#

# **Welcome to Kate Cares- Supported Accommodation**

Statement of Purpose

Regulation 9 The Supported Accommodation Regulations 2023

Statement of purpose

(1)—(1) The registered person must compile a statement (“the statement of purpose”)

which covers the following matters in respect of the supported accommodation

undertaking—

(a) its purpose, including its ethos, core aims and function;

(b) the category or categories of supported accommodation it offers;

(c) the services it provides for children it accommodates and supports;

(d) the characteristics of the children for whom it is intended the supported

accommodation undertaking will provide accommodation and support, including

the age range, number and sex of the children;

(e) the facilities it provides to the children it accommodates;

(f) a description of the accommodation it provides, including how the accommodation

meets the accommodation standard (see regulation 6), how the accommodation

might be adapted to meet the individual needs of children it accommodates and

the security arrangements in place;

(g) the address of the registered provider’s principal office, except where this is the

same address as where the children are accommodated;

(h) the organisational structure, including management structure and staffing

arrangements;

(i) how it ensures that the child’s rights and views are at the centre of the support,

service delivery and planning;

(j) the arrangements in place to ensure a child is fully aware of their entitlements

throughout the duration of their placement in supported accommodation;

(k) the positive outcomes the service seeks to achieve for children and its approach

to achieving those outcomes;

(l) the arrangements in place to support the development of children’s independence

## **About Us**

### **1. Introduction**

### **The supported accommodation at Lennon house** specialises in providing accommodation and support to care experienced children aged 16-18 of either sex.

We plan to accommodate children under the following category:

1. Supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers. (Regulation 2(1), para (b)) • Shared accommodation. • children have their own bedroom, and may have their own bathroom, and share communal areas (e.g. living room/s, kitchen). • Provision may include foyer-type accommodation that combines support with opportunities for education, training and employment. • This provision may accommodate care leavers aged 18+.

Our primary focus is on enhancing the quality of life for our children, equipping them with positive life skills, and empowering them on their journey to adulthood.

 We believe in children having a really lovely home.

Of equal importance is child safety both in the accommodation such as fire safety and food hygiene and in the community.

Children may have been exploited in the past or been involved in crime in the community and we seek to provide a fresh start and disrupt historical patterns to promote safety.

We are in a generally safe area that provides lots of work and education opportunities from language schools to apprenticeships.

 We will work closely with community partners to promote the safety of the children living at Lennon House, with PCSO visits and fostering strong links with Young Minds Matter and other local services that will help enable children to move towards safe outcomes.

We recognise that we are a support service not a care service although we naturally care about our children. We therefore consider children with a history of violence towards professionals beyond our remit. We consider children whose emotional dysregulation results in frequent property damage as beyond our remit. We consider children who have, within the past two years presented with suicidal ideation as beyond our remit. We consider children who have displayed sexually harmful behaviours as able to be supported only if this is suitable in line with their Pathway Plan and other relevant psychology reports, police interventions and matching with other children. We consider children who have set any fires as unsuitable given the home is not supervised 24/7. We consider children who have been exploited by gangs or adults as suitable only if this is compatible with any current multi- agency risk assessment and they can be suitably matched with other children living at Lennon House, we will also need to be satisfied that the local area is suitable and will not increase their chances of exploitation. We believe children with high emotional needs but strong independence skills are potentially suitable for our service, as we can provide skilled emotional support. We consider children seeking refuge from family or partner abuse as potentially suitable for our service. Due consideration is given to each child as an individual but we are clear that there are lines of risk level or levels of supervision that go beyond what could be considered support and where the interventions are done to or for a child rather than with, which we consider care and not suitable for our service.

We do want to offer the best level of support and will only employ professional support staff, who are genuine in their desire to help and protect our children and equip them for a bright future. Stringent safer recruitment and ongoing staff training will be in place. All current staff are qualified and experienced in supporting children in residential settings such as foster or children’s homes.

Together with each child and our partner agencies we will seek to ensure positive outcomes. Positive outcomes are so important and generally a real area of concern for care leavers. We will employ effective support planning, multi-agency communication and direct support so that children can reach for their goals and fulfil their ambitions. We will measure outcomes using evidence based tools and the life skills curriculum.

We recognise our children have experienced trauma which can hinder their self confidence and self esteem, this may also impact on their ability to keep themselves safe and demonstrate prosocial behaviour, we will utilise a trauma- informed approach in our interactions, seeking to collaborate with each child so we can be an ally and cheerleader for our children and break down barriers to their personal success while upholding their rights.

There is a strong focus on safeguarding and the mentors supporting our children will have regular training, testing and guidance regarding safeguarding matters such as dynamic risk assessment, reporting concerns, recognising abuse. The registered manager will be a Level 3 Designated Safeguarding Lead. Mentors will collaborate with each child on their safety plans, listen to each child’s views and record their comments and opinions within their plans to accurately reflect their input and wishes.

We will work closely with community partners to ensure an effective contextual approach to safeguarding and helping children make safe decisions for themselves. We will work with local mental health projects and community hubs. We will advocate for children’s entitlements, rights and access to support services for their health, education and future needs, including for transition into adulthood.

We take a positive psychology approach to our support, seeing the potential in our children and moving away from the labels and stereotypes of care experienced people. We want to break down barriers to success for children who leave care and foster their self-confidence and meaningful connections. We seek to empower children and help them feel genuine ownership of their home and community.

Our support sessions are designed to empower children to take control of their quality of life and facilitate opportunities to thrive. Trauma informed trained Mentors collaborate with each child and to measure their progress. Our mentors and leaders have a duty to incorporate each child’s views and wishes into their planning and to make it a joint project between the guiding supporting team and the child themselves.

Our Accommodation



Our supported accommodation is based in Cheltenham our home is named after the Famous Beattle John Lennon who was care experienced:

Lennon House - This three bedded home has so much character and charm. On a quiet,historic street near the heart of Cheltenham.The home is near parks and has a family community population make-up with schools within a few hundred yards. Lennon House has a lovely kitchen diner with a downstairs toilet on the same floor. On the first floor is a spacious lounge with large and comfortable sofas, TV, feature fireplace, wood floors and a bright outlook onto the beautiful street. On the second floor there are three bedrooms and a family bathroom. Each bedroom has a bed and wardrobe, bedside table and room for a desk and chair to be chosen by the children themselves. The bathroom is fresh and clean with a shower over the bath. Soft furnishings and pictures for the room are waiting to be chosen by the children when they arrive, a set of bedding will be available and towels as part of a welcome pack along with personal items and other requested items to make children comfortable.

We provide children with a written agreement, in an individualised accessible format, which outlines their rights, the terms and conditions of the supported accommodation, and how they can raise concerns about the provision of supported accommodation. Staffing levels will be designed to meet the individual needs of the children living at Lennon House. Any increased staffing will come with an outcomes based rationale and be time bound. Children will have a key to the front door and a lock on their bedroom door making this accessible only to them or staff in an emergency.

The location of each home has been carefully considered. Local amenities and job/ education opportunities, leisure places and activities, local risks are all evaluated before a choice of home is made. The registered person reviews the local area risk assessment every six months so we are able to respond to any changes including contextual safeguarding. Local partners are consulted as part of the local area risk assessment including community police, and the local safeguarding partnership. Local authority commissioners are also consulted about the local need and to ascertain best provision match for these needs. Community projects have also been consulted on local opportunities our children can choose to join. The local area for Lennon House is within walking distance of both urban shopping and leisure centres and local parks. There is a wonderful leisure centre and pool within walking distance. Educational provisions, medical centre’s, dentists, opticians, shops and supermarkets, job opportunities are also all within ten minute walks. There are good transport links to Gloucester, Oxford, Cotswolds, Swindon and further if needed. The train station is approximately 25 minutes walk away. Cheltenham is a safe place to move around on foot with low crime compared to national rates. The convenience of being near town does mean there are the higher crime statistics generally associated with town centres such as anti- social behaviour and violence however children need to be able to access local facilities easily, be able to be part of the community and local events and groups and being near town gives many opportunities that wouldnt be accessed in the same way if the children were not able to walk to them or take a local bus.

There is an environment risk assessment in place and fire safety assessment to ensure children are safe at home. Health and safety checks and monitoring are part of the home’s routines. The registered person will be trained in Food Hygiene and support best practices for the storage and preparation of food. Team Mentors will help children develop their own understanding of safety and how to keep a home hazard free and safely maintained as part of the life skills program.



Our Mission Statement and Vision

Mission Statement:

Lennon House mission is to provide safe, quality accommodation and support to children so that children can take control of their quality of life, fostering opportunities to make good progress and work towards their plans and goals.

Vision:

We envision a future where our children experience positive outcomes, achieve their goals, and fulfil their ambitions from within a safe and nurturing environment. We are committed to providing lovely accommodation that fosters a sense of belonging and well-being.

Values:

* Advocacy
* Belonging
* Community
* Achievement

Purpose:

To provide a welcoming, safe, home for children to call their own. To facilitate well-being and positive outcomes for our children through effective mentoring. Be a positive player in our community and foster positive connections for children. Provide the right guidance so children can achieve their goals in education and life.

#### Strategic Goals

* Ensure the well-being and positive outcomes of children on their journey to adulthood
* Use evidence based tools to measure children’s quality of life and progress such as the PERMA model based on Positive Psychology which looks at ways to help foster a good quality of life and is used where a child is happy for this within Mentoring sessions. Alternative tools can be used based on the preferences and capabilities of a child such as the Outcomes Star or the simple use of scales or trauma-informed diagrams or drawings.
* Safe and well maintained Home where children have ownership
* Utilise a bespoke life skills model tailored to each child taking into account their starting point and plans and goals
* Empower children to achieve their educational and employment goals
* Give children new experiences and role model positive relationships
* Be an ally and advocate for our children with other professionals, organisations and government bodies
* Ensure excellent training and development for staff
* Be a positive player in our local community

A safe home for a care leaver is a living environment that provides physical, emotional, and psychological security, enabling them to thrive and transition successfully into adulthood. We are committed to offering a stable home built on love:

Physical Safety: The home should be free from physical hazards and risks, ensuring that care leavers are protected from harm or injury. This includes having secure locks on doors and windows, smoke detectors, and meeting building safety codes.

Emotional Support: A safe home provides a nurturing and supportive atmosphere where care leavers feel emotionally secure. This involves support staff who are empathetic, understanding, and available to provide guidance and emotional support when needed.

Stability and Consistency: Consistency in routines, rules, and expectations helps care leavers feel secure and stable in their living environment. Knowing what to expect and having a sense of predictability can reduce anxiety and promote a sense of safety.

Respect and Dignity: Care leavers should be treated with respect and dignity, with their rights and autonomy respected. This includes having privacy when needed, being listened to, and having their opinions and preferences taken into consideration.

Access to Support Services: A safe home should provide access to necessary support services, such as mental health counselling, educational support, healthcare, and vocational training. Having access to these resources ensures that children can address any challenges they may face and receive the assistance they need to succeed.

Positive Relationships: Positive relationships with family, friends, other children, and mentors are essential for creating a safe and supportive home environment. These relationships provide children with a sense of belonging, attachment, and social support, which are crucial for their well-being and development.

Overall, a safe home for a child goes beyond just physical shelter—it encompasses emotional, psychological, and social aspects that contribute to their overall sense of security, well-being, and ability to thrive as they transition to independent living.

Safeguarding our children is at the heart of what we do. We are dedicated to promoting each child’s welfare. We will act promptly to address any arising safety concerns from contextual safeguarding to online concerns. The registered manager will promote a transparent and effective safeguarding culture. All staff will receive regular safeguarding training. Training for staff will be of a high standard and meet their specific needs to ensure staff are well equipped and confident to support our children keeping them from harm.

We will offer group activities, chosen by the children, from sports to crafts, Bingo or a weekly Carvery. Our children won’t have to be isolated or feel lonely. Children will have opportunities to develop social confidence in an inclusive, accepting environment. We will sign post children to support services and facilitate access to social and community participation.

We will offer transportation to education during transition periods for children and help them attend and achieve within their education provision including meeting and communicating regularly with education providers. Access to education and employment is crucial to help the children we accommodate move towards a positive future and we will evidence our plans to support each child’s educational attendance and success.

Advocacy for children to promote their quality of life and supporting children to raise concerns about their accommodation and or support is a key part of our service. The registered manager will take the lead on supporting complaints in a timely manner and follow our complaints policy effectively.

The manager will measure progress and quality of life for our children each month using our measuring tools and life skills modules. We will create action plans with children and seek to focus on achievement and progress to help children grow in confidence and self -esteem. We will assess how well we are doing to help each child and act accordingly to develop any areas of weakness.

Our Referrals and Admissions

At Lennon House, we uphold a transparent and person-centred referral process designed to provide efficient and timely support to individuals aged 16–18 at time of admission,who are trauma survivors under the care of the local authority or care leavers. Our procedure begins with clear communication of our services, enabling referrers to submit referrals through relevant portals, email, or via phone call. Adhering to eligibility criteria based on age, vulnerabilities, child’s chronology, child’s past experiences and protected characteristics, child’s risk history and their current specific needs ensures a fair and consistent approach to admissions, with regular updates to align with legislation.

Upon receiving a referral, our assessment team conducts a thorough initial assessment within 24 hours, considering how well Lennon House can meet the child’s needs. We also consider their likes and preferences as part of this consideration. We prioritise active involvement of the child in the evaluation of Lennon House’s ability to match their need and preferences and seek to meet them in person and have them visit the service as part of the referral process. The child’s compatibility with current children at Lennon House will be assessed and wether we can meet their needs. A detailed matching analysis form will be completed at this point.

Collaboration with referrers and external agencies ensures a coordinated approach to care, with staff skill sets evaluated against the individual's presenting needs.

The decision-making process, overseen by an admissions panel, ensures fair and transparent admissions. Upon admission, we facilitate a smooth transition through individualised support plans developed within 48 hours. Continuous review and improvement of our referral process, conducted regularly and incorporating feedback from children, staff, and referrers, underscores our commitment to providing tailored and effective support while upholding legal standards and promoting a supportive environment for all children at Lennon House.

Our Children’s Support Plans

All children are entitled to their own Pathway Plan, we will support children to receive a copy of their plan and have input into it at the earliest opportunity. At Lennon House, our primary focus is to offer a trauma informed and holistic approach to nurturing the well-being of children. Central to our mission is the belief that every child deserves the opportunity to thrive and reach their full potential. We achieve this by developing Comprehensive ‘Personal development Plans’ tailored to each child's unique needs and aspirations , with active shaping of plans and involvement from the child themselves. Our plans incorporate and uphold the detail of the child’s Pathway Plan.

Our relationship based approach is guided by a Trauma Informed approach, and using tools to foster a good quality of life within support sessions: Positive Emotions, Engagement, Relationships, Meaning, and Accomplishments (PERMA Seligman Positive Psychology Theory for Quality of Life). We also have an independence program with our own curriculum of modules for children to work through and gain practical life and home management skills -’ Life skills curriculum’. We create a positive environment that fosters the overall well-being of the child. Children are integral to the pathway planning process, ensuring their views, wishes, and goals are considered in every aspect of their pathway plan, including health, education, and personal development; these views are recorded each month.

Collaboration with external agencies further enriches our support system, providing a holistic view of each child's needs and enhancing their community connections. Through monthly plan monitoring and regular reviews, we continuously assess and adjust the personal development plans to align with the evolving needs and goals of the child. Our commitment to empowering children is evident in our adapted documentation, ensuring accessibility and clarity, and through our encouragement and support during every step of their journey towards a brighter future. At Lennon House, we are dedicated to providing more than just a place to stay; we offer a nurturing and empowering environment where every child's voice is heard, valued, and respected, this is reflected in the collaborative nature of our planning.

 Health and Nutrition

At Lennon House, the health and nutrition of our children is carefully considered. Our Health plan is created with each child to create a supportive process. We consider with the child their mental wellbeing as well as their physical and will offer cooking together workshops and education on diet and nutrition. We support children with medical appointments helping them organise their week so they don’t miss appointments and enabling them to plan and prepare to get there and back. We will help children with cultural needs source shops and providers of their ingredients. Additionally, we actively support children in budget planning and preparing well-balanced meals, empowering them with essential life skills for healthy, independent living.

Children are empowered to administer and store their own medications where this is safe to do so. An initial administration of medication assessment is undertaken and the child’s views taken into account regarding agreed process for storage and administration of their own medications. Children will have a mentoring session where their wants and needs will be comprehensively discussed with them in relation to their medication. Children will witness their administration of any medication on a Mar sheet. Staff supporting with medication will receive appropriate training and checks from leaders to ensure competency. Every child will have a secure storage box to keep their own medication along with the leaflet of instructions for the medication. Children will have their medication stock checked weekly by the home’s managers or their mentor for safety reasons and to ensure no outdated medication is used.

At Lennon House, we believe in continuous improvement and tailored support. Through regular assessments and collaborative decision-making, we ensure that our Health and Nutrition Plan remains responsive to the evolving needs and preferences of our children. We ensure children are signed up to local services including being registered at the doctors, dentist and opticians and check this on their plans on a monthly basis.

We also ensure any identified needs are met by other professionals such as CAMHS or needs identified within a child’s EHCP. We will support by attending regular meetings with the child and advocating for them within professional meetings and correspondence.

 Equality, identity, culture, rights of children

At Lennon House, we prioritize creating a nurturing and inclusive environment that fully supports the cultural, linguistic, and religious needs of the children under our care. Our approach is to foster positive relationships with the significant people in children’s lives, recognizing the significance of these connections in promoting a sense of belonging and well-being. We adhere to legislation the, The Supported Accommodation Regulations 2023, The Children Act, The Care Act 2014, United Nations Convention on the Rights of the Child, the Human Rights Act, Working Together to Safeguard Children 2023, and the Prevent Duty for radicalization, ensuring that children's rights and diverse backgrounds are respected and upheld.

Central to our commitment is the cultivation of cultural sensitivity and awareness among our staff. Mentors actively seek to learn about the cultural practices, traditions, and values important to each child, fostering an environment that respects and celebrates their cultural identity. Additionally, we provide linguistic support, including bilingual staff members or interpreters, to facilitate effective communication with children whose primary language may differ from the majority, while also encouraging the maintenance and development of linguistic skills.

At Lennon House, we recognize the importance of supporting each person’s identity and actively support children in practising their faith. From providing spaces for prayer or religious observances to accommodating dietary restrictions based on religious principles, we ensure that each child feels comfortable expressing and practising their religious beliefs. Moreover, we organise and participate in cultural events and celebrations that reflect the diversity of our children, fostering opportunities for learning, sharing traditions, and strengthening community bonds.

Our staffing and support structure:

The Director

Kate Allen is the nominated individual and registered manager. Kate Allen is a Level 5 and Level 3 qualified children’s residential social care manager with over twenty years leadership experience within children’s social care, a degree in Social Sciences and a Postgraduate Diploma in Careers Guidance. Kate is extensively trained and experienced in supporting children who are trauma experienced including trauma informed practice and Dyadic Developmental Psychotherapy. Kate undertakes the responsible individual role for children’s home providers and has held senior operational roles for children’s home companies and supported accommodation. Kate is a certified safeguarding lead and trainer with a sound understanding of how to implement positive cultures and quality support services for children. Kate is a member of Dialogue best practice forum and the National Association of Supported Accommodation Partners.

The registered service manager

Kate Allen Our manager will coordinate each placement, communicate with placing authorities, regulators, family and professionals, oversee each child's plans and inspect each home on a weekly basis. They will ensure we are a compliant service always aiming to achieve beyond the standard level of supported accommodation services expected. They will act as safeguarding lead and support a culture of transparency where children and staff can thrive. The registered manager with support from the operations manager will oversee each child’s journey and measure their progress against their own set goals and their relevant plans.

Operations Manager

Alena Campbell is a Level 7 Qualified leader in children's social care with over fifteen years relevant experience supporting young parents, families and young people who have experienced trauma. Alena is also Level 5 qualified in leadership in children’s social care. Alena spent several years as a senior residential support worker before moving into leadership within Gloucester County Council and supporting parents with the Solihull Method and managing programs of support. Alena is keen to offer warm and relationship based leadership to the team and be a trusted person advocating for our children. The operations manager will attend relevant meetings and communicate with professionals to case manage each child. They will promote each child’s voice and advocate for their wants and needs. The operations manager will ensure health and safety checks are undertaken at each home on a weekly basis and that there is a program of support sessions for each child to help them be safe and make good progress. The operations manager will be present at each home on a weekly basis and will also take part in group activities and family style meals. The operations manager will check each child is receiving their entitlements and record progress with regards entitlements on their development plans. The operations manager is responsible for the line management of Mentors and running the weekly team meeting.

On- call manager

On- call support is available overnight for each child by a designated member of staff who is trained to offer this support and able to respond to children and professional partners should the need arise. The on-call manager will have a designated on -call phone which children can call and will be alerted to any unexpected visitors to a home or children leaving a premises after curfew via a camera at the entrance to the property, similar to the popular ‘ring-go’ home security measure used by many families. Permission to use these devices will be assumed upon a child being placed with us due to our explicit statement within this Statement of Purpose that we intend to use this measure of support, consent will also be sought in writing from local authorities and legal parents, guardians of our children. If local authorities raise in writing that they are not happy with this arrangement alternatives will be discussed.

Mentors

Mentors will work 1:1 with each child and each child will have a consistent named Mentor throughout their journey with Lennon House Supported Accommodation. The only time a new Mentor may be used will be to cover sickness or holiday and where possible this will be someone known to the child such as a company manager. 1:1 Support will be for 20 hours a week. Mentors will help children make progress. Be an advocate and collaborate with our children and uphold the company values in children's best interests. Mentors will help children develop life skills, using our independence curriculum, they will help children maintain a clean home, budget, care for themselves at home and learn about the world from bank accounts to global events. They will raise any concerns with the registered manager and have a solution focussed approach. Mentors ensure each home is a safe welcoming environment for children. Mentors visit children and take them out, help them find meaningful learning and employment opportunities, facilitate community access and help children build the skills they need to thrive. Mentors will have regular supervision on a 6 weekly basis and weekly team meetings. Weekly team meetings with reflective practice and consideration of children’s needs will be the basis for good practice among mentors and information sharing. Mentors will be supported to undertake industry recognised qualifications and continuous development.

We recognise that when children are first transitioning into a new home they may need additional support. Children may have been in a care home environment or living with family. It is only right that we offer personalised additional packages for children who need them. As we are a support service we always look to help children progress towards independence and reduce the need for high levels of support.

 Additional packages will be for set periods of time and be based on children’s individual needs and wishes. We will agree a timeline for additional support interventions with the placing authority and relevant partners including family members and of course the child themselves. Our additional support packages are designed to help improve the quality of life and felt safety of our children. They are designed to be temporary and time bound lasting approximately one to three months.

#### Recruitment

We maintain high standards in staff recruitment, ensuring our team is dedicated to the well-being and positive development of children. We follow a stringent checking process in line with the Supported Accommodation Regulations 2023 including reference checking and ensuring an enhanced DBS for each staff member which we check yearly. We keep our records in line with GDPR on our secure database. When choosing our team we look for a genuine ability to safely mentor and guide vulnerable children having relevant experience and qualifications. We are a new service and have employed experienced staff with relevant qualifications so that we can foster a culture of excellence as we grow.

#### Induction and Training

Our staff undergo comprehensive induction and training programs, with probation lasting six months. Staff members complete a record of their first six months learning via the Induction Booklet. Each staff member is supported to undertake relevant qualifications and to set professional targets and has a yearly performance review. The service has a workforce plan to help ensure the strategic vision and our mission statement.

Mandatory training is undertaken before staff members start working with children this consists of

Face to face

Safeguarding Training- Spotting the signs of abuse and how to respond to safety concerns

Lone working

First Aid training

Induction training days

Trauma Informed Practice Training

The PREVENT duty training

Deescalation and safe holds training

In addition the team undertake 30 online training courses about supporting Care Leavers with The Training Hub including food hygiene, fire safety, neuro-diversity, equal opportunities, Child sexual Exploitation and other relevant safeguarding courses such as FGM and County Lines.

Specialist training will be provided on a needs based basis depending on children in service prior experiences and developmental needs

#### Support Staff Supervision

Regular supervision sessions are conducted to provide ongoing support and ensure the well-being of our staff and help check their safeguarding knowledge and ability to support our children. Supervisions take place on a six weekly basis and will increase if there is an agreed need to do so.

Staff will also meet weekly, to learn from leaders, upskilling training, learning from each other, children and to undertake reflective practice. Children will also be invited to attend these meetings to give their views and help us learn from them.

 Complaints

At Lennon House, we prioritise transparency and accountability in our commitment to providing high-quality care and support to all children. With a robust complaints process firmly established in accordance with Regulation 31, we ensure that concerns are addressed promptly and effectively to continuously improve our services. Our procedure is guided by key principles, including impartiality in investigation, meticulous record-keeping, and the assurance that no person will face reprisals for raising concerns. If you wish to complain you can contact Kate@kcsupportedaccom.com and we will respond within seven days. Our complaints policy is available upon request.

Upon receipt of a complaint, whether submitted in writing, electronically, or verbally, we promptly acknowledge it within seven working days, initiating a thorough investigation completed within 14 working days. If deemed appropriate, an informal resolution may be pursued within 10 working days. children are provided with a formal response detailing investigation outcomes and any corrective measures within 10 working days. Throughout the process, detailed records are securely maintained, and periodic reviews are conducted to enhance our procedures continually. Accessible information about the complaints process ensures children and their representatives understand their rights, while staff training fosters a consistent and fair approach. This comprehensive approach underscores our dedication to transparency, accountability, and continuous improvement, aligning with Regulation 31.

Behavior Support and Countering Bullying and Discrimination

At Lennon House, we uphold a steadfast commitment to fostering a safe, supportive, and inclusive environment for all children. Central to this commitment is our comprehensive Behavior Management Policy, meticulously crafted to address behaviour support, counter bullying and discrimination, and integrate a trauma-informed approach. Our approach begins with prioritising the maintenance of reasonable behaviour standards among children, emphasising harm reduction, welfare protection, and the safety of all individuals within our accommodation setting. Clear expectations are communicated to children, fostering open channels of communication to reinforce positive behaviour while actively promoting appropriate conduct.

Furthermore, our unwavering adherence to an exceptional use only policy regarding restraint, underscores our dedication to alternative methods of de-escalation and positive behavioural support. In dealing with challenging behaviour, our multi-faceted approach prioritises proportionate responses and involves other authorities when necessary, ensuring the safety and well-being of all involved. Meticulous recording and reporting procedures are followed, with detailed documentation maintained within 24 hours, reflecting our commitment to transparency and accountability. Through ongoing staff training and policy review, we ensure the consistent implementation of our Behavior Management Policy, equipping our team with the skills and knowledge necessary to respond effectively to varying behavioural challenges while promoting a culture of understanding, empathy, and inspiration among children.

Education/ Employment

At Lennon House Supported Accommodation, we recognize the pivotal role education plays in empowering young individuals to realise their full potential. Our comprehensive support is designed to facilitate educational achievement and foster a culture of lifelong learning among our children. Through personalised guidance and tailored interventions, we assist children in navigating educational pathways that align with their aspirations and abilities. Our dedicated staff members provide ongoing academic support, including support to attend,homework assistance, study skills development, and access to educational resources. Moreover, we collaborate closely with educational institutions and local authorities to ensure that children receive the necessary support to thrive academically and their entitlements including having an Independent Reviewing Officer, Pathway Plan and a Virtual School Head or equivalent education representative. We recognise that children may need to be accessing alternative educational provision and will advocate for their rights to the relevant virtual head in this case, explaining the child’s preferences.

Furthermore, we prioritise the holistic development of our children, understanding that educational achievement extends beyond academic success. Through a multifaceted approach, we integrate life skills training, vocational guidance, and career planning into our support programs. Leaders and mentors spend time creating plans with children and spending time with them to teach and elicit essential life skills and career readiness tools. We equip them with the confidence and capabilities to succeed in both their academic pursuits and future endeavours. Our commitment to facilitating educational achievement underscores our unwavering dedication to nurturing the holistic growth and development of every young individual entrusted to our supported accommodation.

 Safeguarding and Child Protection

At Lennon House, we consider the safety and well-being of the children within our supported accommodation to be of paramount importance. Our commitment to safeguarding and child protection is integral to our mission, and we adhere rigorously to all relevant legislation and OFSTED regulations.

#### 1. **Leadership and Culture:**

* Our leadership team fosters a culture of vigilance and responsibility towards safeguarding.
* Staff members are trained and encouraged to recognize and respond promptly to any signs of abuse or neglect. Knowledge is tested in supervision and team meetings. Role play and scenarios help the team practise and be confident to spot signs of abuse and how to act on them.

#### 2. **Policies and Procedures:**

* We maintain comprehensive and up-to-date safeguarding policies and procedures, ensuring they align with current legislation including Working together to safeguard children and the Gloucestershire safeguarding partnership guidance and protocols for raising concerns and referrals.
* Regular reviews are conducted to incorporate any changes in statutory guidance or best practices.

#### 3. **Training and Awareness:**

* All staff undergo thorough safeguarding training at level 1 and 2 during their induction, and regular refresher courses are provided.
* Staff members are kept informed about the latest developments in safeguarding and child protection during team meetings, newsletters and in -house safeguarding practice sessions.
* On call managers are trained as designated safeguarding leads as well as the registered manager

#### 4. **Risk Assessment and Management:**

* We conduct comprehensive risk assessments, both at individual and environmental levels, to identify potential risks to our children.
* Mitigation strategies are implemented promptly, and risks are regularly reviewed.

#### 5. **Collaboration and Partnership:**

* We work closely with external agencies, including local authorities, health services, and the police, to ensure a coordinated approach to safeguarding.
* Information sharing protocols are in place to facilitate effective collaboration.

#### 6. **Child-Centred Approach:**

* Children are actively involved in discussions about their safety and well-being.
* We provide accessible information to children about their rights, how to express concerns, and where to seek help and provide relevant contact numbers on the children’s guide.

#### 7. **Designated Safeguarding Officer (DSL):**

* Our Designated Safeguarding Leads oversees all aspects of safeguarding and child protection; this is the registered manager and on- call managers.
* The DSL ensures that any concerns are handled in accordance with established procedures and regulations.

#### 8. **Record Keeping:**

* Detailed records are maintained for all safeguarding concerns, actions taken, and outcomes.
* Staff members are trained to document incidents accurately and promptly.
* Registered manager will keep a central safeguarding record including outcomes and any lessons learned.

#### 9. **Continuous Improvement:**

* We engage in regular audits and evaluations of our safeguarding practices.
* Feedback from staff, children, and external agencies is actively sought to identify areas for improvement.

#### 10. **Reporting to OFSTED:**

* We understand the reporting requirements set by OFSTED and ensure timely and accurate submissions of all relevant safeguarding and child protection information. Relevant notifications will be completed as quickly as possible.

By implementing these measures, Lennon House supported accommodation strives to create a safe and nurturing environment where children can flourish. We remain committed to adapting our practices to meet evolving standards and legislation, ensuring the highest level of safeguarding and child protection at all times

 Missing from Care Procedures and Protocol

We have established protocols and procedures to address situations where a child is missing from care, ensuring a swift and coordinated response.

**Missing from Care Procedures and Protocols**

At Lennon House supported accommodation, our Missing from Care Procedures and Protocols are developed in accordance with best practices outlined by the Gloucestershire safeguarding children partnership. This ensures a comprehensive and locally-informed approach to managing and responding to situations where a child or child is missing from our care.

#### 1. **Risk Assessment and Prevention:**

* Regular risk assessments are conducted to identify and address factors contributing to missing incidents including local area, contextual safeguarding.
* Personalized plans, influenced by local insights, are implemented to minimize risks to each child.
* We adhere to the Philomena Protocol, integrating its principles into our risk assessment and prevention strategies.

#### 2. **Staff Training and Awareness:**

* All staff members receive training in line with the Gloucestershire Safeguarding Partnership guidelines to recognize signs of potential missing incidents.
* Training for staff emphasises proactive measures in preventing and responding to missing situations.
* Training also includes the use of the PERMA model to promote positive well-being and reduce the likelihood of individuals going missing.

#### 3. **Reporting Procedures:**

* Our reporting procedures align with the Gloucestershire safeguarding children partnership's recommendations, ensuring immediate reporting to designated authorities and the police as required by local protocols.

#### 4. **Communication Protocols:**

* Effective communication channels, in accordance with the Gloucestershire safeguarding children partnership's guidance, are established for prompt response to missing incidents.
* Protocols with external agencies are shaped by local practices and regularly reviewed.

#### 5. **Record Keeping:**

* Detailed records of missing incidents, incorporating the Gloucestershire safeguarding children partnership's best practices, are maintained, including circumstances, actions taken, and outcomes.

#### 6. **Search and Recovery Protocols:**

* Specific search and recovery procedures are developed tailoring efforts to individual needs and potential risks for each child and outlined on their missing from care form.
* Collaborative efforts with local authorities align with the Gloucestershire safeguarding children partnership's standards for a coordinated approach.

#### 7. **Support for Individuals:**

* Support for individuals upon return adheres to local and national guidelines
* Our support focuses on promoting a better quality of life for each child. Mentors undertake direct work with children to help them with reintegrate home following being missing and seek ways to prevent recurrence of the need to go missing. After every missing a review of the child’s development plan will be undertaken with them and measures to support safety put in place in collaboration with the child and the placing authority and other relevant professionals. Mentors will be altered to any incidents for each child and updated on plans of effective support.

#### 8. **Learning and Improvement:**

* The Gloucestershire safeguarding children partnership's guidance informs our review process for each missing incident, ensuring continuous improvement and alignment with local best practices.
* Insights from the Philomena Protocol are integrated into our improvement strategies.

#### 9. **Multi-Agency Collaboration:**

* Active collaboration with local authorities, police, and other relevant agencies aligns with the Gloucestershire safeguarding children partnership's recommendations for a coordinated response.
* Joint training exercises and information-sharing agreements reflect local best practices.

#### 10. **Reporting to OFSTED:**

* Our reporting to OFSTED on missing incidents adheres to both national and local requirements, it is timely and accurate.

Through our adherence to the Gloucestershire safeguarding children partnership's published information on responding to missing persons, commitment to the Philomena Protocol and child centred responses, Lennon House demonstrates a comprehensive and innovative approach to safeguarding, prevention, and the well-being of the individuals in our care.

This document will be reviewed on a yearly basis to determine its continued accurate reflection of our service to children.

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