

Statement of Purpose (SOP)

SE6 Information



Zone Central @ SE6

128 Farley Rd, London SE6 2AR

URN: 2634929

Statement of Purpose October 2022

Management and management structure

Intended Register Manager: Sarah Bonner

Sarah has worked with children in residential settings for over 25 years, she has vast experience which is truly embedded through working in every role and for many years as a Registered Manager of Homes. Sarah is qualified to Level 5 Children & Young People and working towards an NVQ Assessor qualification. Sarah has many years' experience training, mentoring and leading teams and acts as a mentor to Registered Managers, in her previous role Sarah worked closely with teams that were caring for young adults with needs associated with Autism and experienced significant learning disabilities. Sarah is currently working towards her NVQ Assessor Award.

Responsible Individual: Dawn Quye-Joyce

Dawn has over 5 years' experience of working within a children's home, 4 years of which she held the role of Responsible Individual. During this time, Dawn managed the team to enable a "Good" status again following a "requires improvement" on leadership and management prior to her appointment as RI. The "Good" status was maintained across of the 3 areas of inspection during Dawns time employed in this role. Dawn has an excellent working knowledge of the Children's Homes regulations (2015) including the quality standards. She has an excellent eye for detail and enjoy working in compliance. Dawn holds strong analytical skills; can think outside the box to provide solutions to lessons learnt from feedback from Ofsted inspections and is experienced in implementing recording systems and developing recording templates that are compliant and are able to evidence the outcomes effectively.

Dawn has also worked in health care and has previously managed multi-site provisions, including compliance across sites and managed teams from 10-45 staff per site.

Dawn has recently set up a 4-bed home in Southend-On-Sea and successfully gained OFSTED registration for this provision. Dawn is a qualified NVQ Assessor and is currently undertaker her Level 5 qualification in Leadership and Management

Interim Senior Team Leader – Peaches Samuels

Peaches has been placed into the role of interim Senior Team Leader. This will ensure that there is a consistent manager presence in the home throughout the week. It is hoped that Peaches will be trained up into the Deputy Manager role in the near future.

Clinical & Therapeutic Support

Dr Sarah Taylor MBBCh, MRCPsch- Consultant Child & Adolescent Psychiatrist

Our children and young people will additionally benefit from clinical support, including Dr Sarah Taylor. Dr Taylor is a fully qualified Child and Adolescent Psychiatrist and provides psychiatric overview of children, assessment where necessary, treatment plans, including medication supervision and supervision/consultation with team members.

Children and young people who come to stay at SE6 will have their objectives identified, and plans will be developed with them, their parents/carers and known professionals, with a view to enhance their participation and achievement with measurable outcomes in a consistent approach to the other support networks present in their lives.

SE6 will additionally support children and young people by providing an environment where continuous professional development forms part of the culture they will experience when visiting with us. We champion continued learning and training, to better identify needs and support for the individuals we care for, and we use measurable standards to monitor and identify this.

Children and young people will also experience planned and ever available activities and fun, in a safe and nurturing environment. Everyone will be given ample opportunity for socialising and the development of independence, where familial adults provide a support approach suited to their needs and interests.

Our Aims & Objectives

To enable young people with autism, learning difficulties, complex health and physical needs to develop and achieve their full potential.

Our vision is to make and provide all young people with the opportunity to have meaningful and positive life experiences.

To provide a safe and nurturing environment so that our young people feel SE6 is another home for them, a place they look forward to staying, achieve whilst being there.

We are passionate that to achieve the best life outcomes for our young people those that provide the majority of the support need to be well cared for too and believe in the therapeutic properties of having their loved ones well looked after so they can recuperate, maintain their health and wellbeing, and keep a strong sense of identity.

The core values which underpin our services



Our Accommodation

SE6 is a recently refurbished 3-bedroom mid-terraced property, which can accommodate up to three children. The property is set back from the residential street, and benefits from plenty of living and entertaining space, bespoke adaptations and furnishings, and a large family garden.

The adaptations include full health and safety and fire regulatory compliance, and fully furnished modern and comfortable fixtures, fittings, and decor. The environment boasts three good sized bedrooms, fully equipped kitchen, separate WC, and three- piece family bathroom, alongside the large secure garden.

SE6 can accommodate both male and female young people (subject to risk and compatibility assessments) between the ages of 8 to 18. SE6 is a fully supervised home, with a minimum of 1:1 staffing ratio, managerial presence and waking night staff for continued care and supervision through the night.

The home is fully secured from unauthorised access with fencing at the rear, and all doors have appropriate locks. Front and back doors are fitted with alarms. SE6 has an enclosed garden with privacy fencing.

SE6 has a fully fitted kitchen, large front room, seating for meals and socialising, and areas for activities and leisure. The young people have space to eat together and interact with their peers and the adult team, and they also have the capacity to enjoy their personal space in separate lounges.

The space also includes individual bedrooms of good sizes with bespoke fixtures and furniture. The young people are supported to include personalise their bedrooms when they first move in and on an on-going basis.

The bathroom is a spacious three-piece suite which maintains privacy, and children and young people can access the downstairs WC with sink which ensures toileting and hygiene needs are met at all times.

The garden at SE6 is accessible via the kitchen and provides space for outdoor entertainment and sensory activities. It is large, mostly laid to lawn, maintained and contained. This garden offers privacy and space for leisure and regulation for all children and young people with garden toys, trampoline and areas to sit.

SE6 completes assessments for individuals incorporating matching and compatibility aspects giving due regard to the impact of a new person moving into the home may have. This encourages cooperative play and establishment of friendships and socialisation opportunities, and is determined based on interests, gender, age (developmental and physical) and any other key features such as likes and dislikes. This will be balanced with the individuals needs alongside those of the family wherever possible.

SE6 also has the support of adults performing waking night duties, to ensure maximum levels of safety and support for the children and young people staying with us. SE6 determines adult provision based on risk assessments, which are completed for individuals and specific activities and in consultation with the placing authority and the family members where appropriate. This ensures the individuals needs are met and their routines can be safely carried out.

SE6 is supported by an experienced management team with a carefully recruited team of full-time adults. We will also have the support of a dedicated flexible hours team, all of which are inducted, trained, and supervised to the same high standards.

Our Location

SE6 is located in Hither Green, Southeast London, which is based in the borough of Lewisham

Lewisham benefits from various outdoor spaces and facilities including exercise and fitness parks, nature reserves and local parks which are of huge benefit to the children and young people. Farley Road is additionally ideally situated in a residential street within walking distance of an array of shops, facilities, and services.

Mountsfield park boasts spacious, grassy gardens, playing fields, a playground and a park café within a 5-minute walk of the property. The property is also very close to Lewisham Park and Ladywell Fields with Ravensbourne River passing through it, all within half a mile of the property.

Farley Road is a residential street, surrounded by monitored parking bays and the property itself is set back from the road and features a paved garden to the front with decorative pebbles along the flower beds. Within a short walk in either direction of exiting the property is local medical facilities including a dentist, opticians and doctor's surgery with the local hospital, University Hospital Lewisham, accessible by car in two minutes.

SE6 is also less than 1 mile Lewisham with a large superstore, cafés, eateries, and shopping opportunities available.

The property is also within easy reach of the DLR and National Rail services servicing multiple locations including central London within 20 minutes. The home is also serviced by local bus routes with request stops within a 5-minute walk of the property, enabling all young people to see more of their communities and to explore attractions and experiences that are further afield such as museums, cinemas, bowling alleys and swimming pools.

The home is also easily accessible by car to the wide array of leisure and educational activities in the surrounding areas and is also conveniently located within 1 mile of the local hospital.

SE6 is a comfortable familial setting, designed to be a home for those living there. Therefore, every effort has been made to keep distinguishing features to a minimum.


Cultural, Linguistic and Religious Needs

Zone Central recognises that religion is invaluable important to the lives of some children and young people. To ensure a continuation of religious belief and practice, all children and young people will have their religious beliefs (if any) suitably discussed and enquired upon prior to their attendance to Zone Central.

Zone Central champions diversity and strives to ensure that all religious beliefs are valued. We therefore consult with parents and carers on what arrangements are in place and where Zone Central can support the child or young person in this area. Wherever appropriate the individual will be consulted on their preferences and any identified religious needs. These instructions will be presented clearly in their individual support plan and can be reviewed or updated at any time.

Some of the necessary arrangements that will be facilitated include religious festivities, attendance to places of worship, appropriate adjustments to menus, birthdays and any cultural or religious festivals. There will also be access to religious texts or music as appropriate for the individual.

SE6 aims to recruit, train and fully utilise employees who reflect the broad spectrum of British society in all areas - gender, race, age, disability, culture, religion, education and economic level.

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Internal Complaints Procedure

All complaints must be directed towards the Manager of the service to which the complaint refers; however, should the complaint be regarding the Home's Manager, the complaint will be directed to the Responsible Individual.

Wherever possible, complaints are discussed at an informal level with the Manager in the hope that they can be resolved as quickly as possible, with the minimum of anxiety to the young person or person making the complaint. We have a positive attitude towards complaints and see them as an opportunity to improve the quality of care we provide for our young people. All complaints, whether major or minor are taken seriously and responded to in a timely fashion in line with our policy.

In creating a positive care environment which has a pro-active approach to complaints we will:

- Help the young people to make complaints and criticisms in an acceptable manner.
- Have a copy of the complaint's procedure available to review.
- Make this information for complaints available to local authorities and have this information available to inspecting individuals (Reg 44 and Ofsted).
- Keep a record of complaints made and actions taken, including dates and resolutions if possible.
- Support the resolution process.
- Give opportunity for complaints to be raised about matters outside of the care setting e.g. school or family.
- Inform the young people of their rights.
- Help the young people to raise complaints about difficult issues.

The young person, or the person making a complaint on his/her behalf, is kept informed on the progress of the investigation. All young people are to be reassured that they are free to complain at any time about anything without fear of reprisals. All young people may also have access to an advocate if they choose and they are informed of their right to access the placing authority's complaints procedure and to contact OFSTED if they wish.

The independent officer will have the authority to carry out the necessary interviews of young people and employees of SE6. He/she will also have access to the relevant documents and records held by SE6. He/she will then provide a written report of his/her findings to the complainant and manager as soon as practicable and in any event within 28 days. If the complainant is still dissatisfied, he/she will be able to make an appeal in writing to the Proprietor. The complainant and the independent officer will be permitted to make representations to the Proprietor. All representation and complaints will be recorded in writing and made available to the relevant local authority who may then wish to invoke the external complaints procedure – a copy of which is available on request.

Accessing Protection Policies

When people from outside our organisation, body, or organisation, involved in the care or protection of a young person wants to access the home's protection policy or the behaviour management policy, they can obtain these by putting a request in writing to the (Registered) Manager.

We have a comprehensive safeguarding and behaviour management policy and procedure in place. The home is based in Catford and therefore comes under the safeguarding board of the London Borough of Lewisham.

Views, Wishes and Feelings

At SE6, young people are encouraged and supported to make decisions about their lives and to influence operations.

In order for them to influence key decisions which affect their daily life, young people are encouraged to participate in regular, keyworker sessions and if possible young people's meetings, as well as completing or being supported to complete young people's questionnaires wherever possible. Feedback regarding Young Peoples meetings all requests for services or regarding them is given following consultation and where appropriate.

Zone Central @ SE6 welcomes the views of parents and social workers frequently, by inviting them to the home (wherever this is appropriate) and requesting that they complete a questionnaire giving their views about the quality of care provided by our home on a quarterly basis or when is determined as required. This feedback is considered in the Regulation 45 monitoring arrangements.

We will consider the views of the young person and their family members when determining aspects of the placement. We believe that the more involved young people are in influencing their daily decisions and choices in their lives the more self-esteem they will develop which will reflect in their positive choices and support their decision-making abilities.

There will also be regular Young People's meetings or, if not possible, keywork sessions facilitated by staff where there will be set items on the agenda, such as bullying, menu choices, activities and wishes. There is also the opportunity for the young people to add their own items to the agenda for discussion. In addition, young people will be given the opportunity to request items such as games or DVDs.

The involvement of young people in all aspects of their lives wherever this is suitable and in accordance with their needs is evidenced by:

- Full involvement in meetings as appropriate.
- Planned/unplanned key work sessions.
- Regular young people's meetings.
- Menu/activity planning.

The right to follow their own religious beliefs and explore others and the opportunity to attend a place of worship.

Policy & Procedures

Staff at Zone Central SE6 are committed to working with young people in an anti-discriminatory manner and do not discriminate on any grounds whatsoever. We strive to provide an atmosphere where all young people feel safe and supported for the time, they are staying with us.

We provide a safe environment where all young people will be treated equally, with respect, and in turn the young people are guided to treat the staff in the same way.

There are clear policies on how Zone Central @ SE6 promote anti-discriminatory practice, which all staff are required to read at the beginning of their employment.


All staff members receive 'Equal opportunities' training as a part of their mandatory training program. It is recognised and understood that young people will sometimes behave in a way that will result in consequences. When this happens, the consequences will be applied fairly and consistently in line with their behaviour support plan or other relevant support documents. Staff are clear through their supervisions, team meetings, and training that the purpose of consequences with young people is to promote change and positive behaviour, not punish. This is additionally important due to the restricted amount of time young people spend with us, we must be consistent with our approach and provide/receive support from all other involved professionals and the family.

Zone Central @ SE6 is committed to equal opportunities and anti – Discriminatory practice, both in terms of the staff it employs and the young people it looks after.

Anti-bullying Policy

No young person should have to put up with being bullied and no young person should be allowed to bully others without this being formally addressed. All bullying behaviour is to be challenged by staff and brought to the attention of the manager. A record will be made on children's files and shared with professionals.

Some of the young people we support are deemed as highly vulnerable, therefore Zone Central @ SE6 is highly committed to safeguarding and protecting vulnerable young people from abuse and bullying. Zone central will also be thorough when completing referrals to ensure compatibility considerations are made.

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Equal Opportunities Policy

We are committed to being an equal opportunities employer. This means that all the job applicants, staff and young people will receive equal treatment regardless of religion, sex, sexual orientation, marital status, race, colour, nationality, cultural or national origins, or disability.

It is unlawful to discriminate against individuals directly or indirectly in respect of their race, sex or disability. Zone Central SE6 fully complies with the provisions of the Equality Act 2010 and other relevant statutory requirements.

Promotion within Zone Central SE6 is based solely on merit, and without regard to race, sex or disability. Zone Central SE6 treats discrimination seriously and will act when any employee, or young person has a grievance as a result of discrimination or harassment on sexual or racial grounds or on grounds of disability. Any such grievance or complaint should be made in writing to the proprietor.

Young People's Rights

It is of crucial importance that young people with autism diagnoses and additional needs are supported through their journey when accessing services, and that those responsible for services help to ensure that young people understand their rights, and how to access advocacy services available to them.

The young People's guide, which all young people at Zone Central @ SE6 will receive, includes important information on rights as well as contact details for their social worker, Ofsted, and Advocacy services.

Within the principle of equal opportunities, all young people have rights. Within Zone Central SE6 young people have the right to:

- Be treated with respect, as a real person whatever their age.
- Be treated fairly regardless of their age, their race, their disability, their religion, what church they go to, or what clothes they wear.
- Be listened to when making plans about their future.
- Be able to go to School.
- Be in good health.
- Be able to complain if they are unhappy.
- Be able to have an advocate who can advise and help sort out matters when their stay is not going well.
- Be looked after by staff supporting the above rights.
- Have staff assigned to them who are adequately trained to support them

Education

SE6 believe in the importance of education. Young people are supported to develop their skills and interests to their full potential. Staff support and contribute to the young person's PEP and/or EHCP where invited to attend meetings, and staff help transition with transportation and support to school.

- In support of education attainment, SE6 provide;
- Facilities to encourage independence skills, such as cooking and domestic tasks.
- Facilities for the development of Social Skills via social activities.
- Completion of homework or provision of tools to do so.

The SE6 team attends school reviews and make visits to the schools wherever there is a specific need, an invitation to a review or meeting or wherever is appropriate. The team of SE6 are committed to contributing to EHC plans and other relevant documents as an important aspect of an individual's life as a named support provision where their allocation to Zone Central will be included.

Enjoyment and Achievement

SE6 are keen to develop a young person's sense of achievement, and to enable them to gain meaningful life experiences and enjoy their time spent with us. In order to meet these, we offer a variety of activities that meet needs and develop and reflect their creative, intellectual, physical and social interests and skills.

We believe that it is paramount to recognise an individual's strengths and to provide praise when a young person achieves goals or displays positive behaviour. The staff team at SE6 are committed to supporting and working with the young people in our care to make positive progress in their lives.

Staff at the home recognise through their induction and training that an important part of the process of growth and development for young people is the opportunity for them to participate in enjoyable activities and have fun. They also will recognise through their professional development in line with our training programs initiated from the induction stage that being interested and involved with young people in their leisure activities is a good way of promoting and developing positive relationships with them.

All young people at the home are supported in the pursuit of their individual interests and encouraged to explore a range of leisure activities, this will be reflected in their care plans and supporting documents.

Zone Central SE6 also has an adequate budget to provide for leisure activities and staff encourage young people to participate in the decision making about how it is spent and/or what is undertaken. We will accommodate classes, festivities, celebrations and new opportunities.

To achieve this, we will:

- Ensure that young people are fully supported and encouraged to participate in activities.
- Actively encourage and support young people to develop links with relevant resources through their social worker or families where identified as a need.
- Provide opportunities to develop independence skills through household tasks such as washing, cooking, and shopping where risk assessed.
- Ensure young people are prepared for any further education and future employment evidenced clearly.
- Ensure personalised plans are clear on the targets the young person is working towards and that these are realistic and actively worked on.
- Provide support to any transition plans wherever requested.
- Interests of the young people will be explored, with all requests being considered.

Health Education

It is important that a comprehensive medical history is given during the admissions process to enable and to ensure that any medication or treatment is maintained, and to advise a medical practitioner of a medical background in the event of sickness.

All staff are trained in emergency first aid and an accident form will be completed to ensure statutory requirements are fulfilled. Parents will also be notified of any injuries or accidents.

At Zone Central our young people will be encouraged to help make healthy life choices through diet, meal planning and activities involving food and drinks or exercises. This will again be based on individual need and care plans.

Measuring the effectiveness of healthcare or therapy provided Zone Central SE6 will work closely with any Clinicians and/or therapists providing a service to our young people. This may be through invitation or resulting from an ongoing or identified need relayed to the social worker. We will ensure that any identified needs resulting from such services are recorded and kept on the child's file, communicated/shared with other relevant agencies, and are actioned appropriately.

The effectiveness of any health or therapeutic services received by our young people will be monitored, by ensuring that close and positive working relationships are upheld with the family, for changes to be communicated in line with our medication administration policy and procedure.

The team at SE6 will ensure that, where appropriate, they will take guidance from therapists and include suggested strategies in the young person's care plan.

Positive Relationships

SE6 will encourage the young people in our care to develop positive relationships wherever this desired or required, and where appropriate facilitate contact with friends and like-minded people either in the home or in the community.

For our young people who struggle to communicate their desire for maintaining or initiating relationships, we will use a best interests and multi-disciplinary approach to establish positive relationship contact and help encourage positive interactions between relevant family members, carers and peers.

We will ensure that wherever required we will work collaboratively with social workers and families and the young person to support and encourage their familial contact, which will include planning and organising with the young person the best course of action for them. This is as we are aware that relationships are crucial to ensuring the building and retention of relationships.

Protection of Young People/ safeguarding policy statement

The young people accessing SE6 will have needs associated with autism diagnosis, learning disability and other complex health needs that may result atypical behavioural presentations, alongside significant communication impairments and this may result in the display of behaviours that may challenge. They may also struggle to express past or present trauma, abuse, or neglect. Our staff will have safeguarding training which will, alongside our managerial safeguarding training, ensure the young people we support are kept safe from harm, and have positive experiences with trusted adults.

When abuse of a young person is suspected, or has occurred, the protection of the young person will be the primary focus and other practice principles, whilst important, are secondary. Priority over all other work is given to protecting the young person when there is possible or clear evidence of abuse.

For any case where SE6 staff suspect abuse whether this is physical, sexual, emotional or in the form of neglect, they have a duty to report this to the local authority (LADO) in whose area the young person resides and the authority responsible for the child. The local authority in partnership with the police will then carry out any investigation or protective duties which may be required.

SE6 has no power to investigate abuse, but staff do have a responsibility to take immediate steps to protect young people from abuse. In all instances, the designated safeguarding lead (dsl) (or in their absence, the on-call manager) must be informed. Any suspected abuse is reported immediately to social services via the designated safeguarding lead. All discussions and actions taken must be recorded fully by staff who will be supported by the DSL. Out of hours the local authority emergency duty team (EDT) can be contacted either by the staff on duty or the homes manager..

All staff working at Zone Central SE6 will be provided with training opportunities to enable them to recognise and act appropriately when they encounter instances of abuse. This will also form part of their recruitment procedure, where heavy emphasis is based on current safeguarding knowledge and their ongoing professional development, where they will be asked to respond to safeguarding questions during supervision.

Any professional involved with the care of young people accessing Zone Central SE6 will have access to the home's policies on child protection and safeguarding.

This statement should be read in conjunction with the Behaviour Management Policy/plan.

Zone Central SE6 firmly believes in protecting young people and to this end will ensure that all members of staff are adequately checked and screened during the recruitment and file clearing process.

The safeguarding policy and procedure will be displayed in prevalent areas with accessible numbers and formats for the young people also.

Behaviour Management

Zone Central SE6 operates a policy of imparting firm, clear and concise boundaries that young people must be able to understand. If the young person repeatedly challenges or breaks these boundaries an outcome will be determined according to their needs and abilities.

Any outcomes are given on the basis that it is within the comprehension of the young person and a reasonable response to the behaviours displayed. Any outcome use will be determined if appropriate on an individual basis and staff will receive information and guidance prior to their usage in the Placement Plan. All sanctions/ consequences will be recorded, and their authorisation discussed with the staff by the manager to assess whether they are effective or appropriate.

When caring for young people who display extremes of behaviour, it is sometimes appropriate to use physical intervention/hold as a method of care and control to ensure the safety of the young person and those who care for them but only as a last resort.

All our staff will be trained in physical Intervention procedures using Team Teach technique's during a two-day course and are to be re-assessed each year to ensure they remain competent in all aspects of the positive behavioural support model.

Staff will use Physical Intervention techniques taught in the purpose of preventing the young person from causing injury to others and themselves or serious damage to property including their own. This will be for the least amount of time possible and with minimum force as is necessary for safety. It must also be the last resort of behaviour management. Zone Central SE6 methods for behaviour support emphasise communication, distraction, and de-escalation.

The placing authority will have been notified of the incident by phone. Any incident or physical intervention is recorded formally and is signed or commented upon by the manager. The staff involved in the physical intervention will require a de-brief to within 48 hours discuss the uses of method. The young person is also asked to read, comment, and sign the report within 5 days, in order to discuss the incident if this is appropriate to their developmental stage and ability. The report is then sent to the placing authority.

Going Missing

Risk assessments for going missing will be completed prior to a child moving into the Home and additional safety requirements will be discussed and implemented as agreed and required if these are necessary for an individual. The risk assessments will be with input and contribution from the team and relevant professionals and agreement including if necessary DOLS agreement.

If a young person does go missing then the police, the duty social worker and parents or guardians are informed promptly. All staff will be aware of the missing from home policy and the procedure to follow if this was to occur. The missing form home policy will be followed in such instances.

A location risk assessment has also been undertaken which informs the child's individual risk assessment.

Leadership and Management

Responsible Individual	
Name	Dawn Quye-Joyce
Address	128 Farley Road Catford, Lewisham SE6
Mobile	07515492505

Intended Registered Manager	
Name	Sarah Bonner
Address	128 Farley Road Catford, Lewisham SE6
Mobile	07918206935

Experience & Qualifications of staff

All staff attend training that not only covers the mandatory requirements of the Quality Standards but also specialisms that are required to meet the needs of individual young people we support.

The leadership team at SE6 will also seek additional sources of training if any other areas are identified that staff require training in. We also encourage the development of the staff team and allow them opportunities to request additional trainings that may benefit them in their role.

The quality and reliability of our workers is crucial to the success of SE6. The minimum standard for a Registered Manager at the home is an NVQ level 5, or equivalent, and for Residential Support Workers NVQ/QCF Diploma Level 3.

The Manager ensures formal supervision of each member of staff takes place regularly and no later than every 6 weeks. As well as structured one to one supervision, informal one to one and group supervision within team meetings are also available with opportunities for mentoring and modelling. The staff team will additionally be appraised every 12 months. Our staff will have acquired skills from a wide variety of training available during induction and on a continuous basis. They will also benefit from ongoing professional support in applying this information in a practical way. They are recruited in line with the Safer recruitment policies and their suitability is assessed which includes consideration of their life experiences, their personal, emotional and temperamental suitability to the task alongside their responses to the bespoke interview questions.

The collective experiences and shared commitment to young people which we embed in our staff team and is present at managerial level will be combined to assist us in the process of developing

our services for the benefit of young people at Zone Central SE6.

We are currently operation waking nights support and there is a minimum of two staff in the home of an evening. Both day and night shifts will have an allocated shift leader, who will take responsibility for the home, team and young people on that shift. All shift leaders will be expected to feed into the senior management team following each shift.

Name	Designation	Qualifications	Experience
Sarah Bonner	Intended Registered Manager	<ul style="list-style-type: none"> • Diploma level 5 in Management and Leadership in health and social care Children & Young People • Diploma Level 3 in health and social care • D32, D33 	<ul style="list-style-type: none"> • In excess of 20 years working with children living in residential homes. • Ofsted Children's Home Registered Manager • Service Manager, services for Learning Disabilities • Training Manager, • Designated Safeguarding Lead
Dawn Quye-Joyce	Responsible Individual	<ul style="list-style-type: none"> • Level 3 in working with vulnerable young people • Level 4 PTTLs • Level 3 NVQ Assessor • Currently undertaking Level 5 Leadership and Management 	<ul style="list-style-type: none"> • 20 years working with children and family • 13 years management experience including child protection • 5 years experience running own businesses providing support for children and young people • 4 times business award winner • Ofsted Responsible Individual with over 5 years of experience

Care Planning/Admission

The process will begin with an initial telephone conversation or email between the local authority worker and a senior member of the team at Zone Central @ SE6. An initial decision may be made based on information provided regarding suitability to proceed. However, if we feel as though more information is required or we would like to initiate proceedings, then a referral form will be sent to the enquiring worker.

With an agreement to proceed, the social worker will be required to complete a financial agreement. Any relevant reports are also requested including EHCP's, local authority care plans, and any other relevant documentation they have for that individual.

We will also insist on a placement agreement being written and signed by both parties, this is a must to ensure that everyone is sure of what is included, and costs being charged.

Visits to the Home for the young person will be planned as preferred practice, but these will be flexible and will be in line with what is suitable for the young person. For example, more visits may be required prior to moving to the Home. The initial visit will be made with parents/carers, and they will maintain responsibility for the young person during this visit.

On successful completion of visits and the composing of relevant risk assessments and evidence collection for the young person admission and bookings will take place within one week assuming a room being booked. The process of bookings will be shared with the family and social worker of the placing authority.

Cancellation of Service

In the unlikely event that a young person has their service terminated, we will attempt to give 28 days' notice. Should the local authority wish to remove an allocation from a young person 28 days' notice will be required.

Transition and Moving on

At Zone Central preparation for future independence can be supported for the young person to have a confident transition period with the development of necessary skills they will require for their adult lives. We will work alongside all those involved in the support of the young person to provide this.

Some of the ways in which we can support young people are by completing tasks with the young person as identified in their transition or other relevant professionals plan. We can also attend meetings for transitions and provide the young person with emotional support wherever possible.

Fire Precautions

The Home at SE6 is annually inspected by an independent fire safety company, the annual fire risk assessment is updated and actioned accordingly to meet safety regulations. The fire alarm system has been fitted to comply with the fire regulatory reform act, the system is serviced and maintained as per the compliance guidance. Staff are trained in fire safety and evacuation procedures.

The home's system operates a fire system with detectors in every room. The system is checked on a regular basis in accordance with regulations, all testing is documented in the fire log. Full evacuation drills occur four times a year, one of which is done at child sleeping times to ascertain evacuation safety at the time of sleeping. Details of evacuation will be recorded including duration, date, time, and any issues that may require further discussions or actions. Staff will be trained in managing the system and identifying the walk through for all fire safety operating procedures.

All electrical and gas appliances will be tested with safety certificates available for review. Fire doors will be fitted, and fire extinguishers will be available throughout the home. There will also be emergency lighting and clearly signposted emergency exits and the evacuation point marked in the building.

Young people will have a PEEP developed as part of their support plan to identify any mobility or refusal risks, they may present, with an individual plan to maximise compliance. Refusals will be recorded, and additional actions will be determined and acted on if required to ensure safe fire drill evacuations and an identification of any hazards present in the building.

Thank you for taking the time to read our SOP. Please feel free to contact either myself or the staff team with any questions that you might have.

Thank you,
Zone Central @ SE6