



New Key Support

Statement of Purpose

New Key Support

Director

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Overall aims of New Key Support Ltd to be attained

New Key Support Ltd is a private limited company offering a service to young people with complex needs who may display a range of challenging behaviours.

We will work with young people to help them gain the relevant life and social skills in order for them to survive in the community live on their own or become reintegrated with their families or carers.

New Key Support Ltd will strive to provide a complete “wrap around” service which will include support and help with healthcare, social care and other professionals.

We offer a very high level of support, and ensure our resources meet the identified needs of the young people that are placed with us.

We recognise that young people with complex needs deserve the opportunity to reflect their potential in a proactive and safe way. We do this by ensuring all our staff are fully trained and have obtained/working towards a Level 3 in Health and Social Care (Children and Young People). Staff are trained on a strict framework with a high importance placed on the quality and continuity of our support workers to provide a stable and secure environment for all the young people placed with us.

Our Policies and Procedures are written to provide safe and working practices that help and protect both young people and support workers.

New Key Support Ltd works closely with families, Social Services, Police, Y.O.S and all relevant professionals to ensure all relevant parties are kept fully up to date to ensure that a shared support approach is developed and the highest standards of support can be achieved and that ongoing improvements and developments are maintained.

At New Key Support Ltd we are very committed to the principles and practices of equality. Our Policy on Equal Opportunities is reflected in all aspects of our service to ensure we accommodate and respect all aspects of ethnic, religious and cultural groups being sensitive to their specific needs.

New Key Support Ltd ensures regular quality and performance appraisals are conducted with both young people and support workers. In addition to this, our formal complaints, disciplinary, grievance and whistle blowing procedures ensure we can collect information to plan and implement on-going improvements to our services.

We will constantly review plans with all the professionals involved in a young person’s care to ensure we can monitor their progress. We feel this is very important to ensure that the correct support package is in place.

Facilities and Services Provided

Our staff will endeavor to promote a “Shared Support” approach when working with all service users. Social workers will be kept fully informed of all developments in the young person’s life and the communication between parents and social workers and the care team is a valued component by staff.

We will endeavor to provide all service users with an environment which is safe, child centered and where the young people’s individual circumstances, rights and opinions are respected and listened too. We take pride not to work in an anti-oppressive practice.

It is our firm belief, that where it is part of a clear plan to meet the individual needs, with specific 1 to 1 or 2 to 1 support whenever needed can provide a homely environment for which a positive experience can be sought after from the service user and their families. We ensure we work proactively with the service user and their relevant care team to ensure that they have the access to the opportunities, resources and support to reach their full potential and achieve a positive future.

Each young person will be allocated a team of staff. All individual work will be carried out and focused on meeting all aspects of the “Every Child Matters” agenda with regards to the “five outcomes” as a benchmark. The allocated team will ensure consistent support and development for each young person. One to one sessions will be held regularly to each young person, these sessions will enable the young person to have an active input into the development of his/her support plans, decision making processes and general systems within their home

All young people have access to a wide range of local leisure facilities such as Youth Clubs, Bowling, Swimming, Gym and the Cinema. We also have a unique opportunity for our young people to participate in paid work in both our Café and Maintenance Team, this is a fantastic opportunity for the service user to take their first steps into the working world and feedback has been fantastic from those who have partaken.

Education and Work Placement

We will work with any Local Authority to provide and deliver educational packages. We can also provide transport to and from young people's educational provider.

We have excellent links to local schools and colleges.

We also work very closely with ESPA college who provide education and services for people with Autism.

Work Placement



We have a unique opportunity at New Key Support Ltd for the young people in our services to work in our Café, gaining invaluable work experience and additionally the opportunity to study towards a Level1/2 qualification in Hospitality and Catering.

Adding to the real-life work feel. The Young person will be taught interview and presentation skills and attend an interview for their position. It is a chance for the Young Person to develop a work ethic as well as providing structure and routine to their week.



For those Young People interested in a more hand's on career we also provide the opportunity to work on our maintenance team. Our maintenance team helps train the young people in many areas including painting and decorating, joinery and tiling as well as many more.

Alongside the practical element they will also study towards a Level1/2 qualification in Health and Safety and be sourced a placement on a CSCS card course upon completion.

Work placements at New Key Support Ltd are designed to build confidence, people skills and individually tailored to the young person. Allowing them to choose a work pattern that suits them. As well as gain a qualification that will help them in the future and enhance their CV.

Qualifications and experience of the Director and Operations Manager

Our Director and Service Managers come from a wide range of backgrounds including; Children's Services, Residential services, Adult (Elderly Services) Homeless Services, Leisure Services and Mental Health Services.

Our managers are committed to working 'hands on' across all our service areas. We feel our commitment to do so, ensures that all our services are continually meeting our standards. We believe that direct involvement with our staff and our service users means we are continually able to reflect on our provision and our practice, ensuring best outcomes in service delivery. All our managers are qualified up to Level 5 in Leadership and Management.

The Staff Team: - numbers, gender, qualifications and experience

Our staff at New Key Support Ltd are a very dedicated team. We recognize the need for supportive staffing levels, not only for Health and Safety requirements but also in relation to quality, supportive and proactive childcare practices. All staff are supported by the manager and support will be provided on a 24/7 basis.

The ratio of staff to young people is individual to each young person's support package. This can range from 1 to 1, 2 to 1 or outreach hours. New Key Support Ltd work collaboratively with the agencies to create a completely bespoke package so if you have something in mind, New Key Support Ltd will try our best to accommodate.

Management support is available 24/7, and on call for any of the service's needs. Additionally, the Company Office is open Monday to Friday 8:30am – 4:30pm. When there is a high level of risk associated with an individual young person, we will then increase the staffing levels accordingly.

All our staff are Level 3 qualified/working towards in Health and Social Care and have vast experience working with children and young people from diverse backgrounds. After completing their Level 3 all staff are supported and encouraged into obtaining further qualifications and training.

We have male and female staff available for all young people 24/7.

Arrangements for supervision, training and development of staff

The management team meet once per month to constantly review the service we provide.

All staff working at New Key Support Ltd undertake a comprehensive induction package that runs for the duration of their probationary period. This covers health and safety aspects of working in the services, policies and procedures, administration and recording, philosophy and residential social work practice.

In addition to this package, and running in tandem, new staff receive one to one formal supervision on a regular basis for the duration of their probationary period and three-month probationary reviews. Following this staff will receive formal supervision monthly.

Formal supervision is supported by informal supervision as and when required by the Management Team. Further support is provided by Team Meetings.

For staff working at New Key Support Ltd there is formal training in the form of a Care Certificate in order to ensure basic competence. The training areas are:

- Understand Your Role
- Your Personal Development
- Duty of Care
- Equality and Diversity
- Work in a person-centred way
- Communication
- Privacy and Dignity
- Fluids and Nutrition
- Awareness of mental health, dementia and learning disability
- Safeguarding Adults
- Safeguarding Children
- Basic Life Support
- Health and Safety
- Handling Information
- Infection and prevention control

QUALIFICATIONS AND STAFF DEVELOPMENT

All our support workers are Level 3 qualified or working towards.

At New Key Support Ltd staff have access to a range of training programs where we use both internal and external trainers and assessors through sister company Key Skills Training Ltd.

Training that is to be made available to our support workers include: -

Level 3 Health and Social Care (Children & Young People)

Safeguarding

CSE Awareness

Child Protection

Managing Challenging Behaviour

Risk Assessments

Health and Safety

Food Hygiene and Infection Control

First Aid

Bullying

Self Harm

Fire Precautions

Fire Health and Safety

Challenging Behaviour

Equality and Diversity within the workplace

Mental Health Awareness

Sexual exploitation and county lines

All mandatory training will be carried out by new members of staff after their 12 week induction and refresher courses will be set up for all members of staff regularly.

Operational Organisational Structure

DIRECTOR OF NEW KEY SUPPORT LTD

Mr David Bell



Business Manager

Charles Shipley



Operations Manager

Kelly Lancaster



Snr Support Workers x8

Support workers/Outreach workers

Details of Young people to be accommodated: -

Age, gender, number, disability, or other special needs

New Key Support Ltd can accommodate people aged sixteen and above.

New Key Support's main client group mainly focuses on young people with behavioural problems and learning difficulties. These also include drug, alcohol issues, county lines, offending behaviour and gang membership.

Although we endeavor to offer equal opportunities to all young people in need, we are unable to provide placements to young people with physical disabilities and we do not offer personal care.

MOTHER AND BABY SUPPORT

Mother and baby services can be provided by New Key Support Ltd. We have an established reputation of working with individuals who have complex support needs. As such our staff teams and management are well equipped to provide all the support needed to make the experience of child birth and new motherhood as safe and enjoyable as possible.

We can offer a unique, supportive environment in which mums are encouraged, empowered and inspired to bond with their babies and transform their life chances long term, and support them in whatever the outcome for them and their child will be. This is achieved through a combination of practical parenting support, life skill work and targeted intervention work.

We provide mother and baby accommodation and support to women aged 16+ who are either pregnant or have a child up to 2 years of age and who have been identified as in need of additional support.

TRANSGENDER SUPPORT

New Key Support Ltd service can offer a service for transgender and gender dysphoric individuals. We are there to support young people in their journey no matter what point they are at. We have an established reputation of working with individuals from a wide variety of backgrounds with a range of needs and a successful track record of supporting with the mental and medical challenges the young people will face. Our staff teams and management are passionate about the people we work with and are well equipped to provide all the support you need to make their journey as safe and enjoyable as possible.

We offer a unique, supportive environment catering to all needs, whether this is just having someone to talk to, attendance at appointments or helping with the correct identity documents. Our team will be relaxed and therapeutic enabling the young person to explore their new identity in a safe and non-judgmental surrounding. We aim to encourage and empower the young person to be 'all they are capable of becoming'.

Admission criteria including emergency admissions

REFERRALS

All referrals should be made direct to New Key Support Ltd at admin@newkeysupport.com

In all instances we will require the completion of a referral form along with up to date information, for example recent support plans and risk assessments.

ADMISSION PROCEDURE

New Key Support Ltd offers placements for people aged 16 + who may have a variety of issues. Our resources offer service users the opportunity to reflect on past negative experiences and allow them, with appropriate support and the necessary skills to live independently in the future.

We do have the facility to accept emergency admissions when we have capacity, with this package we can assess a young person's needs to develop a plan regardless of the young person remaining with us.

We will also accept referrals for unaccompanied young people. We are familiar who is an unaccompanied asylum-seeking child and the ways that they come to the attention of the Local Authority.

We understand the asylum process, access to legal representation and possible outcomes and implications for care/triple pathway planning. We are also aware of the immediate safeguarding issues to consider when responding to unaccompanied children, including issues around trafficking, concerns about possible exposure to radicalisation and age disputes. We can also help provide information and knowledge to help the completion of Age assessments and Trafficking assessments.

All resources are to be discussed in the first instance with the operations manager of New Key Support Ltd who will in turn discuss with the staff team. They will discuss whether the home can meet the needs of the individual.

Once a placement has been agreed the individual may visit their property, pick out their room and most enjoyably go shopping with staff to purchase all new accessories and furnishings for their home.

The service users referred to us will be 16 + at admission and will sometimes display complex and challenging behaviors. The aim of New Key Support Ltd is to offer a period of structure and stabilisation within a safe and protective environment and to assist them into re-establishing themselves in the wider community.

Some service users referred may have a learning difficulty, with associated challenging behaviors.

Some service users may be exhibiting behaviors that challenge which would include:-

- Verbal aggression

- Physical aggression
- Self-harm

Most service users with learning difficulties can communicate effectively and develop independent living skills with support.

Diagnosed mental illness in service users can range from depression to psychosis. All referrals are carefully considered, and risk assessed to ensure that the assessed needs of the service users are met.

Although we endeavor to offer equal opportunities to all service users in need of support, we are unable to provide placements to service users with physical disabilities and we do not offer personal care.

GENERAL PROCEDURE

Telephone contact and email will be made with New Key Support Ltd by Social Services or the operations Manager.

During the telephone conversation as much information will be obtained about the Young Person including their current situation, support needs, medication etc. Placements can only be considered / offered following a completed referral form from Social Services accompanied by sufficient information to allow an assessment to be drawn up regarding the feasibility of the placement.

PLANNED ADMISSIONS

At New Key Support Ltd prior to admission we can arrange for the Young Person to come on several visits with their carer / parents / family where appropriate to allow them to settle in slowly so the move will be less stressful for them.

Following admission, a placement meeting will be held with all relevant parties, including parents/family where appropriate, to draw up a written agreement for the placement.

On admission the young person will meet with their key worker and will be given a "Young Persons Guide" which outlines the rules, expectations, fire procedure, license agreement and complaints procedure etc. The Staff Team will be responsible for ensuring the young person understands any information that is issued to them.

The arrangement for contact between a service user, parents, relatives, and friends will be discussed and arranged within the admission process and staff at New Key Support Ltd will help and support and facilitate any arranged visits.

EMERGENCY ADMISSIONS

New Key Support Ltd will respond professionally and promptly to all suitable requests for an emergency placement where we are in agreement that New Key Support Ltd is the most suitable placement.

The placement authority must send us as much information as possible together with a current risk assessment and the Financial Agreement Form signed by the appropriate person.

A planning meeting must be held within 72 hours of admission and should be attended by all relevant parties to draw up an initial placement agreement and a short-term support plan.

Emergency admissions are extremely stressful on the young person and we strive to make the transition as smooth as possible.

Positive outcomes as a result of independent living

New Key Support Ltd is an independent living service who offer young people the maximum opportunity to live independently while still feeling supported where necessary.

Many of the disadvantages of living within the care system have been minimised through the provision of:

- Own personal space
- Incentives
- High levels of attention for young people
- Spacious living facilities
- Large bedrooms
- Luxury facilities
- Homely atmosphere
- Informal, relaxed approach
- Individually tailored support plans and risk assessments
- Education in easy reach

Philosophy and Ethos

The aim of New Key Support Ltd is to offer high quality support which provides help and guidance in developing independent living skills with a view to living independently. New Key Support Ltd promotes a sense of family living which allows young people to develop positive social relationships.

New Key Support Ltd is specific to providing placements that meet the individual needs of the service user who are experiencing a crisis in their lives. They will require a period of structure and stabilisation. The length of placement will be flexible by the support plan of the young person.

Placements can be long or short term and will be monitored by the local authority and the looked after children (L.A.C) Child in Care (C.I.C.) Reviewing process.

We will work in partnership with young people, families and all relevant professionals to ensure that positive outcomes are achieved for each individual.

New Key Support Ltd aims to provide an environment which promotes the feelings of safety and stability of the service user. This in turn will allow the service user the opportunity to reflect on and reappraise their life events.

We provide a child centred, professional service in which our support service is constantly developed and updated in line with our own experiences and alongside guidelines of relevant legislation.

New Key Support Ltd provides high levels of support by an experienced and knowledgeable staff team who are specifically trained to work with young people who present behavioural and challenging difficulties.

The physical and emotional health of the service user will be determined in a variety of ways, which include the immediate registration with the local G.P.

The assessment of the service user admitted is compiled alongside the parents, previous carer and social workers advice and experiences with the service user.

For every service user that is placed with New Key Support Ltd we place great importance on the “five outcomes” of the “Every Child Matters” strategy:

- *Being Healthy: enjoying good physical and mental health and healthy life.
- *Staying Safe: being protected from harm and neglect.
- *Enjoying and Achieving: getting the most out of life and developing the skills for adulthood.
- *Making a Positive Contribution: being involved with the community and society and not engaging in anti-social or offending behaviour.
- *Achieving Economic Well-being: not being prevented or excluded by economic disadvantage from achieving their full potential in life.

Progress to achieve positive outcomes in all these areas are monitored and reviewed regularly and forms the basis for individual service users to incorporate in these outcomes in line with their support plans.

The service user will have the opportunity to meet education and our careers advisor to set their next steps in stone. They will also complete independent living booklets that offer measurable progress in terms of learning the necessary skills for living independently, for example, cooking, budgeting, organising trips and what to do in an emergency etc.

These aims are achieved through providing the following: -

ACCOMMODATION

We provide quality accommodation which is comfortable and homely for the Young People. We ensure safety and privacy in a child centred environment.

SUPPORT

At New Key Support Ltd we provide a high quality of support and have highly trained and motivated staff. Our staff will be available 24/7 to ensure the health and wellbeing of the Young Person and to also ensure their experience is as positive as possible within their home. We offer support to the Young People including emotional, social and developmental needs as well as practical support in relation to the development of life skills.

ONE TO ONE SUPPORT

Every Young Person will be allocated a support team who will take a lead responsibility in the young person’s day to day life. Careful consideration will be taken to the allocation of the staff team and all possible attempts will be made to ensure the Young Person has the chance to meet his/her team during the referral and planned admission stage so that on the day of any move, they will have a

familiar face to support them in what for many Young People can be a very frightening and stressful process.

The staff team will then work alongside the Young Person to develop a support plan focussing on the five outcomes within the “Every Child Matters” legislation, by means of unambiguous support plans and pathway plans and the individual needs of the Young Person. The staff team will be expected to meet at least once a week depending on what has been agreed between themselves to discuss all plans, aims and to ensure progress is monitored and any issues are addressed in a clear fashion with reference at all times to the Young Person’s individual level of communication style.

RESETTLEMENT

At New Key Support Ltd we recognise that moving into Independent Living from being in “looked after care” can be a very frightening and anxious time for the Young Person. We will continue to support the Young Person at this stressful time to ensure the move goes as smooth as possible. We will work closely with the care team involved to increase the likelihood that the Young Persons future is a positive and stable one. Once the move is completed, we will continue to visit the Young Person on a outreach basis and continue until the Young Person feels settled. We will also have telephone contact and they will be able to contact ourselves if an emergency situation arose.

Protection and promotion of Health

New Key Support Ltd understands and recognises being healthy as one of the five key objectives of the ‘Every Child Matters’ agenda. Whilst at New Key Support Ltd all young people will have access and be registered with a named general practitioner, dentist, and support to access other primary and secondary health services as required.

New Key Support Ltd has clear Policies and Procedures to support, ensure and promote health and well-being for all young people. This will include all aspects of healthy diet, whilst supported access into exercise and leisure activities will focus upon promotion of emotional and physical well-being.

Whilst respecting privacy and confidentiality for all young people, we also offer support and guidance in accessing a wide variety of support agencies including sexual health advice, support with drug and alcohol issues and access to services offering more specialised emotional and mental health issues.

All staff are experienced and knowledgeable regarding health promotion and will endeavour to work alongside each young person to develop, stimulate and promote an interest in staying healthy, in both a physical and emotional sense.

Promotion of Education

Education plays an important part in all our lives. Unfortunately for many of the young people within the 'looked after' system there are a range of issues which hinder the educational development for the individual. Persistent absence or exclusion from the mainstream system is all too common. The main aim of New Key Support Ltd is to create an environment which stimulates and facilitates education and promotes learning in innovative and creative ways.

Support for young people to access learning resources along with the provision within New Key itself will create a situation where young people no longer fear education, increase their sense of personal aspiration and view learning as a positive step which will increase their all-round opportunities and individual life choices.

The symbiosis of Support Staff and Tutors under one company and the relationships between Education and Support mean that the school environment is an extension of home, whereby the young people can comfortably explore education options as well as work towards their English and Math's..

Promotion of recreational, sporting and cultural activities

Participation in recreational and sporting activities by the young person is an essential tenet in the philosophy and ethos of New Key Support Ltd. Participation in activities is seen as a way to channel negative energies, learn new skills, develop a level of fitness, develop social skills, teamwork and confidence and achieve positively.

In the early stages of the young person's stay activities will be based around what they like to do and in what they have been successful. Any special interests will be catered for, especially if these have been a feature in their lives prior to admission.

As the placement develops the young person will be encouraged to undertake new, different and challenging pursuits in order to extend their skills and experiences and to give them confidence to try new things in all aspects of their life. This, in time, may extend to community resources such as youth clubs and sports centres.

As the young person begins to move towards leaving New Key Support Ltd, activities start to become tailored to their future placement or future income. It is seen as important that the young person might begin to enjoy activities that are realistic for them to develop and continue into their future. This could be doing manual labor as part of our Maintenance team or working hard in the Café.

Religious and cultural activities will be identified normally through the support planning process. All religious and cultural activities important to the young person and their family will be vigorously researched and thoroughly supported by the staff team.

- Staff will be proactive in assisting to maintain modes of dress, ceremony, diet and custom.

- All efforts will be made to ensure important aspects of culture and religious heritage are not lost.
- Staff will also provide access to sources of information that will encourage the young person's cultural and religious understanding and beliefs. This will include developing a small library within the service and office of information on local facilities.
- Staff will assist the young person to obtain language support where and when required.

Staff will not tolerate discrimination against young people on the grounds of race, religion or culture under any circumstances. Any incident of this type of behavior will be challenged individually and through the Office Meetings. Where discrimination by staff is willful the matter will be treated via the disciplinary process.

Control, restraint and discipline

Staff at New Key Support Ltd believes that control is best exercised through the development and maintenance of strong inter-personal relationships with the young people living in the services. These relationships are built upon sensitivity towards the young person based on knowledge of them, the developing of trust and sharing experiences together.

Staff believe that rules are much easier for young people to manage when they have had the opportunity to contribute to them and are able to review them on a regular basis i.e. if the young person has been able to invest in staff and their placement. Staff also believes that boundaries are much easier for them to maintain if they are applied in a fair, understandable and consistent manner across the team and there is opportunity to discuss the implementation of the rules. These practices form the basis of mutual respect.

Where discipline is breached within the placement staff will consider whether the act was willful (deliberate) or not willful (accidental or an aspect of the young person's problem). If the act was not willful it will be addressed in the first instance as an educative process, the young person being spoken to and advised on another course of action. If the action is repeated this may then become a willful action. Where actions are willful young people can expect to be sanctioned in some way. Wherever possible staff prefers to discuss the issue with the young person and negotiate a fair and acceptable solution. In any event all sanctions will be recorded in line with statutory requirements.

Measures to manage these kinds of willful behaviors will be thought through by the staff and be creative, realistic and fitting to the actions of the young person. Always staff will ensure they have not personalised a situation or have acted unnecessarily punitively (harshly or double sanctions for one mis-demeanour). Staff are mindful of the prohibited sanctions that seek to hurt, abuse, humiliate or use power over young people.

Where possible, young people are managed on a sliding scale of measures that are both understandable, age appropriate to the young person and time limited, i.e. two young people committing the same mis-demeanour may well be sanctioned differently based on their understanding of what they have done inappropriately. Solutions may range from an apology or withdrawing from the situation for a given time through to verbal reprimands, loss of privileges, curtailment of leisure activities. In certain situations where behavior is repeated and calculated to willfully damage the placement, the ultimate sanction may be removal from New Key Support Ltd.

Staff are aware of non-permissible sanctions outlined in The Children's Homes Regulations 2001, Section 17(5) and have signed statements to pledge compliance with this instruction. Staff will not use:

- Any form of corporal punishment.
- Any punishment relating to the consumption or deprivation of food or drink.
- Any restriction on contact arrangements in person or by phone.
- Any requirement to wear distinctive or inappropriate clothes.
- The withholding of medication or medical or dental treatment.
- The intentional deprivation of sleep.
- The imposition of financial penalties other than a reasonable sum.
- Any intimate physical examination.
- The withholding of any required aids and equipment.
- Any measure that involves young people otherwise not involved except for the imposition of the measure.

New Key Support Ltd cannot use restraint techniques within our properties and manage behaviour in a wholly holistic and conversational way with the support of services such as the police in extreme cases.

The young person will also always be advised of their right to complain and to whom they can complain.

Arrangements for child protection and to counter bullying

Value Statement:

Young people being supported must feel safe.

Our staff must protect those that they support from harm or abuse by taking immediate action to stop it and to follow the agreed reporting procedures, having received training in its use.

Young people must have confidence that staff supporting them will always protect them.

Everyone employed by New Key Support Ltd has a duty to report incidents and allegations of child abuse whether internal or external, which involves the young people we support.

All staff must ensure that they are clear of their responsibilities in child protection situations by reading and understanding the procedures and taking the necessary action.

A parent, another adult, another child, a person known to the child, or a stranger may perpetrate abuse.

Young people must be listened to. Any allegation will be taken seriously. Young people must receive full support and protection.

In the event of any subsequent investigation the child or young person will be kept fully informed throughout the process. New Key Support Ltd employees will act immediately once they are aware that a young person is suffering or has suffered abuse, informing the Management Team who will follow procedure.

Staff who are the subject of an allegation of abuse will be suspended immediately, pending an internal investigation.

The Host Authority has a legal responsibility to deal with allegations of abuse and conduct any subsequent investigation.

General Guidance for Staff:

The procedures are intended for dealing with any alleged abuse of young people within the services by a member of staff and must be read and understood in that light.

In all situations the Management Team will be informed in the first instance, who will then inform the responsible individual. This reporting must occur immediately once possible evidence is received that a young person is suffering or has suffered abuse.

Definitions of abuse can be found in full in our policies and procedures.

In all cases it is essential that the young person is listened to, protected, fully supported and kept informed about what is happening and what will likely happen next.

Remember once the internal reporting procedure has been followed, it is the young person's Placing Authority and the Host Authority who must decide whether to investigate or not. They have a legal responsibility to deal with the matter.

The Management Team following discussions with the Placing Authority will inform local Social Services the LADO and the Police.

In every situation of alleged or actual abuse everyone must give prime consideration to the young person's welfare and safety.

All staff receives training in Child Protection during their induction to the company.

BULLYING

Value Statement:

Exerting power through intimidating others is not acceptable. Some of the young people in our services may try to bully others in order to feel better about themselves.

It is our responsibility to be continually aware of the possibility that bullying may occur in the placement or external areas of it.

We must offer protection to those who are bullied and guidance to those who bully.

Guidance:

Staff need to try and understand and acknowledge that a young person's network exists and be prepared to discuss it with the young people, in an honest, nonintrusive, but open manner when necessary and not to be afraid of it.

Forms of Bullying include:

- Verbal teasing
- Physical confrontation/attacks
- Theft or destruction of property
- Isolation or marginalisation
- Racism

Whilst the welfare of the victim is of prime importance, the perpetrator also has needs, which must not be dismissed.

Bullies behave in the manner they do, partly because of difficulties in their own lives, e.g. feelings of inadequacy, unhappiness, or they may have been victims themselves. Their unacceptable behaviour needs to be understood and then appropriately dealt with by staff if the cycle of bullying is to cease.

Staff who work with and support young people, will, if achieving good practice be vigilant (but not overbearing) about vulnerable young people's need to be protected, should the problem of bullying arise.

If there is an open and honest ethos within the services, the subject of bullying will be discussed at staff meetings and with individuals and groups of young people from time to time.

Staff need to talk frankly and openly with young people about bullying and must also listen to their views.

All in the services need to know and understand that incidents of bullying, no matter how small, will never be overlooked.

There is a clear policy on what measures will be taken to deal with bullying in the services and the type of support that will be available to both the victim and perpetrator.

Procedure - Staff:

If an incidence of bullying arises, staff will:

- Establish the facts of the incident by undertaking a full investigation and talking with all those involved, having ensured the continuing safety of the young person(s) who was bullied and deal effectively, yet sensitively, with the incident in accordance with the service policy on bullying.
- Complete an incident report. Inform the Management Team, young person's Social Worker and parents where there are contact arrangements.
- Make an entry of the incident in the running logs of those young people directly involved and inform their staff team, in order that any follow up work can be carried out, including any amendments to the placement plan.
- Assess and deal with any damage e.g. personal injuries, physical damage (property), and loss of possessions.
- Offer appropriate support to the victim and perpetrator.
- Raise the matter at the next team meeting and discuss learning points for the future and how effective, or not, the present intervention and subsequent follow-up work has been.
- Staff must always remain vigilant in order to reduce incidents of bullying.
- Staff must challenge all inappropriate behaviour, whether it leads to bullying or not and be aware of the fact some young people set themselves up as victims of bullying as part of their behaviour pattern. Incidents, which may fall into this category, must still be recorded.
- When a trend or culture of bullying becomes apparent to staff, consideration should be given to addressing the issue in a one to one / group session.

Procedure for unauthorised absences

Young people who are absent without the consent of those who are caring for them, must be protected.

The responsible authority must provide New Key Support Ltd any information on the likelihood of the young person absconding and the following questions must be addressed: -

- History of absconding.
- Risk of going off with a stranger.
- Risk of crime.
- Young person's legal status e.g. accommodated, care order, remand etc.

Risk assessments will be written and studied before placement commences. New Key Support Ltd, during staff induction, will discuss with all staff the following procedure.

If the young person absconds during office hours the Management Team will contact the Placement Authority of the child or young person to discuss the situation. Details surrounding the circumstances of the young person going absent should be given, such as, was the young person upset in any way when last seen, any likely police involvement and any other relevant information.

If the problem arises out of hours, then the support worker must contact management (on call), which will advise staff of the appropriate course of action to take.

Social Workers, Police, parents and the Emergency Duty Team (EDT) should be kept updated and notified of the young person's return.

Police involvement:

- If the young person is thought to be in immediate danger, then details should be given to the police by telephone.
- The police response will depend upon the young person's legal status. If the young person is on a Care Order, the police will actively search for, and can 'arrest' the young person. Anyone harboring a young person can be prosecuted - including parents.
- If the young person is accommodated under Section 20, the police can only detain a young person for his or her own safety.
- The responsible Social Worker should be notified or EDT.
- When a young person returns, notify all relevant people immediately.
- The young person should have food, drink and sleep and should be welcomed in a positive manner.
- Staff should talk about why they went missing.
- The young person should be encouraged to discuss their experiences whilst absent.

- The young person should be able to ring a Social Worker if possible.
- If the young person discloses concerning information, the Management Team should be informed who should then notify the placement authority.
- Incident and daily logs should be completed by staff on shift and should be forwarded to the Management Team who will then forward to the Social Worker.
- Support Workers should inform the Management Team when a young person absconds and when the young person returns.

Electronic or mechanical means of surveillance within the placement

New Key Support Ltd has onsite CCTV in some properties which can be particularly helpful for those young people who have a history of offending behavior. CCTV is not mandatory and can be discussed on a case to case basis.

Fire and Emergency procedures

On admission, all service users will be informed of the procedure that needs to be followed in the event of a fire.

Weekly and monthly checks are made on all safety equipment and recorded to allow for any replacements or repairs to be carried out.

We have Tyne and Wear Fire and Rescue come and visit us yearly to check our Fire Risk Assessment and our procedures that are in place. We request their advice when appropriate.

It is the responsibility of Manager to ensure that:

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

General duties and responsibilities of all staff:

- Know the location of fire exits.
- Know the location of fire-fighting equipment and have a good understanding of their use.
- Know the correct procedure for calling the Fire Brigade in an emergency.
- Be aware of the areas in the home that are high risk in relation to fire.
- To keep doors always closed.
- Keep the fire exits clear of furniture and equipment.
- Conduct all Fire checks on a daily and weekly basis
- Ensure that the residents are aware and understand the dangers of fire.

- Report immediately any faulty equipment and take it out of use and label as such.
- Ensure that existing residents and new residents are aware of the procedures in the event of fire.

IN THE EVENT OF FIRE:

- Evacuate everyone from the building.
- Raise the alarm.
- Ring the Fire Brigade. Do not assume that someone else may have done so. Give them the name, address and postcode of the premises.
- Ensure that all the rooms have been vacated. If it is safe to do so, tackle the fire with the firefighting equipment.
- Shut all doors and windows.
- Go to the fire assembly point, taking with you the register.
- Ensure that all young people, visitors and staff are accounted for.

Fire drills are carried out in accordance with regulations and the needs of the service. All equipment is tested on a regular basis in accordance with the appropriate legislation. A nominated Fire Officer within the team ensures that all adults have an up-to-date knowledge of the equipment and procedures.

All staff, and young people receive fire instruction as standard, and there are regular refresher sessions for staff, and young people on a monthly basis.

Arrangements for religious instruction and observance

New Key Support Ltd will support and respect the religious and cultural beliefs and practices of any young person living at any of the services.

To facilitate this New Key Support will: -

- Provide any special dietary requirements relating to religious persuasion.
- Be aware of specific dress codes.
- Provide the young person with any necessary facilities, as far as is practical, that they would need to undertake their religious beliefs.
- Give every young person the opportunity to practice and receive instruction such as prayer or attending significant religious buildings are accommodated.
- Every effort will be made to ensure the young person feels that positive consideration is being given to their religious beliefs.

Any issues that infringe the rights or fail to respect other young people at the services, relating to religion or culture will not be tolerated, and will be addressed promptly with discretion.

Contact arrangements

Staff Teams will play an important role in the monitoring of existing relationships. Weekly reviews will be prepared for Social Workers and will highlight all aspects of a young person's support, focusing upon the outcomes outlined in the 'Every Child Matters' strategy. This will ensure all parties involved in the all-round support of a young person are kept updated and therefore increasing the prospect for positive outcomes.

New Key Support Ltd believes contact with families, carers, siblings etc. in a young person's life should be encouraged allowing for stability and a sense of belonging. We recognise that some of our young people will need support to build on relationships and staff will work in a proactive manner to support at all stages of the process.

Where and when required, contacts may be supervised and detailed reports prepared to highlight positive and negative aspects, which could hinder or help further positive outcomes. All contacts will take place in a planned and agreed way, with reference at all times to the wishes and needs of the young person, but also mindful of possible child protection issues and the processes involved accordingly.

Complaints

Staff at New Key Support Ltd actively encourage young people to explore their feelings constructively. Young people are also encouraged to become more assertive and value themselves more highly.

Within this context young people are made aware of their right to complain should they feel they have been treated unfairly or disrespectfully.

New Key Support Ltd has a written Complaints Policy and Procedure that is available to the young person to consult alongside information in The Young Person's Guide. Wherever possible, complaints are discussed on an informal level with the Staff Team / Management Team in the hope that they can be resolved as quickly as possible with the minimum of anxiety to the young person.

Many complaints are, upon discussion, an expression of dissatisfaction and can be easily explored and remedied to the young person's satisfaction. For those complaints that cannot be remedied by informal discussion, the young person will be given the opportunity to follow the process through to formal investigation and resolution.

All young people will:

- Be heard by the staff / management team.
- Reassured that they will not be punished for making a complaint.
- Will have their complaint acted upon.
- Be given support throughout.
- Be kept informed throughout.
- Will be given names and telephone numbers of organisations who can help them independently if they are dissatisfied e.g. Independent Visitor, their Local Authority Complaints Officer, Voice for the Child in Care, NSPCC.

Unless the complaint is against the Management Team it is them who will conduct any investigation. The management team will inform the young person's Social Worker and other parties with a legitimate interest in the welfare of the young person and decisions may be made to involve other professionals such as Child Protection Teams. Where the complaint has been made against a member of staff, the member of staff will be cautioned against personalising the complaint and, where necessary, will have their performance scrutinised and appraised. Complaints against staff can lead to the Disciplinary Procedure being invoked. Due to the emotions evoked by complaints, the right for young people to complain and the responses from staff are issues that will be regularly reviewed at Team Meetings.

All complaints, whether made verbally or in writing are recorded on Complaints Forms and kept on the young person's case file as a formal record, available to the young person, and their Social Worker.

Reviews of placement plans

All support plans will be regularly reviewed and up to date reflecting the young person's own individual needs, wishes and goals. The recording of these plans should be in a format easily understandable for the young person and they should have regular opportunities to discuss the progress and focus of the ongoing plan. The management team will oversee the running of the support plans and will monitor their progress with the staff teams through the supervision process.

LOOKED AFTER CHILDREN/CHILDREN IN CARE

Statutory reviews are organised and chaired by the young person's local authority and all young people are expected to be involved in their reviews and in any decisions made.

A full and comprehensive report will be provided by each young person's individual staff team member and the contents of the report will be discussed with the young person prior to the review to ensure that they are fully aware of the issues up for discussion.

All attempts to ensure that the young person attends these meetings will be made as New Key Support Ltd understand the importance of young people being fully involved in any planning process. However, it is also recognised that some young people can find these situations uncomfortable and threatening and with this in mind all attempts will be made to ensure that full and proper representation for the young person will be achieved. This will be managed either via the individual staff team member or by the appointment of an independent advocate.

Within New Key Support Ltd the progress of each young person will be observed at group team meetings. Care team meetings involving other professionals will be called should it be felt that there were significant changes within a young person's life which warrants re-evaluation of existing plans or if it is feared that the placement is in danger of coming to an end.

Type of accommodation including sleeping arrangements

New Key Support Ltd has a wide variety of properties across the North East in areas such as North Shields, Wallsend, and Newcastle. We also have properties in the wider region such as Blyth and we also offer a unique placement opportunity in a secluded Lodge for Young People in danger from local gangs and for other extreme cases.

The properties range from our trainer 1-bedroom flats suitable for outreach placements, to 2,3-4- and 5-bedroom properties that can accommodate services that are 1 to 1, 2 to 1 and beyond.

All accommodation is self-catering, fully furnished and centrally heated with communal living room, kitchen and bathroom/s. Each mother and baby unit will have their own lockable room with cot facility provided and a single bed for each new mother. Mattresses are bought new for each new placement. Additionally, onsite CCTV is an option in some of the properties.

The young people will have their own bedroom, which is appropriately furnished with provisions to lock away personal possessions. Each Young person will be given the opportunity to go shopping for their own kitchen appliances and essentials to their own taste.

New Key Support Ltd strives to deliver the perfect property for each young person that is placed with us and where possible we will accommodate in preferred areas. Requests can be given to management during the referral process.

The city of Newcastle itself offers a wide variety of activities from restaurants, swimming pools, cinemas and much more, it was also voted one of the best places to live in the UK.

While each property will be located close to more local amenities which include schools, shops, post office, dentists, doctor's surgery and opticians.

Therapeutic techniques undertaken

Staff view their work with young people placed at New Key Support Ltd as being on a continuum of good practice, the staff team always striving to improve services to young people resident in the services and always looking for new ways and innovative approaches to motivate them. It is vital that the work undertaken with the young people is an understanding within the team that, without a safe and secure staff team, high quality direct work with young people will not flourish.

At this point in the development at New Key Support Ltd, the staff team are focusing on providing high quality support for the young people and the development of strong, trusting relationships. Within the philosophy of New Key Support Ltd, relationships will be warm, friendly and informal with staff authority built upon mutual respect, as experienced within a family environment.

The starting point to achieve this aim is to recruit mature, experienced individuals who are child centered in their approach, staff who can interpret behavior from the young person and endure without personalising their outbursts using de-escalation techniques to diffuse a situation before it begins. The team will be supported through in-house training and external courses including Level 3 training.

Anti-discriminatory practice and children's rights

Staff at New Key Support Ltd recognise and acknowledge that all young people have both general needs as a young person growing up and specific needs as an individual with a unique personal history.

New Key Support Ltd, as an organisation, is opposed to discrimination against young people in any form that may prevent that young person from reaching their full potential. The staff team are instructed to work relentlessly to prevent discrimination on the grounds of race, colour, nationality, ethnic or social origin, language, culture, gender, sexual orientation, age, religion, disability, political or other opinion, birth or status.

Staff are committed to maximising the young person's potential. Any discrimination by young people or adults, no matter how subtle, will be challenged. Should staff witness any discrimination towards any young person by another member of staff they will be expected and encouraged to whistle blow.

Staff are encouraged to promote the rights of young people who may wish to make complaints by assisting them in whatever way the young person wishes, including framing the complaint with the young person and passing on that complaint to the appropriate body.

All young people placed at New Key Support Ltd have the right:

- To be heard.
- To be treated with dignity and worth.
- To have appropriate education and leisure.
- To be protected from harm.

Staff at New Key Support Ltd will actively promote and advocate for support plans to be drawn up and carried through to meet each young person's educational, religious, cultural, linguistic and dietary needs.

In all cases decisions will be made that promote the best interests of each individual young person over and above any interests of the company.

Child Sexual Exploitation

Staff at New Key Support Ltd have an overview of what the definitions and signs of sexual exploitation are to see if there are any indicators that are consistent with young people's apparent access to funds /clothing.

Definition of Child Sexual Exploitation

The definition below is the widely used definition published by the Government in 2009 (DCSF).

- Sexual exploitation of children and young people under 18 involves exploitative situations, context and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities.
- Child sexual exploitation can occur using technology without the child's immediate recognition; for example, being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources.

Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.'

It is widely accepted that child sexual exploitation invariably includes a range of grooming processes.

Procedure

- Young people are now in their own home and has far less opportunity to be influenced by (or influence other young people) to engage in sexualised behaviour. Vigilance around guests is to be applied.
- Staff are aware of risk indicators in relation to CSE and have attended relevant training.
- Staff are aware of what to do if they have concerns about children/young people.
- Staff are aware of the strong link between Missing and C.S.E.
- Staff are skilled in identifying those children / young people with additional or specific vulnerabilities.
- Staff to give careful consideration as to whether relationships presented by young people as being consensual are such, or whether they are being exploited. This will be shared with involved professional and should not be a stand-alone decision. This consideration should be extended to include the possible influences of gang membership.
- Our staff are clear of what to do if they are concerned about a young person and they are clear what responses they can expect to get.
- Staff are asked to remain hyper-vigilant around all indicators such as mood changes, unexplained gifts, un-accounted for monies as per training.
- Staff are to record all incidents where they suspect, or a young person discloses, sexual activity.
- Staff are to be mindful of potential psychological motivations underpinning sexually explicit language. They should address the issue as being 'not appropriate' with a low-level response. This is thought less likely to re-enforce any potential psychological arousal gained

from the 'shock factor'. This should be offset by a stronger emotional response when young people's behaviour is positive and appropriate.

- Staff are aware of what to do if they have concerns about children/young people (Safeguarding Policy).
- C.C.T.V is fitted to most of the properties allowing staff to monitor external activity.
- New Key Support Ltd will use their Intel Log to share information with Police.

If at any point a young person's whereabouts cannot be substantiated or the young person is with unknown individuals that give rise to a concern, staff are to raise their concerns with the Police. Police will likely treat the information as a **Missing Person Report**, however, New Key Support Ltd are aware that Police call handlers will sometimes try, and process calls through an **Absent Without Authority** procedure.

Staff MUST make the call handler aware that the young person is at risk of sexual exploitation and request that the young person is processed as being MISSING due to the high risks involved.

Staff must always have the phone number of the young person's mobile to maintain appropriate levels of contact.