



Kensington
Statement of Purpose
2024 - 2025



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Purpose, Ethos, Core aims and Function

We have a wealth of experience of working with looked after young people and our aim is to provide a service that will really have an impact on preparing children and young people for adult life.

We pride ourselves in working in partnership with local authorities to tailor our care and support to the individual putting both children and young people at the heart of what we do and develop innovative practice dedicated to improving outcomes and meeting individual needs.

All our services have the same goal to support young people to fulfil their potential and develop their independence skills, so they feel ready and prepared as they move forward to adult living. We aim for children and young people to thrive within a homely and nurturing environment, where they are happy and safe.

We feel that the key to engagement is fun and mutual respect we achieve this by completing team building exercises with the children and young people and staff team to achieve a joint goal or exercise which recognise strengths and weakness in us all and allows us to provide a service that will really make a difference to young people's lives.

Our mission is to put children and young people first, and to support them to recognise and achieve their potential. We believe that children and young people, regardless of their background or journey so far, deserve the chance to shine. When children and young people meet us for the first time they have often lost belief in family, society, and themselves. Through a combination of experience, specially designed services, perseverance, and engagement we help individuals start rebuilding their lives and support them through the transition to leaving care and adulthood.

Our main aim is to make children and young people feel valued and for them take control of their lives by having a real purpose, learning how to like themselves and others and make a valuable contribution to the world they live in. We complete a comprehensive assessment on admission to look at all areas of their lives which is child focused and looks at the young person's strengths and weakness to allow us to complete a support plan and starting point assessment.

Our mission is to deliver support that reflects the key principles of children's residential homes.



Key Principals & How we will deliver them

The Children's Homes Regulation (including the Quality Standards) 2015 set out the following key principles which all homes will apply to ensure that the care we provide is a positive choice for children and young people and meets their individual needs.

Children living in the Home:

- Should feel love, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential;
- Should be valued and nurtured as an individual with talents, strengths and capabilities that can develop over time;
- Should be supported to foster positive relationships, encouraging strong bonds between children and staff in the home on the basis of jointly undertaken activities, shared daily life, domestic and non-domestic routines and established boundaries of acceptable behaviour;
- Should be ambitious, nurturing children's school learning and out- of-school learning and their ambitions and aspirations for their future;
- Should be attentive to children's need, supporting emotional, mental and physical health needs, including repairing earlier damage to self-esteem and encouraging friendships;
- Should be outward facing, working with the wider system of professionals for each child, and with children's families and communities of origin to sustain links and understand past problems;
- Should have high expectations of staff as committed members of a team, as decision makers and as activity leaders. In support of this, children's homes should ensure all staff and managers are engaged in on-going learning about their role and the children and families they work with;
- Should enjoy a safe and stimulating environment in high-quality buildings, with spaces that support nurture and allow privacy as well as common spaces and spaces to be active. The physical environment for children should be safe and secure and protect children from harm or the risk of

harm. Risk assessments must be regularly reviewed and updated and comply with statutory requirements. The manager and responsible individual must ensure that the physical environment is maintained to a high standard, meets the needs of the children and feels and looks like a family home for children. Any damage or wear and tear must be quickly and regularly repaired.

The Home is committed to:

- Using research-informed practice to deliver high quality, stable care for children;
- A culture characterised by high expectations and aspirations for all children;
- Delivering and maintaining services that enable our staff to recognise and build on the strengths of children and young people from all cultures, religions, gender identity, age, sexual orientation, ability and backgrounds; in ways that meet their needs and help them to achieve their full potential;
- High-quality care in an environment where the focus is on the specific needs of the individual child or young person, to deliver sustained improvement to the lives of all children including those with complex or challenging needs;
- Delivering a holistic and integrated team approach, inclusive of social work, education, health and support professionals;
- Providing individualised care, support and a range of positive experiences for children to enable them to progress, including meeting the needs of children who live outside their home authority;
- Supporting staff to ensure that children continually make progress from their starting points across all aspects of their development, having a clear understanding of the progress that children are making in respect of the plan for them;
- Promote children making progress in relation to their health, education, and emotional, social and psychological well-being;
- Making the voice of the child and children's views, wishes and feeling central to all practice; ensuring that children's views are understood and taken into account and that their rights and entitlements are met;
- Working to enhance children's life chances by enhancing the quality of their experiences on a day-to-day basis, providing them with a range of positive experiences, preparing them for their futures and managing transitions effectively;
- Making sure that children are helped and protected, and that effective and ongoing planning is in place to identify and minimise risks and safeguard children;
- Actively promoting tolerance, equality and diversity;
- Achieving stability and security for children and young people through building relationships with trusted adults that minimise disruption and afford protection from abuse and neglect;
- Building strong, positive and purposeful relationships between professionals, children, parents and other agencies to ensure the best possible all-round support to children in all areas of their development. Actively challenging when the responses from other services are not effective;
- Developing a workforce of managers and staff who are appropriately qualified, trained and registered with their regulatory bodies, and supported in continuous professional development;
- Providing a supportive environment for staff through effective supervision and appraisal and high-quality induction and training programmes, tailored to the specific needs of the children;

- Monitoring and reviewing performance, identifying any weaknesses and taking decisive and effective action to remedy them.



The Service

Helpful Investments provides intensive care and support for the children and young people who come into our service.

We aim to provide children and young people with the skills for independent living and also look at the emotional health and wellbeing and community involvement.

We offer accommodate long-term, short-term and emergency placements. Children and Young people can be accommodated as a planned part of their transition, due to placement breakdowns, family crisis, the need for respite care or when a child or young person is remanded into the care of the local authority by the courts or the police.

Therapeutic provision

Kensington works on the premise of therapeutic care and staff are trained in the PACE model **Playfulness Acceptance Curiosity Empathy**, understanding that this will encourage and help each young person to gain a sense of confidence in their aspirations and ideas, it also helps to strengthen their self-belief that they have something positive to offer to the world. The home does this by working with a psychology service.



Positive Relationships

Social workers are provided with a weekly progress report to ensure that they have a good understanding of how the placement is progressing, including agreed tasks and how the young person is experiencing the placement.

We commit to ensuring that all young people.

- Are provided with a high-quality service.
- Feel safe and valued.
- Make a positive move towards independence.
- Maintain contact with their family wherever safe and possible.
- Are actively engaged, or working towards engagement, in education, training or employment.

Have fun and learn about how they can contribute to the community and world around them to gain confidence and are happy with their own identity

Relationships Matter

Love, Care, Supportive, Individuality, Time, Reliable, Attention, Co-operation, Affection, Hugs, Connection, Negotiation, Warmth, Understanding, Compromise, Bond, Stability, Trust, Compassion, Honesty, Knowing me, Patience, Safe, Listening

The Home

Kensington is set in a residential area in the heart of Chorlton Area of Manchester.

This home is a good size terraced house that has 4 bedrooms, 2 en-suites and one family bathroom. The two en-suite bedrooms are a lovely spacious size with the other two rooms being slightly smaller. The house also offers a front lounge/office, rear lounge, kitchen/diner and utility room. It has a nice garden at the back of the house and a small drive at the front of the house. In the lounge and dining area, there's an area for a desk and computer for young people to use.

The home has been decorated and fully refurnished to a high standard using modern finishes and high-quality furniture. The building is well maintained and furnished with pictures and soft furnishings to create a welcoming and homely environment for children and young people. The children will have an input about how they would like the house to look and we support them to have personalised bedrooms.



The children's sensory needs are met outdoors through the provision of play equipment that promotes balance and manual dexterity including a swing, seesaw and trampoline. The back garden is a quiet and peaceful space. Indoors we support children with activities based around sensory stimulation including; texture, smell, and touch, including playdough, baking and water play. We are also in the process of setting up a sensory area in the home. One of the most important factors when supporting children, who have suffered traumatic experiences or who have suffered from any form of abuse, is to provide them with an environment, where they can feel safe and secure. Kensington is in a very peaceful and calm environment with plenty of space for the children to relax.

Each young person has their own bedroom. Children are encouraged and supported to personalise and maintain their own rooms. Door sensors are also fitted to bedrooms and used under consent as necessary. There are also door alarms on the front / rear exits. Window restrictors are fitted throughout the property.

A Location Risk assessment is in place for Kensington and reviewed annually. This is available on request.

Health and Safety and Fire

Helpful Investments ensures that all homes comply with all relevant health and safety and fire legislation. Health & Safety. Relevant policies are in place and available on request.

Children and Young people will be involved in looking at their own health and safety responsibilities for their bedrooms and an awareness of how that looks in the home environment. We cover this as part of admission, through support sessions, Residents meetings and through support sessions. All staff, children and young people will be involved in fire evacuations and fire drills, individuals will be involved in this as part of the admission process. Kensington operates a none smoking or vaping policy.

Adaptations

We will always look at adaptations that may be needed in order to support the child or young person this is looked at in the referral process prior to an agreement of an admission



Characteristics of the young people we support

Referrals to Helpful Investments are accepted from any local authority. We can accept planned and emergency referrals and can work with local authorities to make placements on a contract or spot purchase basis. There is no minimum referral length. We offer accommodation and support to children and young people with various needs.

Kensington provides intensive care and support to up to 3 young people aged between 5 -18 years old on admission. ****We do not take young people who are already 18 years on admission.** We take both male and female young people.

Our Service provides flexible and responsive accommodation packages - working in partnership with local authorities and specialist agencies to provide tailored care to children and young people with a range of needs such as

- Young people who need support to develop independent living skills.
- Young people with Alcohol and substance misuse issues
- Children & Young people with mental health problems.
- Children & Young People with Emotional and Behavioural difficulties.
- Children & Young people with chaotic lifestyles, including those displaying antisocial behaviour.
- Children & Young people at risk of offending and or with a current offending history including those on remand.
- Children & Young people deemed to be vulnerable and at risk.
- Unaccompanied Asylum-Seeking Children.
- Children & Young people at risk of Exploitation
- Children & Young people who need a safe place to live due to external threats to their safety.
- Children & Young people who have a range of disabilities or learning difficulties

Referrals are assessed in conjunction with the placing authority, to ensure that the correct resources are put in place to meet the child's or young person's needs. Final decisions about accommodating a child or young person consider whether the service can meet the individual needs and the possible impact on the children and young people already in placement and vice versa.

We expect complete and current information in the form of relevant plans from local authorities on admission.

For young people who have higher risks in relation to Missing from home, additional support needs exploitation etc we will need to have a planning meeting prior to admission to ensure that we have safety plans in place and to assess the risks and look at risk mitigation measures. If there is any history of assaulting adults or young people, we will want to discuss this at point of referral to judge each case individually.

Our Leadership Team

Kensington Senior Leadership	
Registered Manager	Responsible Individual
	Christina Bebbington: Christina is a senior leader with over 30 years' experience working in strategic and operational management roles. In the last two years she has used this experience to develop her psychological and clinical skills to work in a trauma informed approach to service delivery within children's residential settings. A qualified psychotherapist trained in the Person-Centred Approach Christina believes that to thrive we need to feel seen, heard and valued. Christina's qualifications include: BA (Hons) MA (Merit) PG Cert.

Helpful Investments recognises that our staff can only provide excellent care and support, if it has the right staff in place and if they are supported and enabled to achieve their best. The team requires a special mix of personal qualities, experience, skills and knowledge. Each member of the team is recruited with in line with safer recruitment practices, using clear, thorough selection and vetting procedures (including enhanced DBS checks), designed to protect young people and ensure that the team has appropriate competencies and approaches, and young people are involved in the recruitment of all front-line staff. We pride ourselves with retaining our staff teams by creating a positive environment, support and staff Retention as well as having an excellent staff development plan. We have a positive, diverse staff team that have the skills to meet the needs of young people placed at Kensington.

Helpful Investments is committed to providing high quality support, supervision and training to staff and aims to ensure that staff know that they are valued for the essential role that they fulfil we feel staff retention is paramount to providing consistency for our young people and recognise by offering above average wages and providing staff perks and support we will retain and develop out staff to providing a service that continually strives to recruit staff that hold NVQ Level 3 or equivalent and invest heavily in our staff to ensure we are a reflective and proactive organisation and we offer all staff progression opportunities.

Staffing arrangements

There is a member of staff available 24 hours a day at Kensington, with a sleep over in place. We do have additional staff to cover in for days such as shopping days, attending appointments or going out with young people. We have an on-call system in place and this is provided by house managers on a rota basis.

Staff Induction & Onboarding

We have a robust 3-week induction in place for staff, and invest heavily in training to ensure we deliver a service that will have the knowledge, skills and training to meet the needs of the children and young people placed within the home. The company has a workforce development in place. This document is available on request.

Staff are also allocated any further training required to meet the specific needs of children and young people in placement. All training is refreshed in line with legal requirements and recommendations, to ensure that staff knowledge is refreshed at appropriate intervals.

We aim for all our staff to be enrolled on either the L3 Diploma in working with Children & Young People or L4 Level 4 Children, Young People & Families Practitioner. Each staff member has a personal development plan (PDP) in place. This will identify any further training needs for individual staff members.

The company has an Annual Training Plan in place to ensure continued professional development for staff.

- Staff receive appropriate including:
- Safeguarding
- Fire Training & Fire Warden
- First Aid
- Health & Safety
- Infection Control
- COSHH
- Food Safety & Hygiene
- Infection Control
- Child Sexual Exploitation (CSE)
- Reporting & Recording
- Equality & Diversity
- Professional Boundaries
- Risk Management & Safer Caring
- Anti- Bullying
- Female Genital Mutilation (FGM)
- Human Trafficking & Modern-Day Slavery
- Extremism & Radicalisation
- Criminal Exploitation & County Lines
- General Data Protection
- Medication
- Manual Handling
- Self- Harm
- Managing Challenging Behaviour
- Asylum Seeking & Refugee Children
- Internet Safety
- De-escalation Non-Physical
- Positive Behaviour Support
- Understanding Behaviour of Children & Young People
- Mental Health
- Depression & Suicide
- Ligature Training
- Child & Adolescent Development
- Adverse Childhood Experiences
- Psychologically Informed Environments
- Trauma Informed Practice
- Aspiration & strength-based approaches
- Emotional Resilience- Understanding Young Minds
- Health & Nutrition
- Knife Crime Prevention
- Domestic Violence
- Sexual Health/STI's
- Forced Marriage
- Alcohol & Substance Misuse
- Positive Risk Taking
- Preparation for Independence
- Promoting Education
- Children's Rights
- Autism & Autism
- Puberty
- Relationships
- Contraception
- LGBTQ+ Awareness
- Psychological First

How we ensure that the child's rights and views are at the centre of the support, service delivery and planning

Young people are at the centre of all we do and ensure they are consulted, and their wishes and feeling are clearly outlined in our support plans that are in place within 28 days of admission. This is a working document that clearly outlines their needs, areas of skills to be encouraged and developed, future goals and aspirations.

The plan provides a clear structure that sets out to show how these needs and goals will be met, who will be responsible for supporting / actioning each area and an indicator of timescales involved. Children and young people are fully supported within the home to participate in the drawing up of these plans and how they are implemented and progressed.

This process is achieved through innovative methods such as individual/direct work focusing on goals and aspirations, person centred planning involving families and a multiagency approach and I.T. related questionnaires focussing on satisfaction of the support they are receiving. The support plan takes into account the rights of children and young people and allows them to take control of their lives, ensuring that there is a clear balance between protecting/safeguarding the young person and giving them the opportunity to take calculated risks.

Children and young people review their plans regularly through discussions with their keyworker and they are encouraged to attend or make a verbal or written contribution. All children and young people are encouraged to take an active role in their statutory review, from the initial decisions in respect to who should be invited, reviewing the recommendations from the last review, to setting the scene for the current review by completing specific consultation forms. Following the review, the children and young people spend time with their keyworker to ensure that they understand the decisions that are made.

We hold weekly residents' meetings that look to gain views from children and young people about the support they receive, the accommodation they live in, what workshops and activities they feel they would benefit from and what they can access in the local community.

We involve our children and young people in gaining their views about the staff that support them so we can change practice and also acknowledge when young people are happy with the support they receive we do this by involving young people in the recruitment process, involving young people in the appraisal of staff and also completing consultations with managers and senior managers in which we use this information to feed back to staff and pledge back to our young people the changes we have made to improve the service we provide

We ensure our young people know what their rights are and where to get support, this is outlined in the children's guide.

How we ensure young people are fully aware of their entitlements while residing at Kensington

We ensure that young people are fully aware of their entitlements, both on admission and throughout their placement with Helpful Investments. Both children and young people are made aware of what they can expect from the provision, their entitlement to education, entitlements as a looked after child, entitlements as a care leaver.

Children and young people are made aware of their rights and entitlement in the children's guide, and following this through ongoing support sessions and keywork. Staff work with young people to ensure they are confident in receiving their entitlements independently in the future. Young people are given relevant information of how to contact the Office of Children's Commissioner for advice and assistance about their rights and entitlements within the children's guide. Young people are signposted to their local Care leavers Offer.

Positive Outcomes for young people

We recognise that the children and young people using our services often have little or no positive link with their families and as such have lost much of the support network that they need. Faced with many difficult transitions.

Having positive relationships with our children and young people and our staff wanting the very best for them is key to our young people believing in themselves and having supportive adults around them wanting them to achieve.

Our staff provide support sessions that are individual to the young person and support young people with strategies to manage their own emotional health and wellbeing.

Kensington provides a supportive, structured and stimulating environment that is responsive to the individual needs of young people by providing:

- Fun. Values, standards, and boundaries
- Assistance and encouragement to access and maintain education, training, or employment.
- Positive relationships that are non-judgemental
- Recognition of achievement and encouragement of individual skills
- Collaborative interventions with external partners.
- Being involved in social enterprise at the home
- Understanding the world and communities they live in and how to access services

Participation

At Helpful Investments, we believe consultation is key to providing the best possible service for young people accommodated. We understand that supporting children and young people to participate as much as possible in the way the service is run, and listening to young people promotes a person's engagement and outcomes. Staff within our service will ensure that young people are involved, in and contributed to the running of the supported housing as much as possible. This will be done through:

- Contributing to their support plan and Assessments
- Residents Meetings & Individual Support Sessions
- Interview potential staff as part of our recruitment process
- Written consultations relating to the service.
- Contributing to Planning Events
- Issue their stamp of approval on leaflets and relevant documents.
- Attend external events, such as Group for Looked-After Children and Care Leavers.

Independent Living skills and Preparation for adult life

All young people accommodated with Helpful Investments will receive a full assessment of their living skills on admission. This assessment informs each child's and young person's highly individualised support plan outlining the level of support required to meet the support needs.

Staff are available 24 hours a day to provide support, advice, and guidance to children and young people. This allows young people to learn life skills and make mistakes within a safe environment. Staff complete regular key work surrounding developing young people's life skills to equip them for their transition to adulthood.

We work with Multi agencies to ensure that our children and young people can have the right support and services to meet needs and ensure they effectively safeguarded.

Each young person will be enrolled on our independent skills program (when appropriate) which will involve young people gaining all the skills they require to live independently. This is an incentivised programme for young people to promote engagement in developing essential skills in all areas including finances and budgeting, healthy eating and cooking, housing repairs and maintenance, health and wellbeing, staying safe, community, travel, personal care and hygiene, friends and Relationships, community and employability and education skills.

The program is completed through engaging young people in learning life skills in a creative and fun way through completion of workshops, discussions, practical and written tasks, activities and games, certified training courses and guest speakers. Young people are supported to 'step up' through the levels of the independence programme by meeting targets and outcomes required to move up to the next level. For example, 'being able to cook five basic meals independently'. As young people transition through the levels they receive increasing responsibility, and staffing support to complete day to day tasks reduces.

The program records young people's performance, engagement in the programme and implementation of learnt skills on a day-to-day basis. Outcomes and progress for young people is shared with local authorities at regular intervals.

Workshops

We have workshops in house on a variety of topics including safety in the kitchen, food hygiene training, healthy diet, Food preparation, using kitchen equipment and different methods of cooking. Staff provide practical support and guidance in relation to all aspects laundry and ironing tasks and maintaining a clean house. Young people are supported to not only to manage their weekly allowances effectively but to develop a knowledge of finances and budgeting that will support them when living independently this includes support with bills, bank accounts, savings, debt management etc.

Other aspects of programme focus on areas supporting young people to integrate and live in the community effectively. In addition to this, workshops are created to help children and young people explore what they are good at, and to develop new skills that they can transfer to adult life. For example, woodwork, DIY projects, joinery, basic mechanics, restoration projects and business enterprise.

In addition to workshops, the home holds various events that indirectly support development of life skills for example competitions and charity event. We understand that children and young people may make progress and at times make take step backs whereby we need to increase the support again in certain areas.

Emotional Support and Wellbeing

We have online training to empower young people to make better life choices and will also give them an understanding of the consequences of these choices. To provide resources and information to provide a better understanding of issues that young people face. Young people will be provided with an account for their own personal use and can access all below.

Anti Bullying
Future focus -
Leaving Care expectations and Support
Health, Nutrition and well bring
Managing Anger and Emotions
What to do when I feel stressed
Healthy Relationships
Court appearances and what to expect
Domestic Abuse

Celebrating difference
Getting the most out of my Education.
Loneliness and Isolation
Why my sexual health is important.
Building self-esteem and Confidence
Self Harm and suicide
Gangs and group offenders
Drug and alcohol the facts.
Intimate partner abuse

The arrangements in place to promote children's involvement and progress in education, training or employment; (n) the arrangements for and policies on protecting and promoting the mental and physical health needs of children, including medication handling, recording and safekeeping; (o) anti-discriminatory practices in respect of children and their families.

Education

We promote and support the educational achievement of young people throughout the time they reside at Kensington. We will ensure that young people enjoy a wide range of educational opportunities to develop their talents and skills leading to a successful adult life. To this end, a positive learning environment is promoted both at Collage and within the home, for example, by supporting young people with coursework and ensuring they have the right tools and access to additional support,

Young people in our service must be in college, training, work etc till they are 18 years by law. We have good local links with schools, colleges and education provisions as well as looking for local work opportunities for our young people to achieve.

We also work closely with social workers and other professionals e.g., teachers to ensure that each young person has a clear Personal Education Plan (PEP) which accurately reflects their needs and is reviewed at regular intervals.

Health and Wellbeing

We support young people in every aspect of their health and wellbeing and will register all 3 children and young people with doctors, dentist and opticians in the first week of placement. Staff attend health appointments with the child or young person.

Staff support the mental wellbeing of all our children and young people and signpost and refer to mental health services, we provide the following:

- Enabling Access to Community Health Services and supporting young people to make and attend appointments
- Refer for Health Screening & Promotion and completing referral forms for mental health services
- Protection of Young people and overcoming barriers to access health services
- Sexual health advice, guidance, and signposting
- Monitoring Psychological Health in conjunction with mental health services

- Working with the looked after children's nurse.
- Anger Management and managing stress

Behaviour Management

Helpful Investments will take children and young people who will exhibit behaviours and struggle to cope with their emotions and feelings and that will need staff to support during their time in placement. We know that our children and young people come from a range of backgrounds that impact on them being able to communicate effectively and being able to deal with emotions and anger that can impact on themselves or others.

We aim to build positive relationships with young people, so they are able to talk openly about their emotions and feelings and our staff work towards them gaining better coping strategies to support them in dealing with their anger, frustrations and emotions that does not impact on them or others.

Expectations and rules for young people

We do not promote sanctions for young people however there are some consequences that are in place, we do have a behaviour agreement in place that young people sign on admission; this sets out our expectations and rules in place including terms and conditions.

Damage to Property

Young people will at time break property by accident and will not be charged for this type of damage. Young people who deliberately cause damage to property will be expected to make a contribution to getting this repaired. Young people will be informed on how much this will be and a weekly contribution that will be needed over a period of time.

Smoking

We operate a none smoking policy, young people will be informed on where they can smoke outside of the property. To ensure young people don't smoke in their bedrooms we will issue a £5 charge that will be taken out of their allowance. This is set out in the young person's guide, and it is to encourage young people to not do this and therefore does not put their placement at risk.

How we support the cultural, linguistic and religious needs of children

Cultural, Linguistic & Religious Instruction / Observance In line with Helpful Investments policy and procedures relating to Equal Opportunities and Diversity, Kensington will ensure that young people are encouraged to explore, celebrate and take pride in their Religious/Cultural identity. From referral the individual's religion, beliefs and culture are taken into consideration and every effort is made to ensure an appropriate staffing structure that takes into account, gender, culture and ethnicity, and this is promoted through our robust selection and recruitment process. Staff positively promote and value difference. and young people will be provided with practical, educational and social activities that promote diversity, ethnicity and religious needs such as personal care items, food/dietary needs and items. young people will be supported to maintain religious, cultural and social activities both through practical and financial help but also through the valuing and promotion by staff of these activities. All staff will be trained in equal opportunities to ensure they have a basic understanding of the issues and value diversity.

For our UASC we will use Interpreters on admission to go through our young people's guide and to gain their wishes and feelings, we then use communication apps and also interpreters to ensure that UASC are consulted about the service we deliver and are also able to contribute to the support they receive. We look and local communities that meet their cultural needs and religious needs and ensure that our young people do not feel isolated.



Complaints

Helpful Investments has an overall complaints policy which is used in Kensington. Anyone can make a complaint such as professionals, young people, staff and members of the community. Please contact info@helpful-investments.co.uk with any queries or complaints you may have.

We will always acknowledge any complaint with 24hrs, and we will do this by email. Phone or letter we will also give you a copy of the complaints procedure which details our process and timescales that can be expected. We will use complaints as a way of improving our service.

The complaints procedure consists of 3 stages: -

- i. The Informal or Problem-Solving Stage
- ii. The Formal or Registration Stage
- iii. The Review Stage

All complaints are taken seriously, and the appropriate procedures and processes are followed. We want young people to tell us if they think we are doing something wrong or are acting unfairly in some way. All children/young people are made aware of the complaints procedure when they first arrive. Staff talk to young people about their right to make a complaint and ensure that all young people living in the service know how to. Staff support young people when they wish to make a complaint, and complaints forms are readily available the complaints forms contain details of people the young people can contact including their social worker and the office of the Children's commissioner if they wish to discuss an issue with someone outside of the service.

The Office of the Children's Commissioner

Anne Longfield

The Office of the Children's Commissioner

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

Tel: 0800 528 0731 or

email to advice.team@childrenscommissioner.gsi.gov.uk

Website:- www.rights4me.org

We are also always delighted when we receive positive feedback. It tells us where we are getting things right and helps us to continue improving.

Details of how a person involved in the support or protection of a child can access the accommodation undertaking's child protection policies

Helpful Investments have robust safeguarding policies and procedures that are designed to ensure that young people are kept safe from harm. We feel it is important for our children and young people to understand what abuse and exploitation is and provide them ways in which they can keep themselves safe. We believe that young people should be fully involved in how to keep themselves safe and be able to make mistakes and learn from them as part of growing up.

Positive relationships with staff enable children and young people not to feel judged and be able to talk through situations they may have or may encounter. Young people are involved in their risk management plans so they understand our concerns and look at ways of mitigating risks we do this through support sessions and keyworker sessions.

Staff are trained to understand the principles and practice involved in the protection of young people and take appropriate action if they have concerns about the possibility of abuse. Helpful Investments have systems include clear procedures for recording and reporting information and incidents. If young people are missing this is reported in accordance to their placing authority's own policy, which are agreed at the time of placement. Helpful Investments has its own company safeguarding lead Jacquiline Cotter who has previously been the head of Safeguarding and Quality for Children's homes for a private organisation.

Staff training and Policies

Staff complete Safeguarding training online and also face to face as part of their induction to put training into practice and what that means to keep our young people safe from harm

This training is renewed every 12 months and managers complete the working together to safeguard children 2015. Staff receive training on exploitation and managing risks. Helpful Investments ensure that any allegations or safeguarding concerns related to staff are referred to the Local Authority Designated Officer (LADO).

Child Sexual Exploitation

The home has a CSE Policy in Place- available on request.

Our staff receive training in CSE and CCE and risks in relation to young people are discussed in team meetings and a Philomena form is completed on admission to work in collaboration with the police. We ensure our staff are aware of each young person's risk assessment and these are updated when risks are identified or the risk increases.

Staff are aware of signs of exploitation and these concerns are always shared with professionals and social workers.

Bullying

Bullying is unacceptable within the home and will be challenged on an individual and group basis when encountered. The home operates a zero-tolerance approach to bullying including verbal, physical and cyber bullying. This is outlined verbally to the young people when they first arrive at the home, and they also receive a copy of the anti-bullying procedure within the children's guide. Young people are encouraged by staff to support them to keep the home free from bullying and to speak up if they are being bullied or know someone who is. As with safeguarding the staff member's relationships with the young people is pivotal to this in terms of disclosures of bullying and also the likelihood that both bullies and bullying victims will accept support and help from staff. If a child/young person will not take responsibility for their behaviour and continue to pose a risk to other children/young people, then a strategy meeting will be convened with the Social Worker to discuss strategies and options. Incidents of Bullying are recorded, Monitored, and reviewed. The home will support both the victim and perpetrator of any bullying through 1:1 work and education into cause and effects and the impact of bullying.

Contact with Family and Friends

Family and friends are an important part of all our lives. Where it is safe and appropriate, we support and encourage young people to keep in contact with their family and friends. The following rules apply to all visitors to Kensington:

- Visitors must remain in communal areas. Visitors are not permitted in young people's bedrooms. The exception to this is professionals such as your social worker or a parent/guardian.
- Visitor's must show photographic ID when they come onsite. They will need to be signed into the visitors' book.
- Visitors must leave site by 9pm.
- Visitors under aged 16 years old must be accompanied by a responsible adult.

We ask that all visitors behave respectfully to the staff team and other residents when they are in the building. We ask that visitors behave in a manner that does not upset or effect the safety of others. Visitors are at staff's discretion- The staff team may ask a visitor to leave or stop a visitor from coming onsite if they cause issues in the house or for other residents.

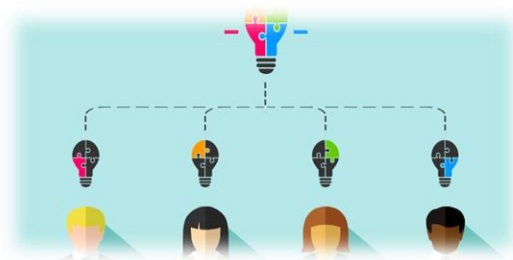
Contact for individual young people will be detailed within their support plan including any restrictions for safeguarding reasons. Our staff will promote and encourage family and friends to visit Kensington and will work to build positive relationships that are important to our young people.

We have a visitor's policy available on request.

Equality of Opportunity & Anti-Discriminatory Practice

Helpful Investments commitment to provide inclusive and equal services to a diverse range of children and young people, and to promote equality and diversity as part of recruitment and employment practices. Our homes will not discriminate (directly or indirectly) against any persons (including staff, potential staff or young people) on the basis of a protected characteristic under the Equality Act 2010:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.
- Crimes committed against someone because of their disability, transgender-identity, race, religion or belief, or sexual orientation are hating crimes and should be reported to the police.
- Hate crimes can include:
 - Threatening behaviour.
 - Assault.
 - Robbery.
 - Damage to property.
 - Inciting others to commit hate crimes.
 - Harassment.
 - Online abuse.



In addition:

- a. Our homes encourage young people to develop respect for themselves and for others.
- b. Our units deliver services that recognise and build on the strengths of young people from all cultures, religions, gender, age, sexual orientation, ability, and backgrounds; in ways that meet their needs and help them to achieve their full potential.
- c. Every effort is made to ensure that the Home is welcoming to all young people and others significant in their care and wellbeing; this effort is reflected in the communication around the Home, including posters, information boards, displays and leaflets. In addition to this, resources used to develop work with young people are chosen for their suitability and anti-oppressive nature.
- d. Young people are offered opportunities to try out new experiences, which are not restricted by traditional gender options.
- e. We have unaccompanied asylum seekers that are from all over the world, we ensure we can find local communities and services that are able to meet their needs, we use translators and communication apps to ensure their views are heard

- f. Staff are expected to challenge attitudes, behaviour and language that are non-inclusive and discriminatory, in a positive way.
- g. Managers are expected to monitor the range of young people placed within the units in terms of ethnicity, gender, and disability. This is to ensure the service provision is reaching all and not creating barriers to certain groups.

Young people are protected, and helped to keep themselves safe, from bullying, homophobic behaviour, racism, sexism, radicalisation, and other forms of discrimination. Any discriminatory behaviours (direct or indirect) are challenged and help, and support are given to young people about how to treat others with respect.



