



STATEMENT OF PURPOSE

CHADERSLEY SC432843

Talbot House Children's Charity
Hexham Road
Walbottle
Newcastle upon Tyne
NE15 8HW

Tel: 0191 229 0111

Residential Manager: Jo Reiling
Responsible Individual: Deirdre Pearson

The following document is written in accordance with Schedule 1 of the Children's Home Regulations 2015 and any Amendments thereafter

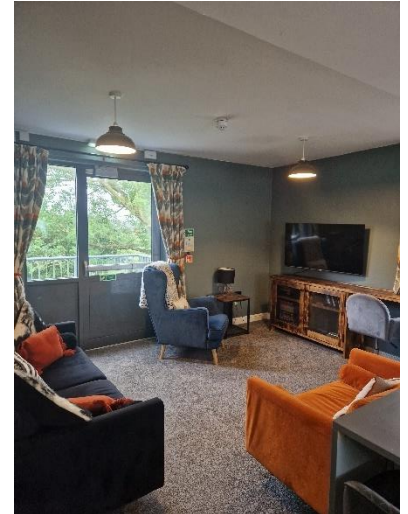
Welcome to Chadersley

Chadersley opened in February 2012. It is a 52-week residential home and is registered for the care and accommodation of up to four children and young people aged 7 to 18 years who have emotional and/or behavioural difficulties and/or learning disabilities.

We are registered and approved by Ofsted. The following conditions apply to the registration:

The Registered Person:

- May provide care and accommodation for children and young people who have emotional and/or behavioural difficulties and/or learning disabilities.
- Must reduce the number of children and young people by the number of people aged 18 and over for which it also provides care and accommodation.
- May provide care and accommodation for children and young people with learning disabilities (LD).
- Currently provides care and accommodation for up to four children and young people.
- We changed the allocation of one of the residential places to accommodate a young person who may be coming to the age of 18 during a school year to enable that person to remain at Chadersley until the end of that school year without disruption. Risk assessments will be reviewed to ensure that all children and young people are safe living with an adult, if this occurs.



Chadersley is part of Talbot House Children's Charity, a company limited by guarantee with charitable status.



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Children Act 1989/Children's Homes Regulations 2015

Chadersley acknowledges the requirement for a Statement of Purpose as identified in the Children Act 1989 Guidance and Regulations, Volume 4, Residential (Schedule 1, Part1, and pages 145/146). This is also identified in The Children's Homes (England) Regulations 2015.

Chadersley is regulated by Ofsted and if you wish to contact them, contact details are:

Address: Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231 (Children's Services and General Enquiries)

Email: enquiries@ofsted.gov.uk



Values of our Home

We believe that:

- Residential care should provide children and young people with skilled support from committed staff in a safe, caring, well ordered and supported environment.
- We have a responsibility to ensure that children and young people in residential care are not only protected from abuse and neglect but that they are helped to understand and overcome such difficulties that may have already formed as part of early life trauma.
- All children and young people should be given the same opportunities in life regardless of their experiences, disability, age, or sexuality.
- We recruit staff who are carefully selected and have opportunities to develop skills and professional practice through training and supervision, resulting in better opportunities for children and young people in our care.
- We strive to achieve the best possible outcomes for our children and young people aiming to ensure that living with us is a positive experience for them.

We have a number of values which are important for children and young people who are looked after and their families:

- **Dignity and Respect:** recognising the value of individuals, their uniqueness and their right to be treated with dignity and respect.
- **Equality:** ensuring that services and facilities of the home are accessible and available to all. The staff should never judge a child or young person's circumstances, background or lifestyle. It should not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability. Individuality is valued.
- **Quality:** promoting quality services which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with children and young people will work in accordance with this.
- **Independence:** commitment to provide opportunities for children and young people to think and act independently, ensuring their safety whilst respecting a need for privacy.
- **Rights:** commitment to the rights and entitlements of children and young people and their families.
- **Listening:** commitment to listen to children and young people and their families, helping them to express their wishes and needs in whatever way is best suited. We will always listen to any comments or complaints children and young people have about their care and we will deal with these fairly and openly.

- **Development and fulfilment:** recognition that young people are children first; all encouragement will be given to realise their full potential helping them to achieve their hopes and ambitions whilst developing their abilities and skillset.
- **Confidentiality:** treating personal information in confidence.
- **Partnership:** commitment to working in partnership with children and young people, their parents, carers and families, social workers and other agencies and organisations in order to provide young people with the help they need.

Our Purpose, Aims, Objectives and Ethos

Overall purpose:

“Our overall purpose is to offer a high standard of care that is individually tailored to meet children and young people’s needs allowing them the chance to have an open and honest learning environment, promoting their independence and life skills and building positive relationships with adults in a safe, warm and nurturing family environment.”

We provide short to long term residential care in a homely environment that responds to the general needs of children and young people as they progress through adolescence, catering for their individual social, physical, linguistic, intellectual, cultural, emotional, spiritual and sexual health needs.

We seek to encourage a sense of positive self-image and worth by responding to children and young people’s individuality, treating them with dignity while focusing on and reinforcing positive behaviour. We work towards preparing each person for the next stage of their life; whether that is returning to their family, moving on to foster care, independent living or other arrangements that meet their specific needs.

We recognise that to look after a child or young person with emotional and/or learning difficulties, we need an environment that is individually centred on their needs to help them identify a balance in their lives.

We will ensure that all our children and young people are appropriately matched and there is a planned admission process. We are not registered for emergency placements.

The Registered Manager will ensure that all staff are appropriately skilled, trained, and qualified and they will promote the uptake of training at all levels.

Our staff team will:

- Offer support and guidance and work with our children and young people to help improve their independence and life skills.

- Assist other professionals with the on-going assessment of children and young people's needs, update care plans and dynamic risk assessments monthly or as and when required.
- Provide monthly reports on every child and young person to show progress which will then be shared with social workers and parents and/or family members.
- Look after and support children and young people who may have suffered adverse childhood experiences and early life trauma.
- Provide children and young people with a structured, stimulating, caring and safe environment that is prejudice free. Offering each person, the opportunity to be listened to and express their wishes, needs and feelings.
- Ensure that children and young people are protected from significant harm, including but not limited to emotional, physical, and sexual abuse; neglect, bullying and any form of exploitation.
- Ensure that the cultural identity of the child or young person is maintained in accordance with the young person and their family's wishes. This will take in to account all aspects of language, customs and celebrations, diet, education, clothing, healthcare, spiritual needs, and their sexual health needs.
- Participate and assist in all meetings such as LAC Reviews, Care Team Meetings, PEP, and placement planning meetings; providing appropriate reports for these meetings when required.
- Endeavour to support children and young people to manage emotional and behavioural problems.
- Provide a range of activities and opportunities to broaden interests both in and out of the home, which could form the basis of lifelong pursuits and ambitions.
- Enable children and young people to experience, develop and manage interpersonal relationships.
- Provide a wide living and learning experience.
- Encourage caring for others as an important aspect of developing self-esteem.
- Advocate for children and young people helping them take part in decisions that affect their lives, making sure their rights are respected, and their views and wishes are heard and acted upon by decision-makers.
- Establish and maintain positive relationships with family, carers, and significant people in the lives of children and young people, including them in planning and reviewing of services and in tailoring individual packages of care.

- Encourage and facilitate, as appropriate, contact with family and friends.
- Ensure and enable access to full time education provision, including monitoring attendance and achievement. We promote a sense of achievement within their education.
- Encourage young people to apply for jobs/training and college and support them to attend job fairs and college open days.
- Ensure effective processes are in place to handle complaints.
- Enable children and young people to face responsibilities and accept the realities and limitations of life in the community.

We aim to achieve this by:

- Working with children and young people alongside external agencies to deliver better life chances for those who need our support.
- Ensuring appropriate staffing levels to promote their welfare.
- Having principles of co-operation between the child or young person, family members and external agencies that form part of our core values.
- Recognising that children and young people have an intrinsic right to participate in the decisions that affect their lives.
- Developing a robust set of expected outcomes for each element on the care plan so that we can monitor the extent to which the service we provide is helping everyone.
- Helping and supporting children and young people to become more resilient so that they become better able to cope with stresses in their lives.
- Having high expectations for every child and young person and encouraging them to fulfil their true potential.

Finally, we believe in transparency in the service we provide and embrace regular inspection as part of the objective and comparative evaluation of performance.

Introduction to Chadersley

Chadersley is in the village of Walbottle, to the west of Newcastle upon Tyne. Walbottle is an ex-mining village. Chadersley has 8 acres of land which is shared with Talbot House School.

Chadersley is located across the first floor of one wing of Talbot House School and is not a typical children's home; however, this close proximity allows children and young people to access the school gym and main hall where they can play badminton, pool, table tennis and many other games in the evenings, weekends and during school holidays.

Local amenities are within walking distance and there is a regular bus service to Newcastle upon Tyne and Hexham. There is a wide choice of areas to visit, the home is very close to Hadrian's Wall and many award-winning beaches running from the Scottish Borders to South Shields.

Chadersley is a children's home providing short-term to long-term residential placements for children and young people aged 7 to 18 years of age who are unable to live at home because they are experiencing emotional, social, or behavioural difficulties.

We work closely with local authorities, mainstream schools, and support services to ensure that we offer support within a safe, nurturing environment that recognises the individuality of personalities and needs, to grow and develop.

Children and young people receive personalised care to promote all aspects of their developing identity. They are encouraged and supported to personalise their own bedrooms and, the fittings and furnishings in the shared areas of the house are intended to reflect the needs, likes, and wants of children and young people. The experience and skill of staff, their interests and qualifications are developed to meet the range of needs of our children and young people.

The children and young people at Chadersley have the opportunity to explore the grounds to play football or any other sporting activity. Chadersley also has access to the school playgrounds and trampoline which are offered on site as an alternative outdoor activity.

Referrals, Admissions and Reviews

Parents and representatives from Local Authorities are welcome to visit Chadersley, if appropriate, during their decision-making process. Such visits provide an opportunity to see first-hand what Chadersley has to offer. More lengthy individual visits, to meet staff and discuss their roles, are also available when closer to seeking a placement.

All children and young people placed here have specific and individual needs. Many will have experienced abuse of some kind as well as experiencing the trauma of a family breakdown. They may have experienced several placements that are both unsettling and disruptive to their lives. As a result, the need for a safe and consistent

approach is an integral part of providing them with quality care. Alongside this, many will need help with their educational, employment and health needs.

Admission to Chadersley is based on the home being able to meet the needs of the individual. To ensure that their social, health and welfare needs can all be appropriately met, we will gather as much information as possible and explore the complexity of a young person's presentation. Although it is impractical to accommodate those with serious physical disabilities to our first-floor accommodation, all reasonable adaptations will be made wherever possible. A vital element of the admission process is to ensure that both the needs of the young person can be met and that the likely effects of their admission on the existing group of residents are also considered. We use impact risk assessments and matching as an important factor in our admission process. Based on outcomes of this initial assessment and provisional risk assessment, the Senior Management Team will make the final decision on offers of placements. Placement plans and admission documentation for young people moving in are agreed prior to admission, allowing us to be fully prepared with properly developed care plans in place.

We would not normally accept anyone who has a predominant history of ongoing significant, persistent criminal and delinquent behaviour. Considerations on such an admission would be made following stringent assessment, if, in our judgement, it is in the best interests of the whole community.

We do not provide emergency placements or short break admissions. We offer a planned process for admission where the child/young person and their family can visit the home and meet the other residents and staff prior to a placement being agreed. When an admission is being planned, we review staffing levels to ensure that there is an adequate number of staff to support the number of children and young people living at Chadersley and their needs.

Each child/young person is allocated a keyworker.

Each child/young person has a Residential Care Plan, which covers the major dimensions of their life including health, education, and family, social and emotional development, leisure, and culture. It assesses and identifies the individual needs and issues of each child/young person and how they will be met and addressed on a day-to-day basis.

All staff are responsible for recording their observations of and communication with children and young people and all those involved in their care. To do this, all staff ensure that they are aware of the content of a young person's file and all entries on Clearcare (an online recording system). This information enables the key worker to monitor, review and make appropriate changes to care plans and risk assessments in partnership with the young person and other key people. These plans are updated every month or as and when required. Keyworkers will also complete reports for reviews.

Chadersley will not usually end a child/young person's placement once it has been confirmed. We accept that they go through phases of behaviour, and we will continue to support them and hold meetings and put plans in place to help overcome these

behaviours. In the unusual case where a child/young person's behaviour poses too high a risk to others and begins to have an impact on others in placement, Chadersley will support the placement for as long as is possible. If it is not possible to resolve the situation, we will try to maintain the placement until a new placement can be found. However, our duty of care means that we cannot maintain a placement indefinitely and on very rare occasions it may become necessary to ask for them to be immediately moved out depending on the risk, as we have an obligation to safeguard the child/young person in question and others placed with us.

Our relationship with children and young people does not end when they move on from Chadersley. Support can be offered as part of the transition plan and staff value and encourage more informal longer-term contact, such as visits and phone calls, which can reaffirm the importance that living at Chadersley once played in their life.

Accommodation

Chadersley has a separate lounge and open plan communal kitchen/dining/living area, communal bathroom, and a laundry room. All bedrooms have an en-suite shower room with toilet facilities.

The home is well furnished and tastefully decorated throughout. In summer 2021 some renovation work was completed creating more space for everyone to fully appreciate the kitchen and dining area. The open plan layout enables all to enjoy more time together in a more comfortable environment.

There are parking facilities at the front of the home.

Young People's Bedrooms: are lockable via key card, each child/young person has their own key card which accesses their bedroom only. Bedrooms include a single bed or double bed (depending on the age and height of the young person), a television and bedroom furniture. The en-suite has a toilet, sink and shower facilities. Each bedroom has a door alarm fitted to the outside of the bedroom door. These door alarms have been fitted to alert staff, after children and young people have retired to their rooms at night should they require support. The contact alarm does not sound in the person's room when they leave the room but does alert staff via the control panels situated in the office and the sleep-in rooms enabling staff to give assistance when required. Door alarms are only used in exceptional circumstances and this is reviewed regularly by the Registered Manager.

Staff Bedrooms: are lockable via key card and consists of a double bed with en-suite facility.

Lounge: consists of large sofas and chairs, television with freeview, a communal use XBOX, Netflix, a DVD player, and selection of DVDs. The home has Wi-Fi which is password protected and has parental controls in place. This is available between 7am-11pm.

Communal Bathroom: recently renovated and tastefully decorated, the bathroom is lockable with a bath, shower, toilet, and sink.

Kitchen and Dining area: refurbished in 2021, a fully fitted kitchen with two integrated ovens, two integrated microwaves, an induction hob, a large fridge-freezer, dishwasher, kettle, all utensils, and cookware that is required in a kitchen for preparing meals. The dining area has a large dining table and chairs and a welcome to Chadersley achievements/notification board.

Laundry room: consists of a washing machine and tumble dryer, two hoovers, ironing board and storage for linen and towels.

Garden: we have 7.5 acres of grassed and wooded areas which are very private. There is also access to the school yard and playgrounds after school, weekends, and school holidays.

Security: for added security we have electronic gates to the entrance of the property however, young people can freely leave the grounds unless there is a safeguarding concern. In addition to this there is CCTV in the car parks and grounds at the front of the home. There is also CCTV throughout the school including the main hall which young people can access out of school hours.

Health Care

We regard health protection and promotion of good health as an important part of our role. We work with young people and appropriate health professionals to develop a personal health plan for each child/young person.

At Chadersley we will:

- Endeavour to ensure that the physical, emotional and health needs of each young person is identified, and appropriate action taken to secure the medical, dental, and other health services needed to meet them.
- Ensure that young people can have regular health and dental check-ups. We have a system of recording these.
- Ensure that a record of medication is received, administered, and returned and safe storage is provided, and all staff are trained and assessed.
- Ensure that children and young people are provided with guidance, advice and support on health and personal care issues appropriate to the needs and wishes of each individual person.
- Provide advice and support to each child/young person in accordance with their age, needs, religion, culture and wishes in relation to social issues including alcohol and illegal substance abuse, smoking, sex education, HIV infection, hepatitis, and sexually transmitted infections. Confidentiality (where appropriate) is respected, and literature is on display within the home to enable children and young people to obtain information without seeking out adults.
- Keep a record of all significant illnesses and accidents/injuries to children and young people during their placement.

- Actively discourage children and young people from smoking, vaping, consuming alcohol or taking illegal substances.
- Deal with issues of personal hygiene sensitively.
- Ensure that medical examination and written health assessments are arranged for every child/young person placed in the home. This would apply particularly to vulnerable children and young people who have not received a continuity of health and care because they have been subjected to a sequence of moves, often within a short timescale.
- Ensure that if their stay at the home is likely to be a short one, or if their home is close to Chadersley, the child/young person retains his/her own GP, dentist, etc.
- Ensure close co-operation and communication with those having parental responsibility, health visitors, schools, and other specialist services to ensure that proper health care is offered to all in our care.
- Help and encourage children and young people who may refuse to give their consent to medical treatment to understand the importance of health care and to take responsibility for their own health.

Education

Education is essential for intellectual, social, emotional, and physical development and can be a stable factor in the young person's life. It nurtures self-esteem; confidence and resilience and enables integration, future choices, and independence.

In Chadersley our commitment to children and young people on admission is:

- To give priority to obtaining a full education history including statutory Personal Education Plan (PEP), Education and Health Care Plan (EHCP) and any other relevant documents.
- To improve communication and build effective working relationships between Children's Services, education, local schools and Chadersley.
- Make immediate contact with the education provider and identify appropriate contact person, e.g., the designated teacher or head of year within a school.
- Obtain copy of school times, individual timetable, and homework timetable.
- Ensure earliest possible attendance for those with current education provision.
- Check uniform requirements, including PE kit and immediately provide missing items.

- For those with no provision or any other education issues refer immediately to social worker and education provider.

In Chadersley, our commitment is to ensure education stability and progress includes:

- Maintaining an accurate record of attendance, punctuality, homework, and behaviour.
- Regular checks on academic achievement and progress.
- Provision of a suitable homework area (communal seating area with table and chairs).
- Ensuring the learning at school is followed up and supported at home.
- Attendance at parent's evenings and other school events.
- Promotion of extra-curricular activities.
- Development of personal interests outside of school.
- Endeavour to ensure that the child/young person is up and ready for school on time, with all necessary resources.
- Ensure regular attendance where possible and actively contribute to the culture of "young people go to school".
- Respond appropriately to fixed-term exclusions, by ensuring that adequate and suitable work is provided for children and young people.
- Endeavour to ensure that children and young people gain maximum life chance benefits from educational opportunities by helping them to achieve more at school.
- Aiming to provide a parenting environment that helps promote learning and achievement.
- Liaising with appropriate professionals within the Education Department and social care where there are issues with a child/young person's attendance and educational progress.
- EHCP review reflects the child/young persons' needs and outcomes.

For children and young people not in school/education we will:

- Endeavour to secure a place at a school that is deemed to be the most appropriate for the child/young person.
- Provide a structured day of education/practical activities in-house or externally.

- Work with all relevant agencies to secure future full-time education provision.
- Ensure that necessary information is communicated when there are shift changes and new staff.

For young people who have finished school/education we will:

- Endeavour to secure a place at a college that is deemed to be the most appropriate for the individual.
- Work with all relevant agencies to help secure a future full-time education provision.
- Help them get into training or an apprenticeship.
- Provide online training courses to help gain qualifications and experience.
- Help and support young people by attending job fairs, job clubs and developing a CV with the aim of aiding them to secure employment.

Recreation and Leisure

At Chadersley we encourage all children and young people to explore their interests. We consult with them about participation in activities and they complete a weekly activity planner with staff.

We support participation in activities as a group or as individuals. This includes support to access appropriate community-based leisure facilities such as shopping, cinema, bowling, swimming, trampolining, and ice skating. Some individuals attend community-based clubs and events on a regular basis such as football, cadets, and karate. They are also actively encouraged to continue to be involved in any clubs/hobbies/interests they have prior to moving to Chadersley and, are also encouraged to develop an interest in clubs/hobbies/interests either in their home community or the local area.

If a child/young person's school offers extra-curricular activities, then they are supported to participate if they wish to do so.

We try to promote participation in physical exercise and choose activities that they will enjoy doing. We appreciate that all children and young people have different individual needs with different skills, experience and abilities thus will have varying likes and dislikes. All ideas are put forward and included within their activity planner.

We ensure that all children and young people celebrate their birthdays and other special occasions during the year. They are encouraged to celebrate and participate in religious observance, e.g., Ramadan, Christmas, Birthdays, and other religious festivals.

Access to the internet is permitted between 10am and 11pm but this is age dependent. Parental controls are in operation and any internet use will be agreed with the local authority before admittance to the home.

Arts and crafts are promoted within Chadersley and where a child or young person has an interest or hobby that is a positive influence, we will support them to continue with this.

During school holidays, staff will develop an activity planner with the children and young people. This may include trips away such as Flamingo Land or Lightwater Valley. We also provide the young people with a holiday in the UK over the Easter and summer period.

For those of an older age group and with more highly developed social skills, we encourage them to develop their own interests, separate and independent of organised home activities, as we direct them towards independence and self-management.

Children and young people are allowed mobile phones, if agreed by local authority. There are strict guidelines for appropriate usage and misuse could result in confiscation for a set period of time with the agreement of the local authority.

Young People's Files and Arrangements for Review of Placement Plans

In accordance with Regulation 8 of the Children Act 1989 and the Children's Home Regulations, we have a written and electronic case record for each child/young person. These records are held in a locked facility in the Residential Managers office to ensure confidentiality and security against loss or theft in line with our Data Protection & GDPR policy.

Within the record the Care Plan, Pathway Plan (where applicable), LAC documentation, PEP information, risk assessments, health information, finance and family information is held.

The Care Plan will be updated monthly and always be considered and reviewed during Statutory Reviews. It is the responsibility of the social worker to arrange reviews. The frequency of reviews required by the Regulations as the minimum standard should take place as often as the circumstances of the individual case requires. We promote the inclusion of both children and young people as well as parents, where appropriate, in the decision-making process at reviews. Key workers will, where necessary, advocate on a child/young person's behalf and request an urgent review if one becomes overdue or necessary to develop a positive outcome as part of the Care Plan.

Family and Friends

The team works in partnership with children and young people to ensure that contact arrangements with families, as outlined in their Care Plan are adhered to. We will give as much support as possible to maintain contact.

Children and young people will be encouraged, when appropriate, to keep their family at the centre of their lives. Families, friends, and significant others will always be made welcome, as long as they act in a safe and appropriate manner when visiting Chadersley.

Children and Young People's Views/Consultation

All children and young people are encouraged and supported to make decisions about their lives and to influence the way Chadersley is run. They are encouraged to participate in regular house meetings. During meetings young people have an opportunity to contribute their views, raise any concerns and where they believe appropriate, make complaints. Meetings are held monthly or as required. Children and young people will also be asked to fill out feedback forms to ensure that we are doing the best we can and take on board any comments made by them.

Children and young people are encouraged to become involved in key worker sessions and their views, wishes and feelings are recorded.

Staff consider the religious, racial, and cultural backgrounds of young people and their families. We will respond to any special support needs of families where necessary. We welcome the views of parents.

All children, young people and parents are given access to Ofsted Inspection Reports.

Parents/family members, where appropriate, are invited to attend reviews and planning meetings.

Both the child/young person's views and those of their family are considered when the placement is being considered.

The home is inspected by an independent person each month called a REG 44 visitor. They will meet with the children and young people and speak to the care staff to ensure all are safeguarded and that the conduct of the home promotes the well-being of everyone. They will also contact parents and social workers for their feedback on the service. The report is then sent to Ofsted, the Responsible Individual, Registered Manager, social workers, and the host Local Authority.

Complaints

All children and young people are given information about complaints and representation. If anyone feels unhappy about any aspect of their placement, they can communicate their concerns to any member of staff, their key worker, or the Registered Manager. Children and young people can also phone their social worker or speak to the duty social worker should they wish to speak to someone from outside of the children's home. All children and young people will be supported to access advocacy services such as NYAS should they desire extra support.

We have a system in place so that children and young people can make a complaint. Complaint forms and envelopes are easily accessible so that they do not have to ask a member of staff for them. We aim to provide an outcome of any complaint as quickly

as possible, in a manner which meets their needs. All can, if they wish, contact the Responsible Individual if they do not receive feedback from the Registered Manager.

In the event of a further concern, support is available to enable access to the formal complaint's procedure alongside the complaints procedure for their placing authority. If any of these options are not appropriate, then an independent process can be accessed. All children and young people can have access to telephone numbers of their own Local Authority Complaints Departments, the Local Authority Complaints Officer, Ofsted and the Independent Care Standards Monitor.

Minor complaints are always treated seriously and promptly, recorded in a complaints procedural log and followed through to hopefully a positive outcome. If the complaint is more serious this will be logged and immediately passed on to the formal stage, which will result in the matter being investigated independently.

Each child/young person is allocated a key worker and this person will explain their role and how they will support and advocate for them during their stay at Chadersley. Children and young people can talk to any member of the staff team they feel comfortable with. Each child/young person will be given the opportunity to discuss issues in confidence with an independent person other than managers or staff of Chadersley if they wish to do so.

Children and young people will be provided with the opportunity to discuss all incidents within 48hrs.

We hold a Young Person's Meeting every month where daily living arrangements can be discussed and reviewed. We meet weekly to discuss the menu and activity planners.

Behaviour Management

Positive and negative behaviour is recorded, and a reward/sanction form is completed in Clearcare and approved by the Registered Manager.

We believe that it is the responsibility of all staff to communicate what is acceptable and unacceptable behaviour. It is also the responsibility of staff to maintain safe and appropriate boundaries with and between staff, children, and young people.

Consistency and fairness are key ingredients to developing a safe and positive atmosphere. We believe that methods of control, restraint and discipline can only have the desired impact within the context of positive relationships existing between staff and young people. Communication, negotiation, and mediation are important skills that the team use to help young people to address unacceptable behaviour. Within this overall context the emphasis and aim is to promote, acknowledge and reward positive behaviour. Although this is the focus, there are times when sanctions and reparations are deemed necessary.

Children and young people should always know why certain behaviour is unacceptable, since they are then more likely to understand and relate to why a

sanction is being used. Any damages to property will be assessed by the manager and where applicable a financial sanction may be given to repay costs.

We comprehensively set out within the Behaviour Management Policy, procedures for supporting young people's behavioural needs. This approach to working with individuals who challenge, enables staff to engage in proactive methods of behaviour support and understand approaches to preventing a crisis. There is a strong emphasis on positive attention from adults demonstrating a caring interest.

All staff receive Positive Handling training. Until staff receive this training they are not permitted to lead on the use of physical intervention for any child or young person, unless significant harm is likely to occur. Refresher training for all staff is conducted within the timescales required for this training.

Children and young people need to know and understand the boundaries of acceptable behaviour and that they will be fair and consistent. Positive handling advocates that aggression meeting aggression will lead to confrontation. This is to be avoided. Staff completing the training will be clear that emotionally charged responses, that are negatively based, could inflame a situation, and not achieve the goal of defusing and de-escalation. The training is central to reduce the number of incidents involving the use of physical interventions; the emphasis is on protecting and promoting positive relationships between staff and young people.

Any person who has concerns relating to staff regarding allegations of abuse can contact the Local Authority Designated Officer (LADO).

Any sanction or physical intervention used is recorded as part of the incident reporting process; these records are monitored by the manager. Records of incidents requiring physical intervention can also be copied to parents and placing authorities if required.

We do not accept children or young people who exhibit behaviours that are known to pose a serious risk to others living here. If such behaviours do occur when someone is living at Chadersley, they are brought to the attention of the Placing Authority as well as parents, where appropriate, and relevant responses are made.

The restraint of a child/young person is not part of sanctions or punishment. There are occasions when the use of restraint may be necessary, but this is only used if they are likely to seriously injure themselves or others or, seriously damage property which may also increase the risk of harm to the person. Any physical restraint that may be needed is implemented only ever as a last resort and reviewed regularly. The needs are highlighted within residential care plans.

Bullying

Bullying is a form of anti-social behaviour and is not tolerated at Chadersley.

Any form of behaviour that causes distress to others, regardless of intent or reason, is treated as a serious matter. Bullying can include any form of physical, mental, or emotional intimidation by another individual or group which causes pain, stress or anxiety to the victim.

Bullying can take many forms including name calling, teasing, and taunting, racial and sexual harassment, intimidation, extortion, and physical violence. Such behaviour is totally unacceptable because no-one has the right to make anyone feel unhappy or frightened. Any instance of such behaviour will be investigated, responded to and outcomes monitored.

Some children and young people can behave in a way that challenges others and this can sometimes be directed at other young people living at Chadersley. This could be interpreted as 'bullying'.

Staff encourage children and young people to divulge their feelings, including when they feel intimidated. Staff are also observant and alert to any patterns of behaviour that may indicate a child or young person is bullying or being bullied.

Details of our approach to behaviour management are set out fully within the named policy which, details procedures towards anti-bullying.

At Chadersley we show how we value all individuals by promoting positive relationships. Where forms of bullying may take place, we will try to resolve these matters and may hold mediations between children and young people with staff present. Appropriate sanctions will also be put in place where necessary.

The Registered Manager will ensure that staff are aware of the systems in place to promote the safety and welfare of each child/young person and ensure that they are protected from abuse.

Safeguarding and Child Protection

Chadersley has a commitment to promote and safeguard the welfare of each child/young person.

Our aim is to provide a safe environment which enables children and young people's individual needs to be met and developed. It is vital that everyone involved in their care is alert to the possibility of abuse. Our policy and procedures recognise this possibility and aim to promote an environment in which abuse is unlikely to occur. The door contact alarms fitted to children and young people's bedroom doors are fitted to ensure safety and to ensure they receive support as they require it. These alarms are activated only where a risk or need is identified.

CCTV is installed outside the home to monitor the main entrance and gate.

Placing social workers and/or families for children and young people admitted to Chadersley have the CCTV explained to them during their admittance procedure.

CCTV and alarms are not used in the home as a replacement for staff supervision or support and the need for use will be regularly reviewed with the child, their family and care team on a regular basis to ensure use is proportionate. Alarms are not to be used in a manner that creates an institutional environment or to survey young people. External doors have alarms set each evening as a security measure, not as a monitoring or surveillance tool.

We have comprehensive policies and guidelines that set out the course of action for members of staff, children and young people, parents and friends if abuse is alleged, suspected or observed. These are available on request.

Safeguarding training is provided for all staff on an annual basis.

Chadersley Safeguarding Children Policy and the training that supports this reflect both national and local area guidelines. As we are located in Newcastle upon Tyne, Chadersley follows the locally agreed procedures for this area. All allegations or disclosures in relation to child protection issues are referred directly to Newcastle upon Tyne's Safeguarding Team for action or advice.

Copies of the Children's Homes Regulations 2015 are available to all staff and they are encouraged to read these as part of their Staff Induction process.

Where child protection issues are identified in the home, which place individuals at risk of significant harm, staff will follow different strategies to minimise and reduce risk as well as following the appropriate child protection procedures.

Staff at Chadersley will report to the police any evidence of sexual exploitation, or of unauthorised person's picking children or young people up, contacting them in the home, or observed trying to contact them outside the home.

Management will seek advice where necessary from Child Protection regarding any complex issues to ensure that young people are kept safe. Advice will normally relate to responding to allegations of abuse, methods of control, risk taking and any conflicts between locally agreed procedures and those of other agencies.

Talbot House Children's Charity has a Whistle Blowing Policy.

When a Young Person Goes Missing

A protocol exists between Northumbria Police and local authorities for the management of children and young people who go missing. When children or young people do not return, they are categorised into two groups: those who are "absent without authority" and are regarded as "low risk" and those who are deemed to be "missing" and whose absence gives rise to serious concerns.

A child or young person in the lower risk category might, for example, be someone who has not returned at the agreed time but their whereabouts are likely to be known. A more serious absence is if they do not return and staff are not aware of the reasons for this, do not know their whereabouts and are vulnerable or a danger to themselves or others. A child or young person who is subject to a restrictive court order is in the 'high risk' category.

The situation of a child or young person who is 'absent without authority' has to be the subject of a continuous risk assessment while they remain absent. The risk assessment includes consideration of the risks that they may face and those they may pose to others. Some indications of risk may be known from previous behaviour and be incorporated into the young person's plan.

A risk assessment will be carried out and subsequently a strategy implemented to provide support to ensure a child or young person's safety. If a child or young person absconds, procedures are immediately instigated as follows:

- Staff search the immediate vicinity.
- The manager is notified.
- Search is extended to other areas of the site (e.g., areas the child/young person likes).
- Staff will search the local area, favourite places nearby, etc.
- If, after looking for them, attempting to contact them or family, friends or acquaintances who may know of their whereabouts; and searching areas where they may be; they are not found (sooner if it is thought that they have left the home and grounds or is at particular risk) the police are called.
- Police are provided with a profile of the child or young person. Each child and young person has a Philomena form from Northumbria Police completed with their personal detail plus a recent photograph and details of what they were wearing, etc.
- Searching continues until the missing person is found.

These procedures are followed unless otherwise agreed in an Individual Placement Plan. The parents, where appropriate, and placing authority are informed of the incident, a meeting is convened to discuss and review the risk assessment.

The procedures would be the same if a child or young person were to go missing whilst away from Chadersley, except that police would be notified more quickly if they were not found in the immediate vicinity.

A risk assessment of a child or young person will include consideration of many factors such as their age and social, emotional, and sexual maturity, a history of absences or of self-harm, their health and state of mind. Other matters would include the time they left, the time they were expected to return and their likely associations while absent together with their status, for example, whether subject to a Court Order or on the Child Protection Register.

Staff at Chadersley will do everything they can to locate the child or young person and do this in conjunction with the local authority. If necessary, contacting the police dependent upon their state of mind when they left the house or dependent upon their agreed risk assessment.

If a parent can be contacted by telephone staff will always inform them of any unauthorised absence and when the child or young person's whereabouts or return to the home is known. However, for parents who do not possess a telephone, staff will have to rely upon the police or visit the home address to notify the parents in person.

The child or young person's social worker or emergency duty team will be informed by telephone at the first possible opportunity of any unauthorised absences and an exchange of information and concerns will take place. In some cases, unauthorised absences will 'trigger' a need for those involved to meet and formally develop a strategy for managing the unauthorised absences. If a child or young person persistently goes missing from placement, then the Social Worker and Independent

Reviewing Officer will be informed, and strategies will be looked at to reduce the number of missing episodes.

On the child or young person's return, whatever the circumstances, they will be welcomed back to the home. Return home interviews will be completed by the Social Worker and if the Police have been involved, they will also visit to complete a wellbeing check. We aim to work with them to prevent them from going missing in future.

Each young person has their own individual missing from home protocol which staff must follow in the event of a child being missing from home.

Safeguarding Children from Abuse by Sexual Exploitation

Chadersley believes it is important all children and young people develop the knowledge and skills to make safe and healthy choices about relationships and sexual health to avoid situations that place them at risk of sexual exploitation. Children and young people who are sexually exploited are the victims of child abuse and should be safeguarded from further harm.

Due to the nature of sexual exploitation, it is very common for children and young people not to recognise that they are being abused or coerced. Exploitation can involve varying degrees of coercion, intimidation, and enticement, including unwanted pressure from peers to have sex, sexual bullying (including cyber bullying) and grooming for sexual activity via introduction into 'party' lifestyles forming 'casual' social relationships.

There are noticeable links between children and young people involved in sexual exploitation and other behaviours such as running away from home or care, bullying, self-harm, drug, and alcohol misuse. In addition, some might be particularly vulnerable to exploitation because of factors such as difficult or abusive childhood experiences or educational under achievement.

Chadersley are committed to working with other agencies such as MSET and Barnardos, and our Local Safeguarding Children's Partnership, to ensure robust policies and procedures are in place to reduce the risk of sexual exploitation. This includes ensuring the home has an appropriate identified link with the local police in ensuring the homes procedures and responses are appropriate to the needs of the local areas in safeguarding our children and ensuring a police protocol is in place.

Chadersley liaise with Sexual Exploitation Children's Hub to ensure that our knowledge of risk and risk areas remains current and up to date and ensures any intelligence gathered through our work is shared appropriately with those agencies responsible for safeguarding children at a local level. Those identified as being at risk from Child Sexual Exploitation (CSE) will have this risk clearly identified throughout their care planning to ensure appropriate measures are in place to safeguard. This is developed as a multi-agency response and strategies outlined are reviewed regularly.

All staff at Chadersley will receive compulsory training in safeguarding children. Staff are also invited to attend safeguarding courses to gain further qualifications and knowledge of the risks to children and young people.

Rights and Responsibilities

Everyone connected with Chadersley will be committed to the equality of all people regardless of race, gender, age, religion, belief, or disability.

Children and young people living at Chadersley have the right to:

- Have the same human rights and values as any other person.
- Be treated with respect and be addressed by their own name.
- Be treated fairly whatever their age, race, disability, sexual orientation, religion, or clothes they wear.
- Be listened to and involved when people are making plans about their future.
- Have friends and families made welcome in accordance with their residential care plan.
- Be able to go to school.
- Be in good health.
- Be able to complain if they are unhappy or worried about something, like being bullied, abused, or picked on. These complaints should be treated with respect, listened to, and resolved.
- Be able to have an independent visitor, if the young person does not have regular contact with their family.
- Be able to have an advocate who can advise and help sort out matters when their stay is not going well.
- Be heard, particularly if they feel they are being treated unfairly, are not being included in decisions about their life, if they disagree with a decision that has been made about them and if they feel they are being treated differently, picked on or bullied because of their race, gender, age, sexuality, disability, ethnic origin or for any other reason.
- To be physically well cared for.
- To be protected from abuse, in all forms, physical, sexual, neglect or emotional.
- To be encouraged to be as independent as possible and to exercise choice.
- To have privacy respected at all times and in all places. The only exception would be when a young person is placed in danger by this principle.
- To make mistakes and to expect new chances.
- To have their views encouraged and considered.
- To expect choices whenever they are available.
- To be included in and have access, with the help of staff, to their daily living files and care documents and to have their own copies of information relating to them and have a safe place to keep them.

The Chadersley team believes that with rights come responsibilities and therefore expects children and young people to:

- Work with them towards identified goals.
- To treat themselves, other young people, and staff with respect.
- To value and look after the physical environment as this is their home and other young people's.
- Not bring any drugs, equipment or device which may be perceived as physically or psychologically threatening to themselves or others into Chadersley.

- Not hurt, threaten, bully, or frighten anyone at Chadersley.
- Take part in house routines and respect house rules.
- Attend young people's meetings.
- Admit responsibility when in the wrong and make amends.

Health & Safety

Positive steps are taken to keep children, young people, staff, and visitors safe from risk from fire and other hazards.

We:

- Have a workplace risk assessment document and this is reviewed frequently.
- Complete a fire drill regularly involving all children, young people, and staff.
- Complete fire safety checks weekly.
- Maintain fire and heat alarm systems appropriate to the home and wider building.
- Complete health and safety checks on a weekly or monthly basis.
- Record and report all maintenance issues in a log.
- Comply with Health and Safety guidance regarding the frequency of risk assessment reviews, Health and Safety Inspections, etc.
- Comply with policy and procedures 'Control of Substances Hazardous to Health' (COSHH).
- Follow all procedures regarding the reporting and investigating of accidents involving children, young people, and staff.

No Smoking Policy

We have a strict no smoking policy. Children, young people, visitors, and staff are not permitted to smoke within the home or the grounds. Anyone who smokes will be shown where they can smoke off site. All lighters/matches, vapes and cigarettes must be handed in to staff when on site.

We will actively support any child or young person to stop smoking or vaping and will facilitate access to any health and/or support group, which could enable them to stop smoking or vaping. All children and young people who smoke or vape will be given relevant information related to the health risks to themselves and others.

All children and young people are made aware of the Health and Safety legislation that Chadersley adheres to in relation to smoking anywhere in the building and the risks related to Fire Safety.

Fire Precautions

Chadersley complies with the Regulatory Reform (Fire Safety) Order 2005 and any requirements set out in regulations to the home's premises.

Chadersley is equipped with a fire detection and alarm system with each bedroom having its own smoke/heat detector installed. There are regular tests of the fire alarms, emergency lighting and evacuations. Chadersley has been checked by the local fire

service and have followed their recommendations. When equipment has been used or damaged arrangements are made for its immediate replacement.

Fire drill practices are held regularly, with a minimum of four in each twelve-month period including evacuation of staff, children, and young people from the building at night. These are recorded by staff on duty at the time.

All children and young people are familiarised with the fire exits on admission and are included in fire drills and evacuations with staff. Fire and building safety are discussed with children and young people at regular intervals or when issues arise. Children and young people are made aware of the danger of smoking or using matches and lighters in their bedrooms and why such use is not permitted in bedrooms.

Fire exits are clearly marked.

All staff are trained in and will respond appropriately to any risk of fire in the home.

The Fire Policy is reviewed on an annual basis.

Staffing

Chadersley has its own team of staff led by the Registered Manager.

Position	Start Date	Qualifications	Experience
JR Registered Manager Full time 37.5hpw/162.5hpm Female	11.05.14	NVQ Level 5 Diploma in Residential Childcare (in progress) HNC Business and IT	JR has been the Head of Development and Deputy Chief Executive of Talbot House since 2014. JR is also a Designated Safeguarding Lead.
AD Admin & Residential Childcare Worker Female	02.12.16	City & Guilds Level 3 NVQ Health & Social Care (Adults) Level 3 Diploma in Residential Childcare in progress.	Several years working as a Senior Healthcare Assistant with adults before joining Talbot House in 2016. Several years' experience as part of a foster family and helping looked after children.
TG Residential Childcare Worker Full time – 37.5hpw/162.5hpm Female	23.03.22	BA Hons in Fine Art. Commenced NVQ Level 3 Diploma in Residential Childcare September 2022.	Several years' experience working within a residential childrens' home setting, in a non-residential role before joining the Chadersley team as a Residential Childcare Worker.

RB Residential Childcare Worker Full time – 37.5hpw/162.5hpm Male	25.08.23	Will commence Level 3 Diploma in Residential Childcare on successful completion of probation period.	RB has previously worked at the Percey Hedley Foundation as a Learning Support Assistant.
AW Residential Childcare Worker Bank Staff Female	21.12.20	Higher Level Teaching Assistant (HLTA) NVQ Level 3 Diploma in Residential Childcare	AW has worked with children and young people in education settings for over 10 years.
SP Residential Childcare Worker Bank Staff Female	31.07.22	Commenced NVQ Level 3 Diploma in Residential Childcare July 2023.	SP has 7 years' working in a care home as a care assistant and several years working in a busy customer service environment.
RR Residential Childcare worker Bank Staff Female	13.06.22	Level 2 Certificate in Behaviour that Challenges NCFE L2 in Preparing to work in Adult Social Care. NCFE L2 Counselling skills. BA Philosophy, Psychology & Scientific Thought. Will commence NVQ Level 3 Diploma in Residential Childcare from November 2022	2 years' previous experience working as a Support Worker with adults. RR also has 10 years' experience with Rainbows/Brownies and Girl Guides prior to working in Chadersley.
AS Residential Childcare Worker Bank Staff Female	12.05.23	Will commence Level 3 Diploma in Residential Childcare on completion of probation period.	Previous experience include customer facing and payroll roles. AS has always wanted to work with children and young people and is seizing the opportunity to do so.

LS Residential Childcare Worker Bank Staff Female	17.07.23	NVQ Level 3 Diploma in Children and Young People's Workforce.	Four and a half years working in Residential Childcare, including time as a Senior Residential Childcare Worker.
AM Residential Childcare worker Bank Staff Female	06.09.22	Primary Education with Early Years (QTS) Will commence NVQ Level 3 Diploma in Residential Childcare on completion of probation.	1 academic year working as a supply HLTA within a primary school setting. AM also volunteered teaching at schools in South Africa during her gap year and also took part in Camp America prior to working in Chadersley.

The number of staff on shift will vary depending on the number of young people living in the house and their individual needs. This is regularly reviewed.

Each shift is led by a Senior Residential Childcare Worker, or an experienced Residential Childcare Worker identified on the rota as a shift leader. We also use bank staff who are employed by Talbot House Children's Charity and are called upon to fill shifts on the rota as required. Where necessary we may have to use agency staff who are able to provide experienced and qualified staff at short notice if we require extra staff, it is possible to employ a consistent agency worker to complete a piece of work until any staffing shortage can be addressed.

Staff have a 'hand over' every morning which enables them to pass on relevant information and updates to the next shift. The Residential Manager provides an "on-call" service for advice and support and the responsible individual is also contactable for advice and support.

All staff are managed and supported and understand to whom they are accountable.

Staff at Chadersley:

- Are expected to act in a professional manner and will act as a positive role model for the children and young people in their care. They will be non-judgmental and anti-discriminatory in their practice and interactions with children and young people.
- Will either be qualified to a minimum Level 3 NVQ in Children and Young People, or, within six months of employment, will be working towards the Level 3 NVQ in Residential Childcare.
- Will be expected to comply with all policies and procedures, in particular the policy on confidentiality. Children and young people should never be discussed with anyone who does not have a professional or personal connection with them.

Files should not be removed from the building and should be secured in a locked filling cabinet in the office when not in use.

- Will act as key worker for the children and young people thus being involved in all aspects of their care management.
- Should always know or endeavour to know where children and young people will be at any given time and follow the missing from home procedure if necessary.
- Will work as part of a rota covering days, sleep-in shifts (two members of staff sleep in the house each night), weekends and bank holidays.
- Will ensure that all relevant information is recorded accurately and confidentially.
- Will be expected to attend any training relevant to their professional development.
- Will be trained in Positive Handling techniques and First Aid.

Staff Supervision

The Responsible Individual will provide supervisions to the Registered Manager.

The Registered Manager ensures all staff are effectively managed through supervision. The Registered Manager provides supervision and support to the Deputy Manager, Senior Residential Childcare Workers, and Residential Childcare Workers. All Senior Residential Childcare Workers assist with supervisions including any regular bank and agency staff members. The Registered Manger will monitor all statutory and other records in house.

Staff are encouraged to engage in discussion during supervision and this informs their personal development plan. Supervision sessions are recorded, and staff are required to read and sign their notes, which are then placed in the staff member's personnel file. If there are any disagreements these are also recorded. Supervisions will take place on a six weekly basis as a minimum unless there is a need to bring this forward or is requested by a staff member.

All staff have an annual performance and development appraisal with the Registered Manager. This process includes reviewing developmental targets from the previous year, agreeing training priorities and target setting for the coming year, including what support staff require.

In addition to formal supervision and team meetings Chadersley provides other support services to staff. The Registered Manager will support any member of staff who is suspended from duty pending consideration of, or completion of, an investigation through the Disciplinary or Safeguarding Policy. Chadersley also provides a 'staff debrief' for all staff who have been involved in an incident.

Recruitment

Chadersley operates an Equality Policy for staff recruitment. All applicants for employment are required to complete a comprehensive application form detailing their employment history, qualifications, and experience. Agency staff who apply for vacant posts or existing employees applying for promotion are also required to follow a formal process including the completion of a new application form. All candidates must disclose any criminal offences and consent to an enhanced Disclosure and Barring Service check (DBS).

We follow DfES Safer Recruitment in Education Guidance and Legislation (2012) in all aspects of recruitment and selection.

The recruitment process includes a formal interview and may also include a visit to Chadersley. Members of the interview panel have completed Safer Recruitment Training and receive regular refresher training.

Prior to any appointment we must be in receipt of the following:

- A minimum of two written references. Where a person has worked with vulnerable children or adults, we seek references from all employers.
 - Referees are specifically asked “do you regard the applicant as a suitable person to work with children and young people?”.
 - All references are double-checked including verbal confirmation through referees.
- A satisfactory enhanced DBS check which must be received before employment commences. This can also include the online update service check complete with original DBS certificate.
- Original documentation supporting any qualifications listed in the application.
- Proof of identity including passport and driving licence as right to work and proof of address.
- Social media platforms are also checked.

Training and Qualifications

All new staff are appointed on a six-month probationary contract. During this probationary period, they must complete an induction pack which the Registered Manager will then sign off when complete.

In addition, if their appointment was made on condition they complete or commence a particular qualification, this too is monitored. All new care staff who do not already hold a suitable qualification will need to register for and complete a NVQ Level 3 in Residential Childcare.

We are committed to ensuring all staff are trained and competent to carry out their role and job description.

Deputy Manager – will hold a minimum qualification of NVQ Level 3 in Children and Young People’s workforce or Residential Childcare.

Senior Residential Care Workers – will hold a minimum qualification of NVQ Level 3 in Children and Young People or Residential Childcare.

Residential Care Workers – will hold a minimum qualification of NVQ Level 3 in Children and Young People or Residential Childcare. If new staff are unqualified, they will be enrolled on the NVQ course within 6 months of commencing employment or after successful completion of their probationary period.

All staff receive positive handling physical intervention training. Until staff receive this training they are not permitted to lead on the use of physical intervention for any young person. Refresher training for all staff is conducted within a twelve-month period. In addition, some staff have other qualifications relevant to their role.