



99 Leyton Green Road

Statement of Purpose - 2024

2563530



Registered Provider: London Borough Waltham Forest

Registered Manager: Raul Jaque

Responsible Individual: Abigail Adieze

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The responsible individual:

The registered manager: .

**Welcome To
99 Leyton Green Road
(2563530)**

Quality and purpose of care

Range of needs of the children who we provide care and accommodated for at the Centre.

To support children with learning disabilities and associated physical, health and behavioural needs, and their families, through the provision of a residential short break and day care provision; and a medium to long term residential care service, thus supporting young people to remain with their families and in their communities, promoting and supporting their aspirations for adulthood. The needs of our children and young people include orders associated with the Autistic Spectrum Disorder and associated behaviours, physical and, learning disabilities.

Details of our ethos, and the outcomes that the Home seeks to achieve and its approach to achieving them

Our approach to care is based upon the recognition that young people require safety, space, clear boundaries, a sense of personal wellbeing and being cared for and about, being involved in the decision-making processes that affect their lives and having their views heard.

We believe that young people have the right to be treated as individuals. They also have the right to have their needs met in an environment which demonstrates they are valued and that the adults around them have their best interests at heart. This will entail not rejecting the young person because of their behaviour but will involve staff setting firm boundaries, being consistent, and not being afraid to show the young people that they are liked and valued.

We work within a multi-disciplinary approach to behaviour management, which is Positive Behavioural Support. We can make this happen by understanding the reasons that our children and young people display challenging behaviour, and by making sure the new behaviours we want to teach are reinforced in the same way. We support parents/carers to promote a positive behaviour approach to their children with consultation with other professional stakeholders (schools, social workers,) to improve outcomes at home.

Description of the accommodation currently offered by the Home and Centre:

How accommodation has been adapted to the needs of children cared for by the Centre

99 Leyton Green Road is a purpose-built development of 2 adjacent buildings. Lester House is a two storey building which has been specifically designed for children and young people with disabilities and learning difficulties to have overnight short breaks. 99a Leyton Green Road is a two-storey building specifically designed for 3 children and young people to live in medium to long term. The children and young people have the use of new state of the art, sensory and soft playrooms.

Inside Lester House there is a kitchen and large dining room on the ground floor, along with playroom and music room. The building has 5 single occupancy en-suite bedrooms on the first floor. 99a has 3 single occupancy en-suite bedrooms also on the first floor. Both buildings are fully accessible and there is a large garden with specialist play equipment.

PLEASE TAKE A LOOK AT OUR HOME

99 Leyton Green Road Virtual Tour Link: <https://protect.eu.mimecast.com/s/Y5ZMCZ819FDARrJtzNyFT>
<https://protect-eu.mimecast.com/s/L-MxC16Lvlkxm2VSGHqzi>

The age range, number, and sex of children for whom it is intended that accommodation is to be provided.

The service will be home for up to 3 children and young people with complex needs and behaviour for medium to long term periods - The service will provide for up to 5 children and young people to have overnight residential short breaks throughout the week. This service is available on a planned basis for children and young people with an assessed learning disability and associated physical, health and behavioural issues, of either sex between the ages of 8 and up to 18 years. We (would also like to be) are registered to take emergency placements, within and out of borough. These placements will be accepted after a risk assessment is completed which clearly demonstrates there will be minimal risk or disruption to other children and young people. These placements may be for up to 5 days, so that a more permanent plan can be arranged. (It is planned that) In some instances, longer placements may be accepted for longer periods if it is clearly in the best interests of the child/young person and the local authority has a clear plan for moving on. This would usually be agreed with Ofsted.

The type of accommodation, including sleeping accommodation (Short Breaks – Lester House) A

Large dining room

Large lounge

Playroom

Sensory room

Soft Playroom

Activity room with DDA (Disability Discrimination Act) standard kitchen with adaptable height cooker/sink

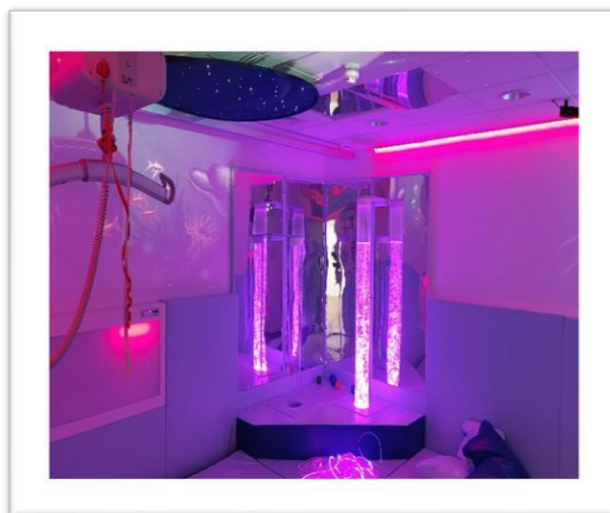
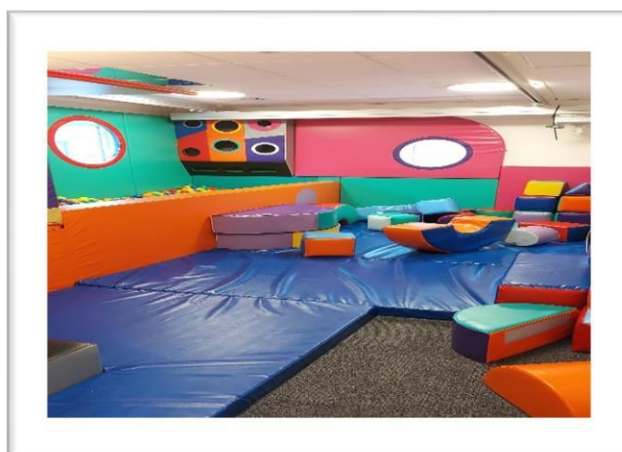
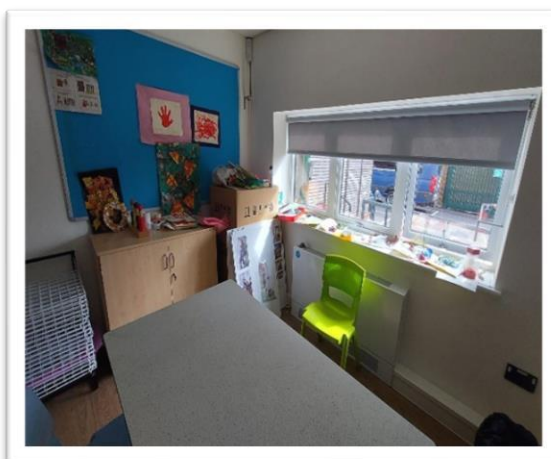
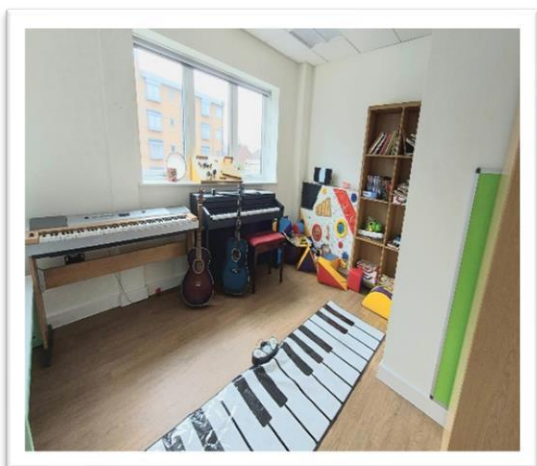
Fully equipped kitchen

Laundry room and macerator room

5 en-suite bedrooms Large

music room

Staff sleeping-in bedrooms will include en-suite bathrooms in both residential and respite units





Residential

**A Large dining room large lounge Fully equipped Kitchen Utility room Garden and shared playground
3 en-suite bedrooms Staff sleeping in room with en-suite bathroom.**

Large garden areas with upgraded playground equipment including floor level trampoline and swings and covered area.

The service also has two shared vehicles for recreational activities (including a 17-seater minibus) and a range of accessible toys and books to facilitate a variety of indoor and outdoor activities.

Description of the location of the Centre

99 Leyton Green Road is situated to the east of the London in the Borough of Waltham Forest and in the Ward of Leyton. The unit is close to the Green and southern end of Lea Bridge Road in London E10.

**The arrangements for supporting the cultural, linguistic, and religious needs of children.
accommodated at the Centre.**

Where desired by the child or young person and /or family or carer, arrangements are made for children and young people to follow any preferred religious persuasion. Where certain diets or exclusions of foods from the diet are required, the Centre will make every attempt to follow these, following medical or cultural advice. All reasonable steps will be taken to enable children to attend their preferred place of worship.

As part of the admissions process, enquiries are made into the child or young person's religious and cultural needs which are incorporated in their care plan. Every possible consideration is given to demonstrate respect for the young person's religion. All young people are encouraged and assisted to follow their own or their family's religious persuasion in a manner which is appropriate to their age and understanding.

99 Leyton Green Road will promote and maintain the young person's religion through discussion, making literature available, and the child or young person continuing to attend religious functions held outside the unit.

Near to 99 Leyton Green Road are several churches and 3 mosques are within a one-mile radius. In addition, the nearest Synagogue is Oaks Lane, Newbury Park (5.7 miles). The nearest Gurdwara Temple is Ramgarhia – Stratford, (4.7 miles). The nearest Hindu Temple is less than a mile away at Whipps Cross. 99 Leyton Green Road will ensure, as far as is practicable, the children and young people have an opportunity to attend such religious services and receive such instruction as are appropriate to their religious persuasion.

This also includes diet and food preparation. Individual dietary needs such as Halal foods are catered for, and all the staff team are aware of correct preparation and storage, with utensils, fridges etc. clearly labelled. If members of staff do not have the relevant information needed to help a young person, they will actively seek to make this available.

Religious festivals and celebrations will be observed within the service setting and different cultures explored through a variety of means including food, dress etc. Private space is available for prayer.

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Details of who to contact if a person has a complaint and how that person can access the home's complaint's policy

In accordance with the Children Act 1989, we believe that young people have the right to complain if they think something has been dealt with wrongly or badly, or not done at all. 99 Leyton Green Road has a written policy and procedural guidelines on complaints and representations. Children and young people also have the right to challenge decisions that directly affect their lives if they disagree with them.

The service encourages young people and their families, stakeholders, or any member of the public to complain if they are unhappy with any aspect of the service. By hearing what our children and young people have to say we are enabled to work towards providing services that best address individual need. All children and young people are informed of their right to complain and are provided with a copy of the LBWF complaints procedure leaflet when they first access the service; accessible details of the Children's Rights Service are available. We are continually working on ways of improving the access to the complaint's procedure for children with communication difficulties. At Looked After Children in Need and Overnight Short Break reviews, opportunities are specifically offered for any complaints and feedback to be made.

All formal complaints are initially investigated by the Registered Manager, who will address the issues, interview staff if appropriate, and seek to resolve the complaint in the first instance. Should a successful resolution not be achievable, the Assistant Director of Quality Assurance will investigate

further. See LBWF complaints procedure for full details. All the young people have access to four complaint procedures:

- **99 Leyton Green Road's own complaints procedure - complaints can be made directly to the Registered Manager 0208 496 1435 or to the Head of Service, Placement and Resources on 020 8496 3274.**
- **Waltham Forest Social Services Complaints Procedures by contacting the: Complaints Officer on 020 8496 3000 • Their own local authority complaints procedures**
- **Ofsted: Social Care Team, Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel: 0300 123 1231.**

Should the complaint be concerned with any aspect of physical, emotional, or sexual abuse, it will be referred to London Borough of Waltham Forest Safeguarding and Family Support Team (0208 496 3000).

Details of how a person, body or organisation involved in the care or protection of a child can access the home and respite home's child protection policies or behaviour management policy (Quality Standard 12).

All staff working with children and young people in Waltham Forest are also expected to follow the London Child Protection Procedures, Working Together and the Waltham Forest threshold guidance – Right Conversation, Right Action, Right Time.

Details of our policies are below, and copies are available upon request from Registered Manager on 0208 496 1435.

If a member of staff is concerned that a child is suffering or is likely to suffer harm, this must be reported to a manager. Safeguarding procedures will then be followed in line with the London Child Protection Procedures (Updated June 2019). It is recognised that children and young people with disabilities are more vulnerable to abuse and may have greater difficulty in communicating issues. For this reason, all staff must attend mandatory Safeguarding Disabled Children course's, offered by the department.

99 Leyton Green Road has a Safeguarding policy (reviewed July 2019) for children and young people who use our service. Safeguarding training is available to all staff through our training programme and all staff attend this. Allegations against staff will always be taken seriously. If an allegation is made against a member of staff, then an investigation will be undertaken by an offline manager and the Local-Authority Designated Officer (LADO) informed. The member of staff will be removed from working directly with young people as a Safeguarding precaution, to ensure all parties are not at risk during the investigation. Ofsted will be informed of any allegation concerning staff. All staff are aware of their statutory duty to report anything that they believe has or will put a child or young person in a vulnerable or dangerous situation. This should be done through the line manager, unless they are either away from work or part of the problem, in which case their line manager should be contacted. If having done so they do not feel that proper consideration has been made of the issues raised, they can contact the Council's Complaints department or Ofsted. All efforts should be made to ensure the child or young person's safety in the first instance, if by not doing so may endanger them. For full details, see the LBWF Whistle-blowing Policy.

Bullying is not acceptable behaviour and will not be tolerated. All staff are expected to always model appropriate relationships between each other and with children and young people. Staff will use appropriate strategies to deal with any bullying amongst children and young people. These may include a verbal reprimand and an explanation of the effects of bullying as well as the use of any appropriate behavioural reduction techniques. Safeguarding procedures may be required to be implemented should any bullying behaviour be viewed as significant.

Procedure for dealing with any incident where a child goes missing from the home.

To safeguard young people and staff, there are several physical security measures at both in the residential and respite. These include electronic locking on external and internal doors that are accessed by the children and young people, with alarms in use at certain vulnerable times of day; restricted opening windows/locks. There is also an electronic gate at the front of the premises. Children and young people are supported by staff in according with their assessed need, this includes 1:1 supervision where this is appropriate. However, should in the unlikely situation a young person goes missing, staff will carry out a quick search of the building and grounds, including checking outside the front and rear entrances and a visual check of the roads, before reporting the young person missing in line with the LBWF *Missing from Care* protocols. Parents/carers will be informed. One member of staff will carry out a wider search to ensure adequate cover for the other young people.

Missing from care while out in the community

99 Leyton Green Road have a protocol agreed with the Metropolitan Police. This protocol addresses the unauthorised absence of young people from both parts of 99 Leyton Green Road, as well as other situations that require police involvement.

Where the young person's location is unknown or the reason for the absence is unknown, and there is cause for concern because of their age and vulnerability, the police will be contacted immediately.

A risk assessment is undertaken for every young person admitted to the home and respite unit as part of the admission process. In line with the agreed protocol, staff will assess the situation as a child being missing. This is achieved by the weighting of risk factors. All our children and young people are considered high risk, due to their vulnerability. Consultation with the Police Duty Inspector and the Duty Social Worker will form part of the risk assessment process.

In all cases of absences, everyone with parental responsibility will be informed as soon as possible, e.g., family, and social worker or duty social worker.

A social care pre –Incident Risk Assessment form has been completed for all our children and young people, which provides basic information on the young person and their vulnerability. A risk assessment form will be provided for the police to commence the search or return of the young person to the Centre. On the young person's return, all appropriate persons will be notified. The absence and time of return is recorded on the young person's personal file and in the absconding book. Time will be set aside to discuss the absence with the young person (if appropriate) and parent/carer and social worker. Every effort will be made to resolve any related issues or problems.

In the unlikely event that a young person goes missing while on an outing or trip the following procedure should be followed:

An immediate search of the local area should be undertaken to look for the young person – this search should be no longer than five minutes.

If the young person is missing within a public building, staff should report this to the appropriate staff that can monitor the exits and assist in a more thorough search.

If the young person is not found within five minutes, a missing person report should be made to the police in line with the missing from care protocol giving the appropriate information, an accurate description of the young person, their clothes, vulnerabilities etc.

The staff should inform the Manager as soon as a report to the police has been made.

Staff should complete a written detailed recording relating to the incident and copy to the Manager and allocated social worker or appropriate social work team.

Senior managers and Ofsted should be informed as soon as possible, especially if there is delay in the young person being located, in line with Regulation 40 procedures.

Views wishes and feelings (Quality Standard 7)

Description of the home and respite unit's policy and approach to consulting children about the quality of their care

All children are consulted about their experience of the service as part of the review system, and the team routinely consult with children and young people about their wishes and feelings or their involvement in day-to-day activities and interests. A more specific consultation exercise is carried out twice a year to review the young people's view of their experience of the service offered. Our team are skilled in communicating with children and young people who have communication difficulties and can draw on resources such as Makaton signing, Picture Exchange Communication System (PECS) symbols, various communication apps on electronic tablets. Interpreters can be booked as necessary, including sign language interpreters, if this is conducive with a specific need. Staff are being supported to become communication champions to ensure expertise is shared with staff to promote accessible communication for all young people.

99 Leyton Green Road has an independent visitor who visits the service at least once per month. During these inspections, the visitor will, if they consent, interview in private, some of the children, parents, relatives, and persons working at the home, where their views wishes and feelings are recorded, and a report (Regulation 44) is completed which is then submitted to Ofsted. These visits may be unannounced.

In addition to this, staff employed at 99 Leyton Green Road have an annual appraisal, which also evidences feedback from families.

The policy and approach in relation to: -

Anti-discriminatory practice

99 Leyton Green Road are committed to offering services within the framework of anti-discriminatory practice and in line with the LBWF Policy on Equal Opportunity in Service delivery. No-one should be discriminated against on the grounds of age, disability, gender, race, ethnic or national origin, sexuality, class, religion/fait group or any other factors which may cause disadvantage. We aim to promote equality in our service delivery by working to policies that promote fair and equal treatment of all children and young people, their families, and staff that enable us to have transparency in our operation.

Children's rights

All young people and their families, staff, have & should be accorded the following:

The right to respect and to be valued as an individual

The right to be protected

The right to be secure

The right to have a say in the decisions that affect their lives

The right to complain.

For further information see the LBWF Policy on Equal Opportunities

Education (Quality Standard 8)

Details of provision to support children with special educational needs.

It is the keyworkers responsibility to ensure that the social worker provides a copy of the child or young person's Education, Health, and Care plan (EHCP). An **EHCP** will include: the views, interests and aspirations of the children and young people and their parent/carer, an outline of the child or young person's special educational need, outcomes covering education, health and social care and the special educational provision needed to support the child or young person. These will be held on each young person's file. Contact with the child's school is made and maintained by the keyworker, to ensure that information is current and accurate. This includes attendance, wherever possible, at annual child centred reviews. Where appropriate, educational objectives and programmes are followed in our setting, recognising that our service is not a school and will not undertake lessons or specific educational procedures.

The arrangements for children to attend local schools and the provision made by the Centre to promote children's educational achievement.

There is regular contact between the service and school via the home/schoolbook system and keyworker visits. Children and young people have private space to do homework. Computers are available for young people to use for educational purposes as well as recreational fun. Children and young people are supported to attend school regularly and staff do ensure appropriate equipment and school uniform are available to them via contact with parents and the school. Where it is appropriate, the staff will liaise with school and communicate incidents, deterioration in behaviour and changes in needs that require support.

Enjoyment and achievement (Quality Standard 9)

The arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative intellectual, physical, and social interests and skills

A range of activities are provided both in and out of 99 Leyton Green Road and all our children and young people are encouraged to participate in activity planning. The children and young people are provided with choices and are encouraged to participate in activities. The activities on offer include arts and craft, music, sensory activities, use of toys, games, books, electronic tablets, TV and DVD plus other facilities. Activities outside the service can include bowling, going to the seaside or cinema. Young people will be given choices and asked their preferences via accessible methods of communication.

Walthamstow Leisure Centres have been refurbished including Leyton Leisure Centre, Leyton Gym, and Leytonstone Leisure Centre and seen the rebuild of the old Waltham Forest Pool and Track into the new Waltham Forest Feel Good Centre. Walthamstow Leisure centre also has leisure space for children with autism, which is easily accessible for our children and young people in the borough.

We arrange day trips to theme parks, to the zoo, trips to parks, Epping Forest, seaside etc. All appropriate risk assessments are undertaken, and parental consent given.

Whenever possible, we attend local community events and celebrations such as the young people's Caribbean Carnival and Asian Mela, etc. The young people and their families cultural and religious needs are observed and promoted through attendance at ceremonies, celebrations etc.

Our children and young people need opportunities to develop, and experience positive relationships with peers and adults, which demands the support and guidance of positive role models, as well as a structured environment and opportunity for new experiences.

Our philosophy is holistic in approach to ensure appropriate individual care for each child or young person. The overarching knowledge and understanding of a child or young person are built within the context of their family, education setting and their community, culture in which he or she is growing up, their personal aspirations both as a young person and as an adult will be considered and supported to enable the best personal care and growth for the child or young person.

In line the Quality Standards 2015, our work is underpinned by promoting the Quality Standards to improve outcomes for children and young people, including:

- Engage with the wider community standard
- The quality and purpose of care standard
- The children's views, wishes and feelings standard
- The education standard
- The enjoyment and achievement standard
- The health and well-being standard
- The positive relationships standard
- The protection of children standard

The children and young people's welfare is our primary concern. We consider each young person as an individual with specific rights under the European Convention on Rights of the Child. Each care plan reflects the individual's rights regarding their culture, race, religion, gender, sexual orientation, and disability. They are drawn up using an assessment of the child's needs in partnership with people who have a significant role in their lives. We aim to provide a range of services to enable children and young people to experience the maximum level of community involvement. Our service strives to create a culture that celebrates individual success, reduces the negative impact of personal disabilities, and recognises that each person has a valid contribution to make and can be supported to attain achievements they can enjoy.

Intended Outcomes:

To meet the individual holistic needs of each young person referred to the service, thereby supporting the needs of their families.

To work in partnership with parents, carers, other professionals and agencies to ensure “joined up” care management planning to meet each young person’s needs, promoting consistent practice and information sharing and achieving positive outcomes for the young person.

To provide each young person using the service with a Keyworker, who will be the principal contact between the service, the child or young person’s family, school and other significant people or agencies. The Keyworker will attend childcare reviews and will be responsible for maintaining accurate essential information about the child or young person. They will be responsible for ensuring the child/young person is consulted on any care management practice changes and their wishes and feelings appropriately addressed.

Specific health, behavioural needs etc. will be managed in line with an agreed parent/carer, multiagency management plan. The application of any measure of control or physical intervention will also be agreed with parent/carers/ and the multi-agency plan. Consultation with the children and young people will be undertaken prior to the final agreement of any multiagency plan. **(Quality Standard 6).**

To support families caring for a young person with a disability through the offer of residential short breaks and activity sessions, the offer of practical assistance with behaviour management, daily routines, coping strategies etc.

To listen to, and value the views and wishes of children young people and their families. Any specific cultural, gender, religious, disability and sexuality need will be supported as agreed at the placement planning meeting and any review of the plan. Children’s rights, wishes and feelings will be respected and promoted **(Quality Standard 3)**

To enable young people to become as independent as possible whilst ensuring appropriate safeguards are in place. Each child/young person will be supported to enable their strengths to be further developed and any needs addressed within a non-judgemental and anti-oppressive practice ethos. (In line with LBWF policies and Code of Conduct).

To offer children and young people positive choices in respect of their care experience, irrespective of their level of ability, recognising that this may involve using accessible communication, creative and innovative approaches that meet a child/young person’s receptive communication needs.

To provide continuity for children and young people using the service to continue to access community facilities, clubs and other activities that they would usually access while at home, and to provide suitable and appropriate leisure and social activity choices for all young people using the service either within or external to the home.

To provide and support a competent staff group that reflects the diversity of our services users and the wider multicultural community.

To provide a welcoming and nurturing environment with appropriate toys, music, food, books and pictures that reflect the diversity of our children and young people, and our multicultural community. This includes positive images of people with varying abilities.

To respect the children and young people’s rights to privacy and personal dignity and promote their autonomy.

Health (Quality Standard 10)

Information about how the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information, or the evidence can be accessed

Short Breaks Service

As young people using the short breaks service do so for short periods, the responsibility for routine medical care remains with the child's parents/carers. Prescribed medications will be administered in line with our medication policy. Only permanent or senior staff will administer medication. Consent forms regarding children receiving medical treatments will be completed prior to accessing the home.

Parents and carers are required to supply the correct dosage of medication for the child's stay, in pharmacy labelled containers. These labels require all information to enable administration of the medication by staff. Any changes in medication should be confirmed in writing, and the Medication Information sheet amended and signed, and counter signed. At times where the child / young person's medication is changed on a regular basis and a repeat prescription with the new dose on it may be delayed, e.g., if the medication is changed by a paediatrician the same day as the visit. In these circumstances, would seek where appropriate confirmation from that child's paediatrician or GP over the telephone. We will request that a correct label is sent on their next visit.

Where the child/young person has long term health conditions, staff are trained in the clinical skills necessary to deliver care safely. The Children's Home has responsibility for ensuring correct and appropriate training of staff. Some of the children/young people may require specialised equipment and follow specialist physiotherapy programmes. Staff members will liaise with the relevant professionals to provide these services, if identified. Consultation will take place with parents, carers and school, to provide continuity of care for that child/young person during their stay.

If a child or young person is unwell whilst in our care, our staff will contact the parent/carer to take them home. If a child or young person's family cannot be contacted immediately, staff will take appropriate steps to safeguard their health by contacting the family GP and/or take the child or young person to the accident and emergency department at Whips Cross Hospital.

If a child or young person has an accident, staff will take immediate action to ensure that they receive appropriate medical attention. Their parent/carer will always be informed, and copies of any accident form will be given to the family, and a copy held on the child or young person's file. A copy will also be sent to our designated Health and Safety Executive officer.

All children and young people who have epilepsy have clear protocols for staff to follow in the event of a seizure. Staff will have access to training in such procedures and other appropriate health issues appropriate to each individual child/young person.

The service does not currently use specific therapeutic programmes with the young people but would work in conjunction with parents and other agencies involved with the child/ young person to promote their constructive and positive development as an individual. The home is considering various approaches that may be employed in the future and fit with the services offered. Where

Physiotherapy, Occupational Therapy and Speech Therapy specialists require staff to work in a particular way with a young person, this will be undertaken following training and agreement of how the support will be offered by staff. Where any therapeutic technique is suggested, this will be discussed within a multi-agency setting before implementation.

Residential Home

The health needs of all the children are determined in consultation with the child/young person (where appropriate), parent's/carers and lead professionals prior to admission and throughout their time at the home.

Some of the children may have specific dietary requirements. Regular discussions with parents and carers and dietician, paediatrician and GP are necessary to meet the health needs of the child/young person, whilst taking into consideration the child's wishes.

Where the child is in care, keyworkers will be responsible to make all medical appointments. If any concerns arise about the health of any of our children/young people parents/carers will be contacted (where appropriate) and the GP. If necessary, we will either call an ambulance or take the child to Whips Cross Hospital for medical attention. Whips Cross is approximately 5 mins drive away. If this occurs, families will be contacted. Staff will stay with the child /young person. Parent/carers may be required to meet and support the child/young person at the hospital unless specific arrangements have been agreed prior to that child/young person's stay. The team have awareness and understanding to support children with their emotional well-being. Consent forms regarding children receiving medical treatments will be completed prior to accessing the home.

Our services will undertake healthcare procedures only in line with the London Borough of Waltham Forest joint protocols, and only if the relevant staff have received appropriate training in carrying out a procedure and are signed off as competent for specific tasks. Staff will not undertake any procedure that is one that requires qualified nursing staff.

Positive relationships (Quality Standard 11)

Arrangements for promoting contact between children and their families and friends

For the children and young people receiving short breaks care, contact arrangements are not applicable. For the children receiving residential care, staff will encourage and facilitate whatever contact is required and agreed to be appropriate. Young people will be encouraged to spend as much time as possible with family and friends if this is appropriate.

Protection of children (Quality Standard 12)

Description of the 99 Leyton Green Road's approach to the monitoring and surveillance of children

An alarm system monitors all external doors. Door alarms to each bedroom will trigger the alarm to alert waking night staff when a young person leaves their room at night. Main entries (outside) and rear entries (outside) to both units are covered by 13 CCTV cameras. Parents will be informed of the use of the equipment in relation to their child at placement planning meetings. Current parent/carers will be notified prior to planned service opening in the autumn.

Details of the homes approach to behavioural support, including the home's approach to the use of

restraint in relation to children

Regardless of a child/young person's abilities, there are expectations of behaviour which will contribute to all children and young people's enjoyment of their time at 99 Leyton Green Road, whether this is in a group setting or being supported on a one-to-one basis by a member of staff during any part of their stay.

The following policy and guidelines aim to ensure that parents/carers, young people and the staff at 99 Leyton Green Road know what is expected by the service in terms of encouraging positive behaviour and building positive relationships with young people in our care. The homework in partnership with other agencies to agree on appropriate strategies for managing disruptive, unacceptable, or unsafe behaviour and to promote the positive development of the child/young person. A Rewards policy is in place to promote positive behaviour. Though they are rare, any restraints and holds are recorded in a restraint record book and are reviewed routinely by managers. Staff will liaise with other agencies involved with the young person, as well as parents/carers to ensure consistency of response to inappropriate behaviour. Staff undertake Resolute training and manager will ensure training for staff is refreshed routinely. The staff team will work with local schools and currently use Resolute Techniques where physical intervention is required.

How staff working at the home are trained in the use of restraint and how their competence is assessed

Staff competences in respect of restraint are assessed by managerial sign off all recordings where restraint has been used, ensuring compliance, and informing all parties including parents and by regular training. Shift Leaders and managers also directly observe the practice of staff in any situation where restraint is used and will reflect on it with practitioners after the event.

Where physical intervention is noted as increasing in frequency or intensity for a young person, this information will be shared with parents, and all agencies involved with the young person to explore how the behaviour can be positively managed and reduce the need for intervention.

Young people will be assessed and offered health support as part of a planned approach of support following any intervention.

Staff are trained in Resolute techniques and have refresher training annually.

Leadership and management (Quality Standard 13) The name and address of the registered provider:

London Borough of Waltham Forest,
Families Directorate
Waltham Forest Town Hall Complex
Forest Road,
Walthamstow E17 4JF
Tel: 020 8496 3000

The responsible individual:

London Borough of Waltham Forest
Abigail Adieze
Head of Service, Placement and Resources
Waltham Forest Town Hall Complex
Forest Road,
Walthamstow E17 4JF
Tel: 020 8496 3274 - 07715536869

The registered manager:

Manager: Raul Jaque
 London Borough of Waltham Forest Residential home and Short Break Service
 99 Leyton Green Road
 Leyton
 London E10 6DB
 Tel: 020 8496 1435 - 07767162440

After successfully completing probation, each adult will be enrolled on their level 3 Diploma in residential childcare with an expectation to be completed within 2 years. Managers will be expected to be working towards or achieving their level 5 in leadership and management. Equivalent qualifications already held by team members at the start of employment are considered in line with Children's Homes Regulations 2015.

All Adults working in the home receive regular supervisions 4-6 weekly in line with workforce development plan. Supervisions are structured to enable team members to reflect upon their practice and improve on areas of development in addition to recognising and celebrating achievements.

Management Profiles

The designated responsible individual is Abigail Adieze, Head of Service-Placements and Resources, which includes Permanence team (SGO and Connected Persons) Fostering Service, Placements team, Contact Service, Fostering and Adoption Panel adviser. She has line management responsibility for 99a and 99b Leyton Green Road.

Abigail qualified as a social worker in 2003 with dual qualification in Nursing and social work studies. She holds M.Sc. in Advanced Social Work Practice, awarded by University of Royal Holloway in 2018.

Abigail has completed several post qualifications courses such as PQ1, Child Care Award, the Enabling Others course Stage 1 and 2). She completed Advanced Management Course in 2020

Abigail has had the great opportunity to access other training such as Emotional Well-being of the Child, Training on Advanced Social work Practice, Learning for Leadership Transformation, Attachment Style Interview and Signs of Safety.

Abigail is a confident professional with excellent interpersonal, communication and consistent track record in providing high level professional practice in diverse social work areas. She has Proven experience in senior leadership and management.

Abigail has in-depth experience and knowledge in working with in-house and external providers, maximising the use of in-house provision wherever possible. Abigail's knowledge and experience as highlighted above will be invaluable in so many areas of work as a Responsible Individual.

Abigail has had a range of involvement with Residential Children's homes through commissioning in her previous role as Team Manager for Placements Team and through quality assurance and monitoring checks. Abigail is looking forward to working collaboratively and innovatively with children and their families to bring about sustained service improvement and high-quality care to meet individual child's need.

The Registered Manager

Raul Jaque is adaptable, conscientious, dedicated and self-motivated leader, with extensive leadership and management in ensuring the home meets the legislative and regulation requirement and focus in delivering high quality care that meets the children and young people's need – Raul possesses a wealth of child care skills and has ability to relate with people from variety of backgrounds I have a great deal of patient and sense of humour which Raul feels it is important for the home care environment – Raul has excellent management and leadership, administration and communications skills which he gained through previous employment – last year Raul worked extremely hard in setting up a brand new children home, becoming a registered manager of thar same home. Before becoming a register, manager Raul has worked as a night centre manager at large centre Based across 60 acres of beautiful countryside, supporting children and adults of all ages with epilepsy and other complex medical conditions, the severity of which impacts upon their health, social, behaviour, learning and emotional development. he has over 16-year experience. His qualifications include:

- **BSC in health and social care.**
- **NVQ level 5 in leadership and management for health and social care- working with children and young people.**
- **NVQ level 3 in health and social care.**

The Deputy Manager

Chantal-Marie Taylor has been appointed to Leyton Green Road in March. She is a dedicated, passionate and motivated leader and a working advocate for children/young people, parents and families. In her professional working history, she commenced her experience as Assistant/Youth Leader, working closely with social workers and church synods as a volunteer for over 10 years within youth engagement projects. She also worked freelance as a performing arts tutor supporting young people's creative interests from 8-18 years. Her last recent employment has been working as an outreach worker for migrant families and she has gained extensive experience advocating for vulnerable families in the Borough. She has also worked as a deputy manager in private nursery settings and as a keyworker in authority-led children's hubs where holistic provision is offered. Chantal-Marie has supported children with the most complex and challenging needs and provides a steadfast, kind and respectful approach in her practice which she is keen to share with her delegates in her workforce at Leyton Green Road. She is lively, engaging and supportive of the team and keen to imbed high-quality working practices for children and families to benefit from. Chantal-Marie is keen to support her wonderful staff team with her 20 years of experience and wealth of knowledge for the families' directorate. Her qualifications include:

- **NVQ 3 For the Children and Young people's Workforce (QCF)**
- **NVQ 4 - Management and Leadership**
- **Health and Safety - (COSHH, Working from Height, Hazardous Substances, Fire safety)**

