



HIGHFIELD STATEMENT OF PURPOSE



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1. Quality and Purpose of Care

1.1 Position Statement

At Highfield we specialise in working with young people of any sex between the ages of 8 to 18 who display significant, challenging behaviours and who have complex emotional and behavioural needs. This includes young people with a Learning Disability.

Our work is based primarily on an understanding of Attachment Disorders, Developmental Trauma Disorder and their impact on the lives of young people.

We recognise that, due to past circumstances, young people may have difficulty in forming attachments. Staff engage through a nurturing and non-judgmental approach gaining and increasing the confidence of the young people allowing them find space to develop and progress.

All of the full-time staff receive training in the understanding of Attachment Disorders, Developmental Trauma and Learning Disability. Behaviour management training is also considered fundamental to understanding why children behave in specific ways. Refresher courses are also included as part of the ongoing training for all staff, especially in the areas relating to Safeguarding.

At Highfield we complete an individual assessment of each young person's needs in a planned, progressive way in the form of a Placement Plan. The staff work quickly to support, befriend, and encourage each young person through their package of care. We realise the importance of involving the young person in their care and development and the role this plays in developing appropriate relationships. We celebrate successes and support through any developmental failures while teaching the importance of failure in developing resilience.

All staff are trained to be actively involved in children's emotional, educational and health needs. We believe that access for the young person to appropriate education is essential in nurturing self-esteem, confidence and resilience it is also critical in helping each individual to reach their full potential and having a better chance of success in adult life. Each young person agrees with their Key Workers regular goals to assist with personal and educational development to ensure a smooth transition to independence.

All young people at Highfield stay here under the term of Residential Care, there is no provision for daytime care for other Young People apart from those Young people that live at Highfield.

Highfield will not accommodate Emergency Admissions. All young people will have a planned admission as described in the Admissions Policy and it is our aim that these admissions will be on a medium to long term basis.

1.2 Ethos of the Home

It is our aim at Highfield to provide a comfortable, safe, non-institutional environment for young people.

We see relationships between staff and young people as key to young people making progress in education and towards independence as well as developing socially and emotionally.

Our Moral purpose is to imbue our young people with a sense of self-worth, a desire to learn, an acceptance of challenge and the wisdom to make positive choices.

We believe that this will empower them to take charge of their own destiny and thus lead them to a more prosperous, healthy, and just life.

We appreciate that each young person brings with them their own unique life experiences and as such treat each as individuals, being very clear about their specific needs. The trust engendered by strong relationships enables staff to encourage young people to try new experiences, take some risks and perhaps acquire new learning.

At Highfield we create an individual development file for each young person to allow them to make progress and to celebrate the progress they have made. Each young person has this visual record of their achievements. Achieving self-set goals helps widen a young person's experiences and helps develop aspirations, resilience and confidence.

1.3 Location of the Home.

Highfield is set in a semi-rural location in the village of Brotton in the east of the Borough of Redcar. Highfield is only 2 miles from Saltburn where there are a variety of services including Shops, Post Office, Library, Leisure Centre including Swimming Baths, Schools, Horse Riding and a Health Care Centre.

Saltburn has a pier and has one of the finest beaches in England stretching some 12 miles. Here there is a wide range of shops and eating places.

There is a train station along with a frequent bus service which carries passengers to Middlesbrough, Darlington with links to all areas of the country. Also nearby are the wide expanses of North Yorkshire moors with roads leading to Whitby, Danby, Goathland and Pickering.

1.4 A description of the accommodation

At Highfield we offer placements to young people who are aged between 8-17 years of age of either sex who may have experienced rejection, emotional, physical and/or sexual abuse, having difficulties in their relationships with their families/carers or children who may have had a number of breakdowns in placement.

Downstairs Highfield has an entrance hall, a reception/dining room, lounge, a utility room, a kitchen, conservatory, a staff office and staff toilet. Upstairs there are 4 young people's bedrooms, and 2 young people's bathrooms.

All young people's bedrooms are solely for their use and as such no rooms are ever shared.

The rooms are all double room size and furnished with a bed, wardrobe, chest of drawers and any other appropriate furniture.

The young people are consulted regarding decoration of their rooms and communal areas. Highfield has a fully functional kitchen and dining room area where everyone sits to have meals together

Highfield has a lounge which is furnished to a high standard and the place where young people can spend time together and with staff to watch television, play games or generally relax.

The home has bathrooms and separate toilets for the young people, all of which can be accessed from the outside in an emergency.

The home encourages the young people to personalise their bedrooms which are decorated to the young person's choice.

In each home there is a secure staff office where the medication and all lockable filing cabinets are located, and confidential information stored.

The home has gardens which are well maintained and can be used for barbecues, activities and generally relaxing

1.5 The arrangements for supporting the cultural, linguistic, and religious needs of children accommodated in the children's home.

If a young person has a particular religious belief and wishes to pursue these beliefs it is important that they feel able to do so.

The staff team within Highfield will actively support young people to pursue their religious beliefs.

This will be in many ways including providing a choice of food; preparation of food, celebration of religious events, specific clothing and insuring the young person has transport to their chosen place of worship.

Additionally, the staff will support young people to have contact with other people from similar backgrounds via local amenities such as social groups or churches. For those Young People who may have a lesser understanding of their linguistic and communication needs provisions such as visual displays will be used as another resource to meet the Young Person's individual needs.

We aim to create a stable, accepting environment, which embraces multi-cultural aspects of life in Britain today.

1.6 The arrangements for dealing with complaints.

Highfield Children's home has a complaints, compliments, and representation policy for dealing with complaints about any of its functions. There is also a specific policy for dealing with complaints from young people.

The purpose of the complaints procedures is to ensure that services respond flexibly and sensitively to the needs and rights of young people and their carers and to enable staff and service providers to provide, maintain, monitor and improve the quality of services.

Either the young person must make complaints themselves, parents/carers or a person acting on their behalf. These are always taken seriously. Advice and information forms are given to young people and parents on admission; however, forms are also available within Highfield and are on display.

Staff are available to discuss complaints and try to help put things right, however, on occasion this may not be possible, and the following stages are to be implemented.

There are three distinct stages in the procedure:

- a) The informal or problem-solving stage - Registered Manager
- b) The formal or registration stage
- c) The review stage.

All complaints will have an immediate response and the final response will be dealt with within 15 days of the initial complaint. Young People will be supported in making a complaint and have access to information on how to make a complaint should they wish to do so.

All the residential staff are familiar with the departmental policy in relation to representation and complaints and will assist any service user who may wish to initiate the process.

Forms and envelopes are made available so young people can confidentially make a complaint about the home to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD, Tel: 0300 123 1231 or visit web site: www.ofsted.gov.uk

2. Views, wishes and feelings

2.1 The Home's approach to consulting children about the quality of care

Young people are aware that their views, wishes and feelings are taken into account in all aspects of their care.

Wherever possible young people will participate in the decision-making processes of the Home and will be asked to contribute to young people's meetings. This will provide the opportunity to plan menus, activities and discuss routines.

Young people are supported to understand why it may not be possible to act upon their wishes in all cases.

They are aware that they can talk to staff at any time if they have concerns or need to talk to someone.

In addition to this there are young people's meetings for all young people to attend. This is an opportunity for them to share their feelings regarding the day to day running of the home and talk about issues they may currently have.

Young people's meetings also provide a forum for young people to discuss menu options, holidays and environmental improvements. They can discuss the things they think are going well and generally share their views and feel listened to.

Young people also have individual Key Workers who meet with them on a regular basis. This ensures that the young people are also at the centre of decisions around planning progress in relation to social, emotional, educational and aspirational goals.

Staff and Management work co-operatively with Social Workers, carer's and other professionals involved in the package of care. We develop positive relationships with families, friends and other appropriate people in a child's life and liaise with parents, carers' school, health, Social Workers and anyone else involved with the young person to ensure the best possible all-round support to young people in all areas of development.

By working well with the families of young people and associated professionals it creates an attachment between the Home and Young Person giving the young person a sense of identity and belonging. Developing good lines of communication and having transparency between agencies also helps remove barriers to achieving good outcomes for the young people.

2.2 Anti-discriminatory practice in respect of children and their families

We value diversity and as such all our work is underpinned by our commitment to deliver a service based on anti-discriminatory practice.

We recognise that all people are unique and have different, but equally valid life experiences.

Everyone has a responsibility to support the care and protection of children and young people.

Children and young people must be protected from all forms of violence and exploitation.

Children and young people have the right to be listened to and their views respected and responded to.

Children and young people should be encouraged and enabled to fulfil their potential. Every child must have someone to turn to.

Highfield Children's Home endeavour to challenge inequalities for children and young people.

2.3 Children's rights

Children's rights are always a priority at Highfield and the young people are made aware that in addition to having staff available to talk to, they can have contact with Social Workers and family/friends.

3. Education

3.1 Education Offer

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:

- Education opportunities
- Aspirations for success
- Continuity of provision

In Highfield 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).
- Make immediate contact with education provider and identify appropriate contact person, e.g. the designated 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.
- Attendance at parent's evenings and other school events.
- Promotion of extra curriculum activities.
- 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.

At Highfield Children's Home we:

Believe that all young people are of equal value and should be given equality of opportunity and access to resources, regardless of their sex, race, religion, ability or background.

Endeavour to ensure that our residents gain maximum life chance benefits from educational opportunities by helping them to achieve more at school.

Ensure that this home provides an environment and culture that value education and learning and that adult support and model this.

Endeavour to develop the emotional, physical, spiritual, social and intellectual growth of our young people and to encourage and assist them in overcoming their difficulties for their individual benefit and for the benefit of society.

Aim to provide a parenting environment that helps promote learning and achievement that spreads throughout the day involving young people.

Where applicable we endeavour to reintegrate all young people into mainstream education wherever possible or failing that to facilitate their reintegration into society by the provision of appropriate experiences and support.

Ensure that all key workers are actively involved in supporting the young person's attendance and educational achievement.

Ensure attendance at all relevant school meetings, such as parent's evenings, PEP meeting, exclusion meeting.

Liaise with appropriate professionals within the Education Department where there are particular issues with a pupil's attendance and educational progress.

Encourage Key Workers to liaise closely with the Designated Teacher/Class Teacher and actively support the child's/young person's progress.

Ask Key Workers to contribute to and to become fully involved in educational meetings to inform the PEP plan and Care Plan and reviews.

Ensure the young person's learning at school is followed up and supported at home.

We will support the young person's participation and achievement in SATs, GCSEs, Vocational courses and other qualifications.

Endeavour to create a healthy routine based on young people being ready for school on time, with all necessary resources.

Ensure regular attendance where possible and actively contribute to the culture of "young people go to school".

Respond appropriately to fixed-term exclusions, by ensuring that alternative educational opportunities are provided.

Each young person has access to facilities that will enable them to do their school homework. Access to computers are available to help young people research and write up their homework.

4. Enjoy and achieve

4.1 How we support Young People to enjoy and achieve

We see relationships between staff and young people as key to young people making progress in education, and towards achieving their aspirations and independence as well as developing socially, emotionally.

All the staff at Highfield will promote the use of these local sporting facilities with the young people and a written activity and leisure plan is placed within each young person's file.

Highfield will finance realistic activities to promote the interest and stimulation of each young person and will also support any activity that may include the promotion of close and extended family involvement.

Young People who live at Highfield will encouraged and supported to participate in sport and physical education, as it is recognised that they both play a fundamental part to the early development of their skills learned during participation. Physical education and sport contribute to the holistic development of young people through their participation, young people learn about the importance of key values such as:

- honesty,
- teamwork,
- fair play,
- respect for themselves and others, and
- adherence to rules.

It also provides a forum for young people to learn how to deal with competition and how to cope with both winning and losing. These learning aspects highlight the impact of physical education and sport on a child's social and moral development in addition to physical skills and abilities. All young people will have a placement meeting in which identified recreational preferences are identified and also which includes the child's or young person religious instruction and observance.

Young people are encouraged to undertake activities both as a group and individually. We endeavour to give opportunities to pursue leisure interests, and hobbies which take into consideration the young person's abilities, culture, race, religion and language.

Within the home a balance is sought between organised activities and unstructured time which the young people can choose to spend as they wish, for example board games with staff, cooking, watching television, or playing appropriate games on play-stations.

Highfield also has a commitment to providing opportunities for young people to act and think independently whilst being safe. This is reflected in the activities which are agreed for them. For example if the young person's age and understanding is appropriate for them to get a train to go shopping alone a full discussion and risk assessment for this would be undertaken.

In relation to undertaking organised activities; there would also be a risk assessment carried out to ensure it was safe and the young person's welfare was not at risk.

Highfield will liaise with the Young Person's education provision, ensuring that they have the appropriate clothing and equipment to undertake any sporting activity.

Children may stay overnight with friends if the manager and in conjunction with the Social Worker if it considers as appropriate and subject to the requirements of care or placement plans.

Wherever possible, when appropriate, the young people are encouraged to make friends outside the home and these friends can come back to visit the home if arranged previously.

We view special days for the young people (e.g. birthdays, cultural and religious festivals) with great importance and endeavour to involve the young people in planning and celebration of these wherever possible.

5. Health

5.1 Arrangements to protect and promote health of the children and young people within the Home.

At Highfield we endeavour to ensure that the young people live in a healthy environment where their health needs are identified and promoted, and services provided to meet them.

Each young person has a health plan located in the Working File. The health plan records the young persons' medical history, appointments attended and all health needs e.g. optical, hearing, dental etc.

In addition to this we encourage the young people to eat a healthy balanced diet and to have some understanding of the importance of this on their health. Alongside this we encourage and provide opportunities to undertake exercise through participating in activities that they enjoy (e.g. swimming, bike riding and the gym).

We are committed to promoting the health of the young people we work with as well as putting great emphasis on their safety and wellbeing. If something were to happen to them whilst in our care, each member of staff will have undertaken the certificated first aid course.

Specialist help for young people is identified in partnership with young people and their social worker in order to ensure that young people gain access to the support they need for instance, occupational therapists, speech and language therapists, CAHMS and other health services.

We at Highfield Children's Home will:

- Endeavour to ensure that the physical, emotional and health needs of each young person is identified, and appropriate action is taken to secure the medical, dental and other health services needed to meet them.
- Ensure that Young People are able to have regular health and dental check-ups and we have a system of recording these within our Home.
- Ensure that a record of medication is received, administered and returned and safe storage is provided. Staff signs the medication record when medication is given.
- Ensure that children and young people are provided with guidance, advice and support on health and personal care issues appropriate to the needs and wishes of each young person.

- Provide advice and support to each young person in accordance with the young person's age, needs, religion, culture and wishes in relation to social issues including alcohol and illegal substance abuse, smoking, sex education, HIV infection, hepatitis and sexually transmitted infections. Confidentiality (where appropriate) is respected, and literature is on display within the home to enable young people to obtain information without seeking out adults.
- Keep a record of all significant illnesses, accidents, or injuries to young people during their placement in Highfield Children's Home.
- Actively discourage young people from smoking, taking alcohol or illegal substances.
- Deal with issues of personal hygiene sensitively.
- Ensure that the health needs of young people from ethnic minority and cultural groups are understood by staff and specialist advice is sought when necessary.
- Ensure that medical examination and written health assessments are arranged for every young person placed in this home from the community. This would apply particularly to vulnerable children who have not received a continuity of health and care because they have been subjected to a sequence of moves, often within a fairly short timescale.
- Ensure that if the young person's stay in the home is likely to be a short one, or if his/her home is close to this Children's home, the young person will retain his/her own GP, dentist, etc.
- Ensure close co-operation and communication with those having parental responsibility, health visitors, schools and other specialist services to ensure that proper health care is offered to all Young People

6. Positive Relationships

At Highfield we are aware that it is important for the young people to retain appropriate links with family and friends. We work co-operatively with the young person, their social workers, carers and other professionals to develop positive relationships with families, friends and other appropriate people in a child's life. We organise transport around the needs of the young person and access to a separate young person's phone is always available; however, there may be times when young people may need assistance in using this facility.

Carers/parents and friends are welcome to visit Highfield; we will strive to ensure these visits are made private as possible, young people will also have their own telephone to encourage contact with family and friends.

Bus passes can be issued where and when appropriate as an alternative way of getting young people to visit friends, relatives or may be used to assist their recreational and leisure need.

7. Protection of Young People

For Highfield the welfare and wellbeing of the young people at Highfield is always our priority. Our ethos involves ensuring the safety of young people within our care while providing education to ensure that the young are safe as they transition to independence and beyond.

7.1 The Home's approach to Monitoring of Young People

There are no surveillance cameras within the grounds of Highfield however vigilant supervision and observation by staff both day and night is evident. All persons that are in the building may exit without the use of a key in cases of emergencies, however no external person/s can enter the home due to its locking system.

7.2 The Home's approach to behavioural support

Highfield aims to work in a manner that promotes the welfare, safety and needs of both the young people and the staff. This is achieved through consistency and working in a non-confrontational way, giving young people choices and support in making them.

The ethos of Highfield is to aim for the best outcomes by promoting, praising and rewarding positive behaviour. This is achieved through nurturing relationships developed between staff and the Young People. We celebrate successes and support through any developmental failures while teaching the importance of failure in developing resilience.

There will be occasions where Young People behave in a way in which is not acceptable. In such circumstances an appropriate consequence will be put into place. This consequence will be fair and proportionate and will be discussed with the Young Person to give them the opportunity to reflect on their behaviour.

Measures not used at Highfield are as follows:

- Corporal punishment.
- Deprivation of food/drink.
- Restriction or refusal of visits/communications.
- Imposition of fines.
- Intentional deprivation of sleep.
- Intimate physical searches.
- Requiring a young person to wear distinctive or inappropriate clothing.
- The use, or the withholding of medication, medical, and dental treatment.

- The use of accommodation to physically restrict the liberty of any young person.

Where consequences are felt to be necessary, good professional practice indicates that these should be relevant and, above all, just and are appropriate to the circumstances and the age and the level of understanding of each individual young person.

The measures approved for use in Highfield Children’s Home are:

- Curtailment of leisure activities.
- Additional household chores.
- Removal from group for short periods of time.
- Increased supervision.
- Reparation.
- Restitution.
- Holding a young person to support them.
- Holding a young person to ensure their safety and others.

In addition, to this policy and in exceptional circumstances, it may be considered necessary to withhold part of a young person’s pocket money as a means to modify behaviour.

Any consequences must be recorded in the Children’s Home sanction book with the name of the young person, date details, of why sanctions has been implemented, young person’s comments, where possible and registered manager’s comments and signed by all parties involved.

If the behaviour of an individual young person gave rise to a cause for concern, or if the agreed method of dealing with inappropriate behaviour was unsuccessful, a Planning Meeting would be held, as soon as possible, to discuss more suitable methods of dealing with the problematic behaviour, in a planned and consistent manner. This would involve all the professionals involved with the young person, as well as their family and other carers.

Following any incident of concern staff and young people will receive a de-brief in which they will be asked “What happened?” “Who has been affected?” “How could we do things differently” and “What needs to happen to put it right?”

7.3 The Home’s approach to physical intervention and restraint

It is our policy that a young person will only be restrained when they are in danger of hurting themselves or others. In exceptional circumstances a restraint may be used, to prevent injury to any person (including the child who is being restrained) or to prevent serious damage to the property of any person (including the child who is being restrained).

Restraint is emotionally stressful for the young people and the staff involved. As such we need to be clear when and why this needs to take place. It is always the last resort not a first option, but sometimes it is necessary to ensure the welfare of the young people or the safety of others. We would always use de-escalation techniques to avoid having to restrain. As adults we have a responsibility to ensure that all young people in our care are safe from harm.

Team-Teach training assists the development of self-protection and protection of others through restraint techniques. Whilst we have guidance for dealing with difficult situations our experience informs us that the majority of behaviours can be contained without recourse to restraint procedures. However, we will intervene appropriately should the young person place themselves or others at risk by comply with a range of restraint procedures as developed by the Team Teach.

All holding situations will be recorded and monitored within the restraint procedures. The registered manager or deputy manager will monitor this.

The member of staff working directly with the young person will use de-escalation before the above action is taken.

All staff will receive training by a Training Provider (Safeguard Training Solutions) and will be assessed to their competence on how they safely and effectively conduct restraint.

8. Details of the children's homes policies for safeguarding children, preventing bullying and the missing child.

8.1 Safeguarding Young People

The welfare and wellbeing of the young people at Highfield is always our priority. All young people at Highfield have individual care plans and risk assessments. As part of these risk assessments each young person will have a Missing Person Policy and a Risk Assessment in relation to exploitation and risk of self-harm.

Most of all we know that what is important to young people is feeling safe and looked after, that they are protected from significant harm including neglect, abuse and accident.

There are clear procedures and guidelines for staff in the event of a child protection incident.

Staff receive training not only in child protection but also signs and symptoms of child abuse and the potential effects this has on the young people they work with.

Highfield works within the guidelines and procedures of the Local Safeguarding Children's Board (LCSB). The statement clearly says that we will work towards the maximum protection of children in the Borough of Redcar & Cleveland, and will continue to develop and promote among agencies, professionals and share commitment to, and acceptance of, the values, beliefs principles and policies underpinning the child protection system.

8.2 Bullying Policy

Highfield has a clearly defined anti-bullying policy and it is in line as we acknowledge different people can interpret bullying in different ways. Some examples of bullying are:

- Name calling
- Teasing
- Verbal or written abuse
- Physical assault
- Threatening behaviour
- Humiliating behaviour
- Rumours spread about somebody
- Money or possessions being taken from somebody
- Racial discrimination
- Any form of prejudice against others
- Cyber bullying

Bullying will not be tolerated in any form at Highfield in relation to the young people or the staff who work with them.

Bullying incidents or allegations will be investigated by the manager and an appropriate and measured response provided.

It is important that staff at the homes understand their role in helping to prevent and counter bullying by any adult or child living or working in the home.

8.3 Missing Person

When a young person leaves any one of our homes without permission or letting staff know where they will be, there are procedures in place to do everything possible for their safe return.

The first point of contact would be to notify the Care Manager/On call of the child going missing, followed by reporting them as missing to the police and filling in the appropriate missing paperwork which includes a description of the young person and what they were last wearing. All appropriate parties will also be notified.

Highfield has a clear Missing persons Policy and procedure for staff. There is clear guidance relating to each young person's risk assessments located in their working files.

A meeting may be organised following a young person's return after going missing. This meeting would include the manager, Social Worker and any other relevant party and would consider why the young person went missing and strategies to reduce the likelihood of repeat similar behaviours.

Concise written records are kept within the home, including a running chronology and those informed.

9. Leadership and Management

9.1 Contact Details of the Company and Registered Provider

Registered Provider

Highfield North East Ltd
37 Emerald Street
Saltburn By The Sea
Cleveland
TS12 1EE

9.2 Details of the Home, Responsible Individual, the Manager and Deputy Manager

Registered for Children with the following:

Emotional and behavioural difficulties
Learning disabilities.

9.3 Details and qualifications of the staff

Name	Post	Experience in CHILD CARE since	Experience and Qualifications in Child Care
Bill Ashton	Director Responsible Individual	1979	Bill has over 38 years teaching and working with young people aged 11-18. From 2003- 2014 he was an Assistant Head Teacher and Lead Behaviour Professional at Redcar Community College. Prior to 2003 he was (for 22 years) assistant Head Teacher at Coulby Newham Comprehensive School in Middlesbrough. Bill holds a degree in Biological Sciences, a Certificate in Education and a post-Graduate Diploma in Special Needs (Durham University). For 26 years he was the Chair of Governors of Bydales School
Stephen Ashton	Director	2015	July 2001 2:1 Law LL.B (Hons)University of Teesside July 2003 Legal Practice Course Passing Grade College of Law York Sept 2005 Qualified Solicitor July 2014 PGCE (Primary Years) University of Northumbria July 2015 Qualified Teacher Status Induction to Residential Care. July 2016 Level 3 Diploma in Residential Child Care Stockton & Riverside College
Steven Cooke	Registered Manager	1992	Steven has over 28 years' experience working with children and young people in various settings. He has worked in residential settings for over 12 years caring for young people with learning difficulties and behavioral problems. Over 15 years working in a youth club and eventually becoming youth club leader. Steven is qualified in Leadership and Management and Working with Children and Young People to a Level 5 equivalent. Steven also holds a NVQ Assessors award and has completed training on the Children's Workforce Development Council in recruitment.
Jo Hann	Deputy Manager	1998	Joanne has experience working with Children with behavioural Difficulties from the ages of 5 to 17 years whilst employed for 12 years with Middlesbrough Council. She has worked in all 3 Pupil Referral Units (Key Stages 1 – 4) dedicated to helping young people modify their behaviour. During this time she gained a BTEC in Behaviour Management and BTEC Special Needs, Restorative Justice along with N.V.Q 3 Caring for Children and Young people. Level 5 Diploma in Leadership for Health & Social Care, Children and Young People's Services

Mandy Laws	Senior Care Worker	2008	Mandy has worked within the residential setting for over 11 years caring for adults and children with learning difficulties and complex needs. Mandy has gained her NVQ 2 and 3 in Health and Social Care and NVQ Caring for 3 Children and Young People.
Debbie Tose	Senior Care Worker	2000	Debbie has worked with children and families for the last 12 years within various roles within education and has also managed a successful Afterschool & Holiday Club. Debbie has supported challenging children with EBD within a support base in her local primary school. She has gained qualifications such as BTEC Nursery Nursing, Level 2 Teaching Assistant, NVQ 3 Caring for Children and Young People.
Miriam Williams	Residential Care Worker	2010	More than 25 years Miriam has cared for the elderly and adults with learning difficulties. During that time, she has gained many qualifications including NVQ 2 health and social care, NVQ 3 caring for children and young people. Miriam has also gained qualifications in level 2,3 in Counselling skills.
Gemma Lyon	Residential Care Worker	2005	Gemma has been working in a care setting for the last 8 years. This has involved schools, working with children and adults with physical and learning disabilities. More recently she has spent time working in residential children's homes and has been involved with CAMHS. Gemma has a Diploma in sociology with psychology, NVQ 3 Caring for Children and Young People, NCFE Level 2 in Counselling.
Laura Porritt	Residential Care/Bank Worker	2009	Laura has worked with young people since 2009 and has lots of experience in Residential Settings. Laura has completed Diploma level 3 in Children and young people.
Michelle Robbins	Residential Care Worker	2017	Induction Completed Diploma Level 3 for Residential Care of Young People
Debbie Tarantino	Residential Care Worker	2015	Induction completed Debbie has completed her Diploma Level 3 for Residential Care of Young People
Sarah Hammond	Residential Care Worker	2010	Completed Induction Has worked with vulnerable young people since 2010. Degree in Mental Health Nursing. Degree in Health and Social Care. Diploma 3 ongoing
Jordon Jackson Bailey	Residential Care Worker	2015	Induction – ongoing Worked with young people in a sporting environment since 2015. Worked in residential from 2018

Joy Lloyd	Residential Care Worker	2020	Induction Completed Aug 2020
Terri Skipp	Residential Care/Bank Worker	2020	Induction - Ongoing

9.4 Staff Structure and supervision arrangements

- Directors
- Manager
- Deputy Manager
- Residential Care Workers (permanent)
- Residential Care Workers (Bank Staff)

Staff will be on duty 24 hours per day on a rota basis to provide care, advice and guidance to the young people accommodated in Highfield.

An allocation of 30 minutes at the start and end of each shift to allow an effective Handover to take place between the shift leaders, each hand over is documented and filed.

Depending on the assessed needs of the young people extra staff can be made available.

Newly appointed staff will have completed the Warner Type Interview and a DBS check before commencement of employment. References will be verified prior to appointment.

Staff receive a thorough induction programme on starting at Highfield which includes training on Attachment Disorders and Developmental Trauma Disorder. New staff will receive monthly supervision for the first three months. As part of the ongoing training staff receive bi/monthly supervisions which are tailored to the needs of the individual staff member and the young people within the Home.

All staff have their performance individually and formally appraised annually, showing the level of performance achieved targets for the coming year, and the training needs of the member of staff.

Highfield places great importance on recruiting and retaining high calibre staff that possess appropriate qualifications and experience. We will aim to appoint a staff team of mixed ages, gender and ethnicity, that will individually and collectively present as positive role models for the young people in our care. Consequently, young people will receive the care and services they need from trained, competent staff.

10. Care planning

10.1 Admission Process

Highfield is registered to care for young people with Emotional and Behavioural Difficulties and Learning Disabilities of either sex, their ages will range between 9years and 17years.

A new matching process has been established to support new admissions; I have also put in place a system for recording the reasons why I cannot accept referrals if the match is not right.

At Highfield we will endeavour not to exclude any young person from being referred. All admissions will be planned and access to this service will be through the registered manager, Social workers will provide full documentation and apply by way of the placing authority. The applying social worker will usually be expected to attend admission meetings.

Young people and their parents/carers will be invited to visit the establishment where arrangements will be made for a Placement Agreement Meeting to take place. This meeting will discuss placement issues, areas of responsibility and any other relevant issues.

Workers will offer a skilled and highly structured and supervised response to the individual needs of each young person, as determined in their Care Plan. It is anticipated that all work will be carried out working alongside parents/carers,

10.2 Emergency Admissions

Highfield will not accommodate Emergency Admissions. All young people will have a planned admission as described in the Admissions Policy and it is our aim that these admissions will be on a medium to long term basis.