



# Statement of Purpose and Function

## Moonreach Avanti

Registration Number 1226977

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

Updated: 09/04/2024

Review date: 09/08/24.

## Introduction: -

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

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

### **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; establishing strong bonds with children and children on the basis of 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 need, 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 team, as decision makers, as activity leaders, and engaged in on-going 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.

*Quality Standards 1st April 2015*

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# Section 0 - Care Provider and Manager

## Registered Provider

Fern Cowie  
20 Hanover Close  
Deal  
Kent  
CT14 7LA  
Tel: 01304 367799

## Home Manager

Aaron Green  
20 Hanover Close  
Deal  
Kent  
CT14 7LA  
Tel: 01304 367799

### 0.1 The Registered Provider of Moonreach Avanti is:

#### Fern Cowie

Fern Cowie is the responsible individual for all homes.

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 pro-active 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 managers own development Fern ensures external clinical supervision is available to managers. Monthly meetings take place to provide the managers the opportunity to collectively share their experience, successes, and ideas. It provides a space for everyone to further develop their understanding and knowledge and gives them the opportunity to issue resolution and provide them with a sense of purpose. Fern has a higher educational diploma in social care and regularly attends various mandatory and specialist training to update her skills, knowledge and to develop her CPD. Fern holds a QCF level 7 in leadership and management.

### 0.2 The Home Manager:

#### Aaron Green

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

### 0.3 The Regulator:

#### The Regulatory Body is:

Ofsted  
Piccadilly Gate, Store Street, M1 2WD

## 0.4 The Children's Commissioner:

### The Office of the Children's Commissioner

Dame Rachel De Souza

The Office of the Children's Commissioner

1 London Bridge Road, London, SE1 9BG

Tel: 0844 800 9113

Email: [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

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## Section 1 - Quality and Purpose of Care

### 1.1 Aims, objectives and ethos of the home.

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

Our primary aim is to offer stability, consistency and enable the children to develop trust, confidence and the opportunity to develop and grow. By working closely with their care plan, the Moonreach Avanti placement plans are devised as a tool to meet the Childs 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 that the child is able to make progress in all their highlighted areas of need. This can also be achieved by setting tangible and realistic targets which are measurable and monitored closely by staff and management.

*Our main objectives of our service are:*

- To provide a safe and secure environment, which is homely, nurturing, but has clear insightful and reliable boundaries which are effective and non-punitive.
- To offer high quality residential care and support children.
- To provide as near to a family environment as is possible.
- To offer accommodation for up to 18-year olds, and to assist and support the transition into independent living.
- To promote a child's 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 staff team.
- Maintenance of an effective and proactive key-worker system.
- Access for children to all local relevant services, in order 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 or family living.
- In house workshops to achieve set targets and aims, and in order to to 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.

Moonreach'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 staff team of Moonreach Avanti 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 they may have experienced within their lives. We believe that this opportunity to reflect will support the child's progression to a more positive future.

Regular house meetings and key-working sessions take place within the home, enabling the promotion of reflection and the ability for the individual to take responsibility of their own actions and contributions. We are mindful that these interactions are essential for all children and children's growth and development. These weekly meetings are conducted after consultation with the children to ensure they are delivered in an informal and homely manner. Most of our children present 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 fairly, so issues of rivalry, jealousy and anti-social behaviour are addressed within the group and are done in such a way that they are not de-personalised. House meetings can take place separately if appropriate and in line with the child's wishes and feeling. Due to the home having two children placed it is deemed unnecessary to conduct meetings formally, weekly planning around menu choices and activities are completed informally.

Our aim is to help stabilize and support our children as we recognise that 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.

Moonreach Avanti focuses on the ongoing development of life and social skills, in order to prepare our children for independent living and equipping them with confidence and knowledge. This will help to empower the children 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 Child's stay at Moonreach Avanti are addressed, and the child is taught the relevant skills and strategies that may be used to help them deal with these situations and build upon their resilience.

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

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

### **1.3 Age, range, sex and numbers of children and children**

Moonreach Avanti is registered to provide accommodation for two children of either gender. Our typical admission age range is up to 18, although children outside of this age range may be considered, subject to matching considerations with other children in placement.

### **1.4 Accommodation at Moonreach Avanti.**

Moonreach Avanti has an additional four homes situated within close proximity to each other. All homes are in quiet residential roads, in the seaside town of Deal in Kent.

Moonreach Avanti is in an end terraced family house organized over 2 floors. It offers homely and family orientated accommodation for two children. The interior is comfortable, bright and modern throughout, offering 2 spacious double bedrooms, one large lounge and gardens to the front and the rear of the property.

### **1.5 Location of the homes**

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

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

The home has a positive relationship with closely located neighbours, the home is open and approachable to any complaints and comment from the community. The children are encouraged to respect the local community and discussions will take place if required to maintain the reputation of the home and children placed.

### **1.6 Accommodating special needs, disabilities, and characteristics.**

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

Moonreach Avanti takes a holistic approach to their assessment process and recognizes that each child should be assessed in relation to their own specific needs. Moonreach Avanti are aware of the range of issues and factors that may impact on the child, which may include learning difficulties and mobility issues. It is our aim that by working in partnership with all professionals involved, we are able to identify, support and develop an individual plan to meet specific needs. The staff team are experienced in supporting children with a diversity of additional and specific needs as well as emotional and behavioural issues. When a child is placed with additional or specific needs, training will be sourced or external specialist will be brought in to support plans and behaviour management.

These have previously included:

Attention Deficit Hyperactivity Disorder (ADHD), Asperger's Syndrome (ASD), Delayed Development, Adolescent Mental Health Issues, Self-harming, Suicidal tendencies, Eating disorders, Challenging behaviours, Destructive behaviours, Criminality, Inappropriate sexualised behaviour, persistent absconding and Post-traumatic Stress disorder (PTSD)

Unfortunately, due to the layout of the accommodation, Moonreach Avanti would not be suitable to accommodate children with severe mobility issues, including 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 and to this end we provide good quality child focussed risk assessments that are regularly reviewed and updated and overseen by our company's own internal Health and Safety Consultant – Flavio Walker. Flavio has worked for Kent County Council from April 2002 as "Health and Safety Manager for Environment and Regeneration Directorate and Communities Directorate with deputising role for Corporate H&S Manager" and from April 2010 as "Corporate Health and Safety Operations Manager for Strategic and Corporate Services with deputising role for Corporate H&S Manager" and finally from January 2017 as "Head of Health and Safety, Kent County Council until he retired in March 2021 to join Moonreach. His qualifications and experience are impressive: -

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

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

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

### **1.8 Admissions Procedure**

All referrals of children are considered, subject to availability. As much information as possible is always requested. This enables the manager to discuss the referral with her team and highlight the needs of the referred child, evaluating and looking to match the placement to the needs of the child already accommodated. This is an important process as it aims to ensure that the current child's placement is not jeopardised. The Manager also considers the skill set of her staff team, making sure that they are experienced and fully equipped to manage any potential issues or needs that the child may have. If necessary, specific training is sought for staff, in order to facilitate the placement.

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

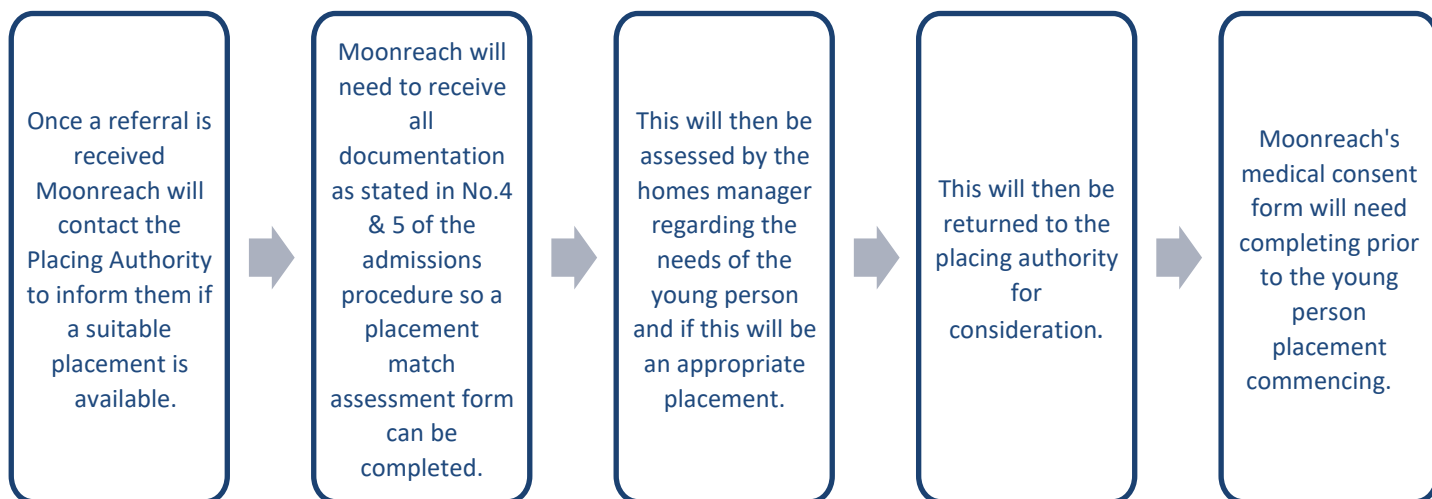
Identified needs, risks, targets and the support required are identified and agreed with the placing authority prior to admission. This is then confirmed in more detail within the placement planning meeting. Risk assessments, behavioural support/management plan, health plan and Moonreach's placement 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, her staff and the referring authority to ensure that all needs are identified, and staff are able to manage any suspected risks.

#### **Admission process:**

1. Telephone contact from placing social worker.
2. During the conversation, it will be initially identified if Moonreach Avanti 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 prior to a child being placed in Avanti 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 an EHCP. Moonreach Medical consent forms must be completed prior to the placement commencing.
5. The potential referral and all documentation is discussed with the staff to ensure the team have 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 child already in placement when a mutual agreement is made between the placing social worker and the staff team that Moonreach Avanti 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.

- Moonreach Avanti will only accept emergency admissions to Moonreach Avanti, based upon the information provided, assessing the possible risk of the impact upon the other child 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 24hrs, we develop an initial care plan, which is finalized within seven days of an emergency admission.
- It is a pre-requisite of any emergency admission that formal arrangements are already in place for full and formal medical assessment of the child within 24 hours of their admission.
- Upon emergency admission, Moonreach Avanti's 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 in light of residents already in place within the home. All staff have knowledge and awareness of risk assessments.

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

- The Moonreach Avanti referral form completed in full.
- The placing authority referral form completed in full.
- Up to date placing authority's risk assessment.
- Consideration given to the needs of the child already in placement.
- A matching management meeting would take place prior to 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 before a short term/long term placement 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.

Due to 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. Staff members will endeavour to facilitate quiet places to pray or transport, if required, to accommodate this.

Moonreach Avanti regularly promotes the children's awareness and understanding of an equal, diverse, and multi-cultured society by having in-house theme nights. These consist of the children and staff 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 which are appropriate to the child's abilities. The staff team ensure these theme nights are engaging and entertaining, in order to encourage the Child's involvement and active participation.

### **1.11 Other services outsourced by Moonreach.**

#### **Standard School Program**

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

#### **Outbound Program**

Brewood's outbound program runs within the standard school program but offers education on a 1:1 basis off-site in a variety of educational settings. The difference with this provision is that the student does not have to engage in a classroom setting but instead, is taken to a range of libraries, study centres and in-home settings to learn.

#### **Virtual School Program**

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

Once the student has engaged and started to see attainment in these initial areas, they will open further optional courses for the child, 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, dependent on the nature of the activity.

#### **Next Steps – life skills and training**

The children within our care have access to Next Steps, who provide AQA unit award packages. Next Steps offer unit awards which develop life skills, support education and preparation for work as well as independent living and the promotion of self-awareness and confidence.

The units focus on Budgeting, Moving on, Preparation for work, Volunteering, Food and Nutrition, Personal hygiene and Body awareness, Health and Hygiene in the home, Home and Personal Safety, practical Life skills, Sexual health and Healthy Relationships, Fun and interest, self-esteem and emotional well-being, and Bullying Awareness.

### **1.12 Support during transition from the home**

All children at Moonreach Avanti are supported and encouraged to develop their independence skills in preparation for moving on. If the child's educational placement is at Brewood School, Moonreach Avanti will work closely with the school to provide a wide range of workshops and courses/programmes. As a team, we will aim to do this with all educational provisions, in order to support our Children.

Moonreach Avanti work 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. Moonreach Avanti use the 'Get ready for adult life' workshop programme which targets a wide variety of workshops and practical exercises to support the children's understanding and development. Moonreach Avanti can also identify areas where the child needs additional support for their development and personalise an independent programme to suit the individual needs of the child.

### **1.13 Therapeutic techniques undertaken at Moonreach.**

Moonreach Avanti outsources professional therapist involvement and Adolescent Mental health services (CAMHS) and can source independent therapists when necessary. Moonreach Avanti ensures that all therapeutic input from external agencies or individuals hold Moonreach Avanti DBS checks. We also ensure good communication between the home and therapeutic professionals working with the children, in order to strive to achieve positive outcomes for the children. Where appropriate we will involve therapists in staff meetings and multi professional meetings regarding the children. We ensure that all qualifications are accredited by the British Association for Counselling and Psychotherapy. Individuals that work directly with the children at Moonreach Avanti, must have a full DBS check completed before working with the children.

## **Section 2 - Children's Wishes and Feelings**

### **2.1 Our facilities & services.**

Moonreach Avanti's main aim and directive is to holistically assess the range of the individualised needs of each child placed. From this we review strategies for support, that best provide a caring and safe environment for the child 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 the local authority and education. The collating of the chronological and specific issues around each child will identify care, educational and health needs. It will also highlight areas for potential further assessment and support.

Moonreach Avanti has developed good links within the community and have access to a range of other professionals who deliver individual services to children as and when required. It is Moonreach's ethos to work as a holistic team, and work in partnership with the external professionals to ensure a reflective and professional approach to the needs of each child. Moonreach Avanti 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 outcomes. When placed, a 24-hour behaviour management plan is devised, incorporating a detailed account of the structure to each child's daily routine. Initial risk assessments are also undertaken and monitored and revisited regularly.

Working in conjunction with the Local authority's care plan and the placing social worker, Moonreach Avanti's placement plan is put in place. This will identify the individual needs, goals, and targets, with a view of broader, longer-term plans and outcomes for the child. This is also updated and revised regularly and incorporates any changes following a LA statutory review and/or any changes in circumstances.

Moonreach Avanti has developed a cohesive and professional team who are friendly, warm, and approachable. We actively promote the sharing of a positive and an insightful approach when working with children and children. The importance of developing positive relationships and good communication is key at Moonreach Avanti. This encourages and supports the children to feel settled in their surroundings and to relate to the staff team, sharing their concerns and frustrations. These are recorded and monitored within our comprehensive key working system.

Positive behaviour is encouraged and rewarded with plenty of praise and reward opportunities. Any negative behaviours are discouraged and in working in partnership with the placing social worker, consequences to actions are implemented to deter and/or modify unacceptable behaviours.

All children placed at Moonreach Avanti will receive:

*Within their home:*

- One to one staff ratio as required.
- A Good size double bedroom, offering personal privacy.
- A homely, welcoming and comfortable living environment with provision for high needs and close supervision.
- An emphasis on building positive, strong, effective relationships. This is 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 the acceptance of others.
- Preparation for Semi supported and independent accommodation.

*Our Resources:*

- An experienced and well-trained cohesive staff team.
- In-house counselling and therapy services as and when required. If a child declines to engage in therapy the home can employ therapists on a consultation basis to develop the teams understand of a child's needs.
- 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 Child's 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 and guides.
- Immediate access to countryside and beach for relaxation and enjoyment.
- Good transport links.

## **2.2 Promoting and respecting ethnicity and diversity.**

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

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

## **2.3 Children and children's rights.**

The manager and his team at Moonreach Avanti believe and uphold that it is the right of all children 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 at any time. This is particularly the case when engaging in key-working sessions, attending statutory reviews and making plans for their future (where appropriate.)

Weekly house meetings also provide a forum to air any issues or record any complaints, and the children are regularly made aware about the in-house complaints system. The children also have access to external contact numbers, and these are incorporated in the children's handbook. The discourages posters and information on walls to ensure the house has a homely feel. The children in the home have chosen the way they would like their meetings to be presented and conducted, with one choosing for this to be conducted in an informal way and the other enjoying the formal format and sitting down to do this.

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

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

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

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

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

Moonreach Avanti promotes anti-discriminatory practice at all levels. The home's practice is children focused, always considering the whole child. 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.

Staff are encouraged to promote the rights of children who may wish to make a complaint. Weekly house meetings remind children of the complaints procedure as well as allow them to air their views regarding any issues. This includes the importance of having respect for others.

At Moonreach we recognise the importance of the relationship between a child and their family or significant others. The staff team at Moonreach Avanti will therefore always promote and facilitate positive contact. Family and friends will always be made to feel welcome in the home and treated with courtesy. Staff will communicate regularly with parents and family by means of regular telephone updates and reports as agreed per placement plan. The staff team uphold 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 in the running of the home, using their own creative ideas and suggestions. Although children may have a relatively short stay in the home it is important that they leave having had a good experience at Moonreach Avanti.

Weekly house 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 improving their outcomes. These meetings are formerly recorded and kept on file however are conducted informally and in line with consultation with them. This weekly forum is also can be used to address issues of problematic relationships, as group living can often be challenging. Through the use of these open meetings, we hope to address any personality issues or concerns as soon as possible, in order to ensure that both children are happy and content in their home life at Moonreach Avanti.

The staff team at Moonreach Avanti are friendly and approachable. This enables 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 manager reads and comments of house meetings to ensure there is regular monitoring of the children's wishes and feelings.

The regulation 44 independent visitor will also consult with the children on their visits and will include their feedback in the monthly reports.

## **2.6 Complaints made by children and children.**

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

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

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

### **CIC Team**

Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
MANCHESTER M1 2WD  
Tel. No:- 0300 123 1231

### **The Office of the Children's Commissioner**

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

## **Section 3 – Promotion of Education**

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

### **3.1 Educational provision.**

Moonreach Avanti is not registered as a DFE provision, but we do have good relationships with the schools in the local community, including a nearby EBD provision, where we hold a place on the board of trustees.

### **3.2 Staff encouragement and support.**

The staff team encourage, facilitate and support learning. We promote each child's educational plans and adapt to their individual needs, recognising that some children may need further support as a result of their unique learning abilities. This also includes providing support within their education setting.

The assigned keyworker or another staff 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 believe in empowering children to overcome their educational difficulties, and at Moonreach Avanti we will contribute through various support and input.

We have also been invited to sit on the board of trustees at a local specialist EBD school.

As with all children placed, specific educational needs will be identified, and the staff are able to offer support within their schools/college, as well as within the Home. We will work with home tutors, if applicable, and actively encourage extra educational activities, homework and close liaison with the child's teacher's and tutors.

We ensure we are aware of, and support any Special Educational Needs (SEN) or an Education Health Care Plan (EHCP), where a child's ability to learn can be impacted by behaviours or disabilities, such as:

- Behaviour or difficulties with socialising, e.g. Not being able to make friends. This may also include 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 may have attention deficit hyperactivity disorder (ADHD)
- Physical needs or impairments, such as mobility issues or the visually impaired

Children with learning difficulties may have a statement of educational needs (SEN) or an Education Health Care Plan (EHCP) in place. We oversee this plan, and ensure it is adhered to and updated regularly, as to ensure that all the needs of the children within 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, while Moonreach Avanti identify an appropriate educational placement for the child. This will be in accordance with the child's abilities and take into consideration their current needs and long-term outcomes.

### **3.5 Areas available to study and home tutoring.**

Moonreach Avanti is presented as small family home, so can offer plenty of room to study. A desk is provided in each of the bedrooms, and the large lounge and dining area offers a bright and spacious environment, that is conducive to the Child's learning. The staff team will readily offer assistance and support with any homework, whilst ensuring that the supervision of other's is not compromised.

In-house tutors can be arranged and facilitated alongside 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, both internally and externally. The staff 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 also liaise with their peer group.

Weekly activities are discussed in the weekly house meetings and will facilitate each child's preference and interest. Individual timetables are devised, indicating a schedule for each child and incorporating their chosen activities in and out of the House.

The home has a family sitting room where there are books, board games, craft activities, and DVDs. These activities encourage peer and staff relations and can be enjoyed by all. Day trips are arranged to zoos and 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 and clubs will be identified and encouraged, in order to develop the child's skills, confidence and individual interests. Staff will support the children in regular attendance and encourage participation, ensuring that the children are 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 groups and social skills.

The children participate in group or individual holidays during the Summer Holiday Period. This is arranged in consultation with the children and their preference. It also takes into consideration the child's ability, behaviours and risks to their self and/or others. Risks are assessed, and strategies are put in place to best manage potential situations.



The Child will be involved in the planning of the holiday's activities, this provides a goal to work towards and look forward to.

*\*Please note that if a child's behaviour consistently presents as a danger or is too high risk to manage off site, their holiday may have to be cancelled in the best interest of the child. This would not affect the other child placed. \**

Consent is sought from the local authority and parents, where applicable. This happens prior to all children participating in external events, day trips and holidays.

#### **4.2 Make positive contribution to the home and to the wider community.**

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

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

Overnight stays are encouraged with friends where appropriate and Moonreach Avanti assesses the property that they will be staying at, in order to ensure the standard of welfare is sufficient. Moonreach Avanti strive to make children part of the community and promote opportunities of friendship and achievement both socially and personally.

## **Section 5 – Health and Wellbeing**

### **5.1 Promoting health.**

Moonreach Avanti provides a holistic health support package that aims to meet the needs of each child's physical and emotional health and wellbeing.

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 in following their transition.

Health 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 counsellors and therapists are provided as required, in accordance with the child's health/placement/care plan.

The staff team have developed a positive relationship with the local CHYPS team who support us and our children in renewing medication for on-going conditions such as ADHD and Depression. They can also advise, where necessary, during periods of emotional crisis for children, as 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 also be made for them
- Any dietary requirements are observed, and a well-balanced healthy eating routine is put in place (Including information on allergies, intolerances and religious observance)



- Trained staff administer medications as 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 is accompanied by their keyworker or another available staff 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 they may have. If the referring social worker jointly agrees for us to do so, a referral can be made to the local CHYPS clinic.
- All staff are expected to encourage the child to take care of their personal hygiene and help them to develop self-care skills in order to prepare them for their futures.
- All staff members encourage healthy eating, whilst promoting the children's choices regarding the weekly menu and any independent cooking. Meals are prepared for the children, outside of independent cooking sessions. Staff promote a healthy and balanced diet, lifestyle choices and encourage the "5 a day". The preparation of food and cooking independently is also taught regularly as an activity, but also 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. Staff will highlight all fruit and vegetables within the Houses Weekly Food Menu
- Staff and children are not allowed to smoke within the home. All available help will be given to support the children to give up smoking. Children will be given appropriate advice regarding the misuse of alcohol, drugs and sexual health. Information is always readily available and displayed throughout the home.

## 5.2 Promoting exercise and fitness.

The staff team at Moonreach Avanti take a very pro-active approach to healthy eating and exercise. Children are always encouraged to develop outside interests in activities and in sports. Swimming is encouraged and we are able to take advantage of the local leisure centre to support with this. Staff encourage everyone to play sports in the park, including football, cricket and rounders. A sports day is held annually for the children to take part in. This is a successful and enjoyable day for all.

## Section 6 - Encourage Positive Relationships

### 6.1 The importance of positive relationships

The manager and her team strongly advocate and support the building of positive relationships with all children placed at Moonreach Avanti. Building upon the values of trust and respect, and by having a small and consistent staff team, good interpersonal relationships can be established, thus providing the foundations for stability.

We 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 Avanti house. Where necessary we use both informal one to one support and more formal key working to prepare young people for more challenging visit arrangements.

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

Where appropriate, the home has an open-door policy; 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 staff team have developed an insight into why negative behaviours can sometimes manifest in children, who are placed within the care system. There are many contributing factors, and each child's background, family, relationships, and educational experience can be extremely complex. For some, their behaviour can

be a result of a learning difficulty, abuse, neglect, poor emotional health and/or gang and criminal involvement. These behaviours can therefore be a way of managing their frustrations or testing the boundaries and rebelling against social constraints.

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

Staff also complete online training in relation to the 'The Prevent' strategy. This training provides a general overview and awareness to ensure that staff are able to identify children who may be vulnerable to radicalisation or behaviours which may indicate extremist views. The training also provides information regarding what staff should do if they have any concerns relating to children within their care. The Designated Safeguarding Lead at Moonreach is Fern Cowie (Responsible Individual); in her absence, Gill Hilton-Amzaleg become the Designated Safeguarding Lead.

We believe at Moonreach Avanti, that if children feel comfortable in their home and have a good relationship with staff, they are far more likely to take guidance from staff and seek support when it comes to their wellbeing and safety. This is key to our Safeguarding at Moonreach Avanti, as we believe that positive relationships encourage children to speak with trusted adults, about any situations that may worry, upset, or scare them.

The Management team at Moonreach Avanti, ensures that staff are familiar with the company's whistle blowing policy and the home emphasises that all concerns, no matter how minor they may seem, must be reported whether they concern colleagues or not. The number one priority for all staff members is the Children in our care.

### **7.1 Assessing our staff are competent to manage challenging behaviours.**

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

This will include the following and aims to highlight both areas the staff member excels in and areas that may need further development. This aims to ensure that all staff's development needs are met.

- A supported Induction
- Supervision
- Observing staff members in practice
- The use of case studies
- Reflective practice
- The close monitoring of implemented consequences.

- Making sure that staff promote and provide the opportunity for the children/child to redeem themselves.
- All staff receive 'Team Teach' de-escalation skills and physical intervention training (Certificated for 2 years and refreshed thereafter)
- Challenging behaviour training
- Effective communication training
- Training around understanding Autism and Asperger's syndrome
- Training around Attention Hyperactivity Activity Disorder (AHSD)
- Therapeutic training (response as opposed to react)

Systems that are put in place to manage behaviours include:

- Strategy Plans
- Behaviour management plans
- Key-working
- Behaviour modification - rewards and target setting
- Children's house meetings/consultation

These processes are monitored by the Home's Manager.

## 7.2 Safeguarding our culture and ethos.

All children deserve and have the right to be kept safe, especially in their home environment. The manager and staff team at Moonreach Avanti are friendly, supportive and caring. A comprehensive key-working system is in operation throughout the Home, providing good channels of communication and supporting consistency within our records.

All children are encouraged to report any concerns they may have, no matter how minor or small they may seem. Staff are rigorous in their approach to safeguarding at Moonreach Avanti. They have been trained to recognise, intervene and appropriately pursue any child protection issues, intimidation or bullying that may be suspected or reported inside or outside the home. Staff are also provided with guidance and support around receiving disclosures from children. This can be supported by the 'On call' member of management if necessary.

Moonreach's safeguarding and child protection policies and procedures are devised and implemented, as per the guidelines of the local Authority and Kent Safeguarding Children Boards Procedures (Now KSCMP – Kent Safeguarding Children Multi-Agency Partnership) 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 contact and when?
6. Recording information
7. Speaking out

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

The Staff induction includes training on safeguarding and child protection procedures for the home and the Local Authority. Copies of KSCMP policies are kept in the main office and are available for all the staff as well as the parents and children in placement.

All of our children are encouraged to speak to any member of staff if they feel unhappy about an incident that has occurred between themselves and another resident or a member of staff. They are also able to contact outside agencies if they feel this is a more appropriate or preferred route for them. All staff have a duty to report to management immediately if inappropriate or unacceptable behaviour is displayed towards a child. Staff also have a duty to act accordingly, in order to safeguard that child from any further incidents.

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

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

### **7.3 Children missing from Home.**

Any incident of a children missing from the home without authorisation, will always be taken seriously.

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

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

Dependent on the nature of the child, as identified within their risk assessment, their age and the length of time they have been missing, the police, the placing social worker and the parent(s) where appropriate, will be notified. Each period of unauthorised absence is recorded by the registered manager and staff team. Any amendments to the risk assessment, the Behaviour Support Plan and the Child's 24 hours management plan are amended, as necessary. Children identified as High or critical in relation to risk category information, are shared with local services (Social Services, Police, Fire etc) and per agreed placement/care plan.

Through adapting good communication skills with all children placed, the staff team at Moonreach Avanti encourages children to talk about their concerns and worries, so we can offer support strategies to assist them to identify coping mechanisms as alternatives to absconding. This has proven to be the most effective way of reducing the number of incidents that involve children absconding.

### **7.4 Anti-bullying**

The staff team are very proactive in preventing any form of bullying or intimidation within Moonreach Avanti. Bullying is a rare occurrence due to the high levels of supervision within the home. This subject is regularly discussed in the weekly house meetings and incorporates 'Respect for others' as an agenda item. All Staff members have a responsibility to ensure that bullying is prevented at all levels, both inside and outside of the home. The acceptance of others is promoted throughout the organisation and in all Moonreach's Children's Homes.

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

We prevent bullying taking place within Moonreach Avanti by:

- Having an approachable staff team
- Having an anti- bullying policy in place for all staff to read and implement in practice.
- Training is provided on preventing and managing bullying.
- Incorporating this subject within the children's guide, where numbers for support are also provided.
- High levels of supervision, with 1:1 staffing for each Child
- Close liaison with schools and colleges, including Pastoral Leads, Tutors and Teachers
- Children to carry a Mobile Phone when out in the community unsupervised
- In-house workshops and reminders around bullying, for the children and children
- Regular Key-working sessions
- Weekly House Meetings for the Children in Moonreach Avanti
- Always Maintaining and promoting respect for others
- Information leaflets are provided and displayed for children to refer to.
- The Children's commissioner information is also displayed and included in the children's guide.

### **7.5 Consequence to negative behaviours.**

Moonreach Avanti recognises the importance of teaching our children how to behave appropriately, and to help them to understand what is socially acceptable in our current society. We believe that all children should be aware of their behaviours and the negative impact they could have upon others and ultimately themselves.

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

We believe that children respond better to rules and boundaries if they are able to contribute in devising them and regularly reviewing them. The staff team at Moonreach Avanti will ensure that the house polices (or rules and boundaries) are maintained in a fair and consistent manner by all staff.

Where boundaries are breached, staff will be required to consider whether the act was deliberate, unintentional, accidental, or an aspect of the child's behavioural difficulties or their level of understanding or ability to function. If the act was not deliberate, the staff will address the issue as an educative process with the aim of preventing any further breaches of boundaries. However, if the act is repeated it will be considered as wilful and consequences will be actioned.

All consequences are recorded and documented fully. These are monitored by the management team.

### **7.6 non-permissible consequences.**

All staff are aware of the non-permissible consequences as outlined in the regulations and company policy and procedures. The staff team are to always remain compliant.

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

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

Visits with family or physical restraint will not be used as a consequence at any time.

### **7.7 Positive physical intervention.**

Moonreach Avanti train their staff to try to diffuse a situation with diversion using calm communication skills. This should always be used in the first instance. All staff have or will receive the 2-day training from 'Team Teach' or equivalent. This training provides staff with knowledge and equips them with safe handling techniques and de-escalation strategies. This course is refreshed yearly to update and maintain staff's skills.

Positive physical intervention should only be used as a last resort. All other techniques and strategies should be tried in the first instance.

The only time a situation may warrant physical intervention is when:

- The Children or the child is placing themselves, or others, at an unacceptably high level of risk or danger.
- Someone is at risk of being hurt or injured.
- Damage was being caused to the property
- Attempting suicide or placing themselves in grave danger

Staff are aware of the psychological impact that restraint may have upon a child and their care, particularly in terms of historical events.

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

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

### **7.8 Recording and reporting.**

All incidents of negative behaviours including physical intervention are recorded comprehensively and cross referenced. These are then sent to the retrospective parties, and the report placed in the child's file. After every physical intervention, all people involved are interviewed and the incident addressed in a key-working session, followed by a debrief. All recordings are monitored by the manager and recorded in the regulation 45 monitoring.

### **7.9 Safe area risk assessment.**

Moonreach Avanti 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. We ensure we put the necessary structures, boundaries and supervision in place in order to remove and avoid risk where possible, and to also 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 Fire procedures on admission to Moonreach Avanti.

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

Moonreach Avanti 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, of which a record is maintained. There are also fire extinguishers placed around the house in case of emergency and Fire escape plans are also clearly displayed throughout the Home.

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

Staff are trained in all aspects of safety and emphasise 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. This will include common reminders or prompts as to where the Home's Fire Assembly points are.

Upon placement, all children and staff are taken through a fire drill, in order to educate them around what to do in the event of a fire. These drills are recorded and documented. There is a full evacuation of the building four times a year- twice during the day light hours and twice prior to the children going to bed in the evening.

There is an annual inspection of fire extinguishers by an accredited maintenance company, at Moonreach Avanti.

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 in.

## Section 8 - Leadership and Management

### 8.1 Stable and sufficient workforce.

Moonreach Avanti has a stable and consistent staff team. This team consists of the following members:

**Fern Cowie:** Responsible Individual

**Gill Hilton-Amzaleg:** Area Manager

**Aaron Green:** Home Manager.

**Post Vacant** -Deputy Manager

**Summer Morrison:** Residential Support Worker

**Jodie Lewis-** Shift Leader

**Helen Reeve-** Residential Support Worker

**Jacob Holland-** Residential Support Worker

**Marie Wood-** Residential Support Worker

**Brian Shaw** – Residential Support Worker

**Daneil Dzingai-** Residential Support Worker

### 8.2 The recruitment of staff.

We adopt an in-depth and thorough process when recruiting new staff 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 2015, Care Standards Act 2001 and The Children Act 1989, Volume 5.

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

When recruiting additional staff members, it is Moonreach'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 staff will initially receive an in-house induction over their first few weeks of employment, which will help to familiarise themselves with the house routines, boundaries, structures, and paperwork. This covers the health and safety aspects of working within Moonreach Avanti, policies and procedures, administration and recording, and the philosophy and expectations for our residential support workers. They are given 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 staff working at Moonreach Avanti child's service there is an integral core training programme to ensure the basic competences are covered. Core training includes:

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

- Separation and Loss
- Administering of Medication
- Coronavirus (2020)

In addition to these training courses, staff 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 Moonreach Avanti 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.
- C card training
- Youth justice
- Cyber bullying
- Mindfulness
- Epilepsy
- Alcohol and Substance Misuse
- Mental Health
- Radicalisation
- Gang and Group Offending
- Harmful Sexual Behaviours

#### **8.4 Supervision of staff and team meetings.**

Running alongside the induction package, new staff receive one to one formal supervision on a fortnightly basis for the first three months of their six-month probationary period. In the mid probation meeting it is discussed if fortnightly supervisions need to continue or reduce to monthly supervisions. The management team and senior shift leaders provide 'Informal' supervision as and when it is required.

New members of staff have a probationary review at the end of their initial probationary period. Thereafter, all staff will receive regular formal supervision sessions at four weekly intervals. The staff team are supervised by the Home's Manager, Deputy manager or (Senior) Shift Leader.

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

Further staff support is provided through team meetings and handovers. Team meetings take place monthly and handover meetings occur twice daily at shift changes to maintain the continuity of care.

The Manager (Aaron Green) is supervised regularly by the Area Manager (Gill Hilton-Amzaleg).

All staff are appraised annually. Any areas of training required, or skills needed to be developed are formulated into a personal development plan, which is reviewed during supervision.

#### **8.5 Electronic or mechanical means of surveillance used within Moonreach Avanti.**

Internet access is provided via a DNS content filtering router; this allows us to grant permission to, or block access to, specific categories of website (for example, we block all social media access, or access to gambling sites etc.).



Recognising that simply blocking one category of website may not be the most workable or the 'fairest' solution, we also have the ability to 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 to traditional 'parental control' features however, as each device has to 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 individual device. In reality this may mean that we could give Child A permission 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 particular 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.

Moonreach Avanti is able to offer a sensor alarm system in the hallways and stairways. This enables sleeping in staff to know when a child has left their bedroom during the night. There is also the option of fitting door alarms which alert staff at night when a child exits their room. The purpose of this is to ensure that children are safe during the night and to minimise the risk of any potential children protection issues. Our children are always supervised and managed well by personal contact and activity. Children are encouraged to behave in a reasonable and responsible manner as part of their experience with us.

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

### **8.6 Management monitoring and review.**

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

Moonreach Avanti regularly review all policies and procedures considering research developments, policy and legislation changes and developments, and information developments of good practice in regard to working with children.

### **Quality of Care Review**

The Home Manager reviews the quality of care (Regulation 45) that the children receive every three-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.

### **Independent Visitor**

Moonreach Avanti appoints an Independent Visitor to complete a report on a monthly basis. The opinions and views of the children and staff are considered in order to identify any improvements that can be made. All paperwork systems and documentations are reviewed to ensure they are maintained and are in line with the Quality Care Standards. Development of the home and maintenance is also reviewed to ensure that the homes facilities and environment is 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.

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

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

Contact 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 placed at Moonreach Avanti.

Contact 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 contact plan is also devised, and recordings are made to document any behaviours leading up to or after a contact visit. Contact is always discussed in key-working sessions.

All contact 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 contact arrangements made at the placement meeting. The placement meeting also identifies other contact 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 in an appropriate manner and respect the 'home' of the other residents. Failure would result in being escorted off of 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 contact arrangements can also be facilitated in house and off-site visits with arrangement.

Staff will always have a duty to promote and sustain contact unless:

- It is deemed inappropriate or unsafe to do so.
- The contact visit appears to be deteriorating -the staff will intervene and curtail the visit so that the visit ends on a positive note.
- The contact 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.

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

No overnight stays are permitted at Moonreach Avanti.

### 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 own personal Review documents, but staff 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 management 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 and identified behaviours are targeted, tangible goals are discussed with the child and goals are set, with chosen rewards put in place and agreed consequence to negative actions.

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

Our aim at Moonreach Avanti 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 the course of each month and are often repeated, or new workshops 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 individual file.

Staff at Moonreach will be trained in how to facilitate AQA independent living skills workshops. These support the child's social worker when they are requiring completing their Pathway Plan. Staff will be able to plan, implement, assess, and record the outcomes from each session, evidencing the child competence in each area. These workshops and training will cover a range of areas, such as.

- 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 7healthy eating.
- Housing
- Risk management, keeping your house safe.
- Completing a CV and applying for a job
- communication

## Section 10 – Staff Table

Name	Position	Date of Birth	DBS Check	Start Date	Qualifications	Relevant Experience	Training
Fern Cowie	Responsible Individual	15/3/86	Ofsted Enhanced	28/07/10	B Tec national diploma in Health and Social care, High educational diploma in social care, Completed NVQ 7 management in care	Fern has many years of experience of working within residential childcare. Fern has run her own mother and baby assessment centre before being the director of the residential children's homes.	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 having her the QCF level 7 in leadership and management to further develop her skills and assist her in the management of the homes and development of the staff team. Fern is designated safeguarding officer for Moonreach
Gill Hilton-Amzaleg	Area Manager	15/03/63	Enhanced	14/06/22	Gill has a level 5 in leadership and management as well as a diploma in Counselling and a Diploma in welfare 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 is currently completing her level 7 in strategic management.	Gill has previously worked alongside children with special educational needs in a school environment, she has had several years' experience as a foster carer and has vast experience of working as a dually registered manager across Children's homes. Gill has sound knowledge of working with children with emotional and behavioural difficulties.  Gill has spent 3 years at senior management level supervising managers and supporting their development. Gill has previously been a responsible Individual for children's residential services.	Gill has completed a Level 3 Safeguarding for Designated Practitioners, Safer Recruitment and Designated Safeguarding Officer training. She has also completed Supervision and Appraisal, and Disciplinary Training as well as all mandatory in-house training. Gill is currently working towards an Opus Medication Competency Assessment Advanced course.

Aaron Green	Home Manager	16.08.89	Ofsted Enhanced	28.08.23	Aaron has his level 3 in health and social care and is currently working towards his level 5 in leadership and management. Aaron has completed Safeguarding training.	Aaron has worked in social care since 2010, he has several years' experience at management level and enjoys working with a staff team to help children to fulfil their true potential.	Aaron in completing in house training including but not limited to safeguarding / Medication/ Team Teach training. In addition, Aaron will be provided with additional mandatory training as well as specialised training in line with the needs of the children in the home.
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Jodie Lewis	Shift Leader	02/3/1996	Enhanced	06/8/2022	Jodie has achieved Level 3 Diploma in Working with Adults in Health & Social Care. Level 2 Diploma in Health & Social Care, and Level 3 Diploma for Childcare/Early Years Education.	Jodie has care experience, predominantly with adults who have suffered with mental health conditions and learning difficulties. Jodie was a Senior Support Worker for four years before joining agency where she began to work with a variety of different clientele. Jodie was introduced to Moonreach through working for the agency, where she then continued to pick up regular shifts, becoming a regular before officially joining the team in August 2022.	All staff complete the following course on starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Attachment, Awareness of Autism and Asperger's, Youth court justice, understanding bullying, channel awareness
Summer Morrison	Residential worker	04.01.1996	Enhanced	06.01.20	Summer has her Level 2 National certificate in Health and social care and Level 3 Cambridge Technical Diploma in Health and social care.	Summer worked at Moonreach from November 2017, however left in June 2019 to pursue her career in a Nursery. Summer re-joined Moonreach in January 2020 as a bank staff member and has regular weekly shifts within Moonreach Avanti	All staff complete the following course on starting at Moonreach Induction, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, Risk assessment, safeguarding and First aid at work. As well as these courses we also run specialist course on Attachment, Awareness of Autism and Asperger's, Youth court justice, understanding bullying, channel awareness

Jacob Holland	Residential Worker	01.03.1994	Enhanced	24.1.23	BTEC Level 3 Extended Diploma in Art and Design Bachelor of the Arts from the University of Creative Arts Farnham in Illustration. Level 2 in Safeguarding Young People, Child Protection, Child Exploitation, The Prevent Duty, Serious Youth Violence, Mental Health, Adult Depression and Suicide, Domestic Abuse Children and Young People, Knife Crime Prevention, Peer on Peer Abuse, Substance Abuse, Adverse Childhood Experiences, Sexual Violence and Harassment Between Children and Young People, Fire Safety, Fire Marshal, First Aid Essentials, Food Hygiene and Safety.	Jacob has previously worked in a children's residential setting and understands the emotional trauma of the young people we work for.	All staff complete the following course on starting at Moonreach, Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, , safeguarding and First aid at work. As well as these courses
Helen Reeve	Residential Worker	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.	All staff complete the following courses upon their start at Moonreach and during their Induction: Team Teach, Fire training, Food hygiene, Safe administration of medication, Record Keeping, Infection, Control, Challenging behaviour, Health &
Marie Wood	Residential worker	22.09.91	Enhanced	24.04.23	Marie has 6 Gcse's that she did whilst at school and has a Diploma level 2 in floristry. Marie has already completed safeguarding training along with several other mandatory training. Marie will be put on her Level 3 when she has passed her probationary period.	Marie has a background in working as a receptionist and a security officer. Marie is looking forward to working with the children in a residential setting and is hoping to bring some of her life experiences into the role.	All staff complete the following courses. On Starting at Moonreach. Safeguarding, Medication Training, Team at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, and First aid at work. In addition, there are specific specialised course depending on the need of the home.
Brian Shaw	Residential Worker	25.05.67	Enhanced	27.04.23	Brian has an NVQ level 4 Residential Childcare management. Brian has extensive knowledge at a managerial level of working in this industry.	Brian comes with a wealth of experience of working with Children in a residential setting. Brian has previously been a registered manager for a numerous number of years. He has extensive knowledge Ofsted and the expectations required to achieve good outcomes	All staff complete the following courses. On Starting at Moonreach. Safeguarding, Medication Training, Team at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health &

						for the children in the home and works well in a team.	Safety, communicating effectively, and First aid at work. In addition, there are specific specialised course depending on the need of the home.
Daniel Dzingai	Residential Worker	05.03.2022	Enhanced	16.01.24	Daniel has 6 GCSE and two A levels and one Cambridge technical. Daniel is also currently studying mechanical engineering at canterbury Christ Church university.	Prior to Danile starting with Moonreach he worked in a fast-food outlet before completing brief stint in community care. Both of Daniels parents have worked in social care for many years while he was growing up and this is what has led to him wanting to work within a children home.	All staff complete the following courses. On Starting at Moonreach. Safeguarding, Medication Training, Team at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, and First aid at work. In addition, there are specific specialised course depending on the need of the home
Ryan Marsh	Residential Worker	02.04.2001	Enhanced	11.03.24	Ryan has his business level 2 I.T English BTEC Canterbury College Level 1 animal care.	Ryans parents have been foster carers for 13 years and Ryan has experienced living with children in the care sector. Ryan is looking forward to working and supporting children with behavioural difficulties. Ryan has previously worked in a reptile shop with exotic animals. Ryan said he is extremely caring and likes to put other people first.	All staff complete the following courses. On Starting at Moonreach. Safeguarding, Medication Training, Team at Moonreach, Team Teach, Fire training. Food hygiene, Record Keeping, Infection, Control, Challenging behaviour, Health & Safety, communicating effectively, and First aid at work. In addition, there are specific specialised course depending on the need of the home

Section 11 - Company Structure

