Prosper Care
Services Northwest Ltd

COMMUNITY IMPACT STATEMENT AND POLICY

Prosper Care
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Contents

1. Introduction
2. Policy Statement
3. Policy Scope
4. Our impact on the community
5. Staff Guidelines and Policy Application
6. Management Responsibilities, Policy Control and Continuous Improvement
7. Staffing Rota
8. Daily Routines

1. Introduction

The proposed children's home will be operated by Prosper Care Services Northwest Ltd to provide accommodation, care and support to children. Prosper Care Services Northwest are now commencing the process of Ofsted registration for this property.

The home is a proposed four-bedroom children's home which will accommodate no more than two children. The stated purpose of this home will be to provide a safe and nurturing environment for children who are not able to live within their birth families.

The age range of this children will be between 3 and 17 years of age and the home will provide care and support to enable them to achieve positive outcomes in all aspects of their life. Prosper Care Services Northwest feel strongly that all children and young people deserve to live in a property which recreates a positive family atmosphere and can offer a great quality of life.

Prosper Care Services Northwest feel that children living in residential children's homes should not be disadvantaged by their circumstances, and instead, should have access to the same opportunities and experiences that other children have, and this includes participation in an active, safe, and opportunistic community. For this reason, the location of the home has been chosen in a residential area that has access to resources and services that will benefit the children and the home itself is indistinguishable from other homes in the area.

The home will allow the children to live in a safe residential setting, that will improve their quality of life. The home and surrounding area makes the site an ideal location for the proposed use, which will also promote social interactions between people who may not otherwise encounter.

The home would support the health and social well-being of a section of the community that are perceived as vulnerable. The property will be run to ensure that the level of care that each child requires can be fully achieved and the team will be always present on site as a support system. It would be unreasonable to presume the use of the property under Class C2 would result in antisocial behaviour, particularly give the specific needs of the proposed users.

Residential Children's Homes serve the purpose of providing warm, nurturing, and safe environments for children who cannot live with their own families. Children who require such provisions have often previously experienced adverse childhood trauma and harmful living experiences which have been beyond their control and have been no fault of their own. That means that as well as providing food, shelter, and space for play and leisure in a caring environment, they also act as a place where children can grow and develop.

It is our responsibility that living environments within the provision and wider community are designed to mitigate the consequential risks and support children to live safely. Due to this,

emphasis is placed on providing children with a nurturing and safe environment in which children can grow and flourish, whilst focusing on harm reduction and risk management.

The size and occupancy of the home and the arrangements for parking mean that there is not going to be excessive traffic to and from the home or congested parking which would identify the home as different to others within the area. The home will be run in the same way as any other family home in the neighbourhood and has been chosen for the opportunities this local area will provide for a child requiring care and support.

It is vital for Prosper Care Services Northwest to consider both below points with equal value:

- the location of the children's home and the impact it can have on the local community
- the impact the local community can have on the child.

Prosper Care Services Northwest Community Impact Policy outlines how these risks and key factors should be managed by all individuals within the organisation.

2. Policy Statement

Prosper Care Services Northwest has a duty and responsibility to understand and carefully manage any impact our residential children's home may have on the local community in which it is located. Consideration is given on how to ensure this impact is

A. the minimum amount of impact and,

B. any impact is met with the positive impact that the home can offer the child/children/young people.

In addition, Prosper Care Services Northwest has a responsibility to also consider what impact the local community has on the children residing there, and whether it is a suitable environment for the children's individual needs. Prosper Care Services Northwest has a commitment to improving the lives of children and ensuring they can be looked after in a safe, warm, and nurturing environment that is child focussed and has easy access to local facilities to support community involvement and the meeting of all needs.

Prosper Care Services Northwest understands the positive links that can be made for children by being part of a community, and we encourage children placed in our care to engage in activities that give back to the local community.

This Policy provides information on how Prosper Care Services Northwest identifies suitable communities for children, assess the impact both on and from a local community and how this impact is managed.

3. Policy Scope

Employees and Children

This policy applies to all Prosper Care Services Northwest employees. This Policy also applies to the children residing at our residential children's homes, Prosper Care Services Northwest team are responsible to ensure that the principles set out in this policy are appropriately communicated to children placed in our care, and that children are supported in their understanding and their observance to the guidance laid out in this policy.

Visitors

This policy also applies to the visitors of our residential children's homes. Although visitors may not be aware of this guidance, Prosper Care Services Northwest staff are responsible for ensuring that this information is shared within the home and that visitors are made aware that such procedures are in place.

Wider public

This policy can also be used as an information resource for the wider public to gain an understanding of how Prosper Care Services Northwest view the impact of our residential children's homes on the community and subsequently, how the local community may have an impact in return.

4. Our Impact on the Community

4.1 Parking

Parking can have a significant impact on the local community in some circumstances and can cause tension amongst immediate neighbours. Prosper Care Services Northwest wish to mitigate this and will provide parking for visitors to the home, ensuring that off road parking is available and on road parking is kept to a minimum. The team will use local off road parking nearby off Dragon Lane, Windy Arbour Road and Greens Road. Prosper Care Services Northwest will ensure, whilst holding in mind how many staff will be on site at any one time, that any parking arrangements do not exceed those of a normal residential home.

All staff will be advised where to park, which will not include blocking of pedestrian pavements or other homes entry points.
Use of public transport will be promoted for use for all staff at our residential children's homes and there will be sufficient parking for anyone who opts to use a car to transport themselves to and from the home. Prosper Care Services Northwest will also openly promote and foster a car sharing culture and cycle to work scheme.

4.2 Staff Changes

Staff changes and hand overs should be considered regarding the impact the coming and goings have on the immediate local community, with thought given to the time of day that these changes occur as to create as few disruptions as possible.

Staff changeovers therefore occur at 10:00 daily. Night-time change overs are not planned however if needed they will be a pre-planned event and may only occur in the event of an emergency situation, such as staff being taken ill.

4.3 Light Pollution

Outdoor lights around the property have a positive impact of overall household and immediate community safety, however, these should be kept on to a minimum and only used when necessary. Staff should be mindful of any light pollution caused from the property and ensure that lights are only used for:

- Security- such as movement sensor activated security lights.
- When using the outdoor areas of the property – to ensure the area is visible and in adherence to health and safety guidelines
- To aid access and exiting the property
- In addition to this providing a homely environment, all curtains and blinds within the property are to be closed after 9pm as part of the evening care routine to help with light pollution. A general rule is that lights are off by 10pm during the week and 11pm at the weekend for children. Staff will aim to have the lights off at 11 PM.

4.4 Anti-Social Behaviour

Noise Pollution

Prosper Care Services Northwest expect that children residing within the home will not create any more noise than any other teenager residing in a normal family home. High levels of noise or any behaviour which can be deemed as causing a disturbance through excessive noise is not tolerated by the supporting carers and adequate behaviour management strategies will be implemented in such occurrences.

Members of the local community will be supported and encouraged to liaise with the home over any reasonable concerns they have, and staff will create positive links with the local neighbours to create an open and approachable relationship in which neighbours feel supported to raise any concerns they may have.

Substance Misuse

Prosper Care Services Northwest has a zero tolerance policy in relation to this, and will not tolerate any substance misuse or illegal drug use in or around the vicinity of the property. Drug use is a criminal act and will be treated as so in all circumstances where there is an occurrence, suspicion or accusation of drug use that is related to residents in our residential children's homes.

Alcohol is not permitted on the property and the consumption of alcohol on or within the vicinity of the property by children is strictly prohibited and will not be tolerated. Staff will be trained in behaviour management support techniques to prevent the presence or consumption of alcohol within the premises.

Behaviour Management

Appropriate behaviour management techniques used by Prosper Care Services Northwest are discussed in the following policies:

⇒ Restrictive psychical intervention policy

⇒ Behaviour management policy

⇒ Rewards and consequence policy

As an overview, the approved and effective techniques that staff are trained in and can utilise are:

- Proactive Approaches training – Restrictive Physical interventions at Prosper Care Services Northwest are always used as an absolute last resort and with the best interests of the child and others in mind at all times.

- Restorative Justice- supporting children to work through difficulties to understand and develop an awareness of their actions on others, whilst developing empathy and curiosity.

- PACE – therapeutic ways of working and communicating with children in order to develop understanding in a non-judgmental and open manner.

- Positive reinforcement and the effective use of rewards and natural consequences to shape behaviour and develop children's sense of self-worth and belief in them self.

- Positive role modelling and building resilience- all staff at all times will act as effective and positive role models for all children and young people.

Prosper Care Services Northwest recognises that in order for a home to be working therapeutically, we need to be curious and understanding to all behaviours that children show. These interactions and behaviours need to be met with a high level of nurture, understanding and care, and also with a high level of boundary and support.

Prosper Care Services Northwest residential staff play a key role in shaping children. The culture of the home, generated by the staff, is vital to the positive outcomes that Prosper Care Services Northwest strive for. Staff are expected to understand, manage, and deal with children's behaviour including encouraging children to take responsibility for their behaviour and help them to learn how to resolve conflict whilst developing more positive emotional regulation skills.

A restrictive, unsupportive, discouraging and punishing culture will result in instability, hostility, and possibly severe disruption. Prosper Care Services Northwest aim to give all children positive relationships and safe environments as we believe that every child should have a home in which they feel safe, cared for and loved. The home has clear, fair boundaries, where children feel safe, encouraged, and appropriately rewarded, so that they will thrive and reach their potential.

4.5 Waste

Although our residential children's homes are supported and managed akin to a typical residential home, the amount of waste the property creates will not exceed that of a normal residential home due to two children and two carers and a registered manager who will also work from the home. The home will be registered for two children, who may be staffed with 1:1 staffing, this will be similar to a regular family environment of 2 children and 2 parents.

It is the responsibility of all Prosper Care Services Northwest employees to ensure that waste is disposed of correctly and that there is no significant impact on the local community. Staff will ensure that proper disposal methods are used by promoting recycling, ensuring waste

disposal methods are available and ensuring that staff and residents of our residential children's homes follow local authority protocols when disposing excess waste as per the local protocol for collecting waste.

4.6 Property Maintenance

Prosper Care Services Northwest believe that any home for children need to be safe and nurturing, and this involves holding the house to a high standard as we want children to be proud of the home that they live in.

Prosper Care Services Northwest have a responsibility to ensure that our homes are well maintained, well presented and of equal standard as the rest of the local area and in keeping with the local standard. Prosper Care Services Northwest have procedures in place that ensure that repairs and maintenance needs are responded to promptly and efficiently to ensure that both regulatory requirements and standards are met.

Any property maintenance concerns that have been identified as a health and safety concern should be immediately reported to management and responded to in line with Prosper Care Services Northwest risk management procedures. Prosper Care Services Northwest operates risk management procedures ensuring that all health and safety concerns are monitored regularly and mitigated at every opportunity.

4.7 Neighbour Complaints

Prosper Care Services Northwest complaints policy is fully accessible on request and outlines the procedures followed for complaints, which are taken seriously and are used for best practice. Complaints by members of the local community are taken very seriously and are dealt with sensitively. Prosper Care Services Northwest welcomes feedback from the local community that is delivered through proper means and in an appropriate manner, and will regularly seek feedback from residents in order to achieve best practice.

It is in the best interest of Prosper Care Services Northwest to ensure the local community have an open and effective communication stream where they can raise concerns and provide feedback so that the organisation can continuously develop to ensure that any negative impacts on the community are mitigated. We offer an open-door policy in which other professionals and members of the community have an opportunity to discuss concerns, issues, or general feedback where such discussions are necessary and appropriate.

All complaints are passed over to the registered manager of the home who will endeavour to resolve the matter where possible. Where there is difficulty to resolve the situation, Prosper Care Services Northwest senior management will be informed and subsequently take action to resolve the matter where possible.

The registered manager of the home will keep a log of any neighbour complaints which will be viewed by Ofsted who ensure that we deal with any complaints effectively and in a fair and practical way.

4.8 Employment

Prosper Care Services Northwest always strive towards employing members of the local community. It is in the best interest of the company to employ people who have knowledge of the local areas and in the best interest of the region regarding creating jobs and boosting the local economy. Prosper Care Services Northwest may attend local job fairs and local training events to complete this and build links with the local community.

4.9 Regional Economy

Prosper Care Services Northwest children's homes have a positive impact on the community and the wider region. As well as creating employment, our homes always strive towards using and accessing local services to boost local economies in which each home is situated in. Our staff and children will regularly visit and contribute to smaller local businesses in the area.

4.10 Local Crime Watchdog

Due to risks and vulnerabilities associated with looked after children, the observation of local area crime is a high priority for our children's home and Prosper Care Services Northwest. The home has a responsibility to ensure effective and efficient child protection protocols are in place which includes close observations and scrutiny of local crime. Any offending behaviours by members of the community are monitored through the following methods:

- Regular safe area location assessments.
- Examination of police crime statistics.
- Partnership working with Social Services.
- In depth reporting and partnership working with the police to manage any anti-social behaviour in the area.

Due to the nature of our work, children's homes should, in all cases, provide the local area with a facility that heavily contributes towards making the local community a safer place to be. Prosper Care Services Northwest staff and homes will create positive connections with local PCSO's, who will be invited to drop in and meet the children and staff regularly, and attend local MASH meetings and Neighbourhood watch meetings to contribute to the wider element of public safety.

4.11 The impact of the local community

The local community in which children's homes are situated will have an impact on both the home as a whole and the children residing in the home as individuals. Having a safe environment is essential for all children for them to address and work through any adverse childhood experiences and trauma they may have experienced through no fault of their own.

Prosper Care Services Northwest strive towards placing children in areas in which the people of the local community can be positive role models for them, which will include areas of low crime and professional working families. Prosper Care Services Northwest recognise the background of many of the children and young people we support, and we recognise that role modelling is essential for children for them to be able to identify with individuals like those they aspire to become themselves.

Children who have experienced negative environments in which negative behaviours are regularly demonstrated, often model such behaviours, however, it can be likewise within positive local environments also with positive reinforcement and inclusion.

It is essential that children get access to local services and amenities that meet the needs of those children, such as health care, social and leisure activities and retail to meet basic needs. This is a crucial part of locating suitable environments for children as they will need to be able to access local facilities and services of a high standard for them to be able to learn and develop in the same way as any other child.

Prosper Care Services Northwest management team have a proven record of successful and positive working with children who are looked after with remarkable outcomes for children supported to re-establish relationships with their parents and siblings, improved mental health, supported children through their education where they have previously failed, taught children about goals, aspirations and achieving more in their lives as well as teaching them key life skills including how to build positive relationships and take care of themselves.

5. Staff Guidelines and Policy Application

The proposed change of the residential property with be similar to that of a typical family with two children and two adults therefore no significant impact, change or determent to local services or the community.

5.1 Staff Guidelines

This policy has been written to provide all employees of Prosper Care Services Northwest with information and guidance on how to manage any impact that our care homes may have on the local community. Staff members should always consider the following when operating the care home and use Section 5 of this policy for guidance on procedure.

Parking

There is a maximum of three spaces at the home. The cars can be parked on the driveway without disruption to any neighbours. It is not anticipated that there will need to be any more than these vehicles parked at a given time . Nearby off road parking will be used for staff sleeping overnight if the driveway is full.

Light Pollution

It will be aimed that children's lights are out at 10:00 PM for bed time during the week and 11pm at the weekend at the latest, staff will endeavour to ensure that the lights in the property are off by 11:00 PM. Curtains and blinds will be closed on an evening to help support the reduction in lighting.

Noise Pollution

Noise should be kept to a minimum and consideration to be applied from 10:00 PM onwards for children and staff. The staff are to regularly check in with neighbours to ask if the noise level from the premises is acceptable. The home is a semi-detached property which will reduce some noise pollution to neighbouring properties.

Promotion of positive social behaviour

Educating children around appropriate behaviours in the community will be priority for Prosper Care Services Northwest. Individual activity risk assessments will detail the importance of relaying expectations about behaviour to the child/young person before any activity in the community.

Dealing with complaints

Staff are to follow the Prosper Care Services Northwest complaints procedure set out in the organisation's policies. A complaints log is to be kept ensuring that our commissioners and regulators can review any complaints and ensure that we are dealing with them effectively. See complaints policy for further information.

Property Maintenance

Ensure that all maintenance and repairs are dealt with effectively and that the upkeep of the property is in line with the local area, ensuring that all staff and children are proud of the home and respect this.

5.2 Policy Application

The application of this policy is the responsibility of every employee of Prosper Care Services Northwest and should be applied as a community and be part of the ethos and values of the organisation. All employees should contribute to the development, application, and promotion of this policy within all roles in the organisation.

6. Management Responsibilities, Policy Control and Continuous Improvement

6.1 Management Responsibilities

It is the responsibility of the homes registered manager to ensure that the guidance set out in this policy forms part of the day-to-day operations of the home and that whole staff members, young people and visitors are aware of the guidelines to the extent of that which is relevant to them and their role within the home.

It is the responsibility of the senior management to ensure that this policy is well promoted, well developed, and shared amongst all employees. Senior management are responsible in ensuring that this policy is regularly updated using information gained through previous feedback and ongoing consultation.

It is also the responsibility of senior management to ensure that community involvement and positive community impact remain core parts of the services that Prosper Care Services Northwest provides.

7. Staffing Rota

Prosper Care Services Northwest aim to staff their provisions with a rota which meets the need of both the children residing there and the staff working there. To foster a positive family

atmosphere, some children enjoy the staff working on a 2 on 4 off shift pattern, as having the same staff for 2 days at a time offers consistency to the children.

This rota pattern allows for less disruption to the local community due to consistency and less people coming and going from the premises. Other children prefer regular change overs between staff, and those homes may be staffed on a 1 on 2 off basis. Also, some provisions may include staff working a mixture of 1 on 2 off, and 2 on 4 off. The overall aim is to meet the needs of the children and offer stability with their preference. The below in an example of a rota in which shift patterns are 2 on 4 off, factoring in additional visits which may occur over a typical week.

Handovers are planned mid-morning to allow for neighbours and others who work 9-5 jobs are out at work to help ease traffic congestion.

Example Rota

	RCW 1	RCW 2	Registered Manager	Other staff
Monday	**AB** 08:00-23:00 plus sleep in	**CD** 08:00-23:00 plus sleep in	09:30-17:00	Director visit 10:00-14:00
Handover	-	-	-	-
Tuesday	**AB** 08:00-23:00 plus sleep in	**CD** 08:00-23:00 plus sleep in	09:30-17:00	Education staff x1 11:00-13:00
Handover	**AB-EF** 10:00-10:30	**CD-GH** 10:00-10:30	-	-
Wednesday	**EF** 08:00-23:00 plus sleep in	**GH** 08:00-23:00 plus sleep in	09:30-17:00	LAC Nurse visit 09:00-10:00
Handover	-	-	-	-
Thursday	**EF** 08:00-23:00 plus sleep in	**GH** 08:00-23:00 plus sleep in	09:30-17:00	-
Handover	**EF-IJ** 10:00-10:30	**GH-LM** 10:00-10:30	-	-
Friday	**IJ** 08:30-23:00 plus sleep in	**LM** 08:30-23:00 plus sleep in	09:30-17:00	Social workers visit 14:00-16:00
Handover	-	-	-	
Saturday	**IJ** 08:30-23:00 plus sleep in	**LM** 08:30-23:00 plus sleep in	-	
Handover	**IJ-AB** 10:00-10:30	**LM-CD** 10:00-10:30	-	
Sunday	**AB** 08:00-23:00 plus sleep in	**CD** 08:00-23:00 plus sleep in	-	

8. Daily Routine

08:00-08:15hrs

Staff wake and begin hand over to the current days staff, or if there is no change over scheduled, the morning routine for the children begins immediately. (Tasks such as getting school uniforms ready, preparing packed lunches will have been done the night previously to aid smooth preparation and transition for school.)

08:30-08:50hrs

The child will be given wake up calls and prompted to complete personal hygiene and get dressed for school. Breakfast will be ready to be served in the dining room offering a healthy breakfast. If staff changes have occurred, 2 staff will leave the premises after hand over at 08:30- in this case, there will now be a total of 2 staff on site.

08:50-09:00hrs

The children will leave the house for their education placement. Staff will either take the children in the house car, or they may use public transport if this is age appropriate. Prosper Care Services Northwest acknowledges that not every child may be in an out the home education provision due to needs and risks. If this is the case, the child is home schooled as a temporary measure.

09:15-09:30hrs

Staff arrive back at the home from the school run if lifts to education have been provided. Dependent on the children's individual needs, staff may remain out of the home and supervising at the education placement until the children finishes at the end of the school day.

09:30hrs

Registered Manager will arrive on site. The role of the Registered Manager will be to support the staff team in the day to day running of the home including the care giving to the young people being supported. They will also provide a point of contact for other services involved in the young people's care package.

The Registered Manager holds responsibility for ensuring the care being provided is maintained at a high standard and follows the current regulations and legislation in line with

operating a children's home. For the avoidance of doubt the Registered Manager will be on site Monday to Friday, as the above rota shows. An on-call lead system will be in place all other times so that staff are assured they can have contact with senior staff should any issues arise outside of these hours.

10:00-15:30hrs

Carers begin domestic duties such as cleaning dishes, vacuuming, laundry, tidying bedrooms, ordering online groceries, and preparing evening meals, which will be nutritious and made with fresh ingredients. Staff will also complete any necessary paperwork, write, and required reports. If the children require support in school, there will only be the registered manager on site at these times. The jobs listed above will then take place once the children are back from education.

If hand over does occur due to rota changes, this will be between 10:00-010:30, in which there will then be a total of 4 staff on site during this time.

15:30-16:30hrs

The children and staff will return home and children will be asked to complete their homework before having free time; the child will be offered guidance if they need it for completion of homework. They will also have snacks available to them.

17:00hrs

Registered Manager leaves, leaving two remaining staff on site until the change over the following morning which takes place at 08:00-08:30am, unless the staff working that day are working a "2 on 4 off pattern", which means that there will not be a change over the following day

17:00-18:00hrs

Staff will prepare a healthy meal which the children have chosen as part of their weekly food planner. Staff and children will dine together as a family.

18:00-21:00hrs

The children will attend activities such as scouts, gymnastics, cadets, music lessons, football, bowling, fishing, ice skating and any other specific hobbies the child or young person has. Some older children may also have free time during this time, which is unsupervised time outside of the home. This is dependant on robust risk assessing.

21:00-22:00hrs

The children will settle for supper ready for bedtime, which will be dependent on age. The latest bedtime for a weekday is 10.00pm and for a weekend is 11.00pm.

22:00-23:00hrs

Staff will complete any remaining household tasks and paperwork.

23:00hrs

Staff will secure the house and go to their bedrooms, both staff will sleep overnight and there will not routinely be a waking night staff. In the events that this is required to meet the need of the children, this will be done in conjunction with multi agency planning and will not impact local community. This would just mean one additional team member would arrive on site at 21:30am and stay until 08:00am the following morning.

8.1 Weekends and school holidays

During weekends and school holidays, there will be a degree of flexibility with the daily schedule; the children will partake in variety of activities including day visits to Safari Park, Blackpool, and residential holidays, they may also have family contact. They may spend time around the home like any other family settings. The routines are more flexible and relaxed though levels of supervision will remain in place.

8.2 Activities

The children will enjoy hobbies and activities at the weekend and may be transported to and from in staff's cars, public transport or walk or may choose to stay at home. Children will settle into bed before staff, but this may be slightly later due to there being no school the following day. Staff will go to sleep at 23:00.

8.3 Visitors

Staff may do the weekly food shopping with the children or may choose to have their shopping delivered for convenience. If there is a visitor to the home such as a social worker, then they will be able to park on the road or on the driveway for the time that they are there. Social worker visits for the children will be upon initially moving into the home and then every six weeks after that, therefore there is not an excessive level of visitors to the home for the children which would amount to high levels of traffic to and from the home.

The maximum number of children living in the home will be two. This means that the potential number of visitors for the children will be fairly low. Staff will manage the diary so that planned visits for children do not coincide. Meetings for children which would require attendance by multiple visitors will not be held at the home and therefore there will not be issues with excessive traffic on the roadside which exceeds what would normally be expected for a family home.

Meetings for the children typically include looked after child reviews (twice per year) and education plan meetings (every term) and these will be held at an alternative venue.