



Statement of Purpose

Tempest Avenue

Broadwater

MBR registration

Feb 2026

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Introduction:

This statement of purpose provides an overarching view of our service, including our ethos, values, and approach to caring for young people. It outlines our commitment to delivering high-quality care and services to young people, as well as our methods for monitoring effectiveness and ensuring the quality of care provided.

Our service is providing residential children's care in Hertfordshire. Our assessment of need for the service was based on the residential strategy for Hertfordshire and consultation with the local authority commissioning teams. The service design was informed by feedback and input from stakeholders and young people themselves. We aim to deliver a service to Young People that nurtures, develops and prepares them to live independently. Whilst recognising and meeting their specific care and support needs.

The aims and Outcomes of our Service

The aim of our service is to provide Residential Care services for Young People who are looked after. Young people who may not be ready or suited to supported accommodation can be placed with us so their level of need can be met whilst also receiving support with developing independence skills with a view to being ready for life post 18.

We offer all young people access to a broad range of leisure and training activities and access to education and academic tuition. We have our own in house training hub. 'Sound Mynds' offers access to training, Music Production suite and recording studio, Gym, Podcasting rooms, Fashion design, large training kitchen, boxing gym, English and Maths academic one to one tuition that is AQA accredited.

We support, develop and nurture independence and resilience in all young people placed with us through the delivery of high quality care and support from well trained and experienced staff and managers who understand the aims of the service and the individual needs, aspirations and lived experience of the young person they are there to provide care for. All of our team undertake a high level of training and supervision. Our work force undergo regular training and professional development and all staff are enrolled on Levels 4-5 QCF. In addition to this, we have commissioned therapeutic support services from a registered clinical psychology services (BMindful Psychology)

We use effective risk management processes in line with our policies on the protection of Children. Our approach to understanding and managing risks that individual young people may present with or be subject to is always collaborative and includes input from the young person on how they view and understand risks. Our ethos is that the young person has to have input and understanding of how and why particular risks are managed for them to be able to develop their ability to recognise, assess and managed risks in their day to day lives outside of the home. To ensure that they have the capacity and critical

faculties to be able to recognise and manage risks and feel empowered to share concerns with trusted professionals.

1.The Young Person

Our service is two sites under the registration (Tempest and Broadwater) can accommodate 4 Young people across both sites of any gender. The service is aimed primarily at young people who may not be suited to larger Residential Children's homes and need a smaller setting and Young People out of scope for supported accommodation provision. Within this cohort of young people we will support Young People with Emotional and Behavioural difficulties, Young People at risk of exploitation and young people with substance abuse issues they may need support with.

We support young people to ensure that all their needs in relation to Health, Education and Training, Cultural and religious and any individual well being needs are met. The aim of our service is to offer stability within a caring environment to help the Young Person make meaningful progress and access support for their individual needs that is holistic and takes account of their lived experience, whilst working collaboratively to deliver the care plan for that Young Person.

We work with young people who may present with higher level of risks and exposure to risk and whom may at times present with behaviour that is challenging. Our organisation provides a high level of training and supervision to our teams to ensure that all of our staff are well equipped to understand and manage difficult behaviours and situations and support that young person through understanding their need.

We work with each individual young person in understanding and managing those risks and at all times ensuring a robust set of mitigations and risk management plans are in place. All risk assessments for individual young people are designed to be dynamic and reflect the most up to date information ensuring our staff are well equipped and know and understand the risks and approaches to managing and reducing risks, staff also receive regular supervision and training on risk management and protection and safety of the Young Person.

Young People are given the opportunity to develop and thrive with our service, whilst at the same time we will ensure that they can access well-being and mental health support services from the wider professional network. We believe that all young people placed with us have the opportunity to develop their self-esteem, well-being and sense of purpose through access to a wide range of free activities and support at our Sound Mynds Hub.

2. Meeting their Needs

The aim of our service and our ethos is recognise and meet the needs of all young people placed with us. We offer the young person a home that feels safe and a place that they can feel is authentically theirs. We promote a sense of ownership and pride in their home. We want every young person to like where they live and to have avenues to provide feedback and request any changes to the home itself. A sense of belonging and investment in being with us is a key feature to achieving successful outcomes for young people. We start this process pre placement as part of the Young Person's transition into the service.

Young people will have dedicated staff teams that work with them, who are well trained and receive regular supervision and are equipped to understand and support each young person they are working with. We aim to establish positive relationships with all young people, that are consistent and safe and where the young person is able to experience stability of staff and professionals so they can recognise and know each of our team that is working with them. Every Young Person placed with us will know that they are valued and they are important.

We actively promote and support access to productive and positive activities and ensure that all young people have access to a range of education and training opportunities. We ensure that young people placed with us can overcome any barriers to their participation in education and training. Where a young person may not be able to access education we are able to offer access via the [Sound Mynds](#) hub. We support, promote and recognise progress in our Young People and celebrate their achievements with them. We believe recognition is a key factor in the development of the Young Persons self belief and further aspirations.

All care planning for young people is conducted through collaboration with the young person and relevant stakeholders within the professional network. Our care plans are collaborative and needs-driven and reviewed regularly by our commissioned clinical psychology service. We are dedicated to ensuring that all care and support planning accurately reflects the needs of the young person and is tailored to achieve the maximum benefit for them. This includes recognizing and meeting all aspects of the young person's needs, whether they are health, education, emotional, or cultural or social needs.

We aim for all our young people to feel valued and have a strong sense of self-worth and potential. Our service recognizes the potential in every individual and works with them to develop this potential to the best of their ability. We provide an environment that is safe, stable, and free of risk or danger. Importantly, we want all our young people to understand that they have a set of trusted adults who value them and that someone is thinking about their safety and well-being every day.

Our young people have staff who understand their individual needs and are well-trained to support and manage any behaviour that is potentially challenging or can negatively impact them. We support positive behaviour through calm and measured approaches, ensuring that the young person feels supported even in moments of frustration, anger, or challenging behaviour. We achieve this through consistency of approach and well-defined boundaries that young people can understand and work with.

Most importantly, alongside all of our work, we aspire for all of our Young People to have the same meaningful and fulfilling experiences as any child their age and to be protected from social exclusion or isolation.

3. Our approach, our values and our goals & outcomes for Young People

Our core values and principles are that every Young Person remains central to the support they receive from us and they are given genuine opportunity to shape the service. We believe that all Young People should be given the opportunity to thrive and develop, building solid skills that enable them to navigate through adult life. We achieve this through providing timely, high quality support that empowers the Young Person to self manage and live independently. Most importantly, alongside all of our work, we aspire for all of our Young People to have the same meaningful and fulfilling experiences as any child their age and to be protected from social exclusion or isolation.

We support young people in managing their relationships and friendships, helping them understand key relationships in their lives and maintain positive connections with professionals. Our approach involves individualized one-on-one work focused on the young person's self-development and growth. We support them in understanding their emotions and beliefs, identifying what is important to them, and building resilience in managing relationships and the emotions they may experience in these interactions.

We promote a high sense of self-worth and value among young people. Our skilled staff work with each individual to identify and build on their potential, ensuring they have the opportunity and support to reflect on their progress and achievements. By fostering self-esteem and self-worth, we empower young people to set and achieve their goals and personal outcomes, encouraging them to be aspirational in their lives.

Our service is outcomes-focused, achieved through multi-agency collaboration with the young person at the centre of each age We support and enable the young person's engagement with all services, providing high-quality care delivered by dedicated staff teams in residential care settings. Our organisation is structured to ensure high levels of oversight and communication across the service.

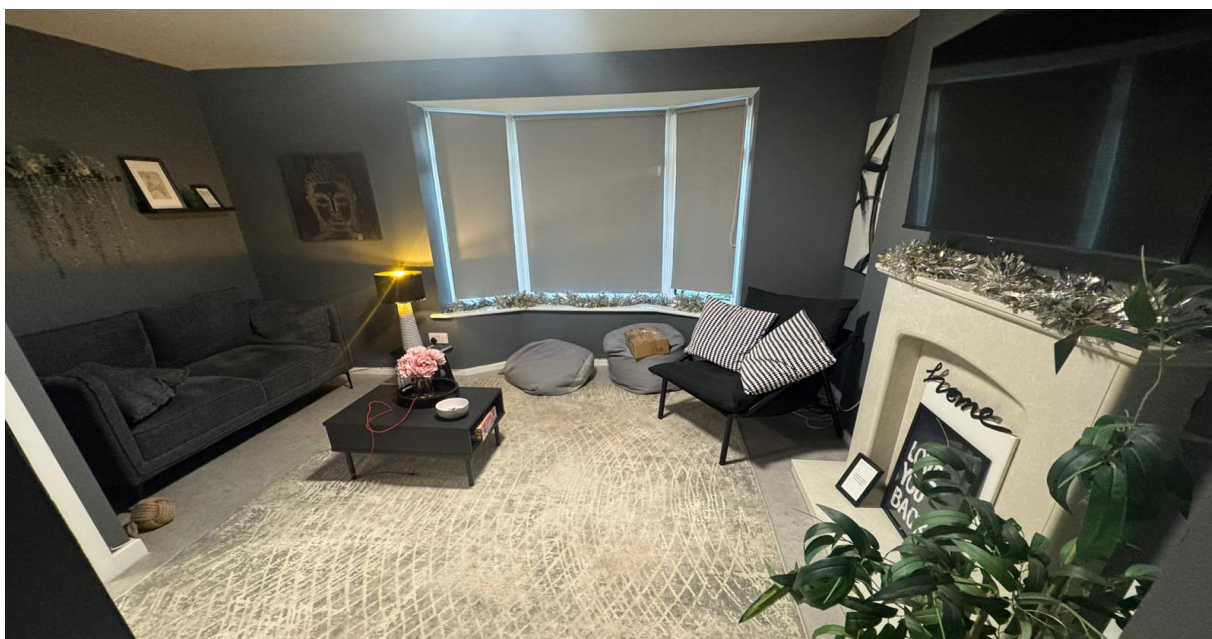
Outcomes and progress are continually reviewed to ensure the young person has the best possible chance to thrive and succeed while in our care. Through our own monitoring and recording of outcomes and through statutory processes.

4. The Young Person's home

The home is located in Potters Bar and Stevenage, located in Hertfordshire, within the Hertsmeire borough and Stevenage. Both towns are close to our Sound Mynds Hub, where young people can access gym facilities, boxing coaching, training, and one-to-one mentoring and tuition



Our properties have a through location risk assessment and independent Fire Risk Assessment. The properties have a hardwired fire protection system that also alerts a manager when the alarm is triggered. Our properties also have an external Fire Risk Assessment and we have CCTV at the property.



Young people placed with us live in a homely, warm, and inviting environment. We want our young people to feel that the home is genuinely their own space and a safe, comfortable environment. Young people's rooms are decorated to their preferences, and we encourage them to feel invested in their home, taking pride in looking after and enjoying their space. Young People are able to input on how they would like their room set up and decorated as part of their transition.



Young people have their own private space and are given a balance of privacy and community. We understand and respect their need for downtime or time away from staff, as well as their right to privacy.

The young person's room is their own, and we do not enter their rooms without their consent. During the placement planning stage, we consult with the young person on how

they would like this to be approached and reiterate that staff will not enter their rooms without permission. The only exception to this would be if there was an immediate concern or risk of harm to the young person. In such cases, if the room needed to be searched this will be with two staff members present, and any entry into the young person's room would be logged in their daily records.



We will work closely with local agencies and authorities to ensure that we gather views and feedback on the Homes and address any concerns around the location or the property itself or any specific risk that the individual young person may be subject to. We have taken into account all feedback from the local authority on sufficiency and levels of need for the service and are positive that the service itself would support the needs of the local authority and the Young People using the service.

As part of our admission process we would ask the placing authority to confirm that there are no known risks to the young person being placed at this home due to the location and a thorough pre-placement consultation process to ensure that we all get it right for the Young Person and that our service is the right service for them and can offer stability and a home that feels authentically theirs.

5. Young People's shaping the service and ability to contribute to their Care and Support

Young People placed with us are given multiple opportunities and avenues to feed back on the care they receive from us and shape how this is delivered. This process starts pre-placement as part of our admissions process. We ask the allocated social workers to complete a short pre placement consultation meeting with us, where we ask that the views of the young person are also shared and any specific needs, requests or preferences can be identified. We would also invite the social worker to bring the Young Person to view the Home and would use this opportunity to gather their views and feedback and requests.

Young people throughout their placement with us are given the opportunity to feedback on the service. Through our own process of quarterly review and young person feedback surveys and through more regular weekly key working with their allocated worker and weekly house meetings. Young People are also actively encouraged to meet with and share their feedback with the RM.

We ensure that all Young People are not just offered independent advocacy but also understand what the role of the Advocate is and how they can support the young person in raising their wishes and feelings. We will also work closely with the Young Persons IRO to ensure that they have access to provide feedback on us as a service and help us identify any improvements or changes that they feel will benefit them. We believe all Young People should be supported and empowered to make key decisions in their daily lives. Young People are actively encouraged to share their ideas and reflections on the service, the physical home and the delivery of their care.

6. Young peoples rights, advocacy and complaints process

All Young People will have our Complaints Policy and process outlined to them at the point of admission or placement planning. Any interested professional relevant to the young person can request our Complaints Policy. All complaints are immediately escalate to the RM and the RI so that the complainant can have confidence in organisational oversight on any issues. A Young Person can make a complaint directly to us via any of our staff or if they prefer they can raise this via their social worker. Young People can make a formal complaint verbally or in writing or both. Young People are able to make complaints without fear of any impact on the quality or consistency of the care they receive from us and will not be treated any differently or experience any adverse impact.

We will immediately notify the allocated social worker of all complaints whether informal or formal to ensure transparency and accountability at all stages. The complainant will receive a response from the RM at the outset of the complaint where they will indicate timescales for response and resolution. Should the complainant not be satisfied with the outcome or response from the RM then the complainant can request that the complaint, response and process is reviewed by the RI.

If the complainant is the Young Person they will also be offered Advocacy services to ensure that their wishes and feelings are accurately represented throughout the process. If the complainant is still dissatisfied with the outcome from the RI, all Children, Parents and Professionals are able to raise complaints or concerns with Ofsted directly which is outlined within our complains policy.

To ensure that there is a continued presence of Advocacy services within the home we will commission NYAS as they are also the Advocacy provider for Hertfordshire.

7. Meeting the Individual cultural, religious & specific needs of the young person.

We recognise that all Young People will have needs that are specific to them, we work with the Young Person and the professional network to ensure that those needs are understood and are met. Where a Young Person has individual specific religious or cultural needs we will ensure that the Care Plan reflects the need and how we support that need and we will monitor how well this is delivered.

An initial needs assessment is conducted by our service manager in consultation with the social worker and the Young Person to ensure that the Young Person is clear on how we will work with them to meet those needs and to ensure that the Young Person themselves is able to identify and voice and specific needs that they may have and what support and care they wish to receive in relation to those needs.

Our RM will review and monitor how well the Young Persons needs are being met and that the Young Person themselves are satisfied that our service is supporting these needs. At quarterly intervals where we formally request Young Person Feedback we will survey how well the Young People feel we meet their religious and cultural needs. We have a diverse workforce and celebrate diversity within our organisation.

Young People are able to experience first hand the importance we place on understanding and meeting their needs. We actively advocate on the behalf of the Young Person in relation to these needs. Statutory reviews are also used to measure how well the Young Persons needs are being met. All religious Holidays will be marked and where Young People need to access specific places of worship we will ensure we facilitate their attendance. We want all Young People to feel that their specific needs are respected and for them to feel valued in this. We ask every Young Person at placement planning what is important to them and identify how we will support.

8. Policies and access (Child protection, Complaints, Positive Behaviour)

To access any policy a written request should be sent to the RM. can be shared with Young People at their request. Where possible we will provide easy read versions should the Young Person request in that format. Our Statement of Purpose and complaints policy is available on our website. Our entire policy suite is available to our staff team

electronically via our CMS and all staff read and confirm each policy. Our Complaints Policy, Child Protection and Positive Behaviour, Missing from Home Policy can be accessed by placing authorities, social workers, monitoring officers and regulatory bodies and we would share these at the outset of a placement.

9. Sound Mynds training and education Hub

Sound Mynds are proud to be registered as an alternative provision with Hertfordshire County Council to offer activities, mentoring, behavioural change and tutoring to young people who require a setting that differs from mainstream education.

With our dedicated intervention hub based in Potters Bar, young people will have access to our gym, music studio, DJ and podcasting rooms as well as spaces for tuition. These sessions are tailored to the young persons individual need and can be on a 1:1 basis or provided in a group setting. The Hub provides AQA accredited courses. Young people placed with us will be able to access the facilities at the hub, the mentors and the educational courses on offer.

10. Ability to thrive and achieve (access to other training and leisure activities)

Young People are given access to a wide range of services attached to the Home that give them the ability to thrive and achieve in terms of personal development, health and wellbeing. Through access to onsite activities, to free gym access and access to the Sound Mynds hub and training facilities. Young people are also supported and encouraged to access wider services in the community and to supported to pursue hobbies and interests.

We identify the individual needs of the Young Person jointly with them and support them to access and maintain hobbies, interests and sports. All offsite activities are planned in advance with the social worker and all offsite activities are risk assessed. We also actively support Young People to access age appropriate activities with their peers, such as the cinema, shopping attending youth provisions and clubs.

We will also undertake these activities with the Young Person ourselves to ensure that the Young Person has a range of healthy productive activities in their weekly schedules that give them opportunity to develop their relationships with staff and have fun doing so. We encourage all Young People to identify what activities they particularly would like do and encourage them to try new activities that they have previously not been able to access.

We support Young People to be working towards having a healthy balance of free time and activities supported with staff. Young People are supported to identify activities or services and to engage with them with a degree of autonomy and independence. The

home itself is well situated for Young People to access a range of activities locally or in central London, where Young People can be supported with day trips and activities. Alternatively, young people are able to access more rural activities such as Horse riding in the more green and rural parts of north London where it borders Hertfordshire and is a short distance from the home.

11. Provision of Health care and Access to Therapeutic Support

Our Care Planning ensures that we have a broad understanding of any individual Health and Wellbeing needs of the Young Person and that plans and processes are in place to ensure that all Health needs are met and for Young People to achieve positive health outcomes. We work closely with health colleagues from LAC health teams ensuring all health assessments are up to date and that Young People are supported to access general health services and are registered with GP, Opticians and Dentists.

All existing health information, health needs and registrations will form a separate health plan for the Young Person, they will contribute to this plan and identify health outcomes that they wish to achieve, this information will then inform and be reflected in the overall care plan for the young person.

All health information will be recorded digitally on the young persons CMS profile. Our staff will all be aware of the Young Person's health needs and will receive training, guidance and supervision on how to support the Young Person with their Health and Wellbeing needs.

Should a Young Person have an emergency admission to hospital for any reason we will immediately update the Local Authority via the social worker or out of hours duty social worker. Where a Young Person has an ongoing health condition we will ask that the LAC health team meet with us to ensure we have a complete understanding of the needs of the young person and that they are reflected accurately in the care plan. We will ensure that all Young People understand, are well informed and able to engage with their LAC health assessments.

Our staff conduct regular key working with the Young Person and will look at health and well being goals. All of our Young People will have free gym access at the Sound Mynds Hub and will also have access to the Boxing Gym and access to high quality, qualified trainers. Whilst we do not provide therapeutic support in house, we support all young people to access therapeutic services as part of their care and support plans. Our staff all receive training in therapeutically informed delivery and support.

12. Supporting Contact with Family and Key People and Networks

We believe, that Young People should be actively encouraged to maintain key relationships with Family and significant figures in their lives, where permitted and appropriate. We work with Young People to be able to manage and define healthy relationships and boundaries.

Young People will be supported to maintain all key relationships and have regular family contact where appropriate and permitted. Our service will facilitate and encourage healthy meaningful family contact and activities that can help the Young Person bond with and create experiences and memories with their families and key figures in their lives. All contact arrangements would be made with the Young Person and the allocated social worker, in line with the Care Plan and the needs of the Young Person and risk assessed.

Young People will regularly undertake Healthy Relationships work with their designated key worker and should the Young Person wish to access Family Group Conferencing or Life Long Links work we would encourage and support the Young Person to engage with this work. Young People have to navigate a large network of professional relationships, we work to ensure they are not overwhelmed by this and feel empowered and are able to raise their wishes and feelings, whilst encouraging their engagement and Participation.

We ensure communication remains open for the Young Person and that they understand the role of each individual professional in their life. We ensure that Young People that are struggling to engage with professionals are offered advocacy support and that their preferred methods of engagement and their attachment style is reflected within their care plan. Young People are also offered referrals to the Independent Visitor service.

13. Safety of our Young People and their home

Young people placed with us live in a homely, warm, and inviting environment. We want our young people to feel that the home is genuinely their own space and a safe, comfortable environment. Young people's rooms are decorated to their preferences, and we encourage them to feel invested in their home, taking pride in looking after and enjoying their space. Young People are able to input on how they would like their room set up and decorated as part of their transition.

Young people have their own private space and are given a balance of privacy and community. We understand and respect their need for downtime or time away from staff, as well as their right to privacy, in line with their care plan and risk protocols. Any necessary infringement of a young person's privacy, such as room searches or continuous observation, would only be done with the knowledge and agreement of the allocated social worker and would be logged and recorded as an additional measure.

The young person's room is their own, and we do not enter their rooms without their consent. During the placement planning stage, we consult with the young person on how they would like this to be approached and reiterate that staff will not enter their rooms without permission. The only exception to this would be if there was an immediate concern or risk of harm to the young person. In such cases, if the room needed to be searched this will be with two staff members present, and any entry into the young person's room would be logged in their daily records.

Any use of monitoring or surveillance is only undertaken to safeguard the Home, the Young Person and staff and is not done to an extraordinary degree, CCTV monitoring is carefully considered and does not impede on the Young Person's privacy and is not designed to. In accordance with the Young Person's care plan this can be adjusted at the request of the social worker.

The only restricted access areas of the House to the Young Person is the staff sleep area and office. We explain this to Young People so they understand and also respect the need for privacy. We will show the Young Person the staff room so there is no sense of unknowing for them within their home. Young people are able to access all areas of their home. We encourage Young People not to just confine themselves to their rooms and to view and use the entirety of the home as theirs.

Any security measures within the Home are proportionate to it being a domestic setting. Any additional locks or security features, eg Lock codes, or CCTV will be discussed with the Young Person so they understand why these measures are in place. The Home has a thorough Fire Risk Assessment conducted by an external company and Young People are inducted on this at the outset of the placement with regular fire and evacuation drills taking place. We will teach and empower Young People on how to stay safe within their Home. All smoke alarms within the property are hard wired and an alert is sent to the manager if an alarm has gone off.

14. Supporting the development of positive behaviour (Ethos and Approach)

Our ethos and approach in supporting all aspects of Young People's behaviour is ensuring that the staff have the appropriate experience, empathy, training and guidance on how to best support behaviour management. Our aim is to always maintain positive and honest relationships and communication with our Young People. Through early intervention and de-escalation we aim to support Young Peoples positive behaviours in situations they may find difficult.

We reflect on and undertake this work with Young People with their Keyworker, to ensure that the Young Person is able to recognise and chart their development and progress in

managing their emotions and their problem solving capacity. We empower the Young Person with techniques and approaches to managing relationships and behaviour and reactions in these situations

We train all of our staff in Behaviour Management and de-escalation and all staff are guided through the Care plan and Risk assessment for each Young Person and given guidance on how to manage and de-escalate with the individual Young Person. Physical intervention would only ever be used as a means of prevention of serious harm to the Young Person or others.

All staff undertake training in how to safely de-escalate and understand that it is only ever used as an preventative measure against serious harm that outweighs the risk and impact of physical intervention. Through records are kept of any Physical intervention and notifications sent to the local authority and regulatory body in line with all requirements. A debrief with the Young Person will be undertaken following the use of Physical Intervention.

We have a robust anti bullying and discrimination policy we take staff through this at induction and ensure that all staff understand their individual and organisational responsibilities in ensuring that all staff and Young People are in an environment free of discriminatory practises or bullying. Our staff are trained to recognise, identify and report even the suspicion of bullying or discrimination.

Young people placed with us, will take risks and be subject to risk factors in their daily lives. The aim of our work with them is to ensure they are best placed to recognise and manage risks. There are also healthy risks that Young People can take that are key to their development and independence. Our emphasis is that we can not create a life free from risk for the Young Person, but we can empower them to understand and recognise risk and develop skills to manage risks on a daily basis.

We have a strong focus on supporting independence alongside delivery of high quality care to all of our Young People. We track and monitor Young Peoples progress in developing their independence in line with the care planning for that individual. Our aim is to equip and teach young people the skills and competencies they will need for life post 18 as a care leaver and how to live independently. Our entire workforce undertakes safeguarding training and are aware that Safeguarding young people is everyone's responsibility. All of our Support Staff undertake a level 4 qualification. There is a daily focus on safeguarding within the staff reporting functions and our on call system of 24 hour management support ensures that all staff are supported to manage and respond to any incidents or concerns in line with our Safeguarding Policy.

Safeguarding training is conducted annually for all staff, including office-based and maintenance personnel. We train our staff to remain vigilant, report all concerns, and recognise signs or indicators of a young person potentially being at risk of harm. Our staff

are trained on how to manage disclosures and report concerns to the Registered Manager. Additionally, our staff undergo training on whistleblowing and how to escalate any concerns. Our approach is that making a young person safer is best achieved through effective interagency working and information sharing. Social work updates are sent daily, and all incidents are reported immediately or at the earliest possible stage.

15. Our people: Registered Manager

Jonathan Lais: Jonathan has over 20 years experience working with Children and Young people and over 15 years experience working in supported accommodation provision. He has worked as a local authority commissioning manager for Hertfordshire county council commissioning services for Children and Young People. Jonathan has worked at service manager level in Supported Accommodation services for the last 6 years. He holds a level 5 qualification in Management for Children's Social care and a Level 5 in Adult social care. He has experience at commissioning manager level for Children's services and has extensive experience in mobilising and growing new services.

Responsible individual:

Rochelle Craig: Shelley began her career in 1999 after qualifying from Liverpool John Moores with a Dip HE in Youth & Community Work. In 2001 she took up an area wide role for Hertfordshire County Council. Shelley was responsible for youth provision in the Three Rivers District, managing 10 youth centres, the staff and the programmes with full responsibility for quality service delivery in the areas. Shelley continued her professional develop and holds her CMI Level 7 in Strategic Management and Leadership Practice, with distinction and in 2024 Shelley became the RSM for Leaving Care Solutions as the service became regulated by Ofsted.

Her role required that she is keeping young people safe by supporting and developing staff teams to ensure they are able to meet individual young people's needs, upholding the quality assurance framework to a high standard. Shelley managed services covering a wide geographical footprint from Leeds, London, Herts and East Sussex with over 50 placements at any one time. She has managed a team of 3 Service Managers and 3 Team Leaders who oversee over 40 staff. Shelley is also the RSM for our supported accommodation service.

Directors: James Ruskin and Sara Christopher our directors have over three years experience in the supported accommodation sector having established a successful service in Hertfordshire. In addition to this, Sara and James are the directors of the Sound Mynds Alternative education provision in Potters Bar. Both of our Directors have undertaken Level 5 qualifications, as our ethos is that everyone within the company must be qualified and display the competencies for their roles. James and Sara play an active

role in the oversight of the RM and the RI. They have a strong proven track record in establishing and mobilising new services. They passionately believe in every child's right to achieve their full potential and to access enriching new experiences to support their development. This ethos permeates through the entire organisation.

16. Our Staff

All of our staff undertake a extensive induction and training ahead of working with any Young Person. New starters receive regular guidance, input, supervision and feedback to support their successful practice and identify any needs or challenges. We recruit staff experienced in working with Young People and who are familiar with and can show understanding of the the challenges faced by the Young People we work with.

We are committed to the ongoing development of every member of staff. All of our team have an ongoing training and development plan and all staff are enrolled on Level 4 training. Leading to a high standard of care through staff being well trained and continually developing their skills and ensuring retention of staff.

All staff receive daily support and guidance from management, in addition to this staff have regular supervision, training and welfare checks, including debriefing with our service manager following on from any incidents. Are staff work under guidance and supervision. Each day starts with a short virtual meeting with the staff and the service manager for a two way briefing and update and identifying any support and care tasks that need to be delivered that day and what the Young Persons day looks like in terms of appointments, free time and activities.

Our staff are able to access management out of hours in an emergency and daily evening calls are made to the homes to check if there are any issues and the on the wellbeing of the young person. Our staff receive regular supervision and training, they are supported to develop and to understand their role and their responsibilities to the Young Person. Staff are aware of the organisational structure and who they report into. Staff are able to identify individual training needs during supervision and all staff have access to our training platform Training Hub

We believe in developing every staff member and offer clear progression and development routes. Every staff member completes a level 4 qualification and is offered the opportunity to undertake a level 5. We intend to develop managers for new services from our own pool of talent in a way that is sustainable and promotes longevity and investment in our workforce.

Our Missing policy

Our missing persons policy is designed to give clear and concise outlines of how we will manage Young People being reported missing and to ensure the safety and wellbeing of

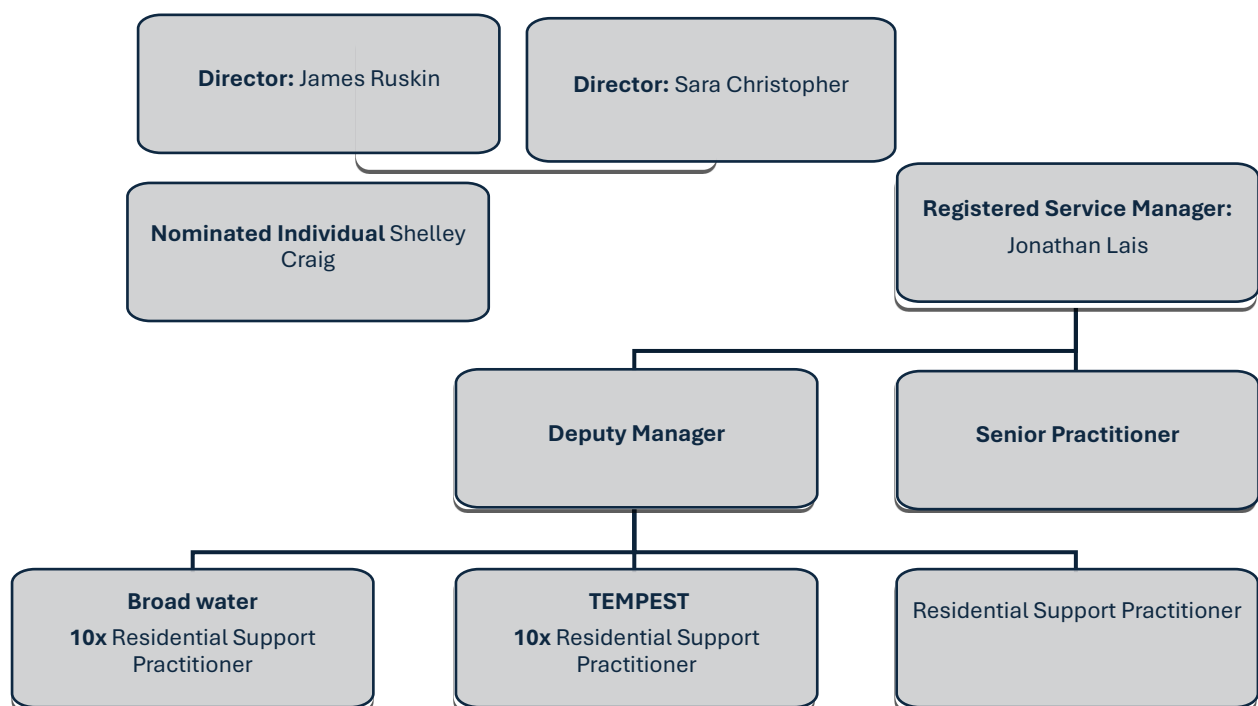
Young People. The policy outlines all of the steps we take as part of this process and the need for

- Individual protocols specific to the Young Person
- An emphasis on partnership working with the Police, local authority and other agencies
- All missing Person reports and reporting of concerns factor in the Risk Assessment for the Young Person and relay to the police what those risk factors are in relation to the missing episode.

Our staff report into on call management any time a missing person report is made, Out of Hours local Authority social worker is notified and a notification is also sent to the allocated social worker.

Each young persons missing person protocol will be specific to them in line with their care plans and their needs and agreed with the social worker. We work in Partnership with the local authority and with the Police missing persons team and the Young Person in managing their safety. Our policy outlines circumstances where a Young Person is considered missing and each Young Persons risk assessment will have specific missing protocols relevant to that Young Person that accounts for their needs, risks and vulnerabilities and any history of being missing from home.

17. Organisational Structure



18. Admissions process, Criteria and Care Planning

Our admissions process begins at the point of referral, the registered manager will consult with the RI and also the staff team in the home to assess the suitability of our provision for the Young Person. Where we feel that our service would work for the young person we undertake a process of consultation pre-placement with the allocated social worker. We would look at details of risks, complex needs and support, existing networks and support systems, specific goals and outcomes, the Young Persons views and involvement, health and education and matching risk assessments and positive impact assessment.

The registered manager will then inform the placements team to request a meeting with the social worker to get a clear understanding of needs and a clear idea of the Young Person beyond the referral information. At this point a decision will be made as to whether we can offer the Young Person a placement.

We do not believe emergency placements are beneficial for young people and request a process of transition for young people. The Young Person would visit the home, meet their staff team and the Registered Manager and provide feedback and input into how they would like their room set up and a process of induction begins slowly with the staff. All transition plans would be agreed with the social worker and we would ask the Young Person to feed into the planning for their transition and seek their views on what they feel would work.

During the period of transition we would plan structured activities to undertake with the Young Person at home and in the community. Our aim is for the Young Person to establish a sense of familiarity with the physical environment ahead of moving in. Young People are encouraged to leave a few items in their room during the transition and make the space feel authentically theirs.

19. Leadership and Management

The registered provider is:

Defining Care Unit 7g Cranborne Road, Potters Bar, England, EN6 3JN

Responsible Individual: Shelley Craig shelley@definingcare.co.uk

Registered Manager: Jonathan Lais jonathan@definingcare.co.uk

Directors: James Ruskin & Sara Christopher