



# Statement of purpose





**Registered Services Manager:** Melanie Jarrett



**Responsible Individual:** Mark Jolly



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Storyy Homes is a supported accommodation provider offering semi-independent living in a kind, caring and nurturing homely environment for young people.

**Storyy Home's supported accommodation services 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](mailto: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 Department of Education's Guide to the Supported Accommodation Regulations including Quality Standards, (March 2023). Our 16+ Supported Accommodation homes form part of our wider offer to provide young people a seamless transition from care to semi-independence. This is enabled in conjunction with the provision of our Registered Children's Home for young people from the age of 8 years to 16 years of age.

The 16+ homes will provide supported accommodation in a shared or group living situation in premises which are not limited to accommodating looked after children and care leavers. The provision may accommodate care leavers 18+ and people who are not looked after young people or care leavers.

Specifically, the accommodation will comprise of shared accommodation, the young people have their own bedroom, and may have their own bathroom, and share communal areas (e.g. living room/s kitchen).

Most 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 or to keep them safe.

Placements will be carefully and meticulously planned, reflecting the view that semi-independent accommodation is the preferred and most realistic option for the young person and a positive choice. We strongly believe that we can ensure that supported accommodation will be a positive experience and the practice of the staff and engagement with our young people will make this a reality.

At Storyy Homes we will ensure that transition from our homes to semi-independent living will be carefully managed. We will work with the young person to ensure their safety and wellbeing is paramount during this transition period. We will provide our young people with the skills and experience to safely make this transition, we can also offer apprenticeships and access to trade skills to support young people in transition to semi-independent living.





## Manager's statement

At Story Homes 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 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 as part of our bespoke package.

Our dedicated team endeavors to be fully flexible to meet our 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.

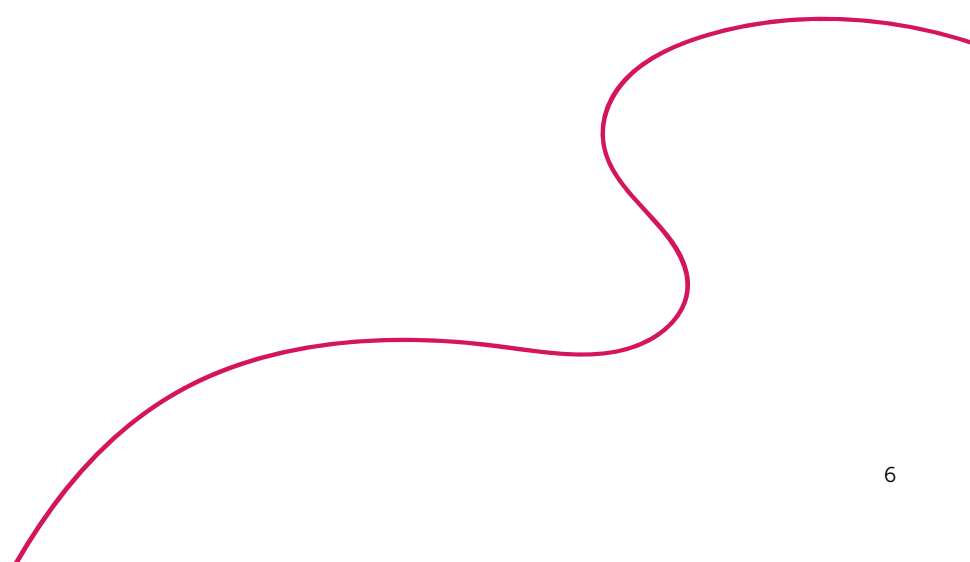


# **A statement of the range of needs of the young people that Storyy Homes can provide care and accommodation to**

Young people placed at the home may present with challenging behaviour and have emotional difficulties and may have one or more of the following: attention deficit hyperactivity disorder, opposition defiant disorder or relationship and attachment difficulties. Young people who are in the home will often have suffered abuse or neglect prior to moving in and as a result exhibit behaviours that may include self-harm and have difficulties trusting adults and forming healthy relationships.

We aim to provide young people with emotional and behavioural difficulties with a kind, caring and nurturing home environment where they can grow and develop. We will work with professionals to support our young people to become self-aware and begin to deal with any underlying trauma, loss, neglect, and rejection that they may have faced.

Our main focus will be working with our young people to prepare them for independent living and preparing them for employment, education and training.



# 02

## Ethos, Aims and Outcomes

Storyy Homes' ethos is to provide a safe and nurturing environment where all our 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 approach to maintaining 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 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 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 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 individualized 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 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 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 use key working and one to one working to help our young people understand the concerns and build strategies with them to help them minimize the 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.

*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.*

We aim to support our young people to successfully deal with significant changes and challenges. We endeavor to develop enterprising strategies, positive relationships and encourage children and young people to take greater levels of control over their lives

With staff as role models, we aim to help our 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 and how these young people can feel marginalized. 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 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 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 young people to develop intellectual and creative skills through the

accessible and stimulating environment in the home and through external activities

Where our young people are not able to manage mainstream education or have been excluded, we will offer our alternative education programs through our partners Storyy AP (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 young people to be in good health and support everyone to sign up with a local GP and dentist and attend all health related appointments. Staff will offer to accompany all young people to every health appointment and support young people to become more independent and take them through the process of booking their own appointments. We will highlight the importance on nutrition and will offer weekly cooking activities with menus to promote a balanced and varied diet. We will support young people to keep themselves healthy through exercise, each of our homes will provide fitness equipment such as a running machine or sports activity. All our young people can access our Storyy Group fitness studio located in Bracknell and receive 1:1 support from trained fitness instructors. Staff will also encourage engagement with outside services to tackle smoking, alcohol or substance use where applicable.

Through all of our Storyy Homes settings and the Storyy Group additional services we use a number of Learning drivers to develop their life skills, social skills and wellbeing. This is intertwined within everything we do, and can be simple things such as taking turns on a game, being mindful of someone else's choice, using nonverbal communication skills etc.



Whilst physical health and wellbeing is important, we also understand the importance of SEMH needs of our 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. This along with our PSHE based activities will help nurture each child's SEMH needs and skills.



*Personal Best*



*Problem Solving*



*Team Player*



*Self-Regulating*



*Communication*



*Resilience*

# 03

## Description of Accommodation offered by the home

All our supported accommodation homes have between 5 and 6 bedrooms and can accommodate both male and female young people from 16 upwards. There are also various communal rooms to allow the young people space to relax, each home also has an IT and games area. All homes have a private garden space where relaxing and activities take place. Our homes have been completely renovated by a trusted build team and project managed by our housing director Peter Licourinos undergoing all planning and permissions required. Front line staff are involved at the design stage for every home to ensure the needs of the young people are catered for.

The accommodation is decorated and maintained to a very high standard, providing a friendly and homely atmosphere. Each bedroom is single occupancy, is fully furnished and is of a good size that has a flat screen television, broadband access and Wi-Fi, high quality furniture that includes a desk and chair and soft furnishings that complement the room. We encourage our young people to personalise their room so that they take ownership of their personal space.

Maintaining safety is extremely important and the home has a built-in fire alarm system, emergency lighting, fire extinguishers, fire doors, smoke detectors and heat detectors.

We recognise the importance of providing a home where young people can learn to live together and enjoy one another's company. The lounges are warmly and tastefully decorated and comfortable, it is equipped with comfy sofas and a large screen television.

Each home has a shared kitchen and 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. 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 within our homes is to support and nurture the young people to become more independent when the time is right for them and at their own pace.

Staffing ratios ensure that all young people receive levels of support in accordance with their care plans and support needs.

The staff team consists of an Operations Manager, Registered Service Manager, Support Manager, Team Leader, Support Workers and Waking Night Support Workers. All staff complete a 3-month probationary period and we follow the NSPCC Safer Recruitment Processes.

# 04

## Description of the location of the homes

Our homes are located in Bracknell and Earley. There are Dentists and Doctors surgeries within a short distance from each of the homes.

There are plenty of amenities in the immediate area such as Go-Ape, The Look Out, Gyms, football pitches, swimming, golf courses, cinemas and shopping centres. Within the local areas there are a range of cultural and recreational facilities including parks, libraries, sports facilities, religious and cultural centres.

Storyy Homes staff work to develop positive relationships, to be good neighbours and friends with the local community and teach young people the importance of respecting others.

There are several schools and colleges locally that can be accessed by good transport links.



Through our sister company Storry AP we have lots of relationships with Wokingham and Bracknell based schools. There are also several football academies within a short travelling distance, and clubs for young people to join such as Scouts, Girlguiding, and karate, judo and trampolining.

All of our homes mimic each other regarding style and amenities which is the standard of Storyy Homes accommodation, we will never compromise on the quality of accommodation and support given to our young people.



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

When practicable, 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. 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 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 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.

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.

# 06

## 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@storyy.group](mailto:adie.mills@storyy.group)



Storyy Homes  
Responsible Individual:  
**Mark Jolly** -  
[adie.mills@storyy.group](mailto:adie.mills@storyy.group)



To access our  
complaints  
policy email:  
[hello@storyy.group](mailto:hello@storyy.group)



## **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 young people

At Storyy Homes we aim to be effective with the active and meaningful involvement of our 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 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.

The young person's views about the quality of their support is sought throughout the support planning and placement planning process, during house meetings, keywork sessions and during their statutory reviews. The young people are encouraged to consult and feedback to their Independent Reviewing Officer and Social Worker. At Storyy Homes our young people have free access within each home to make suggestions to all members of staff including the Operations Manager, Registered Service Manager, Support Manager and Team Leader.

Young People are also invited to take part in the following to share their views, wishes and feelings:

-  House Meetings
-  Weekly Key Work Sessions
-  Suggestion boxes
-  Input into monthly group activities covering topics such as CSE, LGBTQ+ (These topics will be led by the young people in placement)

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

Key working provides each young person with a formal mechanism to express themselves as well as have their views and comments recorded. In addition, young people's collective views are gathered in formal and informal house meetings.

We encourage our 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 with a meal of their choice provided.

We also understand that young people do not always feel comfortable in more formal settings therefore we may have a house meeting during a meal, on a day out or in other less formal settings. 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.

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 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 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, diversity and inclusion 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 victimization. This forms part of the ethos of the home and is integral to our quality monitoring processes.

Staff will inform young people of their right to speak to someone independent of the home such as their IRO, social worker, advocate or OFSTED.

Staff will ensure that our young people know their right to a personal advisor at age 16 and their right to a pathway plan.



## Education

We are committed to promoting young people's educational achievement and ensuring we support them to fulfil their full academic potential. We do recognize that many of the 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 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 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 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 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 young people are new to the area our team will liaise with the team around the young person, the LA and any other professionals regarding the application to a local mainstream or SEN school. Where 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.



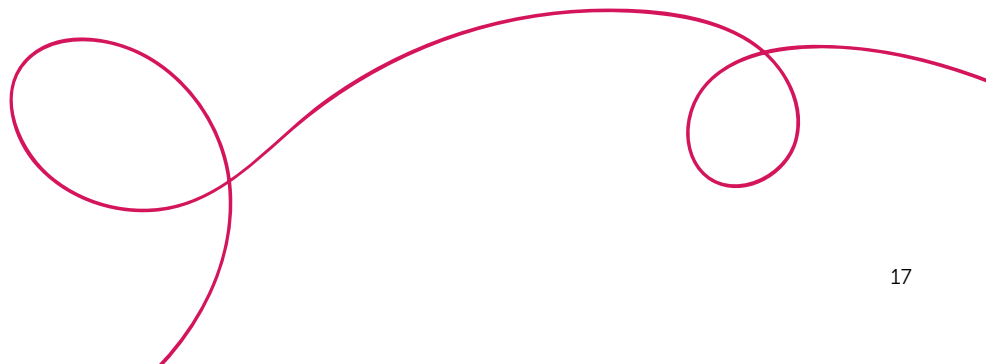
# 10

## Enjoying and Achieving

Staff support each young person to develop interests and hobbies, whether this is within or outside of the home. We believe it is vital that 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 use positive behaviour strategies within our home and rewards for good manners and acts of kindness will be in place.

The Registered Manager holds a budget specifically to provide a variety of activities that develop and meet the needs of the 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.





11

## 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 young person placed in our care.

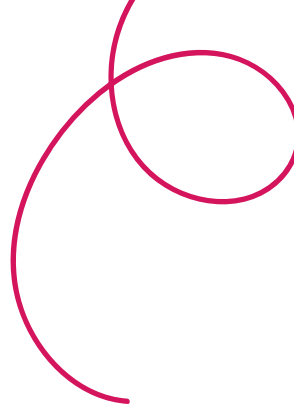
Every young person can have their emotional and mental health needs met with regular therapeutic sessions at the premises, we have a warm and confidential private space where these sessions can take place where they can share their worries or concerns.

If a 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 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, personalized program.

The professional training of our qualified practitioners is extensive, working with young people who experience ADHD and autistic spectrum disorders, including anxiety and depression within a range of therapeutic interventions.

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.



# 12

## Positive Relationships

We recognise the huge benefit of harmonious and enjoyable visits between 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 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 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 young person during these times. We monitor and review visits and encourage young people to discuss any worries with us.

# 13

## Protection of young people

Everyone employed by Storyy Homes has a duty to safeguard and promote our young peoples 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 young people and young person 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 young people 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 young people’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 Child 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 or a health worker. It will then be decided amongst all professionals if a safeguarding alert needs to be raised. The procedures outlined in our policy and care plans are adhered to throughout our home.

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.



# 14

## Behaviour Management

The home adopts an ethos of Positive Behaviour Support (PBS), rewarding good behaviour rather than penalising poor behaviour. Staff use a natural consequence and restorative justice approach with the aim of helping young people mature into young adults who take responsibility for their behaviour.

Staff do not use restraint as part of their practice but instead rely on de-escalation techniques to calm and diffuse situations.

Irrespective of a young person's behaviour in the home, staff will continue to provide the same level of support and kindness without favouritism or antipathy.

The deployment of suitably trained and experienced staff in appropriate numbers enables us to provide young people with appropriate levels of support. Our aim is for the 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.

Incidents of poor behaviour will be monitored by the Registered Service Manager in order to assess trends to see what learning can be achieved and what changes can be made to reduce further incidents. After each incident staff will attempt to discuss the incident with the young person to understand the triggers and see what can be done to reduce the likelihood of a repeat occurrence.

Staff work in a culture where positive reward is the norm, risks and control measures are made known to each staff member in detailed risk assessments and behaviour support plans. Behaviour management is a key part of staff training, emphasising for staff to be pro-active, focusing on the positives and using distraction and de-escalation techniques for the negatives.

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

The Registered Services Manager, or appointed senior, will also undertake a staff debrief following all serious incidents to see how all parties can be appropriately supported and to establish what learning can be achieved.

The placing social worker will be notified of significant incidents.

PBS and challenging behaviour are a key aspect of staff training, emphasizing to staff that the focus is to be pro-active, using distraction and de-escalation techniques.



## **Leadership and management**

The registered provider is:  
**Storyy Homes Ltd**

**The responsible Individual is  
Mark Jolly and Director of Care  
is Amanda Eddy**

Office Address:  
**Suite 4 Oakmede Place - Terrace Road  
- Binfield, Bracknell - RG42 4JF**

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.

Amanda has worked in the care sector for 30 years and has worked for a Large London Based Provider Working as Head of Young People Services across London and the Southeast. Amanda was a director of a number of CQC registered services and has held CQC registration on several occasions.

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, hen 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 indivicual 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.**

# @ Appendix 1

## - Storry Homes Structure

