and redress, while the aggressors are helped to see the error of their ways. Bullying occurs in a wide range of situations, including bullying when witnessed and when it is unobserved by anybody else.

At Potton Homes we find any form of bullying is unacceptable whether between child and child, child and adult or adult and adult. Bullying is considered to be where any individual or group of individuals has the intent to make another feel inferior or afraid by the use of:

- Physical aggression
- Physical threat
- Language
- Use of body language
- Taking another person's possessions

Any identified incidents of bullying will be spoken about and recorded and the social workers involved for the young people concerned will be notified and involved in planning strategies to prevent this happening. If bullying continues and is considered as safeguarding concern then it will be followed up as a safeguarding concern and the local safeguarding board will be notified. A disruption meeting will be held for the young person that is deemed to be bullying and their placement will be at risk.

There is a threat, bullying and allegations log that will highlight any instances of bullying and will identify what has been done to manage this.

If there are serious and immediate risks posed by young people then their placements may be ended with immediate effect.

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The home takes seriously its responsibility to safeguard and promote the welfare of children; and to work together with other agencies to ensure adequate arrangements within our home to identify, assess, and support those children who are suffering harm.

We recognise that all adults, including temporary staff, volunteers, have a full and active part to play in protecting our children from harm, and that the child's welfare is our paramount concern.

All staff members believe that our home should provide a caring, positive safe and stimulating environment that promotes the social, physical and moral development of the individual child.

The aims of this policy are:

- To support the child's development in ways that will foster security, confidence and independence.
- To provide an environment in which children and young people feel safe, secure, valued and respected, and feel confident, and know how to, approach adults if they are in difficulties believing they will be effectively listened to.
- To raise the awareness of all teaching and staff of the need to safeguard children and of their responsibilities in identifying and reporting possible cases of abuse.
- To provide a systematic means of monitoring children known or thought to be at risk of harm, and ensure we, the home, contribute to assessments of need and support packages for those children.
- To emphasise the need for good levels of communication between all members of staff.
- To develop and promote effective working relationships with other agencies, especially the Police and Social Care.
- To ensure that all adults within our home who have substantial access to children have been checked as to their suitability.

Ocean View Lodge procedures will be in line with Local Safeguarding Children Board (LSCB) We will ensure that:

- All staff understand and fulfil their responsibilities.
- The home manager is the nominated designated member of staff.
- All members of staff are provided with Child Protection Training every year.
- All members of staff, volunteers, know:
 - The signs and symptoms of concern
 - How to respond to a children who discloses abuse

- What to if they are concerned about a child

All parents/carers are made aware of the responsibilities of staff members with regard to child protection procedures through publication of the homes' Child Protection Policy, and reference to it in our introductory home materials.

Our recruitment policy will seek to ensure the suitability of adults working with children in the home at any time and will follow safer recruitment guidance and legislation.

Our procedures will be regularly reviewed and up-dated.

The person that is the designated member of staff for Child Protection is the Manager Michelle Kerrison, maiden name (Mills).

All new members of staff will be given a copy of our child protection policy as part of their first day induction.

We recognise that children cannot be expected to raise concerns in an environment where staff fail to do so. All staff should be aware of their responsibility to raise concerns, where they exist, about the management of child protection, which may include the attitude or actions of colleagues. If necessary, they should speak with the registered manager, senior manager or the LADO when concerned for the welfare of any young person.

All home staff should take care not to place themselves in a vulnerable position with a child. It is always advisable for interviews or work with individual children or parents to be conducted in view of other adults; however we recognise that this is not always possible.

All Staff should be aware of Guidance on Behaviour Issues, and the home's own Behaviour Management policy, systems and procedures. We understand that a child may make an allegation against a member of staff.

If such an allegation is made, the member of staff receiving the allegation will immediately inform the registered manager. The manager on all such occasions will discuss the content of the allegation with the Local Authority Designated Officer (LADO) as soon as is practical or in very serious urgent matters the Police and or Children Services Social Work Duty and Assessment Team.

If the allegation made to a member of staff concerns the registered manager, the person receiving the allegation will immediately inform the Director of Care Christine Seecharan.

Suspension of the member of staff, against whom an allegation has been made, needs careful consideration, the advice of the LADO will be sought.

In the event of an allegation against the registered manager, the decision to suspend and subsequent action will be taken by the registered individual, Sue Potton.

Any safeguarding concerns will be notified to the first contact team at the local authority or

The LADO and it will always be notified to the child's social worker and Ofsted.

The home will keep confidential records of all safeguarding concerns and action secure cabinet that is locked. Only the Manager will have access to this.

Safeguarding concerns and incidents will be monitored regularly through reg 44 visits and reg 45 reports.

Views wishes and feelings

8) Young people are encouraged to meet daily in the house meeting to discuss any relevant issues in the house. This time is for young people to raise any issues they wish and discuss the running of the home and have their input in relation to Food and Menus, Activities, Home Decor, Holidays, Routines, Structure, Times, Rules and expectations, Issues within the group and house etc. It is a safe and regular place that allows the young people regular and familiar surroundings in which they can participate in decisions about their home.

Young people also have regular 1-1 sessions that are recorded. These allow the young person individual time with staff to discuss more sensitive topics and issues and ensures that they have the opportunity to raise issues privately.

The young people are also provided with feedback forms every 3 months and this is used as part of the regulation 45 monitoring of the home undertaken by the manager.

The young people are also encouraged to use advocacy services and information is readily available for them to use.

The young people will also be invited to meet with the Independent visitor to the home who completes the regulation 44 monthly reports.

9a) The service celebrates diversity amongst its children, staff and visitors and recognises the contribution which individuals with a wide range of backgrounds and experiences can make to the life of the home.

The Organisation recognises that some individuals and groups experience discrimination and disadvantage in their access to education, training and employment and is committed to policies and practices which promote equality and redress disadvantage within the current legislative framework.

In particular, the Organisation believes that no individual or group should receive less favourable treatment as a consequence of their disability, gender, age, colour, ethnic origin, culture, religious beliefs, marital status, responsibility for dependants, employment status, sexual orientation, criminal record or social and economic status.

The Organisation will monitor the effectiveness of this policy by analysing relevant information, evaluating it and carrying out the appropriate actions.

The Organisation's commitment to equality of opportunity and the elimination of discrimination extends to applicants, children, family, staff, volunteers and visitors.

9b) Children have rights in relation to every aspect of the care they receive in Potton Homes. These rights are protected through various policies and procedures, for example, protection against abuse and bullying, and rights to be dealt with fairly through the behaviour management policy. Potton Homes has also developed an additional policy to protect privacy, dignity and confidentiality.

Potton Homes policy statement states:

“Children and staff will respect a child’s wish for privacy, confidentiality, and the maintenance of dignity in a manner that is entirely consistent with good and reasonable parenting and the need to protect the child”.

Education

10, 11, 12) Great emphasis is placed on the opportunities of changing established patterns of behaviour by accessing the system of education and the alternative programmes. All adults work alongside each other to promote and stimulate interest and learning. The aim is to afford children the same life chance opportunities through their education, as are their peers in the community.

Young people with special educational needs will be supported to ensure that the needs identified in their statement are met through the educational provision they engage with. Educational arrangements should be discussed and agreed at the time of referral. An up to date PEP and EHC plan needs should be provided to help the home ensure that the young person is getting their educational needs met. The PEP and EHC plan will be reviewed annually.

Educational progress and attainment should be monitored and evaluated through monthly reports and they should evaluate progress and recommend action for the following month. Weekly staff meetings will explore educational engagement and plan on how to improve.

Monthly monitoring systems will monitor and report on the educational achievement, engagement and attainment that the young people in the home.

The home is not dually registered with a school but education can be provided in Potton Homes Independent School if agreed as part of the care plan. The school is independently registered and will only provide education for young people that are on roll there. Ocean Lodge Independent School provides bespoke and individualised packages of care for young people that have struggled in other educational provision.

Where children are over school leaving age an appropriate development programme will ensure that they are given advice, support and links with local colleges, ensuring that they have access to the same opportunities as their peers. To ensure that each child has access to private areas of study, there is adequate space and furnishings provided to encourage further education opportunities within the home environment.

Staff attend school events and open evenings and take an interest in all aspects of school life. Schools are always invited to participate in reviews and planning meetings for each child in order to ensure there is a focus on educational needs. Currently we enjoy excellent

liaison with local schools, which means we are able to advocate and negotiate for a child to enter local schooling with staff support as necessary. Staff regularly seeks information on a child's educational progress and work in partnership with the school and Social Worker to meet particular needs wherever possible.

At Potton Homes, education is perceived as the opportunity for children to prepare for future life, change previous patterns and leave the care system with qualifications. We have established close links with local Colleges for those children who have reached a stage in their lives where they have gained the necessary resources to successfully complete appropriate courses.

All young people will have a preparation for Adulthood plan that will promote and encourage independence skills at a level appropriate to their needs. All staff will have regular discussions and actively promote, independence and discuss social topics relevant to the young people and the home at the time.

Enjoyment and achievement

13) Where young people come into the home with particular hobbies or skills they are actively encouraged to keep these going wherever practical. Part of the role the home has is to review leisure time and to stimulate a broader range of interests that can be kept up when the young person moves on from Ocean View Lodge. This will be developed as part of the care plan and it is intended that there is planned and unstructured time. We aim for each young person to have at least 1 'extra-curricular' activity which involves him or her outside the home. We understand that this may take time and considerable encouragement for some young people due to anxiety or social issues but staff will work closely with the young person to encourage and empower them. We use this not only to develop self-esteem but also to broaden links and the possibilities of positive friendships with other children and young people in the Community.

There is a wide range of choice including horse riding, swimming, cycling, football clubs, tennis clubs, cricket clubs and ice-skating as well as more community-based activities such as guides, cadets and St John's Ambulance. There are also opportunities for group excursions to places of interest and theme parks. Every young person will be offered long weekends away at the homes caravan in Hastings. Half term breaks take place throughout the year. Meetings are held between children and adults to encourage and promote participation in the recreational activities and establish an activity framework that benefits each child and is reflected in their individual care plan. Whatever the activity, children will be supervised by appropriately trained staff and a focused risk assessment undertaken that does not limit the children's chances of engaging in age appropriate activities.

Any particular cultural activity that is required or requested by a young person will be met and incorporated into their routine and planners. This will be discussed and agreed prior to placement if required.

Health

14 a, b) Adults have a significant role in promoting an awareness of health issues and healthy lifestyle. At a basic level this includes providing good nutrition, ensuring adequate

sleep and a proper and onerous regard for personal safety. The adults provide children with the opportunity for good health but also work towards preparing them for taking care of their own personal health.

Consent for medication and medical treatment is requested at the planning stage and must be present before any treatment can be given by staff.

Information is available about preventing drug, alcohol and solvent misuse. Smoking, child exploitation and sex education can be addressed through focused house meetings and continue throughout the daily programme. We aim to create an atmosphere where sexual matters can be discussed, so that young people feel free to ask questions either individually or in a group situation. We aim to ensure that children are able to develop a healthy and responsible attitude to sexual behaviour.

Opportunities to address substance related issues with young people are covered during the course of the placement. The home promotes a positive, healthy environment and operates a non-smoking policy throughout the home. Staff will try and work with young people who come to the home who already do smoke, and make them aware of the risks of smoking and relevant support services should they decide to stop.

All children are registered with the local GP during the first week of placement. Should medication or a course of treatment be prescribed, a structure is in place that ensures that this treatment is followed. Children will undertake an annual health assessment. Whilst the focus is on the child's emotional health, the child's physical well-being is no less important. Children have regular optician's appointments. Children receive dental checks and children are supported through any required treatment.

All children are encouraged to pay attention to their personal hygiene. Personal needs monies are available for the purchase of toiletries and specialist hair and skin treatments. We recognise that children from different ethnic backgrounds and cultures may have specific needs, which relate to their heritage. We will endeavour to liaise with specialist agencies and communities to ensure that the Health and cultural needs are met.

A healthy lifestyle contributes to the positive outcome and attitude of children and we expect referring Authorities to provide all the necessary documentation required for children to meet their physical and health related needs.

Positive relationships

15) Positive contact is promoted and supported by the home. Contact arrangements will be agreed with family and Social Worker when required and will be incorporated into the care plan. Ocean View Lodge will transport young people to and from contact if the yp lives within a two hour journey and can also supervise contact sessions when required. Ocean View Lodge can provide workers to undertake work within the family, provide support, offer family assessments and carry out parenting assessments and mentoring.

Positive contact with friends is promoted and encouraged. Friends cannot stay over-night at the home but they are welcome to stay for dinner or join in an activity. young people can stay at their friends if agreement is given. The home will need to speak with an adult, have an address and a telephone number before any agreement is given. Decisions and agreement for friends to see people will always be decided and agreed based on the individual needs of the young person at the time.

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Protection of children

16) Electronic Means of Surveillance of Children/Young People

The young people will be monitored by the staff 24hrs day by in the home. Each young person will have the level of supervision agreed at time of placement or following any specific event that requires that young person to have an increase or decrease in agreed levels of monitoring. Staffing ratios are agreed in advance whenever possible.

There are security cameras externally that monitor the outside areas of the building for security purposes. We have door alarms on each of the children's bedroom doors, the alarm sounds in the office, this is not a behavioural management tool, it is to ensure responsive support is provided.

The placing authority of each child placed will be made aware of the need for such a device and enter into an agreement with the Home Manager as to how these will be used when the child is placed.

Night waking staff will be on duty from 10pm until 8am and will investigate all movements

Missing Child Policy

An Unauthorised absence or missing Child is when a child leaves the Home without permission or fails to return at an agreed time. The action to be taken is as follows:

- A decision is made by the senior staff member on duty that there is an Unauthorised Absence or missing Child. This is dependent on individual risk assessment and protocol
- The young person's missing person protocol is referred to and followed
- The Home advises the placing authority and on call Manager
- The Home advises the parent(s) as soon as practicable and if appropriate and agreed for them to be informed
- Likely addresses and areas will be visited by agreed personnel and staff if safe to do so.
- Risk assessment is undertaken to determine level of risk.
- Each child will have their own agreed threshold for when they are reported as missing and this will always be done in agreement with on call manager
- Any child that is missing for more than 6 hours without any contact will be reported as missing not Absent without consent.
- When a child is located, parent(s), Police and relevant social work staff to be immediately advised.

- Young person to be offered independent person to speak to and LA Misper will be invited to visit the yp.

The home has a missing child policy that is informed by LSCB, SET and police procedures. Each young person will have their own missing person protocol that is followed by the home and agreed by the placing authority.

Repeat episodes of going missing will result in the Manager requesting a meeting with placing authority to review the care plan for that child. A strategy may be convened following serious or prolonged episodes of missing, dependent on the individual young person.

The manager meets regularly with the missing person police officer for Southend and agrees each young person's missing person protocol with the parents police and the Social worker for each child.

The overriding responsibility will always be to ensure the safety of the young people at all times. Each young person will have an individual risk assessment completed prior to moving in and will then have one in place following the initial LAC review. This will be updated with all concerns relating to Safeguarding and the measures used to safeguard the child.

We value the unique role residential staff can have in understanding a child's needs and recognise the benefits for children in developing significant relationships within our Home. We aim to offer the highest standards in childcare practices and our accommodation, provision, quality of staff, and structured programmes reflecting the expectations of the organisation.

We employ staff that understand various methods behaviour intervention, professional and reparative parenting and who are committed to the needs and welfare of the children in our care. Our work with children will be marked by their inclusion and involvement in completing the requirements of care plans set out at review meetings.

17a) Physical restraint will only be used at Potton Homes as a last resort when it is necessary to prevent significant injury to any person or serious damage to property. However, due to the problems and previous experiences of many of the children in our care, it will sometimes be necessary to prevent a child from harming herself or other people or property. The following principles will guide actions taken by care staff in these circumstances.

Reasoning and discussion will always be the first and preferred means of resolving any difficult situation presented by a child. Physical means of control will only be used if discussion and distraction techniques prove ineffective and there is a real danger that a child will cause serious and significant injury to herself, other children, adults or any other person or cause serious damage to property.

Where previous behaviour indicates that there may be a future need for physical restraint, the manner of restraint to be employed will be discussed and agreed with the individual child, her Social Worker and if appropriate, parents. It will be based on an assessment of

the child's needs. The objective will be to establish agreement on the means of restraint as far as possible and the circumstances where this is likely to be needed. The agreement will be subject to regular review.

Restraint will not be used as a sanction or confused with agreed sanctions for unacceptable behaviour. It is not a means of punishment or an indication of disapproval. It is intended only as an emergency and temporary response to harmful behaviour and will be discontinued immediately the risk has diminished.

Physical restraint will involve the use of minimum force required for the circumstances and child. It will be administered cautiously, thoughtfully and in a manner that will minimise the risk of injury to the child. Two adults should be involved unless circumstances prevent this. Where necessary, means of close supervision will also be agreed in the individual child's plan.

Whenever it has been necessary to restrain the incident will be recorded in writing, the placing Authority informed and a copy of the written record of the incident sent in confirmation.

Other agreed adults will be informed of the incident where this is in the best interests of the child. The incident will also be brought to the attention of the home manager as soon as possible.

Following an incident of restraint, an early opportunity will be taken to discuss the incident with the child in order to give reassurance and to promote understanding and to explore alternative behaviours for the future. This should be done with somebody independent of the restraint itself.

17b) Adults will receive training in acceptable forms of restraint and will be supported through regular supervision. The restraint techniques used are "Price". The staff have a physical assessment at the end of the two day extensive training to ensure they are competent in using the techniques taught.

Each staff member will be assessed and re-trained annually in the use of restraint.

Restraints will be monitored through the monthly monitoring systems in place and any patterns of restraint will be discussed and strategies planned to manage this.

Children will have full access to Potton Homes and their placing Authority's Complaints Procedure should they consider any incident of restraint to have been unjust or abusive.

Our approach understands that punitive interventions are shown to exacerbate the young person's difficulties, rather than helping them with them. Consequences for inappropriate behaviours are designed to ensure safety, and learning – never to shame the often already highly shamed young person.

Each child lives as part of the group in the home and share in the day-to-day activities that are common to the lives of children generally. This includes eating together, sharing activity/leisure times, meeting and thinking together, and developing interests and hobbies.

The experience of living not only in a group but also as a group is used consciously by adults to support each child to understand and manage their relationships in constructive ways. Through a combination of formal and informal discussions and through the active adult management/support of the interactions between children, each child is helped to learn how to live not only with them self but just importantly with others as well.

In these ways, children come to understand the importance and value of safe and reliable relationships. They learn to manage them and themselves in constructive ways and therefore move steadily towards integration into our Social World.

As individual identity and sense of self is essential in developing these relationships with others and the wider world, each child at Potton Homes is allocated a named adult as their key worker who focuses on the child's individual needs.

A well-structured environment with clear boundaries and a framework of regular routine afford young people the opportunity to change and re-learn how to trust and take ownership of their feelings, learned patterns and experiences as well as their attitudes.

Rewards systems are in place that promote positive behaviour and each goal or target is individually created in response to the needs of each child.

We believe that boundaries and structure are essential components of responsible parenting. We believe this is best achieved by:

- Promoting positive relationships.
- Engendering respect for self and others.
- Providing clear guidelines in regard to appropriate behaviour.
- Providing clear statements in regard to rules of the Home
- Providing clear statements in regard to sanctions
- Treating children as individuals.

We will involve children and staff in agreeing the rules and expectations of the house and agree appropriate sanctions. Group Meetings and Team Meetings will be an essential method of operating this.

Great care is taken to ensure that children are helped to maintain a positive and calm environment. There is an emphasis on the child reflecting on the consequences of their actions. Potton Homes policies and procedures manual sets out clear guidelines which are based on the guidance given by the Department of Health, The Children's homes regulations (England) 2015.

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Within the Home we aim to encourage positive behaviour in children, through building relationships with them based on trust, created by consistent practice, mutual respect and understanding. We understand that on occasions children will test the boundaries set by staff and that there will be times when control moves outside the relationship and appropriate sanctions may be required to correct behaviour.

All staff are made aware of permissible controls and all sanctions are fully recorded. These records are checked and monitored by the home manager and reviewed at the Team Meetings as appropriate.

Children are told about proposed consequences and why they are necessary.

Staff use the following permitted disciplinary measures:

- Verbal reprimand
- Reparation
- Curtailment of leisure activities (for safety, not punitive purposes).
- Additional household chores (as reparation, not punishment).
- Increased supervision.
- Deduction from pocket money to repair damages (no more than two thirds).
- The supervision of pocket money spending; for a fixed period of time.
- Curtailment of use of the house car for leisure purposes. (for safety, not punitive purposes)
- TV removed from bedroom for 24 hrs (if a yp is unable to settle at night or is preventing others from settling).
- Smoking contraband to be removed . (for safety purposes, no punitive)

Other consequences can be used if appropriate and should be relative to the behaviour that is being given for.

Staff are trained and made aware of the following prohibited measures (Children's Homes Regulation 2015):

- Corporal punishment (intentional application of force such as slapping, punching, pushing, throwing missiles and rough handling).
- Deprivation of sleep, food or drink.
- Restriction or refusal of visits, communications.
- Forcing a child to wear inappropriate clothing.
- The use or the withholding of medication, medical or dental treatment.
- The use of accommodation to physically restrict the liberty of any child/child
- Intimate physical searches.

All sanctions are fully discussed and recorded with the child concerned.

Leadership and management

Contact Details

18) The Registered provider and responsible individual is Susan Potton.
Registered company address is:

Potton Homes Ltd
1 Creswell Park
Blackheath Village
London
SE3 9RD

info@potton-homes.co.uk

The homes Identification number:

URN SC 438764

Telephone number: 01702 333133

The Registered Manager is Michelle Kerrison.

The home address is not published in this document for safeguarding purposes.

19) The proprietor and registered provider/responsible person is Sue Potton. Sue holds a BSc (Hons) in nursing and Social work, DipSW.

Sue Potton has twenty five years' experience of Residential establishments for people with learning difficulties and prior to opening Potton Homes, worked as a children and families Child Protection Team Manager for various London boroughs.

Director of Care – Christine Seecharan.

Christine has over 20 years' experience of working in and managing children's residential homes. Christine has vast experience of working with children with emotional and behavioural difficulties and children with disabilities.

Prior to Christine being the Director of Care, Christine was the independent visitor for the Homes.

Christine holds the level 5 diploma in leadership and management in residential care and a diploma in systemic supervision.

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The registered manager is Michelle Kerrison who has over 20 years residential care experience.

Qualifications: NVQ 5 Leadership and Management and Diploma in Caring for children and vulnerable adults.

E-Mail Michellek@potton-homes.co.uk

Jenny Benet works for The South London Rape Crisis Centre. Jenny provides a specialist advice and information service for young people on sexual exploitation, safe relationships, and domestic violence and self-harm. Jenny also provides staff training in self-harm and sexual exploitation.

Jenny's training and qualifications:

HCPC Registration No: SW66995

QUALIFIED: 1998

Further Qualifications:

Cambridge College - Rape Crisis accredited qualification 2012
 Havering College – Art Therapy Counselling Course 2004
 Havering College – Practice Teacher Course 2003
 Anglia University – Post Qualify Award in Social Work PQ1 2002
 Southbank University – Post Graduate Diploma in Social Work 1998
 East London University – BA (Hons) Psychosocial Degree 1996
 College of Barking & Dagenham – Access Course 1992

Further Training:

Rape Crisis Trained
 South Essex Rape & Incest Crisis Centre Trained
 ABE Trained
 Safeguarding/Child protection Trained
 Domestic Violence/Abuse Trained
 Women's Aid Trained
 Leeds Domestic Violence Trained
 Freedom programme trained
 Group Facilitator Trained
 Solutions Focused Trained
 Counselling Skills Trained
 Sexual Violence/ Child Sexual Abuse/Child Sexual Exploitation Trained
 Honour Based Violence Trained
 Victorian Risk Assessment Trained
 CAF Trained
 MARAC Trained
 DASH Trained

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Substance Misuse Trained

21) The staff team are of mixed gender, age, race and sexuality and provide a varied and positive opportunity for young people to engage with positive role models.

- 21) Staffing structure:

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- DIRECTOR

- Sue Potton

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- Director of Care

- Christine Seecharan

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- REGISTERED MANAGER

- Michelle Kerrison

-

- DEPUTY MANAGER

- Lesley Gorrie

-

- DEPUTISING SENIOR

- Kraig Bradley

-

- SENIOR RESIDENTIAL SUPPORT WORKERS

- Liam Scott – Gemma Long – Roy Brooks

- Theresa Spicer – Rebecca Gray

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- RESIDENTIAL SUPPORT WORKERS

- Tracy Levene – Lorraine Tower - Helen Wright-

- Tracy Nwosu – Filike Tshumu – Abisode Solarin- Sara Belton

-

- BANK WORKERS

-

- Lesley Middle-George Georgio- Theresa Draper- Victoria Elliott-

- Anthony Grant- Jaqui Boulamatsis- Anna Collum

- Gary Coyle- Lisa Bacon

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- The Manager will be supervised externally. The Manager will supervise the Deputy Manager and Deputising Senior. The Deputy and Deputising Senior will supervise the Senior staff. The senior staff will supervise the Residential and Bank workers. Supervisions will take place on a regular basis.

- New staff will undergo an initial 5 day induction with on going Mandatory training, Price restraint training, First Aid and Fire Marshal training.
- Potton Homes has important responsibilities to ensure that staff are available in sufficient numbers to adequately deal with the needs of children, whilst at the same time ensuring that such resources are used efficiently. Ocean View Lodge has capacity for six children and at 100% occupancy the staffing resources are a minimum of three staff to six children unless the yp has a specific staffing ratio, and then staffing will be according to the needs of the yp..
- - Staffing levels may reduce, when occupancy falls.
- - Staffing levels are reviewed and assessed continually to meet the needs of the children.
- - The Registered Manager when not required to be on duty at Ocean View Lodge, may make unannounced visits (including at night) to ensure that the home is run properly in their absence.
- - Any member of staff on duty may contact the 'On-Call' Manager in the case of an emergency. The 'On-Call' rota, with names and telephone number(s) is laid out in the staff duty rota.
- The home operates with a waking night staff to ensure 24hr support and protection;

22) It is the policy of the Home that placements to Ocean View Lodge occur in a planned manner. This allows for clarity of placement purposes and the outcomes to be achieved. Clear goals can be identified for each child and ultimately, will be centred on the individual needs of the child. There is a procedure for emergency placements, but they must not impact negatively on the other young people already accommodated.

When a referral is made to the home then the Children's commissioning services and Social worker must first decide that the children's home has the skills and capacity to meet the individual needs of the child. A detailed referral form to be completed by the allocated social worker. The homes manager will endeavour to visit the yp in their current placement, dependent upon distance in order to meet and gain an understanding of what the yps expectations will be and robustly risk match with the other yps needs and considerations already placed within Ocean View. Social worker should then ideally visit the Home and meet with staff and a mutual agreement is made that Potton Homes can meet the child's individual's needs.

When an admission is agreed, the following must then be on file for that young person:

- Initial Placement Risk Assessment undertaken.
- Essential information.
- Placement Plan.
- Any up to date Care Plans.
- Appropriate background reports.

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- Any updated “screening of mental health needs for children” (if available).
- Placement Referral Form.
- Personal education Plan if available
- Consent for medical treatment and medication and participation in activities.

It is highly recommended, dependant upon distance that a Pre-Admissions Meeting/conference call is held to:

- Share relevant information.
- Identify the process of meeting the care needs referred to in the placement plan.
- Discuss risk issues.
- Discuss management issues.
- Identify the desired outcomes for the child whilst cared for at the home.
- Agree admission process. This should whenever possible include visiting the young person and them visiting the home.

Within the first 72 hours of admission a Placement Planning meeting should take place, this will look at any specific health needs, safeguarding issues, leisure needs, religious needs, contact arrangements and living skills, and if the placement is suitable both for the young person and the home.

If information is not provided or meetings do not happen at agreed timescales then this may place the placement at risk.

Within 20 days of admission, a Looked After Child Review should be convened by the allocated social worker in order to:

- Agree the placement and Care Plan.
- Detail the specific purpose and outcome of the placement.
- Detail the specific roles of all professionals involved in the child's life:

Potton Homes does not primarily function as an emergency resource. However, on occasions such admissions will occur.

Emergency placements will only be considered on the following basis:

- Current placement has broken down
- Young person is not an arsonist or fire starter
- Not on bail for serious assault or any other serious offence
- No identified or obvious safeguarding concerns or risks to other young people or staff
- Has no gang affiliations locally.

Where emergency placement is sought, the following procedure will apply:

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- Placements officer/ referring social worker enquires about placement for child.
- Initial Request for Placement referral Form and Pre-Admission Risk Assessment is forwarded to the placements officer/ referring social worker for completion.
- Completed forms are returned to Ocean View Lodge.
- Written agreement is provided of risk management plan and discussions are recorded.
- Upon receipt of the above information, the manager will carry out a Review of the Pre-Admission Risk Assessment.

An immediate decision as to whether the referral is suitable will be made. In doing so the manager will consider the following:

- Does the home have all the information necessary to make a decision?
- Can Ocean View Lodge provide services to meet the needs of the young person?
- Will the young person have a positive or detrimental effect on the provision of care for existing residents in the home?
- Is the support being offered to the young person by the placing authority sufficient? If not, what additional support will be required.

The placements officer will be contacted to arrange a time for the admission of the young person. On arrival a planning meeting will take place with the young person, this should be at the time but definitely within 72 hours.

At the first LAC review after 20 days, a decision will be made as to the suitability of the placement.

This Statement of Purpose will be reviewed at least annually.

