

Statement of Purpose

Arun Hope
Residential Family
Assessment Centre

August 2025

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Registered Provider

Registered Manager:	Melissa Hammond
Registered Provider:	Arun Hope 10 Maltravers Drive Littlehampton BN17 5EY
Regulatory Body:	Ofsted
Registration No.:	2694154
Registered January:	2023
Current Ofsted Rating:	GOOD
Last inspection:	December 2023
Responsible Individual:	Howard Verran of The National Fostering Agency Ltd Atria Spa Road Bolton Lancs., BL1 4AG

Updated: August 2025
Next Review: August 2026

Our Mission Statement

We provide a compassionate and nurturing environment for families, where fair and evidence-based assessments of parenting capacity can be undertaken, supporting to develop and maintain healthy relationships between parents and their children, through the offer of teaching and guidance, using a therapeutic approach

Introduction

This Statement of Purpose has been developed in accordance with appropriate legislation and guidance including:

- Residential Family Centres Regulations (2002)
- Residential Family Centres (Amended) Regulations (2013)
- The National Minimum Standards (2013)
- The Children Act 1989 amended (2004)
- The Care Standards Act (2000)
- Department of Health Framework for the Assessment of children in need and their families (2000)

A copy of this Statement of Purpose is made available to:

- Residents
- All members of staff
- Resident's social worker
- Local Authority Placement Teams
- Representative of Ofsted
- CAFCASS Children's Guardian
- Family Law Solicitors and legal representatives

All staff are familiar with the contents of our Statement of Purpose and work according to its contents.

Resident's Guide

Upon joining Arun Hope, residents are given a summary of the Statement of Purpose which can be found in the Resident's Guide.

Review

Our Statement of Purpose is reviewed once a year or earlier if significant changes occur.

GDPR – Data Retention

We recognise that in the running of our service, we collect and process personal data from a variety of sources. This personal information is collated in several different formats including letters, emails, legal documents, employment records, operations records, images and statements. The personal data is held in both hard copy and electronic form.

Arun Hope will ensure that the personal data that we hold is kept secure and that it is held for no longer

than is necessary for the purposes for which it is being processed. In addition, we will retain the minimum amount of information to fulfil our statutory obligations and the provision of goods or / and services - as required by the data protection legislation, including the General Data Protection Regulation (GDPR).

Arun Hope Assessment Centre

Arun Hope is a Residential Family Centre for families, their babies, children and expectant families, offering a range of services, focusing on a robust range of assessments and contact to meet the needs of a vulnerable child(ren).

We are located in a quiet residential area in Littlehampton. Littlehampton is a small seaside town, and has a pleasure harbour, and the most populated civil parish in the Arun District of West Sussex, England. It lies on the English Channel on the Eastern bank of the mouth of the river Arun. It is 51.5 miles South-West of London, 19 miles West of Brighton and 10 miles East of the county town of Chichester. As well as being close to the coast and beaches, the setting is also served by local facilities including leisure centres, a theatre and supermarkets.

The Centre is managed by a team of experienced, qualified professionals who provide an innovative and needs-led service to families and their children, who may be in the process of care proceedings. We accept referrals from Local Authorities and Family Solicitor firms across England, Scotland and Wales.

We provide a safe, secure and nurturing environment for vulnerable families irrespective of race, culture, religion, sexual orientation, gender or ethnic background, and with notice can make provision for families with disabilities or specific health needs.

This Statement of Purpose is written taking into consideration the 2013 changes made to *The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013*, which came into force on 1 July 2013.

The Centre works closely with a wide range of professionals to secure positive outcomes for parents and their children, through keeping them safe at the Centre and including them in all planning and activities involved. This is achieved by following holistic and individualized care plans, which are evidence based and can be used to inform professionals at all levels of the family's parenting levels, emotional needs, current functioning capacity and future capabilities.

Arun Hope offers a tranquil and homely environment where a wide range of therapeutic services are readily accessible, including the provision of the child being looked after by staff in emergencies. Our dedicated team of professionals includes accredited social workers, support workers, a psychotherapist and an assistant psychologist, as well as a multi-disciplinary clinical hub for additional needs, expertise and training. Services include providing a comprehensive programme of support, detailed residential parenting assessment reports, follow-up support and community assessments.

The core objective for each family is to achieve and experience a fully functioning and positive family life in society.

Service users of Arun Hope are informed of what to expect from our service and how they will be cared for during their stay. We ensure our service users know how the Centre operates and prior to admission provide them with a Resident's Guide and access to our Statement of Purpose in written form.

We operate our Centre on the following principles:

1. The safety and needs of the child are paramount
2. The staff and policies of the Centre exist to serve, promote, enable and support the family to provide a high level of care to their child
3. Religious persuasion, race, ethnicity, diversity, sexual orientation and cultural difference is respected and wherever possible, all efforts are made to have translators where needed
4. At all times, best interest principle, evidence-based practice and the quality and individual rights of the parents and their children are promoted and maintained
5. We recognise that being at Arun Hope will be, in most cases, the final opportunity for a family to stay together as a unit and therefore aim to achieve this in all instances
6. The family will be involved in all appropriate meetings and decision making, relating to their stay at the Centre and the care of their child
7. Every placement admission will be documented and will have a daily log recording, which will be kept confidential and stored safely in accordance to GDPR guidance
8. We identify with the definition of parental responsibility as outlined in the principles of the *Children Act 1989*.

Core Ethos

The core ethos of Arun Hope is embodied in the Children's Act 1989, which requires professionals to 'work in partnership' with families to assess their individual parenting

needs, whilst ensuring that the child's welfare is paramount.

We expect our staff to positively embrace each individual family's heritage. Our value base is that all people, children and adults alike, are individuals who are to be respected and treated as equals, whatever their circumstances or difficulties.

In order to assess parenting needs, staff adopt a flexible approach to working with families and develop a relationship based on trust and understanding.

Our team makes every attempt to enable families to meet their child's developmental needs and foster a secure attachment base in their relationship.

Family observation is evidence based and supported by current and relevant research to maintain the optimum level of objectivity.

Our team is aware of the fact that the Children Act 1989 and "Messages from Research" published by the Department of Health in 2000, states that the child's best interests are met within its birth family. However, decisions based on the safe parenting of the child will need to be made and in some circumstances a child may not be safe within its own family.

Our key objective is to develop services that meet the Every Child Matters¹ five outcomes in order that children and young people can develop and grow. The five outcomes, which mattered most to children and young people, are:

- **Being healthy:** enjoying good physical and mental health and living a healthy lifestyle
- **Staying safe:** being protected from harm and neglect
- **Enjoying and achieving:** getting the most out of life and developing the skills for adulthood
- **Making a positive contribution:** being involved with the community and society and not engaging in anti-social or offending behaviour
- **Economic well-being:** not being prevented by economic disadvantage from achieving their full potential in life.

¹ <https://www.education.gov.uk/consultations/downloadableDocs/EveryChildMatters.pdf>

Our Service Model

Arun Hope provides robust, fair and evidence-based assessments of parenting skills and capability for Local Authorities and Courts. Our assessments include:

- An initial 2-week phased settling in period
- 12-week Residential Parenting Capacity Assessments, using either ParentAssess or PAMS assessment models
- 6-week midway parenting assessment
- 12-week final residential parenting assessment
- Addendum reports, following the completion of a final parenting assessment
- Risk assessments
- Concluding with a final 2-weeks to compile the parenting assessment report with recommendations, alongside supporting families with a transition plan
- Step-down after care community assessments and visits following positive parenting assessment or Supervision Orders being granted

We offer a non-judgmental and non-discriminatory inclusive service to families who are experiencing issues around parenting their babies and young children.

The primary role of Arun Hope is to provide a comprehensive assessment of parenting skills in accordance with the Department of Health Assessment Framework 2000. This is conducted in a 16-week period but can be extended if required. The placement plan is established at an initial planning meeting, and during the twelve-week assessment, the process is reviewed at the sixth week, including in the final week of the assessment.

Our Family Assessment Support Workers are experienced in family support, and are aware that for some families, they may not be given little choice in their admission to the Centre. As far as possible, every attempt is made to consult and empower families to make good choices whilst staying at the Centre, bearing in mind that the 'child's welfare is paramount'. We encourage families to read and discuss their weekly update reports, written by the Social Workers within weekly keywork sessions with their allocated key worker.

Our fully trained team works closely with parents at all times in order to assess any difficulties in knowledge, skills and understanding they may have in caring for their child. We offer individual parenting support programmes, according to the needs and capabilities of the parents.

A key worker system is in operation to encourage the development of a working relationship with families and staff, based on mutual understanding, respect and trust.

Counselling, Art Psychotherapy and other therapeutic interventions can be provided for families where there is concern of past trauma or other difficulty in emotional function affecting their capacity to parent.

Interaction between the parents and child is assessed by our fully trained team and Social Workers providing parenting assessments which are fair, robust and evidence based. The child's welfare and

needs are central to the assessment and the assessment aims to answer the Court's or Local Authorities letter of instruction.

Assessments at Arun Hope are conducted by a Social Worker consistent with the guidance in Working Together to Safeguard Children 2015².

Meetings between the family, team at the Centre, representatives from the referring Local Authority and other involved professionals are held throughout their stay. Individual care plans are used to assess and monitor the progress of the families to ensure that the concerns are fully addressed, appropriate and safe parenting capabilities are achieved.

Once the family leaves our Centre, it is anticipated they will be ready to integrate back into the community with their child and be equipped with the information and support required to raise their child in a loving and nurturing environment. In the event that the family is separated from their child; where commissioned to do so, Arun Hope will continue to work closely with the family to support and signpost to local agencies who offer advice and support to separated families.

Arun Hope can:

- Provide assessments for Court in Family Law proceedings
- Attend professional meetings and court hearings

We recognise that our families have had different experiences in life and may need differing levels of support. We welcome referrals from agencies working with young parents, care leavers and families or families-to-be who may have a low level of ongoing mental health or drug and alcohol related issues.

All relevant parties are kept up to date on a regular basis and Arun Hope is committed, along with the local authorities and professionals in other agencies, to work in partnership with the families.

Parental responsibility is promoted and should be recognised within all agencies.

Working with families on a voluntary basis is our preferred option but we are aware that families may be instructed by the Family Court to participate following intervention with their child(ren) who are the subject of court orders.

² [Working Together to Safeguard Children: A Guide to Inter-Agency Working to Safeguard and Promote the Welfare of Children](#) (HM Government)

Working with Families

We recognise that families referred to the Centre may be children themselves and will refer to [Working Together to Safeguard Children 2015](#) and [What to do if you're worried a child is being abused 2015](#) to ensure they are protected when residing in the Centre.

All staff will be made aware at induction of their responsibility to protect children and young people. A child will be considered to be anyone under the age of 18.

We operate an 'open door' policy for families to seek assistance and advice at any time. Weekly keywork sessions are undertaken, and resident meetings are held with the parents, key workers, support workers and Centre Management to encourage feedback and keep lines of communication open. Parents are also informed of their legal rights and appointed citizen advocates and supported to enlist their help.

Risk assessments are a central focus and we conduct these by looking at current and historical risk and protective factors. The family risk assessment is always central to the continuation of assessments and decisions regarding the efficacy of continuing assessments are a shared professional and multi-agency responsibility. Overall decisions in matters of child protection and safeguarding are always the responsibility of the relevant local authority with recommendations from Arun Hope.

Clear liaison between Arun Hope and the local Authority will take place to ensure a smooth transition is in place for the families returning to the community at the end of their residential assessment. However, it is vital that parents have sufficient time to absorb and understand the concerns of professionals and to begin to make the changes necessary to provide good enough care. With very young parents or parents with learning difficulties this can often take a little longer.

A midway review is agreed at the commencement of the assessment and this will include key questions as to the direction and efficacy of the assessment for the child.

Each assessment is specifically tailored to the needs of each family situation and the time available. Changes made to the assessment are also part of the review process.

Towards the end of an assessment a meeting of professionals is held to consider the recommendations arising from the assessment. A decision can be made to seek alternative care for a child(ren) where the assessment has been negative.

At Arun Hope we use two different Parenting Assessment Models, depending on the request from the Local Authority and / or Court.

We use the Parenting Assessment Manual (PAMS) to assess the capacity of families

with learning difficulties. Written by Dr Sue McGaw. PAMS is an assessment resource specifically designed to assess parenting skills and the parent's ability to meet the child's developing needs. Assessments are based on parental knowledge using the

McGaw cartoons, observation and a workbook that each parent completes so that gaps in parenting knowledge and life skills can be identified. Both the professional and parent's perception of the family's needs are considered. The assessment incorporates observations, questionnaires (written and visual aids) and structured interviews as well as apparent history.

We also use ParentAssess, which is a framework developed in 2016 by Sarah Lowe, a Qualified Social

Worker, for assessing parents who have learning disabilities and other additional needs within childcare proceedings. It addresses both the emotional and practical aspects of parenting and seeks to identify both the strengths and concerns.

The model uses a traffic light system, which means the assessment outcomes are measurable and easy to read. ParentAssess uses a range of visual tools, feelings charts, observations, knowledge and confidence booklets, focusing on situations and things that the parent is likely to see in everyday life.

Assessing parenting ability is a unique, individual process based on the lived experience and resources of the parent. Therefore, no single assessment technique is adopted; an eclectic use of available theories will enhance the assessment evaluation.

Observations of family relationships play a key part in informing the child's developmental needs and quality of the attachment relationship between the family and the child. Child observations have a basis in the psychodynamic approach and understanding of the internal world of the child.

Sessions include the use of a time limited, task focused approach to discuss the parents' individual needs, and identifies future support to enhance parenting of the child to enable them to develop and meet their full potential.

Assessments depend on the parent's willingness to recognise the concerns and their motivation to change their current circumstances. The Centre adopts an empowering approach to enable families to express their wishes and feelings for the future of their family.

Programme of Assessment

Weekly programmes are tailored and drawn up individually for each family as they join us. Families are involved in formulating their own weekly programmes and are asked to identify what they consider to be areas of strength as well as areas in need of support.

Our team offers advice and guidance, keywork sessions and practical help to the family through role modelling, using pictorial routines. Also by repetition and constantly checking with families by requesting verbal feedback from parents as to their understanding of staff advice, guidance and concerns.

The aim is to develop knowledge and skills around a range of practical and conceptual issues essential to offering 'good enough' parenting.

Areas covered in the programme:

Not exhaustive

- Child's developmental needs, including basic care
- Both child and parent's health and wellbeing
- Parents' ability to problem solve
- Child's safety and hygiene
- Relationships, social tasks, support and community network
- Bonding and emotional warmth
- Behaviour management and setting boundaries
- The impact of the environment and community on parenting
- The child's experience of being parented
- The Parent's daily living skills, such as cooking, cleaning, and managing finances
- How the parent functions
- Specific issues such as domestic abuse, substance misuse, trauma, offending behaviour, mental health and / or exploitation

Direct Work with Families

We work positively with parents to address their particular problems, in accordance with the Letter of Instruction, whilst also undertaking an assessment of their ability to put their children's needs first and to parent safely.

Looking at the Child's Needs

- Emotional, physical and developmental needs
- Play and stimulation
- Routines and boundaries
- Handling
- Nutrition and weaning
- Childhood illness
- Challenging behaviour

- Safety
- Basic hygiene
- Sterilizing and making up feeds
- Boundary setting
- Speech and language development
- Making up formulas for babies
- Bottle feeding a baby
- Spoon feeding a baby
- General baby care development and stimulation
- Bathing a baby
- Changing nappies
- Child protection
- Recognising a sick baby
- Common breastfeeding concerns
- Common health problems for new families

Looking at the Parent's Needs as a Parent:

- Budgeting
- Coping with challenging behaviour
- Keeping children safe
- Forming a relationship with their child
- Responding to the needs of their child
- How past events impact on the present and make the need for change a difficulty
- Building a child's self-esteem and confidence
- Roles and responsibilities of being a parent
- Coping with parental stress
- Shared routines
- Why babies cry
- Role models
- Family work: Building a family Unit
- Relationship work
- Taking "time-out" in a safe and planned manner

Looking at the Parent's Individual Needs:

Programmes are undertaken individually and with couples before they are brought together to identify strengths, protective factors and areas of continuing concern.

Areas of work include:

- Protection and awareness
- Anger management
- Domestic abuse
- Loss and bereavement
- Self-esteem and confidence building
- Relationship / mediation work
- Alcohol / Substance misuse
- Random drug testing can be completed

All of our assessments are carried out under a written Letter of Instruction if the case is in family proceedings.

In addition, parents receive weekly updates and during keywork sessions are able to share feedback. Support workers highlight both positives and areas of concern that need to be addressed using Signs of Safety. Parents are able to make comments on the feedback and are encouraged to talk to staff about their own areas of concern and what they think needs to happen to make things better.

Halfway through assessments, a midway report will be produced and submitted to the local authority in accordance with their Letter of Instruction. The final report will be submitted to the Local Authority two weeks following the end of the parents' assessment. Midway and final reports are not given to families by Arun Hope. Parents will receive their midway and final reports from their solicitor who should go through it with them.

Referral Process

Consultation and Referral

Arun Hope welcomes initial enquiries and referrals to the Centre by telephone, in person or by email. At the point that a placement enquiry is made, the Registered Manager will endeavour to obtain the following information from the person making the enquiry:

- The referrer's name, agency and contact details including email and telephone number
- Details of the family and child
- Reason for the referral
- Who made the decision and when it was made
- Whether or not the child(ren) are subject to care proceedings
- Likely timescales that the placement is required
- Who holds parental responsibility for the child(ren)

Placement Request and Referral

Where a decision has been made that a parent and child placement is required, the Registered Manager will request and arrange a Pre-Placement Meeting with the social worker. In formalising this request, the social worker will be asked to provide the following information

- Details about the parent(s)
- Date by which the placement is required and confirm the placement timescales, to ensure court dates and review meetings are incorporated within the planning stages
- If any contact will occur during the assessment
- Any risks associated with the assessment

Pre-Placement Considerations

Our pre-assessments consider the family's needs and the child's needs, especially regarding the following key areas:

- The information received on the referral information form
- Any risk factors identified and how these will be managed
- Risk in relation of family providing safe care for self and child
- The impact of Arun Hope staff caring for the child
- If the parent refuses to cooperate or take advice regarding providing care of the child
- If the family's behaviour is deemed to be providing inadequate care for the child e.g. neglect

- If Arun Hope staff reports that family is having long absences away from the Centre and their whereabouts are constantly unknown
- Any specialist therapeutic or specialist requirements for the assessment and arrangement timescales
- Contact arrangements for the partner or family members if necessary (risk assessment will be completed) and if they are to participate in the assessment or caring for the child
- Any medication that family is taking

Once a potential assessment has been agreed, the Registered Manager will liaise with the referring social worker to plan for admission to the Centre.

The pre-placement consideration will include reviewing any placement risks and strategies to manage identified risk. We will also discuss expectations regarding the birth of the child, if necessary, as extra staff resources need to be in place to ensure the smooth running of the Centre.

It will be identified whether the purchasing of any equipment of baby items are deemed necessary. Where possible these requirements will be noted and the Agreement³ is signed at the onset of the placement.

Room expectations and arrangements will be agreed, for example, the size of family room, with or without bath (depending on age of child, a shower room may be appropriate) and if a small fridge is required. It is our expectation that the parents and child will be together, except otherwise requested by the Local authority.

Where the proposed placement is expected to last more than six months or as holding placement, it must be reviewed, and terms and conditions renegotiated and will be renewed for a further six months only.

If the proposed placement is a private arrangement, the Registered Manager must obtain the approval of the Director and a written agreement will be drawn up with the responsible person setting out the precise terms and conditions between the responsible adult and Arun Hope.

If a placement breaks down for any reason, apart from acts of nature, Arun Hope will expect the placing Local Authority to honour the full financial terms of the signed agreement.

Placement Planning

The purpose of our first Pre-Placement Meeting is to finalise the placement arrangements for Arun Hope, and for the Arun Hope team to create a Placement Record. A pre-placement checklist will be completed, outlining all necessary and required expectations of the placement. This involves a discussion with the parent/s about themselves and their child's presenting needs and requirements for Arun Hope to start making the necessary preparations. These may include the parent's religious persuasion and expectations, cultural and linguistic background and racial origin, as well as educational needs and how these are expected to be met in the placement. We also discuss any arrangements needed for registering

³ Local Authority Contract – Agreement for Mother and Baby services between Arun Hope and the Local Authority

the

parents and child(ren) with local health professionals, GP, dentist, opticians and places of education if required.

The expected duration of the placement will be discussed, and what needs to take place for the ending of the placement, including arrangements for Arun Hope to continue working with the family once back out in the community if needed.

Where the parent is under 18 years and subject to a full Care Order or Section 20 Children Act 1989 agreement, a copy of the agreement must be seen and kept by Arun Hope.

The family must sign an obligation to comply with the terms of Arun Hope.

The meeting provides an opportunity to clarify any expected court timescales and completion of any assessment and review meetings, and any behaviour management issues.

The Placement Planning Meeting should be held at the latest within five working days of the placement starting.

The Registered Manager ensures that notification is sent to the finance department to request payment from the local authority once a placement commences.

Support and Monitoring of Placements

Arun Hope expects the social worker or a representative responsible for the placement to visit the placement and attend meetings as requested.

The parents and children receive dedicated support and supervision from their key worker and therapeutic intervention as agreed in the Placement Planning Meeting. Where there are concerns in relation to the placement and additional support or resources are identified by Arun Hope, a discussion with the Local Authority should take place to ensure that the additional resources are acquired as soon as possible.

Arun Hope staff will receive supervision every four-six weeks from a line manager who has the necessary experience and qualification. Staff have access to specialist knowledge, including appropriate professionals with expertise in parent-child relationship, interaction, attachment and child development.

Termination of Placements

Where possible, departures from Arun Hope are planned and agreed in advance with the family concerned and any relevant professionals. However, in exceptional circumstances a placement may end abruptly.

The termination of a placement would take place in the following circumstances:

- Non-accidental injury to a child
- Where the behaviour or level of care offered by a parent puts the child at serious risk of neglect or injury
- If a sole carer became unwell and had to be admitted to hospital on a long-term basis

The termination of a placement would be considered, and an emergency meeting called in the following circumstances:

- Where there has been an act of violence that has caused injury to any other person in the Centre
- If a parent is found to be in the possession of illegal drugs
- If a parent who has previously undergone a rehabilitation programme with regard to a substance addiction is found to be under the influence of such
- Where the parent shows a lack of commitment to the placement resulting in noncompliance and disruption at the placement
- Where a parent's own needs are too high to be met within the confines of Arun Hope and interfere in their direct parenting and care given to their child i.e., mental health
- Where the parent fails to return to the Centre at an agreed time leaving their child with staff, identified as an unauthorized absence, such actions will be viewed as abandonment of child and alternative care arrangements for the child will need to be sought

When the placement ends, the Registered Manager will update the electronic records and notify the finance department to enable payment requests to the local authority or responsible person to cease. Arun Hope expects that all placement ends are planned, and consideration is given to whether after care follow-up community visits are required at the end of the assessment.

The placement can be terminated by the local authority / placement authority. If the placement is terminated by the local authority, they are responsible for paying 21-days placements fees from when the departure occurs. If Arun Hope, or a parent terminates the placement, the placing local authority are responsible for paying 14-days placement fees from when the departure occurs. These fees cover costs associated with an unplanned placement ending.

When an unplanned placement end occurs, with the parents leaving the Centre without their child/ren, Arun Hope is only able to provide one-to-one childcare for up to 48-hours after the parents have left

Assessment Types

Arun Hope has a team of professionals able to conduct residential or community court-directed assessments. Whether assessments start in the community and end in residential or start with residential and ends in the community, Arun Hope are able to meet the needs of its service users.

Residential Assessments

Arun Hope welcomes residential referrals from all agencies, particularly where there is potential for family breakdown, due to the risk of significant harm to the child / children. Arun Hope will always consider new admissions in relation to the existing Service Users who are resident. Our service provides residential and non-residential assessment for families with behaviour or lifestyle concerns, which present particular risks to children and include:

- The adult behavioural consequences of all forms of child abuse
- Previous concerns associated with drug and alcohol misuse
- Substance misuse combined with other psychiatric disorders for those families who are currently receiving ongoing professional advice, support or medical treatment to monitor their mental health
- Inability to separate from abusive relationships with partners or other family members
- Young care leavers or teenage parents under 16 experiencing parenting for the first time
- Teenage expectant families can be admitted prior to their expected confinement date
- Families with some degree of learning disability which may affect their ability to parent safely

Referrals are not accepted from families who are classified as Risk to Children Offender (previously known as Schedule One Offenders).

The Centre:

- Provides a therapeutic intervention, which is independent of the referring agencies specialising in supporting families to achieve competent parenting skills to satisfactory and acceptable standards, which meets the requirements of the referring professionals.
- Supports and works with families to recognise and accept their responsibilities as parents and assist them in developing and recognising the importance of positive attachment with their children and parenting.
- Provides and assists families where necessary to create a nurturing and safe family environment with professional supervision, support and monitoring where and when necessary.
- Undertakes and provides detailed written holistic evidence-based assessments using the agreed parenting model for professionals as and when required and within expected timescales.
- Enables children to live safely with their families, whilst their care is assessed and developed.

- Provides facilities and support for families to develop independent living skills.
- Where necessary, seeks to create positive and acceptable parenting skills by exploring underlying issues affecting the carers capacity to parent using various therapeutic services and approaches.
- Provides individual, evidence-based assessments that enable informed decisions to be made about whether or not it would be in the child's best interest to remain in the permanent care of their parents.
- Provides 24-hour monitoring and support (including CCTV with consent), including caring for the child if the parent is unable to do so for any reason.
- Works in partnership with families, social workers and other agencies in a non- discriminatory manner.
- Operates within agreements which are sensitive, fair and objective.
- Undertakes and produces written assessments for the Court that are evidence based, anti-oppressive and respectful, while recognising the individual's unique identity and circumstances, irrespective of ability, age, class, gender, racial origin, religion or sexual orientation.
- Creates and applies an agreed programme that meets the identified and specific needs of the family and child(ren).
- Continually assesses and makes appropriate changes to each individual programme and placement plan to best meet the needs of the family and child(ren).
- Regularly meets with the family to update them and give them feedback on their progress during their assessment, which is sent to the Local Authority and courts to update them on the family's progress.
- Identifies and maintains community links with local external agencies to support the parent/s and child(ren).
- Keeps the needs, wishes and feelings of the family and child at the Centre of our services.

All residents self-cater and are expected to provide for all their own physical needs and those of their child(ren). Parents will also be expected to carry out the full range of domestic activities in partnership with the Centre team.

All families receive a small food package upon arrival, a welcome toiletries basket and all necessary baby equipment and accessories where appropriate.

Utility expenses are not charged.

Safety of residents, visitors and staff at Arun Hope is of paramount importance and parents are supported in familiarising themselves with the Centre's safety advice and signage within the building.

Prescribed medication is stored and administered as set out in health and safety guidelines. All medication should be declared to staff and is kept within the lockable cupboard in the administration

office and issued on request or in a family's room depending on the type of medication. Staff document all medication taken by a resident.

Consent to staff administering first aid, prescribed or non-prescribed medication to children in the absence of the parents is obtained on admission.

Recommended visiting times for extended family and friends are between 09:00 - 19:00 every day, but in special circumstances and with prior negotiation with staff, alternative arrangements will be considered.

Local Authorities and referred families from neighbouring or local Boroughs will be required to decide if they wish to use local services during the initial assessment. Arun Hope has formed links with local agencies such as:

- GP practice
- Health visitors
- Drug and alcohol treatment centres
- Domestic Abuse counsellors
- Sexual health centres
- Baby groups
- Children's centres
- Training and Vocational Colleges
- Adult learning centres
- Places of worship and faith leaders
- Leisure centre

Outreach and Community Based Family Support

Local Authorities can commission Arun Hope to continue to support families that have been successful in their parenting assessment and have moved back into the community. Arun Hope can help with the transition and recognizing the gravity of this next step.

This support will provide families with a period of continuity and consistency, and will enable further observations, advice and guidance to be offered where necessary. This will enable sustainability with parenting capacity and skills developed throughout the residential parenting programme, thus ensuring their children's needs continue to be met adequately and safely. Arun Hope will provide written reports for each support session provided.

Advice, Guidance and Psychotherapy Provided

The team based at Arun Hope offer advice and practical support on all aspects of parenting and child

development. We support families in developing their strengths and focusing on their areas of improvement in parenting their babies. We use behaviour modification techniques such as role-play, Art Psychotherapy, modelling and discussion with families on their views of their own parenting skills.

In addition to this individual social work, therapy sessions and assessments undertaken by our assistant psychologist will take place in order to discuss significant personal issues facing the families such as a previous history of abuse, struggles with alcohol, drug problems, trauma, lack of self-esteem and violent relationships. We are also able to explore the family's perception of parenting and their own experiences of being parented as a child.

The team liaise with key professionals in accessing other services to complement the parenting ability of the family.

Professional Supervision

Continuing Professional Development is provided for all staff. Arun Hope provides regular supervision by the Centre's Registered Manager, Deputy Manager, or the Senior Support Workers. This supervision is recorded and kept on a file within a secure documentation platform.

Supervision monitors family progress, discusses training needs, assesses workload management and personal issues for staff. The staff team also receives monthly group clinical supervision facilitated by a qualified clinician. Appraisals take place annually.

Therapeutic Techniques - Psychotherapy

Psychotherapy and other emotional clinical interventions will be provided for families where there is evidence of emotional trauma or other difficulty in emotional functioning affecting their capacity to parent.

Parent / child brief psychotherapy can be provided where there is evidence of emotional trauma affecting their relationship.

Video Interaction Guidance (VIG)

As part of its work with families undergoing a parenting assessment at the Centre, Arun Hope is able to offer Video Interaction Guidance TM (VIG), this is a strengths-based, brief intervention that promotes attunement, sensitivity, and mentalisation in relationships. The principles and practice can be used to work within any relationship; Arun Hope offers this with a view to enhancing parent/s relationship with their child(ren).

Solihull Parenting Approach

At Arun Hope, our trained staff deliver Solihull parenting workshops, these focus on providing support and resources to parents whilst they are residing at the Centre. The workshops aim to enhance parenting skills, foster positive relationships with children, and address common challenges faced in parenting. Parents can expect interactive sessions, discussions on child development, effective communication strategies, and group activities.

Monitoring Progress

All therapeutic intervention is monitored by the Registered Manager and one of Arun Hope's Social Workers. Any changes or developments in intervention are discussed and implemented during the period of Assessment if necessary.

Assessment Services

Arun Hope provides a range of comprehensive assessments undertaken by experienced social workers, who are specialists in court-work and child protection, as we envisage the majority of cases will centre on safeguarding. Our team of professionals from other disciplines can also offer tailored assessments, which include different formats and procedures than those traditionally used by social workers. By using this approach, we are able to provide a wide range of assessments spanning several disciplines in order to meet the requirements of our clients. Our team are equipped to work closely with external organisations who have been appointed to work with the family.

Young Families and Care Leavers

In 2012 studies showed that in the UK, 19.7 births per 1,000 were by teenage families aged 15-19 years old; far higher than the EU average of only 12.6 births per 1,000. The UK birth rate among women aged 15-19 was higher than the average across the whole of the 27 countries in the European Union.

A significant amount of those young families were either in care, looked after or care leavers. Reports show that teenage pregnancy is often a cause and a consequence of social exclusion and the risk of being a young mother is prevalent for those growing up in poverty and disadvantaged, as well as, for those with poor educational achievement.

It is recognised in studies that a percentage of these young families are diagnosed with learning disabilities or below average abilities. Detail arising from cognitive assessments will also form part of the assessment process if available.

Teenage parents tend to have poor antenatal health, lower birth weight babies and higher infant mortality rates. Their own health and their children's health tend to be below average. Teenage families' poor backgrounds contribute to these effects and having a baby makes the situations effects increase.

Some young parents who have been neglected as children are possibly estranged from their own parents. The wider family of the parents residing at the assessment may potentially cause further damage rather than offer support.

In such circumstances it is not difficult to see why so many young parents are viewed with concern; their lack of appropriate support and role models, their young age and probable history of problems in their own childhood, coupled with their lifestyles and the normal adolescent problems, make the difficult job of parenting even more difficult.

As a result, young families, particularly those looked after or leaving care, start their parenting journey a step behind others, which can pass on to their own children, and may only be able to achieve their goals of good parenting if offered and accept significant help from professionals engaged in providing services for children in need.

Our assessments are tailored to reflect the young age and vulnerability of the families who are often children in need themselves. Families will be appointed a key worker who will work closely with them and who they can share concerns with. The

wellbeing of the young parent will be in accordance with good practice, as outlined in the areas covered within Child Looked After reviews.

Learning Difficulties

Arun Hope is committed to helping and supporting families with learning disabilities, wherever possible, to ensure their children gain maximum opportunity to remain in their care. It is known, however, that parents with learning difficulties are far more likely than other parents to have their children removed from them and permanently placed outside the family home.

We recognise that the methodology used when assessing families with learning difficulties is appropriate and needs-led in respect of the family, as they will almost always require some form of additional support.

Assessments are based on the welfare checklist, the framework for assessment, and relevant child in need and safeguarding assessment protocols. It is crucial to conduct early and specific psychological and cognitive testing in order to gain the best view we can of what the psychological conditions are and how best to assess and assist the family within our care.

Our assessment considers the difficulty of understanding, communication and parenting, and identifies what support and guidance a parent would benefit from to enable them to offer satisfactory and adequate parenting of their child.

Psychological Assessments

Psychological Assessments will be necessary where a parent is suffering with mental health problems. In such cases we appoint our Psychotherapist and Assistant Psychologist.

If we suspect a parent may have significant mental health problems, we are able to assess the likely impact on their parenting and help with them getting the appropriate medical help and if required, liaise with the appropriate external services to have expert psychiatric or psychological assessments undertaken.

Parents with Substance Misuse

At Arun Hope, via the appropriate external service providers, we can offer a programme alongside the assessment specifically tailored to helping families recognise their addiction.

The programme is also aimed at Cognitive Behavioural, Mindfulness and Solution Focused Therapy.

Programme at Arun Hope

Supervision and Daily Routine

Resident privacy is respected but will be observed if care proceedings and an assessment is required.

If a family places their child in physical danger or threatens to harm their child, Arun Hope will take immediate steps to safeguard the child and will immediately notify the responsible person within the local authority.

Restraining of the parent is only used in extreme circumstances and as a last resort, where the life of the child, or life of another resident or member of staff is deemed to be in immediate danger. In these instances, the police will be called, and the placing authority immediately notified. De-escalation skills, such as talking, listening and reasoning are always employed in the first instance.

24/7 CCTV monitors are used in the Centre and are located in all bedrooms and communal areas. Controlled access will be allowed to persons identified in the families contact list or pre-agreed and arranged visits by staff and resident families. All visitors are required to sign in and out of the Centre at specified times and not later than 7.00pm. All other access is at the discretion of the Centre staff on duty and in agreement with the residents of the Centre at the time and will be restricted to partners / significant others, close relations and other children of the parent/s.

Arun Hope staff are subject to DBS checks and receive and undertake Safeguarding Children training, conflict resolution training, health and safety training, Paediatric first aid training and safer use of medication.

Smoking, Alcohol and Illegal Substances Third-hand smoke

Arun Hope is keen to ensure babies and children are kept safe from the effects of passive smoking such as 'third-hand smoke'. [NHS England⁴](#) has issued guidance around the concerns of third-hand smoke and the impact on babies and children stating that it is "... sensible for smokers to consider the health of others and smoke away from other people, such as outside or in a specially designated room. These types of steps are especially important in households with children and babies".

According to the [Daily Telegraph 'Third-hand smoke'⁵](#) is "as dangerous as cigarette fumes". The newspaper said that the 'third-hand smoke' that lingers on things such as clothes and furnishings can be as dangerous to babies and children as the exposure to second-hand smoke.

With the above in mind, Arun Hope have produced a number of steps which parents

who smoke are required to follow throughout their parenting assessment

Parents who smoke (including E-Cigarettes) - procedures

1. When going outside to the designated smoking area, parents are to wear an outer garment

⁴ NHS England - *Concern over 'third-hand smoke'* - 9 February 2010

⁵ Daily Telegraph – *Third hand smoke as dangerous as cigarette fumes* – 9 February 2010

2. When returning inside following smoking, parent to remove outer garment
3. Parent to wash hands
4. Parent to clean teeth

Arun Hope has a duty under the Health and Safety at Work etc. Act 1974 to ensure the health, safety and welfare of its employees and make similar provision for non-employees including residents and visitors who may be affected by the Centre's activities. Our smoking policy is designed to secure a healthy and safe working environment in compliance with the Health Act 2006. This is in the context that medical evidence continues to reinforce the link between inhalation of smoke both directly or by passive smoking and serious illness or the exacerbation of pre-existing health problems.

As a result, it has been agreed that the Centre's premises are completely no smoking areas.

- Arun Hope prohibits smoking in all common and work areas of the accommodation
- Resident smoking is restricted to a designated area at the front of the Centre
- Staff or other residents will not be permitted to purchase cigarettes or tobacco for other residents under the age of 18 years
- All staff are to refrain from smoking in the presence of residents and visitors
- Anyone found to be smoking at work in contravention of this policy will be subject to disciplinary action in accordance with the Arun Hope procedure
- Action may not be the first option. Centre Managers are required to reinforce the terms of this policy with the person concerned. If the person concerned continues to breach this policy, then appropriate action will be taken

Being under the influence of alcohol or drugs can seriously impair judgement and reactions leading to an increased risk of accidents and injuries occurring. The aim of this policy is to ensure the safety of all residents, employees and visitors by having clear rules in place regarding the use and possession of alcohol and drugs, and to support those who have reported a problem with alcohol or drug dependence.

Alcohol or illegal drugs are not permitted on the premises at Arun Hope. In the event of staff noticing alcohol or illegal drugs belonging to a resident, they would ask the parent to take the alcohol off the premises and dispose of it or offer to dispose of it themselves. Such an incident will lead to consideration of the need to terminate the placement. Our 'Substance Misuse' Policy clearly outlines our procedure regarding the use of illegal drugs in the accommodation.

If residents choose to consume alcohol while off the premises, they would not be allowed back onto the premises at Arun Hope until they had achieved sobriety. Such an incident would lead to consideration of the need to terminate the family's placement.

In circumstances where it is established that a resident has used illegal drugs during the placement or a resident's presentation or behaviour led staff to be concerned that a resident might be using illegal drugs, the need to terminate the family's placement would be considered. In order to verify the use of illegal substances, the resident would be required to undertake a drug urine test.

If a member of staff suspects any of the above, it must be reported immediately to the Registered Manager and to the relevant Local Authority Social Worker.

Leave and Absence

It is our expectation that all absence from the Centre by families and their children is notified to the Registered Manager or staff member on shift. This is agreed in advance and documented in the case records. An estimated time of return is recorded.

Where a prolonged absence of more than 12 hours has occurred and the whereabouts and safety of the parent is known by the placement authority, it is expected the parent and child will be visited at the address by the social worker and the key worker from Arun Hope, if requested by the local authority. Arun Hope will consider this as an un-planned absence and will ascertain from the placing authority whether or not the placement should remain open. In all cases, the fees for the placement period must be paid.

Accommodation, Provision and Policies

- Light, airy and spacious accommodation
- Six double bedrooms to accommodate parent/s and baby / child(ren). An en-suite bath / shower room. A sofa area with a TV
- 1 large communal lounge / playroom, 1 smaller lounge, 1 quiet room
- Large kitchen and dining room where food storage cupboards are allocated to each bedroom and adequate space for preparation of meals
- Large communal fridge / freezer with allotted shelves for each family, plus an overflow chest freezer
- 1 small fridge provided in each family room
- 1 communal laundry room with 2 washing machines and 2 tumble dryers
- 1 assessment bathroom
- 1 disabled access toilet
- A therapy room for 1-to-1 sessions
- Large secure outdoor space
- Outdoor Environmental Arts Therapy Space (E.A.T.S)
- Large upstairs office for Arun Hope employees
- Safe environment for children e.g., fire alarms on both floors, entry system on each room, temperature controls (18C), security devices, car seats, toys to support stimulation and assist growth and development
- It is the family's responsibility to routinely provide all the necessities for themselves and that of their baby / child
- Arun Hope always has emergency supply of nappies, cream, milk and a limited amount of clothes

Fire Precautions

On arrival, all residents are given clear instructions on the fire procedure, which is also displayed throughout the Centre including on the back of all bedroom doors. Fire alarms and emergency lighting are tested weekly. Fire extinguishers, together with an engineer's check of alarms, lighting and fire blankets, are tested six-monthly. Staff receive annual Fire Marshall with extinguishers training. A fire evacuation drill is carried out each time a new family is admitted to the Centre.

Complaints Procedure

Arun Hope is committed to promoting and putting all families and children at the forefront to provide the best service delivery. However, we acknowledge that sometimes residents of our services may be unhappy when it does not meet their expectations and may wish to complain. Arun Hope welcomes feedback and complaints and will use these to continuously evaluate and update our service delivery.

Anyone that is receiving a service from Arun Hope or is acting on behalf of a person receiving our services can make a complaint to us. This can include the person who has made the referral for the placement or a legal guardian. You can also get someone to help you make your complaint.

Arun Hope complaints procedure has three stages:

- Stage one: where the matter can be managed by the staff
- Stage two: an independent investigation / LADO investigation
- Stage three: Independent panel review Hearing

Informal Complaint

At this stage the complaint will be welcome verbally or in writing. We will try to resolve this as soon as it is received by contacting you and discussing the issue with you as soon as possible by being open, honest and transparent. Our aim is to resolve the matter at this stage. We try to resolve the issue with the person responsible at the time the issue arose or with the Centre manager on duty at the time.

Stage 1

We endeavour to resolve all complaints at this stage. Please tell us what the issue is and what you would like Arun Hope to do about it. Arun Hope will acknowledge your complaint within three working days from receiving it and aim to write to you with a full reply within the 10 working days. If the investigation is not completed within the 10 days, we will write to let you know.

Stage 2

If you are unsatisfied with the outcome of our stage one investigation, you can ask for your complaint to be reviewed. However, you must stipulate what you remain unsatisfied with and what else you would like Arun Hope to consider. We will acknowledge your complaint within three working days and give you a full reply within 10 working days.

Stage 3

If you remain unhappy with the stage two response you can ask the Registered

Manager to look at your complaint. The Manager will acknowledge your complaint within three working days and provide a full response in 10 working days.

Taking your Complaint Further

If you remain unhappy with the Director's response, you can contact the Social Care Ombudsman at:

PO Box 4771
Coventry
CV4 0EH
Telephone 03000 061 0614 (Mon-Fri 8.30am to 5pm)

For children:

The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
Tel: 020 7783 8330
Email: info.request@childrenscommissioner.gsi.gov.uk

You have the right to contact Ofsted directly in order to raise concern or make a complaint. Post your complaint to:

The National Complaints Team
Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester M1 2WD

Tel 0300 123 4666
enquiries@ofsted.gov.uk

Other useful numbers:

Child Line
0800 1111
Family Lives
0808 800 2222

Voice Advocacy Service
0808 800 5792

Rules of Conduct

Arun Hope is a supportive environment where advice and guidance is provided 24 hours a day. Every family that is placed at the Centre has different needs with varying concerns about their parenting ability. Therefore, the following conditions are standard for all Service Users, however, each family may have other conditions that are agreed at the Pre-Placement Meeting, which will be agreed by all parties on admission:

- Smoke free
- No alcohol, solvents or unprescribed drugs are permitted on the premises at any time
- All music and any other noise should be kept to a minimum and if staff request that the noise level be lowered, the request must be complied with immediately
- For health and safety reasons no chip pans or candles are permitted
- The conditions of residents' accommodation should be kept to a reasonable standard and any breakages will have to be contributed to
- There are no facilities for pets at the Centre, including fish
- Threatening or aggressive behaviour will not be tolerated
- Violence or any other anti-social behaviour is not accepted
- Racist, sexist, homophobic and other discriminatory language will not be tolerated
- Under no circumstances may a room be decorated
- Service users and staff have a right to have their privacy respected

Respecting the Privacy and Dignity of Residents

Arun Hope believes everyone has the right to the privacy and dignity that all of us in society enjoy. We encourage residents to view the Centre as 'home' and we respect the individual's right to make informed choices about their lifestyle.

Surveillance at Arun Hope is considered in the context of the Legal Framework as lawful, fair and proportionate and is used for purposes that support the delivery of safe, effective, compassionate and high-quality care. Our use of CCTV is not a replacement for employing the correct ratio of staff on the premises at any given time.

The Data Protection Act 1998 requires that any surveillance must only be used in pursuit of one or more legitimate (reasonable, lawful and appropriate) purposes and be necessary, proportionate and fair to meet an identified and pressing need. It is also used for purposes that support the delivery of safe, effective, compassionate and

high-quality care.

Arun Hope considers Article 8 of The European Convention on Human Rights

- Right to respect for private and family life. Everyone has the right to respect for his private and family life, his home and his correspondence.

CCTV is located at the entrance of the house, in the back garden and throughout the entire Centre, including communal areas and family bedrooms. CCTV monitors visitors entering the house, their movements during their stay and when leaving the house. CCTV is also used as a tool for assessment and presented to court if required. All residents are made aware of our monitoring policy and asked to sign an agreement giving consent for the use of CCTV.

The system shall be used in accordance with all relevant laws and guidelines, including the Data Protection Act 1988, the Human Rights Act 1998 and, if appropriate, the Regulation of Investigatory Powers Act 2000.

For some residents, however, the child protection risk may be so significant that constant monitoring is necessary to safeguard a child's life. In these extreme circumstances and with the agreement of the referring agency, we reserve the right to monitor the parent's behaviour in an intensive way through the use of CCTV. Should CCTV need to be used in the family's room we will agree within the Placement Planning Meeting whether the local authority request full, partial or no (except baby monitor) coverage. The use of this supervision enables an assessment to take place that truly reflects the situation enabling a support framework to be quickly identified.

For other residents in the Centre, staff respect their right to privacy and dignity at all times unless we have reason to believe that the safety of a child is at risk.

All families at the Centre have access to written information about themselves and reports are shared and discussed. The staff at the Centre, work in a non-discriminatory way at all times; both in direct work and in liaison with other professionals.

We aim to treat everyone as an individual, in an honest, respectful and empathetic manner. It is acknowledged that all Service Users have the right to privacy and are provided with lockable bedrooms. Rooms are only entered by staff with the resident's permission or when the safety of a child is in question.

Arun Hope operates an open recording system and families are encouraged to read the daily recordings regularly and, contribute to them if they wish. While this information may be shared with the social worker and other appropriate agencies, it is also subject to the Data Protection Act 1998.

Violent or Abusive Behaviour and Acts of Racial or Sexual Harassment

Arun Hope will not tolerate any violent or abusive behaviour or act of racial or sexual harassment.

We believe it is a basic human right to be treated with respect. Verbal abuse or threats, physical assault or deliberate destruction of property are unacceptable behaviour and will not be tolerated.

In the event of any violent or abusive behaviour, or any act of racial or sexual harassment, a decision will need to be made as to whether the police are informed. It is their decision whether a criminal offence has been committed and what further action needs to be taken. It will also be necessary for us to consider people's immediate safety.

If a resident commits an act of violence or abuse:

- Their social worker will be informed, and an emergency safety planning meeting will be held to discuss the matter, including how it can be resolved.
- If the incident is not resolved, a decision will be made about appropriate consequences.
- Any violent or abusive behaviour could result in the placement being terminated and possible police action

If a resident commits an act of racial or sexual harassment:

- Offensive comments or behaviour to neighbours or others, including Arun Hope staff will initially be discussed with the allocated key worker, and with the management at Arun Hope
- Their social worker will be informed
- If behaviour persists, an emergency safety planning meeting will be called, which the resident would be expected to attend
- Persistent racial or sexual harassment may result in the placement being terminated and possible police action.

Unacceptable Behaviour from Residents

If a resident is engaged in unacceptable behaviour, staff will ask to speak to the resident confidentially. In a polite and calm manner, they will ask the resident to stop the behaviour and explain why it is not acceptable.

Our staff will use their knowledge of the individual to attempt to calm them. This may take the form of time out, a walk with the resident out of the Centre or even the offer of refreshments.

If children are present, a member of staff will endeavour to remove them from the situation, offering a distraction in another room. Children will be returned to the care of the parent when staff are confident that the parent is behaving reasonably and that the children will not be at risk of harm.

If the behaviour is putting individuals or property at risk, staff will immediately alert colleagues to the situation so that there are staff members on hand to offer support if required. Staff can also telephone the on-call Manager for support if the incident occurs out of office hours.

Where physical damage is clearly the result of a deliberate act and is of a serious nature, it may be that it is appropriate to involve the police and treat the incident as a criminal offence. Except in the most serious of cases, it would not normally be appropriate to consider police involvement on the first occasion of such damage.

Assaults against members of staff are viewed very seriously and residents should be aware that police involvement in such circumstances is almost certain. The police may not be involved where the assault is of a very minor nature or where it is apparent that there was no intention on the part of the resident to cause physical harm to the member of staff.

Staff members have the right to personally pursue police actions if they wish or pursue legal actions if assaulted or insulted in anyway.

Informing Management

Any serious incidents should be reported to the Registered Manager or the Deputy Manager. If they are off duty, they should be contacted at home. The Senior Family Assessment Worker should remain informed.

Recording the Incident

Serious incidents are recorded and saved, giving date, description of incident, action taken, injury or damage to property and any sanctions imposed. The report is then signed by the staff member present

.

Copies of the report are also signed off by the Registered Manager and sent to the Local Authority Social Worker to forward to all parties. The resident should request copies of any incident forms from their solicitors.

Follow Up Meeting

If the incident was of a serious nature, an emergency disruption / safety meeting will be called with the allocated Social Worker at the earliest opportunity. The Registered Manager or Senior Family Assessment Worker should be in attendance along with the staff that were on duty or key worker.

Every attempt should be made to find out why the behaviour occurred. Disapproval should be of the behaviour not the person. The response / behaviour of staff should be scrutinised. Confrontation and escalation should be avoided.

Bullying

Arun Hope does not tolerate any type of bullying. We believe bullying can disrupt anybody's social, emotional and educational achievement and that all types of bullying can be harmful to the way families develop and learn.

We view any type of bullying as unacceptable and think that everyone should have the right to live at Arun Hope without the fear of being bullied. If bullying takes place at the Centre, residents are encouraged to report it knowing that we will deal with it quickly.

Occasionally an incident may be deemed to be bullying even if the behaviour has not been repeated or is not persistent - if it fulfils all other descriptions of bullying. This possibility should be considered, particularly in cases of sexual, sexist, racist or homophobic bullying and when people with disabilities are involved. If the victim might be in danger, then intervention is urgently required.

What is defined as Bullying?

Bullying includes name-calling; taunting; mocking; making offensive comments; kicking; hitting; pushing; taking belongings; inappropriate touching; producing offensive graffiti; spreading hurtful and untruthful rumours; or always leaving someone out of groups. It is also bullying when someone is pressured to act against their will by others.

Bullying can sometimes take the form of harassment. This is defined as unwanted conduct, which violates a person's dignity or creates an intimidating, hostile, degrading or humiliating environment.

'Cyberbullying', as it is often called, might take the form of 'real world' bullying being played out online. Situations may be deliberately engineered in order to photograph

someone in a humiliating way and circulate this online. It can be particularly insidious, because of the potential to follow children wherever they are, including in the home.

If residents are found to be bullying other residents within the Centre, it will be challenged and discussed with them by staff in a keywork session and / or meeting in order to make them aware of what they are doing and how they should change their interaction so as not to be a bully. Staff will constantly monitor and assess the situation ensuring that it is always challenged whenever it happens. Staff meetings will be used to discuss strategies to deal with such situations by the staff team.

If a staff member is thought or found to be bullying the residents, then staff or other residents should bring it to the attention of a senior member of staff. Once the situation has been investigated and the alleged staff member has been given an opportunity to put their side of the story forward, management will decide as to whether any disciplinary action needs to be taken. Management will also decide whether they provide that staff member with more training and supervision in order for them to be more appropriate in their interaction with the residents.

If any staff member feels that they are being bullied by another member of staff then they should bring it to the attention of their Line Manager who will investigate the situation fully. Both members of staff will be given the opportunity to view their opinions in front of the Manager and a report will be made. Once the Manager has established that there is a problem of this nature then they will work with the staff member accused of bullying to encourage and help them use different tools of communication when interacting with staff so as not to be bullying.

A policy on the prevention and handling of bullying has been produced and will continue to be revised in a process that involves both parents / carer, child and staff.

Physical Restraint

Arun Hope will only use physical restraint as a last resort when all options have been exhausted or where there is a real threat of a parent / carer or child harming themselves, other residents, staff or other people or a serious threat to property. These are the absolute minimum necessary measure of restraint and no more may be used.

If the behaviour of residents has got seriously out of control the police will be called. In extreme circumstances staff may need to consider restraining an adult while waiting for the police to arrive, such intervention must only be made if the individual poses direct threat to their child, another resident or member of staff. The restraint should be carried out maintaining as much sensitivity and dignity for the individual as can be managed in the circumstances. Particular caution must be exercised where staff are restraining a person of the opposite sex. The Registered Manager should be informed of the restraint as soon as possible.

No member of staff should attempt to restrain a parent / carer or child alone. All Arun Hope staff are trained in de-escalation techniques and will attempt a variety of methods to defuse situations. A dialogue should be maintained however difficult this proves to be, to establish the parent / carer or child's wishes. Any restraint activity must be recorded on Incident Forms. Both the family and members of staff should be given the opportunity to talk through the incident with the staff member or Manager once normality and peace has been resumed.

Safeguarding Vulnerable Groups

The Safeguarding Vulnerable Groups Act 2006 defines two groups of people within its scope:

- Children
- Vulnerable Adults

Vulnerable Adult

The Safeguarding Vulnerable Groups Act 2006 defines a vulnerable adult as;

- Those in residential accommodation provided in connection with care or nursing or in receipt of domiciliary care services
- Those receiving health care
- Those in lawful custody or under the supervision of a probation officer
- Those receiving a welfare service of a prescribed description or direct payments from a social services authority
- Those receiving services, or taking part in activities, aimed at people with disabilities or special needs because of their age or state of health
- Those who need assistance in the conduct of their affairs

Child

The Children Act 1989 defines a child / vulnerable child as;

- Any person under the age of 18 years including those persons under the age of 18 that;
- Are living independently
- Is in further education
- Is a member of the armed forces

- Is in hospital
- Is in prison or a young offender's institution
- Any person aged 18, 19 or 20 who: has been looked after by a local authority at any time after attaining the age of 16, or has a learning disability

Safeguarding Children and Young People

Arun Hope recognises that 'a child' is anyone under the age of 18. We are committed to safeguarding the welfare of all children and young people. In accordance to to [Working Together to Safeguard Children 2015](#) and [What to do if you're worried a child is being abused 2015](#), we will take all reasonable steps to promote safe practices and to protect children from harm, abuse and exploitation.

We will:

- Conduct a risk assessment of all families when they join the Centre to ensure they are protected during our care and whilst living with the other residents.
- Implement our recruitment procedures for appointing staff and helpers including agency workers to ensure that reasonable steps are taken not to appoint a person who is unsuitable to work with children or who is disqualified from working with children.
- Ensure that all staff and helpers including agency workers in our Centre are aware of their responsibility to protect children and young people. A child will be considered to be anyone under the age of 18.
- Promote the rights of a child to be listened to and to be taken seriously so that the child is able to express their views, thoughts and concerns.
- Ensure staff and helpers including agency workers are aware of and adhere to our code of conduct and child protection policy and procedures; this detail is discussed within staff induction with copies of the documents available electronically and in paper form.
- Ensure all staff, volunteers and helpers understand the need to report child protection concerns about a child or a worker's conduct towards a child.
- Ensure staff and helpers including agency workers understand their responsibility to refer any child protection concerns to the Registered Manager of Arun Hope and the Local Authority Social Worker of the client, in accordance with our child protection procedures.
- Ensure staff, volunteers and helpers including agency workers are provided with support and the opportunities to develop their skills and knowledge in relation to child protection issues.

We are committed to safeguarding the welfare of all those who reside at the Centre. We recognise that families referred to the Centre may be children themselves and will refer to [Working Together to Safeguard Children 2015](#) and [What to do if you're worried a child is being abused 2015](#) to ensure they are protected when residing in the Centre with adult parents. All staff will be made aware at induction of their responsibility to protect children and young people. A child will be considered to be anyone under the age of 18.

Safeguarding Adults

At Arun Hope safeguarding means protecting adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adults wellbeing is promoted, including where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The aims of adult safeguarding are to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Stop abuse or neglect wherever possible
- Safeguard adults in a way that supports them making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse or neglect.

Registered Sex Offenders and Convicted Sexual Abusers

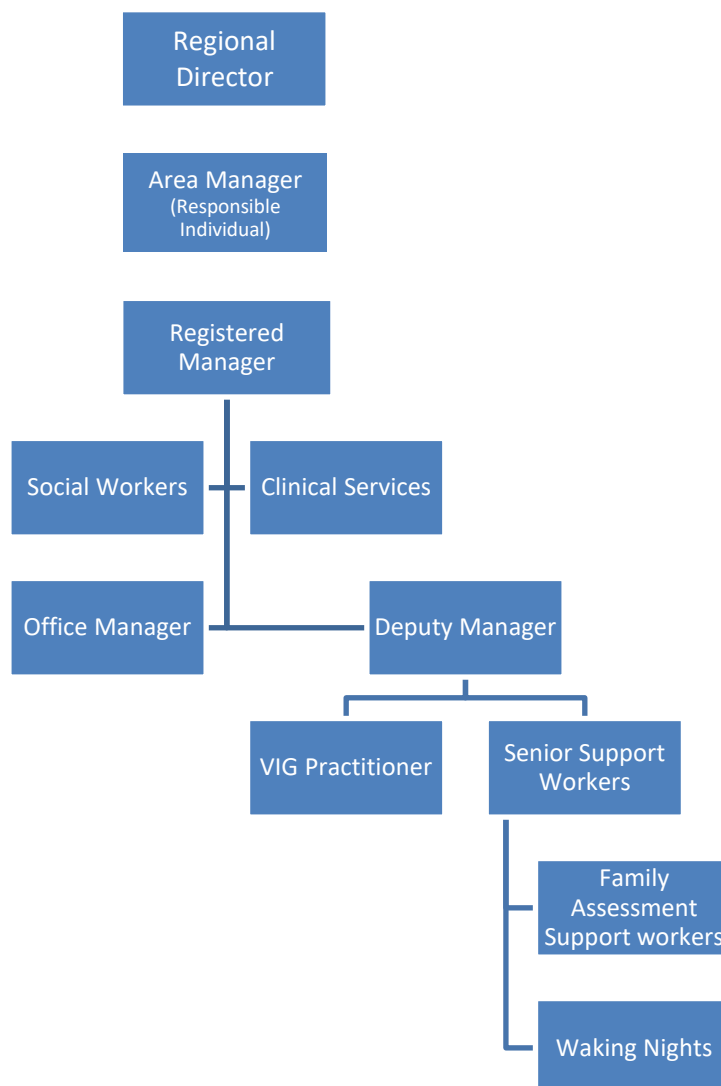
In order to safeguard families, Arun Hope will not conduct parenting assessments with individuals who are Registered Sex Offenders or who has been convicted of sexual abuse against a child. Registered Sex Offenders are not permitted to visit any families at Arun Hope. An individual convicted of sexual abuse may be permitted to visit a family at the Centre following a full risk assessment by the referring authority. Whilst on the premises the individual will be supervised by staff at all times and not left unattended with a child at any time. Advance notice will be required to visit and they will be asked to sign in and out of the Centre.

Arun Hope Team

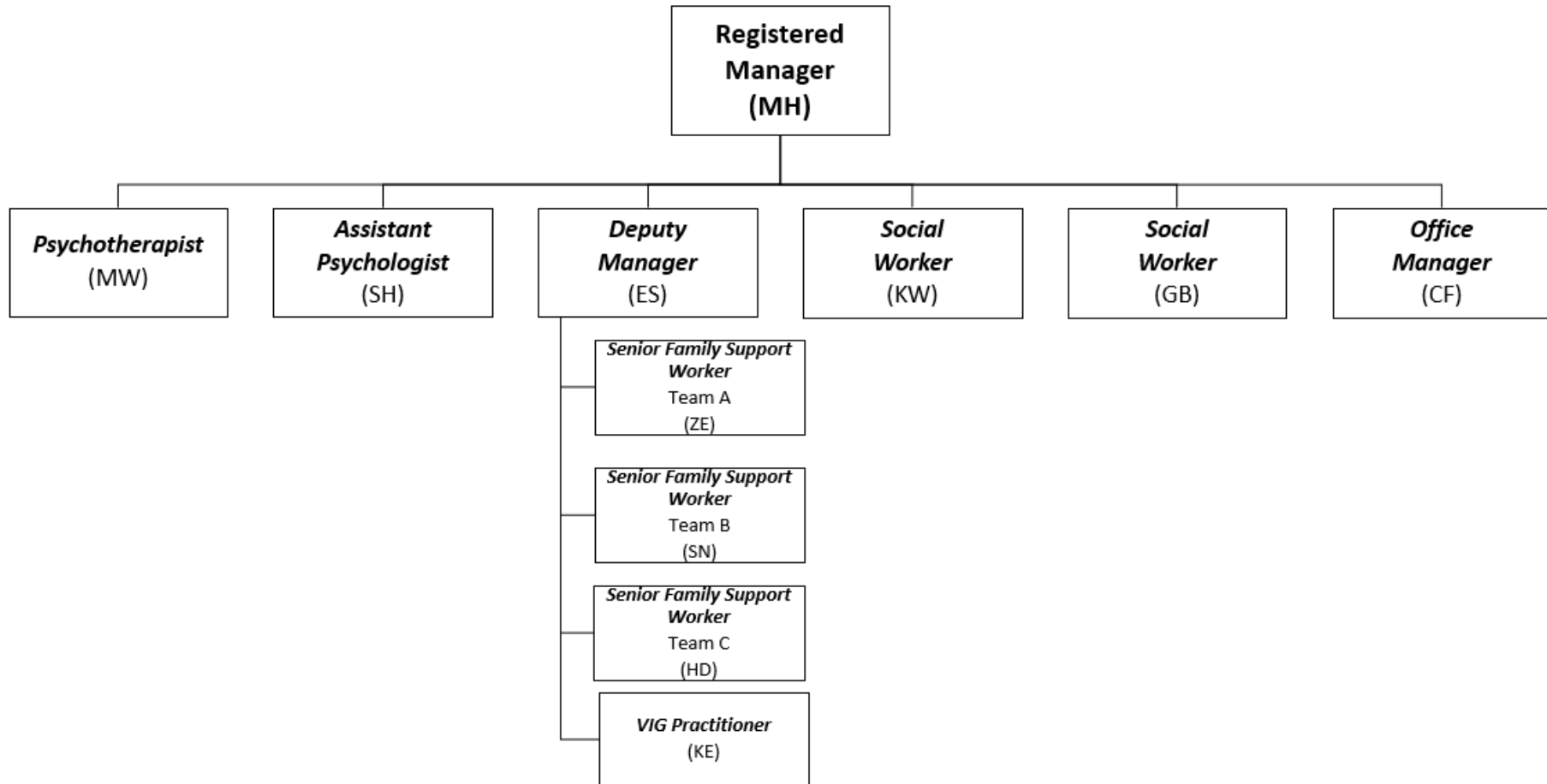
Arun Hope has employed a team of highly experienced individuals with a range of expertise and disciplines including Social Workers, Psychotherapist, Assistant Psychologist, early years and health & social care practitioners.

The team has been selected as they have the expertise to engage with and support 'vulnerable families' whose parenting capacity has been impacted by mental health, substance & alcohol abuse, learning difficulties and domestic violence.

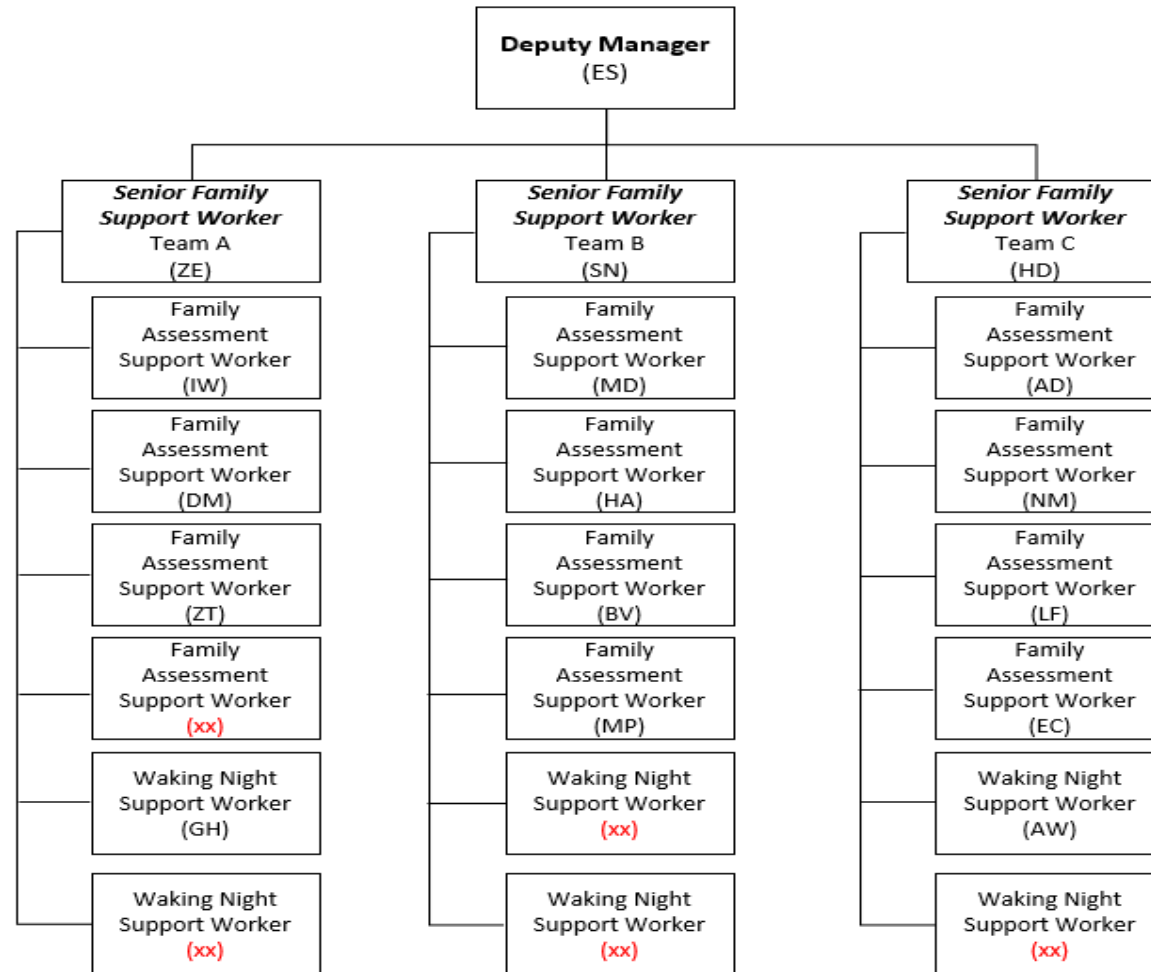
Structure



Team Structure including Roles, Line Management Responsibilities and Qualifications



Family Support Team Roles



Staff Qualifications

Job Role (Job Holder)	Qualifications
Registered Manager (MH)	<ul style="list-style-type: none"> Diploma in Social Work Post qualifying Part 1 in Social Work Childcare Award Practice Assessors Award PAMS and Parent Assess trained + Working towards Level 5 Children, Young People and Families Manager Community
Deputy Manager (ES)	<ul style="list-style-type: none"> A-Levels in Sociology, Psychology, Applied Science NVQ Level 3 Childcare Parent Assess trained
Office Manager (CF)	<ul style="list-style-type: none"> MBA - Business Administration, Project Management & Organisational Change Accredited Business Change Management Practitioner Certificate in Counselling Skills Levels 2 & 3 Accredited Project Manager Neuro Linguistic Programming Practitioner Certificate in Management Studies
Social Worker (GB)	<ul style="list-style-type: none"> Social Work Master's Degree PAMS and Parent Assess trained
Social Worker (KW)	<ul style="list-style-type: none"> Social Work Master's Degree Trauma Informed Practice Freedom Programme (Domestic Abuse) PAMS and Parent Assess trained
Assistant Psychologist (SH)	<ul style="list-style-type: none"> BSC in Psychology GMBPsS Membership to BPS MSC in Psychology and Neuroscience (In progress)
Psychotherapist (MW)	<ul style="list-style-type: none"> MA in Art Psychotherapy BA in Fine Art
VIG Practitioner (KE)	<ul style="list-style-type: none"> Childcare NVQ Level 2 Honours Degree Psychology Video Interactive Guidance Practitioner Accreditation
Senior - Team A (ZE)	<ul style="list-style-type: none"> Health and Social Care Award Certificate in Childcare and Education
Senior - Team B (SN)	<ul style="list-style-type: none"> Diploma in Mental Health Access to Nursing + Working towards Level 3 Diploma Children & Young People's Workforce
Senior - Team C (HD)	<ul style="list-style-type: none"> Level 2 in Play work Level 3 in Childcare and Education Advanced Level in Portage A Level Psychology + NFG Emerging Leaders Programme

Job Role (Job Holder)	Qualifications
<i>Family Assessment Support Workers</i>	
<i>Team A</i>	
(DM)	<ul style="list-style-type: none"> • CPCAB Lvl 2 Certificate in Counselling Skills • BA Hons Social Work • Access to Higher Education Diploma in Health Studies
(ZT)	<ul style="list-style-type: none"> • Level 2 - Understanding Children and Young Peoples Mental Health • Level 2 - Preparation Course for Home Start Volunteers • Level 2 - On going training for Volunteers • Foundation Degree in Arts: Working with Young People and Young Peoples Services • Diploma for The Personal Adviser • Level 1: Certificate in Health and Social Care
(IW)	<ul style="list-style-type: none"> • Bsc Hons Psychology
VACANT	
<i>Team B</i>	
(HA)	<ul style="list-style-type: none"> • GSCE's
(MD)	<ul style="list-style-type: none"> • Level 2 Health & Social Care • Level 2 Business & Administration
(MP)	<ul style="list-style-type: none"> • GSCE's • Fostering Solutions Foster Carer
(BV)	<ul style="list-style-type: none"> • Health and Social Care Level 3 extended Diploma • BA Hons Social Work
<i>Team C</i>	
(EC)	<ul style="list-style-type: none"> • Level 3 in travel and tourism
(AD)	<ul style="list-style-type: none"> • GSCE's • Certificate in Level 2 Mental Health + Working towards Level 3 Diploma Children & Young People's Workforce
(LF)	<ul style="list-style-type: none"> • Diploma in Higher Education Health Professionals
(NM)	<ul style="list-style-type: none"> • Level 3 CACHE Diploma in Childcare • Solihull Parenting Accreditation
<i>Waking Night Support Workers</i>	
<i>Team A</i>	
VACANT	
(GH)	<ul style="list-style-type: none"> • Level 4 Award, Certificate in Further Education Stage 1 and Stage 2 • A1 Assessor Award, Pass • Level 4 Certificate in Further Education • V1 Verifiers Award • NCFE Level 2 Certificate in mental health awareness, in team leading knowledge and in understanding the care and management of diabetes • CACHE Level 2 Certificate in understanding children and young people's mental health and in understanding safeguarding and prevent • Level 1 Certificate Makaton
<i>Team B</i>	
VACANT	
VACANT	
<i>Team C</i>	
(AW)	<ul style="list-style-type: none"> • B-Tec National Diploma Level 3 Health & Social Care
VACANT	

Referrals & Registered Provider Details

Arun Hope Residential Family Assessment Centre

10 Maltravers Drive,
Littlehampton
BN17 5EY

Registered Manager

Melissa Hammond
Mobile: 07976 515671

Centre:

E-mail referrals@arunhope.co.uk

Website [Arun Hope - Residential Family Assessment Centre](#)

Ofsted Registration Number

2694154

Company Registered Number

[National Fostering Group Limited](#) 07879023

Head Office:

Website [NFA](#)



Arun Hope
Tel : 01903 946386
www.nfa.co.uk