FairWays

BIRCH GROVE

STATEMENT OF PURPOSE



FAIR WAYS VISION, MISSION AND VALUES

Our mission

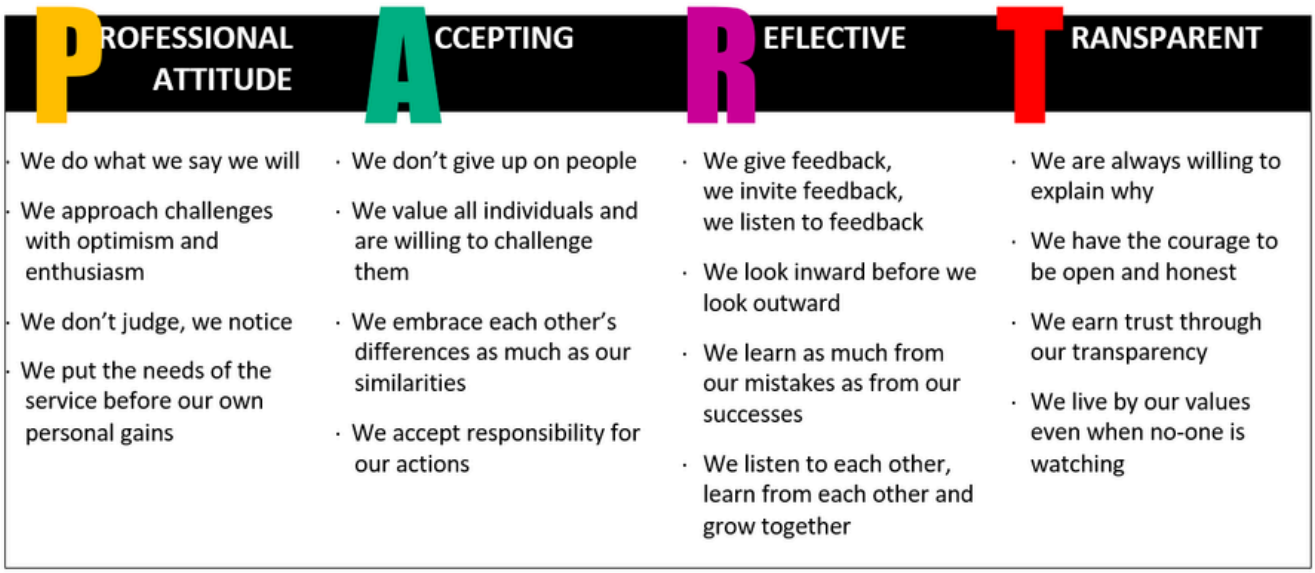
Making a difference through passionate care, support and education. As a charity we measure our wealth by making a difference, not by making a profit.

Our values

Our values come from the heart of the work we do, defined by Fair Ways Workers.
By creating a culture that values every individual, we can harness and develop potential so that individuals may achieve great things.
We strive to:

1. Make a difference!
2. Value every individual.
3. Listen to each other, develop each other, and reach our potential.
4. Put quality and passion into what we do

We, therefore, expect every individual within the organisation to play their part:



ABOUT THE PROVIDER

The name of the registered provider is Fair Ways Community Benefit.
The Registered Provider Address is:
Fair Ways,
Building 1000,
Western Road,
Portsmouth,
Hampshire,
PO6 3EN
Tel: 023 8023 0400.



The Name of the home is: Birch Grove

Telephone: 01874 636542

The Legal Entity is: Fair ways Community Benefits Society

Responsible Individual: Jonathan Loney
Registered Manager : Emily Dickson

Emily is the manager of Birch Grove Children's Home.

The focus of our service provision at Birch Grove is an Intervention Residential Service for young people presenting behaviours that place them at risk or challenge placement stability.
The service provides structured, trauma-informed care with a clear focus on stabilisation, engagement, and supporting young people to move towards a more appropriate and sustainable placement.
We provide intervention placements for an approximate duration of 12 weeks, but we will extend where required in order to facilitate a positive transition to the young person's next placement or placement within Fair Ways (see appendix A for update). Birch Grove forms part of the wider Wales pathway, supporting movement into longer-term homes or step down provisions where appropriate. Transition planning is central to the model, with work beginning early in placement to support a planned and positive move on. Our team work a '2 days on and 4 days off' rota. The consistent staffing model support young people to feel safe and develop trusting relationships, which underpin the ability to engage in the intervention.
Successful outcomes include improved emotional regulation, increased engagement in education or daily routines, improved relationships, and progression to a stable longer term placement or independence.



DESCRIPTION OF THE LOCATION OF THE SERVICE

Birch Grove is an accommodation-based service situated in Heol Senni. Heol Senni is a hamlet in the valley of the Afon Senni.

Community facilities and services available in the local area:

Doctor: Due to only being a short term placement, the young people are registered as a temporary registration so they can access the doctor's surgery if required. Staff will support with any appointments made.

Opticians: There are numerous opticians located in the Brecon area including Specsavers. An appointment is made with Specsavers for each young person on arrival.

Dentist: Young people have access to the emergency dentist at Brecon Hospital, when required. This is due to the nature of the 12 week placements as local dentists do not have the capacity to take on temporary registrations.

Youth Justice Service: YOT referrals are made through children's services and they work closely with staff at Birch Grove when a young person is accessing this service.

Hospitals: Brecon Community Hospital in Brecon Town Centre has a minor injuries department open 8:00-20:00 every day including bank holidays and is 10 miles away from the home. Prince Charles Hospital in Merthyr Tydfil has an Accident and Emergency department and is approximately 18 miles from the home.

Outdoor education forms a core part of our intervention model, supporting engagement, emotional regulation, resilience and relationship-building.
We utilise ‘Fair Ways Outdoor Adventures’ a company owned by Fair Ways CBS to provide an outdoor education programme which is part of the day to day running and structure of the home. Fair Ways Outdoor Adventures staff are qualified outdoor instructors and this enables us to offer ASDAN (Award Scheme Development and Accreditation Network), climbing, First Aid and Paddle sport qualifications to our young people.

Young people will be able to engage with ASDAN units linked to planned outdoor education experiences, enabling them to gather evidence for relevant sections. This supports progress towards formal qualifications while developing essential knowledge and skills for learning, employment, and independent life.
An example of the outdoor education provided include mountain biking, kayaking/canoeing, coasteering, gorge walking, rock climbing (indoor and outdoor), bush craft, camping, mountain walking, geocaching and other craft exercises.





Young people will also be provided with a photo book at the end of their placement which will include photos of different activities and events the young people have been a part of. Also short captions of how the young people were feeling on that day which allows them to look at the memories they have made.

The home is in the heart of the Brecon Beacons National Park and young people are actively encouraged to experience the outdoors within the National Park.

.



All outdoor education activities are comprehensively risk assessed before they are agreed and the young people's social workers provide consent prior to the young people engaging in any activity.

Leisure: The home utilises leisure facilities in and around Brecon, Cardiff and Swansea. The home is close to the cinema in Merthyr Tydfil.

Young people are offered opportunities to shop for clothes, toiletries and beauty products in the local area and other towns and cities such as Cardiff, Swansea, and Merthyr Tydfil.

Young people are also supported to access beauty facilities such as barbers, hair salons and nail salons in their free time if this is something they request.

Clubs: The home has several clubs within driving distance.
They include: Brecon Athletics Club, Merthyr Tydfil snooker club; Brecon Junior football club, Llangorse junior rock climbing club.

About the service provided

The focus of the service provision at Birch Grove will be an intervention residential service for young people with behaviours that place them at risk or challenge placement stability. We will provide care for intervention placements for an approximate duration of 12 weeks. We can extend this duration in order to facilitate a positive transition to the young person's next placement.
Throughout placements, young people may participate in planned overnight stays away from the home as part of holiday, leisure, recreational, educational and outdoor adventure opportunities. These stays may take place in a range of suitable temporary accommodation, including camping, holiday accommodation, cottages, accommodation linked to Fair Ways Outdoor Adventures, or other appropriate facilities. Such opportunities form part of Birch Grove's outdoor education and intervention model and are designed to support young people to engage in positive experiences, develop resilience, confidence, independence and social skills, and achieve identified placement outcomes.
Where overnight stays occur, young people remain placed at Birch Grove and the registered capacity of the home is not exceeded. These arrangements are overseen by the Home Manager and are individually planned, risk assessed and regularly reviewed to ensure they continue to meet the young person's identified needs and planned outcomes. Overnight stays will be time limited and no individual young person will stay in such accommodation for more than 28 days within a placement. Such arrangements may also support introductions to services, familiarisation with staff and environments, and planned transitions where this is assessed as being in the young person's best interests

The team is consistent and offers structure, clear expectations and routine to the young people we care for. We carry out work focusing on self-esteem, identity and the development of internal strategies of control to promote a sense of personal responsibility. We will creatively plan, with placing authorities, to provide a smooth planned transition into the home in accordance with Regulation and Inspection of Social Care (Wales) Act 2016.

a) Range of needs we can support

Birch Grove is committed to achieving person centred positive outcomes for the young people who live at the home. The home will follow the principles of the Regulation and Inspection of Social Care (Wales) Act 2016, Wales Safeguarding Procedures 2019 and the main principles of The Welsh Assembly Governments towards Social Services and Wellbeing Act 2014. We monitor progress by utilising our incentive charts, summaries of placement and allowing the young people to achieve positive rewards which are based around their needs.
The young person has a personal plan, where the child's needs are clearly documented with evidence of how these needs are met recorded daily. At the end of each week these are reviewed and evaluated and our model of care is updated monthly outlining progress and areas for further development.

The young people who come to us may have suffered emotional, physical or sexual abuse in their childhood, have often experienced trauma and may have experienced rejection or separation from their families. They may have experienced multiple placements, exclusion from or under-achieving in mainstream education, been involved in missing episodes, offending, self-harming behaviour or alcohol / substance misuse. Many may experience difficulties in establishing and maintaining positive relationships (with peers and adults) due to underlying attachment issues and be unwilling or unable to express their own feelings. Staff are aware of the impact this can have on development and behaviour and will work in a child-centred way to support the best outcomes of the young person. All staff undertake in-house RiiSE training. This focuses on being a trauma-informed organisation, in order to best support the young people in every aspect of their care.

We believe that all young people have the ability to grow and develop intellectually and emotionally and to acknowledge and understand the factors in their lives that cause unhappiness. With a Playful, Acceptance, Curiosity, Empathy (PACE) approach, these young people may have the ability to develop insight and opportunity to invest in aspects of their life and this will be discussed during the pre placement visit. The consistent shift pattern allows young people to form positive relationships, within the home we endeavour to be child-centred and focus on meeting each individuals needs.

We can offer placements for:

- Young people up to the age of 18.
- Young people who have often experienced multiple placement breakdowns.
- Young people who display anti-social, aggressive or risk-taking behaviours which makes it difficult for them to be accommodated in other setting – e.g. family, foster, placements.
- Birch Grove is not currently able to support young people presenting with serious self harm, previous arson and young people with high complex learning needs and Autism on the high spectrum.

Model of Care

How outdoor education placements can positively influence and change perspective in children that have experienced complex trauma the areas are;
- competence, confidence, connection, character, contribution, coping and control -



How we work with this model in our homes

Coping skills
- Identify challenging behaviours and adopt coping strategies to help the individual manage their emotions and regulate independently.
- Liaise with key professionals to identify the need of progression within the individual to ensure that future placements reflect their need.
- Educating the young people around their own personal safety and steps they need to take to ensure that they are keeping themselves safe when out in the wider community.

Confidence
- Support the individual in activities they achieve in and feel good about themselves in.
- Using relationships with staff that have been built in a healthy environment to show them that adults can be trustworthy and their previous experiences are not a reflection of themselves or their fault.
- Supporting young people to lead/organise activities with the future potential to lead other young people.

Character
- Support and nurture personal passions and aspirations to support growth in these areas.
- Within our practice we are non-judgemental and embrace individual differences.
- We accept that the children and young people we work with have come from different backgrounds with sets of values that differ to our own. This is why we find family/friend time to be beneficial in our programme where this is appropriate and in support of the individual's growth.

Competence
- Giving the opportunity to identify an activity that they feel they can achieve in.
- Develop on skills they have already come to us with such as a passion for sports etc.
- Revisiting activities they are interested in to build basic skills for future development.

Connection
- Due to the environment our intervention placement is in we do noticeably see that children are able to develop close bonds with staff quite early on within their placement. This is because the outdoor education programme incorporates activities around trust and team building.

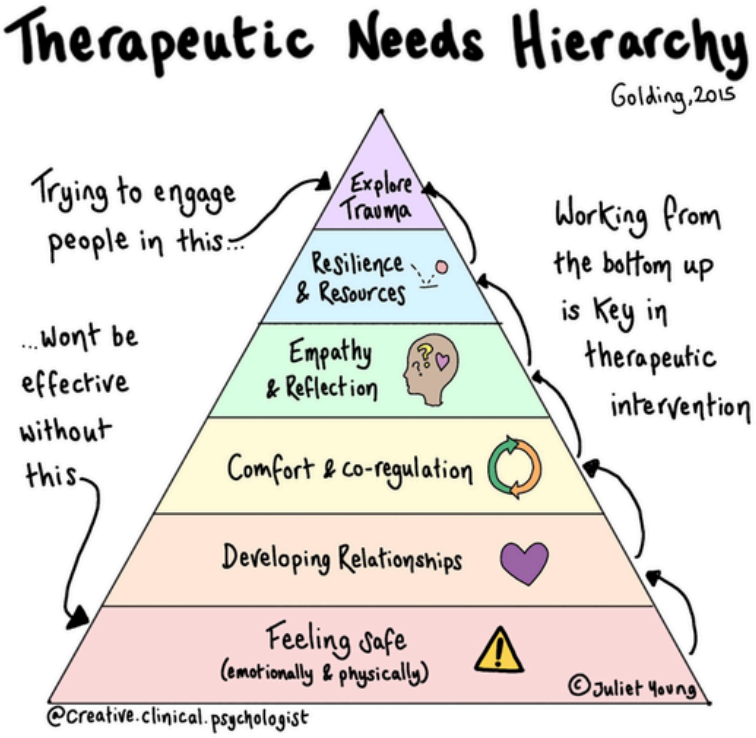
Contribution
- Weekly house meetings
- Key working sessions
- Taking part in celebrations throughout the year.
- Cooking meals for the house (themed nights)
- Contribution to wishes and feelings for CLA
- Young person questionnaires.
- Some children have attended hobbies and voluntary work.

Control
- We understand that the individuals placed with us have had adverse childhood experiences and trauma that have led to them being a looked after child that are of no fault of their own, however we do support the individual to identify and acknowledge their own behavioural choices and try and help them to understand as to why they may be displaying certain behaviour. Alongside this we support young people to find ways in which they can get their needs met with socially appropriate communication and behaviour.
- Our IBSP's (Individual behaviour support plans) are specific and detailed written alongside the young people to help identify their areas of need within regards to their behaviour and how they feel they can be best supported. This is a great tool for ourselves and future placements.
- Advocacy meetings.
- CLA review input.

As well as our resilience model specific to our intervention homes in Wales. We do have an understanding and draw guidance from Kim Golding's hierarchy of needs.

This is a parenting tool we use alongside the resilience model. We are however aware that as we are a short residential placement it is challenging to meet all criteria around Kim Golding's model of care.

This is why we have adapted our model around this, ensuring our staff are knowledgeable around child development within regards to healing and growing through their trauma.



How we evidence this?

Key working sessions specific to the child's identified needs.
Team around the child meetings.
Formal assessment completed by clinical team.
Placement summaries to be used for ongoing referral support.
Management audit forms from observing outdoor education activities.
Feedback forms from social services, family members (where appropriate) and the young person's questionnaire.
Evidence from FWOA – qualifications, photo books, daily notes.

How the care service is provided

Arrangements for admitting, assessing, planning and reviewing people's care

All referrals for admission to Birch Grove will be overseen by the home management team and the Fair Ways' Placements team.



Placements will be admitted to the home following a pre-admission assessment and a reasonable transition period. We recognise that the nature of admissions may not always allow for a transition period however, the home will endeavour at all times to follow good working practices where the Registered Manager will consider what an appropriate referral is through the following process:

- Completion of Referral Forms.

Referral forms from the placing authority will be reviewed by management with any concerns raised directly with placing authority.

- Pre placement visits for all parties

These are completed after we have reviewed the referral document. During this visit we speak with the young people about their wishes and feelings, and give them relevant information about the home. Young people are provided with a welcome booklet and given the opportunity to ask questions. If we are unable to visit the young people in person, a virtual meeting will take place.

.

- Initial Providers Assessment

Following our visit with the young person we will complete an initial providers assessment for the young person. In this form we will record our views of the meeting and suitability of the young person. We will always consider the impact on the young people, staff and wider community.

- Request CLA paperwork (Care plan, risk assessment etc)

It is essential that we receive the most up to date CLA documentation in order to aid us with compiling a personal plan for the young person (along with our own risk assessment and individual support plan). Pre-admission questionnaire is sent out to placing authorities following the review of the referral alongside consent form . All specific consideration will be given to any behaviours of concern and the Registered Manager will ensure that any such behaviours are addressed in the risk assessment, personal plan and individual support plan. When the Registered Manager has all the necessary information the decision to admit the young person will be taken. A copy of Fair Ways' Terms and Conditions will be sent to the placing authority.

- Completion of Child's Personal Plan/ Risk assessment/ISP

This is completed once we have agreed to the placement of the young person and will be completed in line with Regulation 15.

- Provider Assessment (regulation 18)

The provider assessment considers the young person's personal wishes, aspirations and care and support needs. The information from this is used to further develop the personal plan.

The staff member facilitating the admission of the young person to the home will ensure that, the young person is provided with a full run through of relevant procedures through the young person's guide to Birch Grove – e.g. visiting arrangements, complaints procedure, meal times and routines, pocket money, fire drill, our expectations etc.
If the placement agreement exceeds 72 hours, it is an expectation that a planning meeting will be held (on the 4th day) with the Social worker present.

Costing are consistent will be agreed prior to admission.

Planning and Reviewing People's care

Personal Plans are created and reviewed for all young people, and are done so in compliance with Regulation 15 and 16 of RISCA 2016. A provider assessment is also completed for all young people within 7 days of the commencement of the placement as per Regulation 18.

We aim to ensure that placing authorities follow the statutory reviewing system: after the initial planning meeting; either prior to admission or no more than 72 hours after an emergency placement; the first review will be one month after admission.

This statutory review process is key to ensuring that the young person has clear and appropriate plans which all parties involved can work towards. If Fair Ways feel that the statutory review process is not being adhered to, then a meeting will be called to discuss the suitability of the placement. In addition, progress meetings to monitor effectiveness of evaluated care plans will be done monthly, involving all significant parties, including the young person.

Before each professionals meeting, staff will support young people to prepare their own personal views. Young people are encouraged to be actively involved in their planning process, in terms of both long and short care plan objectives. We will advocate for the young person if necessary and support them to put forward their views and opinions. Each young person will also have access to an advocacy service when they visit the home each month.



After each review, young people will have the opportunity to question staff about any aspects of the review that they did not understand. Their views will be recorded and passed back to their social worker.

INTERNAL PERSONAL PLAN MONITORING PROCESS

In addition to the statutory reviewing format, Fair Ways has devised an internal short-term care planning process. The aim is to identify specific areas of development within a day-to-day living situation. Target areas may include behaviours, social skills, and independent living training. These will have realistic, achievable goals, and are individualised to the young person.

Within each week staff and young people will have a number of different conversations relating to the 7C's these will then be recorded as key work sessions. These conversations will focus around different topics including but not limited to: education, family and social relationships and self-care skills. Young people and staff will then set SMART targets that can be reviewed for the duration of their placement.

- Young people will be supported to fully participate in all meetings and reviews – either verbally or through pre-planned written statements.

- Our meeting and reviewing processes will provide an environment in which a young person's rights, beliefs and identity are fully recognised.

Standard of care and support

We aim to provide a placement for our young people that will stabilise them to move on to a long term provision. We wish to support and stabilise our young people and equip them with life skills, coping mechanisms and support them to build lasting and appropriate relationships with staff and their peers. We will work with our young people to grow their independent skills and confidence in order to play a positive role in their community.



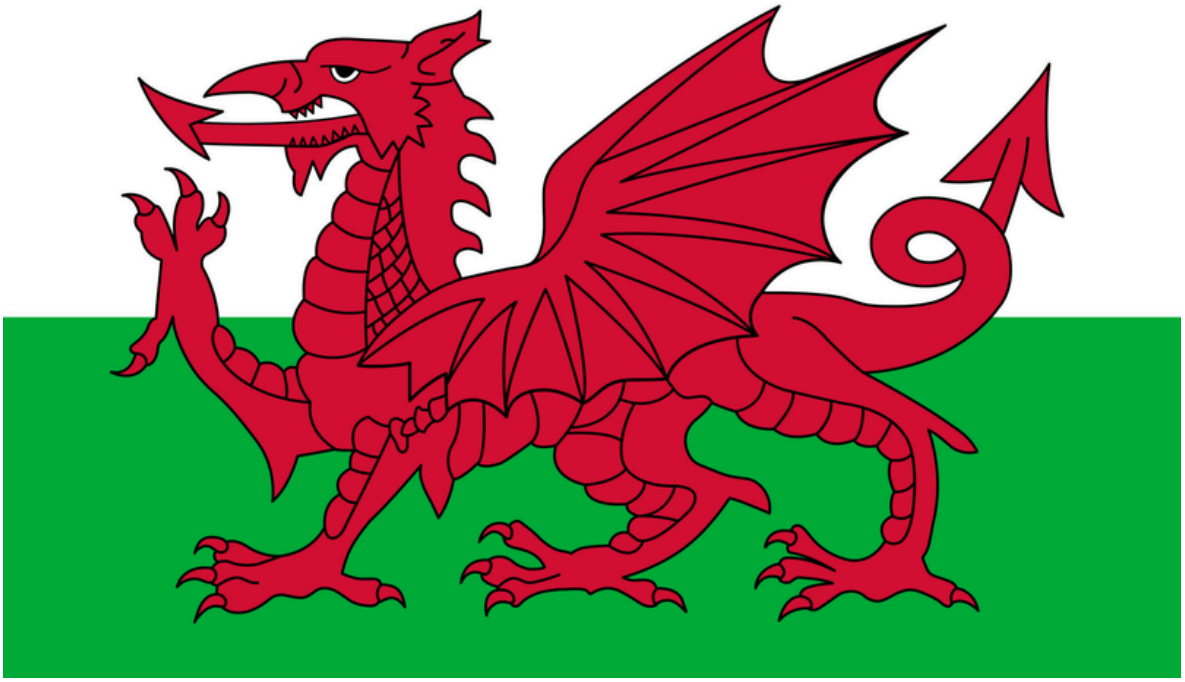
We will provide an activity programme for our young people Monday to Friday, which will be planned and provided by appropriately qualified instructors from Fair Ways Outdoor Adventures. We also encourage them to access clubs and activities in the surrounding areas. We wish to promote a healthy active lifestyle and also wish to support our young people to form positive relationships with positive peer groups. As mentioned, the young people will be able to access ASDAN. www.asdan.org.uk

We respect and support all religious and cultural identities and will ensure that we provide the young people with opportunity to practice their religion and also have their cultural needs met.

We actively promote appropriate family and personal relationships and will support young people to be able to visit family and friends following a settling in period and approval from the placing authority

"More than just words"

More than just words is Welsh Government's strategic framework for promoting the Welsh language in health and social care published in 2016.



What does the 'Active Offer' mean?

A key element of more than just words is the Active Offer. This means a service is provided in Welsh without someone having to ask for it. It is the responsibility of everyone who provides care services for people and their families across Wales to deliver the Active Offer.

How Birch Grove and Fair Ways intend to deliver the ‘Active Offer’

Currently, we are able to offer the “Active Offer” as we have two fluent Welsh Speakers working in the home. Where possible within the home all posters and signs will be displayed in English and Welsh and we will carry out a Welsh word of the week.

Staff are to be encouraged to access courses to learn Welsh and Fair Ways offer an education grant that will provide funding for staff to learn Welsh so we can work towards being able to provide the Active Offer.

Fair Ways are committed to recruiting bilingual speakers who can deliver the 'Active Offer' and this will be included in part of the advertisement for new roles.
The home believes that the benefits of making an ‘Active Offer’ to Welsh language speakers will ensure that the young people:

- Feel more comfortable discussing personal and emotional matters in their first language.
- Making an 'Active Offer’ will help to ensure a quality service that meets the user’s needs.
- Language is at the heart of effective assessment and safe care. Making an ‘Active Offer’ recognises that effective communication is key to meeting the needs of Welsh-speaking residents.
- Making an ‘Active Offer’ is a behaviour that reflects the core values of the Social Services and Well-being (Wales) Act 2014, to put the individual at the core of the service.

It is for these reasons that we are striving to deliver the ‘Active Offer’ at the earliest opportunity.

Staffing Arrangements

a) Staff Structure:
We currently have 3 teams that are made up of team leader, senior and support workers. This means that, when fully staffed, there is 1 team leader, 1 senior support worker and 2 support workers on each staff team. The homes manager is currently enrolled onto the QCF Level 4 Preparing for Leadership and Management in Health and Social Care One of our deputy managers has completed his QCF Level 4 and our other one is enrolled.

b) Staff Levels:
The home operates on a minimum staffing level of 1:1 with a minimum of 2 staff members on shift at any one time (this refers to when there is only one young person in placement, we will staff the home with 2 staff members). We do not use waking night staff as standard, due to having alarms on the rooms. Staffing levels are reviewed based on the needs and safety of the young people we care for. Each young person comes in on 2:1 staffing ratio for a minimum of 28 day assessment period.

c) Arrangements for delegated tasks:
The homes manager is responsible for all aspects of the running of the home. In their absence, the responsibility of the day-to-day running of the home will be placed in the charge of the Deputy Manager.
In circumstances where neither party is present, team leaders and staff on shift will have a collective responsibility, continual discussions at team meeting days, reflective therapeutic space and staff meetings will allow a fluctuation of the decision-making power that will be delegated to staff on shift. This will be dependent on the risk assessments of the young people in place.

The home manager will be at the home during weekdays. When the manager or deputy manager is not at the home, the responsibility for day to day decisions will be managed by the nominated Team Leader. On call is also in place within the homes.

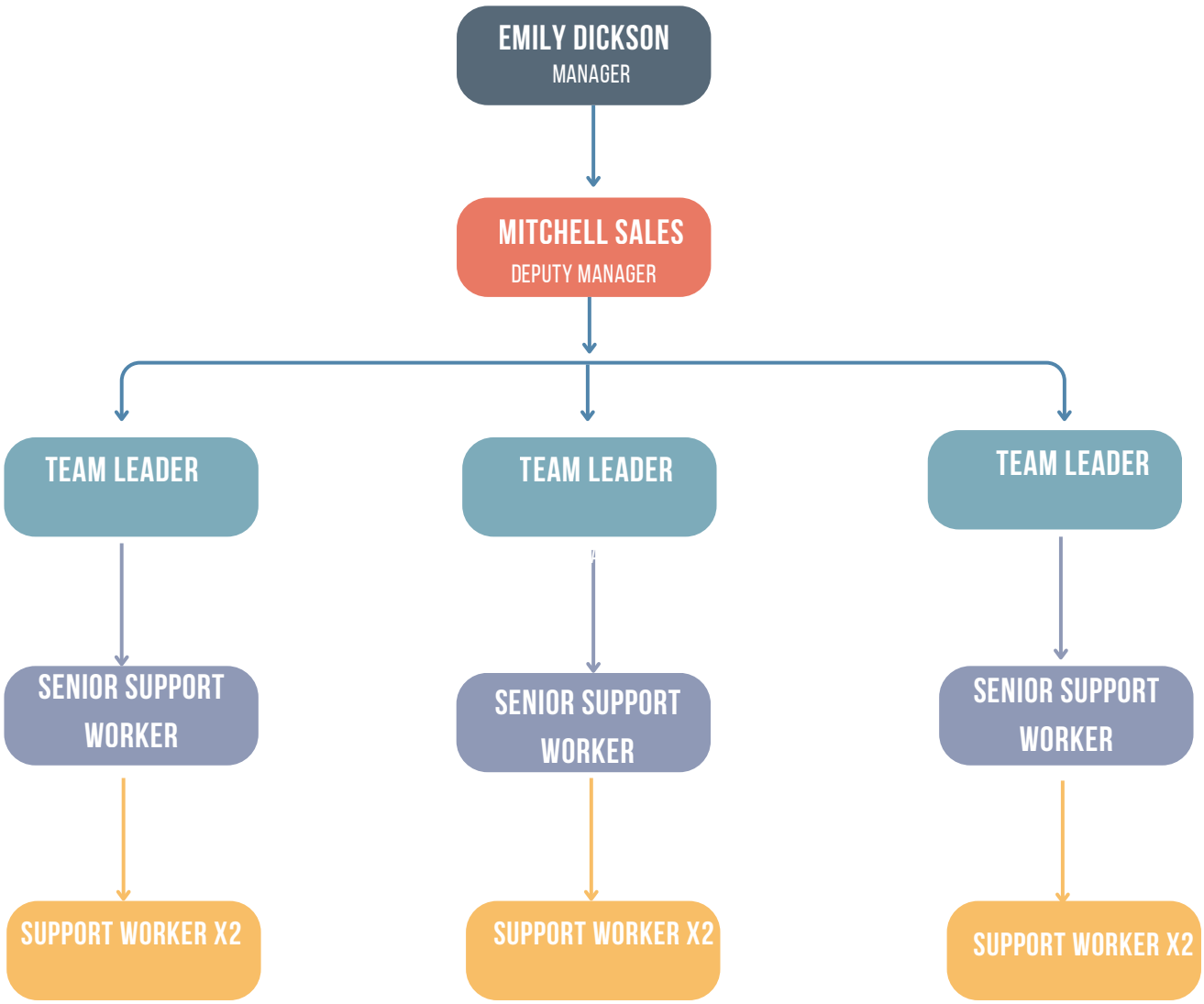
At Birch Grove we place our deputy managers and team leaders on to the appropriate level QCF in leadership and management. We offer coaching and mentoring to ensure that staff are able to operate on a level that ensures the home is running smoothly, and that they have a complete understanding of the tasks needed to operate the home.

The Responsible Individual will visit the home once a month and there are arrangements in place for the manager and deputy manager to have direct access to the responsible individual. During the visits the responsible individual will monitor the performance of the service in relation to its statement of purpose and to inform the oversight and quality review.



If the manager, registered with Social Care Wales, is unavailable or absent for any reason for more than 28 days the responsible individual will inform the service regulator in writing and without delay of the reasons for the absence and arrangements for cover. Ideally we would like the staffing structure to be like the table below.

BIRCH GROVE STAFFING



D) SUPERVISION ARRANGEMENT

The purpose of supervision is to ensure that staff have a safe space to check in how they are currently feeling, to reflect on practice and set smart actions to support development. This is to ensure the well being and development of our staff and that services are delivered competently and effectively.

The main functions of supervision are:

Supervision is a continuous process. It takes place in a variety of settings and different arrangements to fulfil different functions. The following types of supervision should support the effectiveness of individual supervision. Group supervision/ clinical/ reflective provides the opportunity for the staff team to look together at practises, strategies and methods for reaching objectives with individual young people. Group supervision takes place in team meetings or on shift.

Individual supervision (one to one) should be scheduled monthly and every two weeks whilst staff are in their probationary period. Both supervisor and supervisee share responsibility for making it quality time to explore the stated functions of a supervision as stated above.

It has to be recognised and respected by the supervisee that the supervisor cannot keep all content of the session confidential if they feel it essential to share it with the Homes Manager/ Deputy Manager / Responsible Individual.





STAFF TRAINING

All staff will be given appropriate induction and will adhere to the All Wales Induction Framework (AWIF) and will be registered as Social Care workers with Social Care Wales within six months of commencing their employment at Birch Grove. We abide by the Code of Practice that is in line with Social Care Wales.

Staff will attend mandatory training in the following:

- Safeguarding children (Every two years)
- RIISE (Trauma Informed) (Annually)
- Health and Safety (Every two years)
- Fire Safety (Every two years)
- Food Hygiene (Every two years)
- Administering medication (Every two years)
- Emergency First Aid (Every three years)
- Manual Handling (Every two years)

In addition to this, staff also have training on:

- CCE/CSE
- Equality and Diversity
- Autism Spectrum Disorder & ADHD
- Self-harm & Substance Misuse

Additional training can be accessed if necessary depending on the specific needs presented by young people prior to their admission to Birch Grove. All training is monitored on a training calendar to ensure staff compliance.





The RiiSE (Relationship Inspired Ideas for Supportive Environments) programme has been designed as a cohesive model that is forged on a strong therapeutic grounding based on research from experts within their field. RiiSE ethos is deeply rooted in theories of trauma, attachment, and therapeutic culture with the overarching theme of reducing the use of restrictive practice.

RiiSE philosophy is that positive relationships are the key to healing, we seek to empower our employees to be compassionate, curious, reflective, relational, and inclusive. To then use these skills to be able to move from ‘knowing’ to ‘doing’ with confidence to become skilful trauma-responsive professionals.

RiiSE has been developed to meet the ethical training standards of the RRN (Restraint Reduction Network) and Fair Ways are currently working towards formal certification (by meeting the RRN Standards 2019) of training services that have a restrictive intervention component which is certified with BILD (British Institute of Learning Disabilities) Association of Certified Training.
We also have two in house coaches Emily Dickson and Emma Morris.

Bild Association of Certified Training

Restraint Reduction Network

THE HOME ENVIRONMENT

Number of bedrooms

The home has 3 single bedrooms with en-suite shower rooms for use by young people. These include a shower, toilet and hand basin. There are then 3 staff sleep in rooms and a communal bathroom for staff use. Each bedroom has an alarm fitted as a safeguarding measure to ensure that all young people are kept safe throughout the night. All young people are informed that the alarms are set each evening after they have gone to bed.

Number of communal areas;

We have one communal lounge where young people can watch TV and play games.



THE HOME ENVIRONMENT

Number of dining areas

There is one dining area that is situated alongside our open plan kitchen area.



Access to outside space and facilities

We have a large garden area that allows plenty of safe space to run around and play games or even have meals on a nice summers day.



SECTION SEVEN - GOVERNANCE AND QUALITY MONITORING ARRANGEMENTS

Arrangements with Regards to Monitoring and Improving the Service Regulation 8 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 is met through robust quality assurance processes that includes input from a wide range of sources. They include but are not limited to:

- Weekly management audits
- Monthly management reports, this contains analysis of any accidents incidents and physical interventions within the quarter as well as updates on progress towards young people's plans and commentary of staff support and progress.
- A monthly visit from a different senior manager/Director from the wider company that is not connected to the management structure- a report will be produced with their views of the homes and discussions with young people and staff.
- Twice annual external Quality Assurance visit- this will consist of an external professional with significant experience in the Children's Homes field undertaking a whole day visit and provide a report giving their opinion of key elements of the functioning of the home including:
- Care and support provided
- Leadership and management within the home
- Suitability of staffing
- Fitness of premises
- Monthly 'Responsible Individual monitoring' that will incorporate analysis of key themes from the above as well as feedback received from staff and young people during the Responsible Individual's visits which occur a minimum of monthly.

Regulation 73 Visits (The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017)



SECTION SEVEN - GOVERNANCE AND QUALITY MONITORING ARRANGEMENTS

As stated above, the Responsible Individual visits the home at least once a month. However, Regulation 73 visits will take a different form to these and fully compliant with the regulation.
The Responsible Individual will always;

- Talk to, with consent and in private, a sample of individuals using the service
- Meet with members of staff
- Inspect the premises
- Inspect a selection of records of events
- Any complaints records

Send out a questionnaire to gain the views of young people and staff not present during the visit. Findings will be produced in a Regulation 73 report that will be completed a minimum of every 3 months.

We also have a risk screening tool that we use to highlight risk to the board of Directors.

Fair Ways has an internal quality assurance team who gather and analyse data (both qualitative and quantitative) from all serious incidents (including any use of restrictive physical intervention, serious incidents, complaints and safeguarding issues). They report to a Quality, Safety and Governance committee which is chaired by a Company Director and attended by the Responsible Individual.

Symbiant®
Better Software

The software that we use for this is called Symbiant and the areas that we look at our Service users, SYMBIANT

When young people leave the service we endeavour to gather feedback forms from them as well as their parents and social workers from their placing authority.

The quality of care and support is reviewed on a six monthly basis and reported to the RI directly by the manager of the home.
This report comments on:

- Feedback received from children who have lived at the home, parents, local authorities and wider professional partner agencies through questionnaires.
- Analysis of aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints.
- Reviewing and learning and actions points identified from complaints.
- Feedback from audits and Regulation 8 and 73 reports; including comments on the factual accuracy of records kept in the home.

Fair Ways recognises the importance of a young person's right to comment on or complain about (in a responsible and appropriate way) any aspect of their care, including daily issues or aspects of their future plan. Also, those representatives, relatives and other significant people who may wish to complain have access to the same procedure. We will seek to resolve any complaints with a local resolution within 14 days and feedback will be provided in writing. The details of any complaints that remain unresolved beyond 35 days will be referred to CIW.

Fair Ways staff will play an integral role in the procedure and will be involved in policymaking, evaluation and implementation of the procedure.

They will receive appropriate training on how to use the procedure effectively and have access to management support.

In order to ensure the integrity of the procedure
Fair Ways will ensure:

- That all young people can speak to a member of staff if requested.
- Those representatives, relatives and other significant people have private access to staff if requested.
- That young people have a regular opportunity to discuss aspects of their care with other resident young people.
- That young people can speak to their representatives in the case of a serious complaint or an advocacy service

Fair Ways will co-operate fully with any complaint dealt with by the placing authority. Fair Ways has a complaint leaflet that can be completed and will be responded to. The company also has a specific leaflet designed for the young person to read which explains how they can make a complaint.

Young people accommodated at Birch Grove have the
right to access other avenues for complaint. These include:

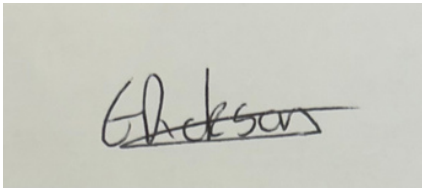
- Social Worker. The young person can make a complaint directly to their Social Worker and to the Emergency Social Worker.
- Placing Authority Children Services. Each young person's Placing Authority has its own complaints officer, who is responsible for all young people accommodated anywhere in the country.
- The Placing Authority can also consider appointing a children's advocate, who will visit the young person if they so wish.
- Independent Reviewing Officer.
- Local Children's complaints officer in which the children's home is situated. The Local Authority where the home is located (Powys) has its own complaints officer.

- Children's Commissioner for Wales. Rocio Cifuentes is Responsible for promoting and protecting the rights of children in Wales.

CIW is responsible for overseeing and monitoring the standards of care for Children's homes in Wales, in accordance with the Care Standards Act and Children's Home Wales Regulations.

Children will have access to a telephone where they can contact the following in private:
NSPCC – 0808 800 5000
Childline – 0800 1111
MEIC (Wales) 08088023456 Text 84001
CIW -0300 7900126
Children's commissioner for Wales, free phone 08088011000
Advocate - TGP Cymru, 0808 0858 471

Emily Dickson



02.07.2026

Appendix A

Within the Appendix A we are putting together the programme for young people when required that is separate to Fair Ways Outdoor Activity Programme. This will allow for young people to carry on their journey within Fair Ways and transition to our long term residential home Ty Cribyn.

One of the focuses of Birch Grove offering a longer-term residential setting at Ty Cribyn, will offer support in a longer term residential service for young people who have engaged well within the programme. We can provide care for young people up to the age of 18 and will look at positive transitions to placements closer to home, supported living or for young people to transition back to family. Our team work a ‘2 days on and 4 days off’ rota- with this consistency it allows for positive relationships to be built.



Education

With Ty Cribyn offering a new longer-term placement, we have looked at various ways that education can be delivered to make sure it is individualised for all young people depending on age and also how much education the young person may have done in the past.

We will look at education in many ways to achieve the best possible outcome. Below is a breakdown of this.

1. Functional skills
2. Tutoring
3. Outdoor Adventure programme (12-week Programme already carried out in the other homes)
4. Outdoor Adventures – Activities and Education Opportunities
5. Stand Alone (semi-independent programme)
6. College
7. School

Functional skills

Working alongside our schools within the company that are based in the south of England, teachers can support the staff with work that needs to be carried out within the home to ensure that they can work towards functional skills. Depending on age this can be linked to colleges in the local area.

Tutoring

The home will work closely with the local authority in regards to tutoring as some young people might already be enrolled in this from previous placements or from stepping down from the 12 week placement. This will aim to target Maths, English and any relevant qualification needed to move onto their next choice of education

College

Young people when completed their school journey can then join local colleges to continue with their next chapter of learning. Within the Ty Cribyn area there are a number of colleges that offer level 1, level 2 and Level 3 qualifications in a vast variety of courses. This can be individualised to the young person.

Outdoor Adventures – Activities and Education Opportunities

ASDAN –

Short courses – possible topics
Adventure and residential short course,
Volunteering short course
Core subjects (English/ maths / science)
After completion of an ASDAN and gaining 6 credits and 60 hours or 12 credits and 120hrs bolt on are possible.
Award of Personal effectiveness – AoPE (equivalent to ½ a GCSE)
Certificate of personal Effectiveness – CoPE (equivalent to 1 GCSE)

Paddle Sport

Performance awards –
Start, Discover and Explore approx £6 certificates
Discipline specific awards in each craft (kayak, canoe, SUP) approx
Leadership awards –
Paddle sport safety and rescue £80 (pre requisite for paddle sport instructor)
Paddle Sport Instructor £200 (full leadership award)

Climbing

NICAS - National Indoor Climbing Award -5 possible levels
Level 3 achievement is broadly equivalent to a pass at GCSE

Stand Alone (independence programme)

Our Philosophy

Our independence programme aims to empower young people to achieve a sense of fulfilment and to envision what possible future aspirations could look like.
We work with a belief system that every child has the ability to reach their full potential when given maximum opportunity. This programme works to eliminate possible fears around the future when young people leave the care system and have to stand alone.
We use a child centred approach that assists young people along their journey to independence. Each module aims to prepare young people to consider what life skills they will need to utilise to become more independent.
When creating the programme attention was paid to capturing the wishes and wants of the young people whilst treating them with dignity and respect.
This programme prepares young people for the road ahead and incorporates strength and determination that no matter how hard the journey, you can succeed, even if you did stand alone.