

Statement of purpose and function

Spindle Tree Rise



Children and Young People's Services



Walsall Council

"My Walsall, my future"

Contents

	Page No
Introduction	
Our Purpose, Aims & Objectives	3
Partners	6
Monitoring	6
Location & Facilities	7
Physical Aspects	8
The Garden Area	8
The Facilities & Services Provided	8
Floor Plan	9
The Training Flat	10
Caring For Children	
Who Lives at Spindle Tree Rise	11
Underlying Ethos & Philosophy	11
Meeting Individual Needs	12
The Residential Key Worker	12
Ensuring Dignity & Respect	14
Independence	14
Leisure & Social Opportunities	14
A Typical Day	15
Religion & Cultural Needs	15
Keeping in Contact with Family & Friends	15
Young People's Rights, Participation, Consultation & Complaints	16
Children's Rights & Equality	17
Preventative Measures	17
Protection from Fire	19
Missing Persons	19
Risk Assessment	19
Safeguarding & Bullying	21
How Referrals for Placements are Made	21
Unplanned Placements at Spindle Tree Rise?	22
How to make a complaint	22
Children's Behaviour	
Risk Assessment	24
Restorative Approach	24
Behaviour Management, Additions Measures of Control & Rewards	24
Contacts	
Registered Manager	26
Responsible Individual	26
Registered Authority	26
LADO (Local Authority Designated Officer)	26
Education	
Education & Achievement	27
Development & Fulfilment	28
Health	29
Staffing	
Our Staff Team	31
How the Team Are Supported to do Their Job	31
The Rota & Staffing Policy	33
Who looks after the Young People	34
How to get to Spindle Tree Rise	37

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3

Useful Contacts	38
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Introduction

Welcome to Spindle Tree Rise: SC066214

As you may already know, organisations that provide Residential Care for children are required by the Quality Standards for Children's Homes, The Children's Home Regulations 2015 (amended 2014), Children's Act 1989 & 2004, and Care Standards Act 2000 to produce a written guide about the service that they offer. This written guide is called a Statement of Purpose. It is seen by the inspectors and is also available to the children living in the home, parents, staff and Social Workers, upon request.

This is our Statement of Purpose at Spindle Tree Rise. We have divided it into several different sections to make it easy to pick out the sections that most interest you. If you have any questions about Spindle Tree Rise, the service we provide or this guide, please ask. Any member of our team will be more than happy to help.

The current document is also available to view via Walsall Council's Children's Services intranet site.

We also have a Welcome Pack available for all children, which outline the homes Statement of Purpose.

Our Purpose, Aims & Objectives

Spindle Tree Rise is a community based home that sets out to help and support young people to achieve the best they can in relation to their health, wellbeing and education.

The aim of Spindle Tree Rise is to work in partnership with the young people, their parents, Social Workers, other professionals, and significant others to assist in planning and facilitating consistent and good quality care for the young person whilst planning for their long term needs.

At Spindle Tree Rise one of our primary aims is to support young people to work towards gaining and embedding practical and emotional skills, which will help them to live successfully in adulthood. We actively encourage and support young people to seek out positive opportunities and help them strive to get the very best out of life. We work to ensure that the young people have opportunities and experiences, which enable them to develop emotionally, mentally and physically so that they can grow into fulfilled independent adults who are able to contribute to their community in a positive way.

Spindle Tree Rise offers young people stability within an environment that is homely, safe, empowering and nurturing. The staff group strive to be sensitive and respectful in their approach.

Our aims and objectives are to:

- Provide a service that gives due consideration to the wishes and feelings of the young person and their religious persuasion, dietary needs, gender, racial origin, sexuality and cultural and linguistic heritage.
- Ensure that young people within our care are securely attached to carers capable of providing safe and appropriate care through ensuring that all levels of staff are appropriately skilled, trained and qualified.
- Enable young people to reach their full potential and to ensure they are encouraged to develop in all areas by facilitating access to a variety of education, training, employment, health, leisure, social and communication opportunities aimed to meet individual needs.
- Work in partnership with the young person, family, education and relevant professionals, in the formulation and facilitation of developmental programmes to enable young people to achieve their maximum capacity for independence and adulthood.
- Have a restorative approach to behaviour management.
- Ensure each young person has a Key Worker, who will provide an individual source of support and who is responsible for monitoring and recording the

young person's progress towards achieving their aspirations and ensuring that the objectives as set out in the care plan are being worked towards.

- Ensure that there is a system in place by which complaints and representations can be made and dealt with promptly.
- Ensure that each young person has the opportunity to express their wishes and feelings and for these to be acknowledged, with young people having access to people who can represent them and their wishes and feelings.
- Encourage a positive sense of self image through responding to young people individually, treating them with dignity and respect, and providing them with the range of opportunities that other young people in the local community have access to.
- Work within a framework of anti-oppressive practice, actively promoting positive attitudes to disability issues, cultural diversity, gender equality and special needs of all kinds.
- Access to specialist help, support and treatment if suffering from any conditions preventing normal development.
- To provide continuity of care and the maintenance wherever possible of positive links while the young people are looked after.
- To promote and maintain relationships with carers/families where appropriate.
- Prepare young people gradually to be ready to leave care, paying attention to both practical self care i.e. – health, budgeting, domestic skills and on-going emotional good health i.e. maintaining positive relationships, promoting self esteem and confidence.
- Provide time limited personal support to the young person upon leaving care in conjunction with other agencies.
- Involve young people in all assessments, planning, review and decision making.
- Work in partnership with a number of agencies to ensure young people are informed of the services available to them when they leave care.

Partners

Additional support may be necessary and appropriate, and relationships have been established with a variety of services and partner agencies to assist in ensuring the individual needs of young people are met. These include: -

- Local Education Support Services.
- An Independent Children's Rights Officer; who makes regular visits to the home and who advocates for young people on an independent basis.
- The CAMHS service; that offers consultations with the key-working team and provides advice to support individual care packages. This can include the completion of assessments with individual young people to identify if specialist therapeutic services are required.

Children's Residential Services within Walsall have developed a strong partnership with the Youth Offending Service; particularly focusing on reducing the offending of looked after children through the adoption of restorative approaches. Through this partnership young people living at Spindle Tree Rise have access to a range of preventative programmes and activities that can help to reduce the likelihood of offending or help young people in developing strategies to prevent further offending.

Monitoring

Each year the Statement of Purpose for the home is reviewed and updated where necessary. This is to ensure that the home remains suitably and appropriately located. Should there be a change to the local community we would undertake a review as and when changes were made.

When changes occur to both the home and the surrounding community the Registered Manager and the team ensure that the changes do not affect the

safeguarding or the access to the service that the children need for their day to day care planning.

When undertaking the monitoring on a yearly basis we ensure that the changes and the considerations are recorded so we can track the changes and also record the effect the changes have on the running of the home.

Within the review we ensure that we take into account the views of such local bodies or persons that we consider appropriate such as the local family centre, local school, local community police, Social Workers and our neighbours.

Location & Facilities

Spindle Tree Rise is a large detached house built during 2005. It is located on a residential estate in Willenhall and is within easy access of local schools, shops, bus routes and amenities.

Spindle Tree Rise was purpose built by the Local Authority in 2005 we took possession in January 2006. We have therefore occupied this home for approximately 10 years at the time of this review. Shortly after the house was built approximately 29 other houses were built, the new development became known as the street Spindle Tree Rise.

Spindle Tree Rise has the benefits of belonging to the local community of Short Heath and has direct access to public transport to both Walsall and Wolverhampton. Spindle Tree rise is two miles from junction 10 of the M6 motorway.

There have been no changes evident to the local community this past year; however an area of land in front of the house has started to be developed to build some houses.

Physical Aspects

Spindle Tree Rise is situated at the end of a residential road. At the front of the home there is a small grassed area, with flower beds and an area for parking cars.

Spindle Tree Rise can accommodate up to seven young people. The accommodation is on two levels with the young people's bedrooms being situated upstairs.

Directly in front of the house is a large area of grassed common land, popular with dog walkers, this area is popular with our young people for playing football or cricket.

Spindle Tree Rise is situated very close to the border with Wolverhampton giving easy access to both Walsall town centre and the city of Wolverhampton.

There is space within individual rooms for the completion of homework tasks or projects; alternatively the den or dining room can be used if young people prefer.

As the following floor plans illustrate there are a variety of rooms at Spindle Tree Rise, and an ample amount of individual and communal space for all.

The Garden Area

Access to the rear of the home can be gained from the lounge and the training kitchen. There is also gate access from the side and the rear of the home.

Once outside there is a large grassed garden area and a patio area, which can be used for sitting out, games, exercise and barbecues. The grassed garden area is raised and enclosed by a wall.

At the side of the garden is a garage for the home's people carrier. The whole of the garden is enclosed by a wall to assist with privacy and security.

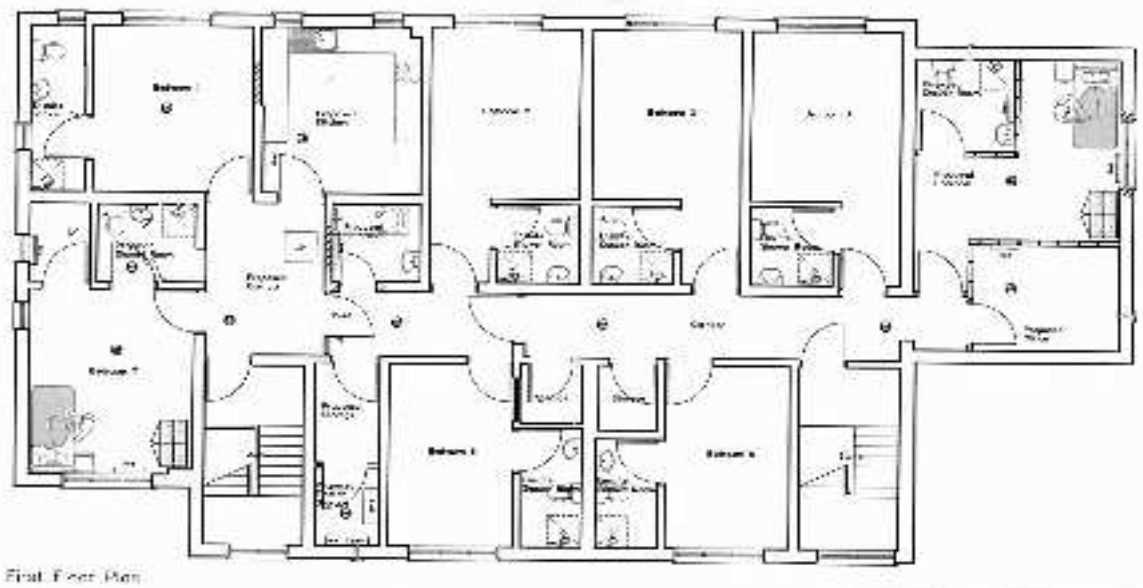
Security lights monitor both the front and rear of the home to ensure the security of the occupants. The home also has a residential alarm system as a further security measure. We do not use any electronic or mechanical means of surveillance.

The Facilities & Services Provided

At Spindle Tree Rise we offer a range of services, including on-going multi-disciplinary assessment, to assist in the process of appropriate long-term care planning. We have adopted a practical approach to assessment and intervention, which includes using a key working system, observation, and working together with others in monitoring and reviewing care plans and packages. All assessments involve the team working together with young people, their families, significant others and relevant professionals to ensure needs are determined as appropriate to the individual, and the long term care plan actively promotes the safety, fulfilment and all

round development of the young person in every aspect. As far as is practicable and appropriate the home consider issues in relation to safety and stability, child protection, gender, communication, culture and religion, health, education, family and social factors, with the team aiming to care for and support young people in a benevolent and trusting manner.

Floor Plan



The Training Flats/Annex

The Spindle Tree Rise team works closely with the young person's Social Worker to make sure we are working towards the same goals.

Spindle Tree Rise has a multi-purpose self contained annex which operates as either two self contained training flats or as a solo placement for a child with complex needs with emotional behavioural difficulties challenging behaviours. The Training flats/annex is located on the first floor of the main house. The flats/annex has its own separate entrance which is monitored by the home to ensure the safety of all young people who reside within the home.

Training Flats

Each of the training flats consist of an on-suite bedroom/living area, separate shared kitchen and a small communal area. The training flats are used to support young people at arm's length to undertake daily living tasks in a safe environment. Young people undertake a graduated skills building programme during which they learn to budget and shop for their requirements and undertake other tasks which they will need to do as an aspect of living on their own, such as travelling, washing and various other tasks. Within the flats young people are given the responsibility to develop the skills to learn to look after themselves as they would do if they lived on their own and as such are supported to deal with consequences of actions such as not budgeting effectively. Whilst we assist young people in building the skills to ensure they manage their resources well, we also try to plan for when things don't go so well and as such have put systems into place so that the young people have access to an emergency contact numbers such as the food bank which will equip them with the skills to enable them to manage themselves in later life.

There are no emergency admissions to the training flats and each young person will be appropriately assessed and matched prior to their placement as part of their transition to adulthood. On admission to the flats a detailed programme of support will be identified as part of their Pathway Plan and each young person will be able to access up to 25 hours of floating support which will be tailored to their individual need.

Each young person will be expected to attend weekly meetings with their key/support worker to review their progress.

Annex

The annex operates as a short to medium term solo placement to a child with emotional and behavioural difficulties with complex needs. This may include mild learning difficulties for example children on the Autism spectrum. Where the Local Authority deems it necessary to place a child in the annex this will enable the social worker and partner agencies to undertake a full assessment of need on a short to medium term basis with the view to identifying a longer term placement that will meet the long term needs of the child.

There are no emergency admissions to the annex as placements will be matched to ensure that there is no disruption to the children who reside in the main body of the home.

Caring for Children

Who Lives at Spindle Tree Rise

At Spindle Tree Rise we look after up to seven young people, both boys and girls, from the age of 13 up to the age of 18. We provide a service to young people regardless of gender, race, sexual orientation, culture or religious beliefs.

To promote and safeguard the welfare of all of the young people accommodated at Spindle Tree Rise, and maintain a safe and appropriate living environment, all admissions to the home are subject to the completion of a group and individual risk assessment. Before admissions are agreed the suitability of proposed placements are assessed taking into consideration individual needs, group dynamics and any risks in relation to the individual and the wider resident group. The admission of new young people is dependent upon the risk assessment process and ensuring that the needs of all the young people can be met.

The home does not provide services for young people who have the degree of physical disability that requires the use of specialised equipment or for those who require assistance with intimate personal care, but we do consider admissions for young people who have mild learning difficulties whose educational needs are currently being met within mainstream provision.

Our Underlying Ethos & Philosophy

The home's underlying philosophy and ethos is to work in partnership with young people, and appropriate others, to enable young people to achieve their full potential emotionally, physically, and educationally.

The home recognises the importance of choice, dignity and respect for looked after young people and the need for them to become valued members of society. The team at Spindle Tree Rise therefore acknowledge that the needs of our young people are similar to those of young people everywhere, and acknowledge that they should be allowed to take reasonable risks and to speak for themselves.

We do not make use of any specific therapeutic techniques at Spindle Tree Rise.

Meeting Individual Needs

A requirement of placement at Spindle Tree Rise is that all young people have an allocated Social Worker. This is crucial to ensuring that placement planning meetings and reviews take place within statutory time scales. If situations occur when reviews do not take place within stipulated time scales advocacy can be made on the young people's behalf through the complaints, Children's Rights and management arrangements.

Each young person has an in-house placement plan which covers the major dimensions of life, including health, education, family relationships, social and emotional development, independence, leisure and cultural needs and risk minimisation. The plan is developed in conjunction with the young person, family, professionals and significant others and sets out the young person's needs, how these will be met on a day to day basis and by whom.

Every young person's in-house placement plan is monitored by their Key Workers on a regular basis to ensure that it is being followed. The young person's placement plan is also reviewed at every statutory review or more frequently if required. Any alterations to the placement plan are agreed in partnership with the young person, their family and relevant professionals.

After the initial planning process six monthly statutory reviews are held which are complemented by in-house reviews of placement plans and progress.

The home's underlying philosophy and ethos is to enable young people to have experiences to help them to develop emotionally, mentally and physically so that they grow into fulfilled independent adults who are able to contribute to themselves and the community and live in a positive way.

As part of growing up, the young people are specifically supported in the following areas; education, developing relationships with; housing providers, further education training providers and potential employers. We also actively support and encourage them to maintain good relationships with family and friends as is appropriate for the individual.

The staff in the home believes in developing good relationships using a restorative approach with young people as a strategy for engaging and supporting them. No specific therapeutic techniques are used other than eclectic models of practice.

Where young people receive individual support from the Child and Adolescent Mental Health Service in relation to emotional or behavioural issues, this is monitored through staff consultation and the statutory review process.

The Residential Key Worker

Prior to planned admissions each young person is given the opportunity to visit the home to become familiar and comfortable with their new surroundings, their bedroom, their carers and peers. To complement this and help ensure that the transition to Spindle Tree Rise is anxiety free, each young person has a key-working team, who help to ensure that the young person's move into the home goes as smoothly as possible. The Key Workers work in partnership with all involved to help to prepare the young person to move, reflecting his or her needs, wishes and feelings.

The Key Workers are matched with the young person on the basis of the young person's needs and the individual workers' skills and experience. It is the Key Workers roles to act on behalf of the child in all matters, including acting as a referral point at the home for all information regarding the young person. The Key Workers roles also include:

- Building a realistic professional relationship with the young person by getting to know him or her and befriending and supporting.
- Acting as an advocate and ensuring that the young person's wishes and feelings are acknowledged in planning and decision making.
- Ensuring that the appropriate action is taken to meet the young person's care, emotional, cultural, dietary, medical, physical, social, religious and communication needs.
- Ensuring all information regarding the young person is recorded in the appropriate places and is kept up to date and reports are completed as required.
- Attending and contributing to reviews and meetings as required.
- Developing positive professional relationships with family members, associated professionals and partner agencies involved with the young person.
- Monitoring and progressing Care Plans, Personal Education Plans and Health Plans.
- Ensuring the young person's personal needs are being met, including clothing and toiletry purchasing.
- Ensuring that the young person's health care needs are being adequately met and monitored, and that support and assistance is being sought as appropriate.
- Ensuring that the young person receives and is given advice in spending/budgeting pocket and other monies.
- Ensuring the young person has regular contact with parents, carers and significant others as is appropriate.

In ensuring the young person settles into the home and the local community, the Key Worker also ensures that all of the support services fundamental to meeting the individual's needs are available and can be accessed as required. These can include: -

- 1) Dentist
- 2) GP
- 3) Optician
- 4) Other health services (hospitals)
- 5) Education, schools, school nurses and supporting agencies
- 6) Social Work/Personal Advisor Support
- 7) Promoting and supporting individual interests and hobbies

Ensuring Dignity & Respect

At Spindle Tree Rise we recognise every individual's value, their uniqueness and their potential to contribute to the service. We are committed to respond to individuals with dignity and respect by listening and taking their views and opinions into consideration in service planning and decision-making. With particular reference to the young people, the staff team recognise that Spindle Tree Rise is their home and the team will endeavour to ensure that due respect is given to maintaining the dignity of the young people and ensuring the environment remains a homely one.

Independence

The work undertaken with the young people at Spindle Tree Rise aims to empower and provide them with the practical, emotional and social skills needed to cope with living independently in the community.

The team at Spindle Tree Rise work in close partnership with the Social Worker and the young person in developing a pathway plan when the young people reach the age of 16. The pathway plan identifies what needs to be done to help the young person to leave care with the necessary skills for adult life in a planned and supported way. Pathway plans identify things such as suitable move on accommodation and outreach support for young people when they move into the community.

Leisure & Social Opportunities

The home makes full use of leisure and community services available in the region. This enables the young people to have access to sports facilities such as swimming baths, gymnasiums and training grounds.

The young people are also encouraged to get involved in activities in the community such as youth clubs and cadets. This helps develop communication and social skills enhancing life chances.

The young people are also supported by the staff team to pursue individual hobbies and interests. Specific items of clothing or equipment are purchased or supplied as necessary.

The home is involved in initiatives such as MAPP whereby the young person undertakes a series of time based challenges that can be linked to recreational activities, academic or practical competencies earning points and receiving certificates of achievement.

A Typical Day

Typically young people are woken by the night staff in good time to take a shower, dress and eat breakfast before attending their education placement, training provider or employment.

Upon arriving back home the young people are welcomed back and the evening meal is shared between the young people and staff. Activities for the evening are dependent upon the care plans of the young people and their individual preferences, hobbies and interests.

Young people are encouraged to settle for bed at age appropriate times to ensure they have enough rest to make the most of the next day.

Religious & Cultural Needs

Each young person's religious observance needs are identified on admission to Spindle Tree Rise and appropriate arrangements are made to ensure that the young person is able to participate appropriately in their given religion. This may mean

ensuring that the young person is able to attend a place of worship, that dietary needs are met appropriately, clothing is appropriate or that they are able to continue with any customs that are part of their religion.

Cultural needs are also identified on admission through the planning process and areas such as diet, personal care and customs are taken into account. Where necessary, support is provided for young people who are isolated from their cultural communities, which can involve the securing of an independent visitor or member. The Key Worker system and the planning and review process support this.

The team at Spindle Tree Rise respect religious and cultural diversity and work in accordance with Walsall Council's policy on religious observance and cultural diversity, which celebrates difference. The policy outlines the beliefs of the major world religions and provides guidance for staff working within a diverse community.

Keeping in Contact with Family & Friends

At Spindle Tree Rise we recognise the importance of regular contact between young people, their parents, relatives and friends. Arrangements for contact are informed and agreed via the planning process, which incorporates a comprehensive risk assessment. The home welcomes visits from young people's friends and close relatives where the risk assessment indicates it is safe and appropriate.

The team at Spindle Tree Rise work constructively with the young person and families to support contact, and young people and parents are encouraged to maintain and nurture positive relationships with each other.

Families, friends and significant others will always be made welcome, as long as they behave in safe and appropriate ways when visiting. Generally visits should be prearranged to help make sure there are enough staff around for the visit and to ensure the needs of all the young people living at Spindle Tree Rise can be met. The team will also support arrangements for contacts, overnight stays within the family home and holidays if it is identified as appropriate by the care planning process. If it is felt necessary that contacts should be supervised, where practicable the team will support visits as well as assisting with the practical arrangements to enable regular contact to happen.

Regular telephone contact from parents to young people is actively encouraged and young people have access to a phone and a payphone to contact parents and friends if they wish to do so.

Young People's Rights, Participation, Consultation & Complaints

Arrangements are made for the young people accommodated at Spindle Tree Rise to actively participate and be consulted about the operation of the home. This is done through a number of initiatives, including the Key Worker system and the reviewing process.

Key Workers are responsible for:

- Developing a trusting relationship with the young person with regular individual time allocated.
- Contributing to the care plan.
- Recognising difficulties or concerns as they arise, and communicating as appropriate.
- Attending to health needs, for example dentist, opticians, regular medication, basic sex education and so on.
- Acting as a good parent by ensuring young people have all they need and helping to make special times such as Christmas and birthdays are kept special.
- Reporting to Statutory Reviews.
- Involvement in contact arrangements and liaising with the family if appropriate.
- Maintaining planned contact after leaving Spindle Tree Rise for a time limited period as agreed in the pathway plan.

Many young people who receive services at Spindle Tree Rise have experienced emotional trauma and as a result mistrust adults. One of the aims of the Key Worker system is to provide emotional support to young people and identify specific areas of concern. This process enables ongoing consultation with young people, which is reflected in Key Worker reports, which links into reviews, core groups and the planning process. Key Workers also inform the wider staff team of developments regarding their young people.

Young people are also encouraged to take an active role in the Statutory Review process. If they do not feel confident to do this their Key Worker will advocate on their behalf. They can also submit their wishes and feelings in writing by making use of the consultation document available from their Social Worker/personal advisor. They also have the option of asking the advocate to accompany or represent them. On admission young people receive a Welcome Pack, giving basic information about the home, which contains a directory of useful numbers.

Resident's meetings are planned to take place on a monthly basis. Provision can be made for these to be held more frequently, if required. Young people are encouraged to contribute to the agenda, chair the meeting and take minutes.

Regular resident's meetings also have the capacity for monitoring complaints and issues of bullying including issues relating to race, gender or disability bias.

Children's Rights & Equality

The team at Spindle Tree Rise work in ways which are consistent with and supportive of Walsall Council's policy concerning Equal Opportunities and Anti-discriminatory Practice, the Children Act 1989 and 2004, the United Nations Convention on the Rights of the Child 1991, the Disability Discrimination Act 1995.

As both a provider of services to others and an employer, the staff team and management at Spindle Tree Rise do not discriminate against users of the service, team members or potential staff on the basis of race, gender, religion, sexual orientation, marital status, age or disability. The team are aware of the ways in which certain groups within society can be disadvantaged and as such actively embrace and welcome diversity, taking positive action to diminish discrimination.

In committing to providing a service that is anti-discriminatory we have developed clear values to which our whole team is committed.

Preventative Measures

Due to the vulnerable nature of the young people who live at Spindle Tree Rise there are ranges of safety and security measures which help reduce the incidents of young people leaving home without permission.

- Access into the building is via a front entrance which staff encourage the young people to lock the front door behind them when they come in.
- The side gate to the grounds are locked at all times.
- Internal exits have magnetic door locks with override switches or thumb turn locks or key lock.
- When it gets dark a security check of the house is made, all exterior doors are locked and windows closed.
- With the exception of the front doors all exit doors lead into an enclosed and locked garden area.
- The perimeter of the grounds has secured wall / gates.
- The identity of visitors is always checked and access to areas where children are is by appointment only.
- Contractors for maintenance work are scheduled for periods where children are not present or if Emergency repairs are needed, contractors are supervised by staff. Contractors used by Spindle Tree Rise are approved for use by the local authority; contractors make their own arrangements for their staff to have undertaken the vetting and barring procedure.
- Children are allowed out on contact with people whose identification is known and verified.

- Staff to child ratios are assessed to individuals needs.
- Children are supported to understand how to keep themselves safe.
- The home aims to provide a warm, welcoming environment that is pleasant to spend time in.
- Each young person has their own ensuite room to provide a personal space to enable the young person to have privacy.
- Young people have the opportunity to spend time with friends and family including overnight visits, all of which are risk assessed.
- Staff build nurturing relationships with the young people and young people grow to understand that they are cared for and missed when they do not return home.
- When young people return home after being absent staff welcome them home and attend to their needs; they are not chastised for going missing. At an appropriate time and with the appropriate people a discussion is held with them about keeping safe and how much their absence was felt.

Protection from Fire

The home is fitted with a fire alarm system that is wired to the smoke alarms and fire doors. In accordance with fire regulations every room has a smoke detector, there are sufficient call points and an appropriate range and number of fire extinguishers as deemed appropriate by the fire officer. Fire routes are clearly marked and the home's fire procedure sets out the action to be taken in the event of a fire and the evacuation procedure.

In accordance with fire regulations there are also clear procedures and systems in place to ensure that fire alarm tests, evacuations, equipment and system inspections and services are completed as required.

The home has a clear workplace and fire risk assessment, which is reviewed annually or more frequently if required. All staff receive fire awareness training. In the event of any queries in respect of fire safety our nominated Fire Safety Officer can be contacted at Wolverhampton Fire Safety Centre.

Missing Persons

The home's procedure for dealing with unauthorised absences is covered by the Walsall Safeguarding Children's Board protocol for children and young people missing from home or care. All unauthorised absences are dealt with immediately, in accordance with the missing person's procedure, which has been agreed with the West Midlands Police. In the event that a young person fails to return to the home, a missing person's risk assessment is completed which uses a system of scoring to identify levels of risk. If it is identified that a young person is at risk an immediate report is made to the police.

Spindle Tree Rise provides a home for young people (boys and girls) aged thirteen and upwards who are not able to live at home, they all have some degree of emotional and behavioural difficulties. The young people are all cared for by the local authority either under section 20 or section 31 of the Children Act 1989.

The young people are all vulnerable by virtue of their age and the fact they are looked after, their degree of vulnerability, any additional needs they may have and influence of peer groups and all have an influence on their missing person risk assessment.

A high number of young people when they come to live at Spindle Tree Rise frequently absent themselves from the home or previous placements. Each young person has an individual missing person protocol based on the joint Police and Children's Services Protocol; this is reviewed regularly in accordance with the young person's care plan and risk assessment.

Risk Assessment

All young people's files contain basic and essential information records and staff are able to quickly access relevant information when required in the event that they need to contact the police to report a young person missing.

Upon admission staff encourage young people to agree to keep an up to date photograph on file to be shared with the police if the young person does not return home.

Procedure to be followed

- Staff will establish that the young person has not returned home at the agreed or usual time.
- Staff will make an immediate search of the house this includes checking every room, the garden, and the immediate surroundings of the house, checking in with all staff and young people as they do so.
- Staff will refer to the young person's individual missing protocol and will follow the advice given, unless another immediate piece of knowledge takes precedent such as the young person has left the house and is upset, threatened to harm themselves or commit suicide or under the influence of alcohol or illegal substances, or there is evidence that they are about to be sexually exploited or trafficked.
- Staff will try to contact the young person via their mobile phone, if they are not successful staff will then begin to work through all the contact numbers for known friends, family or associates, the staff will also talk to the other young people resident at Spindle Tree Rise, letting them know we are concerned for X who is missing and they able to help with passing on any information about X's welfare and whereabouts.
- Should circumstances permit staff will search the locality or drive to areas the young person may have known to frequent.
- Staff will then immediately contact the Police to inform that a vulnerable young person is missing. They will ensure that they identify the young person giving clear information outlining their details, risks and vulnerabilities.
- The on duty police Inspector will make a decision as to whether the young person is absent without permission or missing. If absent, staff will ask at what time the decision is due for review by the inspector, this information will be added to the mispa log. Staff will keep in close contact with the police, letting them know if any new information comes to light, staff will contact police as a minimum at the point of review.
- Throughout the period of time the young person is absent or missing, staff will continue to make efforts to find the young person by continuing to try to contact them via their mobile phones, contacting their friends and known associates and keeping a watchful eye and open ear about the house.
- Staff will inform a manager and the young person's Social Worker; if outside of office hours, they will contact an on-call manager and ERT.
- The emergency duty team Social Worker, will support and coordinate follow on actions.

- The manager will ensure that episodes of missing children are reported to other professionals as required in line with the protocol for children and young people missing from home or care procedure. This will include the head of service, the child's Social Worker and the safeguarding lead at the Review and Child Protection Team. The home manager will ensure that appropriate follow up actions are completed as necessary upon return of the child.

The procedure for young people who go missing whilst out on activities away from the home will be the same, however the staff will need to consider the need to contact the police immediately. If a short search of the location is not feasible or would increase risk, staff would contact the Police for the location of the activity if outside of the West Midlands.

All staff have been briefed on and can gain access to the Protocol for Children and Young People Missing from Home or Care Procedure. (Including Annex documents for recording).

Where a child has been deemed as 'at harm' there will be the instigation of a review for the child by the Local authority.

Safeguarding & Bullying

The young people living at Spindle Tree Rise have a right to feel safe and as a way of keeping young people safe, we have clear policies in respect of child protection and countering bullying. These appropriately cover matters of safe practice, including reporting and recording child protection concerns and mechanisms for ensuring and monitoring that an environment is anti-bullying.

Prior to admittance to the home a risk assessment is undertaken in respect of the young person, which considers and identifies any real or potential child protection or bullying concerns and sets out strategies to assist in minimising risks. Risk assessments and management action plans are reviewed regularly, after specific events and through the review process to ensure maximum safety.

All staff at the home are familiar with the Safeguarding Board Procedures and would be prompt in raising child protection concerns and reporting to the necessary parties such as the area Social Worker and Ofsted. The team are also familiar with and can refer to the Residential Child Care Procedures and the Quality Standards for Children's Homes 2015 and the Children's Homes Regulations 2015. Child protection training is included in the inductions of all new staff.

The team at Spindle Tree Rise acknowledge the negative impact that bullying can have on the victim and within a group and actively discourage it through remaining

vigilant at all times and taking immediate action if a situation arises within the home. Bullying behaviour is not tolerated at Spindle Tree Rise and in the event that a situation arises the staff will work positively with both the victim and the perpetrator towards a good outcome.

How Referrals for Placements Are Made

All referrals for placement are made by Walsall Council Social Workers and should be made to the registered manager of the home via the Single Referral Point. In accordance with the Single Referral Point procedure, the area Social Worker must provide a synopsis of the young person, the initial/single assessment, a risk assessment and all relevant health and educational assessments and information, to enable the decision making process regarding choice of placement (i.e family placement, residential) to be as informed as possible. If the young person is not already in accommodation the service manager's approval must be given for the young person to be accommodated in residential care.

If it is determined by the single referral point and the young person's Social Worker that a placement at Spindle Tree Rise is appropriate, a planning meeting is arranged at which a management representative from the home, the young person's Social Worker, parents/carers and the young person are present. This planning meeting will determine if the proposed placement is suitable and whether any action is required to secure the placement.

Where another Local Authority is making a referral, the referral would need to be made from that Local Authority's nominated officer, directly to the Single Referral Point. As with in-house referrals the Residential Operations Manager would need to be provided with a synopsis of the young person, the initial/core assessment, a risk assessment and any health or educational assessments concerning the young person to enable the decision making process to be as informed as possible. Confirmation of the funding agreement would also be required. As with in-house placements, if the placement criteria is well matched, a planning meeting would then be arranged to determine if the placement is viable and can go ahead.

In the event that a vacancy were not currently available but may be in the short term, the young person, their parents and the Social Worker/personal advisor are invited to visit Spindle Tree Rise. From this a series of welcome visits to Spindle Tree Rise are arranged, according to the individual young person's needs. These are usually for a maximum of two hours, and include meeting the other young people and staff, and taking part in a mealtime and evening activities.

Children and young people living at Spindle Tree Rise can often be vulnerable and may have disabilities. It is therefore not always right for a young person to leave a children's home by their 18th birthday and it may be in a young adult's interests to remain at Spindle Tree Rise.

The reasons for this may include:

- Where the young person's moving-on placement has fallen through and alternative arrangements are being made

- Where the young person is in education and wishes to finish their course
- Where the young person wishes to remain with siblings who are also accommodated at the home, or
- Where there is agreement, including the young persons, that they are not yet ready to leave and a focused plan is in place to achieve this.

Any agreement that a young person will remain at Spindle Tree Rise on and after their 18th birthday will need to be carefully planned in advance and will need to be informed by Ofsted's Guidance on inspecting and regulating children's homes that provide care and accommodation for adults. Prior approval of any such arrangement will be required by Ofsted.

Unplanned Placements at Spindle Tree Rise

At Spindle Tree Rise we will take an unplanned admission in an emergency situation. In such circumstances every effort is made to allow the young person to visit the home before they actually move in, however in some circumstances this may not be possible. Every young person is appointed a Key Worker who will support them in settling into the house and routines.

In all circumstances careful consideration is given to the impact of a new young person joining the household will have on existing young people and an assessment of this impact undertaken which takes account of both individual and group needs. In order for the needs of the young person to be met appropriately, as with a planned admission, the Placement Plan must be completed by the placing Social Worker, including authorisation for medical treatment. Under no circumstances can a young person be admitted without this documentation being completed. It is recognised that in some circumstances that the placement plans will not be fully completed but this is requested in line with the placement planning regulations.

How to Make a Complaint

The staff team at Spindle Tree Rise recognise and support the need for and importance of ensuring that young people and their families are able to make representation about any aspect of the service being provided.

The home has both internal and external arrangements for dealing with young people's complaints.

At Spindle Tree Rise young people, their families or advocates are able to voice concerns or issues to the young person's Key Worker, any member of the staff team

or management. In the event that a complaint is made in this manner it is the aim of the home to respond to the individual as quickly and efficiently as possible in an effort to resolve their concerns. Through effective shift planning we aim to be able to meet individual and group needs, which in turn minimises the needs for complaints.

At Spindle Tree Rise we endorse the view that, whenever possible, complaints should be dealt with informally. However, the team also acknowledge that where an informal resolution is not possible, the complaints process must allow for an examination by someone who is not directly involved in the care of the young person. For this reason the home is attached to an external complaints service based at the Civic Centre, Walsall and upon admittance to the home the young person and their family are furnished with information regarding how to make a complaint. In the event that a complaint is made in this way the target is for all complaints to be dealt with within 10 days.

If they so wish young people, their families or advocate are also able to make a complaint, comment or compliment directly to the Ofsted. Please find Ofsted's contact details at the end of this guide.

In accordance with Regulation 44 of the Children's Homes Regulations there are independent monthly visits to the home to vet the necessary arrangements for the young people. During these visits the Regulation 44 visitor will talk with and observe the young people at the home and will take any concerns to the home's managers or elsewhere as is appropriate.

Children's Behaviour

Spindle Tree Rise does not use any surveillance equipment to monitor the young people; the staff team share the house with the young people and as such monitor them according to their care plans.

Risk Assessment

All young people's files contain basic and essential information records and staff are able to quickly access relevant information when required in the event that they need to contact the police to report a young person missing.

Upon admission staff encourages young people to agree to keep an up to date photograph on file to be shared with the police if the young person does not return home.

Restorative Approach

It has been acknowledged by the team at Spindle Tree Rise that the quality of relationships between staff and the young people and between the young people themselves is an important factor in ensuring safe quality care. As such the team at Spindle Tree Rise are trained in the use of restorative approaches, which underpins everyday interactions within the home. The aim of this is to encourage a listening culture based on nurturing and mutual respect. Restorative Approaches are both used informally as an aspect of day to day interactions and where necessary they are also used formally to help repair harm caused by more serious conflicts and disagreements. Our restorative philosophy is supported by the use of circle time to assist in nurturing mutually beneficial relationships.

The team at Spindle Tree Rise are supported in their use of restorative approaches by refresher training and support from a dedicated Rolac worker and local police officers who are also trained in the approach. In the case of offending behaviour this partnership assists in addressing situations at a local level and repairing any harm caused to the victim/s often averting the need for formal police or court action to be taken.

Behaviour Management, Additional Measures of Control & Rewards

Spindle Tree Rise has a clear policy regarding behaviour management and the use of physical intervention within the home, which includes guidance on acceptable methods of control and permissible disciplinary measures. This policy not only includes information on the use of physical restraint, the use of de-briefing sessions and support for young people but primarily focuses on de-escalation techniques, ensuring safety and maintaining trusting relationships between young people and the team. Spindle Tree Rise has access to a dedicated Team Teach facilitator for advice

and support if it is required. The overall philosophy is that physical restraint will only be used as a last report.

At Spindle Tree Rise it is recognised that consistency and an understanding of the young person, their situation and needs is central to effective communication about acceptable and unacceptable behaviour. In the normal day to day running of the home the young people are encouraged to behave appropriately by way of frequent and consistent expressions of approval from the team and by use of positive reinforcements and rewards rather than the extensive use of additional measures of control.

Any additional measures of control given are imposed with appropriate regard to the young person's ability and emotional development, and where a sanction is used we ensure that it is relevant to the offence and it is fair and achievable. From time to time we do implement additional measures but find that the use of rewards is a more positive method of encouraging acceptable behaviour.

At Spindle Tree Rise we do have a duty to protect young people by taking all reasonable steps to ensure that they do not harm themselves, others or property. The team are prevented from using any intentional application of physical force upon young people as a punishment. However, where there is reasonable cause to believe physical intervention is necessary to prevent the risk of injury to any person or serious damage to property; it is permitted as a last resort. The team are trained in the use of appropriate physical intervention and the skills and techniques to de-escalate situations. The model of training used is Team Teach, the staff are trained and have to pass an assessment in Team Teach, the requirement is every two years but in order for a more thorough approach we aim for annual refresher training.

An on site Team Teach trainer is available to guide and support staff.

All rewards, additional measures of control and incidents of positive handling are recorded and then overseen by the home's managers and the Operations Manager. Where possible parents are informed of any such occurrences and children are provided with the appropriate de-brief and support by the team.

Contacts

Registered Manager

The Registered Manager is Christine Atkinson-Rose who has been in position since Spindle Tree Rise opened in 2006. Christine has 26 years prior experience within Social Care both with Adult and Children's Services. She worked with Adults with Disabilities and Older Peoples Services and then transferred to Children's Services working with children and young people with disabilities within a respite centre then moving on to manage two homes for children with emotional and behavioural difficulties.

Christine has completed an extensive training and development programme including the Registered Manager Award, D32, D34, VI and is currently working towards NVQ 5 in Leadership & Management.

The home currently has an interim Manager Michaela Adamson who manages the daily dynamics within the home. She has 19 years experience working within Health and Social Care, for both Young Adults with severe learning difficulties, moving onto Children's Services. During the past 15 years Michaela has been employed by Children's Services, working within a Residential Secure Home, supporting the holistic care of young people both within the criminal justice and welfare systems. This led to a role within Youth Justice as Case Manager supporting programmes for intervention to reduce the risks of further offending, for Staffordshire County Council. In 2012 Michaela joined Walsall Council, at Spindle Tree Rise in the role as a Care Manager.

Michaela's has extensive skills and experience which has been consistent to promote effective working within the specific roles. Michaela has completed Children & Young People NVQ Awards in Health & Social Care level 3 and 4 and more recently Management & Leadership NVQ Award level 3.

Responsible Individual

The Responsible Person is Lisa Preston, Group Manager-Strategic Lead for Provider Services.

Professional qualifications

- B.Sc. Sociology and Social Policy, Roehampton University, London (1992-1995)

- Diploma in Social Work, Royal Holloway University, Surrey (1997-1999)
- M.Sc. Social Work, Royal Holloway University, Surrey (1997-1999)
- Post Graduate Diploma in Leadership and Management (2011-2013)
- Post Qualifying Award in Social Work (2011-2013)

Lisa has a wealth of experience and transferable skills accumulated across a variety of challenging roles within Children's Services. Her experience within the field of family placement work now spans 14 years, nine of which have been within management and, more recently, strategic management in the role of Group Manager-Strategic Lead for Provider Services. Lisa has project management skills and has experience of implementing significant change programmes across all areas of Fostering and adoption.

Registered Authority

The Registered Authority is Walsall Council, Civic Centre, Darwall Street, Walsall, WS1 1TP.

LADO (Local Authority Designated Officer)

The Local Authority Designated Officer is Alan Hassall he investigates complaints and allegations in relation to staffing on safeguarding matters.

Education

Education & Achievement

At Spindle Tree Rise we recognise the importance of education to the future personal and economic wellbeing of all children. For this reason we place a great importance on education both in the school setting and in the day to day life experiences of children. We feel it is important to recognise the achievements and progress, both large and small, made by our children both at school and in their daily lives and to celebrate these to give them the confidence and ability to set new goals and become the best that they can.

Each child's educational needs are assessed when they are first referred to Spindle Tree Rise and are regularly reviewed during their time at the home. In conjunction with the child, the Social Worker, the child's school and the virtual school, our aim is to ensure that each child has a Personal Education Plan (PEP) to which they, their parents and the staff have contributed, and which is understood and supported by all.

The home has a clear education policy which explains how the education of each child will be supported and promoted by the team at Spindle Tree Rise with workers specifically assisting in the following:

- Support children's educational needs as detailed within the child's placement plan. This will detail arrangements agreed within delegated authority such as attendance at parent's consultations, target setting days, school plays, concerts, sports events and special meetings about progress or issues of concern. It can also include funding for additional tutoring as identified and school trips.
- Provide warm, sensitive and understanding care and appropriate stimulation thereby creating a supportive learning environment for children.
- Provide opportunities for personal and social interaction.
- Act as advocates for children in relation to educational opportunities and decisions. This will include listening to the child when they experience difficulties at school and agreeing a way to achieve resolution.
- Enrol children in local libraries.
- Encourage children to read and be read to, appropriate to their age and understanding.
- Encourage children to have limited time watching TV and playing computer games and ensure they are involved in other forms of interaction and learning. This will include extracurricular school activities such as sport and music clubs and external groups such as youth clubs and scouts / guides.

- Praise and celebrate the educational achievements and efforts of children in the home and will join with any specific arrangements for public celebration. This will include events specific to looked after children such as, through the Virtual School or the annual Excellence night and will also include school specific celebrations such as presentation evenings and assemblies.
- Encourage all children to achieve a 100% school attendance record.
- Work closely with the child's school in relation to progress, homework and attendance.
- Support children in relation to their homework, ensuring that appropriate space, time and any other resources are available.
- Participate in the drawing up of a child's Personal Education Plan (PEP).
- Keep a record of the educational efforts and achievements of each child, and all communication with schools. This should be made available to the child's Social Worker and on request and will be summarised at LAC reviews.
- Will work in partnership with the Virtual School to identify outstanding schools when applying for school admissions and /or transfer.
- Support young people making the transition to adulthood through further education, training or employment as identified in the placement plan and PEP.
- Work with Transition and Leaving Care staff to support young people to access work experience and be fully aware of the options for young people in terms of non-educational apprenticeships, sources of funding and the range of further education options.

The home has developed a positive relationship with the virtual school who are able to provide advice and support, including training for the residential team, on all aspects of education for children. Through the home there is also access to a PC for children involved in specific educational projects.

All children have their own bedroom that has workspace and children are assisted on an individual basis with completing homework or learning projects.

It is also recognised that education is provided in a variety of non-school settings and activities, and as such the team give support to the children with day to day tasks, play and out of school interests and activities, which promote learning. The team use positive reinforcement and rewards to help celebrate achievements that the children make in day to day and non-school activities, and promote learning and skills building.

Development & Fulfilment

We will encourage children to reach their full potential by working in ways that aim to help children achieve their best and improve their abilities in everyday life. We believe that children should be encouraged to make the most of opportunities for education, leisure and for the promotion of their health. We endeavour to help the children find both internal and external opportunities for them to develop. Key Workers will complete a review of the children's interests and hobbies to ensure that all leisure wishes are known and acted upon, where possible.

Health

At Spindle Tree Rise we understand how important good quality physical and emotional health care is to ensuring the best possible future for all young people. As such at Spindle Tree Rise we set out to make sure that we:

- Endeavour to ensure that the physical, emotional and health needs of each young person are identified and appropriate action is taken to secure the medical, dental and other health services needed to meet them.
- Ensure that residents are able to have regular health and dental check-ups and we have a system of recording and monitoring these. These health checks help us to measure the effectiveness of our approach to health care which is to encourage the young people to lead healthy lifestyles and access health services.
- Ensure that a record is kept of medication received, administered and returned and that safe storage is provided, and in addition that double signatures are obtained.
- Ensure that young people are provided with guidance, advice and support on health and personal care issues appropriate to their needs and wishes.
- Are aware of and work within the departmental 'Guidelines on Personal Relationships and Sexual Health Policy for Children and Young People Looked After'.
- Comply with 'Operational Procedures for the Control of Infection'.
- Provide advice and support to each young person, in accordance with their age, need, religion, ability, culture and wishes in relation to social issues including alcohol and illegal substance abuse, smoking, sex education, HIV infection, hepatitis and sexually transmitted diseases. Confidentiality (where appropriate) is respected and information is available at Spindle Tree Rise to enable young people to obtain information without seeking out adults.
- Actively discourage young people from smoking or taking alcohol or illegal substances.
- Keep a record of all significant illnesses of, accidents by or injuries to young people during their placement at Spindle Tree Rise. We also ensure that medical attention is sought as required.
- Ensure that, if practicable and appropriate, young people at Spindle Tree Rise can choose whether or not they are accompanied by a member of staff, when being seen by a doctor, nurse or dentist and as far as possible, to see a doctor of either gender if they wish.
- Deal with issues of personal care and hygiene sensitively.

- Ensure that appropriate arrangements are made to meet young people's personal needs. Each young person has a weekly allowance to purchase toiletries of their choice.
- Ensure that the health needs of young people from minority ethnic and cultural groups are understood by staff and specialist advice is sought when necessary.
- Ensure that young people have a varied and balanced diet, which takes into account individual, likes and dislikes and medical matters.

All of the young person's health needs are assessed at the point of referral and are regularly reviewed with appropriate action being taken as required.

All young people are registered with their local GP, dentist and optician on admission of the home. A member of the team will support the young person on all medical appointments should they so wish, and liaise with families and relevant professionals regarding all health related matters or illnesses. In case of emergency staff will accompany the young person to the local accident and emergency department and contact would be made with parents to inform them.

Arrangements are made to protect and promote the health of young people accommodated through the completion of an individual health plan, which determines individual health risks and hazards and suitable and appropriate precautionary measures. These health plans are supported through consultation with the young person and health professionals such as the Looked After Children Health Co-ordinator. All information regarding a young person's health needs is recorded on their file and passed on where appropriate to all team members.

Some of the young people who live at Spindle Tree Rise may need medication and therefore Spindle Tree Rise has adopted a clear policy in respect of the administration of medication and the adult administration of medication, which enables prescribed medication to be administered as specified by the physician to the individual young person. All team members are trained in the administration of medication, with the procedure requiring two staff to be involved in the issuing of all medicines. All medication is labelled, named and dated, and identifies the correct dosage to be given to the young person and when. All medication is held in a secure cabinet and a recording system is in place to identify medication held on the premises, the administration of medication and its disposal. The medication policy also identifies a range of homely remedies, which can be administered to young people. As an aspect of the admission process the suitability of these for individual young people is discussed and agreed. Key Workers are supported by the LAC nurse who advises both the young people and the staff team about health matters.

Spindle Tree Rise does not use any specific therapeutic techniques, nor provide health care other than would be expected in any home, however a representative from the local CAMHS team does visit the home on a regular basis and provides consultation and guidance to the staff team in relation to the emotional care and support of individual young people.

Staffing

Our Staff Team

The staffing complement at Spindle Tree Rise consists of three main types, managerial staff, social care day and night staff and ancillary staff, who all work together to ensure that the young people receive a good standard of care.

All permanent staff are selected in accordance with Walsall Council's recruitment and selection procedure, which ensures successful candidates have the pre-requisite qualifications and experience necessary to undertake the post applied for. All successful applications are subject to receipt of satisfactory references, medical clearance and a Disclosure and Barring Service (DBS) Check.

Any vacancies are covered by the use of Walsall Council's own staff, sessional staff or by the occasional use of agency staff. Sessional staff are recruited by means of Walsall Council's central clearing house, which in conjunction with the management team of the home; ensure all temporary workers have the required DBS clearance.

How the Team Are Supported to do Their Job

Upon commencement of employment all staff new to working within a local authority are subject to Walsall Council's six month probationary period and as such begin an induction. All new employees participate in this induction which includes a variety of elements including a general introduction to Walsall Council and the Children's Services Directorate, an introduction to Children's Residential Services, partner services and other significant agencies, as well as an introduction to the purpose and function of Spindle Tree Rise, policy and procedure, child protection, health and safety, and role and task.

All new staff are allocated a nominated supervisor who, facilitates supervision fortnightly for the first six months and monthly thereafter, reviewing progress in accordance with probationary guidance. Each of these sessions is recorded, signed by both parties and placed on the employee's personal file for reference. All staff that have completed their induction and foundation training who do not already hold a level 3 NVQ in caring for children and young people can then be enrolled on a level 3 Children and Young People's Workforce diploma.

All staff receive regular supervision. Supervision is an essential element in supporting, managing and developing the staff team and as such it is statutory and departmental requirements that all staff both receive and participate in the supervision process. The Operations Manager supervises the Registered Manager who in turn supervises the Care Managers. The management team then ensure the supervision of the remainder of the staff team through allocation of a nominated supervisor. Each team member devises a supervision agreement with his or her supervisor and both parties have a responsibility to ensure that supervision is constructive and relevant to the aims and objectives of the home. Staff supervision is recorded and generally embraces four broad areas:

- Quality Management: an opportunity for the team member and supervisor to discuss and record quality of work and workload, including discussion regarding individual young people, care planning, service delivery and teamwork. A core aspect of supervision is the exploration of the team member's relationship with the children and young people and the key-working role to ensure day-to-day tasks are being completed appropriately and efficiently and care planning meets the identified needs of the young person.
- Support: an opportunity for the team member to air concerns and anxieties and be provided with guidance, reassurance, encouragement and advice to empower them to do their work efficiently and effectively within the team and with children and young people.
- Development: an opportunity for training and learning needs to be discussed and learning plans to be agreed. Training may take place in supervision, within the workplace, during team days or away days or via the provision of external training.
- Representation: an opportunity for the team member to make suggestions or share ideas regarding service improvement.

On an annual basis all team members participate in an Employee Appraisal within which a learning plan is agreed and targets to enable achievement are set. This is reviewed half yearly to ensure learning goals are being met. The Appraisal process promotes the acquisition of skills and knowledge through a variety of methods including on the job learning, having or being a mentor, the completion of exercises and assignments, the delegation and completion of specific tasks and responsibilities to progress skills, knowledge and competence or via attending internal or external training. Overall it is expected that each team member will have a minimum of thirty hours of learning time per year.

In addition to this, staff development is also promoted through participation in and contribution to a variety of other processes including:

- Team meetings
- Team days
- Interagency meetings
- Joint training
- Working in partnership and networking with other services and supporting agencies

The overall purpose of supervision and the process of Appraisal is to promote and monitor safe and effective practice in accordance with Walsall's Performance Management Framework, the Children Act 1989 and the Care Standards Act 2000.

In accordance with the Children's Home Regulations 2015, Schedule 2 and Walsall Council's policy and procedure, records are kept in respect of all staff employed at the home. The following information is kept confidentially at the home:

- Personal information, such as contact details and next of kin
- Job description and job specification
- Record that a DBS check has been undertaken and is deemed as appropriate
- Record of qualifications and training
- Supervision notes, Appraisal and learning plan
- Records of attendance at work
- Records of employment issues
- References

The Rotas & Staffing Policy

As the home provides medium to long-term care the home operates a rota that is monitored by the Care Managers and is overseen by the Registered Manager. The rota system enables a senior member of the team to be on duty on most shifts and the teams differing skills and abilities to adequately reflect the needs of the young people living at the home. This is further complimented by the use of a flexible system of fostering, which ensures staff are available at peak times such as bedtimes.

Staffing levels are risk assessed on a day to day basis taking into account the needs of the young people and the activities planned for the day. When the home is fully occupied, at peak times such as evenings and weekends there is always a minimum of two residential day care staff on duty to ensure the needs of individual young people can be met, which is complemented by the support of a cook and a domestic assistant.

Unforeseen staff shortages are covered in a variety of ways including split shifts and flexible rostering, by using permanent and sessional staff and in extenuating circumstances the use of agency staff. Additionally, out of hours, the staff at the

home have access to the On-Call Officer and the Emergency Response Team if advice, support, guidance or direction is required.

Given the need for consistent practice, information sharing and planning, three handovers per day are scheduled into the rota and monthly staff meetings. The rota planning and monitoring also takes into consideration health and safety matters, the routines of the young people, risk assessments, meetings / statutory reviews, annual leave and staff training needs. Other considerations include ensuring team members have adequate rests and breaks from the working environment.

The staffing arrangements at Spindle Tree Rise reflect a gender mix and reflect the diversity of the local area.

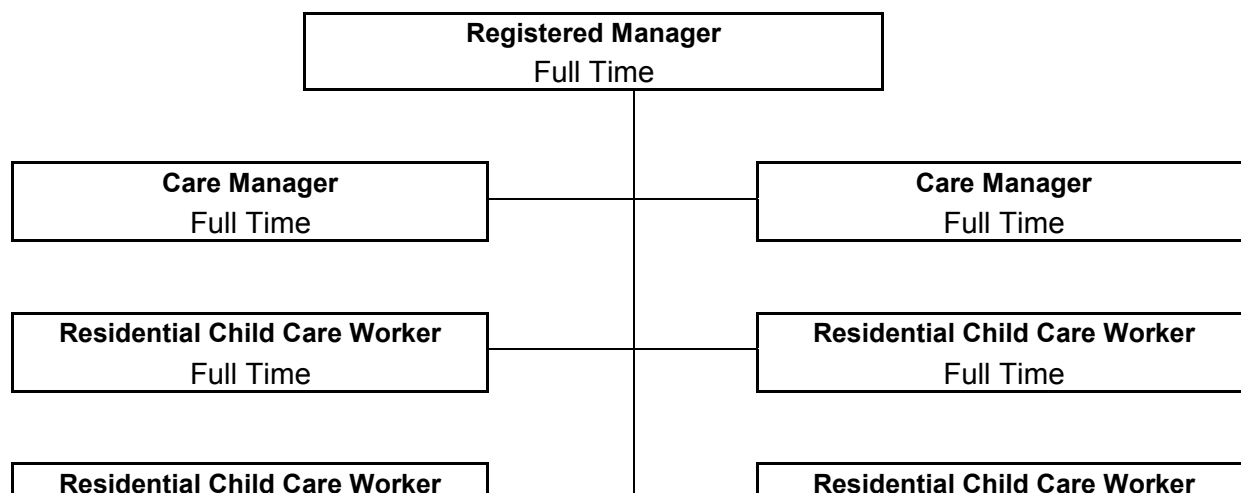
Who Looks after the Young People

Angela Edwards is the Interim Operations Managers Children's Residential Services, DIPSW, DIPHE.

	Surname	Forename	Start Date	M/F	FT / PT
Registered Manager Interim	Adamson	Michaela	Sept 2012	F	FT
	Qualifications:	NVQ 4 Health & Social Care, NVQ 3 Children & Families			
	Experience:	She has extensive experience with Social Care both Adults and Childrens' Services. Her experience has included being a senior member of staff within a secure unit and she has worked within the youth offending team.			
Care Manager	Riggan	Enoch	Oct 2016	M	FT
	Qualifications:	NVQ 4			
	Experience:	Enoch has substantial experience of working within residential settings across private providers.			
Residential Social Care Worker	Cole	John	Feb 2003	M	FT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	He has worked with young people with football coaching, alternative education provision and within children's residential care homes			
Residential Social Care Worker	Athwal	Baljit	Oct 2001	F	FT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	She has worked within children's residential services working within two homes caring for young children.			

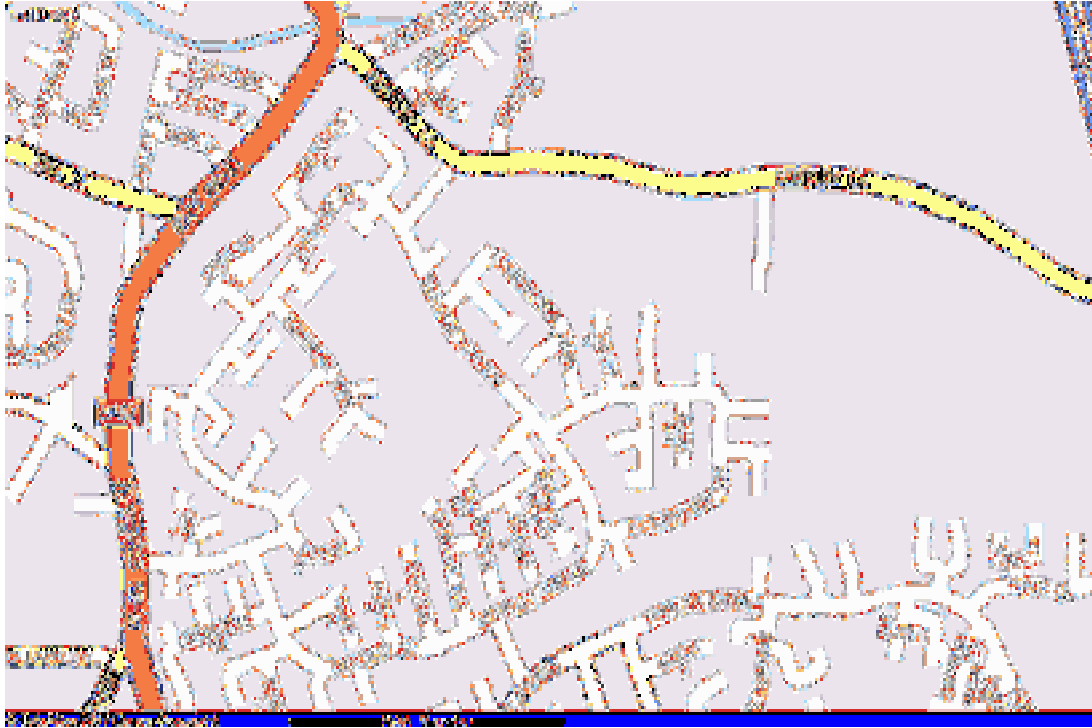
Residential Social Care Worker	Powell	Susan	May 1995	F	PT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	She has experience within both family placements and children's residential homes			
Residential Social Care Worker	Vacancy				
Residential Social Care Worker	Poppitt	Christopher	Jun 2010	M	PT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	He has worked as a sessional worker gaining experience in different residential homes and carried out varying tasks such as contact or respite			
Residential Social Care Worker	Oliver	Christine	Sept 2005	F	PT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	She has worked across social care, adults and children's services, caring for children with disabilities and those requiring emotional and behaviour support			
Care Manager (Interim)	Thompson	Mitchell	Oct 2015	M	FT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	Mitchell has a number of years experience of working within Children's Services.			
	Surname	Forename	Start Date	M/F	FT / PT
Residential Social Care Worker	Stanton	Lesley	Oct 2006	F	PT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	She has worked with unaccompanied asylum seekers and has worked as a waking night officer and Residential Child Care Worker within children's residential homes.			
Residential Social Care Worker	Davies	Susan	Apr 2000	F	PT
	Qualifications:	NVQ 3 Children & Families			
	Experience:	She has worked in both Adult services and children's residential homes working both days and nights. She has experienced of working with children and young people of all ages.			
Residential Social Care Worker		Vacancy			PT
	Qualifications:				
	Experience:				
Waking Night Officer	Lecoite	Graveney	Sep 2004	M	FT
	Qualifications:	NVQ 3 Children, Counselling skills level2& NCFE level 3 Counselling skills			

	Experience:	Graveney has worker for Walsall for 11 years. Graveney started working as a Residential Care Worker then applied for a night post within the same home. Graveney has lots of experience of working the children and young people of all ages. Graveney has also gained a Level 2 Counselling.				
Waking Night Officer	Kaur	Gurjinder	May 2008	F	PT	
	Qualifications:	NVQ 3 Children & Families				
	Experience:	She has experience in working the children and young people of all ages				
Waking Night Officer	Vaughan	Lindsay		F	FT	
	Qualifications:	NVQ 3 Childcare, N.N.E.B, Law Degree				
	Experience:	Lindsay has experience of working as a waking night officer. Lindsay has also worked in a nursery setting and provided care for young children.				
Housekeeper	Grealish	Kathleen	Nov 2015	F	PT	
	Qualifications	Food Hygiene				
	Experience:	Kathleen has extensive experience of working as a cook within education provisions.				
Administration Officer	Westwood	Louise	Feb 2006	F	PT	
	Qualifications	Business Admin NVQ Level 3				
	Experience:	Louise has been employed as an Administration Officer for Walsall Children's Services for 9 years. During this time she has been responsible for Administration and Finance across 2 Children's Centre's. Louise moved to Spindle Tree Rise in Apr 15				

SPINDLE TREE RISE STAFF HIERARCHY

Full Time			Full Time
Residential Child Care Worker Part Time			Residential Child Care Worker Part Time
Residential Child Care Worker Part Time			Residential Child Care Worker Part Time
Residential Child Care Worker Part Time			Residential Child Care Officer Part Time
Waking Night Officer Full Time			Waking Night Officer Full Time
Waking Night Officer Part Time			House Keeper Part Time
Admin Officer Part Time			

Spindle Tree Rise How to get us



By Car:

Start out on Bradford Street, Walsall

Turn right onto Bridgeman Street

Right onto Pleck Road – A4148

At traffic signals turn left onto Wolverhampton Road (signposted Wolverhampton, Motorway M6)

Turn right onto Bloxwich Lane

At roundabout take the 1st exit onto Bloxwich Lane

Turn left onto Bentley Lane

Continue forward onto Bentley Lane, Entering Willenhall

Turn left onto Birchtree Hollow

Turn left onto Stroud Avenue

Take the first right Into Spindle Tree Rise next to Rose Dale School.

By Train:

The train station is located in the centre of Walsall, then the 341, 340, 9 and 333x buses are available from the town centre.

Useful Contacts

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

www.ofsted.gov.uk

Alison Cooper – Responsible Individual
Angela Edwards – Residential Operations Manager

Zone 2d Civic Centre
Darwall Street
Walsall
WS1 1TP

Tel: 01922 658356

Contracts / Commissioning & Contact Teams

Stroud Avenue Family Centre
Stroud Avenue
Willenhall
WV12 4EG

Tel: 01922 652680

NSPCC

Tel: 0800 800 500

www.nspcc.org.uk

Voice of the Child in Care

Tel: 0808 8005792

www.voiceyp.org

Customer Care Service
(Complaints & Representation)

Tel: 0800 0856018

Transition & Leaving Care Service & Looked After Children Service

8th Floor
Townend House
Townend Square
Walsall
WS1 1NS

Tel: 01922 650555

Education Support Team (Virtual School)
Children's Workforce Development Team

Education Development Centre
Pelsall Lane
Rushall, Walsall
WS4 1NG

Tel: 01922 686200

Local Authority Designated Officer (LADO)

The Hollies
Lichfield Road
Walsall
WS4 2DH

Tel: 01922 646640

Action for Children

Tel: 0300 123 2112

www.actionforchildren.org.uk

The Children's Society

Black Country Children's Advocacy
Tel: 0800 6523839

www.childrenssociety.org.uk

Child Line

Tel: 0800 1111

www.childline.co.uk