



Portchester Road

Statement of Purpose

This Statement of Purpose is written in accordance with the requirements of Schedule 1 of the Children's Homes (England) Regulations 2015. This document will be provided to Ofsted and will be made available to any staff, parents or guardians, children or social workers requesting to view it.

Contents Page

- 1. Quality and Purpose of Care**
 - Core Values
 - Cultural, Linguistic and Religious needs
 - Complaints

- 2. Views, Wishes and Feelings of Young People**
 - Consultation with Young People
 - Reviews and Placement Plans
 - Equality of Care

- 3. Education**

- 4. Enjoyment and Achievement**
 - Recreational Activities

- 5. Health and Wellbeing**
 - Therapeutic Approach
 - Health Care

- 6. Positive Relationships**
 - Contact Arrangements

- 7. Protection of Young People**
 - Supporting behaviour
 - Bullying
 - Absent and Missing from Home

- 8. Leadership and Management**
 - Organisational Structure
 - Service Structure
 - Whole Time working
 - Supervision, Training and Development of staff

- 9. Care Planning**
 - Admission Criteria
 - Moving on

Appendix 1: Home manager and provider details

Appendix 2: Staff team profile

1. QUALITY AND PURPOSE OF CARE

Portchester Road is an Ofsted Registered Home which provides a safe and nurturing environment for up to 3 Young People from the ages of 12 to 18 years old with complex social, emotional with associated mental health challenges. The Home supports our Young People to develop and practice the skills for a successful transition into adulthood and the wider community. We recognise the needs of our Young People through creating individualised care plans, risk assessments, zoning plans and working closely with Therapeutic Practitioners at our Fairways Hub who provide monthly support through TAC meetings and within staff meetings. The Home aims to work closely with wider agencies, clinical teams, placing authorities and families, ensuring our Young People have the best support in place, which is individual to their needs. We recognise the importance of experiential learning during these key developmental years providing a wide range of benefits that contribute to a child's development through creativity, reflection and whereby positive risk taking become valuable experiences.

To achieve this, Portchester Road places the upmost importance on adhering to our therapeutic ethos which places a strong value on making positive relationships with our Young People. This generates a culture of openness, trust and ensuring that staff remain alert whilst being aware of any signs that could indicate our Young People could be at risk of harm.

Much of the focus of our work lies within setting small achievable targets identified by our Young People and their Keyworkers in their monthly target setting meetings linking into their care plan. All young people in our care are involved in planning and decision making based on what is important from their own perspective and with their engagement within this we see better outcomes. We focus on being non-judgmental, providing care and empathy, accepting each child as a unique individual. We recognise that in order to offer outstanding care, the needs of the individual must lie at the heart of everything we do

The Homes main aspiration is to support and promote independence through our Young People building trusting relationships with our staff team.

There are opportunities for our Young People to enjoy, achieve and celebrate success in all areas of their development. In education and employment keyworkers attend parent evenings and other events related to our Young People's education. Our Young People are actively encouraged to start working towards independent living by being given an allowance for shopping and either cooking for themselves or for everyone in the Home and being trusted with other allowances they receive in hand. In regards to health and well-being and community and friendships our Young People are encouraged to go out on activities as a group or with their friends from outside of the Home, they can attend hobbies and activities that they wish to be involved in and are able to join the local gym. Our Young People are encouraged to make a positive contribution both to the running of the Home and their involvement in the local community through their community meetings, completing jobs around the Home for positive rewards and are supported to gain work experience or volunteering for instance at horse riding stables to gain responsibility and increase their friendship circle.

Portchester Roads Core Values:

a) Education and Employment:

Every Young Person at Portchester Road is supported to engage in education and is aware of employment opportunities specific to their individual needs. We believe that education is extremely important to our Young People's further opportunities and Young People are encouraged to be in a routine to support them with this. We also have an Education Specialist at our Fairways Hub who can support the team if we have Young People lacking engagement in education.

b) Independent Living:

We encourage all our Young People at Portchester Road to explore their abilities and fulfil their potential as they move on from residential childcare to independence, learning the necessary skills along the way. This is discussed in their Pathway Plan meetings and then an individual independence plan is developed with both our Young Person and Keyworkers to enable them to gain the life skills required for a successful transition.

c) Health and Wellbeing:

Our Young People's health and wellbeing is of utmost importance and is supported by the culture at Portchester Road. Through positive relationships in the Home our Young People can identify and understand their own needs, the support that is available and over time be able to manage this independently. This is encouraged through staff supporting with medical appointments and Young People creating their own Zoning Plan relating to their behaviours and recognising the support they require when in certain zones relating to their emotions.

d) Community and Friendships:

Young People and staff are to be involved in the community both at Portchester Road and in the local area, successfully preparing them towards independence in the future. We hold weekly community meetings and encourage participation in hobbies and activities individually and as a group. We also have a locality risk assessment providing us with details of local services which are available

e) The Teams Accountability to Each Other:

As a team we strive to create the best possible opportunities for our Young People to succeed as they leave residential childcare. We hold ourselves accountable to the following three commitments

- Integrity: Doing what we say we are going to do
- Trusting Team: Take on board feedback of our own practice
- Everyday Matters: Not put off what can be achieved today.

Cultural, Linguistic and Religious needs:

The Home holds the view that discrimination is unacceptable and everyone is expected to actively demonstrate acceptance, understanding and empathy with every individual within the Home. We will also support them in developing their individual identity in relationship to their cultural or religious background in the following ways:

- By providing professional services to facilitate this where necessary
- By facilitating access to religious and cultural resources
- By introducing them to places of worship and accompanying them when appropriate to do so
- By encouraging and facilitating their participation in any youth groups available
- By providing food in keeping with any cultural dietary requirements

- By making available quiet time and space for spiritual practice (e.g. prayers, meditation, rituals.)
- Feel encouraged to celebrate their cultural heritage.

We provide Care which meets each Young Person's needs and promotes their welfare, taking into account the Young Person's gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, disability, their assessed needs, previous experiences and any relevant plans.

Complaints:

Portchester Road has a detailed policy and localised procedures for managing compliments, comments, concerns or complaints. If a complaint is made against Portchester Road, the work carried out within the Home or one of its employees, the complaint is taken seriously and a thorough investigation is carried out whilst an equitable outcome is achieved.

On admission, Young People, their family and Placing Authority will be provided with information on how to complain, which will include a copy of the Home's complaints procedure.

Complaints from Parents:

Complaints from parents will be recorded and addressed by the Manager of the Home. If the Manager is unable to resolve the complaint, then Senior Management will be asked to try and arrive at a satisfactory outcome for all. Failing this, the complaint will go to an independent person with no line management responsibilities for the Home.

Complaints from Young People:

Portchester Road has a complaints procedure that enables Young People to voice their complaints either individually or together through house meetings.

Firstly the complaint is listened to and recorded. Our Young Person will also be asked to write down their complaint, with support if required. If the staff on duty are unable deal with the complaint, then it will be taken to the Home's Registered Manager or a member of the management team.

The Social Worker and Parents will also be informed if it is felt relevant. If the complaint is still not resolved, then Senior Management will be asked to try to resolve the issue. Failing this, the complaint will be passed to an independent person with no line management responsibilities for the Home.

Whistleblowing:

To encourage high standards and expectations in an environment of transparency and accountability, the Home has a system whereby team members can make known any issues they feel are poor practice. Our compliments, complaints and whistleblowing policy embodies the principles of this. Should team members feel unable to discuss the matter, then they may choose to use our Whistle Blowing System which assures confidentiality whilst providing the opportunity to raise a work practice concern. Concerns can be shared at any point using whistleblow@fairways.co which is maintained by the HR management team and the quality, safety and governance team.

Any complaint will be addressed seriously and without delay. A complaint will be fully responded to within a maximum of 28 days and Young People, Parents and the Placing Authority kept informed of the progress.

N.B. Complaints by any party can be referred directly to Ofsted at any time. Their main office address is: Piccadilly Gate, Store Street, Manchester, M12WD.

T: 03001231231.

E: enquiries@ofsted.gov.uk.

W: <http://www.gov.uk/ofsted>.

All complaints are recorded and reviewed by the Manager and through the Regulation 44 monitoring procedure. The Home has copies of all of our Young People's placing authority's complaints policies should they require them.

A copy of the complaint's procedure is available from the Home Manager or Senior staff member on shift upon request.

2. VIEWS, WISHES AND FEELINGS

Community meetings are held regularly (once a week) or when any member of the Home community feels the need to request for one, and are used to consult the Young People, the operation of the Home, to address current issues within the Home e.g. peer dynamics, plans for activities and behavioural issues which are impacting on other members of the community. These give the children the opportunity to find their own voice, share their views and feelings, challenge their peers and adult members of the community, to develop empathy and to contribute to the development of the Home.

The agenda for the meeting includes, menu suggestions, planned activities and holiday suggestions, developments within the Home, review of Homes boundaries and routines, individual feelings of Young People, staff and dynamics of the group, weekly achievements are also discussed in these meetings. Our Young People can discuss ideas that can be incorporated into the functioning of the Home and how the Home can be further developed.

Our Young People are also consulted individually by their keyworker during regular keywork sessions. This provides an opportunity for those who find it difficult to express their views in a group meeting to have their voice heard.

Reviews and placement plans:

All Young People will be encouraged to take an active part in all statutory and educational reviews. The Young Person's views, wishes and feelings will be taken into consideration when making decisions about their future and affecting changes to their placement plan. During these reviews alongside their Social Worker, IRO and Parents we try to establish targets for the Keyworker to work on in the six months leading to the next review. This forms the foundations for the next six main key work sessions. In the reviews we give out feedback forms so we can measure our performance and improve in any areas needed.

Equality of Care at Portchester Road:

We are committed to providing a safe and respectful environment for our Young People in our care. Our Young People are encouraged to take an active part in life at Portchester Road and be part of the community in which they live. There is a zero tolerance approach towards bullying at Portchester Road and we have procedures in place to educate our Young People, using restorative methods that enable them to respect each other's own values.

Our Young People are aware of the complaints procedure within the Home, when our Young People move into Portchester Road they are given the Young Persons Welcome Guide which states how they are able to make a complaint, who to seek support from and offered the opportunity to also appoint an advocate. Staff regularly remind our Young People of this process, especially if a consequence has been put in place which they do not agree with and would like to discuss further, we also hold complaints leaflets for Local Authorities. All Young People are treated fairly and equally and their individual needs taken into account. The staff team are expected to recognise 'differences' and actively support a Young Person's cultural, ethnic, linguistic and religious needs as part of their individual care at Portchester Road. Our Young People's privacy is respected by everyone that lives and works at Portchester Road, all Young People are given a Key to their bedroom door and where possible, Young People are encouraged to have a mobile phone with a Young Person's house phone also available for use for private calls.

3. EDUCATION

We place great emphasis on education and on supporting Young People to achieve in this vitally important area. Our Young People who live at Portchester Road will attend a range of internal and external Educational provisions. As part of our Young people's Care Plan, every Young Person must have a Personal Education Plan (PEP) to improve educational outcomes by helping everyone gain a clear and shared understanding about the teaching and learning provision necessary to meet the Young Person's educational needs and how that will be provided. If due to negative experiences there is a complete breakdown of trust, and a Young Person is unable to go to school, Portchester Road will arrange for the provision of education via a Home tutor which will be sought in consultation with school, Home and local authority, until an alternative school can be found. The Home will also work with The Virtual College who is responsible for promoting the educational achievements of looked after children, regardless of where they are placed. This ensures the best quality education and training to meet the needs and aspirations of Young People in care and equip them with the qualifications and skills needed to progress and participate fully in society

FairWays has three registered schools which include:

- Swanwick School. This is a Fair Ways School for Social, Emotional and Mental Health needs in Swanwick, Hampshire which is 8 miles from Portchester Road. Address: New Road, Swanwick, Southampton, SO31 7HE. 01489 579011
- Totton School. This is a Fair Ways school for Autistic Spectrum Conditions in Totton, Hampshire which is 23 miles from Portchester Road. Address: 49 Junction Road, Totton, Southampton, SO40 3BU. 02380 867036
- Fort Wallington. This is a Fair Ways Education Transition Centre in Fareham which supports Young People to move back into mainstream education or supported into their future career. This is 2 miles from Portchester Road. Address: Unit R Fort Wallington, Military Road, Fareham, Hants, PO16 8TT. 01329 282952

More information about each school and the most up to date Ofsted report is available upon request. Our staff team encourage Young People to align learning with their future independence and ensure that they have the best support available to help them succeed.

4. ENJOYMENT AND ACHIEVEMENTS



Recreational Activities:

All Young People at Portchester Road are given the opportunity and support to continue any hobbies or activities they currently have or to research and attend any new hobbies that are of interest. Activities are recognised as an important opportunity for our Young People in meeting social and developmental needs including self-esteem and motivation and we encourage these in and outside of the Home.

Portchester Road offers a wide range of activities both in the Home and in the local community. The staff team plan a range of recreational activities with Young People as part of daily living. Weekly community meetings allow our Young People to discuss their preferences and to make a weekly plan of activities. Activities need to be carefully planned to balance realistic activities and leisure pursuits in line with those a child would normally receive in a family or foster care environment. As Young People work towards independence, we look for our Young People to build positive relationships in local community groups, helping to build long term support networks for when they leave residential care. We encourage our Young People to take part in national governing body recognised qualifications which will create opportunities for them moving forward. We offer various outdoor education activities as well as hobbies linked to our Young Peoples interests such as horse riding. This is hoped to enrich their time in the Home and open doors of opportunity to other forms of employment or leisure pursuits.

Our staff team understand how Young People in care can easily become isolated from the local community. We actively encourage our Young People be involved in our local community, understanding the importance and impact it can have on their future independence. By understanding the individual needs of the Young Person, we are able to work with groups that that are appropriate to them.

5. HEALTH

Therapeutic Approach:

Our Young People in our care often have complex and difficult behaviours and require an approach that can sensitively respond to and address their adverse and traumatic experiences of caregiving. We recognise that therapeutic care is delivered most effectively through a connected and trusting relationship with our staff team.

The core practice model and therapeutic approach at Portchester Road is underpinned by our understanding of House Model of Parenting. Utilising the principles within the framework of Playfulness, Acceptance, Curiosity and Empathy (PACE), our Therapeutic Parenting initially focuses on developing safety and containment for the Child or Young Person; an essential pre-condition for new relations to be explored, attachments developed and engagement in therapeutic and educational tasks.

The staff at Portchester Road develop and maintain a safe and secure base for all Young People, the importance of the therapeutic value of the environment is recognised and an emphasis placed on creating a child centred nurturing Home with clear, reliable, predictable provision and routines and boundaries. Having experienced a sense of safety and containment the Child or Young Person will over time have less need for their primitive defensive/survival behaviours; fight/flight/freeze and become more able to begin to explore the possibility of new relationships and ways of viewing themselves and the world around them.

The Fair Ways Therapeutic Hub support the development of the culture at Portchester Road through the facilitation of Group Supervision and Team Around the Child meetings. These sessions recognise the emotional impact that living and learning with traumatised Young People can have on the team members' own sense of emotional and physical wellbeing.

The teams work closely with clinical colleagues in our local communities and when necessary Psychiatric support is accessed through CAMHS within the NHS. All Young People are supported with this through individualised key work sessions.

Health Care:

When our Young People come to Portchester Road we ensure that they are registered with a local GP and dentist who will deal with both routine and emergency treatments, they will also receive an annual health review with the local health team. Portchester Road has Individual Health Plans in place to monitor and track all medical issues and appointments ensuring that optical and dental treatment is provided and Young Person's health needs are met.

Young People are supported and encouraged to take ownership over their own health needs and make informed decisions on their health. This includes being aware of what support is available to them and any Young People with special medical needs are encouraged to attend specialist clinics e.g. ADHD, asthma, hearing etc. in order to promote positive health care. Referrals to CAMHS have been supported and we have a close working relationship with our local CAMHS team.

Medication and other treatments are not given without a Young Person’s consent or/and the consent of those with parental responsibility. All medicines are kept in a locked room and locked in the medical cabinet; prescribed drugs are to be given in accordance with the instructions provided. We aim for Young People to work towards self-administrating their own medication in line with their independence and care plan with the aim of supporting them moving forward.

The staff team has an important role in the health education of our Young People at Portchester Road. Their Key Worker provides their Young Person with guidance, advice and support appropriate to their age, needs, culture and wishes in relation to health issues. This may include alcohol and substance misuse, smoking, sex education and sexual health. They are also taught about the benefits to their health of good nutrition and diet, adequate exercise and rest and personal hygiene. They are discouraged from smoking and alcohol/substance misuse with support around this being provided.

6. POSITIVE RELATIONSHIPS

Contact Arrangements:

All contact arrangements will be confirmed in the Young Person’s Placement Plan. Any changes to this will be agreed by their Social Worker. The Home works pro-actively to support and promote contact between our Young People, parents/carers, relatives and friends with supervised contact being supported if required. All contact will be clearly planned and agreed. Parents/carers, relatives and friends are welcome to visit the Home, however we ask for this to be arranged in advance so it can be carefully planned around daily activities and our other Young People in the Home. We also make efforts to ensure school friendships are maintained during the holidays and promote activities throughout the year.

7. PROTECTION OF YOUNG PEOPLE

Portchester Road is committed to the principle that the welfare of our Young People is paramount. Any suspicion or allegation that a Young Person has been abused while in our care will be dealt with in accordance with this principle. This means that the company will seek to work with Placing and Investigating Authorities collaboratively and swiftly to progress investigations. At Portchester Road, the ‘designated person’ with lead responsibility for Safeguarding is Jack Bolton. Residential Care Workers who are told of allegations of child abuse or have reason to suspect that abuse has taken place must report details immediately to the Home’s designated person. In the absence of the designated person, concerns must be reported straight away to the Senior Manager or Responsible Individual. There must be no delay in reporting caused by the unavailability of the designated person.

| | | |
|---|----------------|----------------------------|
| Manager | Jack Bolton | Jack.Bolton@fairways.co |
| Senior Manager | Bret Noades | Bret.Noades@fairways.co |
| Responsible Individual | Jonathan Loney | Jonathan.Loney@fairways.co |
| Hampshire Designated Officer | (LADO) | 01962 876364 |
| Hampshire Multi Agency Safeguarding Hub | | 0300 555 1384 |

Due to ensuring the safety of our Young People at Portchester Road the address is not published,

Please contact Fair Ways at the Head Office Address below

Head Office Address

Fair Ways
Mount Pleasant Road
Southampton
SO14 0QB
Tel: 02380 230400
hello@fairways.co

Child Protection, safeguarding and promoting the welfare of children is everybody's responsibility and underpins all that we do at Portchester Road. As such every team member at Portchester Road has a duty of care to safeguard our Young People in our care.

At Portchester Road effective safeguarding arrangements are underpinned by two key principles:

- Each professional and organisation should play their full part in safeguarding.
- To be effective they should be based on a clear understanding of the needs and views of their Young People

Portchester Road maintains effective relationships with Local Agencies and the Safeguarding Children Partnership for Hampshire and Portsmouth to ensure the safeguarding and wellbeing of all Young People living at Portchester Road. This provides effective sharing of information in a timely way to promote multi agency working and a robust safeguarding tool. At Portchester Road we provide weekly chronologies to the team around the child with serious concerns shared immediately.

Portchester Road ensures that all staff receive foundation, and where appropriate, a higher level of training in Safeguarding Children before they commence working. Following this staff must read and understand the procedures and a safeguarding calendar specific to the needs of our Young People it cares for.

Portchester Road ensures that care practices underpin the welfare and protection of our Young People. The Manager ensures all staff are aware of systems in place and how to access them in order to protect children and minimise the risk of abuse.

Along with this, the staff and safeguarding procedures are supported by experienced Child Protection Officers and a Safeguarding Lead within the management structure of Fair Ways. This ensures all concerns are shared and proactive measures put in place at the earliest opportunity 365 days a year.

A copy of the Fair Ways Safeguarding and Child protection policies and procedures along with that of the Placing Authority are available at Portchester Road.

Supporting Behaviour:

At Portchester Road staff uphold safe, consistent, and understandable boundaries for Young People in relation to acceptable behaviour and adhere to house consistencies and personal

consistencies specific to our Young People. Unacceptable behaviour will be responded to with clear, fair, and constructive measures approved by the Home Manager and in line with Our Young Persons' Risk Assessment and Behaviour Support Plan, emphasis is placed on our Young People having trusting relationships enabling them to reflect on their behaviour. Staff are trained in the use of Restrictive Physical Intervention through Team Teach positive behaviour management. Staff will only apply Restrictive Physical Intervention to a Young Person when other calming techniques have not been successful and as a last resort to prevent harm to the Young Person, Harm to others or prevent significant damage to property. All incidents in which a Young Person is subject to Restrictive Physical Intervention, will be recorded in accordance with the Organisational policy and recorded on an incident form. Due to the Home having such an emphasis on trusting and supporting relationships staff will be placed on NVR training to further support consistency in these positive relationships.

Our Young People

Bullying:

We see bullying as an infringement of a person's human rights, whilst understanding that bullying behaviours may have become learnt through our Young People's previous life experiences, staff promote and role model a kind and caring environment to live in. Regardless of the motivators behind bullying, under no circumstances is it tolerated at Portchester Road. We are proactive in our approach towards bullying and address incidents immediately. In order to educate our Young People and prevent episodes of bullying, Young People are expected to sign our anti-bullying protocol on arrival.

If there are any incidents of bullying, we expect staff to do the following:

- Report incidents of bullying to their Line Manager/Senior and ensure that all incidents of bullying are recorded.
- Work with our Young People in a way that enables/empowers them to complain about bullying behaviours by ensuring they know about the complaints procedure and who they can complain to.
- Use a restorative approach to work with Young People who demonstrate bullying behaviours to enable and encourage them to alter their behaviour.
- Take time to be with Young People who have been the victims of bullying.
- Work with and support Young People to enable them to report serious incidents to the police.

Through building positive relationships with our Young People staff are able to recognise when our Young People's behaviour change and encourage them to talk about this or offer them to speak to their advocate or an outside agency. Our Young People are staffed 1:1 and so this provides extra vigilance around these behaviours. Staff discuss these incidents in debriefs and ensure this is handed over to other staff members as soon as possible, discussions around bullying are also held within staff team meetings.

In the event of serious and persistent bullying incidents, Managers, in consultation with Social Workers, Parents and the Young Person who demonstrated these behaviours, may conclude together to move a Young Person from our Home in order to protect those being bullied.

Absent and Missing from Home:

Any Young Person who is absent or missing from Home without permission is deemed to be at risk of harm. Our policies include the most up-to-date Statutory Guidance on Children Who Run Away or go Missing from Care and are agreed with the Responsible Authority to ensure best practice when sharing information, recording events and continued work to minimise risk with our Young People placed with us. Each Young Person has a Grab Sheet in the event that they go missing which includes;

- Their physical description, including age, weight, height, distinguishing marks etc.
- All relevant details of behaviour that is likely to increase the risk to the child.
- Possible address of known associates.
- Mobile phone number
- The missing and absent procedure
- Photo

There is a difference between absent and missing. Although we report a child as 'missing' to the police if they do not return at an agreed time, sometimes a Young Person may return late or go offsite after a disagreement and not contact the Home and therefore can be placed as absent. Both categories are recorded – as are details of return and any known antecedents for the incident. Each child has a Risk Assessment, this encompassed with our work with the Responsible Authority aids decision making when contacting the Police, dependent on how frequent a Young Person goes missing they may also have a specific Missing and Absconding Protocol for staff to follow. The Police often grade the call to determine if the child is absent from care 'unauthorised absence' or 'missing' and either their Social Worker or EDS are made aware of this decision.

The procedures when a Young Person goes missing are as follows:

- The house and grounds are first thoroughly checked.
- The local area is searched after five minutes and staff call the Young Person.
- Within 30 minutes (depending on the individual Risk Assessment) the Police are contacted to report the Young Person missing or unauthorised absence. A full description of the child and the clothes they were wearing is given and the photo from their file used.
- The Registered manager or on call manager is informed
- The Young Person's Local Authority is informed.
- All Information is recorded in the Absent and Missing report, including times. When any new information is gained the relevant authorities e.g. police, family, local authority and On-Call are informed.
- The Young Person is responded to positively on their return and food and drink offered. A debrief with the child is held as soon as is appropriate. All relevant parties are informed of their return home.
- Social Workers or individual representatives to complete Return Home interviews to ensure further Safeguarding of our Young People.

With our aim of building independence for our Young People we balance engagement in the local community with time in the Home. To support this, we have free time agreements that are agreed with the Young Person and their Keyworkers, and shared with their Social Worker. Where Young People demonstrate a risk of being absent or missing from Portchester Road, an individual Absent and Missing Risk Assessment is put in place.

Multi-agency meetings take place to discuss any child that exhibits high risk behaviours in the community to ensure that the support they need is in place. We work closely with our local police team who visit the Home on a monthly basis and check in on our Young People more regularly if there are concerns of them going absent from the Home.

A copy of the company's Safeguarding policy is available upon request.

8. LEADERSHIP AND MANAGEMENT

Organisational Structure:

Portchester Road is owned by Fair Ways which is a charity run organisation and also provides fostering, education and residential services.

The Responsible Individual is:

Jonathan Loney who is Director of Residential Services. Fair Ways, Mount Pleasant Road, Southampton, SO14 OQB. 02380 230400.

Email: Jonathan.Loney@fairways.co

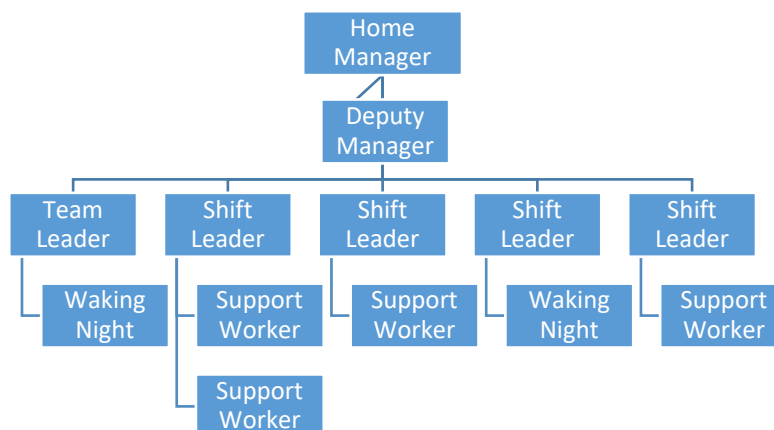
The Home Manager is:

Jack Bolton. Fair Ways, Mount Pleasant Road, Southampton, SO14 OQB. 02380 230400.

Email: Jack.Bolton@fairways.co

Jack has over 4 years experience of working as part of an Occupational Therapy Team within a range of mental health settings before working in Residential Childcare for the past 3 years. Jack has Level 5 in Residential Childcare Management.

Home Organisational Structure:



Over the past 5 years Portchester Road has supported an integrated staffing structure whereby all team members work with each other on a four weekly rota. This has helped Portchester Road achieve a Homely atmosphere and have a range of full time and part time staff. Due to the current COVID-19 pandemic, the same staffing structure remains but the team have been split into two PODS. This has seen many benefits, such as consistency for Young People and training opportunities for the team. Plans are currently in place to align staffing roles with those across Fair Ways residential services within the POD model which has proved effective at Portchester Road.

All staff are managed by Jack Bolton - Home Manager, Ben Hancock - Deputy Manager, Bret Noades – Senior Registered Manager and Jonathan Loney who is Responsible Individual

Supervision, Training and Development of Staff:

All staff receive regular supervisions with their line manager. Staff in their probation period receive fortnightly supervisions or more regularly if necessary and staff who are not in probation will receive at least ten supervisions annually or more regularly if required. These are used to focus on the performance of the individual, any key working issues and any safeguarding concerns. Supervision is regarded as a valuable two-way process which supports positive development. The staff team also attend group supervision with Fair Ways Therapeutic Hub on a monthly basis. Staff are encouraged to engage in a personal development plan which will support them through their journey in a residential childcare and their career. Bank workers will be supervised in-line with hours worked, these will include either 1 to 1 or extended team debriefs.

All new starters are expected to complete mandatory training before starting work with us, with some training now being completed online. This has had to be adapted from the original full 5-day face to face induction due to the COVID-19 pandemic.

Our staff team are required to attend 'Team Teach' training which includes de-escalation and positive handling techniques. With our aim of supporting our Young People to independence and the positive relationships our team has been able to develop with our Young People, a Non-Violent Resistant approach will be integrated into the Home in the near future.

Once staff have completed their probation they will be enrolled on a QCF3 Residential Childcare qualification and directly mirror learning objectives that must be achieved within this qualification. Staff members will learn the skills and gain knowledge required to complete this with support and guidance from their team, and from attending/completing mandatory training.

Fair Ways have their own established and accredited training centre via City and Guilds. Trainers in the department roll out the above courses and support all employees with completion and the undertaking of direct observations to evidence practice. Staff are then able to go on and study further courses at a higher level if they wish to do so.

The Responsible Individual regularly visits the home to monitor the quality of care provided and the management of the home and provides a report of their visit to the Registered Manager. The line management of the Registered Manager, including monthly supervision, is a delegated responsibility to an experienced Registered Manager within the company- this arrangement is monitored and regularly reviewed by the Responsible Individual, through their respective supervision of the nominated supervisor. Whilst continuing professional development of the Registered Manager will be a focus of their supervisions, the Responsible Individual will be accountable for ensuring this meets the needs of the service delivery. This is in response to and complies with Regulation 2, 26 and 28 of the Children's Homes Regulations 2015.

9. CARE PLANNING

Portchester Road offers planned placements when possible, but under exceptional circumstances will consider emergency placements on receipt of a fully completed referral form and all necessary LAC documentation. When a Young Person is referred to Portchester Road this information is sent to us through our Placements Manager (Jim Windebank) and Head of Residential Services (Jonathan Loney). The Manager and the Deputy Manager will meet and ascertain if Portchester Road can provide the individualised care needed for the Young Person. A pre-admission assessment is also completed which also takes into account the matching criteria of the current Young People, to ensure that they can continue their journey at Portchester Road.

On receipt of all documentation and relevant information the Home Manager will make a final decision on placement if the Young Person's needs can be met by the Home and if the placement is not deemed to be detrimental to our other Young People. The management team aim to visit a Young Person in their setting before moving to Portchester Road. This provides an opportunity to share with them the Young Persons children guide and photos of the Home and staff team.

Our Young People currently at our Home will be informed if a placement is likely to happen. Our Young People are encouraged to meet the new Young Person when they visit, give them a tour and interact positively.

Moving on:

A core element of a Young Person's care within Portchester Road is to prepare them for moving on and ultimately to achieve successful independent living. At the point of admission, the Local Authority Placement plan should identify specific areas in which the Young Person is to be supported to develop their life and social skills. This will be reviewed at their 6 monthly LAC review meetings. These will be integrated into the Young Person's Care plan at Portchester Road and we use the 'building independence through planning for transition' resource provided by both the Social Care Institute for Excellence (SCIE) and the National Institute for Health and Care excellence (NICE). As staff monitor and assess the Young Person, they may well identify additional areas for development, to be included in the Care plan as it is reviewed and updated.

Reviewed 18.01.21

Appendix 1: Home Manager and Provider details

Fairways care was bought by Fair Ways foundation charity in 2015 and delivers a comprehensive range of services to children and young people. These include residential services, education services, healthcare services and family services across the Solent region and Wales.

The Chief Executive Officer is: Mr Mac McHugh

Contact details: Fair Ways, Mount Pleasant Road, Southampton, SO14 0QB.

Tel: 02380 230400 Email: mac.mchugh@fairways.co

The Responsible Individual and Director of residential and supported living services:

Jonathan Loney

Contact details: Contact details: Fair Ways, Mount Pleasant Road, Southampton, SO14 0QB.

Tel: 02380 230400 Email: jonathan.loney@fairways.co

Senior Registered Manager is Bret Noades

Contact details: Fair Ways, Mount Pleasant Road, Southampton, SO14 0QB.

Tel: 07763876837 Email: bret.noades@fairways.co

Home Manager is: Jack Bolton

Contact details: Fair Ways, Mount Pleasant Road, Southampton, SO14 0QB.

Tel: 07936959740 Email: jack.bolton@fairways.co

Appendix 2: Staff team profile

Portchester Road Staff Team Profile

| Job Title | Start Date | Qualifications | Experience |
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| Home Manger – Jack Bolton | January 2018 | <ul style="list-style-type: none"> • Awaiting certification for Level 5 in Residential Childcare Management • Level 4 & 3 personal training qualifications • BTEC National Diploma in sport and exercise science • Enrolment on Level 7 in organisation leadership can begin once certification for Level 5 diploma is received | <p>Jack has worked in residential children's homes since 2018, working in the following roles; shift leader, assistant manager and deputy manager.</p> <p>Prior to this, Jack has 5 years' experience working as part of an occupational therapy team in inpatient mental health hospitals. Jack specialised in implementing physical exercise strategies within the model of creative ability to improve the outcomes of patients and oversaw the implementation of this across three hospitals.</p> |
| Deputy Manager – Ben Hancock | Nov-2017 | <ul style="list-style-type: none"> • 2:1 degree in Sports and Exercise Health Science • Level 3 in children and young people • Level 3 in Leadership and Management • Working towards my Level 5 in Residential Childcare Management. | <p>Ben has worked in children's homes since 2013, in the following roles, support worker, shift leader and management roles with a wide range of young people with different needs.</p> |
| Team Leader - Glen Neckles | March 2009 | <ul style="list-style-type: none"> • Law degree • Level 3 diploma in working with young people | <p>Glen started with the company as a bank worker then became permanent later that year. He started as a support worker and</p> |

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| | | <ul style="list-style-type: none"> • Train the trainer in delivering training in: restorative justice, challenging conversations • Ex control and restraint trainer • Child development and attachment theory training • CBT | <p>worked his way up to therapeutic practitioner. He also delivers training in restorative justice, challenging conversations and internet safety for staff throughout the company. Prior to coming to Fair Ways Glen spent Glen ran a project for care leavers for Southampton City Council for 7 months, prior to this he ran inclusion projects for young people for four years. He also spent 10 years working at Orchard Lodge secure unit working his way up to management level, supporting young people in the criminal justice system. He is also employee ambassador, representing staffing views to senior management and feeding back information.</p> |
| Shift Leader – Lisa Waterhouse | Sept 2019 | <ul style="list-style-type: none"> - Degreee in Criminology. - 3 A levels, 13 GCSEs A-C. Currently doing Level 3 Health and Social Care Diplom | <p>Lisa has undertaken a job as an ELSA trainer through ELSA Network, she also Trained Nurture Practitioner through HCC. Lisa volunteered for Catch 22 taking young people to their restorative justice / community reparation meetings and supporting them through the process. Before commencing work in Residential Care, Lisa worked at Fairways school as a support Teacher supporting children with behavioural needs.</p> |
| Shift Leader – Felicia Halon-Evans | Sept 2019 | <ul style="list-style-type: none"> • Currently completing Level 3 in Health and Social Care Diploma | <p>Felicia worked within Fairways post 16 service which included as an intensive living support worker before joining the residential team at Portchester Road as a shift leader.</p> |

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| Shift Leader - Doreen Makrani | March 2005 January 2017 | <ul style="list-style-type: none"> • Pitman's typing and short hand course • Montessori course early years education with under six children • Child care NVQ 3 • Health and social care course • Diploma in social work | Doreen has experience in teaching at a school with children under the age of six, building relationships with families to bring about change for children. Managing caseloads, working with the elderly in a nursing home, care assistant at the royal infirmary hospital, Support worker, and Residential care worker with children, Shift leader and Supervisor. |
| Shift Leader - Pamela Kalidas | December 2005 January 2017 | <ul style="list-style-type: none"> • Pitman's typing and short hand course • NVQ 2-3 in Health and Social Care | Support worker- 9 years working with the elderly and in an autistic setting. Pamela has since worked in most of the residential and independent settings within Fair Ways care. She is a shift leader at Portchester Road |
| Night Support Worker – Trina Martin | May 2014 | <ul style="list-style-type: none"> • In-house courses • Level 3 diploma in Health and Social Care | Trina worked for 9.5 years at Portchester school as a special needs teaching assistant, devising intervention programmes and supporting young people (11-16 year olds) to access the curriculum. She spent a few months working for European Care/Embrace as a night support worker. She joined Fair Ways in May 2014 and has completed the CWDC workbook and will continue to attend courses within Fair Ways. Trina has completed her level 3 diploma. |
| Tania Orfao – Support Worker | April 2017 | <ul style="list-style-type: none"> • A Level – Economics and Science • Completed all mandatory | Tania has experience in working with adults in care. She also worked with adult with dementia. Tania also comes from a big family setting where she |

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| | | <p>training with Fair Ways</p> <ul style="list-style-type: none"> • Level 3 TIPS training • Currently doing Level 3 Health and Social Care Diploma | supported children with behavioural needs as a home carer. |
| Support Worker- Libby Dunaway | Oct 2019 | <ul style="list-style-type: none"> • BCS Psychology Degree upper second class honours. • Current studies; Level 2 counselling skills. • To commence a Level 3 in Residential Child Care Diploma following successful probation period. | Libby worked as a voluntary admin assistant at Reading Lifeline (loss in pregnancy charity), she also worked as a Voluntary teaching assistant in a Year 3 class. She has recently commenced work as a Support Worker at our home and this is her first experience in working with children with behavioural needs |
| Tony Allen– Support Worker | August 2017 | <ul style="list-style-type: none"> • Level 3 diploma in outdoor education • Climbing wall award (CWA) • First aid • MIDAS (Mini bus) • Currently completing Residential Child Care Level 3 Diploma | Tony is a Care leaver who was fostered by a family that still are part of his life to date. He also support the family in carrying out respite foster care for another child they have in their care. He worked as a teaching assistance and also trained young people in indoor rock climbing before commencing work at Fairways. |
| Georgia Tame | February 2021 | <ul style="list-style-type: none"> • 2:1 degree in BSc Criminology and Criminal Psychology • Achieved an A in Extended Project, B in Sociology and a C in both Psychology and | <p>Georgia has helped co-facilitate programmes at Belmarsh Prison, including Foundations of Recovery alongside the rehabilitation organisation CGL</p> <p>Georgia has been part of a charity called The Chernobyl Children's</p> |

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| | | Health & Social Care at A-level | <p>Lifeline. For 4 years she has helped to hosted two Ukrainian girls (aged between 10 and 14) who were affected by the Chernobyl disaster.</p> <p>Georgia has also previously taken up the role of student volunteer at West Sussex County Council in the Department of Early Help in Children's Care.</p> |
| Ngum Moma | February 2017 | <ul style="list-style-type: none"> • NVQ Level 2 • NVQ Level 3 caring for children and young people • BA (HONS) Early Childhood Studies • MA (Education) | <p>Moma has experience of working in both mainstream and special education settings as a teaching assistant.</p> <p>Moma has gained extensive experience working as a support worker with adults, young people and babies. also worked as a support</p> |