

**17.07.2024**

**Statement of Purpose**

**June 2024 (Regulation 16)**

**The Voyager**

Manager: Bradley Layland

Chorley

OFSTED REGISTRATION NUMBER: 2677619

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**Mission Statement**

**“Navigating together towards a brighter future”.**



# Introduction

This Statement of Purpose is written in line with the Children’s Homes Regulations 2015 and outlines the care we provide. It includes an overview of the facilities, services, and practices we adopt to make sure that we continuously deliver effective services for the benefit of the children and young people in our-care. We pride ourselves on being a new small company to provide the best quality of care.

# QUALITY AND PURPOSE OF CARE

### *O*ur Young People

Helm Care Services provides care for young people who have a range of complexities including Emotional Behaviour Disorders (EBD). Every child is unique and we will always assess young people based on their own distinct personalities, journeys, and requirements. The atmosphere that we aim to create and uphold is one of a nurturing and happy nature, with a culture that celebrates difference and embraces individuality and diversity.

Helm Care Services provides care for three young people both boys and girls of varying ages up to and beyond their 18th birthday in certain circumstances. We provide integrated support with adherence to a biopsychosocial model while using a recovery model of care.

We follow the principles of HOPE:

**Home:** a safe and secure place to live

**Opportunity:** pursuing meaningful leisure, recreation, education, cultural opportunities and work.

**People:** enablement of friendships, confidantes, and supporters.

**Empowerment:** young people are fully involved in decisions affecting their life’s. Young people will define the outcomes which matter to them.

Helm Care Services will support young people to express themselves as individuals and input accordingly into their day to day arrangements such as hobbies, interests, education, culture, religion, clothing, diet, technology and leisure in line with placement plans. Risk assessments and safeguarding policies.

### Underlying Principles and Ethos

The management team and staff at Helm Care Services believe that residential care can be a positive choice in meeting the holistic needs of young people. This cannot be achieved in isolation, and it is our belief that through strong partnership and engaging with the wider system, so much more can be achieved than working on our own. Most importantly the young person themselves is always the central figure in determining their needs and identifying the best possible ‘package’ of care.

At Helm Care Services we fully endorse UNICEF’s mission to advocate for the protection of young people ’s rights, to help meet their basic needs and to expand their opportunities to reach their full potential.

We strive to ensure young people are fully supported to flourish within all the quality Standards and that each child has the opportunities and support available to reach achieve their own personal aspirations. In determining our model of care the home uses a ‘can do’ attitude to explore all that can be achieved. We believe that the homes approach should follow that of any good parent. Making decisions and supporting all our young people as we would with ‘our own child or family member’.

###

### Our Purpose, aims and objectives

Our purpose is to provide high quality therapeutic residential care to young people from admission to transition. Working closely with our Clinical Director and therapeutic team we provide individual packages of care tailored to meet the needs and requirements of each young person. We recognise that the young people entering our service are some of the most complex young people with varying maladaptive coping mechanisms, hence the team are equipped with specialised training to cope and navigate through challenging times, to try to prevent placement disruption or breakdown.

1. **Aims:**
* To provide an environment where young people develop the skills, confidence, and self-esteem that they need to flourish in their lives.
* To provide understanding and responsiveness to the impact of trauma to create opportunities for survivors to rebuild a sense of control and empowerment.
* To provide an integrated, and personalised living and learning experience irespectivly of race, religion or beliefs in line with equal opportunities policy.
* Ensure all care staff have skills to support our young people through research and training.
* Raise awareness and increase understanding in society for our young people to enable them to positively integrate into their local community.
* Provide families with the support and guidance and the opportunity to spend quality time with their child and help to repair relationships and forge better family connections.
* Support our young people to make a positive difference where they live and in all other areas of their lives.
* To develop the needs of everyone in terms of their emotional, social, and educational welfare.
* To provide a happy and safe environment

**b. Objectives:**

* To encourage, all individual’s, to build and maintain positive relationships with others.
* To address negative past experiences, in order, to facilitate a more positive future, recognising that different people exposed to the same trauma may respond in different ways.
* To create individual Care Plans / Pathway Plans/education Plans with the involvement of each young person, so that they have an active role in planning for their future.
* To encourage young people to achieve their goals as set out in their individual EHCP/ Care Plan/ Pathway Plan.
* To enable young people to become emotionally stronger and resilient to ultimately assist them in making a brighter future.

**Outcomes for Children**

In working with children and young people, Helm Care Services seeks to promote the development of:

* The ability to make, maintain and develop relationships
* Self-awareness, self-management, and positive thinking
* A positive self-image and an enhanced self-esteem
* The highest possible level of academic and vocational achievement
* Emotional resilience
* A sense of personal competence and independence
* The ability to make positive life choices
* The ability recognise risk and keep themselves safe.
* The pursuit of hobbies, talents, and further interests.

To promote outcomes for our children we provide the following.

* Full-time residential care from a skilled, experienced, and highly motivated staff team.
* A consistent, supportive, and positive style of working to develop self-awareness and self-management in children and young people
* Support and training to enable our young people to build and enjoy positive relationships with

 other children and adults

* A wide variety of new experiences for each child and the development of particular talents or

 interests

* Links with the wider community, outside agencies, further education facilities and work placements.

### Location and Accommodation

The home is a detached property situated on a newly built-up area in Leyland and is close to local parks, shops, Leyland and Chorley town centre. The home has a welcoming feel, the décor and soft furnishings are neutral and calming. Downstairs the home is made up of a communal lounge, kitchen/dining room, utility room W/C and has enclosed storage area’s for coats and shoes. There is a private rear garden with seating areas where young people can relax and enjoy outdoor activities and BBQ’s. There are three bedrooms on the first floor, one of which has its own ensuite shower room. There is a house bathroom with enclosed shower. Externally there is a large garage that has been professionally converted to a staff office. On admission to the home our young people will have the opportunity to personalise their bedrooms and input on other furnishings within the home.

As a means of security, the home has CCTV cover the front, drive, back garden and other side of the home. There is also a coded lock on the back gate. Additionally, at times there maybe young people living in the home that are subject to DOLS (Deprivation of Liberty Safeguards). On occasion this may mean, that to enable the safety of our young people the doors maybe temporarily locked.

### Diagram, map  Description automatically generated

### Cultural, linguistic and religious needs

The home will support young people to express themselves as individuals and input accordingly into their day to day arrangements such as hobbies, interests, education, culture, religion, clothing, diet, technology and leisure in line with placement plans and safeguarding policies.

The home will support young people to maintain and develop their cultural and religious beliefs safely. In promoting diversity staff at Helm Care Services are committed to meeting each young person’s religious needs and beliefs. Each young person’s support plan will detail their individual cultural and religious needs and how these needs should be supported, as identified by themselves and significant others. All the main cultural and religious feast days and festivals will be collectively celebrated with appropriate food, music, and information shared to educate our young people around differing cultures and religions. The staff team will work in partnership with the young person, and where appropriate the family, to facilitate religious observation. This includes enabling the young person to attend services and special sites of religious interest. Furthermore, the home will ensure that any dietary needs are met, a space to worship is identified if required, and all special days are promoted and celebrated.

Young people will attend an in-house equality and diversity training course to further help raise awareness and tolerance of other cultures. This will be an interactive and visual session which will be adapted and accessible for varying levels of understanding.

There will be an appropriate and diverse range of staff, for example, a good mix of both male and female staff/role models, varying ages, and staff with different life experiences to offer the job and our young people. The full staff team will act as positive role models, so that the young people and young people are encouraged to engage positively with difference and other cultures.

Our in house Community Relations Officer will encourage young people to show respect for their community and neighbours and attend the local community meetings.

Where possible and appropriate if a child or young person has displayed a behaviour, which has upset or insulted someone external from the home restorative justice action will be explored.

### Complaints

On admission, each young person will be made aware of the in-house complaints policy and procedure and how they will be supported to use it if they so wish. This is also outlined in the young person’s guide. Following admission our young people are issued with their own individualised help phone numbers lists so they have all relevant support numbers available as and when they require.

Each child will have access to complaints forms where any formal complaint can be made. Additional to this for ‘minor gripes’ we have a ‘grumbles form’. Staff will try to solve the concern for the young person; however, the matter may be more appropriate to pass onto the Manager. All steps will be carried out for a satisfactory outcome to be achieved. A young person can also make a complaint or raise any concerns to following:

* Independent reviewing officer
* Social worker
* Advocacy service
* Ofsted
* Responsible Individual
* Operations Director

A list of Telephone numbers and addresses are listed in the young person’s guide if they wish to make a complaint and the address and telephone number of our local Ofsted team which is:

**Ofsted Social Care Team**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**0300 123 1231**

# VIEWS, WISHES AND FEELINGS

### Consultation with the young people about the operation of the home

Helm Care Services embraces the general principles of the UN Convention on the Rights of the Child (UNCRC) and article 12; -

* Parties shall assure to the child who can form his or her own views the right to express those views freely in all matters affecting that child, the views of the child being given due weight in accordance with the age and maturity of the child.
* For this purpose, the child shall be provided the opportunity to be heard in any judicial and administrative proceedings affecting the child, either directly, or through representative or appropriate body, in a manner consistent with the procedural rules of the National law.

Helm Care Services recognises the unique communication skills of all our young people and aims to develop these skills to support our young people to communicate effectively in all areas of their lives. Our service is creative and open to using whatever form of communication works for a person. Each young person will be supported to develop their own ‘getting to know me’ plan to help people get the true sense of what is important to them. The staff team continually work hard at building relationships with the young people to gain a better understanding of how they express and communicate their needs and wishes.

Great emphasis is placed on consultation and contributions of our children and young people. Helm Care Services believes that when children and young people are involved in decision-making, it helps them to feel valued and that their opinions are listened too and respected, enabling them to form a sense of identity and a sense of belonging. As part of the recruitment and interview process, children and young people will meet whenever possible prospective employees and young people’s opinions are canvassed and taken into consideration. All children and young people have their own assigned key worker who will have regular 1:1 keyworker sessions with the young person, where time is spent building a trusting relationship where any issues, wishes or fears the young person may have can be shared. That being said, all young people are actively encouraged to discuss through their needs and concerns with any and all members of the staff team, so that if their keyworker is not on shift, they will always feel that they have someone to talk to and who will actively listen. In addition, a monthly house meeting are held to provide a forum for ideas, issues, suggestions, and celebrations that the young people or staff wish to present. Other forums that the young people are encouraged to use to voice their wishes and feelings can include, LAC and Planning meetings.

Children and young people are consulted over a number of operational/domestic matters such as menus, the decoration of the home and their bedroom as well as other home improvements, activities holidays and theme days.

### Anti- discriminatory practices and Young people ’s Rights

Helm Care Services places the rights of the young people in their care of primary importance. The staff team strive to encourage the young people to express their feeling and wishes and promote a culture whereby our young people not only understand their rights but the rights of others.

Children have the right to be happy, healthy and be safe. Helm Care Services recognises that the rights of children and young people apply to all aspects of their life. Alongside the UN Convention, we strive to enable children and young people to grow and live up to their potential in the world, irrespective of whom they are and where they come from. Helm Care Services believe that all adults and professionals must work together to ensure that all children understand and benefit from their rights. We aim to listen and treat the children and young people we care for with respect and dignity.

Helm Care Services is committed to develop an environment that is free from discrimination in any form. The starting position to achieve this is by ensuring that all relationships are built and maintained by the guiding principle of ‘mutual respect’. In treating each young person as an individual, they are supported in recognising their own identity and to be accepting of difference in others. The aim of this is to encourage tolerance and understanding whilst developing confidence and self-esteem.

Policies within the home outline our approach to dealing with issues around equal opportunities. Whilst our Equal Opportunities Policy is the central document, the home has ensured that an anti-discriminatory approach is adopted throughout its policies and procedures. For example, our policies on countering bullying and combating racism reflect our expectations regarding equal opportunities.

We are totally committed to the principles of equal opportunity in employment and services. No individual, employee or looked after children and young people, will be disadvantaged as a consequence of:

* race
* gender
* disability
* sexuality or any other reason.

Discriminatory behaviour of any sort will be challenged and dealt with appropriately. Through our inclusive approach to recruitment, we aim to integrate equality of opportunity into all its employment activities. Our service provision to Local Authorities, looked after children and young people reflects this culture of diversity, ensuring that our services, recruitment and general business do not discriminate on any grounds of:

* Age
* Disability
* Gender
* Gender reassignment
* Marriage or civil partnership
* Pregnancy and maternity
* Race and ethnicity
* Religion and belief (or non-belief)
* Sexual orientation

We seek to operate within a framework of fairness, openness, integrity, accountability and expect the same of those providing care on behalf of Helm Care Services. Our key values and principles are set down to ensure that:

* All employment and service delivery policies and practices reflect a positive value for human difference and diversity.
* All staff are aware of and understand the Helm Care Services commitment to equality of opportunity and their responsibilities in relation to this.
* Our workforce has the knowledge, skills and abilities to provide high quality services within a clear framework of anti-discriminatory practice.
* Our services are responsive, accessible, sensitive and appropriate to those who need and may benefit from them.
* Training encourages Helm Care Services that respects the ethnic, religious, cultural and linguistic background of children and young people who are looked after. Foster carers are provided with the necessary information, support and training to enable them to provide the best possible care and to promote the traditions, achievements, and beliefs of a child or young person

# EDUCATION FOR OUR YOUNG PEOPLE

Helm Care Services promotes education for young people in our care. Processes are in place to deal with exceptional matters that affect young people and there are education champions within the staff team to ensure that all young people receive an appropriate package of education. It is expected that all young people have an appropriate tailor-made package of education, whether in mainstream school, home tuition or Local College. We will work closely alongside each young person’s assessments and EHCP as these outlined objectives inform their individual learning targets.

Helm Care Services will ensure that, alongside placing authority and educational provisions that PEP meetings are regular and Individual Educational Plans are in place so that staff have up to date information about each child’s progress, school attendance, goals and targets. This information will then feed into internal care plans, with target and goals that the home will be jointly working towards with each individual young person. The home’s School Liaison Officer will ensure that they maintain regular contact with each child’s school, college and alongside the placing authority we will advocate to help overcome any barriers the child may encounter to accessing their education. The staff team will have a good understanding of a school’s functions, admission processes, roles of designated LAC teachers and virtual head teachers. The home will professionally challenge the education provision if the young person does not receive appropriate support to progress at outlined in their relevant plans.

Helm Care Services will provide the necessary support to all young people to enable them to access education or training for example transportation, supporting them to use public transport or educational transport, facilities and technology for completion of online work. Where appropriate staff will accompany young people into school to support them throughout their school day. Where needed, we will support our young people to access any pupil premium money or Personal Education Plan Support Allowance (PEPSA) towards items required for schooling or to gain additional tuition outside of schooling to best ensure each child’s full academic potential can be achieved.

If Covid-19 impacts on the ability to attend educational provisions, then the home will maintain regular communications with schooling provisions and that work is being gained for Helm Care Services staff to support our young people to complete required schooling. It is also recognised that our young people may experience increased stress levels which can impact on their emotional and mental health during these restrictive times therefore the home and schools working together can be flexible with timetabling of study to accommodate for such stressors.

# ENJOYMENT AND ACHIEVEMENT

### Promotion of recreational, sport and cultural activities for young people

All young people are encouraged to develop and pursue hobbies, interests, and outdoor activities, including sport, clubs, music, dance etc. Where a young person arrives at Helm Care Services with an existing hobby or interest the home will try to facilitate and encourage the continuation of this. In planning activities we encourage young people to partake in both group and individual pursuits. These activities not only consider individual young people’s ethnicity, culture, language, interests, and ability, but seek to expand young people’s experiences of inclusion and diversity. To this end the staff will seek to introduce young people to new activities and experiences to complement their existing interests. Equally the young people within the home will be encouraged to participate in activities with their friends from outside the home, and link in with the local community. Naturally before any activity is undertaken a risk assessment process is followed.

**Young people are encouraged to participate in many activities:**

* Buy books and magazines.
* Purchase and rental of age-appropriate computer games, DVD’s, board games etc.
* Swimming
* Dance classes
* Singing lessons
* Go Karting
* Theme parks
* Gyms
* Football
* Fishing
* Zoo
* Holidays

# PROMOTING THE HEALTH AND WELLBEING OF YOUNG PEOPLE

Helm Care Services are committed to ensuring that health promotion is at the forefront of care planning for each young person. To meet our aims, the home encourages a holistic and integrated approach to health, recognising the importance of factors such as diet, exercise, and emotional wellbeing, alongside the practicalities of doctors, dentists, and opticians. On admission young people will be registered with the relevant health services.

Young people will be encouraged and supported to take an active and lead role in managing specific health conditions according to age and understanding.

Individual and group work will take place with the young people via our local sexual health team and our CLA nurse to further develop their physical and mental health and awareness. This will cover a range of issues as determined by the Personal Health Plan, but may include raising self- esteem, sexual health, relationships, therapeutic support, and drug awareness.

We also provide all young people with a range of leaflets. This will provide them with information on various things i.e., the impact of drugs, alcohol, smoking and information on sexual health. This are in varying formats to ensure accessibility for varying levels of understanding.

We will work with individual young people on food preparation and cooking, exercise programmes and lead direct sessional work around healthy lifestyles, supported by the clinical team within Helm Care.

**Therapeutic Interventions**

The therapeutic team consist of RMN, Assistant psychologists, DBT therapist, Systemic practitioners.

* Our therapeutic offer is the provision of individual face to face therapy with the child/young person.
* The therapist may provide guidance/direction to the manager and the team to enable the delivery of therapeutically informed practise.
* Our therapist can provide training to staff as required.
* Our goal will always be to support the child/young person in accessing individual therapy however we acknowledge that at times this can be too intense for some children.
* Until a child/young person can access a therapeutic intervention we will be guided by the therapist on strategies to support the child/young person alongside utilising the Therapeutic milieu approach in our homes. Providing the child/young person with a culture that is rich in therapeutic interpersonal relationships and routine.
* Each of the young people will have an individual therapeutic plan which will be reflective of the child/young person’s therapeutic journey.
* The initial plan will be a basic plan however the plan will provide a platform of our work whilst a formal assessment takes place, a more comprehensive plan will be formulated over time, this will include how we intend to deliver therapy based on the child/young person’s individual needs as informed by the therapist.
* Following any therapeutic intervention in the home there will be a record completed either by the therapist .

# POSITIVE RELATIONSHIPS

Helm Care Services believes in partnership with young people, their families, and significant others in their lives. We recognise that both the young person and families will have high anxiety during their transition into the home and will endeavour to work at a pace that everyone is comfortable with. Placing a child in a residential setting affects the whole family. Unless contact with specified family members is terminated or restricted by the Family Court, Helm Care Services encourage contact between all young people and their families. Families are welcomed into the home and the staff team will work in line with care planning arrangements and update family members where necessary. Young people will also be supported to have overnight stays with family.

The home will facilitate transport for family members or young people to and from their place of contact. Alternatively, we can arrange for a young person to travel by other forms of public transport if appropriate.

Friends are able to visit young people in the home, young people are also able to spend time with friends in the local community. Young people will be supported to identify healthy relationship, while negative relationships will be discouraged. All contact inside and outside of the home will be in line with the young person’s individual plans.

As well as visits by, and to, family and friends, we also encourage other means of contact such as telephone calls and letters. They can also contact their Social Worker, advocate, leaving care workers and any other persons involved in their care and welfare during.

**Joint Working**

Helm Care Services seek to involve the placing authority and social worker at every opportunity from referral to discharge. Helm Care services work closely with the statutory social worker to formulate placement and management plans. These plans are reviewed collectively every 6 weeks (or post incident/change) Any incidents that occur are reported to the social worker and the relevant plans reviewed/amended. All CLA reviews will be attended by Helm Care Services together with any statutory meetings.

There are likely to be many other people, organisations and bodies that have responsibility towards the young people placed within Helm Care Services, including but not limited to, health, education, local safeguarding young people ’s boards, missing from home teams, CCE teams, public services. Helm Care Services will work proactively and take the initiative in identifying others that are required to play a role in our young people’s journey of recovery while advocating for them appropriately.

# PROTECTION OF YOUNG PEOPLE

### Monitoring and surveillance

The home has external CCTV to the front, side and back of the home in line with safeguarding policies and procedures. The home will gain written consent from the placing authority prior to any placement. The use of CCTV is regulated by the Protection of Freedoms Act 2012 and the surveillance Camera Code of Conduct (Home office 2013) All young people will be made aware of this verbally during the assessment process and it is also detailed within the young people ’s guide. Consent will be gained in writing by the placing authority together with written consent by the young person on admission.

**Health and Safety**

The home has robust health and safety policies and procedures including fire safety, infection control and COSHH. All safety measures, emergency procedures and audits are in place to ensure effective safety in all these areas including emergency lighting, firefighting equipment, and training.

### Safeguarding

The safety and well-being of the young people in our care is paramount. Helm Care Services recognises its duty to make arrangements to ensure that all functions are carried out with a view to safeguarding and promoting the welfare of children. We ensure the provision of training for all staff in the prevention of abuse, recognition of abuse, dealing with disclosures or suspicions of abuse and our child protection procedures. Procedural guidance for staff demonstrates the systems required in order to protect children and minimise the risk of abuse whilst the child is living at the children’s home. In order to promote the safety and well-being of young people, Helm Care Services has an identified Designated Safeguarding Lead, details of which are communicated to staff, young people, parents/carers (where appropriate). We have links with other agencies concerned with Child Protection including the local police, LADO and CSE team and work together around each young person to further promote their safety.

### Promoting positive behaviour

The home has an anti-bullying policy and pro-actively and positively challenges bullying supporting our young people to recognise the impact of their words and actions on other people both emotionally and physically and working within a restorative justice framework and encouraging mediation to develop therapeutic rapport. Policies are in place for allegations of bullying and if bullying becomes a safeguarding issue the safeguarding policy will be followed, and all relevant people informed.

The home has clear expectations for our young people in respect of positive behaviour and these are outlined within the young people ’s guide and our behaviour management policy and procedures. The young people and staff team are encouraged to review our ‘consequences’ at regular intervals to enable a collective viewpoint when assessing effectiveness of behaviour management support. We emphasise on the avoidance of unacceptable behaviour by encouraging and rewarding positive behaviours. The use of praise, encouragement and positive reinforcement is used along with the imposition of permitted consequences in line with the company’s current policy and procedure guidelines. We have points/reward charts which are used to encourage young people to work towards specific goals that target in area they may be struggling to encourage positive outcomes. All young people can achieve a monetary reward and incentive trips.

### Positive Behaviour Support including restraint

Helm Care Services passionately believe in the principles of positive care. Our aims and underlying philosophy focus upon what can be achieved and worked towards as opposed to limiting ourselves to restricting and controlling negative elements of behaviour.

All young people will be supported by our therapeutic team to learn to recognise, understand and regulate their own emotions. All young people will have direct sessional work on key areas that impact on their thoughts, feelings and resulting actions.

Staff will have robust training around positive behaviour management and be equipped with the necessary confidence and skills to promote and encourage positive behaviour in our young people. Staff will be provided with regular supervision and reflective sessions to explore and enhance our understanding of the young people in our care. Staff will also be part of regular formulation meetings for each young person to enable a deeper understanding of needs, triggers and early warning signs. Positive handling plans will be updated accordingly in line with increased knowledge an understanding of our young people.

Physical restraint can only occur to prevent likely injury to the child concerned or others, likely serious damage to property or preventing a child leaving the home if they are going to put themselves at risk of injury by leaving (gang related activity, using drugs or to meet someone who is/intends to sexually exploit them). Furthermore, physical restraint will only be used as an absolute last resort after all other de-escalation strategies have been exhausted and there is imminent risk of harm. The staff team are trained within Team Teach intervention training to restrain a young person safely, in the least restrictive manner to allow them to regain control and regularly updated via refresher courses. The manager of the home will review all incidents of physical restraint, debriefs with the staff and young people are conducted to identify possible triggers and possible alternative actions to avoid the need for future physical management. The staff team will use their own professional judgement, supported by the knowledge of the child’s individual risk management and placement plan to determine level of immediate risk. The staff team will be aware, and mindful of any past experiences unique to each child and the impact this could have on the individual’s response to restraint by adults responsible for their care.

### Covid-19

Due to the current climate with Covid-19 and the frequently changing government guidelines the home is ensuring we keep abreast with government guidance and adhere to rules relating to COVID-19. Our risk management practices will remain in line with the current government guidance.

For some of our young people who experience anxiety and have other conditions which may make wearing face coverings difficult will have exemption cards for use in area requiring the use of face coverings.

### E-Safety

E-safety is considered a high priority across the home and there are clear and robust processes to follow allowing everyone to report issues with confidence and trust. The staff team and young people will receive formal e-safety training each year and where possible families will be encouraged to join in with this training. The manager takes responsibility for e-safety and will ensure that policies and procedures that are in place are subject to robust monitoring and regular reviewing, alongside the staff team and young people.

Any internet usage by the service is managed and monitored and the storage, use and transfer of personal data is adequately protected in accordance with data protection legislation. The manager will ensure regular random checks of young person’s own devices to include mobile phones and laptops and the home has age-appropriate filters/parental controls. The home utilises the LSCB self- review tool as part of the home ensuring they are working within the safety guidelines required to ensure e-safety is instilled within the home. As a service we understand the vulnerabilities of the young people that we support and ensure we have appropriate resources and strategies to keep our young people educated to protect themselves and build resilience. Young people will have 1:1 and group educational sessions around the risks associated with online usage, cyber- bullying and coercion towards issues such as CSE and radicalisation.

### Missing from home and unauthorised absences

Helm Care Services work proactively with our young people to identify difficulties, triggers and early warning signs to potential missing from home incidents in order to effectively inform Placement and Risk Management Plans.

Helm Care services have developed a Runaway and Missing from Home and Care (RMFHC) policy and procedure. The RMFHC policy reads alongside and incorporates; Lancashire Strategy for Young people who go missing, Pan-Lancashire Joint Protocol September 2014 “Young people and young people who run away or go missing from care or home.” Joint protocol – “Children and young people who run away or go missing from home or care.” Department of Education (DoE) Statutory Guidance on children and young people who run away or go missing from home or care, January 2014, Department of Education (DoE) Statutory Guidance on young people and young people who run away or go missing from home or care flowchart, showing roles and responsibilities when a child goes missing from care, Home office “Missing young people and adults a cross government strategy.” Association of Chief Police Officers (ACPO) Interim guidance on the Management, recording and Investigation of Missing persons 2013, Lancashire County Council Missing from Home Process and Safeguarding children and young people that may have been trafficked.

During the pre-admission process, thorough assessments will be undertaken with the young person and their wider support system around the possibility of missing incidents together with the risks posed to a young person if a missing incident occurs. Triggers, early warning signs and factors which may increase this risk will also be explored and detailed within every young person’s personal missing from home protocol. These protocols will be formulated with the wider support system in line with local services protocols and include specific strategies/interventions that are to be followed including upon the young person’s return and follow up procedures. The plans will be reviewed regularly with all agencies.

All relevant professionals and family, where appropriate, will be informed of any missing incidents as per protocol.

All records and documentation will be completed after every missing incident and evaluated to identify any potential learning needs or knowledge for staff and to record any evidence of what worked well to inform existing and future plans.

The registered manager will work closely with the local police and missing from home teams, attending meetings.

**Risk Taking**

In addressing the issue of risk-taking, Helm Care Services acknowledges that all young people take risks as a normal part of growing up and it is a tool they use to discover, define, and develop their abilities and identity. However, it is important to appreciate the difference between positive or healthy risk-taking e.g. sports, mountain climbing and making new friends, and negative or dangerous risk-taking, e.g. illicit substances, going missing from care and exploitation. In promoting an appropriate balance between healthy and dangerous risk-taking, staff, also have an important part to play in supporting our young people in respect to risk. Staff:

* Need to help young people learn how to evaluate risks and anticipate the consequences of their choices. Including self-harming.
* Need to help young people identify healthy opportunities for risk-taking. Experience of healthy risk-taking can itself prevent unhealthy risk-taking.

Helm Care Services also recognises that staff will “dynamic risk assess” on an on-going basis, whether on or off site, and make decisions on the basis of those assessments. A full and comprehensive set of risk assessments has been developed covering all aspects of our work including the use of premises, equipment, on and off site activities, and visits. All staff are expected to familiarise themselves with these as part of their induction and training. All staff have a responsibility to respect and promote young people’s freedom and independence.

# LEADERSHIP AND MANAGEMENT

**The Registered Provider: Helm Care Services LTD**

Address; - Business First Centre, 12A Medway, Padiham. BB12 7NG

Telephone: 03316 300921

**The Responsible Individual: Miss Rachel Greenwood**

Address: Business First Centre, 12A Medway, Padiham. BB12 7NG

Telephone: 07483 144693

**The Registered Manager: Mr Bradley Layland**

It is the Registered Managers overall responsibility to demonstrate effective leadership and management with the support of the senior management team and the Responsible Individual.

The Registered Manager has a key role in establishing and maintaining good working relationships with external professionals in various settings such as health, public sector, social care and regulatory services.

The Registered Manager is responsible for leading the team in delivering high standards of care in line with the ethos, values and outcomes outlined within the Statement of purpose.

The Registered Manager will promote a culture whereby anything is possible, opportunities for development for both staff and young people will be in abundance in order for everyone to thrive and reach their full potential.

The Registered Manager will work within the outstanding regulatory framework, striving towards an outstanding rating which will be evidenced in the high levels of care, support, knowledge, training, skills, experience, resources and opportunities provided to both staff and young people. The Registered Manager will continue in their professional development in order to maintain a deep understanding of the needs of the young people placed in the home.

The Registered Manager will ensure that up to date and evidenced based policies and procedures are in place and that all staff read and understand their role and responsibilities within these procedures.

A diverse and enriched staff team will be sought, with a range of positive interests, experiences and skills.

The Registered Manager will be based within the home and be accessible and approachable during working hours.

The Registered Manager will develop a workforce plan and development plan. These plans will be reviewed and updated regularly

The Registered Manager will seek internal and external reviews by way of regulation 44 and 45 to ensure continuous improvement.

### Staffing

In the Manager’s absence, a Deputy Manager will deputise for them with the support of the responsible Individual

Should problems arise due to the likes of sickness, the home operates a two tier on call system. There will be an allocated member of staff in case of staff absence together with a manager for if/when support or guidance is required. Staff are permitted to work overtime at the discretion of the Registered Manager.

Staffing levels are 2:1 as standard during each day, with 2 waking night staff and a sleep in staff. Staffing numbers will be increased/decreased according to need and with consultation with the placing authority and social worker.

Staff work 12.5 hour shifts to promote consistency throughout the day/night to our young people. This also enable staff to have good levels of down time between shifts.

The Registered Manager has developed a contingency plan should the home experience unprecedented staff shortages due to sickness or unforeseen events. This plan outlines and makes an assessment of the implications for young people ’s care, including any likely risks. The Clinical and Operations Directors work closely within the service and are also available as and when required to provide hands on support if such cases arise together with the utilisation of agency staff. The home will not utilise any more than 50% agency staff for any given shift.

### Recruitment

Recruitment is In line with the safer recruitment policy.

We encourage and involve young people in the staff interview process and value their input and perspective. The young people are given opportunity to ask prospective employees questions that they feel important and feedback from young people is then gained following interview.

The young people’s views and responses will be considered when staff receive their annual appraisal and monthly supervisions.

Should agency staff be deemed necessary, then they too will undergo a similar vetting process including an induction prior to their first shift. Agency staff will only be used as a last resort, and we will endeavour to utilise the same agency where possible to aid consistency.

### Supervision, training, and development

All staff receive regular supervision and all new staff members will undergo an in-house induction programme. Each member of staff has their own Personal Development Plan which is visited at regular intervals and areas identified for further training and development to enhance their skills, knowledge, and practice. Further support to the staff team is offered via informal supervision and team meetings.

Staff and management will meet with the Clinical Director at regular intervals to review and discuss each child’s development and this will extend into regular group reflection, incident reviews and formulation meetings

Each month the Team Leaders will have a formal meeting with the manager, minutes will be taken and a time specific action plan developed.

Therapy staff will receive regular clinical supervision, in addition to organisational supervision from an appropriate professional. They will maintain an up-to-date CPD file evidencing their ongoing training and development.

Each member of staff receives a mid-review appraisal at 6 months and then a further annual appraisal to identify their progress, development needs and goals for the forthcoming year. This will be based around a self-assessment reflective tool and SMART goals collaboratively agreed.

The Registered Manager will undertake monthly staff check in sessions to enable quality time with each team member which then enables the manager to lead from the front and gain first-hand feedback from the team to inform training, strategies for the staff team, as well as utilising feedback to inform the young person’s care planning.

The Team Leaders will run staff supervisions at regular intervals with Residential Support Workers, the manager will conduct Team Leaders’ supervisions and the manager has professional supervision from the Operational Director, Fitri Brock and clinical supervision from the Clinical Director, Rachel Greenwood.

All staff will be expected to complete the relevant qualifications in line with their role in the specified timeframe.

There are key areas of training, that staff will undertake during their employment. These generally include:

* All mandatory on line training
* Team Teach Training
* Self-Harm/suicide and Ligature Training
* Safeguarding Training
* Self-Awareness Training
* First Aid Training

Other training will be made available to staff on the need of the young people that we support.

Through the process of regulation 45 the manager ensures thorough and rigorous monitoring of the home to include how the quality of care being given impacts on the outcomes for everyone and the home as a group. The manager will be responsible for proactively implementing lessons learnt and sustaining good practice.

### Additional Roles & Responsibilities

Health and safety / fire Champion

Infection Control

Activities and Social Inclusion Lead

Equality and Diversity

School and Education Liaison Officer

Young person’s Core Team (Placement plan, Risk management plan, behaviour support plan)

Designated safeguarding lead

Safeguarding Deputy

Health and Wellbeing Champion

Team Teach Trainers

# CARE PLANNING

Helm Care Services has a robust admissions policy and procedure in place to ensure effective information gathering of all referrals as part of the assessment process. All professionals currently and previously involved in the young person would be contacted and information gathered regarding needs, presentation, care pathway to date, reasons around breakdowns and risk.

Admission to the home is based on the home being able to meet the needs contained within a child’s Education, Health, and Care Plan (EHCP) and/or Statement of Special Educational Needs (SSEN). We will need to also assess how we would meet any additional needs which may not be explicit in their SSEN, to ensure that a child’s social, health and welfare needs can all be met appropriately. We will gather information as possible from sources such as the Core or single assessment documents, Annual reports from their current educational provision, medical reports, risk assessments, and any health and care plans that are already in place.

An impact risk assessment will be completed to inform the appropriateness of placement while taking into account the location, other young people placed in the home and current staff team. The Registered Manager, Responsible Individual and where appropriate the clinical team will meet to discuss the referral in detail. Placement matching will be thoroughly considered, the home will ensure that all the young people can co-habit together and enjoy the value of group living whilst maintaining high safeguarding of all our young people and young people, taking into account the different difficulties, presentations, varying age and developmental stages. The staff team have the knowledge and skill set to be responsive to the assessed needs of the young person. Any additional training needs that have been identified will be delivered and embedded prior to the acceptance of any young person. The environment and location will also be considered when placing young people and the location risk assessment will be referred to.

A detailed care proposal will then be formulated for the placing authority and social worker. Once this has been agreed the Registered Manager and Clinical Director will meet the young person and complete the final stage of assessment taking into account the views wishes and opinions of the young person.

Prior to admission or on arrival, each young person will receive a Young Person’s Welcome Pack/young people ’s Guide. This outlines the running of the home and our expectations and boundaries and what the child can expect from us. The young person will be given this information in various formats according to needs, development and understanding.

Once the admission date has been agreed, there will be a Placement Planning Meeting within 7 days or if the placement is an emergency placement, then a planning meeting must be held within 72 hours. The first review will take place within 20 working days and subsequent reviews will be 3 monthly and 6 monthly, as each individual care plan dictates.

During the admission process, permission will be sought for the person conducting our independent regulation 44 visits to access relevant parts of the young people ’s records, as agreed with the child.

The child’s EHCP and/or SSEN and placement plan will be regularly reviewed and, depending on the placement arrangements, this may be led by Helm Care Services, Local Authority, independent reviewing officers (IRO) or social workers. It is at this meeting that any amendments to their EHCP/SSEN can be recommended. The child, their family and any departments involved with the child can contribute to this review through reports and/or attendance.

The registered manager will request a review of the young person’s placement plan if there are continual significant risks or missing from home incidents.

If a young person has to be moved from the home due to immediate significant risk the placing authority will be informed immediately by the Registered Manager and a Statutory review convened as soon as possible.

### Transition

A robust transition plan will be formulated with the young person and their social worker/placing authority. Their family, carers and current care team will also be involved if applicable and deemed appropriate. Transition plans will be person centred and consider a number of factors;

* A ‘getting to know me’ plan will be completed with the young person which includes areas such as preferred method of communication, likes, dislikes, hobbies, interests, goals, aspirations, what the young person understands about their own difficulties, level of insight, fears, worries, concerns, known supportive strategies coping mechanisms and genogram.
* Introductions to their staff team.
* Short visits to the home and view bedroom.
* Introductions to other residents (if applicable)
* Day/half day visits to the home and explore surrounding areas
* Identify core team
* Overnight stay
* Placement plans and risk management plans will be formulated and in place prior to transition and reviewed after every contact during the transition period.
* The young person will be consulted at every stage of the transition, feedback will be gained and their voice listened too while amending any plans as appropriate in order to build a therapeutic relationship.

### Transition from the home

Helm Care Services supports all young people when moving on from our care, whether that is to return home to live with family, live independently or at the age of 18 into leaving care/supported services. We work jointly with the placing authority to support the young person’s pathway plan, we strive for longevity of outcomes, therefore young people have a robust package of care which enable them to develop emotionally and socially while increasing insight into their difficulties and building resilience. Young people will also be supported to develop the appropriate practical skills such as budgeting, cooking, cleaning and self-care skills.

Young people in our care are likely not to have experienced positive endings and have had little control over their endings. Where possible specific, personalised endings work will commence in advance, where the young person will be fully involved and be supported to steer the direction of this work where possible. This will ensure they remain actively involved in choices and decisions.

### Emergency admissions

Emergency admissions will only be accepted in extreme circumstances and in the best interests of the young person. We understand that, on occasions, young people need to move imminently for a variety of reasons. We will only accept an emergency admission if the homes capacity and support systems are able to support this. It is essential that the home will be able to continue with its high quality service delivery to young people already living in the home and that any emergency admission will not negatively impact upon this. The assessment process must still be followed in full and an appropriate transition plan formulated and facilitated.



### Current Staffing Appendix 1

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| Post | Name | Experience and Qualifications |
| Registered Manager | Bradley Layland | Bradley has a level 4 children qualification and young people.Bradley is currently undertaking his level 5 in leadership and management.Bradley holds a Ba Hons degree in Physical Education and School Sport.Bradley has approximately 4 years’ experience within residential care working within multiple different homes including solo homes, multi bed homes and leaving care homes and working with young people with different risks and levels of risk including emotional and behavioural difficulties, CCE, CSE and other traumas.Bradley has been within the Voyager since November 2022 and stepped into a deputy manager role in May 2023. He has looked after the home in the Registered Managers absence and has now stepped into the homes manager role in December 2023 before attaining his registration in May 2024. |
| Responsible Individual and Clinical Director | Rachel Greenwood | Rachel has led a multi-disciplinary team who specialised in the rehabilitation of young people in a community setting suffering from attachment disorder, personality disorder, autistic spectrum conditions, drug and alcohol dependencies, and complex mental health conditions including dual diagnosis. She is an experience Registered Mental Health Nurse who has extensive post qualifying experience working with children and young people who have experienced significant life events, trauma and abuse together with displaying attachment difficulties, self-harm, suicidal ideation and challenging behaviours. Rachel has worked with a variety of young people in many different settings to include, but not limited to, residential homes, secure environments, locked rehabilitation, acquired brain injury, acute hospital wards, CAMHS, community mental health teams, community rehabilitation, and learning disabilities. She has extensive experience in providing clinical supervision to managers, clinicians and members of the staff team as well as leading clinical governance. Rachel has direct experience of working with commissioners, CCG’s, Public sector workers, Local and Regulatory Authorities. Rachel has taken a lead role in identifying quality improvement requirements while formulating, implementing and monitoring improvement strategies, risk management systems and quality assurance. Rachel is the Clinical Director of Helm Care Services and is passionate about embedding the services standards, quality, ethos and values in line with current research and evidence based practice.  |
| Quality and Performance Director | Sarah Junor Fitzpatrick |  |
| Operational Director | Fitri Brock | Level 7 business managementLevel 7 CMI in Senior Leadership ProgrammeFoundation Degree in Pension Administration and ManagementLevel 2 in children and young people Fitri possesses an adept ability to deliver high performing teams, through her excellent leadership and managerial skills. She has successfully led ahead of schedule multiple large scale projects continuous improvement, engagement and risk initiatives. Her passion for the people she works with is demonstrated by being a key player in increasing the engagement scores of the area from the lowest to the highest in a 12month span. People always come first for Fitri, if this is right everything else will follow is her mantra.Following her passion for people she set up a training department where she designed, developed, and implemented full comprehensive training package for the company she worked for, including a new starters package which has received excellent feedback, whilst maintaining accountability for the delivery of this training. Working in the financial services arena she was accountable for ensuring all staff complied with strict regulatory controls and compliance, all of which were tightened, and improvements made to processes following the projects she had worked on.In addition, Fitri is a team leader for the Lancashire County’s Emergency Response Group where she has extensive experience of managing a team of volunteers in crisis situations, safeguarding the team. |
| Mental Health Practitioner | Hayley Roden | Master's in MSc Forensic Psychology - Distinction (1st Class)Bachelor's in BSc Psychology - 1st Class with HonoursLevel 3 Residential Children’s care |
| Lead Therapeutic Parent | Alex St Ledger | Level 3 Children and young people. Alex has worked within care for 14 years. Alex has experience in learning disabilities, mental health, and dementia. Alex has worked in residential children’s homes for 7 years and has supported Children with different risks and levels of risk including CCE, CSE, Harmful sexual behaviours and other traumas.Level 5 Children, young people and families manager – ongoing . |
| Lead Therapeutic Parent | Corrine Hartley | Corinne has worked within the care sector since 2013 and has extensive experience working within senior roles, leading staff teams and budgets. Corinne became a manager under CQC for a Learning disability service in 2017 before working as a deputy manager in a young people ’s residential service in 2018. Corinne became a Registered Manager under Ofsted in 2020 and previously managed two young people ’s residential homes both obtaining a recent inspection rating of ‘Good’ Level 3 in Health and Social Care Adults and young people Level 5 Leadership and management Health and Social Care BA with Honours in social science (psychology and socio-ogy) |
| Therapeutic parent | Stefan Woods  | Care assistant with adult residential for 11 years, 5 years as senior support worker. Worked in children’s residential since August 2021. Children, Young People and families practitioner level 4 – ongoing |
| Senior Therapeutic parent | Amy Knight  | Care assistant since Aug 2020 with residential services Worked in children residential services in a 10 placement provision since Nov 2021Children, Young People and families practitioner level 4 – ongoing |
| Therapeutic parent | Luke Greenwood  | Luke is a team teach qualified instructor. Luke is passionate about supporting young people to achieve their potential. Children, Young People and families practitioner level 4 – ongoing |
| Therapeutic parent | Rachael Barnard | NVQ level 2 health and social careRachel has been a care assistant since 2008Rachel Has been a family support worker since 2018. Children, Young People and Families practitioner level 4 – ongoing |
| Therapeutic parent | Mohammed Ali  | NVQ level 3 in Health and Social care - ongoing2021 RSW in a children’s residential home 2019 worked as a health care assistant in Locked rehab |
| Therapeutic parent | Tia Rose Jenkins | Tia recently joined the team and has previous experience as a nursey nurse in addition to achieving her BCS social work degree. |
| Therapeutic parent | Chloe Catterall | Chloe has recently joined our team and has attended Manchester Metropolitan University and achieved a 2:1 bachelor of science degree in Integrated Health and Social Care. |
| Therapeutic parent | Zoe Fairbrother | Previously to working as a Therapeutic Parent at Helm Care Services Zoe worked in a 10 bed specialist nursing home that supports people with complex needs including providing personal care, moving and handling.Zoe has several qualifications which includes:A Bachelor's degree in Health and social careHealth and social care technical level 3Honours degree in Health and social care level 6Diploma of Higher Education in Health and social care HNDCertificate of Higher Education in Health and social care level 2Like all our Therapeutic parents Zoe has completed an in-depth induction prior to completing some shadow shifts. Zoe will continue on her journey with the company completing all identified training as she goes along. |
| Therapeutic parent  | Eden Mackie | Eden is a highly motivated individual transitioning into the children's residential care sector, bringing a unique blend of entrepreneurial and administrative experience. Over the past three years, she successfully ran her own dressmaking and design business, collaborating with various brands and companies. This entrepreneurial venture honed her skills in management, creativity, and client relations.In addition to her business, Eden has worked as a receptionist and personal assistant in a small company, where she developed strong organizational and administrative abilities. These roles have equipped her with excellent communication and multitasking skills, essential for managing the dynamic environment of children's residential care.Eden's decision to pursue a career in this field is driven by her personal experiences with children within her own family, fuelling her passion for providing care and support to young individuals. Her diverse background, combined with her dedication and compassion, positions her well to make a meaningful impact in the lives of children in residential care settings. |
| Therapeutic parent | Ashley Foster | Ashley began her career in 2019 as a nursery practitioner and has since gained diverse experience across various sectors. She has recently worked as a teaching assistant and youth worker, focusing on supporting young people with additional needs. Ashley holds a Level 2 qualification in Children and Young People Workforce. |
| Therapeutic parent | Chelsea Lomax(maternity leave) | Chelsea has worked as a senior support worker caring for elderly people with dementia. Chelsea would now like a career in supporting young people to reach their full potential. Like all our Therapeutic parents Chelsea has completed an in-depth induction prior to completing some shadow shifts. Chelsea will continue her journey with the company completing all identified training as she goes along.  |
| Lead Therapeutic Parent | Lewis Calvert | Lewis has worked in care for around 6 years. 3 years in adult services with service users who had a forensic background and additional needs. Lewis then moved into Childrens services originally starting in respite placements before transitioning into a residential home where I was a senior for most of my time there. I hold my level 3 & level 4 in residential childcare, and I am continuing onto my level 5 alongside my management programme. |
| Lead Therapeutic Parent | Lee Etchells | Lee possesses extensive expertise in children’s residential care, totalling 11 years of experience within the field over the past two decades. Commencing his career in 2006 as a Team Member, Lee progressively ascended through various roles, including those of a managerial position. In 2010, Lee embarked on an entrepreneurial venture within the transport sector, demonstrating his versatile skill set. Following his tenure in the transport industry until 2019, Lee made a conscious decision to re-immerse himself into the sector of children’s residential care. With his commendable dedication and proficiency, Lee successfully transitioned from a Children’s Home Practitioner to a managerial role once again, underscoring his commitment to the welfare and development of vulnerable young people.   |
| Therapeutic Parent | Zach Leigh | Zack is an enthusiastic and dedicated individual transitioning into the residential care sector, bringing a diverse background in hospitality and logistics. While new to residential care, Zack has spent the past five years volunteering with a Youth Drama Group, working with young people aged 7-18. This role has provided him with valuable experience in engaging with youth from various economic backgrounds and addressing their unique needs.Through his volunteer work, Zack has developed strong interpersonal and communication skills, demonstrating his ability to connect with and support young people effectively. His passion for making a positive impact on the lives of children and adolescents drives his commitment to pursuing a career in residential care, where he aims to leverage his skills and experiences to provide a nurturing and supportive environment for young people. |
| Lead Therapeutic Parent | Vanessa Mercer | Vanessa is an experienced professional with over two decades of dedication to working with children. She began her career in 2002 as a Crèche Assistant, where she provided nurturing care and support to young children. Building on this foundation, Vanessa transitioned to the role of Crisis Support Worker, demonstrating her ability to handle challenging situations with empathy and resilience.In 2023, Vanessa advanced to the position of Shift Leader at a children's residential home, where she oversees daily operations and ensures the well-being of the children under her care. She holds a BTec First in Care/Nursery Nursing, which underscores her specialised training and commitment to child care. |
| Therapeutic Parent | Emma Robinson | Emma has dedicated 14 years to working as a personal assistant for a young person, hired specifically by the individual’s mother. Throughout this period, she has built a strong and trusting rapport, showcasing her commitment and reliability. In addition to her role as a personal assistant, Emma has 14 years of experience as a teaching assistant, where she worked closely with children in educational settings. Her extensive experience in both personalised care and educational support underscores her adaptability, dedication, and ability to build meaningful relationships while providing care and assistance. |
| Therapeutic Parent | Skye Sumner | Skye is an enthusiastic individual entering the children's residential care sector. Her diverse background includes roles in security, hospitality, and equestrian management. As a Yard Manager in the equestrian field, Skye not only oversaw operations but also taught children to ride horses, showcasing her ability to connect with and mentor young people. |

Completed By: Bradley Layland

Signature: b.layland

Date: 17.07.24