



Staff Handbook

Everyday is different

Making a difference

Like working with young people

Job Satisfaction

Fun

Rewarding

CARING

Understanding team

Supporting young people on a positive journey

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KYLOE HOUSE SECURE CHILDREN'S HOME **STAFF HANDBOOK**

This handbook is written to give staff a more concise overview of the way we work in Kyloe House Secure Children's Home.

The handbook also gives some practical guidance on how to deal with some of the behaviours displayed by the young people we work with; it also offers advice and suggestions on other aspects of practice and information needed to enhance our working practices.

This handbook is not intended to replace the current Northumberland County Council Handbook and NCC Policies and Procedures. It should be read in conjunction with all these documents.

INTRODUCTION TO KYLOE HOUSE SECURE CHILDREN'S HOME

Kyloe House is a purpose built Secure Children's Home located on the Netherpton Park site, off the A1 south of Morpeth town, near Stannington. We provide safe and secure accommodation for a mixed group of up to fifteen young people. It has been designed to provide placements for young people requiring placements ranging in length from one day to several months. The home is licensed by Ofsted.

Kyloe House aims to meet the emotional, physical, social developmental, educational and spiritual needs of children/young people who are in crisis for whatever reason, and to ensure that the community is protected from those young people who have committed serious crimes or whose behaviour presents a risk to people or serious damage to property. Individually tailored, comprehensive and intensive work programmes are used to help young people to develop the skills necessary to return to an open setting, including their own communities.

Kyloe House is managed by Northumberland County Council.

Aims

Through a committed and well trained staff team we aim to provide residential care in a stable environment which supports young people, their individual rights, their individual needs and encourages them to make positive choices to reach their potential.

Objectives

- To deliver the service through a diverse, caring and skilled staff team.
- To offer opportunities for young people to access external services supporting their health, social and educational needs.
- To provide a positive group living experience, allowing young people to develop relationships and social skills.
- To enable young people to develop self-management skills to ensure a successful return to the community.
- To work alongside Families, Education, Health, Youth Justice and other bodies involved with the young person, to gain an understanding of their needs and plan for appropriate interventions.
- To provide clear care plans for young people throughout their stay, in conjunction with their social worker and family.
- To involve the young person in taking an active part in their care planning process.
- To act as “good parents” during the young person’s stay.
- To protect the young person’s rights: to choice, privacy, independence, respect, dignity, partnership and liberty, whilst developing their understanding of responsibility.
- To provide a quality and best value service within the expected standards and regulations, as required of the monitoring bodies.

PARKING

Staff must park in the designated areas of the Kylee House Children’s Home car park.

PERSONAL ATTACK ALARM SYSTEM (PAAS) AND KEYS

You must always attach your PAAS and keys to your work issued security belt before entering the unit. Ensure your keys and PAAS are securely attached. How to use your PAAS, and its purpose, will be explained to you on the first day of your induction to work programme.

DRIVING

County vehicles may be driven by staff after they have shown a copy of their driving licence.

Drivers are responsible for the vehicle, ensuring fuel and fluid levels, cleanliness, completing mileage sheets and passenger safety. When staff are driving a County Car they are legally responsible for its road worthiness i.e. car tax and tyres. Staff are also responsible for the speed at which they travel.

Fuel is purchased using the fuel card at most garages. Receipts are kept in the staff office and forwarded to County Hall at the beginning of each month.

Any accidents or faults should be reported immediately and arrangements made for repairs.

Staff are not expected to use their own vehicles, but in emergency situations staff must have fully comprehensive insurance with business insurance. Prior to a child being transported in a Council vehicle the staff member should on all occasions thoroughly check the interior of the vehicle to ensure security and safety is maintained.

NO SMOKING POLICY

Kyloe House Children's Home is a non-smoking building; this applies to young people, staff and visitors.

INDUCTION

All staff will have a comprehensive induction to help inform them of the practice and procedures of Kyloe House Children's Home.

The induction will usually last three weeks, with ongoing training plans linked to National Children's Homes Quality Standards and Regulations 2015.

PROBATIONARY PERIOD

All staff will receive probationary reviews after month 2, 4, 5 and 6. This interview will normally be with the Children's Services Manager LAC or Registered Manager, Homes Manager and Assistant Manager.

The purpose of this interview is to discuss the new member of staff's progress, identify any areas of practice that need to be developed and set targets, so support the member of staff and ensure they can successfully complete the six month probationary period.

The five month probationary interview is to confirm whether the new member of staff has reached the competency standard to do the job.

Should the probationary member of staff fail to meet the required competency level, a further period of probation may be negotiated. Where it is deemed the probationary member of staff will not reach the competency level, a capability investigation may be deemed necessary, possibly leading to the termination of employment.

DRESS CODE

When dressing for work, staff should always consider their own and indeed the department's professional image and are strongly advised to consider, not only their own health and safety, but their responsibility to their colleagues, especially with regard to the more physical aspects of working with young people in Kyloe House Children's Home. Thought should be given to footwear, which should be appropriate in the event of physical intervention situations i.e. flip flops, high heels and open toed shoes are not to be worn.

Dress practically and appropriately to the dual role of service representative and practical carer. For example no low cut tops, no tight fitting clothing, no shorts, no low slung trousers, no underwear on display for both genders.

Jewellery

Staff should only wear limited jewellery i.e. a watch, wedding ring and one pair of stud type earrings (in the ear lobe). Facial or body piercings are not permitted and must be changed to silicone retainers prior to commencing shift due to Health and Safety at Work.

STAFF ROTA

The Kyloe House staff team works a rolling rota, 7 day week, 24 hour cover. Staff are required to work evenings including night shift or sleep in duties and weekends.

Staff may be asked to change their shift in the event of sickness and other staff shortages. This will be where possible within reasonable notice periods.

Usually on a Wednesday there is a full Staff Meeting or training. For those staff on a late shift their start time is 12:30. For those on an early shift the finishing time is 16:00. Teams on meeting shift begin at 8am until 4pm.

Staff must allow time for entering the building and preparing for work, attending the actual unit at the agreed change over time. Staff must allow for such tasks as putting personal items in lockers and turning off mobile telephones.

HEALTH & WELLBEING POLICY

All staff will receive a copy of the County Council's Health & Wellbeing Policy (formerly known as Absence Management Policy and Procedures), which details the approach that will be taken within Kyloe House Children's Home to support and help colleagues who have health problems.

Should a member of staff feel unwell and is unable to come to work, they must phone the Registered Manager, Head of Education, Homes Manager or Assistant Home Manager and inform them they are unable to attend work because of sickness. The member of staff needs to report why they are sick. If a manager is unavailable the member of staff should speak to the next most senior officer. When the staff member intends to return to work, they must inform the most senior member of staff on duty of their first available date for shift. Staff must keep in touch regularly throughout their sickness period.

On their first shift back to work, the staff member should report to the manager to complete a return to work interview. This is recorded on the member of staff's personnel file at County Hall and also in the member of staff's supervision file.

STAFF MEETINGS

The staff rota is organised in such a way to allow Staff Meetings or training to take place regularly.

The meeting also allows staff to contribute to decisions affecting the running of the home and encourage the development of a common awareness of the needs of young people. It also gives everyone the opportunity to contribute to the future care planning for the young people resident.

The Staff Meeting is generally on a Wednesday afternoon starting at 14:00 and finishing at 16:00.

An agenda sheet is located on the unit office notice board for staff to raise appropriate issues for discussion. If possible any agenda items not normally listed should be raised with the Home Manager prior to the meeting

All meetings are minuted prior to the next meeting. The minutes of each meeting are typed and distributed via email to all staff.

SLEEPING IN DUTY PAYMENTS AND NIGHT DISTURBANCE

Employees required to sleep in on the premises shall receive an allowance as set out in their terms and conditions. This allowance covers the requirement to sleep in and up to 30 minutes call out per night, after which the Time and a Half – the Single Premium Rate/TOIL provisions will apply.

The duty manager/contact may arrange/instruct the staff member to leave their rota shift early as part of their duty of care and to ensure health and safety boundaries are maintained. It is acknowledged leaving the shift early may not always be possible. Any disturbance claims must be agreed by the manager (senior on duty) and claimed as required. All claims must be signed by a manager. Disturbance is only the period required to meet the child/young person's and Home needs.

PREPARATION FOR SHIFT

Staff will sign for a set of keys when they enter the building via the control officer, which **MUST** be secured to their clothing, using secure belts provided. It is not acceptable for keys to be put in a member of staff's pockets. When starting shift, it is vitally important that staff make an entry into the logbook of their starting time, with their signature.

At the end of the shift the reverse of the procedure should be followed; staff must prior to leaving the actual unit make an entry into the logbook stating finishing time. They will then sign their keys back in via the control officer

If a member of staff accidentally takes a set of keys home, then these must be returned to the home immediately, as it is a breach of security.

A member of staff is identified to shift coordinate. A second member of staff undertakes Fire Warden duty on each shift.

HANDOVERS / COMMUNICATION

Handover periods should last no more than half an hour, morning handover at 08.00am, afternoon shift handover at 3.00pm and evening handover at

10.30pm.

It is important the oncoming shift is in the home to begin the handover on time. The handover is of paramount importance for staff working in an environment where effective communication and consistency underpin good practice.

The team leader or shift coordinator from the outgoing shift meets with the incoming shift promptly and discusses the relevant issues from the previous shift. (There may be times when issues from other shifts are relevant to discuss). The team leader or shift coordinator should bring the Handover File to the meeting.

The team leader or shift coordinator from the outgoing shift leaves the handover to allow the incoming shift to plan the evening.

The oncoming shift plan the evening - taking into account the previous shift information and what has happened over the last twenty four hours. Discussing risk assessments, activities and meetings are crucial to managing the shift coordination.

Staff can greatly influence each other during handovers and meetings. An approach that is less than professional can have the effect of bringing the incoming staff down, for example;

"It's been an awful shift, they've all been horrible, it's all yours and good luck!"

Negative moods, tone of voice, language used, sarcastic and/or derogatory comments can all have a demoralising effect on staff and young people, not to mention creating an abusive environment.

Good communication and positive environments are created with confidence in a system that is clear, consistent and fair. This is maintained by all staff moving in the same direction, ensuring they are familiar with the guidelines, maintaining consistency in their approach and communicating with colleagues on decision making.

Working in isolation, deviating from acknowledged guidelines or changing rules to suit the staff member creates confusion, inconsistency, uncertainty, mistrust and disharmony for everyone.

RECORDING

Any form of recording by staff should be legible, factual and child centred, it should not have opinion unless this is stated by the individual.

Other staff will need to read what is recorded, as will other agencies e.g. Ofsted

and members of the Monitoring and Review Team. The young people will also read their reports and have access to their files. It is important to ensure language and presentation of all written work is to a high standard and also written in a child friendly manner.

Good, clear recording is essential when communicating information to others.

All recording should be signed by the author; they should also print their name and date the entry.

When applicable, the author should also note the time.

Log Book

- Each new log book is numbered with a start date.
- All staff names, signatures and initials are entered into the front of the log book. This enables identification of signatory entries.
- Start each new day on a new page. This aids easier referencing.
- Each page is numbered, to ensure that there are no missing pages.
- Staff on duty are identified at the beginning of each day for early, late and waking night shifts
- The name of the person and time of log entry are entered into the first two columns of the log book i.e. times of a young person's comings and goings from the home, staff leaving/returning, visitors to the home, telephone calls etc.
- Every entry is signed by staff making the entry. The signature should be consistent with the specimen signature in the front of the log.
- There should be no lines left between entries to prevent Leave a line between entries for ease of reading.
- It is helpful for staff if their name is identified and highlighted in the left hand column if there are any messages.
- Entries should be as short as possible. Contents of entries should be clear, concise and correct and not contain any information of a confidential nature.
- The log book should be a source of information of a non-confidential nature and a directory to where the reader can find further information i.e. daily notes, main file.
- If the page is not fully complete, draw a diagonal line across the remainder of the page before commencing a new day with a new page.

Diary

The homes electronic diaries are integral to the smooth running of the home and must be kept up to date and checked regularly. Appointments that are missed from the diary can be frustrating for the young person and both internal and external providers.

- The diary must be used to record all events concerning the young people

- i.e. appointments to see a doctor, review dates, meetings, sessions, Social Worker visits etc.
- The waking night staff should copy all diary entries onto the Handover Sheet for each new day.

Files

- Each young person has both a paper and an electronic file
- It is the responsibility of all staff to ensure that files are kept tidy and are sectioned correctly. Individual Linkworkers/Managers should regularly check this is the case.
- Young people can have access to their file, however any information in the confidential section should be removed first. Permission to see information in the confidential section would need to be sought in writing from the Social Worker.
- If young people wish to see their Social Worker's file, then this request must be put in writing to the Social Worker.

LINKWORKER'S RESPONSIBILITIES

To act as the corporate parent during the young person's stay. To ensure the young person is informed about Kyloe House Children's Home and to support the young person to understand Kyloe House Children Home's young person's handbook and assist them in reading if necessary.

To be fully conversant with the young person's file, wants, wishes and needs.

To be an effective link/co-ordinator for all those concerned with the young person, taking appropriate action to ensure the young person is supported to meet positive outcomes and aspirations. To ensure the young person's voice is heard and that they actively participate in the development of the service delivery.

To be a link person for the young person, their family and other colleagues; monitoring the care of the young person within Kyloe House Children's Home and their education development in conjunction with the teaching team.

The Linkworker should actively contribute to any identified assessment work making a formal contribution to reviews and planning meetings. To be responsible for collating and coordinating written reports, with the support of the identified Case Manager.

The Linkworker should work directly with the young person to ascertain their wishes and feelings in respect of all plans relating to their care and to encourage them to be involved in the planning process. The Linkworker should maintain a close working relationship with the field social worker/parent/carer/YOT workers and other professionals.

The Linkworker should at all times be acutely aware of the young person's needs including their presentation and clothing.

The Linkworker should work closely with and offer regular updates to the young person and their work colleagues regarding need to know information to support the young person's care.

It is paramount the Linkworker ensures special days e.g. birthdays, and other celebration days are celebrated within the cultural and religious needs of the young person they are link working. To be attentive to the young person and ensure the young person is valued.

The Linkworker should liaise with, develop and maintain a close working relationship with education staff; to support and develop the education outcomes for the young person.

To monitor and assess, taking the appropriate action where necessary to support the young person's health, development and emotional well being.

Ensure that plans agreed and recorded are carried out within given timescales.

The Linkworker should at all times be encouraging to all young people and their link child consistently supporting and helping, acting as an advocate for the young person.

STAFF SUPERVISION

All staff will receive regular formal supervision. Staff will receive other forms of supervision, i.e. group informal and ad hoc supervision.

The purpose of supervision is to help staff develop to their full potential and ensure good practice in Kyloe House. Areas for discussion will include, training needs, the setting of aims and objectives, issues regarding young people and any issues regarding staff progress and development.

Supervision will offer support and encouragement to staff and discuss any issues of concern for the supervisor or supervisee, absence management will also be discussed.

Time will always be available to discuss any personal issues if the member of staff chooses to. Supervision will be the responsibility of the member of staff's identified supervisor.

Appraisal

Staff appraisals will be carried out on a yearly basis.

CONFIDENTIALITY

All written material concerning our young people will be filed in their own specific case file, in electronic form and kept in the staff office. Under no circumstances will any files be allowed to leave the building without the permission of the Registered Manager, this also applies to all other documents with written information such as daily log.

If a young person wishes to access their file, they should be supported to put this in writing to their Social Worker, Registered Manager or Service Manager for LAC.

Any matters concerning the operational management of Kyløe House Children's Home, including specific case material, should not be discussed outside of Kyløe House Children's Home. Remember, if we cannot secure our users' confidentiality, we cannot expect trust or respect from the young people.

Staff should be aware of the NCC code of conduct including the use of Facebook, Twitter and e-mail. Furthermore staff should familiarise themselves with the Data Protection Act.

GUIDANCE ON ADMITTING A YOUNG PERSON TO KYLOE HOUSE

Points to Consider:-

During the global pandemic, the admission of young people has been amended. Young people must undergo a period of Isolation. This procedure was formulated under direction from Public Health England. A young person will enter the Isolation area for a period of up to 10 days. A young person can take a PCR test on days 0-1 and then retest on days 5-6. If both tests return negative for COVID, the young person can leave Isolation. During the period of Isolation, it is staff responsibility to manage and maintain the health and wellbeing of the young person as well as prepare them for living within the home.

The majority of young people who require secure services have reached a crisis point in their life but regardless of a young person's route of entry into Kyløe House or the reasons why they require a secure placement, all young people will be afforded an equal level of support, encouragement and guidance throughout their stay in Kyløe House.

When a young person arrives at Kyløe House they have generally been escorted by adults who are unfamiliar to them (usually an escort agency), added with this the confusion and fear of what faces them can all contribute toward a stressful experience for young people.

When the escort vehicle approaches the home the escort will announce their arrival and be allowed access to the secure drive through garage area. The party will be met by two Kyloe House staff, (usually by pre-arrangement the young person's Linkworkers) who will welcome the young person to the home. Consideration will be given to gender, aiming for a balance of both a male and female. A full admission procedure will be completed prior to the young person entering the Reception/Admission suite. The staff will begin to go through the admission procedure, constantly making efforts to reassure the young person. The staff will make an effort to make the young person feel comfortable by offering light refreshments and basic information on Kyloe House.

Following the admission the staff will encourage the young person to move to the unit they will be accommodated, as this will hopefully ease any anxieties. The young person will be introduced to other young people and staff at their own pace, this cannot be rushed and must be managed sensitively.

As the young person settles into their bedroom staff will make available copy personal copy of the Kyloe House young person handbook. Staff will spend time with the young person going through all of the handbook, outlining all significant and pertinent areas while trying to gain a sense of what is important to the young person.

The handbook is an informative booklet, which aims to cover all necessary information a young person needs to know about their new home. Typically this will include information on linkworkers, confidentiality, meetings, pocket money, and complaints procedure, religious and cultural issues. For most young people this generates questions regarding the unit, education, and social welfare and it is an opportunity for staff to explore any preconceived ideas the young person may have about the secure environment.

As part of the one to one work undertaken with young people any issues the young person may have will be addressed as they arise, allowing the young person to settle into their new environment and focus on the care plan and areas of work which will support their return to their community.

Points to Consider

- That consideration has been given to which is the most appropriate bedroom.
- That their bedroom has been made up and is in a good state of repair.
- Particular food preferences/needs have been established and alternative meals have been prepared if necessary.
- Any cultural needs have been identified and plans put in place if needed.

- Electronic and paper files have been set up.
- Contact details have been clarified and agreed with Social Workers and recorded on file.

BEGINNINGS AND ENDINGS

At Kyloe House Children's Home we consider transitions to be very important and, as a group, we think about the impact of beginnings and endings.

Not all young people who come to Kyloe House Children's Home have forewarning of what is about to happen to them; they are occasionally placed in crisis.

Beginnings and endings are such a major part of everyone's life that they deserve a lot of time just thinking about how we do them. We need to consider some of the following issues regarding beginnings and endings and, as a team, we can hopefully make transitions as important to us as they are to the young people we care for.

Firstly, consider what the young person may have experienced in their past. How have endings been for them? - rejection, removal from home, no contact, devalued, low self worth, death of a parent or significant other, abuse - all very negative and traumatic.

Think about your own endings. What might the young person be going through right now? - Self doubt? Untrusting? Let down? Rejected? Confused? Scared?

Think about what message we want to give the young people. We want them to know they are valued, they have succeeded and that they are important.

It will not always be possible to be in control of what happens to a young person in our care. We are not always going to be able to plan the endings, but we should strive for the best outcome.

We need to think of how we acknowledge the success moving on is about, the worthiness of the individual, the shared memories and the relationships that develop.

The Linkworker should consider types of contact after the young person has left. This could be planned and time limited and with the agreement of the Social Worker. The home and individual staff members should be aware of the commitment expected, what is practical, issues around letting go and whose needs are being met in maintaining contact. What input have the next placement/carers had in agreeing contact with Kyloe House Children's Home. Any arrangements should be recorded and clear in the purpose.

Memories are very important to young people. Linkworkers should create a permanent record or visual memory of their stay at Kyloe House Children's Home.

Should a young person contact individual staff either directly, by email, telephone once they have left the service and are no longer subject of a contact plan, the member of staff must immediately bring this contact to the attention of the Registered Manager or supervisor and ensure they follow the expected "contact policy". No staff member should share personal contacts with young people and should not make contact with young people from a personal mobile, telephone or email address.

BEGINNINGS

To ensure that the placement begins positively, the staff on duty need to be prepared and be aware of the admission procedure.

Remember, the young person is likely to have been in crisis and they may be scared, anxious or even feeling numbed. Remember also, the young person is dealing with an 'ending' and may be feeling rejected, let down and uncertain about their future.

Important issues are: Firstly ensure you have the correct legal order for restricting the young person's liberty

Staffing	Identify staff to carry out the admission and include linkworker if possible.
Environment	Ensure rooms are prepared i.e. bedroom.
Knowledge	Read the information in the referral; where possible be aware of the young person's needs and likes. Give the young person support and answer questions as they arise, ensure the young person is given a booklet and explain you read through it with them later.
Needs	Ensure the young person has a welcome pack ready i.e. information and toiletries. Have food and drinks prepared as part of welcome.

Be calm and confident with the young person, create a sense of safety.

ENDINGS

We have acknowledged as a team that there must be some certainty to ending the placement and that all young people receive the same regard.

Therefore we will always:

Make Linkworkers responsible for planning the young person's ending. Make a 'memory book' of photographs and keepsakes for the young person to take away.

Ensure a celebration leaving card is purchased and signed by as many staff as possible and peers if applicable.

The Linkworker should prepare/arrange the young person's favourite meal on the last night and make a cake (or provide a buffet tea party/take away).

The Linkworker should enable the young person to say goodbye to peers, care staff and teaching staff wherever possible. Consider individual wishes and feelings of the young person when planning a leaving party.

It is of paramount importance that a discharge checklist is completed and that the young person has all their belongings.

When packing a young person's belonging it is not acceptable to use plastic bin bags. The Home should ensure the placing social worker is aware they must provide suitable luggage at the onset of the placement. The home's aim is for young people to experience a positive ending from a successful placement enabling them to move on and continue with their achievements.

RISK ASSESSMENT

Risk assessment is one of the major aspects of our practice which underpins the work we do in Kyloe House Children's Home.

Basically what it means is, if anyone's safety could be at risk by using a piece of equipment, doing an activity, being with another young person in the group or being in a particular room, then staff would need to consider the risks and make appropriate management decisions or ultimately not allow the activity to occur. Any change of risk planning should be at all times discussed with a Manager or case manager.

Staff need to be vigilant and concerned about risks and any matter or situation that they believe may constitute a risk and must bring them to the attention of the Team Leader, shift coordinator or a manager.

Every young person should have written risk management strategies. These strategies should be discussed at staff meetings/formulation meetings and any changes proposed should be agreed by a manager.

FIRE PROCEDURES

Fire drill procedures are on display throughout the home. It is the responsibility of each staff member to be familiar with the procedures. **Take time to read the procedures and understand them.**

All staff within the home are required to complete Fire Safety training, which ensures familiarity with fire applications and safety requirements whilst on shift.

Each shift will have an identified Fire Warden who will take the lead in the event of a fire alarm.

Fire tests are carried out weekly and recorded in the Fire Log. Fire equipment is checked on a monthly basis and also recorded in the Fire Log. Any faults are reported and repaired immediately.

Fire procedures should always be followed, even if it is a false alarm.

HEALTH, SAFETY AND SECURITY

We all have a responsibility to ensure that the building and environment we work in is safe and secure for ourselves, our colleagues, the children and young people we work with and visitors to Kyloe House Children's Home.

Northumberland County Council has a Statement of Policy on Health and Safety at Work. This Statement can be found in NCC Policies via the intranet.

C.C.TV

C.C.TV is in operational throughout the home internally and externally (not in the child's bedroom). Images are monitored for the purposes of security, ensuring the safety of young people and the general public. This scheme is controlled by Northumberland County Council and managed on site by Kyloe House.

ALLOWANCES

Age	Allowance
10	£1.80
11	£2.10
12	£2.50
13	£2.80
14	£3.20
15	£3.80

16	£5.80
17	£6.50

Birthday Allowances

Each young person is currently allocated £30.00 for their birthday.

PETTY CASH PROCEDURE

Each unit has a running petty cash balance. Any purchases made will be refunded once a week by Admin. All purchases must be validated with an official receipt and be attached to a petty cash voucher.

If the cash box does not balance, staff should speak to Admin who will explore any discrepancies.

All petty cash purchases must be logged in a cash log book.

Purchases can be made by credit or debit cards as a result of cashless systems during COVID. Admin will balance the Imprest Account at the end of each month.

Petty Cash Recording

All money taken from and paid into the petty cash system **MUST** be recorded in the Unit Petty Cash Book.

All entries must be dated and numbered in sequence and recorded on an NCC receipt. At the start of the month the number reverts back to number 1.

Example

Date	YP Int.	Rcpt No.	Reason	In	Out	Balance
01.07.10	JB	1	Sweets		2.50	17.50
02.07.10	AB	2	Personal Needs		3.00	14.50

When money is taken out from the petty cash and the whole amount is not spent, the change should be returned and recorded on the receipt and in the book.

Example NCC Receipt

Receipt No.

Received from NORTHUMBERLAND COUNTY COUNCIL

the sum of _____ pounds _____ pence

in respect of _____

Young Person Name _____

Signature _____ Out £ : p

Date _____ Spent £ : p

Reimbursed £ : p

Example of How to Record

Date	YP Int.	Rcpt No.	Reason	In	Out	Balance
01.07.19	JB	1	Sweets		2.50	17.50
02.07.19	AB	2	Personal Needs		3.00	14.50
03.07.19	UNIT	3	Activity		10.00	4.50
03.07.19	AC	4	Bus Fares		1.00	3.50

Wherever possible, receipts must be obtained and attached to the back of the NCC receipt. It is the responsibility of the person who took the petty cash to ensure that the till receipt matches the NCC receipt.

Team Leader or Person Responsible for Petty Cash

All staff who take money from the petty cash are responsible for recording and receipting of the money.

However, at the end of each shift, before going off duty, the money in the tin should be balanced with the petty cash book and signed off as balanced and correct.

It is not enough to simply count the cash and make sure it balances with the amount in the tin. The person signing should check the calculations and receipts to ensure they are correct and balance. Once the petty cash book is

signed as balanced and correct, you are responsible for any errors Admin may find when they check the petty cash.

When the petty cash is returned to Admin they will balance receipts and the petty cash tin. If there are any errors which are not obvious or easily rectified, then the tin and book will be returned to the Unit to be corrected. Any discrepancies in cash will be noted and the person responsible for the error will have to cover any shortfall, or be reimbursed if the money is over.

Petty Cash Top-Ups or Requests for Money

The petty cash tin and book should be brought to Admin for all top-ups or any request for clothing money or additional expenditure.

All requests for money should be with Admin two days before the money is required.

Give as much notice as possible when cash is required, but there can be flexibility for emergency funds.

POCKET MONEY PROCEDURE

Weekly pocket money will be credited to every young person's account resident in Kyløe House.

Below is a step-by-step guide to awarding pocket money to alleviate any discrepancies.

Taking Money from the Petty Cash

1. You should take the required amount out of the cash tin (preferably in the presence of a colleague).
2. Write out a petty cash receipt for the amount taken.
3. Enter the receipt into the petty cash book giving it the next number in sequence. Deduct the amount from the balance to give a new total.

Pocket Money

Please enter all pocket money withdrawals on the yellow receipts so they can be easily identified from the normal day to day transactions.

Please deduct the amount spent from the young person's pocket money sheets in the usual way. The pocket money sheets will be reimbursed by admin as usual but the transactions will be a paper exercise and any pocket money the young person accrues will be paid out when they leave Kyløe House.

If all of the money is not spent

Pay back the change into the petty cash tin and the petty cash book and amend the balance accordingly. Go to the receipt you wrote out and attach the till receipt to the Northumberland County Council receipt you wrote out. Mark the receipt with the £11.95, mark on the receipt £3.05 change returned and the new amount £11.95 and attach the shop receipt.

Shift Change over Petty Cash Responsibility

Before accepting responsibility for the petty cash the following steps **must** be followed.

1. Go to the last point in the petty cash book where the petty cash was checked and signed.
2. Check all the calculations in the book from this point. If there is an error check the petty cash receipt against the figure in the book and make the necessary adjustment.
3. Check that the amount of cash matches the amount shown as the balance in the petty cash book.
4. If you are satisfied the petty cash is correct, sign the book as calculations and balance correct.

If there is an error in the Petty Cash

If the mistake cannot be found, having made sure all of the receipts have been checked to make sure they match the amount shown in the tin, calculations checked then the following actions to be taken:

1. If the cash in the tin is less than the figure in the petty cash book then the shortfall should be put in by the person who was responsible for the petty cash on the shift you are taking over from.
2. If there is more money in the tin than the balance in the book then take the money out of the tin once you are satisfied that the money does not belong to anyone. It should then be given to the Unit Manger to be paid into the County Fund.

If a Social Worker or Parent gives me money to buy goods for a young person.

The money received should be given to Admin to be banked. The money can then be spent in the usual way through the petty cash book.

If a young person gives you a contribution towards something.

Write out a receipt for their pocket money contribution and a receipt for the balance of the amount from the petty cash system.

Pocket Money Cards

Each young person will be allocated a cash control card, this will be used to record all money received by the young person. (i.e. pocket money/birthday allowance/presents).

It is to be clearly indicated where the money has come from and how much has been spent.

Each entry onto the cash control card is to be signed by the young person and the staff member actioning the transaction.

The pocket money card should be kept in the pocket money file. The cards must be taken to Admin weekly when they will be checked and balanced. All entries onto this card should be initialled or signed by the relevant person. Any expenditure must be initialled or signed by the young person and then recorded on the cash control sheets in admin.

The cash log book should balance at all times with the amount in the petty cash tin. If it does not balance and the additional cash does not belong to anyone on duty it should then be given to the Home Manager to be paid into the County Fund.

HEALTH CARE FOR YOUNG PEOPLE

On admission (or as soon as possible after) every young person will be given a Health Assessment by our visiting School Nurse/Health Advisor. This examination is to ensure the young person is in good health. The School Nurse will request a doctor if required. A doctor of the same sex as the young person can be requested by the young person if they wish.

Our School Nurse provision consists of a full time nurse and one 16 hour per week provision. Any young person can request to see them if they feel the need to. During the first couple of weeks every young person will also have the opportunity to see a dentist and optician. The School Nurse will arrange for a doctor to visit if required. We encourage all young people through their health care plan to have a good standard of personal hygiene, exercise and eat a well balanced diet.

Should any young person require any medical emergency treatment, staff will make the appropriate arrangements and ensure risk planning is part of any

emergency arrangement.

All toiletries are provided by Kyløe House; if any young person requires special toiletries because of their race or culture we will endeavour to provide them. If parents or carer wish to buy their child any special toiletries such as perfume and deodorants they can, however, when they bring them they must be given to staff. Again all toiletries are risk assessed; in case of deodorants no young person will have access to aerosols.

A varied and balanced diet is offered and young people are encouraged to participate in menu planning and the preparation of some meals. Menus are discussed each week at the Young People's Meeting.

Regular exercise and the development of individual hobbies and interests are encouraged. Opportunities are offered for young people to develop a good understanding of the importance of health and fitness, including access to information and advice about health issues that may be significant for young people, for example alcohol and substance misuse, smoking, sexuality and health.

SECURE STAIRS

Kyløe House are part of the secure estate secure stairs project.

Background to the SECURE STAIRS Project

NHS England are working across the secure estate to develop a new, more integrated way of creating change for young people, the SECURE STAIRS framework. The aim of SECURE STAIRS is to support settings across the estate to reach the same standards in terms of

a) the key foundations needed to be effective units and b) the care pathways needed to give the best chance of creating sustainable change for the young people in their charge.

Key Foundations

The fundamental principle of the SECURE STAIRS framework is that the setting and

the relationships within it between care staff and young people are the primary agents of change for young people within secure settings (rather than, for example, thinking that change will mainly be created by specialist individual therapy). The maintenance of a therapeutic environment within settings is therefore a critical and essential task in its own right and the very foundation for any work with the young person to be effective. The foundation elements of SECURE STAIRS are:

- S** - staff with skill sets appropriate to the interventions needed
- E** - emotionally resilient staff able to remain child-centred in the face of challenging behaviour
- C** - cared for staff: supervision and support
- U** - understanding across the establishment of child development, attachment, trauma & other key theories
- R** - reflective system, able to consider impact of trauma at all levels
- E** - 'Every Interaction Matters' - a whole system approach

Care Pathways

Interventions based on a clear understanding of why a young person was behaving in the way that led to them entering the secure estate should increase the likelihood that those young people leave the secure estate with better life chances and better mental health than when they entered, and less likely to require a further stay on the estate. All the settings will be supported to implement or continue to implement (if in place already) care pathways that clearly evidence a STAIRS approach. The key stages in care pathways that can be considered STAIRS approaches are:

- S** - Scoping - Clarity re presenting problems, who the key players are in the young person's 'home' life and what change is wanted by whom
- T** - Targets - Staff and young people and 'home' environment agree on goals for young person's time in secure estate – "your time here matters"
- A** - Activators - All young people have a bio-psycho-social formulation that identifies the activators of this particular young person's problems
- I** - Interventions – Day to day and, where appropriate, specialist interventions, are in place to address these activators
- R** - Review and Revise- Clear real-life outcome monitoring of movement towards targets regularly evaluated and plans revised if necessary
- S** - Sustain - Sustainability planning from outset around maintaining target goals on discharge

HEALTH ADVISORS

All young people who are admitted to Kyloe House Children's Home are referred to the Health Advisor, SORTED (Substance misuse service) and Community Forensic Children and Young People's Service (mental and emotional health service for young people) to address issues regarding the health of Looked after Child/ren.

SORTED will provide an initial screening for all young people admitted to Kyloe House Children's Home. If the young person is from Northumberland and is felt that work with SORTED would be beneficial, then SORTED will create a care plan for the individual young person. The service that SORTED provide is of a

confidential nature (unless there is a safeguarding issue). However SORTED work closely with the staff at Kyloe House Children's Home and will provide support or guidance about work that could be undertaken in Individual Program (IP) sessions. Or if a young person chooses not to engage with the workers from SORTED, then SORTED will provide written advice about areas of work that could be undertaken by staff at Kyloe House Children's Home. All staff at Kyloe House Children's Home will have the opportunity to complete a basic drugs awareness course provided by SORTED.

Kyloe House has a service level agreement with the Kolvin adolescent forensic mental health service, who have an integrated team based within the unit. The Kolvin Service are a multidisciplinary team (MDT), including: psychiatry, psychology, nursing, occupational therapy and speech and language therapy.

All young people receive an initial screening (the Comprehensive Health Assessment Tool or 'CHAT') by the Kolvin Service nurse practitioner, to identify their needs. Further assessment may be provided by other members of the MDT if required.

The Kolvin Service works both directly and indirectly to support young people at Kyloe House. The team contributes to young people's formulation, provides advice and support to the residential care team, offers direct assessment and intervention when appropriate, and contributes to multi agency discussions within the monthly multi agency team around the child (MATAC) meetings.

RESTRICTED ITEMS

The following items are classed as "Restricted Items" and are not allowed onto the units.

Matches	Lighters	Cigarettes
Polythene/clingfilm	Keys	Belts
Ties	Coat hangers	Certain food
Pottery	Money	Aerosols
Electrical equipment	Jewellery	Blue Tac
Razors	Scissors	Chewing Gum
Glass	Mobile Phones	Tools

Where possible staff should avoid bringing these items into Kyloe House; if they do they must be locked in their personal lockers. Mobile phones must be

switched off when stored in the staff member's locker

Under no circumstances are drugs, sexually explicit material or alcohol allowed in Kylie House. Should any member of staff need clarification about any other item which may be seen as a "restricted item", they should speak to a manager. Any prescribed medication must be kept in the staff member's personal locker, in special circumstances a staff member who needs immediate access to medication such as inhaler they should make arrangements via the Registered Manager or a member of the Management Team, and create a specific risk assessments plan.

PARENTS AND CARERS VIEWS

Kylie House Children's Home aims to work in partnership with parents and carers, to ensure the needs of their children are met during their stay with us.

As a residential support worker, you are in the trusted position of caring for someone else's child. Whilst it is acknowledged that the parent and child relationship will be experiencing difficulty resulting in admission to residential care, this relationship cannot be replaced. The staff must work in partnership with the parents. Wherever possible, as with the child/adult relationship, the professional will seek to have a relationship with the child's family which encourages and supports social work intervention. It cannot be a friendship or social relationship. We recognise that the views of parents and carers are of paramount importance when planning for their child; therefore we would always attempt to incorporate their views and suggestions into the way we manage and look after their child.

ADULT / CHILD RELATIONSHIPS

The role of a residential child care worker offers an adult an opportunity to influence, encourage, and enable a child/young person's development. The scope of this influence is considerable and not often found in professional roles. Therefore, this relationship carries considerable responsibility for the adult. It is the adult's responsibility to place boundaries around the relationship. To develop the relationship for the sole benefit of the child/young person.

As with the adult/adult relationship it offers the child/young person an important vehicle through which the child/young person can learn to trust, share, negotiate and demonstrate consideration for others. Through this relationship the child/young person is offered unconditional regard, which in turn, allows the child/young person to develop as an individual with a positive self-esteem.

The adult must not overly criticize the child/young person; rather they should offer direction and reflect on the consequence of the child/young person's

behaviours. The adult must never show hostility towards the child/young person, however, they should reject any hostility shown by the child/young person toward them. The adult should show tolerance and patience, and recognise the unique circumstance of each child/young person. The relationship should encourage and enable the child/young person.

It is appropriate for the adult to show affection, providing it is in response to the child/young person's need, and this is acknowledged and confirmed by other team members. The adult/child relationship is a professional relationship and as such is not mutually reciprocal.

Within the child/adult relationship it is appropriate for the adult to share general information about themselves. It would not, however, be appropriate to discuss difficulties in these relationships or individual personal events. For example, when working with a young woman who has miscarried, it would be appropriate to show empathy and interest but it would not be appropriate to relate a situation in which a family member has had the same experience and has got over it.

The relationship should allow the child a safe place in which to discuss their emotions, experience and sexuality, but the adult should not share such information with the child/young person.

It is the adult's responsibility to manage his or her own emotions and subsequent behaviours. Where this presents difficulties for the adult, they should look for support from their managers and colleagues.

Practice Guidelines:

- In some instances a young person may know you from the community and will have information about you or be friends with your children. Always discuss this with your supervisor and team and devise strategies for managing it.
- An adult should not give children/young people their address or telephone number or personal social media contacts. If a client becomes aware of this; the adult should advise their manager. They should not enter into private correspondence with a young person eg. Letters, emails. A record of correspondence with ex-residents should be kept in the contact with ex-residents log.
- They should not seek to have contact with clients when off duty unless as part of an agreed care plan.
- Staff should not give or receive personal gifts from young people as it could be seen as collusive behaviour.
- Staff will not buy any personal individual presents for young people for

birthdays or other celebration days.

- They should not give the child/young person photos of themselves outside of the work setting.
- They should not give, or receive from a child/young person, money.
- Adult should not gamble with a child/young person
- They should not personalise discussion about politics or religion.
- Adults should not change a child/young person's given name or give the child a private nickname.
- They should not share exclusive communication. For example, have passwords or secret handshakes. These examples are not exclusive and, when there is any question about behaviour, the adult should discuss with their manager.

VISITORS TO CHILDREN AND YOUNG PEOPLE IN KYLOE HOUSE CHILDREN'S HOME

Visitors to Kyloe House Children's Home will be made welcome and requested to sign a Visitor's Book on arrival and departure. It is the responsibility of the staff on duty to monitor all visitors, thus ensuring the safety of young people and adults. Young people are given guidance on the arrangements for inviting friends and family to the Home and such arrangements will be guided by risk assessment.

During the global pandemic, Visitors to be divided into two categories (family visitors and professional visitors) Professional Visitors – **MUST** provide evidence of a negative test taken within 72 hours prior to the visit. Evidence must be shown prior to any visit taking place.

Family Visitors – Family Visitors must be encouraged to carry out an LFD prior to entering the building. However, this is not a compulsory requirement at this time.

Students will be subject to checks in response to the Children's Homes Regulations 2015. Volunteers will also need to comply with such checks and an interview/vetting process by the management of the Home and Service Manager for Looked After Children.

All other visitors to the home and campus such as contractors are allowed, through prior arrangements with the Home or Support Services Manager. All visitors will follow required protocol and are subject to identification checks.

Ideally, visits from family, friends and other significant people should be made when school has finished or at weekends.

Generally, all visits should end by 9.00pm, to allow staff to help all the young people prepare for bed.

All contact must be approved by the Social Worker.

SOME FACTS ABOUT VISITING

All contact must be approved by the social worker

- Only two people to visit at a time (excluding children), unless authorised by Duty Manager
- Only people with authorised contact can visit a young person
- Some visits may need to be supervised by staff, either by a member of staff sitting in the same room.
- Under 18s must be accompanied by a responsible adult, unless agreed prior to the visit with the Placing Authority.
- Before coming into the main part of the building, staff may use the hand held metal detect with visitors to ensure restricted items are not brought into the building. This action will only be agreed if there is a known risk.
- Any other situations regarding visiting must be confirmed and approved by the Duty Contact.

OFSTED

Office for Standards in Education, Children and Skills (Ofsted)

Ofsted regulates and inspects all children's homes in England. The residential care sector supports some of the most vulnerable children and young people and Inspection acts in a number of ways to drive and support improvement. Ofsted aim to raise expectations by setting the standards of performance and effectiveness expected of children's homes. Each home receives two unannounced visits a year a full and an interim inspection.

The framework for inspection's are underpinned by the Children's Homes Regulations 2015 and the Guide to the Children's Homes Regulations including the Quality Standards 2015. The inspections are intended not only to test compliance but also to raise standards and drive improvement in the sector, with a strong focus on improving outcomes for children and young people. Inspectors will evaluate how the service contributes to children and young people's experiences and supports them to make progress.

INDEPENDENT SCRUTINY

The Quality Standards 2015 stipulate that the registered person should actively seek independent scrutiny of the home and make best use of information from the independent and internal monitoring. Independent monitoring takes place via Regulation 43 visits and Rota visits. Internal monitoring is carried out by the registered manager in line with Regulation 45 requirements.

Regulation 43 Officer Visits, The Legal Position

Regulation 43 of The Children's Homes Regulations 2015 make the requirement that 'The registered person must ensure that an independent person visits the children's home at least once per month'.

Further guidance is contained in Children's Homes Regulations 2015 and the Guide to the Children's Homes Regulations including the Quality Standards 2015. This states that the purpose of Regulation 44 visits is to ensure that the conduct of the home is overseen by someone not involved in its operation, who can provide an independent report to Ofsted and the registered provider.

During a Reg 44 visit, the inspector will require access recording systems in order to monitor their effectiveness. They must also have the opportunity for private conversation with any child living in the home, other family members or any staff members who request it and should always report on their observation of the children/young people in the home.

Generally speaking, Regulation 44 visits should be seen as useful to the home inasmuch as they are a way in which the overall performance can be regularly monitored.

An effective system of the Regulation 44 visit should help the home to develop good practice and identify areas for improvement.

Contact Details

Reg 43 Visitors

Reg 43 visitors visit the home once a month to check that you are looked after properly. Northumberland County Council has identified Judith Keepin, Vicky Lockyer and Christine Hoggarth as Regulation 43 Visitors. They have worked for Northumberland County Council for over 15 years.

Judith can be contacted by:

Telephone: 01670 623675

Email: Judith.keepin@northumberland.gov.uk



Vicky can be contacted by:

Telephone: 01670 623293

Email: Vicky.lockyer@northumberland.gov.uk



Christine Hoggarth can be contacted by:

Telephone: 01670 620357

Email: Christine.hoggarth@northumberland.gov.uk



Visits can be planned or unannounced. If the visit is planned staff can be asked to prepare certain information for the visiting officer.

Visits can last up to 3 hours. Staff can request time with the visiting officer to discuss any issues they have about the running of the home in private. Young people also have this right.

The visiting officer will write a report on the visit and this will be available to all

staff in the home.

Regulation 44 visits are an important means of ensuring high standards of care are being provided for children in residential care. As such they can be very useful in helping staff to monitor the home's performance and build on good practice. Staff's cooperation and support for this process is a vital part of ensuring it is effective and worthwhile.

Elected Members Rota Visits

Rota visits are undertaken by named County Councillors. The purpose of the visit is to monitor and ensure good practice is demonstrated in the home. A report with recommendations is submitted to senior managers and the registered manager after each visit. Reports are collated quarterly and presented to the Corporate parenting committee.

PERSONAL INTERNET USAGE

Staff who choose to use social networking sites outside of work are advised to exercise caution regarding the security of personal information. Staff members should where possible, set all personal information to private and maintain awareness of the content of profile information.

Should a young person contact you via social networking site then this must be reported to your line manager (and the young person blocked if possible).

Internet usage within the building during work hours is limited to work related use only.

When supervising young people on computers staff must not be logged on to a computer and must be vigilant that appropriate use by the young person takes place throughout the session.

If staff do not have the required knowledge or skills to support a young person they must bring this to the attention of the Team Leader and gain the appropriate skills or ensure a colleague can support the young person.

TELEPHONE CALLS/SKYPE

All young people are allowed to make telephone calls to individuals the Social Worker has agreed as appropriate contacts.

There are private areas within units where calls can be made. There may be reasons for the call to be supervised; if so staff will sit with the young person for the duration of the call or monitor the call from the office facilities.

Direct calls can be made by young people to Advocacy Service in Cramlington,

Childline and Client Relation Officers (CRO), and childline department from a young persons bedroom.

ANTI-DISCRIMINATORY AND EQUAL OPPORTUNITIES

Kyloe House Children's Home provides a high quality service that does not discriminate on the basis of gender, culture, race, religion, sexual orientation or disability. Any form of discrimination will be challenged.

Staff, will at all times, work towards children having support and information about their rights and how to exercise them.

The children/young person's parents or carer will be informed of the child/young person's rights and indeed their own.

Should an advocate or independent visitor be required to voice the views of a child/young person, then Kyloe House Children's Home will assist in accessing that service.

As part of Northumberland County Council's work around employee engagement and inclusion, staff are encouraged to join one of our staff groups with a focus on equality and diversity. Northumberland has several support networks available for staff.

LGBTQ+ Lesbian, Gay, Bi and trans group.
BAME Black, Asian Minority Ethnic Support
DISABILITY the Disability group.
MENOPAUSE AND ANDROPAUSE group
THE ASD Autism Spectrum Disorder group

There is also scope for a future Mental Health Support Group.

The groups meet regularly and have their own individual agendas and terms of reference.

contact the Equality and Diversity lead by email at equality.diversity@northumberland.nhs.uk or call 01670 629105 to join or for more information.

You can also search staff networks on the intranet.

RELIGIOUS OBSERVANCE

The Children Act 1989 requires that we take into account the religious application and beliefs of children. All children/young people resident in Kyloe House Children's Home will be supported to follow their chosen religion and beliefs.

Where necessary, staff will actively seek any information/advice which will help the child/young person follow their chosen faith. Children and young people will be guided by staff and their parent's wishes when making decisions on their choices.

SAFEGUARDING

All Kyloe House Children's Home staff are expected to read Northumberland County Council's guidelines on Safeguarding and familiarise themselves with the procedures. All staff within Kyloe House Children's Home must be aware of the possibility that a child could have been or is being abused and also that a child might be abused during the period that they are resident. The Children Act 1989 states that all children have the right to be protected from abuse and therefore all staff have a key role in identifying abuse when it occurs and in bringing it to the immediate attention of the responsible authority.

Whenever you receive evidence that a child or young person is suffering or has suffered abuse, you have no choice other than to pass the information firstly to the Manager or a senior member of staff, the child's Social Worker or, if they are unavailable, one of the other members of the Children and Families Area Team.

Northumberland County Council Local Authority Designated Officer (LADO) and young person's local safeguarding team must also be informed.

The registered manager attends quarterly safeguarding meetings chaired by the LADO.

ALLEGATIONS

If a young person at Kyloe House Children's Home makes an allegation of any kind about a member of staff, then this should be reported immediately to a member of the Management Team. The Manager is responsible for reporting all allegations to the LADO. The role of the LADO is set out in the HM government guidance – Working Together to Safeguard Children (2010). The LADO coordinates information sharing with the right people and will also monitor and track any investigation, with the aim to resolve it as quickly as possible.

POSSIBLE SIGNS OF ABUSE

Abuse may occur in different ways and if a child/young person displays any of the following, then the possibility that they may have been abused should be considered. However, none of these indicators prove that abuse has taken place; it would be a combination of these signs that may suggest abuse has occurred. Staff at all times should seek appropriate advice.

Sexual Abuse

Children and young people may

- Become insecure or cling to an adult in a fearful way.
- Have some physical signs i.e. soreness, bruising or bleeding.
- Regress to a much younger behaviour pattern.
- Behave in a way sexually inappropriate to their age or being obsessed with sexual matters, as opposed to normal exploration.
- Becoming withdrawn, stop eating, having chronic nightmares, begin wetting when previously dry.
- Play out sexual acts in too knowledgeable a way.
- Produce drawings of sexual organs.
- Seem to be bothered or worried but won't tell why, as if keeping a secret.
- Repeat obscene words or phrases said by an abuser.
- Act in a sexually inappropriate way towards adults.
- Be chronically depressed.
- Be suicidal.
- Mutilate.
- Exhibit a sudden change in habits.
- Become withdrawn, isolated or excessively worried.
- Sexually abusing another child.
- Become fearful of undressing.

Physical Abuse

- Unexplained injuries.
- Improbable excuses given to explain injuries.
- Admission of punishment which seems excessive.
- Arms and legs kept covered in hot weather.
- Fear of returning home.
- Fear of medical help.
- Self destructive tendencies.
- Aggression towards others.

Emotional Abuse

- Physical, mental and emotional development delays.
- Overreaction to mistakes.
- Sudden speech disorders.
- Fear of new situations.
- Inappropriate emotional response to painful situations.
- Neurotic behaviour e.g. rocking, hair twisting, thumb sucking.
- Self mutilation.
- Fear of parents being contacted.
- Extremes of passivity or aggression.
- Compulsive stealing.

Neglect

- Constant hunger.
- Poor personal hygiene.
- Constant tiredness.
- Emaciation.
- Destructive tendencies.
- Low self esteem.
- No social skills/relationships.
- Neurotic behaviour e.g. rocking etc.

Disclosure

Some children/young people may seek to tell staff in confidence that they have been abused. Staff must understand that it is not possible to give children absolute guarantees of confidentiality because that could put staff in the untenable position of being in possession of information that a crime has been committed, without the necessary freedom to report it. This would also make it impossible for the child/young person to be protected from further abuse. It is good general care practice to resist being drawn into secretive and collusive relationships with children.

It is essential that a relationship is built up between children and staff, such that children feel they can trust staff to do the best thing with a disclosure of abuse.

What follows are some suggestions/guidelines for you to consider should you feel a child/young person is about to tell you something significant.

- If possible, arrange a time and place where you can talk privately as soon as possible.
- Stay calm and reassuring.
- Try not to be shocked or horrified.
- Explain that you cannot promise to keep what the child/young person has told you a secret.
- Tell them that whatever the circumstances, they are not to blame for the incident.
- Tell them they are right to tell you.
- Do not press for details - some cases of abuse may need further and possibly extensive investigation and it is better for the child/young person if they do not have to repeat the details unnecessarily.
- Ask whether they have told anyone else.

- Explain that there are other people you may have to contact.
- Do not make any promises to the child - the situation may cause you to react emotionally. Whilst this is an understandable and natural reaction at such times, it is possible that you may make promises which cannot in the event be fulfilled.
- Tell the young person/child that you are pleased that they decided to tell someone and that it is absolutely right to do so.
- Let the child/young person know that you understand how difficult it is to talk about such experiences.

A wide range of possible situations can fall into the category of 'a disclosure because it is impossible to know in advance what a child will say; it is advisable to always inform your manager of any concerns or presenting behaviour which concerns you.

Children will probably tell you about incidents involving bullying or bribes, perhaps from peers and whilst the child might have felt it important to discuss it, further action may be necessary. However, in cases where the child is at risk or the disclosure is of a serious nature you will need to inform all the relevant people.

Staff must record in factual details any discussion they have with a child or young person

You are not offering therapy but, because the child chose to talk to you and because you have listened and believed, you have already helped the child.

Many victims of child abuse say that having the first person they told be supportive was the first step in recovering from their experience.

Support for Abused Children

In dealing with a child/young person who is known to have been abused, it is important to realise that the child can be reminded of their bad experience through simple daily events. Dependent upon the type of abuse experienced, this could include such things as undressing, bathing, going to bed, mealtimes, being asked to carry out a task, being left in a room alone.

As any of these events may continue to have a very profound effect on the child for a long time after the abuse, it is important for staff to be sensitive to the issues in the child's life and not to misjudge any negative reactions by the child.

Self Protection

Ultimately the responsibility of the staff team is to work with the child/young person in our care, sometimes dealing with very personal and sensitive issues, which may require working directly with individuals or with groups. It is highly important to minimise the risk of young people or other professionals misinterpreting your actions.

Some basic guidelines are:

In the event of an injury to a young person accident or otherwise, ensure it is recorded and witnessed by another adult. Ensure you record who the other adult was what their actions were, when the accident occurred and what the outcome was including the young person perception.

Record any allegations a young person makes about you and discuss this with the Manager.

Ensure another adults are aware of the allegation. If necessary offer the young person access to the senior member of staff on duty, to discuss their perception of what happened. The meeting must be recorded.

If a young person touches you in an inappropriate manner/place record what happened and ensure that another adult also knows what happened, as it could be a totally innocent contact. Do not make the young person feel they have done something wrong but point out that you do not like it. It is unwise to ignore the event as the young person may continue doing this to others who may take advantage or react in a risky or negative way.

Do not place yourself in a situation where you are spending excessive amounts of time alone with one young person away from other people.

Be mindful of how and where you touch young people.

Never keep suspicions of abuse to yourself.

Always communicate with your colleagues when possible. Let them know where you are, what you are doing and who you are with.

- Daily PSP feedback between 2.00pm and 2.30pm also 8.00pm and 9.00pm
- Young people to complete morning jobs before going to school.
- Ensure office is tidy for pm shift starting work.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<p>Daily menu to kitchen by 9.30am</p> <p>Sanction book should be checked before filling in PSP Bands.</p> <p><u>To Admin by 9.30:-</u> Accident book PSP bands and YP Kyloe credit forms</p> <p>Hand out mail (Following guidelines)</p>	<p>Daily menu to kitchen by 9.30am</p> <p>Order repeat prescriptions.</p> <p>Tidy Sleep In Room</p> <p>Order kitchen stores</p> <p>Hand out mail (Following guidelines)</p>	<p>Daily menu to kitchen by 9.30am</p> <p>Shift leader to identify a member of staff to tidy the IP room.</p> <p>Meetings take place in afternoon (Staff/ Team Leader/ MDT/ Case File / CALM practice)</p> <p>Hand out mail (Following guidelines)</p>	<p>Daily menu to kitchen by 9.30am</p> <p>Check YP toiletries complete request form and give to Admin</p> <p><u>To Admin:-</u> Pocket money and petty cash by 8am</p> <p>Hand out mail (Following guidelines)</p>	<p>Daily menu to kitchen by 9.30am</p> <p>Order kitchen stores.</p> <p>Hand out mail (Following guidelines)</p>	<p>Daily menu to kitchen by 9.30am</p> <p>Check young people's files are up to date – link workers.</p> <p>Tidy Sleep In Room</p> <p>Hand out mail (Following guidelines)</p>	<p>Daily menu to kitchen by 9.30am</p> <p>Check young people's files are up to date – link workers.</p> <p>Unit Risk Assessments updated</p> <p>Young People's bedrooms to be cleaned (bedding changed etc).</p>
PM	PM	PM	PM	PM	PM	PM
Young People's meeting		Young people feedback meeting and planning of weekend activities				<p>Check float and pocket money totals</p> <p>Prepare for Monday admin tasks</p>
WNCO	WNCO	WNCO	WNCO	WNCO	WNCO	WNCO
Complete PSP points Filing YP Data Collection Input	Complete PSP points. Filing YP Data Collection Input	Complete PSP points Filing YP Data Collection Input	Complete PSP points Filing YP Data Collection Input	Complete PSP points Filing YP Data Collection Input	Complete PSP points Filing YP Data Collection Input	Complete PSP points and total Filing YP Data Collection Input

RADICALISATION

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas. The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame.

Children and young people can be drawn into violence or they can be exposed to the messages of extremist groups by many means. These can include through the influence of family members or friends and/or direct contact with extremist groups and organisations or, increasingly, through the internet. This can put a young person at risk of being drawn into criminal activity and has the potential to cause significant harm.

The risk of radicalisation is the product of a number of factors and identifying this risk requires that staff exercise their professional judgement, seeking further advice as necessary. It may be combined with other vulnerabilities or may be the only risk identified.

Potential indicators include:

- Use of inappropriate language;
- Possession of violent extremist literature;
- Behavioural changes;
- The expression of extremist views;
- Advocating violent actions and means;
- Association with known extremists;
- Seeking to recruit others to an extremist ideology.

Any member of staff who identifies concerns should discuss them with the registered manager or senior member of staff on duty so that an appropriate and proportionate response can be planned. Concerns in relation to potential radicalisation will be responded to in the same way as any safeguarding concern i.e. social workers and IRO's will be informed, and advice taken from the police contact for the home. If a concern is raised in relation to a member of staff, then this will be referred onto the LADO.

For further information see refer to Northumberland's Safeguarding Procedures:-

https://www.proceduresonline.com/nesubregion/p_sg_ch_extremism.html?zoom_highlight=Supporting+Children+and+Young+People+against+Radicalisation+and+Violent+Extremism

FEMALE GENITAL MUTILATION (FGM)

Res Homes Admin/Kyloe House /Staff Handbook reviewed 1.2.22

Female genital mutilation (FGM) is a collective term for procedures which include the removal of part or all of the external female genitalia for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and in later life. The procedure is typically performed on girls aged between 4 and 13, but in some cases it is performed on newborn infants or on young women before marriage or pregnancy.

FGM is much more common than is generally realised both worldwide and in the U.K. It is deeply embedded into the culture of communities and intervention by statutory agencies may be resented.

FGM cannot be left to personal preference or cultural custom as it is an extremely harmful practice which violates basic human rights.

FGM has been a criminal offence in the U.K. since the Prohibition of Female Circumcision Act 1985 was passed. The Female Genital Mutilation Act 2003 replaced the 1985 Act and makes it an offence for the first time for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

It is reportedly practiced in 28 African countries and in parts of the Middle and Far East, but it is increasingly found in Western Europe and other developed countries primarily among immigrant and refugee communities. Suspicions may arise in a number of ways that a child is being prepared for FGM to take place abroad.

If anyone becomes aware of a child who may have been subjected to or is at risk of FGM they must raise this with the registered manager or senior member of staff on duty. A referral will then be made to Children's Social Care Services.

All professionals need to consider whether any other indicators exist that FGM may have or has already taken place, for example:

- Preparations are being made to take a long holiday - arranging vaccinations or planning an absence from school;
- The child has changed in behaviour ; or
- The child has health problems, particularly bladder or menstrual problems.

It should be remembered that this is a one-off act of abuse to a child, although it will have lifelong consequences, and can be highly dangerous at the time of the procedure and directly afterwards.

Children's Social Care Services in consultation with the Police will undertake a **Section 47 Enquiry** if there is reason to believe that a child is likely to suffer or

has suffered FGM.

For further information refer to Northumberland County Councils' safeguarding procedures;-

https://www.proceduresonline.com/nesubregion/p_fem_gen_mutil.html?zoom_highlight=Female+Genital+Mutilation

SYNOPSIS OF REVIEWS AND MEETINGS HELD IN KYLOE HOUSE

Pre Admission Meeting

This meeting is to determine whether it is in the best interests of the child to be placed in Kyloe House.

Post Admission Meeting (P.A.M.)

This meeting is held within three working days of the young person admitted to Kyloe House. The meeting will discuss what needs to be done in the best interests of the young person. The meeting will identify an agreed action care plan.

Action Planning Meeting (A.P.M.)

These meetings are every four weeks and are chaired by the young person's case co-ordinator. The purpose of this meeting is to ensure everyone is doing what they said they would do at the Post Admission Meeting.

Looked After Children Review (L.A.C.)

These meetings are held after four weeks, at the three months point and then every six months during the young person's stay. The review should look at the young person's care plan, their progress, any areas of concern and an agreed action plan.

Secure Accommodation Review (S.A.R.)

Approximately one month after being admitted to Kyloe House every young person will have a Secure Accommodation Review. The main focus for this review is to consider if the young person meets the criteria to remain in secure accommodation. The meeting will also look at the progress of the young person

Other regular S.A.R. will take place during the young person's stay.

INDEPENDENT REVIEWING OFFICERS (IRO)

When a young person becomes looked after, either in foster care, a residential setting or with a member of their family, then a named IRO will be allocated to them. The named IRO will hopefully continue in this role throughout the young person's time as a looked after child in order to ensure consistency.

The IRO will be the person to chair all of the LAC reviews and will try to meet with a young person on an individual basis before any meeting. This will provide an opportunity for the young person to talk freely about any aspect of their care and will always ask if the young person is happy where they are living. The IRO will also seek the views of the young person's parents / carers.

As a Linkworker it is important to encourage a young person to attend all of their reviews, as the review is all about them. Staff should seek ways to overcome any resistance a young person has in relation to attending reviews. Some young people find the arena of a review quite stressful, and might have ideas about how to make the process more comfortable for them.

A LAC review will take place within 28 days of any change of placement. After this, there will be a review held within 3 months, and then within 6 months. The purpose of each review is to cover all aspects of the young person's care plan i.e. progress, education, health, contact with family, any social activities the young person is engaged in. In addition the review ensures that all actions have been carried out from any previous review, and is a forum to make plans for the next reviewing period.

EDUCATION

Everyone who comes to stay at Kyloe House has a right to education and they are expected to attend school just as they would in the community. The education programme at Kyloe House offers young people exciting opportunities to develop their academic, functional and social skills as they move towards adulthood.

Upon entry to Kyloe House, the young person will undergo a range of diagnostic assessments to look at their levels alongside any specific learning needs. If the young person has an EHCP, this can be updated and reviewed whilst present in Kyloe House.

Our curriculum reflects the changes and transitions that young people begin to experience within Kyloe House and beyond. It is built around developing functional skills in Literacy, Numeracy and ICT coupled with skills for the future.

The school is bright and cheerful with the emphasis on encouraging and stimulating young people to reach their full potential.

Each young person will have a teacher as a link tutor who will look after their education and see them each day. With the class sizes being small, teachers can give each young person individual quality time, which enhances the opportunity to learn.

A member of the care staff or an HLTA will usually be present in the classroom (subject to risk assessments) to offer support to the young people.

It is well known that the educational attainment of looked after children falls well below that of all children. Raising their level of achievement is acknowledged as a key aspect in improving the life chances of these children. It is therefore vital that residential staff place a high value on education and training, promoting attendance and celebrating success.

Like all schools, there are rules and procedures which every young person has to adhere to. All young people are offered an induction to school, an explanation of their educational pathway and an introduction to their personal tutor.

Team Leader/Shift Coordinators will attend an education morning changeover meeting to share events from the previous evening, risk assessments, behaviour management plans and any other significant information.

Education starts at 9.15 and young people will be escorted as a group to education in an agreed plan.

The role of the linkworker includes working with the young person, all professionals i.e., social workers, teachers and family to produce an individualised education programme. This takes into account the young person's ability, aptitude, self-esteem/confidence and any special educational needs they might have.

It is the linkworker's responsibility to be aware of when school holidays/inset days are and to plan accordingly. Linkworkers should also support the young person in ensuring that they have any equipment needed to attend school. The staff team are all responsible for supporting the young person to complete homework, although the linkworker will liaise with the school in relation to timetables.

Staff should at all times be mindful to work in partnership with their education colleagues and ensure risk assessment/planning is shared. The care team are responsible for supporting the young people to make a positive and orderly transfer from the care setting to the education setting.

ROUTINES AND EXPECTATIONS

Weekdays

Res Homes Admin/Kyloe House /Staff Handbook reviewed 1.2.22

- ◆ YP woken by 8am
- ◆ By 8.45am to have eaten breakfast, dressed and completed tasks
- ◆ 9.15am - 4pm School
- ◆ 10.50am - 11.10am School Break
- ◆ 11.50am - 1pm Lunch Time
- ◆ 1.50pm – 2.10pm School Break and PSP Feedback
- ◆ 4pm - 4.30pm - relax, TV. Any appropriate activity.
- ◆ 4.30pm - 6pm - tea in dining room. Young people can leave once cutlery is accounted for.
- ◆ 6pm onwards - activities
- ◆ Supper - flexible and can be eaten in main lounge subject to risk assessment.

Weekends

- ◆ Lunch and tea to be eaten in dining room.
- ◆ Breakfast and supper - flexible subject to risk assessment
- ◆ Monday to Saturday - young person to complete tasks with staff support
- ◆ Sunday – young people are supported in cleaning their bedrooms.

Bedtimes

AGE	BED	LIGHTS OUT
10 years	8.45 - 9.15	9.15 - 9.45
11/12	9.00 - 9.30	9.30 - 10.00
13/14	9.15 - 9.45	9.45 - 10.15
15/16	9.30 -10.00	10.00 -10.45
17 years	9.45 -10.15	10.15 -11.00

PSP Band dictates bedtimes.

Use of TV in Main Lounge

Young people can watch TV before 9.15am, but this must be based on risk assessment. Young people are not allowed to manage the T.V remote controls for risk management reasons.

Mealtime Procedures

One identified member of staff to set the table before young people enter the dining room. When the first course is completed the plates and cutlery are cleared and the identified staff member then counts the cutlery and crockery back into the main kitchen via the secure window serving hatch. This is repeated after dessert and at the end of any meal sitting.

Points:

- ◆ It is expected that the group eating at the table stay at the table until everyone is finished. We begin together and finish together. There will be some situations where a young person may leave before the group is finished.
- ◆ The kitchen staff will need need to know the numbers of people eating and their choice as early as possible to allow them to prepare meals.
- ◆ Bread and milk if needed must be accessed before 6pm as the kitchen is closed between 6pm and 9am.
- ◆ Young people are not allowed to approach the serving hatch (unless to be introduced to the kitchen staff). Young people should not be moving around the dining area for safety reasons. The staff will access anything that is needed.
- ◆ Metal cutlery and crockery can be used in the dining room only.

Phone Calls

Weekends after 9am. Last call to be finished at 9pm.

School days - can have professional calls during lunch break and morning and afternoon breaks

After school - calls to finish by 9pm unless special circumstances.

Items in Bedrooms

All items in bedrooms are subject to PSP and risk assessment, i.e. no cords, clothing with zips, metal buttons unless agreed within the risk care plan and privilege band.

- Office Window Young People are discouraged to look into office window for reasons of confidentiality.
- Pillows Can be brought into main lounge for comfort while watching television.
- Quilts Are not allowed on general living area for supervision reasons.
- Main Door Into lounge and bedroom doors - locked for reasons of safety and security.

Meal Times

- School days - breakfast, lunch and tea to be eaten in dining room. Supper time negotiable.

- All young people to be ready together unless risk assessment requires
- separate sittings.
- Staff should sit between young people at the table subject to risk assessment.
- Footwear to be worn in dining room.
- Latest breakfast sitting 8.45am or later if negotiated. (Later at weekends and holidays)

Unit Tasks and Routines

Young people are encouraged to complete a domestic tasks every day as part of group living and general living skills.

Decision making will always be based on risk assessment and PSP. Valid and appropriate points raised by young people will always be listened to and considered.

Young people's meetings should be used as a forum to raise points and make suggestions that may enhance their daily living and indeed the groups.

Expectations of behaviour

- no glorification of crime
- no anti-social behaviour i.e. bad language or bullying
- young person will attend education
- young person will be encouraged to respect their environment
- young person will be encouraged to respect each other - no discrimination on grounds of sex, religion, culture etc. Staff to explain and set boundaries
- the appropriateness of expectations can be questioned and amended if and when required.
- young person will be encouraged to do tasks (age related)
- young person will be encouraged to be up and ready for education in good time
- young person can wear slippers, trainers, Sliders, safe footwear around the unit
- young people are expected to keep their rooms clean and tidy
- young people are expected to participate in activities
- young people are expected to leave the unit and bathroom clean and tidy
- young people can have basic toiletries in rooms i.e. shampoo, soap, toothbrush, toothpaste, conditioner, hairbrush, comb, sponge (subject to risk assessment)
- Personal lockers in laundry room can contain items such as clothing with strings/metal buttons
- Items such as CD's and DVD's are stored in the I.P. cupboard and accessed by staff when requested

- On admission, if risk assessment highlights no risk, the young person can have toiletries
- female young people can have sanitary wear in their rooms
- young people can have a certain amount of clothing in their rooms depending on PSP
- young person can wear t-shirt and leggings for bed as long as they do not wear them the following day for school or on the unit for hygiene reasons
- young person will be encouraged to take care of themselves and their personal hygiene.

Rules

- no young person in any other young person's bedroom
- no young person in kitchen unsupervised unless otherwise agreed either through risk assessment, PSP (Young people are not supervised constantly when in bedrooms unless otherwise stated)
- young people not to touch staff security belts, keys or PAAS
- young person will wear appropriate clothing and footwear for education, sport and around the unit
- breakfast, dinner and tea weekdays in dining room
- door from dining room to lobby always locked
- other doors between rooms – locked
- tins/bottles not to be put in kitchen bin
- young people not to drink out of cans, bottles. Contents to be poured into cups or plastic tumblers.
- staff administer medication (unless an agreement for self administration)
- no lending or borrowing of personal belongings.

There may be other rules/expectations linked to the Personal Success Programme. Any rules should be based on common sense and good parenting; and in agreement with the Register Manager and Management team.

Weekdays

- YP woken by 8am
- By 8.45am to have eaten, dressed and completed tasks
- 9.15am - 4pm School
- 11.00 - 11.20 School Break
- 12.00pm - 1.15pm Lunch Time
- 2.00pm – 2.40pm School Break and PSP Feedback
- 4pm - 4.45pm - relax, TV. Any appropriate activity.
- 4.45pm - 6pm - tea in dining room. Dishes to be checked in by 5.45pm. Staff deployed to provide adequate supervision. Young people can leave once cutlery is accounted for.
- 6pm onwards - activities

- 8pm onwards - supper and bedtime routines (flexible dependent upon planned activities)

Weekends

- Lunch and tea to be eaten in dining room.
- Breakfast and supper flexible.
- Monday to Saturday - young person to complete tasks with staff support
- Sunday – young people are supported in cleaning their bedrooms.

Bedrooms

It is an expectation that all bedrooms are able to demonstrate good hygiene standards and also follow health and safety guidelines. In order to achieve this staff will support all young people to maintain good order.

Staff will let the young people know that they are carrying out room checks. This is a visual check to ensure unless dictated by their risk assessments.

Music

It is preferable that personal music is listened to in a bedroom and should be played to a level that is considerate and respectful to other people. However, there may be occasions where staff will negotiate music being played in communal areas. This will be determined by appropriate musical content and context to what is taking place on the unit at the time.

Music in the unit vehicles is negotiable with the adult driver and is not to include any music containing profanity and explicit lyrics.

TV

Young people can access a variety of channels in their bedrooms via their media suites. This includes TV channels, video on demand and music from their own collections.

Transport

The driver is in charge of the vehicle at all times.

All young people and staff must wear a seatbelt when the vehicle is in motion. This is the law and for young people over the age of 14 they will be held liable for not wearing one and could face a fine.

Staff will decide and request where young people sit in the car.

No food or drink is to be consumed in the vehicles.

Any rubbish is to be removed immediately and disposed of appropriately.

Only staff / the driver to operate the controls of the car including the stereo, air conditioning and heaters.

Respect

Staff and young people should always attempt to demonstrate politeness and an expression of respect, giving particular attention to consideration in how our actions affect others.

Respect also involves giving recognition for something done well and celebrating individual accomplishments. We all should be willing and able to acknowledge errors and apologise for them.

SKILLS FOR MANAGING CHILDREN AND YOUNG PEOPLE

What are the major skills we require

- The ability to form good working relationships with young people.
- The ability to be adaptable and realistic.
- The ability to learn a very complex and demanding job requiring confidence, patience, hard work, sympathy, empathy, resilience and a sense of humour.
- The ability to work as a team member.
- To be able to work in a safe and caring manner
- The ability to listen to young people

Resilience

Staff can find it difficult to maintain enthusiasm, despite their considerable efforts and can become disheartened.

Patience and resilience are required to develop the necessary skills to work effectively with young people in crisis.

Initial problems can be expected when work begins with a new group or individual regardless of their experience. Discussion with colleagues and sharing problems can be helpful.

New staff can be unsure what to do when they start work in a new environment. This can lead them to being subjected to “testing out behaviour”. Listen, watch, and seek advice where you believe it would be helpful.

Staff should learn to discriminate between behaviour which

- can be permitted
- can be prevented
- can be ignored
- should be discouraged

Do's and Don'ts

Do act normally whenever you can otherwise you may confuse or unsettle the young people.

Do manage problems behaviours in a straightforward firm unexcited manner.

Do be consistent. Do be honest

Do be prepared - poor organisation leads to difficulties.

Do avoid being overly rigid, try to steer clear of situations where a young person has to publicly “back down”. There are times when it is better to disengage rather than pursue a deteriorating situation. This may require you to remove yourself from the situation, remain silent and/or delay action.

After a relatively short time a neutral or positive comment is often accepted by a young person.

Do treat all young people with respect, and try to respect the individuality of each young person.

Be a good parent for the young people you look after. Caring in a proactive sense is what matters. This includes what can sometimes be described as the more mundane tasks; nonetheless these tasks are important to the overall well being of the young person.

It is essential that high standards of emotional and physical care are maintained at all times.

Do remain sensitive to the needs and moods of both the group and individual young people.

Do listen to what children and young people say.

Do communicate with your colleagues. Try to admit your mistakes and seek advice on problems you may be experiencing.

Inform them of incidents which occurred and how they were dealt with.

DO LOOK FOR WAYS TO IMPROVE YOUR PERFORMANCE

Be true to yourself. Acting or playing a role has a part to play in managing difficult young people, but not at the expense of your basic personality. Children and young people will easily see through if you pretend to be other than you are.

Try to maintain your composure if your efforts with an individual or group are spurned. KEEP TRYING.

Be proactive, if you are experiencing problems you need to do something about them. Problems are to be expected with the young people we accommodate but your job is to work through them with the support of your colleagues. Ask for help when required.

Try to view negative behaviour as an opportunity for young people to learn, resist the urge to employ punitive measures. These can often be attributed to stress and are rarely effective.

Maintaining structure requires confidence and a determination to be consistent. Some children are very persistent and will test you out. Young people may not always like you; this is no reflection on you.

Bribing young people rarely gets the right behaviour. This is not the same as rewarding or promising reward for good behaviour.

Be open about everything you do. A collusive act lets yourself and your team down.

Try not to become over-involved with individual young people. Try to treat them all with the same high level of regard and show an interest in them, all relative to the need of each young person and their desire for involvement.

Be calm and creative when responding to young people in crisis. Minor incidents improperly handled can sometimes escalate into major problems.

Use child friendly yet respectful language when discussing issues with children and young people.

Only make promises you can keep.

If you want positive results remember that it is your motivation and continual encouragement will help young people achieve positive outcomes.

GOOD ORDER AND DISCIPLINE

Children Act 1989

Different homes will have different philosophies of care. It is vital that staff have a sound understanding of the principles and procedures employed in the Home for the care and discipline of the children and the treatment methods used, so that they can respond to a child with confidence. Difficulties in control will arise where the objectives of the Home are not well defined and, consequently, not well understood by staff or where the children do not understand the reason for their placement. Systems of control and discipline cannot be divorced from systems of management and systems of care practice and planning within the Home. It is important that staff should set standards by their behaviour.

Physical intervention should be used rarely and only to prevent a child harming himself or others or from damaging property. Force should not be used for any other purpose, or simply to secure compliance with staff instructions. Kyloe House Children's Home has a clear policy on how and when physical intervention may be used. CALM training is provided; it is regularly and formally monitored. Staff have a yearly reaccreditation governing this aspect of their role.

The successful conduct of any Home is dependent on a combination of sound management, high standards of professional practice and care planning and caring relationships.

A major determinant of good behaviour and positive ethos of the Home is the quality of the relationships between the staff and the children. Relationships between the staff and the children need to be based on honesty, mutual respect and recognised good professional practice.

Many children in Homes need to experience care which compensates for the loss of the attention and security they would otherwise receive through the direct care of their parents.

Good order is unlikely to be achieved unless there is an established framework of general routines and individual boundaries of behaviour are well defined. Kyloe House Children's Home ensures young people are aware of what is expected of them and how the arrangements for their care actually work.

Young people are offered opportunities to participate in a range of leisure time activities, arranged and planned by the team, all activities should be risk

assessed and consideration should be given to the learning outcomes.

All staff should be sensitive and reflective that problems may occur where expectations of behaviour are unrealistic or inconsistent or insensitive methods of control are used. Good professional practice should recognise that often misbehaviour by young people stems from a failure by adults to be sufficiently receptive to the needs and problems of the young people rather than from a wilful defiance of authority.

Staff need to avoid labelling children as disruptive or seeking to resolve misbehaviour by moves to new placements without the original behaviour being properly addressed or understood.

One of the principal purposes of control and discipline is to enable individual children to develop inner controls so that in time they learn self control, establish feelings of worth and self respect and are motivated towards improved behaviour and enabled to live in harmony within a group. They should be encouraged to develop a proper awareness of their rights and responsibilities and those of others.

It is essential that children should be consulted and their wishes and feelings ascertained in matters concerning them. Good order is much more likely to be achieved when children are routinely involved in decision making about their care. They should be encouraged to accept responsibility for their own care, appropriate to their age and understanding.

MANAGING BEHAVIOUR AND PHYSICAL INTERVENTION

Kyloe House Children's Home seeks to promote positive behaviour in the context of normal child/adolescent development.

All young people need to know what the boundaries of acceptable behaviour are both for their own protection and the safety of others. Although the behaviour displayed can require staff to take control of situations, the aim remains that of empowering young people with the skills and coping techniques to help them control their lives. Where a young person's behaviour may place themselves or others at risk of being physically hurt, staff may have to physically intervene. If physical intervention is needed, staff will use the Crisis Aggression Limitation Management (CALM) system. This is a safe method of crisis intervention with the emphasis on safety, de-escalation and integrity for both the young people and staff. All permanent staff are trained in CALM.

Staff are re-verified on a yearly basis to ensure they remain competent in practising CALM. In order to achieve this, staff are expected to attend a minimum of one CALM practice session per year before the verification date. It is the staff member's responsibility to ensure they attend these sessions or identify, at the earliest opportunity, where they cannot attend a session and the

need to identify another session.

All incidents must be recorded factual as procedure requires. A comprehensive review of each use of physical Intervention take place including use of CCTV. This is to ensure all parties are kept safe, identify good practice and learning points to prevent use/ increase de-escalation skills.

VIOLENT INCIDENT / PHYSICAL INTERVENTION/ ACCIDENT FORMS

Violent Incident Forms

If there has been a violent incident, the staff involved must complete a Violent Incident Form. Guidelines on how to complete the form are in the Violent Incident File. Once a form is completed, it will be overseen by the Home Manager and then sent to the Service Manager for Looked After Children. Once this process is completed, the original copy of the form will be kept on the young person's file and another copy forwarded to the Health and Safety Department. This process is carried out by the Admin team.

Physical Intervention Forms

Following an incident of physical intervention, the incident **must** be recorded in the Incident Log before the end of the shift. A physical intervention form **must** then be fully completed within 24 hours of the occurrence by the staff involved in the incident. This form is then overseen by an Assistant Homs Manager then a Homes Manager as part of the audit system.

Accidents

Any accidents involving young people, staff or visitors are recorded electronically and forwarded to the a member of the management team for processing.

SANCTIONS

A General Statement

Controls and sanctions should not be applied in such a manner as to undermine the self respect and self esteem of children and young people or lessen their sense of responsibility. Where possible intervention should be based on reward, rather than punishment, with the emphasis placed on good

relationships, honesty, trust and respect. However where sanctions have to be introduced, these should have a clear objective to support the growth of Self discipline otherwise they may become merely repetitive and have no or little impact on the young person or child.

To add to the above statement it is important to quote a sentence from the Children Act 1989 "Where sanctions are felt to be necessary, good professional practice indicates that these should be contemporaneous (in the same time period), relevant and above all **"JUST"**.

It is clear from the Children Act 1989 and from other guidance on residential care for children and young people that sanctions can be used and where appropriate they need to be imposed to give a message that the young person/child's behaviour was unacceptable and there are consequences for such behaviours.

Where possible, sanctions should be linked to the negative behaviour of the child or young person e.g.

- a) If a young person plays his music too loud, keeping other young people awake staff may believe an appropriate sanction may be to not allow the young person access to music in his room the following evening.
- b) Where a young person damages an item or the building, it may seem that the appropriate sanction should be that the young person
- c) contributes to the repair of that item by having money deducted from their pocket money with their written agreement, or complete a reparation plan.

The most contentious issues around sanctions are when a young person assaults a member of staff.

Emotions run high, particularly if it is a member of staff who is liked and respected by their peers. Where there is a violent pre-meditated attack on staff, this matter should be discussed with the Manager and maybe reported to the Police.

When a young person has 'special needs' the timing of a sanction has a direct influence on its effectiveness. The use of a sanction (and rewards) to reinforce discipline has an optimum impact on the young person/child's behaviour if the sanction is given immediately after the negative behaviour has occurred because that young person with special needs may have a limited memory timescale.

If the sanction (or reward) is delayed too long, it may mean that they do not see

the connection between it and their misdemeanour.

All sanctions are recorded using the electronic Incident Recording system. Use of a sanction is recorded as directed within the young persons electronic file.

Single separation is used to keep young people and staff safe. It is not a sanction. Single Separation is recorded separately.

If single separation is required to protect staff and young people. The young person involved will see this measure as a sanction, however where a member of staff has been assaulted and a young person has been placed in single separation, then further sanctions may need to be considered and implemented, especially where there may be further risk of assault.

It is of paramount importance that the young person who caused the assault is not given what he sees as any reward or approval of his behaviour.

When a young person has limited cognitive abilities, the timing of a sanction has a direct influence on its effectiveness. The use of a sanction (and rewards) to reinforce discipline has an optimum impact on the young person/child's behaviour if the sanction is given immediately after the negative behaviour has occurred because that young person may have a limited memory timescale. The creation of a specific behaviour management plan may be required to support the young person.

INCENTIVE PLANS (Personal Success Programme)

All children and young people who come to reside in Kyloe House Children's Home will have an individual incentive plan. This is based on the social learning theory and is designed to help young people manage their behaviour more positively, by helping them identify how they should behave in many situations.

Simply, the more positive behaviour the young person displays, the more rewards and privileges they receive. The young person will experience a level of self satisfaction from being rewarded, which should also result in an improvement in their self esteem.

STRUCTURED SUPPORT TIME

Structured support time should be tiered; offering a specific response to each set of behaviours, and should always be outcome led.

Any plan should be developed whenever possible with the young person and have clear expectation and time limits. All plans will be informed by the individual Risk Assessment and will take into account any physical interventions and emotional and medical needs of each young person.

Structured support is designed to offer consistency and develop stability within the day to day care arrangements for each individual young person. It will identify the de-escalation systems needed to support quality child care.

INDIVIDUAL PROGRAMME WORK (IP)

Every week a young person will spend some individual time with one of their linkworkers to help them look at the problems and difficulties that have been instrumental in them being placed at Kyloe House Children's Home.

These sessions need to be focused and well planned with the emphasis on listening, practical suggestions and solutions, to help the young person look at what has been happening in their lives.

If used correctly, Individual Programmes are an invaluable method in the development of working with young people. There are several important points to remember before starting any Individual Programme sessions.

Planning

It is important to take time before a session to plan what your aim and objectives are in the session. Use written notes as a memory jog. Think of location and setting, time of day, how long should the session last, will you talk to the child or could you use equipment i.e. pens, paper, story books or art equipment?

Aim

What is the aim of the session?

Why are you having the session?

What information are you planning to give or hoping to receive?

Objectives

It is important to remember during an Individual Programme session that you have the session with the young person, having gained a skill or understanding, however small that may be.

Target

Do not set your aim of the session too high. Always remember that nothing will be resolved in one session and it may take several follow on sessions. Always think of the level of understanding of the young person and set your aims and objectives accordingly.

Seek Help

Staff are not expected to know or be experts on everything. If a session needs to be completed and you do not feel you have the skills necessary, seek help from your colleagues.

Recording

It is important to remember after every Individual Programme session to record what happened on the appropriate form. Ideally, this would be completed immediately after the session, but if this cannot be achieved, staff must try to record the session at the first opportunity. Once a session has been recorded, it should be placed in the young person's care plan file in the appropriate section.

Unplanned Session

The ideal session would take place after good forward planning, however many sessions occur after an incident or comment involving the young person. Staff should recognise when this situation occurs and act accordingly. This type of session should also be recorded and placed in the young person's care plan file.

Evaluation

After an IP session, staff should take time to go over the information received during the session. If necessary, talk this through with colleagues and evaluate this information into the IP forms. Things to remember during evaluation are as follows:

- a) How was the child at the start of the session?
- b) Did the session go well? – If so, how would you do this?
- c) Do you need help from someone with more expertise in the subject?

Always remember, there should be no such thing as a bad session. If evaluated properly, staff should be able to use information from any session to aid the next. If a child has refused to talk at all, this does not necessarily mean you have failed – evaluate this. What was the mood of the young person? What was your mood? Was the location right? Was the time of day alright? Was there anything else going on that could have caused a distraction? Did you understand what your aims and objectives were before you started? Were you confident or unsure before the session? Do you need advice on the subject matter? Any one of these could affect the outcome of an IP session. By correct evaluation, this information should help in planning the next session.

Any issues which are causing the worker or the young person difficulties should be resolved within the worker's supervision session or in discussion at Team Meetings.

NB. The young person has the right at any stage to refuse or cut short an IP session. If so, this must be recorded and reviewed.

OVERTIME

Overtime payments are carefully monitored. Overtime can only be claimed in the following circumstances:

- 1) In the event of a staff vacancy.
- 2) In the event of a staff member being absent due to suspension, maternity leave, compassionate leave or dependency leave, and that the absence impacts on the safe working of the home.
- 3) Prior approval must be sought from a Manager if overtime is to be paid or requested.
- 4) Overtime is limited to 40 hours per person, per month and must be authorised by a Manager.

TIME OFF IN LIEU (TOIL)

Time off in lieu of hours may be used at times, however reasons for working extra hours must be clear and, wherever possible, should be sanctioned by a Manager or delegated person.

Guidelines for the use of TOIL

- Each member of staff is responsible for keeping their own record of hours up to date and accurate.
- Next to the box marked Shift, staff must put down the shift they are on the rota for i.e. E (Early) L (Late) N (Night) or H (Holiday).
- Record of hours is to be taken to supervision on a monthly basis for signing by staff and supervisor.
- Actual hours worked are to be recorded on the sheet. i.e. if you are late for a shift you must record the time you came into the building, not your actual start time, as per rota. The same applies if you are able to leave shift early or if you stay back late when needed.
- A new sheet is to be started for each five weekly rota and week one must be the same start date as the new rota.
- Record of hours cannot be completed in advance. Only the dates and your own shift pattern.

- Any breaks must be registered on your TOIL sheet.
- TOIL can be taken at the discretion of the senior on duty and your record of hours is up to date. Service needs will be taken into account.
- In the absence of a Manager, team leaders can authorise TOIL and make entries onto the relevant record of hours.
- Any alterations to record of hours should be initialled by the person making the alteration.
- No overtime is to be recorded on the record of hours, as this is recorded on your O/T sheet.
- SICK: If off sick, then S is to be put in the box marked with a * and hours recorded for shift not worked.
- HOLIDAY: If off on Holiday, then H is to be put in the box marked with *. Hours recorded as per shift and holiday entitlement.
- Record of TOIL at the bottom of the sheet is for recording any hours agreed by a Manager when not on Unit i.e. shopping for a young person's birthday or Christmas, that could not be facilitated by flexi or when on shift or report writing.
- For full-time staff the four weeks total is to be deducted from 148 hours, giving either TOIL to be accrued if over 148, or to be taken if under 148 hours. Part-time staff to do the same, but with 74 hours.

Prior to time in lieu (TIL) being accrued agreement must be given by the senior on duty. TIL should not be accumulated to assist staff taking additional holidays. TOIL should be taken back within a reasonable time scale ie when additional hours are worked at the end of a shift you should be responsible for identifying where this time can be taken back in consideration of rota needs.

LEGAL ORDERS

The following legislation and guidance governs the use of secure accommodation on welfare grounds:

- Children Act 1989 (s25)

- The Children (Secure Accommodation) Regulations 1991 and 1992
- The Arrangements for Placement of Children (General) Regulations 1991
- Children Act 1989/2012 Guidance and Regulations Volume 5, Children's Homes.
- Grounds for the Use of Secure Accommodation

A young person may only be placed in secure accommodation if it appears that:

S/he has a history of absconding and is likely to abscond from any other form of accommodation and

1. If s/he absconds, s/he is likely to suffer significant harm
Or
2. If kept in any other accommodation is likely to injure her/himself or other person's

The Children (Secure Accommodation) Regulations 1991 modify the above requirements slightly in respect of children and young people who are looked after and are either:

- Detained under s38(6) of PACE Act
or
- Remanded to local authority accommodation or bailed with a condition of residence in local authority accommodation and charged with certain serious offences

Such young people may not be placed, and if placed, may not be kept in secure accommodation unless it appears that any accommodation other than that provided for the purpose of restricting liberty is inappropriate because:

- The young person is likely to abscond from such other accommodation
or
- The young person is likely to injure her/himself or other people if s/he is kept in any such other accommodation (Regulation 6)

The Court is unable to exercise its power to authorise a period of restriction of liberty if the young person is not legally represented, unless the young person has chosen not to exercise this right (s25 (6) Children Act 1989).

The Children (Secure Accommodation) Regulations 1991 states local authorities may not keep a young person to whom s25 of the Children Act 1989 applies in secure accommodation without leave of the Court beyond 72

hours (whether or not consecutive) in any period of 28 consecutive days.

Section 20 and Section 31 of the Children Act 1989

There are 2 main routes into the 'looked after' system,

- Being accommodated under **section 20 of the Children Act 1989**; or
- Being made the subject of a care order under **section 31 of the Children Act 1989**

Section 20 of the Children Act 1989 (Accommodation)

Under section 20 of the Children Act 1989, children and young people can be 'accommodated' with the consent of those with parental responsibility. If the young person is 16 or 17 years old, they do not need the consent of those with parental responsibility in order to be accommodated by the local authority.

Any person who has parental responsibility for a child may at any time remove the child from accommodation provided by or on behalf of the local authority. If the young person is 16 or 17 years old, they can leave the accommodation without parental consent.

Section 20 is based on co-operative working between the local authority, the young person and his or her parents because the court is not forcing the child or young person to be looked after. If a child or young person is being accommodated by the local authority, then the local authority **MUST** have regard to his or her views. Before making any decision with respect to a child whom they are looking after, or proposing to look after, a local authority shall, so far as is reasonably practicable, ascertain the wishes and feelings of the child.

Duties of a local authority:

The Local Authority **MUST** also ascertain the wishes and feelings of any other important people in the young person's life, including:

- the parents
- any person who is not a parent but has parental responsibility any other person whose wishes and feelings the authority consider to be relevant
In making such a decision the local authority shall give due consideration to:
 - the child or young person's wishes and feeling, having regard to his or her age and understanding.
 - the wishes and feelings of any person mentioned above and to the child's religious persuasion, racial origin and cultural and linguistic background.

Section 31 of the Children Act 1989 (Full Care Order)

Under section 31 of the Children Act 1989, the local authority can apply to the court for a child or young person to become the subject of a care order.

Once a care order is made, the local authority obtains parental responsibility in addition to the other parental responsibility holders. A care order can only be discharged by the court on the application of any person who has parental responsibility for the child; the child or the local authority designated by the order.

The court will only make a care order if it believes that it is better for the child or young person than not making an order. A care order can only be made on young people below the age of 17 and cannot be made on a young person who is 16 years old and married. To make a care order, the court must be satisfied:

1. that the child concerned is suffering or is likely to suffer significant harm.
2. And that the harm, or likelihood of harm is attributable to:
 - the care given to the child, or
 - likely to be given to him if the order were not made, or
 - the care not being reasonable or if
 - the child is beyond parental control

Section 38 of the children Act 1989 (Interim Care Order)

It takes time for a local authority to prepare its case for a full care order. For this reason, this section provides for interim orders to be made under a less stringent test than that which applies in the case of full orders. If a court adjourns an application for a care order it may make an interim care order if it is satisfied that there are reasonable grounds for believing that one of the “significant harm” threshold criteria is met. The court only has to be satisfied that there are “reasonable grounds” for believing one of the significant harm criteria is made out, rather than being satisfied one such ground is actually made out. There are strict time limits that apply to interim orders, the aim of which is to ensure regular court oversight of whether the application for a full order continues to be met. The general rule is that the first interim order cannot have effect for longer than eight weeks and subsequent orders cannot have effect for longer than four weeks.

HEPATITIS B

Occupational Risk Groups

There are many occupational groups who may be at risk from contacting Hepatitis B. They include dentists, hospital doctors, nurses, police and the fire

service, drug dependency, unit workers and lastly staff and residents in day care settings and special schools.

Remember if you work in a situation where you come into contact with other people's body fluids you could be at risk.

Hepatitis B Vaccination

- Staff can access Hep B injections from their own GP service or NCC OHP service
- The vaccine is an injection normally given into the muscle of the arm.
- You will need 3 or 4 doses of vaccine given over 6 or 12 months to become properly protected.
- Your Occupational Health Department may advise 4 doses for quick protection.

Recommendations

- a) It is strongly recommended (because of the occupational risk) that all staff working at Kyloe House Children's Home are vaccinated against Hepatitis B.
- b) Because other diseases may be transmitted in a similar way to Hepatitis B, it is important to always maintain good infection control procedures. As part of a total preventative programme, the implementation of universal precautions and the wearing of basic personal protective clothing and equipment such as gloves are highly recommended.

COMPLAINTS AND SUGGESTIONS

Young people should be made aware of the complaints procedure upon admission.

Complaints from young people (residents), parents and carers should always be taken seriously. Should a member of staff receive a complaint they should read it, sign it, date it and record it in the Complaints Log. The form should then be handed to the most senior member of staff on duty.

A confidential post box is also present on both units where young people can raise any issues confidentially. The post box is accessed by an independent person (Admin team).

Young people have access to independent, external processes (see below) via post box and confidential telephone line (direct).

Statement from Northumberland County Council:

“Should a young person be dissatisfied with an aspect of his/her care, they may wish to contact the Client Relations Unit to discuss the matter with a member of the team. A Client Relations Officer will work with the young person to resolve the matter through discussion with the relevant people. Where it is not possible to resolve the matter in this way, or if the young person prefers, he/she can make a formal complaint to the Client Relations Section and an independent investigation is likely to follow. The Client Relations Officer will also advise the young person of their right to an Advocate should they wish to have one. All young people are provided with information about how they can use the Complaints procedure at an early point after admission.”

Kyloe House Children’s Home welcomes suggestions from any of our young people, staff or other visiting professionals should encourage any positive suggestions from those who use our service.

ADVOCACY

All young people are entitled to speak to an advocate at any time if they feel they are not being listened to or if they are having difficulty getting their views across. They can also support young people in making a complaint. There are two advocacy services:

In house provision – NCC have a Participation and Advocacy Officer who is based at Cramlington. They will respond to requests for advocacy support within two working days, ensuring that support is put in place swiftly. The advocate can be contacted as follows:

- Mobile - 07966 332280.

Independent provision – An external, independent service can be made available to young people who need an advocate, and the In-house provision isn't appropriate or suitable.

Young people may meet with an advocate both on and off site. Please ensure that meetings are prioritised and put in the diary correctly. An advocate will only work with a young person if they request it; however staff can request an advocate on behalf of a young person.

For referral to the Independent provision please contact the Advocacy Team via:

Phone: 07966332280

Email: Advocacy@northumberland.gov.uk

Coram Voice Advocacy

CORAM voice also offer an independent advocacy service on behalf of Kolvin Service. This advocaes is available via telephone and face to face. The advocate comes to Kylee House once per month and is free to speak with young people privately about any concerns they have about their care plan and living within the home.

Phone: 0808 800 5792

PARTICIPATION

Looked after children have a fundamental right to be involved in decisions about their care, from an individual level where decisions affect their own care, up to a strategic level, influencing the care of all looked after children. There are a number of ways for young people to get involved including:

- Being involved in their care planning.
- Attending their review meetings.
- Taking part in Young People's Meetings.
- Speaking to link workers, the Registered Manager or Senior Managers.
- Having an advocate.
- Completing Reg 45, Children's Rights and other on-line surveys.
- Becoming part of a group, such as Voices Making Choices (VMC), Northumberland's Children in Care Council.
- Speaking to a Reg 43 Inspector when they visit the Home.
- Speaking to an Elected Member when they carry out Rota visits.

It is important that young people are encouraged to take part and give us their views, to ensure that we are delivering a service which meets their needs.

Northumberland County Council has a Participation and Advocacy Officer who is available for looked after young people who need advice, support or information, based at Cramlington, and can be contacted by:

- 07966331532 / 07876362151

LEARNING TOGETHER

Learning Together is the online learning environment for NCC employees allowing easy access from any computer or mobile device connected to the internet to access:

- course outlines and booking information
- e-learning and learning resources, links and templates
- your personalised learning plan

also

- track your progress of your training and learning
- managers can track the learning progress of their team members
- some courses can now be booked online
- your learning information and records all in one convenient location

Safecall - a confidential reporting hotline

Safecall - 0800 9151571

Safecall provides an independent confidential service where employees can report any concerns.

In recent years there have been significant events around the world that have raised the profile of whistleblowing. As a result, we are moving towards a more open and transparent culture where we look to encourage the reporting of unethical behaviour.

The hotline does not replace our internal reporting procedures, but will be used alongside them to provide an alternative for our employees who, for a number of reasons, may not wish to use the internal options.

We want to create a culture of integrity and openness and the Safecall hotline will provide an additional way to raise any concerns.

All reports made will be strictly confidential and callers can remain anonymous if they wish to do so.

Reports can be made by calling Safecall free of charge, 24 hours a day, by telephone on 0800 9151571 or by email northumberlandcc@safecall.co.uk

Staff can also visit the website www.safecall.co.uk/report

POLICIES AND PROCEDURES

The following is a list of the policies or procedures in place for Northumberland

County Council staff. All staff have access to the 'intranet' where they can access the most up to date policies.

Policies relating to Residential staff
Information for Care Staff Applicants
Code of Conduct for Residential Child Care Officers
Use of Personal Mobile Telephone Policy
Physical Contact with children and young people
Dress Code
Lone Working
Hostage Policy and Guidance
Hostage Taking Policy
Intruder Policy
Staff Supervision
Supervision of Agency staff
Data Protection Policy - Statement to reflect this is now found online
Policy relating to employees friends and family visiting the homes
Staffing Arrangements
Visitors to the Home
Positive Behaviour Management Section
Overview of behaviour management policies
Physical Intervention Minimisation Strategy
Physical Intervention Policy
Viewing of Serious Incidents Flowchart (Kylloe House)
Sanctions and Rewards Policy
Reducing offending by Looked After Children
Anti-Bullying Policy (new proforma added)
Joint protocol between Northumberland Area Command and Northumberland Children's Services regarding children and young people missing from home and care
Missing Children – Return Home Interviews
Covid-19 Missing from home policy
Notifying Ofsted of a Serious Event including flowchart
Single Separation Policy and Procedure - Kylloe House
'Managed Away' Policy - Kylloe House
Suitable viewing of television, video, dvd, cinema films and computer games
Policies relating to supporting young people
Safeguarding Policy
2 x Admission and Reception of young people and Guidance on admitting a young person (Open Homes and Kylloe House)
Notes for placing social workers and other professionals - Kylloe

House Notes for placing social workers and other professionals
Referral Procedure
Wellbeing - Sexual Health Policy, Immunisation and screening, Personal hygiene, HIV Aids and other blood borne diseases, nutrition and diet, exercise and rest, and alcohol, smoking and other substances
Medication Policy (Open Homes) Medication Policy (Kylloe House)
Drugs Policy
Self Harm and Suicide Management Guide http://northumberlandlscb.proceduresonline.com/chapters/p_self_harm_suicid_behv.html
Sex and Relationship Policy
Resettlement Policy - Kylloe House Leaving Care Policy – Open Setting
Death of, or the suffering of serious harm by, or involvement in, or serious illness of a child or young person who is looked after by the local authority
Recording of Business information in Children’s Homes, Log book recording, diary recording
Young person’s internal complaint procedure Registered comments, suggestions and complaints Complaints and concerns raised by other local authorities or agencies
Online Safety Policy
Policy and guidance on photographs taken of young people
Privacy/room searches Searches (Kylloe House)
Education Statement for all homes Education Advisory Group Terms of Reference – Kylloe House
Finance Policy
Acceptable Use Policy
Delegated Consent
Police Involvement Policy
Off Site Education Visits
Radicalisation Policy

Policies relating to Residential Buildings
Bomb Threat and Suspect Packages Bomb Threats and Associated Issues – Kylloe House Fire Prevention Policy Fire Procedure – Kylloe House Fire Procedure – Coanwood Children’s Home

Fire Procedure – Phoenix House
Fire Procedure - Thorndale House
CCTV Policy
Procedure on building becoming uninhabitable
Building Maintenance Statement

The following documents can be accessed via the Staff Intranet:

- **Safeguarding and Child Protection**
- **Health and Safety Policy** – accident and VI reporting.

The following documents can be accessed via the Staff Intranet under Staff Resources, HR Documents:

- **Appraisal and Performance** – appraisal form, guidance notes, Code of Conduct.
- **Capability and Discipline Procedures** – Guidance notes, handling allegations of abuse against those who work with children/young people.
- **Change Management** – Redundancy policy, at risk from, alternative employment policy.
- **CRB** - guidance notes, criminal records policy.
- **Diversity and Equality**
- **Employment and Contracts** – Employee handbook, secondary employment.
- **Grievances Procedure** – Whistle Blowing Policy.
- **Occupation Health** – Alcohol and Drugs Policy, Smoking Policy, guidance notes.
- **Pay and Conditions** – Annual leave, age retirement procedures.
- **Recruitment**
- **Sickness** – Reporting procedure.
- **Single Status**
- **Training**
- **Volunteers**
- **Welfare Services** – Staff welfare, out of hours counselling, domestic violence.
- **Working Arrangements** – Flexible work request procedure and guidelines, flexi time guidelines, Homeworking Policy.

The following documents can be accessed via the Staff Intranet under Staff Resources/Services:

- **ICT Policies and Guidelines**
- **Data Protection**
- **Health and Safety**
- **Expenses**

Client Related (these policies are printed on blue paper in the staff office):

BOOK REFERENCE LIST

1. Children Act 1989/2000
2. Volume 5 Residential Care
3. Northumberland County Council Handbook
4. Kylee House Children's Home Children/Young People's Handbook
5. Kylee House Children's Home Parents and Carers Booklet
6. Northumberland County Council Staff Handbook
7. Northumberland County Council Safeguarding Protection Policy
8. Dignity at Work Policy
9. Whistle Blowing Policy
10. Children's Homes Regulations 2015
11. Working Together 2012

