# **RAISE HOUSE CHILDREN’S HOME**

# **STATEMENT OF PURPOSE**

# **(Updated August 2023)**



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**Introduction**

The Statement of Purpose is a requirement of the Children’s Homes (England)

Regulations, April 2015. The statement is intended to provide a guide to Raise House for professionals, the public and external organisations.

This is a key document against which Raise House is inspected by Ofsted and is formally reviewed and approved by the Responsible Individual and the Homes Manager on an annual basis.

The children’s guide is written in a format appropriate for children and young people. Our staff are available to explain any of the contents on request and where required.

**Quality and Standard of care**

**Statement of the range of needs**

Raise House is a children’s home, providing full time care and accommodation for children and young people with a range of complex needs and associated behaviours.

**Ethos of the home**

Our ethos within Raise House is to make a positive difference to the personal, social, and learning lives of the children and young people who are placed. We strive to create a positive environment where children and young people are offered experiences and opportunities to assist them with achieving their aspirations and goals in life.

Children and young people are supported through a multi-agency approach which aspires to the continuous development of knowledge, understanding and skills, whilst being safe, socialising with friends and having fun.

Raise House adopts a holistic, person centred approach to the care and development of children and young people and endeavours to ensure that they are enabled to overcome barriers, whatever and wherever these may be.

**Accommodation offered**

Raise House can accommodate up to three children or young people of any gender aged between 11 to 18 who primarily have emotional and behavioural difficulties with associated issues which may include:

These may include the following:

* Social, emotional, and mental health (SEMH) needs
* Risk of child sexual exploitation (CSE)
* Complex emotional trauma
* Attachment disorder
* Post-traumatic stress disorder (PTSD)
* Past criminal and anti-social behaviours
* Oppositional defiant disorder (ODD)
* Conduct disorder

Our team have previous experience of supporting children and young people with these presenting behaviours and will receive both online and classroom-based refresher training during their induction and as part of their ongoing continuing professional development. We will also engage in multi-agency work alongside other youth organisations, who support young people with past criminal and anti-social behaviours.

Due to the structure and layout of the building, we will not be able to support children or young people with mobility issues.

The house is a large end of terrace property in a residential setting, with three large bedrooms. Each child and young person will have their own room, (which they can personalise). They will also have their own key to their bedroom, which will be their responsibility whilst living with us at Raise House.

Raise House offers quality accommodation that has been decorated to a high standard and designed and redeveloped to ensure the needs of the children and young people are met. The separate kitchen and dining area have been adapted to provide an open plan and more spacious room, where the children and young people can be encouraged to help with meal preparation and enjoy mealtimes with our team. We have a living room at the front of the house where the children and young people can enjoy a quiet space, or watch TV in a communal area, as well as a separate staff office on the ground floor. We have chosen to locate the staff office closest to the front door, to minimise the need for external visitors etc to travel throughout the house unnecessarily. There are separate bathroom and toilet facilities for both our staff team and the children and young people, with their facilities located upstairs and a toilet and shower room downstairs for our team.

Raise House also has a space for the children and young people to relax and enjoy social activities, including arts and crafts, board games and computer games.

The courtyard garden has been designed to encourage the children and young people to garden. Studies have shown that caring and nurturing plants can have a positive therapeutic effect and is something we would like our children and young people to benefit from.

**Location of the home**

Raise House is situated in Forest Gate in the London Borough of Newham. It is within walking distance of the town centre, offering a vast number of amenities and services to choose from including great transport links, several schools, healthcare and youth service facilities, food stores and places of worship. The house is a 2-minute walk from Wanstead Flats, a recently redeveloped conservation area and large area of open grassland. It is also a site of special scientific interest and home to Jubilee Pond, which was refurbished as part of the ‘Branching Out’ project. The children and young people at Raise House will benefit specifically from supervised activity on their doorstep, including the opportunity for picnics, activities like riding, fun fairs, and Saturday morning football leagues. We are also located within a 20-minute walk of London’s iconic shopping and entertainment centre, Westfield Stratford.

Raise House has developed a comprehensive risk assessment of the immediate and local area to ensure the suitability of our location. It has been done in conjunction with a variety of professional bodies, including the local police department. A copy of the location risk assessment will be made available upon request.

**Arrangement for supporting the cultural, linguistic, and religious needs of children**

We strive to be inclusive and sensitive to the individual needs and aspirations of children, young people, and their families. We also aim to be family orientated, culturally competent and respectful of children and young people who have a diverse range of needs and backgrounds. All the children and young people who receive a service from Raise House are valued as individuals, with different needs and individual rights.

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The values deriving from different backgrounds are always recognised and respected. Within the care planning process, the team recognise different needs in relation to ethnicity, culture, religion, diet, and sexual orientation where they may exist.

Special dietary needs and individual preferences are recognised and are included in the menu planning process.

**Complaints**

We appreciate it can be difficult for parents and other professionals to say that they are unhappy about what is happening within the home. We hope that they always feel free to voice any concerns to any members of staff within the home, especially the Registered Manager.

Anyone can also voice concerns to social services and to Ofsted who is responsible for the registration and compliance of all children’s care homes:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone 0300 123 1231

Email: enquiries@ofsted.gov.uk

Children and young people are encouraged to talk to the staff, social workers, and their independent reviewing officer. Staff also encourage them to talk openly about any problems they have key worker sessions and informal conversations. The children and young people are made aware that they can also contact Ofsted and the contact details will be provided in the children's guide.

Additionally, the children will have access to a telephone and contact details for child line and the children's commissioner.

Childline 0800 1111

Children’s commissioner

Dame Rachael de Souza

02077838330

Raise house has a complaints policy which details the process for dealing with complaints. When children indicate they wish to make a complaint, the person receiving it should do what they reasonably can to ensure that all other resolutions available have been tried, rather than resorting to making a complaint. The Registered Manager is the person to deal with complaints and if this needs to be escalated, it would be to the Responsible Individual. We have a 3 stage complaints procedure, including a local resolution, (stage 1) formal consideration, (stage 2), which will be dealt with by the Designated Complaints Manager and Review Panel (stage 3), which will consist of 3 persons that are independent of the matter in hand.

Raise House is committed to receiving and acting upon feedback from children and young people, whether this is positive or indicating dissatisfaction with the services provided. Complaints and compliments are monitored by the Regulation 44 visitor on each monthly visit.

**Care and protection of children**

Raise House follows the Children and Social Work Act 2017 and works within the Safeguarding partnerships.

Raise House has a safeguarding policy and behaviour management policy. These policies are available to staff on our ClearCare system and Tri.x online policies and procedures folder, and are available to children, young people, families, carers, professionals, and others involved in the care and protection of a child upon request.

**Views, wishes and feelings**

**Consulting with young people**

At Raise House, children and young people are supported to actively participate in day-to-day and more complex decisions about their lives.

Children and young people are listened to at Raise House and where possible their wishes are granted.

The home has strong links with local authorities, designated officers, social workers, and other important safeguarding agencies. These links are used effectively to make sure the young person’s voice at Raise House is heard, enabling leaders and managers to make child-centered decisions about the children who live at the home. The child’s voice is essential in making sure the home keeps high expectations and aspirations for all children.

Regular consultation takes place with children and young people regarding their experience of Raise House and how they would like the service to develop. Raise House recognises that children and young people should be offered opportunities, choice, and control within their level of understanding.

The home’s policy and approach to anti discriminatory practice and children’s rights

Raise House works within the Equality Act, 2010. This act protects people in the workplace and in wider society from discrimination. Discrimination can come in any of the following forms:

**Direct discrimination** - treating someone with a protected characteristic less favourably than others

**Indirect discrimination** – putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage

**Harassment** – unwanted behaviour linked to a protected characteristic that violates some one’s dignity or creates an offensive environment for them

**Victimisation** – treating someone unfairly because they have complained about discrimination or harassment.

Protected characteristics are described as:

• Age

• Being or becoming a transsexual person

• Being married or in a civil partnership

• Being pregnant or having a child

• Disability

• Race including colour, nationality, ethnic or national origin

• Religion, belief, or lack of religion/belief

• Sex

• Sexual orientation

Raise House has a policy on anti-discriminatory practice that all staff adheres to. No child, young person or groups of children, young people or their families will be discriminated against. Our staff team will not judge or treat children at Raise House or their family unfairly or unequally.

Should staff become aware that an individual or a family is experiencing discriminatory practice they will offer immediate support and promptly address the needs of all concerned. This will then be passed on to the Registered Manger to investigate.

**The home’s policy and approach to anti discriminatory practice and children’s rights**

Raise House is committed to the principles of The Human Rights Act 1998. The children and young people placed at the home will have their needs and views heard and their contribution will be paramount in decision making. Raise House uses every opportunity to promote the improvement of children and young people’s lives and social status.

Within the principle of equal opportunities, all young people have rights. At Raise House children and young people have the right to:

• Be treated with respect

• Be treated fairly

• Be listened to when people are making plans about their future

• Be able to go to school

• Be in good health

• Be able to complain if they are unhappy or worried about something

• Be able to have an advocate who can advise and help sort out matters when their stay is not going well

• Be looked after by staff who actively promote the above rights

The concept of the 'best interests’ of the child is paramount in the values of Raise House. The home is committed to promoting the rights of children and young people placed in their care and ensuring they can make a meaningful contribution and achieve their aspirations. Children and young people are involved in decision making and planning about their care and wider service developments. Inclusion is achieved by accessing mainstream activities such as going to the cinema, meals out in restaurants.

**Education**

**Supporting children with education**

Children and young people during their stay at Raise House continue to attend school as part of their daily routine.

There is always close liaison between Raise House, families, and school.

The importance of education is acknowledged. If children and young people bring homework into the home to complete, support workers assist with this and where necessary encourage to complete tasks.

**Supporting education and educational achievements**

The key worker will maintain good contact and work together with the teacher and young person to plan their educational targets set at school.

The Registered Manager will meet with a member of the school staff to identify areas of concern or improvement with either individual young people or services.

**Enjoyment and achievement**

**Activities provided**

Activities within the home include: -

Board games such as Monopoly/scrabble/drafts-chess

A console for gaming and TV with a cable package that includes music/sport/movies

A house radio is available for communal use, as well as individual computers that have all the relevant internet safety provisions built in

We have an activities room in which we will have a pool-table/table tennis in one

Arts and craft materials, some sporting equipment such as a badminton set. We will also encourage the children and young people to take part in debates and topical discussions.

External activities will include outings to local Westfield, Stratford where there is a cinema/bowling and Lee Valley Sports Centre where there is go-karting/horse riding/ a Gym/swimming.

We are across the road from Wanstead Flats where there is a Saturday morning football league, or the opportunity for a ramble and walks in the woods. Epping Forest has a range of activities offered. During the summer holiday, we will visit theme parks, the seaside, museums, cultural festivals and the theatre. We also have a 7-seater car for day trips.

Young people are encouraged to integrate in the community, and they can ask a member of staff if they want to go on an outside activity or engage in a new hobby.

**Health**

**Health care provided within the home**

The home can provide health support for children and young people and ensure that all their health appointments are met. Supporting individual children and young people’s health is covered within the child or young person’s support plan, and emergency procedures are in place if necessary.

Staff are all aware of the need to promote healthy living, and actively assist children and young people in daily hygiene routines, dental care, food, physical activity, and menu choices.

**Positive relationships**

**Promoting contact between children, families, and friends**

Parents are welcome to contact Raise House at any time during their child or young person’s stay. No child or young person can be visited or collected by a person not known to Raise House staff without prior authorisation from the family and evidence of identity.

Raise House operates an “open door” visiting policy, and, subject to any legal orders, contact can be made with a child or young person at any time during their stay. However, as many of our activities include outings outside of the home, parents and carers are advised to notify staff beforehand if they are intending to visit, to ensure the child or young person is in the home.

Parents can visit the home for contact, be supported with contact in the community or in the child or young person’s family home. Contact arrangements must be in the child or young person’s care plan and be agreed by the placing authority social worker. Additionally, we can offer supervised contact where required or necessary.

Children and young people can call their families at any time if there are no restrictions placed by the placing authority and staff will support this if necessary.

**Protection of children**

**Homes approach to monitoring and surveillance**

The home uses surveillance cameras to monitor the external areas of the home. These measures are designed to enhance the child or young person’s safety. We have external cameras around the house as an additional security measure.

The children and young people at Raise House are provided with support including supervision based on their assessed individual needs.

Raise House staff are aware of the procedures and protocols in place about children who go missing and who may be at risk of child sexual exploitation. A locality risk assessment has been undertaken, which highlights that street robbery and anti-social behaviour are possible risks. For this we will ensure comprehensive risk assessments are conducted on all young people to feel and keep safe when out in the community. Our staff will be informed of the local risks and ensure they are vigilant and aware of any strangers loitering or taking any special interest in ant of our residential around the home or when out in the community.

**Behavioural support**

Raise House operates within its behaviour management policy which is reviewed annually. All staff receive training using the Educare online training programme that is refreshed as and when required. We also have a training on Challenging behaviours in young people, which will be explored with staff during their initial induction. Previous inductions have been 1-week classroom based, linking policy and procedure to direct practice. Classroom based Physical intervention training delivered by NVC awareness is also linked into behaviour management training specifically sound diffusion and diversion and break away strategies.

The children and young people’s behaviour support plans are reviewed and updated regularly. These reviews take place in consultation with family and professionals to achieve multi-agency agreed plans. Stakeholders involved may include parents/carers, education, placing social worker and other identified professionals. All behaviour plans, as with placement plans and risk assessments will be reviewed with others in all cases.

. **Management of challenging behaviour:**

• To promote the least intrusive positive handling strategy and a continuum of gradual and graded techniques, with an emphasis and preference for the use of verbal and non-verbal de-escalation strategies being used and exhausted before positive handling strategies are utilised.

• To enable services to develop acceptable and authorised responses to disruptive, disturbing, angry, and aggressive behaviours in a manner that maintains positive relationships and provides safety for all, by training in the physical intervention model delivered by NCV awareness.

• To reduce the number of serious incidents involving physical controls in all settings and to emphasise the importance of exhausting behaviour management strategies in the first instance.

• To increase the awareness of staff concerning the importance of recording and reporting, monitoring, and evaluating, all incidents involving positive handling.

• To provide a process of repair and reflection for both staff and children.

Support workers at Raise House will always try to divert the children and young people from behaviour that is unacceptable, using methods agreed in behaviour support plans and risk profiles. They focus on positive reinforcement, modelling appropriate behaviour and redirection/distraction strategies.

At all times workers are mindful of the need to ensure that the behaviour of one child does not harm another. A distressed young person may be supported by withdrawing them from the group to enable a time for calming down.

Refresher training will take place annually, using the physical intervention training model (delivered by NVCawareness) and challenging behaviours in young people training. This will re-assess everyone’s competencies whilst providing opportunities for individual case discussion and a refresher in techniques.

Should any child or young person need any type of physical intervention it is recorded in a record of physical interventions book. Parents/carers are notified as soon as practicable and appropriate. Support workers also record the young person’s response / views on the incident where possible, and any impact.

The use of restraint at Raise House is recorded and these detailed records are monitored by the managers at through the monthly Regulation 44 visits and by the Responsible Individual.

A copy of the behaviour management policy statement and guidance is available upon request from Raise House.

**Leadership and management**

**Staffing structure**

**Registered Provider/Owner**

Niaomi Collett, BA MA

**Responsible Individual**

Rachael Kumar

MA Social Work

MSc Social Policy and Planning

BSc Social Policy and Social Research

Diploma in Management

**Registered Manager**

Philip Craig

Enrolled onto Level 5 Diploma in Leadership, Health & Social Care and Children &

Young People’s services

Certificate in Management Studies

Post qualification award (social work) and post qualifying award (child care)

Education and training award level 3

**Deputy Manager**

Monet Clarke

Enrolled onto Level 4 Apprenticeship in Childrens, Young People and Families

practitioner (Residential Care)

**Senior Support Workers**

Joanna Borys

QTS, currently enrolled on Level 5 Diploma in Leadership, Health and Social Care

and Children and young people’s services

Hyacinth Anderson-Daley, Level 3 NVQ Diploma in Health and Social Care

The Leadership Team recognise that staff supervision is an essential component of good quality services. All staff receive regular supervision in accordance with the Children’s Homes Regulations 2015. We use a variety of formats, including team supervision, team meetings and where appropriate, learning events. Staff are provided with individual, direct 1:1 supervision which incorporates reflective practice from the Registered Manager or the House Managers on a bi-monthly basis. Our Educational Psychologist also supports the staff team with monthly reflective practice sessions. There is an annual appraisal system in place to ensure personal and professional development. Bank staff are supervised every sixth shift, however this will be increased to monthly if their number of shifts increase.

**Promoting appropriate role models within the home**

Raise House has a mixed gender and ethnic staff group who are carefully matched as key workers to children. This gives us the opportunity to provide appropriate gender and cultural role models for the children and young people. Part of the key workers responsibility is to be a good role model to their key child or young person.

Raise House has a team of experienced and reliable bank staff to promote continuity for children and young people. The bank staff are used to support the team with annual leave, sickness, and gaps within the rota.

**Care Planning**

**Admissions to the home**

Raise House is a privately owned company that takes referrals from several London Boroughs and other Local Authorities.

All children and young people eligible to be placed at Raise House will have been assessed as requiring a residential care provision. Following assessment, the child or young person’s needs and outcomes will be identified, and a proposed support package developed in partnership with family and placing authorities.

After a referral is accepted for a planned admission, the manager’s carry out a home visit and contact is made with the child or young person’s school to gather the information necessary to write a matching risk assessment, support plan and formulate an initial positive behaviour support plan. Following this, a formal multi professional planning meeting will be held. The support plan, positive behaviour plan and other relevant documents are finalised at this meeting and introductory visit arranged.

The home can accept emergency placements and, in these circumstances, wherever possible an initial visit will be made to complete a matching risk assessment. If this is not possible due to the emergency of the placement a matching risk assessment will be completed with the information provided by the placing authority before a decision is made.