





Statement of purpose



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-  Responsible Individual: Mark Jolly
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Storyy Homes is an accommodation, care and support provider operating a childrens home and semi-independent move on accommodation offering a seamless service for children and young people in care.

Storyy Homes's children's homes are regulated by OFSTED; the contact details are as follows:

-  Address: OFSTED, Clive House, 70 Petty France, London, SW1 9EX
-  Telephone: 0300 123 1231
-  Email: enquiries@ofsted.gov.uk



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Introduction

Storyy Homes is a new and innovative company that is part of the Storyy Holdings Group. Our practice is in accordance with the Care Standards Act 2000, the Children's Homes Regulations 2015 and the guide to the children's homes regulations including the quality standards. The children's home will be regulated by OFSTED. Storyy Homes aims are to offer a seamless transition from registered care to semi-independence and will offer registered care for children from the age of 8 years to 16 years of age in our registered home provision and from 16 years to 24 years in our semi-independent provision.



The registered home will provide care, support and accommodation for both male and female children and young people under the category of emotional and/or behavioural difficulties.

Most children and young people considered for placement at Storyy Homes will have a history of social services intervention and may have already experienced multiple, failed placements and may be placed out of borough due to their challenging behaviour. Some children and young people may exhibit challenging behaviours that could exclude them from fostering, with residential care being the best option for these children or young people.

Placements will be carefully and meticulously planned, reflecting the view that a residential home is the preferred and most realistic option for the child or young person and a positive choice. We strongly believe that we can ensure that residential care will be a positive experience and the practice of the home and engagement with our young people will make this a reality.

At Storyy Homes we believe that offer of move on from a children's home to foster care or semi-independent is vital. We will ensure that transition from a provision will be carefully managed. We will work with the child or young person to ensure their safety and wellbeing is paramount during this transition period. We will provide our children and young people with the skills and experience to safely make this transition, we can also offer alternative education service on to apprenticeships to support our education and employment ethos for children in transition to adulthood.



Manager's statement

Adie-Jasmin Mills is the Registered Manager of Emerald House. Adie-Jasmin has 13 years of experience working with children and young people in a variety of provisions. Adie-Jasmin has worked within Childrens Home for 6 years, beginning her career as a Residential Care Worker, progressing to Registered Home Manager since March 2021.

At Emerald House we pride ourselves on being a safe place that meets a child or young person's needs when they cannot be with their family for whatever reason. This can be for a few months or many years, and we offer exemplary care, support and accommodation that our children and young people can be proud to call home, all within a nurturing and caring environment.

We will go above and beyond to make everyone feel welcome and we have private spaces where our young people can meet with their circle of support. We aspire to deliver the best care and support for our children and young people, thus giving them the confidence to live contented and happy lives with transition into adulthood.

Our dedicated team endeavors to be fully flexible to meet our children and young person's needs, however challenging. We simply love what we do, and we want the best for those we support and care for. There will be a genuine feeling of warmth, kindness and nurturing in our homes.

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A statement of the range of needs of the children and young people that Storyy Homes can provide care and accommodation to

Our Home, Emerald, is a large detached house in Wokingham. It consists of 4 bedrooms accommodating up to 4 children from 8 years old up to the age of 16 both male and female.

Children and young people placed at the home may have emotional and behavioural difficulties and may have a range of complex needs. Children and Young people who are admitted into the home will often have suffered abuse or neglect prior to their admission and may display challenging behaviour that may include self-injurious behaviour and have difficulties forming and sustaining relationships.

We aim to provide children and young people with emotional and behavioural difficulties with a warm and nurturing environment where they can grow and develop. We aim for our children and young people to become self-aware and begin to deal with any underlying trauma, loss, neglect, and rejection that they may have faced.

For all the children and young people admitted, we aim to provide a calm and structured environment where the children and young people's needs are met through adopting a therapeutic approach, to deal with the challenges that may present.

For some children and young people, Emerald may be home for a significant part of their childhood. For others, the home will be a steppingstone onto other placements such as foster care, semi independent living or a return to the parental home.

Our main focus will be working with our children and young people with emotional and behavioural difficulties; however, we will consider children and young people from other backgrounds and varying needs depending on the matching of the home and young people/ staff team in place to meet the needs on an individual basis.



Each child or young person will have an allocated key worker providing individual support, advice and guidance.



The dedicated teams will be appropriately trained and qualified and offer 24-hour support.

Quality care is provided with emphasis on the importance of privacy, dignity, rights, choice, and fulfilment.

These principles enable care to be provided in a manner which keeps the home committed to an individualised approach in all aspects of life.



Ethos, Aims and Outcomes

Storyy Homes' ethos is to provide a safe and nurturing environment where all our children and young people's welfare is promoted, and they are cared for in a manner that helps them develop positively and progress. Our homes will provide a consistent, nurturing and caring environment using a professional and therapeutic approach to maintain boundaries and realistic expectations, to allow healthy and positive relationships to build between the staff team and our young people. The home aims to provide positive experiences for our children and young people to progress and develop a sense of belonging.

We aim to be proactive in seeking and establishing a true and clear picture of each child and young person's unique and specific needs and wishes prior to moving into our homes. We are aware that gathering information and a picture of the young person can be challenging, however, knowing the information about their character, individuality and what makes them special and unique is crucial to success for the individual placement. We will involve the individual circle of support with clear communication channels in place.

We will provide strong and robust advocacy for the child or young person ensuring that their voice is prominent and influential. We will appropriately challenge decisions where we feel that these are not in the best interest of the young person, making clear our rationale and views. Where a child or young person expresses dissatisfaction or wish to make a representation, we will work with that child or young person to help them identify a way forward.

With the individual at the forefront, we design an individualised care and risk plan that demonstrates both the broader, longer-term goals as well as the



shorter-term day to day care practices. We aim to encourage the children or young people to take ownership and invest in their plan. They will only achieve this if they are 'connected' and involved in this plan. Our plans are developed in conjunction with the young person, the team around the child and any other information that is available. All targets are SMART and we ensure that we are able to track progress within the plan.

Keeping our children and young people safe is paramount and therefore risk assessment's must be clear, detailed and effective, with clear roles for staff and the professionals involved in risk management strategies, we believe that young people should be supported to manage risk where this is appropriate and possible. To this end, young people are not merely 'risk assessed' as passive responders but involved in their risks and risk management, each child or young person is significant in helping us understand how together we manage and reduce any risks. We will work closely with local authorities to ensure effective care is given to our children and young people.

We use key working and one to one working to help our children and young people build strategies and resilience, relationships, independence, life skills, identify risks and keep themselves safe. The young persons circle of support will be kept upto date with any incidents or new potential risks, whilst all risk assessments are live working documents to ensure they are always updated.

Children and young people are therefore instrumental in shaping and influencing their placement plan and actively encouraged to express their wishes, thoughts and feelings in respect of all aspects of their care.

With staff as role models, we aim to help our children and young people form and sustain meaningful and beneficial relationships with one another and those important to them. We understand the importance of the wider community therefore, we promote everyone's involvement in external activities, enabling them to learn, how to behave towards each other and within the local community in a non-discriminatory way.

We use these opportunities to encourage them to understand the range of cultures and beliefs that exist within wider communities and use these experiences to discuss and gain insights into being a productive and valued member of the community. Use of diversity days to celebrate different cultures will be evident within the home, the children will again have input into what they would like to say around this.

Staff interaction with children and young people will be sensitive, readily available, reliable, warm, responsive and consistent. In this way we aim for young people to have a sense of belonging in a stable and caring environment. We aim for our children and young people to understand their life story while exploring their identity and culture, developing their interest in life and their future.

We aim for children and young people to be in education, employment or training as age appropriate. We will support them to progress academically by working with educational professionals. We aim for our children and young people to develop intellectual

and creative skills through the accessible and stimulating environment in the home and through external activities.

Where our children and young people are not able to manage mainstream education or have been excluded, we will offer our alternative education programs through our partners Storyy Alternative Provision (This has been established for 5 years where we have worked with a 5 Local Authorities and over 25 schools to provide over 300 young people with alternative provision) with the aim within this to resume mainstream education where possible.

We aim for children and young people to be in good health. We will encourage all of our children and young people to attend routine and specialist medical appointments. We place great importance on nutrition and our menus always constitute a balanced and varied diet, menus will be competed with the young person and the adults weekly. We will support children and young people to keep themselves healthy through exercise and diet. Staff will also encourage engagement with outside services in order to tackle smoking, alcohol or substance use where applicable. Our team will ensure that local medical services are available for each child, registering them with doctors, dentists and opticians.

We will support young people and children to become more independent and take them through the process of booking an appointment.

Whilst physical health and wellbeing is important, we also understand the importance of SEMH needs of our children and young people. Through all of our Storyy Homes settings and the Storyy Group we use a number of Learning drivers to develop SEMH skills and wellbeing. This is intertwined within everything we do, taking turns on a game, being mindful of someone

else's choice, using nonverbal communication skills etc. Within the home, we have a goal system, and each child or young person's goal will be individualised to them under the 6 learning drivers, as well as SMART. These will remain under continuous review, be child led and will support the children and young people to track their progress.



Personal Best



Problem Solving



Team Player



Self-Regulating



Communication



Resilience



Description of Accommodation offered by the home

Emerald has 4 bedrooms for children and young people. There are communal rooms to allow the children and young people space to relax and one of these rooms is a large area where our children and young people can work in arts and crafts, and an IT and games area.

The house has been completely renovated by a trusted build team and project managed by our housing director Peter Licourinos undergoing all planning and permissions required.

The house has been designed with the input of Royal Borough of Windsor and Maidenhead commissioners and a group of 15 young people and children in care. We took them on a tour of the house whilst it was being renovated, we then asked for their input in what would be their ideal layout and usage of the home. This has been utilised and the house now has a gaming area, whilst the a den has a sensory/calm zone and arts and crafts area in the large outbuilding.

The accommodation is decorated and maintained to a very high standard, providing a friendly and homely atmosphere. Each bedroom is single occupancy and is of a good size that has a flat screen television, high quality furniture which includes a desk and chair and soft furnishings that complement the room. We encourage our young people to personalise their room.

Maintaining safety is extremely important and the home has a built-in fire alarm system, emergency lighting, fire blankets, fire extinguishers and fire doors, and smoke detectors. We recognise the importance of providing a home where children and young people can learn to live and enjoy one another's company.

The lounge is warmly and tastefully decorated and comfortable, it is equipped with comfy sofas and a large screen television. The home has a separate kitchen/ dining area where our young people can benefit from family experiences, such as eating and enjoying meals together. We understand that mealtimes can be excellent opportunities for both casual catch ups and richer sources of conversation.

Children and young people can have informal discussions with staff and one another about their day, what they would like to do and how they are feeling. Everything we do is to support and nurture the children to become more independent when the time is right for them and at their own pace.

With this in mind we also encourage children to be involved in the weekly shopping, healthy eating and prepping and cooking the food where this is safe to do so. Staffing ratios ensure that all children and young people receive levels of support in accordance with their care plans and support needs.

The staff team consists of an Operations Manager, Registered Manager, Deputy Manager at the home and Residential Care Workers as well as Waking Night Care Workers. All staff complete a probationary period and we follow the safer recruitment process and staff involved in recruitment are safer recruitment trained.

The home has a staff office which is also where the staff will sleep in. We will never compromise on the offer of accommodation and care given to our children and young people. Our registered children's home has additional community space, larger garden, and activity areas and meeting rooms for contact with family or children's services.

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Description of the location of the home

Our childrens home is centrally located in Wokingham. There are Dentists, optitions and Doctor's Surgery within a short distance from Emerald.

There are plenty of amenities in the area, Go-Ape, The Look Out and several football pitches, and access to gyms, water sports, swimming pool, golf courses and driving ranges, skate park, and horse riding.

Within the local area there are a range of cultural and recreational facilities including parks, libraries, sports facilities, religious and cultural centers.

Emerald staff work to develop relationships, to be good neighbors and friends with the local community and teach young people the importance of respecting others.

There are several schools and colleges locally with Colleges a short bus journey away. Through our sister company Storyy AP we have lots of relationships with Wokingham and Bracknell based schools and SENCOs.

There are also several football academies within a short travelling distance, and clubs for young people to join such as Scouts, youth clubs, karate, judo, and trampolining all local to our home.





The arrangements for supporting the cultural, linguistic and religious needs of young people accommodated in the home

When practicable, children and young people are supported to maintain their existing arrangements for religious instruction and observance.

Each young person's cultural, linguistic and religious beliefs are supported by the staff team.

The matching process performed at the commencement of the placement ensures that the staff have the skills, understanding and ability to meet these needs. Therefore, we invest heavily in the matching process. Children and young people for whom English is not their first language will be encouraged to continue to use their birth language as well as English and where necessary we will arrange for translators and this will be arranged through family if appropriate, local community groups or translators.

The staff team will always actively support children and young people in pursuit of their beliefs, whether that is, for example, by providing a certain choice of food or clothing. Staff will support each child or young person in following their chosen religion, for example through attendance at a place of worship or the observance of certain days.

Staff training in equality and diversity, discussion in team meetings as well as individual supervision will underpin the approach to supporting the individual needs to our children and young people. The activities calendar will reflect the various religious festivals that occur during the year so staff can support young people who wish to celebrate them.

We will ensure that young people can personalise their room and that the quality of care promotes their individual identity. Any complaints relating to equality and diversity will be taken seriously.

The processes we have in place monitor compliance with equality and diversity and staff are trained to communicate effectively with the children in our home. LGBTQ+, Additional Educational Needs as well as diversity of backgrounds are all part of how we monitor and discuss diversity.

We will support young people to be open and tolerant to differences, to gain an understanding of different cultures and beliefs, we will engage with the local community so our young people can access others with the same backgrounds and beliefs such as church and youth groups. We will do this through key working sessions, celebrating cultural days and group workshops within the home.

Where we need to be more proactive or directive in challenging discrimination this is challenged through specific and targeted key working sessions and all staff will be trained in equality and diversity.

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Arrangements for dealing with complaints

Storyy Homes takes any complaint very seriously. Staff are trained in complaint handling, and we have a robust complaint policy and procedure.

To make a formal complaint any of our young people, professional, parent or member of the public can make a complaint in writing to:



Storyy Homes Registered
Manager:
Adie-Jasmin Mills –
adie.mills@stor yy.group



Storyy Homes
Responsible Individual:
Mark Jolly –
mark.jolly@stor yy.group



To access our
complaints
policy e-mail:
hello@storry.group

You are able to complain to Ofsted
Address: OFSTED, Clive House, 70 Petty France, London, SW1 9EX Telephone: 0300 123 1231

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

All child protection policies and the behaviour management policies are centrally held and can be accessed by contacting the operations manager Mark Jolly:

Mark.jolly@storyy.group or emailing our head office @ hello@storyy.group





The Views, Wishes and Feelings of Children and young people

Children/young person's views about the quality of their care is sought throughout the care planning and placement planning process during home meetings, individual sessions, regulation 44 visits and during their LAC reviews.

The children/young people regularly consult with their Independent Reviewing Officer, Social Worker, Residential Key Worker, Home Manager and Deputy Home Manager.

Information about accessing an independent advocate is available in the home, if the young person does not already have access to this.

We believe that Storyy Homes are efficient and effective with the active involvement of our children and young people; listening and hearing what they are saying and responding to their views, wishes and feelings is paramount to their care and support. We aim to ensure that all the children and young people have a voice, no matter how small or big their concern or request is, we will ensure they are heard, and that they feel valued.

We hold weekly home meetings, regular feedback quizzes, have a "let us know" suggestion box and every week they are asked about their ideas for the following weeks dinner menu, as well as activity choices and clubs they may wish to participate in.

Staff aim for our children and young people to form healthy and positive attachments with them, thereby giving them a feeling of belonging. This means that our young people's views, wishes and feelings and their experience of the quality of care are not only listened to but acted upon.

Key working provides each child or young person with a formal mechanism to express themselves as well as have their views and comments recorded. In addition, children and young people's collective views are gathered in formal and informal house meetings. We encourage our children and young people to identify agenda items and themes and try and make these meetings meaningful and engaging occasions, often we will link these with a social event. We also understand that children and young people do not always feel comfortable in formal settings therefore we will be mindful of this and adapt our practise to ensure the children and young people feel safe, included and their voices are being heard.

We believe that the most important outcome is to engage the young people in effective dialogue, and we will always adapt and innovate our ideas to achieve this. Children and young people are involved and consulted in relation to all aspects of their lives more formally through full involvement in all meetings about their care and in particular statutory reviews.

All children and young people are offered an advocate to represent their views. Staff will also consult with the placing social worker and Independent Review Officer (IRO) to get the views of young people as well as parents if appropriate. Staff will ensure that our children and young people know how to access the internal complaints procedure and will take complaints forward on behalf of our young people.

Our approach to anti-discriminatory practice is underpinned by our equality and diversity policy. We have an inclusive environment and will ensure that there is no discrimination through direct discrimination, discrimination arising from disability, indirect discrimination, failure to make reasonable adjustments, harassment, or victimisation. This forms part of the ethos of the home and is integral to our quality monitoring processes.

Staff will inform children and young people of their right to speak to someone independent of the home such as their IRO, social worker, advocate, children's rights commissioner, OFSTED, or independent visitor. This is outlined in our childrens guide and details will be accessible within the homes folder, located in our Dining room which will also include details of each young persons local authorities complaints procedure.

Staff will ensure that our children and young people know their right to a personal advisor at age 16 and their right to a pathway plan. Staff will ensure that young people know the role of all professionals within their life and who they are able to access.



Education

We are committed to promoting children and young people's educational achievement and ensuring we support them to fulfil their full academic potential. We do recognise that many of the children and young people in our care have received very little stable education in the past. It is important that we build their self-esteem and support them in recognising that, with some motivation on their part, they can achieve and take greater responsibility for their own future outcomes.

Where children and young people are excluded, we will offer alternative provision through Storyy AP, who will support them to return to mainstream education where appropriate. Storyy AP have built relationships with Wokingham LA and SEN department over the last 5 years, they work with a number of local mainstream and specialist schools.

Staff will support the children and young person's education, health and care plan (EHCP) that outlines the young person's special educational, health, and social care needs. They will ensure that the specific, detailed, and quantified points in the plan, that they can contribute to, are met to the highest standard. Staff will challenge others when they believe that professional practice is falling short of the expected standard and having a negative impact on their lives. Staff will attend the statutory review of the EHCP and give a view on how to further support the young person.

Staff may request an EHCP if they deem it to be in the best interest of the young person. Should a local authority decline to make an assessment, staff will consider the reasons and if not satisfied will respectfully

lodge an appeal for a "refusal to assess" hearing. Staff will work with other professionals for a formal diagnosis of the special educational needs and/or reports from other professionals such as an education psychologist.

Staff will support children and young people to develop their independent study skills. This will include providing the necessary resources and space within the home so young people can study.

Here they will develop an understanding of the barriers to learning and help each child and young person understand the importance of a good education. Staff will ensure that schools follow statutory guidance on exclusions and any special provision for looked after children.

Each child or young person's Personal Education Plan (PEP) is an integral part of their care plan, and these arrangements are agreed upon admission or as soon as possible thereafter. The social worker and school, along with the manager of the home, will ensure that this is addressed and influenced by the young person and key worker. Staff will report to and attend the PEP reviews and ensure that a copy of the PEP is kept in the home, accessible to staff.

Where children are new to the area our team will liaise with the team around the child, the LA and any other professionals regarding the application to a local mainstream or SEN school. Where children and young people are already attending an educational provision at the time of their admission, every effort will be made to ensure there is no interruption in their existing provision.

Staff will attend any parent evenings at the school and ensure that a copy of the child or young person's school report is kept on file.

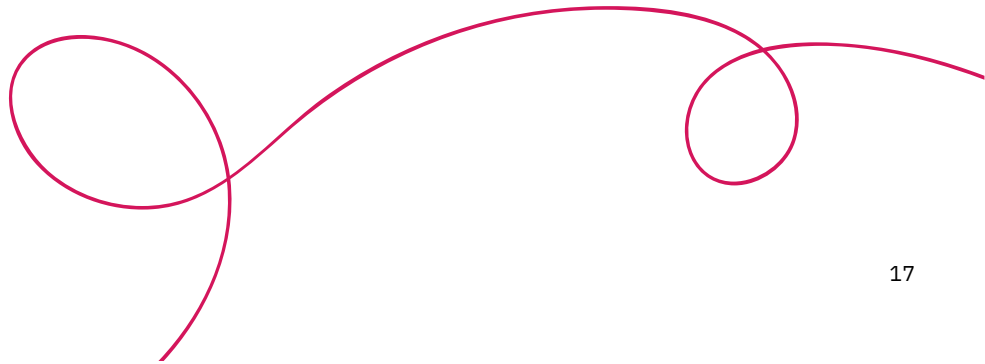
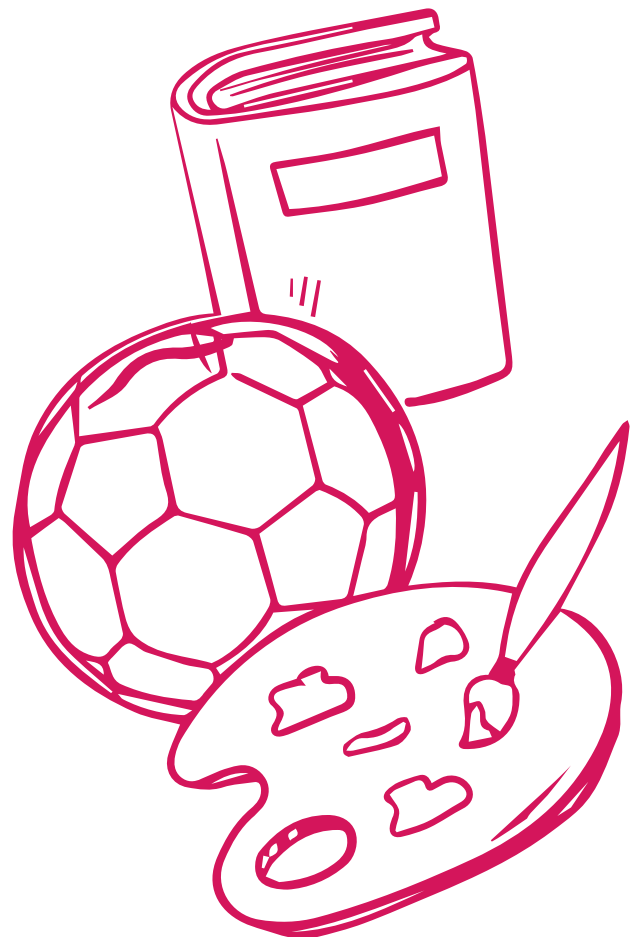
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Enjoying and Achieving

Staff support each child and young person to develop interests and hobbies, whether this is within or outside of the home. We believe it is vital that children or young people take part in activities that they enjoy and if we do not already supply a particular activity, we look into any reasonable suggestion that is made. Young people are able to choose and discuss activities in various ways such as discussing with their keyworker or in a young people's meeting. We also offer a pocket money scheme, young people will be given a set amount and have the opportunity to earn more through contributing towards household tasks. We use positive behaviour strategies within our home and rewards will be given.

The Registered Manager holds a budget specifically to provide a variety of activities that develop and meet the needs of the children and young people in our care. These can vary from trampolining to visiting theme parks and zoos. In addition, other community activities are encouraged such as charity and sports events.

We encourage participation in group and individual activities. These range from physical activity such as cycling or going to the gym to games nights or art and craft within the home and we also have the availability of BM Active a local provider to work with the most challenging children or young person.





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Health Considerations

Health and Wellbeing is integral to the care and support of our young people, and we offer a unique and bespoke therapeutic program for every child and young person placed in our care.

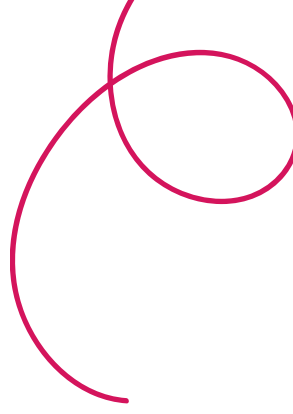
Every child or young person will have their emotional and mental health needs met with regular therapeutic key work sessions at the home with staff.

If a child or young person is not ready to engage at the start of their placement, staff will collaborate with

all agencies to promote the welfare of every child and young person.

Our commitment and aim to be ever present for the child or young person attending key meetings from the planning meeting stage, where the individual needs are a focus, and the service will offer a tailor made, personalised program.

The training of our Residential Care Worker is extensive, working with children who experience ADHD and autistic spectrum conditions, including anxiety and depression within a range of therapeutic interventions. Children and young people may require a specialist service and the staff team will work with the individual's social worker to access local services with an onward referral. Additionally, we have a warm and confidential private space where these sessions can take place.



Positive Relationships

We recognise the huge benefit of harmonious and enjoyable visits between children and young people and their friends and family if appropriate. We also understand that these visits can be challenging at times and that this often needs high levels of support and preparation from staff. Where necessary we use both informal one-to-one support and more formal key working to prepare children and young people for more challenging family arrangements. Staff may provide supervised contact and will agree the parameters and interventions with the placing social worker as well as the format of the subsequent report prior to any visit taking place.

We understand that time with family and friends must be promoted, encouraged and be beneficial. We ensure that we place the child or young person at the center of all these arrangements by acting on their behalf, providing advocacy and advice.

We encourage telephone contact and electronic communications such as email and Skype subject to any restrictions or limitations within the care plan.



We support arrangements for time with family and friends by providing transport, liaison and through discussion and support. We always provide a welcoming and friendly atmosphere, which we understand is important to achieving individual aims and to facilitate the role of the parents in the child or young person's future. The home will ensure that relatives and friends are provided comfort in the home and privacy if appropriate. We also understand there may be worries or concerns from the child during these times. We monitor and review visits and encourage children to discuss any worries with us, be it the external meeting place is cold or unfriendly or they are just upset that they can't have longer.

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Protection of children and young people

Everyone employed by Storyy Homes has a duty to safeguard and promote our children’s welfare and safety, we also have a duty to recognise, respond and share concerns about potential abuse or harm in a transparent and timely fashion, ensuring our duty of candour is followed at all times. Reporting of safeguarding concerns should be made in line with our safeguarding policy.

All staff undertake safeguard training ranging from safeguarding children and child protection through to DSL training.

Our Safeguarding Children Policy and Procedures must be followed alongside local inter-agency procedures, protocols & arrangements devised by our Local Safeguarding Team / Children Boards/Regional (Berkshire) Safeguarding Children Protocol.

Our Values

At Storyy Homes our children are our priority – no matter what trauma they have suffered or what their personal story is. Our purpose is to transform the lives of the most vulnerable children in society and to give them a home where they can flourish and be nurtured. Our vision is to offer our children a home they can be proud of and here they can grow and develop into adulthood in a holistic manner, whether that transition be into foster care or supported living we will always work tirelessly to promote the welfare of each individual child and to protect them from harm or abuse.

Our Safeguarding Children’s policy and procedure reinforce our values, ethos and statutory responsibilities, within this policy and procedure we will underpin our

compliance with UK legislation, other policy guidance and good practice, we will ensure that our staff are trained to understand their role and responsibilities to safeguard our children’s welfare.

Our approach to safeguarding is underpinned by Storyy Homes core values:

- ✓ Respecting the unique worthiness of every Child as an individual.
- ✓ Encouraging our Children to fulfil their potential.
- ✓ Working with our children to attain their outcomes in a positive and holistic manner.
- ✓ Ensuring our homes meet the needs of our children and that they live in a homely and nurturing environment.

All staff are trained and follow our Missing From Care Policy, When children go missing from Storyy Homes it must be reported to any statutory agencies within the support network such as social work teams. The procedures outlined in our policy and care plans are adhered to throughout our home.

When a child or young person joins Storyy Group, there will be a settling period which after, free time will be reviewed in consultation with the placing authority. The overall aim is to support young people with their independence and progress which will be done through key working sessions to support the young people to go on and succeed with their independence. We will work alongside young people to develop life skills and independence, through key working sessions and this will be monitored within our placement plans.



Behaviour Management

The home adopts a therapeutic approach, PACE. PACE focuses on the whole child, not simply the behaviour. It helps children be more secure with adults and reflect upon themselves, their thoughts, feelings and behaviour, building skills that are necessary for maintaining a successful and satisfying life. All staff will be trained in PRICE.

This training focuses on de-escalation techniques. All staff understand that physical intervention is the last resort and floor restraint will not be used. (See appendix 2 for a description of Price training)

Children and young people in the home will be looked after without favoritism or antipathy.

The deployment of suitably qualified and experienced staff in appropriate numbers enables us to provide young people with appropriate levels of support. Our aim is for children and young people to be looked after by a stable and consistent staff team with whom they can form meaningful and enriching relationships where they feel listened to and do not need to resort to challenging behaviour.

When physical intervention is unavoidable every incident is fully recorded in accordance with the Children's Homes Regulation's 2015 and includes the individuals' comments and views. Staff will talk through difficult situations afterwards and agree with the young person a plan to ensure that this behaviour and intervention can be avoided in the future.

Staff work in a culture where positive reward is the norm. Risks and control measures are made known to them in detailed risk assessments and Emotional Behaviour Response Plans (EBRP).

Staff adopt a natural consequences and restorative justice approach when dealing with the outcome of negative choice or choices. On occasion, the staff may use a sanction to rectify poor behaviour. This is documented and subject to management scrutiny to ensure that is proportionate and effective.

The Registered Manager, or appointed senior, will also undertake a staff debrief and meet the child or young person following each episode of physical intervention to establish if the actions were warranted and the effectiveness of the intervention. They will also ensure that the paperwork is completed appropriately, reflects and details the event and is within timescales.

The placing social worker will be notified of significant incidents.

Staff competence is assessed through the analysis of physical intervention incidents that they are involved in, as well as the annual refresher training course and the training company are responsible for signing staff off as competent.

If sanctions for negative behaviour are imposed these are clear, reasonable and proportionate and all sanctions are robustly recorded. The Registered Manager oversees and evaluates the use of all sanctions and will challenge any practice where sanctions are either ineffective or seen as disproportionate.

Within our registered home we recognise bullying causes real distress and affects a person's health and development.

That in some instances bullying can cause significant harm, and that all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, have the right to equal protection from all types of harm or abuse.

PACE, everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying. Our code of conduct will cover how young people and staff are expected to behave, in face-to-face contact and online, and within and outside of our activities.



Leadership and management

The registered provider is:

Storyy Homes Ltd

The Registered Manager is Adie-Jamsin Mills

The responsible Individual is Mark Jolly

Mark has worked in the care sector for the past 20 years; he has worked for a London Based provider managing several services for Young People across the Southeast of England. Mark has a wealth of experience of working with young people and is highly respected in the sector.

Office Address:

Suite 4 Oakmede Place - Terrace Road - Binfield, Bracknell - RG42 4JF

The OFSTED regulated children's home (8-16) staff team will consist of a Registered Manager, Deputy Manger, Residential Care Workers and Night Care Workers. The staffing is dependent on the needs of the children living in the home and the team operate a flexible shift pattern in accordance with the needs of the young people. If circumstances dictate that additional staffing is required to meet the level of need, then we can utilise our team of Storyy Homes Bank Support Workers.

A manager will provide on-call support for out-of-hours incidents and emergencies. At night, there will be a waking night staff members on shift and this can be amended with the most complex of cases where 2-night staff can be available dependent on needs and to meet the individual needs of each child or young person.

Staff meetings are held regularly, and all staff are expected to attend.

All staff receive supervision in line with Storyy Homes supervision policy and have annual appraisals carried out by their line manager.

Supervision is the key process by which managers can ensure that staff know the contribution they are expected to make, as individuals and as members of a team, and that they are supported in achieving this through individual performance and development plans.

Explicit within this policy is a commitment to ensure that every member of staff receives regular, purposeful and dedicated time with their line manager.

The purpose of supervision is to:



Ensure that the high quality of service to young people, for which managers are accountable, is achieved, maintained and enhanced.



Develop an open culture which is supportive to the individual, encourages their potential and enhances motivation.



Promote an honest working relationship based on mutual trust.



Ensure that individual staff roles and responsibilities are clear in relation to organisational objectives.



Enable staff to achieve the necessary skills to deliver identified and sound standards of practice.



Ensure that all staff have a jointly agreed personal development plan, which identifies areas of training required.



Develop a culture of equality for staff



Reflect on and improve practice.

16

Care planning

All placements begin with an assessment and matching process. This is an interactive process where the known details and characteristics are gathered from the placing social worker and any other relevant professionals.

The criteria for placement are that the child or young person has an identified need as stated in the point above.

The following information will be required at the time of the placement in accordance with the Care Planning, Placement and Case Review (England) regulations 2010:

- A) the long-term plan for the child or young person's upbringing ("the plan for permanence"),
- B) the arrangements made by the responsible authority to meet the young person's needs in relation to -

Health - physical, emotional and mental health, health history including, so far as practicable, family's health history, the effect of health and health history on development, arrangements for medical and dental care including routine checks of general state of health, including dental health, vaccination and immunisation, screening for defects of vision or hearing, and advice and guidance on promoting health and effective personal care.

Education and training - educational and training history, including information about educational institutions attended, attendance and conduct record, academic and other achievements, and special educational needs, if any.

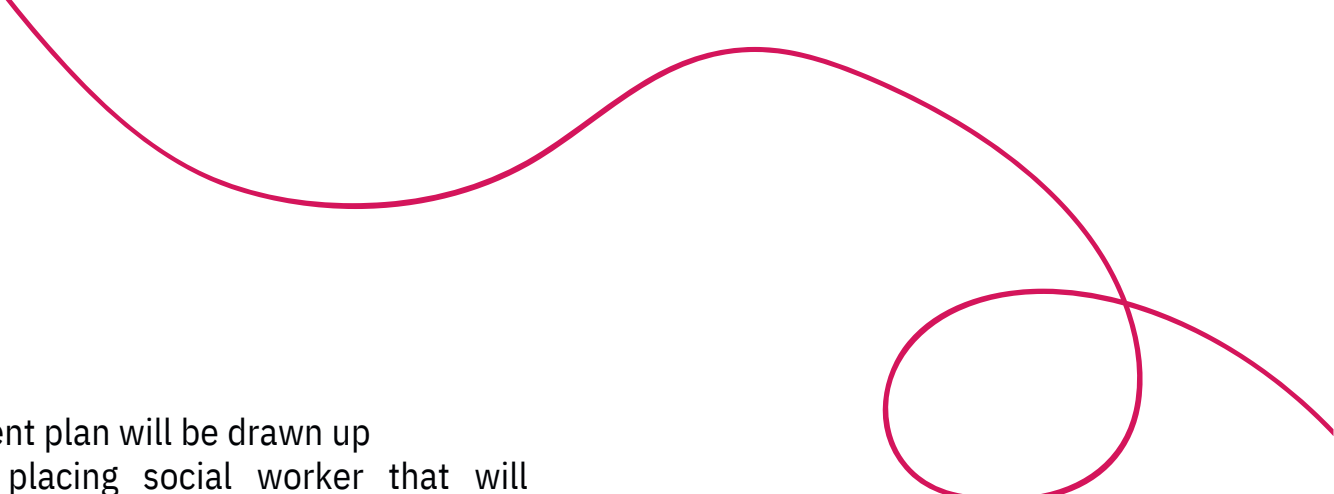
Details to **promote educational achievement** including the virtual school head and designated teacher for LAC. Where any changes to the arrangements to education are necessary, provision made to minimise disruption. Young person's leisure interests.

Emotional and behavioural development,

Identity,

with regard to religious persuasion, racial origin and cultural and linguistic background

Family and social relationships - the arrangements made to promote contact between siblings, so far as is consistent with child's welfare. Details of any order relating to parental contact and any other connected person.



A placement plan will be drawn up with the placing social worker that will include:

How on a day-to-day basis the child or young person will be cared for and their welfare will be safeguarded and promoted.

Any arrangements made for contact between the child or young person and any parent or connected person or why contact cannot take place.

Arrangements made for the child or young person's health (including physical, emotional and mental health) and dental care including the name and address of their registered medical and dental practitioners and any arrangements for the giving or withholding of consent to medical or dental examination or treatment for the child or young person.

Arrangements made for the child or young person's education and training including the name and address of any school at which the child or young person is a registered pupil, the name of the designated teacher at the school, where the child or young person has a statement of special educational needs, details of the local authority that maintains the statement.








Arrangements made for the social worker to visit the child or young person, the frequency of visits and the arrangements made for advice, support and assistance to be available to the young person between visits in accordance.

If an independent visitor is appointed, the arrangements are made for them to visit the child or young person.

The name and contact details of the IRO, the child or young person's independent visitor (if one is appointed), social worker and if the young person is an eligible child, the personal adviser.

The expected duration of the arrangements and the steps which should be taken to bring the arrangements to an end, including arrangements for the young person to return to live with their parents, or any person who is not the child or young person's parent but who has parental responsibility for them.

Delegation of authority to make decisions about the child or young person's care and upbringing.

-  Medical and dental treatment,
-  medication,
-  leisure and home life,
-  faith and religious observance, use
-  of social media,
-  any other matters which are
-  considered appropriate

Emergency placements are considered on a case-by-case basis provided that:

The child or young person's views, wishes and feelings have been ascertained and given due consideration. The placement is the most appropriate placement available consistent with the care plan.

The reasons for the previous placement breakdown are made known, including any immediate risks and the control measures required to reduce risk.

The legal status of the child or young person is made known and any immediate arrangements for contact with others.

Any immediate medical information is available such as if the child or young person is on prescribed medication or has a diagnosed health condition.

There is a review within 72 hours of the placement and a placement plan agreed.

The local authority, young person's relatives and the IRO are informed within five working days

This could occur when a placement must be arranged urgently to protect a child or young person for example:

From sexual exploitation or gang involvement.

If a placement is made out of hours by the Emergency Duty Team.

A placement must be made immediately (on the same day) because of the breakdown of the current placement.

When a child or young person becomes looked-after because they have been remanded by the youth court.





Monitoring and Surveillance

To ensure the safety and care of all young people, a Waking Night will be present within the home throughout the night, to ensure consistent support is available.

Additionally, in consultation with the local authority we may apply a door sensor on a bedroom door which will discreetly inform the adults to ensure monitoring of young people is in place.

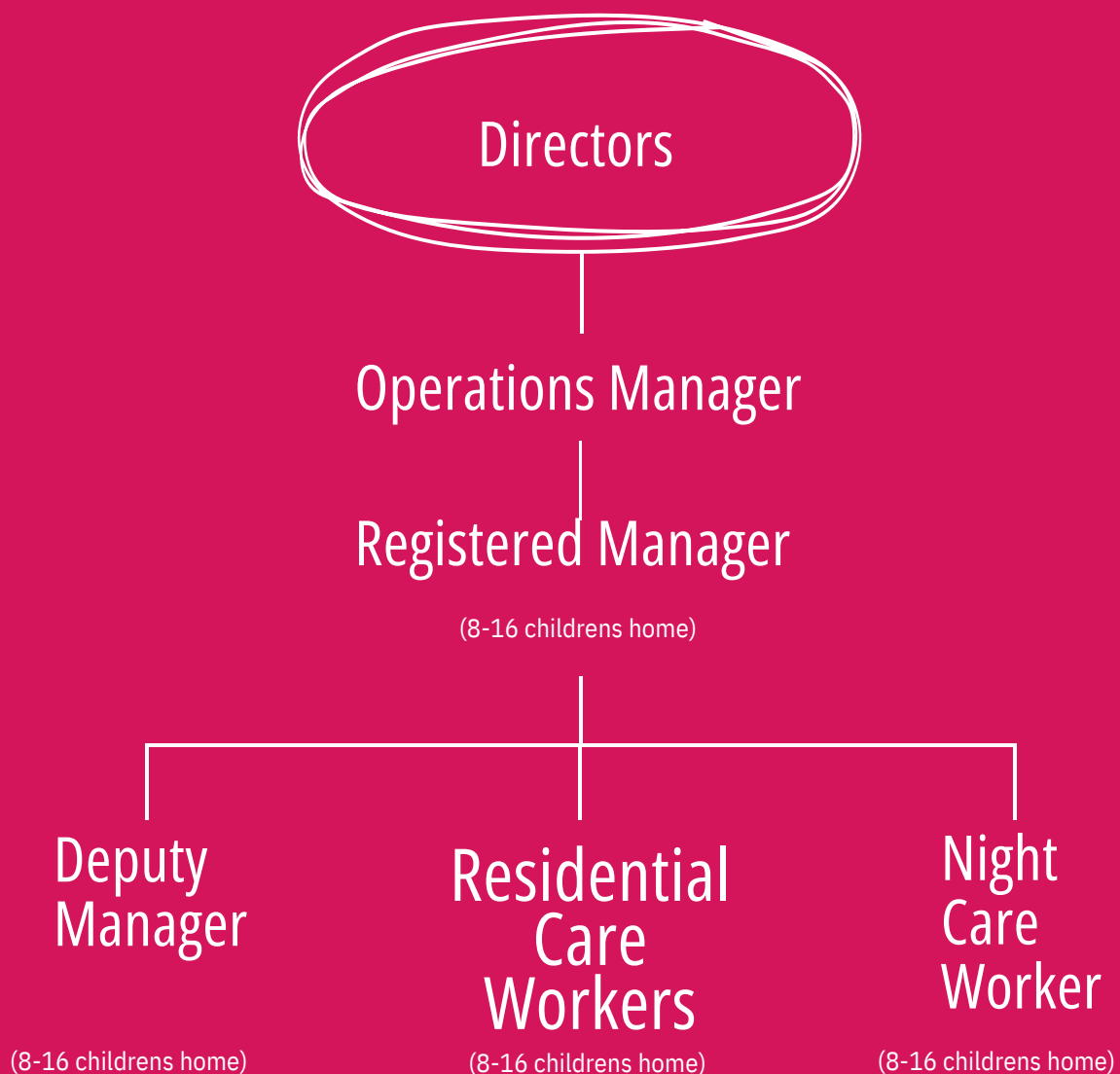
Each young person will be individually risk assessed, as to whether this is required based on the child's age, risk and understanding.

Within the home, children and young people are able to access all communal areas however they must not enter one another's bedroom.

If there is more than one young person within a communal area, an adult will be present ensuring that communication is open between all adults and young people.

@ Appendix 1

- Storry Homes Structure





@ Appendix 2


- Price training details


All staff are PRICE trained, having completed the PRICE accredited 2 day 'Understanding and Responding to Challenging Behaviour' course. PRICE training is refreshed every six months. The principles relating to the use of physical restraint may be summarised as follows:


Staff should have grounds for believing that


 immediate action is necessary to prevent a child from significant harming himself or others.

 Staff should take steps in advance to avoid the need for physical restraint, e.g. through dialogue and diversion and the child should be warned orally that physical restraint will be used unless he or she desists.

 Only the minimum force necessary to prevent injury or damage should be applied.

 Every effort should be made to secure the presence of other staff before applying restraint. These staff can act as assistants and witnesses.

 As soon as it is safe, restraint should be gradually relaxed to allow the child to regain self control.

 Restraint should be an act of care and control, not punishment.

