

# Hillcrest Oaklands College

## Statement of Purpose and Function

Breaking the mould for girls,  
**reshaping their future**



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**Hillcrest** Positive Actions  
Positive Outcomes

# HILLCREST OAKLANDS COLLEGE STATEMENT OF PURPOSE & FUNCTION

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## 1. MISSION STATEMENT

- Hillcrest Childrens Services seeks to provide a stable, secure and supportive environment, in which the people we care for can develop the skills and confidence necessary to help them fulfil their potential.
- We employ motivated and dedicated staff, and provide them with satisfying, challenging, and rewarding work, together with opportunities for personal and professional development.
- We work alongside our Regulatory Authorities to comply with, and exceed where possible, all requirements placed on us.
- We work in partnership with Social Services, Health Authorities and Education Departments, by providing flexible, effective, and value for money services to meet their needs.

### Behaviours demonstrated can include one or more of the following:

- Absconding from home or other placement
- Non attendance to College
- Beyond parental control
- Using drugs and/or alcohol
- Involvement with the criminal justice system
- Aggressive or violent responds to difficulties
- Disruptive behaviour
- Sexual abuse of peers/ siblings
- Self-harming
- Eating disorders
- Mild learning disabilities
- Poor self esteem
- Poor life skills.

We also support young people who may have traits from the Autistic Spectrum.

Some or all of these behavioural patterns may be present and we find that once a young person has structure in their lives, a loving/caring environment where they can feel safe along with a routine to their day, they feel more content as their environment is more predictable and thus the chaotic lifestyle they have been used to become less appealing. From this stable base, relationships with adults, who are supporting them in care and education, can develop to help the young person invest trust in others. This therapeutic relationship also forms the basis for the growth and development of the young person and allows the young person to heal some of the damage they have suffered from their primary care givers previously.

The process used to help the formation of relationships is the keyworker system. The notion of the keyworker is based on the assumption that the best medium from promoting change is a genuine and healthy relationship between two people.

The home is fully registered with Ofsted and the separate college is registered by DfE.

## 2. DESCRIPTION OF THE HOME

Hillcrest Oaklands College is a residential college offering 52 – week care, education, assessment and vocational training to girls between the ages of 12-19 [Extended age range over 20 would be a temporary measure based on the needs of the service].

Hillcrest Oaklands College is registered as a single home and accommodates up to 20 young people. These separate, self-contained houses operate to the same ethos and routine providing a structured, homely and nurturing environment for young people who need clear boundaries. We believe this is the starting point to enable the young people to achieve their potential.

The three homes are The Cottage, The Spinney and The Meadows. Each home offers a very high standard of accommodation two of which have semi-independent studio flats. All homes are kept beautifully decorated throughout and the bedrooms all colour co-ordinated to provide a welcoming and homely environment.

The home provides close supervision for the young people by the staff on duty at any one time in each house. There are many positive opportunities for the young people to interact with each other and participate in larger group activities, for team sports and some social and recreational activities. In the grounds of Oaklands we have a zip wire, outdoor heated swimming pool, gym, tennis court and trampolines all to provide the opportunity of coming together. Hillcrest Oaklands College specialises in providing help and support to young people who have often experienced a fragmented education and exhibit behavioural difficulties as a result of past emotional and or physical trauma.

## 3. LOCATION

Please see our Location Risk Assessment for more detail.

Hillcrest Oaklands College aims to succeed with young people, who, when given the opportunities we offer, will make positive life choices and fulfil their potential.

We believe this is achievable through the provision of a safe, structured and nurturing environment in which all staff challenge destructive patterns of behaviour, and place importance on activity and achievement.

By integrating the work of all staff, both in care and education, and maintaining the stability created, we will help young people build relationships and encourage them to maintain and develop friendships within Oaklands and within the community. This further develops their own feelings of self-worth and encourages the desire to learn, progress and succeed in life.

It is crucial for us to consistently assess, reflect and plan for each young person, in partnership with them, their family and Social Worker, so that we may empower them to achieve the very best we can offer and to look ahead with confidence and vision as they leave us to enter the world of work.

The rural location of the home allows us to keep young people safe with limited public transport and miles from the nearest town minimises absconding behaviour. The area has low anti-social / criminal behaviour again a contribution to making the location safe from external influences. See location Risk Assessment for more details.

#### **4. ETHOS AND PHILOSOPHY OF CARE**

At Hillcrest Oaklands College we offer a holistic model of care and education based on a consistent approach to good parenting and appropriate care in a proactive, visionary residential setting. The model takes account of the values of group living, carefully aligned to the needs of the individual.

We actively embrace and strive to meet and exceed the expectations required in making full use of the creation of a 'secure base' from which the young people feel safe to explore their internal/external world as their life experiences have formed who they are today. We work consistently to rebuild a safe frame of thought and response in order for positive change to take place in which they are in control of, at a pace conducive to them. We have seen the effectiveness of our approach to care and supporting the recovery from their early experiences being affective in them getting back on the right path in keeping themselves safe whilst residing with us and once they leave.

Hillcrest Oaklands College understands the importance of creating and sustaining a loving caring environment combined with unconditional positive regard. These blended are conducive to increasing self-esteem, self-worth and learning to feel safe in the expression of the correct form of love and affection and therefore are empowered to understand and accept the difference.

The staff team operate a model of whereby the teams work for seven consecutive days and can leave the site when it is their allocated downtimes or they are not 'on call' that evening so are therefore not required to remain on the premises and can go home. After the seven days they leave site and a new shift continue the pattern for a further seven days. By virtue of continuity that this model provides, we are able to utilize the material from daily living in a way that informs and ensures good practice. This ethical dimension is considered the key to the provision of consistency, which is essential for our young people to grow.

Hillcrest Oaklands College has '**Core values**' and have been developed in consultation with the staff and young people as follows:

- **To be kept safe and not make ourselves unsafe**
- **Not to bully or be bullied**
- **To respect each other and our home**
- **To listen when someone speaks**
- **To be patient as we are one of many**

We all work to the same goal of making Oaklands a place of safety, personal development and respect for all.

#### **5. FACILITIES AND SERVICES**

Oaklands College is situated on a 12 acre site which provides a wide range of facilities and services within the homes and throughout the site. These services are designed to complement the aims of the home and the objectives for the young people.

##### **Residential facilities include:**

- Educational study area within the home
- Fully furnished individual bedrooms
- Self-contained studio flats for those preparing for independence
- Televisions in all resident's bedrooms
- Laundry room
- Communal lounge with television and DVD player

- Communal dining room
- Communal kitchen
- Games room
- Use of the Residents telephone is available where this is in line with the Local Authority Care plan
- Access to ICT
- Books & games
- Sailing and canoeing
- DVD and Music player in all rooms

**Our standard Care package aims, first and foremost, to provide a safe and complete home experience for the young person and includes:**

- Full board and lodgings including reasonable special dietary requirements.
- Qualified management supervising experienced care staff.
- Detailed observation by the staff of the young person's needs during the assessment period collated into a report for the case review.
- Strong emphasis by a holistic staff team towards achieving the aims of each young person's care plan.
- Everyday clothing.
- UK, and occasionally abroad, activity holidays per year.
- All personal needs including pocket money at our standard rate, toiletries, etc, but excluding any medical or dental costs.
- Education - young people are automatically enrolled in our on-site college, with bespoke packages of academic and vocational education to meet each individual's needs.

**The fee also includes:**

- Arrangement for personal therapy made in accordance with the individuals needs and in conjunction with the Placing Authority.
- An initial assessment of the young person
- Written and weekly progress reports/summaries which are accessible on ClearCare where social workers can view all activities on their young person with transparency.
- Comprehensive reports for meetings
- Life story work

**Additional Charges may be made for:**

- Medical expenses not covered by the National Health Service
- A charge for any damages over £200.00
- A higher level of supervision for a young person at any time if required
- Additional services such as Psychiatric or Psychological Assessments can be obtained
- Psychological Assessments, Psychological treatments, Psychotherapy, Counselling
- Art Therapy, Drama Therapy
- CAMHS - any work undertaken would be at a cost and invoiced directly from CAMHS to the local Authority themselves
- Supervised contact – charged at cost plus staffing and mileage

**On-site resources for young people include:**

- Floodlit sports area for basketball, volleyball and tennis etc
- Heated outdoor swimming pool
- Zip wire

- Trampolines
- Games room with Wii, Art facilities and board games
- On-site cinema room / common room with games console
- Hair and beauty studio
- Art and crafts studio
- Holistic therapies
- Small animal care
- Horticulture
- Equine
- Outdoor Gym

Young people regularly access various community activities such as kick boxing, ice-skating, bowling, roller-skating, swimming, snow dome, yoga and drama clubs. Staff fully encourage young people to pursue interests and after College clubs are available each evening on site.

Oaklands has several breeds of animals around the grounds which support and encourages relaxation and a calm environment for the young girls to start their journey with. Often the time spent with an animal can do more than us as staff in a time of crisis or feeling lonely.

### Independent skills

Oaklands supports the young girls to develop independent skills to equip them further for when they leave Oaklands into fostering, semi supported housing and into adulthood. At Oaklands we have studio flats on site, they consist of a living area with a TV/DVD and sofa, kitchen, bedroom area and an on-suite that allows them to have that independent feel, a programme is given of how they will take their steps in learning new skills and monitored by their keyworker. They will through the programme learn how to cook, budget, shop independently, health and safety around the home and much more. They will also through this programme at an agreed time with the social worker have use of a mobile phone. By the time they leave they feel empowered and not so apprehensive of the responsibilities that will soon be solely theirs. They will have free time, use public transport and learn to manage their own appointments. They will be supported through the whole process so that they feel safe whilst doing so whilst they develop independence at the same time.

### Leaving Oaklands

Hillcrest Oaklands College works to prepare the young person into the next transition in their lives which could be into foster placement, independent / supported living or even returning to the family home. We will liaise with social worker and family to ensure all plans are in place and that it will be as smooth running as possible. Any visits will be facilitated by Oaklands in the attempt to make it a successful and pleasant as possible against any fears that they may have.

We encourage all young people to stay in touch should they need any form of support or just to let us know how they are doing. This assists in tracking success and access still to a secure and safe base for the young person should it be needed.

### Placement plan

Oaklands provides a robust placement plan which includes the care plan requirements from the local authority. All combined the keyworker will work with the young person in developing a programme that they have contributed to and commented on. This plan will always be current to the development of moving them forward in the right direction. All staff will work in line with this plan to meet the needs required by initial placement. The plan will change

as progress changes or strategies need to be devised to effect continued progression of outcomes.

## **6. THE REGISTERED PROVIDER & REGISTERED MANAGER**

The general offices for the company are at:

### **Head Office:**

Hillcrest Childrens Services Ltd  
Langstone Gate  
Solent Road  
Havant  
Hampshire  
PO9 1TR

Tel: 02392 492165  
[www.hillcrestchildrensservices.co.uk](http://www.hillcrestchildrensservices.co.uk)

Hillcrest Oaklands College is operated by Hillcrest Childrens Services Limited the

### **Responsible Individual is:**

Director of Operations, Childrens Services  
Mr. William Crosby

Mr William Crosby holds line management responsibility for the Principal

### **The Principal is:**

This post is presently vacant

### **The Head of Care/ Deputy Principal is:**

Shalana Malcolm (Registered Manager)

## **STAFFING PROFILE**

### **Education staff team**

- Term time only
- Head of Education
- Teachers
- Instructors
- Teaching Learning Assistants

### **Care Staff Team**

On duty per house is:

- Team Managers
- Senior Residential Care Workers
- Residential Care Workers
- Waking Night Care Workers

The staff team consist of both male and female staff from multi-cultural backgrounds to offer and promote positive role models.



Hillcrest believes that stability is one of the most important features of residential care and that continuity of staff is a key factor to achieving this, with residential care staff working seven days on duty followed by seven days off duty we provide a more stable homely environment. This completely breaks with the standard shift system where staff are coming and going at different times of the day and can in response make the young people feel more unstable.

This model enables staff to provide a more natural environment for the young people, offering both stability and support through a continuum of care. It also gives greater satisfaction to the staff as their commitment to the young people is more sustained. Staff are normally granted 20 ½ hours “time out” during their seven days on duty, subject to ensuring that there is always adequate cover to meet the needs of the young people. An average of three nights of their week two members of staff in each home will be on call to support any behaviours during the night, the remaining four nights they are allowed to return home after 10pm and recommence at 7.30am the following morning.

## **7. SUPERVISION, TRAINING AND DEVELOPMENT OF STAFF**

All staff receive a comprehensive induction programme on commencing work at Hillcrest Oaklands College. Written records of induction & supervision sessions are kept and made available for inspection by Ofsted.

Supervision is the key process by which managers can ensure that staff understand their roles and responsibilities as individuals and as members of a team. It is important that they are supported in achieving this through individual performance and development plans. Implicit within this policy is a commitment to ensure that every member of staff receives regular adequate supervision which is purposeful in their development with dedicated time with their line manager or supervisor being provided.

Working on a daily basis with young people who are hurt, disturbed and angry can be a debilitating experience. Therefore, regular and effective supervision is crucial to allow staff the opportunity to discuss and reflect upon the impact of working with the young people in their care.

Staff in the home receive at least one and a half hours of one to one supervision from a senior member of staff on a regular basis. New staff receive one to one supervision at least fortnightly during the first 6 months of their employment this is risk assessed against capabilities shown and some staff move to less frequent before their probationary period has been completed due to the level of skills and knowledge of their role being evident.

Agency staff and those employed infrequently to cover staff absences receive one to one supervision after each 8 shifts worked in the home.

The Registered Manager of the home also receives regular supervision by the Principal; The Principal also receives regular supervision by the Director of Children’s Services. All staff, including the Registered Manager, receives written job descriptions and person specifications related to the home’s current Statement of Purpose and Function, which state clearly their responsibilities, the duties currently expected of them and their line of accountability. All job descriptions are subject to periodic review.

All staff have their performance individually and formally appraised at least annually by their line manager (for teachers, this will normally be part of Performance Management and is not a separate process). The employee’s personal file contains a record of the appraisal showing the level of performance achieved, targets for the coming year and the agreed training needs to be met within the following year as part of the individual’s Personal

Development Plan. All staff are provided with and/or have access to written guidance on the home's procedures and practice held on SharePoint.

(Please see Policies and Procedures Manual).

## **TRAINING**

Hillcrest commits considerable resources to staff training during the year. Training is vital, not only to ensure the Company meets its statutory obligations but also to develop staff to their full potential. Our policy therefore is to provide staff with relevant training throughout the whole of their careers.

In turn, Hillcrest expects staff to commit wholeheartedly to take part in any training opportunities made available to them. Training is recognised as vitally important in residential care, particularly where staff have not achieved a professional qualification, in order to ensure good care practice and encourage staff to re-assess their approaches in working with young people.

### **Within Hillcrest there are five broad types of training:**

- Induction, both to Hillcrest Childrens Services philosophy and values and to CWDC standards
- Ongoing Staff Development (in-house training)
- Qualification and credit Framework Dip
- Professional Training
- NOCN level 3 Diploma in Therapeutic Residential Child Care and Reflective Practice

### **These are explained in more detail as follows:**

#### **Induction training:**

Induction training is a responsibility of the Home Manager who has up-to-date knowledge of Company's Policies and Procedures.

All new staff at Oaklands College undergo induction training. The initial induction (Introduction to Hillcrest Childrens Services Limited philosophy's and values including policies and procedures), familiarises the staff with the procedures of the Home and their role within it. This is completed during the first two weeks. Followed by the CWDC (Children's Workforce Development Council) Induction Standards, to be completed within the first six months, which is also the probationary period for any new employee. The Team Manager is responsible for mentoring any new employee in ~~the~~ their team during their probationary period of employment. Records of induction training are held on the employee's personal file at Hillcrest Oaklands College and copies sent to Head Office.

#### **Ongoing Staff Development (in-service training)**

Skills training will be provided in-house to ensure all staff can carry out their jobs effectively and to a high standard. Training needs are identified through a company training needs audit which takes place on a regular basis and also through the appraisal system. Once specific training needs are identified, an annual company training programme is prepared and staff are scheduled to attend courses which are relevant to themselves and their work. Details of the courses are available through Head Office. Staff will be expected to attend in-house training when required to do so. In addition to specific courses other methods of training will also be utilised, e.g. video presentations, mentoring, study packs and e-learning. Staff will regularly have their training needs monitored through Supervision as part of their ongoing professional development.

### QCF Level 3 Diploma in Health and Social Care

Hillcrest is committed to meeting the required diploma standard of all staff within Oaklands who had not obtained their NVQ3 by March 2011. With this being a further development and requirement all relevant staff are expected to undertake training as part of their employment.

Hillcrest is committed to supporting all relevant staff in their training. Staff are expected to study and develop a portfolio of work in their own time when away from the work premises. Hillcrest will provide a minimum of two hours per week when staff are on shift for them to complete their Diploma studies; however time taken for study will have to be flexible and fitted around the needs of the client group at that time.

### Training Records

Each member of staff has a personal file held at Head Office. Incorporated into this file is a training profile of all training attended by staff. A record of training is also held at the home and by the individual staff member, in their training and development portfolio.

### Therapeutic Training

Hillcrest is committed to supporting the staff teams in working more affectively therapeutically with the young people and improving our service delivery. To enable this to happen staff at all levels will undertake the level 3 Diploma allowing Hillcrest Oaklands College to be recognised in the therapeutic service we provide as a whole.

### External Consultation

External consultation is sought from Psychological Services for Schools (BA(hons), PGCE, MACP), Counselling (BA (hons) AQA, NOCN, ambassador for CEOP) and CAMHS who combined are providing Child Psychologists, Child Psychiatrists, Educational Psychologists and a range of other professionals and therapists to gain the necessary insight into the needs of the young person and help guide work to meet these needs.

All therapists receive clinical supervision as required against the caseloads undertaken within their organisation.

### General

We actively recruit staff of different ages, gender, cultures and religious backgrounds. We look for people who are positive role models, have good parenting skills and are skilled in befriending young people. Positive and diverse social role modelling is a vital part of our work as young people will experience and come into contact with positive role models from a vast range of backgrounds. Thus challenging their understanding of the external world and breaking down some of the stereotypical views and attitudes they may hold.

## 8. EDUCATION

Most of the young people who come to Hillcrest Oaklands College have either received a fragmented education or have not attended School/ College for a for a long period of time. Some of our students have a Statement of Special Educational Needs.

### Our aims for our students are:

- To give young people the opportunity to learn and achieve.

- To assess the academic level of all young people within six weeks of their arrival at the college, to ensure that the provision meets their level of learning to enable them to progress.
- To provide a relevant curriculum which is appropriately broad and balanced.
- To establish the individual needs of all students and to devise a programme which targets those needs and develops core literacy, numeracy and ICT skills as well as seeking appropriate accreditation e.g. GCSE and BTEC.
- Access to the National Curriculum, where this is appropriate;
- To develop social and living skills in preparation for adult life as well as moral and cultural understanding.
- To foster in students the value of education as a lifelong process thus building self-esteem through achievement.
- To provide Key Stage 4 students where appropriate a variety of opportunities for college placements and/or work experience;
- To collate regular data to enable us to demonstrate progress and achievement.

### Organisation of the College

A typical timetable of the college day is as follows:

08:30 – 9.00	PHSE /SEAL lesson
9.00 – 10:30	Session 1&2
10.30 – 10:45	Break Time
10.45 – 12.15	Session 3&4
12.15 – 13.00	Lunch break
13.00 – 14:30	Session 5 & 6
14.30 – 15:30	Break
15.30 – 16:30	After College Clubs
16.30	College Closed

## The College Curriculum

Our curriculum is designed to help each of our students experience success. We have a breadth of curriculum that enables us to provide subjects specified in the National Curriculum and beyond. Each student has an Individual Learning Plan which contains education and behavioural targets. These are reviewed at the end of each term and link to the personal education plan (PEP) which is reviewed annually in accordance with statutory regulations. Annual reports on a student's progress are published for the annual review and termly progress reports are provided for social workers, parents and other significant adults.

**We cover a range of subjects that provide a balanced education programme including:**

- English
- Music
- Mathematics
- Small Animal Care
- Science
- Art & Design
- ICT
- Food Technology/ Hospitality
- Horticulture
- History
- Equine
- Geography
- Sports and Recreation
- Personal, Social, Health & Citizenship
- Hair and Beauty
- Leisure and Tourism
- Modern Foreign Languages

Student's educational needs are assessed on an individual basis and in the instance of a student showing aptitude or ability in a subject not mentioned above then it is possible that this may be sourced externally.

GCSE Examinations take place in Year 11, Adult Literacy and Numeracy [ALAN] examinations can take place throughout the year as required for each individual girl. Towards the end of their College career the curriculum is slanted towards life outside College, preparing for work and independent living.

GCSE Student complete all coursework requirements in College time with the support of subject staff.

BTEC, City & Guilds, NVQ, ASDAN and COPE Courses are accredited through the year.

## Communication between education and care

Education staff liaise with care staff on a daily basis to share information about the young person's education, progress, points achieved and additional study. This ensures that residential staff are then in the best position to support the student and visa versa.

Senior management meetings are conducted every month with the Head of Education and the Head of Care present to discuss the progressions of all the students.

## 9. ADMISSION CRITERIA & PROCEDURES

Effective and person-centred admission procedures, together with focussed placement planning, is vital for all young people in residential care to prevent drift. The acceptance of a referral is determined by an assessment of the young person's ability to integrate into the existing group against an impact assessment.

Admission to either of the houses will be considered for young people with:

- Social Emotional and Behavioural Difficulties
- Who display inappropriate sexualised behaviour
- Who have been known to abuse drugs/solvents
- Who display conduct disorder/challenging behaviour
- Who have or have previously been treated for eating disorders
- Who have been sexually exploited
- Who have a history of self-harm and attempted suicide
- Who have been excluded from mainstream education
- Who have a history of criminal activity
- Who are able to live within a structured, nurturing environment and are willing to establish relationships with the adult group
- Who are able to take advantage of the living environment and treatment offered and thus facilitate progressive, gradual change in their behaviour
- Who have traits on the autistic spectrum

We are unable to accommodate:

- Fire starters
- High levels of drug addiction
- Requiring continuous or high levels of psychiatric supervision.
- Profound learning disabilities.
- Disabled children due to the unsuitability of the environment.
- Serious intent to commit suicide

## 10. ADMISSION INFORMATION FOR YOUNG PEOPLE ON ARRIVAL CONTACT

### General Admissions Procedure

Initial telephone contact with the home or referral department will be made by a local authority social worker or placement manager or completion of our referral form via our website.

During this initial contact as much information as possible is requested about the young person's current situation and their particular care and educational needs. Placements will only be offered to local authorities when a completed referral form is submitted, accompanied by sufficient background information to allow an impact assessment to be made concerning the appropriateness of placing the young person at Hillcrest Oaklands College.

Following a referral being made, the placing social worker will be invited to visit the home and meet with all relevant staff. The purpose of this visit is to agree arrangements for the admission of the young person and give staff the opportunity to become familiar with the care and educational needs of the young person.

Keyworkers will then be identified to take primary responsibility for planning the admission and collating appropriate background documentation.

The Head of Care or Senior Manager will visit the young person in their current placement prior to admission. Arrangements are also made for the young person to visit Oaklands with their parents/guardians/foster carers where appropriate, as part of a planned introduction. A planned admission is always in the best interests of the young person and allows sufficient time for preparation work to be carried out by the relevant adults. A planning meeting will be held within 72 hours of admission or in special circumstances within 7 working days. This meeting should be attended by all relevant parties to draw up an initial placement agreement and a care plan. This placement agreement should include details of the likely length of the placement together with key aims and objectives to be agreed with the allocated keyworker.

### **Admission information for young person upon arrival**

On admission the young person is provided with a welcome booklet which gives them information about the home and college, they also have an informal meeting with their keyworker who will give them information about the home's routine, pocket money, use of the telephone, jobs, activities, education and the complaints procedure. The young person will have the opportunity to ask any questions they may have at this stage.

### **Contact**

Young people at Hillcrest homes will always be supported and actively encouraged by the staff to maintain contact with their parents, other family members, previous carers, friends and community contacts, if it is agreed to be in their best interests and not restricted by a court order.

The young person's keyworker, would be the focal point for maintaining close contact with the parents by meeting with them when they visit the home, visiting them when and if they escort the young person to their parental home, by telephone and by letter.

There will be an expectation that any social worker that places a young person with Hillcrest will remain in regular contact with the young person, both by visiting her at the home and by telephoning. Frequency of contact will be discussed at the admission stage and will form part of the written agreement.

Local authorities, who fail to maintain contact with a young person, will be reminded, in writing of their legal obligations by the home manager.

All contact with Parents, Family members, Carers, Social Workers and significant others are recorded in a daily log, the weekly report and contact sheets

### **Communication/ Telephone Contact**

We acknowledge the risk against freedom and tension that not allowing the girls to have unlimited access to mobile phones can cause. However many of the girls at Oaklands are high level absconders, at risk of sexual predators, bullying and intimidation. Therefore each young person is individually assessed in consultation with their social worker and the Local authority care plan to allow use of mobile phones for the purpose of emergency contact when travelling alone. When they move to the independent flat or programme and when their behaviour and risk assessments indicate that they are safe to have the responsibility of a phone for personal use this is when this responsibility will be given to them. No phones are permitted during the College day and will be handed in at 9.30pm (this is flexible in the College holidays).

## 11. EQUALITY AND DIVERSITY OF CARE

Hillcrest Childrens Services holds the view that discrimination is unacceptable when judgements are made about people based on their gender, sexuality, colour, religion, race or ethnicity. Everyone is expected to actively demonstrate tolerance, understanding and empathy with every individual. Every attempt should be made to combat any occurrence of prejudice. Any sexist or racist comment, practices or 'jokes' etc will render the staff member liable to disciplinary action and possible dismissal.

It is the policy of all our services to ensure that each young person receives care in an environment of anti-discriminatory, anti-oppressive practice. Staff ensure that they work in partnership with families and children right's when required to meet the need of the young person. Care staff are expected to recognise "differences" and actively support a young person's cultural, ethnic, linguistic and religious needs as part of individual care.

The term 'Black' is used here to denominate and include people of the ethnic minority, African, African Caribbean, Asian, Arabic and Chinese origin and others where the issue of colour and the experience of racism combine.

Therefore all young people should:

- a) Develop and enhance positive ethnic minority identity
- b) Providing the young person with the skills of surviving racism and discrimination
- c) Developing cultural and linguistic attributes necessary for functioning effectively within the ethnic minority community
- d) An experience that values and balances her racial, cultural, religious, and linguistic attributes within a community which does not fully reflect this.
- e) Providing for continuity of experience, taking heritage as well as family and care experience as a starting point.
- f) Minimising alienation from a young person's racial, cultural, religious and linguistic community.
- g) Enriching and not diminishing a young person's cultural heritage.



## Attributes

When working with a young person of ethnic minority the following attributes should be promoted within her placement:

- a) Sensitivity to the prevailing racial or religious climate and understanding of the possible effect of this on the young person's sense of wellbeing in relation to identity, now or in the future.
- b) A clear concept of what multi-racial society is, and is willing and able to provide the young person with a balanced view of the different races.
- c) Contacts with the appropriate ethnic community, so that the young person does not feel cut off from her roots.
- d) Willingness and the ability to carry the young person's past into the present and to stem it into the future, thus linking the young person with her inheritance in a positive way.
- e) Acceptance as a young person of ethnic minority in a positive way, and not dismissing the young person's colour as insignificant; a clear understanding that colour is seen as significant in society.
- f) To support the young people to express themselves through a required faith of their choice.

Hillcrest Oaklands College endeavour to positively encourage and promote a young person's religious beliefs as an integral part of her sense of identity. Young girls can therefore attend any appropriate religious service with staff support at established churches, mosques, temples etc. within the community, but are not compelled to do so. If required we are able to support a young person attending a place of worship of their choice within the local community.

## 12. HEALTH PROMOTION

Individual health care and medical needs are identified on admission and recorded in the young person's care plan and health records. All treatments or investigations current at the time of admission are noted and arrangements made for continuity of medical care. The young people have regular medical and dental checks in accordance with the legislations as detailed above and all young people are registered with the local General Practitioner. Hillcrest Oaklands College are also part of a pharmacy agreement with the local 'Boots' pharmacy service and work with the monitored dosage system for managing medication.

To enable successful care practice the residential environment must ensure a safe, caring structure to maximise personal growth and development. It is the responsibility of all care staff to ensure that young people's care is delivered equally, irrespective of their gender, sexual orientation, background, colour, religion or race.

Young people are assisted to arrange and attend medical, dental and other health related appointments. Suitable transport is made available. Medication and other treatments are not given without the young person's consent and the consent of those with parental responsibility. Where consent to properly recommended treatment is refused or retracted, the service provider will discuss the reasons for refusal with the young person and attempt to resolve any difficulties. Where refusal persists and there is a consequence of a health risk to the young person or others, the service provider will refer the matter to the young person's General Practitioner and the social worker. Self-harm will be advised to the young person's social worker and serious incidents will be referred to the local Accident and Emergency unit.

Where young people are being treated by long-term medication, arrangements are made for the regular review of the treatment by the individual's General Practitioner or specialist medical consultant.

Confidential health records are maintained for each young person and will include details of any health problems or illness, prescribed treatments, the administration of medications and drugs and responses to treatment. The duty of confidentiality extends to all health related matters including HIV status.

Appointments and recommendations for all medical specialists are recorded. Young People are allowed access to their own health records if their GP agrees.

Staff at Hillcrest Oaklands College will notify the District Health Authority of an outbreak of any notifiable infectious diseases in the home.

Staff encourage all young people to maintain good personal hygiene at all times. They are able to bath or shower and wash their hair regularly and have access to an adequate supply of essential toiletries.

All staff will strive to promote a healthy life style and act as a positive role model at all times.

**To do this staff will:**

- Not smoke on site
- Will observe the company dress code and present themselves in a professional manner at all times
- Not buy or consume alcohol in the company of young people
- Encourage a healthy diet
- Not share with young people inappropriate personal information
- Encourage young people to take part in exercise and sport
- Encourage and support appropriate personal care including medical care
- Sensitive issues such as those to do with diet, smoking, sexual activating and contraception will be raised with young people in an unthreatening way via personal social and health and citizenship education, this will be offered to all young people as part of the 24-hour curriculum.

**13. RECREATION AND COMMUNITY ACTIVITY**

Each house within Hillcrest Oaklands College has an allocated budget enabling staff to plan recreational activities for young people in their care as part of daily living.

It is important for all Hillcrest employees to be aware that young people in care can easily become isolated from the local community. Keyworkers must actively encourage community involvement for young people if they are emotionally able to cope with the activities offered within the locality. Keyworkers should investigate and develop links with all potential activity providers within the community setting.

## Outings

Under normal circumstances outings are expected to be arranged for small groups so that attention is not drawn to young people because they are in a public place in large groups. This procedure is designed to give staff clear guidance when they are arranging such outings. It does not include any day-to-day outings that may occur as part of a young person's support plan, e.g. walking to local shops etc. but does cover those trips that may involve a number of hours or a day away from their home.

## 14. CONSULTATION WITH YOUNG PEOPLE

Hillcrest Oaklands College is committed to the process of consultation so young people are encouraged and supported to make decisions about their lives and to influence the way the home is run through contributing to the Oaklands development plan, completing questionnaires and SDQ's to measure progress. No young person is assumed to be unable to communicate their views. Each week a house meeting is held on each of the houses to give the young people an opportunity to discuss their views on the day-to-day management of the house. This may involve planning menus, weekly activities or discussing issues of conflict within the house. Young people are encouraged to join action groups to make positive changes to the college community such as the 'College Council'.

There are also a range of other systems to ascertain the wishes, feelings and opinions such as private interviews, (as requested by the young person and or significant others) key work sessions where the young person has 1-1 time with their keyworker or our suggestion box. Part of the function of these sessions is to enable the young person to express their views and discuss any difficulties they may be experiencing. After all key work sessions and house meetings, all significant views, discussions and expressed opinions will be recorded via key work session report or house meeting logs.

All staff will have full knowledge and understanding of all the young person's needs based on a full assessment in consultation with all significant people. The young person's needs will be fully assessed to identify if any additional support is required to help them fully express their views and feelings, this may involve the use of significant people that have a good understanding of how the young person communicates, this may include the use of an interpreter.

Staff continuously check out the views and opinions of young people on a regular basis to allow for change and do not take for granted what their view and opinions might be. The young people are encouraged to attend their LAC reviews to share their wishes and feelings.

## 15. MANAGEMENT OF AGGRESSION

The ethos of Hillcrest Oaklands College is that control should be based upon good professional relationships between the staff and residents allowing us to use de-escalation techniques more affectively through talking, listening and 'knowing your child'.

We remember and understand that an external display of behaviour is always triggered from an internal memory (this could be visually, orally or sensory) that then stimulates a response. We work in recognising the behaviour but not forgetting the child behind the behaviour, their history, experiences and traumas that have developed due to non-behaviour management and freedom allowed to express in any desired way. We then work in channelling this force of aggression through understanding what triggers it and strategies to manage it in small steps over time. Praise being one of the biggest rewards of any small contribution evidenced of their efforts in changing and managing the rage.

Any guidelines suggested are not intended to cover every eventuality.

## PRICE Behaviour Management Training

All staff are trained in physical intervention and assessed in PRICE. This process involves a four day course within the workers probation period. Care workers go through a continual assessment process throughout the four days - this involves monitoring the individual's attitude and skill set in de-escalation and prevention of the use of physical intervention.

Each breakaway and restrictive physical intervention is taught and assessed on an individual basis. Each worker is assessed as competent or not competent in each technique. If a worker is judged as not competent in a certain technique, a development plan is put in place and monitored by the Home Manager and the local PRICE trainer, to ensure the individual receives the necessary support to develop and reach a level of competence.

As part of the Hillcrest induction and probation period, a care worker must successfully be judged as competent in all elements of the assessment process.

All workers attend six monthly refresher courses in PRICE to ensure continual development and assessment.

All physical interventions must meet the thresholds stated in 20(1) of the Children's Home Regulations 2015. A measure of restraint may only be used on a child accommodated in a Childrens home for the purpose of:

- (a) Preventing injury to any young person (including the child who is being restrained);
- (b) Preventing serious damage to the property of any person (including the child who is being restrained).

## PRICE

Physical Intervention should be a positive act of care and control, never punishment. The minimum of force, the maximum of care. The proper use of physical intervention as well as knowledge of verbal and non-verbal strategies, are essential and all staff within Hillcrest's homes and Colleges are professionally trained in methods of safe physical intervention, using the PRICE technique. Following all incidents of physical intervention young people are always offered medical attention regardless of obvious injury.

A full and detailed record of the incident is recorded in the Physical Intervention file within the home. This recording will include the reason why physical intervention was necessary, i.e. the behaviour the young person was exhibiting, identifying the triggers so work can be done to prevent future occurrences, witnesses to the process and those staff members involved in the act of physical intervention and the signature of all staff involved in the incident. The young person involved also has the opportunity to sign the form and add any comments.

Additionally, a record of the incident is placed in the young person's file. All reports must be co-signed by the Home Manager. After a suitable time, the young person's keyworker will attempt to speak to the young person to discuss the incident to raise some awareness and understanding as to what had happened and ways it could have been dealt with differently. The social worker will be informed on every occasion.

It is the responsibility of supervisors (i.e. Head of Care, Team Managers and Senior Residential Care Workers) to provide post-incident debriefing. This should always be offered, in addition to peer support and debriefing immediately after an incident.

The purpose, in addition to ensuring staff are supported is to reflect on the incident in order to identify tactics to avoid similar situations in the future. Any decisions reached are recorded in the young person's file on the young person's risk assessment.

All staff at Hillcrest Oaklands College complete regular training in the prevention and management of violence and aggression. Completion of this course offers staff a system of working both individually and in teams, which will enable them to safely contain a young person if necessary.

The techniques taught are all recognised and approved techniques, which are aimed at maximising the safety of all concerned, and which will aim to protect the dignity of the young person involved. The course is intended to instil confidence in staff, allowing them to react to situations without using excessive force, or experiencing undue anxiety.

### After care behavioural support plan

This plan is in place to ensure the continued support following a PRICE intervention ensuring that all staff are aware and working the same. This plan will cover:

- Their history of self-harming or social thoughts following an intervention
- How many staff are required to support the young person to ensure everyone is safe at all times
- Observations of any triggers
- Do they have regular physical intervention
- what holds are best to keep them safe
- Any visual signs that follow an intervention
- Monitoring periods following intervention 30mins/1 hour or constant is required. Is it required to go into the night
- How best to support them after an intervention and this leads then into the IBSP

### IBSP – Individual behaviour support plan

This plan is started prior to admission and continued once the young person has arrived at Oaklands. Staff we take all the information received prior to admission and make a behaviour plan that will support a smooth admission for the young person. All staff will then have a clear idea of how to best support them should they find themselves in a crisis. Once they are residing at Oaklands their Keyworker will sit down with them and go through together how best to support them when they find it hard to manage their behaviour. Discussions will also take place on the PRICE moves that will be used in order to keep them safe explaining the only reasons why we would use them, to support this visual picture will be shown of the PRICE moves so they understand. This plan will continually be updated through their time at Oaklands as and when required.

## 16. SANCTIONS/REWARDS

It is accepted that consistent guidelines and controls form an integral part of a young person's development. As young people develop, they gradually internalise these controls and reduce the need for external reinforcement.

Staff are expected to manage and control the young people's behaviour. The need for sanctions is reduced by clearly setting boundaries of acceptable behaviour and achieving tight levels of consistent care practice. Acceptable behaviour should always be encouraged as a normal part of day-to-day living.

## Use of Sanctions and Rewards

Sanctions will only be used sparingly and after all other alternatives have been considered. If the need is felt to impose a sanction, the young person will be informed and the matter discussed with either Team Manager, Senior Manager or Head of Care before deciding an appropriate sanction. Consideration must be given to the young person's emotional state, understanding of their transgression and the effect that imposing a sanction will have on future relationships. Sanctions must always be fair and appropriate.

Sanctions must never be used that degrade or humiliate a young person or deprive them of any of their basic rights as a human being. At Oaklands we work in line with Maslow and the hierarchy of needs recognising that withholding food, clothing, shelter, warmth or company of other human beings would be detrimental. The use of force to gain compliance, mental or physical is not permitted under any circumstances.

All sanctions are recorded, dated and signed in the sanctions book and ClearCare. The young person will read and have the opportunity to make any comments on the form allowing them to express if they feel it was fair and appropriate.

### Reason for Sanctions:

- Bullying behaviour
- Criminal damage such as damage to windows, furniture and decoration of the home
- Damage caused outside the home – i.e. the local community
- An assault on an individual
- If a young person refuses to go to bed and/or disrupts other young people when they are trying to sleep
- Consistent disruptive behaviour within the education areas

### Permitted Sanctions

The following list comprises the only sanctions permissible within Hillcrest homes:

- Reparation, helping towards the cost of repair or performing a task that makes amends;
- Restitution, repairing or replacing;
- Loss of privileges or leisure activities;
- Additional household tasks;
- Increased supervision;
- Supervised spending of pocket money;
- The imposition of "grounding" for part of the day or the whole day. Grounding is a common and acceptable sanction provided the child is not prevented from leaving by being locked in or physically restrained and children's home regulations 8 (2) (restrictions on visits or communications) is observed;
- Where the behaviour of the child, when travelling in a vehicle, raises concerns for the safety of that child, or others, they will not be permitted to travel in the house vehicle(s) until such time it is considered safe to do so.
- The imposition of a chore such as washing the dishes. This will never detract from the dignity of the individual and will have a purposeful objective.
- Making reparation for damaged property out of their pocket money. The amount will take into account the young person's financial commitments and in any event will not exceed 75% of their pocket money.

All sanctions are recorded, dated and signed in the sanctions book within the home.

## Rewards

The young people work with a points system within care and education that combine as a behaviour management tool allowing the reward to be acknowledged at the end of each month.

Rewards are given every month for the best kept bedroom as a means to support ownership of their surroundings

The young girls have the opportunity periodically of having a beauty day reward where they can choose from having their hair done or a beauty treatment.

Opportunities are given for the young girls to complete different tasks around the home or grounds where they can be rewarded for their contribution

Young people will be given rewards for anything which exceeds normal expectation:

- Demonstrating a kind deed
- Carrying out a chore without being asked
- Significant improvement in behaviour
- Achieving something new

## 17. SAFEGAURDING YOUNG PERSON POLICY

Hillcrest Childrens Services is committed to the principle that the welfare of the young person is paramount (Children's Act 1989). Any suspicion or allegation that a young person has been abused while in Hillcrest's care will be dealt with in accordance with this principle. This means that the Company will seek to work collaboratively with placing, investigating authorities and LADO to progress investigating swiftly.

Any member of staff under suspicion of having abused a young person will be immediately suspended while investigations are carried out.

### Child Protection

Oaklands is committed to the principle that the welfare of the child is paramount (Children Act 1989). Any suspicion or allegation that a child has been abused while in Oakland's care will be dealt with in accordance with this principle. This means that the home will seek to work with the Host Authority LADO, Local Authorities, Investigating Authorities, Ofsted and Placing Authorities to progress investigations swiftly.

### Whistleblowing

Staff are encouraged to report any concerns that they may have in regards to the welfare of any young people or the unprofessional approach to the wellbeing of young people or fellow colleagues. We take these reports very seriously and will follow the "whistle-blowing" policy outlined in the company Policy & Procedure manual.

### Child Protection Procedures

Any member of staff who believes a child protection incident has occurred has a duty to inform the correct professionals. In the first instance details should be reported to their line manager. In the event that their line manager is involved in any such incidents then the member of staff should follow the "whistle-blowing" policy outlined in the company Policy & Procedure manual.

Should a child protection enquiry begin the Director of Operations, Childrens Services

Mr. William Crosby needs to be informed, social services, LADO, police and Ofsted.

A running log will be prepared with all relevant information and would not be closed until the case has been closed. This log would also be kept on ClearCare for viewing at any time.

Any staff who are told of allegations of young person abuse or who have reason to suspect that abuse has taken place must report details immediately to the Head of Care or in her absence the Principal. No delay must occur in the reporting of concerns. The manager will then follow procedures as per Staffordshire County Council Safeguarding and the young Persons placing authority.

All telephone discussions with outside agencies are recorded as soon as possible after the event.

## **CSE**

Hillcrest Oaklands College is committed to preventing young people being subjected to child sexual exploitation. Staff are trained to spot the signs of CSE, and are vigilant when accessing the community with young people, to further minimise the risk of Sexual exploitation. Where CSE is a particular risk for a young person this will be explicitly detailed in their risk assessment, care plan and individual behaviour support plan (ISBP). The school curriculum also includes workshops for young people around CSE provided from SARAC to provide them with information about how CSE can begin, how keep themselves safe and who to ask for help if they are worried about themselves or a friend who may be at risk of or experiencing CSE.

## **E – Safety**

Oaklands College provides workshops within education on e-safety from SARAC's. This allowing the students to have a fuller understanding of the dangers and to keep themselves safe. Empowering them to be able to say 'no' and also raise the alarm if needed.

## **18. BULLYING**

Hillcrest Childrens Services recognises that young people who reside in care, in general are a vulnerable group in society. Young people in residential care may, therefore, encounter bullying in both the community and their living situations. It is vital that staff are aware of this potential, given the cumulative effect of negative experiences that any young person may suffer. Bullying is frequently described by young people as the reason for absconding from residential homes or Colleges.

Many people have written a definition of bullying and for the purpose of this document we will use the following one:

“Persistent, offensive, abusive, intimidating, malicious or insulting behaviour, abuse of power or unfair sanctions which makes the recipient feel upset, threatened, humiliated or vulnerable which undermines their self-confidence or which may cause them to suffer stress.”

Hillcrest Childrens Services is clear that it will not tolerate young people in their services being bullied in any way. We see bullying as an infringement of a person's human rights.

We see our staff as being the main resource we have in ensuring our young people are not bullied.



### **We expect staff to do the following:**

- Challenge young people who they witness bullying another person. This is done in a non-aggressive and non-confrontational way.
- Report incidents of bullying to their line manager/senior.
- Ensure they record incidents of bullying on a young person's file, and the action taken and inform the social worker
- Work with young people in a way that enables/empowers them to complain about being bullied by ensuring they know about the complaints procedure and who they can complain to.
- Work with young people who have been the victims of bullying
- Take time to be with young people who have been victims of bullying
- Work with young people to enable them to report any serious incidents to the police.
- In case of serious and persistent bullying, managers, in consultation with social workers, parents and the bully, may decide to move a young person in order to protect those being bullied.

### **Procedures**

Any staff member who is seen to be bullying young people will be disciplined. Bullying will be seen as gross misconduct and a staff member could be dismissed if found guilty at a disciplinary hearing.

### **Managers in Hillcrest Childrens Services are responsible for ensuring:**

- Staff are aware of all the issues that surround bullying and the impact it has.
- Staff will take steps to minimise opportunities for bullying to occur in particular in areas on site identified as 'high risk' for bullying to occur.
- Staff are trained to be able to counsel young people, resolve conflict and use the complaints procedure.

### **Action is taken when bullying is reported:**

- They monitor incidents of bullying and the action taken.
- Services have an open and honest culture that allows issues such as bullying to be discussed.
- That they have good working relationships with the local police that facilitate the reporting of more serious incidents of bullying.

Hillcrest aims to enable young people to lead fulfilling and meaningful lives. This cannot be achieved if they are being bullied on a regular basis and we are committed to ensuring that incidents of bullying are reduced.

## **19. COMPLAINTS PROCEDURE**

Hillcrest Oaklands College complies with the Children Act 1989, the National Minimum Standards and Children's Home Regulations 2011 of the Care Standards Act 2000, in providing the required complaint and representation Procedures for young people, or their parents, or such other persons deemed to have sufficient interest in the welfare of the young person.

The Head of Care and the Team Managers within Hillcrest Oaklands College hold the responsibility to ensure the young people are aware of their rights and choices regarding making a complaint. Young people are able to voice their complaints either individually or by means of a group meeting. This can either be by the young person filling out a complaint form of which they have access to without the requirement of a member of staff being

aware, discussing it with a member of staff or to an independent person outside Hillcrest. All young people have open access to a telephone and may contact their social worker, parents, Ofsted, Children's Commissioner, NCH Careline, NSPCC Young person line, and Kidscape.

If the matter is an internal complaint, the Team Manager will endeavour to resolve the issue and inform the Head of Care of their action.

If the matter cannot be resolved at this stage then, providing the issue cannot wait, the Head of Care will give the young person a private interview and make a written statement about the core issues of the complaint. This interview will take place no later than 24 hours after the initial complaint has been received. He/she may decide, with the young person's consent, to involve other members of staff in an attempt to resolve the matter by negotiation.

If the young person remains dissatisfied with the outcome, the Team Manager or the Head of Care will contact the young person's social worker at the earliest opportunity to inform them of the complaint and request a visit. If the young person's social worker is unable to resolve the matter then it is expected that their own department's Complaints Procedure will be invoked.

At any stage the young person may wish to contact their social worker directly. Alternatively, the young person can contact Ofsted to voice their complaint.

**Ofsted**

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
0300 123 1231

Any complaints or representations concerning issues of young person protection will be dealt with via Young person protection Procedures.

## **20. UNAUTHORISED ABSENCE OF A YOUNG PERSON**

Any young person who is absent without permission is deemed to be 'at risk'. If they have not returned within 30 minutes, subject to their care plan, the Police are contacted and informed that a young person is missing and that staff will be undertaking a search of the area. One or possibly two members of staff will be instructed to undertake the search, which should include the young person's bedroom, the whole site and the surrounding fields/local village.

The field social worker (or EDT if out of hours) and the young person's parents [if appropriate] are notified at the earliest opportunity. Where appropriate the youth justice/probation service should also be contacted as the young person may have to return to court.

The incident is recorded immediately and all entries completed on the safe arrival of the young person back to site.

The Police should be given all relevant information at this time, including possible sightings, likely whereabouts etc, and kept up to date with any development.

Once the young person is located, arrangements will be made for their safe return to the home. If it is not possible for staff from the home (if after 10pm at night, due to staff

workings a 7 day shift) or the Police to effect this it may be necessary to make appropriate arrangements with the young person's Social Worker or an escort agency.

As soon as the young person returns to the home the senior staff member on duty will contact the Police, the social worker (or EDT if out of hours) and the parents [if appropriate] and inform them of the outcome.

If possible, on their return to the home the young person should be seen by their Social Worker or another person independent of the home to consider the reasons for their absence. Ideally the young person can talk through the incident with their Keyworker or an adult they feel comfortable talking to.

## 21. REVIEWS

It is the key worker's responsibility to prepare a written report for the Statutory Review under the guidelines contained in the Children's Act 1989, Guidelines and Regulations, Volume 4, Residential Care. It is also the responsibility of the Key worker to ascertain verbally, or in writing, the young person's views and wishes regarding the placement. In essence, the keyworker will ensure that they are fully prepared for the review, have a clear understanding of their role in the review process and will have facilitated the young person being able to express their views or wishes.

The review process involves all professionals, the young person and relevant key members from their family. Following assessment, all young people have a twenty-four hour care/management plan that incorporates their social, emotional, and educational and health needs. Key objectives and tasks are set within the planning forum to indicate work to be carried out on a range of criteria individual to the young person.

The purpose of the internal review is to regularly bring together the key people involved in the young person's care and assess the progress made within the planned work. Any treatment/therapy undertaken will be evaluated with clear aims and objectives set for the next stage of the planning process. Interval reviews are not seen as a separate system but to complement the Social Services own Statutory Reviews.

## 22. ROOM SEARCHES/ CHECK

As part of the Health and Safety and safeguarding monitoring of the units there may be a need to access a young person's bedroom with the young person present to have a general check of the room. If there is reason for concern as identified in the young person's care plan and risk assessment there may be a need to remove items that would not be considered safe, for example if a young person is at risk of self-harming. Items removed are documented in a log and the young person is made aware. The frequency of the checks would all be dependent on the young person's needs and clearly indicated in their risk assessment and care plan.

## 23. RELIGIOUS OBSERVANCE

Hillcrest Oaklands College has residents from all denominations and staff are proactive in making arrangements for them to continue with all religious observance. We will ensure that they are informed of where they can go and worship in accordance with their faith.

## 24. ELECTRONIC OR MECHANICAL SURVEILLANCE

- A Streaming camera is positioned at the electric gates to Oaklands which allows the reception to identify who is visiting. Reception will then allow access to permitted visitors. No other form of electronic or mechanical surveillance is used at Hillcrest Oaklands College.

## 25. FIRE PRECAUTIONS AND EMERGENCY PROCEDURES

Smoke alarms and an internal fire alarm system have been installed in accordance with advice from the Fire Officer.

It is the responsibility of the Head of Care to ensure that:

- The fire alarm is operational at all times.
- The fire alarm is tested on a weekly basis. This includes testing the alarm activation device by way of a key at random points across site.
- A register is kept of the weekly fire tests, giving the date of the test and the signature of the person carrying out the test.
- Should a fault develop on the fire alarm system, this will be reported immediately to the service engineer.
- All staff are made aware of their responsibilities and duties regarding the prevention of fire and understands the procedure for evacuation of the building in the case of fire.
- Any equipment that is deemed as dangerous or a fire hazard is taken out of use, immediately labelled as such and is repaired or replaced.
- Maintain on a daily basis a register of visitors to the site.
- The residents are made aware of the importance of keeping staff aware of their whereabouts during the day, and of informing a member of staff of their return if they have been out.

### General Duties and Responsibilities of All Staff

- Know the location of fire exits and alarm activation points.
- Know the location of fire-fighting equipment and have a good understanding of their use.
- Know the correct procedure for calling the Fire Brigade in an emergency.
- Be aware of the areas in the home that are high risk in relation to fire.
- To keep fire doors closed at all times.
- Keep the fire exits clear of furniture and equipment.
- Ensure that residents are supervised at all times in the kitchen area.
- Ensure that the residents are aware and understand the dangers of fire.
- Report immediately any faulty equipment and take it out of use and label as such.
- To ensure that existing residents and new residents are aware of the procedures in the event of fire.

It is the responsibility of the manager on duty to ensure that day-to-day safety of all persons using the premises and that the appropriate policies and procedures relating to fire safety are in place.

**All our policies and procedures are available upon request. Please contact the Principal.**

### Security System

To ensure Hillcrest Oaklands College is maintaining the safety of the young people and to ensure that they are properly safeguarded during the night. Hillcrest Oaklands College have taken appropriate measures by having all external doors alarmed with a security system during the hours of 11pm and 7 am in the morning which is controlled by a fob system to activate and deactivate during these allocated times. The night staff on duty holds a pager which alerts them as to what external doors have been opened and when. This system is in place so the young people are protected against the unwanted presence of an intruder during sleeping hour only.

Updated December 2015  
To be reviewed 12/2016