ANDERIDA ADOLESCENT CARE

Investing in People, Nurturing Change

The Willows

Statement of Purpose

INVESTORS IN PEOPLE | Platinum Until 2021

OCTOBER 2021

Contents

The Willows 3
Routine 5
The Organisation 6
Anderida Learning Centre 7
The Area 8
Statement of Purpose 9
Ethos and Philosophy 10
Therapeutic NVR Policy and Procedures 11
Therapeutic Approaches and Clinical Psychology Services 14
Admissions Policy (07/2021) 17
Matching Policy ((09/2019) 19
Education Policy (07/2020) 20
Health Policy (09/2019) 22
Sexual Health Policy (04/2020) 24
Promotion of Recreational Activities (12/2019) 25
Mobile Phone Policy for Young People (09/2019) 26
Anti-Discrimination Policy (08/2021) 27
Arrangements for Contact between a Child and his Parents, Relatives and Friends 29
Behaviour Management Policy (08/2021) 30
Safeguarding Policy & Procedure (02/2021) 35
Missing Persons Procedure (03/2021) 45
Anti–Bullying Policy (07/2021) 50
Consultation with Young People 52
Positive Holding Policy (07/2020) 53
Reviews of Placement Plans 55
Complaints Policy – Young people 08/2021) 56
Complaints Policy – General (08/2021) 58
Fire and Evacuation Policy (07/2021) 59
Outreach Policy (10/2019) 62
Arrangements for Supervision 63
Training Policy (05/2020) 66
Recruitment Policy and Procedure (07/2020) 69
DBS Policy (07/2019) 74
DBS Procedure (07/2019) 75
Area Location Risk Assessment 77
Staffing and Organisational Structure 89

The Willows

HOME MANAGER – Stacey Armour

Level 3 Diploma in residential childcare, Level 5 Diploma management and leadership. NVR-Non-violent resistance/Partnership Projects.

The purpose of The Willows is to create a nurturing, stable and healthy environment for our young people to feel safe within and thrive. A place where they are able to reflect on their life challenges and be supported and cared for while they find ways to cope with trauma and take steps moving forward positively and healthily. Our ultimate aim is providing our young people with the tools and support they require to cope effectively from now through until adulthood.

The highly trained team at The Willows are coached in CBT (Cognitive Behavioural Therapy) and NVR (Non–Violent Resistance) these models provide young people and ourselves with as much opportunity as possible in supporting all our resident with the opportunities they deserve to reach their full potential and help empower them as they embark on their journey to independent lives and positive futures.

"We as a team will continue to persist, resist and reconcile in the best interests of all the young people we care for. We will come together and resist harmful behaviours and draw in on significant others to influence positive change".

The Willows is a large four bedroom bungalow located in rural Burwash (Etchingham). It is equipped to house two residents plus up to four mentors with two mentors sleeping in overnight on a daily basis, dependant on the resident's needs. It has two bathrooms and a large garden with a decking area at the rear, overlooking beautiful fields. Its location in a sleepy village, provides an ideal environment for young people who require the space and time to work on overwhelming feelings and challenging patterns of behaviour whilst still being within a 30 minute drive to the nearest large town. Our residents get a generous budget when they move in to decorate and personalise their bedrooms.

Our primary aim is to provide a safe environment for which young people in our care can develop both physically and emotionally and to provide them with the opportunity to enjoy a level of nurturing into independence that might otherwise have been denied to them.

Our experienced team have an exceptionally high level of clinical and therapeutic supervision to aid them in delivering a service that is second to none, and the home benefits from leadership and guidance from therapeutic directors who have an excess of 15 years of experience of working in this field at Anderida.

The team have a wide knowledge of the facilities and activities which are available in the local areas such as youth clubs, leisure centres and sporting facilities. Our young people are encouraged to take full advantage of these activities. The train station is a short drive away, which is helpful in reducing any temptation which residents may have to cope with problems by running away from home.

Anderida also have a log cabin in the Highlands of Scotland which is perfect for a summer holidays or respite. Some of our young people are encouraged to take advantage of a two week 'getting to know you' activity holiday there before commencing their placement at The Willows, so that they can meet some of the staff team whilst having some fun.

All young people moving into the home will be supported with a 1.5:1 or 2:1 staffing ratio, and this will be assessed depending on the young person's needs.

Wherever possible we aim to include the young people into mainstream education but in the cases where this is not appropriate, we can offer a bespoke education package at our education centre in Eastbourne to suit the resident's needs from GCSE to A 'levels to vocational qualifications.

The assessment and reviews are an ongoing process; if continued support at this level is required, the placement can carry on until such a time the young person is confident and ready to move on.

Anderida take their responsibilities to safeguard young people and mentors seriously. The home has an alarm system on all exits that will be triggered when adults and or young people exit or leave the building, this makes a low-level beep in the day and is put to a louder setting to alert mentors in the office at night. We also have CCTV placed on entrance and building exits. During periods of low risk this will not be turned on, however if there are concerns about safety in the neighbourhood, young people running away, or intruders, CCTV will be left running. Sometimes in order to keep the young person safe, it may be risk assessed as necessary to lock the internal doors at night, if this is felt to be required the situation will be regularly reviewed in consultation with the young person's social worker.

ROUTINE

Anderida recognise that many of the young people they are caring for would have experienced a lack of stability. Routine is an important part of us providing safe, containing care. We want to ensure young people have a nice home, where they know what to expect on a daily basis. This means; getting up on time during the week for education and employment; eating a home cooked dinner every night around 6pm and going to bed early enough to get a good night's sleep between 9pm - 11:30pm. (depending on how old they are and if they have education or employment the following day.) There are lots of activities they can do in the holidays, after school and at weekends. Each Sunday, mentors will help the young people plan their week so they know what their commitments are and what things they can look forward to.

THE ORGANISATION

We aim to monitor our own standards of practice and we therefore positively encourage any input from residents, their parents/mentors, social workers and local authority placement officers in any area where it is felt that more clarity or emphasis should be placed. We welcome visits from prospective residents, their families, social workers and representatives from local authorities. As stated above, our original concept was in supporting the 16+ age group in their move from the care environment to independence. However, a considerable need has been identified for specialist services for all age groups; we are confident that our facilities and services can address the needs of this client group by offering resources for young people in our homes and registered DfES EBSD School.

Both Anderida homes and the school have staff with expertise and training in working with children and young people particularly at risk, and vulnerable to child sexual exploitation (CSE).

INDEPENDENT REGULATION 44 VISITS

Jo Docherty

I have been working with children and families in residential care for over 10 years, starting as a mentor and progressing through various roles including Registered manager. I am currently at University pursuing my passion to become a midwife. Alongside this, I am now the Independent Regulation 44 visitor and visit several homes across the Organisation. My extensive knowledge of the Standards and Regulations and experience in leadership and management enables me to undertake these independent visits with great integrity, scrutinising how the home is supporting the young people to enjoy and achieve and to be satisfied that the home has an effective approach to behaviour management. I am not afraid to challenge, with my number one priority is the well-being of the young people. My visits routinely examine records of restraint, logs of missing young people and safeguarding records to check that the home provides stable, safe and secure care.

Where possible my visits will include private interviews with the young people living at the home and, if appropriate, their parents, relatives or carers, and staff employed at the home. I will produce written reports on the conduct of the home after the visit that will be made available to the HMCI, registered manager and anyone else with responsibility for the management of the home.

ANDERIDA LEARNING CENTRE

Anderida Learning Centre (ALC) is an independent school based in East Sussex for students aged 11-18. It is an alternative option to mainstream education where it is expected that students are more able to gain qualifications. The ALC team are friendly and experienced specialists, equipped to work alongside young people with behavioural, emotional and social difficulties as well as special educational needs.

The educational provision at ALC is based on the premise all young people are at different learning stages regardless of age. The curriculum is delivered on a 1:1 basis or in small classes of 2 or 3 students where core subjects are delivered by a fully qualified teacher with a range of experience. Students have the support of a learning mentor and are given a high level of support throughout each lesson.

Included in their curriculum, the Anderida Learning Centre offers a wide range of additional learning, such as; accredited qualifications, vocational skills, independent learning skills, rich life experiences and opportunities. Alongside academic pursuits there is an emphasis on social learning and development as well as creativity and play. Students are provided with a tailor-made timetable to meet their individual needs. Within this timetable they receive 1:1 mentor support across all subjects.

The key principles of the Anderida Learning Centre provision are:

- Personalisation
- Creativity
- Appropriateness

Through a detailed needs analysis, Anderida Learning Centre encourages students to build the confidence and self-esteem required to take ownership of their own learning. Where students can make healthy, informed choices about their future in a place which is warm and friendly and where they feel valued and respected.

The Area

Burwash is a thriving rural community with many attractions for visitors, good shops, post office, and a host of well supported clubs and societies. The Parish of Burwash lies 42 miles southeast of central London, and 15 miles north of Hastings and Bexhill, Burwash is located in an Area of Outstanding Natural Beauty in the Sussex Weald.

Burwash itself is perhaps best known for its association with Rudyard Kipling who lived at Bateman's, a grand house with beautiful gardens, less than half a mile from the village, and now one of the National Trust's most popular visitor attractions in southern England.

STATEMENT OF PURPOSE

Anderida Adolescent Care was established as a semi-independence resource for the 16+ age group. In revising this statement of purpose and function of our individual support homes, it is hoped that this will give a clearer outline of our aims and objectives to users and providers of the service.

It is intended that this be used as a working document which can be added to and amended as we grow and develop as an organisation that strives to meet the needs of the individual young men and women in the homes and for those who move on, whether to independent accommodation or to return to their home area.

ETHOS AND PHILOSOPHY

In recognition of a lack of adequate provision for the more problematic adolescent, we aim to provide an innovative solution to the placement difficulties encountered with children and young people, whose disturbed and disruptive behaviour limits the options available to them. Anderida has adopted the values of community, compassion, innovation, respect, responsibility and empowerment in their approach to 'investing in people and nurturing change'. We feel that every child has the right to be part of a family and one family does not preclude another. Where there is no agreement, but young people wish to see relatives, Anderida endeavours to find a safe way for families and significant others to have some level of communication and time together.

Anderida has a long history and experience of supporting young men and women who have suffered early physical, sexual and emotional abuse, deprivation and inconsistent or inadequate care and control as a result display emotional, behavioural and social difficulties. These difficulties may present as extreme challenging behaviour, mental health difficulties, persistently being missing from home, education refusal, substance misuse, attachment difficulties, or being more vulnerable/subjected to Child Sexual Exploitation and Child Criminal Exploitation. Often our young people have diverse and complex needs and will have an additional diagnosis, such learning difficulties and others on the Autistic Spectrum. Many will have experienced a number of failed placements, have unrealised vocational or educational abilities, have difficulty in forming positive relationships and be unable to separate historical causes from the consequent presenting problems.

Our aim is to work in partnership with families and other agencies to provide high quality, flexible programmes of care and support to young people who, for whatever reason, are being looked after by a local authority.

We acknowledge that the circumstances under which a young person may be placed with us may often be accompanied by considerable trauma and disruption to their family, social and educational networks. During the time that a young person is living here, the staff aim to provide an experience of care that is sensitive to their individual needs and in particular, supports their racial / gender / cultural / sexual and religious identity.

The staff team are committed to provide an environment that facilitates the young person's growth, maturation, self-respect and responsibility and the development of age-appropriate skills and behaviour. This is within the context of the need to provide young people with positive adult role models, guidance and boundaries, achieved within a manner which respects their rights, individuality and dignity. As part of this process, staff will always ensure that the wishes of the young person, their mentors and other involved parties are sought, and that their participation in the care planning process is enabled.

THERAPEUTIC NON-VIOLENT RESISTANCE POLICY AND PROCEDURE

Anderida works within a Non-Violent Resistance (NVR) therapeutic framework. Non-violent resistance advocates that rather than relying on the use of consequences and trying to develop insight into the young person, we aim to raise our presence as care givers. Different models of raising presence give adults the opportunity to challenge behaviour and by doing this the adults create a stronger and more positive internal representation of themselves in the child's mind. Raising presence primary focus is not to change the child but to change the relationship with the child.

Trying to control young people is self-defeating and means the adults are operating within the same logic as the child – control or be controlled. Many harmful and at-risk young people refuse to be controlled the result is 'symmetrical escalation'.

NVR actively promotes working alliances between care givers, parents, local authorities and adults who support young people. Anderida requires the support and participation of young people's social workers in delivering NVR interventions.

To support NVR approaches Anderida may also enlist the help of:

- Family
- Young People's Peers/Friends and their families
- Teachers
- Independent Reviewing Officers
- The Police (PCSO's)
- Youth Offending Teams
- The local community/neighbours
- Mentors from the wider Anderida team
- Victims of incidents involving the young people
- Therapists

CORNERSTONES OF NVR

- Refusal to give in and breaking taboos – adult disobedience
- De-escalate
- Develop support
- Raise presence through organised protest
- Reconcile with the child/young person

NVR METHODS

Deferring response until the incident is de-escalated or when arousal is lowered

This enables adults and young people to lower their psycho-physiological arousal and enables emotional self-regulation in the care giver. Giving enough space to become pro-active rather than re-active, carefully planning the action we will take and drawing on support networks.

Announcements

Developed by key people in the child's life to include caregivers, extended family, peers, and professional networks. The announcement is problem specific, concrete, neutral and outlines, the child's strengths, our

concern for their harmful behaviour and the intention of the group to take action. The announcement ends on a description of a preferred future.

Sit-in

An agreed number of adults/peers in the young person's life visit the home of the young person. They enter the young person's environment (often the bedroom). The supporters and key adults explain:

- They will no longer accept the problem behaviours (and describe specifically what these are)
- They are here to find a way to solve the problem or 'put things right'
- They will wait until the child suggests a solution or a way to repair the harm caused

The adults will then sit calmly and wait and support each other if they feel threatened, without escalating the situation. Methods to do this will have been agreed in the planning stages of the sit in.

If young people suggest a positive solution, the group will explore that in an open-minded way, before leaving the room and stating they will give the idea a try.

If the child does not put forward any genuine positive idea about what they the child will do to put things right and prevent further occurrences, the group will wait until the agreed sit in time is up. The group will decide in advance of the sit in how long it should last if the child does not put forward a realistic suggestion of how to make things better.

Campaign of Concern

The identified support network for each child will respond when a child puts themselves or others at risk. They will communicate their concern in a variety of ways once informed about harmful incidents by key adults. This may be:

- Visiting the child
- Phoning the child
- Emailing
- Instant messaging
- Texting
- Private message on social media
- Writing a letter
- Video messages
- Other creative and appropriate forms of communication

It is important for the supports to know that this is about making a statement outlining their concern for those affected and the young person. They are instructed not to be drawn into a two-way communication/conversation with the child as it may lead to justification or escalation – neither of which are helpful.

Tailing

This approach is utilised when a child is missing from home. When tailing a child, adults will make use of information they have gathered in order to be physically present in places that they know the young person to frequent. They will build a picture of the young person's activities and those that are involved with the young people; this will enable adults to reach out to those who can become allies.

Telephone Round

The telephone round is a method of manifesting parental presence and showing the young person the resistance when they run away from home, refuse to tell adults where they have been, or if they are coming home. This involves contacting all the people who relate to the child, such as their friends and friend's parents. The adults are encouraged by the NVR co-ordinator to collect as many of their child's friend's numbers as possible, and other acquaintances who know them. The parents call several people on the list, asking them to inform their young person that the parent is concerned for him/her and would like to get in touch with them. Adults cease calling after a reasonable period and resume calling the next day. It is not the object to ensure that the child comes home under all circumstances (although this would be a desired outcome) as this is not possible. Instead, the object is to make adults presence felt in the dangerous environment the child moves in, and to reach out the message of adult presence to the unsafe people connected to the child.

The adults use these telephone conversations in order to gain information about who their young people are associating with, find out about parents of other young people, etc. This process and gathering of information, support the process of 'tailing'.

Breaking Taboos

Adults agree which first step and which subsequent steps to break with the control of the young person. This can be:

- Not giving into demands.
- Doing things within the normal routine of the home or the young person's care plan that adults/peers/siblings have been avoiding for fear that they will respond aggressively.

Refusing Services

Adults refuse services that the young people are misusing; examples are refusing to drive the child somewhere when he or she have been abusive in the car. Shutting down internet access and some phone access when this contributes to harmful behaviour. Refusal of services is not to punish the child it is just parents and caregivers taking reasonable steps to protect themselves and their child.

Helpers Meeting

Helpers meetings are chaired by an adult training/trained in NVR. The child's support networks are invited to the meeting. The following is discussed;

- What the child's violent, aggressive, dangerous and harmful behaviours are.
- How these behaviours affect others.
- What action has been taken so far?
- What has changed in the family/home so far?
- What the key adults need support from their helpers for.
- Any progress with the child.
- Develop action plan for helper support, including e.g. witnessing at sit-ins, taking part in campaigns of concern, acting as stress buffer, mediator, or support person for peers/siblings/other residents.

Training

The management team undertake training in NVR with Partnership Projects to Certificated Practitioner Level. The mentoring team undertake training in NVR to foundation level. This is updated through clinical individual supervision, group child focused supervision sessions and management peer NVR supervision.

THERAPEUTIC APPROACHES AND CLINICAL PSYCHOLOGY SERVICES

KERRY SHOESMITH (MSC CBT & MENTAL HEALTH)

Kerry Shoesmith is a qualified Cognitive Behavioural Therapist (CBT) and delivers several in-house therapeutic sessions to include:

- Group child focused workshops
- Individual therapeutic supervision
- 1-1 therapy with children and young people
- 1-1 CBT supervision/therapy sessions for staff

Kerry had an early professional background in youth and community work, which included working at youth clubs, drop-in centres for young people and foyers. Kerry also worked as a volunteer for victim support and youth advocacy. In 2001, she began working in residential care, progressing through various roles and qualifications. In 2006, as an A1 Assessor, Kerry took on responsibility for the organisation's training and development of staff. She also undertook NVQ assessments. Now Director of Training and Care, Kerry facilitates and delivers training and sessions to the staff team and is an IQA for Anderida Assessment Centre; where staff complete their Level 3 and 5 Diplomas.

Kerry developed an interest in Cognitive Behaviour Therapy (CBT) in 2010, as a tool for understanding the complex needs of the young people.

Kerry supports the Care Team, to utilize a CBT model to identify underlying thoughts and feelings to maladaptive patterns of behaviour. With this understanding, the team is better equipped to develop effective strategies to helping the young people to cope in healthier ways and overcome barriers to achieving their goals.

Kerry holds the following qualifications:

- NVQ3 CCYP
- NVQ4 CCYP
- NVQ4: Management, A1 Award, V1 Award
- Certificate in CBT
- MSc in CBT and Mental Health
- NLP Practitioner
- NVR Accredited Practitioner and holds a Diploma in Re-Attach.

Work with young people is informed by Dyadic Developmental Therapy. Kerry also receives monthly supervision from Dr Peter Jakob, Clinical Psychologist or Julie Oates Specialist Systemic Family Therapist.

ANDREW CHALK

- NVQ Level 3 CCYP
- Diploma Level 5 in Leadership and Management in Health and Social Care
- NVR Certificated Practitioner

Andrew has been a part of Anderida for 12 years and worked in various roles to include Managing a home. During the two years he managed the home under OFSTED, they achieved a rating of 'Outstanding'. Through Andrew's time at Anderida, he developed an interest in psychotherapy and has been pursuing a qualification in Transactional Analysis.

Andrew is a Psychotherapist, with advanced training in Transactional Analysis and is able to offer counselling in this model. He is also accredited in re-attach and delivering this intervention; re-attach is a multi-sensory model of non-talking therapy. Andrew has trained in "Working therapeutically outdoors" and is a Certificated Practitioner in Non- Violent Resistance.

Andrew provides:

- Therapeutic 1-1 support to staff, to assist them in their mentoring role
- 1-1 counselling to young people

Andrew is supervised by Julie Oates, under Anderida Care. Andrew receives supplementary supervision under the TA model outside of Anderida, under the UKATA.

JULIE OATES

Julie Oates is a Family and Systemic Psychotherapist and Systemic Supervisor, registered with the Association for Family Therapy and Systemic Practice (AFT) and the UK Council for Psychotherapy (UKCP). Julie Oates is an advanced level practitioner of Non-Violent Resistance (NVR) and an Associate of Partnership Projects UK, the organisation founded by Dr. Peter Jakob, to provide training and therapy in NVR in the UK.

Julie has 36 years' experience of working with children, young people and families, in hospitals, schools and the Youth Offending Service, and has been in a specialist CAMHS setting for the last 11 years.

Julie provides:

- Monthly clinical supervision to the home's manager
- Regular consultation workshops with the care teams focussing on the young person's psychological needs and management

DR PETER JAKOB

Anderida Adolescent Care works closely with Dr Peter Jakob, a Consultant Clinical Psychologist (PHD in Clinical Psychology, equivalent of BA Hons in Social Work, Int Baccalaureate, Systemic/Family Therapist, Accredited Clinical Psychologist-Psychotherapist).

Dr Jakob is chartered with the British Psychological Society and Registered Practicing Psychologist HCPC, and has worked in the United Kingdom, Germany and the United States of America. He has worked extensively within NHS child and adolescent mental health services (CAMHS) and in private practice, and specialises in working with young people in care, who present with complex emotional and behavioural difficulties.

Dr Jakob's last two positions in the NHS were Head of East Kent Clinical Psychology Services for Children, Adolescents and Families, and Lead for Complex Cases, East Sussex CAMHS. Dr Jakob has been credited with introducing Non-Violent Resistance to the United Kingdom and undertakes regular training sessions with our staff team.

Dr Jakob offers our homes a range of clinical psychology services, and a tailored package of psychological input is developed at the start of a young person's placement; in close liaison with the home manager and the young person.

Our in-house clinical psychology service includes:

- Clinical consultation for the developing fostering service
- Psychological assessment of the young person as required and appropriate – of therapeutic needs, mental health, IQ, learning disability, educational needs, risk to self and others, offending behaviour, developmental disorders, and personality
- Weekly individual therapy for the young person as required and appropriate (including cognitive behavioural therapy, trauma-focussed therapy, EMDR, solution-focussed therapy/narrative therapy and integrative psychotherapy)

- Systemic (family) therapy - where appropriate.
- Attendance and consultation at relevant professionals' meetings
- Assessment, progress and discharge reports are made available to the unit manager and social worker
- Training, promotion and facilitation of Non-Violent Resistance (NVR)

Dr Jakob receives his own clinical supervision monthly, from a consultant clinical psychologist, this includes reciprocal supervision arrangements with associates at Partnership Projects and with international colleagues.

ADMISSIONS POLICY

Anderida Adolescent Care accepts young people up to the age of 18. Anderida endeavours to always make the best match for young people within homes of multiple occupancy, and to work closely with the Local Authorities to ensure the most appropriate placement with the best possible outcomes for each young person. (please see- Matching Policy).

Planned Placement

Following an initial enquiry, we will request the following paperwork:

- Completed referral form
- Social work report
- Case history
- Chronology
- Up to date event sheets
- Pre-sentence / court reports
- Statement of special educational needs / current PEP
- Psychological / psychiatric / observation and assessment reports
- Medical history

Where the team feel that the young person may be a good match for the home where there is a vacancy, one of the directors will discuss further with the placement team and social worker.

If we feel that we can offer the young person a placement, they will be invited to visit the home. Should a longer assessment be required, or a period of stabilisation necessary before a final decision can be made as to the suitability of Anderida and its various resources, an additional assessment will follow at our resource in Scotland or in the identified home.

If a young person should be admitted in an emergency and there is insufficient time to go through the planned placement procedure, we would often require a minimum two-week assessment period in order for Anderida and the young person to make a decision as to whether this is a suitable placement for them.

Before the start of the placement, we require:

- Signed contract / agreement for placement
- Admissions form fully signed in all sections (including medical)
- Confirmation that finance is agreed and in place
- A firm plan for the education of that young person

At the start of the placement, we require;

- LAC Care Plan
- Delegated Authority form
- Essential Information
- Copy of a relevant care Order

Once this is completed and the young person has moved into the home, a seventy-two-hour placement meeting will be expected to draw up the Placement and Care Plans.

Anderida aims to help the young people feel welcome and quickly settle into their new home. There is an induction to the home list at the front of every young person's care plan which covers many of the required areas when welcoming a child into their new home.

The list includes:

- Contacting the child's significant others and providing them with contact details, details of our website and parents' guide.
- Providing the young person with a key to their room.
- Completing a fire evacuation and signed paperwork.
- Signing terms of residence contract.
- Allowing the young person to choose how they would like their room decorated and an allowance for soft furnishings to personalise.
- Being familiarised with 'The Hive' - young person's website
- Being given a hard copy of the young person's guide
- Having a clear plan for education
- Agreeing some goals for the young person's care plan
- Completing the positive holding plan with the young person
- Having A-points personalised to their goals
- Completing the rest of the care plan and providing the young person with their own copy
- Staff creating a support plan which outlines how the home will meet the child's needs and help them progress daily
- Completing a full risk assessment
- Ensuring East Sussex Local Authority are informed of the young person moving to the area.
- Receiving a delegated authority form from the local authority
- Discussing with the young person how they would like to receive their key hours (digitally or paper format) and other reports or only when requested.
- Being made aware of our local advocacy service
- Informing the missing person's co-ordinator and MASH team that the young person is in residence and if they have a history of persistent absconding/other risky behaviour.

Once the young person has settled in, a key worker will be allocated.

MATCHING POLICY

Anderida recognises the need for young people to share their homes with young people who are age appropriate and with whom the risk factors are reduced rather than exacerbated.

Anderida feel that is not helpful or appropriate to apply set rules to this process and it should be considered, like all childcare and care plans, on an individual child-centred basis. This entails analysing risk, impact assessments against background issues and considering the young person's age, gender, preferences and always taking into consideration the location of the home as well as considering the potential for the young person to impact negatively on the community.

Anderida discuss the proposed referral with the local authorities of the other young person in residence.
All aspects of this process are completed in consultation with the home's manager, placing authorities.

EDUCATION POLICY

Anderida understand the barriers to learning that each young person may face. Anderida will ensure that all children and young people have access to education. We will endeavour to find appropriate educational facilities to meet the needs of individual young people.

We explore every possible avenue available, regarding their education/employment. We will always help young people join a local school, college, find work or we will support them with a programme of education in our own school, Anderida Learning Centre (ALC). ALC is great for young people who have missed significant periods of education, have special educational needs or have struggles in mainstream educational settings. It can help them catch up and get some qualifications, with an individual timetable specially designed to meet their needs with 1-1 support, for those with special educational needs the team have vast experience and knowledge base to best meet the young person's needs in line with their EHCP. The mentors at Anderida fully support the education provision with timetabling, facilitating support in the classroom and out where required as well as offering in line with the education centres assessments, strategies and plans.

Anderida will:

- Ensure that there is a plan to meet the young person's educational needs in place at the point of accepting a new residential placement.
- Ensure that designated authority around education is in place so there is a clear understanding as to who can give permission around such areas as photography and school trips.
- Ensure that every young person has a copy of their Personal Education Plan (PEP).
- Attend EHC and PEP meetings.
- Be familiar with the SEN in order to fully understand the young person's educational needs and how these can be best met.
- Promote the need for an EHC when this has not taken place and the child will benefit from support it brings.
- Raise the need for further assessments where it is considered there is a need.
- Complete THRIVE educational therapeutic assessments for all young people to identify where the home and educational placement can further meet the young person's needs and gaps in development.
- Assist in identifying the most suitable resource to meet the young person's educational needs, liaising with social workers, Education authorities and virtual schools.
- Identify any additional educational needs and establish how they will be met.
- Establish how the home will assist the young person to ensure maximum school attendance. This will include strategies, non-attendance meetings, positive re-enforcement/rewards and therapeutic approaches.
- Identify any participation required by parent/social worker in the education of a young person.
- Ensure staff act as an advocate for and on behalf of young people who may be experiencing difficulties with education or training, to include; attainment, admissions, bullying, attendance and behaviour.
- Liaise with the school daily where appropriate and at a minimum weekly to ascertain feedback on how the young people are progressing.

- Identify staff with responsibility for liaising with schools, careers services, Job Centre, employment agencies and local employers as appropriate.
- Make arrangements for travelling to and from school.
- Provide facilities that are conducive to study and completing homework to include a computer and safe access to the internet.
- Ensure that young people are not denied the opportunity to participate in extra-curricular activities because they are in care.
- Ensure that the keyworker/manager attends meetings with educational staff, psychologists and other any education related events.
- Support young people not of compulsory school age (post 18), by assisting and supporting them in finding work experience, employment, college placements and training courses.
- Support young people between the age of 16 and 18 to have a full timetable which includes education, training, work experience and/or employment.
- Help young people to access additional funding such as pupil premium and bursaries to support their education.
- Provide structured, positive activities with an educational theme in the event that a young person who is of compulsory school age is refusing to attend education or has been excluded.
- Ensure regular contact meetings will be set up with the relevant education facility to encourage the young person's attendance, ensure the quality/standard of the educational provision and that it is meeting the young person's needs.
- Encourage young people to develop independent study skills and undertake homework/home study outside of school hours.
- Ensure that their adequate resources within the home for young people to access and read books for enjoyment and that all young people have library access.
- Offer various incentive schemes within the home to encourage and reward attendance/participation within the educational environment.
- Record children's achievements and educational targets within their recordings and care plan.

HEALTH POLICY

At Anderida Adolescent Care, we strive to ensure that young people live in a healthy environment where their health needs are met, and good health is promoted.

We will:

- Endeavour to ensure that the physical, emotional and health needs of each young person or child are identified within their care plans and appropriate action is taken.
- Regularly update young people's care plans in all aspects of being healthy.
- Register young people with a doctor, dentist, optician and LAC nurse on admission and ensure that they have regular health and dental check-ups and that a system of recording is in place to document these within our children's homes.
- Ensure all young people have a LAC health plan.
- Ensure that we have appropriate signed documentation to give consent for medical intervention and that, in the absence of this, permission from the appropriate body is sought prior to any agreement to medical services.
- Ensure that there is always a suitably trained staff member to administer medication and apply first aid available to the home.
- Ensure that a record of all medication received, administered and returned is signed and kept in the safe storage provided.
- Support young people in accessing sexual health services through the SASSY nurse and sexual health clinic.
- Comply with procedures for notification of infectious diseases.
- Encourage young people to eat a healthy and balanced diet and ensure that any special dietary, cultural or religious needs are met by Anderida and, where necessary, seek specialist advice.
- Provide each young person with advice and support in relation to social issues including alcohol and illegal substance abuse, smoking, sex education, HIV infection, hepatitis and sexually transmitted diseases.
- Have available within each home child-friendly literature to enable young people to obtain information without seeking out adults.
- Keep a record of all significant illnesses, accidents or injuries to young people during their placement with Anderida.
- Actively discourage young people from smoking, drinking alcohol or using illegal substances and address these issues in conjunction with the education team and other relevant outside agencies.
- Ensure that young people at Anderida can choose whether they are accompanied by a member of staff when being seen by a doctor, nurse or dentist and, as far as practicable, enable young people to see a doctor of either gender if they wish.
- Encourage young people in all areas of their personal hygiene and ensure these issues are being dealt with sensitively.
- Ensure that any specific health needs of children and young people from minority ethnic and cultural groups are understood by staff and that specialist advice is sought when necessary.
- Ensure that young people have regular structured access to appropriate psychiatric / psychological support and therapeutic intervention and refer young people to the local CAMHS team where necessary/appropriate.
- Ensure that young people have the opportunity to see the most appropriate psychological support with the in-house Consultant Clinical Psychologist, CBT therapist or councillor.

- Ensure close co-operation between local authority social workers, parents (if appropriate to do so), doctors, schools and other specialist services.
- Ensure immunisations are closely monitored, recorded and up to date.
- Ensure that all staff are trained in matters relating to sex, sexual health, sexuality, harm minimisation and how to approach young people about these issues.
- Ensure that young people are aware of statutory and voluntary agencies where they can discuss issues and access further help.

SEXUAL HEALTH POLICY

All mentors receive training in sexual health, sexuality, harm minimisation and how to approach young people about these issues. The home will ensure these issues are covered in education at school and where they are not covered, or young people have missed this education, ensure there is extra provision made to educate around sexual health and healthy relationships.

Literature will be made available to the young people in the home and mentors will ensure that young people are confident in speaking to them about their sexual health. Young people will be made aware of statutory and voluntary agencies where they can discuss all the above issues and access further help (see health policy). The SASSY nurse will, where appropriate be invited to come to the home or to school, and the young people's health plan will reflect the input in this area.

PROMOTION OF RECREATIONAL ACTIVITIES

Anderida recognises that extra-curricular recreational activities are an invaluable enriching part of a young person's life, building self-esteem, establishing a healthy peer group, improving quality of life and widening horizons. Anderida will ensure that the young people within their care are not in any way disadvantaged in accessing a diverse range of activities. Each child's talents and interests will be nurtured, and their personal preferences and abilities will be taken into consideration. Young people will be introduced to a wide range of activities within the community to ensure that they have experience of what is available to them. Mentors will ensure that they facilitate young people's attendance at all groups, clubs, activities and ensure that they are enabled to develop their hobbies and interests.

When a young person moves into the home, the manager will ensure that the designated authority documents are completed in order that permissions are in place for the appropriate activities and where not covered will request permissions to ensure that young people are not prevented from experiencing new things.

All mentors, along with the significant others will celebrate the achievements of the young people, attending awards ceremonies and open evenings.

Anderida support young people and encourage new interests by:

- Having lots of fun!!!
- Mentors participating in activities the young people choose/enjoy.
- Giving a weekly activity allowance.
- Exploring the young people's interests at point of placement and integrate their interests and activities into their care plan.
- Recognising the cultural needs of the young person and how this may relate to recreational and cultural activities.
- Rewarding positive behaviour through our activity points system (A-points).
- Providing unlimited membership to local gym & swim.
- Providing a wide range of free and normally cost prohibitive activities through the A-points site.
- Offering taster sessions in new and unusual activities.
- Providing activity holidays in the UK and abroad.
- Exploring and helping young people to identify activities that they may enjoy.
- Ensuring all homes have comprehensive details of all youth clubs, youth activities and youth support in the area.
- Contributing to the cost of structured activities if they are part of a weekly timetable.
- Providing transport to and from activities.
- Paying a contribution or covering the costs of healthy sporting activities.
- Enabling a young person to pursue long term sporting goals and commitments through ongoing financing, providing equipment, organising travel arrangements etc.
- Networking with youth activity providers and ensuring a good level of support from all parties with a young person's anxieties are a barrier to engagement.
- Checking activity providers have adequate risk assessments, safer recruiting for staff and appropriate insurances.
- Purchasing insurance for young people where they are undertaking higher risk activities.

MOBILE PHONE POLICY FOR YOUNG PEOPLE

Anderida recognises that Mobile phone's form a normal and positive part of young people's communication system. Mobile phones help young people stay in touch with loved ones, maintain and build friendships as well as access information through the World Wide Web. However, there are times when the risks around mobile phones outweigh the benefits and that these risks expose young people to harmful networks, unsafe social media, child sexual exploitation and other forms of coercion and exploitation.

Anderida take their duty to safeguard young people seriously and will prioritise safety above all else. This means taking steps to ensure young people are accessing media devices safely.

Anderida do this by:

- Ensuring the co-operation of the Local Authority and those with Parental Responsibility, with this procedure.
- Ensuring those with Parental Responsibility do not issue the young person with a phone or media device without the express permission from the home's manager.
- Placing a Net Nanny (currently Norton) on all devices that are accessing social/mobile media.
- Ensuring that Net Nannies are equipped with location finders and give adults alerts to suspicious or age-inappropriate activity.
- Checking weekly for web activity or more frequently if a young person is missing or thought to be at risk is some way.
- Suspending Wi-Fi access and or phone credit for mobile devices (landline phone cards given instead) if the young person is not allowing us to place a suitable Net Nanny on their phone.
- Removing devices, if, despite the above measures, young people are continuing to put themselves at risk through mobile devices.
- Ensuring that Wi-Fi time is seen as positive privilege for a set period (usually up to 4 hours a day) when the young person has met their other responsibilities e.g. going to school.
- Working towards young people being able to access mobile devices safely as this will be a relevant part of their future development and needs.

Supporting Procedures:

- INTERNET POLICY
- MISSING PERSONS PROCEDURE
- SAFEGUARDING POLICY

ANTI-DISCRIMINATION POLICY

Anderida will foster positive attitudes towards human diversity. Resources and activities will ensure that young people develop in an environment free from prejudice and discrimination and we will embrace differences between individuals. Anderida will encourage recognition of the value of each individual and will not discriminate on grounds of nationality, gender, ethnicity, colour, sexual orientation, disability, culture, language, religion, marital or parental status or age. This applies to children, parents, employees, as well as the wider community. All young people will be given opportunities to develop to their full potential and gain a positive identity. All forms of discrimination and harassment will be treated seriously, and it will be made clear that such behavior is unacceptable following disciplinary and grievance procedures. Employment policies and procedures set out the guidelines that are to be followed when discriminatory language or behavior are used.

Individuals have a right to:

- Be treated with respect and voice their opinions.
- Equal opportunities.
- Education.
- Health care.
- Primary care.
- A safe and secure environment.
- Access to family/significant others.
- Access to advocacy/independent visitors.
- Access to legal representation.
- Not be stigmatised or be treated differently because of ethnicity, culture or they are in the care system.
- Be supported in accessing resources relevant to their culture and beliefs.
- Resources that are multicultural and non-sexist, containing positive images of all groups.

Our mission statement:
Here at Anderida we accept and respect all individuals and are committed to an inclusive environment for all.

We will:

- Challenge all discrimination including nationality, gender, ethnicity, colour, sexual orientation, disability, culture, language, religion, marital or parental status or age
- Not promote unhealthy stereotypes
- Take meaningful action and open up dialogues that are uncomfortable but vital
- Take extra time to be inclusive socially and practically
- Promote British values
- Assist people to overcome any barriers
- We will support people to recognize their potential and abilities
- Take care in all aspects of social graces, like making a conscious effort to pronounce and record people's names correctly, asking if we are unsure.

We will challenge all forms of discrimination inclusive of:

- Communication and promotion of racist ideologies
- Stereotyping because English isn't someone's first language
- Generalizing when it comes to someone's sexuality

- Humor that is inappropriate and may cause offense to another individual

(Also see Equal Opportunities Policy)

ARRANGEMENTS FOR CONTACT BETWEEN A CHILD AND HIS PARENTS, RELATIVES AND FRIENDS

Anderida recognise the importance for all young people of safe contact with families and significant others. It is essential that there is an agreed plan in place when young people are placed at Anderida and that this agreement is regularly reviewed to ensure young people are supported to see loved ones.

Where it is safe, appropriate and within the relevant care order for significant others to be involved in the young person's care, Anderida will endeavour to support contact and promote participation by:

- Inviting significant others to attend care reviews/meetings.
- Providing weekly telephone updates.
- Ensuring significant others are informed promptly regarding significant incidents.
- Providing summaries to give an overview of the young person week.
- Providing 6 monthly CHAT reviews.
- Ensuring young people have access to telephone and email (within suitable risk assessments).
- Facilitating regular visits both in and out of the home.
- Supporting supervised contact.
- Arranging suitable facilities for visits.
- Providing transport for visits.
- Providing family mediation.
- Supporting young people to manage their thoughts, feelings and behaviour around their relationships.
- Advocate for the young person and request a review if the young person's contacts needs are not being met.
- Ensure young people are made aware of their legal rights and advocacy services to support them in addressing concerns with the local authority.
- Request a review of agreed contact if it is leading to difficulties in the young persons' care.

Contact needs to be agreed with the local authority and Anderida may require a suitable timescale for permission to be sought. Anderida will not, under any circumstances, use contact as a form of punishment. However, there may be some situations where a young person/significant other's behaviour is deemed unsafe, therefore affecting contact arrangements. In these circumstances Anderida will act in accordance with the 'Children's Homes Regulations 2015' which state:

'No measure may be imposed by the registered person pursuant to paragraph unless—

(a) the child's placing authority consents to the imposition of the measure; or

(b) the measure is imposed in an emergency, and full details are given to the placing authority within 24 hours of its imposition.

This regulation is subject to the provisions of any relevant court order relating to contact between the child and any person.'

BEHAVIOUR MANAGEMENT POLICY

To include- SANCTIONS, CONSEQUENCES, SAFETY MEASURES and REWARDS PROCEDURE

Quality Standards 2015

'*The general principles for behaviour management in children's homes should include: treating each child with understanding, dignity, kindness and respect; building, protecting and preserving positive relationships between each child and the adults caring for them; understanding each child's behaviour to allow their needs, aspirations, experiences and strengths to be recognised and their quality of life to be enhanced; involving children and relevant others wherever practical in behaviour management; supporting each child to balance safety from injury (harm) with making appropriate choices; making sure the child's rights are upheld.*

Any sanctions used to address poor behaviour should be restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. In some cases, it will be important for children to make reparation in some form to anyone hurt by their behaviour and the staff in the home should be skilled to support the child to understand this and carry it out. Equally, staff should understand the system for rewarding and celebrating positive behaviour and recognising where children have managed situations well.'

Anderida Adolescent Care promotes and encourages pro social behaviour drawing on multiple methods and approaches. Either before or shortly after the young people arrive at Anderida, they are required to sign a contract which sets out the expectations of their behaviour. All young people will have an individual risk-assessment on their file, which will highlight risks and give strategies to minimise these, manage behaviour and de-escalate challenging situations. Rewards are used to reinforce positive messages for young peoples' achievements.

Anderida will use the following interventions to promote pro-social behaviour:

- Therapeutic strategies (to include Non-Violent Resistance and Cognitive Behaviour Therapy)
- Restorative justice
- Reparation
- Sanctions
- Loss of privileges
- Reward schemes
- Positive reinforcement
- Monthly CHAT reviews
- Key hours
- Disruption meetings
- Police intervention and youth justice systems

Anderida will use child-focused cognitive behavioural therapy and clinical group supervision to explore the underlying issues behind challenging behaviour and identify strategies to support young people to develop improved coping skills and a better quality of life. Non-violent resistance methods and principles will be utilised in resisting harmful behaviour and improving relationships.

Staff are all trained in methods to de-escalate challenging behaviour. Methods focus on prioritising behaviour that can't be ignored, walking away, disengaging, distraction and awareness of staff members own emotional regulation to ensure they do not get heightened or into power struggles with young people. Best approaches to individual young people will be outlined in their risk assessment and support plan.

Occasionally, a situation may arise with a young person where we must physically intervene (see positive holding policy) to preserve the young person's (and others) safety. This is always done in a sensitive and professional manner, in accordance with legislation, policies and procedures, risk assessments and the young person's positive holding plan. All staff members are regularly trained in P.R.I.C.E, Taking Care and Taking Control and no staff member is permitted to take part in a physical intervention unless they have undertaken the relevant training. All physical interventions are recorded, and the young person is given an opportunity to debrief.

Anderida practises zero tolerance around assaults as domestic violence should not be accepted in any family home. Anderida will always act in these instances as it is important that young people understand that criminal behaviour and domestic violence will not be tolerated in society, inclusive of the care home and that carers rights are upheld to live/work in a safe environment without fear of violence. Violence and physical assaults may lead to a Community Resolution Order or full prosecution.

- An assault is a physical attack initiated by the young person.
- We do try and give a warning first for light pushes etc. but once a warning has been given any physical interaction is assault. A strike is always assault.
- When we hold a young person, who is trying to **harm themselves or attempting to cause criminal damage** we must anticipate they may struggle or react violently as they are already in a heightened state and we are laying hands on them. In these cases, if, within the restraint, we are struck, kicked or pushed this **would not necessarily be considered an assault**.
- When we restrain a young person who is trying to **harm another individual,** whilst we must anticipate they may struggle or react violently as they are already in a heightened state, any further assaults within the restraint would be considered a violent act as when we trying to prevent further injury this does not give young people the right to assault us without consequences. In these cases, if, within the restraint, we are struck, kicked or pushed this **would count as an assault**.

Following an assault, it is important that the consistency and care that the young person was receiving remains the same and that all efforts are made to ensure that the staff member who was subject to the assault can continue working with that young person.

The situation and alleged assault should be passed onto the Registered Manager at the earliest convenience. The only exception to this is when you have a reason to believe there will be repeat occurrence of an assault, someone is seriously injured, and the team are not able to use physical intervention drawing on their PRICE training to prevent further violence or damage. In these circumstances, you should use the police direct emergency number for support. In more general circumstances where there is not a continued immediate risk you will consult with the manager, who will decide in consultation with you, directors and the team about what action to take. If there is a decision to involve the police, then the homes manager or allocated staff will contact the PCSO/police point of contact to discuss the best way to take the situation forward.

We employ restorative and NVR approaches at the earliest possible opportunity not only to enable the young person to understand the consequences of their actions on the victim but also to restore the community.

Community Resolution Orders/Violence towards staff

In some criminal cases a Community Resolution Order may be suggested by one of the parties involved (police, solicitor, young person, or Anderida Adolescent Care). **This cannot be suggested by staff, or agreed to, without first consulting the manager of the home**. All Community Resolution Orders (CRO) would ideally take place at a police station or custody suite so that the young person can receive free and independent legal advice and understand the seriousness of the situation. However, this is not part of the police policy which is to try and bring around a resolution without arresting the young person and taking them to the police station.

On this basis, it is often better to accept the community resolution if the young person is admitting responsibility and offering an apology and a desire to repair the harm rather than further criminalise a young person. At this time Anderida care staff, in consultation with the homes Manager, can agree if the young person is willing to go ahead with a CRO to act as appropriate adult and participate in the forming of a CRO contract without a solicitor being present, providing they were not involved in the incident. Before any agreement can be made re CRO the team must first check this has been agreed by the Local Authority social worker. Signed consent can be found in the admissions form or the young person's terms of residency.

SANCTIONS, CONSEQUENCES, SAFETY MEASURES AND REWARDS PROCEDURE

Anderida Adolescent Care promotes and encourages positive behaviour. Rewards are used to reinforce positive messages for young people's achievements. Any rewards given must be clearly recorded in the consequence log and on a digital consequence form.

In order to create a safe environment for everyone living in the house, young people are expected to respect each other's needs. Either before, or shortly after the young people arrive at Anderida, they are required to sign a contract which sets out the expectations of their behaviour.

Anderida will always promote a restorative response to harmful behaviour and will attempt to engage young people in restorative conferences alongside any other appropriate consequences. The question '**what do you think needs to happen to put things right?**' should always be asked in advance of applying a sanction/consequence or removing a privilege. Wherever possible a mutually agreed reconciliation gesture of reparation should be applied.

Outside of this, sometimes it may be necessary to suspend, vary or remove a young person's normal privileges for unacceptable or unsafe behavior, deliberate damage and loss of Anderida's or another young person's property. This will be considered a sanction, consequence or safety measure and will be recorded in a bound book alongside a separate consequences form for the young person's file (see recording guidelines). When considering an appropriate course of action, staff will review previous incidents of a similar nature attempting to gain an understanding of consequences that have, or have not had, some positive effect in the past. All actions recorded in the bound book and form must have a review of effectiveness and must have the young person's view recorded. Consequences forms should be saved on the young person's digital file and a copy printed signed and given to the young person. The above recording process also applies to positive action taken by staff to reward and recognize young people's effort and achievements.

Illegal sanctions and unacceptable responses to inappropriate behaviour include unnecessary restraint and punitive measures.

Acceptable consequences must comply with the following:

- Relevant to the incident or the behaviour
- Financial sanctions, not to be fines but for repairs or costs incurred.
- Financial sanctions not to be more than 60% of the young person's pocket money unless it is court enforced fine, in which case 100% can be taken.
- Wherever possible reparations to be considered as suitable alternative to financial sanctions.
- Young people to be consulted around suitable consequences for their behaviour.

Acceptable sanctions, reparations and consequences may include:

Safety Measures

- Restrictions on transport use (not to include transport for the purposes of education and compulsory meetings).
- Supervision of monies
- Reduced or supervised contact with significant others if this has led to harmful situations (in consultation with the Local Authority)
- Not awarding points from the A-points award scheme.
- Loss of time out the home without being accompanied by a mentor (although we would not attempt to physically prevent them leaving the home, staff would remind them of their sanction and not facilitate transport or assistance in seeing friends/going out)
- Tailing the young person (following them with a view to gaining information and meeting their network)
- Locking internal doors to communal areas
- Window locks
- Internal and external alarms

Non-Violent Resistance Therapeutic Measures

- House occupation (community intervention)
- A formal announcement
- Sit ins
- Campaign of concern
- Helpers meetings
- Reconciliation gestures

Reparation

- Mending broken articles.

- An activity to benefit the community or the home e.g., helping with cleaning maintenance of homes or gardens, helping in the community
- A gesture suggested by or agreed with the child to repair the harm
- Undertaking chores agreed with the young person to compensate.

Sanctions

- Paying a realistic amount/percentage of costs incurred from pocket money
- Loss of points
- Loss of activity allowance
- Loss of Wi-Fi privilege
- Loss of TV/digital media devices privilege in bedrooms (time controlled)
- Loss of paid activities
- Not awarding points from the A-points award scheme.

Rewards

- A general treat that falls outside of normal privileges
- A meal or ice cream out
- Additionally, A-points awarded to those earned through the day
- An A-point Awesome
- A spontaneous activity
- An occasional extension on bedtime

Restorative Approach

- Restorative letter written by the harmed or harmer
- Informal restorative chat using the five questions
- Full restorative conference

This list is not exhaustive and additional more creative approaches to promoting pro-social behavior and achievements should always be considered.

One of the above approaches should be considered and recorded in the book and on the consequence form following every significant event (to include positive efforts or achievements of the young person) or incident.

In more extreme circumstances where criminal behaviour is involved this may be passed on to the police. If a young person is being prosecuted for their behaviour there will be no additional in house financial enforced but young people may choose to take part in reparation or pay for repairs to demonstrate they are sorry and to restore the environment. Sanctions and the consequences may also be enforced by the court.

This policy is supported by; NVR Therapeutic Procedure, Restorative Procedure, Positive Holding Policy.

SAFEGUARDING POLICY/PROCEDURE

Anderida is committed to safeguarding young people and protecting them from abuse. This is a policy/procedure for all Anderida staff to help them understand and recognise the signs and symptoms of abuse and know what action to take if abuse is suspected or disclosed by a young person in our care. This policy is supported by those outlined below.

- Anti-Bullying Policy – to cover forms of abuse from peers and through social networking.
- Complaints Procedure – following up on allegations and complaints made from the young people and significant others.
- DBS Policy & Procedure – safer recruiting.
- Behaviour Management – actions and interventions to help support the safety and well-being of the child.
- Internet Procedure – covering e-safety.
- Missing Persons – actions to reduce episodes of missing from home and reduce harm whilst missing.
- Non-Violent Resistance – Therapeutic procedure
- Non-Violent Resistance – Tailing Procedure
- Positive Holding Policy – what actions to take when a young person puts themselves at significant risk and appropriate physical intervention.
- Prevention of Self Harm Policy – assessing and managing risk of self-harm and suicide.
- Staff Allegation Procedure - taking effective action when a young person may be at risk from staff and whom to concerns and allegations to.
- Whistleblowing Policy & Procedure – taking action around all concerns relating to the organisation and care of young people.

WHAT IS ABUSE?

Abuse comes under five main headings: sexual, physical, emotional, financial or neglect, however we must also think in terms of safeguarding about the wider context and organised aspects of abuse such as Child Sexual Exploitation, Child Criminal Exploitation, Female Genital Mutilation and Radicalisation. You may suspect one or more forms of abuse. This may be by an individual or a group and the young person may not recognise that they are being abused.

CHILD ABUSE SIGNS AND SYMPTOMS

Although signs do not necessarily indicate that a child has been abused, they may help adults to recognise that something is wrong. The possibility of abuse should be investigated if a child shows a number of these symptoms or any of them to a marked degree.

Sexual Abuse:

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the young person's age.
- Medical problems such as chronic itching, pain in the genitals, venereal diseases.
- Other extreme reactions such as depression, self-mutilation, suicide attempts, running away, overdoses, anorexia.
- Personality changes such as becoming insecure or clinging.
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys.
- Sudden loss of appetite or compulsive eating.
- Being isolated or withdrawn.
- Inability to concentrate.
- Lack of trust or fear of someone they know well.
- Starting to wet the bed or having nightmares.
- Become worried about removing clothing.
- Suddenly drawing sexually explicit pictures.
- Trying to be ultra-good or perfect, and overreacting to criticism.

Physical Abuse:

- Unexplained recurrent injuries or burns.
- Improbable excuses or refusal to explain injuries.
- Wearing clothes to cover injuries, even in hot weather.
- Refusal to undress for swimming.
- Bald patches.
- Chronic running away, fear of medical help or examination.
- Self-destructive tendencies.
- Aggression towards others.
- Fear of physical contact.
- Admitting that they are punished but the punishment is excessive e.g. being beaten.
- Fear of suspected abuser being contacted.

Emotional Abuse:

- Physical, mental and emotional development lags.
- Sudden speech disorders.
- Continual self-deprecation ("I'm stupid, ugly" etc.).
- Overreaction to mistakes.
- Extreme fear of any new situation.
- Inappropriate response to pain ("I deserve this").
- Neurotic behaviour (rocking, hair twisting, self-mutilation).
- Extremes of passivity or aggression.

Neglect:

- Constant hunger.
- Poor personal hygiene.
- Constant tiredness.
- Poor state of clothing.
- Emaciation.
- Untreated medical problems.
- No social relationships.
- Compulsive scavenging.
- Destructive tendencies.

It is also possible that a young person may show no outward signs and hide what is happening from everyone.

FINANCIAL ABUSE

Everyone has the right to the money and property that is legally theirs. Financial abuse is the theft or misuse of money or personal possessions, which involves an individual's resources being used to the advantage of another person.

Financial abuse can include:

- Money or possessions stolen, borrowed or withheld without permission.
- Preventing someone buying goods, services or leisure activities.
- Controlling access to money or benefits.
- Money being misappropriated and absorbed into a care home or household budget without the person's consent.
- Staff or volunteers borrowing, accepting significant gifts or money from service users.
- Goods or services purchased in someone's name but without their consent.
- Being deliberately overcharged for goods/services or being asked to part with money on false pretences.

- Being asked to sign, or give consent, to financial agreements when a person does not have the mental capacity to understand or give informed consent.

Indicators of financial abuse can include:
- Unexplained withdrawals from a person's bank account.
- An unexplained shortage of money, despite an adequate income or immediately following allowance/benefit day.
- The disappearance of bank statements, other documents or valuables, including jewellery.
- A person's inability to explain what is happening to their own income.
- Reluctance by the carer or person controlling funds to pay for replacement clothes or furniture.
- Pressure by family members and other people to sign over assets or benefits.
- Items purchased which are not appropriate for the person.
- The individual lacks belongings or services which they can clearly afford.

Bullying is also a form of abuse - PLEASE SEE BULLYING POLICY

TELLING:
If a young person tells you about abuse:
- Stay calm.
- Find a quiet place to talk.
- Listen but do not press for information or ask leading questions.
- Reassure the young person that you are glad they have told you.
- Reassure the young person that they are safe and supported.
- If necessary, seek medical help.
- Acknowledge that the young person may have angry, sad or even guilty feelings about what has happened, but reassure them that it is not their fault.
- The young person should feel free to talk to who they trust.
- The young person is to be informed that what you are told will be passed on to the relevant authorities.
- Following the above they should be made aware of external support agencies and counselling services.

FEMALE GENITAL MUTILATION (FGM)
Anderida, need to be alert to the possibility of a girl being at risk of FGM, or already having suffered FGM. This may be one of our residents or becoming aware that somebody they know/are related to, is at risk. There are a range of potential indicators that a child or young person may be at risk of FGM, which individually may not indicate risk but if there are two or more indicators present this could signal a risk to the child or young person. Victims of FGM are likely to come from a community that is known to practise FGM.

Anderida staff should note that girls at risk of FGM may not yet be aware of the practice or that it may be conducted on them, so sensitivity should always be shown when approaching the subject. Should Anderida staff suspect any child to be at risk of FGM, they should follow safeguarding procedures as outlined in this document. This should activate local safeguarding procedures, informing MASH teams, Police and the relevant Local Authority/Social worker.

Warning signs that FGM may be about to take place, or may have already taken place, can be found in the Multi-Agency Practice Guidelines and are referred to below.

Many girls may not be aware that they may be at risk of undergoing FGM but suspicions may arise in a number of ways that a child is being prepared for FGM to take place abroad. These include;

- Knowing that the family belongs to a community in which FGM is practised and is preparing for the child to take a holiday, arranging vaccinations or planning absence from school.
- The child may also talk about a 'special procedure/ceremony' that is going to take place.

Girls are at particular risk of FGM during school summer holidays as this is the time when families may take their children abroad for the procedure.

Any medical provision for a pregnant woman or having a sexual health check who has herself been the subject of female genital mutilation provides the opportunity for recognition of risk and preventative work with parents.

A child may be at risk if it is known that older girls in the family have been subject to the procedure. Prepubescent girls of 7 to 10 are the main subjects, though the practice has been reported amongst babies.

Possible indicators are similar to other forms of abuse, especially Sexual Abuse, including:

- Bleeding, discharge, urinary infections;
- Reluctance to receive medical attention or to participate in sporting activities;
- Prolonged absence from school, with noticeable behaviour change on return and long periods away from classes or other normal activities;
- Some children find it difficult to sit still and look uncomfortable or may complain of pain between their legs;
- Mentioning something somebody did to them that they are not allowed to talk about.

eLearning for all professionals, developed by the Home Office, is available at www.fgmelearning.co.uk. and is part of Anderida induction training requirements

Girls who are threatened with, or who have undergone FGM may withdraw from education and social activities, restricting their educational and personal development. They may feel unable to go against the wishes of their parents and consequently may suffer emotionally. Staff may become aware of a of the child because she appears anxious, depressed and emotionally withdrawn. They may be presented with a sudden decline in her performance, aspirations or motivation.

Children who fear they may be at risk of FGM can often come to the attention of, or turn to, a childcare professional before seeking help from the police or social services. Sometimes the child's friends may report it to us. Members of staff are in an ideal position to help protect children by passing on the concerns through safeguarding and police procedures.

COUNTY LINES: CHILD CRIMINAL EXPLOITATION (CCE)

Anderida need to be alert to the possibility of children being criminally exploited by individuals and gangs. Anderida should do all they can to intervene in these situations which includes, recording intel, reporting all (including soft intel) and use of self/support networks to intervene drawing on Non Violent Resistance (NVR) and NVR tailing methods.

Anderida draws on local guidance and procedures to assist in the identification of such activity. Warning signs that CCE may be about to take place, or may already be taking place, can be found in the http://brightonandhovelscb.org.uk/county-lines-child-criminal-exploitation/ practice Guidelines and are referred to below.

County lines is the police term for urban gangs supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or "deal lines". It involves child criminal exploitation (CCE) as gangs use children and vulnerable people to move drugs and money. Gangs establish a base in the market location, typically by taking over the homes of local vulnerable adults by force or coercion in a practice referred to as 'cuckooing'.

County lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery, and missing persons; and the response to tackle it involves the police, the National Crime Agency, a wide range of Government departments, local government agencies and VCS

(voluntary and community sector) organisations. County lines activity and the associated violence, drug dealing, and exploitation has a devastating impact on young people, vulnerable adults and local communities.

Signs to look out for:
A young person's involvement in county lines activity often leaves signs. A young person might exhibit some of these signs, either as a member or as an associate of a gang dealing drugs. Any sudden changes in a young person's lifestyle should be discussed with them. Some indicators of county lines involvement and exploitation are listed below, with those at the top of particular concern:

- Persistently going missing from school or home and / or being found out-of-area;
- Unexplained acquisition of money, clothes, or mobile phones
- Excessive receipt of texts / phone calls
- Relationships with controlling / older individuals or groups
- Leaving home / care without explanation
- Suspicion of physical assault / unexplained injuries
- Parental concerns
- Carrying weapons
- Significant decline in school results / performance
- Gang association or isolation from peers or social networks
- Self-harm or significant changes in emotional well-being

As with all abuse safeguarding procedure should be followed as outlined below, however if they are in immediate danger call 999.

Anderida reporting procedure if abuse is suspected or disclosed:

- Make sure the child is safe - if they are in immediate risk call 999.
- Inform the child you are taking them seriously; it is not their fault and you will be passing on these concerns.
- Find a private area to pass on concerns, if the young person does not wish to be left alone you may have to pass on concerns whilst with them, advise manager/safeguarding officer if the young person is present with you.
- Contact the home/resource manager and the safeguarding officer immediately to take advice (ensure that you record the time you did this in the safeguarding log and incident report).
- Erica Castle is the safeguarding officer for Greenside View, Tomorrow House and Green Fields.
- Kerry Shoesmith is the safeguarding officer for Merdeka, Kindeace, Eucalyptus Grove, and The Willows.
- Sarah Tolley-Cloke is safeguarding officer for the Learning Centre.
- If a crime has been committed or it is suspected that a crime has been committed, you will be asked to report this to the Police through 101 (verify this with the manager or safeguarding office in advance of calling it through).
- If this is an allegation against Anderida staff, take advice on how and where to record from the safeguarding officer/manager. Also, **see whistleblowing procedure.**
- If this is a general safeguarding concern, then record immediately on an incident report.
- All conversations with the young person to be logged accurately, with times, dates and your role, ensure open questions, however, try to avoid taking a statement, let the young person know that due to the serious nature of what they are disclosing it is advisable that the proper authorities take a statement as you do not want to get anything wrong.
- All concerns must be recorded, in a non-judgemental way, stating the facts times, dates. If opinions are given it needs to clearly state this is your opinion.
- Start a new page in the bound safeguarding log if this is a new safeguarding incident. If this is a follow up, find the relevant section in the log. Record all details fully completing each section. Duplicate this on the digital safeguarding report.
- It is your responsibility to follow up and ensure the responsible person has passed the information on to the relevant safeguarding teams (East Sussex and the referring Authority) and LADO if is an allegation against staff, in addition to the young person social worker.

- Managers will act in consultation with directors and where relevant with LADO to decide if an allegation against staff is a serious safeguarding concern or could constitute gross misconduct, in these cases staff will usually be suspended.
- See Safeguarding Allegation and Section 47 flow chart for next steps.
- Look at the steps we can take to keep this child safer and resist harm, drawing on this procedure and NVR approaches.

Manager:
- Does this require an Ofsted notification (all allegations against staff do – however vague) if so complete the form with 24 hours.
- Have the concerns been passed on to both local and referring authority safeguarding teams and the social worker? Have you followed up with a phone call to the social worker on the 1st working day to see if they received the concern and will be taking action/want us to take action?
- Have you checked with LADO that they are happy with the action you are/have taken?
- Does this relate to CSE if so complete and forward the CSE form?

Anderida reporting and recording regarding child protection issues not disclosed by a child:
Where staff members have concerns of any child protection concern's they should record in safeguarding reports and report to the safeguarding lead for advice which would be from the following actions:
- Record all information clearly
- Report to and known social worker involved
- SPOA report for MASH referral
- LADO referral
- Where the concern if for a child outside of the organisation make a referral to the DAT team for the LA child services department
- If in contact with a child you are concerned for ensure they are safe
- If a crime has been committed or it is suspected that a crime has been committed, you will be asked to report this to the Police through 101 or 999 (verify this with the manager or safeguarding office in advance of calling it through).
- If this is an allegation against Anderida staff, take advice on how and where to record from the safeguarding officer/manager. Also, see whistleblowing procedure.
- It is your responsibility to follow up and ensure the responsible person has passed the information on to the relevant safeguarding teams (East Sussex and the referring Authority) and LADO if is an allegation against staff, in addition to the young person social worker.
- Managers will act in consultation with directors and where relevant with LADO to decide if an allegation against staff is a serious safeguarding concern or could constitute gross misconduct, in these cases staff will usually be suspended.
- See Safeguarding Allegation and Section 47 flow chart for next steps.

SEXUAL EXPLOITATION
All staff are required to undertake training specific to understanding sexual exploitation.

If you suspect a young person is involved in sexual exploitation you must also record details of:
- Contact with inappropriate adults
- Contact with unsafe/vulnerable young people
- Car registrations wherever possible
- Unexplained amounts of money or new items
- Record information on a CSE information report and forwarded to c22_eastdiv@sussex.pnn.police.uk.
- Follow safeguarding procedures as above

If a child reports or we become aware that they are being exploited using online methods, such as; sending indecent pictures, grooming or exposing the young person by posting pictures of them mentors must report

this to CEOP (Child Exploitation Online Protection and POSH) in addition to following safeguarding procedures.

(see Sexual Exploitation Policy, Missing Person's Policy and Bullying Policy)

E-SAFETY PROCEDURE

E Safety is a term which means not only the internet safety but other ways in which young people communicate using electronic media, e.g., mobile phones, laptops, smart TV's, games consoles etc. It means ensuring that children and young people are protected from harm and supported to achieve the maximum benefit from new and developing technologies without significant risk to themselves or others. It is our responsibility as mentors to ensure that we keep up to date with E-safety and disseminate this throughout the company.

When a young person is placed with Anderida a delegated agreement will need to be completed by the legal parents. The delegated agreement will give Anderida permission to install and use parental controls/net nanny on the young person's devices, which will include location checks and internet/phone history if there are safeguarding concerns. The permission will be filed at in the young person's main file at the home, digitally and hard copy. All E Safety risks will be added to the young person's risk assessment in the staying safe section.

Anderida has a delegated E Safety officer. Their role is to check the Parental control software once a week for each young person's devices, this includes general check of their activity by looking at search history and following up on any alerts sent to us from the installed net nanny. The E Safety officer will then report back to each home via email to let them know it has been checked and report any concerns. All communications should be saved in a dedicated E-safety section of the young persons closed file.

If the care team have significant concerns about a safeguarding issue or a young person is missing they may ask the e-safety officer to do an immediate check, this must though be authorised by either the safeguarding officers (Erica Castle or Kerry Shoesmith) or the Responsible Individual (Erica Castle), to avoid unnecessary intrusion into the young person's internet use. Managers of each home can also request a location search if the young person is missing.

Each home will have in place a dedicated E safety individual whose responsibility will be to ensure that the Parental controls are installed on all the young person's devices. This individual will correspond each week with the E Safety officer to ensure parental controls are still installed, working and for any activity.

There is a Staying Safe in cyber space folder in every home, it is important that all members of staff are encouraged to read this, and this can be covered when new staff undergoes their paperwork training. Staff may be supported in their development to take part in further staying safe e safety training either in house or in the local area.

In addition to following safeguarding procedures as outlined above, staff should report online concerns/abuse through Professionals On-line Safety Helpline (POSH) - https://www.saferinternet.org.uk/professionals-online-safety-helpline.

PREVENTING EXTREMISM AND RADICALISATION

(adapted from Pan Sussex Policies and Procedures)

Anderida is committed to providing a secure environment for all residents, where children feel safe and are kept safe. All mentors at Anderida recognise that safeguarding is everyone's responsibility.

Preventing Extremism and Radicalisation Safeguarding Procedures also draw upon the guidance contained in the "Pan Sussex Child Protection Procedures" and DfE Guidance "Keeping Children Safe in Education, 2015"; and specifically, DCSF Resources "Learning Together to be Safe", "Prevent: Resources Guide", "Tackling

Extremism in the UK", DfE's "Teaching Approaches that help Build Resilience to Extremism among Young People" and Peter Clarke's Report of July 2014.

Anderida Ethos and Practice: When operating this policy our homes use the following accepted Governmental definition of extremism which is:

'Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas'.

There is no place for extremist views of any kind in our organisation, whether from internal sources, residents, mentors, staff or contractors, or external sources - school community, external agencies or individuals. Our young people see our homes and school as a safe place where they can explore controversial issues safely and where our team encourage and facilitate this – we have a duty to ensure this happens.

As a childcare organisation we recognise that extremism and exposure to extremist materials and influences can lead to poor outcomes for children and so should be addressed as a safeguarding concern as set out in this policy. We also recognise that if we fail to challenge extremist views we are failing to protect our children and young people.

Extremists of all persuasions aim to develop destructive relationships between different communities by promoting division, fear and mistrust of others based on ignorance or prejudice and thereby limiting the life chances of young people. Education and adult guidance is a powerful weapon against this; equipping young people with the knowledge, skills and critical thinking, to challenge and debate in an informed way.

Therefore, we will provide a broad and balanced approach ensuring young people are educated through their schools and learning provisions but also in the homes. This will be through:

- Open discussion and debate
- Citizenship programmes in education settings or the home when young people are not attending education
- Work on anti-violence and a restorative approach addressed Non-Violence Resistance Approaches and Restorative Justice
- Exploration of media and cultural nights exploring cultures and foods from around the work and British values and traditions

Mentors are aware that young people can be exposed to extremist influences or prejudiced views from an early age which emanate from a variety of sources and media, including via the internet, and at times young people may themselves reflect or display views that may be discriminatory, prejudiced or extremist, including using derogatory language.

Anderida will take action to prevent and address exposure to such influences by:

- Ensuring there is software on internet devices that prevents access to damaging media and allows monitoring.
- Educating young people and mentors on the grooming process and where they can take their concerns.
- Regularly reviewing the environmental risk assessments to identify concerns in the locality and external influences which could promote extreme views.
- Training staff in all aspects of PREVENT enabling them to recognise and take action around extremist views and risk to radicalisation.
- Promoting the values of democracy, the rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.
- Being clear in our expectations and encouraging children and young people to respect one another and to respect and tolerate difference, especially those of a different faith or no faith.

- Any prejudice, discrimination or extremist views, including derogatory language, displayed by residents or staff will always be challenged and where appropriate dealt with (Anderida will act in accordance with Anti- Discrimination, Anti – Bullying, Behaviour Management, Whistleblowing and Equal opportunities policies to address such behaviours).
- Regular review and updating of this procedure.

It is indeed our most fundamental responsibility to keep our children and young people safe and prepare them for life in modern multi-cultural Britain and globally.

As part of wider safeguarding responsibilities mentors/staff will be alert to:

- Disclosures by children and young people of their exposure to the extremist actions, views or materials of others in school, their homes or community groups, especially where pupils have not actively sought these out.
- Graffiti symbols, writing or artwork promoting extremist messages or images.
- Children and young people accessing extremist material online, including through social networking sites.
- Parental/agency/school reports of changes in behaviour, friendship or actions and requests for assistance.
- Partner homes, schools, local authority services, and police reports of issues affecting children and young people in other schools or settings.
- Children and young people voicing opinions drawn from extremist ideologies and narratives.
- Use of extremist or 'hate' terms to exclude others or incite violence.
- Intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture.
- Attempts to impose extremist views or practices on others.
- Anti-Western or Anti-British views.

We will help support children and young people who may be vulnerable to such influences as part of our wider safeguarding responsibilities and where we believe a young person is being directly affected by extremist materials or influences, we will ensure that that they are:

- Offered mentoring.
- Will seek external support from the Local Authority and/or local partnership structures working to prevent extremism.
- Take advise through the Channel process and liaise with Sussex police (prevent@sussex.pnn.police.uk)

Serious concerns should follow safeguarding procedure. This includes reporting to the manager/safeguarding officer in the first instance within 24 hours. Concerns will be passed to the host authority MASH team, placing social worker and their safeguarding team. It should also be reported to the Police through 101.

In extreme cases where you believe there to be an imminent risk you can also report your concerns to the anti-terrorist hotline on 0800 789 321.

EMPLOYMENT OF STAFF AND VOLUNTEERS

Applicants will be assessed using data gathered by the Disclosure and Disbarring Service (DBS), including relevant criminal convictions, cautions, police intelligence and other appropriate sources.

Using this information, they will decide on a case-by-case basis whether each person is suited to this work. They will securely store information about people's DBS status for employers and voluntary organisations to use when they are recruiting. Only applicants who are judged not to pose a risk to vulnerable people can be DBS registered. Once the scheme has been fully rolled out, employers who work with vulnerable people will only be allowed to recruit people who are DBS registered.

Please see attachment for details of LADO (Local Authority Designated Officer online reporting form @East Sussex website), and their role in allegations made against staff.

Should a staff member be dismissed from working within Anderida following concerns regarding any safeguarding issues, Anderida will report to the Disclosure and Barring Service.

MISSING PERSON PROCEDURE

Running away can be symptomatic of wider problems in a child or young person's life, but whatever the reason, one thing is very clear; children who decide to run away are unhappy, vulnerable and in danger. Anderida will always endeavour to work with young people, their wider support network and outside agencies to decrease the instances of absconding and ensure that relevant parties are proactive in looking for the young people in their care and helping them to return to a place of safety. Anderida guidance is written in line with Runaway and Missing from Home and Care (RMFHC) protocols, and East Sussex Missing Person's Policy.
Changes to policy are done in consultation with all relevant stakeholders of the organisation to include: all LA, Guardians, when the LA does not hold parental responsibility, Police for all Authorities that are not East Sussex to ensure that the Policy is in line with their Missing Persons protocol, policy is the amended to reflect the views of all.

When a child or young person is a persistent absconder the home should, in line with individual support plans and risk assessments, ensure that:

- Alarm systems are fully utilised, serviced and maintained.
- Where CCTV is available, ensure that it is fully operational.
- Mentors are aware of the child or young person's whereabouts - This means knowing what is happening in the home and where the young person may be if they are not with them.
- The care team have regular conversations with child or young person exploring the risks and dangers involved in running away, and how to seek help whilst missing or vulnerable.

When a young person is showing signs or voicing that they may be about to abscond from their home, the mentors on duty must follow the steps below to minimise the chances of absconding and to try and discourage the child or young person from putting themselves at risk:

- Be aware of the young person's state of mind for that day - this means that you can be prepared and try to manage intervention work earlier to prevent them from leaving rather than waiting for it to happen.
- Be prepared at all times – make sure that you have keys, money, shoes and mobile phone and contact details for the young person on you. This will save time if you must leave abruptly and means that you are well prepared to follow the young person if need be.
- Be present – make sure that young person knows that you are there to either support them or so that they know should they choose to abscond from the home that you are going to follow and try to prevent this from happening to keep them safe.
- Name it with the young person – explain that you think that they may be thinking of leaving the home without permission, so they can then make a better choice and you have the chance to talk through their possible actions, risks, consequences allowing them to make an informed decision.
- Sensors/alarms on young person's doors and windows to be activated during the day and the evening.
- Sensors/alarms to be checked daily to make sure they have not been tampered with.
- CCTV Monitors/screens to always remain on.
- Mentors to be positioned around the home to avoid all being in one place at any given time e.g., placed in one room such as the office (Covid procedures in place should be creating a natural divide).

Mentors must know where the young person is and make sure that they know if the young person is in their bedroom by checking in with them.

- Mentors are to make sure they check in with the young people throughout the day, this to include knocking the young people from 9am school days and 10am weekend and then hourly if they are in their bedrooms.

- If the young person does not respond, after knocking on their bedroom door every 10 minutes, you must make sure they are in their room after 30 minutes, you must give them a warning that you will enter their room if they do not verbally answer you.
- If getting no response mentors need to make sure the young person is in their bedroom by 10am.
- Any movement of a YP during the night noticed by a mentor; mentor to check in e.g., "heard you were up just wanted to check in".

If a young person is missing from the home or absent without permission, the following procedure must be followed:

- Record immediately what they were wearing and anything they may have had in their possession as this may be very helpful information in finding/identifying them or defining how at risk they are and the intended length of absence. Try to contact the young person and probe for details as to their whereabouts and safety.
- There should already be an agreed level of vulnerability defined between Anderida and the responsible local authority and this information will be relayed in each young person's risk assessment and support plan. This will help inform you if the young person is missing or absent without permission the knowledge you have of the young person's whereabouts and what lead up to their absence will also be an important factor to consider. If you are unsure, consult your manager or the on-call manager.

The police define missing and absent as:

- **Missing:** *Anyone whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be the subject of crime or at risk of harm to themselves or another.*
- **Absent:** *A person not at a place where they are expected or required to be.*
- Phone the police on the non-emergency number and inform them if the young person is missing or absent without permission. You may also upgrade a young person from absent without permission to a missing person.
- If the police do not agree with Anderida's assessment of the situation e.g. 'missing person' please speak to the manager or the on-call manager for advice on the young person's status. Then, if necessary, liaise with the local authority for further guidance.

You should expect the following from the police:

*Persons reporting an **'absent'** or **'missing'** person should be informed of the risk classification, the justification for it and the police action that can be expected as a result. The method and frequency of contact for updates should be agreed and the informant must be provided with the STORM serial number.*

Even on occasions where there is little progress to report, regular updates are a key element of managing expectations and providing reassurance. Where appropriate a nominated point of contact should be considered.

- Phone the young person's social worker and let them know that the young person is missing and the subsequent action you have taken. After 17.00pm ring the Local Authority's OOH and leave a message for the social worker. Phone the young person's significant others (if their involvement with the young person is appropriate) and inform them.
- Ensure that all the calls are logged, fill in an incident form in the care plan and cross reference this paperwork to all daily recordings. Staff must record important details in the incident form, such as what the young person was wearing, if they took a bag, if they had cash, their demeanour, behaviour out of character, signs of coercion, internet activity prior to leaving, and all questions about the circumstances around their absence covered in the police risk assessment document attached.

- If the young person going missing is of serious concern it must be considered whether a notification to Ofsted needs to be completed. There is a section for this on the incident form. Please consult with your manager if you believe this to be the case.
- Anderida staff should do a room search of the young person's room and fill out the appropriate paperwork. Ideally two staff should do this together but if you are working 1-1 it may be necessary to undertake this alone. This should be done before the police arrive. Staff are looking for any information which can help in finding the young person. Inform the police when they arrive that you have done a room search and what, if anything, you found.
- The police will arrive at some point to fill in a missing person's report. You will need the young person's file and the incident report to give them all the information they need. The police will also search the young person's room for any information which may be helpful.
- Anderida staff should also be pro-active in looking for young people where practicable. They will do this by phoning known associates, looking in areas and going to addresses that the young person frequents and recording all activities/outcomes on an incident log. This should enable the care team to gather valuable information that can be passed on to the police. Where a young person is missing in their home area staff should use the support of family, significant others to look for the missing child as they will know the area better than them.
- Staff to befriend any known friends and associates, also to go to known 'hangouts' introducing themselves to young people i.e., skate parks etc. leaving contact details for the home. (see Tailing Policy)

Anderida staff should also encourage the young person's return by:

- Communicating verbally and electronically regularly. These communications should include warm messages about our concerns for the young person and desire for them to return. These messages can also be communicated through others the young person may be in touch with. Staff can also help communicate the concern of others who the young people have attachments to, e.g. parents, siblings, friends.
- Young people have an NVR supporters' group in place, mentors to instigate campaign messages through the email/WhatsApp 'round robin' systems in place.
- Staff should make it clear that they are always prepared to listen to the young person.
- Arranging to meet the young person even if they are not prepared to return to the home, this can be for a coffee or bite to eat – in these instances though you must be honest with the young person and we will be updating the police around the contact.

When a young person returns from a period of being missing, staff must:

- Always welcome the young person home in the first instance. Attempt to ascertain where the young person has been and how they are feeling. The young person may be upset and in need of support, they could also be in need of care (food, warmth, etc.) or medical attention. Mentors should also ask the young person if they have come to any harm whilst missing.
- Inform the police
- Inform social worker or out of hours if this is out of office times
- Significant others who are actively involved in the young person care e.g. family.
- The police will then arrange to visit and conduct a 'return welfare interview'. It is important that this interview is carried out. If this interview does not take place, please phone the police and remind them that they need to visit the young person to do this interview.
- The 'return interview' should be considered a key part of the police response in all cases, and especially in relation to vulnerable adults and children. It should not be viewed or conducted as merely a routine

administrative task. During the return interview process, it is crucial that officers consider the wider safeguarding issues that may be present, not only during the missing episode but in relation to the environment that the missing person is returning or being returned to. This is relevant to all missing people but particularly relevant to children and vulnerable adults. If mentors have any concerns that the interview has not been conducted in line with the above, they should record this in the incident report, and it can then be passed onto the Missing Person's Team.

- It is a legal requirement for a return from missing interview to happen. Where the social worker is not able to undertake this interview, this can be carried out by Catherine Nightingale who acts on behalf of the Local Authorities as an independent visitor to undertake return from missing interviews. All staff are able to refer to Catherine.
- Consideration should be given as to whether the missing episode is a potential indicator of abuse or neglect which may be occurring at the place from which the missing person removed themselves. It is each officer's responsibility to ensure that they are satisfied the place to which a missing person is being returned is both appropriate to their individual needs and poses no risk of significant harm. If an officer has concerns which require an immediate response (either singularly or within the multi-agency framework) they should seek advice from their Child Protection Team
- Mentors should let the police know if they have any additional concerns about the young person's safety or whereabouts whilst missing, prior to the police doing a debrief/return interview as this will enable the police to probe around areas of concern.
- If the young person is repeatedly running away or missing for a sustained period an urgent strategy meeting between the police, Anderida, the local authority and appropriate significant others should be organised. Anderida should be instrumental in consulting with the local authority to convene this.
- This would involve the Police Missing Person's Coordinator, whose role it is to gather intelligence and identify preventative measures, rather than to undertake investigation, and will encompass:
- The use of intelligence to identify those at most risk of harm.
- The sharing of information with partner agencies to protect the most vulnerable.
- Providing a link between missing person investigations and other investigations, such as child/domestic abuse and sexual offences
- All actions following the young person's return should also be noted in the incident form.
- Young people who regularly 'go missing from care' should have robust support plan and risk assessment around this area and all strategies should be regularly reviewed with the young person in addition to being reviewed at professional multi-disciplinary meetings/strategy meetings.
- If Anderida is aware a young person is a persistent absconder prior to the young person being placed in the home, then a meeting will be held between Anderida and the missing person co-ordinator to see what preventative measures can be put in place to minimise the chances of the young person continuing this behaviour. Consideration should also be given as to what can be done if the young person does continue absconding.
- For young people who are missing from home it is important that mentors regularly discuss and help the young person to recognise the risks they place themselves at whilst missing.
- It is very important that you read the following as these are the questions that the police will ask you when you report a young person as missing or absent without permission.

POLICE MISSING PERSON'S RISK ASSESSMENT QUESTIONS

1. Is there any information that the person is likely to cause self-harm or attempt suicide?
2. Is the person suspected to be subject of a crime in progress e.g., abduction?

3. Is the person under 16 or, if aged between 16 and 18, vulnerable due to other factors, or an elderly or infirm person?
4. Are there inclement weather conditions that would seriously increase the risk to health, especially where the missing person is a child or elderly person?
5. Does the missing person need essential medication or treatment not readily available to them?
6. Is the person suffering from any mental or physical illness or psychological disorder?
7. Do you believe that the person may not have the physical ability to interact safely with others or in an unknown environment e.g., visually impaired, downs syndrome?
8. Has the person been involved in a violent, homophobic and/or racist incident or confrontation immediately prior to disappearance?
9. Has the person been the subject of bullying?
10. Has the person previously disappeared and suffered or was exposed to harm?
11. Is the behaviour out of character and likely to be an indicator of their being exposed to harm?
12. Is the person in a care environment e.g., foster care or children's home and if so, what are the reasons they are placed in care?

ANTI BULLYING POLICY

All staff members will be committed to creating a welcoming, inclusive environment in which bullying is not tolerated and will create an ethos of team spirit and respect.

Bullying is defined as:

- A deliberate intention to hurt or humiliate.
- A power imbalance that makes it hard for the victim to defend themselves.
- Usually persistent.

Bullying comes in different forms:

- Name calling
- Taunting
- Mocking
- Making offensive comments
- Kicking
- Hitting
- Pushing
- Taking belongings
- Inappropriate touching
- Producing offensive graffiti
- Spreading hurtful rumours
- Pressured a person to act against their will
- Leaving someone out of groups
- Intentional exclusion

Cyberbullying

Cyberbullying is when one person, or a group of people, tries to threaten or embarrass someone else using a mobile phone, digital devices or the internet. Cyberbullying is just as harmful as bullying in the real world and should never be ignored. Cyberbullying can also be a form of sexual exploitation when it involves sexual content.

Those who take part in online bullying often use a group of friends to target their victims. They can ask others to add a comment to a photo on a blog, or forward something embarrassing onto another group of friends. Sometimes, these people don't even realise they're bullying someone.

There are lots of different types of cyberbullying. These are the main ones:

Email: Sending emails that can be threatening or upsetting. Emails can be sent directly to a single target or to a group of people to encourage them to become part of the bullying. These messages (or 'hate mails') can include examples of racism, sexism and other types of prejudice.

Forwarding and laughing at these messages becomes part of the bullying.

Instant messenger and chat rooms: Sending instant messenger and chat room messages to friends or direct to a victim. Others can be invited into the bullying conversations and they then become part of it by laughing.

Social networking sites: Setting up profiles on social networking sites to make fun of someone. By visiting these pages or contributing to them, individuals become part of the problem and add to the feelings of unhappiness felt by the victim. Posting intentionally hurtful comments online.

Mobile phone: Sending humiliating and abusive text or video messages, as well as photo messages and phone calls over a mobile phone. This includes anonymous text messages over short distances using Bluetooth technology and sharing videos of physical attacks on individuals (happy slapping).

Interactive gaming: Games consoles allow players to chat online with anyone they find themselves matched with in a multi-player game. Sometimes cyber bullies abuse other players and use threats. They can also lock victims out of games, spread false rumours about someone or hack into someone's account.

Sending viruses: Some people send viruses or hacking programmes to another person that can destroy their computers or delete personal information from their hard drive.

Abusing personal information: Many victims of cyberbullying have complained that they have seen personal photos, emails or blog postings posted where others could see them without their permission.

Social networking sites make it a lot easier for web users to get hold of personal information and photos of people. They can also get hold of someone else's messaging accounts and chat to people pretending to be the victim.

The effects of Cyberbullying

Even though cyberbullying cannot physically hurt individuals/young people, it can still leave them feeling mentally vulnerable and very upset. They can also feel scared, lonely, stressed and believe that there is no way out.

Escaping cyberbullying can be very difficult. Anyone can get access to a mobile phone or the internet almost anywhere and so it can be tough for those on the receiving end to avoid it - even in the safety of their own home.

If any young people report or are observed being a victim of bullying or cyberbullying, staff will intervene immediately. Young people experiencing cyberbullying should be encouraged to:

- **Not reply**
- **Keep all abusive mail** - Whether it is email or text messages as it is all evidence
- **Block the number of the person who is sending abusive messages/ calling**
- **Understand bullying and use the support around them**. Discuss why bullies bully with young people and research with them what action can be taken.
- **Take action**. Sometimes by not replying, the bully simply loses interest and the whole thing comes to an end. If this is not the case, prepare your evidence carefully and take it to the police, the internet service provider, mobile phone service provider, or the school. Report all abusive online activity with a sexual nature to CEOP (Child Exploitation Online Protection)

All incidents will be recorded on the appropriate paperwork and reported to the home's manager.

General Responses to Bullying

If any young person is the perpetrator of bullying, consequences will be applied drawing on Non-Violent Resistance (NVR) methods and principles. Restorative justice will be offered alongside this to support the young person to understand their behaviour and the impact this has on others.

Key hours/de-briefs will take place following an incident to give the young people the opportunity to discuss their thoughts and feelings and any support they may require.

If bullying is reported at school, staff will work closely with the teaching staff, ensuring all incidents are recorded and reported and appropriate consequences, NVR and restorative work is offered within the home to support appropriate behaviour at school. If bullying is persistently reported members of staff may attend the school for the purposes of raising their presence within the school and resisting further bullying of the young people.

If any incidents are deemed to be a criminal offence, police intervention will be sought immediately.

Bystanders and those who encourage the bullying behaviour are deemed to be contributing to it.

Organisational anti-bullying practices and procedure are in place to ensure the five 'Every Child Matters' outcomes can be achieved. Tackling bullying is mentioned explicitly under two of the outcomes:

Stay Safe

Children and young people need to be safe from bullying and discrimination.

Make a Positive Contribution

Children and young people are helped to develop positive relationships and choose not to bully or discriminate.

All staff are to read the government guidance: **'Safe from Bullying in Children's Homes'**

CONSULTATION WITH YOUNG PEOPLE

Every young person is regularly consulted around the arrangements for their care. Care plans are collaborative working documents negotiated with young people through key hours and daily conversations. Young people are encouraged to voice their opinions on how the homes are run in weekly house meetings and through CHAT reviews. All young people's opinions are recorded and logged in the home. Independent Regulation 44 Inspectors visit the home on a monthly basis and always ensure that there is an opportunity for young people to give feedback on their care and the running of the home. Young people are also asked their views of mentors' support and contribute to staff appraisals.

POSITIVE HOLDING POLICY

All staff at Anderida are trained in restraint. Anderida uses PRICE (Protecting Rights in a Care environment) techniques to train and equip staff in holding young people. PRICE ensures all holds are pain free and do not force compliance through pressure on joints. In line with legislation, staff are trained every 12 months. Staff are assessed by a qualified PRICE instructor, to ensure their confidence and competence in de-escalation and positive holding. In Addition, training sessions are run 6 weekly and core staff teams attend on rotation.
Staff are assessed for competency on a 3-point scale by the assessor throughout the training to identify contributions to the training in both technic and in the scenarios, following the training the staff are signed off by the trainer, who will refer the staff members to the training co-ordinator as:

- Competent
- Would benefit from more frequent training
- Requires immediate additional training

This is in line with the Build guidance.

Anderida are currently registering, voluntarily, for accreditation with the Restraint Reduction Network, we have devised a 12month programme for meeting the accreditation framework requirements, which will give the organisation Gold Standard Accreditation.

Restraint will only be used in the following circumstances, in line with the guidance from Children's Homes Regulations 2015 and BILD.

- ✓ **Preventing injury to any person (including the child who is being restrained)**
- ✓ **Preventing serious damage to the property of any person (including the child who is being restrained)**

Injury could include physical injury or harm or psychological injury or harm. This may mean removing electronic devices such as mobile phones if there are strong suspicions and some evidence of exploitation and physical or psychological injury to the child. Serious damage would be defined by causing harm to another individual e.g., another's child's belongings or a level of damage whereby the young person would be criminalised.

There may be circumstances where a child can be prevented from leaving a home – for example a child who is putting themselves at risk of injury by leaving the home to carry out gang related activities, use drugs or to meet someone who is sexually exploiting them or intends to do so. Any such measure of restraint must be proportionate and in place for no longer than is necessary to manage the immediate risk. This would not be a long-term intervention and if this was happening on a frequent basis the child should have their care plan reviewed with a view to considering a different setting.

UNDERPINNING PRINCIPLES

1. **PHYSICAL INTERVENTION MUST BE A LAST RESORT** and should be used as part of a wider strategy for managing challenging and violent behaviour.
2. Prior to physical restraint mentors should consider the risk of physically intervening and the risk of not intervening.
3. Mentors should be familiar with the child's risk assessment.
4. Mentors should have read their positive holding plan and be aware the child's previously sought views on strategies that they considered might deescalate or calm a situation.
5. Mentors should consider the relevance of any disability, health problem or medication to the behaviour in question and the action that might be taken as a result.
6. All other methods must have been exhausted. Physical restraint used for the wrong reason could be seen as personal assault or, at the very least, would be against any care policy and practice.
7. Physical intervention upholds the client's rights and dignity.

8. Physical intervention acknowledges the responsibilities inherent within a duty of care.
9. Physical intervention avoids the use of pain and of holds against joints.
10. A level of response within a physical intervention must be a minimal use of force and the least intrusive intervention for the shortest possible time.
11. There must be no sexual connotation within the technique.
12. No harmful techniques either physically or psychologically.
13. Techniques are to be phased up if necessary, phased down as soon as is safe to do so and held for the minimum duration.
14. Physical intervention should avoid the use of restraint upon the ground wherever possible.
15. Mentors safety awareness and communication are key to positive effective physical intervention.
16. Individual and team approaches to manage difficult behaviour should be employed at all times.

A restraint should be clearly logged on the following documents:

Restraint form & checklist: Held on the young person's file, copied to the social worker and significant others and our PRICE instructor. This form gives the young person the opportunity to add any comments they wish to make and is filled in as part of the debrief session. Any child who has been restrained should be given the opportunity express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. In some cases, children may need longer to work through their feelings, so a record that the child has talked about their feelings should be made no longer than 5 days after the incident of restraint.

Bound book: A copy to be written into the bound book for home records and to be signed by the home's manager.

All mentors are to be trained in restraint within their induction period. Refreshers will happen between three to six months, with each mentor and this will be facilitated by Anderida's in-house qualified PRICE instructor. Should the training lapse past six months it is the duty of the registered manager to refer the mentor's member for an immediate refresher. This training will be regularly reviewed to assess the effectiveness of the restraint training and the appropriateness of the training to the needs of the children in the home.

Mentors are responsible for using their PRICE training and applying it correctly in order that they minimise the possibility of an assault on them. Should a mentor's member be struck by the young person when physically intervening in a situation where a young person is attempting to harm themselves or cause criminal damage, this would not in most cases be considered assault and charges are unlikely to be brought. However, should a mentor be struck by the young person when physically intervening in a situation where a young person is attempting to harm others, this would in most cases be considered assault and the manager alongside the team would decide what action to take.

Records of restraint must be kept in a confidential area and should be completed to enable the registered person and mentors to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child.

REVIEWS OF PLACEMENT PLANS

Statutory LAC reviews will be held in line with LAC legislation. The key worker will prepare a review form and the young person will be asked for feedback. Anderida staff will ensure that the young person has appropriate, significant others invited to the review. The young person may wish to have an advocate present to represent their views.

The home manager and keyworker will attend the review. This is a forum to discuss the young person's progress and to assist them in planning for their future. Reviews are held in addition to the six weekly meetings held between the young person, unit staff and social worker where care plans and goals are discussed.

COMPLAINTS POLICY - YOUNG PEOPLE

Young people need to know how they can make representations and complaints. They must also be comfortable to do so knowing that these will be investigated and that they will be informed of the outcome.

All young people are given information regarding how to raise a concern, or make a complaint on arrival, or very soon after arrival at the home. Information relating to lodging complaints with Ofsted can be found in the Young Person's Guide in the homes and on 'The Hive'. Young people must be supported to express their views, access the complaints procedure and be given information on what an advocate is and where the local advocacy services are.

When a young person raises a concern, a discussion should always be held with them in order to try to resolve their concerns.

If the young person is still concerned, they should be informed that they can register a formal complaint either internally, with their local authority, or by contacting Ofsted (telephone 0300 1231231). Mentors should encourage the young person to write down their concerns on a complaints form; it is preferable for this to be in the young person's words and handwriting. Mentors should support them in doing this, writing it on their behalf if requested to do so.

If the young person is not happy sharing their concerns with mentors or the homes manager, there is a designated independent person. Anderida's designated person is Santa Fowler (Office Manager), who can be contacted by mentors on the young person's behalf, by emailing admin@anderidacare.co.uk
As the first point of contact, Santa will take full details of the complaint and investigate the matter.

Complaints made in-house must be acknowledged within 72 hours. The investigating manager, provided that they are not the subject of the complaint, will conduct their investigation within a 28-day period, after which their findings will be reported back to the complainant. Anderida will keep the young person informed of the progress of their complaint.

A full record of the complaint will be made, the actions taken in response and the outcome of the investigation. These will also be passed onto the relevant local authority Social Worker.

If the young person is unhappy with the outcome, then they have the right to express this and can ask for a review of the complaint by their local authority.

The local authority then has 10 days to acknowledge the complaint and offer an informal resolution. If the young person remains unhappy and does not accept the resolution, the complaint will go to stage 2. Officers within this team will forward the complaint to an investigation officer, who will usually be the Head of Service of the appropriate area. Young people will receive a reply detailing the outcome of this second investigation by the twenty working day deadline.

If investigating the complaint at Stage 2 results in the complaint being unresolved. The complaint can be referred to the Local Government Ombudsman.

The Local Government Ombudsman (LGO) investigates complaints about local authorities and has its own procedure called 'Council First'. This requires complainants to go through all stages of their Council's own procedure first, except in certain circumstances. The Ombudsman will look for maladministration which is something we have done wrong or failed to do that adversely affects you.

Ofsted will be supplied with information regarding any complaints and the subsequent outcomes through the organisation's quality of care reviews (Reg 44, Reg 45).

If the complaint is an allegation or whistleblowing issue, please refer to safeguarding and whistleblowing procedures.

COMPLAINTS POLICY – GENERAL

With any complaint, a discussion should always be held in order to try to resolve the complainant's concerns. When this is ineffective, complainants should be informed that they can register a formal complaint either internally through Anderida complaints procedure, with the placing Local Authority if relevant to a specific child or East Sussex Local Authority if relevant to the home/staff/young people in general or by contacting Ofsted (telephone 0300 1231231). The complainant can request to speak to the relevant Registered Manager or the organisations independent officer. The complainant can also request to speak to Santa Fowler, who can be contacted through Head Office.

Complaints made in-house must be given to the relevant manager and their line supervisor. The complaint must be acknowledged within 72 hours. If the manager is the subject of the complaint, a management colleague or their supervisor will undertake and investigate the complaint. The investigator will conduct their investigation within a 28-day period, after which their findings will be reported back to the complainant. Anderida will keep the complainant informed of the progress of their complaint.

The investigating officer will ensure that a record is kept of the complaint, the action taken in response and the outcome of the investigation.

Ofsted will be informed of any complaints through Reg 44 and 45 reports.

Should the complainant be unsatisfied with this response, they are able to appeal against this within a 28-day period and it will be reviewed by the board of directors, who have a further 28 days to respond. If the complainant remains unsatisfied, they may refer it on to one of the above statutory agencies.

In all circumstances we take seriously the complainants concerns and try to resolve matters in an informal and friendly manner.

FIRE & EVACUATION POLICY

It is the policy of Anderida to protect all persons including employees, contractors and members of the public from potential injury and damage to their health, which might arise from work activities.

The company will provide and maintain safe working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose.

The company gives a high level of commitment to health and safety and will comply with all statutory requirements as outlines in Anderida's Health & Safety policy.

Fire Risk Assessments – Staff and Residents

All homes will have a comprehensive fire risk assessment outlining possible risks and actions to minimise those risks. This will be reviewed annually by the health and safety representative and checked by the manager. All staff are to be made aware of this document, alongside fire and evacuation procedures. Staff are required to be familiarised with procedures during their first working day and sign documentation stating they understand the procedures. Fire awareness training will be completed as part of their mandatory training.

Residents are to be familiarised with the fire procedures on their first day of placement and sign a copy of the guidance.

Training

All Anderida staff are required to complete the following training. Anderida aim for employees to undertake these courses with the first six months of their employment:

- Fire Safety Awareness

Health and Safety representatives will also complete training in:

- Risk Assessment
- Health Safety

All training records will be accessible to the home on the training database.

Visitors the home

Staff must be aware of all parties in the home at all times. This should be logged in the visitor's book. Visitors must be familiarised with evacuation procedures.

Fire Log

The fire log is a bound book that is filled in each night in order to record all staff/young people who are sleeping in the home that night.

Fire Checks

Fire checks will be undertaken regularly, these include:

- Recording any near miss fire alarms going off
- Weekly testing of the fire alarms
- Weekly checking that the fire blankets are in working order
- Weekly checks that firefighting equipment is in working order and has not been tampered with
- Weekly checks that testing of all equipment is within its required time frame
- Monthly checks on all fire doors
- Weekly checks that emergency lights are in working order
- Six monthly emergency light drain
- 5 yearly emergency lighting battery replacement
- Quarterly fire drills
- Annual fire risk assessment review
- Annual gas safety check

- Annual servicing of firefighting equipment
- 5 yearly Electrical insulation testing
- 3 yearly PAT testing

Fire Drills

Fire drills take place approximately quarterly. Staff will shout "fire, fire" to initiate a fire drill. All drills must be treated seriously by both staff and young people. When the fire alarm sounds, staff and young people must STOP whatever they are doing and leave their rooms by the safest route and gather in the designated area. Everyone leaving rooms should shut doors behind them to reduce the spread of fire. Do not leave the designated area until the all-clear has been given. If anyone is missing this must be reported to the shift leader.

Helpful Fire Tips

A) Fires usually start in a small way but escalate in seconds.
B) Try to keep calm and under control.
C) Smoke rises so keep low to the ground.
D) Keep to the walls and feel your way ahead.
E) Close doors behind you.
F) Practice such an escape by closing your eyes and try to feel your way about

Misuse of Fire Fighting Equipment

Deliberate misuse of the firefighting equipment is treated very seriously and young people who are found to have abused the equipment are required to report to the home manager. Staff should make it clear to the young people that the equipment exists to ensure the safety of all people in the home and misuse endangers lives.

General Advice

All staff and young people should be familiar with the fire drill. All staff and young people should be familiar with the fire exits, building layout and locations of fire extinguishers. Any damage to or misuse of fire extinguishers must be reported immediately to the home's manager alongside any issues affecting safe exit.

All staff should be familiar with the number and whereabouts of young people in their care and of their colleagues and visitors. Potential for fire exists everywhere; we all have a responsibility to prevent fires so don't take unnecessary risks.

During the day all fire check doors must be closed and must not be wedged open. Mentors must check the building thoroughly last thing at night for potential fire risks. All doors in the home should be shut at night, and windows on the ground floor should also be shut at night. All corridors must be left unobstructed by furniture, bedding, clothing etc.

BUILDING CRISIS MANAGEMENT

In the event of a major crisis affecting the structure / fabric of the building, at any of the Anderida homes, the following procedure will be implemented:

1) Contact the relevant emergency services.
2) Contact the duty on-call manager who will in turn contact the directors, relevant professionals and significant others of the young people.
3) Where necessary look at accommodation options for the residents (the Big Sleep is currently assessed by East Sussex LA as a 'safe' hotel), these may include an available hotel, an alternative resource or staying with parents / significant others. In all cases the local authority must be consulted.
4) If there are no suitable resource's available, we will contact the local authority to identify a suitable emergency placement.

The safety and wellbeing of the young people in our care is of paramount importance and we shall always ensure that their needs continue to be met, even in the most extenuating circumstances.

Evacuation

Evacuate rooms by using the nearest fire exit or by the nearest safe means. There must not be any pushing or shoving, particularly on the stairs. If possible, staff should take the fire log/visitors book to the assembly point. The senior member of staff present should do a head count and ensure that all staff and young people are accounted for.

Fire drill details should be recorded on the correct format.

FIRE & EVACUATION PROCEDURE

IF YOU DISCOVER OR SUSPECT A FIRE:

- **Raise the Alarm**
  - Shout "fire, fire"

- **Call the Fire Brigade**
  - Dial 999
  - State the name and location of home

- **Locate and Contain Fire**
  - If possible and safe to do so, close all doors and windows to prevent smoke and heat from spreading.

- **Evacuate the Building**
  - Residents and staff should exit the building to a safe, designated area to await the arrival of the fire brigade.

- **Designated Staff Member**

A designated staff member will account for all residents, staff and visitors using fire log and visitors' book if possible. Please note that the fire alarm must not be reset, and no one must re-enter the building until authorised by the fire brigade.

OUTREACH POLICY

Often, when a young person moves on from Anderida, they will benefit from continued support and outreach. Anderida are able to offer a robust package of outreach to support young people through this transitional period, and research shows Looked After Children do much better if they are supported to settle into the community, by staff they know and trust from their original placements. Anderida will insist at admission stage that at least 90hrs will be afforded young people who are placed in our service, post moving on from us.

Anderida is also able to offer this service to other young people within the area.

- Anderida will look to agree outreach programmes as part of placement agreements. Contractual arrangements to support young people post Anderida form part of our admissions forms and must be signed/supported.
- Outreach possibilities will be reviewed within care planning, pathway planning and transitional arrangements.
- In conjunction with the social worker and relevant governing bodies, Anderida can support the young person to look for alternative accommodation, be it supported lodgings or private accommodation.
- Anderida will organise regular visits to the young person to ensure that they are taking care of themselves, have adequate support, are accessing employment/education and are maintaining their home.
- Visits will be agreed in advance through ongoing assessments of the young person's needs.
- Anderida will work with the young person to reduce the frequency of the visits, working towards the young person being confident in their ability to care for themselves independently.
- Anderida will always use suitably trained and skilled individuals for outreach programmes, providing consistency to enable familiarity and relationship building.
- Anderida will provide progress for the young person and significant others.
- Anderida will work within its organisational policies and procedures and comply with all risk assessments.
- Anderida will resist when Local Authorities deny young people access to support in the community, through our service.

ARRANGEMENTS FOR SUPERVISION

Supervision is an important part of staff development, support and used as a chance to learn and develop practice as an individual. It is also a legal requirement within Health & Social Care settings.

Anderida provide a number of models of supervision and participation in individual and group supervision is compulsory.

Group Supervision

Group supervision and child focused CBT sessions with our Consultant Clinical Psychologist and qualified CBT therapist are provided on a monthly basis. This is a chance to have the teams support needs recognised, identify helpful and unhelpful dynamics within the team/relationships with the young people and explore approaches to supporting the young people, as well as planning NVR interventions. These sessions last approximately two hours and attendance are a requirement for each core team and supporting staff for each home. The confidentiality of the session is held within the organisation.

Individual Supervision

Staff are entitled to receive supervision that meets their needs. Competent and trained senior staff deliver supervision for all employees including part time and bank staff. Staff are expected to be challenged and stretched by supervision in a way that enhances their professional development.

Staff should expect that the following criteria is met:

- That they have an agreed contract at the start of their supervision relationship.
- That their supervision agreement is honoured.
- They receive supervision at least monthly (approximately every six shifts for bank/part time staff).
- They are supported through the emotional demands of the post.
- They receive guidance and feedback on the conduct of their work.
- They are able to question the demands made of them.
- Their individual needs in the work context are met.
- They are always treated with respect.
- They always have realistic goals to achieve.
- Both parties (supervisee & supervisor) bring a clear agenda to every supervision.
- Their achievements are acknowledged and recorded.
- That confidentiality is always respected.
- That their records are kept in locked safe place.
- That they are given the option of having a copy of their records.
- That all instances of whistleblowing or work-related disclosure are passed on to the correct authority, within or external to the organisation and are also recorded properly within their supervision notes.

If at any time staff feel that their needs are not being met, they need to ensure that concerns and expectations are communicated to their supervisor immediately.

The directors will always take time to discuss the staff supervision (and any other aspects of their employment) if an appointment is requested.
Supervision is a two-way process which means that for staff to obtain maximum benefit, they must always be prepared to contribute fully and in all respects. It is a means of sharing objectives and enables the supervisee

to align their expectations with those of the organisation. It allows a continuous regular adjustment of goals and plans to take place within an agreed format.

During each session the supervisor and supervisee will go through the CHAT review, the supervisee will evidence their achievements and areas for development in each area, this is then overseen and becomes the appraisal document (see CHAT guidance).

The supervisory process is characterised by the following:

- An agreed format which is regularly evaluated.
- Agreed goals.
- Guaranteed time set aside for supervision sessions.
- Safety.
- A clear understanding of the role of both supervisor and supervisee.
- A system of recording that covers the main issues and prevents repetition.
- Clearly understood developmental goals and themes.
- Induction course, probationary assessment, staff appraisal, CHAT reviews, training and professional development.
- Confidentiality.
- An acknowledgment that consistently ignored action points may lead to disciplinary issues.
- A forum to pass on any work-related concerns and have these dealt with in a professional manner, to include issues around whistleblowing a malpractice.

Together supervisors and supervisees will establish, at point of contract, when a three-way supervision may be required, and who may call this. Where issues of poor practice are identified, and concerns raised, a three way will be organised to be supported by the supervisor's line manager or director where appropriate.

Supervisees and supervisors who fail to comply with the above procedure, should clearly record why the failure taken place as this will be important information when disciplinary measures are instigated.

Where an employee is struggling with work related issues, further supervisions can be arranged using therapeutic models. These can be requested by the supervisee or suggested by the supervisor.

Therapeutic Supervision

When a staff member is struggling with work related stress, they can request up to 4 sessions of therapeutic supervision with either the organisations qualified CBT therapist or qualified councillor who draws on TA methods.

NVR Group supervisions

Bi-monthly the management team, joined by any of those in the organisation who have completed the advanced certification in NVR (or individuals directly invited) meet for a group session to explore specific issues and pieces of work related to NVR. These sessions are for a minimum of 3 hours, the members of the group are required to attend regularly.

Individual NVR supervisions

Where a member of staff is undertaking a specific NVR piece of work, particularly with a family, they will have dedicated individual NVR supervision, this will be with a senior member of the team who has undertaken the NVR supervisor's course through Partnership Projects.

THIS POLICY IS SUPPORTED BY:

- COMPLAINTS & WHISTLE BLOWING PROCEDURE
- DISCIPLINARY AND GRIEVANCE PROCEDURE
- SAFEGUARDING POLICY

TRAINING POLICY

Anderida staff inductions take place over a four-week period; much of this can be completed through the recruitment process. Following the induction, staff will complete their preparation for residential care workbook, which is accredited as part of the full diploma. A supervisor will be allocated to every new member of staff on their appointment. Together they will plan and familiarise inductees with the statement of purpose, policies and procedures, Anderida systems/organisational paperwork, mandatory training and support them to complete their workbooks and start on their diploma. Once the preparation for residential care workbook is completed (between 6 and 12 weeks) a 3–6-month review will be completed with the candidate supervisor and a Director who will decide to proceed to the Diploma at level 3 the notes will be circulated and a referral sent to the centre coordinator to arrange a start date. All permanent employees who do not hold a level 3 qualification in Residential Childcare or equivalent must enrol 6 months into their employment with Anderida.

Through the initial 12 months into employment a personal development plan (PJ review) will be completed with the staff supervisor. Through completing the PJ/PDP relevant child-care qualifications, necessary training and developmental courses the staff member may wish to pursue, should be outlined as well as areas, of work with young people, to support the home and possibility of coaching in house. PJ's/PDP's are completed annually with supervisors but looked at monthly in each supervision to update and set goals. The annual review takes place with another senior member of staff. The annual review should, to ascertain performance, progress, short/long term goals and further training needs.

Staff are responsible for monitoring their own training, they should:

- Regularly check the forthcoming training notices for any additions/changes.
- Inform head office or the training co-ordinator in advance of any commitments they are unable to make.
- Ensure when booking annual leave that they are not on a training course.
- Check training commitments prior to agreeing to undertake any additional tasks that may clash with these dates.
- Arrive on time and prepared.
- Conduct themselves in a suitable fashion within training agreements/ contracts.
- Remember when on training you are representing the organisation.
- Follow Anderida absence procedures, if unable to attend at short notice.
- Remember training is paid work and phones should be turned off except for break times.
- Keep all certificates in a safe place.
- Copy certificates that are given directly to individuals for head office files.

As an Anderida Adolescent Care employee you are obliged to undertake many training courses throughout the duration of your employment. The training courses range from one-day courses, e-learning to long term qualifications i.e., Diplomas. Any members of staff who fail to attend any training without reasonable prior notice being given to the training coordinator or head office will have the cost of the training deducted from their salary and disciplinary measures may be considered. In house training is usually charged at £10 per hour, external courses will be charged as per fees to the organisation and failure to complete e-learning in set time scales may result in performance meetings being called.

The following training forms part of the Anderida programme:

- ✓ PRICE Refresher
- ✓ Group Supervision (Systemic Family Therapist)
- ✓ CBT Child Focused Workshop (CBT Therapist)

- ✓ Restraint and the Law
- ✓ PRICE & Conflict Management
- ✓ Safeguarding
- ✓ Safeguarding – Refresher 2
- ✓ Safeguarding – Refresher
- ✓ Safeguarding and the Law - Refresher 3
- ✓ Safeguarding-Reporting & Recording
- ✓ Complaints & Whistleblowing
- ✓ Taking Care Taking Control Parts 1-4
- ✓ Self-Harm Awareness
- ✓ Sexual Health & Healthy Relationships
- ✓ An introduction to CBT (2 days)
- ✓ Coping Skills
- ✓ Restorative Justice Training
- ✓ Fire Safety Awareness
- ✓ Care Planning Part 1-2
- ✓ THRIVE Awareness
- ✓ Sexual Exploitation Awareness & Safeguarding Update
- ✓ Manual Handling of Objects
- ✓ Managing Medicines- Care Workers
- ✓ Supervision Training
- ✓ NVR Training Foundation (4 days)
- ✓ NVR Certificate (Facilitated by Partnership Projects - costs variable)
- ✓ First Aid at Work 3-day course
- ✓ First Aid at Work 2-day refresher course
- ✓ Anderida Introduction Checklist
- ✓ Introduction to Residential Childcare - Preparation for Diploma
- ✓ Life and Living Skills facilitation
- ✓ Understand Safeguarding in a Digital World
- ✓ Decision Making Training
- ✓ Assertiveness Workshop
- ✓ ADHD Awareness
- ✓ Life Story Work
- ✓ Prevent Training
- ✓ Autism Training Higher Basic Level
- ✓ Autism Training Intermediate Level
- ✓ Managing Allegations Against Staff

- ✓ Working with Sexual Harmful Young People
- ✓ Appropriate Adult Training
- ✓ Eating Disorders Awareness
- ✓ Level 2 Team Leading Award
- ✓ Level 5 Leadership and Management for Residential Childcare
- ✓ FGM-Recognising & Preventing
- ✓ Channel General Awareness Module (Radicalisation)
- ✓ Psychoactive Substance
- ✓ Alcohol & Drugs Foundation Basic Level Modules 1& 2
- ✓ Depression and Suicide
- ✓ Criminal Exploitation & County Lines
- ✓ Recognising Risk of Domestic Abuse and Violence
- ✓ Safeguarding Children
- ✓ Residential Childcare 3-modules
- ✓ Sexual exploitation

In addition to the above all residential staff are required to have a Residential Childcare qualification at level 3 within 2 years of their employment. Where this and other qualifications are provided/financed by the organisation, employees will be required to pay back the full costs on a sliding scale over 2 years – as per their contracts.

RECRUITMENT POLICY AND PROCEDURE

Anderida Adolescent Care is committed to providing a safe and secure environment for the young people in its care.

Anderida is an equal opportunities employer that employs people regardless of their age, sex, race, sexuality or religion. We would not automatically reject applications from people with a disability. However, due to the nature of our client group and the working environment, a risk assessment would need to be completed prior to a position being offered to ascertain suitability and safety of both our clients and prospective employees.

Anderida runs a rolling recruitment programme, regularly the Directors and home managers discuss the needs and requirements for each home. The main areas to be taken into consideration are age, gender, ethnicity and experience. Also, the need for full-time, part-time and bank workers.

Anderida will explore a range of media to advertise to include:

- Local media
- Social media
- Professional childcare publications
- Careers fairs
- Recruitment days
- Internet advertising
- Job centres

Anderida have a rolling recruitment programme. Potential applicants have a variety of resources where they can familiarise themselves with the organisation and the specifications of various job roles.

Applicants may wish to research on:

- Anderida's website
- View a staff handbook via the website
- View a job specification via the website
- Speak directly to an employee at head office
- View the homes' statements of purpose via the website

Candidates may fill in a digital application form and email it back or can request a hard copy for returning by hand/post, they can also complete an expression of interest form if they are unsure that the role is for them and therefore the lengthy application puts them off applying, they can then proceed a little way through the recruitment process before committing to the full application.

A candidate tracker sheet will be started in line with the organisations recruitment system on receipt of a completed application form.

The candidate will be written to, giving them a time and date for group interviews.

The group interview facilitators will be:

- Punctual and prepared
- Smart casual
- Polite and friendly
- Able to mingle with the candidates
- Aware of confidentiality
- Non-judgemental

Group interviews will take the format of an initial power point introduction to our organisation and the work that we do. There will be group sessions addressing how they would handle various difficult situations that could arise at work. This will take the form of role-play of different scenarios and short individual chats with

members of our staff team. There will be an opportunity to ask questions, and as such, we ask candidates that they think about any questions they may have in advance.

Where practical and practicable the candidates will have an individual interview conducted by a young person, this young person will either be a current resident or a young person who has recently moved on from our care. The young person will be supported by a member of the management team, in order to prepare their two questions and throughout their interview. When all of the individual interviews have completed, the staff member will ask for the views of the young person.

Following the group interview, members of the management team will decide as to the suitability of the candidate to move onto the next stage, they will clearly state their reasoning as to if the candidate should proceed or be declined, the views of the young person interviewer will be taken into consideration. This will be recorded on the tracker form giving reasons for proceeding or declining, and if successful, identifying any areas to be further explored at formal interview.

Unsuccessful candidates will be written to.

Successful candidates will be contacted outlining the time and venue for their individual interview (they are required to phone the office to confirm their availability). The administration team along with the interview panel will check the application form for education/ employment dates and contact the candidate to request details in gaps in employment or education.

On arrival at the formal interview the administration team will check photographic ID and complete a DBS form.

Anderida meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to an enhanced criminal record check from the Disclosure and Barring Service before the appointment is confirmed (see DBS policy/procedure). This will include details and dates of 'spent' convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions. A conviction will not necessarily be a bar to obtaining a position.

Candidates need to disclose in their application form any prior convictions (see DBS policy).
When candidates are invited for interview, they must bring with them all required proof of identity for the DBS form.

These should be:

- Original certificates of qualifications
- Valid passport if applicable
- Full current driving licence if applicable
- 2 passport sized photographs
- Birth certificate
- P45 or P60

Proof of address dated within the last three months, plus any two of the following:

- Bank statement
- Telephone bill
- Council tax bill
- Water/sewerage bill
- Gas/electricity bill

All of the above will be colour photo-copied and held with the original application form at the office, in line with the Anderida Adolescent Care DBS procedure.

If a candidate has a portable DBS, a copy of the original certificate must be seen and a copy taken for our records, the checking reference number taken and then checked with Disclosure and barring service.

Candidates also need to bring with them any relevant certificates of achievement. At this point, all prospective candidates will be required to complete a health questionnaire. It is mandatory that all of the above papers should be brought to the office immediately prior to the interview.

Two senior members of staff will sit on the panel for interview and follow a standard formal interview lasting approximately one hour.

The interview panel will arrive 30 minutes prior to the interview (see check list below).

They will be:

- Welcoming
- Prepared
- Smart, casual
- Confidential
- Passionate about childcare
- Proud of their achievements
- Positive but balanced

During the interview, the panel will explore with the candidate their reasons for leaving all care related roles and explain at this stage that we will be contacting all of these employers where practicable.

Following the interview, candidates are contacted explaining that Anderida would, or would not, like to proceed.
The tracker form will be updated and the reasons for proceeding/ not proceeding clearly recorded.

Should the candidate be successful, a formal offer of employment will be made. If the candidate accepts the post, a copy of the draft contract will be forwarded to the candidate along with a health check form, DBS form sent, and references requested.

References

Once the candidate has agreed they wish to continue with their application, we then contact the references that they have provided on their application form.

The candidate is asked to supply two references and one must be their current or most recent employer *Children's Homes Regulations, Schedule 2(3)*. We would also check to see whether the second reference provided is also a past employer or a character reference.

At Anderida, we require the equivalent of 2 full references from each candidate which can come in many forms:

- One full current and one full past employer reference
- One full current and 2 character references
- Two employment date references from current or most recent employer and 2 character references
- One current employer employment dates reference, one full past employer reference and 1 character reference

We are finding that a lot of companies are now only able to provide confirmation of employment dates as a reference and are not able to complete a full reference form. If this happens, we are to either call or email the employer and just confirm with them that it is their policy to only supply employment dates as a reference from their employees.

Once a completed reference is received by us, we use the contact information provided to call and verify the reference. We call the referee and confirm that it was themselves that completed the reference and ask if they are satisfactory with the information they provided and whether they would like to add anything extra to the form that they feel wasn't covered. If any other information is given, this is recorded and added to the candidate's application.

Candidates That Have Spent Time Over-Seas

When looking through a candidates application, we may notice that they have spent time abroad, this could be due to travelling, studying etc. If this has been for longer than 3 months then we are required to carry out a Police Check from that country.

The candidate will be sent a link to the GOV website whether there is clear guidance on how to obtain on over-seas check. Each country and each application is different – some require the candidate to take all relevant paperwork to the Embassy of their country and/or some applications can be made online.

The candidate is responsible for the payment of this Police Check. Once Anderida have seen the original certificate, then the candidate will re-reimbursed.

Induction

Whilst waiting for references and DBS, candidates will be signed up to start their induction and invited along to attend any training courses, being run in house during this time, free of charge, in readiness for their commencement in employment with the organisation. Successful candidates will be given access to the staff section of the website to see the staff handbook, an introduction to Anderida, to give them more of a sense of what the role entails and if it is right for them.

Candidates are not ordinarily offered trial shifts until both references and the DBS are received. Candidates need to be made aware that this process can take some time. They are advised as to how to track their DBS at this stage.

We may offer trial shifts in advance of receiving a DBS if the applicant already holds an enhanced DBS within 18 months of the current date (they will not however be able to start employment until this is received).

Trial shifts will be offered on receipt of references for those with a portable DBS once the check has been completed.

After each trial shift, the senior member of staff on duty will complete a comprehensive written trial shift report. The young people will also be invited to complete a trial shift report should they wish to do so. Once the trial shifts have all been completed, candidates will be invited to attend a feedback interview.

Should a DBS highlight a conviction, a DBS interview will be held prior to a feedback interview. If it is decided to proceed, a formal feedback interview will be conducted. Clear DBS forms will proceed straight to the feedback stage.

During the feedback interviews, the panel will go through the written trial shift reports and discuss suitability and the possible offer of a post. The feedback interview gives both the candidate and the interview panel the opportunity to discuss how the trial shifts went. Any health concerns highlighted in the health check form will be addressed at this meeting and a risk assessment undertaken. Should the interview panel feel that the candidate is suitable, they will be offered a post and a start date and induction will be arranged. This will be put in writing along with a contract of employment and confirmation of salary.

SUPPORTING POLICIES/PROCEDURES:

- DBS Policy and Procedure
- Equal Opportunities Policy
- Data Protection Policy

DBS (PREVIOUSLY CRB) POLICY

Anderida Adolescent Care meets the requirements of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed.

A standard check searches for spent and unspent convictions, cautions, reprimands and final warnings. Enhanced disclosure includes the same as the standard check plus any additional information held by police that's reasonably considered relevant to the workforce being applied for. Enhanced with list checks is like the enhanced check but includes a check of the DBS barred lists. The disclosure required will be a full enhanced disclosure with list checks, which applies to all posts involving greater contact with children or vulnerable adults.

Enhanced disclosure for childcare positions will show all details contained in standard disclosures but may also contain non-conviction information if it is deemed relevant to working with children. It will also detail if the individual is on any of 'barred lists' of individuals who are unsuitable for working with children.

A conviction will not necessarily be a bar to obtaining a position. Anderida recognises that life experience can be beneficial within residential childcare, providing that a significant period of time has passed since the offence, the worker is completely rehabilitated and can evidence they pose no risk to young people and has disclosed their convictions or criminal proceedings (these may include cautions, convictions, civil offences and ongoing investigations) in advance of applying for a DBS. For those that have been successful in their initial application, criminal convictions and other associated information will be discussed during a DBS interview in order to assess job-related risks. Anderida will endeavour to reach a fair decision that takes account of all the information.

Where a potential employee has been out of the country for substantial periods, Anderida, where possible and practicable seek international criminal records checks.

EXISTING STAFF

All staff members are required by law to hold an enhanced disclosure. Anderida endeavour to apply for this every three year, however with the Update Service we aim to monitor this annually or at our discretion.

It is important to note that:

- When staff receive their new DBS certificate – to their home address, they have 19 days to register for the Update Service (paid for by Anderida).
- The Update service means that for £13 their DBS certificate can be monitored annually or at the employer's discretion.
- If staff are not subscribed to this yearly service, we aim to reapply every 3 years at a cost of £56 each time.
- Staff should bring their newly received DBS certificates into the office as soon as they receive them, so they can be registered for the update service.

Failure to do this will render staff liable for the £56 and this will be deducted from their wages.

DBS (PREVIOUSLY CRB) PROCEDURE

When sending applications to prospective candidates, the Anderida Adolescent Care DBS Policy is included in the information sent. When candidates submit an application for a post at Anderida they are given the opportunity to provide appropriate written details of any offences and the related outcomes, together with any other information they wish to draw attention to. Prior to interview, candidates are requested to present at Head Office the following documentation in preparation for an enhanced DBS check:

- ***Group 1 documents*** *– Primary identity documents*
    - *Passport, biometric residence permit, current driving licence – photo card with counterpart, birth certificate – issued at time of birth.*

- ***Group 2a documents*** *– Trusted government documents*
    - *Driving licence – old style paper version, birth certificate – issued after time of birth, marriage / civil partnership certificate, adoption certificate, HM Forces ID card, firearms licence.*
- ***Group 2b documents*** *– Financial and social history documents*
    - *Mortgage statement (issued in last 12 months), bank / building society / credit card statement (issued in last 3 months), utility bill (issued in last 3 months), financial statement, P45 or P60 statement, Council Tax statement (all issued within last 12 months)*

The documents required will depend on the route the application takes. Applicants should try to provide documents from Route 1 first.

Route 1 *– 1 document from Group 1, 2 further from any group including at least 1 document showing current address*

Route 2 *– 1 document from Group 2A and 2 further from 2a or 2b including at least 1 document showing current address.*

The DBS forms are held at Head Office. At this point, prospective employees will again be given the opportunity to disclose any convictions, spent or unspent. All required information for the forms will be completed prior to the interview and held in a sealed envelope until such time as trial shifts are offered. Any information provided at this stage remains confidential until the DBS process commences. Should any candidates be unsuccessful at interview, this information will be destroyed. At the end of the interview, the interview panel will ask if the candidate wishes to disclose any convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions which may be relevant to this post. If we consider the candidate may be suitable for employment, we will offer them trial shifts at two of our homes, subject to receiving references, the enhanced DBS having no recorded convictions, or on having a DBS disclosure confirmed and completed a positive DBS interview. We may offer trial shifts in advance of receiving a DBS if the applicant already holds an enhanced DBS within 18 months of the current date.

FAILURE TO DISCLOSE, PRIOR TO, OR AT INTERVIEW, ANY PREVIOUS CONVICTIONS, CAUTIONS, REPRIMANDS, FINAL WARNINGS, POLICE ENQUIRIES AND PENDING PROSECUTIONS COULD LEAD TO ANY SUBSEQUENT JOB OFFER BEING WITHDRAWN.

If a disclosure is made, the process will be as follows:

We would identify two managers to conduct a disclosure investigation. The point of this investigation would be to ascertain what rehabilitation the potential staff member has been through - if they have undertaken any counselling, if they have undertaken any training in an area relevant to the post, what life experiences have impacted on their personal development. At this point, it may be requested that the candidate provide us with a third referee.

If, after the findings of this investigation, we consider the candidate may be suitable for employment, we will offer them trial shifts at two of our homes, subject to receiving references and the enhanced DBS being an accurate reflection of the disclosures.

On completion of the trial shifts, should the candidate be offered a position, Anderida would be required to provide a summary of actions taken to support the candidate's suitability to work in this area.

EMPLOYED STAFF

All staff members are required by law to hold an enhanced disclosure. Anderida endeavour to apply for this every three year, however with the Update Service we aim to monitor this annually or at our discretion.

It is important to note that:

When staff receive their new DBS certificate – to their home address, they have 19 days to register for the Update Service (paid for by Anderida)

- The Update service means that for £13 their DBS certificate can be monitored annually or at the employer's discretion.
- If staff are not subscribed to this yearly service, we aim to reapply every 3 years at a cost of £56 each time.
- Staff should bring their newly received DBS certificates into the office as soon as they receive them, so they can be registered for the update service
- Failure to do this will render staff liable for the £56 and this will be deducted from their wages

If a current employee is subject to any form of criminal procedure convictions or criminal proceedings (these may include cautions, convictions, civil offences and ongoing investigations) during their employment, it is essential that they contact their line manager immediately, as a matter of urgency, regardless of how minor they consider the offence to be. The line manager, along with an appropriate colleague, will then complete a full formal investigative interview. The employee will be invited to have support or representation at this interview. Full minutes of this interview will be recorded and logged on the employee's file. A decision will be reached within 24 hours regarding any action required to be taken, in accordance with the Anderida Adolescent Care grievance and disciplinary policy.

ANY CURRENT EMPLOYEES WHO FAIL TO REPORT THAT THEY ARE SUBJECT TO ANY CRIMINAL PROCEEDINGS, COULD BE SUBJECT TO DISCIPLINARY PROCEEDINGS, IN ACCORDANCE WITH THE ANDERIDA ADOLESCENT CARE GRIEVANCE AND DISCIPLINARY POLICY.

AREA LOCATION RISK ASSESSMENT
Updated 18.03.2021

	LOCATION NEAR SEA			**Updated:**	**14.03.21**
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
The home is situated near a seaside town	Young person and mentors, visitors	The home is situated near a seaside town, The beach is within a 30-minute car journey.	MED	Mentors to make sure the young people are aware of the danger if visiting the seaside. Mentor to make sure that all young people have contact numbers to phone if they get separated or need help. Mentors to arrange for a meeting place if get separated, like back at the car. Mentors to ensure all take appropriate clothing and footwear, have sun protection with them, towels and change of clothing.	On- Going
Swimming in the sea		The young person will have an individual RA done around being able to go swimming in the sea, this will look at the ability of the young people whether than can swim, weather conditions, and other safety measure like lifeguards on the beach.	MED	Cooden and Normans Bay beaches are unsupervised; Mentors would take a non-swimmer where there are lifeguards available. the closest lifeguarded beach is located at Bexhill central, by the De la Warr Pavilion during July and August. Mentors can get advice by speaking to our Coastal Team for further information on 01424221407 or by emailing bexhillcoastaloffice@rother.gov.uk .	On- Going
		Cuts, bruises and breakages. You're most at risk when walking to or into the water or if you jump or dive in without checking the depth. Sharp stones or broken glass are common hazards.	LOW	Mentors to encourage all to wear flip flops to the water's edge and consider neoprene socks. Pay attention where you put your feet and always look before you leap. Be careful of waves breaking onto rocks.	On- Going
		Cramp Cramp occurs when your muscles go into spasm. It can be very painful and disabling. Some people are more prone to it than others and it seems to be more likely if your muscles are tired, for example if you've been running before swimming.		Mentors to minimise the risk by learning what triggers cramp (e.g., sudden changes of pace, swimming butterfly). Swim with other people so if you do get cramp, they can help you. Consider using a tow float to rest on in case of emergency.	On- Going
		Seaweed Getting 'dragged down by seaweed' is a common fear for beginners but is extremely unlikely. Nevertheless, seaweed and other plants can impede your swimming and possibly induce panic, which may result in drowning.	LOW	Mentors and young people to be made aware that, If they swim into seaweed, to stay calm. Seaweed does not try to pull you down. In most cases you can gently extract yourself. It is usually preferable to swim in deeper water where you have fewer contacts with plants.	On- Going
		Getting stuck in the water. It's not unheard of for people to start swimming and only later realise they can't get out – for example, if they have swum from one place to another without checking their exit point.	LOW	Mentor to be aware of their exits, Always plan your exit before you get into the water. Be aware of local conditions and how tides and changes in water level might affect your exit from the water. Before you enter the water, check for ladders, steps or alternative exit routes if you planned exit becomes unavailable.	On- Going
		Waterborne illnesses Any time we enter the water we run the risk of picking up a parasitic, viral or bacterial infection. In the UK, the most common are bugs that cause vomiting and diarrhoea. These are usually mild and self-limiting.	LOW	Mentors who take the young people swimming In the sea, to use beaches that meet bathing water standards. Mentors to avoid taking young people near beaches that are close to contaminants or sewage into the water.	On- Going

		Collision / being run down. Swimmers are hard to spot in the water, especially if the light is poor and they are wearing black wetsuits. Rowers, kayakers, jet ski riders and boat pilots often don't expect to come across swimmers and may not particularly be looking out for them. A collision will almost certainly be worse for the swimmer.	LOW	Mentors to stay alert and know where young people are at all times. Consider swimming where there's less traffic. Swim in areas that don't allow, rowers, kayakers, and jet skiers. Wear a bright coloured cap. Drag a tow float behind you if swimming in busy traffic areas.	On- Going
		Jellyfish. Beautiful sea creatures that can give you a nasty sting. Usually painful rather than dangerous but multiple stings can be debilitating and some people have allergic reactions.	LOW	Avoid if you can. Some sun creams include an anti-jellyfish ingredient. The initial pain usually eases after a few minutes if you keep swimming. Mentors to seek medical help if you sense any difficulty in breathing.	On- Going
		Sharks Beautiful, intelligent, endangered, deadly. Actually, very few species of sharks are dangerous to people and many more sharks are killed by people than vice versa. Shark attacks are extremely rare but still preferably avoided.	LOW	Mentors not to take young people for a swim where sharks feed (e.g., next to seal breeding colonies).	On- Going

PREVENT/RADICALISATION				**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Risk of radicalisation via grooming either online and/or in the community. **Radicalisation may be instilled by individuals, community groups and/or peer groups. People with radicalised views may communicate their message in the name of a particular cause' i.e. against mainstream society, particular groups of people, in the name of a religious or cultural cause, against the government etc.**	Risk to young people and those in the wider community. Particular risk to vulnerable adults and young people.	There is no known major risk of radicalisation in the local area. However, the internet is a hotspot for grooming activity and there are many social media apps that pose differing levels of risk to young people's safety. Internet access is generally available anywhere; however, risk may be reduced where internet access for the young person is prevented. Although this would not prevent grooming via non-internet-based communication (i.e., texting/phone calls/non-internet-based apps). Recent research into radicalisation suggests it often occurs in a similar process to grooming, with young people being befriended via social media, and radicalised into developing extreme views which may lead to harmful activities that put themselves and others at risk.	LOW	Mentors to be aware of risks or indicators that a young person is being groomed and/or developing radicalised views. Mentors to be able to have Key Hour chats with young people on this issue and to refer the right support. Mentors to prepare young people in order to help them to recognise suspicious behaviour relating to this issue either from another individual or a group, and to have the confidence in reporting it.	ONGOING
			LOW	Mentors to all complete PREVENT training and management advanced training on radicalisation. **Mentors to report to police prevent or community safe East Sussex should they have concern directly or indirectly in relation to Radicalisation.**	
			LOW	Mentors to have access to a resource folder to help explain and share ideas with young people around radicalisation.	
			LOW	Anderida Learning Centre curriculum to cover religions / culture and radicalisation.	
			LOW	Mentors to stay aware of local influences and extreme groups.	

			LOW	Mentors to use PREVENT resources and refer young people to MASH if they are noticing the signs/risk factors around radicalisation.	
			LOW	Mentors to monitor young people's internet use and check browser history regularly through Qustodio.	

ACCESS TO SERVICES			**Mar-21**		
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Access to a range of services may be needed, hospitals, doctors, dentist, sexual health clinic, YOT	Young Person	Although the home is relatively rural, there is a hospital within 30 mins either in Hastings or Tunbridge Wells. There are doctors and dentist services within 15 minutes of the home. Mentors have direct Contact to CAMHS and LAMCHS support in regard to new resident. YOT and sexual health clinics in Hastings approximately 35 mins drive away. Or Sexual health nurse BC	LOW	NONE REQUIRED	ONGOING

LOCAL COMMUNITY			**Update:**	**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Disruption in the community	Young People, neighbours and businesses behind	The home has the potential to disrupt the local community via activities within the home eg; fire alarms tests, young person's music, conflict with the young person inside and outside the home & police attendance (especially during antisocial hours)	MEDIUM	Young people to sign a terms of residency which includes a contract for behaviour management. This sets out the rules and ensures that young people are aware of the risk of disturbing the neighbours and the possible consequence of this. All ASB incidents are logged in an ASB log on computer desktop to provide easy access to incident chronology make it easier to identify patterns of behaviour to help inform strategy/CBT/NVR sessions.	Every young person signs this when they join Anderida.
		Complaints from the neighbours could jeopardise the running of the home and ultimately result in the home being closed down.	LOW	Strategies to be put in place should the young person not follow the terms of residency guidelines. Community meeting to take place 2021.	ONGOING
		Poor ongoing relationships with the neighbours which could impact multiple residents.	MEDIUM	Policies around excessive noise from stereos to be followed.	ONGOING
		The police being called and young people being criminalised.	MEDIUM	Neighbours to be notified if necessary should prove to be a disturbance.	Prior to test when done in antisocial house.

		Damage to neighbour's and local businesses property.	MEDIUM	Anderida to ensure that there is always a representative at community meetings.	WHEN REQUIRED
				Young people to be encouraged to engage in restorative/reparation processes.	WHEN REQUIRED (following an incident)
		Young people loitering outside the front of the home and engaging in antisocial behaviour	MEDIUM	The police are to be called each time that an antisocial incident occurs	ONGOING
				In times where antisocial behaviour is a likelihood, the home is to keep a log of public disturbance involving young people associated with our young people so that the police/ASB team can build a picture.	ONGOING

ONLINE RISK			**Updated:**	**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
The internet and online risk	Young People	The location of the property could be discovered from outside agencies through the statement of purpose.	LOW	No details of the location of the home is included in the statement of purpose.	ONGOING
		Young people could give the address of the home away though networking sites such as Facebook	HIGH	Use of networking sites to be monitored from within the home Via Qustodio.	ONGOING
				Young People to be educated about the risks of broadcasting their contact details though media such as bbm and sites on the internet.	ONGOING
				Qustodio to be put in place to minimise use of the internet.	ONGOING
				CSE workshops to be carried out with all new residents where appropriate. Covered in school curriculum and KH in the home.	ONGOING

RISK OF SEXUAL EXPLOITATION			**UPDATED:**	**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Sexual exploitation - Risk from our residents exploiting or sexually grooming other young people and children in the community	Our residents and other young people in the community	The community is relatively small, with a village feel to it. This makes it easier to next work with the local community and keep tabs on the activities of our young people. The risk is lower that it would be towards a town centre.	LOW	Imperative at referral of resident be to check the likely hood of a young person being sexually dangerous or to be highly vulnerable to sexual exploitation so that the appropriate monitoring and strategies can be put in place.	ONGOING

		Risk of our residents being groomed for sexual exploitation or trafficking in the local community. The Willows is relatively rural, so there is unlikely to be the same level of risk in the area for children being groomed into trafficking or exploited as there are less people.	LOW	Management to keep in regular contact with the local police and safeguarding teams, Wise and Misper coordinator in the police and stay up to date with where the high-risk areas are in town and places to avoid.	ONGOING
				Manager and team to liaise with all professionals including those such as LW (LAMCHS) who will express any concerns around grooming or exploitation	
				CSE workshops and details of CEOP to be made available to all residents.	ONGOING
				Mentors to be trained in spotting indicators of sexual exploitation and therapeutic approaches to helping young people identify concerns.	ONGOING
				Mentors to report all concerns to catch 22 and safeguarding teams and also WISE project.	ONGOING
				The home to follow stringent procedures around free time where possible.	ONGOING

TRANSPORT LINKS			**Updated:**	**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Access to public transport to abscond	Young people	The home is nearly one hours walk from the nearest train station, which has links to London Charing Cross and Tunbridge Wells. The distance from the train station should act as a deterrent for young people absconding. There is a second train, Stongate, which is about 90 mins walk away.	MEDIUM	Young people tailed if they abscond and where deemed vulnerable, Mentors to board public transport with them.	ONGOING
The roads around the area are narrow and windy in places	Young people and mentors	There was significant danger when YP was violent towards Mentors whilst trying to run off down the narrow country lanes. This was a danger due to oncoming traffic and at times there was a requirement for restraint due to the young person being violent towards mentors and trying to push them into oncoming traffic.	MEDIUM	Mentors have been advised not to follow young people in high conflict situations in future and are asked to just call the police is they warrant the risk to be high enough for the young person.	ONGOING

SUBSTANCE MISUSE			**Updated:**	**01.04.20**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Illegal drugs being sold in the area	Our young people	As a rural setting, there is less likelihood of residents meeting up	LOW	Mentors to remain vigilant and report any suspicious activity in the area.	ONGOING

		with known drug users or dealers, compared to in a town centre.		Residents are to be given the drug policy and Mentors are to follow procedures and act on any suspicion that the young person is using illegal drugs.	ONGOING
				The home is to hold details for drug support groups and make referrals where appropriate to CAMHS or in house therapist as well as local groups.	ONGOING

LOCAL BUSINESSES			**Updated:**	**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Risks from local Businesses	Our Young People	There are only a few shops in Burwash. One being a Londis and there is a small chance that they could sell our young people alcohol or tobacco products.	LOW	The home to monitor this and build up relationships with the people in the small local shops so that they know any young people with mentors will be underage.	ONGOING
				Mentors to report any concerns regarding local business to the police / safeguarding teams.	

WEATHER ELEMENTS			**Updated:**	**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Weather Conditions	Staff and Young People	Heavy snow could impact on public transport which could cause problems with staff getting to work. The rural setting could prevent mentors and residents from being able to access the local towns with ease.	LOW	Organisation to provide a 4 x 4 pickup service for staff affected by weather conditions to drop and collect staff to/from the units.	ONGOING

LICENSED PREMISES			**Updated:**	**Mar-21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Licensed Premises	Residents	There are several local pubs and other licensed restaurants in the area that could serve our young people.	LOW	Staff to inform licensed premises that the young person is underage if they find that this young person has been served there.	ONGOING

YOUTH SERVICES			**Updated:**	**Mar 21**	
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Availability of youth clubs	Young People	There is a high availability of youth clubs and other youth services in Hastings which is approximately 30 mins away from the home by car. There are also youth clubs held in Heathfield which is approximately 15 mins down the road from the home - they have extensive youth	LOW	Staff to keep appraised of available youth services such as youth clubs, scouts, guides, sports clubs etc.	ONGOING

		programms and activities that would be suitable for our resident. There is also a leisure centre and sports grounds in Heathfield.			

THE LOCAL POPULATION - Updated MAY 2020					
IDENTIFIED RISK	**TO WHOM**	**INSPECTION OF RISK OUTCOME**	**RISK**	**ACTION**	**TIMESCALE**
Social deprivation in the area - 21 crimes only www.police.uk within 6 miles of the home since January 2020	Young Person	The crime rate in Burwash is very low. These numbers are again very low this year and will continue to be monitored.	LOW	The home will check the local crime figures regularly to constantly revaluate risk The police have re-structured and they currently do not have a Police Liaison Officer for the area. The team are working with the police and have great relationships with Missing persons and points of contact there. All concerns are logged with the Police and Child Protection and MASH (if risk is specific to young people). Any Young People considered at risk will have free time closely monitored. The Home Manager will keep appraised of ongoing investigations by looking at crime figures on www.police.co.uk and liaising with the local Missing persons and police.	ONGOING
There are three primary schools in the vicinity of the home	Primary school children at school in the area	There is one primary school close to the home, there could be a risk if our residents are assessed to be sexually or physically dangerous to other young people	LOW	Risk to be assessed for each resident at the home individually	ONGOING

Heathfield East	**REFERENCE - UK CRIME STATS**		
CRIME STATISTICS FOR THE AREA: **HEATHFIED EAST**	**Jan-21**	**Feb-21**	**Mar-21**
ASB	7		
Burglary	1		
Robbery	0		
Vehicle	0		
Violent	4		

Shoplifting	0		
CD&A	1		
Other Theft	0		
Drugs	0		
Bike theft	0		
Theft from person	1		
Weapons	0		
Public order	3		
Other	1		
TOTAL	18	5	
WEBSITE LINK TO STATISTICS		https://www.ukcrimestats.com/Neighbourhood/4671	

COVID 19 - updated Mar-21

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Risk of contracting COVID-19	Young people, mentors and visitors to the home	Anderida Adolescent Care will endeavour to manage the risk or possible impact of Coronavirus by taking precautions within the home to ensure minimum disruption to the service we offer	High risk of contagion; medium risk of adverse health effects	Ensure that all mentors adhere to the new Coronavirus Policy and to actively encourage all young people to do the same. (please see Coronavirus Policy for detailed action taken) This policy also includes actions to take if employees become unwell or become exposed to the virus or if they have been in contact with a confirmed case of COVID-19	Ongoing daily
				In line with government guidance released on 24/07/20, all mentors to wear masks, and ensure that YPs wear masks, when entering enclosed public spaces, such as supermarkets, doctor's appointments, shopping centres, shops, banks and post offices.	Ongoing daily

IDENTIFIED RISK		INSPECTION OF RISK	PROTECTIVE FACTORS	IMPACT	RISK	ACTIONS TO MINIMISE IMPACT	HOW TO KNOW IF ACTIONS ARE EFFECTIVE
Strong currents, strong wind, large waves	YP being pulled out to sea	YP may not be a strong swimmer and currents can at times be strong. Strong	Lifeguards patrol between the Wish Tower and Eastbourne Pier from May 1 to	Potentially severe impact or death	High	YP should never swim when there are strong wind or waves or where it is obvious that currents are strong.	YP will not be pulled out to sea

		winds and currents could cause YP to be pulled out to sea.	September 30 and are trained in first aid, rescue methods and life support			Where possible, mentors should take YP to beaches that have lifeguards.	
	Injury	YP could be injured by the waves themselves				YP should always be told never to go out of his depth while in the water.	YP will not experience injury or drowning while in the water
			YP and mentors should swim between red and yellow striped lifeguard flags			Where possible, at least one mentor should accompany YP in the water.	
		Strong currents and large waves could cause YP to injure himself on sharp rocks under the water.				Where a mentor cannot accompany YP in the water, mentors must keep watch on YP at all times.	
			YP and mentors should never swim when red lifeguard flags are flying			Ensure that at least one mentor accompanying YP is a strong swimmer.	If YP is pulled out to sea, lifeguards will rescue YP quickly
						Ensure that at least one mentor accompanying YP is first aid trained. Mentors to use first aid when necessary.	
						Depending on severity of injury, mentors to call 111 for advice, book an appointment with the doctor, take YP to A&E at the hospital or call 999 for an ambulance.	
						If no lifeguards, mentors should phone 999 for the coastguard and ambulance if YP is pulled out to sea.	
	Drowning	Strong currents, wind and large waves could cause YP to inhale water	See Identified Risk: Drowning	See Identified Risk: Drowning		See Identified Risk: Drowning	See Identified Risk: Drowning
Drowning		YP may inhale water while swimming in water of any depth. YP is more likely to drown when out of his depth or swimming while tired.	YP will be told not to go out of his depth.	Potentially death	High	Mentors to accompany YP to the beach and, preferably, in the water. Mentors to keep watch of YP at all times while not accompanying YP in the water.	YP will not drown
						YP to be told not to go out of his depth	If YP gets into difficulties, mentors, lifeguards or the coastguard will be able to pull him out of the water before he drowns
			YP often likes to go swimming to burn excess energy so is unlikely to be swimming while tired			YP should swim at lifeguarded beaches where possible	
						Ensure that at least one mentor accompanying YP is first aid trained. Mentors to use first aid when necessary.	

						If YP gets into difficulties in the water, mentors to support him where possible. If necessary, mentors to alert lifeguards immediately. If no lifeguards present, mentors to phone for the coastguard on 999.	
Seaweed	Slipping and resultant injury	Seaweed can be particularly slippery and beaches around Eastbourne are pebbly and rocky.	None	Slipping on seaweed and falling on rocks could result in moderate to severe injury	Moderate	Mentors to encourage YP to wear appropriate shoes when walking on the beach and particularly when walk on rocks covered in seaweed.	YP will not slip on wet or slippery rocks
						Mentors to warn YP about the potential to slip on wet or slippery rocks	
						Mentors to accompany YP or keep watch of YP while he is walking on slippery rocks	If YP slips on wet rocks, mentors will take appropriate action to ensure swift medical care
						Ensure that at least one mentor accompanying YP is first aid trained. Mentors to use first aid when necessary.	
						Depending on severity of injury, mentors to call 111 for advice, book an appointment with the doctor, take YP to A&E at the hospital or call 999 for an ambulance.	
Accident/injury to YP	Minor injury, such as a graze, small cut, minor bruising	YP could slip on rocks or become injured while in the water resulting in minor to severe injury	Mentors will be accompanying YP while at the beach and observing or accompanying YP while in the sea	Minimal impact, slight injury	Low to High	Mentors to encourage YP to listen to and follow their safety instructions	YP will not be injured
						Ensure that at least one mentor accompanying YP is first aid trained. Mentors to use first aid when necessary.	If YP is injured, mentors will use first aid skills effectively or access necessary and essential medical care quickly
	Moderately severe, such as a broken bone or deep cut		Black and white chequered flags indicate areas used by surfers and other non-powered sea crafts	Moderate impact. Highly likely that YP will need professional medical attention		YP and mentors should never swim in areas being used by other powered or non-powered sea crafts	
			Lifeguards patrol between the Wish Tower and Eastbourne Pier from May 1 to September 30 and are trained in first aid, rescue methods and life support			Depending on severity of injury, mentors to call 111 for advice, book an appointment with the doctor, take YP to A&E at the hospital or call 999 for an ambulance.	
			YP and mentors should swim between red and yellow striped lifeguard flags			If YP gets into difficulties in the water, mentors to support him where possible. If necessary, mentors to alert lifeguards immediately. If no lifeguards present, mentors to phone for the coastguard on 999.	Long-term harm caused to YP will be minimal
	Severe or life threatening		YP and mentors should never swim when red lifeguard flags are flying	Severe impact and threat to life			

Accident/injury to accompanying mentor	Minor injury, such as a graze, small cut, minor bruising	While supporting YP, mentors could slip on rocks or become injured while in the water resulting in minor to severe injury	Lifeguards patrol between the Wish Tower and Eastbourne Pier from May 1 to September 30 and are trained in first aid, rescue methods and life support	Minimal impact to mentors. Possibly slight injury	Low to High	Mentors to attend to their own minor first aid needs where possible	Injury to mentors will be minimal
	Moderately severe, such as a broken bone or deep cut		Lifeguard flags indicate safe places to swim and areas patrolled by lifeguards	Mentors may be unable to fulfil their caring responsibility to YP if injured		Mentors to ensure they carry a fully charged mobile phone while on the beach to arrange for YP to be collected by another mentor if incapacitated	YP will be kept safe and will be collected by other mentors
	Severe or life threatening			Possible risk to life		YP to be told in advance that if mentors are injured and become unconscious or unresponsive, YP is to phone the home to arrange to be collected	
Unclean/ Polluted waters	Illness	Polluted waters could cause illness	The Environment Agency recently rated the water quality at Eastbourne beach as good	Moderate impact on both YP and mentors	Moderate	Mentors to check the Surfers Against Sewage (https://www.sas.org.uk/map/) or Environment Agency's (http://environment.data.gov.uk/bwq/profiles/profile.html?_search=eastbourne&site=ukj2201-14500) websites for details of current sea quality before allowing YP to swim	YP will not become ill as a result of polluted waters
						Should YP become ill in the hours and days following swimming in the sea, mentors to phone 111 for advice or book a doctor's appointment for YP	Any illness that YP experiences as a result of polluted water will be minor and will be treated effectively
Sudden immersion/ prolonged time in water	Cold Shock Response	Sudden immersions into cold water, below 15c, can cause heart attacks due to vasoconstriction and involuntary inhalation, which, if under water, will result in drowning	Minimum average sea temperatures are above 15c in September	Potentially death as a result of drowning or a heart attack	Moderate to High	Encourage YP to enter water slowly to minimise chances of cold shock response	YP will not experience cold shock response or suffer from hypothermia
						Ask YP to come out of the water if severely shivering, slow or slurred speech, drowsy or confused	

		Minimum average sea temperatures for Eastbourne remain below 15c every month other than September. Maximum average sea temperatures for Eastbourne are higher than 15c between June and November	Lifeguards patrol between the Wish Tower and Eastbourne Pier from May 1 to September 30 and are trained in first aid, rescue methods and life support			Ensure that at least one mentor accompanying YP is first aid trained. Mentors to use first aid when necessary.	If YP experiences cold shock response or hypothermia, mentors will use first aid and access necessary medical treatment quickly and effectively
	Hypothermia	Hypothermia occurs when the body loses heat faster than it produces heat and when body temperature falls below 35c		Left untreated, hypothermia can lead to heart failure, failure of the respiratory system and death		Depending on severity of injury, mentors to call 111 for advice, book an appointment with the doctor, take YP to A&E at the hospital or call 999 for an ambulance.	

STAFFING AND ORGANISATIONAL STRUCTURE

Registered Provider
Managing Director
Brian Thompson

Finance Director
Hazel Pries

Operational Directors:

Erica Castle
(Responsible Individual)

Kerry Shoesmith
(Head of Training, Head of Therapies)

Jane Bettley
(Finance Director)

Management Team:
Emma Parslow – Manager
Dave Ridehalgh – Manager
Dawn Dunkley – Manager
Kaz Erridge - Manager
Stacey Armour- Manager
Maz Macmillan – Manager

Education Coordinator:
Mathew Thompson

Anderida Adolescent Care Ltd, Neville Mews,
6a Neville Road, Eastbourne, BN22 8HR
Company No: 2722183
Tel: (01323) 410655
info@anderidacare.co.uk www.anderidacare.co.uk

The Willows Core Team

Home Manager: Stacey Armour (NVQ3 CCYP, Diploma Level 5 in Leadership and Management in Residential Childcare, NVR Certificate, Foundation Diploma in NVR).

Deputy Manager: Natalie Hughes (NVQ3 Early Years, NVQ4 in Care of Children and Young People, Advanced NVR Certificate Practice (NVR UK Level 2), Foundation Diploma in NVR, OCR Level 3 Award in Assessing Competence in the Work Environment).

Senior Mentor: Sue Baitup (NCFE CACHE-Level 3 Diploma for Residential Childcare, NCFE CACHE Level 5 Diploma for Leadership and Management in Residential Childcare – Current), Richard Barham (Induction training, Diploma Level 3 in Residential Childcare).

Mentors: Nick White (Induction training, Diploma Level 3 in Residential Childcare), Anthony Corby (Induction Training, Diploma Level 3 in Residential Childcare- Current), Chris Hassell (NCFE CACHE level 3 Diploma in Residential Childcare- current), Sophie Downard (NCFE CACHE Level 3 Diploma for Residential Childcare - Current).

Bank Mentors: Emma Debonnaire (BSc Social Work), Tulay Fermin (PTTLS & Cert Ed), Andrei Morosanu (Induction training), Ziggy Smith (Induction Training), Kerry Deaville-Bray (OCR Level 3 Diploma in Residential Childcare), Ionut Dinu (Induction Training – Current), Ross Tasker (Induction Training – Current), Kai Hussain (Induction Training – Current) Amanda Skingle (Induction Training – Current), Germaine Larkin (Induction Training – Current), Georgia McDonnell (Induction Training – Current), Peter Hoggart (Induction Training – Current).