



Statement of Purpose and Function

Speranza House

Registration Number 1258463

This statement of purpose and function has been written considering.

The Quality Standards are effective from the 1st of April 2015

Implemented August 2017

Updated 07/05/2025

To be reviewed 09/05/2025

Introduction: -

Moonreach Speranza prides itself on setting and achieving the very highest of standards for the children residing with us at Speranza, we are creative and pro-active in providing quality standards of care and education that meet the individual needs of our and we believe that residential childcare is a positive choice for many children.

The Directors, Management, and team of adults of Moonreach Speranza have embraced the "Quality Standards" and as such over the coming pages we will show you how we intend to meet the requirements and how "the principles of residential care" are embedded into our practice.

The principles of residential care

Children in residential care should be loved, happy, healthy, safe from harm, and able to develop, thrive, and fulfil their potential.

Residential care should value and nurture each child as an individual with talents, strengths, and capabilities that can develop over time.

Residential care should build positive relationships, establishing strong bonds with children based on jointly undertaken activities, shared daily life, domestic and non-domestic routines, and established boundaries of acceptable behaviour.

Residential care should be ambitious, nurturing children's school learning and out-of-school learning, and ambitions for their future.

Residential care should be attentive to need, attending to children's emotional, mental, and physical health needs, such as repairing earlier damage to self-esteem and supporting friendships.

Residential care should be outward facing, working with the wider system of professionals for each child, with children and children's families and communities of origin to sustain links and understand past problems.

Residential care homes should have high expectations of adults as committed members of the team, as decision makers, as activity leaders, and engaged in on-going learning about their role and the children, and families they work with.

Residential care should provide a safe and stimulating environment in high-quality buildings, spaces that support nurture and privacy as well as common spaces, and spaces to be active.

Quality Standards 1st April 2015

Index: -

Section 0 - Care Provider and Manager

- 0.1 Responsible Individual
- 0.2 Registered Manager
- 0.3 Ofsted
- 0.4 Children's Commissioner

Section 1 - Quality and Purpose of Care

- 1.1 Aims, objectives and ethos of the home
- 1.2 Our aims and anticipated outcomes for children and our approach to achieving them
- 1.3 Solo Placement
- 1.4 Who could benefit from living in a solo occupancy children's home
- 1.5 Age, range, sex and numbers of children
- 1.6 Accommodation at Moonreach
- 1.7 Location of the homes
- 1.8 Accommodating special needs, disabilities and characteristics
- 1.9 Health & Safety
- 1.10 Admissions Procedure
- 1.11 Criteria used for emergency placements
- 1.12 How we promote and support the religious, cultural needs of the children placed
- 1.13 Other services outsourced by Moonreach- Brewood
- 1.14 Support during transition from the home
- 1.15 Therapeutic techniques undertaken at Moonreach

Section 2 - Children's Wishes and Feelings

- 2.1 Our facilities & services
- 2.2 Promoting and respecting ethnicity and diversity
- 2.3 Children's rights
- 2.4 Anti- discriminatory practice, working with children and their parent
- 2.5 Consulting with the child about their needs and quality of care
- 2.6 Complaints made by the child

Section 3 - Promotion of Education

- 3.1 Educational provision
- 3.2 Team's encouragement and support
- 3.3 Supporting children with Special educational needs
- 3.4 Non- attendance, suspended or expelled
- 3.5 Areas available to study and home tutoring

Section 4 - Enjoyment and Achievement

- 4.1 Encouragement and provision of internal and external activities
- 4.2 Make positive contribution to the home and to the wider community

Section 5 - Health and Well-Being

- 5.1 Promoting health
- 5.2 Promoting exercise and fitness

Section 6 - Encourage Positive Relationships

- 6.1 The importance of positive relationships

Section 7 - Protection of Children

- 7.1 Assessing our team of adults are competent to manage challenging behaviours
- 7.2 Safeguarding our culture and ethos
- 7.3 Children missing from Home
- 7.4 Anti-bullying
- 7.5 Consequence to challenging behaviours
- 7.6 Non- permissible consequences
- 7.7 Positive physical intervention
- 7.8 Recording and reporting
- 7.9 Safe area risk assessment

7.10 Fire Procedures and keeping the home safe

Section 8 - Leadership and Management

- 8.1** Stable and sufficient workforce
- 8.2** The recruitment of the team
- 8.3** The training and development of the team
- 8.4** Supervision of the team and team meetings
- 8.5** Electronic or mechanical means of surveillance used within Moonreach
- 8.6** Management monitoring and review

Section 9 - Care Planning

- 9.1** How we support and promote visits between the children placed and their parents and significant others
- 9.2** Reviews and placement plans
- 9.3** Behaviour support plans
- 9.4** Pathway plans
- 9.5** Independent skills workshops

Section 10 – Team of adults

- 10.1** Team information

Section 11 - Company Structure

- 11.1** Company Structure
- 11.2** Organisation Chart

Registered Provider

Fern Cowie
71 Davis Avenue
Deal
Kent
Tel: 07970397169

Home Manager

Aaron Green
71 Davis Avenue
Deal
Kent
Tel: 01304367799

0.1 The Registered Provider of Moonreach:

Fern Cowie

Fern is the responsible individual for six of Moonreach's homes.

She has many years' experiences working within a residential setting and caring for children who display challenging behaviours, some who are emotionally damaged. She also has experience in managing a successful family assessment centre, where many transferable skills have benefited her and her leadership skills in the management of Moonreach before becoming the responsible individual.

Fern has a higher educational diploma in social care and regularly attends various mandatory and specialist training to update her skills, knowledge, and to develop her CPD. Fern is trained as the Moonreach designated safeguarding officer. She is trained to facilitate Safeguarding in-house, as well as having the QCF level 7 in leadership and management to further develop her skills and assist her in the management of the homes and development of the staff team(s).

0.2 The Home Manager:

Aaron Green

Aaron is the newly appointed Home Manager for Speranza House as well as a sister home for Moonreach. he has previously been part of the management team in a different company and has worked in residential settings since 2010. Aaron has gained many years of experience working alongside children with a variety of complex needs. Aaron holds his level 3 diploma in childcare and is currently working towards completing his level 5 in leadership and management, as well as continuing to develop through ongoing training. Aaron hopes to provide an open and transparent working practice while guiding the staff team to maximise their potential through ongoing supervision, reflective practice, team meetings, and group supervision.

0.3 The Regulator:

The Regulatory Body is:

Ofsted

Piccadilly Gate, Store Street, M1 2WD

0.4 The Children's Commissioner:

The Children's Commissioner

Dame Rachel de Souza

The Office of the Children's Commissioner

1 London Bridge, London, SE1 9BG

Tel: 020 7783 8330

Freephone: 0800 5280731

Email: info.request@childrenscommissioner.gov.uk

Section 1 - Quality and Purpose of Care

1.1 Aims, objectives and ethos of the home.

Speranza prides itself in its team approach to caring, nurturing, supporting, and safeguarding the children in our care. We recognise that every child placed is unique and an individual, so we strive to work in collaboration with the placing authorities and other identified professionals to meet the child's identified and individual holistic needs.

Our primary aim is to offer stability, consistency, and enable the child to develop trust, confidence, and the opportunity to develop and grow. By working closely with their care plan, the Moonreach placement plans are devised as a tool to meet their identified needs to aid their transition and development through to adulthood and independence.

The cycle of ongoing assessment, monitoring, evaluation and review will identify the support and provision required to ensure the child's person is able to make progress in all their highlighted areas of need, which can also be achieved by setting tangible and realistic targets which are measurable and monitored closely by staff and management.

The main objectives of our service are:

- ✓ To provide a safe and secure environment, which is homely, nurturing, but has clear, insightful, and reliable boundaries that are effective and not punitive.
- ✓ To offer high-quality residential care and support to children.
- ✓ To provide as near to a family environment as possible.
- ✓ To offer accommodation to 8- to 18-year-olds, and to assist and support the transition into independent living.
- ✓ To promote their development and learning.
- ✓ To provide facilities to enable a child to achieve positive change in their lives.
- ✓ To offer a high-quality service.
- ✓ Enabling children to prepare for their independence.
- ✓ Develop self-esteem and encourage the learning of both social and life skills,

To achieve these aims, the following objectives have been set:

- * The creation of a warm, safe, and welcoming environment.
- * The ongoing and continuous development of a multi-skilled and highly qualified staff team.
- * Maintenance of an effective and proactive key-worker system.
- * Access for children to all local relevant services to enable them to become more independent.

- * Encouragement of positive relationships and support for the placement with all persons involved in the child's welfare.
- * Individualised independent packages.
- * Aiding a successful transition into independent living or family.
- * In house workshops to achieve set targets, aims, develop knowledge, life, and social skills in preparation for adulthood.

1.2 Our aims and anticipated outcomes for children and our approach to achieving them.

Speranza's philosophy of care reflects in the deep belief that children have the right to be cared for in a 'safe, stable and secure environment'.

The Provider, Manager, and the team at Speranza house will endeavour to oversee and ensure a positive living experience for the child placed. Our aim is to provide care that will promote the emotional and physical well-being of the individual and give the child time to come to terms with the difficulties in their lives reflect and move towards a more positive future.

Regular children's meetings and key-working sessions take place enabling aspects of reflection and the ability to take responsibility for their own actions and contributions. I have come to realise these interactions are essential for the child to interact with all adults in the home for growth and development as most have presenting problems at referral stage that include the inability to relate at an acceptable level with others.

Our aim is to help stabilize and support a child as we recognise moving into a care setting or a transition into another home can be extremely traumatic. We offer a child-centred approach, identifying individual needs and devising a structured plan to meet and address these needs.

Speranza House focuses on the ongoing development of life and social skills to prepare our children for independent living, equipping them with confidence, knowledge, and empowering them to eventually move on to independent living within the community as soon as they feel able and confident in doing so. Any problems, difficulties, or challenges identified during the stay at Speranza are addressed, and the child is taught skills that may be used to help deal with these situations.

The outcomes of our service are monitored monthly in the regulation 44 report, and we still adopt the 5 outcomes of Every Child Matters and quality care standards, enabling us to make sure all needs are met.

It is our aim that the child can achieve positive outcomes from their stay with us at Moonreach, the home takes a holistic approach to the care of our children, and their individual needs are identified, and tangible goals and targets are set to address issues, teach new skills, and address behavioural problems.

1.3 Solo Placement

Speranza House provides a child-centred package of care. It is designed with this view that the social and emotional needs can be fulfilled, as well as tailored daily activities to meet the individual needs of the child, to help them engage fully and develop and build trusting relationships to promote positive change, self-esteem, and good outcomes.

Solo occupancy here at Speranza House is only undertaken following an in-depth "Matching Needs Assessment". We can accept same-day placements if it is felt that a 'quick' transition will benefit the child, provided the objectives of the placement are in line with Speranza House's Statement of Purpose, and planning can take place. Children are considered on an individual basis.

1.4 Who Could Benefit from Living in a Solo Occupancy Children's Home

Speranza House's service is designed for children who have emotional and behavioural difficulties due to the past trauma they have suffered in their childhood. This includes attachment, dissociation, and those who need a period of stabilisation in a small, safe, and caring environment with a child-focused approach.

Speranza House aims to create/provide a safe environment using relationships to support each child to develop and grow.

For Speranza House to provide this service, for the majority of the time children will be supported and cared for by an individual adult (unless a 2:1 package is in place), they will be “lone working”, this is appropriately “risk assessed” through following the Moonreach “lone working” policy and procedure and all adults working unsupervised will be individually risk/competency assessed. Currently, the home operates as a 2.1 support home during the evenings following appropriate risk assessment and additional measures implemented from September 2022 to support the solo occupant.

Speranza House children’s home aims to meet the specific needs of the child with complex emotional and behavioural difficulties. With our consistency, routine, structure, and appropriate boundaries; the child will feel safe, enabling them to grow and develop new regulatory skills, self-esteem, a sense of worth and, in time, enable them to move on to a group living environment, return home if appropriate or to a foster placement. Our approach is taken throughout the placement to improve each child’s emotional well-being.

While at Speranza House, children have access to the local and independent schools and in some cases, have education provided onsite by an outside provider. This will help provide the child with a stable education with the hope to progress to a mainstream school.

The “Outcomes” we strive to provide: -

- Strategies for managing emotions and feelings/self to enable them to regulate themselves.
- Improved emotional stability.
- Reduced risk-taking behaviour.
- Building of trusting relationships
- For children to feel safe and that they are listened to
- Being supported to maintain existing relationships with family, friends, social workers, and therapists where appropriate.
- Improved engagement with education and extra-curricular activities
- Moving into group and family settings

1.5 Age, range, sex and numbers of children and children

Moonreach is registered to provide accommodation for one child of either gender, ages 7-18 and from any ethnic heritage, culture, and will endeavour to accommodate and promote any chosen religion.

1.6 Accommodation at Moonreach

Moonreach Speranza is situated in a quiet residential road in the seaside town of Deal in Kent.

Moonreach Speranza is an end terraced family house organized over 2 floors. It offers homely and family orientated accommodation for one child. The interior is comfortable, bright and modern throughout, offering 1 spacious double bedroom, 1 office/adult bedroom, one large lounge, a conservatory, and gardens to the front and the rear of the property.

1.7 Location of the homes

The town of Deal lies on the English Channel, eight miles north-east of Dover and approximately 20 miles from the historic city of Canterbury. Deal has an attractive mix of unspoilt seafront, a small fishing fleet, and a vibrant high street and shopping area, which makes it one of the gems of the East Kent coast. There are good educational facilities, including nearby colleges and universities, as well as good transport links via high-speed trains and motorways.

Deal has plenty to offer children, with good local amenities including a local leisure centre with an indoor swimming pool, a recreational park, a pier, and lots of clubs and community activities, including the Deal Carnival, which is held in the summer and is popular with the residents.

1.8 Accommodating special needs, disabilities, and characteristics.

Moonreach works to provide, care, promote education, development and support to children whose previous background experiences may have significantly impacted on their lives.

Moonreach takes a holistic approach to their assessment process and recognizes that each child should be assessed in relation to their own specific needs. Moonreach is aware of the range of issues and factors that may impact the child, which may include learning difficulties and mobility issues. It is our aim that by working in partnership with all professionals involved, we can identify, support, and develop an individual plan to meet specific needs. The team is experienced in supporting children with a diversity of special needs, emotional and behavioural issues.

These have included: -

Attention Deficit Hyperactivity Disorder (ADHD), Asperger's Syndrome (ASD), delayed development, Adolescent mental health issues, self-harming, suicidal tendencies, eating disorders, challenging behaviours, destructive behaviours, criminality, inappropriate sexualised behaviour, and persistent absconding.

Unfortunately, due to the layout of the accommodation, Moonreach Speranza would not be suitable to accommodate children with severe mobility issues and those who may require wheelchair access.

1.9 Health & Safety

Moonreach takes the health and safety of the children and the adults working here very seriously, and to this end, we provide good quality child-focused risk assessments that are regularly reviewed and updated and overseen by our company's own internal Health and Safety Consultant – Flavio Walker. Flavio has worked for Kent County Council from April 2002 as “Health and Safety Manager for Environment and Regeneration Directorate and Communities Directorate with deputising role for Corporate H&S Manager” and from April 2010 as “Corporate Health and Safety Operations Manager for Strategic and Corporate Services with deputising role for Corporate H&S Manager” and finally from January 2017 as “Head of Health and Safety, Kent County Council until he retired in March 2021 to join Moonreach. His qualifications and experience are impressive: -

- BA (Hons.) (1978-1981): Joint Honours English & Italian (2.ii)
- Diploma in Management Studies (1987)
- NEBOSH Diploma in Occupational Safety & Health (1996)
- British Safety Council Diploma in Environmental Management (2004)
- Institute of Management Executive level 7 Diploma in Management Studies (2006)
- C&G Level 5 Diploma in Residential Childrens Home Management (2016)
- IEMA Environmental Management System Auditor (2003)
- City and Guilds NVQ D32, D33, D34 Assessors Awards (2001, 2005)
- P405 Asbestos Management (2014)
- New Roads and Street works Supervisors Qualification (2002)
- Chartered Member of Institution of Occupational Safety and Health (Branch Executive Committee member and Branch Education and Development Advisor for SE Branch, National Public Services Group Committee 2012-2016)
- Former Member of the Chartered Institute of Management
- Former Affiliate of the Institute of Environmental Management and Auditing

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by residents are also tested to verify their safety.

Health and safety throughout the home is risk assessed and reviewed annually or updated if a new risk arises. Monthly health and safety checks are made by an appointed member of the team, making sure the environment adheres to regulations and is a safe environment for all children to live.

1.10 Admissions Procedure

All referrals of children are considered, subject to availability. As much information as possible is always requested to enable the manager to discuss with the team the highlighted needs of the referred child. The Manager also considers the skill set of the team, making sure they are experienced to deal with the potential issues, and specific training is sought to equip the team if necessary.

To ensure effective matching is in place, all relevant documentation will be requested at time of the referral, Moonreach will complete its internal matching procedure which includes completing the matching form to ensure the placement is a good match and that it meets the requirement of the Statement of Purpose in relation to the type of children we admit.

Identified needs, risks, targets, and support required is identified and agreed with the placing authority before admission and confirmed in more detail within the placement planning meeting. Risk assessments, behavioural support/management plan, health plan, and Moonreach's placement plan will be devised in conjunction with the Local authority's statutory Care plan and the placing social worker.

From the initial referral to the placement planning meeting, regular liaison will take place between the manager, the team and the referring authority to ensure that all needs are identified, and the adults are able to manage the risks if any.

Admission process:

1. Telephone contact from placing social worker.
2. During the conversation, it will be initially identified if Moonreach Speranza is potentially an appropriate placement.
3. A referral form is sent, and the social worker agrees to complete the form and send all relevant information, including the most recent review minutes or core assessment.
4. The potential referral is discussed within the team.
5. Once the completed referral form is received, the placing social worker and child will be invited to visit the home. The social worker will take a copy of the child's guide with them to discuss the home.
6. The manager offers to visit the social worker at the appropriate offices and discuss timescales, overnight stays, funding, etc.
7. On placement, a keyworker will be identified, and the social worker will be able to liaise directly with them regarding the child.
8. A placement plan meeting will be required to take place within 7 days and a review will be held within the first month to assess progress. This meeting will take place at a mutually convenient location to all parties. At that meeting, there will be a request for a commitment from the social worker to visit on a regular basis.

1.11 Criteria used for emergency placements.

- * Moonreach will only accept emergency admissions based upon the information provided, assessing the possible risk and solely at the manager and the team's discretion.
- * Our primary concern immediately upon admission is to settle the child into their new surroundings.
- * Within 24hrs, we develop an initial care plan, which is finalized within seven days of an emergency admission.
- * It is a pre-requisite of any emergency admission that formal arrangements are already in place for full and formal medical assessment of the child within 24 hours of their admission.

- * Upon emergency admission, Moonreach Speranza standard non-emergency admission processes as described will apply.
- * All emergency referrals will be risk assessed and all adults have knowledge and awareness of risk assessments.

Summary: Our minimum requirements for accepting an emergency placement are as follows:

- The Moonreach impact assessment has been completed.
- The placing authority referral form is completed in full.
- Up-to-date placing authority's risk assessment.
- A matching management meeting would take place before offering a placement.

Considerations that would be discussed in this meeting would include:

- Specific needs and presenting behaviours of the referred child.
- If medical or specialist facilities are required internally/externally.
- What the educational arrangements were.
- If the skill base of the team can meet the identified needs of the child being referred.
- If specific training is required and how quickly this could be arranged.
- A specific assessment time would be agreed upon before a short-term/long-term placement is offered.

1.12 How we promote and support the religious, cultural needs of the children placed.

Religious beliefs are always addressed at the point of admission to allow the appointed keyworker the opportunity to locate the nearest appropriate place of worship if applicable.

Because of the nature of the care system, many children have had a 'fragmented experience' with religion. If a child wants to re-establish their religious beliefs, we will actively support and facilitate them to do so.

I recognise that a child's religious belief can form an important part of their identity and therefore play a significant part in their personal development.

The child will have the opportunity to attend church or any other environment where they may wish to observe their religion. Adults will endeavour to facilitate quiet places to pray, or transport required to accommodate this.

Speranza regularly promotes the child's awareness and understanding of equal, diversity, and multi-cultured society by having in-house theme nights. This consists of the child and adults researching information regarding a certain country, focusing on the religion, culture, and beliefs of that society, cooking an authentic meal, taking part in discussions and quiz which are appropriate to the child's abilities. The team make these theme nights as engaging and entertaining to encourage involvement.

1.13 Other services outsourced by Moonreach- Brewood School

Standard School Program

Moonreach has a close professional relationship with Brewood School, they are able to offer a standard in-school program that caters for both key stage 3 and 4 and includes an individually tailored education package for each student including English, Maths, Science, ICT, PSHE, Sex and Relationships Education and Beliefs and Values as core subjects. In addition, Brewood offers 1:1 support in school for students who need additional help either emotionally, psychologically, or academically. This support is both in and out of the classroom and is reviewed regularly.

Outbound Program

Brewood's outbound program runs within the standard school program but offers education on a 1:1 basis off-site in a variety of educational settings. The difference with this provision is that the student does not

have to engage in a classroom setting but instead is taken to a range of libraries, study centres and in-home settings to learn.

Virtual School Program

On the Virtual School Program, students will be introduced to the course and how to access and complete assignments set for them. This will be held in their home environment with the Intervention Officer. The curriculum will be provided in the following core areas of English, Maths, Science, and ICT, as well as the ASDAN Short Courses in PSHE, Sex and Relationships Education, and Beliefs and Values.

Once the student has engaged and started to see attainment in these initial areas, we will open up further optional courses such as History; Geography; Media; Performing Arts; Business Studies; Art; Woodwork; Animal Care; Languages; Health and Social Care; Religious Studies; Sports and Fitness; Food Technology; Environmental Award. Pupils will be set weekly lessons to follow and tasks to complete, which will be submitted via email or post depending on the nature of the activity.

1.14 Support during transition from the home

The child is supported and encouraged to develop their independence skills in preparation for moving on to semi/full independent placements. If the child's educational placement is at Brewood School, Speranza will work closely with the school to provide a wide range of workshops and courses/programmes.

Speranza works with the child to develop their confidence and skill set to manage all financial and additional responsibilities, ensuring that the child is given every opportunity to succeed in adult life. Moonreach use 'Get ready for adult life' workshop programme which targets a wide variety responsibilities, workshops, and practical exercises to support a child understands and development. Speranza House can also identify areas where the development the child needs additional support and personalise an independent programme to suit the individual needs of the child.

1.15 Therapeutic techniques undertaken at Moonreach.

Speranza outsources professional therapist involvement to either/the Child and Adolescent Mental Health Service (CAMHS) or sources independent therapists when necessary. Speranza House ensures that all therapeutic input from external agencies/individuals is always communicated to ensure continuity between professionals working with the Child. Qualifications that are accredited by the British Association for Counselling and Psychotherapy. Individuals who work directly with the child must have a full DBS check completed and be BACP-accredited.

As part of our therapeutic approach, a certified PACE training course is held each year, and adults are encouraged to use the principles of PACE in the care of children. PACE focuses on the whole child, not simply the behaviour. It helps children be more secure with the adults and reflect upon themselves, their thoughts, feelings, and behaviour, building the skills that are so necessary for maintaining a successful and satisfying life. The child discovers that they are doing the best that they can and are not *bad* or *lazy* or *selfish*.

Through PACE and feeling safer, children discover that they can now do better. They learn to rely on adults and trust them to truly know them. For adults, using PACE most of the time can reduce the level of conflict, defensiveness, and withdrawal that tends to be ever-present in the lives of some children. Using PACE enables the adult to see the strengths and positive features that lie underneath the behaviour that challenges.

Training at Moonreach is provided free of charge to all employed adults as a mixture of online and face-to-face sessions. Adults receive an hourly rate of pay for the time they spend on face-to-face courses. We recognise the importance of building of relationships and trust with the children in our care and the pivotal role that consistent and appropriately trained adults play in that, so employee retention is a particular area of our focus. All adults working at Moonreach receive regular, protected supervision to provide a forum to

discuss their practice and CPD. Annual appraisals also allow adults to discuss their ongoing development and career aspirations.

Section 2 - Children's Wishes and Feelings

2.1 Our facilities & services.

Speranza's main aim and directive is to holistically assess the range of individualised needs of each child placed, and form a strategy of support that would best provide a caring and safe environment to develop, grow and progress. This integrated approach will ensure holistic thinking and a consistent, clear, and evidence-based approach to meet the needs of the child.

The Child will have an initial assessment, which will draw together the information gathered from the local authority and education. The collating of the chronological and specific issues around each child will identify care, education and health needs and areas for potential assessment and support.

Speranza House has developed good links within the community and has access to a range of other professionals who deliver individual services to children as and when required. It is Speranza's ethos to work as a holistic team and work in partnership with the external professionals to ensure a reflective and professional approach to the needs of each child. Speranza House works within the guidelines of the Quality Care Standards, April 2015, whilst also thinking about the daily individual needs of the child and their medium and long-term plans. When placed, a 24-hour behaviour support plan is devised, incorporating a detailed account of the structure of the child's daily routine. Initial risk assessments are also undertaken and monitored and revisited regularly.

Working in conjunction with the Local authority's care plan and the placing social worker, Speranza House's placement plan is put in place that will identify the individual needs that have been identified, goals and targets set with the view of the child's broader, longer-term plans. This is also updated and revised regularly and incorporates changes following a LA statutory review and changes in circumstances.

The manager develops a cohesive and professional team who are friendly, warm, and approachable, sharing a positive and insightful approach when working with children. The importance of developing positive relationships and good communication, enabling the child to settle in their surroundings and to relate to the team, sharing their concerns and frustrations. These are recorded and monitored within our comprehensive key working system.

Positive behaviour is encouraged and rewarded with lots of praise and rewards whereas challenging behaviours are not encouraged and whilst working in partnership with the placing social worker, consequences to actions are used to deter/modify unacceptable behaviours.

The Child placed at Moonreach Speranza will receive:

Within their home:

- * Minimum one to one adult ratio, this can be increased to 2.1 where required to support the child.
- * Good sized double bedroom offering personal privacy
- * A homely, welcoming and comfortable living facility with provision for high needs/close supervision.
- * An emphasis on building positive, strong, effective relationships and supported by a comprehensive key working system.
- * Support and encouragement to promote and develop their education and development.
- * Promotion of understanding culture and diversity, and acceptance of others
- * Preparation for Semi supported / independent accommodation.

Our Resources:

- * An experienced and well-trained cohesive team
- * In-house counselling and therapy services as and when required.
- * Regular in-house workshops to develop self-care, independent life, and social skills.
- * In House education/ home tuition- educational support as and when required
- * Themed culture and diversity nights to promote acceptance of others.
- * Activities and excursions.
- * Access to local resources, which include CXK, Addaction Child's Service, and CAMHS/CHYPS.

Local area:

- * Seaside location
- * Local town with high street shopping
- * Good range of local schools, colleges, and universities
- * Local hospital equipped with a minor injury unit.
- * Access to various parks and leisure facilities, including a swimming pool, wildlife parks, and zoos.
- * Historical interests
- * Local clubs and organizations, including Army and Marine Cadets, sailing club, scouts, guides, youth clubs, etc.
- * Immediate access to the countryside and the beach for relaxation and enjoyment.
- * Good transport links

2.2 Promoting and respecting ethnicity and diversity.

Our team are trained to recognise and promote an acceptance and understanding of ethnicity and cultural differences. Themed cultural evenings are regularly held within the home for the children to part take, educating and providing everyone with an understanding and awareness of different countries, the people, language, currency, their dietary needs, customs, religious days and places of worship.

Most religions and denominations are catered for within Deal and nearby neighbouring towns.

2.3 Children and children's rights.

The manager and his team at Speranza House believe and uphold it is the right for any child to have a

- * safe, secure home environment
- * to be nurtured and cared for.
- * to be supported through education and learning
- * to be given the tools and support to progress to an independent life

Children have a 'voice' and are encouraged to convey their opinions and concerns anytime and particularly when engaging in key-working sessions, attending statutory reviews, and making plans for their future. (Where appropriate)

Weekly children's meetings also provide a forum to air issues or make complaints and the child is made aware weekly about the complaint in-house system and also external contact numbers that are displayed, which is also incorporated in the children's handbook.

Adults are encouraged to promote the rights of the child who may wish to make complaints. Weekly house meetings remind children of the complaints procedure as well as allow them to air their views regarding many issues including respect for others.

The child has the right to be heard, protected from harm, treated with dignity and respect. The team are proactive in their approach supporting the rights of a child and will advise all children in respect to the complaint procedures, access to their files and information and confidentiality issues.

We aim to treat all our children equally and fairly, encouraging openness and transparency.

2.4 Anti-discriminatory practice, working with children and their parents.

Speranza House is opposed to any form of discrimination against any child or adult member, in any form. The team work together to prevent discrimination on the grounds of heritage, nationality, culture, gender, age, religion, disability, political, ethnic, language or other opinion. Any form of discrimination by adult or child will not be tolerated and addressed. It is our policy that all adults always report any form of discrimination immediately.

The team promotes anti-discriminatory practice at all levels. The home's practice is child focused always considering the whole child. Children's rights are always observed, and the child have a full understanding of the complaints procedure and who they can turn to if they feel their rights are not being met.

Adults are encouraged to promote the rights of the child who may wish to make a complaint. Weekly children meetings remind the child of the complaints procedure as well as allow them to air their views regarding many issues including respect for others.

Recognising the importance of the relationship between a child and their family and significant others, the team at Moonreach Speranza will always promote and facilitate positive visits and communication. Family and friends will always be made to feel welcome in the home and treated with courtesy. The adults will communicate regularly with parents and family by means of regular telephone updates and reports as agreed upon in the placement plan. The team upholds a professional, anti-oppressive, and non-judgmental approach when working with parents and families. All parents and family members are always made to feel welcomed and treated with dignity and respect.

2.5 Consulting with children about their needs and quality of care.

All children are encouraged to participate with their ideas and suggestions in the running of the home. Although children may have a relatively short stay in the home it is important that they leave having had a good experience.

Weekly children's meetings are held, providing an opportunity for the children placed to raise concerns, make a complaint, devise menus, choose activities, and make suggestions to improve the quality of care, improving their outcomes. Children's meetings are completed in consultation with the child, how they are carried out. A child, for example, may feel it more homely for meetings to take place informally or formally, for shorter durations, and a meeting completed as a whole once a week.

The team is friendly and approachable, enabling the children to freely state if there is a concern or suggest an idea. The manager adopts a 'hands-on' approach, working and consulting directly with the children, as does the registered provider on her visits.

The regulation 44 independent visitor also consults with the children on the visits and includes their feedback in the monthly reports.

2.6 Complaints made by children and children.

Every complaint is taken seriously, and the appropriate procedures and processes are followed.

All children are listened to and made aware of the complaint procedure through the Children's Guide, weekly meetings, information on the notice board, and general open discussions within the house.

Complaint slips are readily available and contain details of people the child can contact, including their Social Worker, Ofsted Inspector, Regulation 44 Visitor, registered provider, Children's Rights Director, Kent Social Services, and our local Community police support officer if they wish to discuss an issue with someone outside of the home.

CIC Team
Ofsted, Although CT has recently been diagnosed with Autism and is awaiting an ADHD assessment also.
National Business Unit
Piccadilly Gate
Store Street
MANCHESTER M1 2WD
Tel. No: - 0300 123 1231

The Children's Commissioner

The Office of the Children's Commissioner

Dame Rachel De Souza
The Office of the Children's Commissioner
1 London Bridge Road, London, SE1 9BG
Tel: 0844 800 9113
Email: info.request@childrenscommissioner.gsi.gov.uk
advice.teen@childrenscommissioner.gsi.gov.uk

Section 3 - Promotion of Education

The promotion of education and learning is part of our holistic approach and forms a crucial element in the care and development of all children and children placed with us.

3.1 Educational provision.

Moonreach Speranza is not registered as a DFE provision but does have good relationships with the schools in the local vicinity, including a nearby EBD provision and which we hold a place on the board of trustees.

3.2 Team encouragement and support.

The team encourages, facilitates, and supports learning, promoting the child's educational plans and adapting their individual needs, recognising some children may need more support than others as a result of their unique learning abilities. This also includes providing support within their education setting.

The assigned keyworker or another adult will liaise with and attend all school, college, parental, and educational meetings to oversee the educational care of the child.

3.3 Supporting children with Special educational needs.

We recognise that every child will be diverse in their abilities and learn at different rates. We strongly support empowering children to overcome their educational difficulties, and Moonreach can contribute their support and input as have been invited to sit on the board of trustees of a local EBD school.

As with all children placed, specific educational needs will be identified, and the team can offer support within their schools/colleges and also within the home, working with the home tutors if applicable and encouraging extra educational activities, homework, and close liaison with the child's teachers and tutors.

Special Educational Needs (SEN) or Education Health Care Plan EHCP that affect a child's ability to learn can include there:

- behaviour or ability to socialise, e.g., not being able to make friends, including those children who have been diagnosed with ASD (Autistic Spectrum Disorder)
- reading and writing, e.g., they have dyslexia
- ability to understand things
- concentration levels, e.g., they have Attention Deficit Hyperactivity Disorder (ADHD)
- physical needs or impairments

Children with learning difficulties may have a EHCP (*statement of education needs*) (SEN) or an education, health and care plan (EHC) in place. We oversee this plan is adhered to and updated regularly, making sure all the needs of the children in our care are met.

3.4 Non-attendance or Exclusion.

If the child is subject to exclusions, refuses education or has no temporary educational placement, a structured timetable and curriculum is put in place with guidance from the Virtual School Kent and Brewood School that is in accordance with the child abilities, while Moonreach identify an appropriate educational placement for the Child.

3.5 Areas available to study and home tutoring.

Moonreach Speranza is presented as small family home and can offer plenty of room to study. A desk is provided in the bedroom, and the large lounge area which is bright and spacious offers a good facility that is conducive to learning. The staff team readily offers to help and support with any homework, whilst not compromising the supervision of others.

In-house tutors can be arranged and facilitated by arrangement with the placing social worker.

Section 4 - Enjoyment and Achievement

4.1 Encouragement and provision of internal and external activities.

All children placed with us are encouraged and supported to become involved in a range of activities and recreational pursuits internally and externally. The team works together to promote all aspects of a child's development.

Weekly activities are discussed in the house meetings, facilitating the child's preferences and interests. Individual timetables are devised, indicating a schedule for each child and incorporating their chosen activities inside and outside the house.

The home has a family sitting room where there are books, board games, craft activities, console and DVDs can be enjoyed together. Day trips to zoos, theme parks, and weekends away are also facilitated for children to enjoy.

When appropriate, and depending on the individual child's interests and abilities, outside activities/clubs will be identified and encouraged to develop their skills, confidence, and individual interests. The adults will support the child in regular attendance and encourage participation, ensuring that the child is properly prepared and equipped. Eventually, dependent on the child, this would be unsupervised, allowing further re-integration into the local community and the building of peer group social skills.

The children participate in individual holidays during the school summer holiday. This is arranged in consultation with the children's preference and takes into consideration their ability, behaviours and risks to their self or others. Risks are assessed, and strategies are put in place to best manage potential situations. The children are kept involved in the planning of the holiday activities as a goal to work towards and look forward to.

**Please note: if a child's behaviour consistently presents as a danger or high risk to be managed out of the home, their holiday may have to be cancelled in the best interest of that child. **

Consent is sought from the local authority and parents, where applicable, before a child participates in external events, day trips, and holidays.

4.2 Make a positive contribution to the home and the wider community.

Moonreach has established good relationships with local clubs and projects in the community, the children are encouraged to join local clubs to provide a stable platform to developing positive social networks within the community. Moonreach encourage positive and appropriate relationships with peers within the community and provide support through key sessions and nurturing to promotion stable peer to peer relationships.

Talents, interests, and hobbies are encouraged and give the children a focus and sense of achievement, which builds self-esteem for the future. Adults source events, clubs, sport centres, and days out to maintain interests and promote either the continuation of their interests or the development of new ones.

Overnight stays are encouraged with friends where appropriate, and Moonreach assesses the property where they will be staying to ensure the standard of welfare is sufficient. Moonreach strives to make

children part of the community and promote opportunities for friendship and achievement socially and personally.

Section 5 - Health and Well-Being

5.1 Promoting health.

Moonreach Speranza provides a holistic health support package to meet the needs of the child's physical and emotional health.

The child is registered with a local General Practitioner, optician, and dentist shortly after admission. Via the referral and placement planning process, all relevant information regarding the child's health and their individual needs is documented to ensure that there is a continuation of care in following their transition.

Health plans are developed and monitored by the home's registered manager to ensure medication is administered appropriately, appointments are kept, and key discussions are implemented around the child refusing to attend appointments. Where there are issues of ongoing medical conditions, referrals are made to local specialist services to ensure good levels of continuity of care.

Where appropriate, additional services are facilitated and specialists, including counsellors and therapists, are provided as required and as part of the health/placement/care plan.

The team has developed a positive relationship with the local CHYPS team, who support us and our child in renewing medication for ongoing conditions (such as ADHD, depression). They can also advise, where necessary, during periods of emotional crisis for the child to ensure they receive the appropriate levels of support and intervention.

Whilst in our care, the child can expect a good quality of primary health care:

- * All of the child's physical health is attended to by a local GP, along with a local dental practice. If they have not seen an optician within the last six months, an appointment will be made for them.
- * Any dietary requirements are observed, and a well-balanced, healthy eating routine is put in place. (Including allergies, intolerances, and religious observances)
- * Trained team members administer medications where necessary and record such in the child's file and the home's central file.
- * Any outpatients' appointments will be organised by the home and the child is accompanied by their keyworker or team member.
- * The child's psychological and emotional wellbeing will be monitored by their keyworker. The keyworker's role is to encourage them to talk through any difficulties they are experiencing and to propose coping mechanisms to help the child deal with them. An external counsellor can be made available for confidential discussions with the child, allowing them to feel more comfortable in discussing any issues. If the referring social worker jointly agrees for us to do so, a referral can be made to the local CHYPS clinic.
- * All adults are expected to encourage the child to take care of their personal hygiene and help them to develop self-care skills.
- * All team members encourage healthy eating, whilst promoting the child's choices with regard to the menu and meals prepared this is achieved by promoting a healthy and balanced diet and lifestyle choices and by using the "eat well" plate and encouraging the "5 a day". Preparation of food and cooking own meals is also taught regularly as an activity and also to develop their interest and understanding of healthy meals and independent skills.
- * The child will not be allowed to smoke within the home and all help available will be given to support them to give up smoking. The child will be given appropriate advice regarding the misuse of alcohol, drugs and sexual health. Information is always readily displayed on the notice board.

5.2 Promoting exercise and fitness.

The team at Moonreach Speranza take a very pro-active approach to healthy eating and exercise. Children are always encouraged to develop outside interests in both activities and in sports. Swimming is encouraged taking advantage of the local leisure centre and the adults encourages everyone to play sports in the park, including football cricket and Rounders. A sports day is held annually which the child takes part in, and much fun had by all.

Section 6 - Encourage Positive Relationships

6.1 The importance of positive relationships

The manager and his team strongly advocate and support the importance of the development of building positive relationships with all children placed at Moonreach. Building upon the values of trust and respect, and by having a small, regular, and consistent team, good interpersonal relationships are able to be established, thus providing the foundations for stability.

Section 7 - Protection of Children

Through training and experience, our team has developed an insight to understand why behaviours sometimes manifest in children who are placed within the care system. There are so many contributing factors, and each child's background, including their family, relationships with peers, and educational experience, can be very complex. For some, their behaviour can be a result of a learning difficulty, abuse, neglect, poor emotional health, gang involvement, and criminal involvement, so they are acting out their frustrations, testing the boundaries, and rebelling against social constraints.

All the adults are trained and regularly attend refresher courses in the area of safeguarding and child sexual exploitation. Each child is cared for differently in accordance with their needs in terms of safeguarding and CSE. In the event of risk of CSE, the adults will complete the Kent and Medway Safeguarding risk assessment, and this will then be placed in the Child's file and a copy sent to their Social Worker and to the LADO. Moonreach adults work closely with local authorities and public services to formulate personalised plans to protect each child. Moonreach has access to specialist services that the home can call upon in cases where intensive support is required.

The adults also complete online training in relation to "The Prevent Duty" to ensure they can identify children who may be vulnerable to radicalisation and what to do when they are identified.

At the centre of safeguarding within the home is the idea that if the child feels comfortable around the home and have a good relationship with the adults, they are more likely to listen to the adults when they are trying to encourage them to stay safe. In addition to this, positive relationships lead to the child feeling more comfortable and confident in talking to the team about any situations that worry, upset, or scare them.

The home ensures the adults are familiar with the company's whistle blowing policy and the home emphasises the ethos that all concerns no matter how small they seem must be reported whether they concern colleagues or not. The number one priority for all team members is the children.

Speranza house, currently has in place a door alarm which is fitted to the front door, this is only in use during the night which the adults activate when they go on sleep shift. The home ensures agreements are in place from the child's social worker and consent forms are completed, along with this, Speranza house ensures the relevant risk assessments are in place, along with keyworks being implemented with the children in the home.

7.1 Assessing our staff are competent to manage challenging behaviours.

Comprehensive training and the development of our team is fundamental to all the work we do. Managing behaviours, rewarding the positive behaviours, and achieving set targets is the positive modification we implement to prepare children and children for independence and social inclusion. Throughout their employment and as part of their development, all team members have a training/competency matrix in place to monitor their progress.

This will include the following to highlight areas the team member excels in and areas that may need further development, ensuring all adult's development needs are met:

- A supported Induction
- Supervision
- Observing the team member in practice
- Using case studies
- Reflective practice
- The close monitoring of consequences implemented.
- Making sure the adults promote and provide the opportunity for the children to redeem themselves
- All adults receive 'Team Teach' de-escalation skills and physical intervention (Certificated for 2 years and refreshed thereafter)
- Challenging behaviour training
- Effective communication training
- Understanding Autism and Asperger's syndrome training
- Attention Hyperactivity Activity Disorder (AHSD) training
- Therapeutic training (Respond rather than react)

Systems that are put in place to manage behaviours and monitored by the manager:

- Strategy Plans
- Behaviour support plans
- Key-working
- Behaviour modification – rewards and target setting
- children house meetings/consultation

7.2 Safeguarding our culture and ethos.

The child deserves to be kept safe, and especially in their home environment. The manager and the team are very friendly, and a comprehensive key-working system is in operation, providing good channels of communication and recording.

The child is encouraged to report any concern and however small. Adults are rigorous in their approach to safeguarding and have been trained to recognise, intervene, and pursue if any child protection issues, or intimidation or bullying is suspected to be taking place, inside or outside the home.

All Speranza's safeguarding/child protection policies and procedures are closely based upon the guidelines of the local Authority and Kent Safeguarding Children Boards Procedures.

The policies include:

1. Definitions of abuse.
2. Identifying signs and symptoms of abuse.
3. Reporting flow chart
4. Keeping the child safe.
5. Who to contact and when.
6. Recording information.
7. Speaking out.

All Incidents are rigorously monitored and any incidents which have any child protection implications are reported immediately to the manager/Child Protection Officer. All child protection incidents are thoroughly investigated to ascertain the nature of the incident and outcomes are sought and recorded, with all appropriate parties kept fully informed throughout each investigation.

Induction includes training on safeguarding/child protection procedures for the home and the local authorities' policy and procedures. Copies of Kent's Safeguarding Children Board policies are kept in the main office and are available for all the staff as well as the parents and children in placement.

All our children and children are encouraged to speak to any adult from the home if they feel unhappy about an incident that had occurred. They are also able to contact outside agencies if they feel this is a more appropriate way forward. All adults have a duty to report to management immediately if inappropriate or unacceptable behaviour is displayed towards a child and act accordingly to safeguard that child from any further incidents.

Any allegation of abuse or bullying will be properly investigated and recorded by the registered manager or provider who will be responsible for ensuring appropriate action is taken without delay.

Moonreach Speranza is proactive in safeguarding and protecting children in our care. We believe that with high levels of supervision within the home, the opportunity for bullying or potential child protection issues are minimised.

7.3 Children missing from Home.

Any incident of a child missing from the house without authorisation will always be taken seriously.

We realise there are times when a child feels unable to cope with certain situations and will leave the house without permission or notification. A vulnerable child can make themselves more vulnerable through going missing.

The team will always actively search the local area and try and contact that person. Moonreach abides by its strict policy and procedures to always ensure the utmost safety of its children. The homes policy is compatible with their local polices, local authorities (Kent) RMFHC protocols and those of the placing authority, as specified in that person's care plan. (*See Missing Person's policy*)

Dependent on the nature of the child as identified within their risk assessment, age and length of time missing, the police, child's social worker and parent(s) where appropriate, will be notified. Each period of unauthorised absence is recorded by the registered manager/team and amendments to the risk assessment, the Behaviour Support Plan and the Day-to-Day plan are amended as necessary. Children identified as High/Critical in relation to risk category information is shared with local services (Social Services, Police, Fire etc.) and per agreed placement/care plan.

Through adapting good communication skills with all children placed, the team at Moonreach Speranza encourages children to talk about their concerns and worries, so strategies to assist them to identify coping strategies as alternatives to going missing. This has proven to be the most effective way of reducing the number of children missing and adding to their own difficulties.

7.4 Anti-bullying

The team are very proactive in preventing any form of bullying or intimidation within Moonreach Speranza. Bullying is a rare occurrence due to the high levels of supervision and a subject that is regularly discussed in the weekly house meetings which incorporates 'respect of others'. The adults have a responsibility to ensure that bullying is prevented at all levels inside and outside of the home and acceptance of others is promoted throughout the organisation.

The team encourage the children to voice any concerns they may have at any time and will always include this in their key working sessions.

We prevent bullying taking place within Moonreach by:

- An approachable team
- Having an anti-bullying policy in place for all adults to read
- Training for the adults on preventing and managing bullying
- Incorporating this subject in the children's guide to include help numbers

- High levels of supervision-one to one adult support at all times
- Close liaison with schools and colleges and their tutors/teachers
- Children carry a mobile phone if out unsupervised in the community.
- In-house workshops on bullying for the children
- Regular Key-working sessions
- Children house meetings
- Maintaining and promoting respect for others
- Information leaflets are provided and displayed for children to refer to.
- Children's commissioner information is also displayed and included in the children's guide.

7.5 Consequence to behaviours.

Moonreach recognises the importance to teach our children how to behave and what is considered as socially acceptable in today's society. We believe that they should be aware of their behaviours and the impact they could have upon others and ultimately themselves.

Consequences may range from an apology, withdrawal from the situation, verbal reprimands, loss of privileges, loss of a leisure activity, additional chores, or increased supervision. The agreed consequences to poor choices are incorporated in the placement plan/behaviour support plans and agreed with the placing social worker.

We believe that the child responds better to rules if they can contribute to devising them, and that they are reviewed regularly. The team at Moonreach Speranza will ensure that the house polices (rules) and boundaries are maintained in a fair and consistent manner by all adults.

Where boundaries are breached, adults will be required to consider whether the act was deliberate, not deliberate, accidental, or an aspect of the child's behavioural problem or due to their level of understanding or function. If the act was not deliberate, the adults will address the issue as an educative process with the aim of preventing any further breaches of boundaries, however if the act is repeated it will be considered as wilful and consequences will be actioned. All consequences are recorded and documented fully and are monitored by the management team.

7.6 non-permissible consequences.

All adults are aware of the non-permissible consequences as outlined in the regulations and company policy and procedures. The team are to remain compliant at all times.

Moonreach are fully aware and will uphold that under no circumstance will a consequence cause physical harm, humiliation or use power over the child.

A consequence is agreed during the planning meeting and will focus on being age appropriate, and in line with the level of understanding that child has.

Food, communication/visits with family or physical intervention will not be used as a consequence at any time.

7.7 Positive physical intervention.

Moonreach train their teams to firstly try to diffuse a situation with diversion using calm communication skills. All adults are trained using the 2-day training 'team teach or equivalent' method which provides them with knowledge of safe handling techniques and de-escalation. This course is refreshed yearly to update and maintain their skills.

Physical intervention is only used as a last resort. All other techniques would be used first.

The only time a situation would warrant physical intervention is:

- A child was placing themselves or others at an unacceptably high level of risk or danger.
- Another person was being injured.
- They were causing damage to the property.

- Attempting suicide or placing themselves in grave danger

Adults are aware of the psychological effect physical intervention may have upon a child and their care in terms of historical events.

In all circumstances physical intervention will be always recorded and documented. Any instances where physical intervention is deemed necessary will result in the management team being informed, a full investigation undertaken and all those involved being offered a 'debrief'.

Following a physical intervention, all children are reminded of their right to complain and how they complete this. This is recorded on the incident report. Support to do this will be offered if required

7.8 Recording and reporting.

All incidents of challenging behaviours including physical intervention, is recorded comprehensively and cross referenced and then sent to the retrospective parties, this is then placed on that child file. After every physical intervention, all people involved are interviewed and the incident addressed in a key-working session and followed by a de-brief. All recordings are monitored by the manager and recorded in the regulation 45 monitoring.

7.9 Safe area risk assessment.

Moonreach takes it upon us to conduct and assess the suitability of the location of the home and its surrounding area. We compile information from the local police service and our local authority making sure the vicinity is appropriate, and putting in the necessary structures, boundaries and supervision in place to remove and avoid risk where possible, and to optimise the safeguarding of the children and in our care. There has also been a ring doorbell installed into the home and connected to the house mobile, this will allow the adults in the home to see who is at the door late at night and in the early hours.

7.10 Fire Procedures and keeping the home safe.

Fire Regulations are in place for everyone's safety. Each child is made aware of the procedures on admission to Moonreach.

There is a fire risk assessment in place which is reviewed and updated annually. This identifies both the engineering and procedural controls that are applied for fire safety.

Moonreach Speranza has a trained appointed person who is responsible for regular checks on all fire safety equipment. Equipment for fire safety will be inspected and tested weekly and a record kept. There are also fire extinguishers placed around the house in case of emergency. Fire escape plans are also clearly displayed in the building.

All visitors are informed on their arrival of the fire escape plan, the exits and assembly points in the event of a fire and if there is a scheduled fire drill that day.

Adults are trained in all aspects of safety and emphasize to the children the need to respond quickly in the event of an alarm sounding. There are ongoing discussions and workshops with the children to remind them of the procedures and how they should conduct themselves, e.g., assembly points.

Upon placement, all children and adults are put through a fire drill to educate them in what to do in the event of a fire. These drills are recorded and documented; there is a complete evacuation of the building four times a year- twice during the day light hours and twice prior to the persons going to bed in the evening.

There is an annual inspection of fire extinguishers by an accredited maintenance company.

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by residents are also tested to verify their safety.

Health and safety throughout the home is risk assessed and reviewed annually or updated if a new risk arises. Monthly health and safety checks are made by an appointed member of the team, making sure the environment adheres to regulations and is a safe environment for all children to live.

Section 8 - Leadership and Management

8.1 Stable and sufficient workforce.

Moonreach Speranza has a small team; this team consists of the following members:

Fern Cowie- Responsible Individual
Gill Hilton -Regional Manager
Aaron Green- Assistant Home Manager
Amy Robinson- Head of Care
Jodie Lewis - Shift Leader
Marie Wood– Residential support worker
Jacob Holland- Residential Worker

8.2 The recruitment of the team of adults

We adopt an in-depth and thorough process when recruiting new team members. There is a policy in place highlighting the comprehensive checks that are made and in line with Kent Safeguarding Board procedures and guidelines, Children's Homes Regulations 2001, Quality Care Standard 2015, and The Children Act 1989, Volume 5.

There is a strict process we undertake to identify the right applicants from the initial job advertisement through to verified referencing and enhanced DBS checks. We promote equal opportunities, and all applications will be viewed and considered. Managing this process, we are vigilant not to discriminate anyone from a different cultural background or ethnicity but ascertaining their right to work in the UK and if their skills meet our needs.

When recruiting additional team members, it is Speranza's ethos to find individuals whose aims are to safeguard and promote the health, welfare, and safety of the children accommodated.

8.3 The training and development of the team.

All adults will initially receive an in-house induction over their first few weeks of employment, which will help to familiarise themselves with the house routines, boundaries, structures, and paperwork. This covers the health and safety aspects of working within Moonreach Speranza, policies and procedures, administration and recording, and the philosophy and expectations for our residential support workers. They are given a specified time to read the policies and procedures and undertake shadow shifts to experience all shift patterns, allowing them time to get to know the children placed.

The induction booklet is to be started within 7 days and completed within 6 months of employment as per regulation.

For all adults working at Moonreach Child's service, there is an integral core training programme to ensure the basic competencies are covered. Core training includes:

- * Safeguarding
- * Child Sexual Exploitation (CSE)
- * Emergency First Aid
- * Food Hygiene
- * Control and Restraint
- * Fire Safety
- * Health and Safety
- * Attachment Theory
- * Transference

- * Separation and Loss
- * Administering of Medication

In addition to these training courses, adults will receive specialist training equipping them with further knowledge and skills to meet the needs of the children placed in our care. They are also required to undertake accredited training to the standard of QCF Level 3 in Residential Childcare (England). We aim that a minimum of 80% of the adults at Moonreach Speranza hold one of the above qualifications or higher, or be registered on a programme of study working towards this.

Additional training may include:

- * Sexual Identity
- * Barriers to education
- * Child trafficking
- * Controlled drugs administration and storage
- * Self-harm
- * Understanding autism
- * Understanding Learning difficulties
- * Youth justice
- * Cyber bullying
- * Mindfulness
- * Epilepsy
- * Alcohol and Substance Misuse
- * Radicalisation
- * Gang and Group Offending
- * Harmful Sexual Behaviours
- * PTSD
- * Radicalisation and extremism
- * Mental health (level 2)

8.4 Supervision of the team and team meetings.

Running alongside the induction package, new team members receive one-to-one formal supervision regularly for the first three months of their six-month probationary period. The management team provides 'Informal' supervision as and when it is required.

New members of the team have a probationary review at the end of their initial probationary period. Thereafter, all adults will receive regular formal supervision sessions at four weekly intervals. The team is supervised by the manager and head of care. The Home Manager (Aaron Green) is supervised regularly by the responsible individual as well as receiving clinical supervision.

Adults who have zero-hour contracts have supervision once every 8-10 shifts that are completed. Probation supervisions stay as fortnightly throughout the three-month probation period. This is then reviewed in the mid-probation meeting.

Further support is provided through team meetings and handovers. Team meetings take place monthly and handover meetings occur daily at shift changes to maintain the continuity of care. All adults are appraised annually. Areas of training required, or skills needed to be developed are formulated into a personal development plan, which is reviewed during supervision.

8.5 Electronic or mechanical means of surveillance used within Moonreach.

Moonreach Speranza operate a door alarm system if this is required, this was discussed and agreed upon in the placement planning meeting. This enables sleeping in adults to know when a child has left their bedroom during the night. The purpose of this is to ensure that children are safe during the night and to minimise the

risk of any potential child protection issues. Children are encouraged to behave in a reasonable and responsible manner as part of their experience with us.

- * The alarms will only be activated when the child is in their bedroom and sleeping in adults are going to their rooms. This alarm system is only managed by the adults.
- * On no account will the alarms be used during daytime hours or for the adults to reduce their overall supervision of the children.

8.6 Management, monitoring and review.

Aaron Green (Manager) oversees the monitoring and reviewing of the welfare of the children within the home. This is achieved through observation and interaction with: the children, family/carers (where appropriate), any professionals involved with the protection and welfare of the children.

Moonreach regularly reviews all policies and procedures, taking into account research developments, policy and legislation changes, and developments, and information developments of good practice in regard to working with children.

Quality of Care Review

The Home Manager and Head of Care review the quality of care (Regulation 45) that the children receive every three months. The review focuses on the quality of Care the children receive, feedback and opinions of the children, and the overall management.

Independent Visitor

Speranza House appoints an Independent Visitor to complete a report monthly. The opinions and views of the children and adults are taken into account to identify any improvements that can be made. All paperwork systems and documentation are reviewed to ensure they are maintained and in line with the Quality Care Standards. Development of the home and maintenance is also reviewed to ensure that the home's facilities and environment are of a good standard. The Independent person ensures that the children are effectively safeguarded and that the home is promoting their well-being. Any recommendations from this report are implemented as promptly as possible and sent to Ofsted.

Section 9 - Care Planning

9.1 How we support and promote visits between the children placed and their parents and significant others.

For children having regular visits with family, friends and significant others plays a crucial part in establishing their stability and forming their identity and development.

Visits can take many forms, including face-to-face-in-house and whilst out in the community, telephone, letterbox, texts, and emails, all of which can be facilitated, promoted, and recorded whilst placed at Moonreach Speranza.

Visits with family and friends are always discussed with the social workers and included as part of the placement plan, incorporating who, when, where, and if supervised or unsupervised. A visit plan is also devised, and recordings are made to document any behaviours leading up to or after a visit. Visits are always discussed in key working sessions.

All visits to the home are required to make prior arrangements to be in line with what has been agreed in the placement plan. This is to ensure the safety of all the children placed. We expect the placement social worker to adhere to the arrangements made at the placement meeting. The placement meeting also identifies other visit arrangements, and we will endeavour to carry out those arrangements, either within the home or by transporting the child to an appropriate venue. There is an expectation that within the home, all visitors will

behave appropriately and respect the 'home' of the other residents. Failure would result in being asked to leave the premises.

Where appropriate, and assessed as safe to do so, privacy is given to the children and their visitors to enjoy their quality time. Supervised visit arrangements can also be facilitated in-house and off-site visits with arrangements.

The adults will always have a duty to promote and sustain visits unless:

- It is deemed inappropriate or unsafe to do so.
- The visit appears to be deteriorating - the adults will intervene and curtail the visit so that the visit ends on a positive note.
- The visits conflict with the arrangements made within the care/placement plan

Our child is encouraged to make friends in the local vicinity and arrangements for them to visit the home can be arranged. Visits will only take place after all parties are consulted and have agreed.

Visits will **never** be used as a form of control or punishment. Visits are seen as a vital link in the child's life. No overnight stays are permitted at Speranza Moonreach.

9.2 Reviews and Placement Plans.

Reviews will take place as per statutory requirements. All children and children will be encouraged to attend their reviews or participate at some level to ensure that their views and opinions are heard. The child will always have their keyworker or manager present in their Reviews or a significant other who can advocate. The child is also encouraged to complete a review of the documents for comment, but adults will provide support and assistance if required.

A planning meeting is requested by the manager within the first 7 days of placement, to enable a comprehensive placement plan to be devised and any other concerns or issues to be addressed.

9.3 Behaviour support plans.

Our aim at Speranza House is to provide a safe and comfortable home, help stabilize and support a child, and eventually prepare and equip them with the confidence, knowledge, and skills to move on to independent living within the community as soon as they feel able and confident in doing so.

On placement, and written in conjunction with the placing social, an individual's detailed action plan is devised, identifying the presenting and historical behaviours and difficulties, whilst taking into consideration the contributing factors.

Strategies are put into place, identified behaviours are targeted, tangible goals are discussed with the child, and goals are set, with chosen rewards put in place and agreed on consequences for unacceptable behaviours.

The plans are reviewed regularly and updated to accommodate change/improvement and also include additional areas to be addressed if required. The appointed key worker will include discussion around behaviours and consequences within the key worker sessions, making sure it is recorded in detail.

9.4 Pathway plan.

By working in collaboration with the placing authority, we devise and tailor an Individual Pathway plan to incorporate each child's specific needs.

Skills are taught and assessed throughout the placement, and areas are highlighted as achieved, and as identified, new goals are set. The child is taught to be responsible for themselves, their bedroom, and belongings, and daily participation in many tasks including cooking is encouraged to develop their skills and confidence, and in turn hoping to make them aware and appreciative of their environment and comfortable surroundings.

9.5 Independent Skills Workshops.

There is a set format of in-house workshops that are held regularly over each month and are often repeated, or new workshops are added to meet each child's needs. These include a variety of subjects and new skills such as completing application forms, budgeting, understanding health, culture awareness, gardening, laundry, housekeeping, and cooking.

Each workshop is recorded, and the participation and outcomes are documented and filed in each child's file.

Section 10 – Team of adults

Name	Position	Date of Birth	DBS Check	Start Date	Qualifications	Relevant Experience	Training
Fern Cowie	Responsible individual	15/3/86	Ofsted Enhanced	28/07/10	B Tec national diploma in Health and Social care, High educational diploma in social care, Completed NVQ 7 management in care	Fern is the registered manager for Moonreach Children's services and its sister home Speranza. She has many years' experiences working within a residential setting and caring for children and children that display very challenging behaviours some who are emotionally damaged. She also has experience of managing a successful family assessment centre, where many transferable skills have benefited in her and her leadership skills in the management of Moonreach Speranza.	Fern has a higher educational diploma in social care and regularly attends various mandatory and specialist training to update her skills and knowledge. She also is trained to facilitate Safeguarding in-house as well as currently undertaking the QCF level 7 in leadership and management to further develop her skills and assist her in the management of the homes and development of the staff team. Fern is designated safeguarding officer for Moonreach.
Gill Hilton-Amzaleg	Regional Manager	15/03/63	Enhanced	14/06/22	Gill has a level 5 in leadership and management as well as a diploma in Counselling and a Diploma in welfare study. Gill has her level 3 in advanced Safeguarding lead, NVQ Level 3 in children and young people and has completed extensive in-house training.	Gill has previously worked alongside children with special educational needs in a school environment, she has had several years' experience as a foster carer and has vast experience of working as a dually registered manager across Children's homes. Gill has sound knowledge of working with children with emotional and behavioural difficulties. Gill has spent several years at the senior management level supervising managers and supporting their development. Gill has previously been a responsible Individual for children's residential services.	Gill has completed a Level 3 Safeguarding for Designated Practitioners, Safer Recruitment, and Designated Safeguarding Officer training. She has also completed Supervision and Appraisal, Disciplinary Training, and all mandatory in-house training. Gill is currently working towards an Opus Medication Competency Assessment Advanced course.

Aaron Green	Home Manager	16.08.1989	Enhanced	28.08.2023	Aaron has his level 3 in health and social care and is currently working towards his level 5 in leadership and management. Aaron has completed Safeguarding training.	Aaron has worked in social care since 2010, he has several years' experience at management level and enjoys working with a staff to help children to fulfil their true potential.	Aaron has completed in house training including safeguarding / Medication/ Team Teach training. In addition, Aaron will be provided with additional mandatory training as well as specialised training in line with the needs of the children in the home.
Jodie Lewis	Deputy Home Manager	02.03.1996	Enhanced	06.08.2022	Jodie has achieved Level 3 Diploma in Working with Adults in Health & Social Care. Level 2 Diploma in Health & Social Care, and Level 3 Diploma for Childcare/Early Years Education. Jodie has also completed her Diploma level 3 in a residential setting.	Jodie has care experience, predominantly with adults who have suffered with mental health conditions and learning difficulties. Jodie was a Senior Support Worker for four years before joining agency where she began to work with a variety of different clientele. Jodie was introduced to Moonreach through working for the agency, where she then continued to pick up regular shifts, becoming a regular before officially joining the team in August 2022. Jodie is now a shift leader in Moonreach and continues to develop her skill set	All staff complete the following courses upon their start at Moonreach and during their Induction: Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at Work. As well as these courses we also run specialist courses tailored to the children.
Stuart Harris	Deputy Home Manager	08/05/1987	Enhanced	14/4/2025	Stuart is in the final stages of completing his level 3. Stuart has a full St Johns first aid certificate and will have ongoing CPD training to further enhance his skill set whenever a relevant course arises.	Stuart has worked in the care and education setting for over 10 years, mainly in Schools starting off as a learning support assistant and working his way up firstly to a behaviour lead in a local pru working with children that found accessing a mainstream setting difficult, The main purpose of this role was to get a child ready to return to a mainstream setting. Stuart also worked his way up to a	All staff complete the following courses. On Starting at Moonreach. Safeguarding, Medication Training, Team at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, and First aid at work. In addition, there are specific specialised course depending on the need of the home

						senior learning support worker in an SEN School supporting the class teacher in running the class for children with severe complex needs. Stuart has also worked in residential childcare where he worked his way up from a key worker to quickly becoming a deputy home manager.	
Marie Wood	Shift leader	22.09.91	Enhanced	24.04.23	<p>Marie has recently been promoted to shift leader for Speranza house.</p> <p>Marie has 6 GCSE's that she did whilst at school and has a Diploma level 2 in floristry. Marie has already completed safeguarding training along with several other mandatory training.</p> <p>Marie has also completed her diploma level 3 in residential.</p>	<p>Marie has a background in working as a receptionist and a security officer. Marie has built positive relationships with the young people in the home and is build her knowledge/skill set.</p>	<p>All staff complete the following courses upon their start at Moonreach and during their Induction: Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at Work. As well as these courses we also run specialist courses tailored to the children.</p>
Jacob Holland	RSW	01.03.1994	Enhanced	24.01.23	<p>Jacon has passed his 6-month probation and has recently started his Diploma Level 3 BTEC Level 3 Extended Diploma in Art and Design</p> <p>Bachelor of the Arts from the University of Creative Arts Farnham in Illustration</p>	<p>Jacob has previously worked in a children's residential setting and understands the emotional trauma of the young people we work with</p>	<p>Moonreach training includes Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Understanding bullying, Youth court justice,</p>
Daniel Dzingai	Residential Worker	05.03.2022	Enhanced	16.01.24	<p>Daniel has 6 GCSE and two A levels and one Cambridge technical.</p> <p>Daniel is also currently studying mechanical engineering at Canterbury Christ Church University.</p>	<p>Prior to Daniel starting with Moonreach he worked in a fast-food outlet before completing a brief stint in community care. Both of Daniels's parents have worked in</p>	<p>All staff complete the following courses.</p> <p>On Starting at Moonreach. Safeguarding, Medication Training, Team</p>

						social care for many years while he was growing up and this is what has led to him wanting to work within a children's home.	at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, and First aid at work. In addition, there are specific specialised course depending on the need of the home
Ryan Marsh	Residential Worker	02.04.2001	Enhanced	11.03.24	Ryan has his business level 2 I.T English BTEC Canterbury College Level 1 animal care.	Ryans parents have been foster carers for 13 years and Ryan has experienced living with children in the care sector. Ryan is looking forward to working and supporting children with behavioural difficulties. Ryan has previously worked in a reptile shop with exotic animals. Ryan said he is extremely caring and likes to put other people first.	All staff complete the following courses. On Starting at Moonreach. Safeguarding, Medication Training, Team at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, and First aid at work. In addition, there are specific specialised course depending on the need of the home
Danni Wheeler	Residential worker	03/11/1995	Enhanced	15.07.24	Bachelor's Degree (Upper 2:1) in Sport and Exercise Science. BTEC Level 3 - D*DD in Sports Development & Coaching. GCSE's: B - C in Mathematics, English, Science, Sport Studies & Business Studies FA Football Coaching Badge Level 1 and 2	Prior to Danni starting at Moonreach she worked for 8 years at Churchill house school of English. Danni is very much looking forward to putting the skills and knowledge she has to work in Avanti house.	All staff complete the following courses. On Starting at Moonreach. Safeguarding, Medication Training, Team at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, and First aid at work. In addition,

							there are specific specialised course depending on the need of the home
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