

# *Nailah House*

*"moving young women towards positive change"*



Statement of Purpose  
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# *Nailah House Services*

## **Statement of Purpose** **Prepared under Regulation 4 of the Children's Homes Regulations** **2001**

### **Nailah House**

*This statement is available to; staff, children and young people accommodated in the care home, their parents and other people having parental responsibility for them, and any Local Authority, Voluntary Organisation, or Local Educational Authority placing children young people.*

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Director: Jenny Lapompe

### **Introduction**

Research informs us that the experiences of young people "looked after" are often significantly different from the experiences of young people brought up by their birth families. This group of young people are more likely to have experienced loss, trauma and significant changes in their lives, less likely to have educational achievements or qualifications. They are more likely to have experienced deprivation and abuse in childhood. Whilst the process of growing up and the transition to adulthood is often time challenging for most young people, it is more so for young people looked after. Young people looked after should be offered the opportunity to learn the strategies to cope with the realities of their past. They should be enabled to feel that they are allowed to make mistakes and recover from them, take risk and face challenges and develop the skills necessary to live independently. At Nailah House we enable this development in an environment that is nurturing and safe.

We know that fostering in many cases is the preferred option for children and young people looked after, however we also know that residential care can be the best option for some young people. At Nailah House, we do not simply provide young people with somewhere to live and tools to manage practically. We strive to equip them with the internal mechanisms and strengths to enable them to manage at an emotional level, the day-to-day challenges they are likely to face in life.

**1. The Purpose for which the house is established and the objectives to be attained with regard to the young people accommodated there.**

**Nailah House Services**

Statement of Purpose

- To provide a residential placement for young people age 14 – 18 year old
- To assess and meet the physical, social, intellectual, emotional, cultural and spiritual needs of young.
- To prepare young people to move towards independent living
- To work in partnership with families and other with relevant people in the young people's life

Statement of Principles

- Young people have the right to be safe and to feel safe and secure
- Young people should be encouraged to value and maintain their own cultural identity
- Young people have the right to accurate information, and to have a voice about decisions concerning their lives
- Young people have a right to private space
- Given the right environment, young people have the capacity to achieve positive change

Commitment to Young People

Nailah House provides a home for four young women age 14 upwards. The Home forms part of the care and support services provided by Janailah Ltd. Young woman entry into the care system is often as a result of their vulnerability to the risk of abuse, neglect, sexual exploitation and early pregnancy, amongst other things. At Nailah House we focus on the particularly needs of the young women. We are a unique service in that the works is aimed particularly towards young women. It's an ongoing process, but the sure outcome will be young women who have begun to rebuild their lives and their self worth.

At Nailah House we create a therapeutic environment where young women can feel safe and

nurtured while receiving the assistance to enable them to develop their true potential. We provide a safe environment that offers time and space for them to go through the necessary growth processes in life. Our track record shows that we have work to turn around some of the most vulnerable young people coming through the care system

The home opened in January 2001 and welcomed its first resident on 5<sup>th</sup> March that year. We have been going from strength to strength since then and have successfully cared for and supported many young people to achieve positive change. Over the years we have built up a reputation for working effectively with difficult teenagers and achieving behavioural change with some youngsters exhibiting very challenging behaviour. Past residents have remained in contact with us and we have continued the support long after they have left. Nailah House has worked successfully with the following groups of young people;

- Young people with violent and aggressive behaviour.
- Self harmers
- Young people with high level drug use (heroin and crack users)
- Persistent offenders
- Persistent absconders
- Young people with moderate learning disabilities
- Young people with diagnosed mental health concerns
- Young people with HIV
- Sexually exploited females
- Young mothers and pregnant young women

Our referrers come back to us year after year and we have consistently achieved 'good' inspection ratings. The formula is no secret; it is simply firm boundaries balanced with a caring approach. On hand we have the valued support of a Consultant Psychologist to guide and direct our work. Our colleague is also available to assist in assessing the needs of the young women. We continue to strive to achieve good outcomes for young people and to that end strive to achieve an "outstanding" Ofsted rating

The team at Nailah House are committed to the development of young people and belief that young people, when placed within an environment that is nurturing and safe, have the capacity to achieve positive change in their lives.

### Teaching them to Stand Strong

At Nailah House we are committed to preparing young people, whatever their age, for self sufficiency and independence. This is achieved by providing every day opportunities for young people to learn skills that will help them in their transition towards adulthood. This should be an ongoing process, which starts from the moment they are "looked after", promoting their individual' ambitions and worth

Alongside the registered home, we provide a move - on outreach service for young people age 16+. The outreach service is offered through our independent accommodation in the community. Once our young people reach 16+ and according to their care plan, we begin an intensive 'ready for independence' assessment, focusing on a number of emotional and practical skills areas

Our aim is to equip young people with the skills and coping mechanism to build self confidence, self sufficiency and independence.

### Commitment to Young Mothers

The service extends to offer support to young mothers. We are not an assessment centre, what we offer is a safe and familiar place for new mothers to return to after they have had the baby. This is something that the young women who came to us pregnant have often desired, an opportunity to come back to Nailah House with their babies. The length of time each young mother remains at Nailah House will be determined according to their individual

plan.

### The Home Offers;

- four en-suite bedrooms within the large house in Walthamstow. The rooms provide privacy and self sufficiency. Each room is tastefully decorated and has its own bathroom/shower room.
- tailored packages of support and intervention designed to meet individual needs. It offers a homely environment where young people can feel safe, develop confidence and make choices about their lives. Ongoing assessment of the young people's development is an integral part of the work.
- medium to high level supervision in line with their care plan. Young people exhibiting challenging behaviour will be deemed high risk and the input will be adjusted/increase as required.
- to maintain close liaison with the referring agencies and other professionals concerned with the welfare of the young people, attending meetings and providing reports as required. We strive to work in partnership with families where appropriate and in the young people's best interest
- to promoted main stream education where possible; however for those young people who are not ready for that, Nailah House will work with the education department to provide suitable alternative education. Home tutoring is one option considered.

Janailah offers a self development programme for young people in the care system. The programme which is a sixteen week programme aims to develop self confidence, pride, healthy self esteem and life and social skills. The self development programme is separate to the services provided by Nailah House but is open to all young people supported by the Home.

### Models for working

At Nailah House our model for working is rooted in the 'Person Centred, 'Solution Focus' 'Task Centred' approach, thus enabling our young people to identify areas for change and to focus on desired outcomes. We value each young person as individuals and believe that each of them, given the right environment and motivation, has the capacity to change. Young people are coached towards achieving positive change

### Objectives/Outcomes

At Nailah House we assists young people's development by providing the following opportunities to:

#### Practice managing their day today living.

- setting appropriate boundaries
- make effective use of their leisure time.
- practising neighbourly behaviour.
- look at their challenging behaviours.
- set clear achievable objectives for their lives.
- develop strategies for coping with their past.

#### Build positive relationships

- build family, peer and community networks.
- learning about different types of relationships
- appreciate other people's views, wishes and feelings

- learn effective communication

### Practise Self management

- develop a positive sense of themselves as young people.
- learn negotiating strategies and skills
- learn about conflict resolution
- learn non-threatening self-assertion
- understand peer pressure and its possible effects.

### Develop skills to live independently

- experience shopping, food preparation and consumer skills.
- practice money management and budgeting.
- practice basic housekeeping.
- learning safe use of household appliances.
- learn what to do in emergency situations.

Young people's progress is continually assessed via key work support and general day-to-day contact with workers. Particular attention is paid to their ability to work towards achieving the above objectives. The level of support offered depends on the assessed needs of the individual young person.

Young people are expected to take part in weekly key work sessions with their key worker, where they can review their individual support plans and their progress. The support plans are structured around the emotional, physical and practical needs of the young people and enables them to work toward achieving the objectives outlined above.

Young people are supported to maintain and build networks with family and friends to minimise isolation once they move on.

Young people are encouraged to meet as a group with staff and other young people weekly to discuss any issues that arise for them at Nailah House. Residents meetings form an essential part of the building process.

## **Referral Criteria and Admission Procedures**

Residential Care can be a positive choice at a critical point in young people's life. The process of referring young people should be as trouble free as possible. The young people placed are usually accommodated under Sc20 or Sc31 of the Children Act 1989. Residential care should form part of a range of services that work closely together to support the needs of the young people referred.

All referral are made in writing and should be accompanied by relevant background information/reports. As a general premise, referrals to Nailah House are considered taking into account the issues and needs of the existing young people there. Young people who meet the admission criteria are introduced to the home prior to moving in except in exceptional circumstances where an emergency admission has been agreed. The usual procedure is that a meeting is held involving the young person, their family (where appropriate), the social worker and Nailah House staff. A keyworker is allocated at the point of introduction.

### **The following young people are considered as suitable for Nailah House:**

All young people who for what ever reason are considered not suitable for fostering. In addition;

- Young choosing residential care.
- Young people with multiple placement breakdowns

- Young people with moderate learning disabilities
- Pregnant young women

**The following young people would not be considered suitable for Nailah House:**

- Young people with severe physical or mental disability.
- Young people with a concerning history of violence or arson.
- Young people clinically diagnosed as having a mental illness.

**Emergency Admission**

Admissions to Nailah House are usually on a planned basis. In exceptional circumstances an emergency referral will be considered where a young person is assessed as in need of accommodation and at risk, and for whom no other appropriate placement is available. In such cases all the other criteria must be met.

2. **The Facilities & Services to be provided within the house**

**Facilities and Services offered:**

A large semi-detached house situated in central Walthamstow. Originally six bedrooms, the property have been refurbished to create four en-suite studio rooms. The studios provide privacy and self sufficiency. Each studio has its own bathroom/shower room. Mini kitchens are in the planning stages. Young people's use of the mini kitchens will be accessed and monitored.

The property is indistinguishable in outward appearance from any of the other ordinary family residence locally. It is located within easy reach of shops and public transport. Walthamstow shopping centre, Walthamstow College, Lloyds Park and William Morris Museum are all within walking distance of the house.

*The property provides for the following:*

- single bedded studio rooms for up to four young people
- en-suite facilities
- staff office
- staff sleeping in facilities
- meeting room
- study/computer room
- ground floor shower and toilet for staff and guest
- kitchen/diner area
- lounge
- large landscape garden
- multi purpose outhouse (The Hut)

**Studio Rooms:** The studios are well furnished with en-suite facilities. Young people are encouraged to 'personalise' their rooms with posters, ornaments and photographs etc. The young people all have keys to their rooms. Each room contains a single bed, wardrobe, chest of drawers, armchair, coffee table, a bedside table with a lamp and a TV.

**Kitchen/Diner:** The home has a spacious kitchen/diner. The kitchen facilities are shared however, young people assessed as ready for independence may be allowed to use the mini kitchen (when available) as part of their semi-independence plan. A washing machine and tumble dryer is located in the kitchen area and is available to the young people. Young people are encouraged and assisted to do their own laundry.

**Lounge:** Situated on the lower ground floor, this area is mainly used by the young people for watching television/video and entertaining their guests. The lounge is furnished with modern leather sofas, and the facilities include satellite TV

The **meeting room** is used for all types of meetings, including: referral meetings, reviews, meetings between young people and their families, supervision and team meetings etc.

The **study/computer room** provides a quiet space for young people to read, browse the net or do their homework.

The **staff office** is generally for staff use only. Young people are welcomed in the office but generally discouraged from sitting around there. If young people need the space to meet with staff, they are encouraged to meet in the lounge or in the meeting room.

### **Multi purpose outhouse (The Hut)**

This is situated at the back of the care home at the end of the garden. Access can be achieved via the side gate. The Hut provides a space for group work and individual study. It also provides a space for leisure activities and for young people to socialise. It can also be made available for meetings and contact with family. **(This is a new development)**

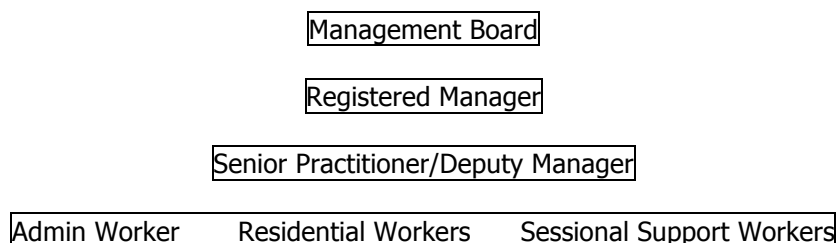
### **Meals**

**Meals** are generally prepared by staff. We ensure that young people receive a cooked meal daily. Menus are devised on a weekly basis; Young people are encouraged to get involved in planning for meals. They are also encouraged to prepare their own breakfast and snacks for lunch, if at home. Young people are encouraged to participate in grocery shopping and cooking with staff. Those older young people assessed as being ready for independence **may be** allowed to make use of their mini kitchen and given a grocery voucher to enable them to shop independently.

### **Allowances**

Each young person is given a weekly **allowance** of £25. The allowance includes £10 pocket money, £10 activity money (which can be forfeited as a sanction) and £5 phone top up. In addition £5 is put aside for savings weekly. In some cases the young people are not given the money all at once; they are supported to budget and make good use of their money. The young people also receive a clothing allowance of £40 per month. Those attending education can get an additional £2.50 for lunch daily. A weekly bus pass is obtained for young people not entitled to a free travel card.

## **3. Organisational Structure**



The staff team consist of:

- Registered Manager
- Senior Practitioner
- Part Time Admin Worker

- Residential Support Workers

Maintenance workers are employed as and when required

### **Management and Staffing**

The Director of JaNailah Ltd has overall management responsibility for the service. The Director is also the registered manager. A small dedicated staff team provides day to day management and care to the young people. The Director is supported by a small group of management board advisers, who alongside the Director can offer 'on call' support to staff.

All staff recruited have been referenced and CRB checked within current guidelines and policies

The staff at Nailah House have a wealth of knowledge and experience of working with vulnerable young people. At Nailah House we do not use agency staff except in absolute emergencies. We maintain a pool of bank staff to cover shifts thus enabling continuity and consistency of care.

At Nailah House we operate a shift system. The manager and deputy manager generally works a regular day shift which is from 9.30am to 6.30pm. Residential workers cover a 24 hour shift rota. The shift structure is as follows;

9.30am - 6.30pm  
6pm – 10am

Rotas are organised on a monthly basis. The ratio of staff to young people is 1:2. A manager or senior/practitioner is also on call weekly. Handover meetings occur daily involving the staff about to go off duty and the shift coming on duty. There is a half an hour lap over to enable this process to take place.

Staff meetings take place fortnightly. The meetings are sometimes extended to allow for team training. Team meetings are a vital forum for communicating and making decisions about practice. It is the only time that the whole team comes together. From time to time young people are invited to join the team meetings.

### **Staff Development, Supervision and Appraisal**

It is important that the staff at Nailah House are fully versed with the function and purpose of the service. Staff are fully informed of current policies, procedures, legislation and the application of these during the induction period.

The Staff receive regular supervision and training and their training and development needs are regularly reviewed. It is important that staff feel valued and supported as individuals and in the work undertaken. Each staff member has a clear personal and professional development programme. Staff receive appraisal annually

Supervision and lines of accountability are recognised as vital elements within the staff group. All staff have a designated supervisor who is responsible for their supervision. The Director and deputy manager are responsible for ensuring the provision of supervision. The managers and staff receives supervision on a monthly basis. The content of supervision covers, practice/organisational issues, as well as accountability and thoughts and feelings about the work.

Staff supervision is a crucial aspect of good practice and support. It is important that all staff working in the residential service, including managers, have a right to regular, private, individual supervision with their line manager.

For professional staff this means that the duty rota must allow for a one and a half hour session at least every three weeks. For other support staff the regularity should be one hour every four to six weeks.

### **Quality Assurance**

Nailah House strive to always ensure a quality service. To this end we recognise the importance of providing the right environment and ensuring that:

- the premises adhere to all current Health and Safety procedures
- regular safety checks are undertaken and appropriate records maintained
- all equipment is checked and relevant certificates acquired
- the Home is maintained, promoting the well being of each resident and quality of life
- the living environment of each resident takes account of their race, culture and physical needs
- residents are encouraged to be involved in the running and maintenance of their living environment

Everyone employed to work with children and young people in residential care has a responsibility for ensuring that the quality of care is of a high standard. The legal framework for establishing standards is contained in of the Children Act 1989 and 2004, detailed in the Children's Homes Regulations 1991 and the National Minimum Standards framework.

Residential workers are under a legal 'duty of care' which has been interpreted in case law as the duty [as opposed to Authority] to act as a careful parent would. The responsibilities of a careful parent are not defined in legislation but the Courts have generally interpreted them as a duty to exercise adequate supervision. Proper supervision will depend on the age and maturity of the child or young person, whether s/he is affected by any disability, and on the merit of the particular case.

Supervision can mean giving adequate advice and instructions rather than constantly watching a child or young person, unless there is some obvious risk

#### **4. The Experience of the Person in Charge, the Staff and Others Working there and details of Qualification held by any of those Persons relevant to their Work in the Home, or to the Care of Young People.**

The Registered Manager (RM) who is also the director of the company holds a Diploma in Social Work, a Degree in Social Science, a Post Graduate Diploma in Management Studies, a Certificate in Youth & Community and a practice teacher award. The RM has over twenty five years experience of developing and managing services to young people and their families and can boast of a background in youth justice work, probation work, counselling and group work. The RM has worked in public service organisations for many years and has managed services for children and young people up to senior levels, in both statutory and voluntary organisations. The RM is also an experience coach, consultant, trainer and lecturer.

The staff at Nailah house have a range of experience and qualifications between them. They have several years experience of working with young people in Social Services settings and related fields. Within the team there is an established group of residential workers, many being with the organisation from the onset. One of the part time staff members holds an NVQ 5 Registered managers qualification, One holds an NVQ 4, two hold social work qualifications and amongst the others, there is a mix of NVQ 2 and 3s. There is an Approved Social Worker amongst the team as well as trained youth workers, mentors and a qualified teacher. We have a strong commitment to 'on the job' and 'in house' training. We also access to relevant external training where necessary. It is our aim that all staff are trained to the required standards.

#### **5. The Arrangements made to Promote the Health of the Young People**

## **Accommodated**

At Nailah House, we consider the promotion of young people's good health to be one of the basic priorities of our work with them. We consult with young people's social workers and parents prior to admission to gain as much information as possible on their medical history and any specific medical problems that would need immediate and/or ongoing attention and treatment. Young people's Social workers and parents/guardians are informed at the earliest possible moment of any illness/injury/accident, which might befall them. Any information passed on to us by parents or other agencies concerning the medical history of a young person is treated in the strictest confidence.

Under the Children Act 1989 and 2004, the Local Authority to which the young person is in the 'care' of has a responsibility to ensure that arrangements are made for the child to be examined by a registered Medical Practitioner either prior to the placement at Nailah House or as soon as possible. Young people at Nailah House are encouraged to have their statutory medical. Staff will usually accompany the young person to the appointment.

At Nailah House we take responsibility for ensuring that young people are able to access health care services. Young people are encouraged to register with local GPs and other health agencies. Wherever possible we aim to keep young people on the register of their own doctor. However, where Nailah House falls outside the catchment area, we would register young people with one of the three local Health practice. Boundaries relating to catchments areas do not apply to dentists.

Where appropriate, staff accompany young people to health appointments. Young people over 16 can however refuse medical examinations and treatment given their age. Young people are encouraged to take responsibility for their own health by making the appointments with assistance from staff. Young people can self administer their medication with supervision and guidance. Nailah House staff oversees the application of all prescribed medicine. Medication is locked away for safekeeping. In certain cases, e.g. where a young person suffers from asthma, it is important that they always have medication available immediately. Our policy is then to ensure they have both the knowledge and ability to self-administer safely and appropriately.

We respect young people's rights to privacy in terms of the consultation with their GP and will seek their permission if such action is required. However medical information can be acquired via their social worker.

At Nailah House we keep a book in which all medicines/treatments are recorded.

Staff at Nailah House recognise the importance of advising young people on health issues, e.g. smoking, alcohol, drugs, sexual behaviour etc. Alcohol and illegal drugs are not allowed in the house. Our experience tells us that many of the young people referred already use alcohol and smoke cigarettes therefore such activity is monitored carefully. Young people are not allowed to smoke in the house. Smoking is generally discouraged at Nailah House.

## **6. The Arrangements made for Religious Observance by any Young Person Accommodated**

Young people at Nailah House are encouraged to follow their own religion and ensure that all staff and other young people respect this. The young people themselves, along with their families if possible are best placed to help us understand what is involved in making this possible. In all our work with young people, we aim to consider their ethnic, cultural, religious and linguistic needs.

The Director of Janailah is an ordained minister and some of the staff are practising Christians. Where a young has questions about religion or various faith and are interested in learning more, then such information is offered.

## **7. The Arrangements made for Contact between a Young Person Accommodated, his/her friend and Other Persons with Parental Responsibility, Relatives and Friends**

At Nailah House we recognise the importance of young people maintaining links with their families. Young people are encouraged to maintain those links, unless there are grounds to preclude contact. We encourage families to also visit the young people at Nailah House, which is their home

Young people are also encouraged to maintain links with their friends. They are allowed up to two visitors at any one time. Visitors are discouraged from coming to the house before 3.30pm during school term, thus giving the young people a chance to structure their day. Visitors are asked to sign the visitor's book when they arrive and leave the building. Our expectation is that young people take responsibility for the conduct of their visitors, and visitors are expected to leave by 10.00pm weekdays, unless prior consent is granted by Nailah House staff, for an extension. Visiting time is determined by the age of the young person and in accordance to their support plan. Times may vary during school holidays and week ends

The young people have access to a pay phone to enable them to make and receive personal calls. They are also given one phone card or phone top up each week to enable contact with their families, social workers and other professionals

## **8. The Method of Control and Discipline and the Disciplinary Measures Used, the Circumstances in which such Measures will be used and who will be Permitted to Authorise them**

Young people in care have a variety of needs which include clear guidance, influence and where necessary control as well as sympathy and understanding. It is important that Nailah House is viewed as a home, not an institution. Nevertheless clarifying limits, responsibilities and setting boundaries are integral to the provision of a 'safe place to be'. Part of the caring nature of residential social work is to control behaviour that threatens the safety and well being of individuals, the group and the staff.

Nailah House aim to provide a safe and secure environment for users accessing the service. We have a set of rules, which are designed for the security, safety and well being of everyone at the House. The rules form part of the placement agreement which the young people are asked to sign on admission.

Violence of any kind is not permitted at Nailah house. Young people may be physically restrained by staff if it is felt that their behaviour is such that they are likely to cause harm to themselves or others. Where possible staff should not restrain a young person if on duty by themselves.

Where physical restraint of a young person is required, the restraint should be reasonable and age appropriate.

Where staff is contemplating restraining a young person, the following should be considered:

- is immediate action required to prevent the young person from causing significant injury to him/herself or others or causing damage to property
- what other strategies might prove effective before resorting to physical restraint
- what their judgement of the situation is based on (knowledge of the individual etc.)

Guidance around restraint is found in Nailah House guidance and policy document.

All incidents where care and control measure have been taken are recorded in the 'Incident' book.

A 'warning' system is in place, which young people are made aware of at the beginning of their placement. The warning system is outlined in the placement contract. The warning procedures are enacted if the rules are persistently breached. Continual breach of the rules can lead to the termination of the placement.

## **9. The Fire Precautions and Associated Emergency Procedures**

The Guidance and Policy document contains procedures relating to the evacuation of the premises, dealing with a fire, and regular checks needed to ensure fire hazards (e.g., wedged doors) are avoided. In all cases, even when the fire is one, which appears easy to control, staff on duty should:

1. Sound the alarm
2. Call the fire brigade on 999, and
3. Evacuate the building

The door should be shut to the room in which the fire is located. Internal doors at Nailah House are fire resistant and should effectively contain the fire within the room for half an hour as well as contain smoke which in many cases is often more deadly than the heat and flames. If the fire is small it may be appropriate to attempt to put it out, however no unnecessary risk should be taken.

Regular fire drills are held to ensure that staff and young people are aware of the procedures in the event of a fire or need for evacuation. Procedures are found in the guidance document. Young people are made aware of the fire and emergency procedures and take part in regular fire drills.

## **10. The Arrangements for the Education of Young People Accommodated**

Nailah House is committed to improving the educational chances for young people accommodated. The expectation is that young people will engage in a structured mix of education, training or employment provision (as applicable). Young people are encouraged to maximise use of all main stream education and further education opportunities where possible. We believe that every effort should be made to integrate young people into regular education/learning provisions in the community rather than provide a full 'in house' provision which further marginalise them as a 'different' group, isolating them from young people who are not 'looked after'.

Young people will be supported to achieve educationally through private tutoring (where necessary) and through our group work/empowerment programmes. Internet access is available to young people using the service.

Nailah House team is constantly building links with local schools, PRU, careers services and training providers in order to support the young people. Key workers liaise closely with education and training providers in order to monitor the young people's progress. Nailah House staff can escort young people to school or college where necessary

Young people are encouraged to join and make use of the library facilities and other community resources.

## **Strategy for Education and Self Development**

Our ethos is the integration of our young people into the community as 'normal' citizens. However we recognise that young people in the care system are particularly disadvantaged as a result of their troubled past, thus the strategy for education and self development. We believe that given the right environment and circumstances, people have the capacity to change. To this end our strategy for education recognises that it is crucial to build into it also, a strategy for self development. It is only through building up 'self', which embodies, identity, esteem and confidence, that our young people stand a good chance of achieving positive change.

As part of our commitment to improving the educational chances for young people in our care, and to support the aim to achieving good outcomes, we provide learning support through our self development programme. A structured programme aimed at empowering and motivating young people to achieve.

We also access tutors when necessary in order to improve learning opportunities for the young people. Our strategy reflects the need for education and self development.

### **Structure for education and training**

#### **Basic Education**

Literacy, Numeracy, ICT, Art

Provider: Local Education authorities/Learning Providers/Tutors

#### **Self Sufficiency**

Self Development Programme

Provider: Nailah House/Independent facilitators

#### **Developing Independence**

Independent Skills programme

Provider: Nailah House

## **11. The Procedures for Dealing with any Unauthorised Absences of the Young People Accommodated**

Young people are expected to inform staff if they are leaving the building. They are encouraged to tell staff where they are going, who they will be with, and when they can be expected to return.

Where an absence is unauthorised or the young person's whereabouts is unknown, staff will report the child as missing to the police. In all instances, staff will try to establish the young person's whereabouts by contacting them on their mobile phone or by contacting friends/family etc. before reporting them missing.

Young people on the Child Protection Register are reported missing immediately if they fail to return to the house at the agreed time or if no contact has been made to establish their whereabouts. Parents and social workers are informed as soon as possible of any unauthorised absences.

Nailah House have devised a missing person format which includes physical details of the young person and highlights any concerns held. This form is faxed to the police and EDT for the boroughs concerned.

The absence is discussed with the young person on return to the house, where possible the

Police are involved in such a discussion.

Young people are required to sleep at Nailah House unless overnight stay elsewhere has been agreed.

## **12. The Arrangements for Dealing with Reviews under Section 26 of the Children Act 1989**

Review of Looked after children is a statutory requirement under the Children Act 1989. As a minimum requirement, each child or young person's circumstances must be reviewed within 4 weeks of becoming looked after, within three months of the first review, and subsequently at intervals of no more than 6 months.

Nailah House are fully involved in the statutory review process relating to young people accommodated. A progress report is prepared for the review outlining the young person's development in the areas addressed in their individual support plan.

Young people are prepared for the review; they are given the consultation form and supported to complete them. In some instances and at the young person's request, staff will advocate on the young person's behalf during the review.

A copy of the review minutes are kept on file and decisions incorporated into the support plan.

## **13. Access to Files/Safeguarding Information**

Young people's files are kept in a lockable cabinet in the staff office. Young people do not have unsupervised access to the office and are generally discouraged from 'sitting around' in the office.

Young people requesting access to their files must make their requests in writing to the manager

## **14. Child Protection Procedure and Training**

In the event of a young person reporting an incident of abuse against a member of staff the following steps must be followed:

- any allegation or suspicion, whatever the source, must be taken seriously
- report any suspicion or allegation of abuse involving a member of staff to the Deputy Manager or Director or OFSTED and Social Worker from the young person's borough
- an interview with the young person will be undertaken by a member of JaNailah Management team to establish what has happened and also to establish the appropriate course of action to be taken
- interviews need to be carefully planned to ensure that the interview itself is not abusive or oppressive, details of allegation and circumstances will be recorded in writing and maintained on file
- a decision should be reached as to whether the matter requires investigation under the Child Protection Procedures and what initial steps are to be taken
- any urgent action necessary to protect the young person or any other young people involved should be taken

The Director has the responsibility to:

- suspend any member of staff with whom an allegation or suspicion has been raised against, if this is felt to be the appropriate and immediate course of action required
- take account of any history of previous concerns about this individual staff member including minor incidents
- arrange a management planning meeting within two days to plan any investigation
- ensure that all possible relevant information gathered during the course of the child protection or criminal investigation is available for any disciplinary hearing
- ensure that information about the allegation or suspicion; the action taken and the outcome of the enquiries is recorded on the relevant personnel file and management records as well as on the files of the young person
- pass information about the individual concerned to appropriate authorities such as the Department of Health; Education & Employment or any other relevant professional regulatory body including Ofsted for inclusion in registers of those considered unsuitable to work with young people and young people.
- In circumstances where the director is directly involved in a child protection allegation/investigation, a representative from the JaNailah management board will be nominated to represent the organisation.

In addition to the guidance notes, Nailah House has a more comprehensive policy relating to child protection. This is included as an appendix to the staff guidance manual.

## **15. Bullying and Harassment**

Nailah House is committed to protecting young people from bullying and harassment. Young people found to be bullying others are in breach of Nailah House rules and subject to the warning procedures outlined in the placement contract.

Generally, bullying could be described as the intentional or perceived causing of distress, anxiety, humiliation, pain or social exclusion to one young person by other young person/people, by verbal or physical means, or through the damage or loss of property.

All allegations of bullying are to be taken seriously.

The young person being bullied should be listened to and their complaint recorded, and where appropriate, the social worker and OFSTED shall also be notified

A meeting between staff and the alleged perpetrator(s) must be held as soon as a complaint is received.

If it is deemed appropriate, a meeting could be held with all the young people concerned in an attempt to resolve the matter.

The young person subjected to bullying should be protected where possible from further harm/distress and be supported and empowered to deal with the situation. An opportunity for them to talk through their feeling must be made available immediately or as soon as possible to minimise the impact of their ordeal.

If after investigations, the allegation of bullying or harassment is found to be true, the warning process is then activated. Persistent bullying or harassment will lead to the perpetrator/s' placement being terminated.

## **16. Consultation**

At Nailah House the young people are encouraged and supported to make decisions about their lives and to express their views about how the home is run. Nailah House also consults closely with families and other significant adults where appropriate in order to invite their views on the service being offered.

Young people are consulted through the following:

- residents meetings
- self assessment forms
- key work sessions
- progress reports/meetings
- preparation for statutory reviews
- Reg. 33 visits

The views of young people are recorded and shared with colleagues, and the relevant social workers and managers.

## **17. Complaints Procedures**

Nailah House seeks to resolve complaints in an informal way in the first instance, but supports the young people rights to access the formal complaint procedure.

Minor complaints come up every day particular when young people live with others and have close contact with staff. Our role is to listen carefully and enable the young person to express their view. Every effort should be made to work through the difficulty or complaint, demonstrating care and sensitivity.

### **The Process**

There are three stages to the complaints process; informal complaint, formal complaint, formal referral to the Local Authority or OFSTED.

1. The Informal stage where the young person raises a complaint with a member of staff and all parties seek to resolve the complaint.
2. The formal stage in which the complaint is put in writing to the manager who will investigate and seek to resolve the complaint
3. The third stage where the complaint cannot be resolved at a local level and is passed on to the Waltham Forest Children's Rights Officer, the referring Authority or Ofsted

### **Informal Complaint**

At this point, every effort should be made to clarify any misunderstandings before a formal complaint is made. A meeting should be held with the young person concerned individually and then with the other parties concerned. At the informal stage, the complaint should be resolved within 24 hrs.

If the young person is dissatisfied with the outcome, the complaint should be put in writing to the manager. Assistance can be offered to the young person where they wish to complain in writing.

### **Formal Complaint**

At this stage the young person or someone on his or her behalf can complain in writing to the manager. If the complaint is made on the behalf of someone else, the person concerned should be sent a copy and confirm its accuracy.

The manager will investigate the complaint, with the assistance of an independent person where necessary. A written response will be sent to the complainant within 28 day of receipt of the complaint. The response will explain the outcome of the investigation and provide reasons for whatever decision have been reached. The complainant will be advised of the next stage if they remain dissatisfied.

**Formal Complaint Referral to Regulating Body**

If the complainant remains unsatisfied, the manager will refer the complaint to the referring authority and Ofsted - Referring Office:

**Ofsted**

**Freshford House**

**Redcliffe Way**

**Bristol**

**BS1 6NL**

**Tel- 08456 40 40 40**

**Fax- 08456 40 40 49**