



# Statement of Purpose

Area Haringey

Reviewed November 2023



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# Introduction to Area Haringey Children's Home

Area Haringey aims to provide security and stability for young people "looked after" in the care system. Our purpose is to offer high quality residential care as near to a family environment as is possible.

**"We will make every effort to provide a safe, warm, nurturing and empowering environment for young people to live in, to fulfil their own aspirations and to move on appropriately, when they are ready"**

**Young people may be placed at Area Haringey for a variety of reasons. This could be due to:**

- Experiences of abuse
- Challenging behaviour and/or emotional difficulties
- Young people may choose to live away from a family setting at this time or;
- Have a record of offending behaviour
- Young People returning to live in the area of London who have previously been placed in Specialist settings outside of the geographic area
- Young People who need flexible support packages of individual care

Whatever the reason, all young people living at Area Haringey are unable to live full time with their families at present.

## The principles followed at Area Haringey

Like all looked after children, the young people who are placed at Area Haringey have specific and individual needs. Many will have experienced abuse of some kind as well as experiencing the trauma of a family breakdown.

For many young people they will have experienced a number of placement moves that are both unsettling and disruptive to their lives. As a result, the need for a safe and consistent approach is an integral part of providing them with quality care. Alongside this, many young people will need particular help with their educational and health needs. The team at Area Haringey therefore aims to work in ways that ensures young people receive the appropriate help and support from within Area Haringey.

Area Haringey can accommodate up to 4 young people. We do not have the facilities to accommodate children or young people with severe physical disabilities.

As a general rule, Area Haringey does not provide care for disabled young people. There may, however, be occasions when a young person with mild learning and/or physical disabilities is placed at Area Haringey in such circumstances, specialist care and support to meet the young person's needs would be arranged prior to admission and monitored through the reviewing processes in place.

## Area Haringey can offer places to:

- Young People returning to live in London
- Who have previously been placed in specialist settings outside of the geographic area
- Young people who have experienced abuse
- Young people who are the victims of trauma
- Young people with low self-esteem or lack confidence
- Young people who are emotionally or behaviourally challenged (subject to risk assessment)
- Young people who have been the victims of abuse or domestic violence (subject to risk assessment)
- Young people with a record of offending behaviour
- Sibling groups (brothers and sisters)
- Young People who need flexible support packages of individual care who might be considered more difficult to place(subject to risk assessment)
- Young people with a high level of need who would benefit from living in London

## Area Haringey cannot Accommodate:

- Young people who have a drug or alcohol dependency
- Young people who need nursing care or have a high level of physical dependency
- Young people who pose a significant risk to other household members

## Our Purpose and Ethos Values of the Home

We would like to take this opportunity to introduce our core beliefs and philosophy. We aim to provide you with an insight into daily life at Area Haringey Children's home.

Area Haringey believes that each child and young person is entitled to a safe living environment under the protection of a high quality and well-trained staff team. The home offers a stable, caring family environment, which promotes positive attitudes and proactive support to each young person in its care. Our emphasis is on creating a holistic environment where young people are encouraged to explore their potential and develop their personality.

Overall we believe that these aims will be achieved through positive re-enforcement, nurtured in an atmosphere of fun, and laughter, (where appropriate), also through empathy and non-judgemental support when working through difficult issues. In summary we believe that Area Haringey is available as a resource for our young people at a time that is often characterized by crisis in their lives.

Area Haringey will guide and assist each young person to achieve their personal best, to prepare them for their future and to help them to deal with their past. Each young person will be given every opportunity to be successful in educational and life skills achievements.



## Description of the residential accommodation

Area Haringey is a residential unit offering a home to 4 male or females aged 8 - 17 years.

Area Haringey provides 24-hour care for young people who would benefit from living within residential care that is nearer to family home setting as possible.

Places can be offered to sibling groups to enable them to stay together provided that appropriate risk assessment supports the viability of this proposition.

Area Haringey can offer 52-week placements and short, medium or long term placements with the provision for emergency placements regulated by a strict process of risk assessments to ensure the safety of other children placed within the home.

Area Haringey believes that each child and young person is entitled to a safe living environment under the protection of a high quality and well-trained staff team. The home offers a stable, caring family environment, which promotes positive attitudes and proactive support to each young person in its care. Our emphasis is on creating a holistic environment where young people are encouraged to explore their potential and develop their personality.

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Area Haringey is located at the bottom of of Muswell Hill in between Crouch End, North London. Haringey is a culturally diverse borough with up to 120 different languages spoken within the local schools.

Rail services and bus routes easily accessible. The local community's varied leisure facilities include, a cinema, various cafes a swimming pool, London Zoo and many sports centres. There is good access to the regent's park and recreational facilities.

Area Haringey comprises of a large victorian dwelling situated on a prominent tree lined street and comprises over 1,950 sq ft of accommodation arranged over ground, first and second floors. There are four en suite bedrooms, an office and a large open plan living/kitchen dining area as well as a 55 ft rear garden. There is also a secluded front entrance and front garden which is surrounded by well pruned hedging to give the property maximum privacy.

The ground floor benefits from a large entrance hall with high ceilings and ornate victorian features, this floor has a large bay window at the front and comprises an open plan living, fully fitted kitchen and dining area with a central island and granite worktop. This floor also contains a staff WC, bi fold doors lead from the kitchen onto a large 55 ft rear garden.

The first floor comprises of 2 en suite double bedrooms and an office, within the office there are secure storage facilities for the safety of all young people's possessions and confidential files. The office will be secure at all times to ensure that client records and other confidential documents are protected.

All young people will have a desk and chair in their bedrooms in order to complete studying and homework.

All bedrooms will accessible with the master key held by staff members. Young people will be encouraged to personalise their room and will have a choice of feature wall decorations. All soft furnishings and bedding are fire retardant to promote fire safety. Young people will have a lockable cabinet in their room for personal belongings as part of their bedroom furniture.



## Recreation

Area Haringey believes that it is extremely important for young people to be actively encouraged and supported in their choice of recreational and cultural activities and the promotion of Leisure, sport and cultural activities for young people.

We believe that it is not in the best interest of each young person to spend hours each day watching or playing electronic games. Wherever possible outdoor activities will be encouraged. We believe that team building and group activities help promote self-esteem and help those in our care can grow in confidence.

We will involve each member of their household to be actively involved in planning these activities.

Area Haringey will give its full support to educational activities and visits. Specific trips to educational attractions (such as the Science Museum) can be built into the educational syllabus for the year.

Area Haringey will make a full risk assessment to ensure the safety and the suitability of each recreational activity. Any private club leaders or tutors will need to be vetted thoroughly before the activity can be permitted.

Arts and crafts activities are promoted within Area Haringey and all young people have access to the Internet but access is made as safe, legal, and age appropriate as possible.

DVD's can be rented as requested with appropriate age certificate.

During school vacations, holidays and outings will be planned with the young people.

Each young person's birthday will be celebrated according to the wishes of the individual concerned. Some will find birthdays very difficult and we will discuss with them the most appropriate way to mark the occasion. If it is possible, we will try to arrange a family contact visit for the young person, should they wish for us, to do so.

Christmas celebrations will be supported and as pleasant as possible for the young people for whom this time of year can be particularly difficult.

If a young person does not wish to celebrate Christmas for religious or cultural reasons then Area Haringey will mark the appropriate celebration for that young person at the correct time of the year. In this way the children will experience a range of celebrations.

Area Haringey will consult with a Young person's family to facilitate religious observations including attendance at Services, following any dietary requirements and any religious rituals a young person may wish to partake in.

If a young person does not wish to take part in an activity then Area Haringey will make alternative arrangements for them where possible.

We will discuss with the young person, the reasons why they did not wish to participate so that we can assure ourselves that there are no underlying issues to be concerned about in their actions.

## Religious and cultural needs

Area Haringey is committed to supporting the religious and cultural needs of each young person who lives in the home.

Part of the assessment process will concentrate upon the most appropriate way in which the home can support each individual's spiritual development.

Area Haringey will not tolerate persecution or abuse from other residents or staff on religious or cultural grounds. Area Haringey plans to celebrate the diversity of each religious tradition represented but will also acknowledge a young person's right to be atheist.

Those who wish to attend a regular religious service will be encouraged to do so, provided a satisfactory risk assessment have been conducted and the organization vetted for safeguarding reasons.

Area Haringey will be proactive with its links to local religious groups and local ministers of religion and seek their advice where appropriate to ensure that any links made by the young people are safe.

Area Haringey acknowledges the individual's right to prayer and meditation and to access appropriate religious reading materials.



## Cultural identity

Area Haringey believes that a young person's cultural identity & ethnic heritage are an integral part of their character and should be promoted. Young people have the right to grow up with a full sense of their identity and we believe that this will be achieved by promoting diversity and creating an atmosphere of tolerance and acceptance.

Staff at Area Haringey will support young people with 'life story' work to help build their identity and resilience, where possible. This will help them to build a picture of their cultural background especially if they have had to leave their country of origin as a refugee.

For many young people, a change of location will also introduce them to a new culture. Staff at Area Haringey will ensure that life transitions and changes of regional culture are treated sensitively so that each young person feels supported throughout.

Young people will be consulted about any cultural requirements affecting their diet, dress or social customs.

## Equal Opportunities Statement

Area Haringey believes that young people who live in the home should be treated with equality and their individuality should be respected at all times.

No young person will be discriminated against on the grounds of their age, gender, ethnic origin, core beliefs or sexuality. Staff at Area Haringey will endeavour at all times to offer young people real choices that reflect their age, maturity, understanding and cultural background.

Placement planning will be underpinned by dignity and respect for the individual and an equal effort will be made to ensure that decisions are made in the best interests of the young people in our care.

All young people will have equal access to any services and support networks available to them and we will be proactive in encouraging them to take advantage of these resources.

Staff at Area Haringey will demonstrate a positive commitment to equality as part of the company's recruitment and selection criteria.

Area Haringey is an equal opportunities employer and welcomes applications from any member of the community who is committed to providing the highest levels of child care.

As part of its commitment to equal opportunities for the young people in our care, Area Haringey will take active steps to protect all of our young people. This will include a thorough vetting procedure in line with legislation.

We believe in this instance that our equal opportunities policy must favour the rights of our Children and Young People above all other considerations.

Area Haringey will view any racist, sexist, or ageist comments as a breach of its position with regards to equal opportunities. Any employee found in breach of this position will be considered liable for disciplinary action and possible dismissal.

### Any young person involved in an incident of abuse relating to Equality Issues such as:

- Disability
- Gender and Gender reassignment
- Pregnancy & maternity
- Race
- Religion
- Sexual Orientation
- Age
- Marriage & Civil partnership

Will be dealt with immediately, and the incident shall be recorded in the Equality Log.

## Positive relationships

Area Haringey will agree during Placement Planning meeting with the Placing Authority the arrangements for individual child to see their family and friends as per their individual relevant plans.

Staff will promote opportunities to build positive friendships in the home and out in the community, and friendships that may have a negative impact on young person would be discouraged. Staff will support young people to gain understanding what makes healthy relationships, and what relationships can be damaging and exploitative so they can develop skills to have positive relationships with others.

Staff will work with each individual young person to build positive, nurturing, warm and meaningful relationships with them. At Area Haringey we believe that positive relationships with our young people is the foundation of promoting positive behaviours.

# Aims and objectives

Area Haringey aims to provide a structured, stimulating, caring and safe environment that is free from any prejudices and which offers young people the opportunity to be listened to and express their wishes, needs and feelings.

Our objective is to ensure that we will do all we can to ensure that all children are kept safe and protected from any form of abuse.

We plan to do this by remaining non-judgemental and ensuring our practice is anti-discriminatory toward any young person. We aim to promote an atmosphere that will develop open, non-confrontational communication and aim to help young people achieve their full potential in relation to all aspect and dimensions of their lives.

## Staff at Area Haringey will make every effort to:

- Encourage young people to make decisions and take responsibility for their choices supported by firm boundaries
- Support the young person's right to make complaints with full details of how to do so
- Encourage young people to be active participants in their care plans, placement plans and cares reviews

Our staff aim to encourage a positive sense of self-image, through responding to young people's individuality, by treating them with dignity and focusing on and reinforcing positive behaviour. We will support young people in promoting and developing their health, educational and developmental needs to ensure that they develop to their full potential.

At Area Haringey we understand the importance of maintaining contact with families and carers and so this will be encouraged and maintained, wherever possible, in accordance with the Children Act 1989 and Children's Homes Regulations 2015. This is also to promote the young person's identity and maintain their cultural links.

Further, we will maintain and strengthen any links the young people may have with the Community. We aim to work in partnership with the young people and any significant person in their lives, to promote the best possible outcomes for the young person.

Area Haringey believes in promoting dialogue & encouraging active listening from all staff members. We will help young people to move towards independent living and will encourage them to gain the necessary life skills to achieve this. We will also support plans to rehabilitate young people to the care of their birth families if this is in their best interest.

# Placement Criteria

Area Haringey Children's Home takes young people for short to long-term placement.

## We aim to provide stability and we will work with the young person, their family, social worker and other professionals with the aims of:

- Reunification; returning the young person home;
- Preparing the young person for fostering or;
- Preparing the young person for independence

It should also be expected that the needs specified within the referral or care plan and/or social work assessment should relate to the type of living and

educational programmes and provision that Area Haringey Children's Home is able to deliver.

Area Haringey Children's Home does not offer secure accommodation, or a remand facility, nor is it a therapeutic community home.

Area Haringey Children's Home can offer and facilitate a variety of different services and activities. However, any specific services or activities should be identified and discussed with the managers prior to referral.

Young people should be aged between 11 and 17 on admission.

Management will consider the welfare of other residents in the consideration of referrals. This consideration will include any conflict of needs and age differences. A visit to Area Haringey Children's Home by the referring Social Worker is essential with the young person prior to admission.

Before a young person can be admitted to Area Haringey, an assessment of their needs will be carried out, and the impact risk assessment will be completed. The placement will only be accepted where it is assessed that the home can respond effectively to the needs of the child during the referral process and it has been fully considered the impact that placement will have on existing group of children.

## Admission procedures

Admissions to Area Haringey will be planned wherever possible.

Where possible, the young person will be invited to visit the home for an introductory visit before full time admission to Area Haringey.

Once an initial assessment has been completed, the young person, along with their family or carers (where appropriate) and the Social Worker from the placing authority will be invited to meet to discuss the placement suitability.

The young person will be given copies of our Children's Guide which will be fully explained to them. They will be invited to discuss the general ethos of Area Haringey with the Manager or Key Worker.

The staff will clearly define what the young person can expect from the home and the young person will have a clear understanding of what the home expects from them.

If it has been agreed by all parties that the placement should go ahead then a formal contract will be drawn up between the placing authority and Area Haringey.

The young person will be asked to sign the home's rules in order to demonstrate their commitment to living in the house.

The expected standards of behaviour will be re-enforced as often as necessary to ensure that the young person fully understands this information. Key workers will also help the young person make an inventory of possessions on arrival.

## Emergency Referrals

In exceptional circumstances, where there is no other suitable placement available or where there is a greater risk in not placing a young person, emergency admissions will be accommodated. Should this happen a review meeting will take place within 72 hours. The review meeting will specifically address whether the young person should remain at the placement or if it is in their best interests to be moved. The Care Plan and essential written information should be provided to Area Haringey by the social worker or, in the absence of a social worker, by the team manager as soon as possible but no later than 72 hours after the placement began.

In the absence of written information being available at the time of the emergency placement, the Social Worker or Team Manager should give essential information verbally to the staff at Area Haringey. Such essential information would include any child protection, welfare or safety issues concerning the individual young person as well as any issues that may compromise the safety or welfare of other young people.

Area Haringey can accommodate emergency placements, however, our staff members acknowledge that this is a potentially unsettling time for all concerned. Young people should be helped as much as possible to deal with the move. This includes helping the young people already living at the home as well as the individual young person who is moving in.

Our staff will be aiming to meet the needs of the newly admitted young person regardless of whether the admission is planned or unplanned.

Area Haringey have clear procedures for young people leaving the home in both planned and emergency cases.

# Staffing policy, training, supervision and development

No staff member will be permitted to commence working at Area Haringey until full-enhanced DBS check has been received and follow government legislation in regards to this. Suitable references, written and telephone, will also have been received and approved.

Area Haringey is committed to providing excellent standards of care for all the young people who live in the home. To promote this level of excellence it is the company policy that all staff members will be qualified to required level of relevant Qualifications relating to their roles.

The Area Camden Group resource a robust annual training programme which consists of both mandatory and additional supplementary training to enable staff to meet their duties as per their job descriptions. Training needs will be monitored through the supervision, training matrix and appraisal process.

## Staff Team

Information on numbers, gender, qualifications & experience is available upon request as we aim to provide the most up to date version when asked, which is not possible if it is encapsulated within this document.

**Staff development is seen as part of an on-going process that includes:**

- Child Protection/ safeguarding
- First Aid
- Food Hygiene
- De-escalation and Breakaway'
- Fire Safety
- Health and Safety
- Administration of Medication

Any agency staff that we use will also need to supply proof that all staff have been vetted to the same level before staff can work at Area Haringey.

Area Haringey will be staffed 365 days per year on a 24-hour basis. Staffing cover will be confirmed.

## Other staff:

The Registered Manager works between the hours of 08:00am - 05:00pm Monday – Friday with a rostered 24 hr on call allocation between Manager and Deputy Manager in the case of Emergencies and Contingencies.

In the event of sickness or emergencies the Registered Manager will have a staffing contingency plan, which will identify suitable individuals who can cover in these eventualities. If no cover can be found, it is the responsibility of the Registered Manager to help to cover the shifts themselves whilst alternative arrangements are sought.

If agency staff are required, they must be vetted and DBS checked. All efforts will be made to ensure that consistent staff from agency are used to promote continuation of care provided to children in the home.

Area Haringey will actively seek to recruit both male and female staff to ensure that the young people in our care, experience the benefits of mixed gender roles in the care environment.

Area Haringey has maintenances contractors that have a team of builders, qualified electricians and safe registered heating engineers, these contractors would be called on should there be any problems (heating, electrical, general wear and tear etc.) which will mean there should be no disruptions to the care of the children.

All young people will be allocated a key worker. A major emphasis in the role of the key worker will be to offer the child or young person a level of day-to-day continuity. Every effort will therefore be taken to ensure the greatest levels of staff continuity possible.

Staff absence, through holiday or sickness will be rostered as carefully as possible to minimize any disruption to the provision of care at Area Haringey.

# Staff Support

## Supervision and appraisal

Supervision is a vital part of supporting, managing and developing the staff team. It is statutory and departmental requirement that staff both receive and take part in the supervision process.

Supervision is provided by the allocated supervisor in line with The Children's Homes Regulations 2015. All staff will be provided a regular formal supervision. Supervision sessions will be recorded and staff will be required to read and sign their notes, which will then be placed on the staff members file.

All staff will undertake a Performance/Probation review with their supervisor at the end of the six month probation, which reviews progress over the previous 6 months and sets personal work targets and actions for the coming 6 months, or if there are issues regarding performance it is increased, and clear targets and actions are set.

Staff recruited at Area Haringey can expect the company's full commitment to their training and development. Staff training will take the form of internal and external courses staff will be encouraged to gain relevant qualifications. Their development will be monitored through staff appraisals, continual professional development is encouraged and promoted.

The company will also ensure that all staff members receive accurate Job Descriptions with clearly defined performance criteria and clear lines of authority.

The young people at Area Haringey will be made aware of the levels of accountability within the staff team and will understand whom they can approach if they have a grievance or complaint.

# General care planning

## Each young person will be entitled to the following services:

- A Doctor who will be able to facilitate and meet their needs
- Other specialist medical practitioners as required
- Dentist
- Optician
- School placement

Area Haringey will ensure that these services are provided for each young person.

## Each young person's individual file will contain details of the following:

- Their medical history
- Details of yearly medicals
- Details of specific treatments, medication routines or therapies
- Specific medical conditions with details of necessary preventative measures
- Allergies and reactions to foodstuffs and/or medication
- Dental health records
- Optician records
- Hearing records
- Records of developmental checks
- Involvement of parents/significant others in health issues
- Written records of any medication administered; illnesses or accidents during the placement
- Details of health related advice and guidance given to the young people
- Medical consent form

# Education

Area Haringey believes that education is essential for intellectual, social, emotional and physical development and can be a stable factor in the young person's life.

Education nurtures self-esteem; confidence and resilience and enables integration, future choices and independence.

## All Young People are entitled to the same:

- Area Haringey believes that education is essential for intellectual, social, emotional and physical development and can be a stable factor in the young person's life.
- Education nurtures self-esteem; confidence and resilience and enables integration, future choices and independence.

## In Area Haringey Children's Home our commitment to the children and young people on admission is:

- Give priority to obtaining a full education history including statutory Personal Education Plan (PEP), and EHCP, where applicable.
- Make immediate contact with education provider and identify appropriate contact person, e.g. the Designated Virtual Head, Teacher or Head of Year within each school
- Obtain copy of school times, individual timetable and homework timetable
- Ensure earliest possible attendance for those with current education provision
- Check uniform requirements, including PE kit and immediately provide missing items
- Ensure child/young person is fully equipped with school bag and necessary equipment

## Our commitment is to ensure education stability and progress will include:

- Maintaining an accurate record of attendance, punctuality, homework and behaviour.
- Regular checks on academic achievement and progress.
- Provision of a suitable, resourced education/ homework area/facility
- Supervision and personal interest in homework
- Attendance at parent's evenings and other school events
- Promotion of extra curriculum activities
- Encouragement in use of libraries
- Development of personal interest outside of school

## For all children and young people not in school/ education provision we will:

- Provide a structured day of education/practical activities in-house or externally
- Work with all relevant agencies to secure future full-time education provision
- Encourage use of libraries and development of personal interests.



# Consultation policy

Area Haringey will encourage the young people to have an active involvement with the running of the home. We believe that all young people have valuable opinions, which need to be taken into account.

## Consultation will be encouraged on a range of issues including:

- Decisions affecting a young person's future
- Any decision that affects the young person's rights

## Choices about daily living that the young person can participate in such as:

- Their choice of diet, fashion, entertainment etc.
- The decoration and furnishings or their personal spaces
- The adequacy of their personal space
- How the home is run and managed
- Leisure activities that they would wish to participate in

**“It is fundamental to the ethos of Area Haringey that no decision is made without full consultation with the young person concerned”.**

If a decision has to be taken in the young person's best interest, then the reasons for that decision will be discussed in a sensitive manner with the young person.

It will not be assumed that a young person is unable to communicate their views due to disability or language barriers. Area Haringey will always request the services of an advocate or translator for the placing authority should this scenario arise.

Consultation with a young person's family will only take place against the individuals will if it is considered to be in their best interest.

Where it is not appropriate for the young person's family to be involved, then the young person concerned will be made aware of the reasons in a sensitive manner.

To ensure that consultation is maintained for all young people in Area Haringey key workers will hold weekly key working meetings with them. Young People will be made aware that they can talk to the Manager in between meetings if they have a problem.

Placing authorities, young people and families will all be consulted by the home when any changes to the operation of Area Haringey are made.

The Registered Manager will be available for any discussions regarding complaints or concerns they may have. Young people will be informed that the Responsible Individual will be available to discuss any issues which they feel necessary.



# Child protection policy

One of the aims of Area Haringey, as stated at the beginning of the Statement of purpose, is to provide a safe and empowering place for all young people to live in. Child protection procedures are a key to keeping young people safe.

Area Haringey will work in accordance with all guidelines set, to ensure that safeguarding issues are maintained as a top priority for the staff at the home.

A Risk Assessment will be undertaken with each young person and this will be regularly reviewed and monitored as part of the placement planning process.

The assessments will cover all aspects of behaviour and history that might cause a risk to the young person or to others. Each Risk Assessment contains a Risk Management plan; to be followed by staff at all times. Risk assessment and management plans will be updated regularly, at statutory reviews and after specific risk events.

All members of staff will have good working knowledge of Area Haringey's Safeguarding procedures. All staff members will receive access to Area Haringey's safeguarding procedures and guidance to staff.

All staff will receive training by a competent provider, to ensure that they are aware of safeguarding issues within a residential setting. This training will take place during the induction process when members of staff commence work.

All new staff will be competent in the assessment and monitoring process for young people placed within Area Haringey.

Relatives, friends and acquaintances of the young people who live at Area Haringey will again be subjected to review.

Where possible, internet access will be monitored with any computers subject to staff checks. There is internet restrictions installed in the home. Staff will have knowledge of the eSafety policy and will be afforded with relevant training on this

All young people within the home will be protected from discrimination and bullying by our anti-discrimination and anti bullying policies. Young people will be protected from physical danger within the home through thorough risk assessment as outlined in the health and safety policy.

Any child protection issues that arise will be reported to the Designated Safeguarding Officer immediately and appropriate action will be taken. A member of staff receiving a disclosure will not be permitted to ask leading questions. Only open-ended questions will be asked. Staff are also aware that it is inappropriate for them to make false promises of confidentiality since the information will need to pass to the correct authorities.

Staff will be required to report to the Manager, and the Police any evidence of a child or young person's involvement in sexual exploitation and no unauthorized person will be allowed contact or be allowed to pick up the young person either inside or outside the home.

Staff will have good working knowledge of Area Haringey procedural guidelines on safe practice when working with young people.

Child protection and safe practice will be a key element of supervision and team meetings.

The Registered Manager will work in conjunction with other agencies with regards to safeguarding children to ensure that an inter-agency approach is maintained and that the home is not operating in isolation.

Local interagency protocols on prevention and investigation of child abuse or sexual exploitation will be followed.

**“Young people will be protected from physical danger within the home through thorough risk assessments as outlined in the health and safety policy”.**

## Electronic and other surveillance techniques used

The front door of the home has a sensor which alarms like a door bell when someone enters or exits the building, this sounds off in the office. There is CCTV located at the front and the back of the building monitoring exits and entrances.

Another form of electronic surveillance used at Area Haringey is if a young person is electronically tagged as part of a court imposed sentence. In this instance the appropriate surveillance equipment is installed at Area Haringey and staff will have no responsibility for it.

Staff will closely monitor young people, who are deemed at particular risk, such as drug use and/or self-harm. Where there are concerns that these risks are jeopardizing the safety of the placement at Area Haringey, a disruption meeting will be convened to discuss how the risks can be minimised.

If staff needs to enter a young person's room to check on their safety, this will always be done with two staff members and recorded. In the circumstances where there are reasonable grounds for believing that there is a risk to the child's or another person's safety or well-being, an immediate entry, or room search may be necessary.



# Policy Statement on Bullying

Area Haringey's staff team will be constantly vigilant and aware that bullying can be present in residential care, and that it causes great misery for the victim.

## “Bullying behaviour is not tolerated at Area Haringey”

Discrimination on the grounds of sexuality, ethnic origin, belief system or gender, will not be tolerated at Area Haringey.

Any incident of bullying will be reported to the young person's Social Worker regardless of whether they are the victim or perpetrator.

Bullying in any form whether verbal or physical will not be tolerated at Area Haringey.

As part of the initial assessment process, the issue of bullying will be discussed with each young person admitted to the home and it will be made clear that bullying behaviour, whether verbal or physical, will be challenged and if habitual, could lead to the cessation of the placement.

The policy clearly defines bullying and identify the ways in which it can be identified.

### Area Haringey will put the following measures in place:

On the first occasion of any bullying behaviour or offensive language, staff will discuss with the young person the full implications of what they have said and future consequences

The young person involved in the bullying behaviour will be asked to apologise and a record of the incident will be recorded in their daily records.

If repeated bullying behaviour is witnessed then the staff team will address the issues at the weekly meeting, so that everyone is aware of what is happening.

Following this, a meeting will be set up with the individuals concerned and the matter will be talked through. Staff will facilitate this meeting.

Actions to repair the situation will be formulated within a set time period.

If the behaviour persists then the Registered Manager will become involved and the matter will form part of the young person's review.

If this behaviour continues, then the home will consult with the child's Social Worker and the placement will risk being terminated.

If the bullying leads to physical violence the Police will become involved.

For all instances of reported bullying, the process will be the same if the allegations are investigated thoroughly and found to be true.

Area Haringey acknowledges the possibility of false accusations out of spite. We believe however that all allegations of this nature are taken seriously.

Any instances of bullying will be dealt with and recorded. Instances of racism will be dealt with seriously and immediately.

Persistent incidents of racism could lead to a young person being asked to leave our provision.

Bullying will be regularly discussed at team meetings and at young people's meetings.



# Methods of control, Behaviour Management, Discipline and Restraint

The staff Team at Area Camden believes that it is the responsibility of all staff to communicate with young people about what is acceptable and unacceptable behaviour.

It is the responsibility of staff to maintain safe and appropriate boundaries with and between staff and young people. Consistency and fairness are key ingredients to developing a safe and positive atmosphere.

We will meet with each young person and explain that we will not routinely use physical intervention or restrict their liberties as a planned form of intervention or care practise, we want the children to trust the team around them and hold mutual respect in the process that adults will not misuse power over them and in turn they will not want to harm staff or themselves. But it will also be explained, that if they put themselves or others at immediate risk, staff will need to intervene and carry out a dynamic risk assessment of the situation to prevent any possible harm or risks. This will result in physical intervention being used, this is always a last resort response to risks.

Any interventions or measures used will be reviewed for effectiveness by the Registered Manager and Team. Each young person will be supported through any intervention used.

Communication, negotiation and mediation are important skills that the team will use to help young people to address unacceptable behaviour.

Within this overall context, the emphasis and aim of the team is to promote, acknowledge and reward positive behaviour.

Although the emphasis at Area Camden is on safe and consistent approaches within the context of positive relationships and rewarding positive behaviour, there are times when sanctions and reparations are deemed necessary, however the home does not believe in benefit of sanctions, therefore these are rarely used, if any.

### At Area Haringey the following Sanctions/reparations are used:

#### Extra Unit Task:

Making good wherever possible criminal damage, for instance, by re-painting walls, removing graffiti. Wherever possible the Police are not involved in issues of criminal damage except in extreme circumstances.

#### Reparation:

If a young person misuses money that has been agreed for a particular purpose (a haircut, bus-fare/train-fare/taxi-fare, clothes), an agreed Amount is paid back each week. This will never be more than two-thirds of the total pocket money.

Pocket money can be spent under supervision as part of harm reduction program if this has been identified as a risk, with an agreement from the Local Authority.

In using any of the above, young people should always know why certain behaviours are unacceptable. It is hoped they will understand why the sanction was used and will take steps to address the issue.

Any of the sanctions used above will be recorded and monitored by the registered manager. The restraint of a young person is in no way part of sanctions or punishment. There are occasions when the use of restraints may be necessary but this will only be used if the young person is likely to seriously injure themselves, others or the property.

Staff will receive an induction when starting at Area Camden, this covers policy insight into all forms of physical intervention and definitions, including what deprivation of liberties are for children. Training will be provided to understand breakaway techniques, and behaviour management strategies including de-escalation. All staff will read each child's care plan and behaviour management plan that includes behaviours and known risk for each child, this will support with understanding each child's possible needs and known risks. Some eventualities cannot be planned for as children can be unpredictable, but the Registered Manager and team should keep each child's care under review and if there are recurring episodes of required intervention to reduce risk a meeting should be requested with the social work team.

# Dealing with Complaints and Representation

Area Haringey supports the young person's right to make complaints about any aspect of their treatment whilst living at the home.

Young people will always be made aware of their right to complain should they feel they have been treated unfairly or disrespectfully.

Young people will be encouraged to value themselves highly.

Area Haringey's policy is for any child or young person who makes a complaint to do so without fear of retaliation or reprisal. Young people will have access to fair representation, and will be kept informed of the progress of any complaint or grievance procedure.

Area Haringey have a written Complaints Policy and Procedure that is available to the young person to consult alongside information in The Children's Guide.

Wherever possible, complaints will be discussed on an informal level with the Registered Manager in the hope that they can be resolved as quickly as possible with the minimum of anxiety to the young person.

Many complaints are, upon discussion, an expression of dissatisfaction and can be easily explored and remedied to the young person's satisfaction.

For those complaints that cannot be remedied by informal discussion, the young person will be given the opportunity to follow the process through to formal investigation and resolution.

## All young people will:

- Be heard by the staff team.
- Reassured by the staff team that they would not be punished for making a complaint
- Will have their complaint acted upon
- Be given support throughout
- Be kept informed throughout

The young people will be given names and telephone numbers of organisations who can help them independently if they are dissatisfied e.g. Ofsted, NSPCC, Childline.

Unless the complaint is against the Registered Manager it is the manager who will conduct any investigation.

The manager will inform the young person's social worker and other parties with a legitimate interest in the welfare of the young person and decisions may be made to involve other professionals such as Child Protection Teams.

Where the complaint has been made against a member of staff, the member of staff will be cautioned against personalising the complaint and, where necessary, will have their performance scrutinized and appraised.

Complaints against staff can lead to the Disciplinary Procedure being invoked.

At each stage of the complaint, the child will be kept informed of the outcome and advised about the next stage of the process.

The young person's Social Worker and the young person's parents or carers would also be kept informed. Written records of the meetings and outcome report would be kept.

Our complaints policy is available on request and contact details for how to make a complaint can be found at the end of this document.

# Arrangement when young people go missing

The team at Area Haringey believes that a young person's safety and welfare is of paramount concern. It is therefore our priority to do everything possible to ensure the safe return of a young person.

Young people who go missing from the placement without authority will be reported to the Metropolitan police in accordance with the Philomena Protocol, in line with the joint responsibility agreement with the home, the placing authority and local police.

The policy requires a young person to be reported missing if they have not returned by an agreed time. Area Haringey staff will make every effort to locate the young person and will contact the relevant agencies if they cannot.

The missing child or young person's information will be passed to the police. All appropriate people (e.g. family, social worker) are informed of the unauthorised absence.

It is also part of the team's working philosophy that when young person goes missing, there is a reason for this. The team therefore aims to work with the young person to prevent them from going missing in future by identifying the causes for this behaviour.

On returning from a missing episode, a young person's safety is a paramount concern and staff will always check that the young person is safe and well.

Each young person at Area Haringey will be given clear instructions about unauthorised absences.

Each young person's missing episode will be documented in the home's individual missing report.

Should the young person fail to return by the agreed time, staff will follow the agreed care plan and missing protocol.

The Police, the placing authority, the parents (where appropriate) will then be contacted.

Each young person have individual grab pack, that includes, if possible an up to date photograph. The information in the Grab Pack will be shared with the police.

When found, staff will work together with the Local Authority to ensure the young persons safe return home.

The unauthorised absence will be discussed with the young person and appropriate action will be taken. The action will be specific to the incident and the young person's legal status.

Written records will be kept for all instances of unauthorised absence and will form part of a young person's review. All staff members will be made aware of the procedure for unauthorised absence

# Fire Precautions and Emergency Procedures

The house has a fully operational fire alarm system with smoke detectors. Each landing and all communal/office spaces are equipped with H2O and CO2 fire extinguishers. There is a fire blanket in the kitchen to cover electrical and oil fires.

Fire safety equipment is subject to regular inspection by fire officers. When equipment has been used or damaged arrangements are made for its immediate replacement. Young people and staff will be included in fire drills and evacuations.

The staff team also discusses the issues of fire and building safety with young people at regular intervals or indeed when particular issues arise.

Young people are made aware of the danger of smoking or using matches and lighters in their bedrooms and therefore why such use is not permitted in bedrooms.

The fire procedures are displayed all around the home.



**Manager**  
Stacey Tudor  
Stacey.Tudor  
@areacamden.com

**Responsible Individual**  
Joanne Capuano  
Head Office  
58A Parkway  
NW1 7AH

Copies of our policies and procedures can be requested via email:  
info@areacamden.co.uk

Complaints, compliments, and suggestions can be directed to the Manager, Stacey Tudor or the Responsible Individual, Joanne Capuano via:

E: Stacey.Tudor@areacamden.co.uk

E: Joanne.Capuano@areacamden.com

T: 020 3764 8805

Should you wish to make a complaint externally, you can also contact Ofsted:

E: enquiries@ofsted.go.uk

T: 0300 123 1231

Unique Ref No. 1272461

# Organisational Structure



**Please access all Policies and Procedures by logging into:**

**User:** areacamden

**Password:** AHnhbg77

Or contact [enquires@areacamden.co.uk](mailto:enquires@areacamden.co.uk)



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