

St CHRISTOPHER'S
CREATING BRIGHTER
FUTURES

Statement Of Purpose



Close Illiam Children's Home
Home Manager: Daniel Corkish

The Statement of Purpose and Function is made freely available to:

- The manager and staff of the home
- Children and young people accommodated
- Their parents and any person with parental responsibility
- Local authority social workers

- Any organisation or authority which has placed or is considering placing a child or young person in a home

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SCF SERVICES LTD

SCF Services Ltd is a wholly owned subsidiary of St. Christopher's. It is a not-for-profit organisation by virtue of the provisions set out in its memorandum of association.

ST CHRISTOPHER'S ISLE OF MAN

St Christopher's Isle of Man was established in 2004, it is a subsidiary of St Christopher's Fellowship. It offers a range of services providing care and accommodation to children and young people and continues to grow and develop to keep pace with their changing needs in today's society.

Our Trustees have developed a mission statement to give direction to the work we do with children and young people.

INTRODUCTION

This Statement of Purpose and Function describes what Close Illiam sets out to do for the children living there and the manner in which care is provided. It will be reviewed and revised annually by St Christopher's; the staff team at Close Illiam and the Isle of Man Government to ensure it continues to reflect best practice and current need in children's residential care.

The managers and residential workers at Close Illiam aim to provide the highest standard of care. To help the managers and team leaders provide a support system for the workers in the form of supervision once every month, also weekly Team meetings.

Training needs are reviewed and prioritised through need and requirement in supervision with each member of staff having an annual training needs analysis.

The Registered Provider is:
St Christopher's Fellowship
1 Putney High Street,
Putney
London
SW16 1SZ
Tel: 020 8780 7800

The Manager of the Home is:
Daniel Corkish

OUR MISSION AND VISION

Our mission is:

To support and encourage children, young people and vulnerable adults to recognise and achieve their potential.

Our vision is to do this by:

Providing a wide range of services including

- fostering
- children's homes
- family support
- advice and guidance for young people leaving care
- support for young people living in their own accommodation
- educational support
- advice on training, employment and health

Listening and learning from our own experiences and those of others in order to:

- Ensure that the views of the people who use our services are central to everything we do;
- Provide an innovative and diverse range of services

Leading the field as a beacon of best practice

Being a trustworthy and reliable partner offering professional relationships and consistent service delivery

Being responsive to opportunities and taking responsible risks

Being an excellent employer whose staff are informed and empowered in their decision making and who are passionate about positive outcomes

Our values

Our values establish the ways in which everyone at St Christopher's will go about their work. They are our ethical code. We are all expected to abide by them at all times.

Safeguarding the people who use and provide our services

Tenacious in our pursuit of excellence and cost effectiveness and always challenging mediocrity and complacency

Consultative and always ready to listen and learn from people who use our services, from our staff and from our partners

Honest and always acting with integrity

Respectful of diversity, equality and individuality

Innovative in our search for new and better ways to do things

Supportive to people who use, provide or fund our services United Nations' Convention on the Rights of the Child

St Christopher's endorses the **United Nations' Convention on the Rights of the Child** and will ensure that these rights are accorded to all children in its care.

The Convention says children have **three main rights**, which must be considered whenever any decision is being made about them, or any action is being taken to protect them. We try hard to reflect these principles in the everyday work of the Home:

- **Non-discrimination** - all the rights in the Convention apply to all children equally whatever their race, sex, religion, language, disability, opinion or family background (article 2)
- **Best interest** - when adults or organisations make decisions which affect children they must always think first about what would be best for the child (article 3)
- **The child's views** - Children too have the right to say what they think about anything, which affects them. What they say must be listened to carefully. When courts or other official bodies make decisions which affect children, they must listen to what the children want and feel (article 12)

PURPOSE

Close Illiam is children's home providing periods of residential care for up to 3 young people of both sexes, aged between 9 and 17 years on admission. Each young person is allocated their own room. This is adequate in size and the young person can personalise their room at any time.

At present we accommodate 1 Male age 15, one male aged 16 and one female age 16. It is intended that young people will engage in the programmes offered at Close Illiam.

A detailed assessment will be completed within the first 4 weeks of the placement, which will contribute to the care planning process and to the package of care and the programme designed for each young person. The assessment and other reports produced will also be used to monitor the placement as the young person makes progress through the programme. Assessments are ongoing throughout the young person's stay at the home. This permits feedback and suggestions for change. The team advocate for each young person to use their voice and ensure they are aware of external support, including Voices in Participation and the Children's rights worker.

The assessment stage of the placement will aim to provide as much information as possible about the young person and their situation. It will ensure that the full range of the young person's individual needs is identified and that plans are made which include specified tasks for completion within realistic time frames.

The nature and amount of support given will be decided by the various professionals involved, taking account of the young person's views, their unique set of challenges and their ability and desire to address them. The young person's self-image, attitudes and achievement needs are of crucial importance to us and to support this we will where possible try to match young people with a worker of their own ethnic origin.

The educational attainment of each young person will be given a very high priority. Where it is deemed appropriate each young person will be supported to return to full-time education at the earliest opportunity. However, those young people who do not have immediate school provision will be supported in the home with a programme that broadly follows the school curriculum. This is not an attempt to replace full time school but an effort to prevent them falling too far behind. SCION also provides a Day Support Centre which provides education with qualified teaching staff and offers education on a GCSE, AQA and ASDAN level. Various assessments are also carried to provide a basis for accurate information for the young person if they chose to move onto another educational facility.

The emotional and psychological needs of each young person will be addressed by the close links built with health and educational professionals and by priority referral and fast tracking to the CAMHS.

During their period in residence, the residential childcare workers will work closely with the young person, their parents or carers and the various professionals involved in their care to ensure there is a good understanding of how the work is going and what is being done and that the young person remains at the centre of all the crucial decisions being made about them.

At Close Illiam, we aim to end all placements in a planned way in line with the young person's care plan/pathway plan. Members of staff work closely with families, carers and professional colleagues to ensure that the continuing needs of young people are adequately met. When appropriate, staff will remain in contact with young people for a limited time and offer support after the placement has been closed. SCION will allocate an After Care worker some months before a young person moves on to independent living and/or semi independent home provided by SCION. This is to ease the transition and assist the young person in all areas; including flat hunting, DHSS benefits, job seeking, etc.

ADMISSION & REFERRAL PROCEDURE

1. Each young person must be aged 9 to 17 years on admission.
2. Referrals are identified through the Department of Health and Social Care...
3. The identified purpose of the placement must be consistent with the stated purpose of the home and be for a planned period of residential care usually of 9-18 months. All admissions should be planned to ensure that the young person's placement has every chance of succeeding. The planned referral must include specific objectives to address and achieve the five outcomes. Children must have an allocated social worker.
4. The placing authority takes responsibility for ensuring that all information that will assist the referral process is gathered on individual referrals and is sent to the home manager. (This information will normally include LAC forms Essential Information 1 and 2, Placement Plan 1, and the Care Plan, prepared by the allocated social worker.)
5. Prior to admission, a placement referral meeting will be convened to agree a planned admission. A referral process taking at least one week will be planned wherever possible.
6. The referral forms will be completed in full and a comprehensive risk assessment will be sent to Close Illiam prior to acceptance of the referral and subsequent admission.
7. If the referral proceeds, a planning meeting will be arranged within 72 hours, which the young person, parents or carers, the social worker, key worker and others of significance will be expected to attend.
8. The planning meeting will be based on the requirements of the Department of Health and Social Care LAC Placement Plan Part 2 and will agree the following:
 - Objectives and duration of the placement
 - Progression of the Q pack and ASI (if required)
 - Strategies to meet the young person's social, educational, emotional, behavioural, health and personal needs
 - Task allocation
 - Risk assessment
 - Review dates
 - Frequency of social worker contact
 - Rules and sanctions within the home
 - Access to files
 - PEPs in place

9. The young person must be actively encouraged to be involved in the placement-planning meeting: his/her views must be noted at every stage of the process. Where appropriate the young person should sign the placement agreement.
10. The planning meeting should be used to confirm that children and their parents have been provided with all relevant information and documentation.
11. All placements are subject to review of the risk assessment by the home manager and the ability to provide a safe and adequate risk management plan. The needs of the other young people in residence will also be a consideration when considering admissions.
12. The manager must ensure that a risk assessment plan and admission plan is completed within 24 hours of the admission and that within 5 days the in-house placement plan is drafted. The young person should be included when staff complete the in-house placement plan [IHPP].
13. All the necessary LAC forms i.e. EIR 1 and 2, PPI 1 and 2 and the Care Plan, must be completed within two working days following a planning meeting.
14. Close Illiam does not take emergency admissions.

OUR APPROACH TO CARE

The five aims of Close Illiam are:

- To provide high quality residential care.
- To provide close supervision for the young people.
- To provide clear and fair consequences to behaviour and encourage positive behaviour.
- To provide an opportunity for young people to build effective relationships with their carers.
- To reduce the impact of negative peer group influences.

The five key features of the home are:

- Small numbers of young people are accommodated (a maximum of three at any time).
- Thorough assessments are undertaken to identify the young people's attachment and learning styles.
- A team approach is used, with carers forming part of a treatment team.
- Young people are encouraged to "buy into" realistic programmes of reward and support.
- **Ongoing "action research" is provided to check outcomes.**

By providing young people with a period of stability, together with opportunities to develop their practical, social and emotional skills, they will be enabled to function at a level which will enhance their confidence and belief in themselves.

The approach is based on the belief that work which focuses on strengths and seeks opportunities for building on young people's attributes and skills promotes emotional growth and resilience.

The focus of our work will be to:

- A. Understand and predict each young person's individual and group behaviour.
- B. To identify methods through which behaviours can be modified or changed.
- C. To introduce interventions which are aimed at personality development, change of negative behaviour patterns and the promotion of good health in its widest sense.

This focus is based on 3 main principles:

Principle 1: Response consequences (such as rewards or sanctions) influence the likelihood that a young person will perform a particular behaviour again in a given situation.

Principle 2: Young People can learn by observing others, as well as by direct participation. (Learning by observing others is called vicarious learning.)

Principle 3: Young People are most likely to model the behaviour of others who they identify with. Identification with others is a result of the extent to which a person is perceived to be similar to one's self, and to the degree of emotional attachment that is felt toward an individual.

Staff members will aim to establish safe attachment relationships with the young people which should enable them to speak freely about their feelings without condemnation or disapproval and which recognise their emotional and cultural experiences. We believe such an environment empowers the young people and assists their development and growth.

OBJECTIVES

- To ensure that there is an assessment and care plan and that staff and others in the care network work together to ensure a safe return home wherever possible
- To allocate a key worker and co-key worker to each child, taking account of the child's gender and race
- To promote educational opportunities for every young person. Wherever a young person is not in full time education, a referral will be made to the St Christopher's Education Support Team.
- To promote healthy living and address immediate, individual health issues
- To develop a team of professional carers working closely together, who make and sustain purposeful, professional relationships with young people
- To ensure that these professionals are provided with the necessary training and support in order that they may provide a quality service to the young people in their care

Overall, to create a caring, structured and stimulating environment that is responsive to the individual needs of children by providing:

- Physical care and comfort to young people with reassuring dependability, which includes regular mealtimes and bedtimes
- A comfortable and well-furnished home, which includes TV, PC, DVD and access to books, papers, magazines and games
- Support and encouragement with education through the St Christopher's Education Support Team
- Recognition of achievement and encouragement of individual skills
- Recognition that to achieve the best outcomes for children it is important to involve other agencies such as health and education in collaborative interventions
- Ensuring that carers provide the range of values, standards and boundaries that would be afforded to any young person through good parenting

ABOUT THE HOME

Close Illiam is a single storey bungalow home in Glen Vine. The residential accommodation consists of 3 bedrooms for young people. There is an office for staff use, a lounge/dining room with a computer, kitchen dining area which can be used for recreation or study. A chill out room/games room.

Young people have Internet access.

There is outside space – medium sized driveway / courtyard area and a lawned area for recreational use.

OUR CLIENT GROUP

Close Illiam provides accommodation for 3 young people of both genders aged 9-17 years old on admission, including those with emotional and behavioural difficulties. Placements usually lasting 9-18 months are provided for young people who are described as having challenging, complex and difficult behaviour and requiring a highly structured environment.

Close Illiam does not aim to provide accommodation for children and young people with physical disabilities, learning disabilities, mental disorder or sensory impairment.

HOW TO GET TO CLOSE ILLIAM

CLOSE ILLIAM –

Directions from Douglas

Travelling from Douglas along the A1 towards Peel, continue through the village of Union Mills and through the 1st set of traffic lights at Glen Vine. At the 2nd set of traffic lights, turn left onto Glen Darragh Road and continue along past Marown School about 20metres on the Right hand side the is a driveway and if you pull into you will find Close Illiam immediately on your right.

THE LOCAL AREA

Close Illiam is situated in the Glen Vine area of the Island.

Glen Vine is a small village within the Isle of Man surrounded about beautiful scenery and country side. It is situated within the TT Course, one of IOM major attractions. Glen Vine is not within walking distant to Douglas centre so transport is required.

The 'No5' Bus can be accessed at top of Glen Darragh Rd and this will transport you either into Douglas, where you can access a variety off shop, a library, youth clubs, eateries and local schools. The bus can then transport you in opposite direction to 'Peel'..

Peel is sometimes referred to as the "rose red city", due to the red sandstone used to build the castle and other important buildings. As it is in the west, it is also called the "sunset city". Peel is a popular seaside destination for Manx residents and visitors in summer. It has narrow streets of fishermen's cottages and a Victorian promenade and range of eateries.

THE STAFF TEAM

The staff team working at Close Illiam at present consists of a manager, 6 residential care workers and access to an education support worker and aftercare support worker. Our administration offices are separate to the home, but only a short distance away.

The Home Manager reports to the Head of Children's Residential Services, who in turn, is accountable to the Head of Operational Services, St Christopher's Isle of Man.

The staff in the home are employed by St Christopher's Isle of Man who ensure that each member of the team is recruited with particular care [In line with The Warner Report] using clear, thorough selection and vetting procedures, designed to protect children and to achieve appropriate competencies and balances in the staff group. The composition of the staff team aims to reflect the local community and includes males and females.

The home is provided, at present, with 24-hour cover with a minimum of two staff on each shift. The manager is on hand to support the team at all times and on call support is available at weekends.

The manager receives supervision on a monthly basis from the Head of Children's Residential Services. The manager is responsible for the supervision of the residential children's workers, also on a monthly basis. All of these can be brought forward or increased should the need arise.

A comprehensive range of multi-agency external professionals, including CAMHS, an educational psychologist and health workers, will support the team. These may include team

dynamics, practice dilemmas and also casework review.

The staff team will have completed specific training tailored to the needs of the young people who will be accommodated at the project, such as ADHD and Autism training, attachment style training and CALM training.

Training is planned centrally and through individual Personal Development Reviews. Close Illiam is committed to performance management, which includes high standards of supervision and on going staff development.

DAILY LIVING AT CLOSE ILLIAM

What we offer children and young people

At Close Illiam we know that children and young people who stay here, may have had painful and difficult experiences and as a consequence feel unhappy, hurt or anxious.

Many young people will have experienced multiple placements and feel rejected and distrustful of adults and the care system.

We will offer stability to enable young people to settle and also opportunities for them to begin to understand which events have impacted on their lives and attitudes, and support them in dealing with those issues, to help them feel valued and respected. Specialist therapeutic input will also be provided from the Wraparound service if required.

What we EXPECT from children and young people

- To work with staff, family support services, social workers and parents and others to achieve the aims set out in their care plans
- To show tolerance towards other young people, members of staff and neighbours
- To always let us know where they are going and when they will be coming back.
- To treat the home and other people's property with respect
- To observe house rules, mealtimes and bedtimes
- To go to school/education or engage in structured daily activities.
- To attend Key work sessions

CONTACT WITH FAMILY AND FRIENDS

We encourage young people to keep in contact with their family and their friends, who are welcome to visit the home. If young people want to meet their family in private, a separate room will be arranged. All young people living in the home can make and receive private telephone calls and are provided with £5 phone credit per week for their personal mobile.

It can sometimes be difficult to balance the need for young people to have privacy and the need for them to feel comfortable about having friends and family to visit. We have therefore decided that as rule, visitors will not have access to the young people's bedroom area, but on occasions family can. In making this decision we have taken account of the concerns that some young people have expressed about non-residents having access to all areas of the building.

Full details on the arrangements for visitors to the home can be found in the Young Person's Guide to the Home.

EDUCATION AND PREPARATION WORK

We believe it is very important that young people should attend school regularly and we will do everything possible to make sure this happens. Whenever possible, young people should continue attending their existing schools.

Great emphasis will be placed on finding the young person a school place as quickly as possible. If the young person does not have a school place, the home will work alongside the education officers to ensure that an educational support package is available in the home until a place can be found.

The home has access to St Christopher's education support team who will support staff in coordinating the educational provision for the young person, including the liaison work, tutoring and homework support. There is also a provision for education at Cronk Soyllish, the Day Support Centre.

Young people have space within their own rooms to do their homework with support and encouragement from staff. Encouragement and support will also be given to any young person who wishes to pursue any academic or social activities that enhance their development and increase their confidence and social interaction.

The allocated key worker will maintain contact with the young person's school and seek regular information about the young person's progress.

Where the young person is not attending school we will seek early contact with the local education officer to arrange for educational provision. In the short term members of staff will arrange structured daily programmes for those young people not attending school.

Where appropriate parents are encouraged to remain involved in their child's education and are kept informed of parent's evenings and other school events. Close Illiam team attempt to assist in the transport and will also attend with the parent if so desired.

HEALTH CARE

The Home actively promotes the health care of each young person. Key workers will ensure that a detailed and up-to-date Health Care Plan forms an important part of each young person's individual Care Plan. Appropriate medical information will be requested at the referral stage and during the admission procedure any special health care needs (including diet etc.) will be clearly identified.

All residents will register with a chosen local GP, who has a surgery close by, but if practicable they may prefer to keep their own GP. On admission young people will be encouraged to have a medical assessment and seek help and advice from the GP. It is expected that medical checks continue throughout a young person's stay at the home with the LAC Health Advisor.

Key workers will carefully diarise regular dental, hearing and eye checks. If a young person is prescribed medication it is kept in a locked medical cabinet and carefully administered and recorded by staff in accordance with the doctor's instructions unless self-medication is advised. Young people are consulted about medical examinations and treatment.

Close Illiam has a designated Looked after Children's Nurse who will visit the children just after admission and then every 6 months.

We also work actively to promote the health of the young people in a broader sense. We expect staff and young people to plan, prepare and cook healthy and well-balanced meals, using as many fresh ingredients as possible. Young people will be encouraged to learn how to grow foodstuffs for use in the home and to understand why nutrition is important. We will cater for any special diet a young person living at the home may need.

We encourage young people to understand the benefits of caring for themselves their living space and their clothes - keeping their bodies clean and fresh and changing their clothes regularly. Young people who come to live in the home may have witnessed the consequences of drug and alcohol abuse and we offer them information, advice and support on these issues at a level that they understand.

Our approach to health matters includes discussing with the young person issues like diet, hygiene, sexual health and relationships, the impact of drug and alcohol abuse and smoking. We provide age appropriate information through books, leaflets and articles and key work sessions may be held to discuss these matters further.

The home promotes a no smoking policy for all staff and young people. No smoking is permitted anywhere inside the building or in the surrounding property. This includes young people's bedrooms.

FIRE AND SAFETY

Fire precautions are taken very seriously at Close Illiam. The home is fully fitted with fire and smoke alarms. Fire drills are held on a monthly basis and recorded in the logbook, which is available for inspection. All members of staff and young people in the home are shown the procedures and emergency exits in the event of a fire breaking out and sign when read.

The local Fire Officer visits annually to advise on fire safety and report, in writing to the Department of Health and Social Care. Contact is maintained with the local fire brigade which assists in raising young people's awareness of fire safety issues.

Training in Health and Safety is also given to all new members of staff as a part of their induction to the home and refresher training when required.

The manager of the home carries out regular risk assessment inspections of the building to ensure that all health and safety matters are addressed.

Detailed guidance on health and safety including policy and guidance is available in the home.

An extensive fire risk assessment is in situ and the home.

PLANNING MEETINGS AND REVIEWS

Following admission, a planning meeting should take place within 72 hours, unless it has been held already. The first statutory review meeting will take place within four weeks unless a young person has a relevant care plan in place, in which case the initial planning meeting will be followed by a three monthly review and subsequently a regular six monthly review. It is children's services responsibility to ensure these crucial meetings occur and the relevant details are sent to the home so that records can be updated.

In addition there are planning meetings, which will take place weekly to discuss the young person's progress, which should be attended by the social worker and other relevant parties. We would expect that allocated social workers will be visiting their young people regularly, and may also call emergency meetings as and when necessary.

All young people resident at Close Illiam will be expected and actively encouraged to attend all their meetings and reviews and take part in planning their own futures.

EQUALITY OF OPPORTUNITY

We believe that every individual has the right to be treated with respect and therefore expect everyone at Close Illiam to behave in a way that does not discriminate against others because of their race, gender, disability, religion, culture, sexuality or class.

We aim to meet the needs of young people of all races, cultures and religious beliefs. We try to employ staff teams balanced in terms of race and gender. We help young people gain knowledge of their own and other's cultural backgrounds. We have a strong commitment to ensure that an atmosphere prevails where a young person is able to be proud of their own cultural heritage and have respect for those which are different.

ANTI-DISCRIMINATORY PRACTICE

All instances of discrimination are regarded as abusive and will be challenged seriously and consistently by the manager and the staff as they arise.

All staff receives training to enable them to describe and understand how discrimination can negatively impact on all concerned and how to deal with it effectively. This is a process supported and monitored by regular supervision.

SANCTIONS

Positive relationships between young people and staff are the basis on which to build a secure and caring environment for the children. It is recognised that young people need clear boundaries, consistent and fair treatment.

Where sanctions are considered necessary, we try to make them relevant and to link behaviour to consequences. Sanctions will not be applied automatically. In deciding on action, account will be taken of the age, understanding and the emotional state of the young person.

Permissible sanctions are: -

- Time out - this means in effect a quiet period in a young person's own room. Staff will visit the room regularly to ensure the young person is calm and safe.
- A withdrawal of a special privilege or treat e.g. a trip to the cinema.
- A written apology for upsetting another young person or adult.
- Prohibition for a limited period of the use of some facility e.g. computer, games room, TV, where the child has misused these.
- A deduction of allowances as a contribution towards repair or replacement of articles wilfully damaged. Financial sanctions will not be used for any other reason.
- A young person will never be expected to pay more than half his/her pocket money in any one week.
- An earlier bed time.

All sanctions must be authorised by a senior member of staff on duty. They will be entered in the record of sanctions book and signed and dated by the person applying the sanctions and counter signed by a senior member of staff. Young people are encouraged to add their comments and sign the sanction record. A copy is also sent to the Social Worker.

Any form of **CORPORAL** punishment is **AGAINST** the law and will **NEVER** be used. Young people will not be deprived of food, drink, or sleep. They will not be asked to wear inappropriate clothing (for example, pyjamas during the daytime) they will not be locked in their rooms or prevented from communicating with their family, friends and social worker.

Physical restraint of young people will only be used as a **last resort**, where there is immediate risk of the young person harming him or her self, being a danger to others or damaging property and where all other non-physical methods are not successful. If physical restraint is used, this will be in line with Department of Health Guidelines and is recorded and checked by the Home Manager, Head of Residential Services, and official monthly Reg.55 Visitor.

All staff are trained in the use of C.A.L.M techniques for restraint, and the expectation is that staff takes some responsibility to ensure their accreditation is maintained.

RUNNING AWAY

Running away from the home, especially when a young person is first admitted, may be part of a range of behaviours that need addressing.

We are concerned for the safety of any young person who runs away and every effort will be made to ensure that the quality of relationships with staff helps young people to feel secure and reduces the likelihood of running away.

If a young person does run away then the police, Social Care duty worker, the placing social worker, parents or guardians are informed promptly or within a very short time depending on the vulnerability of that child and our knowledge of them, working within the Isle of Man Constabulary's new young people missing from care protocol.

St Christopher's have worked closely with the Isle Of Man Police and reviewed the missing from home protocol.

A young person returning after running away is always welcomed back and the reasons for the absence carefully explored with the young person by their key worker or another staff member on duty. Each young person will complete, with a member of staff, a return from missing interview. A copy of this is passed on to the police and the social worker. They will try to understand what the young person was feeling at that time, help them make sense of the situation and avoid future risk taking by finding different ways to cope with it.

BULLYING

Bullying is often associated with running away and can be a significant problem for some young people in residential care. The home has a clear approach to dealing with bullying and staffs work to create a culture of open communication where young people are easily able to confide if they are being bullied. Practice guidelines are available to assist staff with the management of this problem.

CHILD PROTECTION

There are systems in place in the Home, which ensure children are protected from abuse. These include practice guidelines distributed to each member of staff which have previously been scrutinised and approved by Isle of Man Children Protection Committee. Regular training is provided to ensure that all staff understand the principles and practice involved in the protection of children and take appropriate action if they have concerns or have reported to them possible evidence of abuse.

COMPLAINTS

We want young people to tell us if they think we are doing something wrong or are acting unfairly in some way. Complaints will always be treated seriously and whenever necessary, we will try to put things right as quickly as possible.

St Christopher's Isle of Man in line with clear procedures will deal with informal complaints.

Information about how to make a complaint is included in the Welcome Pack given to every young person when they first arrive. It is also made available at weekly residents meetings and during key work sessions.

The home manager will investigate formal complaints and depending on the severity of the complaint, the manager will pass this on to the assistant deputy head of services.

Young people can also contact their social worker or the out of hour's duty social worker if they have any concerns.

LEISURE AND RECREATION

At Close Illiam, we aim to provide a pleasant homely atmosphere where young people can relax, have companionship and feel comfortable about inviting family and friends.

The usual range of home entertainment is available –TV/DVD, music and radio. There is a multimedia personal computer with connection to the Internet for use by the young people. There are a number of books, games, magazines and a games console.

The staff team will regularly organise recreational activities. They are knowledgeable about local recreational, leisure and sports facilities. The young people are encouraged to make use of them.

During holiday periods, a structured daily program will be in place which will combine trips with activities in or close to the home.

Holidays may also be planned for young people during these periods.

RECORDING AND ACCESS TO RECORDS

Each young person will have a permanent, confidential and secure record of their history and progress.

We encourage young people's access to the information on their files. The principles that guide our practice are as follows:

- Resident access should be easy to arrange (via the key worker) and should be encouraged.
- Residents should be made aware of their rights to access and encouraged to exercise these rights to correct errors and omissions and record personal statements
- Residents should know as much as possible about the nature of information held in their record and where appropriate about any third parties information which is contained in the record and is not accessible to them. They will then be able to make an informed appeal against any restrictions.
- There should be adequate safeguards to protect the confidentiality of both third parties and of service users.
- Information should only be recorded and held for specific purpose that can be explained to the resident.

YOUNG PEOPLE MOVING ON

St Christopher's working in partnership with Isle of Man Department of Social Care aim to end all placements in a planned way in line with the young person's care plan. Members of staff work closely with families, foster carers and professional colleagues to ensure that the continuing needs of young people are adequately met.

Where possible and appropriate in line with the young person's care plan, staff will remain in contact with young people and offer support after the placement has been closed. This can take the form of outreach work for a limited time, for example to settle a young person into a foster care placement or support a young person after they return home. Outreach work is always agreed in consultation with all parties involved and within the young persons care plan.

In addition to this, SCIOM also have an After Team who is appointed link workers with the child before their placement ends at Close Illiam. This support worker can assist in many areas including flat hunting, DHSS benefits, further education, job seeking, etc.

CONSULTATION WITH YOUNG PEOPLE

Each young person is allocated a key worker as soon as they arrive at Close Illiam.

The main responsibility of the key worker is to co-ordinate the care programme of the young person, both within the home and by liaison with social workers, parents and other professionals.

Young people meet weekly with their key workers to work towards achieving the goals set out in their care plans. The work may include sessions to address social skills, relationships or schoolwork. Key workers also help young people prepare for and contribute to meetings such as statutory reviews. Key workers also take a lead role in working with young people to progress assessment and action records. They prepare monthly summary reports detailing significant events that have occurred over the previous month.

Weekly house meetings are held between staff and young people living at Close Illiam to keep everyone informed about what is going on and to give everyone the chance to raise concerns or say what they would like to happen in the home.

There are regular and frequent opportunities for young people and staff to meet for face to face discussions about a wide range of issues and these too offer opportunities for ensuring that young people's views are taken into account in all aspects of the home's operation.

All young people resident at Close Illiam will be expected and actively encouraged to attend all their meetings and reviews and take part in planning their own futures.

If the young person refuses to attend their review, they are encouraged and supported to complete their consultation papers and meet with the IRO prior to the planned meeting. This allows their views and comments to be brought to the meeting without their actual attendance.

ALLOWANCES

Each young person will receive a weekly allowance while they live here. The current rate is as follows;

	Age 6-8	Age 9	Age 10	Age 11	Age 12	Age 13	Age 14	Age 15	Age 16	Age 17
Clothing	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
Pocket Money	£1.00	£2.00	£3.00	£4.00	£5.00	£6.00	£7.00	£8.00	£9.00	£10.00
Birthdays (min)	£40.00	£40.00	£40.00	£40.00	£40.00	£40.00	£40.00	£40.00	£40.00	£40.00
Christmas or other annual festival	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100

Points and Rewards:

Rewards for good behaviour are an integral part of a young person's placement plan at Close Illiam, and the specific reward will be decided in consultation with the young person and their key worker.

Points can be accumulated to save for a special treat, but should always be redeemed after 4 weeks, as young people need to see responses to good behaviour as soon as is practical. Rewards can also be earned for effort in education, whether that is during mainstream schooling or in alternative tuition.

RELIGIOUS OBSERVATIONS

All major religious festivals are celebrated at Close Illiam and young people are helped to gain knowledge about their own and other cultures and religions. We request information about the young person's cultural and religious needs at the point of referral and ensure that these are taken into account when planning their care.

We will ensure that any young person in our care has the opportunity to follow their religion and way of life as they wish, or as requested by parents or carers. We have a strong commitment to ensure that an atmosphere prevails where a young person is able to openly practise their religion.

CONCLUSION

St Christopher's Isle of Man believes that high quality residential childcare has a vital role to play in achieving positive outcomes for looked after young people.

Our approach is summarised in the Statement of Values that follows:

- An affirmation of the positive value of residential care focused on meeting the individual needs of young people within a group living experience
- An acceptance of the worth and dignity of each child, and a commitment to acknowledge and maximise each child's potential for growth and development
- That young people, their parents and other significant adults should be involved in decisions made about their future, in such a way as to reduce their dependence and empower them to take responsibility for their own lives, and to achieve the fullest independence of which they are capable
- A child's family and community links should be maintained and no child should be placed at such a distance from their home that it inhibits maintaining these links, unless there are compelling reasons to justify such a placement as being in the best interests of the child
- Services should be provided that actively promote equal opportunities for staff and young people and that are relevant to each child's creed, culture, gender, sexual orientation and specific needs, in an environment that acknowledges and celebrates each person's culture and adopts an anti-racist and anti-sexist stance
- Recognition of the rights of young people and a commitment to take action to uphold them

(Reproduced from Homes for Children)

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