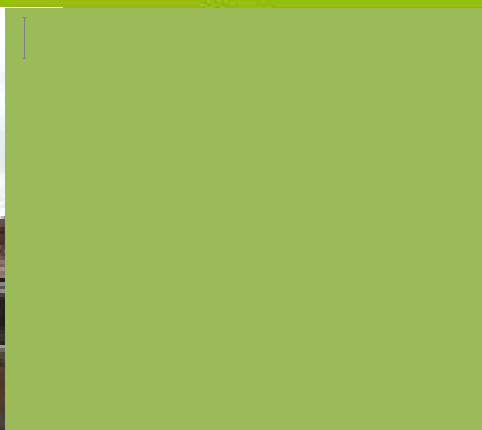


# Statement of purpose and function

Hilton Road



'Better Together for  
Children'



**Children and Young People's Services**

**"My Walsall, my future"**



**Walsall Council**

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## **Introduction**

### **Welcome to Hilton Road : SC036584**

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 Hilton Road. 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 Hilton Road, 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.

Happy reading!

## Our Purpose, Aims & Objectives

Hilton Road children's home is a medium to long term facility, offering care to children who have suffered physical, sexual or emotional abuse and who otherwise would possibly require specialist out of borough placements.

Our overarching purpose is to ensure that the children within our care are provided with needs led and planned services which will secure the best possible outcomes now and into adult life and that care is provided in an environment which is homely, safe, empowering and nurturing.

To make this happen we aim to:

- Ensure that assessments of need are ongoing and that they inform service delivery, with each child being assessed according to their own needs. Their family/significant others and relevant other professionals being actively involved both within the assessment process and in planning of long term care.
- Provide a service that gives due consideration to the wishes and feelings of the child and their religious persuasion, dietary needs, sexuality, gender, racial origin and cultural and linguistic heritage.
- Ensure that children are securely attached to carers and that carers have the right skills, training and qualifications.
- Enable children to reach their full potential and to ensure they are encouraged to develop in all areas by giving them access to a variety of education, health, leisure, and social opportunities aimed at meeting their individual needs.
- To work in partnership with the child, their family, education and relevant professionals, in the formulation and facilitation of developmental plans to enable the child to achieve their maximum potential for independence and adulthood.
- Each child is allocated a team of Key Workers, who are responsible for monitoring and recording the child's progress and making sure that the objectives set out in the care plan and residential Placement Plan are being worked towards and children are developing and achieving.
- Ensure that there is a system in place by which complaints and representations can be made and are resolved promptly.
- Ensure that each child has the opportunity to express their wishes and feelings and has access to appropriate support and advocacy.
- To encourage a positive self-image by treating children with respect and providing them with the range of opportunities and experiences that other children in the local community have access to.

- Work within a framework of anti – oppressive practice, actively promoting positive attitudes to cultural diversity, gender equality, sexuality, disability issues and special needs of all kinds.

## Partners

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

- Local education support services.
- An Independent Children's Rights Officer, who makes regular visits to the home and advocates for children on an independent basis.
- The CAHMS service; offering regular visits to the home to provide advice to support individual care packages. This can include the completion of assessments with individual children to identify if further specialist therapeutic services are required.

At Hilton Road we endeavour to provide a service that gives due consideration to the wishes and feelings of individual children as well as meeting their needs in relation to their religious persuasion, racial origin, cultural and linguistic background.

During the referral, assessment and introduction period care plans and Placement Plans are developed based on the child's needs. Residential planning processes are formalised and supported through the child's statutory review process.

## Monitoring

Each year the Statement and Purpose for the home is reviewed and updated where necessary. This is to ensure that the home remains suitably and appropriately located. If there is 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 services that the children need for their day to day care planning, this is also complemented by the annual premises location review.

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, our neighbours and most importantly the children whose home it is.

The home also receives independent Regulation 44 visits every month.

## **Location & Facilities**

Hilton Road is situated on a housing estate in the New Invention area. It is close to local shops, leisure facilities and bus routes into both Walsall and Wolverhampton. It has a driveway for parking and a large grassed area to the rear.

The home has good links with the Neighbourhood Police, who make regular visits to the home. During the visits the Police Officers will update us on what's happening within the local community.

At present there are no risks to the local environment and there have been no changes in the local amenities. The children can readily access all the local shops and leisure faculties within the local area.

The home is well established within the community and has developed good relationships with all our neighbours.

The continued appropriateness and suitability of the homes location will be reviewed annually, this will be conducted by the homes Registered Manager in consultation with appropriate persons.

## **Physical Aspects**

Hilton Road is a detached property that is situated at the end of a small row of houses and next to a car park for local residents. At the front of the home there is a large parking area.

Hilton Road can accommodate up to four children. Prior to admission and during initial visits we encourage children to bring some of their personal items to help them settle in to their new home. We also encourage them to be involved in the decoration and furnishing of their room where possible. The accommodation is on two levels with the children's bedrooms being situated upstairs.

Children are encouraged to personalise their rooms and where appropriate children have access to personal TVs and music centres for use in their own rooms. There is space within individual rooms for the completion of homework tasks or projects; alternatively the conservatory or dining room can be used if children prefer.

As the floor plans will illustrate there are a variety of rooms at Hilton Road, and an ample amount of individual and communal space for all.

## **The Garden Area**

At the back of the property is a large garden that is surrounded on one side by large trees with the remainder by fencing to ensure privacy.

The rear of the house also has a large conservatory.

The garden consists of a patio area, a large grassed area and decking at the bottom of the garden. The garden also has a small planting area that is used by the children to grow vegetables.

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.

## **The Facilities & Services Provided**

Hilton Road is a community based home whose purpose is to provide medium to long term care, support and accommodation for children and children who display emotional and behavioural difficulties having suffered physical, sexual or emotional abuse and who would otherwise require a specialist external out of borough placement.

The home works in partnership with children, their families and a multi-disciplinary team of professionals in forming an individual care plan. The aim of each plan is to identify, co-ordinate and ensure the delivery of services to meet the care, emotional, physical, educational and spiritual needs of the individual child.

A number of facilities and services are made available to children within and outside the home. At Hilton Road we work in close partnership with the Virtual School and the Looked After Children Team. Both services recognise the benefits and values of partnership working in promoting the attendance and attainment of looked after children. This partnership ensures all of the children living at Hilton Road receive structured support, guidance and planning to empower them to achieve their educational potential.

The Community CAMHS service provides specific services for the children looked after at Hilton Road, offering dedicated placement advice and consultation to the home, specifically to:

- Discuss suitability for placement including discussion around skills, resources, staffing levels and environment.
- Manage the children within the setting.
- Aim to reduce the opportunity for breakdown and placement moves.
- Offer advice on management programmes to support staff and the child.



- Identify mental health needs.
- Identify the route/pathway to other specialist services.

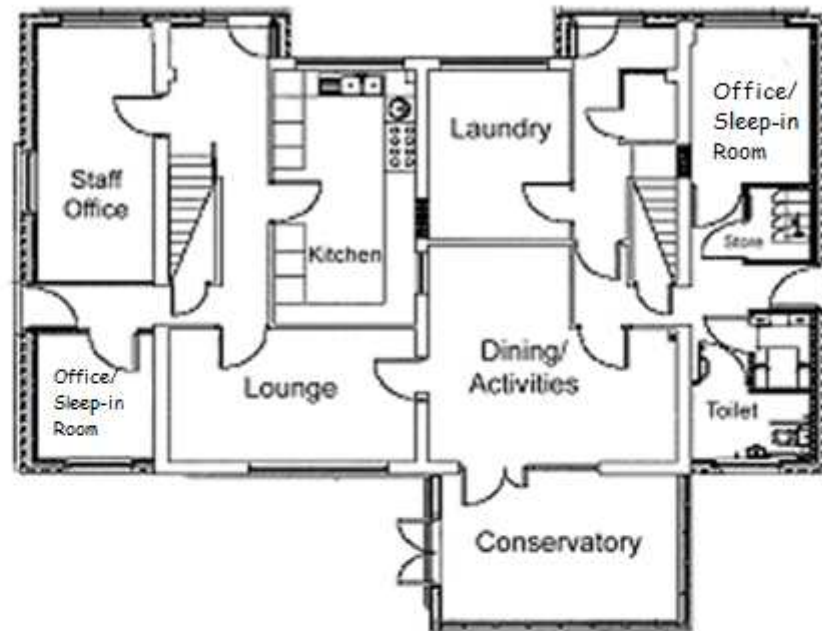
Children can also access specialised counselling support through their own GP should they wish to.

Children can get support from an Independent Children's Rights Officer provided via the Children's Society who advocates on an independent basis for children.

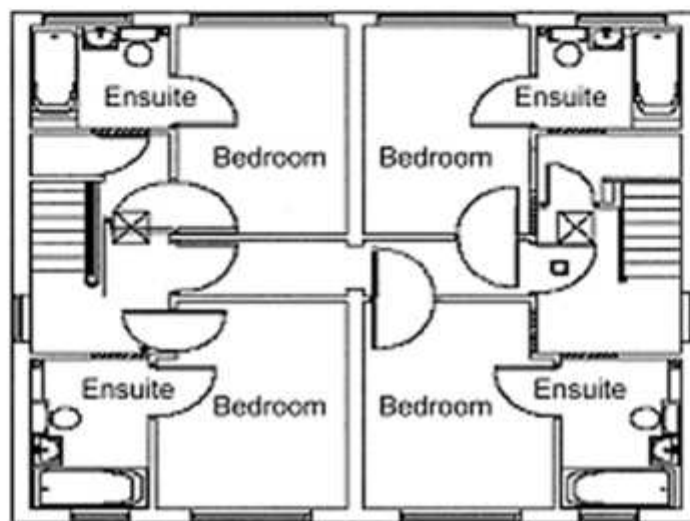
Children's Residential Services within Walsall have developed a strong partnership with the Youth Offending Service; particularly focusing on reducing the offending of looked after children through the adoption of restorative approaches. Through this partnership children living at Hilton Road have access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

## **Floor Plan**

# Hilton Road



Ground Floor



First Floor

## **Caring for Children**

### **Who lives at Hilton Road?**

Hilton Road is a home for up to four children and welcomes children of any race, gender, culture, religion, or sexual orientation. Placements can continue up until a child's 18<sup>th</sup> birthday if this is appropriate to the child's emotional, educational and development needs and Hilton Road can continue to provide a stable, secure and safe placement that is in keeping with the child's overall care plan.

To promote and safeguard the welfare of all children accommodated at Hilton Road, and to maintain a safe and appropriate living environment, all admissions to the home are subject to risk assessment. Before admissions are agreed the suitability of proposed placements are assessed taking into consideration individual needs, levels of understanding and functioning, the group dynamics and any risks in relation to the individual and the wider resident group.

The home does not provide services for children with the degree of physical disabilities that would require specific specialised equipment or assistance with their personal health care needs. However the home would consider placements for children who have mild learning difficulties but who would be able to attend mainstream education.

Hilton Road provides a nurturing environment in which children can feel safe, supported and respected with opportunities to rebuild confidence, regain feelings of self worth and restore trust in others. Hilton Road offers a range of support to the children, including helping them to prepare and return to community based placements, for example a return home or a move to a family placement or a semi-independent living arrangement.

### **Our Underlying Ethos & Philosophy**

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

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

The home has a strong background in providing therapeutic care primarily based on the Transactional Analysis model however we do use a whole range of models and theories to underpin our practice and delivery of care.

## Meeting Individual Needs

A requirement of placement at Hilton Road is that the child has an allocated Social Worker. This is to ensure that the pre-placement and post placement meetings and subsequent reviews take place within statutory timescales and the child's needs are met appropriately.

At Hilton Road we operate an ongoing process of assessment and review to ensure each child's needs are being met and the placement is effective. Regular progress meetings which involve the child are arranged between the Key Worker and the child's Social Worker. This ensures all Placement Plans and care plans are effective and the child is receiving the right care and services. On receiving review dates, reports for each child are prepared and presented at the review. The Key Worker completes the necessary consultation documents and provides support to the child if required to complete their consultation document. The Key Worker attends the review to ensure continuity should the child decide not to attend or only attend part of the review. Any child has the right to request the Children's Rights Officer to attend their review as their advocate if they wish. Children receive copies of review reports before and after the review and are supported by staff or their Key Workers in understanding the content and what it means.

Each child 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 child, family, professionals and significant others and sets out the child's needs, how these will be met on a day to day basis and by whom.

Every child's in-house Placement Plan is monitored by their Key Workers on a regular basis to ensure that it is being followed. The child'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 child, their family and relevant professionals.

Where children 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

Each child is allocated a key working team prior to their admission. These workers support and work with the children through planned introductions and planned admission. Key Workers ensure that health appointments are arranged for the child to secure their ongoing good health and work closely with all partnering agencies. Key Workers also ensure individual time with children to help in the development of positive relationships essential for a child's healthy development.

It is the Key Workers role to act on behalf of the child in all matters, including acting as a referral point at the home for all information regarding the child. The Key Worker's roles also include:

- Building a realistic professional relationship with the child by getting to know him or her by befriending and offering support.
- Acting as an advocate and ensuring that the child's wishes and feelings are known and acknowledged in planning and decision making.
- Ensuring that the appropriate action is taken to meet the child's care, emotional, cultural, dietary, medical, physical, social, religious and communication needs.
- Ensuring all information regarding the child 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 any partner agencies who are involved in securing positive outcomes for the child.
- Ensuring that the appropriate action is taken to meet the child's care, emotional, cultural, dietary, medical, physical, social, religious and communication needs.
- Ensuring the child has regular contact with parents, carers, and significant others as appropriate.
- Ensuring the child's personal needs are being met, including clothing and toiletry purchasing.
- Ensuring that the child receives and is given advice in spending/budgeting pocket and other monies.

In ensuring the child settles into the home and the community, the Key Worker also ensures that all the support services are 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, for example hospitals
5. Education, schools, school nurses and supporting agencies
6. Social work support
7. Promoting and supporting individual interests and hobbies

## **Ensuring Dignity & Respect**

At Hilton Road 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 children, the staff team recognise that Hilton Road is their home and the team will endeavour to ensure that due respect is given to maintaining the dignity of the children and ensuring the environment remains a homely one.

## **Independence**

At Hilton Road we are committed to ensuring that all children, regardless of their needs are given the opportunity to act and think independently, within a framework of planned and consistent care aimed at ensuring their safety.

During their stay at Hilton Road each child has an Independent Living Programme which will highlight specific age appropriate skills which the team will support them to develop. .

When appropriate, the team at Hilton Road work closely with the children and their Social Workers in developing a pathway plan and identifying suitable accommodation and support for children when they are ready for independence. At Hilton Road we also understand the importance of the roles we have played in our children's lives and the need for us to remain in contact "stay close" with them when they have moved on, where appropriate this is planned into pathway planning.

## **Leisure & Social Opportunities**

All children are encouraged to participate in activities provided both in and outside of the home to help increase their knowledge, life experiences, confidence, self esteem, and to expand their personal and social communication skills.

The home has a number of in-house leisure activities for use by the children, including computers, books, board games, video, DVD, Play Station, Wii, plus art and craft materials. All staff and Key Workers encourage and support the children to continue with or take up individual hobbies or interests.

All children are encouraged to take part in both individual and group activities. These activities not only take into consideration their likes, dislikes, age, ability, ethnicity, culture and religion, but are also aimed at helping to broaden the child's interests and their experience of diversity. We actively promote and encourage children to engage in different cultural activities within and outside the home including experiencing ethnically diverse foods, music and art.

There are youth clubs and sporting facilities available locally. All children living at Hilton Road are made aware of local amenities. The staff support the children by transporting and accompanying them if requested or, if it is appropriate, to ensure safety. Funding within the

home budget is available to support individual hobbies and activities identified by the children and Key Workers.

In addition children are encouraged to become involved in planning day trips and summer holidays. With the appropriate prior arrangements the children are encouraged to have friends visit the home and vice versa. Birthdays, cultural celebrations and religious holidays are celebrated, with special activities, outings and parties arranged in consultation with the children.

## **A Typical Day at Hilton Road**

Typically children are woken by 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 children are welcomed back and the evening meal is shared between the children and staff. Activities for the evening are dependent upon the care plans of the children and their individual preferences, hobbies and interests.

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

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## **Religious & Cultural Needs**

Any specific needs in relation to religious instruction and observance are identified prior to placement or during assessment. The support necessary to support the child's involvement is then arranged as appropriate. For instance this may include identifying or maintaining a place of worship or identifying transport to identified places.

Specific dietary requirements are also identified during assessment. Specific foods, preparation and likes and dislikes are catered for within the home's menu planning, within which children are given the opportunity to participate. Queries about dietary needs, healthy eating and different choices on the menu can be raised with staff at any time including key working sessions and children's meetings. Support is also provided to the team by dieticians from the health service.

As necessary, support is provided for children who have become isolated from their cultural communities. This can involve the securing of an independent visitor, visits to places of cultural interest or securing the services of an interpreter. The Key Worker system and the planning and review process also support this and the home makes every effort to recruit staff from diverse backgrounds and with different skills.

Within Key Worker sessions children have an opportunity to discuss cultural issues which are not being addressed and help to plan how they may be met as well as discussing the cultures of others. Sometimes it may require the Children's Rights Officer to be involved or issues may need to be raised within the child's statutory review to achieve the best possible outcome for the child.

## **Keeping in Contact with Family and Friends**

At Hilton Road we recognise the importance of regular contact between children, their parents, relatives and friends. As such arrangements for contact are discussed and agreed during the pre and post placement process, which incorporates a comprehensive risk assessment. The home welcomes visits from friends and relatives where the risk assessment indicates it is safe and appropriate, and this can be managed accordingly.

Arrangements for contact between the children accommodated and their parents, relatives and friends are informed by a risk assessment. Where necessary staff are identified to support supervised contact visits as well as assisting in practical arrangements to enable regular contact.

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 children living at Hilton Road 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 between parents and the children is actively encouraged, where appropriate. Children have access to a phone to contact parents and friends if they wish to.

The team at Hilton Road work constructively with the children and their families to support contact. Children and parents are encouraged to maintain and nurture positive relationships with each other.

## **Children's Rights, Participation, Consultation & Complaints**

Arrangements are made for the children accommodated at Hilton Road to actively participate and be consulted about the day to day running 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 child 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 children have all they need and helping to make special times such as Christmas and birthdays special.
- Reporting to Statutory Reviews.
- Involvement in contact arrangements and liaising with the family if appropriate.

Many children who receive services at Hilton Road 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 children and identify specific areas of concern. This process enables ongoing consultation with children, which is reflected in Key Worker reports, which links into reviews and the planning process. Key Workers also inform the wider staff team of developments regarding their children.

Children 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. They also have the option of asking the advocate to accompany or represent them. On admission children 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. Children are encouraged to contribute to the meeting agenda.

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 Hilton Road 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 Hilton Road 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 children who live at Hilton Road there are ranges of safety

and security measures which help reduce the incidents of children leaving home without permission.

- Access into the building is via a front entrance door which staff encourage the children to lock behind them when they come in, the front and side doors are fitted with alarms to notify if these have accessed as a measure of safeguarding against intruders.
- The home is fitted with Real Time CCTV cameras that cover the outside of the property. The use of these will only be considered if it is felt there is a specific need to safeguard and promote the welfare of the children that makes this necessary and only done in consultation with the children, Social Worker and appropriate others.
- The home operates with staff sleeping in at nighttime. To assist with safeguarding the children sensors are fitted to the children's bedroom doors to alert staff to any concerns, these will only be used if it is felt a necessary and appropriate measure to safeguard individual children and the use of such measures would be done in consultation with the individual child, Social Worker and appropriate others.
- The side gate to the garden area is locked at all times.
- Every night 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 garden area is fenced.
- 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 Hilton Road 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 child has their own ensuite room to provide a personal space to enable the child to have privacy.

- Children 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 children and children grow to understand that they are cared for and missed when they do not return home.
- When children 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. The home is also fitted with a sprinkler system. 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 a fire awareness briefing.

## **Missing Persons**

The home's procedure for dealing with unauthorised absences is covered by the Walsall Safeguarding Children's Board protocol for children 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 child 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 child is at risk an immediate report is made to the police.

Hilton Road provides a home for children (boys and girls) aged up to 18yrs who are not able to live at home, they all have some degree of emotional and behavioural difficulties. The children are all cared for by the local authority either under section 20 or section 31 of the Children Act 1989.

The children 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.

The home also has it's own individual missing from home policy. Each child has an individual missing person protocol based on the joint Police and Children's Services Protocol; this is

reviewed regularly in accordance with the child's care plan and risk assessment.

## **Risk Assessment**

All children'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 child missing.

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

## **Procedure to be Followed**

- Staff will establish that the child 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 children as they do so.
- Staff will refer to the child's individual missing protocol and will follow the advice given, unless another immediate piece of knowledge takes precedent such as the child 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 child 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 children resident at Hilton Road, 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 child may have known to frequently visit.
- Staff will then immediately contact the Police to inform that a vulnerable child is missing. They will ensure that they identify the child giving clear information outlining their details, risks and vulnerabilities.
- The on duty Police Inspector will make a decision as to whether the child 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 child is absent or missing, staff will continue to make efforts to find the child 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 child'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 children 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 children 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 Children 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 children living at Hilton Road have a right to feel safe and as a way of keeping children 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 child, 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 Hilton Road 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 Hilton Road 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 child, the initial/core 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 child is not already in accommodation the service Manager's approval must be given for the child to be accommodated in residential care.

If it is determined by the Single Referral point and the child's Social Worker that a placement at Hilton Road is appropriate, a planning meeting is arranged at which a management representative from the home, the child's Social Worker, parents/carers and the child 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 child, the initial/core assessment, a risk assessment and any health or educational assessments concerning the child 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 was not currently available but may be in the short term, the child, their parents and the Social Worker/personal advisor are invited to visit Hilton Road. From this a series of welcome visits to Hilton Road are arranged, according to the individual child's needs. These are usually for a maximum of two hours, and include meeting the other children and staff, and taking part in a mealtime and evening activities.

Children and children living at Hilton Road can often be vulnerable and may have disabilities. It is therefore not always right for a child to leave a children's home by their 18<sup>th</sup> birthday and it may be in a young adult's interests to remain at Hilton Road.

The reasons for this may include:

- Where the child's moving-on placement has fallen through and alternative arrangements are being made.
- Where the child is in education and wishes to finish their course.
- Where the child wishes to remain with siblings who are also accommodated at the home, or
- Where there is agreement, including the child's, that they are not yet ready to leave and a focused plan is in place to achieve this..

Any agreement that a child will remain at Hilton Road on and after their 18<sup>th</sup> 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 Hilton Road**

At Hilton Road we will take an unplanned admission in an emergency situation. In such circumstances every effort is made to allow the child to visit the home before they actually move in, however in some circumstances this may not be possible. Every child 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 child joining the household will have on existing children and an assessment of this impact undertaken which takes account of both individual and group needs. In order for the needs of the child 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 child 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. Under no circumstances can a child be admitted without an impact risk assessment being completed jointly by the placing Social Worker and the home.

## **How to Make a Complaint**

The staff team at Hilton Road recognise and support the need for and importance of ensuring that children 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 children's complaints.

At Hilton Road children, their families or advocates are able to voice concerns or issues to the child'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 Hilton Road 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 child. 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 child 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 children, 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 children. During these visits the Regulation 44 visitor will talk with and observe the children at the home and will take any concerns to the home's managers or elsewhere as is appropriate.



## **Children's Behaviour**

### **Behaviour Management, Additional Measures of Control and Rewards**

Hilton Road has a clear policy on behaviour management and the use of positive handling 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 intervention, the use of de-briefing sessions and support for children, but also focuses on de-escalation techniques, ensuring safety and maintaining trusting relationships between children and the team. Hilton Road 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 resort.

The staff team are all trained in Team Teach, which is the behaviour management training company; we have four trainers who train out of the residential workforce. Training is every 24 months; however we do aim for a good practice, 12 monthly training programmes to promote de-escalation and minimal positive handling techniques.

At Hilton Road it is recognised that consistency and an understanding of the child, their situation and needs is central to effective communication about acceptable and un-acceptable behaviour. In the normal day to day running of the home the children 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 sanctions. Any sanctions given are imposed with appropriate regard to the child's level of understanding and emotional development, and where a sanction is used we ensure that it is relevant to the offence and that it is fair and achievable. From time to time we do implement sanctions but find that the use of rewards is a more positive method of encouraging acceptable behaviour.

At Hilton Road we do have a duty to protect children 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 children 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. All of the team are trained in the use of appropriate physical intervention and the skills and techniques to de-escalate situations.

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

### **Restorative Approach**

It has been acknowledged by the team at Hilton Road that the quality of relationships between staff and the children and between the children themselves is an important factor in ensuring safe quality care. 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 personal reflection.

## **Contacts**

### **Registered Manager**

The Registered Manager is Jason Grainger who has been in position since June 2014. Jason has 15 years prior experience within Social Care with Children's Services. Jason has worked across the breadth of the children's homes within Walsall within a number of varying roles.

Jason has completed an extensive training and development programme including NVQ 5 in Leadership & Management of Children's Homes, NVQ Assessors Award (A1), NVQ Level 3 in Health and Social Care (C&YP), Diploma and NVQ Level 3 in First Line Management. Jason is also an Advanced Team Teach Trainer and has completed a IOSH qualification in managing Health and Safety in the Workplace..

### **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 and Achievement

At Hilton Road we recognise the importance of education to the future personal and economic well being of all children. For this reason we place a great significance on education both in the school setting and in the day-to-day life experiences of children. We believe 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 to achieve to the highest possible levels.

In conjunction with the child, the Social Worker, the child's education provider and the Virtual School team, our aim is to ensure that each child has a Personal Education Plan (PEP) to which they, their parents (if applicable), and the staff have contributed, and which is understood and supported by all.

At Hilton Road we have an active working relationship with the Walsall Virtual School for Looked After Children and we work together to support the children's educational attainment. A specific focus is working in partnership to develop the children's self-belief and esteem in their ability to achieve, and supporting children with practical measures as part of a process of reintegration into an educational setting. These initiatives look at both academic and vocational projects and ways of providing individual children with additional tuition support and ensuring that arrangements for private study are suitable.

In accordance with Walsall Council's policy on the Education of Children, Residential Social Care Workers will specifically assist in the following:

- Encouraging school attendance.
- Ensuring assignments are completed satisfactorily and on time.
- Encouraging the completion of homework.
- Liaising with child's parents/carers, designated teacher and personal adviser (where appropriate) and passing on all relevant information.
- Participating in the review of the PEP at least every 6 months.
- Participating in the completion of a new PEP when the child changes school or placement or where there are other significant changes in circumstances, for example permanent exclusion.
- Attending the recalled PEP meeting when the plan is failing.
- Increasing the teams knowledge and understanding of admissions/exclusions procedures through training provided.
- Ensuring the child attends all achievement events, supporting the child by attending parent's evenings and any other school events.

- Advising the Virtual School Support Team and designated teacher of all relevant changes to a child's circumstances as soon as possible after the event, for example change of placement/Social Worker/school/leaving care.
- Being aware of and supporting children who are taking tests and examinations.
- Actively working in partnership with others towards securing appropriate full – time education for any child who is not in school.

The home has developed a positive relationship with the Virtual School Team who are able to provide advice and support, including training for the staff group on all aspects of education for the children. The children are able to safely access the internet and have personal laptops, ipads and e-readers to help them with their homework, specific projects or coursework for exams. All children within the home have their own bedroom area that allows private work to be done.

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, 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 activities that promote their learning or increase their skills.

## **Development & Fulfillment**

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 Hilton Road we understand how important good quality physical and emotional health care is to ensuring the best possible future for all children. As such at Hilton Road we set out to make sure that we:

- Endeavour to ensure that the physical, emotional and health needs of each child 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 children 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 children 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 Children Looked After'.
- Comply with 'Operational Procedures for the Control of Infection'.
- Provide advice and support to each child, 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 Hilton Road to enable children to obtain information without seeking out adults.
- Actively discourage children from smoking or taking alcohol or illegal substances.
- Keep a record of all significant illnesses, accidents by or injuries to children during their placement at Hilton Road. We also ensure that medical attention is sought as required.
- Ensure that, if practicable and appropriate, children at Hilton Road 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 children's personal needs. Each child has a weekly allowance to purchase toiletries of their choice.
- Ensure that the health needs of children from minority ethnic and cultural groups are understood by staff and specialist advice is sought when necessary.
- Ensure that children have a varied and balanced diet, which takes into account individual, likes and dislikes and medical matters.

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

All children are registered with their local GP, dentist and optician on admission of the home. A member of the team will support the child 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 child 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 children 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 child and health professionals such as the Looked After Children Health Co-ordinator. All information regarding a child's health needs is recorded on their file and passed on where appropriate to all team members.

Some of the children who live at Hilton Road may need medication and therefore we have 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 child. 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 child 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 children. As an aspect of the admission process the suitability of these for individual children is discussed and agreed. Key Workers are supported by the LAC nurse who advises both the children and the staff team about health matters.

## **Staffing**

### **Our Staff Team**

The staffing complement at Hilton Road consists of four main types of staff:

- Care Managers
- Residential Child Care Workers
- Housekeeper
- Administration Assistant

All work together to ensure that the children receive a good standard of care. There are no staff commissioned to provide Education or Healthcare.

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 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. Agency staff are recruited by means of Walsall Council's arrangement with Starting Point, which in conjunction with the management team of the home; ensure all temporary workers have the required experience and knowledge and that they are subject to satisfactory DBS clearance.

### **How Are The Team Supported To Do Their Job?**

Upon commencement of employment 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 Services, an introduction to Children's Residential Services, partner services and other significant agencies, as well as an introduction to the purpose and function of Hilton Road, policy and procedure, safeguarding, health and safety, and role and task.

All new staff are supervised, in accordance with the Quality Standards for Children's Homes 2015, with supervision fortnightly for the first six months and monthly thereafter and 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.

To complement the induction and probation processes within the first 6 weeks, all new employees complete our learning log which incorporates Induction Standards. The induction modules must be commenced within 7 days and completed within 6 months.

In accordance with the Quality Standards, all staff that have completed their induction and foundation training who do not already hold a level 3 Diploma in Caring for Children (or equivalent) can then be enrolled on a level 3 Children and Children'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 a statutory and departmental requirement that all staff both receive and participate in the supervision process. The Group Manager for Children's Residential Services supervises the Registered Manager and the Registered Manager supervises the Care Managers. The management team then ensure 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 children, care planning, service delivery and teamwork. A core aspect of supervision is the exploration of the team member's relationship with the children 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 child.
- 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.
- 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 Appraisal within which a learning plan is agreed and achievable targets 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.



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
- Inter-agency 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 Rota & Staffing Policy**

As the home provides medium to long-term care the home operates a rota system that is monitored by the Care Managers and is overseen by the Registered Manager. The rota system means that a senior member of the team is on duty on most shifts and team members differing skills and abilities adequately reflect the needs of the children living at the home. This is further complimented by the use of a flexible system of rostering which ensures staff are available at peak times for the home

Staffing levels are risk assessed on a day to day basis taking into account the needs of the children and the activities planned for the day. At peak times such as evenings and weekends there are always at least two residential care staff on duty to ensure the needs of individual children can be met, which is complemented by the support of a housekeeper. Two staff sleep

in to offer consistency of care to all children.

Unforeseen staff shortages are covered in a variety of ways including split shifts and flexible rostering, by using permanent and sessional staff and in rare 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, handovers are scheduled into the rota, and team meetings take place monthly. Rota planning and monitoring also includes health and safety matters, the routines of the children, 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.

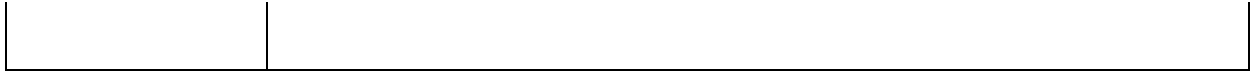
The staffing team at Hilton road reflect a gender mix and reflect the diversity of the local are

### **Hilton Road Staff List**

	<b>Surname</b>	<b>Forename</b>	<b>Start Date</b>	<b>M/F</b>	<b>FT / PT</b>
Registered Manager	Grainger	Jason	Mar 2003	M	FT
	Qualifications:	Level 3 Diploma in Child Care, NVQ 3 Management, Level 5 Diploma Management, A1 Assessor, Advanced Team Teach Tutor, 101 TA, IOSH.			
	Experience:	Jason has worked within children's residential childcare for over 15years in a variety of roles. Jason was a Care Manager within Walsall Children's services for 8 years prior to taking up his position at Hilton Road			
Care Manager	Gordon	Sarah		F	FT
	Qualifications:	BA in Law & Criminal Justice, NVQ 3 Health & Social Care, 101 TA			
	Experience:	Sarah has worked with Walsall Children's Services for a number of years; this has seen Sarah work in a number of homes and in a number of roles leading up to her position as Care Manager. Sarah also has experience			

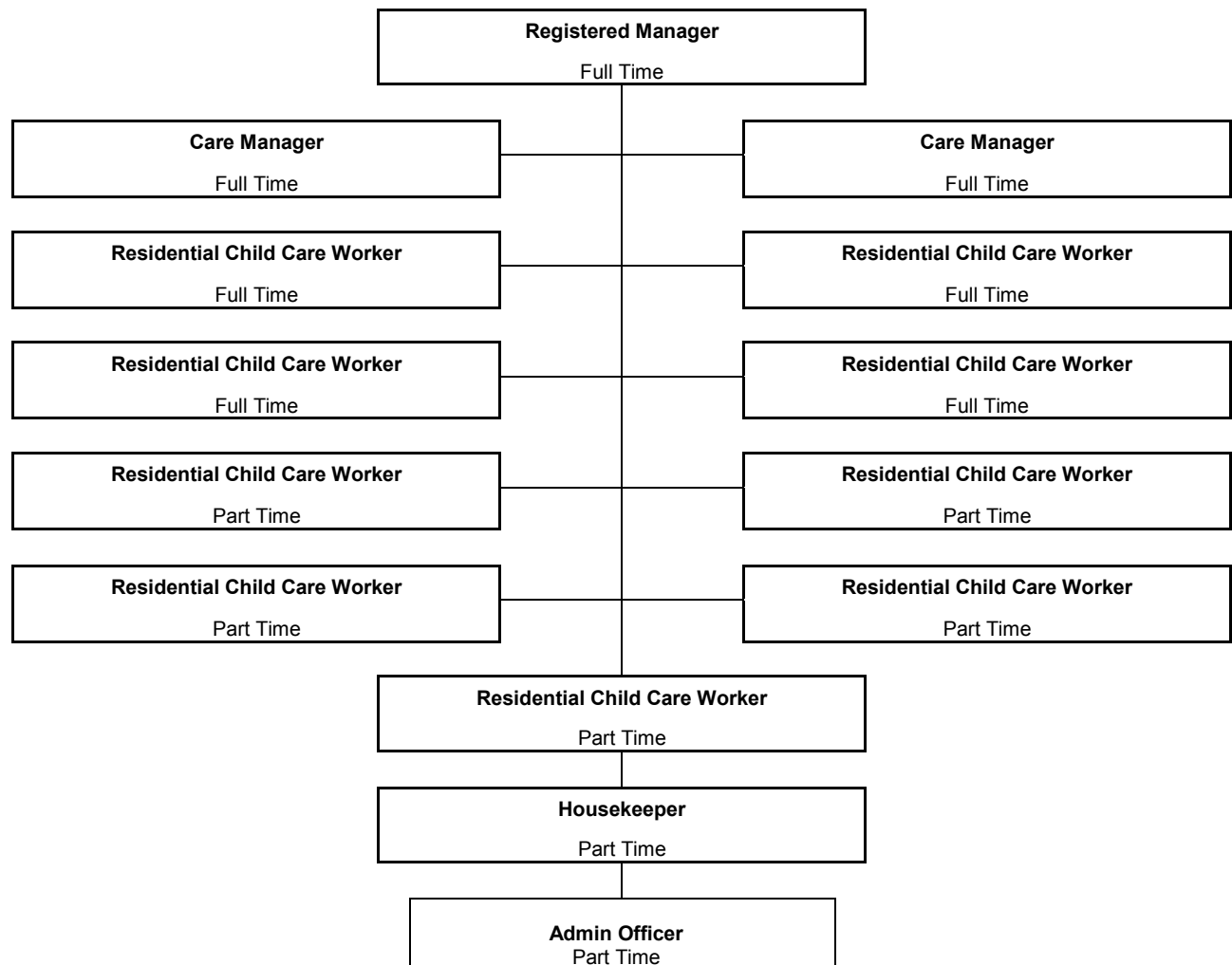
	of working within the Virtual school.				
Care Manager	Devries	Linda	April 2013	F	FT
	Qualifications:	BA Hons Social Science Dipsw, A1 Assessor, NVQ Level 3 in Management, 101 TA.			
	Experience:	Linda has worked within children's residential childcare for over 15 years. Most of these have been within a management role and prior to moving to Hilton Road Linda had been a Care Manager or equivalent for over 13 years within Walsall Children's services.			
Residential Child Care Worker	Mitchell	Niki	March 2011	F	FT
	Qualifications	NVQ 3 Health & Social Care, 101 TA, Cache Diploma in Childcare and Education.			
	Experience:	Niki has worked within a number of homes in Walsall's Children's Residential services in which the needs of the children would be wide ranging; she has also worked within the education system offering support and guidance to children.			

	<b>Surname</b>	<b>Forename</b>	<b>Start Date</b>	<b>M/F</b>	<b>FT / PT</b>
Residential Child Care Worker	Speake	Karen	August 1991	F	FT
	Qualifications	NVQ 3 Health & Social Care, 101 TA			
	Experience:	Karen has extensive experience of working with vulnerable children; she has worked in a number of positions including management roles within Walsall's Children's Residential Services for over 25 years.			
Residential Child Care Worker	Stirling	Joy	October 2013	F	FT
	Qualifications	NVQ 3 Health & Social Care, 101 TA			
	Experience:	Joy has experience within Children's Services for numerous years in various local authorities. Joy has worked extensively with vulnerable children and children.			
Residential Child Care Worker	Walker	John	September 2008	M	FT
	Qualifications	NVQ 3 Health & Social Care, 101 TA, IOSH			
	Experience:	John has worked in children's services since the year 2000. Throughout this time John has gained experience in working in a number of residential homes and respite services for children with disabilities and emotionally challenging behaviours			
Residential Child Care Worker	Chambers	Sharron	August 2003	F	PT
	Qualifications	NVQ 3 Health & Social Care, 101 TA, BA Honours in Criminology			
	Experience:	Sharron has worked with looked after children for the last 16 years within different settings and roles. Sharron has worked primarily as a RCCW at Hilton Road since 2003.			
Residential Child Care Worker	Chambers	Yvonne	April 2008	F	P/T
	Qualifications	NVQ 3 Health & Social Care, 101 TA			
	Experience:	Yvonne has worked within Walsall Children's Residential Services since 2008 in a number of different settings and roles.			
Residential Child Care Worker	Vacant Post				
	Qualifications				
	Experience:				



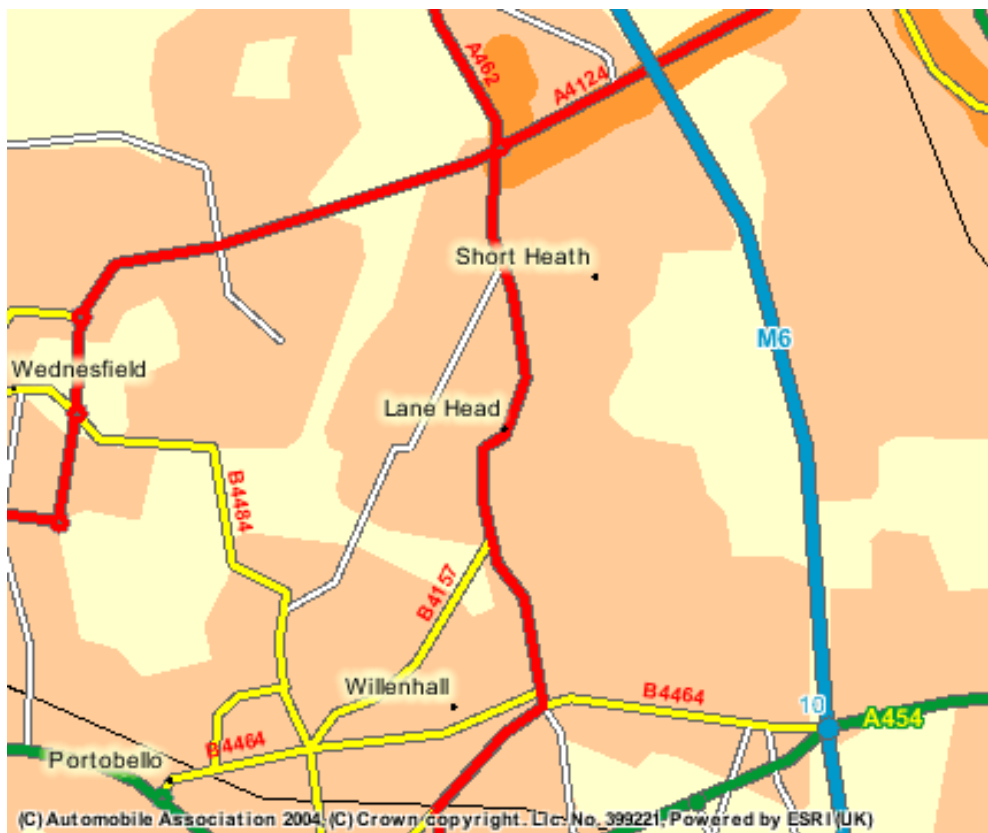
	<b>Surname</b>	<b>Forename</b>	<b>Start Date</b>	<b>M/F</b>	<b>FT / PT</b>
Residential Child Care Worker	Reid	Camelie	November 1998	F	P/T
	Qualifications	NVQ 3 Health & Social Care, 101 TA			
	Experience:	Camelie has worked in Children's Residential Services for over 25 years in a number of varying roles.			
Residential Child Care Worker	Walton	Amanda	February 2007	F	P/T
	Qualifications	NVQ 3 Health & Social Care, 101 TA, BA Honours in Early Childhood Studies & Education			
	Experience:	Amanda prior to coming to Hilton Road had gained lots of experience of working with vulnerable children.			
Housekeeper	Cooper	Janet	November 2015	F	F/T
	Qualifications	Food Hygiene			
	Experience:	Janet is new to her role however has previous experience of a similar role within children's services.			
Administration Officer	Westwood	Louise	February 2006	F	F/T
	Qualifications	Business admin 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 Hilton Road in April 2015.			

## Hilton Road Staffing Structure



## 45a Hilton Road

### How to get to us



### **By Car:**

Start out at Bridge Street, Walsall WS1 1JZ

Turn right onto Bridge Street

Bridge Street

Turn left onto Lower Rushall Street

Lower Rushall



At Lichfield Street roundabout take the 2 <sup>nd</sup> exit onto Littleton Street East – A4148 (signposted Ring Road, M6 North) onto Walsall Ring Road	Street A4148
At one-way system follow signs Ring Road A4148 (M6 North) onto Court Way	A4148

## Useful Contacts

### Ofsted

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Lisa Preston – Responsible Individual Angela Edwards – Residential Operations Manager**

Zone 2d Civic Centre  
Darwall Street  
Walsall  
WS1 1TP

Tel: 01922 658356/01922 655547/01922  
658435

### **Transition & Leaving Care Service & Looked After Children Service**

8<sup>th</sup> 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

### **Contracts / Commissioning & Contact Teams**

Stroud Avenue Family Centre  
Stroud Avenue  
Willenhall  
WV12 4EG

Tel: 01922 652680

### **Local Authority Designated Officer (LADO)**

The Hollies  
Lichfield Road  
Walsall  
WS4 2DH

Tel: 01922 646640

### **NSPCC**

Tel: 0800 800 500

[www.nspcc.org.uk](http://www.nspcc.org.uk)

### **Action for Children**

Tel: 0300 123 2112

[www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

### **Voice of the Child in Care**

Tel: 0808 8005792

[www.voiceyp.org](http://www.voiceyp.org)

### **The Children's Society**

Black Country Children's Advocacy  
Tel: 0800 6523839

[www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)

### **Customer Care Service**

### **Child Line**

(Complaints & Representation)

Tel: 0800 0856018

Tel: 0800 1111

[www.childline.co.uk](http://www.childline.co.uk)