

STATEMENT OF PURPOSE



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CONTENTS

Quality & Purpose of Care

1. The range of needs of the children for whom it is intended that the children's home is to provide care and accommodation.
2. Ethos & Outcomes - How we will achieve them
3. Accommodation offered by the home
4. Location of the home
5. Supporting the linguistic, cultural and religious needs of children
6. How to make a complaint
7. Child protection and behavioural management policies

Views, Wishes & Feelings

1. Policy & approach to consulting children about their quality of care
2. Policy & approach in relation to anti-discriminatory practise in respect of children and their families

Education

1. Supporting children with their educational needs
2. Education curriculum and the arrangements for education
3. Promoting educational

Enjoyment and Achievement

1. Creative, intellectual, physical & social

Health

1. Health Care and Therapy

Positive Relationships

1. Promoting contact between children and their family & friends

Protection of Children

1. Monitoring and surveillance
2. Behavioural support

Leadership & Management

1. Registered provider and Management contact details
2. Qualifications and experience of all staff
3. Management & staffing structure and support
4. Promoting appropriate staffing role models

Care Planning

1. Admission of children to the home including emergency admission

Quality & Purpose of Care

1. A statement of the range of needs of the children for whom it is intended that the children's home is to provide care and accommodation.

3 St George's Crescent is a 4-bed residential home, designed for 3 male or female children aged 11- 16-year-olds, with the fourth bedroom utilized for staff. We provide wrap-around service and care 52 weeks a year.

PCS Services Ltd caters for children who have learning difficulties and disabilities. This is inclusive of children who have ADHD, Autism and children who have significant gaps in their learning. We welcome children who may have Education, Health, and Care plans (Statement of special education plans) that specify their needs, specialist support that is required and strategies that should be employed for their needs to be met.

We aim to ensure that each child's residential experience at *PCS Services Ltd* is individually tailored, positive and highly beneficial to the individual's needs and plans for the future. Whilst we hope that the children stay with us long-term, there may be instances where a child needs a home for a short term. To support this, we have intentionally designed the house to operate at less than full capacity so that we can provide efficient care and combat the challenges we face with this specific YP. We will always ensure we consider the best interest of the child and the children already in our home.

We will provide high quality care in a warm and loving environment, where children feel safe, secure and most importantly they feel valued and wanted. We seek to promote the wellbeing of the children, educational advancement and increased self-confidence of children in our care by providing a family-oriented atmosphere where positive relationships are built on mutual respect, trust and understanding. Our staff team is also tailored and structured in a way where continual and gradual growth is implemented through rigorous training, so that staff are well equipped to support children in all stages of life. With staff, individual experiences in different backgrounds are welcomed, allowing us to build an increased level of rapport through successful channels of interaction with the kids.

2. Details of the home ethos, the outcomes that the home seeks to achieve and the approach to achieving them.

Our ethos is based on the belief that children should be the best they can be by giving them the same opportunities in life regardless of their experience, disability, or age. We aim to offer a home where children can grow, develop, and mature into a respectful, responsible and caring individual. A home where children and young people are supported to achieve their full potential. We take a holistic approach to the care of our young people, their individual needs are identified and tangible goals with SMART targets are set to address issues, teach new skills and

address behavioural problems. We aim to create and preserve trusting relationships with the children to create a secure base where they can begin to address their challenging behaviour in order to eventually assume some control over, and take responsibility for, making positive choices in their life. We hope this will help them to identify and modify their behaviour which will allow them to reintegrate back into their own family, substitute family, or live independently and thrive in the community. Our staff group believes in the principle of friendly, open, non-judgemental genuine discussion. We emphasize the personal worth of the child with positive responsibility.

Some of our residents may be particularly vulnerable, suffering from learning difficulties and disabilities. We aim to establish a safe and secure environment where a child can develop their identity and understanding whilst having their needs met in an honest, positive and above all consistent and professional manner.

We aim to provide an atmosphere of an ordinary family life within a small residential children's home, where children are supported and provided with the required information to develop and understand structure and routine in line with a family setting.

Behavioural Support

The approach we deploy is essentially non punitive, employing rewards opposed to sanctions. We employ a programme where loss of rewards is given for misdemeanours, to avoid the imposition of sanctions. Initially we build on social and relationship skills within the home and beyond for each and every child and endeavour to promote a sense of pride in them, their home, their culture and their neighbourhood.

House Tokens and Rewards

PCS Services Ltd has implemented a token system. Rewards for good behaviour are the primary method of achieving change in a young person's behaviour. We encourage young people to develop positive aspirations and support them in achieving them by providing realistic and achievable goals. On a day-to-day basis small achievements are acknowledged with praise and recognition. Through positive reinforcement and engagement in meaningful activity, young people begin to experience the pleasure of positive engagements as opposed to getting attention through negative behaviour. Staff work closely with young people and help them to identify SMART targets that are celebrated and rewarded with tokens.

Tokens are monitored each week and result in extra money which is carefully managed, recorded, and exchanged for an item/activity of the young person's choice.

Our Commitment

- Relationships with staff are based on a caring, honest, and embracing approach, which will lead to reciprocation trust. We encourage questioning and open culture.

- We aim to help the children to empower their own lives with an expectation that unacceptable behaviour towards others is challenged, and that the child is supported to modify their own behaviour.
- The child will always be encouraged to build upon his or her own self-esteem and to gradually reduce dependency on the care system.
- We will work towards the children leaving PCS Services Ltd with hope, good memories and the skills that will enable them to take their place in the community as a valuable member of society.
- We strive to unconditionally accept each child whatever his or her previous or presenting behaviour.
- We actively encourage the development, personal growth, maturity and education of each child, encouraging self-confidence and independence.
- We emphasize care whilst enabling individuals to understand that actions have consequences, and that they are ultimately responsible for their own behaviour.
- Staff in the home will endeavour to create and maintain an environment which is free from discrimination in any form regardless of race, culture, disability, social status, age, sexuality, or any other factor, which may expose them to disadvantage, or discrimination.
- The Registered Manager and staff at PCS Services Ltd champion and adopt an anti-bullying culture where complaints of all forms will be fully investigated, promoting an open and transparent ethos.
- Staff will encourage children to recognise their rights and to value the rights of others. We acknowledge that certain things are theirs by right; we believe equally that rights carry responsibility.
- Whilst respecting a child's rights we also expect children to accept their responsibilities and to respect the rights of others.
- We strive to ensure that a person's disability is not the main focus but encourage their capability while ensuring that they receive the level of support required.
- We fully recognise that children have their own views, wishes and feelings, and that we must promote each child's right to have a say. Children's views, wishes and feelings will be sought in all aspects of their planning and day to day care. No child is assumed unable to communicate their views; therefore, appropriate methods for gaining views will be sought and provided.

Staff are well trained in working with children from all backgrounds. Additional guidance and training will be provided to support children who face learning difficulties and disabilities as a result of their experiences or for medical reasons. Exposure to traumatic experiences can lead to many psychological conditions thus affecting the children's ability to learn. We will work diligently to ensure all the children in our care are supported to build missing links and given as much positive attention as possible. Each child will have a key worker allocated to them who ensures that each child's care plan and targets reflect their changing needs and the progress they are making.

At PCS Services Ltd there will be a strong focus placed on helping the young people to become independent and to respond flexibly to the demands of the wider world. The child's voice is very important, and staff are keen to involve the children in the day to day running of the home.

The ultimate goal at PCS Services Ltd is to provide the best care and access to education possible in the best environment that can be achieved. We use a highly individualized child centered approach in all aspects of care and education. Children in care should be happy, healthy, and safe from harm, able to develop, thrive and fulfil their potential.

Be Healthy

Our Home aims to provide children with an outstanding standard of care which supports a healthy lifestyle in all aspects of their lives. Where the young people are able, they are supported and encouraged to take responsibility for their own health and are guided by staff to achieve the following outcomes.

Be Physically Healthy

We place a great deal of emphasis on educating the young people regarding the importance of health, and aim to enable them, with careful planning and support, to:

- Look after their personal hygiene - by providing the necessary support for the individual. This could in some cases include support and guidance with how the children manage their intimate care where the child's need has been assessed at a level which requires support in this area. In this case guidance will be provided for staff on how to address this sensitively and appropriately, in conjunction with robust policies and risk assessments which are in place to support staff in carrying out this support. Children are always provided with information on healthy hygiene and are provided with the necessary products they require.
- To be appropriately immunized – PCS Services Ltd will seek all necessary support and advice from medical professionals in relation to immunisations. The children are provided with such information, especially when an individual may be feeling anxious and in need of some guidance and encouragement. We support our children to attend immunization appointments and they are rewarded and praised when they achieve this.

- Understand the importance of a healthy, nutritious diet – Our menus are prepared with discussions around the importance of a healthy balanced diet and with the children's suggestions. This is a system which aims to widen the variety of evening meals and gives our children the opportunity to enjoy meals they may not have previously tried. The menus are planned so that each week there is at least one fish-based meal, one vegetarian, one treat meal and a traditional meal, for example, a Sunday roast. We also plan one cultural meal a month to promote the children's heritage in a fun experimental activity. All menus are prepared in line with the new Allergen Aware legislation which came into force in December 2014 as well as the 14 foods that have been identified by the Food Standards Agency as having a possible increased risk level to some people, are listed in any meals prepared containing them.
- Understand the importance of getting enough sleep – We encourage this by having structured evening routines for each individual which the children are encouraged to enjoy and participate in. If a child is thought to be sleep deprived, individual work will be carried out with them on the importance of getting enough sleep. Appropriate changes will be made to their routine or care plan, and this will be closely monitored by key members of staff.
- Take regular exercise – All young people are encouraged to pursue outside interest such as sport clubs (tennis club, swimming and athletics) and social clubs (youth clubs etc). All of these are found and easily accessible within our local area. This is primarily for enjoyment but also helps the young people to develop a range of skills and experiences and fostering a positive self-image and improving low self-esteem. Weekly house meetings are also an appropriate forum for the children to have the opportunity to have input into activity planning and other issues relating to the general running of the home (menus, activities, planned visitors etc).

All activities need to be carefully planned and assessed to ensure a balanced and realistic programme in line with those children would normally receive in a family environment. It is important for staff to be aware that children can easily become isolated from the community. Key workers will actively encourage community involvement for all residents if they are emotionally able to cope with the activities offered within the locality. Key workers develop and investigate links with all potential activity providers within the community setting.

Be mentally and emotionally healthy.

PCS Services Ltd recognises that all individuals have different backgrounds, values and beliefs, so it is vital that there is a level of therapeutic input in our daily practice to ensure that we are working in a safe, understanding and person-centered way with our young people who have such complex needs.

Staff also receive training in various mental health awareness, and this will be tailored to any individual cases of mental health difficulties our young people experience, e.g. personality disorder and bipolar disorder. This provides staff with knowledge and understanding of how to best look after young people with these conditions, and how to

achieve to the best of their ability and live fulfilling lives.

Be sexually healthy.

Children are supported to gain the best possible understanding of what it means to be sexually healthy and how this is maintained. This is often a difficult subject for children in care, so the topic is managed sensitively in one-to-one key working session. If a child has any questions or worries relating to sexual health, they have a staff member available to talk to at all times as well as various other methods they can use to communicate issues of a sensitive nature, like feedback forms or worry books. Staff can provide leaflets and will arrange sexual health appointments as and when appropriate.

Stay safe.

Staff work within the Working Together to Safeguard Children guidelines and receive regularly refreshed safeguarding training delivered by our own designated Safeguarding Lead. PCS Services Ltd ensures that all children and young people feel safe in their home. They are cared for in an environment which is intended to ensure that they feel able to communicate any concerns about their safety and wellbeing, and that they feel listened to and taken seriously if and when they do.

The safety of the residents is PCS Services Ltd.'s first priority. This is reflected in our recruitment process, care and carefully planned life skills building work, carried out over the course of the children's placement, in order to support them to learn how to keep themselves safe at all times.

Enjoy and achieve.

PCS Services Ltd actively encourages learning and development. Our aim is to create a culture within our team, which encourages everyone to be aware of the areas the young people need help with, for them to be happy, successful, healthy and safe. Our consistent approach to daily structure aims to enable our team to build an excellent understanding of where our children display strengths and identify where they may need more support. The key workers, with support from management and input from the children, will carefully plan goals for the children, which may be a challenge for them due to anxiety or behavioural difficulties. They will be supported and nurtured to achieve their goal at a suitable pace and will be rewarded and raised when this is accomplished. (Please refer to No. 3 and No. 16 which provides more information on how we encourage the residents to enjoy and achieve, and how we support education)

Make a positive contribution.

We strongly value the importance of consistency in the lives of children and ensure that this is reflected in the care that we provide. There will be clear and structured boundaries and routines in place to help manage their more challenging behaviours and encourage them to

express their difficulties in a more positive and creative way. PCS Services Ltd provides a safe and a nurturing environment with an excellent level of tailored support in place to ensure that the residents of the home feel listened to, well looked after and inspired to display positive and kind behaviour.

Achieve Economic wellbeing.

Children are fully supported and encouraged to look at their future positively and to reach independence goals that will enrich their confidence and knowledge on how to achieve independence in their future lives as adults.

We will produce extensive independence portfolios for every child recording the goals, evidence and progress the child makes with the support from staff, in photos and reports. These are monitored and overseen by the key workers and will be implemented when the children have had a significant and meaningful settling in period.

Through accessing services provided by the Local Authority including Swale Council's "Post 16 programme" and other neighbouring Local Authorities local young people's service we are able to support young people by allowing them to access a range of Post 16 Qualifications that are tailored to meet the individual needs of the child or young person. The range of accessible qualifications focuses on them having the appropriate opportunities to develop their skills in independent living, by allowing them choice and control over their educational journey, which is fully supported. "Decisions Post 16" provides opportunities for young people who do not have a place in education, employment, or training. The opportunities bulletin provides young people with information on course of the month, apprenticeship vacancy and traineeship vacancy.

Through access to a tailored range of suitable qualifications the children are encouraged to reach their full potential and achieve as they prepare to move onto adulthood.

During the child's educational journey, they will have the opportunity to set their own targets supported by competent and dedicated staff.

Our ultimate aim is to prepare and equip the young person with the skills to participate in meaningful employment or voluntary work in order to increase self-confidence, esteem and a sense of worth giving a complete sense of achievement.

3. A description of the accommodation offered by the home, including (A) How accommodation has been adapted to the needs of the children; (B) the age range, number and sex of children whom it is intended that accommodation is to be provided; and (c) the type of accommodation, including sleeping accommodation.

The accommodation at St George's Crescent is a semi-detached property located on a residential side road. The houses comprise 4 bedrooms.

PCS Services Ltd can accommodate 3 male or female children between the ages of 11-16. Our children will have their own bedroom within the home and share a bathroom and shower room. All rooms will be decorated to a high standard. However, the children are actively encouraged to personalise their own room to their preference. This is to ensure that they feel ownership, settled, welcomed and at home.

The layout is as follows;

On entry to the home, there is a passage leading to the rear of the house; the staff office is located on the right followed by the living and dining area. The kitchen is located at the end of the corridor which leads to the rear garden. The staircase to the first floor is located on the left when entering the home

On the first floor there are 3 bedrooms and a fully equipped bathroom. The 2nd floor has double bedroom.

4. A description of the location of the home

The area is supported by a LARA which is updated regularly. The area has accessible green spaces which enables the children enjoying nature. There is a back garden to support safe activities.

The general feel of the areas are very community based and closed knit which also provides another safety feature; alongside access to safer neighbourhood police support.

Going into the local town or shopping areas, we can find a number of multicultural resources and food shops.

5. The arrangements for supporting the cultural, linguistic and religious beliefs of children.

Diversity and religious beliefs are respected and valued at PCS Services Ltd, and the specific requirements of individuals will be supported. This will be discussed at the time of placement and plans will be put in place for meeting specific needs, which will be agreed with the child and placing Authority.

PCS Services Ltd home is located in an area with accessible places of worship for all religious groups. The staff team will always actively support and encourage the children to take an active role in celebrating their religions, cultures and to observe any cultural norms. This may range from attending a place of worship each week, having access to an appropriate diet, and being supplied with appropriate toiletries.

Children are encouraged to take part in activities which reflect their diversity of race, culture, religion, language and abilities. Birthdays, cultural and religious festivals are celebrated as appropriate.

6. Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy.

PCS Services Ltd has a clear and detailed policy regarding suggestions and complaints, and all staff and young people are familiar with these processes. Upon admission children and their family, staff and placing authorities are informed of PCS Services Complaints Policy. The complaints policy is included within the staff handbook, provided to staff on the commencement of employment. It is also in the children and parent's guide to the services provided by PCS Services Ltd, which is shared on admission to the home.

The policy can be requested by professionals at any time. All parties are made aware of their right to contact Ofsted to make a complaint and children and young people are informed of their right to contact their social worker, independent reviewing officer or The Children's Commissioner. Contact details for these are provided to the young people and displayed on notice boards in the home.

The handling and consideration of complaints consists of 3 stages:

Stage 1 – Informal resolution

Stage 2 – Investigation

Stage 3 – Appeal

Stage 1:

If a complaint is raised by any party, then the aim would initially be to solve this at an informal level and reach an agreeable conclusion. This should take place as soon as possible after the complaint has been raised to try and resolve the issues.

Stage 2:

Where an informal approach is not possible, the complainant will be asked to document their concerns in writing and an investigation would take place by the Registered Manager within 7 days of receiving the complaint. The complainant will be kept informed throughout the investigation and the outcome would be communicated in writing.

Where there is any delay to this outcome (perhaps for additional investigations to occur) the complainant would be informed in writing. If the complaint is about the Registered Manager, then the Responsible Individual would investigate the complaint.

If complainants are unhappy with the outcome of the investigation, then they are able to appeal the decision.

Stage 3:

The complaint will be reinvestigated by a manager previously not involved in investigating the complaint. The complainant will be informed in writing of the outcome of the appeal investigation, and this will include recommendations for resolution. The outcome of an appeal will be available within 30 days of the appeal.

Placing authorities will be made aware of any complaints made by their young people and/or their parents or other professionals involved in their care.

Any complaints which meet a safeguarding concern will result in immediate investigation and referrals to appropriate agencies if required. This may involve suspension of staff if required.

Complaints form part of the Regulation 44 inspection and are viewed and monitored by a Regulation 44 Inspector. PCS Services Ltd will be visited by an independent person once a month to undertake a Regulation 44 visit and Ofsted inspectors visit twice yearly.

Views Wishes & Feelings

7. Details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.

Upon request by any person, body or organisation involved in the care or protection of a child, our full policies on behaviour management and safeguarding will be provided by the Registered Manager.

The Home has a comprehensive Safeguarding and Behaviour Management policy and procedure in place. PCS Services Ltd.'s St George's home is based in the Borough of Gravesham within the Local Authority Area of Kent and therefore comes under the Kent Safeguarding Children Multi-Agency Partnership (KSCMP). The Home's policy and procedures are in line with the current KSCMP procedures, and an up-to-date copy is always available at the home.

8. A description of the home's policy and approach to consulting children about the quality of their care.

The importance of the child's right to be heard and for their wishes and feelings to be taken notice of is now accepted across a broad professional and research terrain. At PCS Services Ltd children are treated as active participants in the processes and decisions that affect them. Promoting children's participation and involvement is not only a right for children but also a way of improving their safety.

At PCS Services Ltd children are encouraged to give their views and to have a say in the way they're looked after. For those who may find it difficult to convey their views, wishes and feelings alternative strategies and creative ways are implemented – Examples include, 'My care' forms which are given for the children to have the opportunity to put down their views on paper, PECS (Picture Exchange Communication System) or through art ensuring inclusive practice for all. We believe that the children and young people benefit a great deal in many aspects of their lives when they are involved in their care, feel listened to and respected.

In all discussions and decisions that need to be made all children and young people will be consulted on their views and are included whenever possible. The children are encouraged to attend a key-working session once a week, meeting their own key worker on a one to one basis. Weekly house meetings are held involving all young people and staff.

Children will be involved in their care planning process and are encouraged to take part in goal setting. By doing this the child is taking ownership of their own child friendly care plans thus making it a meaningful process which they own, understand and are supported to work towards achieving.

In the day to day running of the home young people are also involved with the day to day, for example with the daily menu and their activity planners, and they all receive a 'young person's guide' at the time of their placement beginning. All children and young people will be supported to develop self-esteem, independence, and self-confidence.

Those wishing to take part in the recruitment process are given the opportunity to partake in interviews for new applicants with support and supervision from staff. They can prepare questions for the applicants and are supported to ask them in a safe environment.

At PCS Services Ltd young people are involved in and consulted with in relation to all aspects of their lives, including their care, community, future, interests, culture, religion, education, aspirations, life stories, families, and their role in society, through the below methods:

Suggestion box
Weekly key-working sessions
Involvement in meetings such as LAC reviews, PEP meetings and placement planning meetings.
Weekly resident meetings
School and education
Menu and activity planning
Child Friendly care plans
Access to advocacy
Access to social workers and other agencies
Access to health provisions
Regular monitoring of care questionnaires
Young person's guide containing important contact numbers including Child Line and Ofsted
A clear and accessible complaints and compliments procedure
Visits from the Independent Visitor
Access to a cordless telephone to make private calls to family members if appropriate

9. A description of the home's policy and approach in relation to

- **(a) Anti-Discriminatory practise in respect of children and their families**
- **(b) Children's rights**

(a) Anti-discriminatory practice in respect of children and their families

The staff and managers at PCS Services Ltd do not tolerate any discrimination against children or their families on any issue including racial identity, physical appearance, sexuality, age, religion, and disability. It is the responsibility of staff and management to challenge discrimination when it is apparent.

PCS Services Ltd provides placements to children and young people based on whether the child meets the admissions criteria and whether the home can meet the child's needs. Staff are recruited purely on merit and their ability to do the job. Those responsible for arranging placements and recruiting staff are aware of both positive and negative discrimination, and act accordingly. All staff are required to be aware of and challenge discriminatory actions whatever their source, including those of their colleagues and children.

Tackling discrimination is a process of education not punishment. Children at PCS homes are supported to practice the faith of their or their family's choice and where necessary appropriate support and advice is provided by staff or from recognised sources within the child's chosen faith group.

(b) Children's rights

Recognising the rights of the children is central to the ethos of PCS Services Ltd. Staff receive training in ensuring that the rights of the children are met, and that if the child cannot take the responsibility that affords him/her those rights, the staff act on the child's behalf.

Education

10. Details of provisions to support children with educational needs

All young people have the right to education and at PCS Services Ltd we understand the importance and significance of education in the lives of young people, and how education can develop and empower them. Education is a high priority, and a great deal of emphasis is placed on encouraging the young people to reach their optimum potential and be the best that they can be.

We believe that consistency from all those involved in the care of young people achieves positive outcomes and leads to young people feeling safe and looked after in all areas of their lives. Young people need to be emotionally supported in order to focus on their education, so it is vital that all agencies are working together to achieve the best possible outcomes for the individual.

PCS Services Ltd has a commitment to the young people's development and focuses on building social skills, independence skills and self-confidence. The young people are encouraged in these areas not only to engage them but to help them enjoy education. Rewards systems are in place to acknowledge progress and positive change the young people achieve in their lives.

Where possible the children and young people at PCS Services Ltd attend identified schools which is able to support their needs in and around the local area and are transported by home staff.

In addition to this, the staff team also support and encourage all children and young people with their homework. There is adequate provision for private study, activities, hobbies, and private meeting areas within the home. We provide where appropriate, personal computers/laptops alongside the mandatory desk and chair within the bedroom area. Alternatively, there is a study area for all young people to access. All computers are protected, and activities supervised as and when appropriate.

In House Tuition

Reflective practice has highlighted the need for flexibility for the young people in care by allowing them to access education that suits their needs. We recognise that some young people thrive better in small classroom sizes and on a one-to-one basis. Taking all this into consideration, the home has links with teachers and tutoring services which is available – either online or face to face to provide In-house tuition.

11. If the home is registered as a school, details of the curriculum provided by the home and the management and structure of the arrangements for education.

The home is not registered as a school.

12. If the home is not registered as a school, the arrangements for children to attend local schools and the provisions made by the home to promote children's educational achievement.

PCS Services Ltd will promote and plan for appropriate education for each individual child, dependent on their needs. All children and young people will be expected to attend school, college, or another suitable educational institution i.e., apprenticeship. Placement in schools will be arranged in full consultation with the social worker, home manager and other relevant professionals, including family where appropriate.

There is an expectation that all children and young people will receive their full entitlement of 25 hours per week education and if this is not in place, a plan will be agreed with the education provider to support a regular increase in hours. Regular contact is maintained with all education providers to reduce the possibility of communication breakdown and to provide the support and encouragement usually given within a family setting. When young people are only at home on a short-term placement their current school will be expected to provide regular work and funding for a regular tutor will be sought to ensure that the young person does not miss out on education during their stay.

As a young person approaches the end of Year 11, consideration is given to further education, training, or employment by liaising with the National Careers Service and other related services, where necessary.

The home management has confidence that the collaborative approach to education and the support offered within the home and extended to schools, colleges and units, enhances the opportunities available to the children and young people, thus assisting them in adopting a positive, confident attitude to the responsibilities and demands of adulthood.

Each young person's key worker is given the responsibility of discussing his/her schooling and education on a regular one to one basis; in conjunction with the home teacher when required.

The home supports and promotes young people's right to private study. Children and young people are provided with the opportunity to complete private study and research opportunities, in the study room at evening and weekends. Children and young people have access to a range of educational resources to support their learning experience and have opportunities beyond the school day to engage in activities which promotes learning.

Enjoyment & Achievement

13. The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical, and social interests and skills.

At PCS Services, we have a responsibility to provide an environment that promotes a healthy lifestyle including encouraging the social and emotional development of the children and young people we care for.

The negative impact of insecurity and adversity early in life on the confidence, resilience and self-esteem of children and young people can result in lower goal setting as they try to protect what is sometimes a fragile and battered self-identity.

A sense of achievement for children and young people can be gained by providing opportunities to participate in activities, away from the formal education setting. Successful development of an interest or hobby can also spark a confidence to try new things and begin the upward spiral of positive thinking that can lead to success in other areas of life.

Recreational and sporting activities are promoted at PCS Services Ltd and participation in activities is seen as a way to channel negative energies, learn new skills, develop a level of fitness, develop social skills, teamwork and confidence and achieve positively. We would like children and young people to be able to participate in activities which are beneficial to their development but also enhance life opportunities and develop their abilities and talents. In the early stages of the young person's stay, activities will be based around what they like to do and in what they have been successful.

Any special interests will be catered for, especially if these have been a feature in their lives prior to admission. We want young people to continue to flourish in their strengths and build on their areas of improvement. Young people will always be encouraged to try new, different and challenging experiences, as we believe this will not only support them in the present but also the future.

We will support young people to not only take part in local based activities but also support the young people to partake in their own cultural activities whilst supporting those they live to also share in the experience. We believe that our young people can help other young people to develop understanding about diversity and the home will actively promote a variety of special occasions.

We also want young people to have experience in different cultures and will plan trips which will enrich the young people's understanding of the world we live in. On a weekly basis the children and young people will be encouraged to participate in both individual and group activities. They are encouraged to pursue their own interests such as horse riding, sports, singing or whatever their interests may be.

We want children and young people to build on their talents but learn that they may have hidden skills. We will encourage them to partake in groups such as youth clubs and will actively work alongside a number of organisations who promote children and young people's rights. As they begin to move towards leaving PCS Services activities will become tailored to their future placement or future goals. It is seen as important that the young person might begin to enjoy activities that are realistic for them to develop and continue into their future. The home will also devise its own in-house programmes with the child or young person to offer them better options to move forward in life.

Children and young people are encouraged to learn and develop independent skills which involve house chores, food preparation and cooking, learning budgeting skills along with inhouse social activities of art & crafts, board games and quizzes. Religious and cultural activities will be identified normally through the care planning process. All religious and cultural activities important to the young person and their family will be vigorously researched and supported by the staff team. Some of the activities young people will be able to engage in are:

- Tennis
- Swimming
- Go Karting
- Football
- Bowling
- Singing
- Cinema
- Beach trips

Recreational facilities are made available to all children and young people in our home as is appropriate to their individual needs. Home Managers and support staff will encourage new experiences and varied hobbies. This may be through joining in school activities, youth clubs or sport centres.

Children and young people will take part in age-appropriate peer activities as agreed with the home's staff, in a way similar to how a reasonable parent might reach agreement with their children, taking into account the framework of the placement plan, decision making and any risk assessment.

Interest shown in other activities will be recognised, engagement with local charity events. and organisation's which enable the children and young people to make positive contributions to the wider community will be encouraged.

Health

**14. Details of any healthcare or therapy provided, including
(a) Details of the qualifications and professional supervision of the staff involved in providing any healthcare or therapy.**

We do not provide any therapeutic services, and source services to support our children and young people externally.

(b) Information about how effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information or effectiveness can be accessed.

PCS Services Ltd will promote the good health and well-being of all children and young people throughout their stay and will ensure that each person's physical, emotional and health needs are met at all times. Young people will be provided with guidance, advice and support on health and personal care issues.

As part of the admission process, staff work in partnership with parents and others to ensure that every child is registered with a local GP, dentist and optician and that arrangements are made for necessary visits and periodic tests.

Those holding parental responsibility will need to provide consent for the administration of medications and drugs. Thereafter decisions about who will be responsible for administering or consenting to emergency medical treatment will be taken after consultations with medical professionals, and those with parental responsibility.

Staff will record all details of such visits on individual records, including treatment and medication details. At PCS Services Ltd all medications (including non-prescribed) are stored in locked receptacles, are recorded on individual medical records held at the home.

All children at PCS Services Ltd can access direct specialist therapeutic and counselling services from CAMHS service. All care staff at PCS Services Ltd share a common responsibility to promote the health and welfare of all accommodated children.

We also have close links with therapeutic services that include drama and art therapy. The staff supports young people with their emotional needs.

Positive Relationships

15. The arrangements for promoting contact between children and their families and friends.

We will work closely with Social Workers to maximize the opportunities to be gained by the child or young person in our care. It is expected that Social Workers maintain regular contact with young people via visits and telephone calls. Our staff will work towards helping young people to liaise with their Social Worker and will encourage them to attend all meetings involving decisions about their future.

There is no restriction on visits or telephone contact between young people and Social Workers. Copies of all reports, including significant incident reports and placement reports, will be sent to the appropriate Social Worker, to maintain a positive working relationship.

The parents of young people, other family members, legal guardians and significant others will be encouraged to participate in all aspects of the general welfare of the child or young person. (where appropriate). The degree of involvement will obviously vary from individual to individual and there will be varying degrees of difficulty in each case, for example, the child or young person may refuse to make contact with their parent(s). Alternatively, parents may refuse to have contact with the child or young person.

It is PCS Services' policy to actively facilitate these contacts. In appropriate cases, parents or significant others are encouraged to attend reviews and all relevant parties are informed of any decisions or developments, which may occur. PCS Services Ltd provides young people with access to a private telephone line, email and post at reasonable times and following appropriate risk assessment.

Parents and significant others are always welcome to visit. However, it is advisable to notify staff of intended visits, thus allowing for appropriate planning within the home.

Our policy is to seek guidance from the Local Authority regarding arrangements that are specific to the individual child or young person, and whenever possible these links with family and friends in the home are always encouraged. Visits home will be assessed as to whether they should be supervised or not and if an overnight stay is a possibility.

Protection of Children

16. The arrangements for promoting contact between children and their families and friends.

At PCS Services Ltd we recognise surveillance and monitoring as a priority of safety. It is important that we strike a careful balance to maintain safety and not intrude on a young person's privacy and independence.

The home's rota reflects a balance of staff working with the children and young people, so we maintain good communication and awareness of their feelings and intentions. This is supported in daily routines of handovers, daily diaries and time out logs for activities and mobile phones.

The homes risk assessments identify levels of supervision required in any situation and this is written and reviewed in the context of what is reasonable for their needs and behaviours. The risk assessments are supported by missing from home and care protocol to ensure good communications and systems of reporting to the local Police Force.

17. Details of the homes approach to behavioural support, including information about- **(a) The homes approach to restraint in relation to children.** **(b) How persons working in the home are trained in restraint and how their competence is assessed**

At PCS Services Ltd we ensure that children have trusted, supportive and understanding adults who can help them to effectively regulate their emotions and situations that cause them stress.

The strategies that are used to respond to challenging behaviours vary. The best approach to behaviour management is an individualized method that takes into consideration the idea that what works with one child may not work with another. Strategies will differ depending on the young person's age, temperament, experiences and ability.

The home encourages positive behaviours and there are reward systems in place. At PCS homes children and young people are encouraged and enabled to be involved in discussions and decision making concerning the day to day running of the home, including discussions concerning what constitutes acceptable and unacceptable behaviour and the rewards and sanctions that might apply.

Involving young people in the rulemaking process is a way to ensure they understand and care about the guidelines that are set. It makes them feel empowered, which in turn we believe makes them more invested in following the rules. The home also believes that boundaries are much easier for young people to maintain if they are applied in a fair, understandable and consistent manner across the team and there is opportunity to discuss the implementation of rules. These practices form the basis of mutual respect.

The staff will support the young people to work through their behaviours, recognising that for many young people these challenging behaviours are a way of communicating the emotional challenges they face. For many young people they find it difficult to understand why they may react in a particular way, staff will support young people to understand the boundaries that exist both in the home and society. Key work will allow young people to be able to reflect on their behaviours and understand how these behaviours can have a significant impact on their lives.

Where discipline is breached within the home, staff will, if appropriate, in the first instance address the incident as an educative process, the young person being spoken to and advised on another course of action. If the action is repeated, this may then merit a sanction. Wherever possible, staff will discuss the issue with the young person and negotiate a fair and an acceptable solution. All sanctions will be recorded in line with statutory requirements.

Measures to manage sanctions will be thought through by the staff and be creative, realistic, and fitting to the actions of the young person. Staff will ensure they have not personalised a situation or acted unnecessarily punitively. In order to be effective, the sanction should be understood by the young person. Solutions may range from an apology through to verbal reprimands, loss of privileges, reparation or restitution, curtailment of leisure activities, additional house chores and increased supervision.

Staff at PCS Services Ltd have received training from Team-teach. This bespoke training ensure that staff have the knowledge and understanding of the importance of using de-escalation strategies where possible. It will also ensure that staff are aware of the concept of the conflict spiral, levels of behaviour and the need for an appropriate staff response to calm the incident through non-verbal and verbal strategies, where possible.

Additionally, staff will have the knowledge and understanding of setting holistic approaches to behaviour management, including the importance of self-awareness and self-control, whilst managing challenging behaviour. This strategy will only be used as a last resort, once all diversionary and diffusion techniques have failed. Such situations would be if a young person were placing themselves or others at an unacceptably high level of risk.

As a general rule, physical intervention of young people is rarely used and only if the young person is at risk of harming themselves, others, or of seriously damaging property. The staff team are trained in physical intervention techniques and the knowledge to recognise causes and triggers negative behaviours. Additionally, staff will have the ability to utilise a variety of diffusion and de-escalation techniques that can be used to prevent crisis point.

Only at crisis point are staff authorised to use restraint methods that keep the young person or others around them are safe. Angry or violent outbursts can leave a young person feeling low, vulnerable, exhausted, and alone. Once a restraint has taken place, a review of the incident is always suitably timed for when the young person has had a chance to recover, whilst ensuring the incident is still fresh in their minds. This is designed to support the young person in exploring their behaviour and considering other ways of dealing with feelings in the future.

All staff will strictly observe the restriction involving non-permissible measures and will only employ techniques as part of their professional training. Only staff who have been trained and certified by Team-Teach will be able to carry out physical interventions.

Protection of Children

18. The name and work address of

(a) The registered provider

(b) The responsible individual (if one is nominated) ; and (c) the registered manager (if one is appointed)

Name	Role	Address
Person Centered Services Ltd	Registered Provider	Unit 72, Dartford Business Park, Victoria Road, Dartford, Kent, DA1 5FS
Isaac Brown	Registered Manager	4 St George's Crescent, Gravesend, DA12 4AR
Rosealine Gordon	Responsible Individual	Unit 72, Dartford Business Park, Victoria Road, Dartford, Kent, DA1 5FS