



North Street

STATEMENT OF PURPOSE

**24.07.2019
Part of Break
Registered Charity Number 286650**

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Section 1 Quality and purpose of care

North Street is one of Break's Children's Homes where we provide care, safety and stability for looked after children who have often had multiple placement breakdowns.

The range of needs for which North Street is intended

North Street provides a safe, warm, stable and thoughtful environment for up to 4 children up to the age of 18. The children who come to North Street will have experienced neglect, abuse or trauma along with family and placement breakdowns. They are likely to have difficulty with attachment relationships and have developed difficult or challenging patterns of behavior. Our fundamental belief is that children need a place to contain and nurture them in order to begin to make sense of past hurt and attempt to develop in a healthy manner.

North Street cannot consider children who have very specialised needs. We do not consider those whose behaviour would pose a serious and immediate risk to other residents.

Moving to a new placement is always unsettling, so where possible, we encourage all admissions to be planned. We accept that this is not always possible, therefore in exceptional circumstances, same day placements can be accepted, as long as the admissions criteria are met.

The criteria for accepting an admission are as follows-

- ***If it would be in the best interests of the young person***
- ***If the child or young person's needs are within the scope of the home***
- ***following a Group Dynamic Risk assessment the manager assesses that North Street can meet the needs of all the young people***

Ethos of the home, intended outcomes and approach to achieving them

Our aims, values and purpose are in line with those shared by the organization:-

- For children and young people to be enabled to live fulfilled lives and achieve positive outcomes through our quality care and support.
- To provide high quality services to meet identified needs, enhance opportunities and improve quality of life.
- To make a positive difference to the children and young people we care for.
- To support the positive contribution that each and every individual has to make.
- To uphold the right of people to be treated with dignity and respect.

It is through the quality of the relationships with the staff and the commitment to their welfare and future that we seek to bring about stability and positive change to their lives. The children are likely to suffer from a number of personality and attachment problems. Through the consistent attitude of the staff we offer as many positive experiences and relationships as possible to provide the basis for rebuilding their self-worth.

North Street offers an all-round approach to the problems of the children based upon social pedagogy, providing support to their emotional, physical, educational, social and psychological wellbeing and development. We would expect the children to be at North Street for medium to long term placements.

The main focus of the work at North Street is to contain, nurture and enable the children to develop, to trust the world and themselves before moving on. Together the staff team withstands the potentially negative and destructive aspects of behaviour exhibited by the children, due to their past experiences

and trauma, while gaining understanding and helping the children to develop more appropriate ways of relating.

The young people that reside at North Street are equipped with the skills to maintain independent living as reconciliation with their family may not always be a possibility. We work to equip them with the practical and social skills to enable them to establish themselves in more independent accommodation as they move towards adulthood. We also consider it vital to help them develop the emotional resilience and resources to cope with life. If reunification with the family is at all possible we will work actively and positively to help this to be successful and sustainable. The same approach will be taken if there is a placement with an alternative family.

North Street continues to keep in touch with and, in conjunction with partner agencies, support children post 18. As part of our commitment to our young people Break has its own Moving On Team who establish relationships with young people after the age of 16 and work with them while still in the home to help prepare them for independence and to help them plan their future: this team continues to work with the young people into adulthood for as long as they feel the need.

North Street also continues to be there for young people when they move on. Young people still recognize North Street as the home they grew up in, so that they come back for celebrations, for support or for reassurance as well as the adults continuing their input into their lives. The aim is to 'be there' like a good parent.

We are committed to being an environment providing equality of treatment and opportunity to all individuals in our care. We operate anti-discriminatory practices so all children and staff have a consistent and equitable experience of North Street. .

We provide ongoing support, supervision and training to the staff to enable this process. Commitment to the wellbeing of the staff is vital to understanding and coping with the difficult behaviour displayed by the children. North Street aspires to being an open and transparent working environment where everyone is valued and given the opportunity to develop.

Staff provides an experience of community living where everyone is valued and the children use their own experiences to influence and assist each other. Shared experiences and positive modelling form a strong basis for the input the children receive.

The task of helping this particular group of children can be arduous and complex. At all times support and space for reflection is offered to the staff. Staff are encouraged to take responsibility for their development at work and be committed to the process for the time they are at North Street.

North Street's overall aim is to help the young people on their life journey and to increase their positive life outcomes. We want the young people for whom we care to lead as fulfilled and rich lives as possible. We want to help give them a future and hope. Our efforts are geared towards helping the development of the young people to enable them to live independently but integrated into society with relationships that will sustain and fulfil them.

Specific expectations:

- A positive sense of themselves
- An understanding of their past and their family
- Social skills that enable them to function and engage with society
- The ability to manage and regulate their behaviour
- A good education

- Solid education, training or employment arrangements
- A range of interests and activities that enrich their lives
- Meaningful relationships.

Our long term expectation is that our young people will have meaningful employment that will provide the financial means for them to enjoy a good standard of living and maintain their own accommodation.

Description of the accommodation

North Street is a 4 bedded family town house situated within walking distance of Sheringham town center. Externally there is nothing to identify it as a children's home. This reflects our philosophy of making the experience of residents as normal as possible

The same philosophy has influenced the internal decoration and furnishing. The house is furnished to reflect a modern day environment: the aim being to achieve a comfortable, functional home.

Wherever possible, limited only by compliance with relevant regulations, the house is set up as a normal family home.

There is a gas fired central heating system with radiators in every room.

The kitchen is large and well equipped encouraging the preparation of a wide range of meals. The young people are encouraged to develop both practical skills and an awareness of dietary issues.

The dining area is within the kitchen and this does mean that at times it becomes the focal point of life within the home.

The lounge is a large room provided with ample armchairs and settees to enable the young people to 'seat' themselves in a relaxed manner. The television, Sky, DVD player and music system ensure that this is a room to be enjoyed.

We also have an activities room/additional lounge which provides a choice of activity as well as a venue for entertaining friends and family.

North Street has 4 young people's bedrooms. The rooms vary in shape and size making it easier for each young person to put his or her own stamp on the room. Young people are encouraged to personalize their rooms. For any young person living at North Street, this is his or her space: it is to be respected by the other residents and staff.

There are two bathrooms located on the first and second floor for their exclusive use.

Externally, there is a small front garden. To the rear there is a fully enclosed garden with a decked patio area that has a table and chairs. There is also two well sized sheds to which one provides space for individual hobbies, providing the opportunity to develop skills and interests.

Age range, number and sex of children for whom it is intended to provide accommodation

North Street is registered to provide a home for 4 young people of either sex up to the age of 18.

Type of accommodation

North Street has been developed to provide 4 good sized individual bedrooms for the young people. These are equipped with a comfortable bed, wardrobe, and chest of drawers as standard. They are then decorated and furnished to the taste of the individual. No young person shares a bedroom.

There are two additional bedrooms located on the first and second floors for staff sleeping in.

North Street also provides adequate office space for both the staff and management to facilitate the smooth operation of the home. There is a staff office located on the first floor to which all confidential files and documents are safely secured. Staff also has their own toilet facilities. Supervisions and

appraisals are also held within one of the larger staff bedrooms which has a small seating area.

Location of the home

Sheringham town center is centered on a traditional high street with a wide range of privately owned shops. There is a popular market held on a weekly basis. There is a large supermarket and other smaller outlets.

There is a beautiful stretch of coastline nearby with ample opportunity for beach trips. There are plenty of rural parks, woods and locations to make use of. North Street is close by to other towns such as Cromer and Fakenham, each with their own attractions. An hour away is the city of Norwich which provides all the facilities of a major center.

Sheringham is on the train line to Cromer and Norwich providing easy rail access to most of the county, and further afield if needs be.

Arrangements for supporting the cultural, linguistic and religious needs of children

The population of East Anglia is becoming increasingly diverse with a broad range of cultures and ethnic groups being represented in the population. While this does present challenges for staff in being attuned to and able to meet the range of needs, it provides a far richer environment and enables staff to contact relevant groups for advice and guidance. Translation services are available.

Culture and beliefs are central to a person's identity. Consequently, and in line with our aim of helping the young people establish a positive sense of themselves, we place great importance on taking the time to learn about, understand and provide for the needs of the young people on an individual basis

Break is not affiliated to any religious belief system or organization. As such no religious ceremony or observance is carried out as part of life within the home.

We recognize that belief can play a very significant part in the lives of some children and young people, ranging from a formal belief and associated religious practices through to more generalized values and cultural aspects of the religion. These can be very deeply held and are intrinsically linked to a person's sense of identity.

Consequently the wishes of individual young people (and their parents) regarding religious observance will always be honored as far as possible. Staff do all they can to encourage the young person to pursue their beliefs whether it be to meet with fellow believers and participate in worship, or in day to day matters such as dietary or other practical outworking of the belief.

Many of the major faiths and Christian denominations are represented in Sheringham and surrounding areas and should it be appropriate staff will assist individual children and young people in making contact with them and attending places of worship. If the specific religion/faith is not available in the area, contact can be made with most in Norwich. Young people will be transported and supported to participate.

Where the religion is one with which staff are not familiar, they will seek out additional information in order to understand the young person's needs and requirements. Through access to information and education, the children and young people will be encouraged to explore with staff their own spiritual ideas and identity.

Who to contact with regard to a complaint and how to access the complaints policy

It is our aim to listen to the young people, their families and the professionals who work with us so that we meet their needs and respond to their concerns. Young people are helped to understand how they can make representations and complaints. The home promotes advocacy and for young people with disabilities.

On admission young people and their parents/carers are provided with the Children's Guide which outlines the home's approach to care. This includes a clear process for making a complaint if a concern is being raised about the quality of service. We will ensure this information is provided in a format which aids understanding. Young people, their family, significant other or independent visitor are supported through the process and given information concerning access to an advocate.

The young people's guide also contain the following contacts:

- Child line
- Ofsted
- The Children's Commissioner
- Social worker and placing Local Authority

We also have a clear external complaints policy which is accessible on Break's website.

Despite our best intentions there may be times when people feel they have reason to complain. It is important in such circumstances that there is a clear, accessible process by which complaints will be addressed and resolved. Not only is this important for the well-being of the young person and the reassurance of those involved in their care, it is also important for the staff and management to know when something is not right for our young people in order that we can put it right and provide what they really want and need.

Staff are expected to take every opportunity to talk and listen to young people, if necessary in private, and to take on their distress and concerns and act to find a resolution. The complaints procedure begins to apply when the normal day to day responses have not proved adequate.

Complaints can be made by the young person concerned, any family member or professional who can demonstrate that they are acting in the interests of that young person. Whenever a complaint is made on behalf of a young person, a check is always made with the individual (subject to his/her understanding) that the complaint reflects his/her views and that he/she wishes the person submitting the complaint to act on his/her behalf.

All young people will be heard by the staff, reassured, taken seriously, given support, kept informed throughout and will have their complaint acted upon.

Break's three stage complaints process

If a complaint is about Break then there are three stages which can be used to try and resolve the problem. Complainants may wish to involve an advocate, friend or someone else to support them at any stage. If a complainant needs a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide it.

Stage One (Informal)

Most complaints are dealt with informally by managers and front line staff. This is the most appropriate route for most concerns and issues especially those that do not indicate serious misconduct **and** where the complainant agrees.

Complainants should be encouraged to speak openly about their concerns and reassured that what they say will be treated with appropriate confidence and will not affect their rights.

The response should aim to satisfy the complainant that his/her concerns have been taken seriously and an apology and explanation offered as appropriate. The response should also refer to any remedial action that is to be taken.

To make an informal complaint a person should speak to or email the individual(s) concerned or their line manager and try to resolve the complaint informally. The individual concerned is required to provide their name and that of their line manager if asked, however, in the absence of clarity of who to speak to, reception should be contacted and they will forward appropriately.

It is also possible, at any point, to contact reception to express a concern or comment about any aspect of the organisation's work and they will ensure that the complaint reaches the appropriate manager.

There may be occasions when social media is used, e.g. Facebook or twitter, to make a complaint or allegations about Break. In such circumstance these should be responded to immediately by the Marketing and Communications team, who should liaise with the department which has responsibility for the area of concern, with the aim of resolving the issue as quickly as possible, and minimising the likelihood of the concern being communicated more widely on social media. Given the reputational risk to Break of adverse social media commentary, except only in the most serious instances, complaints should aim to be addressed much more rapidly than the time standards set out in this policy. Prompt and effective resolution of a social media complaint can reflect positively on Break.

Stage Two (Formally registering a complaint)

If a complainant is not satisfied with the response they have received at Stage One (informal), or would prefer their complaint to be formally investigated, they should then use Stage Two of this procedure. The following arrangements are in place for Stage Two complaints.

A) Complainants can outline the details of their complaint in writing or electronically and send it to the Complaints Manager, Break, Schofield House, Norwich NR6 6BX or complaints@break-charity.org. For verbal complaints, the manager taking the complaint should, whenever possible, receive the details using the complaint proforma. This is easily identifiable on the Break webpage. If a complaint is about the CEO then it should be addressed to the Chair of the Board (marked private and confidential).

All complaints will be acknowledged by the Complaints Coordinator, in writing (by post or email) within three working days from the date it is received. The letter will contain the following information:

- Name, postal address, email address, telephone number of the person who will investigate the complaint.
- The date the investigation will start.
- An offer of support where appropriate
- Where a complainant has given the details of the complaint verbally, the letter will also include a summary of the complaint written down

Consent to access information about a person using a service for the purpose of investigating a complaint is implied when the complaint is raised by the same person. Confirmation of this should be included within the initial acknowledgement response letter.

B) People will ordinarily receive a full response to their complaint within maximum of 28 working days from the date of the acknowledgement letter in writing from the Complaints Manager. The response will include the following information:

- Details of the investigation and what has been found
- A decision about whether the complaint was upheld or not
- Details of the changes Break will make to prevent a recurrence of the issue/s which led to the complaint
- The reason for the decision
- The redress, if appropriate, which will be offered e.g. an apology, additional help or directing to other sources of advice or support
- If it is not possible to provide a full answer to a complaint within 28 working days, the investigating officer will, in any event, write at 28 working days to provide a progress report

explaining the reasons for delay and give a date of when it is expected the investigation will be completed

Stage Three (Appeal)

A) If a complainant is not satisfied with the response to their complaint, the final stage is to outline the reasons for dissatisfaction in writing or electronically to the CEO (or the Chair of the Board if it is about the CEO).

B) An Appeals Panel, normally of three members, including a trustee, will be convened to consider the appeal. The CEO or Chair will be responsible for ensuring the panel is appropriately representative. Panel membership will be restricted to people who have had no previous involvement in the complaint.

C) Members of the Appeals Panel will:

- Read through the necessary papers
- Speak with relevant individuals involved with the complaint
- Make a final decision

D) The chair of the Appeals Panel will write within 28 working days of receiving the appeal, to confirm:

- The final decision about the complaint
- The reason for the decision
- The redress, if appropriate, which will be offered e.g. an apology, additional help or signposting to other sources of advice or support
- Details of the changes we will make to prevent a recurrence of the issues which led to this complaint
- Any action that may be taken in light of the complaint

Review of the process

A) If once a person has used stages one to three of the complaints procedure, and are not satisfied that Break has followed the process properly and dealt with their complaint fairly (e.g. by giving insufficient opportunity to represent their views or ensuring all the relevant people are involved in the investigation), then they can outline the reasons for their dissatisfaction about the process, in writing or electronically to the CEO (or the Chair of the Board if it is about the CEO) to request a review of the complaints handling process.

B) The CEO or the Chair will make arrangements for a review of the complaint- handling process, and will inform the complainant of how the review will be carried out.

C) The decision of the process review will be final. The Chair or CEO will communicate in writing within 30 working days of receiving your appeal:

- Whether or not the procedure has been followed properly and fairly
- The reason for the decision
- The redress, if appropriate, which will be offered e.g. an apology, additional help or directing to other sources of advice or support
- What action may be taken in light of the review

Dissatisfaction with complaint resolution

If a complainant remains dissatisfied, there is recourse to the Charity Commission which will be able to advise on whether they may be able to assist:

http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx

Individuals and/or their representatives who are not satisfied that the complaint are resolved, can also contact:

- Ofsted National Business Unit, Piccadilly Gate, Stone Street, Manchester, M1 2WD. Tel: 0300 123 1231.
- Norfolk Children's Services, County Hall, Martineau Lane, Norwich. Tel: 0844 800 8014. Other Local Authority Children's Services details on websites.
- Local Government Ombudsman, 21 Queen Anne's Gate, London, SW1 9BU. Tel: 0171 222 5622.

All complaints are recorded and logged in the relevant complaints logs held for that purpose and will be reviewed by the independent visitor on a monthly basis as well as Ofsted during inspections.

How a person, body or organization in the care and protection of children can access the child protection and behaviour management policies

Children and young people living at North Street are entitled to the same level and standard of protection from harm as is provided for any other child living in the community.

Break takes this issue seriously and ensures that all staff are aware that young people living at North Street may be subjected to abuse by adults, including unfortunately staff, or other children. Abuse can take place within the family, the community or the home. A young person may talk about current abuse or abuse that has taken place in the past and it is important that staff are prepared to listen at all times.

Break's own Child Protection Procedures are located within the Operational Guidance for Staff and give practical advice and guidance on how to respond to child protection concerns. North Street will ensure that its child protection policy is consistent with the LSCB Joint Policy and Procedures, including details of how and to whom matters relating to child protection must be referred. The Manager ensures that the policy is known to all staff, together with the LSCB's procedures, and features as part of the induction and training of new staff. Staff attend child protection training as part of mandatory training as well as refresher training.

Anyone wishing to access the child protection policies and/or the behaviour management policies can request them from the Manager or from the Director of Care. They are located in electronic form but can be printed off on request. Staff within the homes can either access the electronic or paper versions of these key documents.

Section 2 Views, wishes and feelings

Approach to consulting young people and involving them in the quality of their care

It is Break's intention and expectation that young people will have a positive experience of care within North Street. Since it is their home it is important that their views and wishes are taken into account in what happens. Being able to help shape what happens is significant both for developing a sense of commitment to the home as well as helping to nurture a sense of self-worth. It also helps the child have an element of control over their environment when so much of their life is outside their control.

It is therefore important that the views and wishes of children are ascertained and seen to make a difference. At an individual level, young people have the opportunity to discuss their wishes with staff generally or as part of Key Worker sessions.

More specifically, there is a regular Residents' Meeting with two or three members of staff. The children draw up the agenda and the subsequent meeting is minuted. Issues raised by the children are then considered at either the staff meeting or management meeting as appropriate. The response or action taken is fed back to the children at subsequent Residents' Meetings. Children and young people are also encouraged to participate in staff meetings as and when appropriate.

The children and young people are also consulted as part of the Review process – staff spend time working with each young person to prepare a report that contributes to the Review and ensures that the young person influences any changes to their Care Plan.

Children and young people can make a particularly valuable contribution to the recruitment of staff. They are routinely involved in the process and their views can be very significant: for example, we would not employ someone to whom the young people had a strong negative reaction.

Unfortunately, there are times when a young person feels that issues and concerns that matter to them have not been fully addressed, or they may feel unhappy at some aspect of their care. Where this is the case Break has a fully developed policy to respond under our complaints procedures.

Policy and approach to anti-discriminatory practice in relation to children and their families, and to children's rights

Break takes this whole area very seriously and aims to ensure that the principles of anti-discriminatory practice are embedded in every aspect of the organization: from recruitment and training, through relationships between staff and management to the way we work with, and on behalf of our service users.

At the organizational level Break has clear policies on Equality, Diversity and Anti-Discrimination. Training on diversity features as a consistent element of the training program.

All people should be treated fairly and equally, with no form of discrimination on any grounds whatsoever. The role of staff is to provide the additional support necessary to ensure that this is the case for children and young people at North Street.

North Street recognizes that there is low ethnic diversity in the area that it is situated and it is therefore our aim to educate both staff and residents of the important values of different cultures to create a better understanding and acceptance.

At North Street, children and young people receive information in an age appropriate format about the care/support that they can expect. Assessments and care plans are thoughtfully developed and reflect the individual needs clearly considering age, emotional and physical requirements. The ethnic, language and cultural needs of each resident are met through the appropriate care and support provided at North Street. Children and young people are provided with information on how to obtain access to services that meet their needs in the local community.

We encourage diversity in various ways including choice of food and Holidays are chosen with a view to expanding the young people's experience of different cultures.

An essential part of the ethos of North Street is the belief that discrimination on the grounds of race, culture, ability, sexual orientation or gender is unacceptable. Staff will challenge discrimination whenever they encounter it and will seek to develop tolerance and respect amongst all in the home.

North Street upholds the rights of children to express their thoughts and feelings and have the right to:

- Live in an environment that is safe, where prejudice, discrimination and ridicule are unacceptable.
- Privacy, dignity and respect.
- Communicate their thoughts, feelings and hopes without fear of censure.
- Be protected from abuse and exploitation.
- Emotional support through all available resources.
- Medical services which take into account their cultural background and beliefs.
- Practice their religion, retain and develop their cultural identity.
- Respect for dietary needs associated with their health, race and culture or beliefs.
- Develop their own sexual identity and be made aware of their sexual responsibilities within a relationship.
- Maintain their family networks should they wish to do so.
- Education and social opportunities which allow for individual choice and need.
- Be consulted and involved in planning and review meetings and have their opinions valued.
- Information and knowledge that ensures they can make informed decisions.

Young people are advised on their rights and external advice from the appropriate agency is sought. The right of access to advocacy is actively promoted.

Section 3 Education

It is recognized that education is one of the key factors that impacts upon future life opportunities. It is also acknowledged that it is an area in which children who are looked after have been significantly disadvantaged. The unstable and disrupted lifestyle experienced by many of the children who come to North Street means that their education history is often chequered. Due to behavioural difficulties many have found themselves either temporarily or permanently excluded. Levels of attainment are often consequently low. While it is important to recognise all these factors, they will not be grounds for low expectations of the young people who come to North Street. We will work with each young person to raise both their own expectations of themselves, and what is often critically important, the expectations of those who work with them.

The provision of a stable, caring environment should not be overlooked as being of key importance in supporting educational achievement.

Each young person has a Personal Education Plan which reflects their educational history and needs. A copy is held on the young person's file and is used to inform the day to day action of staff to support them. Staff and Key Workers in particular, are responsible for seeing that the plan is implemented and the Manager monitors this on a regular basis. Staff liaise with school, college or other education staff and take an interest in and support the completion of homework. Also, of great importance, they attend parents' evenings and other school events as appropriate. Achievement, however small, is recognised and celebrated.

Where a child or young person has a Statement of Special Educational Needs or an Education, Health and Care Plan staff work particularly closely with the SEN Coordinator in the education setting and participate in the Assessment and Review process. Key Workers are particularly vigilant to ensure that the resources and strategies identified to support the young person are indeed made available, and that all agencies make their full commitment to the task.

Staff regularly liaise with key staff in the education provider to ensure that there is a shared understanding of how the young person is performing and awareness of factors that may be influencing mood, behaviour or learning. Staff look for opportunities to provide opportunities or activities that will stimulate or broaden the learning undertaken in the formal education setting.

The home has appropriate areas and space where children can be supported by staff to complete homework or other assignments. The young people have available a computer with access to the internet that can assist their research and learning. There is also a range of reading material within the home and regular access to the local library.

Section 4 Enjoyment and achievement

Arrangements for enabling children take part in and benefit from a range of activities reflecting their creative, intellectual, physical and social interests and skills

It is important to allow young people to develop in all aspects of their lives. Activities that reflect individual interests and aptitudes provide enrichment and fulfilment that can last a lifetime. Many of these are established in teenage years.

Staff explore with each young person their interests, skills and hobbies at the time of arrival. Where interests are identified, efforts are made to arrange for them to be pursued. Staff ensures that interests and activities are age appropriate for the young person. Through the rota, the aim is to ensure that there are sufficient staff available to support each individual's needs.

Sheringham has a wide range of sporting facilities available at the large and well equipped Leisure Centre. There are also numerous opportunities to learn to play musical instruments – either through schools or via individual tutors. Other cultural and recreational opportunities are available and can be accessed either in Sheringham or in a wider area of Norfolk. This includes drama, theatre, clubs and museums. There is a range of uniformed organization's working with children and young people, for example Brownies, Guides, St John's Ambulance as well as Air and Sea Cadets.

At North Street we ensure that a young person who wishes to develop an interest or skill has the necessary equipment available.

Where a young person does not have any pre-existing interests or hobbies, staff provide opportunities and encouragement for new experiences that may lead to something more substantial. The Break Moving on Team also provides Mentors who can be linked with specific young people to help encourage community based activities and interests through that relationship

Within the home we have a range and selection of age appropriate games, toys, electronic equipment, music, DVDs as well as art and craft materials. Staff provide space and opportunities for children and young people with different age ranges to enjoy an activity of their choice. This might mean managing who accesses what when older young people wish to watch an age restricted DVD.

Section 5 Health

Within North Street health is interpreted in a broad, holistic way. We consider it to be at the heart of providing proper care for a young person.

At a very basic level in order to maintain physical health, the young people are encouraged to have annual medical assessments. They are registered with General Practitioners, Dentists and Opticians and have regular check-ups to ensure that needs are identified early. The Key Workers for each child have a responsibility to make sure that appointments are arranged and to encourage the child to keep them. The Manager monitors the fact that this is carried out.

Should any child need any course of medication, the staff at North Street will ensure the treatment is correctly administered, stored and disposed of. Staff are trained in Emergency First Aid and the Administration of Medication. Consent for medical treatment is agreed on admission. Staff at North Street use common sense and professional judgement in cases requiring emergency treatment and decisions.

Specialist appointments are sought as and when necessary, and staff work with the young person concerned to support them through the process of treatment. We keep up to date records for every child in respect of all contact with medical professionals, treatment, ongoing needs and assessments.

Physical health goes beyond this medical dimension to include lifestyle and diet. We aim to provide healthy living in a context and manner that is applicable and viable for the children. Good nutrition, the importance of personal hygiene, play, recreation, relationships and nurturing will form the basis for this. Children are encouraged to participate in sports and other physical activities which will promote their general health. There are good facilities within a short walking distance. A simple measure to develop good habits is to look carefully as to whether it is appropriate to use the car to take a child to a destination or whether it would be better to walk.

Diet is a key issue in promoting long term health. It is the aim of staff at North Street to help young people to be aware of the benefits of a varied diet that includes a wide range of fruit and vegetables. This is not easily achieved since they often arrive at the home with entrenched views and very restricted diets. There is a balance between responding to the wishes of young people in developing the weekly menu and opening their minds to new experiences.

While progress might be slow with each young person, the aim and focus of discussions around food will be to develop an understanding and appreciation of good food that will benefit them in the future.

Emotional and mental health needs are often present for young people who come to North Street. In consultation with them and their social worker, when these needs require more than good, consistent care, specialist input will be sought through the General Practitioner. Where such expert help is provided, staff will work in accordance with advice given in order to support the work. North Street has good links with the local Child and Adolescent Mental Health Service.

Issues to do with sexual health, drugs and smoking are never far away for children and young people within the age range of North Street. Staff will respond to issues raised by young people, they also raise issues themselves in Key work sessions to help the development of knowledge and understanding. Basic information is available within the home. Where needed, or requested, staff will arrange for young people to consult specialist drugs or sexual health workers.

North Street has a non-smoking policy for residents, staff and visitors.

Break does not employ health care staff.

North Street does not employ any specific therapeutic approach but the work is often guided by therapists or psychologists employed by the Child and Adolescent Mental Health or Starfish Service. The impact of any such work is monitored jointly by the home, the social worker and the CAMHS workers through regular meetings.

A careful health record is maintained for each young person both to record the attendance at appointments or administration of medication and to log progress.

Section 6 Positive relationships

Arrangements for promoting contact

At North Street we consider the task of working with the child and young person's family and previous carers as paramount. We strive to understand the complex issues involved regarding family links. Wherever possible, it is vital that children and young people maintain links with their families. Even where relationships have been very difficult, or damaging, these are the people to whom they are related and from whom they derive their identity. Staff at North Street therefore do all that they can to promote contact in accordance with the Placement Plan.

Contact is arranged with a view to preserving, establishing or promoting any links which could be beneficial to the individual at North Street. Arrangements are made after taking full account of the wishes and feelings of children and young people, involving the parents, relatives, social worker and, where appropriate, Courts. Contact arrangements form part of their Care Plan.

The location of visits is determined by balancing the ease, comfort and wishes of those involved with the concerns and risks that might be associated with it. The frequency of contact is determined as part of the Placement/Care Plan and is usually linked to the purpose of that contact – maintaining a sense of identity or leading to a return home being two of the more extreme ends. Other forms of contact such as letters and phone calls are encouraged. E-mails are also possible as a form of contact, but they pose more problems in terms of access to the internet.

It is important to remember that most young people come from a family which consists of more than just parents and siblings – grandparents, aunts and uncles can play an important part in their life that is easily overlooked. Similarly, friendships from the past should also come into consideration.

Where necessary staff will assist contact by transporting the young person or making the necessary arrangements.

Staff at North Street will also do all they can to encourage contact by, wherever possible, establishing a good relationship with relatives and those important to the young person. This is not always possible and must always be bounded by the needs of confidentiality.

It is important that our young people establish positive friendships with their peers in the community. Consequently staff will enable them to visit friends or have friends to visit them in the home. Such arrangements are made with the appropriate checks that a responsible parent would make.

Section 7 Protection of children

Approach to monitoring and surveillance

Relationships are fundamental to all the work at North Street and this is particularly true in the area of protection. Staff endeavors to build open trusting relationships with the young people who communicate genuine care and affection. Through such communications young people are able to talk about anxieties, risks and fears. Since they work in this way, staff are not detached and distant, sitting in offices or standing around 'monitoring.' They are actively engaged with them in day to day life. All children and young people are observed through direct engagement of activities of daily living. All staff are aware of individual risk assessments taking into account needs and anxieties around key areas.

The open relationships and communication also provide the most effective protection for those times when the young people are out in the community: they will discuss things bother before and after the event

Approach to behaviour support

It is always the aim of staff employed at North Street to build positive relationships with the young people. We work from the principle of aiming to help the young person learn to manage their own behaviour. Similarly, the child or young person is encouraged to reflect on what happened to help them learn and develop controls.

The hope and intention is that this will provide the framework in which problematic behaviour can be discussed and resolved. Calm, reassuring approach can often enable many difficult situations to come to a constructive solution.

Where difficult or challenging behaviour is known to be an issue carefully drawn up behaviour management plans help staff work in a consistent manner as well as managing the risk that the behaviour presents. Wherever possible we try to anticipate the behaviour and either distract or employ de-escalation techniques.

We work in ways which recognise, reward and encourage positive behaviour. We seek to build on strengths and positives as part of a strategy to minimize the negatives. Opportunities for additional activities or resources can be given as positive re-enforcement. Mechanisms such as the Residents' Meetings and consultations can encourage positive engagement with staff and with day to day routine. Taking responsibility for some daily living tasks can engender a sense of belonging and self-worth.

As part of children and young people's development they will question, challenge, test the limits and create confrontation. Young people are learning the boundaries of acceptable and unacceptable behaviour. There can often be an additional dimension to this issue for the young people living here: the emotional turmoil that they are experiencing can make it difficult to control behaviour or will lead them to express it in inappropriate, negative behaviour. Sometimes these become established patterns of behaviour. Although any such behaviour needs to be addressed, staff need to reflect on what is happening to understand it.

In any setting, where behaviour is unacceptable there have to be mechanisms whereby that point can be reinforced. The objective is always, however, to help the young person recognise what is appropriate behaviour and modify their own behaviour accordingly. We seek to operate in ways that embrace restorative approaches: helping the young person to understand the impact of their behaviour and to take responsibility for actions that seek to make good that 'damage.'

There are times when simple discussion is either ineffective or insufficient and on such occasions disciplinary measures will be applied. Consequently, any disciplinary measure will be imposed in the

context of discussion – sometimes at the time the measure is imposed, sometimes subsequently, depending on the situation and the young person. Any sanctions should be limited in duration, timely and appropriate to the behaviour. All sanctions must be discussed with and approved by the Manager/Deputy Manager. They are also entered into the Sanctions Log, which will be overseen by the Manager.

There are many forms of sanctions that are not permitted. These include corporal punishment, deprivation of food or drink, restriction on contact with key people (parents, social worker etc.), being made to wear distinctive or inappropriate clothing, using or withholding medical treatment, deprivation of sleep, imposition of fines or intimate physical examination.

When a child or young person's behaviour places themselves or others in danger, or there is serious damage to property, staff will intervene physically to prevent that behaviour. All staff are trained under 'Norfolk Steps' and this does equip them with a range of techniques but has the appropriate emphasis on de-escalation. Any physical intervention will be the last resort and these will be clearly recorded in the home's restraint log.

All staff receive annual 'refresher' training in Norfolk Steps to ensure that their thinking and practice is in good order and that they remain competent to practice.

Section 8 Leadership and management

Registered Provider Details:

North Street is owned and run by Break. Break is a Registered Charity: No. 286650; it is also a Company Limited by Guarantee, Registration No 1699685. (VAT Reg No 595 3666 89). Break's Head office is at:-

Schofield House
Spar Road
Norwich
Norfolk
NR6 6AQ

Tel: 01603 670100

Email: Office@break-charity.org

Break was established in 1968. It began as a charity providing holidays for children and adults with learning disability. Over the years a much broader range of services have been developed along with expertise in working with children and families.

In addition to North Street Break operates the following services:

- Five other mainstream children's homes.
- Children's home for children and young people who have learning disabilities.
- Specialist short term Break Services.
- Two Short Breaks homes for children with learning disabilities.
- One Residential Family Assessment Unit.
- Families' House – support for families in difficulty especially following separation.
- Mentoring services for looked after children.
- Transition support for young people leaving care.
- A Fostering Service.

Responsible Individual

The responsible individual is Anriette Mynhardt (application for RI pending):

Qualifications:

- BA Hons (Social Work)
- Post Qualifying Child Care Award
- Management Diploma (Level 5)
- NVQ (Level 4) Management

Experience:

- 1992 – 1994: Social worker (community work in South Africa)
- 1997 – 2002: Social worker (child protection, looked after children, children in need & care proceedings)
- 2002 – 2004: Senior practitioner (residential children's home)
- 2004 – 2010: Manager, The Willows Family Centre (therapeutic work with children, parenting assessments, family support, young carers, children with disabilities activity groups, young parents, parenting programmes)
- 2010: Consultant social worker (self-employed)
- 2010 – 2013: Operations manager, Break Charity (overseeing a range of services including children's homes, family assessments, short breaks services)
- 2016 – Current: Operations manager, Break Charity (overseeing children's homes, children with disabilities short breaks provision and children with disabilities holiday activities)
- As from June 2016: Head of service delivery, Break Charity

Registration: Currently in the process of re-registering with HCPC.

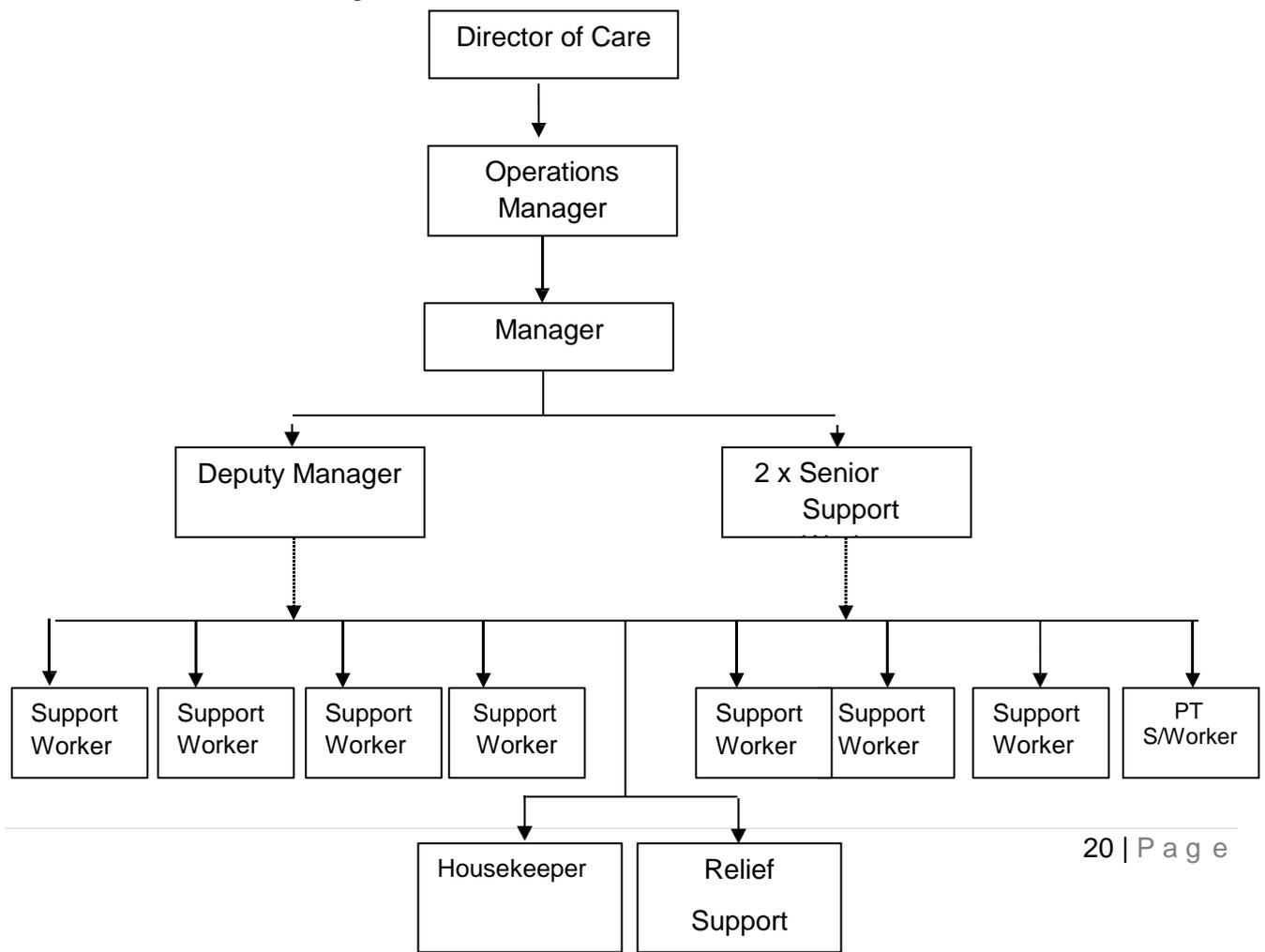
Organizational Structure

As far as possible we aim to ensure a good gender and age balance within the team to provide a range of relationship opportunities for the young people.

The overall staffing structure of North Street comprises:

- 1 Manager
- 1 Deputy Manager
- 2 Senior Support Worker
- 5 fulltime Support Workers
- 3 Part time Support Workers
- Domestic Worker
- Bank Support Workers

This structure fits into the organization as follows:



Head Office retains a copy of each staff member's personnel file which will include a copy of the Disclosure and Barring Records, all checks and all relevant recruitment information.

Any agency staff within the Home will be required to produce their Disclosure and barring records, and all checks completed before being allowed to work in the Home. A copy of the check will be retained in the Home.

There will always be at least 2 staff on duty at any time and a member of the Home's management team will be on call. The actual staffing levels will be determined by the number of residents present in the Home at any given time and their assessed level of need and risk. Whilst it is logical to expect more staff to be on duty when the Home is full, too many staff on duty can be counterproductive and create an unrealistic expectation for residents. The registered manager will determine the appropriate staffing levels guided by the residents' care plans and risk assessments. It is recognised that where necessary the registered manager may have staff from other Break Homes or agency staff as a last resort.

The registered manager will ensure that an agency member of staff is never left in sole charge of the Home.

There will always be 2 staff 'sleeping in', one of whom will have completed their 6 month probationary period with Break. If the Home has a female resident then we endeavor to have a female staff member on 'sleep in' duty. The registered manager will ensure that the correct gender balance is maintained at all times within the Home. The start and finishing times for 'sleep in' duty will be determined by the registered manager.

The Home operates an on call roster that ensures a member of the management team (the manager, deputy or senior) are always available to contact and when necessary to provide staff cover for whatever reason. The Responsible Individual and Break's Head of Care or another Senior Manager are always available for consultation both inside and out of 'office hours'.

The staff roster is displayed in the office and a copy made accessible to the young people so they know who is 'sleeping in' or on duty at any time. The roster must indicate the actual staff on duty in the event of sickness.

Supervision

Supervision will take the form of regular 1:1 meetings of sufficient duration to enable the employee to competently do their job. In most cases this will be 6 weekly, but it may be more or less frequent depending on circumstances, e.g. during probation, personal or work circumstances and performance issues. Bank staff receive 1:1 support and supervision at a minimum after every 8 shifts worked in one specific service.

This is a confidential meeting. All notes and records are confidential unless agreed by both parties or if the information concerns serious malpractice, child protection issues or other such matters.

Supervision is intended for staff support and development. If there are hindrances or dissatisfaction with this process then the Manager can intervene and in some instances a different supervisor be appointed. A more detailed supervision policy is available.

Appraisals

All staff will receive an annual appraisal. This will include an overview of the year as well as any performance and practice issues, aims and objectives will be discussed. Records of this will be kept and used as a guide and reference for the development of staff.

Section 9 Care Planning

Admission process

As part of the admissions criteria the management team will carefully consider the mix of children and how their individual needs might impact on others. This decision making process will include a group dynamic risk assessment addressing the following:

- The potential impact on any of the children and young people of any new placement.
- The mix in terms of age, behavioral and emotional needs is deemed as safe and appropriate.
- Whether all children and young people's needs can be fully met according to their age and development.
- There are no significant risks to the safety and well-being of any of the children and young people. Any potential risks can be safely managed with a clear plan attached to it.
- The home and all staff can cater for individual needs and ensure that age-appropriateness is considered in providing daily care.

Initially, possible placements are discussed with the Operations Manager responsible for North Street. If from this preliminary discussion, it appears that the needs of the young person might be within the range of those that North Street can meet, a referral can be made, which should include the following information:-

- A placement profile request.
- A chronology and all relevant background information.
- The child's current care plan including assessed risks.
- Details of all previous placements and moves.
- An education plan.
- Any psychological reports.
- Any relevant court proceedings information.

The Manager will then liaise with the social worker to arrange a meeting (to include parents/carers where appropriate) to look more fully into the suitability of North Street as a placement for this young person, taking account of the needs and plan for the young person, compatibility with the needs of existing residents and the skills and experience of the staff group. If it is decided that North Street is a suitable and realistic placement, introductory visits, including overnight stays where possible, will be arranged as a lead up to admission. This is well planned and thought through process with careful consideration to the individual's needs. We believe that long term success and a positive experience for a child/young person is very dependent on the right placement and an agreed integration plan into the home.

Particular account is taken of the potential impact of any placement on the existing group of young people and they will be involved in and consulted on the admissions process as much as possible

It is the expectation that a working and current education plan and provision are in place before a child is admitted to North Street. Staff at North Street will work closely with social workers and ensure they fulfil their statutory visiting requirements and regularly discuss and review the needs and progress of the child.

In order to preserve a stable, caring environment North Street does not accept emergency placements. Children are placed on a medium to long term basis with careful planning and decision making.

North Street is not equipped to provide accommodation for children with disabilities. Similarly, there are neither the staffing levels nor the training within the staff group to enable placements to be made for young people with extreme aggressive, destructive and risky behaviour