



Residential Family Assessment Centre

Yoxhall Drive

Kirkby

Liverpool

L33 4HS



Bluebelle House Statement of Purpose

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Rationale for Service

Families in Knowsley, Sefton, Liverpool and the wider Merseyside area, face a lack of suitable, local, residential family assessment centres. Over 80% of families who require specialist support are placed out of borough, away from their families and wider support networks. This lack of provision disrupts family stability and reduces the likelihood of successful long-term outcomes for children. There are few specialist provisions within the UK, and even fewer, tailored to neurodiverse parents, parents with a learning disability or identified mental health need.

Parents with a learning disability are 20% more likely to have children removed from their care. Research suggests 40%-60% of these parents have children removed due to a perceived inability to meet parenting standards. At Bluebelle House, we encourage an empowering and respectful environment, to support these vulnerable and complex families.

By offering a local, nurturing, specialist environment, Bluebelle House offers parents the opportunity to **Believe** in themselves, **Achieve** their full potential and **Thrive** together as a family.

Our service goes beyond a 12-week assessment period, offering a “step down” approach with integration into local services and wider support networks, thus promoting optimal long - term outcomes for families.

We offer placements with 24/7 support. Safeguarding and infant safety is supported using transparent surveillance methods whilst also maintaining privacy and dignity for families.

Trauma informed care is at the heart of Bluebelle House, and our provision reduces the need for costly and disruptive out of borough placements. Our team are committed to working closely with local authorities to deliver safe, professional, and outcome-focused placements that meet both statutory requirements and the best interests of children.



About Our Centre

Bluebelle House is a Residential Family Assessment Centre (RFC), based in the heart of Knowsley, Liverpool. We provide a safe, nurturing environment where parents are able to live, together with their children, whilst completing a period of assessment. In our secure environment, parents are given time and space to demonstrate their ability to care for and provide safe parenting for their children.

We offer a service to parents aged 16 years plus and specialise in supporting parents with babies or young children. As part of multi-agency approach, we offer a bespoke package of support with a targeted focus on specific areas of need. Once an assessment plan has been agreed, our highly skilled and experienced team work closely and collaboratively with families, promoting positive relationships and a strong commitment to the most successful outcomes.

On request we also offer outreach support to expectant parents, which supports pre-placement planning, identify needs, the opportunity to build trust and create a smooth transition into placement.

At Bluebelle House the safety of our families is paramount, and we implement a comprehensive risk assessment process throughout the assessment period. Historical factors are taken into consideration with a view to monitor progress regularly and review assessment plans accordingly. Any concerns and or changes to a risk assessment are agreed only as part of a multi-agency process.



Ethos & Principles

At Bluebelle House, our mission is to support families to **believe** in their parenting potential, to **achieve** their personal goals and to **thrive** together as a family. We strive for families to have the best opportunity to move forward and remain together. We promote this by providing bespoke packages of support within a safe, supportive, compassionate and empowering environment.

We believe in creating a space where parents feel safe to acknowledge their previous/current struggles and explore their vulnerabilities without fear of judgement. Our team at Bluebelle House aim to support parents to be the best parent they can be. We employ a holistic approach that ensures a realistic representation of parental capacity, this can then inform the appropriate next steps in a family's journey.

We provide comprehensive, evidence-based assessments that are strength-based and promote a "Good Enough" concept of parenting. We place the best interests of children at the very core of all our principles at Bluebelle House, with the "voice of the child" informing every step of our approach.

Bluebelle House is a fully compliant provision, operating in line with National Minimum Standards and Regulations for Residential Family Centres, as set out in the Care Standards Act (2000) and The Residential Family Centre Regulations (2013). We are committed to the principles outlined in Working Together to Safeguard document (2023) and ensure we keep abreast of any changes and additions to government legislation.

We are steered by the core principles of Every Child Matters (2003), and guided by the recent Family First Partnership programme, supporting families to remain together, whenever it is in the best interests of the child.



About Our Centre

Bluebelle House is a warm and welcoming property, located on a residential housing estate in Kirkby, Liverpool. The house is a 3-bedroom detached property, decorated to a high standard, with additional outdoor space and a sensory garden area. The house is suitable for single parent families, providing a “home from home” environment.

Kirkby has excellent travel links to Liverpool city centre and surrounding areas. Bluebelle House is in close proximity to the local Children’s centre, GP surgery and local shops. We are also surrounded by green spaces and local parks. Kirkby town centre is situated nearby with a selection of shops, restaurants and a medical centre. Kirkby has excellent travel links to Liverpool city centre and surrounding areas. There is a train station less than a 10-minute walk from Bluebelle House and a bus stop directly outside the housing estate. We also have a vehicle for transporting residents during their placement with us.

Each family has their own room (bedroom one has its own en - suite). There is a larger main bathroom and additional toilet facilities on both floors. A kitchen – diner, lounge, and large playroom are located on the ground floor of the property. There is also an office/confidential space.

We promote a communal setting to encourage the development of positive relationships with the team. This also facilitates the opportunity to observe parents’ ability to manage social interactions and identify areas of need. While we aim to replicate the routines of a typical home environment, families are also offered the opportunity to access a semi-structured selection of meaningful activities designed to maximise parental participation, confidence and independence.



Day to Day Arrangements

Within 72 hours of arrival, a placement planning meeting is undertaken with the Registered Manager and allocated key worker. This plan will determine the aims and expectations of our families. This plan is revisited and reviewed at 3 weekly intervals throughout the placement.

Our Resident's Guide is provided upon admission and contains helpful information and basic house rules. These rules are designed to keep residents safe and foster respect between both families in residence, team members and the wider community. Information relating to practical issues such as keeping communal areas clean, drug and alcohol consumption, violence, bullying and equal opportunities outline expectations of behaviour during a placement.

All residents are given some time to familiarise themselves with the document and an opportunity to speak with the team to clarify any queries.

It is important for families to work towards being as independent as possible whilst in placement to enable the team to gain a well-informed picture of how a parent would function on a day-to-day, as if living in their own home. Families are able to purchase their own food, cook their own meals and care for their own children, team members will offer guidance and support to parents when required.



The Registered Provider & Registered Manager

Registered Provider:

Bluebelle House Limited

1 Liverpool Road North

Maghull

Liverpool

L31 2HB

Registered Manager:

Catherine Daly

23 Yoxhall Drive

Kirkby

Liverpool

L33 4HS

Responsible Individual:

Nicola Morley

23 Yoxhall Drive

Kirkby

Liverpool

L33 4HS



Organisational Structure

Bluebelle House is owned and run by Directors with a vast, combined experience of working with children and their families. This combination ensures that families benefit from both clinical knowledge and therapeutic interventions tailored to their needs.

Director Nicola Morley

Registered Learning Disabilities Nurse and BABCP-accredited CBT Therapist

Nicola is a highly experienced healthcare professional, bringing over 15 years of expertise in clinical practice, leadership, and therapeutic interventions.

Nicola is a Registered Learning Disabilities Nurse and Accredited Cognitive Behavioural Therapist (CBT), with a career foundation in the NHS working extensively in clinical leadership roles. Nicola has successfully led several quality and improvement projects, ensuring services not only meet but exceeded regulatory and professional standards.

Nicola's specialist expertise lies in therapeutic practice with children, young people, and families, particularly in the areas of mental health, developmental needs, neurodiversity, and family functioning. Nicola has designed and delivered tailored interventions that promote resilience, wellbeing, and improved family relationships.

Director Carol Ann Duggan

BSc Psychology, PG Cert CYP 0-2's, Positive Behaviour Support Specialist and AVIG Practitioner

Carol Ann is a highly experienced Specialist Parent-Infant Mental Health Practitioner with over 10 years' experience in child psychology, children's education and business development.

Carol Ann has previously operated a successful Ofsted registered childcare facility and specialises in providing intensive support for families with a wide range of neurodiverse and complex learning disabilities.



Carol Ann is an accredited Video Interactive Guidance Practitioner (AVIG), completing interventions designed to empower parents to recognise the value and impact of a positive parent-infant relationship.

Carol Ann's specialist expertise lies in therapeutic practice with parents during the peri-natal period, specifically in the areas of bonding and attachment. Carol Ann has delivered tailored interventions that promote sensitive and responsive parenting. Carol Ann has extensive experience supporting families within the social care system, advocating for access to services that encourage optimal outcomes for families.

Registered Manager Cath Daly

Cath brings over 20 years of professional experience working across the NHS, residential children's homes, and family support services. Cath's career has been dedicated to supporting children, young people, and families, with a strong focus on safeguarding, therapeutic practice, and improving long-term outcomes for vulnerable groups.

A qualified Cognitive Behavioural Therapist (CBT), Cath integrates therapeutic approaches into her everyday practice, supporting mental health, resilience, and emotional regulation.

Cath's foundation in safeguarding, residential childcare, and therapeutic practice ensures Bluebelle House operates to the highest standards of care, compliance, and family support. Cath's ability to manage risk and oversee robust assessment processes, create a nurturing environment where parents are supported to develop safe and effective parenting practices. Through this leadership, are guided to deliver consistent, high-quality practice, ensuring children's welfare is safeguarded and families are empowered to achieve positive outcomes.



Organisational Structure continued:

At Bluebelle House we have a robust management structure, always ensuring a senior leadership presence. With an emphasis on high-quality care, all team members are highly trained in their area of expertise, with most educated to degree level or equivalent, providing a quality therapeutic offer to all families.

Wider team members include Specialist Parent-Infant Mental Health Practitioners, Health Visitor, Independent Social Worker and specifically trained support workers.

All team members receive a comprehensive induction and training package, are proficient in bonding and attachment theory, responsive caregiving and the principles of attunement. Regular CPD and other off-site training ensures every team member can enhance both their skillset and knowledge. This enables provision of appropriate support for the wide range of complexities our families may present during their placement.

At Bluebelle House, we encourage all team members to identify opportunities for individual professional development and personal areas of interest. We support everyone to succeed and feel satisfied within their role. Regular clinical supervision provides a reflective space for the team to explore and process their experiences and identify areas of further learning, both individually and as a group.

Bluebelle House has a robust quality assurance process with monthly audits carried out by the registered manager and responsible individual to review practice, highlight any areas for improvement and ensure compliance. Monthly audits are carried out by the Regulation 25 Officer, an independent professional with extensive regulatory experience, ensuring all practices meet the highest standards of care and compliance.

We place high importance on auditing, reflective practice and promote a culture of continuous learning and improvement.



Who is suitable for a placement at Bluebelle House?

- Families referred for independent residential assessment whose children may be at risk of removal
- Parents over the age of 16
- Expectant parents
- Single female or male parents
- Families with learning difficulties
- Neuro-diverse families
- Families with mental health difficulties
- Families with drug, alcohol or behavioural issues *
- Families where there has been a history of domestic abuse
- Parents with their own history of social care involvement

*We do accept parents who have a history of drug and alcohol misuse; however, abstinence is mandatory for all residents.



Levels of Service

The typical length of an assessment is a minimum of 12 weeks. We will accommodate longer assessment timescales depending on the individual needs of the family and to ensure benefit to the child.

It is essential that parents are given adequate time to fully absorb and understand the concerns raised by professionals, and to begin making the necessary changes to provide good enough care. Depending on individual circumstances, such as age, experience, or additional support needs. This process may require more time and a flexible, compassionate approach. Our assessments are typically, though not exclusively, guided by a Letter of Instruction from the Court. Alongside this, we draw on our initial assessment and information shared during the Pre-Placement Planning meeting to develop a tailored assessment and support programme. This bespoke approach shapes the direction and content of the assessment for each individual family.

Levels of monitoring will be determined at the admission meeting and kept under review. The intention is to work towards independence with minimum checks. However, all parents are monitored on a 1:1 level at the initial stage of any placement to allow time for us to be able to establish risk levels and ascertain parental strengths and areas requiring additional support. Supervision is reduced only when safe to do so, and in line with our multi-disciplinary approach, following agreement with the referrer and any other relevant professionals. There is no covert surveillance. Staff members remain awake during the night to support parents, undertake checks and monitor any activity when children wake during the night.

Bluebelle House will submit all daily logs to the placing authority on a weekly basis to support ongoing monitoring of the placement's progress. These logs capture the parents' ability to provide consistent and safe care, detail the support offered, and document any direct work carried out as part of the assessment process. Additionally, the logs will record any accidents, incidents, observed strengths, and concerns arising throughout each day.



Admission Procedure

Referrals are accepted nationwide from the Court, Local Authorities, parents' legal representatives, Solicitors and Children's Guardians. The parents undertake an assessment of their ability to care for and protect their children. Parents with children of all ages will be considered, and careful discussions will take place with the referring agent and other relevant professionals as to whether Bluebelle House will be an appropriate service for each individual family.

All parents referred to Bluebelle House for assessment are referred due to concerns for the safety of their child (ren) outside of a supervised, protective environment. In some cases, the parent will be considered to present some level of risk to the environment. In these cases, the full details of referral history are discussed with the referring agent.

Referrals must in the first instance be discussed with the Registered Manager and admissions are usually pre-planned and carefully risk assessed. All referrals are given thorough consideration.

The placing authority should return a completed Referral form and risk assessment, together with any other appropriate documentation to the Manager. Supporting documentation should include:

Referring Social worker's assessment (stating clearly the objectives of the referral and or a copy of the Care Plan)

- Medical History
- Psychological /Psychiatric reports
- Court proceedings – prior and outstanding
- Risk Assessments
- Any other relevant reports

Once all information has been received and reviewed the management team will make a decision whether Bluebelle house is suitable to meet the required need.



On Admission

Although not always possible, we promote the benefits of a planned admission to the Centre. When families arrive, they will be met with a warm welcome by the team, given a welcome pack and shown to their bedroom. If they have not had the opportunity to visit the house before placement commencing, they will be given a tour of the house. Families are given several days to settle in, help unpack, to be shown where local amenities are located. Along with support to help settle their child (ren).

A lead assessing social worker and key worker is allocated upon their arrival and will be present and assigned to the parent (upon their arrival). Within 72 hours, the Registered Manager, assessing social worker and key worker will undertake a placement planning meeting to determine the outline of the assessment. This will be reviewed at 3-week intervals whilst the family remain in placement. It is crucial that aims and objectives of the placement are clear to all parties from day one.

Families are provided with a Resident's Guide which the team discuss with them to ensure everyone understand the contents. We check in advance of their arrival if there are have any difficulties accessing the residents guide and can provide assistance or information in an easy read format. In cases where children come to us from foster care, we advise that the parent arrive 24 hours before the child so that the parent can settle in and familiarises themselves before the child arrives.

Within the first 5 days, the family will be registered with the local GP Surgery if needed and an appointment with our health visitor will be scheduled.



Criteria for admission

- Availability of bedrooms
- Families understanding and committing to the placement
- The level of risk to the child
- The level of substance addiction control
- The level of adult risk
- Professional reports (Children's Social Care)

How to refer:

- Contact Bluebelle House Family Services to discuss family's requirements
- Referring agent to request a viability assessment
- Referrer to be aware of funding requirements
- Referral Form completed
- All referrals should be accompanied by relevant and recent clinical/ court information.
- Bluebelle House registered manager will decide regarding suitability
- A family visit is arranged if there is sufficient time
- Viability is communicated to the referrer
- Placement is agreed/ disagreed (placement will only be agreed if funding is assured)
- A copy of the Resident's Guide will be sent to the family and the social worker
- A placement planning meeting will be held whereby all parties involved decide the appropriate level of monitoring, and agree the objectives of the placement



Intervention and Assessment Process

At Bluebelle House, our parenting assessment model (Parent Assess) combines structured observation, evidence-based frameworks, therapeutic input, and collaborative working with families. Our approach is holistic, trauma-informed, and outcome-focused, ensuring assessments are robust, fair, and court-ready.

Our assessments focus not only on whether parents can provide safe and effective care, but also how they can be supported to develop skills, address difficulties, and sustain positive changes for their children, irrespective of neurodiversity or additional need.

Overview of Parent Assess Model

Parent Assess is a recognized framework designed to support parents to fully understand the assessment process. Parent Assess is suitable for parents of all abilities, including those with a learning disability and or other identified learning need. Parent Assess provides a structured and inclusive method of assessing parenting ability, enabling parents to fully contribute to the assessment process and have a clear understanding of any associated outcomes.

Key Features of the Parent Assess Model include the use of a “Traffic Light System”.

Red =Significant Concerns

Amber =Some Concerns

Green = Satisfactory

The use of additional visuals and “real life” images, enable parents to relate the assessment to their own individual experiences.

Parent Assess documentation includes “Easy Read” reports that clearly outline assessment outcomes and the evidence for these findings.



Intervention and Assessment Process continued:

Reports are professionally written by an Independent Social Worker, evidence-based, and court-ready, helping local authorities progress cases efficiently.

We also offer several different in-house therapeutic modalities to meet individualised needs using a trauma informed approach:

Video Interactive Guidance (VIG)

A strength-based intervention designed to improve communication and relationships. Interactions between parents and children are recorded and reviewed to identify moments of attunement. Parents can draw on their own perceptions of the parent-infant dyad and are given time and space to further explore the importance of responsive and sensitive caregiving.

Positive Behaviour Support (PBS)

An approach for those who may struggle with behavioural, developmental and social challenges. Positive Behaviour Support is a person-centred method of developing alternative communication skills to address and replace challenging behaviour.

Cognitive behavioural therapy (CBT)

Trauma informed sessions are offered to support parents to improve emotional literacy and recognise the impact of a negative thoughts-feelings -behaviour cycle on the parent-infant relationship.

Additional programmes in relation to substance and domestic abuse can be provided as part of an agreed care plan.



Intervention and Assessment Process continued:

Bluebelle House has strong community links with local family centres, and we encourage all parents to engage with community resources and independent advocacy services.

We also offer a changeable weekly timetable of activities designed to promote bonding and attachment, development of skills and offer further learning opportunities for families. These include but are not limited to:

Baby Massage (either in house or at the local family hub) - promoting enhanced bonded and emotional well-being

Story Time & Rhyme Sessions – promoting brain and language development

Messy Play & Sensory Activities - covering age-appropriate play and creative exploration

Cooking lessons & Healthy Eating Sessions - covering safe meal preparation and storage

Practical Life Skills - covering hygiene routines, bathtime and safe sleep practices

Budgeting - covering household organisation and money management

Participation is recorded and families are encouraged to reflect on their learning and identify areas of support they may wish to maintain after leaving Bluebelle House.



Placement Review

It is our belief that effective placement reviewing is crucial in terms of promoting the welfare of the child and ensuring that parents are given the most appropriate support over the course of their assessment given that their strengths and areas for development will in most cases evolve as the placement progresses.

During a standard 12-week assessment, three placement review meetings will take place: Initial placement meeting which is held within 72 hours of admission, and two further review placement planning meetings held at week 4 and weeks 8/9. These meetings always include the parent (s), social worker, the lead assessor, key worker, and any other interested parties such as the child's Guardian. In most cases, any significant changes to the original placement meeting such as reduction or increase of supervision levels will be made at these review meetings. However, in some cases it will be appropriate for changes to be made in between. In this event, other parties would be contacted by Bluebelle House and any changes made in consultation with the appropriate people.

As part of the review process, we provide detailed Progress reports throughout the placement. In a standard 12-week assessment, these would be provided at quarterly points throughout the assessment- at week 3, week 6, week 9 and then the final parenting assessment following at the end of the placement period. These provide a thorough account of parental progress to date, strengths, weaknesses and areas for development.

These are shared with the parents upon completion and their views sought. If at any time the team are concerned as to the progress of the family or the occurrence of concerning incidences, the team will come together and consider strategies for how best to proceed.

The Assessment Team will also arrange a meeting with the relevant professionals to share concerns and consider the best way forward.



Departure

The process of departure from Bluebelle House can be an anxious time for some residents. Transitions can often be stressful or upsetting. At Bluebelle House, we believe that providing support to families through the process of departure is one of the most important elements of our care package.

If the parent is leaving with the child, it is vital that the parent is properly prepared in terms of the transition, in order to reduce anxiety for the parent and child. Bluebelle house can transport residents to their onward destination and will undertake follow up support work where it is agreed to be appropriate. We are happy for families to remain with us after their assessment has concluded for a two-week period necessary whilst housing arrangements are not yet finalised.

In cases where the parent and child have been/ are to be separated, it is vital that we:

- 1) Provide the new carer with all necessary information about the child and their routine and help to prepare children (depending on age) as sensitively as possible.
- 2) Support the parent as much as possible, offering psychological and emotional wellbeing support through this process.



Criteria for Termination of Placement

Bluebelle House has a zero-tolerance policy towards any form of abuse, including physical, emotional or sexual abuse. Any parent will be excluded if there is evidence of:

- Child Abuse
- Bringing illegal drugs or alcohol onto the unit premises
- Intoxication within the unit, whether due to alcohol or drugs
- Intimidation of another parent or team member
- Violence
- Theft or deliberate damage to property
- Child sexual exploitation
- Radicalisation

Any suspicion of child or adult abuse must be reported to the Manager immediately. Medical advice must be sought, the appropriate social work team informed, and placement reviewed.



Other General Conditions of Residence

Our policies state that families may not consume alcohol on the premises under any circumstances.

An adult who has consumed alcohol outside of the house arriving back intoxicated will be allowed re-admission to the house only if they would not pose a risk to other residents and in particular children. Otherwise, they will be excluded from the house until sober. Children will be made safe during the period of parental intoxication or absence from the house.

A meeting will then take place to discuss future suitability of the placement and behaviour and any action required along with liaison with the wider appropriate support services involved (such as social worker).

No drugs are allowed in the house other than those prescribed by a medical practitioner or 'over the counter' medication. All medication for adults and children will be held in a locked cabinet in the office and a medication log maintained.

With the authorisation of Social Care, Parties (if in care proceedings) and Parents, Bluebelle House can source and facilitate on the spot drugs screening through urine testing and breathalyser testing. In the event that a more comprehensive test is required and arranged, Bluebelle House team members can facilitate a space for these tests to be undertaken.

Room searches can and will be carried out if it is suspected that alcohol or illegal drugs may be in the property and hidden in rooms.

Any resident found in possession of alcohol or illegal drugs will be asked to give them to a team member. The item(s) will be secured safely until further instruction is given by the manager. Team members will reiterate that alcohol and illegal drugs are not permitted, and they will seek an explanation from the resident. A written warning will be given, and the incident will be reported to the allocated social worker:

All team members are trained in the safe storage and administration of medication and can dispense and administer medication where this is considered necessary. In accordance with our medication policy, medication is only administered where it is deemed appropriate to



manage any risks or vulnerabilities associated with a resident or their child's medical and health needs.

Parents are responsible for administering medication to their child(ren) unless a support need is identified and has been detailed in their family placement plan, however, all children's medication will be stored centrally (both prescribed and non-prescribed), with medication administration record chart (MAR) used and stored alongside to ensure appropriate record keeping and safety is maintained.

Parents can self-administer their own medication, and a risk assessment will be undertaken to determine where this is stored throughout their stay, there is discretion regarding holding medication where it is required immediately eg EpiPen or asthma inhaler.

Neither adults nor children may threaten violence to one another and any assault upon a resident or team member may result in prosecution and or termination of placement.

All residents are required to respect the privacy of others. Residents' behaviour must also take in to account the needs of other residents and should not impact negatively upon them e.g. music or TV volume should not be so loud as to disturb other children or adults, and no one should smoke anywhere in the house.



Confidentiality

Confidentiality is to be always respected. Team members shall not, except in the proper course of their duties, either during their employment or thereafter, communicate or disclose directly to any person or organisation confidential information about parents, parents' families or team members.

Bluebelle House policies and procedures are implemented to prevent any such communications or disclosures. Any breach of confidentiality will be viewed as gross misconduct and is considered grounds for immediate dismissal.



Fire Procedures

All team members are given fire precaution training, understand how to avoid fires and how to respond in the event of a fire or associated emergency. The team and residents will be made aware of the following procedures at admission/induction:

- a) Means of escape – fire exits
- b) Assembly point
- c) Fire restraint doors or exits never to be obstructed.
- d) Location of alarm indicator panel
- e) Need for regular testing and maintenance of fire equipment
- f) Need for regular fire drills
- g) Location and use of fire extinguishers
- h) Liaison with local fire station
- i) Combustible materials/liquids will be stored correctly and safely.

All the above points are subject to current legislation and only qualified practitioners carry out the maintenance and testing of specific equipment.

A Fire Log is held in a dedicated folder where fire drills, tests of alarm system, fire equipment and any remedial action taken are recorded. All staff and residents are advised of fire procedures. Residents with physical or learning needs will receive a Personal Emergency Evacuation Plan (PEEP) to ensure they and their child are supported to evacuate safely in the event of a fire.

We operate a no-smoking policy within the house to minimise the risk of fire and to provide a smoke free environment for children, care givers and team members.



Bullying

Bluebelle House has a zero-tolerance policy towards Bullying. The team focus on creating a culture of open communication where parent/s are able to share if they are being bullied. Practice guidelines are available to assist with the management of this problem, and all team members are trained in recognising and dealing with bullying, child and adult protection issues.

Arrangements for Protecting children and parents under the age of 18

Bluebelle House has clear policies and procedures which protect children and parents under the age of 18 years. Team members complete training to ensure they understand the principles of child protection and the correct processes to follow and appropriate action to take in the event of a concern, a direct reports or possible evidence of abuse.

Team members must report any child protection concerns to the Registered Manager immediately. Any collusion with a parent that may harm the wellbeing of the child in any way would be considered grounds for immediate dismissal.

The term “Bullying” applies to but is not limited to the following:

- Verbal abuse
- Physical abuse
- Threatening verbal or physical behaviour
- Stealing
- Controlling or coercive behaviour
- Cyberbullying
- Using racist or radicalistic language



Respecting the Privacy and Dignity of Residents

In line with the National Minimum Standards for Residential Family Centres, team members are required to ensure they always respect the privacy of residents (unless there is a risk to the safety of a parent and or child) and to handle any personal information relating to each resident with confidentiality.

CCTV surveillance will be used as part of an agreed care plan and to ensure the safety of the team and residents. We have a CCTV policy and procedure in place that residents will be required to read and sign upon arrival. All monitoring complies with regulatory guidelines, ethical standards, and best practice. We work transparently with families who also have access to recorded video footage.

Families have their own room and lockable cupboard. We actively support parents in recognising the needs of their children, building their self-esteem, improving confidence and working towards the provision of a safe, loving and protective environment for their children. Team members aim to provide a supportive advocacy role for parents and build relationships based on trust and transparency. Every effort is made to achieve a friendly atmosphere within the centre and encourage and respect parent relationships without being intrusive.



Complaints

In the event a parent, family member or visitor is unhappy and wishes to make a complaint, this should be taken to the home manager in the first instance. Most issues can be resolved in this way.

Registered Manager

Catherine Daly

23 Yoxhall Drive

Kirkby

Liverpool

L33 4HS

If you are not satisfied with the response or have further concerns, you can contact the Ofsted Responsible Individual for Bluebelle House.

Responsible Individual

Nicola Morley

23 Yoxhall Drive

Kirkby

Liverpool

L33 4HS

If you are still dissatisfied with the response you have received at this point and feel that further action is required, you are able to refer the complaint to the Local Ombudsman. This can be done via their online complaints form, telephone or by sending a letter.

Online form: <https://complaints.lgo.org.uk/complaint-form/>



Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

If you wish to make a complaint about a child services provider, you can contact Ofsted. Ofsted is the government organisation that stands for Office for Standards in Education, Children's Services and Skills. Ofsted are responsible for ensuring a high standard of care, training and education is being provided by organisations and services across England. Ofsted (Office for Standards in Education, Children's Services and Skills)

OFSTED National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

When you make a complaint Ofsted will review the information that you provide and decide on if and what action needs to be taken. They may carry out an immediate inspection, ask the service provider to act, or work alongside other agencies to explore any issues further. Ofsted will not contact you to let you know the outcome.

The Children's Commissioner for England; Rachel de Souza
The Office of the Children's Commissioner Sanctuary Buildings
20 Great Smith Street
London SW1P 3BT

www.childrenscommissioner.gov.uk