

# **CHILDREN'S SERVICES COMMITTEE AGENDA**



**Tuesday 4 June 2019**

**at 4.00 pm**

**in the Council Chamber,  
Civic Centre, Hartlepool**

**MEMBERS:** CHILDREN'S SERVICES COMMITTEE

Councillors Hamilton, Harrison, Lauderdale, Little, Moore, Smith, Ward.

Co-opted Members: Jo Heaton, C of E Diocese and Joanne Wilson, RC Diocese representatives.

School Heads Representatives: Mark Tilling (Secondary), David Turner (Primary), Zoe Westley (Special).

Six Young Peoples Representatives

Observer: Councillor Little, Chair of Adult and Community Based Services Committee

**1. APOLOGIES FOR ABSENCE**

**2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**3. MINUTES**

- 3.1 Minutes of the meeting held on 19 March 2019 (*previously circulated and published*).

**4. BUDGET AND POLICY FRAMEWORK ITEMS**

No items.

**5. KEY DECISIONS**

No items.



## **6. PRESENTATION**

- 6.1 Introduction to Children's Services - *Director, Children and Joint Commissioning Services*

## **7. OTHER ITEMS REQUIRING DECISION**

- 7.1 Youth Service – Future Delivery Model - *Director, Children and Joint Commissioning Services*
- 7.2 Children's 5 – 19 Activities Grant - *Director, Children and Joint Commissioning Services*
- 7.3 St David's Walk Children's Home - *Director, Children and Joint Commissioning Services*
- 7.4 Amendments to Instruments of Government for Clavering Primary School and Rossmere Primary School - *Director, Children and Joint Commissioning Services*
- 7.5 To Nominate a Local Authority Representative to Serve on the Governing Body of Grange Primary School - *Director, Children and Joint Commissioning Services*

## **8. ITEMS FOR INFORMATION**

- 8.1 Full OFSTED Inspection of Exmoor Grove Children's Home - *Director, Children and Joint Commissioning Services*
- 8.2 Full OFSTED Inspection of Stockton Road Children's Home - *Director, Children and Joint Commissioning Services*

## **9. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT**

### **FOR INFORMATION**

Date of next meeting – Tuesday 9 July 2019 at 4.00 pm in the Civic Centre, Hartlepool.



# CHILDREN'S SERVICES COMMITTEE

04 June 2019



**Report of:** Director, Children and Joint Commissioning Services

**Subject:** YOUTH SERVICE – FUTURE DELIVERY MODEL

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non - Key decision.

## 2. PURPOSE OF REPORT

2.1 To seek approval from Children's Services Committee for a restructure within the youth service to maximise the available resources and remodel the service to provide an effective local authority youth offer going forward.

## 3. BACKGROUND

- 3.1 Hartlepool has a diverse youth offer provided by both the voluntary and community sector (including voluntary or third sector provision with paid staff, uniformed services and church or secular organisations ran purely by volunteers) and the Local Authority, who provide open access provision and targeted support to children and young people to help them reach their potential.
- 3.2 The local authority provides the vast majority of structured youth work provision to adolescents within the town, with the voluntary sector focusing on the younger age range and activity based provision. In recent years financial pressures arising from austerity measures in public spending has meant there has been a 65% reduction in the Hartlepool Youth Services budget as detailed in the table below:-

Youth Service Net Budget (excluding centralised Premises budgets)	£'000
2014/15	1,005
2019/20	347
Reduction	(658)
<b>% Reduction</b>	<b>65%</b>

- 3.3 Hartlepool Youth Service provides a good offer for young people, achieving positive outcomes for those who engage in services and has a broad reach and participation ratio. The Local Authority recognises the value of the service and the importance of this provision for young people, and has made a commitment to maintain an in house youth service. It is important therefore that the provision is reviewed and remodelled in order to be responsive to what young people tell us they want and to meet emerging needs. The intention of the future delivery model is to continue to provide a universal access offer open to all young people as well as a more targeted approach delivered through special projects.

#### 4. PROPOSALS

- 4.1 The current offer is summarised in the table below:

Activity	Location	Frequency	Average number
Open access Youth Work	Rossmere Youth Centre  Greatham Youth Club  Throston Youth Centre  King Oswy Youth Club	3 nights per week  1 night per week  3 nights per week  1 night per week	) ) 45 young people ) ) ) 33 young people )
Outreach Work	Street based across identified locations in north and south of town	3 nights per week each in north and south	Variable
Duke of Edinburgh Award	Rossmere Youth Centre	1 night per week (additional weekend exhibitions)	15 young people (plus additional 56 young people supported who access from schools)
Special Interest Groups	Throston Youth Centre, Rossmere Youth Centre and CECA	4 nights per week	84 young people
Skate Park	Rossmere Youth Centre	7 days per week	32 young people

- 4.2 The remodelled offer will continue to provide the range of open access services outlined above and an enhanced targeted offer to support vulnerable young

people. A restructure would also be required to create a single Targeted Youth Support Leader post (from two existing posts) who would have responsibility to oversee the delivery of the offer for the service. This would provide consistency across all projects ensuring young people receive the same offer no matter where in the town they lived or accessed provision. The restructure would also create two additional part time targeted youth worker posts in order to deliver the enhanced targeted offer.

4.3 The enhanced targeted offer aims to engage more vulnerable young people who do not currently access universal youth provision but would benefit from a range of interventions to improve their engagement and life chances through:

- Developing confidence, self-awareness and resilience through activities, addressing barriers to engagement and achievement;
- Strengthening their personal, social and educational development in order to achieve their full potential; and
- Supporting young people to access positive activities through the universal youth offer aligned to their interests and needs.

4.4 The enhanced targeted offer will be a stepped model for working with young people through the following approaches:

- Integrated working with early help teams to develop and deliver a programme of intervention for young people to meet assessed need.
- Working with other services including, leaving care, looked after children, youth offending, SEND team and family support teams to engage young people in universal services which support their integration into community based services and will be a continued source of support as they exit specialist services.
- Receive referrals and make contact with young people who are identified as needing targeted support (hand held approach if needed)
- Identify young people's needs using an assessment tool that can be measured and evaluated and outcomes can be monitored.
- Engage young people in group work activity with young people with similar interests or needs.
- Reflect with young people on their achievements and progress
- Support young people's transition in to universal services (open access offer).

4.5 The above stepped model will be delivered through the following targeted programmes:

- One to one mentoring;
- Targeted group work programme;
- Digital resilience offer;

- Return home interviews for young people who have been running/missing from home;
- Special educational needs sessions;
- Peer mentoring programme;
- LGBT sessions including 1:1 support sessions; and
- Participation in sport programme.

## **5. RISK IMPLICATIONS**

- 5.1 The aim of the remodelling and restructure of the council's youth offer is to maximise the available resources to support young people and provide them with educational and recreational leisure time activities. It is anticipated this will increase the number of young people engaged with and receiving support from the youth service leading to improved outcomes. If the restructure is not implemented, there is a risk that fewer young people will engage in the youth offer and those who do will not receive high quality and consistent provision.

## **6. FINANCIAL CONSIDERATIONS**

- 6.1 The proposals outlined in this report will be implemented within the existing budget allocation for the youth service.

## **7. LEGAL CONSIDERATIONS**

- 7.1 Under the Education Act 1996, Councils have a statutory duty to “secure, so far as is reasonably practicable, sufficient provision of educational and recreational leisure-time activities for young people” and to make sure young people have a say in the local offer. This is often referred to as the 'youth services duty'.

## **8. CONSULTATION**

- 8.1 This proposal has been developed in consultation with young people who are currently engaged with the youth service as well as members of the children's workforce who are working with and supporting vulnerable young people.

## **9. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 9.1 There are no Child and Family Poverty implications arising from this report. All young people can access the universal youth offer regardless of need.

**10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 10.1 There are no equality and diversity considerations arising from this report. The youth service is available for all young people aged 13 – 19 years.

**11. STAFF CONSIDERATIONS**

- 11.1 The remodelling and restructure proposed within this report will impact upon officers working within the youth service and if approved by Children's Services Committee will be subject to full formal consultation with staff and trade unions. One post may be at risk of following staff consultation, however steps will be taken to mitigate this risk through providing voluntary redundancy and redeployment opportunities.

**12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 The services provides the youth offer from two youth centres as well as hiring rooms in other buildings to meet the needs of more isolated communities. Rossmere Youth Centre and Skatepark is owned by Hartlepool Borough Council and is maintained by the Council. There are a number of repairs required to the building which are included within the Council's capital assets maintenance programme. Throston Youth Centre is leased from the Gus Robinson Foundation and the local authority has responsibility to maintain this building in accordance with the terms of the lease.

**13. RECOMMENDATIONS**

- 13.1 Children's Services Committee is asked to approve the remodelling of the Council's Youth Service offer and the associated restructure.

**14. REASONS FOR RECOMMENDATIONS**

- 14.1 The Council is committed to maintaining an in house youth service and it is necessary to maximise the available resources and remodel the service to provide an effective local authority youth offer going forward.

**15. BACKGROUND PAPERS**

None

## 16. CONTACT OFFICERS

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Sally Robinson  
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01429 523910

Sign Off:-

Director of Finance and Policy ☒

Chief Solicitor ☒



# CHILDREN'S SERVICES COMMITTEE

04 June 2019



**Report of:** Director, Children and Joint Commissioning Services

**Subject:** CHILDREN'S 5 – 19 ACTIVITIES GRANT

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non - key decision.

## 2. PURPOSE OF REPORT

2.1 To seek approval from Children's Services Committee for the service specification, application form and monitoring information in relation to the children's 5 – 19 activities grant.

## 3. BACKGROUND

3.1 On 19 February 2019 the Children's Services Committee considered a report which outlined a proposal to extend the Children's 5-19 Activities Grant to the existing consortium for a further period of 12 months. At that meeting, Children's Services Committee referred the matter to a Children's Services Committee Working Group which met on 25 February 2019. The outcome from the working group was considered by Children's Services Committee on 19th March 2019 where Members reiterated their earlier decision not to support the extension of the grant.

3.2 The recommendation from Children's Services Committee was reported to a meeting of the Finance and Policy Committee held on 21 March 2019. This meeting considered an alternative proposal to that discussed at Children's Services Committee alongside the significant contribution made to the Child and Family Poverty Reserve arising from the windfall payment the Council would receive from the sale of King John's Tavern to Wetherspoon.

3.3 Following discussion, Finance and Policy Committee unanimously agreed the following:

That a new 5-19 Activities Grant initiative for a period of 6 months be approved and the amount to be provided from the Child and Family Poverty Reserve be limited to a maximum of £50,000, subject to:

- Individual organisations providing match funding on a £ for £ cash basis;
- The agreement of service specification by the Children's Services Committee;
- Council funding being conditional on the provision of monthly performance monitoring information, as stipulated;
- Council funding being conditional on individual organisations providing an exit strategy by 30 June 2019 to manage the non-recurrent nature of this funding.

#### **4. PROPOSALS**

- 4.1 **Appendix 1** to this report provides Children's Services Committee with a service specification, application form and monitoring information in relation to the children's 5 – 19 activities grant.
- 4.2 Once finalised and approved by Committee, the information will be provided to the organisations who made up the 5 – 19 consortium for consideration of whether they would wish, either as a consortium or individual organisations, to apply for a grant based on the specification and conditions of funding outlined.

#### **5. RISK IMPLICATIONS**

- 5.1 If grant funding is not provided, the support and opportunities provided to vulnerable children across Hartlepool through the activities programme may end in an abrupt and unplanned way.

#### **6. FINANCIAL CONSIDERATIONS**

- 6.1 Funding of up to £50,000 has been approved by Finance and Policy Committee from the Child and Family Poverty Reserve. Organisations can bid for match funding based on £ for £ cash basis.

#### **7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal considerations arising from this report.

#### **8. CONSULTATION**

- 8.1 No relevant issues.

**9. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 9.1 Child and Family Poverty Impact Assessment completed when matter was reported to Children's Services Committee in February 2019

**10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 10.1 Not applicable

**11. STAFF CONSIDERATIONS**

- 11.1 There are no staffing considerations relating to Council-employed staff.

**12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations arising from this report.

**13. RECOMMENDATIONS**

- 13.1 Members of Children's Services Committee are asked to approve the service specification, application form and monitoring information in relation to the children's 5 – 19 activities grant attached at **Appendix 1** to this report.

**14. REASONS FOR RECOMMENDATIONS**

- 14.1 Members are committed to providing support services to build better beginnings and better futures for the children of Hartlepool. Providing a further grant enables support to children and young people to continue whilst further work is undertaken to develop a financial sustainability plan through the Young People's Foundation.

**15. BACKGROUND PAPERS**

- 15.1 Minutes – Children's Services Committee 19 February 2019  
Minutes – Children's Services Committee 19th March 2019  
Minutes – Finance and Policy Committee 21 March 2019.

## 16. CONTACT OFFICERS

- 16.1 Sally Robinson  
Director of Children's and Joint Commissioning Services  
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01429 523910

Sign Off:-

Director of Finance and Policy ☐  
Chief Solicitor ☐

## **5- 19 Activities Service Grant**

### **Provision**

Data in Hartlepool shows that children and young people face a number of challenges living and growing up in some communities in Hartlepool and are vulnerable to adverse childhood experiences. This grant is for the provision of community based activities for children and young people aged 5 – 19 years that will focus on:

- Enhancing the emotional resilience and social development of children including raising self-esteem, confidence and peer relationships;
- Building aspirations and supporting good educational attainment;
- Promoting children and young people's development of life skills;
- Promoting positive family relationships;
- Providing children and young people with the opportunity to participate in activities that fun, provide enjoyment and a positive experience.

Activities should be delivered in partnership with families and the multi-disciplinary early help locality teams. The open access activities will be available via a walk in service promoted within the local community and via a targeted approach when a child or young person is receiving support via a 'team around' approach from either the local authority or a school.

The grant will be payable to organisations that are providing a range of activities for children and young people within the areas set out below:

- Centre, locality or street based youth provision in areas of identified need;
- Junior Youth Clubs;
- Senior Youth Clubs
- Individual child/ young person support sessions;
- Holiday activity programmes;
- Pupil support sessions.

Successful organisations will provide a range of sessions for one or more of the age group outlined above that reflects the needs of local children and young people and offers best value for the funding provided. Services should be operational on a minimum of two sessions per week. These sessions should be timed to suit the age range of the group and should include availability during school holidays and at weekends.

### **Funding**

Grants will be awarded to individual organisations that can demonstrate match funding on a £ for £ cash basis and will be conditional on the provision of monthly performance monitoring information against the numbers of children and young people provided for and results delivered.

Due to the short term and non-recurrent nature of this grant funding, awards are conditional on applying organisations including a sustainability strategy for the continuance of services beyond a period of six months when funding will cease.

**5- 19 Activities Service Grant – Application Form**

We would be interested in receiving a grant for the provision of activities for children and young people aged 5 – 19.

Please complete the following questions and return this form to

[danielle.swainston@hartlepool.gov.uk](mailto:danielle.swainston@hartlepool.gov.uk)

Organisation name:	
Amount of funding being requested	
Value of match funding, source and any restrictions on use.	
<p>Please give a brief description of what your project will involve, when and where it will take place in relation to the following categories:</p> <ul style="list-style-type: none"> <li>• Number of children or young people accessing the provision</li> <li>• Age range</li> <li>• Number of sessions delivered weekly</li> <li>• Nature of activities offered</li> </ul>	
Demonstrate how you will meet the expected outcomes set out above	

Details of exit and sustainability strategy to continue offer once funding ceases	

**5- 19 Activities Service Grant – Performance Monitoring**

ACTIVITY	NUMBER AND INFORMATION
Junior Youth Club: Number <ul style="list-style-type: none"> <li>• By ward</li> <li>• By school</li> <li>• More than one child in family</li> <li>• Open access</li> <li>• Referred</li> </ul>	
Senior Youth Club: Number <ul style="list-style-type: none"> <li>• By ward</li> <li>• By school</li> <li>• More than one child in family</li> <li>• Open access</li> <li>• Referred</li> </ul>	
Individual support session Number <ul style="list-style-type: none"> <li>• By ward</li> <li>• By school</li> <li>• More than one child in family</li> <li>• Open access</li> <li>• Referred</li> </ul>	
Holiday activities programme Number <ul style="list-style-type: none"> <li>• By ward</li> <li>• By school</li> <li>• More than one child in family</li> <li>• Open access</li> <li>• Referred</li> </ul>	



<p>Pupil support sessions Number</p> <ul style="list-style-type: none"> <li>• By ward</li> <li>• By school</li> <li>• More than one child in family</li> <li>• Open access</li> <li>• Referred</li> </ul>	
<p>List activities offered in last month</p>	
<p>Feedback from children, young people and parents/carers</p>	
<p>Examples of measurable outcomes achieved</p>	

# CHILDREN'S SERVICES COMMITTEE

4 June 2019



**Report of:** Director, Children and Joint Commissioning Services

**Subject:** ST DAVID'S WALK CHILDREN'S HOME

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-key decision.

## 2. PURPOSE OF REPORT

2.1 The purpose of this report is to provide an update to Children Services Committee in relation to the development of St David's Walk Children's Home and present the Statement of Purpose for approval.

## 3. BACKGROUND

- 3.1 In March 2016 Children's Services Committee gave approval to develop a satellite unit of Exmoor Grove Children's Home in St David's Walk, Hartlepool. Following this decision Ofsted amended their approach to registering satellite provisions and advised that St David's Walk would need to be registered as a provision in its own right rather than an additional resource attached to Exmoor Grove. The process of registering a children home can take a considerable amount of time, as there is a requirement for the building to meet specific standards and planning permission was necessary prior to approval by Ofsted. Ofsted finally approved the registration of St David's Walk as a children's home in March 2019. In approximately six months' time it will have its first Ofsted inspection.
- 3.2 In March 2016 there was a plan for a particular child to be placed at St David's Walk however in the intervening period, this child's needs have changed and the plan is no longer the same. Therefore the home has been registered to care for two children aged between seven and seventeen years old and who display challenging behaviour categorised as mild to moderate.

3.3 The purpose of the provision is to provide permanent care for two children. The children have been assessed and carefully matched with each other and introduced to the staff team over a significant length of time, both children appear to have settled into their new home and established positive routines. This home has benefited both children in that they have both been able to remain in their home town and continue their education without disruption. There is a small discreet staff team who provide consistent, nurturing, stable and personalised care for the children.

3.4 The Care Standards Act 2000 require a children home to have:

- A registered provider and a person known as a 'responsible individual' who represents Hartlepool Borough Council, at present this is Danielle Swainston, Assistant Director Commissioning;
- A registered manager, who is Sylvia Lowe. Sylvia is also the registered manager for Exmoor Grove therefore is very skilled and experienced;
- A Statement of Purpose, please see **Appendix 1** for St David's Walk Statement of Purpose;
- A Children's Guide; and
- A range of policy and procedures, for example safeguarding, running and missing from care.

#### 4. PROPOSALS

4.1 Please see **Appendix 1** for the Statement of Purpose for St David's Walk.

4.2 Children's Homes are registered under the Care Standards Regulations 2000 and Children's Homes (England) Regulations and Quality Standards 2015. The Statement of Purpose is an essential requirement to ensure that providers, corporate parents, placing social workers, parents, children/ young people and Ofsted have an understanding of the children's home's overall aims and the outcomes it seeks to achieve for children and use this understanding to ensure the care provided meets children's needs and supports them to fulfill their potential.

4.3 The Regulations and Quality Standards 2015 set out a series of key principles in relation to the provision of residential care to children as follows:

- Children in residential child care should be loved, happy, healthy, safe from harm and able to develop, thrive and fulfill their potential;
- Residential child care should value and nurture each child as an individual with talents, strengths and capabilities that can develop over time;

- Residential child care should foster positive relationships, encouraging strong bonds between children and staff in the home on the basis of jointly undertaken activities, shared daily life, domestic and non-domestic routines and established boundaries of acceptable behavior;
- Residential child care should be ambitious, nurturing children's school learning and out-of-school learning and their ambitions for their future;
- Residential child care should be attentive to children's need, supporting emotional, mental and physical health needs, including repairing earlier damage to self-esteem and encouraging friendships;
- Residential child care should be outward facing, working with the wider system of professionals for each child, and with children's families and communities of origin to sustain links and understand past problems;
- Residential child care should have high expectations of staff as committed members of a team, as decision makers and as activity leaders. In support of this, children's homes should ensure all staff and managers are engaged in on-going learning about their role and the children and families they work with; and
- Residential child care should provide a safe and stimulating environment in high-quality buildings, with spaces that support nurture and allow privacy as well as common spaces and spaces to be active.

4.4 As part of the Children Homes (England) Regulations 2015, the registered person must ensure that an independent person visits the children's home monthly. These are called regulations 44 visits and we currently commission an Independent person service from the National Youth Advocacy Service (NYAS). These visits are unannounced, they check the above standards are being met, the children are being safeguarded and the conduct of the home promotes children's well-being. During the regulations 44 visits, the officer will seek the views of the children, their families and staff involved with the child. The independent visitors provide a report which may have recommend actions with timescales and send this to the registered person for action and comments, this is also sent to Ofsted.

## 5. RISK IMPLICATIONS

5.1 St David's Walk will be inspected by Ofsted within the next six months. It is the aim of all children's home to provide high quality care to children and young people in their care. The home needs to provide the evidence to support their first inspection to ensure it meets Ofsted's requirements

**6. FINANCIAL CONSIDERATIONS**

- 6.1 There are no financial implications arising from this report.

**7. LEGAL CONSIDERATIONS**

- 7.1 The Statement of Purpose' at Appendix 1 complies with Regulation 16 of the Children's Homes (England) Regulations 2015 and includes all of the information required to be included under Schedule 1.

**8. CONSULTATION**

- 8.1 The home will consult with the children, young people, and their families to gather feedback in terms of practice in the home. This will support the first inspection.

**9. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 9.1 There are no child and family poverty implications arising from this report.

**10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 10.1 St David's Walk's Statement of Purpose outlines how the, care and practice within the home are sensitive and responsive to age, disability, ethnicity, faith, or belief, gender, identity, language, race and sexual orientation.

**11. STAFF CONSIDERATIONS**

- 11.1 There are no staff implications arising from this report.

**12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations arising from this report

**13. RECOMMENDATIONS**

- 13.1 Children's Services Committee is asked to approve the Statement of Purpose for St David's Walk Children's Home. The home will have its first inspection within the next six months and this report will be presented to future Children's Services Committee.

#### **14. REASONS FOR RECOMMENDATIONS**

- 14.1 St David's Walk is a regulated statutory service providing care for children and young people and Children's Service Committee must be kept informed of the developments.

#### **15. BACKGROUND PAPERS**

- 15.1 Children's Service Committee Report - Exmoor Grove March 2016

#### **16. CONTACT OFFICERS**

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Tel: (01429) 405584 (Direct) / (01429) 405588 (Reception)

Sign Off:-

Director of Finance and Policy ☒

Chief Solicitor ☒

# **Statement of Purpose**

## **May 2019**

### **ST DAVID'S WALK**



**Providing Residential Care for Young People**



**Registered Manager:**

**Sylvia Lowe**  
**16 Exmoor Grove/St David's Walk**  
**Hartlepool**  
**TS26 0XE**

**Tel : 01429 232 634**  
**e-mail :**  
**[sylvia.lowe@hartlepool.gov.uk](mailto:sylvia.lowe@hartlepool.gov.uk)**

**Responsible Person:**

**Danielle Swainston**  
**Assistant Director**  
**Children's and Joint Commissioning**  
**Services**  
**Hartlepool Borough Council**  
**Level 4**  
**Civic Centre**  
**Hartlepool**  
**TS24 8AY**

**Tel : 01429 523 732**  
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**[danielle.swainston@hartlepool.gov.uk](mailto:danielle.swainston@hartlepool.gov.uk)**

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16. The name and work address of – (a) The registered provider, (b) The responsible individual, and (c) The registered manager	<b>18</b>
17. Details of the experience and qualifications of staff, including any staff commissioned to provide education and health care.	<b>19</b>
18. Details of the management and staffing structure of the home, including arrangements for the supervision of staff, including staff that provide education or health care.	<b>29</b>

<b>Care Planning</b>	<b>Page</b>
19. Any criteria used for the admission of a young person to the home, including any policies and procedures for emergency admission.	<b>31</b>



## **Quality and Purpose of Care**

### **1. A statement of the range of needs of the young person for whom it is intended that the young person's home is to provide care and accommodation**

The young person accessing St David's Walk service will need to meet the following criteria:-

- The young person must be a Hartlepool looked after young person aged between the age of seven and seventeen on admittance.
- The young person must also display challenging behaviour categorised as mild to moderate.

This unit will allow a much more bespoke service tailored to the individual young person on a residential basis, with only 2 young people accessing the unit at any one time.

With regards to a residential placement, the home will accept referrals only from Hartlepool Borough Council in consultation with senior management and the unit manager to assess the impact on the home of a residential young person who is new to service.

The service is available to young people of either gender, aged from seven years, ordinarily up to the young person's eighteenth year. However the young person may remain in service post 18 under the staying put arrangements.

#### **1A. Staying Put Arrangements**

St David's Walk staff recognise that the transition to adulthood can be a turbulent time for many young people where they may continue to rely on support from their families well beyond the age of 18. Young people from care do not always have the option of calling on such support from their families and for many; the local authority has been their primary carer for many years. If they are left to make their own way in the world when they reach the age of 18, these young people can be at a relative disadvantage to their peers. As a result, they can be particularly vulnerable to social exclusion.

The key aims of this Staying Put policy are to:

- Allow young people to maintain established relationships with their carers past the age of 18 so that their transition to independence can be supported by their carer's and take place at a pace appropriate to the individual young person meaning that the young person does not experience a sudden disruption to their living arrangements.
- Allow carers who have established supportive and caring relationships with young people to continue supporting those young people in a similar manner to the support which is provided to their non-looked after peers.

- Provide formerly looked after young people with the support they need to focus on and achieve in whatever education, training or employment they are engaged in without needing to also worry about living completely independently.
- Ensure vulnerable young people can make a gradual transition from care to independence.

## **2. Details of the homes ethos, the outcomes the home seeks to achieve and its approach to achieving them.**

The service will ensure that positive outcomes are achieved for all young people using the service. These outcomes are identified in “Every Young person Matters” as:-

- Helping young people to be healthy
- Ensuring young people stay safe
- Encouraging young people to make a positive contribution
- Supporting young people in achieving economic wellbeing
- Ensuring young people are given the opportunity to enjoy and achieve.

St David's Walk is provided by Hartlepool Borough Council as part of a range of resources to meet the needs of young people and their families. St David's Walk does not operate in isolation and great importance is attached to the need to work in partnership with the range of services and people involved with each individual young person accessing the service.

We aim to provide a stimulating, creative and varied environment that promotes the young person's development and maximizing their quality of life and opportunities.

We aim to work with young people to promote self esteem, confidence and independence, enabling the young people to make informed choices about their lives. In order to provide this service every young person who resides at St David's Walk will have an individual comprehensive care plan which will outline the expected outcomes for the young person alongside their required care/needs. This will then be transferred to a working plan for each young person and this will be updated monthly and tracked to ensure each young person is meeting or working towards their own personal targets.

### **Outcomes**

*Our young people are*

- *Listened to by the adults who care for them*
- *Treated as individuals*
- *Encouraged and supported to develop their independence*
- *Encouraged to develop healthy relationships*
- *Given the opportunity to develop at their own pace with plans formulated specifically to their needs*

*Our young people can:*

- *Experience safety and stability*

- *Rely on the adults who care for them to keep them safe*
- *Experience ownership of/pride in their environment*
- *Have a positive experience of family style living*
- *Participate in the life of the local community*
- *Form positive attachments*
- *Experience success*

### **3. A description of the accommodation offered by the home and its location.**

St David's Walk is situated on a local residential estate a short distance from the town centre. It is close to local amenities and there are bus stops nearby and a regular bus service to the town centre. The home is in a good position to access leisure centres, the cinema and local swimming pool.

Full evacuations are carried out monthly on different days and at different times including one night evacuation per annum to ensure the young people are as prepared as possible in case of a fire.

(A) St David's Walk is a three bed local authority house situated on the same estate as Exmoor Grove. It has a living room, kitchen/diner and small garden to the rear with 3 bedrooms upstairs. Bedroom 1 is configured as an office, bedroom 2 and 3 are the young person's bedroom. There is a small garden to the rear of the property. The property has a downstairs toilet for visitors and staff and a bathroom upstairs for the young person. The property is equipped with the required fire alarm system and there are smoke and heat detectors throughout. There will be weekly tests of the fire alarms and checks of the extinguishers once the site is open.

Full evacuations will be carried out monthly at different times and days to ensure the young person in the house is fully prepared in case of a fire.

St David's Walk will provide planned, residential care for one young person of either gender between the ages of fourteen and eighteen. However to ensure a seamless transition to adulthood this may be extended past the eighteenth birthday if it is deemed in the best interests of the young person.

### **Outcomes**

- *Our young people have a homely environment*
- *Our young people enjoy going to school and coming home at the end of the day*
- *Our young people are encouraged to have a healthy active lifestyle and to stay safe*
- *Our young people are kept safe from risks of fire and accidents*
- *Our young people learn awareness of risks of fire and importance of drills/evacuations*

- *Our young people live and learn in an environment which is risk assessed and reviewed regularly, where health and safety is taken seriously and issues addressed promptly*
- *Our young people learn how to recognise risks in the environment and to keep themselves safe from harm*  
*Our young people are given the opportunity to undertake a diverse range of home based activities to enhance their personal development and enjoyment.*

#### **4. The arrangements for supporting a young person's cultural, linguistic and religious needs.**

The staff of St David's Walk actively promote and respect a young person's culture and heritage. The staff in St David's Walk work as creatively as is possible to ensure that the racial, cultural, religious and linguistic needs of young people from ethnic minorities are catered for and regarded as paramount. The main emphasis is to ensure that young people receive the necessary care/opportunities to enable them to feel comfortable in their own cultural setting without experiencing the loneliness and isolation which are part and parcel of the feeling of 'not quite belonging'. This can only be achieved by ensuring that young people develop a sense of their own cultures.

In order to ensure that a young person's cultural, linguistic and religious needs are met, St David's Walk has incorporated hours into the staff role to ensure we address the multi-cultural/anti-discrimination, aspect of our young people's needs. They will do this by developing, promoting and monitoring a wide variety of practices in relation to supporting the young person's racial, cultural, religious and linguistic needs. These include; monitoring the home's anti-discrimination, anti-racist practices and for keeping the issues alive; where appropriate, encouraging the appointment of an independent visitor or family of the same ethnic origin who are willing to befriend the young person; researching the availability of clothes and food shops in relation to different religious creeds, the availability of relevant churches; being aware of multi-cultural festivals, shows and dance; ensuring that the home is stocked with multi-cultural toys, music, books, films and ensuring that all staff are taught how to use multi-cultural toys; ensuring that the home's menu reflects a cultural richness; maintaining awareness on the different health, skin and hair needs of young people from ethnic minorities.

#### **Outcomes**

- *Our young people are supported to maintain their faith if they wish to*
- *Our young people are helped to understand and respect other faiths*
- *Our young people's cultural needs are supported*

#### **5. Details of who to contact if a person has a Complaint about the home.**

St David's Walk is committed to respecting the rights of the young people, those that represent the young people and others that St David's Walk serve, through the operation of a fair and easily accessible representation and complaints procedure.

Where problems cannot be resolved informally, no person or persons should feel afraid to formally complain. Under no circumstances will a complainant, or anyone on whose behalf the complainant is acting upon, suffer any negative consequences for using the procedure.

Dissatisfaction or Complaints can be addressed either directly, by telephone or by letter to either: Jeanette Donkin

The Complaints Officer  
Young person & Adult Services  
Hartlepool Borough Council  
Civic Centre  
Hartlepool  
TS24 8AY  
Tel No: 01429 284020

OR

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel No: 0300 123 1231  
OR

Anne Longfield  
The Office of the Young person's Commissioner  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT  
Tel: 020 7783 8330  
OR

National Youth Advocacy Service (NYAS)  
Tel No: 0800 616110

Copies of the complaints procedure are available on first entering the service and are also available within the establishment.

If a young person or any other person feels more comfortable approaching another member of staff, there is no reason why they should not do so, but the Complaints Officer will still co-ordinate the complaints procedure. If the dissatisfaction is about the Complaints Officer, the complaint should be addressed to another staff member who will inform the Personnel Manager.

YOUNG PEOPLE ARE MADE AWARE THAT THEY HAVE A **CHOICE** OF WHO THEY CAN COMPLAIN TO. This includes:

- ☐ ☐ Parents
- ☐ ☐ Social Workers
- ☐ ☐ Key-Workers
- ☐ ☐ The manager of St David's Walk
- ☐ ☐ Independent Reviewing Officer
- ☐ ☐ Teacher
- ☐ ☐ Any trusted adult or staff member the young person feels comfortable with

### **Informal Procedure**

Where possible, St David's Walk staff will always attempt to resolve the complaint without the young person having to go through the anxiety of the formal procedure. This will entail allowing the young person to talk to a trusted adult and discuss the issues. If it is not possible to resolve the complaint in this way then the formal procedure will be started.

Where the formal procedure is required, St David's Walk uses 28 day time scales.

### **Securing Access to an Advocate**

Any young person or person wishing to seek an appropriate advocate will be assisted in contacting their Local Authority by St David's Walk Manager.

Where a complaint is made, the young person's Local Authority and parents, where appropriate, will be informed. Where the complaint is a safeguarding issue, staff will follow the appropriate procedure of reporting.

### **Information**

Complainants will be kept informed about their complaint and of the outcome, which will be provided in an accessible form taking into account any language or disability barriers.

### **Definitions**

*Independent Person:* a person who is not employed by St David's Walk and has no financial interest in the home.

### **Outcomes**

#### *Our young people*

- *Understand how to make a complaint*
- *Feel supported when they want to make a complaint*
- *Experience meaningful responses to complaints they make*

6. **Details of a how a person, body or organisation involved in the care or protection of a young person can access the homes young person protection policies or the behaviour management policy.**



A copy of both young person protection policy and the behaviour management policy are available on request from the manager of the home. These will be given to parents/carers of young people prior to their initial visit.

## **Views Wishes and Feelings**

### **7. A description of the homes policy and approach on consulting young people about the quality of their care.**

Each young person that accesses St David's Walk is encouraged to 'have their say' in relation to the care provided. This is encouraged through various discussions, both formal and informal. These discussions include young person meetings, where the young people are encouraged to talk about things that concern them regarding the running of the home, in particular our young people like to have involvement and organise activities and menu choices.

Alongside the young person's meetings staff undertake satisfaction surveys with young people, this will centre around meals and activities in particular and we use a simple smiley face format so the young person can give us their views and menus and activities will be adapted according to young person's preferences.

The young person also have monthly key worker sessions which are personal to them and their journey, this allows the young person quality time with their key worker to look at areas they want to develop/improve or simply enjoy.

Staff also consult with young people informally on a daily basis for example young person chose the activities they want to undertake and were ever possible the staff and young people they wish to undertake the activities with on a daily basis.

Within St David's Walk we believe that the young people should have a say in who should support them in their journey to a happy and fulfilled adulthood. Therefore, we ask that the young people meet potential staff members and ask questions of the candidates during the interview process.

Finally, each young person who resides at the home is invited to personalise their bedroom, from the colour of the walls to the soft furnishings that make a house a home. Young people are also consulted on the décor and furnishings of the communal areas of the home.

## ***Outcomes***

- *Our young people are involved in decision making in their home*
- *Our young people are consulted about the quality of their care*
- *Our young people feel respected and valued*
- *Our young people feel they are listened to*

*Our young people can express their views and recognise that they are acted upo*

**8. A description of the homes policy and approach in relation to-**

- **Anti discriminatory practice in respect of young people and their families.**
- **Young person's rights**

Within St David's Walk we have various Policies and Procedures that the staff follow throughout their day to day support of the young people. One such policy, which is implicit in our support of young people, relates to Equality, Diversity and Rights.

To promote our Policies, the staff within St David's Walk ensure that each young person has their Rights upheld. For example, each young person will be encouraged and provided with the necessary resources to practice and preserve their racial, cultural, religious and linguistic background irrespective of their ability, sex or any form of disability. Examples of this include; where a young person wishes to attend a religious service, the staff will identify the appropriate church, synagogue, mosque or temple and plan for the young person to be introduced to such.

Where a young person experiences a disability affecting their movement, the staff will ensure that any activity that is planned accommodates the young person's disability and enables them to feel included.

Alongside these measures, staff believe in developing a cultural richness in all young people irrespective of their cultural heritage. It is believed that this richness has considerable developmental and self-fulfilment advantages as well as developing in, young people, a greater respect for other cultures and, hence, a reduced propensity to develop racist tendencies. The staff therefore organise regular cultural theme evenings and aims at providing group outings and opportunities to experience a variety of cultural music, shows, films, food and festivals.

We work with our young people to help them understand their rights and respect each other rights and learn that we have responsibilities which relate to each other's rights. We encourage our young people to speak up if they feel their rights are not being respected.

If they cannot speak to us we display contact numbers for NSPCC, OfSTED, NYAS and Young person line. We also encourage and facilitate our young people to meet with Social Workers and other professionals in private.

**Outcomes**

- *All young people, family members and team members are treated equally and fairly*
- *We promote equal opportunities and good relations*
- *We believe that all our young people no matter what their circumstances should have the same opportunities as their peers.*
- *We celebrate and value our uniqueness and diversity as well our common humanity*
- *Our young people have the right to feel safe*
- *Our young people have the right to learn*
- *Our young people have the right not to be hurt*

- *Our young people have the right to be heard*

## **EDUCATION**

### **9. Detail of Provision to support young people with Special Educational Needs and details of the arrangements for young people to attend local schools and the provision made by the home to promote young people's educational achievement.**

In order to help the young people experience a sense of achievement, St David's Walk places a strong emphasis on education.

Staff at St David's Walk will ensure they forge positive relationships with which ever secondary school/college the young person attends. The staff at St David's Walk are fully aware of the importance of open, honest communication with these provisions to ensure the needs of the young person are best met.

Staff at St David's Walk support the young people fully in their educational attainment as such they will attend parents evening for the young person who resides at St David's Walk, they also attend sports days, concerts and plays for all the young people.

#### ***Outcomes***

##### ***Our young people***

- *Gain skills and experience*
- *Have ambitions for the future through education*
- *Are engaged in an education programme suitable for their individual needs based on appropriately modified National Curriculum Levels*
- *Can develop their full potential and learn new skills*
- *Develop appropriate learning patterns*

## **ENJOY AND ACHIEVE**

### **10. The arrangements for enabling young people to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.**

Staff at St David's Walk ensure young people are enabled to experience a wide variety of activities that meet their social and development needs. Young people are consulted regularly at young person's meetings and key worker sessions to ensure our young people are given opportunities based on their wishes and feelings.

Staff at St David's Walk will support and actively encourage young people in their social interests, staff provide support for young people accessing after school clubs and any social activities that they wish.

Staff provide a wide range of both in house and community opportunities for young people to experience and enjoy outside the staff regularly access activities suitable to the age and abilities of the young person.

St David's Walk young people can access the ASDAN program as Exmoor Grove the sister home is a registered ASDAN centre and staff work closely with young people to build on their social interests and life skills to build self esteem and ensure each young person is able to maximise their potential and enjoy fully the time they spend at St David's Walk. In order for staff to do this the young person has an achievements file which catalogues their accomplishments whilst in the service and this provides a written and pictorial record for the young person to keep when they leave the service. It is also a valuable tool for staff who are working with young people to build confidence and self esteem as it is a clear record of what the young person has accomplished and how they have developed as they age.

#### *Outcomes*

##### *Our young people*

- *Are fully supported to be part of the wider community.*
- *Are able to undertake activities of their choosing.*
- *Are supported to access after school and community groups they are part of.*
- *Are encouraged to develop important life skills through access to appropriate activities and fun educational opportunities.*
- *Have a record of achievement of their time at St David's Walk which is both written and pictorial for them to keep as they grow.*

## **Health**

### **11. The arrangements for ensuring young people have their day to day health needs met.**

Staff at St David's Walk aim to promote a healthy lifestyle and there is a no smoking and alcohol policy in operation. Each young person is encouraged to undergo a regular medical examination in order to protect and promote good health.

For any young person whom it is appropriate, a record of medication is maintained and parents are expected to sign in the required amount of medication prior to the young person's stay. All medication must be brought in original packaging with the young person's name dosage and directions clearly printed on the label.

Responsibility for administering medication is allocated on the monthly rota if needed and it is the responsibility of the allocated person to ensure the young person takes the required medication.

Should medical assistance be required, families will be notified and if possible the family GP contacted however in the case of an emergency, help will be sought from The Accident and Emergency Department of North Tees Hospital.

Staff at St David's Walk are fully aware of the importance of a healthy diet and physical exercise for the young people in their care and constantly strive to promote the importance of both to the young people.

Staff will seek advice, guidance and support from appropriately trained health care practitioners as required. This will be dependent on the needs of the individual young people accessing the service.

Examples of health care professionals that St David's Walk staff will and have worked in partnership with are:-

- LD CAMHS
- Young person's GP
- Consultant Paediatrician
- Consultant psychiatrist

#### **12. Details of any health care or therapy provided, including:-**

**(a) Details of the qualifications and professional supervision of the staff involved in providing any health care or therapy.**

**(b) Information about how the effectiveness of any health care or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information can be accessed.**

St David's Walk does not as a matter of course carry out any healthcare or specific therapy for any young people accessing the service. If this was deemed to be a requirement of a young person accessing the service this would be discussed at the initial visits and plans would be made for appropriate training of all staff members prior to the young person accessing the service.

#### **Outcomes**

*Our young people have*

- *comprehensive physical, mental and emotional health assessments*
- *healthy meals which include our young people's choices*
- *experience of a variety of foods from all around the world*
- *a wide variety of physical activities*
- *enjoy healthy activity and have fun*
- *help to feel good, care about themselves and plan for a positive future*
- *staff who are appropriately trained in all aspects of their care.*

#### **Positive Relationships**

#### **13. The arrangements for promoting contact between young people and their families and friends.**

#### **Contact with Family**

Staff at St David's Walk believe that it is essential for a young person to maintain their family and social networks. The staff, therefore, actively promotes the principles of partnership with parents and carers and encourage as much contact (direct, letters or phone calls) as is deemed healthy for the young person with family and friends. In cases where the Court has ruled contact with any person to be not in the best interest of the young person, the staff will do what is possible to uphold this ruling.

The staff at St David's Walk take full responsibility for facilitating direct contact with significant others and provide the following support for young people who reside with us residentially or on a shared care basis:

- escorting young people off site to contact visits and supervising the sessions;
- visits may take place at Exmoor again supervised by staff where appropriate.
- supervised outings with families;
- special festivities, such as organising a Christmas Day for a young person and their family on site. The same can be done for birthdays or other special occasions;
- Exmoor Grove/St David's Walk staff, encourages families to join in mealtimes.

### **Contact with Friends**

St David's Walk is committed to ensuring that young people are able to develop and maintain both new and old friendships. Consequently, the staff encourages young people to, by mutual agreement, bring their friends home to spend time with them and have dinner.

Where needed, an adult will help the young person to negotiate friends visiting them and help them gain the necessary social skills to maintain friendships.

### **Outcomes**

- *Our residential young people maintain relationships with family and friends*
- *Our young people experience minimal rejection*
- *Our young people understand their family and their position within it*
- *Our residential young people understand why they no longer live within their family*
- *Families understand their young people's needs*
- *Our young people experience consistent, safe boundaries*
- *Family contact is a safe and meaningful experience for our young people*

### **Protection of Young people**

#### **14. A description of the homes approach to the monitoring and surveillance of young people.**

St David's Walk provide a healthy balance of promoting the young person's right to privacy at the same time as protecting them from harm or risk taking behaviour. With



this in mind staffing ratios are determined by the needs of the individual young person.

The staffing ratio ensures that the staff are aware of the young person's whereabouts at all times and record this in the group daily log and, when necessary, in the young person's individual daily notes. Furthermore, consent is sought from those that hold parental responsibility for the use of alarms to fire exit doors, when appropriate and to a fob system on the front doors.

### **Outcomes**

*Our young people are*

- *Safe physically and emotionally*
- *Actively engaged with trusted and reliable adults*
- *Able to have privacy with safeguards*

### **15. Details of the homes approach to behavioural support, including information about:-**

- (a) The homes approach to restraint in relation to young people; and**
- (b) How people working in the home are trained in restraint and how their competence is assessed.**

- (a) At the core of the ethos of the Home is that the promotion of positive behaviour and discipline is primarily based on good quality relationships between young people and staff.

In view of the above, the adults recognise the importance of keeping the needs of the young people as paramount at all times. The staff team have recently been trained in PACE techniques and both the manager and deputy manager are PACE level 1 practitioner. PACE parenting is very different to the usual Social learning Theory of parenting which uses reward and punishment as a learning tool for young people. The PACE view is that both reward and sanctions can be a source of conflict and turmoil for some young people and rather than learning from this model it can actually cause an increase in the behaviour you are trying to modify.

The PACE program ensures that staff will work hard to form those appropriate attachments with the young people using Playfulness, Acceptance, Curiosity, Empathy, in order for them to feel safe. Rewards and praise will now follow a more natural spontaneous rhythm, rather than planned responses to promote changes in behaviour.

When dealing with the more challenging behaviour staff will look with the young person at the natural consequences of their behaviour where possible and agreed natural consequences will be implemented with the young person. However if a suitable natural consequence can't be found then an agreed consequence maybe implemented, these having been put in place prior to any incident in consultation with the young person.

Staff will ensure that effective use is made of the young person's Behaviour Management Plan. This will identify early preventative strategies which work

for each young person; the types of behaviour displayed and their risks; the stress factors leading to the behaviour and most effective strategies, including the restraint techniques if required, to keep the young person and others safe. These plans have been re formulated to take into account the PACE approach.

Two of the sister homes seniors are trained in Theraplay and this will be incorporated in to the day to day plans for the young person, this will be particularly beneficial for those young people who have attachment issues. Theraplay is a young person and family therapy for building and enhancing attachment, self-esteem, trust in others, and joyful engagement. It is based on the natural patterns of playful, healthy interaction between parent and young person and is personal, physical, and fun. Theraplay interactions focus on four essential qualities found in parent-young person relationships: Structure, Engagement, Nurture, and Challenge. Theraplay sessions create an active, emotional connection between the young person and parent or caregiver, resulting in a changed view of the self as worthy and lovable.

The home has a proactive approach to training and as a result of the need for continuous good quality training in restraint Hartlepool Borough Council has funded two staff members to undertake the approved PRICE Trainer course, with one working in each residential facility. This allows the team to be trained as required. It also provides the opportunity for our PRICE Instructors to undertake monthly clinics for staff following the team meeting to run through any issues they may have had with a particular hold or young person or simply to refresh knowledge if the technique has not been used for a while. This allows an ongoing assessment of competence and the trainer receives annual refresher training to ensure they remain competent in teaching others.

## Outcomes

### *Our young people*

- *learn to manage feelings and behaviour*
- *build self-esteem*
- *enjoy success and cope with setbacks*
- *gain the confidence to explore the world around them*
- *experience less sense of difference*
- *develop tolerance, conflict resolution, social skills*
- *are cared for by staff that are competent and appropriately trained in de escalation and restraint techniques.*
- *These skills help our young people to gain understanding of themselves and others and what it means to be part of a caring community*



## **Leadership and Management**

### **16. Name and Work Address of:**

Responsible person:

Danielle Swainston, Assistant Director, Children's and Joint Commissioning Services  
Civic Centre,  
Victoria Road,  
Hartlepool,  
TS24 8AY  
  
Tel. 01429 523 732

Registered Manager:

Sylvia Lowe  
16 Exmoor Grove/St David's Walk  
Hartlepool  
TS26 0XE  
  
Tel: 01429 232 634  
  
E-mail: [sylvia.lowe@hartlepool.gov.uk](mailto:sylvia.lowe@hartlepool.gov.uk)

Line Management Responsibility:

Karen Douglas-Weir  
Head of Looked After Children and Care Leavers  
Children and Joint Commissioning Services  
Hartlepool Borough Council  
8-9 Church Street  
Hartlepool  
TS24 7DJ  
  
Tel: 01429 405 584  
Email: [Karen.douglas-weir@hartlepool.gov.uk](mailto:Karen.douglas-weir@hartlepool.gov.uk)

**17. Details of the experience and qualifications of staff, including any staff commissioned to provide education and health care.**

Name	Sylvia Lowe
Position	Registered Manager
Qualifications	B A Hons History DIPSW DIPHE NVQ 4 Management PQ 1 B A Hons Specialist Award Children and Young People Safeguarding Young people, First Aid PRICE Training Fire Safety Medication Training Risk Assessment for Managers Bullying Awareness Training Safer Recruiting for Managers training Level 5 Care Leadership for Health & Social Care PACE Practitioner level 1 Level 5 Managing Medication Systems The Principals of Theraplay
Experience	Sylvia has over twenty years experience in working in a social care setting. She spent five years as a residential support worker in a home for adults with learning disabilities and challenging behaviour. She then moved to the TNEY Trust working for 2 years as a Community Support Worker before being promoted to Area Coordinator, during her 3 years as Area Coordinator Sylvia assisted in the setting up and management of a respite unit for two teenage boys with learning disabilities and significant challenging behaviour. Following this Sylvia moved to Hartlepool Borough Council where she worked as a Social Worker in a Children and families team for two years before taking up her current position as Unit Manager of Exmoor Grove/St David's Walk, a position she has held for thirteen years.

Name	Christine Purvis
Position	Deputy Manager
Qualifications	NVQ 4 Management NVQ 4 Children and Young People Young person Protection for Managers First Aid Moving and Handling PRICE Training Fire Safety Medication Training Key worker Training, Bullying Awareness Training PACE Practitioner

	Level five Managing Medication Systems The Principals of Theraplay
Experience	Christine has over twenty five years experience working in social care. She has worked in a variety of settings including elderly care, adults with learning disabilities, a supported living setting and eight years in her current position as Deputy Manager of Exmoor Grove/St David's Walk.

Name	Jenna Corrigan <b>Children's Meeting Mentor</b>
Position	Senior Residential Social Care Officer – 15 St David's Walk 37 hour post
Qualifications	Nursery Nurse Diploma Cache level 3 Certificate of Professional development in work with Children and Young People with Special Needs. Rebound Therapy Level 3 understanding and supporting individuals on the autistic spectrum Makaton foundation workshop First Aid Training TEACCH training course Picture exchange communication system Introduction to PACE The Principals of Theraplay
Experience	Jenna has eight years experience working with young people with a wide variety of needs in an educational setting. Jenna has undertaken 6 months work as part of our bank team to gain experience in the residential side of working with young people before successfully gaining a post in April 15

Name	Appointed, start date pending recruitment checks – Senior 2 37 hour post
Position	
Qualifications	
Experience	

Name	Savannah Graver – key worker 33 hr post
Position	Residential Social Care Officer
Qualifications	Cache Level 3 Children and Young people and education. PRICE Training, Basic First Aid. Autism Awareness Course. Diabetes Awareness course The Principals of Theraplay PACE
Experience	Savannah has worked for several years in both primary and nurseries as a young person care practitioner and a 1:1 with those young people who have additional needs. She is also part of a family that fosters difficult to place young people with EBD and or learning disabilities.

Name	Keighley Waggott – key worker 33 hr post
Position	Residential Social Care Officer– 15 St David's Walk
Qualifications	BA Childhood Studies Access to HE – Educational Studies NVQ level 2 GCSE's
Experience	Keighley is keen to expand her knowledge and skills in working with children with challenging behaviour.

Name	Steffi Spence – 24 hour post
Position	Residential Social Care Officer– 15 St David's Walk
Qualifications	Level 2 in Food Safety in Catering Safe Handling and Administration of Medication GCSE PRICE
Experience	Steffi has work experience in working on a one to one basis with adults with special needs and disabilities.

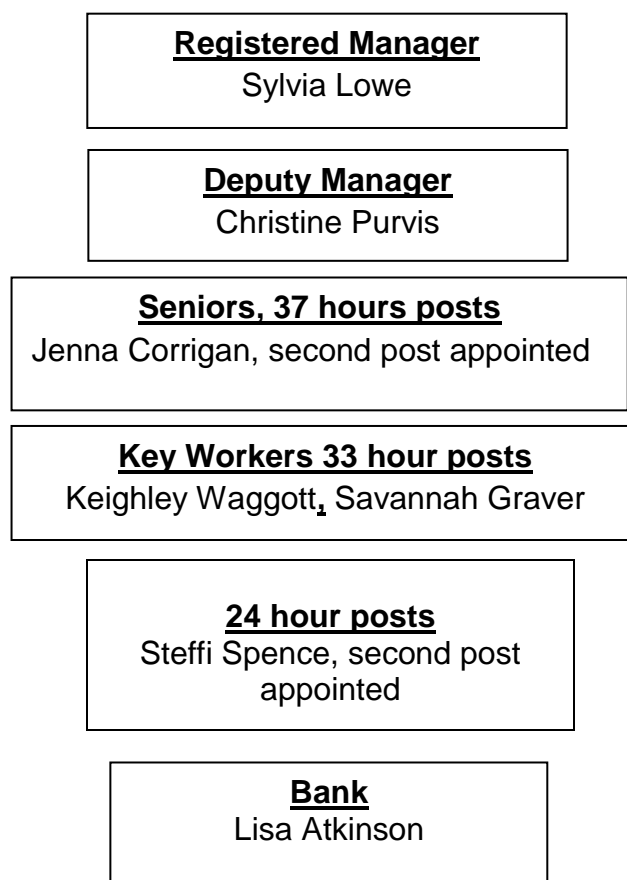
Name	Appointed start date pending recruitment checks – 24 hour post
Position	
Qualifications	
Experience	

Name	Lisa Atkinson - Bank
Position	Residential Social Care Officer
Qualifications	First Aid Communication Awareness Safeguarding of Vulnerable Adults Food Hygiene and Infection Control Equality and Diversity Health and Safety including Fire Safety Communication Moving and Handling SOVA HABC level 2 in Moving People Safely Administer medication to individuals and monitor the effects Principles of supporting individuals with a learning disability regarding sexuality and sexual health Promote communication in health, social care or children's and young people's setting Understand how to support individuals with autistic spectrum conditions

	Understand the context of supporting individuals with learning disabilities EDI level 2 Diploma in Health and Social Care (Adults) Mental Capacity Act Lisa is currently enrolled on the Level 3 Diploma for Children and young People. The Principals of Theraplay
Experience	Lisa has experience in providing one to one care to individuals in sheltered accommodation.

### 18. Details of the management and staffing structure of the home, including the arrangements for the supervision of staff.

#### STAFFING CHART



#### Staff Development and Supervision

Staff members participate in a wide range of courses provided through Children's Services training section. This includes all training specifically required by the

National Minimum Standards. NVQ Level 3 in Caring for Children and Young People is the recognised qualification for residential care workers.

The training, practice and overall development of each staff member is monitored through formal supervision by the management team, undertaken as both individual supervisions and group supervisions these will alternate each 4 to 6 weeks and a record is kept of each session which is signed by both parties and lists the date and length of the supervision.

Once a year every member of staff has their performance appraised in accordance with Hartlepool Borough Council policy by the manager or deputy manager. The appraisal includes current performance, targets for the coming year and agreed training objectives as part of a personal training plan.

### **Staff Meetings**

Staff meetings take place at least once a month. The purpose of the meetings is to discuss the young people using the service and the service provision. There is also an opportunity to meet other professionals who can give valuable input in setting up strategies to meet the needs of young people who have complex needs.

### **Outcomes**

- *Appropriately qualified and experienced people have responsibility for our young people's care*
- *Our young people have a variety of appropriate role models of both sexes and all ages*
- *Our team meet or exceed the training requirements of the National Minimum Standards.*
- *Young people experience care, and support from a well trained and supported team.*

### **Care Planning**

#### **19. Any criteria used for the admission of young people to the home, including any policies and procedures for emergency admission.**

Admission to the service follows an assessment of need by a social worker and a decision by the Resource and Placement Panel who will look closely at the assessed needs of the young person and how best these needs can be met.

St David's Walk will provide one residential placement and this number will not be exceeded under any circumstances.

Once it has been decided that a young person will access the service, an individual plan will be formulated with the family, the young person and the social worker to introduce the young person to the service and facilitate a consistent and smooth transition for the young person and reassure parents and carers that the young person is comfortable and confident within the unit. If appropriate a 'Young person Appreciation' day will be held, involving the family and all professional's involved in

the life of a young person/young person. This will not be the case if the young person comes from one of the other Hartlepool homes as this will have already been undertaken in the previous home.

This plan will be individual to each young person a key worker will be arranged for the young person. Prior to the placement beginning the young person's social worker will be expected to provide all appropriate documentation as set out in the National Minimum Standards this will include all information required for the young person's placement plan and to ensure the care provided meets the young person's assessed needs.

After a three month period a review meeting is held to determine how well the introductory period has gone and whether the service is successfully meeting the identified needs of the young person. Statutory Looked After Reviews are then held in accordance with legislative requirements. The outcomes following the review are recorded in the young person's file and any changes to the placement plan are implemented by the registered person.

Once the young person is successfully introduced to the service their key worker will liaise initially on a minimum monthly basis with the parents/ carers to ensure the young person is fully supported during their time at Exmoor and any potential issues /problems are raised and dealt with as quickly as possible.

### **Outcomes**

#### *Our young people*

- *Have an introduction tailored to their needs, wishes and feelings*
- *Experience a safe and secure home*
- *Have a sense of belonging and of being wanted*
- *Needs are met by an appropriate placement that can be flexible as their needs change.*

# CHILDREN'S SERVICES COMMITTEE

4 June 2019



**Report of:** Director of Children's and Joint Commissioning Services

**Subject:** AMENDMENTS TO INSTRUMENTS OF GOVERNMENT FOR:  
- CLAVERING PRIMARY SCHOOL  
- ROSSMERE PRIMARY SCHOOL

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non key

## 2. PURPOSE OF REPORT

2.1 To seek approval of the Children's Services Committee to amendments to the Instruments of Government for Clavering Primary School and Rossmere Primary School in accordance with the School Governance (Constitution) (England) Regulations 2012 as amended by the School Governance (Constitution and Federation) (England) (Amendment) Regulations 2014.

## 3. BACKGROUND

3.1 The school governance regulations referred to above establish the overall framework for the governance of maintained schools. In 2014 and 2015 all maintained schools in Hartlepool were re-constituted in line with changes introduced by these regulations.

3.2 Each school's constitution is set out in an Instrument of Government which establishes the size of the governing body and identifies the number of governors in each governor category. Governing bodies are encouraged from time to time to review their constitution to ensure that it is still fit for purpose and supports the effective governance of the school.

## 4. PROPOSALS

4.1 The Governing bodies of Clavering Primary School and Rossmere Primary School have recently undertaken a review of their governing bodies in order to increase the capacity within their governing bodies in relation to skills and



knowledge of governors in order to further improve their effectiveness in meeting their responsibilities.

- 4.2 One of the areas discussed by the Governing Body of Rossmere Primary School was around the term of office of Parent Governors. The school has struggled to recruit and retain Parent Governors and it is felt that some parents are unwilling to commit to a 4 year period of office, particularly if their child/children will be leaving the school within this period. If a Parent Governor wishes to continue beyond 2 years, provided they are still eligible, they could re-apply for election or the governing body could consider appointing them to vacancies in other governor categories. Having a 2 year period for Parent Governors would also allow the opportunity for new parents to apply to join the governing body and bring new impetus and ideas.
- 4.3 Changes to the term of office in a particular category of governor are required to be identified in the Instrument of Government.
- 4.4 Revised Instruments of Government for each school are attached as **Appendix 1a and Appendix 1b** to this report.

## **5. RISK IMPLICATIONS**

- 5.1 None

## **6. FINANCIAL CONSIDERATIONS**

- 6.1 None

## **7. LEGAL CONSIDERATIONS**

- 7.1 None

## **8. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 8.1 None

## **9. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 9.1 None

## **10. STAFF CONSIDERATIONS**

- 10.1 None

**11. ASSET MANAGEMENT CONSIDERATIONS**

11.1 None

**12. RECOMMENDATIONS**

12.1 To approve the amended Instruments of Government for Clavering Primary School and Rossmere Primary School.

**13. REASONS FOR RECOMMENDATIONS**

13.1 To help improve the effectiveness of the governing bodies.

**14. BACKGROUND PAPERS**

14.1 None

**15. CONTACT OFFICER**

15.1 Ann Turner  
Governor Support Manager  
Children's and Joint Commissioning Services  
Civic Centre  
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Sign Off:-

Director of Finance and Policy ☒

Chief Solicitor ☒

## INSTRUMENT OF GOVERNMENT

### CLAVERING PRIMARY SCHOOL

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A revised Instrument of Government is attached as **Appendix 1a** to this report

1. The name of the school is: Clavering Primary School
2. The school is a community school
3. The name of the governing body is  
"The governing body of Clavering Primary School"
4. The governing body shall consist of:  
  
3 Parent Governors  
  
1 LA Governor  
  
1 Staff Governor  
  
1 Headteacher  
  
6 Co-opted Governors
5. Total number of governors 12
6. This Instrument of Government comes into effect on 1<sup>st</sup> September 2019
7. This Instrument was made by order of Hartlepool Local Authority on xxxx  
2019
8. A copy of the instrument must be supplied to every member of the governing  
body (and the Headteacher if not a governor).

## INSTRUMENT OF GOVERNMENT

### ROSSMERE PRIMARY SCHOOL

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A revised Instrument of Government is attached as **Appendix 1b** to this report

The name of the school is: Rossmere Primary School

1. The school is a community school
2. The name of the governing body is  
"The governing body of Rossmere Primary School"
3. The governing body shall consist of:  
  
Two parent governors  
  
One LA governor  
  
One Staff governor  
  
One Headteacher  
  
Eight Co-opted governors
4. Total number of governors (13)
5. The term of office of parent governors is two years
6. This instrument of government comes into effect on 1st September 2019
7. This instrument was made by order of Hartlepool Local Authority on xxxx 2019
8. A copy of the instrument must be supplied to every member of the governing body (and the headteacher if not a governor).

# CHILDREN'S SERVICES COMMITTEE

4 June 2019



**Report of:** Director of Children's and Joint Commissioning Services

**Subject:** TO NOMINATE A LOCAL AUTHORITY  
REPRESENTATIVE TO SERVE ON THE GOVERNING  
BODY OF GRANGE PRIMARY SCHOOL

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 This is a Non Key decision.

## 2. PURPOSE OF REPORT

2.1 To consider a nomination for the role of Local Authority Governor at Grange Primary School.

## 3. BACKGROUND

3.1 Under the School Governance (Constitution) (England) Regulations 2012 the process for appointing Local Authority Governors to school governing bodies requires the local authority to consider nominations to vacancies before they are presented to the relevant governing body for formal approval.

3.2 A schedule (**Appendix A**) is attached setting out details of a vacancy which currently exists, together with an application received for this position (**Appendix B**). **This item contains exempt information under Schedule 12A of the Local Government Act 1972 (as amended by the Local Government), (Access to Information), (Variations Order 2006) namely, information relating to any individual (Para 1).**

## 4. PROPOSAL

4.1 The report seeks the committee's decision on the application form for nomination as Local Authority Governor at Grange Primary School.

**5. RISK IMPLICATIONS**

- 5.1 There are no risk implications

**6. FINANCIAL CONSIDERATIONS**

- 6.1 There are no financial considerations

**7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal considerations

**8. CONSULTATION**

- 8.1 Discussions have been held between the applicant and governors regarding the skills the applicant can contribute to the Governing Body. Governors have indicated their support for the appointment of the applicant to this position.

**9. CHILD AND FAMILY POVERTY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 9.1 There are no child and family considerations

**10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 10.1 There are no equality and diversity considerations.

**11. STAFF CONSIDERATIONS**

- 11.1 There are no staff considerations

**12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations

**13. RECOMMENDATION**

- 13.1 The committee gives consideration to applicant as set out in Appendix B in respect of local authority nomination to Grange Primary School

**14. REASONS FOR RECOMMENDATIONS**

- 14.1 To ensure that the nomination of local authority governor will contribute to the effectiveness of the governing body to which they are appointed.

**15. BACKGROUND PAPERS**

- 15.1 There are no background papers

**16. CONTACT OFFICER**

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Sign Off:-

Director of Finance and Policy ☒

Chief Solicitor ☒

# CHILDREN'S SERVICES COMMITTEE

4 June 2019



**Report of:** Director, Children and Joint Commissioning Services

**Subject:** FULL OFSTED INSPECTION OF EXMOOR GROVE CHILDREN'S HOME

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information.

## 2. PURPOSE OF REPORT

2.1 The purpose of this report is to present to Children's Services Committee the outcome of recent full inspection report of Exmoor Grove Children's Home by OFSTED which took place on 6 – 7 November 2018.

## 3. BACKGROUND

3.1 Inspections of Children's homes are unannounced. Ofsted has a duty to inspect children's homes twice a year under the Children's Homes Regulations 2015. This takes the form of a full inspection followed by an interim inspection. If a home is judged to be good or outstanding the home can move to an annual inspection cycle. Exmoor is judged to be an outstanding provision and therefore, is currently inspected annually.

3.2 The scheduling of inspections takes account of:

- Standard of care provided;
- previous inspection findings;
- complaints and concerns about the service;
- notifications from the home; and
- the content of monitoring reports to Ofsted by children's homes under regulations 44 and 45 of The Children's Homes Regulations 2015.

3.3 The inspection judgments and descriptions for a full inspection are:



- Outstanding;
- Good;
- Requires improvement;
- Inadequate.

3.4 Inspectors will use inspection descriptors as the benchmark against which to grade and judge performance. They are required to weigh up the evidence on how well children and young people are helped and protected and the impact and effectiveness of leaders and managers.

3.5 The table below show the inspection outcomes for Exmoor Grove over the last three years:

DATE	INSPECTION TYPE	JUDGEMENT
19/02/2016	Interim	Sustained effectiveness
28/08/2016	Full	Outstanding
28/02/2017	Interim	Improved effectiveness
11/09/2017	Full	Outstanding
07/11/2018	Full	Outstanding

#### 4. PROPOSALS

4.1 A full inspection of Exmoor Grove took place on 6-7 November 2018 against the judgments and descriptors outlined in paragraphs 3.3 and 3.4 above and the service was judged as **Outstanding** overall. The report of the inspection is attached at **Appendix 1**.

4.2 The inspection made one statutory requirement recommendation and one good practice recommendation as outlined in the report. These have been implemented in accordance with the timescales stipulated.

#### 5. RISK IMPLICATIONS

5.1 The Children's Home needs to provide high quality care to children and young people looked after. If the children's home does not continue a programme of improvement and does not implement the recommendations made, it runs the risk of being judged 'requires improvement' or 'inadequate' meaning the care of children and young people has become unsafe or poor.

#### 6. FINANCIAL CONSIDERATIONS

6.1 There are financial implications arising from this report.

**7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal considerations arising from this report. Inspections are carried out in accordance with the Care Standards Act 2000 and Children's Homes (England) Regulations 2015

**8. CONSULTATION**

- 8.1 During the course of the inspection, inspectors consulted with children and young people who access services at Exmoor Grove and this informed their findings

**9. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

The are no child and family poverty implications arising from this report.

**10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE.)**

- 10.1 The inspection outlines how the Children's home, care and practice are sensitive and responsive to age, disability, ethnicity, faith, or belief, gender, gender identity, language, race and sexual orientation.

**11. STAFF CONSIDERATIONS**

- 11.1 There are no staffing considerations arising from this report.

**12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations arising from this report.

**13. RECOMMENDATIONS**

- 13.1 Children's Services Committee is asked to note the positive inspection report of Exmoor Grove Children's Home. The provision has been judged to be outstanding, which is the highest judgment on each occasion over the last three inspections which demonstrates the hard work and commitment of the staff team as a whole and positive management and leadership of the Registered Manager.

**14. REASONS FOR RECOMMENDATIONS**

- 14.1 Exmoor Grove is a regulated statutory service providing care for children and young people and Children's Service Committee must be kept informed of inspections and the judgments of OFSTED in relation the provision.

**15. BACKGROUND PAPERS**

- 15.1 Full Inspection report November 2018

**16. CONTACT OFFICERS**

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Tel: (01429) 405584 (Direct) / (01429) 405588 (Reception)



# SC030967

Registered provider: Hartlepool Borough Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides accommodation for up to eight children and young people who have learning disabilities. It is owned and operated by a local authority. The manager was registered in April 2008.

**Inspection dates:** 6 to 7 November 2018

**Overall experiences and progress of children and young people,** taking into account **outstanding**

How well children and young people are **outstanding** helped and protected

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 11 September 2017

Inspection report children's home: SC030967

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/09/2017	Full	Outstanding
28/02/2017	Interim	Improved effectiveness
24/08/2016	Full	Outstanding
19/02/2016	Interim	Sustained effectiveness

# What does the children's home need to do to improve?

## Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must notify HMCI and each other relevant person without delay if— a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(d)(i)(ii) and (e))	07/12/2018

## Recommendations

- Regulations 35-39 detail the records that must be kept in children's homes. All children's case records (regulation 36) must be kept up to date and stored securely whilst they remain in the home. Case records must be kept up to date and signed and dated by the author of each entry. Children's case records must be kept for 75 years from the date of birth of the child, or if the child dies before the age of 18, for 15 years from the date of his or her death. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)

## Inspection judgements

**Overall experiences and progress of children and young people: outstanding**

Children and young people who access this provision receive exceptional care. Staffing levels for each child and young person are one to one, unless higher levels of supervision are required due to individual vulnerability.

There is an excellent range of stimulating activities that the children and young people can access during each visit. Activities are planned in the home or out in the community depending on each child or young person's preference. Wheelchair ice skating, cinema trips, meals out, cultural festivals, parks and theme parks are just a few of the activities that children and young people have enjoyed. Planning for short-break stays is done via consultations with children, young people, parents, carers and social workers.

The home is warm and inviting, creating a comfortable environment with a home-from-home feel. Each bedroom is equipped and decorated to individual taste. All bedding and belongings are personal and individual to each child and young person during their stay. This helps children and young people feel secure.

The adults that care for the children and young people are caring and committed. They dedicate their time to supporting children and young people helping them to develop trusting relationships and friendships. The support offered to families goes beyond caring for children and young people during their short-break stay. Outreach support is provided to those families who require additional support. Staff go above and beyond what is in their remit to ensure that children and young people benefit from their input. This helps children and young people to make excellent progress because of staff's consistent approach.

One parent commented, 'This place is a Godsend. The staff are so caring, and I wouldn't trust anyone else with [Name]. Without their input I don't know what I would have done. They help in whatever way they can. If they could be judged above outstanding, then they should. Absolutely superb.'

There is exceptional care planning pre-admission and beyond. Child appreciation days help the staff to get to know children, young people and their families prior to any planned stays. Impact risk assessments are completed to enable the registered manager to effectively plan short breaks taking into account the mix and group of children and young people.

Photographs are taken when children and young people are seen to enjoy themselves. This helps families to see how their child has benefited from their stay at the home. The use of photographs is also used to capture moments when children and young people achieve. When children and young people leave the provision, their time spent at the home is celebrated in a special way. Memory books are developed to collate the special memories of time spent at the home.

Key-worker sessions are carefully planned and monitored to track progress. By linking achievements to their education targets, children and young people receive certificates, which they take great pride in taking home to their families. In addition, 'WOW moments' sheets are completed by staff when a child or young person achieves or develops a new skill. Progress, regardless of how small, is well celebrated and praised.

The home has an excellent ethos relating to education. Staff work hard to develop children and young people's learning, independence and self-care skills in line with their abilities. Children and young people make significant progress in all aspects of their lives. For some young people, this has meant that their communication skills have significantly improved. For others, their progress has been around eating, sleeping and general participation with their peers.

Children and young people are at the centre of everything that the home does. The views of children and young people are regularly sought with a variety of tools and aids that are suitable to each child and young person's ability. This includes Makaton and the Picture Exchange Communication System (PECS). Team meetings provide opportunities for the staff team to discuss the views of children and young people in detail and ensure that continuity of care is provided. This enables children and young people to enjoy and benefit from their short-break stay.

The home continues to drive improvements forward. Staff recognise that communities and society continually change. There is a strong culture in the home to celebrate differences. The staff and children and young people were planning to celebrate the festival of Diwali at the time of the inspection. A senior member of staff takes the lead to research and make links with organisations in the area. This has included making connections with places of worship and groups such as the Lesbian, Gay, Bisexual and Trans association in the area. The staff are very proactive at keeping updated on cultural and diversity issues to enable them to respond appropriately to equality matters of children and young people if they emerge.

### **How well children and young people are helped and protected: outstanding**

Risk assessments and risk management systems are of an excellent standard. Children and young people do not experience bullying. High staffing levels and proactive actions taken by the staff help children and young people to build positive relationships and prevent incidents of bullying or isolation. The staff team works hard to help children and young people to be respectful to each other. The innovative use of visual stimulation, such as the 'pinky promise tree' and the 'safe hands', allows children and young people to develop an understanding of respect for one another.

The staff team practices a playfulness, acceptance, curiosity and empathy model. Staff do not apply sanctions. Alternatively, children and young people receive points as rewards for good behaviours, which are traded for a gift of their choice. Rewards can involve going for walks, picking meal choices, or engaging in an activity. These



opportunities help build and develop positive relationships further. They also encourage positive behaviour.

The use of physical intervention techniques is at a low level and only used as a last resort to protect children and young people from harming themselves or others. The preferred choice of managing negative behaviours is via de-escalation techniques.

There is an excellent safeguarding culture within the home. Safeguarding is a standalone agenda item discussed in team meetings and supervisions. Excellent safeguarding procedures ensure that staff know exactly what to do if there were concerns for a child or young person's welfare. Most serious incidents have been notified to Her Majesty's Chief Inspectorate; however, the inspector found one incident that had not been reported. The correct action and procedures had been followed in addressing that safeguarding concern.

There is effective work undertaken with children and young people to help protect them. E-safety learning, anti-bullying and appropriate behaviours are taught to children and young people. The staff use inventive and creative ways to ensure that each child and young person receives support to help protect them regardless of ability. Learning tools are adapted. PECS is just one tool used to aid that learning.

### **The effectiveness of leaders and managers: outstanding**

The registered manager is passionate and inspirational. She is supported in her role by an experienced deputy manager and highly effective staff team. Collectively, they share the same values and ambitions for children and young people. Their enthusiasm means that children and young people receive nurturing and consistent care.

The staff team receives regular supervisions and appraisals. Such forums enable the staff to consider safeguarding concerns and planning around children and young people. They also provide opportunities for professional development.

The registered manager effectively plans training for the staff team. One week in September is set aside to dedicate that time specifically for training purposes. All mandatory training is up to date. Additional training undertaken includes attachment, whistle blowing, how to write positive reports, varying courses related to autism and much more. This demonstrates the registered manager's ability to create a skilled workforce. Her team feels well supported and motivated as a result.

The registered manager and staff team work effectively with a number of professionals to ensure that the very best care is provided. A professional commented, 'I cannot believe how much progress [Name] has made in such a short space of time. Staff go above and beyond. Their input doesn't just help the child, but the family as a whole. They help families stay together.'

The registered manager demonstrates sound insight into the home's strengths as well as areas that could be further improved. Her motivation and enthusiasm are highly effective at sustaining and driving improvements forward. She is developing a new project and has brought in bank staff to assist. They are currently going through inductions and training. There is also a stable staff team supporting new recruits. The registered manager has been astute in her recruitment process and understands the benefits to having a workforce that has varied skills and experience. As with any new development, there will be teething problems and learning. For example, some records have not been signed to show accountability. The registered manager has excellent monitoring systems in place and there is evidence that she has addressed this issue with staff.

Practice in the home is very much built on evidence-based research. The registered manager delegates specific projects to her senior staff team in order to implement positive changes in practice. One senior staff member is a moderator for the Award Scheme Development and Accreditation Network education programme and is able to develop these aspects in the service. Another senior member has developed communication packs for children and young people. Others have developed ways to track behaviours and progress.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

## Children's home details

**Unique reference number:** SC030967

**Provision sub-type:** Children's home

**Registered provider address:** Hartlepool Borough Council, Civic Centre, Victoria Road, Hartlepool, Durham TS24 8AY

**Responsible individual:** Danielle Swainston

**Registered manager:** Sylvia Lowe

## Inspector

Jacqueline Tate, social care inspector

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# CHILDREN'S SERVICES COMMITTEE

4 June 2019



**Report of:** Director of Children's and Joint Commissioning Services

**Subject:** FULL OFSTED INSPECTION OF STOCKTON ROAD CHILDREN'S HOME FEBRUARY 2019

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## 1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information

## 2. PURPOSE OF REPORT

2.1 The purpose of this report is to present to Children's Services Committee the recent full inspection report of Stockton Road Children's Home by OFSTED which took place on 12 to 13 February 2019

## 3. BACKGROUND

3.1 Inspections of Children's homes are unannounced. Ofsted has a duty to inspect children's homes twice a year under the Children's Homes Regulations 2015. This takes the form of a full inspection followed by an interim inspection. If a home is judged to be good or outstanding the home can move to an annual inspection cycle. Stockton Road has previously been judged as a GOOD provision and therefore, is currently inspected annually.

3.2 The scheduling of inspections takes account of:

- Standard of care provided;
- previous inspection findings;
- complaints and concerns about the service;
- notifications from the home; and
- the content of monitoring reports to Ofsted by children's homes under regulations 44 and 45 of The Children's Homes Regulations 2015.

3.3 The inspection judgments and descriptions for a full inspection are:

- Outstanding;
- Good;
- Requires improvement;
- Inadequate.

3.4 Inspectors will use inspection descriptors as the benchmark against which to grade and judge performance. They are required to weigh up the evidence on how well children and young people are helped and protected and the impact and effectiveness of leaders and managers.

3.5 The table below show the inspection outcomes for Stockton Road Children's Home over the last three years:

DATE	INSPECTION TYPE	JUDGEMENT
04/03/2016	Interim	Sustained effectiveness
17/08/2016	Full	Outstanding
22/02/2017	Interim	Improved effectiveness
17/07/2017	Full	Good
13/02/2019	Full	Good

#### 4. PROPOSALS

4.1 A full inspection of Stockton Road Children's Home took place on 6-7 November 2018 against the judgments and descriptors outlined in paragraphs 3.3 and 3.4 above and the service was judged as **Good** overall. The report of the inspection is attached at **Appendix 1**.

4.2 The inspection made three statutory requirement recommendations and two good practice recommendation as outlined in the report. The statutory requirements have been implemented in accordance with the timescales stipulated and the good practice recommendations have also been progressed.

#### 5. RISK IMPLICATIONS

5.1 The Children's Home needs to provide high quality care to children and young people looked after. If the children's home does not continue a programme of improvement and does not implement the recommendations made, it runs the risk of being judged 'requires improvement' or 'inadequate' meaning the care of children and young people has become unsafe or poor

**6. FINANCIAL CONSIDERATIONS**

- 6.1 There are no financial implications arising from this report.

**7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal considerations arising from this report. Inspections are carried out in accordance with the Care Standards Act 2000 and Children's Homes (England) Regulations 2015

**8. CONSULTATION**

- 8.1 During the course of the inspection, inspectors consulted with children and young people who access services at Exmoor Grove and this informed their findings

**9. CHILD AND FAMILY POVERTY (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE)**

- 9.1 There are no child and family poverty implications arising from this report.

**10. EQUALITY AND DIVERSITY CONSIDERATIONS (IMPACT ASSESSMENT FORM TO BE COMPLETED AS APPROPRIATE)**

- 10.1 The inspection outlines how the Children's home, care and practice are sensitive and responsive to age, disability, ethnicity, faith, or belief, gender, gender identity, language, race and sexual orientation.

**11. STAFF CONSIDERATIONS**

- 11.1 There are no staff implications arising from this report.

**12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are no asset management considerations arising from this report

**13. RECOMMENDATIONS**

- 13.1 Children's Services Committee is asked to note the positive inspection report of Stockton Road Children's Home. The provision has been judged as GOOD or better over the last three years which demonstrates the hard work and commitment of the staff team as a whole and positive management and leadership of the Registered Manager.

## **14. REASONS FOR RECOMMENDATIONS**

- 14.1 Stockton Road is a regulated statutory service providing care for children and young people and Children's Service Committee must be kept informed of inspections and the judgments of OFSTED in relation the provision.

## **15. BACKGROUND PAPERS**

- 15.1 Ofsted report 12-13 February 2019

## **16. CONTACT OFFICERS**

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# SC472417

Registered provider: Hartlepool Borough Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides care and accommodation for up to four children and young people who have emotional and/or behavioural difficulties. A local authority owns and operates it. The manager has been in post since the home opened in October 2013.

**Inspection dates:** 12 to 13 February 2019

**Overall experiences and progress of children and young people,** taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 17 July 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/07/2017	Full	Good
22/02/2017	Interim	Sustained effectiveness
17/08/2016	Full	Outstanding
04/03/2016	Interim	Sustained effectiveness

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>(Regulation 13 (1)(a)(b)(2)(a)(b)(c))</p>	13/03/2019
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home;</p> <p>manage and review the placement of each child in the home.</p> <p>(Regulation 14 (1)(a)(b)(2)(b)(i)(ii))</p>	13/03/2019

<p>No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child.</p> <p>Nothing in this regulation prohibits—</p> <p>the taking of any action by, or in accordance with the instructions of, a registered medical practitioner or a registered dental practitioner which is necessary to protect the health of the child; or</p> <p>taking any action that is necessary to prevent injury to any person or serious damage to property.</p> <p>(Regulation 19 (1)(3)(a)(b))</p>	13/03/2019
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## Recommendations

- Supervision of staff practice should ensure that individual adults in the home are engaged in the safeguarding culture of the home so they understand what they would need to do if they found other staff misusing or abusing their position to the detriment of the safety of a child. ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.14)

In particular, safeguarding should be a standard agenda item in team meetings and staff supervisions.

- Children must be consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted upon. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.11)

## Inspection judgements

### Overall experiences and progress of children and young people: good

The home is well maintained to a high standard and has large communal areas that are well used by the children, young people and the staff team. The home is warm and inviting, creating a relaxed and calming environment for the children and young people. Each child and young person has a large bedroom that is decorated and furnished to individual preference. This gives children and young people a sense of belonging.

Children and young people receive a very good standard of care. There is encouragement from a dedicated staff team to promote healthy living for the children and young people. They are offered healthy food options and encouraged to be active.

Activities include running, horse riding and snowboarding. This promotes good health as well as enriching children's and young people's experiences.

There are currently four children and young people residing in the home. Staff work hard to develop positive relationships with children and young people. This helps to settle children and young people quickly and develop trusting relationships. Subsequently, each child and young person is making very good progress despite their placements being in the early stages.

The staff team works well with a range of health and social care professionals to ensure that children's and young people's holistic care needs are met. A professional commented, 'They do what a good parent would do by advocating on behalf of all the young people. We [professionals] are all singing from the same hymn sheet, which helps. They are not afraid to make alternative suggestions if they think it will be beneficial to the young person. They are professional in their challenge.'

There is a good ethos of education attendance and attainment. The staff team works well with a range of educational professionals. This includes close links with virtual heads of schools. When children and young people have been excluded from school, the manager advocates well on their behalf to ensure that alternative educational provisions are put in place. This means children and young people benefit from smooth transitions back into education.

Low-level challenging behaviours are managed well. Sanctions are restorative in nature and effective. Additionally, proactive key-worker sessions help children and young people understand the impact and consequences of negative behaviours. The staff work hard to understand the underlying factors that can present as challenging behaviour. The staff help children and young people develop their own emotional resilience through reflective discussions. This helps children and young people develop pro-social behaviours both in and outside the home.

Each child and young person has an individual care plan and risk assessment. There is not yet an effective system in place to assess the impact of new admissions to the home. This would strengthen risk assessments and ensure effective safeguarding of all children and young people.

Children and young people are regularly consulted via house meetings and key-worker sessions. Planned events have taken place following requests, such as trips to the zoo, meal preferences or requesting pets. There is good evidence that the views of children and young people are acted on. The home received an Investors in Children Award in February 2018. This reflects the significance given to the value of children's and young people's participation. The home does not yet have a system in place that reports back to the children and young people on how their views have been acknowledged and how they will be acted on by the manager and the staff team. This would help children and young people understand processes for responding to their requests.

**How well children and young people are helped and protected: good**

There is good evidence that children and young people living in this home are effectively safeguarded. Safeguarding is not currently included as a standard agenda item in team meetings and staff supervisions. This would strengthen the home's safeguarding culture.

Where there have been safeguarding incidents, decisive action has been taken to safeguard children and young people. The staff team follows individual risk assessments. The appropriate protocols are followed to manage risks effectively.

Despite there being no missing from home episodes for the children and young people who are currently placed in the home, the manager maintains positive relationships with a range of professionals, including the police. Preventative measures are taken to safeguard each child and young person which are effective.

Children and young people spoken with said that they feel safe and know the adults are there to help protect them. One young person commented, 'I love it here. I feel well loved. Staff love me and I love them.'

Effective behaviour management has significantly reduced the number of physical interventions used. The inspector found evidence of an incident that had been recorded but not acknowledged as a physical intervention. This has been made as a requirement. Recording all incidents of physical intervention means that the manager can monitor and track themes and trends to improve practice.

**The effectiveness of leaders and managers: good**

The manager is suitably qualified, with extensive experience of working with children and young people who are looked after. He is very well supported in his role by a dedicated staff team. The manager leads by example. Together with his staff team, they have a shared goal to be aspirational for the children and young people in their care. This supports progress and helps children and young people to develop aspirations for themselves. One young person has requested additional tuition to aid his learning, which has been acted on. This helps children and young people feel listened to and valued.

The manager is confident in challenging other professionals where there are shortfalls in the quality of care provided to children and young people. His ability to escalate concerns means that he ensures that the home complies with the targets as set out in the home's statement of purpose.

The manager ensures that the staff team is kept up to date on relevant research. He uses forums such as team meetings and staff supervisions to discuss policies, research, and encourages reflective thinking. Some mandatory training has elapsed. This has been included as a requirement.

The manager is able to monitor practice and ensure that the home is maintained to a good standard. The children and young people have an excellent relationship with him

and they enjoy spending time with him. He gets involved in the activities with the children and young people. One young person commented, '[Manager's name] is the boss but he is just like the other staff in that I can talk to him if I needed to. I would feel comfortable telling him if I was not happy about something, but I am not unhappy.'

The manager knows the home's strengths as well as areas for development. He is able to accept constructive feedback from the independent visitor, as well as the inspector, to help drive improvements forward. He has plans to embed reflective practice within team meetings and staff handovers.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

## Children's home details

**Unique reference number:** SC472417

**Provision sub-type:** Children's home

**Registered provider address:** Hartlepool Borough Council, Civic Centre, Victoria Road, Hartlepool, Durham TS24 8AY

**Responsible individual:** Danielle Swainston

**Registered manager:** James Welsh

## Inspector

Jacqueline Tate, social care inspector



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