

Statement of purpose and function

Redruth Road

'Better Together for
Children'



Children and Young People's Services

"My Walsall, my future"



Walsall Council

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1. Introduction

Welcome to Redruth Road –SC063815

Redruth Road would like to take this opportunity to thank all parties who take the time to read about the care, support and accommodation that we provide for children who have emotional and behavioural difficulties .

This is our statement of purpose at Redruth 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 Redruth Road, the service we provide or this guide, please ask any member of our team who will be more than happy to help.

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

Legislation Framework

The Children's Homes (England) Regulations 2015

Reg 16

(1) The registered person shall compile in relation to the children's home a written statement, which shall consist of a statement as to the matters listed in Schedule 1.

(2) The registered person shall provide a copy of the statement of purpose to HMIC and shall make a copy of it available upon request for inspection :-

- (a) Any person who works at the children's home
- (b) Any child accommodated in the children's home
- (c) The parent of any child accommodated in the children's home
- (d) The Placing authority of any child accommodated in the home and
- (e) In the case of qualifying school, the secretary of state, and Her Majesty's Inspector of Schools in England.

(3) The Registered Person must:-

- (a) Keep the home's Statement of Purpose under review and where appropriate revise it.
- (b) Notify HMIC of any revisions and send them a copy of the revised statement within 24 days of the revision.

(4) Where the home has a website, the person must ensure a copy of the revised Statement of Purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children in the home.

Reg 6

(1) The quality and purpose of care standard

(2) In particular, the standard in paragraph (1) requires the registered person to:

- (a) understand and apply the home's statement of purpose.
- (b) ensure that staff understand and apply the statement of purpose.

2. Our Purpose, Aims and Objectives

Redruth Road is a community based home whose purpose is to provide medium to long-term care, support and accommodation for children with emotional and or behavioural difficulties, this may include mild learning difficulties for example Autism spectrum disorder Children are of either sex and can range in age from 7-18 years. Placements will be offered after a risk and impact assessment has been completed, to ensure both individual and group needs can be met . As part of the impact group risk assessment due consideration will be given to the childrens ages to ensure that compatability is maintained across the age range of 7-18 years. Chronological age vrs level of current functioning will also be taken in account to ensure the age ranges between the group are suitability matched .

The home aims to work in partnership with children, their families and a multi-disciplinary team of professionals in creating an individual care plan to identify, co-ordinate and ensure the delivery of services to meet the care, communication, emotional, physical, social, educational and spiritual needs of the individual child.

Our overarching objective is to ensure that the children within our care are provided with needs led and planned services which will secure their future well being, and that care is provided in an environment which is homely, safe, empowering and nurturing. Redruth Road aims to provide this service regardless of the child's race, gender, culture, religion or sexual orientation.

Our aims and objectives are to:

- Ensure that each child receives planned and consistent care, which is appropriate to and meets their individual needs, in a homely and comfortable environment.
- Provide a structured, stimulating, safe and nurturing living environment where acceptance and sensitivity to the individual needs of children are a priority.
- Ensure that assessments of need are on-going and that they link to the services each child gets. Each child will be assessed according to 'their' individual needs. The child's family/significant others and relevant other professionals will be actively involved both within the assessment process and in the 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, gender, racial origin and cultural and linguistic heritage.
- Ensure that children 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 children to reach their full potential and to ensure they are encouraged to develop in all areas by facilitating access to a variety of education, health, leisure, social and communication opportunities aimed to meet individual needs.
- Work in partnership with the child, family, education and relevant professionals, in the formulation and facilitation of developmental programmes to enable the child to achieve their maximum capacity for independence and adulthood.

- Allocate each child a key worker, who will provide an individual source of support for the child and who is responsible for monitoring and recording the child's progress, 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 child has the opportunity to express their wishes and feelings and for these to be acknowledged, with children having access to people who can represent them and their wishes and feelings.
- Encourage a positive sense of self image through responding to children individually, treating them with dignity and respect, and providing them with the range of opportunities that other children in the local community have access to.
- Work within a framework of anti-oppressive practice, actively promoting positive attitudes to complex emotional and behavioural issues, cultural diversity, gender equality and individual needs of all kinds.

2.1. Partners

Additional support may be necessary and appropriate. We have relationships with a variety of services and partner agencies to help meet the individual needs of children. These include: -

- Local Education Support Services.
- Individual support in leisure and out of school activities including youth clubs and holiday play schemes.
- The Children's Society's Independent Children's Rights Officer; who makes regular visits to the home and who advocates for children on an independent basis.
- The CAMHS service, which offers visits to the home and provides advice to support individual care packages, where necessary. This can include the completion of assessments with individual children to identify if specialist therapeutic services are required.

2.2. Location and Facilities

Redruth Road is a modern family home built in the 1970's. It is a detached property located in Park Hall, a relatively new and predominantly residential housing estate. Redruth Road is approximately 2.5 miles from Walsall town centre, shops and leisure facilities and is close to the main bus routes. The building was obtained by the Local authority in 2005. We have therefore occupied the building for approximately 12 years.

The location of the service puts us in close distance to Walsall town centre with all main leisure and retail facilities within easy reach. There are public transport routes stopping a short distance from the home and a little further on there is a main bus route in and out of Walsall and surrounding areas. We are also a short distance from the M6 and all connecting road transport links.

During the last year we have noted that there have been no evidential changes to the immediate environment or community. There have been no additional buildings built within the location and all facilities are as they were when we first located. The only change has been the improvement of a dentist and opticians within the local shopping area.

We have not experienced any crime that would be seen as impacting on our service and we are not aware of any in the wider community, crime statistics for Park Hall Estate are low.

We have operated the service through all seasons and we have noted how the changing of the seasons impact upon our service, these changes are noted within risk assessments that are reflected upon throughout the year.

Consultation has been made with the local neighbour, pharmacist, Doctors surgery, family members and data from West Midlands Police Force, and as mentioned most importantly the children.

2.3. Physical Aspects

Redruth Road is situated on a residential road. It has a small shrubbery area to the front and a sloped driveway, with an area specified for parking the home's vehicle.

Redruth Road can accommodate up to four children with emotional and behavioural difficulties, of either sex between the ages of 7-18 years.

The home is situated in a fantastic location within the small community of Park Hall and the children are protected and safeguarded within both the home and the community. Park Hall is an established part of Walsall.

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 upstairs. The first floor can be accessed by a flight of stairs. There is also a bedroom on the first floor for the staff to use during the nightly sleep in.

Children are encouraged to personalise their rooms and where appropriate children have access to personal televisions and music centres for use in their own rooms. Each child has their own linen and towels stored within their own rooms. There is space within individual rooms for the completion of homework tasks or projects; alternatively the dining room or a choose room can be used if the children prefer.

As the following floor plans (see page 9 & 10) illustrate there are a variety of rooms at Redruth Road, and an ample amount of individual and communal space for all.

2.4. The Garden Area

Access to the rear of the home can be gained both from the dining area and from the area by the laundry. There is also gate access from the side of the home. At the rear of the home there is a patio area, which can be used for sitting out, exercise and barbecues. The garden area is raised and enclosed by a wall. There is a grassed area, plants shrubs and a wet pore floor for activities.

Security lights monitor both the front and rear of the home to ensure the security of the occupants. We do not use any electronic or mechanical means of surveillance of children.



2.5 The Facilities and Services Provided

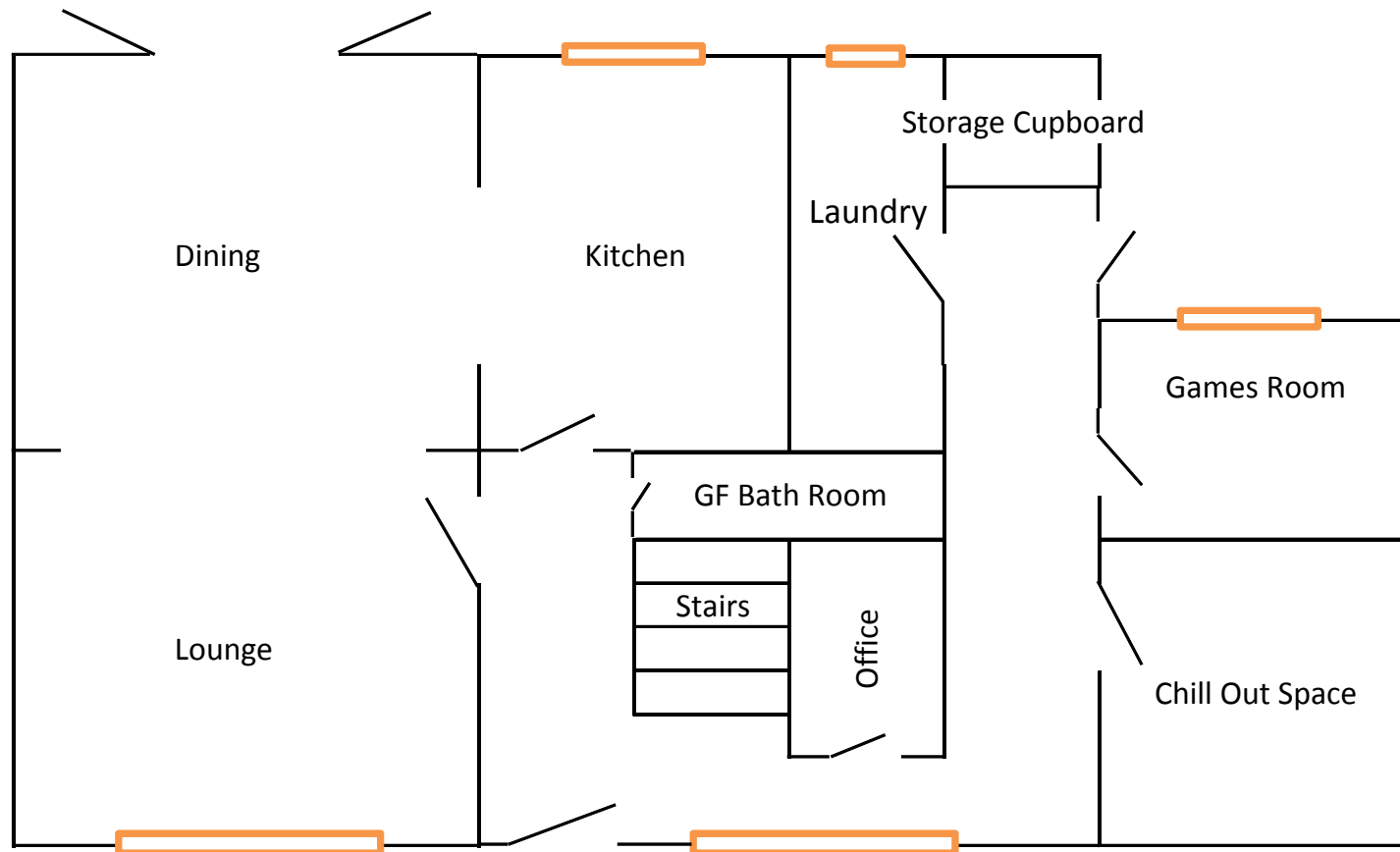
At Redruth Road we strive to provide quality residential care. Our approach is to help children to make the most of life chances by providing care, which helps them to develop useful skills through precise and timely planning, working together, and the facilitation of good health care, education and opportunities for leisure and play.

The home intends to offer a range of services, including on-going multi-disciplinary assessment, to help us continue to make long term plans for the child. We have adopted a practical approach to assessment and intervention, which includes using a key working team, using observation, and working together with others in monitoring and reviewing care plans and services. All assessments involve the team working together with children, their families, significant others and relevant professionals to make sure we are always meeting the needs of the child, and the long term care plan actively promotes the safety, fulfilment and all around development of the child in every aspect. As far as is practicable and appropriate the home considers 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 children in a kind and trusting manner.

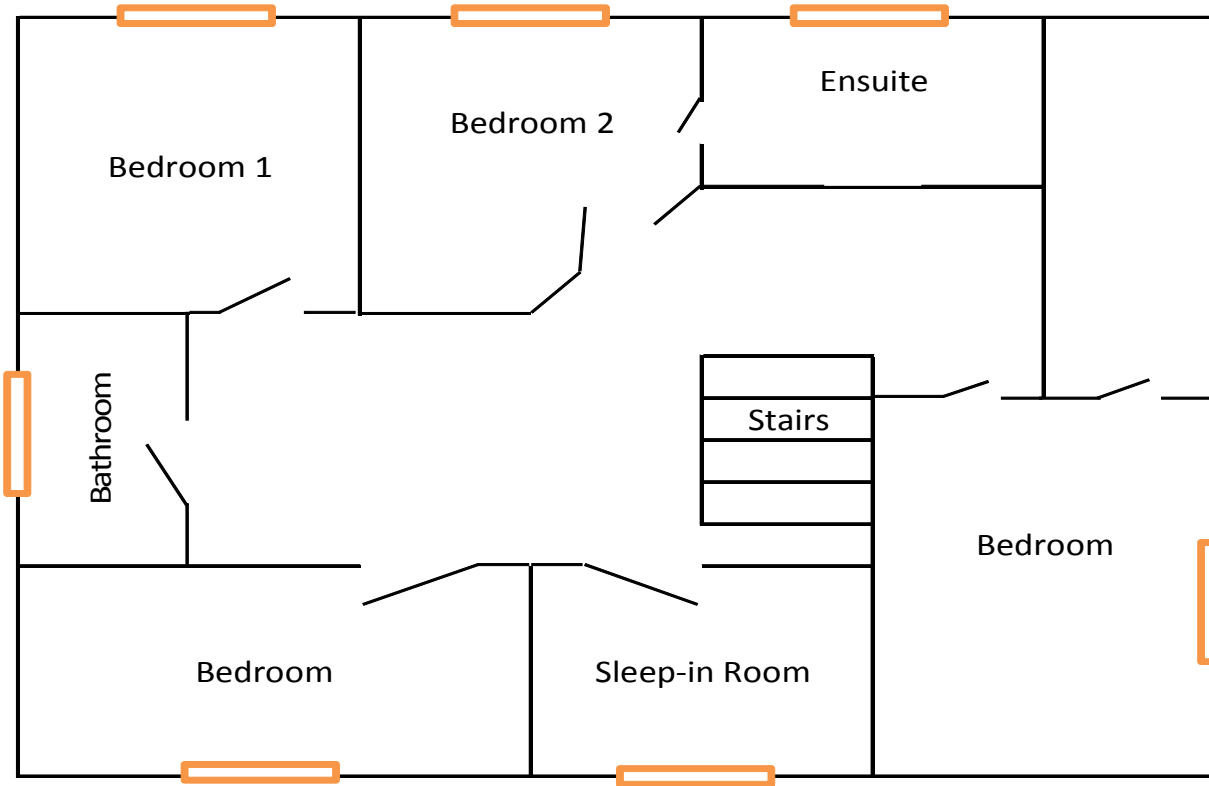
At Redruth Road we have ICT equipment, baths, music, art and play activities to help stimulate and develop the physical and emotional well-being of children. All children are supervised while participating in activities to ensure their safety.

2.6. Floor Plan

Ground Floor



First Floor



3. Caring for Children

3.1. Who lives at Redruth Road

At Redruth Road we can look after up to four children of either sex with emotional and or behavioural difficulties that are between the ages of 7 and 14 upon admission . We provide this service regardless of the child's race, gender, culture, religion or sexual orientation.

We promote and safeguard the welfare of all of the children accommodated at Redruth Road, and maintain a safe and appropriate living environment with all admissions to the home being 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, levels of understanding, group dynamics and any risks in relation to the individual and the wider resident group. The admission of new children is dependent upon the risk assessment process and ensuring that the needs of all the children can be met.

3.2. Underlying Ethos and Philosophy

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

The home wants to offer young people a family they can be a part of forever. Our aim is to create a homely environment that replicates, and is similar to, other homes within the area in which the home is located. It is hoped that living within communities will support young people to develop their social skills and build a robust support network in preparation for transition into independence.

In order for young people to achieve their full potential we believe that it is important to provide a safe, secure, nurturing and learning environment. Therefore we have a small team of qualified and experienced Residential Care Workers that are able to build meaningful relationships and support young people's individual needs.

We strive to support young people to develop their own identity taking into account individuals gender, religion, ability, class, ethnicity and sexuality. Carers receive training in order to raise awareness and to maximise positive outcomes.

The home strives to create a culture of openness and transparency, where reflective practice is supported in order to develop and improve outcomes for young people. Whilst our practice is child centred, we also recognise the importance of the wider picture and work systemically.

To support the above, the home completes an individual placement plan for each child which is then implemented by the team of carers and monitored by the Registered Managers.

The home's aspirations for young people accommodated are:

- Reach their full educational potential
- Maintain a healthy lifestyle
- Develop strategies to keep themselves safe.

- Be resilient
- To be able to recognise and make good decisions
- Increase independence

We do not make use of any specific therapeutic techniques at Redruth Road.

3.3. Meeting Individual Needs

A requirement of placement at Redruth Road is that the child has an allocated social worker. This is to ensure that the pre-placement meeting, post placement meeting and the subsequent reviews take place within statutory timescales and the child's needs are met appropriately, and transparently .

Each child has a 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 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 placement plan is monitored by the child's key workers on a regular basis to ensure that it is being followed. The child's placement plan is also reviewed every six months at the statutory review or more often if required. Any changes to the placement plan are agreed with the child, family and relevant professionals.

After the initial planning process six monthly statutory reviews are held which are complemented by in-house reviews of children's plans and progress which is overseen by the allocated keyworkers .

At Redruth Road we are developing Restorative Approach as an underpinning practice framework for work with children.

3.4. The Residential Key Workers

Prior to planned admissions each child is given the opportunity to visit the home to become familiar and comfortable with their new surroundings, their bedroom and their carers and peers. To complement this and help make sure that the transition to Redruth Road is anxiety free, each child is given a key worker, who helps to ensure that the child's move into the home goes as smoothly as possible. The key worker and team work in partnership with everyone who works with the child and the child's family and carers to help to prepare the child's move and room, reflecting the needs, wishes and feelings of the child.

The key worker is matched with the child on the basis of the child's needs and individual worker's skills and experience. It is the key worker's 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 role also includes:

- Building a realistic professional relationship with the child by getting to know them and befriending and supporting.

- Acting as an advocate and ensuring that the child's wishes and feelings are 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 partner agencies involved with the child.
- Monitoring and progressing care plans, personal education plans and health plans.
- Ensuring the child's personal needs are being met, including clothing and toiletry purchasing.
- Ensuring that the child's health care needs are being adequately met and monitored, and that support and assistance is being sought as appropriate.
- Ensuring that the child receives and is given support in spending / budgeting pocket and other monies.
- Ensuring the child has regular contact with parents, carers and significant others as is appropriate.

In ensuring the child 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

3.5. Ensuring Dignity and Respect

At Redruth 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 Redruth Road is the children's home and we will make sure that we maintain the dignity of the children and ensure the environment remains a homely one.

3.6. Independence

As appropriate to the individual child, the team at Redruth Road work in close partnership with the Transition and Leaving Care Team in developing a pathway plan and identifying suitable and appropriate move on accommodation and outreach support for children when they reach the age of eighteen. Childrens independence plans are personalised and specific to individual children. Staff give advice, guidance and practical assistance to all children to ensure that they have as many independence skills as possible by the time they leave Redruth. Examples of this can be viewed in the children's News & Views Files.

3.7. Leisure and Social Opportunities

As an aspect of their daily and weekly routines children are encouraged to participate in activities provided both in and outside the home, to help increase their knowledge, confidence and esteem and expand their personal, social and communication skills.

The staff team at Redruth Road facilitate and advise the children on play activities and routines as appropriate for each individual. The children are encouraged to take part in a variety of activities including arts and craft, play, dancing sessions, music sessions and cooking.

The home has a number of in house leisure facilities for use by the children, including I Pads, books, board games, toys, videos and DVDs, arts and craft materials and each child has access to Laptops and Ipads. The home has a small garden and sensory/soft playroom. Key workers also encourage and support children to continue with and begin individual hobbies.

The children are encouraged to take part in both group and individual activities. These activities not only take into consideration their likes and dislikes, age, ability, ethnicity, culture, communication preferences and religion but are also aimed at helping to broaden children's interests and their experience of diversity. We actively promote and encourage children to engage in different cultural activities within and outside of the home including experiencing ethnically diverse foods, music, art and film. Please ask to see our News & Views file for examples of this.

The home has developed links with Walsall Council's Leisure and Community Services, and supports children to participate in programmes at local leisure facilities, such as swimming baths and sports centres, to help them learn new skills and increase their confidence and self esteem. This includes the local youth service and access to specialist youth clubs.

Our aim is to ensure that the children feel a part of their local community and as such we also make good use of other external facilities within the local area such as parks and shops. As the home is close to the town centre there is plenty of opportunity for children to spend time outside the home with team members taking a walk or exploring the local community and facilities.

Alongside the staff, the children are involved in planning a variety of day trips and summer holidays are arranged annually. With the appropriate prior agreements children are encouraged to have friends visit the home and vice versa.

Birthdays and a variety of different cultural events and religious holidays are celebrated, for example Diwali, Christmas, Easter, Chinese New Year, with special activities, outings and parties arranged in consultation with the children. All activities take into account the children's age and level of understanding and are matched appropriately.

3.8. A Typical Day

To ensure consistency of care the team at Redruth Road ensure that each child, and appropriate others, are involved in the organisation of a daily routine. A typical day for a child may be:

School Days:

6.00 - 7.00am	Woken up, personal care tasks completed supervised or unsupervised
7.00 - 7.30am	Breakfast
7.30- 8.00 am	Out to school
3.30 - 4.00pm	Children arrive home from school, change into casual wear, snack, free time and choice of activities
4.30 - 5.30pm	Tea time, structured activities, music, arts and crafts, games, garden play, homework, key worker time to check out how the child's day was. Attendance st clubs.
6.00- 7.00pm	Personal care, one to one time and settling
7.00 - 10.00pm	Story reading, listening to music and off to sleep(age appropriate bedtimes)

Weekends

7.30 – 9:00am	Wake up at leisure
9.00 - 9.30am	Breakfast and personal care
9.30 - 10.00am	Children help to tidy room and have pocket money
10.30-11.00am	Mid morning snack
11.00 - 12.00pm	Planned/structured activities/out to local clubs/hobbies and activities / family contact
12.00 - 1.00pm	Lunch
1.00 - 5.00pm	Choice and activities – planned free play

3.9. Religion and Cultural Needs

Each child's religious observance needs are identified when they move into Redruth Road and appropriate arrangements are made to ensure that the children are able to participate appropriately in their given religion. This may mean ensuring that a child 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, including access to interpreters where required .

Cultural needs are also identified when the child moves in through the planning process and areas such as diet, personal care and customs are taken into account. Where necessary, support is provided for children who are isolated from their cultural

communities, which can involve the securing of an independent visitor or mentor. The key worker system and the planning and review process support this.

The team at Redruth Road 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.

Linguistic needs are assessed on an individual needs led basis upon receipt of the early referral to placement. We can access a variety of communication methods for all children and are able to offer support where individual differing needs arise. This may be the case for children who do not have English as their first language and may need the use of interpreting service.

3.10. Keeping in Contact with Family and Friends

At Redruth Road we recognise the importance of regular contact between children, their parents, relatives and friends. Arrangements for contact are agreed via the planning process, which includes a comprehensive risk assessment. The home welcomes visits from children's friends and close relatives where the risk assessment shows that it is safe and appropriate.

The team at Redruth Road work constructively with children and families to support contact, and children 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 arranged ahead of time to help make sure there are enough staff around for the visit and to ensure the needs of all the children living at Redruth Road can be met. The team will also support arrangements for contacts, overnight stays within the family home and holidays if the child's assessment and care plan say that this would be helpful. 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 children is actively encouraged and children have access to a phone to contact parents and friends if they wish to do so.

3.11. Children's Rights, Participation, Consultation and Complaints

At Redruth Road we work within a children's rights framework. We recognise the children have a right to:

- Be listened to and encouraged to express views and feelings
- Be treated fairly and consistently
- Have contact with friends and family as is appropriate
- Live in a safe and well maintained environment where all of their individual needs are well cared for
- Make choices whenever they are available

- Receive care which is planned, monitored and reviewed
- Complain if they feel unhappy about something
- An independent source of support and advocacy
- Be supported in following their culture and or religion
- Be children

The team also expects that parents will:

- Work with us to help the child reach their goals
- Give on-going support and encouragement to the child
- Attend meetings to help plan and review the service being provided

Externally, the independent Children's Society Advocacy Service supports the home in its aim to promote equality and be anti-oppressive, by providing an objective opinion on the care provided.

The children at Redruth Road are always encouraged to express their views, feelings and thoughts about the home and contribute to decision-making regarding the running of the home and their own lives. However, it has been recognised that due to their age some children may not want to communicate orally or in writing. Therefore observations and relationships ensure that staff and families can advocate views on their behalfs .

A key worker is allocated to the child before they move in. The key worker supports the child and is the nominated person for parents/carers to make contact with on a regular basis. The child's key worker works with the child to find out their wishes and feelings and advocates on their behalf. This is complemented by regular contact with parents weekly and monthly and residents meetings are held every month so that children can share their views on any issue which may affect their care or the running of the home.

All children are provided with a Welcome Pack that describes what we do at Redruth Road and the care that they will be receiving. All contact details are available at the back of this booklet. A copy of the complaints procedure can be obtained upon request from any one of the team, or via the address at the back of this booklet .

An independent Children's Rights Officer, whose role is to provide independent and objective advocacy on the needs and the rights of the child, also supports the home via regular visits. In addition social work visits are within statutory requirements.

As part of the arrangements of Redruth Road, surveys are carried out which provide consultation with parents and all key partners relating to the types of services their child receives. These take place annually . The children are also supported to complete a monthly news and views file which shows children's involvement and participation within the home.

3.12. Children's Rights and Equality

The team at Redruth 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 & 2004, The United Nations Convention on the Rights of the Child 1991, the Disability Discrimination Act 1995 and the Care Standards Act 2000.

As both a provider of services to others and an employer, the staff team at Redruth 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 because of this we actively embrace and welcome diversity, taking positive action to decrease discrimination.

In accordance with the Children Act 1989, Our aim is to ensure that the children are able to take advantage of the same opportunities as other children within the local community and to make the most of their life chances within areas such as, education, health, social opportunities and leisure and recreation. We do this by giving them access to facilities and services and by advocating on behalf of individual children where their needs are not being met.

3.13. Preventative Measures

Due to the vulnerable nature of children who live at the home we have a range of safety and security measures which help ensure that the risks of children going missing, either accidentally or intentionally is very minimal.

- Access into the building can be via the front and back doors staff will be on duty at all times to ensure safe entry and exit for all children.
- Internal exits have magnetic door locks with override switches or thumb turn locks.
- A security check of the premises takes place several times throughout the day with specific emphasis on a check prior to children arriving and at the night time handover period.
- With the exception of the front exit all exit doors lead into an enclosed and locked garden area.
- At night time the home has external lighting all around the building.
- The perimeter of the grounds has secured fencing / 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.

- Children are allowed out on contact with people who's identification is known and verified.
- Staff to child ratios are assessed to needs – supervision is close.
- Children are supported to understand how to keep themselves safe.
- All of the above will be discussed within childrens placement plans to ensure there has been due consideration given to restriction of liberty.

3.14. 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 alarm. 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. The homes staff receive fire awareness briefing. In the event of any queries in respect of fire safety our nominated team are the Safety, Health and Wellbeing service in Walsall Council's Civic Centre.

Children are also refreshed on the fire procedures by means of a 12 monthly induction and taking part in a fire drill as a minimum 4 times per year.

3.15. Missing Persons

The home's procedure for dealing with unauthorised absences is covered by the Walsall Safeguarding Children Board protocol for children missing from home or care. This has been agreed as a joint working protocol with West Midlands Police. All unauthorised absences are dealt with in accordance with the missing person's procedure. Given the vulnerability of the children living with us, any unauthorised absence would be risk assessed and reported immediately to the police. The arrangement with the local police is that any missing person from Redruth Road would be treated as high risk with an immediate and investigatory response from the police. We have a missing child policy to oversee the roles and responsibilities of all involved with the safeguarding of children.

For the children who live at Redruth Road episodes of children going missing are not a regular occurrence. We will encourage children to not leave the home unless they have discussed this with a staff member this is for their personal safety and to ensure their needs are met whilst they are within the community. We will encourage children to active members of the Park Hall community and to make suitable peer friendships. All of the children have a contact risk assessment and contact arrangements are agreed at the child's pre placement meeting subsequently reviewed in the placement plan every six months or sooner if required.

For all of the children we complete a missing persons profile to ensure that all staff members are aware of the places that children may frequent should they go missing or get lost. The likelihood of the children at Redruth Road getting lost is higher than the likelihood of them intentionally absenting themselves. Regardless of children being lost, absent or missing we would always follow the missing child policy and supporting guidance from the safeguarding board.

3.16. Risk Assessment

Whilst it is recognised that it is unlikely that a child could accidentally go missing from the home, we do acknowledge that it is not impossible to leave the building without authorisation.

All children's files contain basic and essential information records and staff are quickly able to access relevant information required in the event that they needed to contact the police to report a child missing.

Staff are aware that a child who has left the building or absconded but is still in immediate line of sight are not missing. There may however be a need for immediate support and this may practically be the police who are called. Staff are aware that in these types of situations, chasing or following children can increase risks to children.

Procedure to be followed:

- Staff will establish that the child has gone missing by searching the internal building and external grounds. Searches will not exceed 5 minutes.
- Staff will then immediately contact the Police to inform that a vulnerable child is missing. They will ensure that they identify the child as "**HIGH RISK**" giving clear information outlining the child's individual circumstance.
- Staff will contact the child's parents or carers to inform them of the situation where applicable.
- Staff will inform a manager / on call manager / Emergency duty team social worker, who 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 missing from home or care procedure. This will include the group manager for children's residential services, 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 constabulary 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 missing from home or care procedure.

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

3.17. Safeguarding and Bullying

The children living at Redruth Road have a right to feel safe. To help keep children safe, we have clear policies on safeguarding countering bullying. These cover matters of safe practice, including reporting and recording safeguard concerns and mechanisms for ensuring and monitoring that an environment is anti-bullying.

Before moving into the home a risk assessment is completed for each child. This considers and identifies any real or potential safeguarding or bullying concerns, and sets out plans to help decrease the 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 local safeguarding board procedures and would immediately raise any safeguarding concerns and report them to the area social worker and Ofsted. The team are also familiar with and can refer to the Residential Child Care Procedures and the Quality Care Standards for Children's Homes. Safeguarding training is included in the inductions of all new staff.

The team at Redruth Road are aware of the negative impact that bullying can have on the victim and within a group. We 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 Redruth Road. If bullying does happen the staff will work positively with both the victim and the perpetrator towards achieving a positive outcome.

The team also recognise that bullying takes place in a variety of settings such as school, clubs and in the community. We make it a priority to advocate on behalf of and support children who are or may become the victims of bullying. We acknowledge that the children for whom we care may be more vulnerable and may more easily become the victims of bullying behaviours and name calling due to their complex emotional and behavioural difficulties. In partnership with the children, parents and partner agencies the team work to engage positively with the community and promote positive images of our children. Key workers also provide support for the child by acting as an advocate and befriending and supporting.

3.18. How Referrals for Placements are made

All referrals for placement being made by Walsall Council Social Workers should be made to the Registered Manager of the home via the placements team. The placement team gather all the information from the child's social worker about the child and then gives this to the home manager so that the manager has everything they need to make a decision about whether it is best for the child to move into Redruth Road. The area social worker must provide a brief history of the child, the initial/core assessment, a risk assessment and all relevant health and educational assessments and information to make sure that the manager is as informed as possible. If the child is not already in accommodation a group manager must agree that it is best for the child to move into residential care.

If it is then decided that a placement at Redruth Road is appropriate, a planning meeting is arranged to which a management representative from the home, education and health services, the child's social worker, parents/carers and the child are all invited. This planning meeting will determine if the proposed placement is suitable and what needs to happen for the child to move in.

In the event that a vacancy were not currently available but may be in the short term, the child, their parents and the social worker are invited to visit Redruth Road. From this a series of welcome visits to Redruth 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 mealtime and evening activities.

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

3.19. Unplanned Placements

At Redruth 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 risk and impact assessment process, which takes account of both individual and group needs. In order for the needs of the children to be met appropriately, as with a planned admission, the Placement Information Record must be completed in full by the placing social worker, including authorisation for medical treatment. Under no circumstances can a child be admitted without this documentation being completed in full.

3.20. How to Make a Complaint

The staff team at Redruth Road recognise and support the need for and importance of ensuring that child and their families are able make representation about any area of the service being provided.

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

At Redruth 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. We aim 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 complaints.

At Redruth Road we believe that, whenever possible, complaints should be dealt with informally. However, if an informal resolution is not possible, the complaint will be looked into by someone who is not directly involved in the care of the child. There is an external complaints service independent from Redruth Road. When they move into the home the child and their family are given information on 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 Ofsted. This is the national organisation that monitors and inspects all homes. Please find their contact details at the end of this guide.

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

The Independent Children's Rights Officer visits the home on a regular basis and will champion children's complaints and advocate on their behalf when this is needed.

4. Childrens Behaviour

4.1. Behaviour Management, Additions, Measures of Controls and Rewards

Redruth 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. Redruth 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 Redruth Road it is recognised that consistency and an understanding of the child, 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 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.

Given the emotional and complex needs of many of our children the main behaviour management approach is to give children time out with a team member to explore the difficulties that they may be experiencing. For some of the children difficulties arise through the frustration of not being able to communicate effectively. Rather than impose a direct sanction we will always attempt to support the child to make it right, this often allows children to rectify their negative behaviour with adult support rather than immediately imposing a sanction. 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 Redruth 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 and make it right are recorded and then overseen by the home's managers and the team manager. Where possible parents are informed of any such occurrences and children are provided with the appropriate de-brief and support by the team.

4.2. Restorative Approach

It has been acknowledged by the team at Redruth 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.

5. Contacts

5.1. Registered Manager

The Registered Manager is Lois Stevens who has been in position since Redruth Road opened in 2005. Lois has 19 years prior experience within Social Care with Children's Services. She worked across the breadth of the children's homes within Walsall and has on two occasions managed all five residential homes as the Operations Manager.

Lois has completed an extensive training and development programme including BA Hons Social Ethics and Community Studies, Registered Manager Award, VI and most recently has completed the NVQ 5 in Leadership & Management of Children's Homes.

5.2. Responsible Individual

The Responsible Person is Angela Edwards, Group Childrens Residential and Fostering and adoption.

5.3. Registered Authority

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

5.4. 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.

6. Education

6.1. Education and Achievement

At Redruth Road 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 Redruth Road and are regularly reviewed during their time at the home. Many of our children will attend schools within the area and therefore are transported to and from school by staff at Redruth Road. All of the children who come to live at Redruth Road will be supported and known to the virtual school.

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 Redruth Road 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.
- 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.
- Encourage children to read and be read to, appropriate to their age and understanding, enrolling in local libraries.
- 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 children 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 children to access work experience and be fully aware of the options for children 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 that 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 I Pads 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.

6.2. Development and 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.

7. Health

At Redruth 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 Redruth Road we:

- 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 children are able to have regular health and dental check-ups and we have a system of recording and monitoring these.
- 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 the needs and wishes of each child.
- Are aware of and work within the departmental 'Guidelines on Personal Relationships and Sexual Health Policy for Children Looked After'.
- Comply with 'Operational Procedures for the Control of Infection'
- Provide advice and support to each child, in accordance with the child's 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 Redruth 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 of, accidents by or injuries to children during their placement at Redruth Road. We also ensure that medical attention is sought as required.
- Ensure that, if practicable and appropriate, children at Redruth 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, so that children have a choice of toiletries that are readily available.
- 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 we work in partnership with schools and relevant others to ensure medical examinations and written health assessments are arranged for every child living at Redruth Road as appropriate to their individual needs.

- Ensure that children have a varied and balanced diet, which takes into account individual likes and dislikes and medical matters.

All of the children'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 when they move into the home. A member of the team will support the child at all medical appointments, 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 is 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 assessment, which determines individual health risks and hazards and suitable and appropriate precautionary measures. These health assessments are supported through consultation with health professionals such as school nurses, The Looked After Children's Rights Officer and the Looked After Children Health Co-ordinator. All information regarding a child's health needs are recorded on their file and passed on where appropriate to all team members.

Some of the children who live at Redruth Road may need medication and therefore Redruth Road has adopted a clear policy in respect of the 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 trained 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. As an aspect of the admission process the suitability of these for individual children is discussed and agreed.

Redruth Road does not use any specific therapeutic techniques.

The records that are maintained by the staff team at Redruth Road show the child's journey throughout their time at Redruth Road. These robust records also show the effectiveness of our approach to the children's medical needs and positive health outcomes for children. All children will have a detailed health plan on their core files and discussion with staff members who hold a historical and current view of the progress children have made in respect of health.

8. Staffing

8.1. Our Staff Team

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

- Care Managers
- Residential Child Care Workers
- Waking Night Officers
- Housekeeper
- Administrator

All staff 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.

Many of the staff team at Redruth Road are female and whilst this is not a concern we do advocate that the male staff are evenly distributed across the staffing rota so children's are able to experience both male and female care. In addition to this all of the children are able to have male family members visit to offer additional male role models.

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.

8.2. 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 Redruth Road, policy and procedure, safeguarding, health and safety, and role and task.

All new staff are supervised, in accordance with the Quality Care Standards for Children's Homes, with supervision sessions recorded and 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 Care 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 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 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
- 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 Quality Care Standard 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

8.3. The Rota and Staffing Policy

As the home provides medium to long-term care the home operates a rota system that is created and 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. Day staff sleep in alongside one waking night officer 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, team meetings take place monthly. Rota planning and monitoring also includes health and safety matters, the routines of the children, risk assessments, meetings and 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 Redruth road reflect a gender mix and reflect the diversity of the local are:

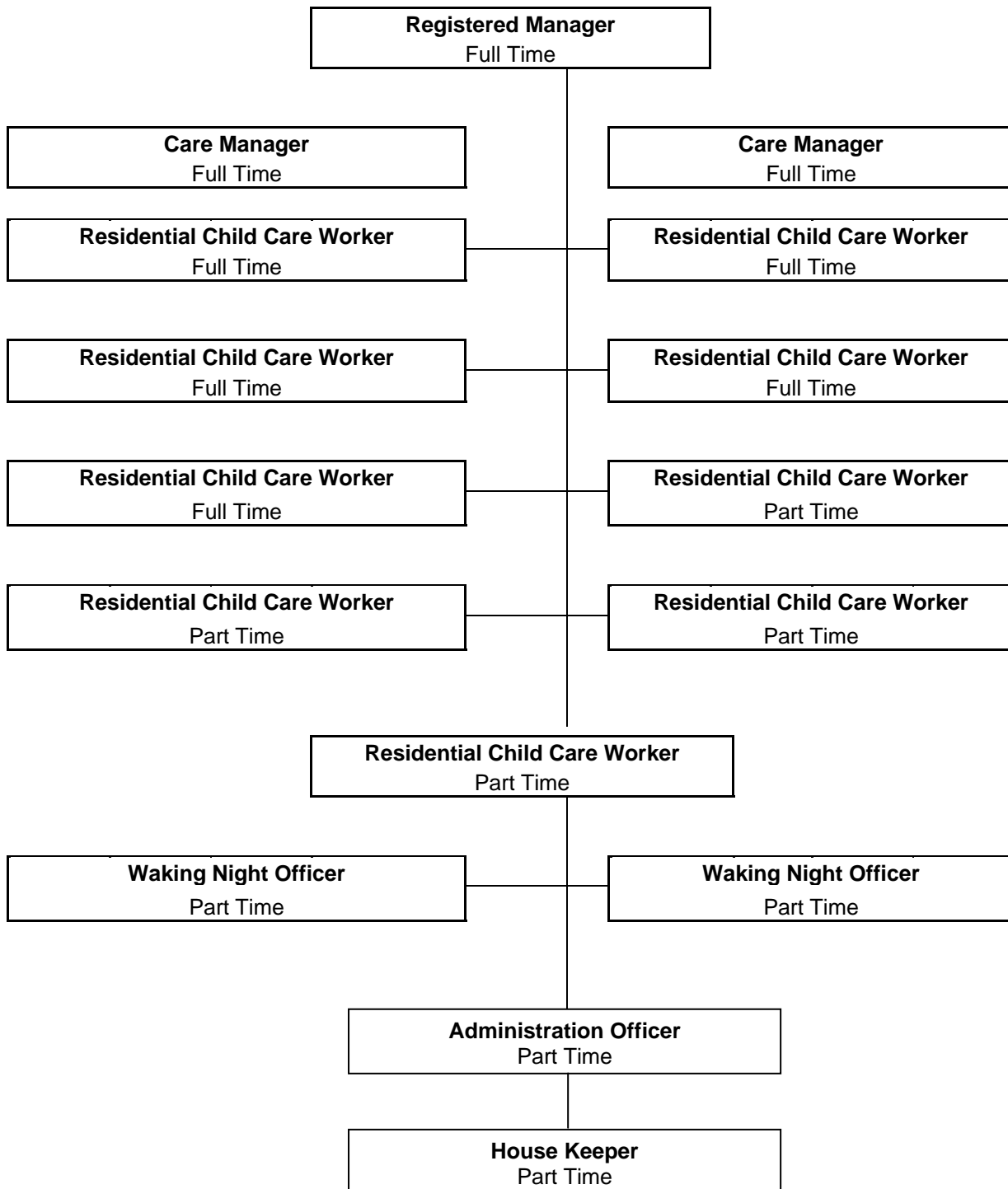
8.4. Who Looks after the Children

	Surname	Forename	Start Date	M/F	FT / PT
Registered Manager	Stevens	Lois	Oct 2005	F	FT
	Qualifications:	BA Hons Social Ethics and Applied Community Studies NVQ Level 3, RMA Level 4, A1 Assessor Level 5 diploma.			
	Experience:	19 years working within Children's Homes. Worked as service manager on 2 occasions managing 5 children's homes before returning to registered manager's role at Redruth Road.			
Care Manager	Trayhern	Deborah	July 2005	F	FT
	Qualifications:	City & Guilds in Care, NVQ Level 3, Btec Level 3 Medication, A1 Assessor Level 5 Diploma			
	Experience:	Debbie has worked with a range of Children's Homes within Walsall Children's Services for 25 years. Debbie has on two occasions been seconded to the role of Registered Manager returning to her role as care managers when the secondments ceased.			
Care Manager	Oliver	Christine	Aug 2017	F	FT
	Qualifications:	NVQ Level 3 Caring For Children And Young People			
	Experience:	Christine has extensive experience with children within Residential over 9 years in Walsall			
Admin Officer	Patel	Nita	Jun 2015	F	PT
	Qualifications:	BA Buisness IT, NVQ Level 2 Business Admin			
	Experience:	Nita has worked for Walsall Council for the past 7 years. Previous experiences include; Admin Project Officer for a Lottery Funded Project; Admin Officer for Child Protection Unit.			
Residential Child Care Worker	O'Keefe	Kate	Apr 2008	F	FT
	Qualifications:	NVQ Level 3, Btec Level 3 Medication			
	Experience:	Kate has worked with children in Walsall for over 6 years.			
Residential Child Care Worker	Cartwright	Simone	Jun 2005	F	FT
	Qualifications:	NVQ Level 3, Btec Level 3 Medication			
	Experience:	Simone has worked for Walsall within children's services for 27 years. She has worked for Redruth Road since we opened initially as a night worker and returned to day work in June 2014.			

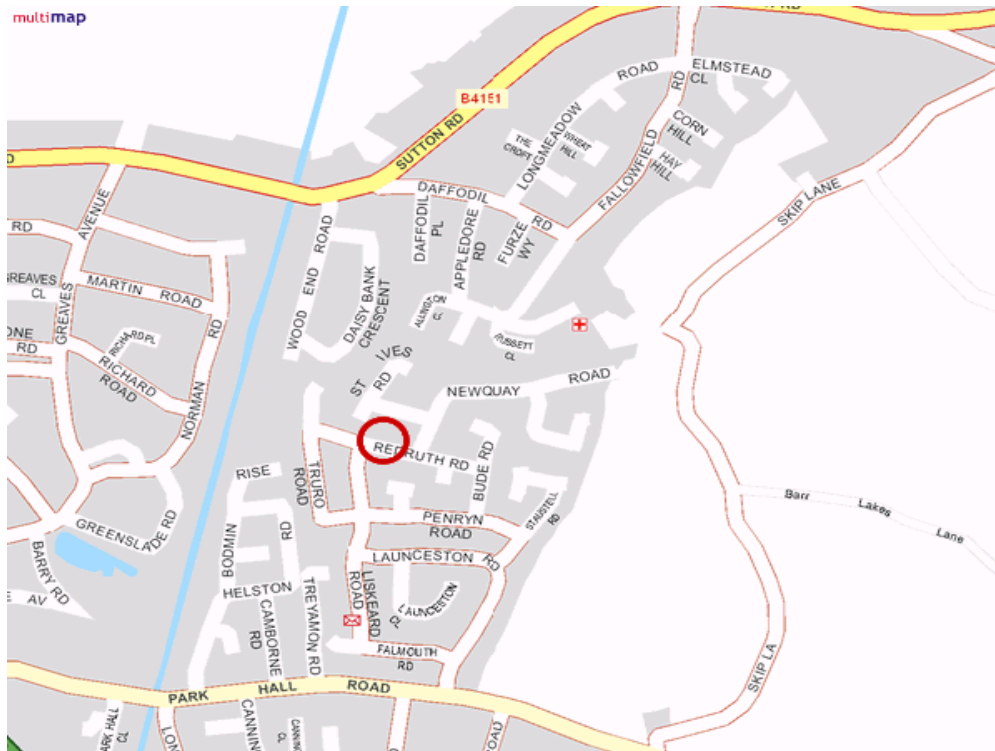
Residential Child Care Worker	Holmes Qualifications: Experience:	Daniel NVQ Level 3, NVQ level 3 in Youth work, Daniel has worked within Redruth and Children's Services for Walsall for 3 years but has extensive experience over the past 9 years within Youth work and Children's work in Church, Youth clubs/activities & Holidays within School.	Nov 2012	M	FT
Residential Child Care Worker	Smith Qualifications: Experience:	Nathan NVQ Level 3 Children and Young People Workforce Nathan has worked in childrens services for over 4 years. Nathan spent 4 of these years in private sector working for Horizon care group and has been working for Walsall council since February 2017.	Feb 2017	M	FT
Residential Child Care Worker	Singh Qualifications: Experience:	Diljeet BSc (Hons) Health and Sport Studies Diljeet has worked in Children Services in his previous employment and has also worked in Adult Services prior to that, wealth of experience within the care sector.	June 2017	M	FT
Residential Child Care Worker	Fisher Qualifications: Experience:	Kristy NVQ Level 3 Children and Young People Workforce Kristy has been present at Redruth Road for several years initially in the capacity as a apprentice until her permanent position was secured.	Sept 2015	F	PT
Residential Child Care Worker	Melvin Qualifications: Experience:	Simon NVQ Level 3 Business administration Simo has been a Sessional for several years undertaking work across the breath of childrens services before securing a permanent position in June 2017.	Jun 2017	M	PT
Residential Child Care Worker	Drakes Qualifications: Experience:	Nicola NVQ Level 3 Children and Young People Has worked in Children's homes for 13 years prior to securing a permanent position with Redruth Road.	June 2017	F	PT
Waking Night Officer	Ryan Qualifications: Experience:	Delores NVQ Level 3, Btec Level 3 Administration of Medication Have worked in a variety of care settings for 26 yrs, qualified NNEB diploma, open university studies to include health and social care, children's spaces and places.	Jun 2005	F	PT
Waking Night Officer	Mowe Qualifications: Experience:	Leanne NVQ Level 3 Leanne has been a sessional worker for several years prior to securing a permanent position .	Feb 2015	F	PT

House Keeper	Lahert	Helen	Jan 2015	F	PT
	Qualifications:	NVQ Level 3,			
	Experience:	Has worked in children's homes as a domestic for two years prior to joining Redruth Road staff team in 2015.			

Redruth Staff Heirarchy



8.5. How to get to Redruth



Directions and Local Transport

By Car:

Start out on the Wolverhampton Road _A454 from Junction 10
Continue forward onto Wolverhampton Road –A454
Continue forward onto Wolverhampton Street –A4148
Junction with A34
Junction with B4210
Junction with A461
Junction with B4151
At roundabout take the 1st exit onto Broadway –A4148
At roundabout take the 1st exit onto Birmingham Road –A34
Turn left onto Birmingham Road
Turn Right onto Park Hall Road
Turn left onto Launcester Road
Turn left onto Falmouth Road
Turn Right onto Liskeard Road
Turn right onto Redruth Road
Finish at WS5 3EJ, Walsall

By Train/Bus:

The train station is located in the centre of Walsall, then the 74 bus is available from the town centre.

9. Usefull Contacts

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231
www.ofsted.gov.uk

Angela Edwards - Registered Provider / Individual

Childrens Residential Services
Zone 2D 2nd Floor
Civic Centre
Darwall Street
Walsall

Tel: 01922 658356

Lois Stevens – Registered Manager

43 Redruth Road
Park Hall estate
Walsall
WS5 3EJ

TEL :01922 65 8356

Contracts / Commissioning & Contact Teams

Stroud Avenue Family Centre
Stroud Avenue
Willenhall
WV12 4EG

Tel: 01922 652860

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

Children with Disabilities Social Work Team

Education Development Centre
Rushall
Walsall
Ws4 1NG

Tel: 01922 654634

Education Support Team (Virtual School)

Education Development Centre
Rushall
Walsall
Ws4 1NG

Tel: 01922 686200

Action for Children

Tel: 0300 123 2112

www.actionforchildren.org.uk

The Children's Society

Black Country Children's Advocacy

Tel: 0800 6523839

Walkways

Tel: 01902 675393

E-mail: info@walkways.org.uk