

# Kites Rise

## Statement of Purpose



**March 2021**

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## QUALITY AND PURPOSE OF CARE

### SECTION 1

#### **A STATEMENT OF THE RANGE OF NEEDS OF THE CHILDREN FOR WHOM IT IS INTENDED THAT THE CHILDREN'S HOME IS TO PROVIDE CARE AND ACCOMMODATION**

Kites Rise provides care and accommodation for:

- 3 Children and young people between the ages of 10yrs – 18<sup>th</sup> birthday regardless of gender, race, ethnic origin, or culture.
- Young people up to the age of 18 years and on occasion past 18 yrs when considered necessary to meet needs of their care plan and with agreement from OFSTED.
- Children and young people who have emotional and/or behaviour difficulties.
- Children and young people who do not require physical adaptations to their living environment to assist self-care skills, development, or mobility.

### SECTION 2

#### **DETAILS OF THE HOME'S ETHOS, THE OUTCOMES THE HOME SEEKS TO ACHIEVE AND ITS APPROACH TO ACHIEVING THEM**

Kites Rise provides planned long-term care for 3 children and young people who are between the ages of 10-18 yrs at the time of their admission and have been assessed as having their needs best met within a residential resource. Young people can remain at Kites Rise up until their 18<sup>th</sup> birthday, or after this should it be agreed necessary. Staff at Kites Rise believe that each child is unique and as far as possible their individual needs should be met, and their potential developed. We feel that this is best achieved in a stimulating environment of nurture, care, and consistency, where the children and young people have confidence in the staff and feel safe.

We believe that all children and young people should have a good quality of life, are given equal chances and are able to live positive and productive lives.

We believe children and young people should be recognised, respected, consulted and given choice.

Our approach is based on the recognition that each child/young person is an individual with unique experiences and needs. Care plans are responsive to this and aim to promote growth and development in the following areas; health, education, personal identity, family, social relationships, social presentation, emotional and behavioural development and wherever possible self-care skills and independence. Our aim is to help young develop and mature, to gain maximum life chances, benefit from educational opportunities, health, and social care, promote independence and to help individuals reach their full potential. The principles and regulations of the Children Act 1989 and the Children Act 2004, the Children's Home Regulations and Quality Standards 2015 and Care Standards Act 2000 guide our practice.

We aim to improve the children and young people's lives as part of a strategic approach to provide more targeted services to those with additional needs.

We hope to achieve this by: -

- Providing a safe, supportive, caring environment where the children and young people receive individual support when needed and are encouraged and supported to make decisions. Each child and young person will have an allocated Linkworker within Kites Rise to facilitate this and to liaise with all relevant people, including the children/ young person's social worker.
- Placing particular emphasis upon working in partnership with parents and significant others. Promoting and maintaining positive contact and working towards reuniting children and young peoples with their families. In the event of this not being possible, we will help children and young people prepare for independent living.
- Protecting each child/young person's fundamental rights.
- Ensuring children and young people receive bespoke care and services from competent staff and that they are sufficient in number, experience, and qualification to meet their individual needs.
- Maintaining staff of high quality, offering opportunities to enhance their skills with effective and relevant training, supervision, and support.

### SECTION 3

#### **A DESCRIPTION OF THE ACCOMMODATION PROVIDED BY THE HOME, INCLUDING:**

**A) HOW ACCOMMODATION HAS BEEN ADAPTED TO THE NEEDS OF CHILDREN**

**B) THE AGE RANGE, NUMBER AND SEX OF CHILDREN FOR WHOM IT IS INTENDED THAT ACCOMMODATION IS TO BE PROVIDED**

**C) THE TYPE OF ACCOMMODATION, INCLUDING SLEEPING ACCOMMODATION**

Kites Rise provides accommodation for 3 children and young people who are between the age of 10yrs to their 18<sup>th</sup> birthday. Sometimes young people will stay past 18yrs when considered necessary to meet their needs in line with their care plan and with agreement from OFSTED.

Kites Rise provides accommodation for boys and girls from any race, ethnic origin, or culture.

The home is a detached property standing in its own grounds. There is a driveway leading up to the property and parking facilities. The home benefits from having fencing surrounding the external areas, security lighting, and CCTV which covers the front door, car park, and the immediate surrounding garden area for security reasons.

Kites Rise is centrally heated and has a good standard of furnishings and decoration.

A single bedroom policy operates at Kites Rise.

On the first floor the home has 5 bedrooms, 3 for children and young people, and 2 for staff who 'sleep-in'. Children's bedrooms are all supplied with a TV/DVD player upon admission. All bedroom doors lock, and children and young people have their own key. Staff have a master key to gain access in the case of an emergency. There

is also a large bathroom which includes a toilet, sink, bath, and shower, and also a separate toilet with hand basin.

On the ground floor there is a large entrance hall, a staff office, a lounge/games room with patio doors that lead out into the garden, a second lounge, a toilet, an open plan kitchen/dining room and a garage which houses laundry facilities. There are TV's and DVD players in both lounges, computers, music players and a range of books, games, and equipment for activities available. The children and young people have full use of all facilities and wi-fi is available up until midnight.

A room downstairs is made available to visitors to the home when a level of privacy is requested or needed.

**SECTION 4**

**A DESCRIPTION OF THE LOCATION OF THE HOME**

Gateshead is a large town in Tyne and Wear, England and is the main settlement in the Metropolitan Borough of Gateshead. Historically part of County Durham prior to the creation of Tyne and Wear in 1974, the town lies on the southern bank of the River Tyne opposite to the city of Newcastle Up on Tyne and together they form the urban core of the Tyneside conurbation. Gateshead and Newcastle are joined by seven bridges across the Tyne, including the landmark Millennium Bridge. The Town of Gateshead is well known for its iconic architecture such as the Sage, the Angel of the North and the Baltic Centre for contemporary art.

Kites Rise is situated on Smailes Lane in the residential area of Highfield, Rowlands Gill within the borough of Gateshead. It is a large, detached house set within its own grounds which is accessed by a driveway off the main road with sufficient parking available.

The home is ideally placed on a quiet lane within walking distance of the neighbouring villages and local facilities. It is close to the main entrance to Chopwell Woods, the Derwent Walks, has nearby parks, shops, and health care practices. The area also benefits from central public transport routes to support access into the larger areas of Blaydon, Gateshead, and Newcastle. An initial and then annual locality Risk assessment is carried out to assess the suitability of the home's location.

**SECTION 5**

**THE ARRANGEMENTS FOR SUPPORTING THE CULTURAL, LINGUISTIC AND REIGIOUS NEEDS OF CHILDREN**

Locally there are a range of places of worship and staff will ensure all reasonable steps are taken to enable children and young people to attend religious services and receive religious instruction of their or their parent's choice. Opportunities will also be provided for children and young people to follow the customs of their religion including any special dietary requirements and dress codes.

The necessary arrangements for this will be made in consultation with the children's family.

Staff will endeavour to make every child/young person feel that positive consideration is being given to their religious persuasion and that any necessary facilities is provided, as far as is practicable that he/she would need to undertake his/her observance in keeping with his/her age.

Appropriate interpreters/mentors will be employed to assist a child or young person with linguistic needs.

**SECTION 6**

**DETAILS OF WHO TO CONTACT IF A PERSON HAS A COMPLAINT ABOUT THE HOME AND HOW THAT PERSON CAN ACCESS THE HOME'S COMPLAINTS POLICY**

Every effort will be made to resolve complaints immediately through discussion and negotiation. Where it is not possible to do this informally or if a child / young person prefers then they can make a formal complaint to the Council's Complaint Officer and an independent investigation will follow or to Ofsted. A supply of complaint forms and envelopes are made available to the children and young people should they not want to discuss their complaint with staff.

Children and Young People also have the contact details for the Children's Rights Officer based in the civic centre and the Children's Rights Commissioner.

Children and young people also have access to a confidential advocacy service provided.

Children and young People have contact details for their social workers and independent reviewing officers.

Kites Rise has an in-house complaints procedure, which is supported by the Council's Complaints Procedure. All children and young people and their parents/carers receive information about this at the time of admission. Details are explained in the children's guide.

Staff receive complaints procedure training.

**SECTION 7**

**DETAILS OF HOW A PERSON, BODY OR ORGANISATION INVOLVED IN THE CARE OR PROTECTION OF A CHILD CAN ACCESS THE HOME'S CHILD PROTECTION POLICIES OR THE BEHAVIOUR MANAGEMENT POLICY**

**Safeguarding policies and procedures** are easily accessible for all staff within the office and on the LSCB website. All children and young people have an up-to-date risk assessment covering safeguarding issues. The Registered Manager is the lead person for child protection and ensures safeguarding procedures are followed in the event complaints or allegations are made against staff. The Registered Manager will liaise with the LADO (Local Authority designated officer for child protection).

- The Local Authority Designated Officer (or LADO) will oversee and monitor any cases regarding allegations or concerns expressed about the behaviour / conduct / potential malpractice of staff. They will provide advice / guidance while liaising with the police and any other agencies to monitor the progress of

cases and ensure they are dealt with as quickly as possible, consistent with a thorough and fair process.

**Admission policies** ensure children, and their parents/carers are given information in relation to safeguarding, bullying and behaviour management. They also have a copy of the complaints policy and have easy access to helpful phone numbers to seek help. Risk assessments include information relating to bullying and outline steps taken to reduce the risk. These are reviewed regularly.

**Recruitment policies** ensure all staff employed at Kites Rise have been subject to the necessary employment checks to work with children / young people, including a DBS, relevant experience, and qualifications.

**Induction policies** ensure a copy of the Council's whistle blowing policy is given to all staff as well as a copy of what to do if you are worried a child is being abused. All staff to have an induction record.

**Training policies** ensure staff have training in the following areas to keep children safe:

All staff should attend the one-day Child Protection Awareness course as a minimum standard. Other relevant courses are as follows:

- Recognising and responding to abuse and neglect, and the importance of working together.
- Internet safety
- Recognising and responding to bullying.
- Recognising and responding to Child Sexual Exploitation.
- Recognising and responding to radicalisation
- County Lines
- Handling complaints
- The management of challenging behaviour (Team Teach/Maybo)
- The administration and safe handling of medication
- Health & Safety
- First aid
- Food safety
- Fire safety
- COSHH

## **Missing from care policy** ensures:

Children and Young people who are absent without authority from Kites Rise will be subject to the Council's procedure and protocol for reporting their absence to the Police. The timing of Police notification will depend on the age and vulnerability of the child / young person and the circumstances under which they have absented themselves. This will be discussed with parents and the child / young person on admission and with parents at the time of the unauthorised absence if possible and necessary, but will be no later than midnight. Parents will be notified of unauthorised absence. If a child / young person is missing and turns up at the family home, it is expected that the family will inform the establishment immediately.

A child / young person who return to Kites Rise after a period of unauthorised absence will be welcomed back and staff on duty will talk to the child / young person to explore the reasons behind the behaviour. Children and Young people will also be spoken to by the Police so they have the opportunity to share any concerns they may have about Kites Rise or events which may have occurred whilst on unauthorised absence. Social workers will be notified of any unauthorised absence, may be asked to visit and an independent interview will be offered to the child / young person by the safeguarding unit.

All children and young people are offered an independent return interview following a missing episode to give them opportunity to share any concerns they may have.

All children and young people have a missing from care risk assessment in place.

Children and young people who frequently go missing are discussed at the multi-agency missing and sexually exploited group (MSET) to ensure the risks are understood and their needs addressed.

## **Health & Safety Policies** ensure: -

Kites Rise is a safe place to live. It is protected by comprehensive safety systems including CCTV, a burglar alarm, smoke detectors in all rooms, a fire alarm, emergency lighting system, firefighting appliances, fire doors and emergency exits on the ground floor.

Each component of the systems is checked regularly in line with written procedures laid down by the Council and the Fire Brigade. On a yearly basis the building is inspected by the Fire Brigade and firefighting appliances are checked by a recognised provider in order to renew both certificates, which must be held on the premises. All electrical appliances are PAT tested on a yearly basis. Boiler / Gas appliances are checked. Water and temperatures are checked.

Staff receive training and children, and young people are made aware on admission of all procedures and escape routes. At least four fire drills are carried out over the year including one at night to ensure children and young people and staff are confident should there be an emergency. The fire alarm is checked and sounded weekly.

The following measures are also in place to promote the safety and welfare of children / young people:

- Monthly unannounced visits by people who are independent of the management of Kites Rise and the registered provider to check and report on aspects of the running of the home and the welfare of the children and young

people. The Registered Manager and Service Manager are expected to respond to any recommendations made.

- Twice yearly unannounced inspection visits by Ofsted. Inspectors are independent of the Council and their remit is to check whether standards are being met and to make recommendations for improvement. The Registered Manager is expected to respond to any requirements and recommendations made.
- Elected members visit occasionally and meet with children and young people.
- All visitors, other than friends or family of the children to the establishment are required to produce proof of identity and are not allowed entry if unable to do so. A record of all visitors to the establishment is held recording the date, time, and purpose of the visit.

### **CHILDREN'S VIEWS, WISHES AND FEELINGS**

#### **SECTION 8**

#### **A DESCRIPTION OF THE HOME'S POLICY AND APPROACH TO CONSULTING CHILDREN ABOUT THE QUALITY OF THEIR CARE**

Staff at Kites Rise aim to empower and give commitment to work positively with children and young people by encouraging them to take an active role in the organisation, development of service delivery and their care wherever possible using their preferred method of communication.

Staff consult with children and young people regularly on an individual basis or in group situations at children and young people's meetings regarding the running of the home, their wishes, and their experiences. Staff try to ensure their views are represented when decisions are made at team meetings. The Registered Manager will also consult with children and young people on an individual basis for their contribution to our continuous improvement plan and staff appraisals.

Staff also consult with children and young people's parents or significant others and social workers to ascertain their views about the quality of care and the service provided. Children and young people are encouraged to become part of One Voice and build relationships with the Children's Rights Officer. This also includes working with the Gateshead Youth Assembly (GYA) and can lead to a wide range of other forums. A member of staff at Kites Rise is designated to liaise with the Children's Rights Officer to ensure young people are kept informed and are consulted re: council matters.

Staff try to involve children and young people in training sessions, meetings with outside agencies, meetings with councillors, workshops, and other forums outside of the home where their views will be heard.

LAC Reviews also provide an opportunity for linkworkers to seek the views of parents/significant others and children and young people's views about their placement, the service provided and their future plans.

The care plan for all children and young people whilst resident at Kites Rise is reviewed within the first 20 working days if required and then 3 months and thereafter

no longer than at 6 monthly intervals. Occasionally reviews take place within a short space of time if this is necessary to meet the needs of the child or if they request it. Reviews are multi-disciplinary and are chaired by an Independent Reviewing Officer. The venue is usually at Kites Rise, but alternatives will be considered to ensure full attendance of all participants.

All children and young people will be encouraged to contribute to their reports and to attend review meetings and will be given the appropriate support if needed. An independent reviewing officer will be available to consult with the children and young people in private about their placement and their plans. Parents and carers will also be invited and supported to attend unless there is a clear reason why this would be inappropriate. Other professionals or significant people who have a contribution to make to the planning process for the children or young person will also be invited to attend unless the child/young person or their parent has expressed a wish that a particular individual is not invited.

A record of the meeting and updated care plan will be held on the child's file and a copy provided to those who attended the meeting.

**SECTION 9**

**A DESCRIPTION OF THE HOME'S POLICY AND APPROACH IN RELATION TO:  
A) ANTI DISCRIMINATORY PRACTICE  
B) CHILDREN'S RIGHTS**

Kites Rise staff believe in equality of opportunity and a high-quality service for all children regardless of their sex, race, ethnicity, religion, culture, language, sexuality, impairment, or disability.

Staff are aware of the impact of discrimination and oppressive attitudes and practice, particularly for children and young people living in children's homes. Our aim is to develop non-oppressive practices to ensure children and young people are not subject to either. We believe that children and young people have a right to dignity and privacy.

Staff are committed to ensuring all children have their rights upheld and welcome the employment of the Children's Rights Officer. They are encouraged to visit and maintain contact with the children and young people living in Kites Rise.

Staff endeavour, to be good role models for children by themselves behaving in a manner which is non-oppressive and by challenging any discriminatory attitudes or practices.

We believe with rights come responsibilities and where possible, children and young people are encouraged to take as much responsibility for their behaviour as they can. Behaviour from children and young people, which is discriminatory or oppressive and creates victims is not condoned and will be managed in an appropriate manner.

All staff at Kites Rise will be proactive in their approach to fully understanding the concept of Children's Rights and the relationships of these Rights with their Responsibilities:

- The right not to be ill-treated but the responsibility not to ill-treat others.
  
- The right to be cared for and the responsibility to care about others.

- The right not to be put at risk and the responsibility not to put others at risk.
- The right to be heard and the responsibility to listen to others.
- The right not to be discriminated against and the responsibility not to make discriminatory remarks or take discriminatory action.

Gateshead Council is committed to ensuring that all staff are aware of the issues of inequality and adhere to the principles of the Equality Act 2010 and the council's equal opportunity policy. Also, that staff also undertake Equality and Diversity training.

## **EDUCATION**

### SECTION 10, 11, 12

#### **10) DETAILS OF PROVISION TO SUPPORT CHILDREN WITH SPECIAL EDUCATIONAL NEEDS**

**11) N/A**

#### **12) THE ARRANGEMENTS FOR CHILDREN TO ATTEND LOCAL SCHOOLS AND THE PROVISION MADE BY THE HOME TO PROMOTE CHILDRENS EDUCATIONAL ACHIEVEMNT**

The education and achievement of children is actively promoted as valuable in itself and as part of their preparation for adulthood. Children are supported to achieve their educational potential. It is an expectation that all children and young people who attend Kites Rise House are receiving an education. On admission plans are discussed to maintain, where possible, the current educational placement. If this is not possible liaison will take place with the education authority to provide a suitable alternative.

Children and young people will have a Personal Education Plan (PEP), or an Education, Health and Care Plan (EHCP) and staff will provide opportunities and obtain equipment and materials to support this plan. Home tutors are employed when required or requested by a young person. Room for private study is provided as well as access to educational books, computer software and internet access.

Children and young people are encouraged and supported to take part in extracurricular activities.

Staff make it a priority to attend education meetings and parent's evenings to ensure the team are aware of education issues for the child and these are identified and addressed in their care plans.

Educational attainment is encouraged and rewarded by the staff in Kites Rise. There is also a Council Celebration of achievement evening held every year when rewards for educational achievement are given out to young people.

Links are established and developed with The Educational Department, Education Welfare Officers, Educational Psychologists, as well as with the relevant nominated staff in the schools which the children and young people attend.

All children and young people are encouraged and supported, with the assistance of The Virtual School to undertake further education or employment once they have completed their statutory education.

Gateshead have appointed a virtual head who is responsible for monitoring and the improvement of educational achievement of all Looked After Children. There are also dedicated workers in the Virtual School team who are there to support children and young people when necessary.

## **ENJOYMENT AND ACHIEVEMENT**

### **SECTION 13**

#### **THE ARRANGEMENTS FOR ENABLING CHILDREN TO TAKE PART IN AND BENEFIT FROM A VARIETY OF ACTIVITIES THAT MEET THEIR NEEDS AND DEVELOP AND REFLECT THEIR CREATIVE, INTELLECTUAL, PHYSICAL AND SOCIAL INTEREST AND SKILLS**

Children and young people are encouraged and supported to participate in a wide range of leisure, hobbies, sporting activities, educational and any other recreational activities that are assessed to be appropriate. Staff accompany children and young people and participate with them if requested or required.

Staff establish contacts with local clubs, centres, facilities to facilitate children and young people attending if they wish to do so. Children and young people are provided with a leisure card which gives free access to all Gateshead leisure facilities.

Kites Rise is ideally situated for easy access to Newcastle, Gateshead and the Metrocentre by bus or train.

Children and young people are encouraged and given opportunities to take part in activities and leisure interests which take account of their age, race, culture, language, religion, interests, and abilities.

Birthdays, named days, cultural and religious festivals are celebrated, and children / young people will be encouraged and supported in participating with staff in planning these events together. The children/ young people are consulted regularly to plan activities and to make their views known regarding any leisure activities and hobbies.

Children / young people have a choice of indoor activities such as television, DVDs, computer with internet access, console games, other games, books, and craft equipment.

All staff are trained in Online Safety/cyber bullying and adhere to both corporate and in-house policy to ensure both children and young people remain safe. This is also disseminated down to children and young people.

## HEALTH

### SECTION 14

**DETAILS OF ANY HEALTHCARE OR THERAPY PROVIDED INCLUDING:  
A) DETAILS OF THE QUALIFICATIONS AND PROFESSIONAL SUPERVISION OF THE STAFF INVOLVED IN PROVIDING ANY HEALTHCARE OR THERAPY  
B) INFORMATION ABOUT HOW THE EFFECTIVENESS OF ANY HEALTHCARE OR THERAPY PROVIDED IS MEASURED, THE EVIDENCE DEMONSTRATING ITS EFFECTIVENESS AND DETAILS OF HOW THE INFORMATION OR THE EVIDENCE CAN BE ACCESSED**

All young people resident at Kites Rise are encouraged to take a personal interest in their health and matters of personal hygiene. On admission, each young person has a comprehensive health assessment which informs his or her individual health plan and is reviewed annually. Health needs are identified, and appropriate services are sought to meet them.

Health is given a high priority and is always on the agenda at team meetings, a young person's care team meeting and Looked after review. A comprehensive health record is kept for each young person while they live at Kites Rise and a copy is given to them when they are discharged.

The Children & Families Service provides a variety of services to promote and protect health of young people who are Looked After. These include a dedicated Consultant Paediatrician and dedicated Nurse for Looked After Children & Young People. In relation to mental health staff can make referrals to our CYPS (child and young person's service) when appropriate. The home uses these services and has developed links with them and a variety of health and health promotion providers. Other services used include PLATFORM, South Tyneside Health Education Department, and Gateshead Health Contraception & Sexual Health Service

All young people are registered with a GP, dentist, and optician of their or their parent's choice. If a young person / parent choose that the young person should remain with his / her own GP, then this is supported, if practicable. The GP is asked to give consent for the administration of homely remedies. Parents are asked to give written consent for medical treatment and the administration of first aid. The home has a policy for the storage and dispensing of medication. Staff are qualified or are in the process of studying for NCF level 2 safe handling of medicines.

Healthy nutritious meals are provided to meet the dietary needs of the young people resident. Young people are encouraged to participate in menu planning, shopping, and the preparation of some meals. Regular exercise is encouraged, and the development of individual hobbies and interests promoted and supported.

Information is provided for young people on health matters including activities which could have a negative and harmful effect on their health. Staff actively discourage these activities.

Staff are also trained in matters relating to first aid, food hygiene and safety and the control of substances hazardous to health (COSHH regulations)

## **POSITIVE RELATIONSHIPS**

### SECTION 15

#### **THE ARRANGEMENTS FOR PROMOTING CONTACT BETWEEN CHILDREN AND THEIR FAMILIES AND FRIENDS**

Staff encourage and support children and young people to maintain contact with their family, friends, and relatives and significant others in accordance with their care plan, risk assessments, their wishes and level of need. Contact arrangements are reviewed regularly.

If it is not possible for young people to have contact with family or friends outside of Kites Rise, then they are encouraged to invite them to Kites Rise in order to promote contact and maintain their relationships. Staff will support /supervise these visits.

Children and young people are informed that they have access to a telephone, electronic equipment, letter writing materials and stamps and they are provided with practical support where required. They are encouraged to invite family and friends to visit them at Kites Rise.

## **PROTECTION OF CHILDREN**

### SECTION 16 and 17

#### **A DESCRIPTION OF THE HOME'S APPROACH TO THE MONITORING AND SURVEILLANCE OF CHILDREN**

##### **DETAILS OF THE HOME'S APPROACH TO BEHAVIOURAL SUPPORT, INCLUDING INFORMATION ABOUT: -**

##### **A) THE HOME'S APPROACH TO RESTRAINT IN RELATION TO CHILDREN B) HOW PERSONS WORKING IN THE HOME ARE TRAINED IN RESTRAINT AND HOW THEIR COMPETENCE IS ASSESSED**

Kites Rise has one form of surveillance in operation.

- CCTV cameras on the outside of the home to monitor activity around the property and the car park to ensure the safety of residents, the property, staff, and their cars.

At Kites Rise staff encourage young people to develop and to take responsibility for their own lives. Part of this development is learning about what is and what is not acceptable behaviour. Staff endeavour to do this by talking to young people, being open and honest with them and by rewarding positive behaviour and achievements. We believe positive relationships between young people and staff provide the essential basis for both care and control.

However, at times staff may have to impose sanctions upon a young person as a means of control, to help the young person learn that certain types of behaviour are unacceptable, and to hopefully help the young person learn by the consequences. The action required in dealing with particular behaviour may be different for each young person because of his or her age and level of understanding. Expectations regarding behaviour are explained to young people on admission, as are possible consequences.

Staff will only impose sanctions that are approved by the Council and are permitted within the Care Standards Act 2000.

Any sanctions imposed will be relevant and just, be time limited, will link behaviour and consequences and the details will be recorded.

Sanctions which may be used are:

- Supervision of monies young people have access to, including pocket money. This may be used when a young person has used money inappropriately and by doing so or from the behaviour that follows have placed themselves or others at risk e.g., to purchase alcohol or cigarettes when underage, to purchase drugs or aerosols to abuse.
- Pocket money may be issued daily or withheld for a period of time when there are serious concerns about a young person buying drugs and or alcohol.
- Pocket money may be used to repay any monies given that have been misspent
- Pocket money may be reduced to pay for any damage a young person has caused.
- Restrictions on the use of leisure equipment. This may be used when a young person has shown hostility towards another young person or staff while using the equipment or has deliberately damaged the equipment during use.

All staff are permitted to use and authorise sanctions. However, the manager and assistant managers monitor their use by discussion with staff at handover times, discussion with staff at team meetings, discussion with young people on an individual basis, at young people's meetings and by checking records to assess their effectiveness.

In certain situations, that is, when a young person is causing harm to himself or others, or causing excessive damage, staff, as a last resort will use physical methods of intervention. Initially, staff will try to control the situation and prevent further harm/damage by guiding a young person away from a harmful situation by holding their forearm. In extreme circumstances full restraint may have to be used.

In such circumstances the degree of force used will be the minimum required and for the shortest period of time necessary. All such incidents are recorded and are discussed with the young person as soon after the incident as possible.

Staff receive Behaviour Management Training to manage challenging behaviour and in the use of safe restraint. Once staff are adequately trained, to help maintain their competence they have access to relevant web sites and can access all materials, information and video demonstrations of physical intervention holds that have been demonstrated in training and can be used safely. Staff can practice these and they have refresher training as per the training providers Policy. Any incidents staff are involved in are discussed in supervision to assess competence and compliance with the behaviour management policy.

All young people have a behaviour management plan (Positive Behaviour Support Plan) which is reviewed regularly.

## LEADERSHIP AND MANAGEMENT

### SECTION 18

#### THE NAME AND WORK ADDRESS OF:

- A) THE REGISTERED PROVIDER**
- B) THE RESPONSIBLE INDIVIDUAL (if one is nominated)**
- C) THE REGISTERED MANAGER (if one is appointed)**

**The Registered Provider is:** Gateshead Council  
Care, Wellbeing and Learning  
Children & Families Service  
Civic Centre  
Regent Street  
Gateshead  
NE8 1HH.

Tel: 0191 4333000  
Fax:0191 4776544

**The Registered Person is:** Caroline O'Neill  
Strategic Director  
Care, Wellbeing and Learning  
Civic Centre  
Regent Street  
Gateshead  
NE8 1HH

Qualifications:  
B. Ed (Hons)  
M.ED  
Ofsted Inspector Accreditation  
School SIP Accreditation  
Post Graduate Certificate in  
Public Sector Management.  
LGA Peer Reviewer Training  
NE Region Senior Leadership  
Development Programme.

Tel: 0191 4332700  
Email: [CarolineONeill@gateshead.gov.uk](mailto:CarolineONeill@gateshead.gov.uk)

**The Service Manager is:** Jill Little  
Service Manager  
Civic Centre  
Regent Street  
Gateshead  
NE8 1HH

Qualifications:  
Diploma in Social work  
Level 5 diploma in management  
PQ1  
Health and Safety for Managers  
IOSH

Tel: 0191 433 3420  
Email: [jilllittle@gateshead.gov.uk](mailto:jilllittle@gateshead.gov.uk)

**The Registered Manager is:** Danielle Nicol  
Kites Rise  
Smailes Lane  
Highfield  
Rowlands Gill  
NE39 2DB

Qualifications:  
BA/BSc in Criminology and  
Sociology  
CACHE Level 3 Diploma in  
Children and Young People's  
Workforce  
NVQ Level 3 in Information,  
Advice and Guidance with  
Careers Advice 13-19 years  
A Levels in Law, Psychology and  
Business Studies  
Level 5 Diploma in Leadership  
and Management for Health and  
Social Care and Young Peoples  
Services (working towards)

Tel: 0191 433 2032  
Email: [Daniellenicol@gateshead.gov.uk](mailto:Daniellenicol@gateshead.gov.uk)

The Ofsted Inspector:

Manchester Gate  
Tel: 0161 275 1231

## SECTION 19

### DETAILS OF THE EXPERIENCE AND QUALIFICATIONS OF STAFF INCLUDING ANY STAFF COMMISSIONED TO PROVIDE EDUCATION OR HEALTHCARE

#### STAFF EXPERIENCE AND QUALIFICATIONS

##### **DANIELLE NICOL – REGISTERED MANAGER**

Danielle has worked supporting Children, young people and families for a period spanning 12 years, including 8 years in Residential Care in a variety of roles covering Long term, emergency admissions and secure accommodation. Danielle has a BA/BSc in Criminology and Sociology as well as a CACHE Diploma in Children and Young People's Workforce and is working towards her Level 5 in Leadership and Management.

##### **BEN COLLIER – Assistant Manager**

Ben has worked in residential care for 3 years with children and young people with emotional and behavioural difficulties. Ben is also a qualified Primary School Teacher and his career in this area included working with children in the Middle East. Ben likes to engage in outdoor activities and has also worked as an Outdoor Guide, giving him extensive knowledge and experience.

##### **BRENDAN CAMPBELL – Assistant Manger**

Brendan Campbell is an Asst Manager who has 13 years' experience working with young people. He has Level 5 Leadership for Health and Social Care and Children and Young People's service. He also has an NVQ Level 3 Children and Young People.

##### **HELEN BEEDHAM – Residential Childcare Officer**

Helen Beedham is a Residential Child Care Officer who has 29 years' experience at Blaydon Children's Home. Helen has N.V.Q. Level 3 Caring for Children and Young People. In addition to the above Helen has also completed NCFE level 2 in Safe Handling of Medicines, Equality & Diversity, Mental Health Awareness and Diabetes Care and Management. Helen also holds a Level 3 in Emergency First Aid at Work.

##### **BRIAN BURN – Residential Childcare Officer**

Brian has 4 years' experience working with children and young people. He has NVQ level 3 children and young people.

### **LOUISE GIBSON – Residential Childcare Officer**

Louise became a permanent relief RCCO at Grove House in February 2015 where she worked with young people with disabilities and additional needs. Louise worked for three years previously with disabled and autistic children. She has a Level 3 Diploma in Children and Young People's Workforce and NVQ Level 3 in Health and Social Care and a Degree in Psychology. She has recent experience of working within Longside House within Gateshead, and moved to Kites Rise to broaden her experience in March 2020.

### **KATHLEEN McCoy – Residential Childcare Officer**

Kat has 9 years' experience working with children and young people in a variety of settings. She has an NVQ level 3 in children and young people, and a BSc Hons degree in Sociology. Kat also volunteers for the St Vincent De Paul society helping local children.

### **ROGER GRAY – Residential Childcare Officer**

Roger graduated in 2018 with a Social Welfare Degree. He worked within children's safeguarding for 3 and a half years where he was able to broaden his experience. Roger moved to work within residential care in April 2020.

### **RACHAEL DUFFY – Residential Childcare Officer**

Rachael has Level 3 BTECH National Diploma in Health and Social Care, L2 Counselling, L2 Autism. L3 Mentoring Play work Diploma Level 5 and Level 5 Teaching Certificate.

Rachael has 20 years' experience of working with children and young people in Education (Newcastle College), mainly young people who display challenging behaviours, brain injury, autism, mental health, deaf, hard of hearing, physical disabilities and Learning difficulties. She has 3 years' experience working in residential care with looked after children who have emotional difficulties and young children with complex disabilities and needs.

### **JULIA DEAKIN – Residential Childcare Officer**

Julia has worked in Childcare for 18 years as an Ofsted registered childminder and also a foster carer. Julia has two years' experience as a Nursery Manger. She has an NVQ 3 NVQ in Children's Care Learning and Development.

### **STEVEN LORD – Residential Childcare Officer**

Steven's background includes 8 years as a nationally qualified youth worker in Northumberland and North Tyneside. Steve has 10 years' experience as a professional tennis coach, 3 years as an Inclusion and Engagement Officer within an EBD School specialising in ASD (autism spectrum disorder) and 6 years' experience in residential care with EBD and LD young people including autism, epilepsy, and brain injuries.

## **ADAM MORRIS – Residential Childcare Officer**

Adam has 4 years' experience working with young people in a prison setting. Adam will work towards his NVQ Level 3. Adam is keen to work in a residential setting, helping young people in ways that he could not do within a prison environment. Adam worked at Blaydon Children's Home prior to transfer to Kites Rise and has enjoyed his time within his role so far and made good progress in developing relationships.

### **Use of agency staff:**

Generally, all staff are Gateshead Employees and permanently employed in this way. From time to time it may be necessary to use agency staff in order to fully support our young people, staff, staffing ratios and uphold Young People's care plans. This may include waking night staff should this be identified as a requirement in consultation with required professionals and care teams.

Any agency staff member is appropriately vetted, inducted and has appropriate supervision from Kites Rise staff and management.

The Registered Manager oversees the recruitment of agency staff and consults with any respective agency as required. The Registered Manager has made clear with any involved agency that disruption to young people needs to be kept to a minimum and every effort is made to ensure if agency staff are required, that they bring value to the lives of Young people and the staff team. Regular consultation with agencies occurs so that wherever possible there is consistency and the same staff members are used to provide input and care.

Gateshead Council's Commissioning department has overseen the implementation of any agency and all required checks have been carried out at this level, with documentation being reviewed by the Registered Manager.

The agency have provided the Registered Manager with all recruitment checks and training, DBS verification documents and these are kept on site and held electronically.

## **STAFFING MATTERS**

### **SECTION 20, 21**

**DETAILS OF THE MANAGEMENT AND STAFFING STRUCTURE OF THE CHILDREN'S HOME, INCLUDING ARRANGEMENTS FOR THE PROFESSIONAL SUPERVISION OF STAFF, INCLUDING STAFF THAT PROVIDE EDUCATION OR HEALTHCARE**

**IF THE STAFF ARE ALL OF ONE SEX, OR MAINLY OF ONE SEX, A DESCRIPTION OF HOW THE HOME PROMOTES APPROPRIATE ROLE MODELS OF BOTH SEXES.**

### **MANAGEMENT AND STRUCTURE OF THE HOME**

The Home is part of Gateshead Council 's Learning and Children, Children & Families Service.

Kites Rise has a Registered Manager who is responsible for the running of the Home and who is accountable to and is supervised by the Service Manager for Looked After Children and Corporate Parenting.

There are two Assistant Managers who will deputise for the Registered Manager in her absence. There are 6 full time Residential Childcare Officers and 3 permanent 30-hour Relief Residential Childcare Officers have also now been appointed and are reflected in the above staffing.

The current team is comprised of 7 females and 6 males. As often as possible a male and female member of staff will be on duty together, our aim being to provide appropriate role models for young people of both sexes.

This means young people also have a choice of who they approach to meet their needs particularly in relation to any personal care.

All staff, male or female are trained to complete all tasks in the home which gives young people a good understanding of equality

The home is staffed 24 hours a day, 7 days a week throughout the year. The Registered Manager is on duty Monday to Friday 09.00 –17.00 but does work with some flexibility to allow her contact time with the young people evenings and weekends.

Care staff work 37 hours a week following a rota in order to cover the home appropriately. There are always two staff on duty and when necessary this number is increased when it is felt to be necessary to meet the needs of the young people

At Kites Rise the staff rota is written by the Manager (an assistant in her absence) and is based on the following standards:

- A minimum of two residential childcare staff being on duty at any given time.
- One of the two staff on duty being a permanent employee who has experience in a residential setting.
- Where possible one male and one female being on duty throughout the day, evening, and overnight sleeping in.
- An Assistant Manager being on duty either Saturday, Sunday or both when possible.
- Weekday's duty starting at 7.00am and ending at midnight. Saturday and Sunday duty starting at 08.30 and ending at midnight. Holiday times duty starting at 08.00am (where applicable) weekdays and ending at midnight. Saturday and Sunday duty starting at 08.30 and ending at midnight.
  - A half hour handover time being allowed on the rota between the staff going off duty and those coming on.

In the absence of the Manager or Assistant Manager a permanent member of the staff team is designated to take a leading role.

It is recognised that in order to provide good quality care for young people staff need to be appropriately skilled, trained, and qualified. They also need ongoing support, supervision, and training.

At Kites Rise Children's Home all permanent childcare staff are appropriately qualified. Relief staff are also appropriately qualified to a minimum of HNC level 3 (NVQ level 3) in caring for children and young people. All new staff will have the level

three Children's & Young Peoples Workforce Diploma or be working towards the Diploma within six months of confirmation of employment. This award ensures staff have knowledge of child development, child protection, child health education and social issues, managing challenging behaviour, issues of race, ethnicity, religion and culture, residential childcare skills, anti-oppressive and anti-discriminatory practice the Children Act, Health and Safety and other relevant legislation.

In order to ensure the welfare and safety of young people is promoted and young people are protected from abuse child protection, managing challenging behaviour and the use of safe restraint, first aid, basic food hygiene, fire precautions, complaints and representation procedure, and customer care training is provided.

Staff have formal individual supervision sessions with a member of the management team on a regular basis and collective supervision during team meetings once every month. Supervision is also a part of daily handover periods attended by the manager. Less experienced staff are supported and supervised every shift by an experienced member of staff or a member of the management team. Staff are appraised annually and where appropriate, internal, and external training courses are made available to enhance their skills, improve their knowledge, or further their professional development. Social Work publications and other literature distributed to the establishment are made available to all care staff.

New staff will undertake induction and are subject to a six-month probationary period.

## **CARE PLANNING**

### **SECTION 22**

#### **ANY CRITERIA USED FOR THE ADMISSION OF CHILDREN TO THE HOME, INCLUDING ANY POLICIES AND PROCEDURES FOR EMERGENCY ADMISSION**

All admissions are planned. We do not admit young people requiring an emergency placement. A comprehensive assessment of need must have been carried out prior to admission leading to a decision that the young person's needs can best be met in a residential setting, which provides long term care.

This assessment, carried out with parents, field Social Workers and Health care professionals must consider all of the young person's needs covering the following areas;

Health, education, identity and self-esteem, family and social relationships, social presentation, emotional and behavioural development, and self-care skills.

Prior to admission an information sharing meeting will be held involving all the members of the current care team and the Registered Managers of each children's home. The manager will complete a risk assessment considering the impact of placement on other young people living at Kites Rise and if it is considered appropriate, a place will be offered, and a placement arrangement meeting will be held and the clear the aims and objectives of the placement and the responsibilities of each person involved will be outlined.

Following the pre-placement meeting visits will be arranged as part of the induction process to help reduce any anxieties the young person may be feeling and to familiarise the young person with their new placement. The identified link worker and one of the management team will visit the young person within their current home to share information about Kites Rise, including a photo album and to answer any questions the young person may have. The young person will then be invited to visit the home to meet other young people and staff and then maybe for tea before the admission date. Written and verbal information about the children's home will be shared at one or all of these visits so the young person is fully informed and knows what to expect. The admission date will be arranged for a time when staff, the young person has already met (preferably their link worker) will be on duty.

Once admitted the link worker will complete the induction process with the young person and will arrange 1-1 time with them.

Young people can be accommodated by agreement with their parents under the provision of Section 20 of the Children Act 1989 or if they are the subject of an Interim Care Order, Section 38 C.A 1989 or Care Order, Section 31 C.A1989.

All young people will have a LAC care plan/pathway plan and will be reviewed 6 monthly. However, this will be updated regularly following care team meetings, usually held on a 4 – 6-week basis.