



New Haven

WATERLOOVILLE

New Haven (Waterlooville) Ltd

Statement of Purpose

May 2025

V9



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Appendix 1 Current Staff Experience and Qualifications are available on request.

Quality and Purpose of Care

1. Statement of the Range of Needs

New Haven is a registered children's home owned and managed by Highlands Group.

At New Haven we accommodate up to 4 children, male, female, and non-binary between the ages of 6 and 18 years. We accept and welcome applications for children who have experienced physical, sexual, and/or emotional abuse or neglect, and those with a diagnosed or presenting Learning Disability (LD). We understand they may have learned and developed unhelpful communication strategies to express their needs and feelings which may present as behaviours that challenge. While catering for a broad spectrum of emotional and cognitive needs New Haven is not resourced to support children with physical disabilities. However, we will consider applications for children with disabilities if we can meet their needs without major changes to the fabric of the home.

New Haven offers a safe environment for young people to learn to relax and trust while they build resilience and learn new coping strategies.

The staff at New Haven are recruited based on their skills, but also their energy, emotional resilience, empathy, and integrity. We agree on individual goals with the placing authority and the child, and our staff are patient and positive in their approach to assist each child at their own pace to achieve those goals.

New Haven works with children in a safe community-based home which understands the real dangers in society and protects the child through building both informed decision-making and resilience. We work in a risk-managed way rather than a risk-averse manner as the children will eventually leave the home and will need to have developed the skills necessary to thrive in what can sometimes be a dangerous environment.

Our staff are trained to understand the risks there are for children and young people, including exploitation and radicalisation.

2. Ethos and outcomes

At New Haven we seek to provide a safe and nurturing environment through medium to long term placements at a minimum of 12 months which allows the Young People to develop trusting and healthy relationships. We do not attempt to replicate the family home per se; however, we look to be the best possible substitute.

The staff in the home are trained to support children via well researched therapeutic parenting model known as PACE. PACE stands for Playful, Accepting, Curious and Empathetic. The home is currently on a journey to embed this style of practice to support children to feel safe and secure so as they can thrive.

Each month the home will have consultations with a trained psychologist who will support the Management team within the home to explore the emotional and behavioural needs of

each child, forming clear actions for the adults in the home to follow. These actions will be implemented in to the day-to-day care of every child and will be clearly documented in their placement plan. The actions will be reviewed monthly and adapted accordingly to ensure each child makes good progress.

We have a rigorous recruitment which seeks to maintain a diverse, highly skilled, empathetic, self-aware staff team who are individually emotionally resilient and can offer good role modelling to the children.

Our mission is to offer individualised outcome-based support for each child in a manner which is compatible with the needs of the group in the home. This all occurs in a shared living setting which builds on social understanding and respect.

We seek to allow the home to develop according to the children resident there as the culture must be dynamic if we are to achieve positive change and re-learning.

New Haven is a part of the local community and seeks to play an active part in the community life around us. We participate in local events and use local facilities. We encourage the children to be active members in the community and develop their skills through education, clubs, sports, music, recreation, and social interaction. We also know this does not come easy for many children and they require gentle, nurturing support and encouragement.

At New Haven we work 'with' the children, not 'for' them. We involve them in their care-planning, and they agree with their own expected outcomes and goals which are reviewed regularly. We are open with the children, sharing with them the information we record in their personal records, and we use a unique, online secure system that manages all aspects of care in one place.

At New Haven we understand that group living, indeed living in any care setting is usually not a personal choice and it can be frustrating and emotional trying to make sense of their new world. This may manifest itself in behaviours that challenge. While we understand this frustration, our aim is to assist the child to express their emotions in a calmer way. We understand this can be a lengthy process and will require us to support the child in manageable steps towards achieving their goals. We do this while keeping the safety of all individuals in the home as paramount.

We develop individual plans which are agreed with the child and the placing authority. We respect each child's difference and uniqueness, and we attempt to reflect this in the diversity of the staff group.

We attempt to create a safe nurturing environment in which the children feel at home, where they feel supported to re-discover and if necessary, re-invent themselves safely and without prejudice

Our home is built on respect. We demonstrate respect among the staff team and always treat the child with respect. It is not something they 'earn' it is something they *deserve*. We use the vast experience of our staff to ensure we offer the best possible opportunity to each child from admission to their eventual leaving.

Empowering young people to have a voice and make decisions regarding their current situation.

Together working collaboratively with the young person and key people to achieve their goals.

Honesty is at the forefront of all our relationships, with young people, each other, and external agencies.

Outstanding outcomes encompasses everything that we do to achieve the goals of our young people.

Supportive and encouraging people to reach their potential, treating all with respect and dignity.

3. Accommodation

At New Haven we accommodate up to 4 children, male, female, and non-binary between the ages of 6 and 18 years, in single en-suite bedrooms. There is a staff office and sleep-in room with en-suite downstairs. New Haven has all customary features of a spacious modern home, including a lounge, dining room, and modern kitchen, there is also a separate utility room, a toilet, and a large multipurpose room which can be used by the children as a play/activity space. At the rear of the property is an annex with a meeting room, and quiet space which has a range of sensory activities to help the young people be able to self-regulate with support. This area can also be used for therapy sessions, and family time, it also has a toilet and small kitchen area. The home has a safe back garden which is fenced, and all bedrooms are individually furnished and include a lockable space for valuables.

4. Location

New Haven is in the Market town of Waterlooville and is in a community close to local amenities. The house is accessible to many green spaces including the Southdowns' and Queen Elizabeth country park to the North and The Wittering, Hayling Island and Southsea beaches to the south. It also has access to good schools and public transport, with buses to Havant bus depot where you can get buses to Portsmouth and Chichester. The nearest train station is also in Havant. The town centre is within walking distance of the house and hosts many other amenities such as a leisure centre and swimming pool, Library, and a community centre.

5. Supporting Cultural, Linguistic and Religious Needs

At New Haven we value the cultural, linguistic, and religious beliefs of each child and we support them individually to experience and develop these aspects of their identity. The home is ideally located to access a variety of places of worship, including Christian Churches, Pentecostal, Evangelical, Kingdom Hall, Mosques, Hindu Temples, Buddhist Centres, and a Synagogue. New Haven will promote and celebrate cultural Holidays to raise awareness and acceptance.

Diversity in the staff team is an excellent platform to learn from each other, share cultural practices and improve cohesion and tolerance. The team are proactive in educating and sharing knowledge about faith, religion, and culture. Young people will have the opportunity to experience different religious holidays and occasions and through this will be able to explore different cultures. We hold regular cultural evenings with the young people, specifically around individual staff members' origins and places of their interest – e.g., Mexico, Poland, Vietnam, America, England, where young people are given an insight into different cultures and beliefs, food/ meal options and activities.

We value the celebration of important dates such as birthdays and Religious Holidays for the young people and encourage them to have choice in what they want to do to celebrate these events to make this a special day which is individualised to their own needs and wants and choices. We will support young people to celebrate any culture or religion, gaining additional knowledge if this where needed.

The cities of Portsmouth, Chichester and Southampton are easily accessible, and all celebrate specific culture days throughout the year, this enables all our young people and staff to experience different cultures and celebrations.

New Haven will ensure that the communication needs of the Young People are met by working with any existing plans as well as close partnership working with SALT and Education Providers.

The team at New Haven are fully aware of the need to ensure children and young people are protected from any form of religious or cultural discrimination or abuse.

6. Complaints Procedure

We believe that complaints, concerns, comments, and compliments are a valuable indicator and an opportunity to improve the quality of care at New Haven.

As part of our commitment to respect everyone, New Haven understands that there will be times when a child is unhappy with something within the home. This may be dissatisfaction with another child's behaviour or a member of staff. Such concerns may appear minor but can be especially important to the child. They may be easily rectified or may require some ongoing work to resolve but, in all cases, we take the complaint seriously and seek early resolution. New Haven complaints policy and procedures can be found on the website, and all young people will receive information on how to make a complaint and who they can complain to when they are admitted into the home in the form of a children's home guide which will be made specifically in their style of communication.

We offer the children several avenues to raise concerns or complaints. These include 2 weekly catch up's meetings, Key-work sessions, 1:1 meeting (where staff support a child with a specific piece of work). If the issue can be resolved informally and in a timely manner, we will support the child appropriately to achieve such resolution and will keep a record of the issue and the action taken.

We also recognise that there may be times when we need to follow our formal complaints procedure to arrive at a satisfactory solution. We are led by the child in this regard and will support them vigorously if they wish to use the more formal part of the complaint's procedure. We would recommend the children use the complaints procedure for more serious complaints, particularly regarding the behaviour of a staff member.

We do this by asking the child to complete a complaints form. We offer the child assistance in doing this according to their communication skills and preferred mode of communication. In the first instance the complaint will be given to the Registered Manager, Emma Hibberd, T: 07938500272 (Email: Emmahibberd@highlands-group.co.uk)

If the complaint is about the Registered Manager, it will be passed onto the Responsible Individual, Jackie Smeeth. T: 07716 639564. E: JackieSmeeth@highlands-group.co.uk.

The complaint will be acknowledged and responded to within a reasonable time and no later than 28 days unless the situation requires further investigation. In such cases, all relevant agencies will be consulted and notified of the reasons for this. We also advise the children of their rights to complain to a third party e.g., Ofsted, Childline, advocate, independent visitors. We keep the numbers for such people on display in a sensitive manner which does not appear institutional but allows the children constant access.

We also display the contact details for the responsible Individual should any child wish to contact them with their concerns or complaints.

If a child or any person acting on their behalf is not satisfied with the outcome of a complaint, or if they have a concern about a child's safety and wellbeing, they may contact Ofsted directly.

The contact details are:

Phone: 03001231231

Email : enquiries@ofsted.gov.uk.

Children can also contact the Following :

Become 0800 023 2033 www.becomecharity.org.uk

Email : advice@becomecharity.org.uk

The Children's Commissioner: Tel: 020 7783 8330 Web:
www.childrenscommissioner.gov.uk

Dedicated help line - Help at Hand 0800 528 0731

Email: help.team@childrenscommissioner.gov.uk

Parents, neighbours, and stakeholders can follow the complaints procedure which can be found on our website.

The Complaints Procedure does not apply to staff; there is a separate grievance procedure for staff, which can be found in staff's contracts and on our central hub, Client Bridge.

7. Safeguarding Policy and Behaviour Management Policy

Our Safeguarding Policy and Behaviour Management Policies are readily available to all staff and can be made available to any person, body or organisation involved in the care or protection of a child. This can be requested from the website or by emailing the Registered Manager, Emma Hibberd. This is also shared to the young people's Social Workers. All staff read these policies as part of their two-week induction process prior to starting their employment with the young people on the floor.

Our Safeguarding Policy and our Behaviour Management Policy is also available on our website.

Views, Wishes and Feelings

8. Consulting with Children About Their Quality Of Their Care

As stated above, at New Haven we work *with* children, and this includes planning their care. We involve the child in developing their placement goals and in setting up steps towards achieving those goals. We also seek the child's feedback on the quality of the care they receive. We do this through weekly catch up's, 1:1 sessions and Key work sessions. We support each child to attend their review meetings and assist them in preparing for these meetings. Young people also are given the opportunity to talk to the independent visitor and/ or OFSTED when these people visit the home.

The two weekly catch ups are a useful learning experience for the children to develop negotiating skills and understanding compromise and consensus. We recognise that not all children are comfortable in such settings and staff support them according to their understanding, abilities, and communication needs.

We discuss with each child any serious incidents they may have and seek to help them understand their own emotions and feelings. We also support children in understanding their own health needs and assist them in all aspects, including sexual development and relationships. The staff operate in a non-judgemental manner, ensuring they support the child's needs according to the agreed plan regardless of their own beliefs.

9. Anti-Discriminatory Practice and Children's Rights

For community living to work, indeed for any shared living experience to be beneficial, it must be founded on mutual respect.

We believe that all people should be treated with respect. Our work is done with respect for the individual, for their beliefs, culture, ethnicity, values, marital status, pregnancy/ maternity, age, sexuality, gender or gender re-assignment, age, and ability. By exploring each child's needs and desires and advocacy and representation we promote their rights. We do not readily accept societal norms of discrimination and strive to achieve what is best for the children we support.

We promote a culture where bullying is unacceptable, we do this by discussing the act of bullying behaviour in house meetings and in key working sessions, promoting equality for all children. This requires us to support each child to understand their own needs and express their concerns in a safe atmosphere where every opinion is valued. It also requires us to assist each child in expressing themselves in whatever style they are comfortable with.

Our policies are reviewed regarding impact on equality, and we revise each policy wherever we perceive there may be an equality issue. Our recruitment strategy seeks to build a diverse staff team and we address any skills gaps through supervision and provision of appropriate change-making training. Our Admissions Policy identifies the need to assess each child and ensure we can adequately provide for their individual needs. This may also highlight areas where we need to provide support or adaptations for children and/or training for staff to ensure each child has an equal opportunity in the home.

Education

10. Supporting Children with Special Needs

New Haven has a good selection of well-performing schools nearby with a wide selection of abilities catered for, including special schools. We have staff who are very experienced in working with education providers and we value the benefit of fostering good relationships with schools and colleges. Our staff are experienced in supporting children with special needs in their education and they work with the schools to ensure they are providing the appropriate support.

11. Home Curriculum

New Haven is not registered as a school and does not provide a curriculum however we do appreciate that there may be times when a child does not have a school place or is temporarily out of school. In such cases we work with education providers to support the child's education while a school place is set up.

12. Arrangements for Local Schools and Promoting Education

New Haven is well situated to avail of several good quality schools. There are many schools within a few miles of the home, including Primary Schools, Secondary Schools and Further Education, some of which can provide for special educational needs and are rated either Good or Outstanding by Ofsted. We review the performance of each school through the regulators reports and keep close communication with the teachers.

With the placing authority we assist each child in identifying a suitable, appropriate school based on their assessed needs. We ensure all children have the correct cleaned and ironed uniform each day and are always dressed smartly.

Each child's support plan in the home identifies their educational needs and the role of staff is clearly understood in supporting each child's educational goals.

Each young person has a study desk in their bedroom to promote education and a separate study area. New Haven also has a study Laptop, and each young person will have their own login to utilise for any home study work for School or College.

All young people at New Haven will have access to AQA qualifications which will allow them to develop their education and independence skills and receive certificates to celebrate their achievements.

Enjoyment and Achievement

13. Arrangement to engage in activities

We encourage and support children in their chosen extra-curricular activities. We encourage each child to look to develop their skills in other ways after formal school time through involvement in sports, activities, music, and training.

New Haven is in an area with an abundance of clubs, facilities, and amenities. There are leisure centres and Youth clubs nearby, including provision for special needs. There is a local library and plenty of opportunity for sports and music. There are many parks and places of interest nearby too. We maintain an Activities File which includes generic risk assessments of each facility. This would include areas such as changing facilities for sports and swimming, parking, accessibility, lighting etc. These risk assessments are regularly reviewed and updated whenever a staff member becomes aware of a change. Each child is also independently risk assessed for each activity and venue as their individual needs will differ.

We have access to transport to increase the opportunities for everyone to enjoy and participate in fun and leisure-based activities together. There is significant emphasis from New Haven on the benefits gained by all in participation of group based as well as solo activities. We believe this helps build relationships and provides another opportunity for social learning, building self-esteem, confidence, and trust.

Each young person will have a personalised activity planner, and this will be part of an on-going calendar of activities that includes after school and school holiday activities. In addition, there will be some special activities that will be linked to rewards and recognition of progress.

New Haven staff support each child in agreement with their placing authority in choosing their own weekly activity. As stated above we assess each child individually for each activity and venue. We do this with the child's involvement, so they are aware of the risks involved and how to minimise them. There may also be a staged managed plan to equip the child with accessing the activity as part of their independence planning.

The Home offers a variety of age-appropriate in-house activities such as arts and crafts, games, theme and pamper evenings, popcorn and movie evenings, and garden-based activities, making use of the various spaces available. Young people can select a weekly magazine of their choice to encourage reading and promote curiosity in various interests. There will also be a range of cultural activities both inside and outside of the home which will help educate the young people within this sector. We will actively listen and adhere to any cultural requests that the young people may make and will ensure that the young people can access any cultural or religious practices they wish to be involved with.

Health

14. Healthcare and Therapy Provision

Children at New Haven are encouraged and supported to adopt and develop a healthy living lifestyle, this includes body, mind, and spirit.

Each child is registered with the GP, dentist, and optician. The staff at New Haven maintain good communication with the GP and other healthcare professionals including CAMHS.

Our staff are trained in First Aid and in Medication Administration and Recording. There are other additional healthcare qualifications amongst the staff team (see Appendix 1).

Each child at New Haven has an individual support plan, including a health plan which is agreed with the placing authority. Each child engages in their review, supported by staff to ensure they play an active role in their care and health planning. The staff support each child with all aspects of their health plan, including making appointments, support at medical appointments and engaging with health professionals to help identify the best way forward.

Each child's health plan is reviewed at the child's placement review and all actions are assigned to the relevant person. These may include sessions with a psychiatrist, a psychologist, therapy/counselling sessions, or other interventions and the staff support each child with all aspects of their health plan according to the agreed actions. Where appropriate staff may engage in direct work sessions to support the child with aspects of their health plan. Staff are suitably trained and supervised in this specialised work.

Positive relationships

15. Promoting Contact Between Children and their Families/Friends

We value the necessary role family and friends play in the lives of the children at New Haven. Children need to form attachments as part of their development, and they need to develop resilience coping skills to manage the ups and downs of normal relationships. We encourage the children to maintain their family relationships and to make friends.

Each child has a contact plan which is agreed upon placement and reviewed at their placement review. The staff support the children with contact visits and seek to make them a positive experience. We have an annex away from the main house where children can meet their family in private. Staff are aware that any contact visit can be stressful, and the staff support the child appropriately. Some contact visits may require the staff to be with the child throughout the visit and staff act in a supportive role with the child's best interest's paramount. They listen and observe the child and support them where they see the child needs support. We also appreciate that for some children who may not have many positive experiences of family connection, seeing other children with their family can be challenging and we take efforts to minimise the impact.

At New Haven we know that forming relationships is such an important key skill for each child to develop. We look to make New Haven a place where children will be comfortable to bring friends. We also encourage the children to visit their friends and we take all reasonable steps to ensure they are safe with their friends. We recognise that a lot of children meet socially online these days, and we are aware of the great dangers of such socialising. We also

recognise that it is our responsibility to ensure each child has developed the necessary skills to stay safe when online and where it is agreed that a child can access the internet, we take all reasonable measures to keep the child safe.

As the children grow, they will form more personal relationships and our staff support the child in understanding intimate relationships and support them in their development. We support them with understanding their rights, with understanding their emotions and with developing a positive sexual health lifestyle.

We understand that in developing relationships (including online friendships) that children can be very vulnerable while being unaware of the dangers. We are particularly aware of the dangers of exploitation and radicalisation, which usually happen in an environment where the young person is unaware of the dangers facing them. We train our staff to be aware of such dangers and to support the child sensitively and empathetically.

Protection of children

16. Monitoring and Surveillance

At New Haven we have a strong Safeguarding culture. All children have individual support plans, agreed at placement, and reviewed regularly which includes the levels of supervision they require. Each child's plan is different, but all plans work to the long-term goal of equipping the child to grow up safely and develop the skills to manage themselves well in the community. Initially a child may require high levels of supervision, but this will remain under review with agreed steps towards reducing the level of supervision as the child builds trust and self-management skills. Children are supervised by staff being with them in as much as their individual assessed needs require. Staff do not routinely enter children's bedrooms without the child's authorisation. They will of course, enter the room if there is a perceived danger to the child but staff respect as much as possible the bedroom as being the child's private space and will only enter in accordance with the home's bedroom policy.

While living at New Haven we must ensure that the children are safe while allowing them the natural freedoms necessary for positive development. Children will have agreed as part of their support plan the amount of unsupervised time they may have for example in the community. This will also be reviewed with the placing authority and the child.

Sometimes a child may not return at the agreed time or may leave the home without authorisation. In every case, the child will have an agreed individual 'Missing Without Authorisation' plan which is agreed with the placing social authority and the local police. This plan will always include an active search for a child who is missing, and it includes timescales for contacting the authorities such as police. The staff will follow the plan rigorously as it is based on that child's vulnerability and the assessed risk of them being away from the home.

At New Haven we maintain a file for each child which contains their vital information staff will need to take with them should they need to search for a missing child. This information is also useful to share with police if necessary as it contains essential information including areas of risk and medical needs.

On the child's return to New Haven following a period of unauthorised absence the staff will always welcome the child back and assess their condition and address any urgent needs. The staff will then ensure the statutory responsibility to have an independent return interview is followed. We will do this in a way which is suitable for the young person's individual understanding and communication needs. We have a social story in place for young people who need visual communication to help aid their understanding in this and so that we can ensure that the young person is safe.

CCTV/Door alarms

At New Haven we have opted not to have CCTV from the outset. Young people will be monitored by the staff on duty and staffing levels will reflect the needs of the young people living at New Haven.

Similarly, there are not currently door alarms fitted on the external doors of the home but could be possible if a need were identified. In such instances, agreement would be sought with each child/ young person and their placing authority.

17. Behavioural Support

At New Haven we foster and develop a community based on respect. We agree the rules of community living as a group, seeking each child's input into what sort of rules the home should have. We add to these or amend them as the group sees fit using the house meeting (Catch up's). We like to recognise and reward positive behaviour and achievement and we agree that there are certain ways we expect each other to behave. They include:

Rights

Not to be sworn at by others and not to hear negative language

Not to be bullied by others

To be accepted without prejudice and discrimination

Not to be physically hurt

Live in a lovely home

To have your feelings understood

Enjoy mealtimes

Responsibilities

Not to swear or use bad language towards each other

Not to bully or be unkind to others.

To accept others without prejudice and discrimination

Not to physically hurt others.

Not to damage property or surroundings

Be sensitive to the needs and feelings of others

Behave appropriately at mealtimes

To have your wishes and feelings respected and listened to by all

To respect and listen to the wishes and feelings of other young people and the staff team

The House meetings at New Haven are a particularly useful forum to discuss issues around how behaviour affects the group. This is managed in a gentle, non-judgemental manner with a view to agreeing what is acceptable rather than a punitive occasion. Any consequence for inappropriate behaviour is agreed with the child on a one-to-one basis and is reflective and restorative.

Sometimes a child may behave in a manner that does not meet with the house rules or does not respect others. In such cases the staff will look to support the child to make more appropriate choices in their behaviour. They will recognise and encourage each small step the child makes towards more positive behaviour. Our staff are trained in de-escalation techniques and understand their response to such behaviours must be constantly assessed to ensure it is not escalating the situation.

Our staff are trained in Team Teach which looks to de-escalate such incidents and it includes physical intervention training. Staff are certified as competent by assessment; and this is reviewed on a two-year basis. We also hold refresher training days and use our trainers to address specific behaviour issues arising from a specific incident if necessary.

There may be times when a child is overcome by feelings and acts inappropriately or in an unsafe manner. Staff will always try to assist the child to self-regulate. They will assess any risk to others and act appropriately to keep them safe. However, if the behaviour poses a danger to the child or someone else, staff may need to intervene. The staff use a dynamic risk assessment process to make this decision. They would only intervene if there were risk posed to a person. While damage to property is unacceptable and may be quite traumatic, there is often an elevated risk of escalation in trying to intervene to prevent such damage. It is our policy that physical intervention, while at times a very necessary response, does not assist the child's development of self-regulatory skills and is only ever used when all other options have proved unsuccessful.

If a child engages in such an incident, we encourage them to talk about it at an appropriate time with an appropriate member of staff. We recognise this is not an easy thing for the child to do and it may take several attempts for them to feel able to discuss the issue. Our staff are well trained and experienced in managing such meetings positively. Part of this meeting may include a discussion around an appropriate consequence for the unacceptable behaviour or what reparations can be made. We have a behaviour management policy which precludes certain consequences being made and all consequences must be proportionate and relevant to the behaviour. We seek to be non-punitive and look for resolution and learning.

Following such an incident the staff receive a debrief where they can explore their feelings and the effect the incident has had on them. The incident may also be discussed in the staff meeting with a view to learning and reviewing any risk assessments for the child.

Our behaviour management policy includes appropriate consequences and those which are not permitted.

This plan may include reward charts, goals, recognition of achievement, recognising triggers and extra support at critical times.

Leadership and Management

18. Provider Details

The Registered Provider is:
New Haven (Waterlooville) LTD
5 Deansway
Worcester
WR1 2JG

The Responsible Individual is:
Jackie Smeeth
5 Deansway
Worcester
WR1 2JG

Contact Number and email: 07716 639564 jackiesmeeth@highlands-group.co.uk

The Registered Manager is:

Emma Hibberd

New Haven Children's Home

Contact Number and email: 07938500272 Emmahibberd@highlands-group.co.uk

Head Of Care;

Rhiannon Beer

Contact number and email; 07548559090 Rhiannonbeer@highlands-group.co.uk

19. Staff Experience and Qualifications

See Staff Appenix

20. Management and Staffing Structure

The staffing structure in New Haven is as follows:

Responsible Individual

Head Of Care

Registered Manager

Deputy Manager

Senior Support Staff

Residential Care Worker

Waking night staff

The number of staff operating at any given time will depend on the needs of the children, however as a minimum the staffing level at New Haven whilst at full capacity at any given time is:

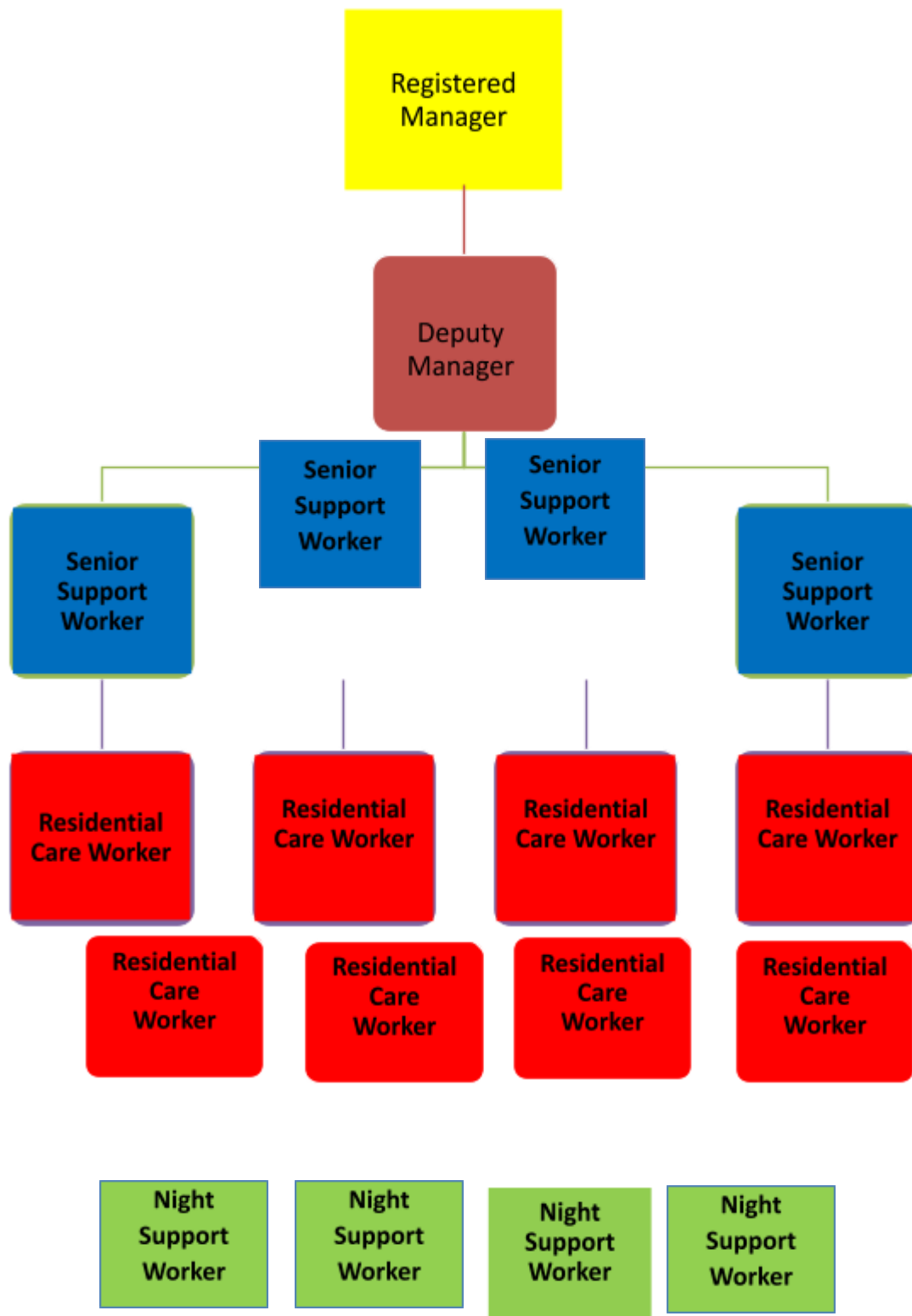
A manager or deputy manager (during office hours)

1 Senior Support Staff

2 Support Staff (N.B there may be times when a reduction in the need for support staff is possible, such as after breakfast and when young people have departed for school. This will not impact on young people receiving the necessary level of support required)

There will always be one waking night member of staff and one sleep-in member of staff, who will be on-call to help support the waking night if necessary.

There is on-call support for staff should they feel the need for management support.



At New Haven, all our staff are supported by professional supervision and regular training. All staff receive regular supervision at a minimum of monthly intervals. New staff receive more regular supervision and there will be times when staff require more frequent supervision. All staff sign an agreement; and a record is kept of each supervision session. Supervision time is guarded and is labelled as 'Protected Time.' Supervisors receive additional certificated Supervisor training.

Regular staff meetings are held where an agenda is followed, this includes items specifically chosen and suggestions by the staff team, these are discussed, and actions agreed. A record is also kept of these meetings and any staff member unable to attend can read and sign the minutes of the meeting.

Additional meetings are also held to ensure we look at support needs and staff needs of each young person. These meetings are either attended by Highlands Group SLT or New Haven Management and senior team.

The Registered Manager will also have an open-door policy and hold regular informal 1:1 chat with both young people and the staff team, outside of their supervision to check in. This ensures they feel valued and receive an extra layer of support.

21. Staff Gender Mix

At New Haven we value the diversity of our staff. We target our recruitment to include good role models from all genders and non-binary to develop a multi-skilled team offering different individuality, while maintaining the ethos and culture of the home.

Care planning

22. Admission to New Haven and Transitions from New Haven

In as much as possible we at New Haven receive all children in a pre-planned manner with a gradual introduction to the home.

Admission Criteria

Our criteria for admission to New Haven are:

- We accept applications for children between 8 and 17 years of age of any gender or non-binary
- We accept and welcome applications for children who have experienced physical and/or emotional abuse or neglect and those with a Learning Disability (LD) or presenting Learning Disability (LD).
- We only accept applications for children who have a social worker
- We agree a stepped introduction plan to introduce the child to the home with the social worker.

Admission Process

Our experience here at New Haven has told us that good planning at measured steps reduces the stresses for the child in what is already a stressful situation. Our Admission Process will be agreed with the placing social worker but will include:

1. The placing authority makes a referral.
2. An Initial Assessment is made by the Home Management team based on the information received.
3. If we feel we may be able to meet the young person's needs based on the Initial Assessment and matching criteria, New Haven will request additional information outlining the history and current needs of the child
4. New Haven Managers will complete an Impact Risk Assessment focusing on the child's needs and the suitability of their placement, paying regard to the needs of the child, the placement goals, the staff skills, the resources available and the impact on the children already living in New Haven. An online tool on Sue's Solutions aids this process.
5. If the Impact Risk Assessment determines that the placement is viable, management will request further information from the placing authority. This must be received before the process can proceed and include: -
 - Young person's Chronologies
 - Family background
 - Youth Offending history
 - Medical history and needs (Including Immunisations)
 - Updated Risk Assessment
 - SERAF
 - Relevant plans (i.e., EHCP plan)
 - CAMHS Involvement
 - Young person's strengths

Once information is received, New Haven staff will meet the child at a suitable agreed location. Staff will introduce themselves and using the young person's preferred communication style, share placement aims through the Children's Guide and enable the young person to share their views, wishes and feelings.

Continued support and guidance will ensure the young person understands their journey whilst at New Haven. This will occur through positive relationships and dedicated key working with trusted adults.

6. The potential placement is discussed at a house meeting and the views of each child are heard. Any worries are listened to, and individualised support given.
7. The young person's Transition Plan will be individualised based on their needs and that of the pre-existing group but ideally will include the following:

- The child visits New Haven. This may include a meal but will be dependent on the needs of the child and will be agreed with the social worker. The child will be shown their bedroom and discussions will include ideas on personalising their room for them. This visiting stage may be repeated depending on the needs of the child. The child would meet staff and children in the home.
 - An overnight visit during the weekday. This stage may also be repeated according to the needs of the child
 - Admission to New Haven, including Placement Meeting within five days.
8. Initial CLA Review arranged to take place within 28 days of Transition.
 9. Individual Placement Agreement (IPA) obtained from Placing Authority within seven days.

Emergency Placements

Our experience has taught us that sometimes choices are limited and urgent. A child may be referred to us in an emergency, where we could meet their needs but the crisis for that child could leave them homeless if we do not act quickly. In such situations New Haven management team would assess the child's needs against the alternative solutions. Our main concern here will be the impact on the child of such a move and the impact on the other children at New Haven.

If this situation arose and we felt that it was in the best interests of the child, we would set up an emergency admissions plan. This would include introductions and visits to the current placement if possible. We would set up an interim support plan based on the presenting needs and complete a risk assessment to examine the impact on the home while the admission planning process is completed.

Transitions from New Haven

At New Haven we endeavour to ensure all transitions from the home are planned and managed in a way to support the child. We would promote any transition that enriches or benefits a child's life but in turn we would advocate on behalf of the child when a transition from the home is not deemed in their best interests.

Where a child turns 18 we will liaise with the local authority to ensure moving on plans are managed in a way that supports the child and the other children residing in the home. We will ensure there is a sufficient plan in place, that an appropriate moving on placement is sought, and update all risk assessments to eliminate or reduce any increased risk of an adult living in the home. In all cases we will ensure this is in the child's best interests and in agreement with all placing authorities and OFSTED.

Unfortunately, there may be times when there is no choice, but for a child leave our care in an unplanned manner. This is never something we would like to see; however, we still need to be prepared to manage such emergencies positively. If, for example, a child's behaviour becomes a serious risk to the other children in the home, there may be a joint decision to regretfully end the placement for the greater good of the other children in the home. We

will ensure that we evidence our observations of the needs of the young person and provide this to Placing Authorities to assist in ensuring an appropriate placement can be identified. While this may seem a negative outcome, we still must make it as positive as possible for the child

Monitoring and Review

The Statement of Purpose is a live document and will be updated as and when updates are required, as necessary. Once updates are completed, these will be shared with OFSTED, local authorities where required and shared on our company website. The Statement of Purpose will be shared with stakeholders and Social Workers where requested.