



Statement of Purpose and Function

Moonreach
Forza House

Registration Number 2728332

This statement of purpose and function has been written considering the
Quality Standards effective from the 1st of April 2015

Implemented on 19.10.22.

Updated on 01.04.25.

To be reviewed on: 03.07.25

Introduction: -

Welcome to Forza House!

Forza House is large 3-bedroom home, which is a relaxed and a fun home to live in. The team at Forza House have the children's best interests at heart and thrive to see them enjoying themselves, achieving and taking part in lots of varied activities. The adults enjoy spending quality time with the children and empower them to make healthy choices. Forza is a new home with an experienced team of adults who are there to support you with your life skills, activities, Education, and friendships.

My name is David, and I am the Manager of the home I am new to Moonreach but have worked with Children in a different setting for several years. I like to be involved in the home and enjoy spending time with the children. As the manager I along with the team at Forza House, understand that the children who live at the home, have experienced trauma, and may struggle in different aspects of their lives, we provide an open and transparent culture that provides a safe place for the children to grow and achieve their full potential. We always ask the children's their views and wishes and advocate on their behalf when appropriate to do so.

Forza House is in Deal. The town historically was used by fishermen and traders from all over the world. Both Deal and Walmer Castle, have at some point in history been the homes of many important historical figures such as Lord Nelson, the Duke of Wellington, Winston Churchill, and the Queen Mother. It has many tourists throughout the summer who visit for the beaches. Local activities for the children such as horse riding, swimming, parks, and clubs are easily accessible, and with surrounding area activities offering a more comprehensive variety. There are loads of clubs for children of all ages including, Cubs, Brownies, dance clubs, and youth clubs. Swimming and lots more.

Messages from the team:

"I have lots of experience working with young people and enjoy spending time with everyone I have got a good sense of humour and like to have fun. I hold boundaries and I am consistent, but I am also very fair and good at listening."

"I am new to the company, but I am looking forward to supporting you all" I like pamper evenings as well as football, gym, shopping, swimming, and outdoor activities including the park. I also enjoy having film nights indoors.

"I have worked at Moonreach for some time and now work in Forza house, I like storytelling, board games, and painting.

The principles of residential care

- Children in residential care should be 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; establish strong bonds with children and 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 Education, out-of-school learning, and ambitions for their future.
- Residential care should be attentive to needs, supporting Children's emotional, mental, and physical health needs, encouraging, and empowering them to make choices, and developing their self-esteem.
- Residential care should be outward facing, working with the wider system of professionals for each child, and 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 staff as committed members of the team, as decision-makers, as activity leaders, and engaged in ongoing learning about their role and the children, 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.

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Section 0 - Care Provider and Manager

Registered Provider

Fern Cowie
Tel: 07970397169

Registered Manager

David Hazelton
Tel: 07821679912

0.1 The Registered Provider of Moonreach is:

Fern is the responsible individual for the company.

Fern has many years of experience working within a residential setting and caring for children who display challenging behaviours due to their low self-worth and vulnerabilities. Fern is proactive in supporting the managers within Moonreach and recognises that each manager brings individual strengths to the company and their own homes. As part of the manager's own development Fern implements regular supervision with them and in addition, provides external clinical supervision. Monthly meetings take place to provide the managers the opportunity to collectively share their experiences, successes, and ideas. It provides a space for everyone to further develop their understanding, and knowledge allows them to issue resolution and provides them with a sense of purpose. . Fern has also completed the QCF level 7 in leadership and management.

0.2 The Manager:

David Hazelton is the manager for Forza House, he has previously been a manager for a home in a different company and has a wealth of experience working with children with complex needs, notably due to ASC, ADHD and trauma based. David is proactive in supporting his team and has a passion for his work, which is evident in the positive outcomes he achieves for children under his care. David has high aspirations for the children and will always strive to utilise multi-agency working to provide the best possible outcomes. David has completed a vast range of training relevant to his role and holds an NVQ level 3 in residential childcare. David is always looking to improve his practice and knowledge around working with children, constantly seeking further learning opportunities to share with his team.

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.

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

Our primary aim is to offer stability, and consistency and enable the Children to develop trust, confidence, and the opportunity to develop and grow. By working closely with their care plan, Forza House placement plans are devised as a tool to meet their identified needs and 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 can make progress in all their highlighted areas of need, which can also be achieved by setting tangible and realistic targets that are measurable and monitored closely by the team and management.

The main objectives of our service are:

- ✓ To provide a safe and secure environment, that is homely, and nurturing, but has clear, insightful, and reliable boundaries which are effective and not punitive.
- ✓ To offer high-quality residential care and support Children.
- ✓ To provide as near to a family environment as possible.
- ✓ To offer accommodation for 7- 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,

In order 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 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.

Forza House'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 Forza House will endeavour to oversee and ensure a positive living experience for each 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.

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. These interactions are essential for all children and Children's growth and development as most have presenting problems at referral stage that include the inability to relate at an acceptable level within a peer group. All our Children are treated equally and according to their individual needs, so Issues of rivalry, jealousy and anti-social behaviour are addressed within the group and are done in such a way that they are de-personalised.

We aim 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.

Forza House focuses on the ongoing development of life and social skills, to prepare our children for independent living, equipping them with confidence, and knowledge and empowering them to eventually move on within the community as soon as they feel able and confident in doing so. Any problems, difficulties, or challenges identified during the stay at Forza House are addressed quickly and all the children within our care are taught the skills needed to allow them to deal with and manage these situations.

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

It is our aim that all Children can achieve positive outcomes from their stay with us at Forza House. We take 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 Age, range, sex and number of children and Children

Forza House is registered to provide accommodation for three Children of either gender, our normal admission age range is between 7-18 although children outside of this age range may be considered subject to matching considerations with other children in placement. Forza House accommodates any ethnic heritage, and culture, and will endeavour to accommodate and promote any chosen religion.

1.4 Accommodation at Moonreach Forza.

Forza House is located on a main road in the seaside town of Deal in Kent. The home is within walking distance to a local primary and secondary school.

Forza House is a detached family home, organized over 2 floors. It offers homely accommodation for three Children. The interior is comfortable, bright, and modern throughout, offering 3 spacious double bedrooms one of which has an en suite, there is a large open plan lounge/ dining room leading onto a kitchen. There is a separate snug room downstairs that leads off the kitchen area. The house benefits from a large garden to the rear with off-street parking to the front of the house.

1.5 Location of the homes

The town of Deal lies on the English Channel eight miles northeast of Dover and approximately 20 miles from the historic city of Canterbury. Deal has an attractive mix of the unspoiled 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 center 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 children.

The home is near all health services needed to ensure the children's individual needs are met.

1.6 Accommodating special needs, disabilities, and characteristics

Forza House works to provide, care for, and promote education, development, and support to Children whose previous background experiences may have significantly impacted their lives.

Forza House takes a holistic approach to its assessment process and recognizes that each child should be assessed about their own specific needs. Forza House 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, and 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, learning disabilities including global delay and speech delay, destructive behaviours, criminality, inappropriate sexualised behaviour, and persistent absconding.

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

1.7 Health & Safety

Moonreach takes the health and safety of the children and the adults working here very seriously. Flavio Walker previously worked for Kent County Council as a health and Safety Manager for Environment and has had a continued career in Health & Safety and Corporate Services with a deputising role as Corporate H&S Manager. In March 2021 Flavio joined Moonreach. Flavio has numerous qualifications that support his role within the industry.

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.

1.8 Admissions Procedure

All referrals of Children are considered, subject to occupancy levels. As much information as possible is always requested to enable the manager to discuss with her team the highlighted needs of the referred Child and to evaluate and match the placement to the needs of the Child already accommodated, so as not to jeopardise their placement. The Manager also considers the skill set of her team, making sure they are experienced in dealing with the potential issues, and specific training is sought to equip the team if necessary.

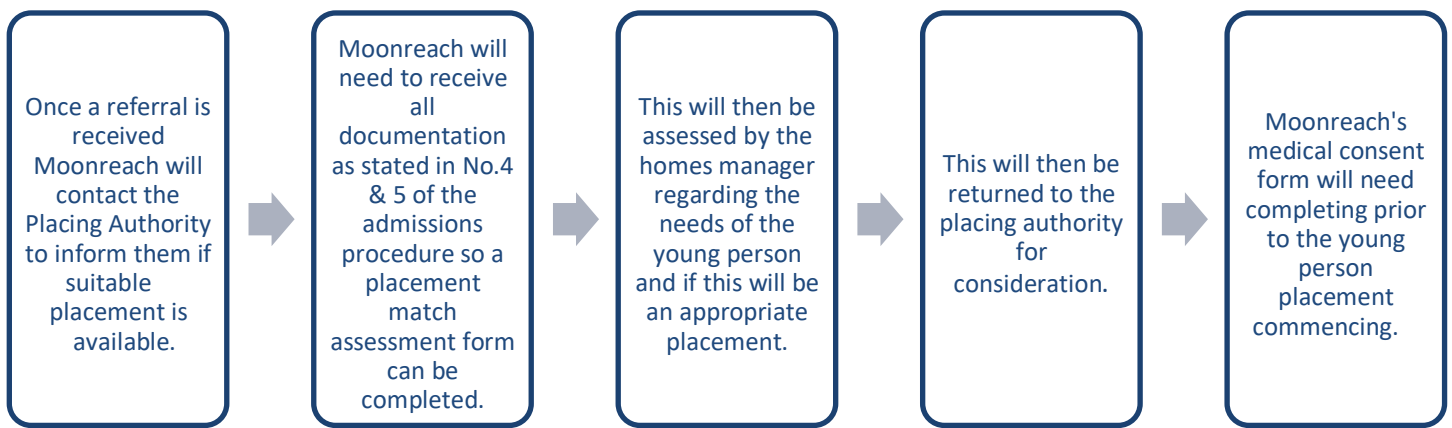
To ensure effective matching is in place, all relevant documentation will be requested at the time of the referral, Forza House will complete its internal matching procedure which includes completing the matching form and impact risk assessment to ensure the child is a good match and that it meets the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

Identified needs, risks, targets, and support required are 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 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 team can manage the risks if any.

Admission process:

1. Telephone visit from placing social worker.
2. During the conversation, it will be initially identified if Moonreach Forza 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. All relevant documentation will be required before a Child is placed in Forza house to ensure all Children receive an effective planned move. This should include up-to-date care plans, CIC review minutes, psychological/Therapy assessment reports, and EHCP. Moonreach Medical consent forms must be completed before the placement commences.
5. The potential referral and all documentation are discussed with the team to ensure the team has a clear understanding of the Child's needs.
6. 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 Children's guide with them to discuss the home.
7. A potential new placement will only be discussed with the Children already in placement when a mutual agreement between the placing social worker and Moonreach is appropriate.
8. The manager offers to visit the social worker at the appropriate offices and discuss timescales, overnight stays, funding, etc.
9. On placement, a keyworker will be identified, and the social worker will be able to liaise directly with them regarding the Child.
10. 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.



1.9 Criteria used for emergency placements.

- * Forza House will only accept emergency admissions, based upon the information provided, assessing the possible risk of the impact upon the other Children placed and solely at the manager and her team's discretion.
- * Our primary concern immediately upon admission is to settle the Child into their new surroundings.
- * Within 24 hours, 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, Forza Houses' standard non-emergency admission processes as described will apply.
- * All emergency referrals will be risk assessed, taking into consideration any Child already in placement. Risk assessments will be made considering children already in place within the home. All adults have knowledge and awareness of risk assessments.

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

- The Moonreach Impact assessment completed
- The placing authority referral form was completed in full.
- Up to date placing authority's risk assessment.
- Consideration is given to the needs of the Child already in placement.
- 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.

1.10 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 and research the culture in which the child follows. This also allows for training to be sourced should this apply.

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

Forza House regularly promotes the Children's awareness and understanding of equality, diversity, and multi-cultured society by having in-house theme nights. These consist of the Children and adults researching information regarding a certain country, focusing on the religion, culture, and beliefs of that society, cooking an authentic meal, and taking part in discussions and quizzes that are appropriate to the Child's abilities. The team makes these theme nights engaging and entertaining to encourage involvement.

1.11 Other services outsourced by Moonreach- Standard School Program

Forza has a number of educational provisions in the local community that can offer a standard in-school program that caters to both key stages 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, one of our local schools 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 centers, and in-home settings to learn.

Virtual School Program

In 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 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.

1.12 Support during the transition from the home

All Children at Forza are supported and encouraged to develop their independence skills in preparation for moving on. Forza will work closely with any school to provide a wide range of workshops and courses/programs.

Forza House works with Children to develop their confidence and skill set to manage all financial and additional responsibilities, ensuring that the Children are given every opportunity to succeed in adult life. Forza House uses the 'Get ready for adult life' workshop program which targets a wide variety of workshops and practical exercises to support a Child's understanding and development.

Forza House can also identify areas where the development of a Child needs additional support and personalise an independent program to suit the individual needs of the Child.

1.13 Therapeutic techniques are undertaken at Moonreach.

Forza House outsources professional therapist involvement to either/the Children and Adolescent Mental Health Service (CAMHS) or sources independent therapists when necessary. Forza House ensures that all therapeutic input from external agencies/individuals hold relevant qualifications that are accredited by the British Association for Counselling and Psychotherapy and have the relevant safeguarding checks to ensure the children's needs are met and safeguarded. Moonreach ensures the relevant insurances are in place and are valid and checked, along with this Moonreach ensures all copies of qualifications and certificates are on file and checked with the awarding bodies.

The manager and team ensure good communication between the home and therapeutic professionals working with the Children and strive to achieve positive outcomes for the Children, where appropriate involve therapists in staff meetings and multi-professional meetings regarding the Children. 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. Managers receive monthly group supervision from the pace trainer as well as additional monthly supervision from the Area manager.

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 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 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.

Forza House'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.

Each Child will have an initial assessment which will draw together the information gathered from 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.

Forza 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 Forza House's ethos to work as a holistic team and work in partnership with external professionals to ensure a reflective and professional approach to the needs of each Child. Forza House works within the guidelines of the Quality Care Standards whilst also thinking about the daily individual needs of each child and their medium and long-term plans. When placed, a 24-hour behaviour management plan is devised, incorporating a detailed account of the structure of each Child's daily routine. Initial risk assessments are also undertaken monitored and revisited regularly.

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

Forza House has developed 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, enables the children 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 negative behaviours are not encouraged and whilst working in partnership with the placing social worker, consequences to actions are used to deter/modify unacceptable behaviours.

All Children placed at Moonreach will receive: *Within their home:*

- * One-to-one adult ratio when required.
- * Good-sized double bedrooms 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
- * On site 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 Addaction Childs Service and CAMHS.
- * Access to Next steps life skills and training

Local area:

- * Seaside location
- * Local town with high street shopping
- * Good range of local schools, colleges, and universities
- * Local hospital equipped with a minor injuries' 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....
- * Immediate access to countryside and 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, their people, language, currency, 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 her team at Forza 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 particularly when engaging in key-working sessions, attending statutory reviews, and making plans for their future. (Where appropriate)

Regular children's meetings also provide a forum to air issues or make complaints, and the Children are made aware of the complaint in-house system and external visit numbers that are displayed, which are also incorporated in the children's guide. Adults are encouraged to promote the rights of Children who may wish to make complaints and remind Children of the complaints procedure as well as allow them to air their views regarding many issues including respect for others. All Children at Forza House have the right to be heard, protected from harm, and treated with dignity and respect. The team is proactive in their approach to supporting the rights of a Child and will advise all Children concerning 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.

Adults within the home will encourage children to engage in external advocacy services for their voices and wish to be advocated for.

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

Forza House is opposed to any form of discrimination against any child or team member, and in any form. The team works 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 adults or Children will not be tolerated and addressed. It is our policy that all adults always report any form of discrimination immediately.

Forza House promotes anti-discriminatory practice at all levels. The home's practice is child-focused always considering the whole child and their individual needs. Children's rights are always observed, and all children 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 Children who may wish to make a complaint.

Recognising the importance of the relationship between a Child and their family and significant others, the team at Forza House will always promote and facilitate family contact. Family and friends will always be made to feel welcome in the

home and treated with courtesy. Forza House will communicate regularly with parents and family using regular telephone updates and reports as agreed per the placement plan. The team upholds a professional, anti-oppressive, and non-judgmental approach when working with parents and families. All parents 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.

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-thus, thus improving their outcomes. These meetings are formally recorded and kept on file. This forum is also used to address issues of problematic relationships as group living is often challenging and using these open meetings, we hope to address personality problems as soon as they occur.

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.

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

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

Complaint slips are readily available and contain details of people the Children can visit, including their Social Worker; Independent reviewing Officer, 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
National Business Unit
Piccadilly Gate
Store Street
MANCHESTER M1 2WD
Tel. No: 0300 123 1231

The Children's Commissioner Dame
Rachel de Souza
Children's Commissioner for England
Sanctuary Buildings,
20 Great Smith Street,
London,
SW1P 3BT
Tel: 020 7783 8330
Freephone:0800 5280731
Email: info.request@childrenscommissioner.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 placed with us.

3.1 Educational provision.

Moonreach is not registered as a DFE provision but does have good relationships with the schools in the local vicinity, There are a lot of educational provisions in Deal both Primary and Secondary Schools available.

- Warden House Primary School,
- St Marys primary school
- Sandown primary, school
- Hornbeam Primary School
- Goodwin Academy Secondary School
- Sandwich Technology Secondary School
- Brewood School Special Education School

3.2 Team encouragement and support.

The team encourages, facilitates, and supports learning, promoting each 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 team member will liaise with and attend all school, college, parental, and educational meetings to oversee the educational care of each 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 at Forza House can contribute to their support and input as we 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 staff are able to offer support within their schools/colleges and within the home, working with the home tutors if applicable and encouraging extra educational activities, homework and close liaison with the Child's teacher's 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 an EHCP (*statement of education needs*) (SEN) in place. We ensure 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 a 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's abilities, while Forza House identifies an appropriate educational placement for the Child.

3.5 Areas available to study and home tutoring.

Moonreach is presented as a large family home, so can offer plenty of room to study. A desk is provided in the bedrooms should the child need one, there is also a separate room that will also be used for learning, and the large lounge area which is bright and spacious offers a good facility that is conducive to learning. The 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 work together to promote all aspects of a Child's development. The Child as part of their independence planning will be encouraged to identify, arrange, and budget their own local activities where they can liaise with their peer group.

Weekly activities are discussed with the children and the home and will facilitate each Child's preference and interest. 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 team will support the Children in regular attendance and encourage participation, ensuring that the Children is properly prepared and equipped.

Eventually, dependent on the Child, this would be unsupported allowing further re-integration into the local community and the building of peer group social skills.

The Children participate in group or individual holidays during the school summer holiday. This is arranged in consultation with the Children's preferences 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 Child will be 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 presented as a danger or high risk to manage outside in the community, their holiday may have to be cancelled in the best interest of that. This would not affect the other Child placed. **

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

4.2 Make positive contributions to the home and the wider community.

Forza House 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 encourages positive and appropriate relationships with peers within the community and provides support through key sessions and nurturing to promote 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. The adults in the home, source events, clubs, sports 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 the home assess the property which they will be staying to ensure the standard welfare is sufficient, Forza House strives to make all children feel part of the community and promote opportunities of friendship and achievement socially and personally.

Section 5 - Health and Well-Being

5.1 Promoting health.

Forza House provides a holistic health support package to meet the needs of each Child's physical and emotional health.

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

Health care plans are developed and monitored by the home's manager to ensure medication is administered appropriately, appointments are implemented, and work is done around Children 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 counselors and therapists are provided as required and as part of the health/placement/care plan.

The team have developed a positive relationship with the local CAMHS team who support us and our Children in renewing medication for on-going conditions (such as ADHD, depression). They can also advise, where necessary, during periods of emotional crises for Children to ensure children receive the appropriate levels of support and intervention.

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

- * All Children's physical health is attended to by a local GP along with a local dentist 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 observance)
- * Trained team members administer medications where necessary and record such on the Child's personal file and the home's central file.
- * Any outpatients' appointments will be organised by the home and the Child are accompanied by their keyworker or team member.

- * All our Children'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 Children 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 CHAMS 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 Children's choices regarding the menu and meals prepared, this is achieved by promoting a healthy and balanced diet, lifestyle choices and by using the "eat well" plan and encouraging the "5 a day". Preparation of food and cooking own meals is also taught regularly as an activity and to develop their interest and understanding of healthy meals and independent skills. There will be an expectation that the Child will progress to planning, budgeting, and cooking all their own meals.
- * Adults and Children will not be allowed to smoke within the home, and all help available will be given to support them to give up smoking. Children will be given appropriate advice regarding the misuse of alcohol, drugs and sexual health.

5.2 Promoting exercise and fitness.

The team at Forza House takes a very proactive 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 encourage everyone to play sports in the park, including football cricket, and rounders. A sports day is held annually which the Children take part in, and much fun is had by all.

Section 6 - Encourage Positive Relationships

6.1 The importance of positive relationships

As the manager of Forza House, I will strongly advocate and encourage the development of positive relationships with all Children placed at Forza House. Building upon the values of trust and respect, and by having a small regular, and consistent team, good interpersonal relationships can be established thus providing the foundations for stability.

Both the team and I recognise the huge benefit of harmonious and enjoyable contact between Children their friends and family. We also understand that visits/communication can be challenging and that this often needs high levels of support and preparation from the adults in Forza's house. Where necessary we use both informal one-to-one support and more formal key work to prepare young people for more challenging visit arrangements.

We understand that visits must be promoted, encouraged, and beneficial and we ensure that we place the children at the center of all arrangements. We do this by acting on their behalf and providing advocacy and advice.

There appropriate the home has an open-door policy and parents and carers are welcome to visit the home. We encourage telephone contact and electronic communications such as email and Skype subject to any restrictions or limitations within the care plan. As well as letters and photos to be sent.

Section 7 - Protection of Children

Through training and experience, our team have developed an insight to understand why challenging 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, or gang, and criminal involvement, so are acting out their frustrations, or testing the boundaries and rebelling against social constraints.

All our adults in Forza House are trained and regularly attend refresher courses in safeguarding and Child sexual exploitation. Each Child is cared for differently by their needs in terms of safeguarding and CSE. In the event of risk of CSE the team will complete the Kent and Medway Safeguarding toolkit, and this will then be placed in the Child's file and a copy sent to their Social Worker and the LADO. Forza House works closely with local authorities and public services to formulate personalised plans to protect each Child. Forza House has access to specialist services that the home can call upon in cases where intensive support is required. The team also completed online training about the 'The Prevent' training Channel general awareness to ensure they can identify Children who may be vulnerable to radicalisation and what to do when they are identified. The Designated Safeguarding Lead at Moonreach is Fern Cowie (Responsible Individual); in her absence, Gill Hilton-Amzaleg becomes the Designated Safeguarding Lead.

The

At the center of safeguarding within the home is the idea that if Children feel comfortable around the home and have a good relationship with the adults, they are more likely to listen to team members when they are trying to encourage them to stay safe. In addition to this, good relationships mean a Child is more likely to talk about any situations that may worry, upset, or scare them.

The home ensures they 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 adults is the Children.

Multi-agency working is key in bringing agencies together to support and safeguard the children. Multi-agency working ensures everyone understands the children's situation and allows for shared resources and expertise. Moonreach is proactive in working in partnership

The home's Internet access is provided via a DNS content filtering router; this allows us to grant permission to, or block access to, specific categories of websites (for example, we block all social media access or access to gambling sites, etc.). Recognising that simply blocking one category of the website may not be the most workable or the 'fairest' solution, we also could apply more targeted controls that could block individual URLs within a category but permit others. For example, a child may be granted permission to access Facebook but not Instagram.

This differs from traditional 'parental control' features however, as each device must be registered on the router via its physical (MAC) address, meaning that specific controls can be put in place for each individual and/or each device. This may mean that we could permit Child to access Facebook, but block access for Child B. Again, because the router works on a device's individual MAC address, we could, if required, allow access to Facebook for a child on their laptop but not on their tablet (whilst connected to the Wi-Fi). If required to do so, we could restrict internet access (or access to sites) during specific time frames as well. This means that we could effectively switch off Wi-Fi access to Child A's device at a certain time of night but permit Child B's device access until a completely different time.

7.1 Assessing our team is competent to manage challenging behaviours.

Comprehensive training and the development of our team is fundamental to all the work we do. Managing challenging behaviours, rewarding positive behaviours, and achieving set targets is the positive modifications we implement to prepare 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 development needs are met:

- A supported Induction
- Supervision
- Observing team members in practice
- Using case studies
- Reflective practice
- The close monitoring of consequences implemented.
- Making sure the team 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 management plans
- Key-working
- Behaviour modification –rewards and target setting
- Children's house meetings/consultation

7.2 Safeguarding our culture and ethos.

All Children deserve to be kept safe, 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.

All Children are encouraged to report any concern 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.

Moonreach'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 Children safe.
5. Who to visit 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.

Team member's induction includes training on safeguarding/ child protection procedures for the home and the local authorities' policy and procedures. All Moonreach's policies and procedures are on 'Breathe hr' which all adults can access and are required to read and sign.

All our Children are encouraged to speak to any member of the team if they feel unhappy about an incident that had occurred between themselves and another resident or member of the team. They are also able to visit outside agencies if they feel this is a more appropriate way forward. All adults must 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 home manager or provider who will be responsible for ensuring appropriate action is taken without delay.

Forza House is proactive in safeguarding and protecting Children in our care. We believe that with high levels of adult support and supervision within the home, the opportunity for bullying or potential young 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 when they go missing.

The team will always actively search the local area and try and make a visit with that person. Moonreach Forza abides by its strict policy and procedures to always ensure the utmost safety of its Children.

The home policy is compatible with their local policies, local authorities (Kent) RMFHC protocols, and those of the placing authority, as specified in that person's care plan. (*See Missing Person's policy*)

Depending on the nature of the Child as identified within their risk assessment, age, and length of time missing, the police, the Child's social worker, and parent(s) where appropriate, will be notified. Each period of unauthorised absence is recorded by the 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 about risk category information is shared with local services (Social Services, Police, Fire, etc.) and per agreed placement/care plan.

Through adopting good communication skills with all Children placed, the team at Forza House encourages Children to talk about their concerns and worries, strategies to assist them in identifying 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 difficulties. The local authorities have a responsibility to complete a return from missing interview within 72 hours of the child's return to the home.

7.4 Anti-bullying

The team are very proactive in preventing any form of bullying or intimidation within Forza House. 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 incorporate 'respect for others. Team members have a responsibility to ensure that bullying is prevented at all levels inside and outside of the home and that 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 from taking place within Moonreach by:

- An approachable team
- Having an anti-bullying policy in place for all adults to read
- Training for 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 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
- Discussions around bullying and respect in house meetings
- Maintaining, and promoting respect for others at all times
- Children's commissioner information is also displayed and included in the children's guide.

7.5 Consequence of Challenging Behaviours.

The team at Forza House recognises the importance of teaching 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 leisure activity, additional chores, or increased supervision. The agreed consequences to their challenging behaviours actions are incorporated in the placement plan/behaviour management plan and agreed upon with the placing social worker.

We believe that Children respond better to rules if they can contribute to devising them and that they are reviewed regularly. The team at Forza House will ensure that the house policies (rules) and boundaries are maintained fairly and consistently by all adults.

Where boundaries are breached, the 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 adult will address the issue as an educative process to prevent 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 is to always remain compliant. The team is fully aware and will uphold that under no circumstance will a consequence cause physical harm, humiliation, or use of power over the Child.

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

7.7 Positive physical intervention.

Moonreach trains its team to first 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. This course is delivered by Moonreach who have trainers who can deliver Team teach training.

Positive 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 or Child was placing themselves or others at an unacceptably high level of risk or danger.
- Another person was injured.
- They were causing damage to the property.
- Attempting suicide or placing themselves in grave danger

The 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, a 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 being 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 in the report. Support to do this will be offered if required.

7.8 Recording and reporting.

All incidents of challenging behaviours including physical intervention, are recorded comprehensively and cross-referenced and then sent to the retrospective parties, this is then placed on that Child's file. After every physical intervention, all people involved are interviewed and the incident is 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.

Forza House takes it upon itself 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 in our care.

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 for admission to Forza House. Forza has wired-in fire sensors and fire doors in place.

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

Forza House 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 daylight hours and twice before the persons going to bed in the evening.

All electrical equipment in the home is tested (P.A.T) and tagged by a qualified electrician. Electrical items brought into the home by children 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 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- Forza has a stable and consistent team. This team consists of the following members:

Fern Cowie - Responsible Individual
Gill Hilton-Amzaleg – Regional Manager
David Hazelton- Home Manager
Helen Reeve – Senior Shift leader
David Mills - Residential worker
Rob Mayger- Residential Worker
Michael Olive – Residential Worker
Isabella Davey – Residential Worker
Katie Macey – Residential support worker
Evan Cosier – Residential support worker
Tjark Doorson – Residential Support worker
Claire McKeen – Residential support worker

8.2 The recruitment of the team.

We adopt an in-depth 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 against anyone from a different cultural background or ethnicity but to ascertain their right to work in the UK and if their skills meet our needs.

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

8.3 The training and development of the staff team.

All adults will initially receive an in-house 3-week 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 Forza House, 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.

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

- * Safeguarding
- * Children 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, the 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 staff at Forza House, 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
- * Child trafficking
- * Controlled drugs administration and storage
- * Self-harm
- * Understanding autism
- * Understanding Learning difficulties
- * Youth justice
- * Cyber bullying
- * Mindfulness
- * Epilepsy
- * Alcohol and Substance Misuse
- * Mental Health
- * Radicalisation
- * Gang and Group Offending
- * Harmful Sexual Behaviours
- * Makaton training

8.4 Supervision of the team and team meetings.

Running alongside the induction package, new team members receive one to one formal supervision every fortnight, during their first 3 months of employment, they will then have their 3-month probation and will be down to the discretion of the team member and the manager if supervisions are to move to once a month or continue to be fortnightly until their 6-month probation meeting. The management team provide 'Informal' supervision as and when it is required, which can be requested by both the team member and/or the manager. After their 6-month probation the team member will be given monthly supervisions. The team are supervised by the manager or shift leader. 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 supervisions.

The Manager is supervised regularly by the Area Manager, during the first 3-6 months of being in post the new manager will receive fortnightly supervisions and then monthly supervisions.

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. During team meetings, the team discusses the children in our care and how improvements can be made to support positive outcomes for the children and to ensure the team is working cohesively. Group supervision can be requested for the team from the Quality assurance advisor, if needed.

8.5 Electronic or mechanical means of surveillance used within Forza House

Forza operates a homely environment and does not currently operate alarm systems however should the local authority request either sensor alarms and /or bedroom door alarms this would be discussed, and risk assessed prior to placement. Our Children are always supervised and managed well by personal visit and activity. Children are encouraged to behave in a reasonable and responsible manner as part of their experience with us.

- * Night-time as like daytime is supervised by adults, not only to observe and support the Child but to be available to offer advice and assistance if required, with back up support of the registered Manager.
- * The hallways and stair alarms will only be activated when all children are in their bedrooms and sleeping in adults are going to their rooms. This alarm system is only managed by adults.
- * On no account, will the alarms be used during daytime hours or for team members to reduce their overall supervision of the children.

8.6 Management monitoring and review.

The 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 considering research developments, policy and legislation changes and developments, and information developments of good practice regarding working with Children.

Quality of Care Review reviews the quality of care (Regulation 45) that the Children receive every six months. The review focuses on the quality of Care the Children receive, feedback and opinions of the Children, and the overall management and staffing of the home. The home manager may at her discretion complete these more regularly.

Independent Visitor

Moonreach appoints an Independent Visitor to complete a report monthly. The opinions and views of the Children and the team is considered 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 all 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 off-site, telephone, letter box, texts, and emails, and all of which can be facilitated, promoted, and recorded whilst living at Forza House. Visits with family and friends is always discussed with the placing social worker and included as part of the placement plan, incorporating with, 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. Visit is always discussed in key-working sessions.

All visits to the home are required to make prior arrangements to visit and in line with what has been agreed in the placement plan. This is to ensure the safety of the all the children placed and that appropriate staffing levels are in operation. We expect the placing social worker to adhere to the visit 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 children. Failure would result in being escorted off 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 arrangement.

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 visit visits conflicts with the arrangements made within the care/placement plan

Our Children are 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. Overnight stays are possible with friend's dependent on circumstances and individuals. This would need to be risk-assessed first.

Visits will **never** be used as a form of control or punishment. The visit is seen as a vital link in children's lives.

9.2 Reviews and Placement Plans.

Reviews will take place as per statutory requirements. All 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 on their behalf. Children are also encouraged to complete their Review documents, 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.

On placement, and written in conjunction with the placing social worker, an individual 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 consequences to challenging actions.

The plans are reviewed regularly and updated to accommodate change/improvement and 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.

Our aim at Forza 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 onto independent living within the community as soon as they feel able and confident in doing so.

9.4 Pathway plan.

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

Skills are taught and assessed throughout placement and areas are highlighted as achieved, and as identified, new goals are set. All Children are 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 on each Child's file.

- Money Management
- Budgeting skills (inclusive of paying bills, living on a budget, how to furnish a flat on a budget).
- Self-care skills
- Independent living skills
- Health, well-being & sexual health
- Cooking meals on a budget & healthy eating
- Housing
- Risk management, keeping your house safe.
- Completing a CV and applying for a job
- communication

Section 10 - Team Table

The team is currently made up of a Responsible individual, Area Manager, Registered Manager, Senior Shift leader and Residential support workers.

Name	Position	Date of Birth	DBS Check	Start Date	Qualifications	Relevant Experience	Training
Fern Cowie	Responsible individual	15.03.1986	Ofsted Enhanced	28.07.2010	B Tec national diploma in Health and Social care, High educational diploma in social care, Completed NVQ 7 management in care	Fern is the Responsible individual for Moonreach Children's services and its sister home. She has many years of experience working within a residential setting and caring for children and young people who display very challenging behaviours some of 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.	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.
Gill Hilton-Amzaleg	Regional Manager	15.03.63	Ofsted Enhanced	14.06.2022	Gill has a level 5 in leadership and management as well as a diploma in Counselling and welfare studies. 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 several years at a senior position, supervising and supporting managers. Gill has previously been a responsible individual for children's services.	Gill has completed a Level 3 Safeguarding for Designated Practitioners, Safer Recruitment, and Designated Safeguarding Officer training. She has also completed Supervision Appraisal, and Disciplinary Training as well as all mandatory in-house training. Gill has completed her Medication Competency Assessment Advanced course.

David Hazelton	Manager	14.06.1994	Enhanced	24.02.2025	David has completed an NVQ level 3 diploma in residential childcare, NVQ level 2 in safe handling of medication and is working towards completing a Level 5 in leadership and management.	David has a wealth of experience working in different roles across children's social care, where he has specialised in working with children with ASC, ADHD and those who have been through trauma. David has a good knowledge and understanding of meeting the needs of children in residential childcare, he has worked directly with children in support worker roles, key worker, deputy home manager and home manager throughout his career.	David has completed training including 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. Further to this advanced safeguarding level 2, PACE, and safer recruitment training. There will be further allocated training as per the needs of the individual children in the home.
David Mills	Residential Support worker	01.06.1996	Enhanced	02.05.2023	David has completed his level three diploma and has a higher-level teacher assistant qualification. A level 2 in counselling skills as well as a diploma in music technology. David has completed safeguarding training as well as additional in-house training courses	David has previously worked in children's homes as well as children's homes and Schools and brings a good level of knowledge and understanding around children with emotional and behavioural difficulties. David has also been a mental health recovery worker.	David has previous in-house training and has completed 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. There will be ongoing online training allocated as per the needs of the individual children in the home.

Helen Reeve	Senior Shift Leader	02/06/1988	Enhanced	08/01/22	Helen has achieved her CACHE Level 2 and has a Merit in Childcare & Education. Helen has recently completed her level 3.	Helen began working in the homes as an agency worker before joining the company as a Residential Care Worker. Helen has worked in different care settings with the agency and has a background of working within school settings Helen is progressing and is now a shift leader in Moonreach	Helen has completed all mandatory training in, Fire training, prevention, Food hygiene, Safe administration of medication, Record Keeping, Infection control Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding
Robert Mayger	Shift leader	26.03.1997	Enhanced	18.09.2023	Robert has school / college qualifications as well as a BSC Social Sciences2:1 University of Kent MS Cognitive Neuropsychology- 2:1	Rob has previous experience of working with children in a school environment on a 1:1 basis. Rob also has 3 years of residential experience with adults with acquired brain injuries. Rob has a real passion for supporting individuals in whatever way is needed to help them progress.	Rob has completed Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, as well as specific training as required by the home.
Even Cosier	Residential Support worker	16.02.24	Enhanced	19.08.24	Evan holds a level two qualification in behavioural support. Evan has a good understanding of safeguarding from his previous roles which are an integral part of his role in Forza House.	Evan has worked with vulnerable adults and children in different settings for ten years. And has several transferrable skills gained through his experience of working with vulnerable people	Evan has completed 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 house-specific training

Michael Olive	Residential support worker	17.01.1979	Enhanced	22.08.2024	Michael has completed safeguarding training, first aid, and prevention. Michael has also done medication training	Michael is a reliable and self-motivated person and is excited to be a part of a team that works together to support the children. Michael is looking forward to encouraging the children to participate in activities and will work hard to promote the best possible outcomes for the children	Michael has completed 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 additional house-specific training
Isabella Davey	Residential Worker	11.08.1999	Enhanced	06.10.2023	Issie has a level 3 B tec in Health & Social care and has already completed some of the mandatory training required within the company. Issie left school with 13 GCSEs.	Issie has worked in retail for a period. She is passionate about working with Children In the care sector and has excellent. Issey feels confident in her abilities to support the children and is looking forward to becoming part of the team.	Issey has completed Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, as well as specific training as and when required.,
Katie Macey	Residential Worker	02.06.2020	Ofsted Enhanced	18.03.24	Katie has worked in a residential setting where she gained in-house qualifications. Katie will complete all additional training in Moonreach.	Katie has previous experience of working within the residential setting. After a break from work, she has decided to return to residential childcare and wishes to progress professionally. Katies previous experience of caring for and looking after children with differing needs will allow her to understand and recognise the needs of the children she is caring for at Forza House.	Katie has completed Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, as well as specific training as required by the company.

Tjark Dorson	Residential Worker	2/9/1974	Enhanced	17.02.25	Tjark studied at Canterbury Christ Church and obtained a 2:2 in Criminology. Tjark has completed safeguarding level 2 before coming to Moonreach.	Tjark worked as a house parent at a local college before coming to work for Moonreach. Tjark has also worked as a sports coach with young people and has worked in the police force but decided to return to Moonreach and work with the children in the home at Forza House	All staff completes the following courses on starting at Moonreach, 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 on Understanding bullying, Youth court justice, Children and young people missing in care, Attachment, Awareness of Autism and Asperger's, Sexual Exploitation
Aimee Minter	Residential worker	17.01.2003	Enhanced	31.05.2025	Aimee is currently studying a social science degree at Open University. She also has completed her Mental Health first Aid Course as well as First Aid.	Aimee has worked within a safeguarding department at a holiday/sailing centre as the residential support over on the Isle of Wight. She has experience with a high number of children and schools, is great under pressure and is self motivated.	All staff completes the following courses on starting at Moonreach, 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 on Understanding bullying, Youth court justice, Children and young people missing in care, Attachment, Awareness of Autism and Asperger's, Sexual Exploitation

Section 11 - Company Structure

