

STATEMENT OF PURPOSE

The Bungalow

Albert Street North, Thornley DH6 3AR

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Referrals and admissions

The Bungalow provide long term therapeutic care for young people aged from 11 - 17. Because of this, we do not accept emergency referrals/placements.

All admissions are carefully matched, planned and managed to avoid wherever possible, added trauma or disruption to young people.

1. Quality and Purpose of Care

The Children's Homes (England) Regulations 2015, requires that we have a written statement of purpose for our children's home and that we provide a copy of this document to OFSTED. We must also make a copy available upon request for information by:

- Any person who works at the home
- Any child accommodated in the home
- The parent of any child accommodated in the home
- The placing authority of any child accommodated in the home
- Any placing authority who is considering placing a child in the home

The Bungalow provides high quality, trauma informed care, on a residential basis for up to four young people, of both sexes, aged between eleven and seventeen. The service will offer a safe, therapeutic environment which supports inclusion and integration in the local community.

For the purpose of registration this is a Children's Home for children with emotional or behavioural difficulties, (category EBD).

The Bungalow is situated in Thornley, County Durham. Thornley is a small mining village located in County Durham, close to the East Coast. It is approximately five miles from Durham and seven miles from Peterlee, with easy access to the A1 and A19 via the A181. Thornley sits between Shadforth and Shotton, with history steeped in mining and when the mining ceased in the area, the New Town Peterlee was the preferred development. It took many years for new housing been sanctioned in the village.

The population of Thornley is approximately 2698 with a 50/50 gender split. The majority of working people are either skilled or semiskilled. Thornley boasts the usual local village amenities such as GP Surgery, convenient stores, hair and beauty, takeaways, local pub, garage and post office etc. There are lots of walks in and around the area with lots of open countryside. A greyhound racing and whippet racing track known as the Thornley Greyhound Stadium situated on the junction of Dunelem Road and the A181.

The village has a primary school with Wingate Junior School 3.5 miles by car. Close by in Wheatley Hill there is the dental practice, and many other health and social amenities. Peterlee is a thriving area that includes a leisure centre, museums, hotels and restaurants.

The home has been modified to an exceptionally high standard and will offer a care experience where needs-led provision is offered. Careful consideration has been given to the layout and design of The Bungalow in order to provide a healthy balance between safety, security and privacy.

The service will offer high levels of nurture matched by clear and consistent boundaries in an environment where children and young people can feel safe. A healthy and appropriate staffing ratio will create a safe homely feel where relationships form trust and enable children and young people to feel wanted and cared for.

Young people will be at the centre of practice within The Bungalow, and they will be informed (as early as possible after admission) about any monitoring and surveillance systems in use and the reasons for having it in the home, as well as the safeguards in place regarding confidentiality and the retention of images. We have decided against using alarms on any of the doors. Should a young person require additional support that suggests an exit/entry to a bedroom using a low-level buzzer system linked to the sleep-in room, we will install such a system when required, and only if this is an agreed part of the young person's care plan.

The Bungalow operates as part of The Moncur Group which aims address the need for child-centered trauma-informed care where principles of therapeutic parenting underpin practice within the home. The Moncur Group aim to deliver high quality care with a view to becoming the 'provider of CHOICE'. The Bungalow will operate within the company's Policies and Procedures and is subject to Ofsted Regulations.

2.0 Value Base

The Bungalow is intended as a positive option for young people whose well-being we consider to be our primary concern. We believe that regardless of their previous experience, all young people have the potential for growth and change and should be afforded the chance to know what safety looks and feels like.

The service aims to provide high quality, residential care for young people who have experienced trauma and adversity. Our approach is underpinned by a combination of aspects of three specific therapeutic models merged into a bespoke foundation of our care.

The neurobiology of trauma outlined by Dr Bruce Perry and within the Sanctuary Model of trauma-informed care approaches helps us understanding how early life experiences inform the Inner Working Models of children and young people. Their thoughts inform feelings, and their feelings inform their behaviour. We know that whilst child-care theory helps us make sense of behaviours, human relationships are the real conduit for change. Safety needs to come through relationships and the environment in which an individual life. Dan Hughes PACE Model – Playfulness, Acceptance, Curiosity and Empathy is intended for safety, communication, and trust.

High levels of nurture will be matched by consistent boundaries. Whilst children and young people may rebel at first as they fight the desire to control, we know that by taking the control away, yet empowering them with the small everyday choices, we allow them to enjoy a

childhood, have fun and develop a new sense of who they are and what drives their behaviour. maladaptive coping strategies become replaced with healthier ways of viewing themselves and the world around them. Through this approach we aim to provide an environment within which young people are supported to learn new ways to manage their thoughts, feelings and behaviour.

We also seek to identify and reinforce the young people's personal skills and aptitudes in order to promote the development of a healthier self-identity.

Our Mission

The Bungalow aims to create a safe, supportive and enabling environment in which our young people can thrive. We provide a needs-led service to help our young people overcome traumatic and disempowering life experiences. We use the SELF framework, an acronym to support our young people in aspects of Safety, Emotions Management and Loss to empower them to look to the Future, but do so in a flexible and innovative way which allows the best person-centred outcome for each young person we work with.

SELF represents the four non-linear stages of recovery:

- Safety** - Involves creating a sense of emotional, physical, social and moral safety.
- Emotions** - Involves identifying and understanding feelings so we can learn to manage them in a way which doesn't hurt ourselves or others
- Loss** - Allows us to understanding the many changes we've experienced and the loss and pain we feel as a result of them.
- Future** - Encourages us to look forward and make safe choices, based upon a healthier sense of self, to create a healthy and positive future

Children and young people need a safe, non-violent place where difference is respected and even celebrated. The Sanctuary Model provides us with a range of tools and activities that can help us make sense of how we feel, cope with day to day challenges, and look to the future. These include;

Safety Plans: - a list of short term coping strategies to support emotional containment as an alternative to 'acting out' what are essentially pain based behaviours.

Red Flag Meetings: - to resolve conflict in a solution focused approach through open communication and restorative goals.

Self - Care Plans: - to develop a holistic approach to self-care and long term emotional, physical and psychological health.

Group or one to one 'check in' meetings: - within which young people are encouraged to describe how they are feeling (to support emotional awareness), describe goals (to support aspiration and develop a sense of future) and are invited to ask for help in pursuit of their goals (to develop a sense of the interdependence of a community and to encourage everyone to seek out help when they need it)

Our core values to which we all work expose the type of environment we want the children and young people we care for, to experience. They will apply to everyone at The Bungalow and will influence the care environment since they will determine how we treat one another. Through acknowledging the value base created by applying these values, we create a healthy child-centred environment where people feel safe. Incidents are addressed restoratively and we will use a 'hearts and minds' reparative approach to support change in young people since creating punitive ways of addressing incidents of harm serves no purpose but to shame.

We believe that through building positive relations with our young people, staff can act as role models for positive behaviours, and we can help our young people through their past adversity, and support them in developing their own identity and to set positive goals for the future.

3.1 Our therapeutic approach to residential care is shaped by the following beliefs:

- Each child has the potential to recover, change and grow.
- The child can't be separated from his/her environment and we will work within this whole systems ecological approach to support each child and recognize the importance of the wider network of factors, connections and relationships.
- Each child has untapped potential and a valuable contribution to make to the environment in which they live. We will look to empower and enable each child discover this potential
- Behaviour can be a form of communicating need. Our role is to find out what the need beneath the behaviour is.
- We always look to connect before we correct.
- Our practice is based upon the Sanctuary model and incorporates aspects of practice in relation to attachment disorder from experts such as Bruce Perry and Dan Hughes.
- We are committed to practicing seven core values in order to develop a therapeutic environment in which recovery can begin. These include: non-violence; emotional intelligence; open communication; social learning; social responsibility; democracy, and growth and change. Facilitate effective communication with children and young people.

4.0 Functions, Aims and Objectives

4.1 Functions

- The Bungalow 's primary function is to provide nurturing residential care for children and young people who are unable to live at home. We aim to care for those who require a longer term nurturing environment where their own growth and change can be supported by care consisting of high levels of nurture complemented by consistent boundaries and routines. **Placements can commence once the referral have been assessed and an agreed plan is formed in conjunction with the young person and key stakeholders, offering sensitivity to their need for a carefully managed transition.** We will not accept admission on the day of referrals as this forms part of our therapeutic care where the transition into our homes is as much a part of the process of healing from trauma at the start of their journey with us.

4.2 Aims

- We aim to provide children and young people with a safe and secure base from which they can grow.
- We aim to provide an environment, where past experiences, and their relationship to present behaviour, can be better understood.
- We aim to support the development of positive attachments to encourage resilience and promote healthy relationships.
- We aim to provide a homely, warm and nurturing environment where safety is paramount and needs-led care is offered via a playful, accepting curious and empathic approach by staff.
- We aim to create fun and positive childhood memories that enable those we care for to feel a sense of hope and future.

▪ 4.3 Objectives

- To provide a home that is high in nurture and consistent in boundaries and the way it practices care.
- To create opportunities for children and young people to try new things and develop the personal qualities, talents and interests many don't realise they possess.
- To create opportunities for growth and change through personal achievement and positive feedback.
- To provide healthy adult role models.
- To support the right of every child to have an education and to work closely with the local authority virtual schools' provision to achieve this.
- To work in active partnership with children and young people, their families, placing agencies and the wider network of support to agree, monitor and review comprehensive care plans underpinned by the principles of attachment based and trauma-informed care.
- To provide a programme of activities and experiences which are stimulating, engaging, and beneficial to the young people, which are planned with their full involvement.
- In longer placements, to assist in conducting detailed assessments as agreed with the placing authority.
- To support a smooth transition from their placement in order to support the best interests of any child or young person living within a Moncur Group home.

5.0 Criteria for the placement of children and young people at The Bungalow.

5.1 Eligibility Criteria

We aim to care for those whose experience generally match the following criteria:

- Be aged between 11 to 17 at the time of admission to The Bungalow .
- Present with behaviour that reflect the harm caused by early years attachment disorder and/or trauma, and the survival skills they have adopted in order to survive.
- Chronology reflects inconsistent levels of care.
- Lived experience reflects multiple episode of loss and rejection.
- Educational experience is disjointed, irregular and negative.
- Adults or carers are met with mistrust and suspicion.
- Lacking a sense of respect, self-identity and with little confidence.
- Presenting as defensive, angry, fearful and confused about their lives.

5.2 Referrals and Admission Process

In the first instance all referrals should be made to our Head of Operations, located in the Tyne and Wear Office who will gather assessment information from the local authority social worker. The information will enable us to then make a preliminary decision as to whether it would be appropriate to proceed. If so, we will continue in discussion with the young person's social worker and any professionals, to ascertain the most suitable match for the referral, prior to a final decision being taken in relation to any specific placement.

At all times admissions to The Bungalow will be conducted with sensitivity in order to minimise trauma and anxiety for the young person involved.

A careful matching process is in place to ensure that all young people accommodated within the service are placed only after careful consideration. The safety and best interests of the young person being referred, as well as the young people already accommodated, will always be explored prior to the admission of any young person.

6. Our Approach

The young people who come to The Bungalow may have experienced recent placement disruption even though their placement is planned. They may be experiencing feelings of rejection, abandonment, anger, fear, possible chaos, and failure, which are often compounded further by similar experiences and feelings from their past.

The focus of work initially is to reduce and end any sense of crisis as quickly as possible. The Bungalow aims first and foremost to be a safe and secure place because we know that safety can only be established when the individual's basic physical, and emotional needs are met. Stability, consistency, commitment, acceptance and carer resilience represent safety and security for children.

Having achieved this, the focus of our work turns to providing the young person with enjoyable, happy, esteem-building experiences, all of which promote a sense of purpose and future.

Many of the children we work with may have a limited range of experience on which to draw and much of this is negative in nature. The essence of the vision of The Moncur group work is to work with each child to challenge any negative belief systems and begin to teach them the skills, and provide them with positive emotional experiences which will allow them to flourish. A trauma and attachment sensitive therapeutic environment provide an opportunity for the individual child or young person to access these resources and, through positive experiences, acquire new ones which changes their often personal narrative of negativity and worthlessness.

Children and young people communicate their needs through behaviour. Behaviour has an underlying positive intent for the child who at a conscious or unconscious level is trying to get his/her needs met. We understand that until a person has had enough of what they need developmentally they will spend their life seeking to meet that need. The identification of this in presenting behaviour is the key to sensing where their needs lie. The skill and expertise of care staff is in observing and responding to behavioural indicators and recognising the fluctuating emotional and developmental state of the child. Care staff use this information to communicate at the child's level to create positive childhood experiences which promote recovery. This is particularly relevant to children who have suffered trauma, neglect, abandonment, and attachment difficulties.

7. Education

The Bungalow does not offer education but recognizes the importance of each child or young person having access to suitable education provision.

Whilst the responsibility for obtaining a suitable school placement rests with the placing local authority, The Bungalow staff understand the importance of supporting children and young people with all aspects of their education and will work closely with local schools and Virtual Heads to achieve this.

If a young person placed to live at The Bungalow is already attending a school which is deemed to be within reasonable travelling distance, then staff from The Bungalow will continue to support the young person's attendance.

This will be achieved by the following means:

- Staff will transport children and young people to and from their education placement
- Staff will actively engage in the process of supporting with homework
- The Bungalow will actively engage in communication with school staff.
- School attendance will be actively encouraged.
- Ensuring an educationally rich home environment where learning is encouraged and supported by carers.
- Ensuring that education routines are a core feature of the care planning process
- Ensuring that carers attend and meaningfully contribute to any meetings, reviews, parents' evenings and support the work of the school.

8. Care and Control

Staff at The Bungalow adopt a positive outlook in their dealings with young people and all efforts are made to work in a co-operative rather than confrontational manner. We recognise that the young people we work with have often developed destructive responses and maladaptive patterns of behaviour when in crisis. As such, all staff at The Bungalow undertake a range of training covering child development, behaviour management, and an annually accredited method of physical intervention through TEAM TEACH practices.

8.1 Holding Safely

Our aim is to provide a positive care experience for the children and young people we look after based on positive authentic relationships that support growth and development. There can be occasions when the behaviour of some children and young people poses a serious risk or threat to themselves or others. When this happens it may be necessary for staff members to physically restrain children and young people. All of the staff team are trained to physically restrain young people in the safest possible way as per the Team Teach values and principles, to avoid the risk of injury or discomfort. It is often never necessary to restrain children and young people and this is something we actively seek to avoid through other methods of positive behaviour management. Staff members and carers work to clear guidance which includes the following;

1. Restraint can never be used to get children and young people to comply with requests made by staff members or as a form of punishment
2. Staff members can only restrain young people when they are behaving in an unsafe and dangerous way and this is the only means of establishing safety
3. Staff members will never restrain in a manner that intentionally causes pain or is inherently dangerous
4. If it necessary to restrain a child this will be done for the shortest time necessary using as little force as needed to maintain safety
5. In considering restraint staff members will give due consideration to the individual needs and characteristics of each child and young person, this includes medical conditions, phobias and the emotional impact of being held

6. Young people and parents and carers will be given the opportunity to ask questions about how, why and when restraints have been used and to raise any concerns they have
7. After a restraint takes place young people are given the opportunity to speak to staff members about what happened and have their point of view taken into account. The incident will be recorded and the views of the young people are included in this report.
8. Staff members will also check on the young person frequently and ensure they are given support to recover, physically and emotionally. They will seek to learn and help young people develop ways to avoid further restraints. Young people will be supported to contact their advocate, social worker or parent and be given the opportunity to make a complaint.
9. Parents and carers will be informed of incidents of restraints and be given the opportunity to discuss these with the young person's key worker or the Registered Manager.

9. Supporting Positive Behaviour

At The Bungalow the preferred emphasis is on positive reinforcement of pro-social behaviour through reward and praise. It is recognised that it may be necessary to respond to challenging, socially irresponsible or risk taking behaviour in a way that establishes safety and through which young people can develop appropriate coping strategies, self-care and empathy.

Staff members will seek to understand what has caused incidents of challenging, socially irresponsible or risk taking behavior, and seek to offer positive alternatives using a relational approach. Similarly, when children and young people have demonstrated socially responsible behaviour or managed difficulties safely, then they will receive support and encouragement to reinforce this.

9.1 Acceptable responses to inappropriate behaviour

- Reparations and restorative approaches; young people will be supported to reflect on their behaviour in regard to the impact this can have on others and their relationships through restorative meetings and discussions. The primary aim of red flag meetings and a restorative approach is to facilitate growth and development.
- Withdrawal of or restrictions on leisure activities/free time when this is thought to be proportionate and relevant to the issue of concern.
- A requirement that the young person remains in the building under staff supervision may be necessary to establish short term safety.
- Confiscation of items considered to be dangerous.
- Confiscation of personal property, the use of which may cause harm or significant inconvenience to staff, other young people or members of the public.

Where possible children and young people will be involved in discussing and deciding how difficulties are addressed, in the hope of encouraging an educative and collaborative outcome.

10. The following are not permitted and never used

- Corporal Punishment
- Isolation
- Withholding food or personal mail
- Restricting or altering arrangements for contact with family, social workers, or other representatives
- Threats of violence or intimidation (verbal or physical)
- Racist or sexist comments
- Any sanction considered to be humiliating or degrading

11. Safe Care

Considerable emphasis is placed upon the safe care of children and young people at The Bungalow. This includes promoting a healthy lifestyle and positively managing the risks young people face. Detailed records are maintained pertaining to all aspects of safe care, e.g., unauthorised absences, complaints, physical interventions etc., to enable their ongoing monitoring and effective management, thus ensuring that safety in relation to issues of risk, remains a prominent consideration at all times.

A risk assessment and risk management plan will be completed and regularly updated in relation to all children and young people resident at The Bungalow.

External to the building there is a security camera system positioned externally on the facade of the building to promote safeguarding for young people

12. Health

All young people will be registered with a: General Practitioner; the Minor Ailments Scheme; Dentist, and Optician within seven days of moving to The Bungalow. This will only vary if the parents/guardians wish to stay with current practices for the young person, in which case young people may remain registered with a GP practice in their home area and access the local health centre for treatment, in line with procedures for visitors.

The doctor's surgery to the service is based at: Thornley Medical Practice, Dunelm Rd, Thornley, Durham DH6 3HW

Phone: [01429 820235](tel:01429820235)

GP appointments and actions are recorded in the young person's file. In the event of serious illness, the young person's social worker and significant others are informed at the earliest opportunity.

Parents/Guardians may be consulted on treatment of young people in emergencies and a medical consent form is completed as part of the admission process. Details of previous or existing health conditions are also asked for at this stage.

Medicines are kept in a locked cabinet in the staff office. Where appropriate, young people are encouraged to take responsibility for regularly taking any prescribed medicine, records of which are robustly maintained.

In the event of an accident occurring to a young person or a member of staff at The Bungalow, an Accident Form is completed and filed accordingly. The appropriate external agencies are also notified.

Health promotion includes material on diet, alcohol and substance abuse, HIV/AIDS, sexual relationships and related issues, general health issues, hygiene issues and smoking. These are all made available in a manner which takes in to account the age and level of understanding of each individual. A consistent positive attitude to a healthy lifestyle is encouraged.

The staff team observes good hygiene practices when dealing with spillage of body fluids and open wounds. In addition, all staff will receive training in hygiene, food handling and preparation, and substance misuse, within the first twelve months of employment with Moncur Group.

Menus are designed in consultation with the young people taking into consideration their preferences and dietary requirements, as well as respecting cultural or religious requirements.

12.1 Access to Specialist Services

Placing agencies should ensure that they inform the Moncur Group of any special health needs that children and young people have which require the support of specialist services in order to ensure that there is adequate local provision to meet the need. When issues of this nature are identified during the placement then specialist services will be accessed in consultation with the GP.

12.2 Community Adolescent Mental Health Services

The Acley Centre

Carers Way

Off Burn Way

Newton Aycliffe

County Durham

DL5 4PE Telephone: [01325 529520](tel:01325529520)

This service can be accessed:

- by the young person following consultation with their GP,
- following a referral from professionals to which the young person has consented to
- following a referral from the CAMHS team in the young person's local area
- When a referral is made a triage assessment will be undertaken by the service's staff and a follow up action may take the form of;
- an individual consultation with the young person
- consultation with professional with the young person's consent or
- training for staff members who work directly with the young person

If a young person has had support from the CAMHS team in their local area it may be considered more effective, in terms of continuity, for this to continue. Where this is the case, staff at The Bungalow support young people to attend appointments and work in partnership with members of the agency.

13. No Smoking Policy

The Bungalow operates a no smoking policy for staff, residents, and visitors. We acknowledge however that many young people smoke. It is our aim to help them reduce or break this habit by actively discouraging it, by making them aware of the dangers, offering support and incentives for not smoking, and ensuring that staff never smoking in front of children or young people.

14. Health & Safety

The Bungalow operates in accordance with Health & Safety legislation, regulation and guidance and has its own comprehensive procedures ensuring the health and safety of all residents, staff and visitors to the unit. Regular fire safety checks and drills are conducted and the home is inspected at least annually by the Fire Service and Environmental Health Dept.

15. Unauthorised Absence

The staff team at The Bungalow has the responsibility for the welfare and safety of all young people living there and subsequently need to know their whereabouts. When a young person is absent from the home without the consent of staff, or fails to return at a pre-determined time, careful consideration of the individual's circumstances are taken into account before deciding upon the appropriate course of action. This is based upon knowledge of the young person, their circumstances and history and the level of risk which will be addressed within the individual's risk assessment and management plan.

In some circumstances staff at The Bungalow may first attempt to locate the young person. However, where appropriate, staff will formally notify the police of the young person's absence from the home by following the Philomena Protocol to seek their support to locating the young person and return them to The Bungalow. The young person's social worker, or EDT and family, where appropriate, will also be notified of any such absences. After each incident the risk management plan is reviewed to ascertain whether the level of risk has changed. A multi-agency approach will address this.

The frequency of such absences is monitored, on at least a monthly basis, by both the Residential Service and the Head of Operations, to evaluate whether existing measures are adequate.

16. Child Protection

Child Protection is a primary responsible for all providers of care for children who are looked after away from home. The Bungalow operates in accordance with the Local Authority Child Protection Procedures and in line with national 'Working Together' guidance. Clear action is automatically invoked in response to any allegation or child protection concern. The Bungalow's training programme involves all staff developing an understanding of contextual child protection issues, specifically in relation residential child-care. This includes concerns pertaining to child sexual exploitation, child criminal exploitation, county lines and exploitation via the internet. Staff are vigilant and will have received training in spotting the signs of exploitation through observations of presenting behaviour and know that any concerns must be shared and acted upon in line with policy and procedure. The organisation's Designated Safeguarding Lead will be the Head of Operations. Child Protection and Safeguarding will be central to the induction of staff and will form a key part of their probationary learning and development.

All young people are subject to high levels of supervision at all times to ensure their safety, and staff will be trained to have a full understanding of their chronology and the assessment of risk based upon:

Nature
Likelihood
Severity
Imminence

17. Community Engagement

In embracing our commitments to social responsibility and social learning, the service aims to actively engage with the local community to maximise the opportunities to support positive outcomes for our children and young people. We are reliant on community resources to support the inclusion, achievement and citizenship of our residents. In acknowledgement of this, we are committed to contributing to the social, cultural and economic capital of the community. Key objectives regarding the wider social aims of the service relate to:

- Local recruitment and training;
- Partnership working with local agencies;
- Responsible and sustainable procurement, investing in the community and taking care of our environment;

- Contributing to the range of services and expertise available within the area;
- Promoting the inclusion of looked after children in the life of the community and challenging, where necessary, discrimination and negative stereotyping;
- A commitment to meeting with representatives of the local community to understand their issues and pressures in order to work more collaboratively to deliver positive outcomes for all.

In providing a specialist service and through the creation of partnerships with other agencies, we aim to contribute to the skills, expertise and knowledge that exist within the community and improve the capacity of partner agencies to develop effective strategies for engaging with children who may have experienced adversity. For example, we are able to provide support and training to staff in schools to promote their understanding of the effect of trauma on the development of children, how it may manifest and approaches to addressing the challenges this represent within the context of an education setting. We will also engage with Police to prevent offending, absconding and other anti-social behaviour through a restorative approach.

Involvement of the staff and children from the service in the life of the community will support a positive understanding of children who are looked after and will help challenge stigma and discrimination. The existence of a high quality service for looked after and accommodated children and young people also enhances the capacity for inclusion and responsible citizenship within the community, creating a virtuous circle within which young people can become effective contributors to the economic and social life of their locality. Promoting a sense of inclusion within the local community would be a significant milestone for many who have often felt excluded. Involvement in local voluntary groups will be encouraged with this in mind.

18. Children's Rights

The Bungalow is committed to ensuring that the rights of young people living at the service, as defined by the United Nations Convention on the Rights of the Child 1989. We will promote e.g. Article 12 and ensure that children and young people are consulted in all aspects of the life of the home. Regular discussions will ensure that their views are heard and, wherever possible, acted upon. Carers will advocate for young people and will also encourage the involvement of the national Youth Advocacy Service (NYAS) to empower those we care for to know that they are important and that their views matter

19. Complaints

The Bungalow will ensure that complaints forms are available to all those living there. Information about the complaints process will be given at the point of being welcomed into the home. An external email address will be established allowing any complaints or concerns to be raised directly with an external senior manager i.e. Head of Operations. Complaints forms are available along with stamped addressed envelopes within the services to allow children and young people to make representations about their concerns to the external manager without the need to ask staff members or the manager of the service. All complaints, and their outcomes, are recorded and these in turn are externally reviewed and monitored for additional safeguarding intelligence to ensure that any emerging patterns of issues of concern are addressed immediately.

20. Management Approach

The standards afforded to the children and young people at The Bungalow must also be applied to the team of carer staff. The Sanctuary Model is a whole organisational model which applies as much to the staff as the children and young people we care for. We all need to feel safe in the environment, whether we live or work there. Staff can't role model safety and create it for others if they don't feel it themselves. If they don't feel nurtured, they will be less able to nurture others. Staff must feel listened to and supported in order to role model best practice and create a highly nurturing place for children and young people to live. The management team at The Moncur Group acknowledge this and are committed to ensuring the well-being and support of the staff team. This will be achieved by:

- Developing a culture of continuous professional practice.
- Delivering full training in the Moncur Group Model of trauma-informed care
- Provide regular supervision and training.
- Promote reflective practice through team meetings and monthly supervision and a person-centred annual appraisal.
- Create a culture of 'growth and change' where staff are encouraged to apply theory to practice and maximise daily opportunities for learning. Use genuine mistakes as opportunities not to punish but to aim for learning and improvement.
- Ensuring that all staff by the end of the probationary period can clearly articulate what trauma-informed therapeutic care is and looks like in practice.
- Ensuring that professional practice is role modelled across the organisation. professional practice.
- Encouraging a reparative and restorative culture where staff and children and young people feel listened to and included.

21. Staffing

In order to fulfill the primary functions of the service and to ensure that the young people experience a nurturing, attentive and structured care experience, the staffing compliment at The Bungalow consists of: -

- 1 Registered Manager
- 1 Deputy Manager
- 6 – 8 Residential Child Care Workers

The team is also closely supported by a highly qualified and experienced senior management team.

Staff	Qualifications	Experience
Head Of Operations EP	BA Social Work BSc(Hons) Psychology Level 5 Diploma in Leadership for H&S Children and Young people Level 3 NVQ Children and Young People Certificate in counselling Certificate in Mental Health Team Teach Train the Trainer	Over 20 years both children and adult care services. Studied social work in South Africa and working as a residential carer in UK from 1999 progressing to director and quality improvement specialist. Passionate about positive outcomes for children and young people.
Registered Manager TBC		
Deputy Manager TBC		
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A vigorous 'safer recruitment' process will ensure that the adults we recruit is suitable and safe. All staff will hold a NVQ Level 3 or work towards it after a probationary period.

The staff team will be regularly supervised by the Registered Manager with a minimum of six supervisions per year and a formal staff appraisal system which ensures that all staff will have the opportunity to discuss their performance, experience and development needs at least annually. During supervisions, the staff will discuss their own safety plans, as it is important to

be able to self-regulate and understand our own triggers and emotions when we aim to guide and support the young people in our care on the same principle. We believe that we must be able to reflect and learn from our own actions and that from each other before we can ask our young people to learn from us.

22. Monitoring and Evaluation

The Bungalow will implement a comprehensive quality assurance system, which allows us to monitor review and improve our practices in order to continually improve the service provision to the children and young people we serve.

The following are examples of monitoring systems in place in relation to:

Staff

- Induction, Training, Supervision, Appraisal.

Young People

- Care Planning, Risk Assessment, Risk Management, Child protection and Safeguarding, Reviews (CLA, Health, Education), Educational Activity

Health & Safety

- Fire Regulations, Building Risk Assessments, Electrical Safety, Vehicle Safety, Administration of Medication, Food Handling, Diet and Nutrition.

The Bungalow will also be inspected annually upon registration by Ofsted. This consists of a number of unannounced visits to the residential service by an Inspection Officer who examines the service's operation in relation to a range of national standards. The Bungalow aims to work collaboratively and transparently with our regulators to ensure the best possible lived experience for children and young people.

23. 16+ Support

From the outset, we aim to equip, enable and empower children and young people to develop a sense of agency and know what it feels like to be included and responsible. Those we care for will be involved in all aspect of their care and the life of the home from the outset. From the design of the home and its colour schemes, including the décor of their own room, to activities, meal preparation and social activities etc., their views will be placed at the heart of our care. It is these skills that will promote resilience and a sense of self confidence. Our work through the development of trusting relationships will help them to experience a secure base and develop attachments. This will help foster a better sense of self and encourage them to look forward. These skills are as important as the practical skills of good housekeeping, budgeting, food preparation and health and hygiene, which they will also be actively engaged in from the outset as they engage in the life of the home as any child would. The Bungalow will work closely with the local authority Pathway Planning social worker to ensure that throughcare and aftercare planning is supported by the widest support network possible. For those young people who

move toward independence from our care, we will seek to promote interaction with the community in which they will be living and will actively engage such connections since we know that lifelong connections beyond care will help them to establish a sense of safety as they make the significant adjustment.

25. Evaluation

The Bungalow will engage with the process of Regulation 44 Independent Visitor checks which they contract externally. The Registered Manager will also develop quality audit checks in relation to The Bungalow process and practices which will inform an evaluative report from the perspective of Quality Assurance. In order to ensure the widest possible stakeholder involvement, we will encourage feedback from service users, the wider family network, children's social care, other partner agencies and other stakeholders.

Questions, concerns, compliments or complaints can be made in the first instance to those key contacts mentioned below:

26. Key Contacts

Registered Manager/Designated Safeguarding Lead

Head of Operations / Responsible Individual

Elaine Proud

