



STATEMENT OF PURPOSE

Alba House

Lupetta Ltd

Operated by: Jenny Magri & Joe Papa

Under the Children's Homes (England) Regulations 2015



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Introduction

This Statement of Purpose describes the benefits for young people when placed with us. It outlines the care we provide and how we are organised to provide that care. It includes an overview of the facilities, services, and practices we adopt to make sure that we continuously deliver effective services for the benefit of the children and young people in our care.

All staff working at the home will be made aware of the contents of the Statement of Purpose and a copy must be easily accessible. The Responsible individual (JM) formally approves the Statement of Purpose of the home, and reviews, updates and modifies it where necessary, at least annually. Any proposed significant changes or modifications are to be notified to OFSTED before implementation. The Children's Homes (England) Regulations 2015, requires that we have a written statement of purpose for our children's home. In addition, we provide a copy of this document to Ofsted and we also make a copy available upon request for inspection by:

- Any person who works at the home
- Any child accommodated in the home
- The parent of any child accommodated in the home
- The placing authority of any child accommodated in the home
- Any placing authority who is considering placing a child in the home

The Statement Of Purpose is a critically important document for Alba House, but more importantly for the young people who use our service, their families and all professionals. It is the primary foundation for the service that we provide and deliver in our home. It is also the practice and management template that we aim to be adhered to and be measured by. If you need assistance in respect to matters contained in this document, please discuss these with the Home Manager and / or staff in the home.

Alba House is a warm and nurturing children's home designed for young people aged 7–16 who need stability, emotional safety and a place to re-discover what childhood can feel like. As part of Lupetta Ltd, the home reflects the values held deeply by its founders, Registered Manager Jenny Magri and Co-Founder Joe Papa, who both grew up in Italian families where family, food, connection and community form the heart of daily life. These roots influence every aspect of the home, from the way we sit together for meals to the way we prioritise relationships and a sense of belonging.

Children who arrive at Alba House often come with experiences of loss, trauma or uncertainty. For this reason, our practice goes far beyond providing basic care. We offer a home where children can pause, breathe and begin to trust again. Every decision we make is centred on helping each young person feel valued, understood and safe enough to explore who they are and who they wish to become.

Home Details

Home Name: Alba House

Address: 61 Cross Lane East, Gravesend, Kent, DA12 5HA

Registered Manager: Jenny Magri

Responsible Individual: Jenny Magri

Investor / Provider Representative: Joe Papa

Maximum Number of Children: 4

Gender: Mixed

Age Range: 7–16

Ofsted URN: To be added after registration

Accommodation and Facilities

Our home can offer accommodation for up to four young people aged 7-16 years. Our home is a spacious modern house spread over one floor, there is appropriate access to all areas. Alba House has been adapted to meet the needs of the young people we care for, all rooms are well proportioned and spacious with two rooms offering en-suites. All rooms meet specific health and safety guidelines and regulations.

Internal

Entrance hall

Staff / Visitor bathroom

Staff office

Open plan kitchen

Lounge and dining room

2 x double bedrooms with en-suites

2 x double bedrooms

Entrance Hall

The entrance hall at Alba House is designed to feel open, bright and welcoming the moment someone steps inside. The spacious layout creates a calm first impression, offering children, families and professionals a sense of comfort and belonging as soon as they arrive. It sets the tone for the whole home; warm, uncluttered and thoughtfully cared for this provides a natural flow to the communal spaces beyond.

Main Bathroom

The main bathroom is a well-kept, practical space that includes a toilet, sink and full-sized bath. Its purpose is to offer convenience and comfort for children, staff on shift as well as any visiting professionals. The bathroom is maintained to a high standard, ensuring that it feels clean, relaxing and accessible whenever needed.

Additional Shower and Toilet

Alba House also benefits from an extra shower and toilet, providing another convenient and accessible space for children and staff to use throughout the day. This room is kept clean, bright and welcoming, offering a practical solution during busy morning routines or when several children need support at the same time. The shower room helps reduce waiting times and ensures that everyone has comfortable access to washing facilities, contributing to a calm and well-organised household where children can maintain their personal hygiene with dignity and independence.

Staff Office

The staff office is a large and well-organised room that supports the smooth running of the home. It includes a comfortable sleep-in bed for night staff, alongside a dedicated office area where administrative tasks, care planning and record-keeping can be completed with privacy and security. The room has been arranged to create a peaceful and practical environment, ensuring that staff can work effectively while also having a restful space during overnight duties. Its location within the home allows staff to remain close and responsive without compromising the homely atmosphere for the children.

Open-Plan Kitchen

The kitchen is the heart of Alba House, designed as an open-plan space that flows naturally into the dining and lounge areas. This layout allows cooking, conversation and daily routines to blend together, creating a social, family-oriented environment where children can observe, help, experiment with food and be part of everyday life. French doors lead directly from this space into the garden, filling the room with natural light and offering an easy transition between indoor and outdoor activities. The open design encourages connection, making the kitchen a warm and lively hub where children and adults can gather, talk and share experiences.

Lounge and Dining Area

The lounge and dining room are central communal spaces where children can relax, play, unwind and enjoy shared meals. The rooms are arranged to feel cosy and homely, offering comfortable seating and a welcoming atmosphere where conversations and laughter naturally unfold. Being connected to the open-plan kitchen means that children never feel isolated, whether they are eating, watching a film, reading or simply spending time with others. These spaces are designed to bring the household together, promoting togetherness and a genuine sense of family living.

Double Bedrooms with En-Suites (x2)

Two of the bedrooms at Alba House include private en-suite bathrooms, offering young people an added sense of independence, comfort and dignity. Each room is a spacious double, furnished with a double bed and furniture chosen to help the child feel settled and at home. These rooms provide privacy while still allowing staff to remain attentive and supportive when needed. The en-suites encourage confidence and self-care, supporting young people as they move toward greater independence.

Double Bedrooms (x2)

The remaining two bedrooms are also large double rooms, thoughtfully decorated to be calming, comfortable and adaptable to each child's personality. Each room includes a double bed and practical furniture, offering plenty of space for personal belongings, quieter moments and routines that help children feel grounded. These rooms are designed as safe, nurturing retreats where children can rest, relax and make the space their own.

External

The home can be entered through a set of steps leading to the front door, offering a traditional and welcoming approach, while a rear entrance provides an alternative, easily accessible way into the property. At the back of the house, there is generous parking space for up to four cars, making visits from professionals and family both convenient and stress-free. The garden area has been designed to feel both practical and nurturing; it is laid with slate for easy maintenance and features a charming vegetable patch where children can grow their own produce and enjoy hands-on outdoor learning. An outdoor shed provides secure storage for bicycles, toys and activity equipment, ensuring the space remains tidy and ready for play. The entire garden is framed by mature laurel, creating a natural screen that offers both privacy and a sense of security, allowing children to enjoy the outdoor space feeling safe, enclosed and at home.

Location of the home

Alba House is located at 61 Cross Lane East in Gravesend, a residential area that offers a welcoming mix of community, accessibility and supportive local services. The home sits within easy reach of several schools, including Cecil Road Primary and Nursery School and Copperfield Academy, while older pupils have access to a range of secondary provision in the wider Gravesend area. Specialist education is also close by, with Pierview Academy on East Crescent Road, supporting young people aged 11–25 with tailored SEND provision and offering an individualised learning environment within a short distance of the home.

Local healthcare is well catered for through Gravesend Medical Centre, based at 1 New Swan Yard (DA12 2EN), which provides routine appointments, health checks and general medical support for families within the community. Routine and emergency dental care are easily accessible through nearby practices such as Gravesend Dental Clinic on The Grove, which offers both NHS and private services in a modern setting within the town centre.

Children and young people benefit from a wide range of outdoor spaces and recreational opportunities locally. Cyclopark, located on Watling Street, is one of Gravesend's most popular family and youth activity destinations. Set across extensive parkland, it offers a full gym, cycling circuits, mountain bike trails, BMX tracks, skate parks, a large multi-use games area, and even a dedicated CycloLand play park for younger children. Cyclopark also runs holiday clubs, cycling sessions and inclusive activity programmes designed to support confidence, wellbeing and physical activity among children and young people. Cyclopark East additionally provides 33 acres of scenic walking and running routes, making it a peaceful and active outdoor environment for children and families to enjoy.

Beyond Cyclopark, the surrounding Gravesend area includes numerous local parks and green spaces, offering opportunities for play, relaxation and community engagement. Children and young people also have access to inclusive activity sessions promoted through Club Hub UK, showcasing a variety of creative, physical and SEND-friendly clubs designed to help them socialise, develop new skills and build confidence across the wider Kent area.

Together, these educational, recreational and health services make the location of Alba House highly supportive for children's development — providing a safe, connected and opportunity-rich environment where young people can grow, explore, play and thrive.

Fire and Other Emergency Procedures

The home operates robust and carefully managed fire and emergency procedures. A comprehensive fire policy is in place and is rigorously followed. All fire safety equipment is serviced regularly by a suitably qualified external agent, and routine testing is carried out in accordance with the fire safety policy and relevant legislation. Staff and children or young people take part in regular evacuation drills, with records maintained for each exercise and any issues identified promptly addressed. The team receives ongoing fire safety training from a qualified consultant, and new staff are given in-house instruction as part of their induction, with further refresher training provided at appropriate intervals. Wherever possible, the potential implications of a fire within the home are discussed with young people to support their understanding and preparedness. In addition, each young person has an individual fire safety risk assessment, and evacuation plans are displayed in designated areas throughout the home, including in their bedrooms.

Health and medical emergencies are also carefully planned for within the daily running of the home. If an accident or seizure occurs that requires immediate attention, staff will call an ambulance rather than wait for a GP when this is deemed necessary. A member of staff will accompany the young person to hospital and remain with them for as long as needed. Additional night cover will be arranged if it is considered to be in the young person's best interests or if the placing authority requests it. Other types of

emergencies, such as gas or water leaks or electrical failures, will be managed in accordance with established procedures to ensure safety and minimise disruption.

Quality and Purpose of Care

Alba House is registered to provide a specialist service for children and young people of any gender aged 7 to 16 years however; if it is considered in the young person's best interests to remain at our home post 17, each young person will have a pathway plan/transition plan in place which will be reviewed regularly. An individual risk assessment for 17+ will be undertaken regarding other younger residents.

The young people who present with Mild to Moderate Physical Disabilities, a learning difficulty or have a diagnosis of a Learning Disabilities, for example in motor skills such as (Dyspraxia), Learning Disabilities in Language (Dysphasia), Auditory and Visual Processing Disorders, PDA, ADHD and ASC will have access to specialist support for children and young people who present with.

Quality Control

Quality control within the home is maintained through a combination of strong internal processes and robust external scrutiny. Alongside oversight from statutory bodies, the home promotes an inclusive culture where young people, their families, significant others, and placing authorities are encouraged to contribute to service development. Their views are gathered through regular questionnaires, and a suggestion box offers an additional, accessible route for young people, families, professionals, and staff to share ideas or raise concerns.

The home receives monthly Regulation 44 visits carried out by an independent inspector. These visits involve time spent with young people, staff, and management, supported by a comprehensive checklist that provides a clear overview of how the home is operating. A detailed written report is produced following each visit and submitted to Ofsted, outlining any areas for improvement, required actions, responsible individuals, and timescales.

In addition to this ongoing oversight, the home also receives yearly Ofsted inspections, offering a further evaluation of compliance, safeguarding practice, and the overall quality of care.

Internally, the Registered Manager (JM) undertakes monthly monitoring checks in accordance with The Children's Homes Regulations and Quality Standards. This

process includes consulting with families, social workers, and individual young people to ensure their views influence the home's ongoing development. The home also completes an internal Quality of Care Review (Regulation 45), which evaluates the overall performance of the service and is submitted to Ofsted on a six-monthly basis.

To strengthen internal governance further, the home carries out regular internal audits across key operational areas. These audits allow the management team to identify good practice, address emerging issues promptly, and ensure that standards remain consistently high.

Together, these processes provide a thorough, transparent, and collaborative framework for maintaining and improving the quality of care within the home.

Ethos, Vision & Values

Our ethos at Lupetta is grounded in a belief that all children deserve adults who genuinely care about them, show up for them and stay consistent even on difficult days. We see each young person as an individual with their own story, their own strengths and their own hopes for the future. Our role is to nurture these qualities and to help children rebuild confidence in themselves and in the world around them.

Our vision is to create a home that feels emotionally safe, where young people can experience the simple joy of being children, playing, learning, creating, building friendships and discovering their unique identity. We aim to offer stability through strong relationships, warmth through daily interactions, and hope by helping each child imagine a future that is within their reach.

The values that guide our work are safety, reliability, respect, compassion, growth and hope, we strive to embed these values through everyday life. They influence how we communicate with children, how we resolve conflict, how we celebrate achievements and how we support children through moments of struggle. We reflect on the children's own lived experiences and show empathy and understanding that healing takes time and that every child deserves adults who believe in them wholeheartedly.

Cultural, Linguistic and Religious Considerations

Our home is committed to upholding equality, celebrating diversity and protecting the rights of young people. We ensure that every young person is treated with dignity and respect at all times. Staff consistently demonstrate these values in their professional relationships, acting as positive role models for those in their care. They are also made aware that some practices or sanctions could constitute a deprivation of liberty, so

thoughtful and considered approaches are always taken when working with young people.

Staff work actively to reduce and repair the effects of stereotyping and discrimination relating to ethnicity, age, gender or sexual orientation. They remain proactive in promoting fairness and ensuring that both they and the young people are treated equitably in all situations.

Young people who wish to practise their religion will be fully supported. This may include making arrangements for them to attend local places of worship or contacting faith leaders and community representatives on their behalf. Where appropriate, visits from ministers or members of relevant faith communities can also be arranged to support the child's spiritual and emotional wellbeing.

We encourage children from different cultural backgrounds to retain and celebrate their own identities. Their individual needs relating to clothing, healthcare, diet and cultural practices are recognised, respected and supported at all times.

Young people with linguistic needs will also be supported in a range of ways. This may include staff learning basic phrases in the child's language, employing individuals with specific language skills, using PECS (Picture Exchange Communication System) cards in the appropriate language, and accessing local support groups or community resources.

Our home is proud to be a diverse community where every young person is valued, respected and encouraged to express who they are.

Needs We Support

Alba House supports young people with a range of emotional, social and developmental needs. Many of the children who live with us have experienced trauma or instability, which may be displayed through emotional or behavioural difficulties. Others may need help managing anxiety, low mood or the aftereffects of difficult early relationships. Some children may have learning differences that require sensitive and adapted support. We also understand that young people may be vulnerable to exploitation or struggle with going missing from home, and we work with them gently and consistently to help them feel safer and more grounded.

Every child who arrives at Alba House receives a thoughtful and personalised assessment before moving in. This helps us understand not only their needs, but also their strengths, interests and the types of support that help them feel settled and secure. Each child will also receive their own welcome information which will provide them with everything they need to know about Alba House and the people working here, each child will have time to ongoing freedom and opportunities to ask questions which will support their ability to feel safe, secure and at ease. We only welcome children

when we are confident that the home is the right fit for them and for the children already living here.

Trauma-Informed & Relational Care

Our approach to care recognises that behaviour is often an expression of past experience rather than intentional wrongdoing. Many children communicate through behaviour long before they feel safe enough to use words. For this reason, our responses are grounded in curiosity, compassion and an understanding of trauma.

We prioritise the building of stable and trusting relationships, knowing that healing begins when a child feels genuinely cared for. We offer predictable routines and clear, kind boundaries so that children know what to expect. When difficulties arise, we take time to understand the feelings beneath the behaviour and to support children in learning healthier ways to express themselves. Our team works closely with therapeutic professionals to ensure that emotional and psychological needs are understood and supported.

Behaviour Support

Supporting behaviour at Alba House is always about supporting the child. We begin by understanding their story and lived experience through their eyes, what has shaped them, what frightens or frustrates them, and what helps them feel safe. Positive behaviour grows naturally when children feel valued, listened to and guided with patience.

Our home is committed to creating an environment where young people feel supported, respected and motivated to grow. Their individual needs and behavioural goals remain at the centre of everything we do. Staff encourage open and honest conversations using a warm and supportive approach, helping young people understand their emotions, recognise their progress and build confidence in making positive choices. Regular monitoring, supported by young people's own reflections, allows us to notice patterns and celebrate change as it happens.

We follow a clear and consistent code of conduct that shapes all aspects of care, positive discipline and safe physical intervention. Staff use this framework to reinforce achievements and promote positive behaviour, while also helping young people understand the value of healthy boundaries. By working collaboratively, the team provides stability, predictability and encouragement, enabling young people to feel secure and flourish.

A key part of our approach involves helping young people develop greater control over their actions. Through clear guidance, consistent boundaries and supportive coaching, staff promote responsibility, reflection and self-control. We recognise that many young people in our care have experienced complex challenges, and therefore we respond with patience, trauma-informed practice and an understanding of the difficulties they may be working through.

Physical intervention is used only in exceptional circumstances and always as a last resort, solely to prevent likely harm to the young person, others or property. It is never used as a punishment. Whenever a physical intervention does occur, detailed records are kept to ensure transparency and continued learning. These include key information about the incident, any injuries and the staff involved. Sanctions are logged in the same way. Following any intervention, both staff and the young person have the opportunity to reflect on the incident in a calm, supportive discussion that focuses on understanding, repair and learning.

Our goal is always to maintain positive behaviour within the home. When behaviour falls below expected standards, staff work constructively with the young person to explore what happened and identify ways forward. Responses are firm, fair and consistent, always with the intention of supporting growth and encouraging better choices in future.

Rewards

Rewards are a central and powerful part of our behaviour support approach. We place strong emphasis on recognising and celebrating positive behaviour — not only major achievements, but also the many smaller successes that happen every day. Staff work closely with young people to co-create realistic daily, weekly and monthly goals, and progress towards these is acknowledged in meaningful and encouraging ways. Through consistent positive reinforcement and engagement in purposeful activities, young people begin to experience the satisfaction of achieving through their own efforts. This supports them in developing positive aspirations, increasing self-esteem and building a sense of pride in their accomplishments.

Sanctions

Sanctions are used thoughtfully and proportionately, always with the intention of helping young people reflect, repair and learn. They support the development of boundaries, responsibility and emotional understanding, reinforcing the idea that mistakes can be put right and trust can be rebuilt. Sanctions are designed to be fair, timely and consistent, and always reflect the seriousness of the behaviour. They are never used to shame, humiliate or punish groups, and never involve any restriction of liberty.

Instead, sanctions aim to restore relationships, encourage reflection and promote positive decision-making. They support young people in understanding the impact of their actions and in considering how they might approach situations differently in the future.

Safeguarding

Safeguarding underpins everything we do. As Registered Manager, Jenny ensures that strong protective systems are in place, supported by a well-trained and alert team. Each child's safety plan is personalised, reflecting their vulnerabilities as well as the strengths that can be built upon. We work closely with professionals from social care, health, education and the police to ensure that no child faces risk alone.

Children are also taught how to keep themselves safe, whether online, in friendships or in the community, we use tools and resources in ways that are age appropriate, non-frightening and empowering.

Monitoring and Surveillance

At Alba House, the safety, wellbeing, and protection of the young people in our care are of the highest importance. Due to the learning disabilities, vulnerabilities, and complex needs of those placed with us, a proportionate and risk-led approach to monitoring is essential. All systems used within the home are designed to promote safeguarding while maintaining dignity, privacy, and respect.

Use of Surveillance Equipment

To support a safe and responsive environment, Alba House uses CCTV within the communal areas of the home and around the external perimeter of the building. This enables staff to respond swiftly to incidents, prevent unauthorised access or exit, and maintain oversight during busier times of the day. Surveillance is never used in private spaces such as bedrooms, en-suite bathrooms, or toilets, and its use is fully compliant with GDPR, ICO guidance, and local authority expectations. Young people, parents, and professionals are informed about the purpose and location of CCTV, and appropriate signage is displayed throughout the home.

Door Sensors in Bedrooms, En-Suites, and External Exits

All bedroom doors, en-suite doors, and external exits are fitted with non-intrusive sensors. These sensors alert staff when a door is opened at times that may pose a risk. Their purpose is to support young people who may be vulnerable to night-time distress, wandering, entering other bedrooms, or attempting to leave the building unsafely. The sensors do not record audio or video and do not track activity within the rooms; they simply notify staff that a door has been opened so that supervision can be delivered sensitively and in line with individual needs. This approach reduces unnecessary physical checks and helps promote privacy, dignity, and healthy sleep routines.

External Door Safety Measures

External doors are kept locked to ensure a safe and secure environment in which young people experience as little restriction on their movement as possible while still being protected from significant risk. The front door remains locked at all times to safeguard young people whose disabilities make them highly vulnerable if they were to leave the home unsupervised and wander into the community, where the risk of going missing or coming to harm would be considerable.

These preventative measures are fully communicated to, and agreed with, placing authorities and parents. This arrangement does not infringe on a young person's right to liberty and does not constitute a deprivation of liberty. Staff are present in the home 24 hours a day and are always available to unlock doors and support young people to access the community at any time. The intention is not to restrict freedom, but to ensure that community access happens in a planned, supervised, and safe manner that reflects each young person's needs and vulnerabilities.

Monitoring During the Day and Night

Young people at Alba House are supported by staff on a 24-hour basis. Staff remain present, engaged, and alert throughout the day and night so that the whereabouts, safety, and wellbeing of each young person are always known. Monitoring levels are tailored to each individual and may vary depending on emotional presentation, behaviour, risk indicators, and professional assessment. Staff use their knowledge of each young person, alongside ongoing risk assessments, to determine the level of supervision required. Monitoring may increase or decrease as needs change, ensuring that oversight is always appropriate, proportionate, and fully responsive to each young person's circumstances.

Food, Nutrition & Cultural Identity

Food plays a central and meaningful role at Alba House. Inspired by Italian family traditions, we see meals as moments of connection, comfort and creativity. We cook with children, teach them simple recipes, explore food from different cultures and celebrate their own heritage through the dishes they know and love. Mealtimes give children an opportunity to talk, laugh, share their day and experience the warmth that comes from feeling part of a family and community.

Through these moments, young people learn not only about healthy eating, but also about themselves, their preferences, their creativity and the joy of contributing to something shared.

Education, Health & Wellbeing

We believe that education should feel achievable, supportive and meaningful. We work closely with schools and virtual schools to ensure that each young person receives the right educational environment, whether that's mainstream schooling, specialist provision or alternative education. We celebrate all successes, no matter how small, because progress is personal and unique for each child.

We support every child's health by ensuring they are registered with essential services such as GP, Dentist, Opticians, Mental and Emotional Wellbeing service and by advocating for assessments or interventions where needed. Emotional wellbeing is central to our practice, and children are offered regular key work sessions, opportunities to explore hobbies and time to simply relax and be themselves.

Missing From Home & Exploitation

At Alba House, we understand that when a child goes missing, it is often a sign of distress rather than defiance. Young people may be searching for familiarity, connection, excitement, or simply trying to cope with overwhelming emotions. Because of this, our response is always compassionate, calm and centred on understanding what the child needs in order to feel safe again.

We work closely with each child to explore the reasons behind their absence, offering reassurance rather than blame. When they return, they are greeted gently and given the chance to talk about what happened in a way that feels safe and unpressured. We also work in partnership with social workers, the police and other professionals to ensure that each incident is understood and that risks are reduced over time.

Our focus is always on strengthening relationships so that children feel cared for, protected and connected enough to stay close to trusted adults. Exploitation, whether criminal or sexual, is approached with sensitivity and a strong safeguarding response. We help young people develop awareness of risk, learn what safe relationships look like, and build confidence in saying no or seeking help.

Leadership and Management

As the Responsible Individual and Registered Manager for Alba House, I bring over ten years of dedicated experience supporting children, young people and families, grounded in a strong commitment to creating safe, nurturing and child-centred environments. My career began within school settings before I moved into roles supporting young offenders and later individuals within the prison service, where I gained extensive experience working with people facing complex mental health challenges as well as those battling substance and alcohol addiction. These experiences developed my understanding of trauma, unmet needs and the long-term

impact of early adversity. Motivated to make a more preventative and meaningful difference, I transitioned into children's social care and Early Help Services, beginning as an Early Help Worker and progressing into management, where I led a team of over ten practitioners and held oversight and responsibility for more than 150 families. I also have experience working in supported accommodation for young people aged 16–18, helping them prepare for adulthood through building essential life skills, confidence and independence.

Throughout my career, I have consistently invested in my own learning, gaining qualifications and expanding my professional knowledge to strengthen my practice and leadership. This ongoing development has equipped me with the insight, skills and versatility needed to confidently lead a home like Alba House. Across all roles I have held, one guiding principle which has shaped my approach: *“What does this mean for the child?”* I am deeply committed to ensuring every child's voice is heard, their individuality respected and their potential nurtured. My leadership is rooted in compassion, reflection and an unwavering belief in the transformative power of stability, safety and meaningful relationships.

Staffing and Team Approach

The team at Alba House is made up of adults who are not only trained and skilled, but who genuinely care about the children they support. We value warmth, patience, consistency and the ability to truly listen. Staff are selected not just for their experience, but for their kindness and their ability to form healthy, trusting relationships with young people.

Our staff work collaboratively, sharing information openly and supporting each other to provide the best possible care. They receive regular supervision, reflective practice opportunities, and ongoing training to help them meet the emotional and developmental needs of the children. We believe that when staff feel supported, children feel supported, stability flows from the adults to the young people.

During the night, children are cared for by staff who provide calm presence and reassurance. Night-time arrangements are carefully risk-assessed and adapted whenever a child's needs change. Our priority is always to ensure that young people feel safe and settled, knowing that adults are close by and available if they need them.

Time	Staff on Shift
07:30–14:30	Morning Staff
14:30–15:00	Morning + Afternoon (handover)
15:00–21:30	Afternoon Staff

21:30–22:00	Afternoon + Night (handover)
22:00–07:30	Night Staff
07:30–08:00	Night + Morning (handover)

Staffing Policy

The home has important responsibilities to ensure that staff are available in sufficient numbers to adequately deal with the needs of the children and young people, whilst at the same time ensuring that such resources are used efficiently and economically. As a last resort, the home will use agency staff from a reputable company.

Staff Supervision

Lupetta Ltd is fully committed to meeting the supervision standards outlined in The Children's Homes Regulations and Quality Standards. In practice, this means staff receive both formal and informal supervision from their line manager, with additional sessions provided whenever needed or requested. We believe that maintaining high standards of practice relies on ongoing staff development and education, and we place great importance on supporting motivation and morale across the whole team.

The organisation operates a robust supervision policy, and all records are stored confidentially. With the consent of individual staff members, these records can be made available for inspection as part of the regulatory process. During supervision, staff are required to document any concerns they may have. Alongside formal supervision arrangements, the Home Manager offers direct, on-site support, monitoring and guidance to complement and strengthen staff oversight.

Training & Development

All staff work towards delivering a service that enables children and young people to grow and develop through opportunity and support, in accordance with The Children's Homes Regulations and Quality Standards. Lupetta Ltd is committed to equipping staff with the skills they need, offering a comprehensive programme of both in-house and external training. Training needs are identified through statutory requirements as well as internal processes such as supervision, team meetings and appraisals. When a young person is admitted with specific care needs, any additional training required will be addressed through a tailored training package. This includes access to the Level 3 Diploma in Working with Children and Young People.

In addition to a structured induction to the home, each staff member receives a personal development plan that sets out individual training needs and identifies upcoming learning opportunities. Mandatory training is compulsory for all staff, supported by continuous rolling programmes to ensure compliance. The home also maintains a training matrix, updated monthly, and each staff member has their own training record detailing qualifications and courses completed. Copies of relevant certificates are available for inspection.

Admissions

Deciding to welcome a child into Alba House is a thoughtful and considered process. We take time to understand their background, their needs and their unique personality so that we can be sure the home is the right place for them. We look beyond reports and assessments and think about how the child might feel, what they might need emotionally, and how they might connect with the children already living here.

Whenever possible, we invite young people to visit the home, meet the staff, and begin forming a sense of familiarity before they move in. We know that new beginnings can feel frightening, so we work gently and at the child's pace. Even in emergency situations, we take care to welcome children with sensitivity, offering reassurance, comfort and a calm atmosphere so that their first experience of Alba House feels safe.

Care Planning

The welfare of each child or young person is our paramount concern. Working alongside the placing authority, we have a duty to safeguard and promote their wellbeing at all times.

We aim to work in partnership with the child or young person (as far as is appropriate to their age and understanding), their parent(s), and all those with parental responsibility. Children, young people, and their families should be actively involved in decision-making, and their views will be taken into consideration, subject to risk assessments.

Every young person will have a Child-Centred Placement Plan and a Care Plan, both of which are reviewed regularly. In addition, each child will have Action Plans and a Measuring Outcomes Tracker to monitor their progress and development on a monthly basis.

Review and Placement Plan Arrangements

The manager of the home will ensure that placement plan reviews are carried out in accordance with statutory guidelines. Young people will be supported and encouraged to participate in the review process wherever possible.

The manager is responsible for preparing and completing the regulatory Child's Placement Plan. In doing so, they must consult with the child, their family, and the placing authority regarding:

- How the child will be cared for on a day-to-day basis, and how their welfare will be safeguarded and promoted.
- The arrangements in place for the child's health care and education.
- Any arrangements for contact with parents, carers, relatives, and friends.

The registered person must work collaboratively with the placing authority in agreeing and signing the child's placement plan.

They must also comply with any requests from the placing authority to:

1. Provide information relating to the child.
2. Provide a suitable representative for meetings concerning the child.

Copies of the placement plan must be kept on the child's file, and a copy sent to the social worker.

Review Requirements

The purpose of placement reviews is to ensure that the child or young person's welfare continues to be effectively safeguarded and promoted throughout their time being "looked after."

Review timescales are as follows:

- The first review must take place no later than four weeks after the child becomes "looked after."
- The second review must take place no later than three months after the first.
- All subsequent reviews must be held at intervals of no more than six months.

The timing of reviews is based on when the child first became "looked after," not necessarily when they were admitted to the home. In some cases, these dates may be the same, but not always.

These timescales represent minimum legal requirements. A review may be scheduled earlier if individual circumstances indicate that one is necessary.

Children's Rights, Voice & Participation

Children at Alba House are encouraged and supported to express their thoughts, feelings and ideas. Their voices shape the rhythms of the home, from the meals we cook together to the activities we plan and the way we organise and decorate their living space. We want to see each child's handprint running through the home. We believe young people thrive when they feel heard and when their opinions are treated with respect.

We support children in understanding their rights, including the right to feel safe, to be treated fairly, to have privacy and to contribute to decisions that affect them. Those who need additional help are supported to access independent advocacy. We want every child to grow up knowing that their voice matters, not only here, but in the world beyond Alba House.

Complaints and Representations Arrangements

On admission to the home, young people, their families, significant others, and independent visitors are provided with clear information on how to make a complaint. They are also given details on how an advocate can be accessed, and young people are fully supported in doing so.

If a young person or their representative is unhappy with any aspect of living in the home, they can raise their concerns with Responsible Individual, JM. Every complaint is taken seriously and responded to without delay, with a full response provided within a maximum of 28 days. Throughout the process, children and young people are kept updated on progress and offered support as required. Where needed, a suitably skilled advocate will be arranged, particularly if the young person has communication impairments or specific needs requiring specialist involvement.

The home's complaints procedure allows children, staff, family members, and anyone involved with the home to raise both minor and major concerns. All complaints are treated confidentially, handled promptly, and a copy of the complaints policy is available on request. While the home aims to resolve issues informally where possible, some situations may require a formal investigation. All complaints are recorded.

Anyone may also contact Ofsted at any time.

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Ofsted is an independent regulatory body that can investigate any concerns relating to the home.

Lupetta Ltd Policies and Procedures provide detailed guidance for staff regarding safeguarding practice. In addition to this internal guidance, the home follows the procedures set out by the Kent Safeguarding Children Multi-Agency Partnership (KSCMP), and works in full partnership with KSCMP to ensure the safety and protection of all young people.

The person responsible for safeguarding within the home is Responsible Individual, JM, Registered Manager. She is the Designated Safeguarding Officer and holds the lead responsibility for all child protection matters within the home.

Preventing Bullying

Our homes have a zero-tolerance approach to bullying and are committed to developing and maintaining a culture where everyone is supported to recognise, understand, and challenge bullying behaviour. We aim to create an environment where all young people are consistently treated with dignity and respect.

Young people are supported to manage peer relationships and to understand both their potential to bully others and their vulnerability to being bullied. They are taught to recognise signs of mistreatment, respond appropriately, and build the confidence to advocate for themselves and others.

Any concerns relating to bullying or mistreatment are discussed openly during house meetings, where a restorative approach is used. Young people are encouraged to understand how their behaviour impacts others and the responsibility they hold within the home community. All young people are expected to take part in addressing bullying issues and are required to sign an anti-bullying agreement upon admission.

In addition, all young people are provided with information about external agencies—such as their Social Worker, Childline, NSPCC, and Ofsted—should they feel that internal processes are not sufficient for resolving their concerns.

Family & Community Contact

We recognise the importance of family, heritage and connection for every child. Where contact with family members is safe and in the child's best interests, we support it wholeheartedly. We help children prepare emotionally for family time, offering reassurance and comfort both before and after visits. We understand that family relationships can be complicated, and we approach them with sensitivity and respect. We ensure family contact is child lead with their wishes and feelings at the forefront each and every time.

For some children, community connections are equally important, whether through clubs, faith groups, sports teams or local friendships. We encourage and celebrate these links, helping young people feel part of a wider world that values them.

Equality, Diversity & Inclusion

Alba House is a place where every child's identity is celebrated. We take great pride in creating a home that honours different cultures, beliefs, languages and personal experiences. Coming from a multicultural perspective ourselves, we understand how powerful it is for young people to see their identity reflected in the environment around them.

We support children in exploring their heritage, their gender identity, their sexual orientation and their neurodiversity at their own pace and in their own way. Our role is to offer acceptance, curiosity and affirmation, ensuring that every child feels seen and valued for exactly who they are.

Anti-Discriminatory and Children's Rights Arrangements

Our home promotes care practices in a non-discriminatory way where all people are valued as individuals regardless of disability, race, gender, colour, sexuality or religious beliefs. We provide a culturally sensitive service and ensure that all Children and Young People, staff and others receive equal access to services and equal access within them.

Our home expects to treat all Children and Young People and stakeholders in a fair and respectful manner. This is positively challenged and discussed within supervision, team meetings and young people's meetings. We uphold the Principles of Care for promoting anti-discriminatory practice, and the promotion of Children's Rights, respect and dignity as follows:

In practice, we promote the above by:

- Safe recruitment
- Equal Opportunities
- Safe living environments
- Complying with Children's Home Regulations 2015
- Complying with the Children's Homes Quality Standards
- Providing Children with information about their rights and advancing Children's Rights
- Providing children with access to external bodies such as Childline, Ofsted, independent advocacy providers etc.
- Responding positively and thoroughly to any complaints or representations they make, ensuring no one faces reprisals
- Responding positively to any staff concerns regarding practice
- Enforcing our Disciplinary Procedure
- Advising the child's placing authority of any matters affecting the child's welfare, including staff concerns, child complaints and disciplinary matters
- Working to improve outcomes for children
- Actively listening to children
- Providing positive care, accommodation, food, education, and leisure opportunities

Our staff are required to promote good practice regarding Children's Rights.

Young people are encouraged and supported to understand their rights and to be well informed about ways to challenge discrimination. All young people will be supported to use these rights in a positive way that benefits their wellbeing.

All children and their families will have full access to the Registered Provider, Registered Manager, Team Leader and Senior Staff Team. Our home has a Children's Rights and Entitlement Policy in place. Children will also have access to the Kent Children's Rights and Advocacy Service, delivered by:

Young Lives Foundation (YLF)
01622 693459
advocacy@ylf.org.uk

Restriction of Liberty

Due to the nature of our work with young people with Learning Difficulties, we may on occasion need to adopt practice that could constitute a restriction of liberty (The Law Society), such as physical intervention or increased monitoring and supervision. Failure to monitor and supervise children and young people, depending on age, understanding, and vulnerability would be negligent.

The best interests of children and young people are best protected by open, transparent and honest practice. Therefore, individual practice will be undertaken in consultation with placing authorities and, where appropriate, with children, young people and their families.

All interventions, including any practice that may constitute a restriction of liberty, will be subject to regular review and consultation.

Independence & Preparation for Adulthood

As children grow older, Alba House becomes a place where they can safely explore independence while still receiving the guidance and reassurance of trusted adults. We support young people in learning practical life skills such as cooking, budgeting, travel training and managing appointments. More importantly, we help them build confidence, resilience and a belief in their own ability to make good choices.

Independence is not rushed; we take time to understand each young person's strengths and areas of need. We celebrate progress, no matter how small, and provide sensitive support to help them prepare for the next stage of their journey. When it is time for a young person to move on, we work closely with them and professionals to make the transition as gentle and well-planned as possible.

Review of the Statement of Purpose

This Statement of Purpose is reviewed regularly to ensure it reflects the evolving needs of the children, the development of the team and any changes in regulation or best practice. A child-friendly version is also available so that young people living at Alba House can understand what the home stands for and what they can expect.