

AUG 2023

STATEMENT OF PURPOSE

ST HILL HOUSE



St Hill House, 346 Beverley Road, Kingston upon Hull,
HU5 1LH

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CARING FOR CHILDREN

Introduction

St Hill House has a commitment to the protection, welfare, growth, and development of all young people placed in our care and although the house functions as an individual home the policies, procedures, beliefs, and values are consistent across the company. We aim to achieve the best possible outcomes for all our young people.

We aim to achieve positive outcomes for young people through providing them with positive care, responsibility, and the comprehension of consequences. We encourage and enable them to develop confidence in themselves and others, moving to develop self-reliance through promoting and supporting them to make appropriate, informed, and mature decisions concerning their lives.

Our Home provides care and accommodation to a range of vulnerable children, including those with educational and behavioural problems, emotional behavioural difficulties.

Ethos

The ethos of St Hills is stability, consistency, and transparency. We strive to promote the development of meaningful relationships between staff and children which are based on the core values of mutual respect and good parenting, abiding by the values of dignity, independence, privacy, choice, and fulfilment.

Aims

Our Aims:

We aim to provide a home which young people can be proud of and able to invite family and friends to.

We will provide a stable environment for young people throughout adolescence in a caring and highly committed way.

We will provide a stable environment with appropriate boundaries for young people.

We work alongside colleagues and other agencies to build strong relationships with young people and their families.

We will provide an environment in which young people can be encouraged to develop physically, psychologically, intellectually, and socially.

When appropriate we will offer support and counselling from experienced staff who will encourage and enable young people to achieve a move into independent living. External resources will be made available to young people as deemed necessary by their individual Care Plans.

We will offer ongoing outreach work to those who have moved into independent living.

We will provide the maximum opportunity for each young person to mature as an individual, to develop their personal identity and accept responsibility for their own actions.

We will always promote the independence of young people and encourage them to care for themselves.

We will provide a supportive environment for young people in which, with guidance, they can assess themselves realistically and determine their own options.

We will preserve and support the young person's links with their own community by working in partnership with the young people, their parents, other carers, and those with parental responsibility.

We will involve young people in decision making as far as practicable.

We will ensure non-discriminatory practices in accordance with our Equal Opportunities Policy.

Objectives

The rehabilitation of young people to their own family (where appropriate) OR

Preparation for placement with a permanent foster family OR

Preparation for independent living.

To provide a safe environment where young people can reflect on their experiences and stabilise their behaviour, regain control and develop positive coping mechanisms.

Purpose

Our purpose at St Hills, 346 Beverley Road, Hull is to provide a high standard of accommodation which is not only homely and nurturing but is also supportive of the personal growth and maturity through the development of therapeutic input to a maximum of 5 (see provision of accommodation) young people of any gender, who are aged 8 – 17 years on admission and in need of care and support in accordance with the Children Act 1989, The Children’s Homes (England) Regulations 2015, Care Standards Act 2000 (CSA) and the standards set out by Ofsted. Careful consideration is made for all referrals by the examination of care plans, risk assessments and impact risk assessments. We have made this latest amendment as a result of the request of local authorities for us to offer our services to younger children due to our fantastic nurturing approach.

Accommodation

St Hill House, 346 Beverley Road, is a large, terraced property situated approximately 2 ½ miles from the centre of Kingston upon Hull, within the boundaries of the Hull City Council placing authority. The Home is located on numerous local bus routes and has a railway station nearby in Kingston upon Hull. The multicultural community offers a huge range of amenities. On acquisition of the property the Board of Directors specifically adapted the residence for the use as a Children’s Home and the care of Young People, including appropriate planning permission.

The house comprises of three floors with 6 bedrooms and 1 large bathroom situated on the 1st floor plus a dedicated wet room/shower on the ground floor. Half of the bedrooms have ensuite facilities – vanity units and toilets - and all are decorated to a high standard. The first two floors have separate toilet facilities. The Manager’s office is on the ground floor overlooking the rear entrance.

The main communal areas are situated on the ground floor; these consist of a large dining room, separate lounge, and a smaller lounge room to the rear of the property which provides a quieter area. The entrance hallway continues along a corridor which leads to a well-equipped kitchen and pantry. Outside the main house, to the rear, is a large garden area with flowered borders with a further outbuilding used as a workshop and garage. To the rear of the premises is a parking area.

Provision of Accommodation for five young people

As identified above, St Hill House is registered for five young people each with their own personal room. In the event that an appropriate and suitable referral relating to siblings is received and accepted (with agreement from the Regulatory bodies) then some rooms offer the space to accommodate sibling groups. There are a number of reasons why this service offers positive outcomes. For example, young people may benefit from greater staff numbers, when: -

They have problems forming attachments with adults and could profit from a range of carers.

They could feel threatened by the prospect of living in a family setting or one which closely resembles a family.

The presence of a number of adult carers helps a young person not to feel they have emotionally abandoned their own parents.

The emotional load of caring for particularly challenging or emotionally disturbed is best distributed among a number of adult carers.

Greater numbers of staff can facilitate a wider range of skills and abilities to the benefit of young people.

In terms of counteracting any potential adverse effects, the home will ensure that we: -

Deploy sufficient staff to meet the needs of all young people.

Ensure a suitable range of staff skills and experience.

Other Services Provided

In addition to our provision of residential accommodation, care, practical and emotional support we can provide where required the following services:

Outreach Work

Staff may also become involved in the preparation of and support working with substitute families and if required supporting both the young person and their parents during the transition and reintegration period back into their original family home.

Staff can with colleagues be involved in pre-admission assessment and planning work.

Supervised Visits and Facilitation of Contact

We are fully committed to promoting the contact of young people with their families and significant others. Outside of contractual commitments, the home and its staff will where requested, endeavour to facilitate additional contact arrangements.

Escorting

In negotiation with the young person's Placing Authority and in certain circumstances the home's staff will escort a young person from one destination to another.

Recreational, Sporting, Cultural Events/Activities and Holidays

St Hill House provides a generous activity allowance for the young people accommodated. However, it is recognised that some young people need to maintain realistic expectations given that some will be returning to families who are unable to sustain high levels of financial input to stimulate their children. Likewise, young people moving onto independence would find such an adjustment in lifestyle difficult. Whilst we aim to offer a wide range of opportunities and life experiences, we are aware of the need to establish a balance.

A pragmatic approach is applied, and staff and young people are encouraged to promote and engage in activities which do not require huge expense and promote the use of creativity and imagination. Activities incurring greater expense are usually conducted at weekends, school holidays or special occasions, allowing for completion of homework and bedtimes. These activities include Bowling, Swimming, Gym, Ice Skating and Horse Riding. We offer a wide range of activities, and these are suitable and adapted if necessary for the relevant age range.

Young people are encouraged to make use of local community activities e.g., drama groups, army cadets, sports clubs/teams, youth clubs etc, promoting socialisation and a sense of community and citizenship. Equally where young people have expressed any religious or cultural preference and subsequently attend a place of meeting in connection with this preference, young people will be actively supported in any activities in connection with this, in accordance with Standard 9 of The Children's Homes (England) Regulations 2015.

We will endeavour to provide a variety of activities that will meet our Young People's needs, developing and reflecting their creative, physical, intellectual, cultural, and social interests and skills. We also acknowledge that activities offered should not only meet expectations but expand the young people's interests and preferences and allow them wide access to a range of activities. At St Hills we pride ourselves in supporting young people to enjoy life and have fun in accordance with Standard 9 of the Children's Homes (England) Regulations 2015.

A generous holiday allowance is provided for young people accommodated and it is our aim to take young people on at least one holiday a year, risk assessment allowing. All activities and holidays are subject to risk assessment and the ability to manage such risks, as well as expectations of young people's behaviours being met. Staff will exercise discretion in determining each child's needs as an individual and in doing so consider the home's ethos and operational function when determining the kind of activity/or whether the young person should indeed participate in an activity.

Religious Instruction and Observance Cultural Issues

Most main denominations and their respective places of worship are within easy access of 346 Beverley Road. The home will supply transport and facilitate attendance to those that are not immediately accessible if required.

We will encourage young people to attend religious services, or receive religious instruction on the premises, in response to their needs and wishes, given their age and understanding.

Information on the religious and cultural needs of each young person will be gathered as part of the pre-admission planning and will be incorporated into their written care plan.

At all times consideration will be given to religious and cultural issues, including any specific dietary, linguistic, or dress requirements.

Staff are encouraged to show creativity in widening young people's awareness to differing religious and cultural beliefs e.g., Chinese New Year, holding themed events, special meals, recording programmes etc, which educate and widen the young people's outlook and attitudes, thereby promoting tolerance and respect for difference and diversity.

Contact

St Hill House appreciates and promotes the importance of contact with young people and their families, friends, and any significant others.

We also recognise our responsibility to promote contact in partnership with the Placing Authority in accordance with The Children Act 1989. We also appreciate there are certain circumstances where contact for a child with certain persons is inappropriate and may even place the young person in a position of significant risk. Consequently, we seek to confirm contact arrangements and restrictions as soon as possible with the Placing Authority, usually though this is formulated at the first Statutory Review, which requires that clear risk assessments to be in place.

We offer a congenial and welcoming setting for contact visits, with an appropriate amount of privacy, with all visitors logged in and out of premises.

The home has quiet areas which can be used for private meetings between young people and parents or those with parental responsibility, foster carers, social workers etc (please see page 13 supervised visits and facilitation of contact).

Transportation and staffing can be made available to facilitate meetings off site.

Contact meetings can be either supervised or unsupervised, depending on the assessed requirements of the young person.

We encourage reasonable contact between a young person and their relatives and friends unless it is detrimental to their welfare.

Arrangements for contact should be specified in the young person's written care plan.

Wherever possible parents, or those with parental responsibility, are encouraged to participate in the young person's daily life e.g., shopping for clothes, attending educational events etc.

There is a private phone in the home for the use of young people to assist in maintaining contact. Also, reasonable use will be allowed of the office telephone for this purpose.

We will endeavour to be as flexible as possible in facilitating visits from parents who live some distance away, or who have irregular working hours.

Consultation with Young People

At St Hill House the views of young people and their families are considered extremely important and very much valued. This approach is important in creating the sense of ownership and responsibility we encourage in the young people accommodated.

We embrace the principle of partnership in accordance with The Children Act 1989.

The principle of partnership in practice involves communication and consultation and is implemented in practice via the following forums:

Consulting young people via key working sessions about matters such as:

- a) **Decor and furnishings of the home including their bedrooms**
- b) **Menu variations**
- c) **Recreational, sporting, and cultural activities**
- d) **Birthday and Christmas presents**
- e) **Educational and careers matters e.g., choice of subjects/exams and where appropriate, choice of school**
- f) **Involvement, when applicable, in staff selection processes**
- g) **Where appropriate, choice of key worker**
- h) **Choice of clothing**
- i) **All health matters.**

These are only examples and not an exhaustive list, other means of consultation include:

In accordance with the children's views, wishes and feeling Standard of the Children's Homes (England) Regulations 2015.

The use of an in-house keyworker and young people's consultation forms

Regular residents' meetings

Consulting parents and social workers regarding all matters concerning the child. These are to be recorded promptly by the staff member facilitating the consultation

Upon referral the child's views, preferences and beliefs with regard to their religious and cultural persuasion

Young people and their families will be actively encouraged and supported in completing LAC consultation documents and to attend statutory reviews.

Anti-Discriminatory Practice/Children's Rights

The home and its staff are committed to the principles of anti-discriminatory practice and regardless of any young person's ethnicity, cultural background, gender or disability; young people shall be treated fairly with respect and dignity. Young people are encouraged to explore their ancestry and family dynamics.

The home and its staff are committed to embracing and observing obligations under the Sex Discrimination Act, Race Relations Act, and Disability Discrimination Act as well as other legislation and the spirit (diversity and equality) and intent of any related codes of practice (e.g., CCETSW paper 30 and BASW code of ethics and the GSCC code of conduct). All staff are trained in equality and diversity.

The home will not discriminate against any individual or group, on the grounds of their origin, race, status, sex, sexual orientation, age, size, disability, beliefs, or contribution to society. Staff will not tolerate actions of colleagues or others which may be racist, sexist or otherwise discriminatory, nor will they deny those differences which shape the nature of young people's needs and will ensure any personal help is offered within a personal and cultural context. They will draw to the attention of the organisation matters which are professionally unacceptable.

We recognise the importance of children and young people needing to know their rights as this empowers them and assists in protecting them. The home respects these rights and staff will advocate for those rights on behalf of young people and the families. We actively encourage young people to explore that in exercising their rights they also have responsibilities and to respect the fact that other people also have rights.

Upon admission young people are provided with information about their rights. This information includes their right to access the Complaints Procedure, literature regarding their rights under the Children Act 1989 and living away from home, the UN Convention on the Rights of the Child.

A copy of the home's child protection policies and behaviour management policies are available on request.

Safeguarding Children, Preventing Bullying and Missing Child Policy

Safeguarding Children

It is recognised that many young people in the care system have been subjected to abuse. For some sadly the abuse can continue, consequently the vulnerability of the young people placed is well acknowledged, therefore all staff receive child protection training on Child Sexual Exploitation (CSE) and Child Exploitation Online Protection (CEOP) which raises awareness to this and their responsibility and duty in protecting the young people in our care.

Staff have a key role in identifying abuse if it occurs and bringing it to the attention of responsible authorities. The home keeps a copy of the local Safeguarding Children document procedures which staff would follow in such an event.

Staff in the homework closely with other agencies concerned with child protection; the Local Safeguarding Board (LADO), the SSD, schools, hospitals, GP's, Local Authority Nurse, Cornerhouse and Conifer House in terms of prevention and resolution of child protection issues and the investigations of allegation. Abuse always constitutes serious harm to the child and formal notification of it must be made in accordance with Standard 12 of the Children's Homes (England) Regulations 2015 and Working Together to Safeguard Children July 2018.

Area Risk Assessments are held and updated regularly regarding any risk and are shared with the Police and other professionals as above. We also prepare a Missing Person's Action Plan and review this regularly regarding the escalation and de-escalation of risk to the young person. Philomena documents provided to the local police authority.

At St Hill House we aim to empower young people by promoting their rights and heightening their awareness. The young people's guide provided when admitted provides young people with information on who they can approach and how to complain if they feel they are being abused. This also includes information in relation to bullying. All safeguarding is taken seriously and dealt with in accordance with Standard 12 of The Children's Homes (England) Regulations 2015.

All staff at St Hills are aware of the safeguarding implications for our young persons with regard the internet and other technologies. Consideration is always given to the individual circumstances of particular young people watching videos and television, and in using mobile phones, computer games and accessing the Internet.

Preventing Bullying

At St Hill House we want children and young people to see the house as their home and as such believe they should therefore feel safe and secure in it. The staff will not tolerate bullying and will always challenge it. Staff will always be prepared to listen and do all possible to ensure appropriate action is taken, where required such action may include involving the police or initiating child protection procedures.

The homework proactively in undertaking risk assessments to identify the potential for young people who may be bullied or those who may bully. An ongoing risk assessment is also made in regard of how both the young people's immediate and extended environment can contribute to bullying.

Staff will ensure they work together as a collective, cohesive team to ensure bullying is challenged at all times within the home and that the values and ethos of the home depend upon the principals of respect, consideration, and co-operation.

Children being bullied will be treated with empathy and understanding and given support and protection. Young people are encouraged to build positive relationships with staff and others in accordance with Standard 11 of The Children's Homes (England) Regulations 2015.

Missing Child Policy

On arrival at St Hills, we share relevant information from the Professionals and family and prepare a Care Plan, this ensuring the correct care is provided for our young people from the start.

A young person will be considered "absent without authority" when they have left the premises without permission and their whereabouts are unknown, or they have failed to return to the home at a designated, or pre-arranged time.

When a staff member considers that a young person is at immediate risk while "absent without authority", they will search the home and its immediate vicinity, contact parents and the emergency duty team for the relevant Authority, then contact the police to report the child missing. Staff will also visit any family/friends or acquaintances to ensure that the young people are not there.

Young people with learning or physical disabilities will always be considered to be at risk. Staff must exercise their own judgement when assessing the individual circumstances surrounding a young person being reported missing as to whether they are assessed as being at risk and to what degree.

Regular visits are carried out by the PCSO's to establish a good working relationship with St Hills and the young people. Local arrangements may be negotiated with the police regarding particular young people. These must be recorded in the young person's file.

Individual return times for each young person will be negotiated with them, informed by their age, ability, the time of day and their level of responsibility.

The criteria for reporting a child missing should be agreed by the home with the young person's placing authority at the time of placement and where this is not possible, at the first review, and subsequently reflected in the young person's care plan, which would then be used by staff as a point of reference in determining when the young person should be reported missing and to whom.

The decision to report a child missing to the police should be made by staff after considering the individual, the circumstances of the absence and the care plan. If staff are in any doubt, they should consult the manager on call. However, unless agreed in advance for a young person to return later a young person failing to return after 11 PM is to be reported missing.

Young people who leave the premises and are "absent without authority" during the night will be considered to be at immediate risk.

All "absences without authority" will be recorded in writing in the home's absence logbook, stating the date and time the young person was discovered missing, time reported missing to the police, their age, circumstances surrounding the absence and date and time of their return. In addition, any reasons, or comments of where the young person has been during their absence should be recorded.

All young people on their return will be offered the opportunity to speak with their Social Worker or a person independent of the home following a period of unauthorised absence the young person's response will be recorded.

All entries will be signed by a member of staff.

Criteria for Admission and Admission Process

Wherever possible, referrals for admission of a young person to the home will be done in consultation with the home manager who will undertake assessments in accordance with Standard 14 of The Children's Homes (England) Regulations 2015.

As much information as is possible will be sought at the point of referral to inform assessment as to whether the referral is appropriate and as to whether the home is able to meet the young person's needs and an Impact Risk Assessment prepared.

Information sought includes:

Young person's name

Young person's age and date of birth

Gender

Ethnic background, cultural needs, religious needs/persuasion

Health needs, history, including mental and emotional needs

Any current involvement with mental health services

Educational history, needs, current provision, support received and required, proposed educational plan

Risk issues, level of supervision required, any history of self harm/suicide, history of volatile and aggressive behaviour, ascensions, drug/solvent or alcohol abuse, sexualised behaviour, child protection issues, risks presented by third parties

Details of previous placements and reason for breakdown of previous placement(s)

Expectations and requirements of the placement from the placing authority to meet the proposed young person's needs i.e. what do they want the home to do/provide? What are the proposed short, medium, and where possible long-term plans? What staffing ratios are required, how are the young person's educational needs to be met etc?

The name address and telephone number of the young person's case accountable social worker

The young person's legal status

The social history of the young person and their family

Any special issues e.g.: Restriction of contact, child protection, etc.

Any criminal history and whether any existing criminal proceedings are outstanding.

The information provided will assist the management of the home in their assessment as to whether the provision of a placement is viable and appropriate. In addition to the information provided, those with management responsibility will consider the registration criteria of the home, the age range of the young people accommodated and that of the young person being referred. They will also consider whether the home has sufficient staffing in terms of number and experience to manage such an admission and any potential impact that the admission may have on the existing group dynamics.

Without prejudice to the confidentiality owed to individual children, St Hill House, from time to time, may have in residence young people classified as Schedule 1 Offenders (Children and Young Persons Act 1933). We carry out full risk assessments, in partnership with each relevant placing authority, so as to assure ourselves in so far as it is reasonably possible that the children, we admit to our homes do not present an unacceptable risk to others.

Whilst it is recognised that admissions are beneficial to all concerned if they are undertaken in a planned and purposeful way, we recognise this isn't always possible and there will be occasions and circumstances which necessitate an emergency placement being sought.

Should a place and appropriate facilities be available at the time, consideration will be given to providing a placement in such an emergency. The home's management, when considering emergency referrals, will seek to obtain as much information as is possible and give the same consideration to factors detailed previously to inform assessment as to the appropriateness of the placement.

Where an emergency admission is admitted the home should ensure a LAC review is initiated as soon as possible to consider whether the young person admitted should remain at the home or whether it is in that young person's interests to move to a different placement.

Where possible, young people, parents and social workers will be invited to the home before admission. On such a visit or upon admission, the home's rules and expectations should be explained to the young person and a written copy of these should be signed. In addition clarification should be given to what favourite possessions the young person may wish to bring, what is the home's policy in relation to young people keeping pets etc.

A copy of the home's welcome pack will be provided to the young person either on their visit or at the time of admission. This should contain a young person's guide to the home, information on how to complain, information on children's rights and the Children Act 1989 (Children Act 2000/4).

Appropriate LAC documentation should be obtained at the time of admission from the case accountable social worker or their representative, and internal documentation completed for the young person's case file.

If a preliminary visit has not been possible then a tour of the home should be facilitated, and introductions made to staff and existing residents. During the tour, staff should make the young person aware of the evacuation drill in the event of a fire, familiarising them with exit routes and the congregation/rendezvous point.

Prior to arrival of the young person, staff should ensure that a bedroom is prepared with clean bedding, towels etc. Additionally, staff should establish whether the young person is in possession of adequate toiletries and if not provide them. Staff should also attempt to establish when the young person last had a meal and if required make a meal and a drink available.

Where appropriate the young person should be encouraged to ring their family to let them know of their safe arrival and enable both parties to be reassured.

As soon as is practically possible, a key worker should be allocated and if appropriate they should contact the parents to introduce themselves as a contact person.

Staff should, after admission, ensure appropriate entries are made in the homes admission and discharge register. If a young person is placed with St hills from out of County, then we are required to notify social services and local Police.

Care Planning

The Children Act 1989 requires the placing Authority to regularly review the care of young people “looked after” (i.e., those accommodated voluntarily under Section 20 of the Children Act 1989 or those subject to court orders, such as Section 31 of the Children Act).

The purpose of the Review is to ensure that the young person’s welfare is safeguarded and promoted in the most effective way during the period they remain “looked after”. (Reg 9 Care Planning, Placement and Case Review (England) Regulation 2010.)

The first Review must take place no later than 4 weeks after the young person begins to be “looked after”

The second Review will take place no later than 3 months after the date of the first Review.

Subsequent Reviews will take place at intervals of not more than 6 months after the date of the previous review.

The timing of the review will not necessarily coincide with the date of the young person’s admission to the home. The young person’s Social Worker will inform the home manager of impending reviews. However, the frequency of reviews laid down by law is a minimum requirement. Staff have a responsibility to bring to the attention of the Placing Authority any failure on their part to arrange a review within the specified timescale or request a review if the individual circumstances deem it necessary.

Reviews are chaired by a reviewing officer or manager, who is independent but provided by the Placing Authority.

Staff will encourage and support young people and their families in the completion of LAC consultation documents. Staff will also be aware that a LAC Care Plan can only be changed at a review. In house care plans can, however, be broken into stages to reflect which particular aspects are being worked on at any given time. Progression through the existing plan can be undertaken at any time.

Discharge from the Home/Care (Including Emergencies)

Where possible we intend for young people to be discharged in a planned and purposeful way. Staff should ensure the discharge of a young person is conducted in a sensitive manner which avoids feelings of rejection and promotes the move as positive, progressive and in the young person's best interest.

The process of preparing young people for independence is not viewed as something that should be just implemented when the young person attains a certain age but it is considered to be a continuing part of their development and increasing maturity. This viewpoint will support the Young people in any transition period as they will be encouraged throughout their time living at the home to take appropriate responsibility for aspects of their care which promote responsibility and independence. This may initially be involving young people in simple chores like washing up or making their bed, progressing to doing their laundry, cooking or budgeting etc. The degree of difficulty will depend on their age, ability and understanding. Where leaving the home is also leaving care, staff will in partnership with others, implement a leaving care plan as specified in Standard 14 (2)(b)(iii) of The Children's Homes (England) Regulations 2015. This plan should also take into consideration requirements made in accordance with the Children (Leaving Care) Act 2000 to assist in the transition to adulthood.

It is recognised relationships will have been established with people in the time the young person has been accommodated and farewells should be facilitated to reflect the value of those relationships.

If a young person is required to be discharged in an emergency, the manager and staff will endeavour to provide appropriate support for the young person to their future carers. Each situation is likely to be unique, but the underlying principle will be that the move is in the best interests of the young person and other children accommodated.

When St Hill House care staff feel that a move is appropriate, they will give the young person support and encouragement in the move. Disagreements, if there should be any, will be discussed between professionals only.

These principles will apply even where St Hill Establishments Ltd has requested the termination of the placement.

Complaints and Representations

St Hill Establishments Ltd has a Complaints and Representations procedure as required by Section 26 of the Children Act 1989 and Standard 7 (2)(b)(ii) of The Children's Homes (England) Regulations 2015. If any person has a complaint about the Home, the Interim Home Manager Charlene Hill should be the initial point of contact and a copy of the home's complaints policy can be obtained from the Staff Office on request.

We recognise that not all young people will feel confident in making complaints and as such the company has a complaints officer David Leeman, who is available to assist and support young people in making complaints. The company equally recognises that representations on behalf of young people by a third party can be made and will be treated the same as a complaint made directly by the young person.

Within the home young people have access to a phone. Near to the telephone, posters and leaflets are prominently displayed providing information on people and organisations young people can talk to if they are unhappy.

There is a display board present in the home for young people to access the relevant contact details to support a complaint if required.

All complaints will be recorded in both the home's complaints logbook and on the young person's file in the appropriate section. Staff will also make the young person's Social Worker aware whenever the young person makes a complaint and keep them apprised of the situation.

Fire Precautions and Procedures

The home has satisfied the requirements in terms of providing the appropriate number of fire extinguishers, alarm systems, fire doors and emergency lighting. In the case of fire, all parties will evacuate the building to the assembly point for the respective home.

An alarm test is carried out weekly.

Alarm points are to be tested alternatively.

All tests are to be recorded in the homes fire log.

Emergency lighting tests are carried out at the same time and recorded in the fire log.

Our policy is for fire evacuation drills to be carried out monthly.

Employees will be made aware of fire procedures and of the location of firefighting equipment and escape routes from the premises as part of their induction.

Employees will ensure that there are no obstructions to any such equipment or escape route.

Firefighting equipment must not be used for any other purpose from that which it is intended.

Employees must report any deficiency of the firefighting/safety equipment to the home manager immediately.

Employees are trained in the actions to be taken in the event of a fire emergency, and to know what actions they will be expected to take.

Any person discovering a fire will immediately operate/activate the alarm via the nearest fire point.

In the event of a fire or sounding of the alarms, the building must be evacuated as quickly as possible via any appropriate exit.

The designated person/staff member will ensure their individual responsibilities are undertaken and include:

- a) Assisting and ensuring young people and any visitors vacate the building.**
- b) The logbook and visitor's book are taken out in order to check that all residents, visitors and**

	<p>personnel can be accounted for and provide the fire brigade with accurate information.</p> <p>c) Telephone 999 requesting the services of the fire brigade, (note the number will be 112 from some mobile phones).</p>
<p>Staff may attempt to tackle the fire provided they have received appropriate training with the equipment available until the fire brigade arrives but at no time should they put their own life at risk.</p>	
<p>Details of any activation of the fire alarm must be recorded in the fire log as must details of any evacuation including drills.</p>	
<p>The Home will conduct the following checks in line with Health and Safety requirements:</p>	<ul style="list-style-type: none"> a) Weekly visual electrical checks e.g., Cracks to the casing of electrical appliances, cracks or cuts to wiring, damaged electrical sockets, plugs etc. Any defects found must be addressed immediately. b) A current electrical installation certificate is held by the home. c) Annual portable appliances test (PAT) to be conducted by qualified electricians. d) A current landlords gas certificate is held by the home e) Weekly tests/checks of firefighting equipment, alarm system and emergency lighting. f) An independent Fire Risk Assessment carried out annually.

CHILDREN'S BEHAVIOUR

Our approach to Surveillance and Monitoring of Young Persons

St Hill's will monitor young persons in the home accordingly as per each Care Plan.

Whenever there are any young persons in the home, there is normally a minimum of two staff on duty during the day and two/three on evening shifts with two staff on sleeping in duties, dependant on young people in residence. In exceptional circumstances where the needs of the young person dictate decisions in respect of the staffing arrangements may include waking night staff or additional staff on duty at specific times of the day.

The staff establishment in the home reflects the number of young people in the home and the dependency levels of the young people.

Staffing must also reflect the actual needs of the young people in our care and shifts are organised accordingly. Furthermore, the staffing needs to comply with our contractual obligations to the Service Purchasers as well as Standard 13 (2)(b) of The Children's Homes (England) Regulations 2015.

The use of agency workers must be approved at a level of Homes Manager. It is the responsibility of the home manager to satisfy themselves that the agency staff member or members have satisfactory DBS clearance, and that the agency is one that is approved by the company.

Behavioural Support

Staff members are prohibited from using intentional application of physical force upon a young person as punishment, or as a means to force compliance with requests that do not fall within the context of danger to persons or property. However, where staff members have a reasonable cause to believe it is necessary to prevent risk of injury to any person, including self-harm, or serious damage to property, they are permitted to use restrictive physical intervention as a **last resort**.

All staff employed at 346, Beverley Road, will receive training in the P.I.P. (Physical Intervention Program - BTEC Award) Intervention Program during their induction period which is supported by regular refresher training.

All incidents of physical intervention will be recorded in the Homes restraint log, which will be checked on a weekly basis by the Home's manager.

The Department of Health has published national guidelines on permissible measures of control within children's homes. St Hill House have incorporated these guidelines into its own policy document, "Behaviour Management", which can be made available to any relevant, interested party. Restraint is defined as using force or restricting liberty.

Physical restraint may only be used when all other courses of action have been exhausted or would be likely to fail and to prevent injury to the person, or another person, or to avoid serious damage to property.

The method of restraint must comply with the procedures and training provided.

In accordance with Standard 12 of The Children’s Homes (England) Regulations 2015, all restraints or sanctions administered must be recorded in the appropriate restraints or sanctions logbook within 24 hours of the use of such measures of control and shall include:

The name of the child.

Details of the child’s behaviour leading to the use of the measures;
A description of the measure used
The date, time, and location of the use of the measure and in the case of any form of restraint the duration of the restraint.
The name of the person using the measure, and any other person present.
The effectiveness and consequences of the use of the measure.
The signature of the Manager to indicate they have read the log.
All measures of control must be appropriate to the act of misbehaviour and be time limited. The duration of each sanction must be recorded.

Staff debrief document completed within 24 hours to support positive relationships.

St Hill House promotes the use of positive reinforcement and acts of recognition of young people’s successes and positive behaviours. We have an ethos of praising and on occasion rewarding young people for achievements and to promote and encourage positive behaviour.

Full details of permissible and unacceptable measures of control are to be found In the Company Policy on Behaviour Management.

All staff are monitored and assessed through regular supervisions, and we ensure that training is up to date.

Models of Intervention

Specific areas can be targeted to produce an individualised care plan. This approach ensures that our practice is, at all times, child-focused and concentrating upon their needs. It promotes an emphasis upon building strengths so that a young person can be involved in the change process through the setting of realistic and achievable goals. It incorporates all of the standards of Every Child Matters yet moves beyond this legislation by providing clear areas of intervention.

It further ensures dynamic care planning, changing in response to the needs of the individual.

It is our belief that a variety of different models of intervention should be available and be reflected in the collective skills of the team as different types of intervention work more or less well with different young people. We would characterise this approach as integrative and this would include but not necessarily be limited to the following specific approaches.

Cognitive behavioural models
Systemic models
Task centred models
Crisis intervention models

We will attempt to deliver the above aims and objectives in a non-judgemental, un-punitive way engendering an ethos of care and mutual respect, aiming to encourage the young people to become well balanced, positive, and productive members of our society whilst working towards independence, in accordance with the Positive Relationships Standard 11 of the Children's Homes (England) Regulations 2015.

We are aware that on admission some young people may be receiving therapeutic inputs and that others, following assessment are identified as requiring therapeutic involvement. In both instances the home will facilitate that involvement and work closely and in conjunction with any individual providing or co-ordinating a specific treatment or package of therapeutic care. We would proactively facilitate a young person's access to the range of therapeutic resources. We have a close relationship with the Looked After Children's health care team and would call upon their advice to provide a young person with the appropriate therapeutic intervention.

The young people have also been recently introduced to 'chat health' through the NHS Humberside trust. To support health concerns and seek support.

In addition to the services outlined above we have established positive working relationships with a variety of other agencies and individuals. These can be accessed in consultation with the placing authority to address young people's needs for such issues as sexual or physical abuse, drug and solvent abuse, bereavement, and loss etc.

[PIP \(Physical Intervention Program- BTEC Award\)](#)

The carers at St Hill House have experience working with young people who often exhibit extreme and complex behaviours. In order to work with the young people safely and effectively we have found it essential to develop the staff team skills in the above model.

PIP (Physical Intervention Program - BTEC Award) is a crisis prevention and intervention model focused on providing a range of strategies and techniques which essentially formulates a firm foundation for positive outcomes. We continue to develop this package with our trainers in an attempt to overcome potential crisis which often affect the young people in our care.

The PIP (Physical Intervention Program - BTEC Award) philosophy gives focus to our role as corporate parents and the impact positive relationships can have on a child's capacity to develop progressive outcomes. PIP (Physical Intervention Program - BTEC Award) incorporates the key principles of the UN Convention on the Rights of the Child and the Every Child Matters Agenda.

The core of this training contains dynamic social work practice focusing heavily on cognitive behaviour management as a best practice component. This enables practitioners to analyse the key factors behind the young person's presenting behaviour's hence informing the most effective behaviour management planning.

The key principle of PIP (Physical Intervention Program - BTEC Award) is to equip staff with the skills, knowledge, and interventions to enabling them to become a catalyst to support and protect the young person through difficult periods. The training enables practitioners to help

children develop coping mechanisms to enhance their resilience level hence progressing outcomes.

We have identified that the most skilled and experienced practitioners can be faced with dangerous situations; therefore PIP (Physical Intervention Program - BTEC Award) incorporates restrictive physical intervention techniques which are minimal, safe, and effective.

St Hill Establishments Ltd gives recognition to the requirement for the implementation of P.I.P. (Physical Intervention Program - BTEC Award) at all levels. In order to achieve the effectiveness of this approach we have adopted a systemic approach to the implementation and management of the programme.

Sanctions

St Hill House recognises that measures of control and discipline are based on establishing positive relationships with children and are designed to help the child. Such measures that are applied must be considered fair, consistent, proportionate, and appropriate. All sanctions are only applied with the intention of developing responsibility and reducing the likelihood of negative behaviour becoming the focus of attention. This relationship must be based upon openness, honesty, and mutual respect.

The consequences of unacceptable behaviour are clearly explained and discussed by staff and any young person placed within our care. Any consequences applied are relevant to the incident, reasonable and carried out as contemporaneously as possible, taking into consideration the age, understanding and individual needs of the child.

Restorative practice between staff members implementing the sanction and the young person is actioned and documented with a 48 hour period.

Positive reinforcement by way of praise, approval and reward is essential.

Permitted Sanctions:

Verbal reprimand
Reparation (No more than 2/3 pocket Money)
Curtailment of leisure activities
Additional household chores
Increased supervision
Early bedtime (Not more than 1 hour before normal)
Confiscation of forbidden, dangerous or illegal property
Temporary confiscation of property causing a persistent nuisance

Prohibited Sanctions:

Physical punishment
Deprivation of food or drink (excluding treats)
Restriction of visits (Contact visits)
Wearing of special or inappropriate clothing
Use of, or, withholding of, medication
Intimate physical examination
Locking in rooms

Bullying, teasing or humiliation

Any sanctions applied, will be recorded in the Home's Sanctions Book. The Home's Manager will periodically check the Sanctions book and sign it to show acknowledgement of appropriateness. No form of corporal punishment will be regarded as acceptable.

Education

Education

St Hill House places a considerable emphasis on the importance of education. We have a close working relationship with lots of local schools and wherever possible we aim to place young people looked after by us in mainstream education. However, we recognise this is not always in the best interest of the young person due to severe trauma, mental health difficulties or if they have been excluded or out of education for significant periods and alternative educational provision may be better placed to meet the young person's needs.

Sometimes we are able to access Local Educational Authority home tuition, local specialised providers, PIU (Referral Units) or other ALP's (alternative learning packages). Where required a bespoke package combining any of the above educational provisions can be arranged with support from the local or placing authority.

In addition to the services outlined, we have established positive working relationships with a variety of other agencies and individuals including psychologists, psychiatric services, counselling, and therapeutic services. These can be accessed in consultation with the Placing Authority to address young people's needs for such issues as sexual or physical abuse, drug and solvent abuse, bereavement, and loss etc.

All young people accommodated are provided with a desk or workstation in their bedroom enabling them to undertake study or homework. Our home has access to computers to enhance young people's study and also has a supply of books and other educational resources. Staff actively support young people with their schoolwork and careers decisions and maintain supportive links/relationships with local schools and colleges. The calm room on the first floor is also encouraged for reading and a place to focus, as it is very quiet and a nice environment for study.

Young people are encouraged to join the local library and make positive use of other educational resources in their area, i.e. drama groups, community education etc.

Young people with special educational needs will be provided with extra help and support, which will be assessed and negotiated with parents and other departments/agencies involved. We will ensure that any relevant plans i.e. a statement of Special Educational Needs Plan or Education and Health Care Plan are actioned and adhered to in relation to the young person in line with the Education Standard 8 of the Children's Homes (England) Regulations 2015.

All young people at St Hill House will receive encouragement and assistance from staff to attend education regularly and academic achievements will be celebrated.

Health & Well-Being

Health Arrangements

At St Hill House, we recognise that some of the young people we look after may have had disrupted placement experiences and that the continuity of their health care may have suffered. All care staff at St Hill House share a common responsibility to promote the health and welfare of all accommodated children, and to offer advice, support and guidance on health and well-being to enhance, and supplement that given by their school through Personal, Social and Health Education (PSHE).

In view of the vulnerability of looked after young people, our staff adopt a very vigilant and proactive approach toward the health care needs of young people.

At St Hill House we are able to monitor and track the effectiveness of our health care by reviewing the young people's relevant plans i.e. Placement plan, Care plan, Statement of Special Educational Needs, and any Education Health and Care Plan. This will ensure that Staff are helping the young people achieve the health and well-being outcomes as per Standard 10 of the Children's Homes (England) Regulations 2015.

In addition to ensuring medical attention in the event of illness or accident, staff play an active role in promoting awareness through an educational approach to health matters including mental health, alcohol and other substance abuse, sexual matters including HIV/AIDS, Hepatitis, personal hygiene, and the importance of balanced and nutritional diets, as appropriate to the young people's age and understanding.

The staff team have recently added a Calm room on the first floor of the home, this is complete with sensory tent, lighting, and mental health resources. This has been very beneficial to the young people. The room has a 'sky theme' complete with floating clouds and a star display for an evening.

We will ensure all young people are registered with a General Practitioner, Dentist and Optician. If the home is near to their own home, it may be possible for the young person to maintain their registration with current G.P., Dentist and Optician. We will arrange for a full health assessment to be conducted by the young person's G.P as soon after admission as is possible. Thereafter an annual examination and assessment will be arranged. Exceptions to this may be where a child has previously had such an assessment in the preceding 3 months or where the child is of sufficient age and understanding and chooses to refuse consent.

We will arrange for a dental check up and an eye test with the appropriate professional as soon as possible after admission. Access will also be made available if required to other services such as psychiatric and psychological advice.

For routine and emergency medical treatment we will require written medical consent from parents or those with parental responsibility prior to, or at the time of admission. In the case of emergency admissions this will still be required and will be considered the responsibility of the Placing Authority to obtain. (This criteria is normally satisfied in LAC Placement Plan Part 1 "Placement Agreement") which in addition to LAC Essential Information Part1 would be the minimum documentation expected to accompany a child placed in an emergency.

We will promote healthy eating by providing a healthy, balanced and nutritional diet. All young people will be encouraged to learn the importance of healthy eating for a healthy life and develop the skills to promote well-being.

We will advise young people on the detrimental effects that substances, tobacco and alcohol can have on their lives. The taking of substances and the consumption of alcohol will never be tolerated at St Hill House.

There is a strict no smoking policy in the building and whilst we recognise that many young people will smoke, we would attempt to discourage them away from the habit.

Young people aged 16 or over have the right to consent to or refuse medical treatment, as do those under 16, depending on their capacity to understand the nature of the treatment. It will be the judgement of medical practitioners to assess this in such a situation.

All medication will be stored in a locked cabinet and dispensed to the young person at the required times. Staff will witness, record and sign as such along with the dosage and other relevant details in the young person's file and in-house records.

At all times, parents or those with parental responsibility will be kept informed of the young person's state of health.

Any serious illness, disease, or accidents will be notified to the relevant authorities.

We will work closely and in conjunction with the Looked After Children's health care team, developing and building our relationship with them, as well as Cornerhouse, Conifer House, Refresh and the Missing & Children Exploited Team (MACE).

We will inform young people of relevant health issues by gathering and making available health promotion literature and material, retaining a central resource directory and displaying such material on notice boards.

Access to 'chat health' app made available to all young people for their use and direct access to Humberside health sources.

Staffing Matters

Management, Organisational Structure and Staffing

Management

Responsible Body

The organisation responsible for 346,
Beverley Road, Hull is:

St Hill House Establishments Ltd

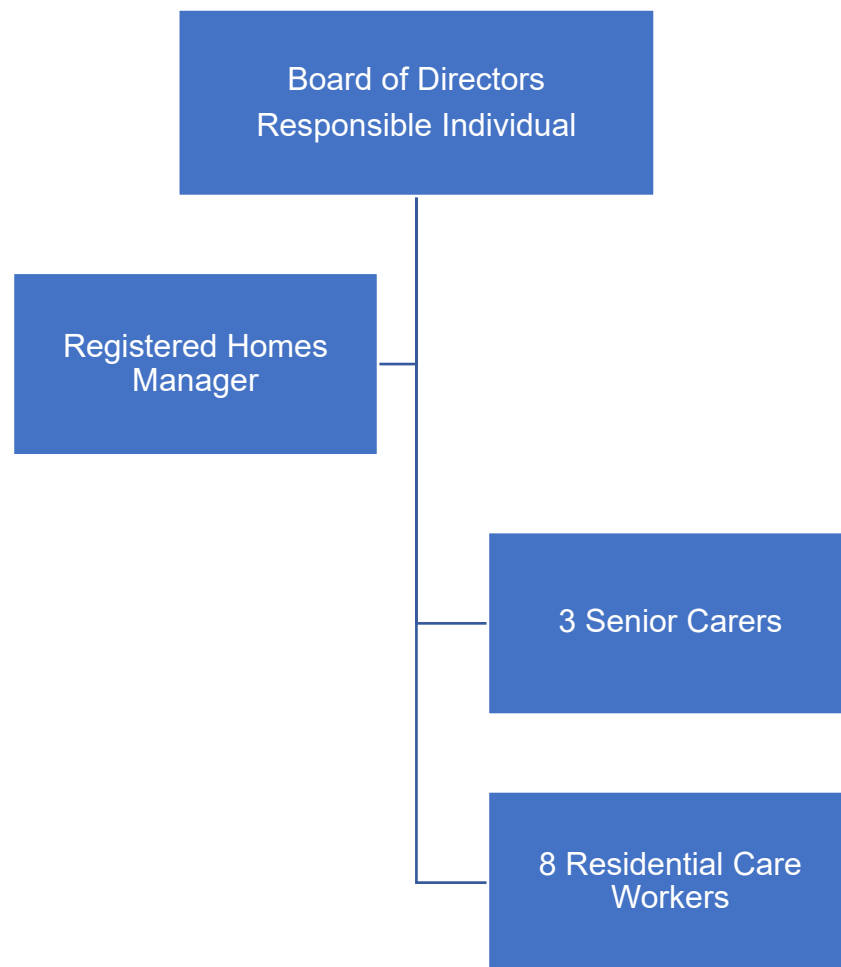
The Directors of the said organisation and their qualifications are:	
Jo Noyes	Managing Director
Barrie Noyes	Director
David Leeman	Director (Responsible Individual)
Baijul Shah	Director

The Registered Homes Manager in charge of 346, Beverley Road, Hull is:

Charlene Hill

**The Responsible Individual of St Hill Establishments Ltd is
David Leeman**

Organisational Structure of the Home



Details of Manager and Staff Experience and Qualifications

<u>Name</u>	<u>Post held</u>	<u>Qualifications</u>
Charlene Hill	Registered Home Manager	Level 5 Diploma in Leadership for Health and Social Care and Children and Young People Services NVQ Level 3 Health & Social Care for Children and Young People Emergency First Aid at Work Physical Intervention Program BTEC LADO Safeguarding and Child Protection WRAP (Workshop to raise awareness of prevent) Equality & Diversity Safeguarding Refresher Substance Awareness

		<p>Covid19 Infection Control</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>NSPCC Safer Recruitment Training (online)</p> <p>Childrens mental health Awareness</p> <p>Autism and Asperger’s Awareness (online)</p>
David Leeman	Responsible Individual	<p>City & Guilds Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services (Adults’ Management)</p> <p>City & Guilds Hull College – NVQ L3 Caring for Children and Young People</p> <p>Institute of Leadership and Management Award in Line Management</p> <p>First Aid at Work 3 Day Course</p> <p>Safeguarding Level 1 – Shared Responsibility</p> <p>Safeguarding Threshold Training</p> <p>Safeguarding Child Protection Co-ordinators Training</p> <p>Safer Recruitment Training</p> <p>Restorative Facilitator Skills Training</p> <p>CAF Level 2b</p> <p>Dignity in the Workplace</p> <p>Effective Management</p> <p>Level 1 and 2 Award in Food Safety in Catering</p> <p>Educational Visit Co-ordinator Training</p> <p>Team Teach</p> <p>Making sense of SMSC</p> <p>Supporting Bereaved Pupils</p> <p>Foetal Alcohol Spectrum Disorder Awareness Training</p> <p>Fire Marshall Training</p>

		<p>Educare Preventing Bullying</p> <p>Educare Raising Awareness of Peer on Peer Abuse Level 2</p> <p>Educare Dealing with Bereavement and Loss Level 2</p> <p>Educare Administration of Medication in Schools Level 2</p> <p>Health & Safety in the Workplace</p> <p>Preparation, Delivery and Assessment</p> <p>Ofsted National Minimum Care Standards</p> <p>CEOP – Think You Know Training</p> <p>R.S.S .Ltd Positive Handling Training within the care sector, working with Vu</p>
Julie Pickersgill	Senior Carer	<p>Physical Intervention Program BTEC</p> <p>NVQ Level 3 Health & Social Care for Children and Young People</p> <p>LADO Safeguarding and Child Protection</p> <p>Emergency First Aid at Work</p> <p>WRAP (Workshop to raise awareness of prevent)</p> <p>Equality & Diversity</p> <p>Safeguarding Refresher</p> <p>Substance Awareness</p> <p>Covid19 Infection Control</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger’s Awareness (online)</p>
Kevin Wilson	Carer	<p>Physical Intervention Program BTEC</p> <p>NVQ Level 3 Health & Social Care for Children and Young People</p> <p>Emergency First Aid at Work</p> <p>LADO Safeguarding and Child Protection</p> <p>WRAP (Workshop to raise awareness of prevent)</p> <p>Equality & Diversity</p> <p>Safeguarding Refresher</p>

		<p>Substance Awareness</p> <p>Covid19 Infection Control</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger's Awareness (online)</p>
Robert Morley	Carer	<p>NCFE Cache Level 3 Diploma for Residential Childcare</p> <p>LADO Safeguarding and Child Protection</p> <p>Physical Intervention Program BTEC</p> <p>Emergency First Aid at Work</p> <p>WRAP (Workshop to raise awareness of prevent)</p> <p>Equality & Diversity</p> <p>Safeguarding Refresher</p> <p>Substance Awareness</p> <p>Covid19 Infection Control</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger's Awareness (online)</p>
Joanne Noyes	Bank/Relief Carer	<p>Physical Intervention Program BTEC</p> <p>NCFE Cache Level 3 Diploma for Residential Childcare</p> <p>LADO Safeguarding and Child Protection</p> <p>Emergency First Aid at Work</p> <p>WRAP (Workshop to raise awareness of prevent)</p> <p>Equality & Diversity</p> <p>(HCSB) Safer Recruitment</p> <p>British Safety Council IOSH Managing Safely</p> <p>Safeguarding Refresher</p> <p>Substance Awareness</p>

		<p>Covid19 Infection Control</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger's Awareness (online)</p>
Jessica Coult	Senior Carer	<p>Level 6 (First) degree in Working with Children and Young People and their Families.</p> <p>BTEC Level 3 diploma in Childcare, Learning and development.</p> <p>BTEC Level 2 Care and Development</p> <p>Cache level 2 Caring for Children</p> <p>Cache level 2 Nursery art</p> <p>LADO Safeguarding and Child Protection</p> <p>Emergency First Aid at Work</p> <p>Physical Intervention Program BTEC</p> <p>Equality & Diversity</p> <p>Safeguarding Refresher</p> <p>Highfield Level 2 Award in introduction to Mental Health Awareness (RQF)</p> <p>Substance Awareness</p> <p>Covid19 Infection Control</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger's Awareness (online)</p>
Bethany Scott	Carer	<p>Diploma Level 3 in children and young people</p> <p>Equality & Diversity</p> <p>Emergency First Aid at Work</p> <p>LADO Safeguarding and Child Protection</p>

		<p>NCFE Cache Level 3 Diploma for Residential Childcare</p> <p>Substance Awareness</p> <p>Covid19 Infection Control</p> <p>R.S.S .Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger’s Awareness (online)</p>
Jessica Gracey	Senior Carer	<p>BA Hons in Children’s Inter-professional Studies</p> <p>LADO Safeguarding and Child Protection</p> <p>Emergency First Aid at Work</p> <p>Physical Intervention Program BTEC</p> <p>Equality & Diversity</p> <p>Covid19 Infection Control</p> <p>LADO Refresher</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger’s Awareness (online)</p>
Paul Hookem	Bank/Relief Carer	<p>NVQ Level 3 Health & Social Care for Children and Young People</p> <p>Emergency First Aid at Work</p> <p>Physical Intervention Program BTEC</p> <p>Equality & Diversity</p> <p>Covid19 Infection Control</p> <p>LADO Refresher</p> <p>CALM Physical Intervention Training</p> <p>Safeguarding Vulnerable Adults Training</p> <p>Certificate in Food Hygiene</p> <p>Certificate in Health & Safety Awareness</p> <p>Certificate in COSHH Awareness</p>

		<p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p> <p>Attachment Disorder Awareness</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger's Awareness (online)</p>
<p>Matt Donkin</p>	<p>Carer</p>	<p>BA (Hons) Degree in Education</p> <p>Equality & Diversity</p> <p>First Aid</p> <p>LADO Safeguarding and Child Protection</p> <p>In Process of completing QCF Level 3 Diploma for Residential Childcare</p> <p>Substance Awareness</p> <p>Covid19 Infection Control</p> <p>Refresher Paediatric First Aid</p> <p>Childrens mental health awareness</p> <p>Autism and Asperger's Awareness (online)</p>
<p>Victoria Noyes</p>	<p>Bank/Relief Carer</p>	<p>In process of completing Level 4 Children, Young People and Families Practitioner qualification</p> <p>First Aid Awareness</p> <p>Safeguarding Children & Young Adults (POCA) levels 1,2 and 3</p> <p>Autism and Aspergers Awareness</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p>
<p>Michelle Green</p>	<p>Bank/Relief Carer</p>	<p>CHIPS (Children's Inter Professional Studies) Degree 2:1</p> <p>First Aid Awareness</p> <p>Safeguarding Children & Young Adults (POCA) levels 1,2 and 3</p> <p>Autism and Aspergers Awareness</p> <p>R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.</p>

Staffing Policy

Shifts

Each shift is led by an experienced Residential Care worker supported by the Homes Manager or Senior Carer.

The home operates a core three shift pattern: 7:30 -15:30, 15:00 - 23:00, sleeping in duties or waking nights.

Calculation of home's staff establishments

The standard contracted hour's for our base fee is one member of staff on duty within the home during the waking day for each two young people present, this allows for adequate supervision and appropriate record keeping etc.

If there are young people assessed as requiring additional input e.g. medium or high dependency, then additional members of staff will be deployed on each shift as necessary to meet the needs of the young people.

Assessment periods will generally be treated as requiring medium dependency staffing, unless there are good reasons to the contrary. The Home Manager, in consultation with the Company Directors, will ensure that there is adequate staffing input to ensure that the young people receive appropriate care.

Our staff team is a good mix of male and female, who support our young people to a very high standard.

On Call Arrangements

Problems within the homes will generally be fielded by the Registered Home Manager or in their absence the senior care officers. The home provides an internal on-call system which is shared between the home's senior staff. In addition, there is a formal on call service provided by the Senior and Management Team.

The on-call person will ensure that they are within reach of their phone for the entire period they are on call. If they are to be incommunicado for any period of time, then they should liaise with a colleague and re-divert calls to the second number. Once they are back on call, they should contact the second person and inform them that they are again available, and that the diversion is cancelled.

Working alone with young people

As a rule, members of staff should not work alone with young people. However, there will be occasions where this is unavoidable. In such circumstances a full risk assessment must have been carried out prior to the event, the period must be for only a short time and appropriate support must be available.

Responsibility for care staffing/recruitment

It will be the responsibilities of the company's Senior Management Team to do an initial screening and subsequent list of candidates that meet the criteria for interview.

It is then the responsibility of those with management responsibility for the home to interview and decide upon any offers of employment, while following the Safer Recruitment requirements.

The final decision on an offer of employment can only be made after consultation and agreement of the registered manager. The Managing Director has the authority to decline an appointment but will not employ a care worker against the Manager's wishes.

The decision to release staff for other duties, secondment to other homes or departments, training etc rests with the Home Manager, however it is expected that all reasonable measures are taken to co-operate and where required, evidence what has informed their decision. Managers will clearly need to give due regard and consideration to Standard 18 (staff development).

Staff Training

The Company is committed to maintaining a competent, motivated, and skilled staff group. We recognise the importance of training in achieving this aim. St Hill House has a Senior Management Team that monitor, among other areas, annual appraisals. These in line with regular staff supervision enable the Home Manager to identify the training needs of their staff which can then be accessed through the Company's training program.

Agreed and accepted for and on behalf of St Hill Establishments Limited by:

Name	Signed	Date
Charlene Hill Registered Homes Manager		
David Leeman Responsible Individual		

Appendix A

Charlene Hill: Registered Homes Manager

After leaving school Charlene enrolled at Hull College to continue her studies and successfully completed a GNVQ Advanced Health and Social Care. This award introduced Charlene to the care sector, and she worked with elderly for a number of years before taking a full-time position in the retail sector until she took maternity leave to care for her son. When contemplating a return to work Charlene looked at various areas but decided she wished to continue her work in the care sector concentrating on younger people as she felt she could be more influential with this age group. Charlene has gained her NVQ Level III and NVQ Level 5 Leadership for Health and Social Care and Children and Young People Services and was promoted to Deputy Manager from a senior carer. After working alongside the previous Registered Homes Manager for several years she has now taken the Managers role and is awaiting her Registration from Ofsted.

Charlene is dedicated to providing a well-managed efficient service acknowledging the every child matters framework, Children's act 1989 and the National Minimum care standards 2004 in a concerted effort to meet the needs of the young people placed at St Hills. Charlene is keen to undertake her new Role and to ensure that the young person's interests are first and foremost in her role. Charlene also recently completed the NSPCC Safer Recruitment training.

David Leeman: Responsible Individual

Having worked in young peoples' residential care for over 20 years, David has an exceptional knowledge of working with young people who experience social, emotional and mental health difficulties.

David's most recent role was Head of Care at Oakfield Residential Special School in Hull (September 2013-December 2020). Whilst in this role, David successfully led the Residential Care Team and improved the Ofsted rating from Requires Improvement to Outstanding – this has been maintained for the last 4 years. Within this role, David was a key influencer of policy and decision making across the residential setting.

He has completed City & Guilds Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Adults' Management), as well as Level 3 Awards in Childcare and Line Management. David has up-to-date training in the recent legislative changes to data protection in relation to GDPR and understands how this translates to practice and record-keeping.

David holds specialised training and experience when working with children and young people with complex needs including: AD/HD and ADD, Autistic Spectrum Disorder, Attachment Disorders, Foetal Alcohol Spectrum Disorders, and Tourette's Syndrome.

Since 1998, David has developed a vast array of experience at every level; from Child Care Officer, Dormitory Leader, Pastoral Manager, Child Care Manager through to Residential Head of Care. It is this multitude of experience which provides David with his core beliefs: He considers working with children and young people to be a responsibility and a privilege, one that he takes very seriously. He is passionate about leading teams to be the best they can be; resulting in providing the very best care and life chances for children and young people.

Julie Pickersgill: Residential Senior Care Officer

After spending fifteen years as a self-employed hair stylist in the beauty sector Julie was successful in gaining a post as a teaching assistant with a local private provider of care who specialised in educational provision and support for adolescents with emotional and behavioural difficulties. Over a four-year period, Julie became a trusted and versatile member of the staff team where she worked confidently in conjunction with teaching assistant duties. Julie held this post for a further two years before gaining promotion to Head of Care before applying for her current situation with St Hill House. Julie has amongst her professional qualification's certification for First Aid at work, Delivering Learning at various Levels, NVQ III in children and young people and has been promoted to Senior Carer. Julie's experience of supporting young people, acting as a positive role model, and nurturing the young people are all utilised by Julie and are beneficial to all. Julie also recently completed LADO training (Safeguarding and child protection).

Kevin Wilson: Residential Care officer/Vocational Skills Manager

Kevin spent fifteen years in the heavy industrial engineering Sector from leaving school eventually leaving to pursue a career in the hair and beauty salon business as a fully qualified nail tech and permanent make –up artist. After several years in the business Kevin left to set up his own company dealing with Formula one and racing memorabilia. While running his own business, Kevin also volunteered at a local primary school as a teacher's aide, working with children with special educational needs and supporting children with challenging behaviours. This experience served well for Kevin, as it made him look at a career in the care sector working with children with challenging behaviours and children considered to be on the autistic spectrum. His first full time job in this sphere came with working for Horton House, an establishment which is a residential care home and school, specialising in caring for children with special learning needs. Kevin spent three years working for Horton House, holding the position of carer where his duties consisted of mainly working with an autistic teenager, who needed constant help and supervision with his daily routines. Kevin then gained a role as care officer at St Hills where he has gained his NVQ Level III in children and young people. This award coupled with his necessary experience of dealing with complex and

demanding needs have provided Kevin with becoming a valued member of staff. Kevin has developed and transformed the garage to a vocational workshop and is teaching the young people at St Hills invaluable skills which will assist them in the future. Kevin also recently completed LADO training (safeguarding and child protection).

Robert Morley: Residential Care Officer

Robert has had various jobs in leisure and social settings since leaving college but decided that working with children and young people is the area, he would like to specialise in. He has completed his induction and is proving to be a positive and popular member of the team at St Hills. Robert has also undertaken his Fire and LADO Training before commencing his shifts at St Hills. Robert has also now completed his Emergency First Aid at Work course and NCFE Cache Level 3 Diploma for Residential Childcare.

Bethany Scott: Residential Care Officer

Bethany has had various jobs in commercial and management settings since leaving college but decided that working with children and young people is the area she would like to gain experience and specialise in. She has undertaken her Induction, Fire and LADO Training before commencing her shifts at St Hills. Beth prides herself on her positive work ethos and is looking forward to joining the St Hills staff team. Beth has now completed the NCFE Cache Level 3 Diploma for Residential Childcare. Beth has recently undertaken and passed the R.S.S.Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.

Jessica Gracey: Residential Senior Care Officer

Jessica came to St Hills on work placement while studying her Degree at Hull University for Children's Inter-professional Studies and was offered a bank staff position. She has since finished her degree and wished to join St Hills permanent staff team. Jessica has completed her Fire and LADO Training. Previously she worked for Wishes Homes Services as a care assistant but wanted to work with children and young people in a care setting in order to fulfil and further her career path. Jessica has two young children and has returned to St Hills following time off on maternity leave. Jessica has also recently got married. Jess has recently been promoted to Senior Carer after applying and successfully displaying the necessary skills that are appropriate to the role.

Jessica Coult: Residential Senior Care Officer

Jessica came to St Hills on work placement while studying her Degree at Hull University, she had a great interest within all aspects of her degree, and her key interest is supporting families and the well-being of children. She has now joined the staff team on a permanent full-time basis. Jessica has gained a broad understanding and gained experiences within a variety of settings such as; primary schools, special school, nursery, children's centre, children's residential home and working with young people with mental health during a placement at a youth club. Jessica's goal for the future is to continue within her role at St Hills and progress within her role. Jessica has a level 3 Diploma BTEC in childcare learning and development, Level 2 Care and Development (distinction), Cache Level 2 in Caring for Children and a Cache Level 2 in nursery art. She has also undertaken her Fire and LADO Training before commencing her shifts at St Hills. Jessica has completed her university degree since starting at St Hills and has achieved a 'first' in Working with Children, Young People and Families. Recently Jess has attended and passed a Highfield Level 2 Award in an introduction to Mental Health Awareness (RQF). Jessica now has a young child and has recently returned to work following Maternity Leave. Jess has recently been promoted to Senior Carer after applying and successfully displaying the necessary skills that are appropriate to the role.

Joanne Noyes: Bank/Relief Residential Care Worker

Joanne assisted in the formation of St Hill Establishment in October 2007; she is a former Civil Servant with sixteen years in procedural management. As the company secretary and the Managing Director, she ensures with absolute clarity all HR issues, payroll and time management issues are dealt with expediently and professionally and that company performs within all designated legislation. Joanne, a mother of two children, has been involved in childcare for many years as a volunteer youth worker, showing her dedicating to the roll by fitting this unpaid work into her busy schedule. She has also been a registered childminder for a younger age group. Joanne was previously the responsible individual for St Hill House, but she has now undertaken the role of Bank/Relief Residential Care Worker in order to concentrate on her Directorship role. Joanne has recently completed LADO training (safeguarding and child protection). Joanne has completed the NCFE Cache Level 3 Diploma for Residential Childcare. Joanne has now also completed her Emergency First Aid at Work course. In order to ensure that her role as Director of St Hills is kept up to date Joanne has recently undertaken and completed a Safer Recruitment course held by Hull Safeguarding Children's Partnership and the British Safety Council IOSH Managing Safely course.

Paul Hookem: Bank/Relief Residential Care Worker

Paul has worked in the care sector since 2009 and has supported both children and adults in this time. He has a lot of experience in supporting many individuals with varying needs in both care and education settings. Paul loves working in the care sector and enjoys helping each young person to meet their full potential in a way that meets their needs and desires. Paul is very pleased he can continue his career in care at St Hills. Full Induction training has been completed and Paul has recently joined the Staff Team in undertaking and passing the R.S.S.Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.

Matt Donkin: Residential Care Officer

Matt started working as a Civil Servant with the Employment Service dealing with unemployment benefit & Job Broking. Following this he obtained a job dealing with Insurance claims following fires & flooding in properties. Matt decided to re-educate himself 12 years ago and following completion of a sports course at East Riding College was employed as a sport & Public Services Lecturer on a fractional basis. After 2 years Matt was offered a permanent position at Hull College as a course leader for Sports & Public Services. Matt teaches learners who are aged 14+ & has developed his skills and qualifications over the past 8 years. Achieving a number of additional qualifications to include a BA (Hons) Degree in Education, Assessors & verifiers awards & a number of coaching qualifications. Matt has also been in charge of dealing with children with behavioural issues and has developed strong links with local providers and the Tigers Trust who run the NCS project, which enables young people to experience adventurous activities and independence whilst completing various work-related projects.

Matt also played professional Rugby for both Hull FC & Doncaster Knights as well as playing for a number of local clubs. Matt has continued to work with the development of young people through his coaching practices and currently coaches Beverley RUFC under 15's. Matt is also a qualified coach in football, rugby league/union & a Level 2 gym Instructor. He has undertaken his Fire and LADO Training before commencing his shifts at St Hills. Matt is now in the process of completing QCF Level 3 Diploma for Residential Childcare.

Victoria Noyes: Bank/Relief Residential Care Worker

As the wife of a Soldier, Victoria spent 15 years living in Germany and helped to support the families of deployed soldiers. She moved back to the UK 6 years ago and started volunteering at a Sea Cadet Unit as a Junior Cadet's Training Officer, in which she supported the 10-12 year old's to learn a variety of life skills and begin their Sea Cadet careers in a fun and functional way. At the same time she began a home study course to learn basic counselling skills, the first course she passed with a distinction and she is now studying the intermediate course, both of which she hopes will aide in her career in caring for young people, which has long been her desired path. Full Induction training has been completed and Victoria has recently joined the Staff Team in undertaking and passing the R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children. Victoria is now in the process of completing a level 4 Children, Young People and Families Practitioner qualification.

Michelle Green: Bank/Relief Residential Care Worker

Michelle studied a at the university of Hull children's interprofessional studies and gained a 2.1 BA Honours Degree. She has a vast experience in working with looked after children in a residential setting, She has also worked for long periods of time one to one with children leaving care. Michelle has also helped homeless and vulnerable adults assisting them in integrating back into society and helping them to gain the knowledge and skills to carry out this. Michelle was keen to return to Residential Childcare and to join St Hills. Full Induction training has been completed and Michelle has recently joined the Staff Team in undertaking and passing the R.S.S. Ltd Positive Handling Training within the care sector, working with Vulnerable Adults and Children.