



Statement of Purpose Balfour House Ilford

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Introduction:

This Statement of Purpose outlines the advantages for young people placed with us and is prepared in accordance with the Children's Homes Regulations 2015, using Schedule 1 numbering. It describes the services we offer and the way we are set up to deliver those services. It provides a summary of the resources, offerings, and procedures we use to ensure that we continuously deliver effective services for the benefit of the children and young people in our care.

Balfour House is a very exceptional and singular residence for a maximum of four mixed-gender children ranging in age from 10 to 17. Our homely, cosy environment helps us to preserve the intimacy and shared experiences of a family setting while ensuring that every child gets the attention and concentration needed to ensure that their needs are met to the highest standards.

We are equipped to work with and support children who have a history of disrupted relationships and placements, as well as those whose behavior has proven challenging to control in previous settings. We can accommodate both boys and girls with a variety of complex emotional, behavioral, and social challenges.

Our Aims

At Balfour House, our mission is to guarantee that every child receives the greatest possible care and assistance so they can transition to independent adult living. We develop customized strategies and interventions to meet the unique requirements of every child. Ensuring that we offer care, support, stability, and continuity to children who have undergone disruptive development and frequently many placement movements is a primary goal of our Programme. Our home is run on a regimented day with distinct routines, hard boundaries, and care plans tailored to each young person.

Our Ethos is Trauma Informed.

Balfour House offers a secure, entertaining, loving, and supportive atmosphere that makes sure kids have every chance to realize their goals and aspirations. We are aware of the obstacles faced by kids with complex needs as well as the past events that could have influenced their feelings and actions at the time. We make an effort to prevent re-traumatization in our treatment plans, which is the relieving of feelings, ideas, or experiences from a traumatic incident or situation in the past.

In other words, we neither support nor condone the use of sanctions or punishments against children entrusted to our care. Building and sustaining relationships to encourage change and learning is key to our concept. Additionally, we employ Positive Behavior Support, a strategy grounded on values and science that helps children whose behavior obstructs their capacity to learn adaptive behaviors and form relationships. When necessary, our clinical psychologist and positive behavior support specialist offer advice on care plans and deliver interventions.

Objectives

We support the achievement of the following objectives:

- Positive relationships
- Emotional resilience and wellbeing
- Good physical health
- A positive self-image and clear identity
- Achieving in education
- Self-care and independence skills
- Personal safety and self-care

The Children We Support And Our Admissions Process.

Balfour House offers a secure, entertaining, loving, and supportive atmosphere that makes sure kids have every chance to realize their goals and aspirations. We are aware of the obstacles faced by kids with complex needs as well as the past events that could have influenced their feelings and actions at the time. We make an effort to prevent re-traumatization in our treatment plans, which is the relieving of feelings, ideas, or experiences from a traumatic incident or situation in the past. In other words, we neither support nor condone the use of sanctions or punishments against children entrusted to our care. Building and sustaining relationships to encourage change and learning is key to our concept. Additionally, we employ Positive Behavior Support, a strategy grounded on values and science that helps children whose behavior obstructs their capacity to learn adaptive behaviors and form relationships. When necessary, our clinical psychologist and positive behavior support specialist offer advice on care plans and deliver interventions.

Children with emotional and behavioral difficulties (EBD) are cared for and supported by us. Children may stay in the house until they turn eighteen. The following services are our main priorities:

24-hour care, seven days a week; emergency placements when needed; and scheduled short- and long-term placements

- Expert advice from a multidisciplinary group

Children with the following needs are also supported by us through thorough care planning and matching: Children undergoing the process or those covered by an EHC plan Children with Attention Deficit Hyperactivity Disorder, Neurodiversity, and High Functioning Autism

The steps in our admissions procedure are mentioned below:

The home manager received referrals; the referrals were screened, and a quick evaluation was conducted; the placement matching, and impact assessment were finished (1 document).

- Placement offer;
- Information-gathering expectations from Placing Authority;
- Planned visits and transition support;
- Placement Planning Meeting; and
- Key Worker allocation.

If the child is determined to have the needs outlined in the Statement of Purpose, the home is capable of accepting emergency or same-day referrals. To make sure the house is ready to accommodate these demands, the Home Manager must approve the acceptance of an emergency referral. Always, our goal is to gather as much data as we can and schedule a placement planning meeting (within 72 hours of arrival). If we determine that we are unable to meet a child's needs, we will assist in a seamless and constructive departure from our service by cooperating, exchanging information, and, if practical, offering recommendations regarding the kind of alternative provision that is most likely to be appropriate in light of the information gathered.

Location and Accommodation

In Redbridge, East London, there is a spacious 7 -bedroom home called Balfour House. The home is situated in a quiet neighborhood, close to GP surgery, a primary school from main roads and surrounded by beautiful parks and green spaces. The property has large common rooms and is beautifully furnished and kept up throughout. A sense of coziness, stability, and security is promoted by the entire atmosphere of the house, including the furnishings, accessories, and décor. The interior design of the house has been thoughtfully developed to provide youngsters with a secure and comfortable atmosphere while also granting them privacy. Additionally, there is a sizable garden in the house where kids may play in safety without having to go outside. Every youngster has a separate bedroom that can be locked, providing them with security and solitude. Bedrooms offer a private space for study and relaxation and are fully furnished. It is encouraged and supported for kids to decorate and take care of their own rooms. If needed, staff members have access to restrooms and bedrooms for safety reasons. They will always ask permission before visiting a young person's room whenever feasible. The lodging features a shared dining room, lounge, kitchen, and activity space. The staff room is private, apart from the common living space, and it has completely private lavatory and laundry facilities. Balfour House can house up to four kids of any gender. The span of ages is 10 to 17.

Home layout

The ground level includes a huge lounge area, a fully equipped kitchen that opens to the back garden area, a dining room, a toilet, a front living/recreation room, and a utility room. Three double bedrooms, a family bathroom, an office, and a meeting/quiet room are all located on the first floor. Large staff quarters, a roomy en suite bathroom with a toilet and shower, and a loft storage area make up the second level.

Description of Location

We've finished a thorough risk analysis of the neighborhood to make sure our site is appropriate. The London Borough of Redbridge, the local Met police, and other professional bodies have been consulted during the location risk assessment, which has also taken into account up-to-date data regarding the area. All referrers may obtain a copy of this location risk assessment upon request.

Fire Safety and Precaution.

The residence is fitted with a modern fire alarm system and adequate fire extinguishers that are serviced and tested regularly. All employees receive training on how to use the necessary fire safety equipment.

Fire doors automatically close when the fire alarm is triggered, and fire exits are prominently marked. Weekly fire point tests and four annual fire drills, one of which must take place at night, are conducted. Every fire drill is documented. Every youngster and employee are informed about the emergency evacuation protocol.

Supporting Cultural, Linguistic and Religious Needs

We appreciate the multiplicity of ethnic identities, cultures, and customs at Balfour House. The staff is dedicated to fostering each child's racial, ethnic, and cultural identity and values variety. When preparing to welcome a child into our house, we ask about their cultural and religious upbringing. Then, we work hard to promote each child's participation in cultural or linguistic activities and to maintain their religious observance; we also take these things into consideration when creating their care plan. We encourage the participation of our children and youth in activities that are inclusive of their varied racial, cultural, religious, linguistic, and skill sets. The home's employees are all trained in equality and diversity to actively advance people's rights, preferences, convictions, and customs.

Equality and Diversity Practice

The mission of Balfour House is to guarantee that every person is treated equally, with respect and dignity, and that their unique characteristics—including age, gender, race, religion, disability, sexual orientation, education, and country of origin—are valued. We'll make sure every child has access to activities that are age-appropriate, pertinent, and available.

- Offered a welcome, encouraging, and safe atmosphere.
- Motivated to raise awareness of topics pertaining to equality and diversity.
- Motivated to forge their own identities and take pride in them.
- Encouraged to grow from errors.
- Assisting in gaining comfort with diversity.
- Actively participated in a discreet conversation about bias and discrimination.

We treat everyone with dignity and respect in this context. Any occurrence that the victim or any other person believes to be racist shall be reported and handled in accordance with the law.

Education

It is anticipated that every youngster will attend school full-time, work, or participate in training programs. Our everyday schedule encourages going to job, school, or training as the standard. We actively support the education of our youth by helping them with their homework and including attendance in our system of rewards, particularly in cases where a youngster finds it difficult to attend class. We attempt to resolve any problems the kid may be having as soon as possible, ideally on the same day, by working with their school provider. Reports that are submitted to the social worker and shared at review sessions provide parents and other pertinent parties with updates on the child's development. Access to suitable work experience, college courses, life skills, pathway plans, and work-based learning opportunities (such as apprenticeships) will be sought for youngsters who are older than 16 years old.

Children's Views, Wishes and Feelings

We gather children's wishes and feelings through the following means:

- Placement planning meetings.
- Individual Support Plans
- Looked After Children's Reviews
- Children's resident meetings
- 1:1 Key working sessions
- Independent visitor (Regulation 44 Visits)
- Naturally through daily conversations around day-to-day decisions

Children and Young People's Health and Wellbeing

Everyday fundamental health needs at Balfour House are satisfied by a hygienic living environment, assistance in creating nutrient-dense meals that respect the child's dietary requirements, cultural, religious, and personal preferences, and constructive work environments that promote healthy eating.

All children's primary health needs are satisfied by having them enrolled with neighborhood general practitioners and encouraging them to have frequent checkups at the dentist and optometrist. We will make every effort to help kids register with the doctor of their choice or, if appropriate and within the practice's catchment area, to keep them with their previous general practitioner, dentist, or optometrist.

The following details are included in care plans: the name and address of the child's registered dentist, the name and address of the general practitioner the child sees on a regular basis, and the address of the facility where the child receives their primary medical care.

- Information about any major illness or accident the child experienced while staying at the house.
- Information about any vaccinations, allergies, medical examinations, and treatments the child may need.
- Health examinations or developmental tests performed on the child at, or in relation to, the child's school.
- Information about any medications kept for the child in the home, including details of: (a) any

medications the child is allowed to self-administer; (b) the administration of any medications to the child; (c) the disposal of any medications.

- Our Clinical Psychologist, Nurse, and Positive Behavior Support Specialist will contribute to the child's care.

Children's Rights

The Children's Guide, which all children / young people at Stone House receive, includes important information on their rights as well as contact details for their social worker, Ofsted, advocacy services, and the office of the Children's Commissioner for England.

Enjoyment and Achievement

At Balfour House, we recognize the priceless potential our setting offers kids to broaden their horizons in terms of experiences, passions, and pastimes. In order to facilitate everyday access to a wide variety of clubs and activities, we have an activity planner that works in tandem with neighborhood facilities to encourage this. Furthermore, key workers will constantly make an effort to pursue additional possibilities that align with their key child's interests, such as memberships in neighborhood clubs and connections to other agencies. All children and young people shall have full access to suitable recreational and leisure facilities, as supported proactively by the staff team. The approval of parents, guardians, and/or social workers will be required for all such activities, when applicable. Risk assessments must also be completed, and any vulnerabilities or potentially harmful situations must be carefully considered.

The following list is not all-inclusive of possible recreational and athletic pursuits:

Swimming, tennis, football, boxing, visits to cultural institutions including museums and art galleries, and gym activities.

A budget for the activities makes sure there is enough money available, and youth safety is taken into account.

We encourage young people to form and maintain relationships outside of the family and invite friends and guests into the house. Guests may be asked to remain for meals with prior arrangement and staff team approval. We are aware of how critical it is to foster strong connections since they can positively affect a child's self-worth and future peer influences.

The youth have access to computers in their rooms or common areas for recreational and educational purposes when it is safe and suitable. Every computer is safeguarded, and all activities are closely watched.

Contact family and friends.

To ensure the maintenance of significant ties, Balfour House puts contact agreements into practice. We are able to host scheduled visits from friends and family. The Home Manager must give his or her approval before any outside visits may happen.

Behavior Management

These are the core components of how we support children with behavior that challenges:

PBS - Positive behavior is promoted, reinforced, and acknowledged by the home.

Dignity - Children are respected and involved in devising their own individualized PBS plans.

Care Planning - We implement Trauma Informed Care. Sanctions and punishments are not permitted as a form of discipline or control. We understand historical events influence humans.

behavior.

Accountability - Positive Behavior Support Plans and Data are shared with the children and stakeholders to ensure counter control over their own care. All plans have oversight from a suitably qualified Behavior Analyst.

Consent - PBS plans are co-signed by child, parent and local authority.

Negative Behaviors - Are dealt with fairly and proportionately by staff via key working sessions.

Constructive Approach - We do not expect children to be 'well behaved' all of the time. Support and reactive strategies are available to assist child development.

Evidence Based Practice - The home collates and records behavioral data. Data-based decision making informs successful care, risk and intervention planning. Children are protected when decisions are based on evidence and not perception.

Restrictions and Control - Restraint is the very last resort. Any interventions which are severely restrictive or require severe levels of supervision will be subject to a Deprivation of Liberty Order or Emergency Authorization to do so. Deprivation of Liberty orders are only permissible within the home and not mandated. Staff can make a dynamic risk assessment to manage challenging

behavior with a less intrusive approach which is in the child's best interests.

Training: All staff receive training in Positive Behavior Supports , Trauma Informed Care and De-escalation and Physical Intervention Training.

Pledge: The Home has made a pledge to the Restraint Reduction Network and applies their guiding principles to minimize the use of restraint within the home.

Due to their frequent inability to comprehend a particular circumstance, the children in the care of Balfour House may exhibit behavior that is considered improper or challenging. They could be unable to express their demands clearly, and they might not be aware of what is expected of them or what to do next.

We consider excellent role modelling to be optimal practice. When people are allowed to participate in the creation of the rules and when the boundaries are defined and uniform, following the rules is much simpler. At home, sanctions are not applied. A youngster may experience negative emotional effects if punishments are applied. Positive reinforcement is something we encourage at Balfour House. The personnel are thoroughly trained in de-escalation methods. In order to protect the child's safety or the protection of another, physical interventions are only employed as a last option. When certain actions that child exhibits are likely to

In order to maintain a good rapport with the child and their relationship with that person, we work with them in a restorative manner while repairing relationships. Talking things out and listening can be sufficient. If necessary, each child in placement will have a positive behavior support plan created in collaboration with them.

Complaints

You can file a complaint with any Balfour House employee. Within a day, you will receive a mail verifying that your complaint was received. You will learn the conclusion of your complaint within 14 days. You will get a letter verifying the extra time needed to address the complaint if more time is needed. We shall file a copy of the resolution of your complaint in your medical file. The independent visitor and the OFSTED Inspector for the residence will be informed of all complaints. Your social worker and the Local Area Designated Officer will receive any complaints you may have about staff members hurting you. A child, advocate, or adult may file a complaint with OFSTED at the following address if they are unhappy with the complaint's resolution.

Ofsted

Piccadilly Gate Store Street

Manchester M1 2WD

Tel: 0300 123 1231

enquiries@ofsted.gov.uk

Protection of Children and Young People

Every employee has received training on protecting both adults and children. Staff members also get specialized training in CSE and other specialized safeguarding subjects. Moreover, through focused key working sessions, children receive safeguarding instruction.

Safeguarding encompasses more than just preventing intentional harm to children; it also takes into account a number of other concerns pertaining to the welfare, health, and safety of children and young people. The designated safeguarding leads for the home are the Responsible Individual and the Home Manager. The Responsible Individual may handle the situation if the Home Manager is unavailable. All employees have easy access to our safeguarding policies through their staff email signatures and an internal website. Both the household's safeguarding policy and the other subcategory specialist safeguarding topic materials are available upon request at any time, for both adults and children. There is a different whistleblower policy at the house. Key working sessions on safeguarding are provided to children upon their arrival at home.

The following policies are in effect at the house:

- Missing Persons
- Managing allegations against staff and volunteers
- Anti-Bullying E-Safety
- Self –harming and suicidal behavior
- Child Sexual Exploitation (CSE)
- Safeguarding Children and Young People from Radicalization and Extremism
- Female Genital Mutilation
- Gang involvement.
- Drugs and substance misuse
- Medication management
- Mental Capacity act & deprivation of liberty
- Code of conduct for staff and volunteers
- Complaints
- Whistleblowing
- Health & Safety
- Supervision and support lone working.

Supervision of Children

During the planning phase, we will talk about the needs of each kid as well as what the local authorities and parents expect, in order to decide on the necessary level of safety support. At times, this might entail more rigorous ratios, like 1:1 or 2:1 personnel to child. It is our policy to agree on a review date for this because we would never want to maintain this intense degree of oversight needlessly. Throughout the night, two employees will always be working shifts. The needs of the kids in terms of safety, normalization, and privacy shall always be taken into account when determining staffing levels.

Risk Assessments

Individual risk assessments are available at Balfour House, and they document risk reduction tactics for routine procedures or potential dangers to all children, adolescents, employees, and guests.

Based on referral data that may have revealed this need, some risk assessments are created prior to a kid or child being admitted into the home. Ongoing evaluations are carried out by others.

We understand that this is a learning and development process, and that for kids to mature and become independent, they need to be given the chance to take calculated risks.

CCTV and Security of the Home

To stop unauthorised individuals from entering the house at night, the main entrance and exit are locked. Window restrictors are used to keep children safe and to stop unauthorized individuals from entering. For security reasons alone, our home's exterior front, side, and back are continuously observed by our CCTV recording system. Staff members can examine recordings that have been backed up on the hard drive and in the cloud, but only senior management can download photographs. This information is only stored for thirty days.

Children's and young people's concerns regarding CCTV will be addressed with an eye towards minimising any potential privacy damage. Its use will be reviewed on a regular basis to make sure it is still justifiable.

Advocacy

Encouraging children and young people to voice their concerns, whether related to our service or any other area of their care, is a fundamental aspect of our mission. We converse their right to do so, as well as how, upon request, we will get in touch with an Independent Advocate to support them if necessary.

Additionally, we let kids and teens know that they have the right to an independent advocate appointed by their placing authority, who will counsel them and make sure they get the help they need to voice their opinions, desires, and sentiments on their lives and care. The Children's Guide in the house has more specific details.

Recruitment, Vetting, Training and Supervision

In compliance with The Children's Homes (England) Regulations 2015, Balfour House conducts a thorough "Safer Recruitment" and vetting process for all workers. To guarantee that every employee is properly screened and questioned, the manager and deputy manager have received safer recruiting training. Employees won't engage in "regulated activity" until this procedure has been satisfactorily finished. All employees will be expected to complete an induction after a successful hiring, screening, and interview process as well as the conclusion of vetting procedures. During this time, they will be regularly monitored and evaluated by senior staff in accordance with the home workforce development strategy.

This procedure results in the implementation of a development program that is regularly supervised by line management and overseen by the home/registered manager. In order to encourage ongoing professional growth, staff performance is evaluated annually, and areas for improvement and additional support are noted.

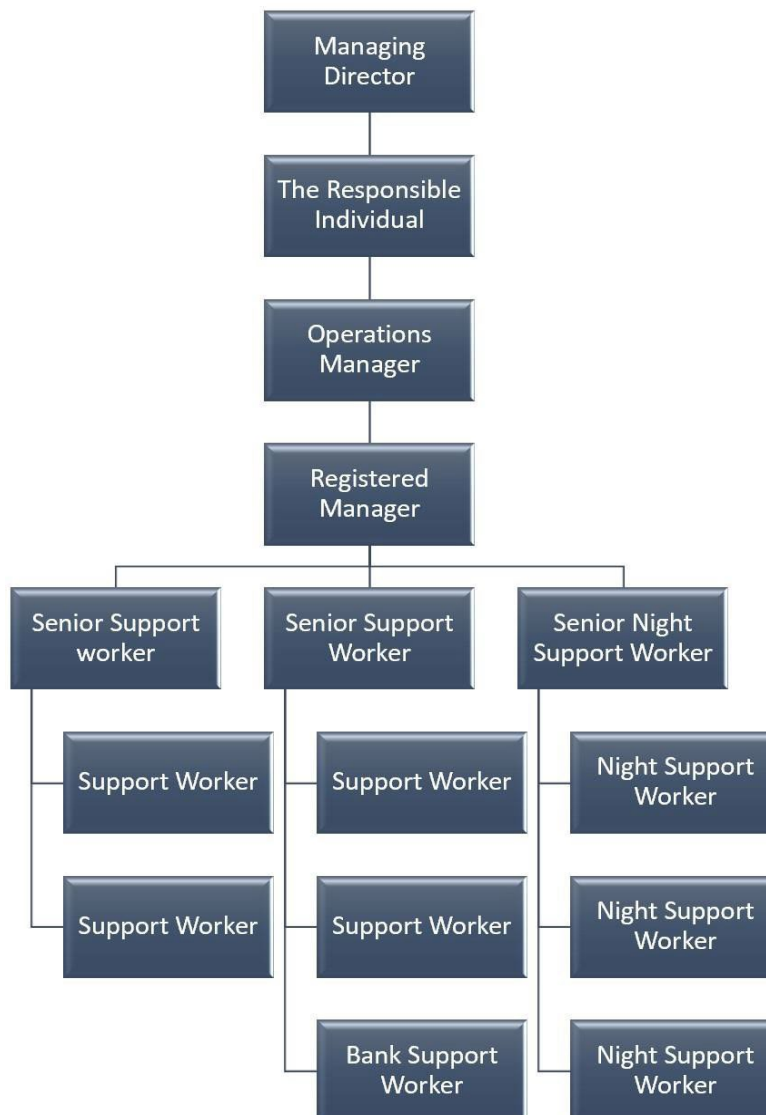
Training

Staff members are connected to a performance review system and reflective monitoring over a three-week induction and assessment period. The identification of necessary training, including First Aid, food hygiene, de-escalation, and positive handling technique (team teach), data handling/management, trauma informed care, positive behavior supports, and specialized safeguarding courses, is done through national standards, supervision, and performance reviews. Before beginning their positions or within a predetermined period of time, all employees undergo the necessary training to guarantee they are equipped with the necessary expertise.

Leadership and Management

At Balfour House, we make sure that our staff team is diverse, with a range of skills and experiences. Part of this effort includes trying to maintain a healthy balance between male and female employees so that we can offer gender-specific support and appropriate role modelling in a safe and respectable manner, such as personal care. In order to show our dedication to this, we will continuously assess the staff team's qualities in relation to the needs of children and young people, taking appropriate action in accordance with our equality policy.

Organisational Chart/Staffing Structure



The Registered Provider

Vincere Healthcare LTD

Balfour House

London, IG1 4HS

The Responsible Individual

Ms. [REDACTED] is currently the Director of Services for Safe Support Ventures. She has over 20 years' experience in Health, Education and Social Care. She is a service manager within NHS England.

Operations Manager

██████████ is an experienced management professional with a BSc in Sociology and Business Management from Kingston University Business School. He has over 15 years' experience supporting vulnerable young people in the youth & child development sector, including being one of the national safeguarding leads at the British Red Cross.

The Home Manager

██████████ is a Registered Manager with over 2 years' experience with a NVQ Level 5 in Leadership and management with Adults and Young People.

Balfour House – Staff Qualifications and Experience

Name	Post	Qualifications	Experience
	Responsible Individual	MA Public Health,	Over 22 years supporting adults and children.
	Operations	B.Sc. Management, LLB (Hons) Law. Level 5 NVQ Leadership in Health and Social care. Qualified Trainer 8 Health and social Mandatory courses.	Over 10 years' experience working as Registered Manager. I have over 4 years' experience as a trainer/ Assessor in health and social care.
	Home Manager	Level 5 Leadership & Social Care 1 year as a deputy manager 2 years as a care coordinator 1 years as Residential Support Worker	6 years working with young people, Worked in accounting.
	Operations Manager	BSc Accounting	4 years working with young people, Worked in accounting.
	Senior Residential Childcare Worker	CEPC, Online Master Coach Certification Institute of Education, London PGCE (Post Compulsory), Level 7 BA Music Performance	9 years Voice coach & Artist Development coach 6 years Music Lecturer 3 years English Math's & Functional Skills tutor.

	Senior Residential Childcare Worker	NVR Practitioner – Level 1 & 2. Trained in Parenting Programs. <ul style="list-style-type: none"> - Incredible Years- ASD & ADHD - Family Links - Talking Teens - Family Links – Nurturing program - Anna Freud – Family Ties Diploma Probation Practice Appropriate Adult Training 	Ealing Youth Offending Service 6 years Parenting & Behavior Practitioner for local authority 2 years Treatment Manager – Feltham YOI 1 Year Camden Youth Offending Service 1 year Wandsworth Drug Project (WDP)
	Residential Childcare Support Worker	BTEC Level 2 Understanding Challenging Behavior BTEC Diploma Sports Science	3 years Senior Keyworker at supported accommodation 1 year Keyworker at supported accommodation 1 year SEN Support Worker with Local Authority
	Residential Childcare Support Worker	Level 5 Leadership & Social Care	3 years as Residential Support Worker
	Residential Childcare Support Worker		1 year as a support worker
	Residential Childcare Support Worker	Nursing Training records in health and safety etc.	2 years as a Support Worker

Staffing Policy

Balfour House is responsible for making sure that there is an enough number of staff members to meet the requirements of the children while also making sure that the resources are used effectively and economically. The home will utilize agency staff from a respected organization as a last resort. We will evaluate the level of staffing and each child's danger. A manager is always available, day or night, to address any problems, anxieties, or concerns in order to help the workers and the children.

Care Planning

The well-being of adolescents is of utmost importance, and Balfour House, in conjunction with the placing authority, has an obligation to take actions that protect and further this. Balfour House will endeavor to collaborate with the young person and those in parental responsibility, to the extent that it is feasible, considering their age and comprehension. When making decisions, young people, their parent(s), and those with parental responsibility should be actively involved and their opinions should be taken into consideration (risk dependent). Every child will have a Local Authority Care Plan and an Individual Placement Plan, both of which are routinely evaluated.

When feasible, admissions to the home are planned and coordinated with great care, for the benefit of the moving kid as well as the other young people living there. The management of the home will evaluate information pertaining to the individual's particular needs, including known and unknown dangers. This data will be taken into account in addition to what the resident youngster already knows.

Management will see to it that all parties complete the Referral Forms and, if feasible, the pre-placement visits. We'll also take into account the home's physical characteristics, location, staffing levels, etc.

We will make an effort to identify right away which conditions or habits cannot be controlled and what steps need to be taken to control them. Professionals will also receive education regarding the home's overall philosophy and how it relates to each person's needs and rights.

A placement at Balfour House has the potential to effectively interrupt a dysfunctional pattern of conduct. Setting boundaries and maintaining consistency of practice allow for the constructive challenge and containment of negative and destructive conduct in a supportive and safe atmosphere.

Emergency Placements

Emergency admissions to the home will be taken into consideration if the kid and the placement seem suitable in terms of needs being met, compatibility, etc. Before agreeing to accommodation, an initial assessment would be finished, and dangers taken into account.

The care plan might need to be created faster than usual in the event of an emergency placement. Even so, it's crucial to make sure the child's needs are satisfied and the placement is suitable and safe. Additional factors that should be taken into account while placing emergency personnel include:

- The child's immediate safety and well-being
- The child's wishes and feelings about the placement
- The availability of suitable placements
- The need for a speedy assessment of the child's needs
- The need to involve the child's family and carers in the placement planning process.

To make sure the care plan still meets the child's needs, it should be evaluated frequently and revised as necessary. This is especially crucial for emergency placements because the child's situation could change quickly.

On Admission

The child is provided with a Children's Guide which is available at Balfour House.

The child will be registered with the local Doctor, Dentist and Optician.

A planning meeting is held within 72 hours of admission and an Individual Placement plan is then compiled. This is reviewed regularly and amended as required to reflect progress. The child may see the plan at any reasonable time.

The child will be told who their keyworker will be.

The Home Manager ensures that all staff are aware of their duties in operating key responsibilities.

The complaints procedure is explained to the child and information providing access to an Independent Advocate is made available.

The anti-bullying policy is explained as well as the behaviour management policy. Age-appropriate bedtimes, pocket money, and clothing allowances are outlined. Basic health and safety rules, fire procedures and evacuation are explained.

The keyworker of each child put in Balfour House will collaborate with the placing authority to determine the next stage of the move-on plan. At every stage, the youth will receive assistance to ensure that their needs are satisfied and that their voice is heard.

Ensuring that the placement concludes with a memorable event for the kid, peers, and staff is crucial. Whenever feasible, appropriate plans will be put in place to take into account the time spent in the home and provide staff and other young people with a fitting, happy ending.