

# Cannock Resource Centre

## Statement of Purpose

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**With pride. With purpose. With you.**

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## Introduction

Welcome to Cannock Resource Centre. This statement of purpose is written in accordance with the regulatory requirements of the **Quality Standards for Children's Homes 2015** and the **Children's Home Regulations 2001 (Amended 2013 & 2014)**. The Children's Home Regulations were given a complete overhaul in 2015 and the Quality Standards were introduced. There are a number of references made to the home's policies and procedures within this document and these can be read in conjunction with this statement of purpose. The policies and procedures are available in full on our Tri-X electronic system.

A copy of this statement is provided to Ofsted and is also available to:

- Each person who works at Cannock Resource Centre
- Each young person provided with a service at Cannock Resource Centre
- All Parents or person(s) with parental responsibility of any young person provided with a service at Cannock Resource Centre

**Regulation 4.2A - where a children's home has a website, the registered person shall ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children cared for in the children's home.**

A copy of the Statement of Purpose can be found online, however this can be reviewed at the discretion of the Registered Manager and where this may conflict with the placement of a young person within the centre this document may be removed from the website. Any web version of the document may have restricted content and alternative contact details to ensure that confidentiality is maintained in respects to any young person offered a service in the centre.

### **Aim of Cannock Resource Centre: -**

***This document is the Statement of Purpose and function for Cannock Resource Centre. It has been written to comply with Schedule 1 of the Children's Home Regulations (April 2015) and the Children Homes Quality Standards (April 2015).***

A short break at Cannock Resource Centre is defined as:

***"An opportunity for disabled children and young people to spend time away from their primary carers. These include day, evening, overnight or weekend activities and can take place in the child's own home, Cannock Resource Centre or community setting."***

- Overnight stays, these do not necessarily equate to 24 hours.
- Emergency and Assessment overnight provision where Young People can be matched to the planned group of children accessing the service.
- Day Care and Sessional services these are visits or sessions that take place within the centre for example, tea visits and day-care at weekends and school holidays.
- Outreach services, in this context are services provided by the centre. Whereby staff employed by the centre work within the child's home or take them out into the community.

In addition to residential short breaks the centre also provides outreach services, to support young people in community activities.

## QUALITY AND PURPOSE OF CARE

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

Cannock Resource Centre is a short breaks Children's service which provides planned short breaks for young people. Emergency short breaks may be available depending on the matching of young people.

We are a centre that looks after up to 4 male or female young people from the age of 8 years to 18 years. Groups can consist of males and females as long as they are a match.

The young people that we look after at Cannock Resource Centre may display a range of complex needs including and not limited to.

- Young People with challenging behaviours
- Young People with Autism
- Young People with physical disabilities
- Young People with complex health needs

All staff at Cannock Resource Centre work with restorative practices in mind and fully understand the needs of young people.

All young people need help, guidance, and support as they grow and develop and the team at Cannock Resource Centre are determined that not only young people are safe but that they also feel safe.

All young people have the right to a safe, secure environment and opportunities to explore themselves, their abilities, their beliefs, areas for development and potential, their sexuality and the world around them. We believe these are the essential building blocks for the foundation of progress, resilience, and integration. All young people are entitled to physical and emotional care of excellent quality. All staff at Cannock Resource Centre ensure that warmth, stability, consistency, structure, and boundaries are constant active features of their work with the young people in their care.

### **2. Details of the children's home's ethos, and the outcomes that the children's home seeks to achieve and its approach to achieving them.**

#### **Staffordshire County Council Preface: -**

The corporate strategy of the County Council outlines the Council's commitment to providing support for vulnerable children to help them achieve their potential regardless of economic and social backgrounds, home circumstances, ethnic background, gender, disability, and health. It is committed to local service delivery and excellent service quality.

As part of the Directorate of Children and Families, Staffordshire County Council's vision is 'A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy'. One of the identified priorities for delivery is to support independence at all ages. Cannock Resource Centre will strive to contribute directly to achieving this for young people.

Families and Communities is the Children Services element of the Children and Families Directorate and ensures that the needs of children, young people and families across Staffordshire are identified early, the right help is put in place and the escalation of problems is prevented. Cannock Resource Centre's ethos and values center around ensuring that all children who access our service have a continuing and enduring sense of belonging, through which their social, emotional, health, and educational needs are being met.

The Centre encompasses a range of values, which are important for the young people who access our service:

**Dignity and Respect** - Recognising the value of young people, their uniqueness, and their right to be treated with dignity and respect whilst promoting their responsibility to treat others equally.

**Diversity** - Carers will recognise the diversity of the young people and take a pro-active approach in respecting and celebrating their differences.

**Equality** - Ensuring that all the services and facilities in the home are accessible and available to all. Our carers will not judge the young people's circumstances and backgrounds. It will not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality, or disability.

**Quality** - Promoting quality services which are based on agreed standards and meet legal and best practice requirements.

**Independence** - A commitment to provide opportunities for young people to think and act independently whilst ensuring their safety and the safety of others via continual assessment and reassessment of their behaviour, thinking and attitude.

**Rights** - A commitment to young people, rights and entitlements as set out in the United Nations Convention the Rights of the Child.

**Listening** - A commitment to listen to young people and help them express their wishes, needs, fears and concerns about their behaviour / thinking in whatever way is identified as being best suited to the young person.

**Development and fulfilment** - A commitment to support young people to a healthy developmental pathway that supports their skills in developing healthy relationships that looks towards a new life.

**Confidentiality** - Treating all personal information in the strictest confidence and with respect.

Key aims and objectives of Cannock Resource Centre are as follows:

- To offer care of the highest quality to young people based on their individual care needs.
- To provide a secure and safe environment.
- To provide age-appropriate routines and activities to encourage young people to develop their social skills, and to maintain existing practical skills, whilst learning new ones.
- To devise a comprehensive and individualized care and support plan to meet the young person's physical, personal, social, psychological/emotional, behavioral, cultural, spiritual, communication and health care needs.
- To promote the active and positive presence of young people within their local community.
- To empower young people to exercise choice and share their views, wishes and feelings.

In order to achieve these aims, Cannock Resource Centre will deliver:

- A safe and 'homely' environment.
- A child-centered approach with their wishes, views and feelings considered regarding all aspects of their care.
- The development of a multi-skilled and highly trained staff team, following rigorous and stringent recruitment procedures.

- The effective management and supervision of the staff team.
- The provision of an effective key worker system.
- The use of effective placement planning and risk assessment.
- The encouragement of positive relationships and investment in the Centre, from all people involved in the welfare of the young person.

### Our Therapeutic Model -

Some staff have had an introduction to using the Caring with **PACE** model, outlined below. There is a plan in place for all Care Staff to complete a 3 day training course, later in the year.

- **Playfulness** is about creating an atmosphere of lightness & interest when you communicate. The goal is to simply enjoy being together, with no spoken or unspoken goals.
- **Acceptance** is at the core of a child's sense of safety. It's important to accept the young person's feelings, but not the unwanted behaviour.
- Being **Curious** about your child's thoughts, feeling, wishes and intentions (important when responding to behaviour) e.g. "I wonder what that was about?"
- Being **Empathetic** by actively showing the child that their inner life is important. Understanding & expressing your own feelings about their experience can be more effective than praise.

### 3. A description of the accommodation offered by the children's home, including—

(a) How accommodation has been adapted to the needs of children cared for by the children's home;

(b) The age range, number and sex of children for whom it is intended that accommodation is to be provided;

(c) The type of accommodation, including sleeping accommodation.

Facilities comprise of 3 single and 2 double en-suite bedrooms, 1 bedroom specific for a Safe Space bed and 2 bedrooms specifically designed and equipped with en-suite bathrooms and equipment for young people with complex needs. There is a large lounge and a large lounge/dining room which contains an area for additional activities this area has patio doors leading to the lawned garden area including play equipment and a wheelchair accessible swing. Further facilities include an art and craft room, sensory room, domestic style kitchen for the young people's own use and a large conference room which will enable reviews on young people and meetings to be held in private without disturbance. Staff are trained in the importance of maintaining positive contact with family and friends.

Ground Floor:

- Arts & Craft Room (1)
- Offices (4)
- Domestic Kitchen (2)
- Safari Lounge (1)
- Around the World Lounge (1)
- Dining Room/Lounge (2) one with patio doors
- Industrial Kitchen (1)
- Toilets (3)
- Bedrooms with en-suite facilities for young people with complex needs and physical disabilities (2)
- Sensory Room (1)
- Conference Room (1)

1 <sup>st</sup> Floor:	Bedrooms with en-suites (6) Staff sleeping in room with en-suites (2) Bathrooms with toilets (3) Laundry (1) Linen Store (1) Storeroom (5) Designated Night Support Worker Office (1)
Outside:	Lawned Recreational Areas (2) Garden Sensory Boards Water Wall Mud Kitchen Basket Ball Sandpit Wheelchair Accessible Swing Net Swing Teepee Summer House Outside Play Equipment Store (1)

The centre offers a short break service for 8–18-year-olds, male and female depending on matching. It is registered as a 4 bedded centre, having the capacity to operate to a maximum of 4 beds subject to the needs and compatibility of the young people. We then offer an outreach service from 7 years to 18 years.

#### **4. A description of the location of the Children’s Home.**

Cannock Resource Centre is a purpose built PFI property located on the main A34 road which is made up of residential and business premises, just outside of Cannock Town Centre. The premises has its own driveway and car parking area with space for between 12-14 vehicles, The premises also has two enclosed rear gardens separated by a fence but accessible through a gate. There is a playhouse, sandpit, water wall and other outdoor play equipment. The building itself consists of two floors, the ground floor includes office space, living space, disabled accessible toilet, and two bedrooms both with en-suite facilities. The first floor has bedrooms all with en-suite facilities, adapted bathroom, bathing facilities and storage. The perimeter is made up of fencing, trees and shrubbery, the rear of the home is not clearly visible from neighbouring properties The home has CCTV located around the outside of the building and strategically placed at each point of entry to protect from intruders and to help keep young people safe.

At the front of the premises are railings to the front and sides, as well as shrubbery and trees on the outside of the railings. Looking towards the building, to the left, there is waste land which is surrounded by iron fence panels, the land consists of weeds, brambles and wild flowers. To the right is the Honda dealership forecourt and showroom which is sectioned off by railings.

At the rear of the premises are further business premises, but they are not easily visible through the fencing.



## **5. The arrangements for supporting the cultural, linguistic and religious needs of children accommodated in the children's home.**

At Cannock Resource Centre, we believe it is important to promote a culture of acceptance and to understand diversity and difference. We believe that every individual has the right to be treated with respect and therefore expect everyone to behave in a way that does not discriminate against others because of their race, gender, disability, religion, culture or sexuality. We aim to meet the needs of young people of all races, cultures, and religious beliefs through contact with carers, communities and positive role models that are mixed in terms of race, gender, sexuality and age.

The values and practice of the home is that a young person is able to practise their religion and be proud of their culture. Young people are supported to follow their chosen faith.

All instances of discrimination are unacceptable and will be challenged consistently by the manager and the carers as they arise. All carers receive training to enable them to describe and understand how discrimination can negatively impact on all concerned and how to deal with it effectively. This is a process supported and monitored by regular supervision and discussions in team meetings as necessary.

At Cannock Resource Centre, we aim to develop young people's understanding of culture and acceptance through, activities and discussions regarding cultural celebrations, religious holidays, and spiritual events throughout the calendar.

## **6. The arrangements for dealing with complaints**

Staffordshire County Council has a Complaints and Representations Procedure which complies with the present legislation. The contact details are as follows;

Customer Feedback and Complaints Team, Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH  
Telephone -0300 111 8000

Email – [complaints&customerfeedback@staffordshire.gov.uk](mailto:complaints&customerfeedback@staffordshire.gov.uk)

Website: [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk) which complies with the present legislation.

All staff at the home are conversant in the department's Complaints and Representations Procedure for young people and their families.

During the induction process all young people are advised of their right to complain and how to make a complaint. Where possible complaints will be resolved locally by the Manager but if this is not possible then a young person will be supported to access the complaints procedures. They will also be helped to access independent advice and advocacy from "Children's Rights Service" (Change, Grow, Live)

Young people who stay at Cannock Resource Centre can expect to be listened to, reassured, and have their views taken seriously by all members of staff. Where low-level issues arise in relation to the routines of the service, other young people, or day-to-day decisions, every effort is made to assist and encourage young people to resolve them informally.

Young people and their families have the right to make a complaint using the formal complaints procedure at any time directly to the Registered Manager or the Residential Lead.

Alternatively, young people and families can speak directly to Staffordshire County Council's Complaints Team via their Freephone number 0300 111 8000. The Registered Manager will usually manage formal complaints at 'stage 1' and will seek to resolve any issues to the young person's and family's satisfaction at the earliest stage.

Young People will be supported by staff to make a formal complaint if needed to;

The young people will be supported in accessing independent advocacy from Children's Rights Service – Change Grow Live.

- Telephone: 07471 543607 (9am-8pm Monday-Friday and 10am-4pm Saturday).
- Email: SSCRS@CGL.ORG.UK
- Formal complaints can also be made to OFSTED. Contact can be made by telephone on 0300 123 1231. Or in writing to: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

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

At Cannock Resource Centre the staff team will be familiar with the Staffordshire Safeguarding Children and Young People procedures and will ensure they have read and understand them.

All staff receive training through our own induction training package, along with additional Safeguarding Level 1 (Staffordshire Safeguarding Children's Board) delivered by the Registered Manager and Deputy Manager and is refreshed annually, to ensure that they are aware of child protection procedures within the centre.

All staff are made aware that they can discuss any concerns with regards to child protection training with the Residential Manager, Deputy Manager and Senior Resource Workers of the centre or through supervisions.

Young people will be protected from abuse through a comprehensive vetting procedure/recruitment process for all staff and thorough assessments of young people referred to the centre.

We promote the Working Together to Safeguard Children 2023 guidance. The Whistle blowing policy works in line with the Quality Standards, with a culture that supports a young person-centred approach, one which puts the child or young person first.

We operate a culture of openness and transparency allowing staff to be aware of their responsibilities along with feeling able to, and safe to, challenge practice, decisions, views and the behaviour of others to ensure the welfare and protection of the young people in our care.

The Registered Manager will work in conjunction with other agencies with regards child protection issues to ensure that an inter-agency approach is maintained and that the home is not operating in isolation. Local inter-agency protocols on prevention and investigation of any kind of child abuse will be followed.

The home follows a robust safer recruitment procedure which includes contacting LADO when required so that all avenues of safeguarding our young people have been explored. All potential candidates are made aware of the robust systems in place and it is explained to them that SCC takes safeguarding very seriously.

Cannock Resource Centre has a Designated Safeguarding Lead who is the Registered Manager. In the first instance any Safeguarding concerns should be reported to them.

Carers witnessing or hearing a complaint from a young person about issues of abuse should go directly to a senior member team member who will then contact the Responsible Individual in the absence of the Registered Manager. If it is felt that the matter has not been resolved satisfactorily, the team member reporting the incident should contact Ofsted.

Cannock Resource Centre has a zero tolerance of bullying in all its aspects, whether physical or mental. All young people are made aware of this and will be regularly reminded of the need to treat others as they wish to be treated. It is the duty of all staff to protect children from bullying.

- All carers are trained to identify bullying and in techniques to counter bullying and its effects.
- We will actively encourage an environment in which bullying is seen to be totally unacceptable.
- We will encourage young people to report any incident of bullying to a carer and will make young people aware that prompt action will be taken where appropriate.
- Supervision of young people will always be at a level where young people can be monitored, and any instances of bullying will be quickly detected.

Carers will actively challenge and confront bullying on every occasion. All episodes of bullying will be reported to the Manager and/or Senior members of the team and will be investigated.

In the event a young person is absent from the centre without permission it is the responsibility of the staff to ensure that the county council 'missing childrens procedures' are followed. Staff would follow the Philomena protocol and inform the police, parent/carers, social worker as outlined in their individual risk assessments.

## **VIEWS WISHES AND FEELINGS**

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

Cannock Resource Centre holds in its values the importance in seeking the views of young people. Young people are encouraged to engage in regular evaluation around the home and after each short break this is recorded.

At Cannock Resource Centre we believe that our work is only possible through the building of positive relationships with young people and their families, through listening to and understanding their wishes and feelings, whilst promoting the young person's rights and involving them in an age-appropriate way in decision making.

The team's ethos is underpinned by a restorative approach to caring for, and supporting children and young people, built on the foundations of the core principles of restorative practice. We work from the fundamental concept of children and young people as equal human beings, with rich and extraordinary potential.

At Cannock Resource Centre we aim to provide a positive intervention for children, young people, and their families by offering a service which suits their needs. We aim to support and supplement the work of other professional colleagues to achieve the best outcomes for the young people and their families using the service. At Cannock Resource Centre we have high aspirations for all children and young people and believe that young people should be provided with a high-quality environment, in a comfortable, friendly atmosphere and conditions which meet their diverse needs, where they feel safe, valued and respected as unique individuals.

**9. A description of the children's home's policy and approach in relation to—  
(a) Anti-discriminatory practice in respect of children and their families; and  
(b) Children's rights.**

Staffordshire County Council is an Equal Opportunities Employer committed to anti-discriminatory practice and ensuring that young people are treated as individuals and preferences treated with respect. It is the objective of Cannock Resource Centre that there shall be no discrimination towards young people, carers, or visitors for any reason of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender, or sexual orientation.

Key Principles to our approach:

- Practice should include celebrating cultural nights, events and diversity with young people and all placement plans ensuring individual needs are fully met.
- Staff will support young people so they understand their rights and if young people were subject to discrimination the care team are equipped with the knowledge and skills to advocate on their behalf.
- Cannock Resource Centre is committed to creating an environment whereby no one is discriminated against on any basis.
- Cannock Resource Centre aims to ensure that we promote equality in the way our services are delivered and in our employment practices.
- We wish to create an environment whereby potential and existing young people feel welcomed, developed, and able to fulfil their potential.
- Responding to the needs of carers and young people from diverse communities' means having robust systems, policies and procedures in place which support equality and diversity.

All young people who access Cannock Resource Centre have the right:

- To be heard and to exercise choice.
- To be treated with dignity and respect.
- To have appropriate education and leisure time.
- To be protected from harm.
- To access appropriate health support
- To receive individual and appropriate care that is suitably risk-assessed

### Restorative Principles

At Cannock Resource Centre we work to the core principles of Restorative Practice:

- **Collaboration** – Working together with families and professionals to provide a service that is open and honest whereby we can meet individual needs of each young person who accesses the service
- **Fairness** – We ensure that families are treated fairly and offered the same opportunities whilst considering each family's very individual needs
- **Participation** – We encourage and support families to be involved in the development and success of the service and welcome feedback with regards to our performance
- **Respectful** - The Cannock Resource Centre team is respectful in their actions and communications with families and uses language that is positive and encouraging

- **Honesty** – At Cannock Resource Centre we are open and transparent with families with regards to the level of support and interaction we can offer
- **Trust** – We strive to build positive and healthy relationships with both young people and their families to ensure that we are all working together to enhance and improve their lives.
- **Safety** - We ensure that families are involved in the development of personal support plans for each young person to ensure their safety and wellbeing when placed with us at Cannock Resource Centre.
- **Non-discrimination** – At Cannock Resource Centre we do not discriminate or judge families and offer all families who access the service a welcoming non-judgemental approach
- **Accessibility** – We provide a service that is flexible as we recognise that all families are different and have very different needs and expectations

## EDUCATION

### 10. Details of provision to support children with special educational needs.

#### Attending Education

The staff at the centre fully recognises the importance to young people of having their individual educational needs met and actively encourage them to enjoy & achieve. Staff endeavour to involve the Local Education Authority in meeting those needs. We aim to actively support each young person's education by ensuring they complete any homework, offering help and aids if needed. Internet access will be provided, however, given the recognised dangers in the use of the Internet, young people will be supervised at all times whilst online. All of the young people are offered an education provision. We aim to work closely with the individual young person's school and their parents as the overall responsibility sits with them and staff will liaise with key staff to ensure they are appropriately informed relating to the immediate circumstances of the individual young person. The centre transports young people to maintain them at their own school during their short break.

**11. The home is not registered as a school, there are no requirements to detail the curriculum provided by the home nor the management and structure of arrangements for education.**

**12. Where the children's home is not dually registered as a school, the arrangements for children to attend local schools and the provision made by the children's home to promote the educational attainment of children.**

At Cannock Resource Centre we encourage young people to learn new skills during their time here and they will have agreed targets to work towards.

We encourage young people to go to school daily. We communicate with individual schools after each individual young persons short break at Cannock Resource Centre.

## ENJOY AND ACHIEVE

### **13. The arrangements for enabling children to enjoy and achieve, including how the children's home promotes their participation in cultural, recreational, and sporting activities.**

#### **Recreational, Sporting and Cultural Activities**

The team at Cannock Resource Centre believe that an occupied mind is a healthy one and promote a wide range of activities that are both fun and educational. Cannock Resource Centre is committed to the creative use of recreational and sporting activities and believes that exposure to new and challenging activities such as sports, outdoor activities, creative art and drama can broaden young people's outlook on life and give positive expression to negative feelings and fears.

The young people have access to tablets, ipads and switch consoles. All Internet access will be closely monitored to ensure the appropriateness of the sites that are accessed. The use of outdoor activities with young people is a way of building trust and a sense of achievement. The activities are designed to encourage personal growth in life skills by using the environment to build on current strengths; physically, mentally, and emotionally. The Young People who receive overnight support will be involved in handovers with the staff where they can plan what activities that they want to participate in and will be encouraged to evaluate at the end of the day.

## HEALTH

### **14. Details of any health care or therapy provided, including—**

**(a) Details of the qualifications and clinical supervision of the staff involved;**

**(b) Information about—**

**(i) How the children's home measures the effectiveness of its approach; and**

**(ii) The evidence referred to by the children's home to demonstrate the effectiveness of its approach, and how this information can be accessed.**

The needs of each young person will be met on an individual basis agreed as necessary via Short Break care plans and reviews. As this is a short breaks provisions, parents and carers will maintain all responsibilities for the young persons' well-being, including dental and optical examinations. The young person will retain their own GP and parental consent will be sought for administering medication and emergency first aid. Cannock Resource Centre works in partnership with our health colleagues. Staff are required to keep parents and carers informed of any health issues which may occur during the young persons stays.

Within the environment of the service, nutrition, sleep, exercise and personal hygiene are recognised as important factors in the promotion of good health. The service culture and routines have been developed to support these factors. For example, there are clear routines to encourage

appropriate bedtimes, mealtimes, washing and dental care etc. agreed in conjunction with parents and carers when planning short breaks.

Young people will be encouraged to participate in menu planning as part of the Food Consultation, as well as the preparation and implementation of the menu.

### **First Aid**

All the care staff team at Cannock Resource Centre complete Emergency First Aid and Paediatric First Aid as part of their induction and are refreshed every 3 years. The rotas are planned to ensure there is a qualified first aider working on every shift. Emergency first aid boxes are readily accessible.

### **Administration of Medication**

The team at Cannock Resource Centre have completed the safe administration of medication training and this training is refreshed regularly every 2 years.

Staff are not permitted to administer medication unless they have undertaken this training.

Medication that is kept on the premises is checked and audited on every shift change over to ensure that this is correct according to our medication records.

The Registered Manager also completes medication audits to ensure that records are accurate and adhere to legislation.

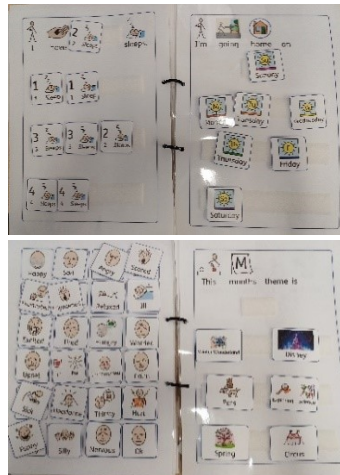
## **POSITIVE RELATIONSHIPS**

### **15. The arrangements for promoting time between children and their family and friends.**

All the young people who access our service live with their families, this could be parents, carers or other family members. We understand the importance of Relationships with families and therefore we keep parents/carers informed of the visits.

### **16. Communication aids used with Young People**

The staff at CRC will use different communication methods with the young people such as Picture Exchange Communication System (PECS), Chat Books, Now and Next, photos, objects of reference and Makaton. All Care Staff have now completed Makaton Level 1, and we have scope to progress the team in the future. All these different methods of communication help support the young people who struggle to communicate and allow them to make choices and to support them to understand what is happening. We adapt our communication tools around the centre to support individual young people. Communication aids help to build positive relationships with young people and with their peers.



## PROTECTION OF CHILDREN

### 17. A description of the children's home's approach to the surveillance and monitoring of children accommodated there.

#### Surveillance

We welcome the young people into a clean, safe and homely environment that provides appropriate staffing levels and equipment to meet individual needs. We believe all young people should be cared for in a safe environment where they can be encouraged to develop without being subject to undue risk.

The centre has been equipped with Closed Circuit Television cameras to ensure the safety of the premises and facilities; therefore, optimising the wellbeing of the children and young people. The CCTV equipment is not used as a means to monitor children and young people in any way, the cameras are posed to survey access and egress to the centre, no living areas are monitored. All recordings are secure and cannot be accessed without consultation with the Registered Manager.

The use of CCTV is regulated by the protection of Freedoms Act 2012 and the Surveillance Camera Code of Practice (Home Office 2021). Due to the nature of the children and young people being cared for within the centre it is, on occasions, necessary to use a monitor in the bedroom e.g. for children and young people who have conditions such as epilepsy or asthma, to safeguard from any potential health risks. This will be identified and recorded in the young person's care planning documentation and will be in agreement with parent/carers, social work and health professionals.

### 18. Details of the children's home's approach to behavioural support, including information about—

- (a) The children's home's approach to the use of restraint with respect to children accommodated there;
- (b) How persons working in the children's home are trained in the use of restraint and how their competence is assessed.



## **Behaviour management, Restorative Practice Positive reward**

Cannock Resource Centre believes that it is important to identify the underlying causes for the behaviour rather than respond to aggression. Positive reward systems are in place at Cannock Resource Centre.

- Professionally trained staff, in de-escalation and restorative approaches is included in all staff development plans.
- The restorative intervention may be carried out in a manner proportionate to the harm.
- At Cannock Resource Centre we have a positive reward system in place that is individual to each young person the rewards will be bespoke to the young person.

## **Physical Intervention**

We recognise that managing the complex behaviours of vulnerable young people who reside at Cannock Resource Centre carries with it enormous responsibilities. When intervening to manage unacceptable, harmful, or dangerous behaviours, our team are supported by clear and detailed guidance, which sets out the basic principles of their interactions with those they care for.

The policies include very clear guidelines on the framework of acceptable strategies in respect of control, discipline, and restrictive physical intervention.

Methods of control guidelines for residential staff can be found in the “Control with Care in Children’s Services” leaflet (PROACT-SCIPr-UK®).

Methods to de-escalate confrontations or potentially violent behaviour are used wherever it is appropriate to avoid the use of restrictive physical interventions. These interventions are only used in exceptional circumstances, to prevent injury to any person (including the child who is involved) or to prevent serious damage to the property of any person.

Complex behaviours often necessitate complex responses and for that reason the service has a ‘Behaviour Management Policy’ which brings together several strategies which form the basic components of effective care and support, in line with DFE Policy & Guidelines May 2021.

The staff at Cannock Resource Centre have undertaken training with regards to Restorative Practices and work along these principles to enhance and improve relationships.

All staff are trained and receive annual refresher training in Strategies for Crisis Intervention and Prevention PROACT-SCIPr-UK®.

The strategies utilised within the provision are audited via Loddon School to ensure it is utilised within the specified frameworks. All behaviour management strategies are fundamentally used to ensure young people stay safe. Parents will be made fully aware of our approach as part of planning and induction process to the service and that all our interventions are recorded, reviewed, and updated in partnership with parents and other professionals. Parents and social workers will be notified if it has been necessary to undertake a restrictive intervention.

## LEADERSHIP AND MANAGEMENT

### 19. The name and work address of—

- (a) The registered provider (including details of the company owning the children's home);
- (b) If nominated, the responsible individual;
- (c) If applicable, the registered manager.

#### Leadership and management

The management of the provision is the responsibility of the Registered Manager who is required to ensure that the performance of the home is reviewed in line with the Children's Home Regulations 2015.

It is the responsibility of the Registered Manager or their representative to ensure that all significant events defined under the Regulations are notified to OFSTED. Copies of all notifications are kept by the Registered Manager. The Registered Manager is empowered to call a meeting of all of those involved in an individual Child's short break care Plan should significant events occur defined under Regulation 40.

The financial responsibility for the home lies with Staffordshire County Council which has allocated specific budgets for the running of the home.

### 20. Details of the experience and qualifications of staff working at the children's home, including any staff commissioned to provide education and health care.

All staff will be expected to undertake an induction to the service regardless of role and qualification in their first 3 months of service. In addition to this training wide spectrums of training courses will have been provided.

All staff will be expected to participate in one-to-one supervision sessions. These will be facilitated monthly for duration of 1 to 3 hours.

All staff members will have the opportunity to be involved in "*we talk*" sessions with their direct line Manager, usually undertaken during supervision where targets, goals and further development can be set, and/or improvement to practice can be discussed and explored.

Staff who are newly recruited will receive supervision on a fortnightly basis for the first six months of their service. Casual/sessional staff will receive supervision at no less than one session per 8 shifts. Monthly staff and managers meetings will be held.

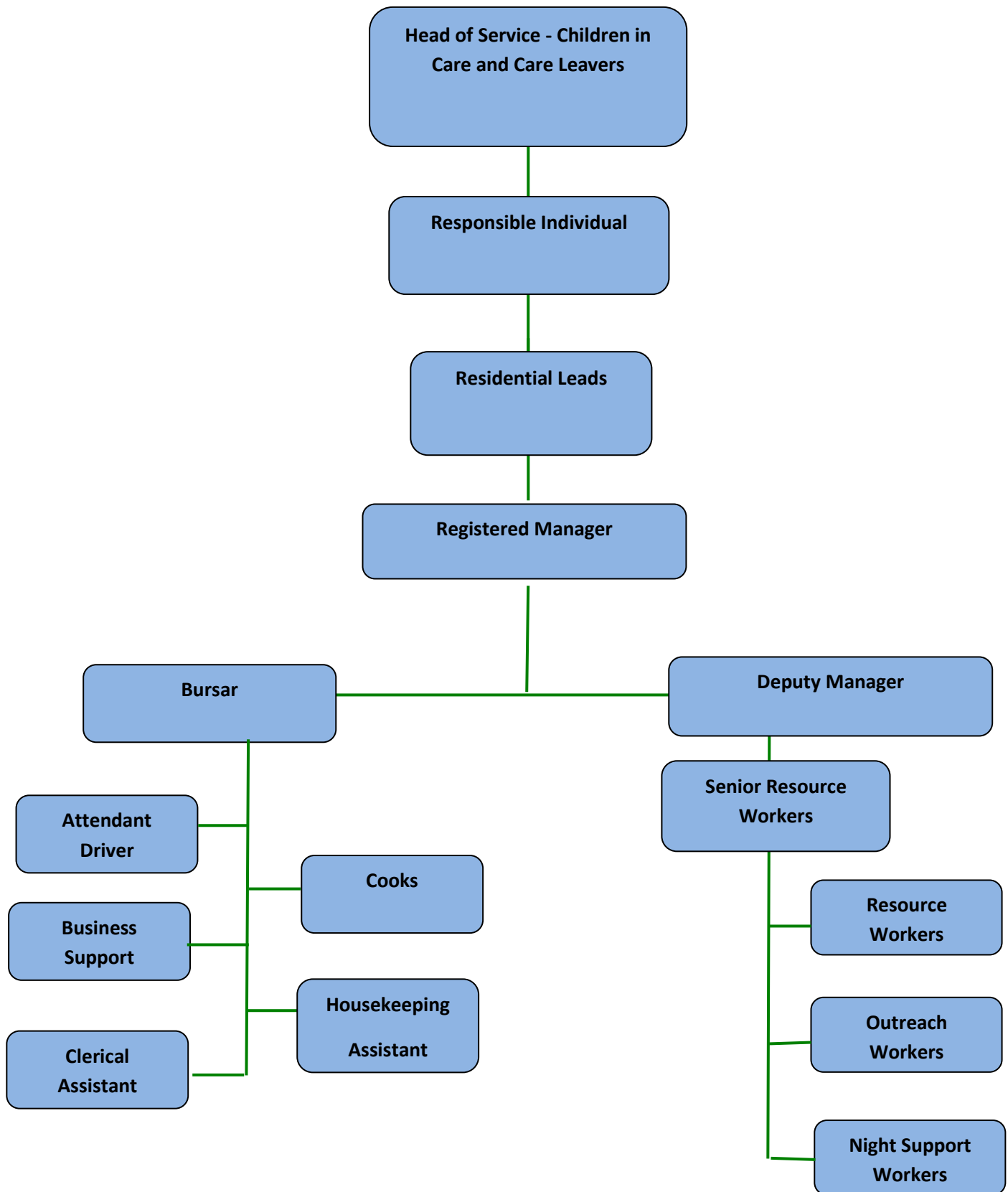
All staff are provided with training to enable them to provide a high-quality service that enables the best outcomes for children and young people with diverse needs. This will be a minimum of 6 days per annum. All staff have formal appraisals.

**21. Details of the management and staffing structure of the children's home, including arrangements for the professional supervision of staff employed at the children's home, including staff that provide education or health care.**

All staff are recruited in accordance with the County Council's Procedures and will be subject to checks as detailed in Schedule 2 of the Children's Home Regulations (April 2015). All will have undergone an enhanced Disclosure & Barring (DBS) clearance prior to being employed. Further in accordance with the Vetting and Barring legislative framework all DBS checks for the staffing establishment are updated on a three-yearly basis.

All staff will be provided with job descriptions and person specifications for the posts they hold. Staff will be expected to adhere to the Codes of Conduct as set out in the Staffordshire County Council guidelines.

## Organisational Structure of Cannock Resource Centre



## Roles and Responsibilities of Staff

**Registered Manager** - oversees all staff and carries full responsibility for all matters within the service. Dealing with referrals and the development of the service. Monitoring all recording and operations of the home

**Deputy Resource Manager** - has responsibilities for the staff supervision, oversees Senior Resource Workers', development of the centre and in the absence of the Children's Service Manager the responsibility for all centre matters.

**Senior Resource Workers** - are responsible for overseeing care staff, and they have full responsibility for the service whilst on duty and when the Registered Manager is not on duty. They are expected to undertake staff supervision and Inductions, completion of the services referrals for short breaks and support with the day to day running of the provision.

**Resource Workers** - provide day to day support to young people and family's resident at the service ensuring that their physical and emotional, health and educational needs are met. They have keyworker responsibilities which include maintaining individual care plans.

**Outreach Workers** - assist the young people in accessing community activities, allowing them to enjoy socialisation with peers of their own age and also to undertake new life experiences within their environment. The Outreach workers have individual responsibilities within the centre and like the Resource workers, are responsible for promoting the young people's rights, anti-discriminating behaviour and advocating on behalf of the children. They have a duty to report, record and share information on behalf of the children and families within the service.

**Night Support Workers** - have responsibility for the welfare of the young people at the service adhering to individual plans and Care Plans along with Health & Safety and security of the building overnight. Also, to co-work with Centre Workers on aspects of Young People's case files.

**Cook's** - prepare and provide meals promoting healthy eating, catering for special diets. Alert and proactive to the requirements of individual young people and the purchasing of food and keeping of records, and have the responsibilities of ensuring the Health, Hygiene and Safety of the kitchen.

**Housekeeping Assistants** - maintain a clean and tidy building, ensuring Health and Safety and COSHH Regulations are adhered to.

**Bursar** - responsible for the fabric of the building, budgets and overseeing and supervising the Support Staff, and supplying administrative and financial facilities for the daily operation of the provision, liaising directly with the Registered Manager.

**Business Support Assistant** - responsible for administration facilities for the centre, the fabrication of the building and deputising for the Bursar in her absence.

**Clerical Assistant** - responsible for the administration facilities for the centre and deputising for the Business Support Assistant in their absence

**Attendant Driver** - responsible for the maintenance and log books of all vehicles and support in transporting Young People

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All staff are provided with training to enable them to provide a high-quality service that enables the best outcomes for children and young people with diverse needs. This will be a minimum of 6 days per annum. All staff have formal appraisals.

**22. If the staff working at the children's home are all of one sex, or mainly of one sex, a description of how the children's home promotes appropriate role models of both sexes.**

The Staff at Cannock Resource Centre are predominantly females however we ensure that the young people do work with the male staff so that a balance can be experienced.

**CARE PLANNING**

**23. Any criteria used for the admission of children to the children's home, including any policies and procedures for emergency admission.**

**Admission Requirements to Cannock Resource Centre**

Under 'Children Act 1989 & 2004' we provide a service for children and young people who are perceived to be 'in need' between the ages of 12-18 and a small group of 8-12 year olds. The centre provides a service for children and young people with learning disabilities, significant health needs, associated physical disabilities and sensory impairment who fall within the category of 'in need of' 'CA 89 3.1 (e) 'A child is disabled' & CA 2004'.

The service provided is in line with 'CA 89 & CA 2004' Section 17, Regulation 48 20 (4) enabling children to be accommodated by the Local Authority. Packages of support provided are either residential or community based depending upon need.

We are registered with OFSTED ([www.ofsted.gov.uk](http://www.ofsted.gov.uk)) for a total of four beds, two of the bedrooms have the facility that is specifically designed and equipped to support children with a disability of a more complex nature. Staff work under the guidelines of Directorate for People, Families & Communities and the Health and Safety Unit.

Enquiries for vacancies can be made directly to the Registered Manager, however all referrals are to be formally presented to the Resource Panel for assessment and allocation. (There is no waiting list, referrals will only be accepted where there is a vacancy)

Young people and their families short break arrangements will be allocated according to assessed individual need, which will be decided at the Disability Resource Panels. There may be flexibility in the pattern dependant on level of need.

Services will be reviewed regularly. In line with Short Breaks Regulations 2011, Breaks for Carers of Disabled Children Regulations 2014, short break stays will not last any longer than seventeen days in one stay or exceed seventy-five days in a twelve month period

The underlying philosophy of short break services is to promote the upbringing of individual young people within their own families. We aim to work in partnership with the young person and their parent/carer and universal agencies to provide the best outcome, which is sensitive to all.

Before a young person can be admitted to Cannock Resource Centre, a full risk assessment of their needs must be carried out.

Where possible admissions to Cannock Resource Centre will always aim to be as planned as Staffordshire County Council is able to as this is good practice and will support a positive transition into the home

With regards to planned placements the Registered Manager or Senior Residential Worker will, where possible, visit the young person at their current home so that they can introduce themselves to the young person and discuss/assess their needs.

The young person will be invited to visit the home for an introductory visit (if this is appropriate) before their admission to the home.

Assessment of the young person's needs will take the following into account:

- The young person's history and age, their background, and a pen picture of their family their health needs (including allergies) their emotional and behavioural needs.
- Their cultural and social needs, the level of support they require.
- The level of behavioural support required, educational needs, any potential risks posed to them by other young people or vice versa.

The young person will be given copies of the 'Young Person's Welcome Guide' and our Statement of Purpose, which will be fully explained to them. If a young person needs help understanding the information such as by pictures or translation to another language Cannock Resource Centre will endeavour to support this through whatever needs necessary.

The young person and their parent/carer (where appropriate) will be invited to discuss the general ethos of Cannock Resource with the Registered Manager or their Key Worker. The team will clearly define what the young person can expect from Cannock Resource Centre.

If young people wish to bring cherished possessions to Cannock Resource Centre we will record any possessions and belongings and if requested by the young person, we will be happy to keep their valuables locked away in their own safe place which is located in the office.

### **Emergency Referrals**

For all emergency referrals, in the first instance the area social worker should contact the Registered Manager who will consider the referral. The decision will be taken dependant on there being a vacancy and the centres' function is appropriate to support the needs of the young person holistically. Due consideration will also be given relating to the compatibility of the young people resident at that time and the required staffing levels. All emergency placements will be measured, and timescales agreed through the care planning process to ensure the best outcomes for the individual child/young person.

Whilst there is no designated bed in an emergency for families already receiving short break provision at the centre (an emergency is defined as: - crisis within the immediate family i.e. illness, hospitalisation, bereavement) enquiries can be made to the centre to arrange an emergency stay where there is a bed available and capacity allows.

All young people accessing services at the centre irrespective of provision and service level will have a Short Break Care Plan. The young person must meet the criteria of having a learning disability, significant health needs, associated physical disabilities or sensory impairments.

### **Registered Manager**