

# Kindeace

## Statement of Purpose

January 2026

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The following policies can be found on our website (click on the policy to read)

- [Behaviour Management Policy](#)
- [Safeguarding Policy & Procedure](#)
- [Missing Persons Procedure](#)
- [Anti-Bullying Policy](#)
- [Education Policy](#)
- [Health Policy](#)
- [Sexual Health Policy](#)
- [Admissions Policy](#)
- [Outreach Policy and Procedure](#)
- [Supervision Policy](#)
- [Recruitment Policy and Procedure](#)
- [DBS Procedure](#)

## **STATEMENT OF PURPOSE**

Although Anderida Adolescent Care was established initially as a semi-independent resource primarily for young people aged 16+, supporting their transition from care to independence, it has significantly evolved over the 25 years as a company, to providing residential homes for young people aged 11 – 18. We support young people to achieve a significant range of long term plans. For example, working towards going back to their family home, into semi-independent placements, and for some into their own homes at 18. Alongside this the provision in Scotland has evolved from short holiday breaks to crisis intervention. These placements last 4, 8 or 12 weeks, in discussion with the young person's care plans.

This Statement of Purpose provides a clear outline of our aims, objectives, and the function of our homes, serving as a living document that evolves alongside the growth and development of our organisation. It also applies to young people who move on, whether to independent accommodation or back to their home area.

## **THE ORGANISATION**

We are committed to maintaining high standards of practice and actively welcome feedback from young people, their families, mentors, social workers, and local authority placement officers. Input on areas needing clarity or improvement helps us enhance the services we provide. Prospective residents, families, and professionals are encouraged to visit our homes and school.

While Anderida was initially focused on the 16+ age group, we have identified a wider need for specialist services across different age groups. Our homes and registered DfES EBSD School provide tailored resources and support for young people aged 12-18yrs (school 8-16yrs) with staff trained and experienced in working with those particularly at risk or vulnerable to Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE).

## **ANDERIDA'S ETHOS AND PHILOSOPHY**

At Anderida, we believe every young person deserves the chance to feel safe, valued and genuinely cared for no matter what they've been through. We understand that many arrive with stories of loss, trauma and instability, and that 'traditional' placements sometimes just haven't worked. That's why our homes are designed to offer something different. A place of calm, consistency and connection, where young people can rebuild trust, confidence and hope for the future.

Our ethos is rooted in:

**Community – Compassion – Innovation – Respect – Responsibility – Empowerment**

These values shape everything we do, from how we listen and respond to a young person's needs, to how we celebrate their progress, no matter how small. We invest in our young people. We nurture change through patience, humour, honesty and relationships that last.

We believe family matters. This includes biological, chosen, or the one we help them build here. Where it's safe and appropriate, we work hard to maintain or rebuild connections with families and significant others, because belonging is key to recovery and growth. This is a big part of our NVR therapeutic approach, to support the young person's family support network to be involved in challenging and praising behaviours. This not only gives the young person a feeling of wrap around love and support, but also supports the family to learn how to support their child.

Many of the young people who come to us have experienced neglect, abuse, inconsistent care or repeated placement breakdowns. They may face emotional and behavioural challenges, struggle to form positive attachments, or be at risk of exploitation. Some live with learning differences or neurodiversity that make life even more complex. Whatever their story, we meet them where they are, without judgement, and help them find a way forward.

We work closely with families, professionals and local authorities to create flexible, high-quality care plans that are truly individualised. Every placement begins with understanding, not just what's gone wrong, but what's possible. With the aim to support the young person to reach their individual potential.

Our mentors provide stability, structure and the space to grow. They act as positive role models, guiding young people towards maturity, self-respect and emotional resilience. They model calmness, patience and empathy, even in moments of challenge, showing young people that it's possible to manage emotions safely and communicate with respect. Through consistency and authenticity, they demonstrate trust, accountability and compassion, helping young people learn by example what healthy relationships and self-regulation look like. Within a nurturing environment and clear boundaries, young people learn to take responsibility for themselves, rediscover their strengths and believe in their potential again.

Above all, we make sure each young person's voice is heard. They are active participants in their care, not bystanders to it. When young people feel seen, respected and included, real change begins.

## KINDEACE



### **SENIOR LEAD MANAGER – Emma Parslow**

L3 NVQ in Health and Social Care (Children and Young People) (L3 HSCCYP), L5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (L5 HSCCYP), Advanced Certificate in Non-Violent Resistance (Accredited by Partnership Projects).

As a Senior Lead Manager and Crisis Intervention Manager at Anderida, I'm driven by a deep commitment to creating lasting, positive change in the lives of young people. I take pride in upholding the highest standards of care and leadership alongside an exceptional team of dedicated professionals.

My passion lies in empowering young people to recognise their worth, develop resilience, and unlock their full potential. Every success, whether it's a small step toward emotional stability or a major milestone in independence, is a testament to the team's compassion, consistency, and belief in each individual's ability to grow.

I'm proud to be part of an organisation that not only supports young people through crisis but also equips them with the emotional and practical tools to thrive. I look forward to continuing to contribute to Anderida's mission and to shaping brighter futures for the young people we support.

## **The Home**

“At Kindeace, we believe every young person deserves time to pause, rediscover who they are, and rebuild the confidence to take their next step forward.”



Kindeace is a beautiful log cabin nestled within the forests of the Scottish Highlands completely surrounded by nature, far removed from the pressures and distractions of community life. The peaceful, natural environment provides a powerful sense of calm and safety, offering young people the space to pause, reflect, and begin to heal.

Designed for one young person at a time, Kindeace provides an activity-based, therapeutic programme that allows children to experience being a child again, often for the first time. Through adventure, play, and reflection, young people rediscover fun, build self-esteem, and start to form a stronger sense of who they are.

Our small, home-like cabin has been carefully designed to feel warm and welcoming, with soft furnishings, lamps, and cosy living spaces. There's a fully equipped kitchen, plenty of board

games and films, and access to popular streaming platforms, all helping the space to feel safe and familiar. Mornings are calm and unhurried; days are spent outdoors or engaged in meaningful activities; evenings are a time to wind down, talk, and relax. Every day offers the right balance between structure, freedom, and care. Activities vary widely, from forest walks, waterfall hikes, and wild swimming to paddleboarding, camping trips, campfires, fishing at the nearby loch, and adventurous days like quad biking, archery, and paintball. These experiences build confidence, teamwork, and resilience, while giving young people the space to process emotions in a safe, grounded way.

We also have a small home gym in the cabin's outbuilding, which encourages regular exercise in a safe, private setting. Many young people who've joined us have built confidence and self-esteem here, often going from avoiding local gyms to developing consistent exercise routines they continue after leaving.

Our mentors are the heart of Kindeace. The team is made up of highly experienced, therapeutically trained practitioners who specialise in supporting young people with complex emotional and behavioural needs. We work in week-long blocks, which allows mentors to build deep, consistent relationships and provide a stable base throughout each placement. The team is calm, grounded, and emotionally attuned, but also playful and encouraging. We maintain clear, consistent boundaries while involving young people in decision-making, helping them feel heard and respected. We believe that healing begins through fun and connection.



The gym

At Kindeace, reflection is a core part of the journey. In moments of laughter, adventure, and low arousal, we help young people look back at the choices they've made, understand the impact of their actions, and develop the tools to make safer, more positive decisions in the future. The focus is always on emotional regulation, rebuilding family relationships, and preparing for the next step, whether that's returning home, re-engaging in education, or moving on to one of Anderida's long-term homes in East Sussex.



We know that family relationships are the longest and most meaningful ones a young person will ever have. That's why we work closely with families throughout the placement, offering therapeutic guidance based on the NVR model (explained below). This helps parents and carers set clear boundaries and maintain emotional connection, so that communication can heal, and confidence can grow on both sides and parents feel confident in setting and maintaining healthy boundaries. Where possible, we will always encourage family members to visit and become part of the experience in person.

We've seen remarkable outcomes. One young person arrived with little self-belief and a strained relationship with his mother. Over 12 weeks, he learned to swim, developed confidence, and reconnected with his mum through NVR-guided family work. She learned to praise appropriately and maintain structure, and together they built a stronger, more stable relationship. He went on to join a local swim club, stayed away from negative influences, and thrived back at home.

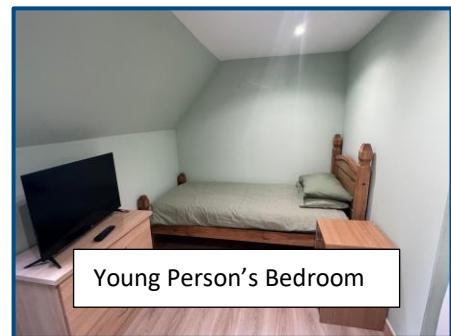
During their time here, young people participate in a range of tailored workshops and activities designed to build life skills, confidence, and self-awareness, including:

- **Outside the Box** – sexual health, relationships, identity, and CSE awareness
- **PREVENT** – understanding vulnerability to extremist recruitment
- **Smiling Mind** – mindfulness and meditation sessions
- **Substance and Drug Awareness**
- **County Lines, CSE and CCE awareness**
- **Independence Skills** such as cooking, budgeting, and daily living

Many young people who initially resist the remoteness of Kindeace later describe it as one of the best experiences they've had and a place they'd love to return to. Of those who move to one of our sister homes, around 80% express that they miss the cabin and the team once they leave. Families and professionals consistently comment on the visible difference they see: calmer emotions, improved relationships, and a renewed sense of self-belief.

We maintain regular communication with professionals and families, advocating for each young person and involving them in reviews and planning where possible. Assessments can be supported during placements when viable, though occasionally our remote location can limit access to external professionals.

Kindeace provides the space, structure, and support for young people to pause, heal, and move forward feeling more grounded, more confident, and more ready for whatever comes next. It isn't just a respite placement. It's a pause button. A chance for young people to rediscover their confidence, rebuild their relationships, and begin to believe in themselves again.



## **Kindeace Core Team**

### **Manager:**

Emma Parslow (NVQ3 in Care of Children and Young People, OCR Level 5 Diploma in Leadership (HSCCYP), Level 3 Award in Education and Training, Partnership Projects Certificate Course in NVR, NVR Advanced Certificate in NVR Practice, ReAttach Diploma - completed).

### **Senior Mentor:**

Kai Hussain (Induction Training, NCFE CACHE Level 3 Diploma for RCC – completed, Partnership Projects Advanced Certificate in NVR Practice (The association of NVR Practice level 2), ReAttach Diploma - completed).

### **Mentors:**

Johann Henderson (Induction Training, Enrolled on NCFE CACHE Level 3 Diploma),  
Lauren McCue (Induction Training, NCFE CACHE Level 3 Diploma for Residential Childcare).  
Ash Foyle (Induction Training, Enrolled on NCFE CACHE Level 3 Diploma)

**The Scotland Programme**  
**Example First Two Weeks.**

DAY 1	09.00 GET UP 09.30 BREAKFAST	10AM - ANNOUNCEMENT 11 AM - GETTING TO KNOW YOU	12.15 LUNCH	1 PM - SIGN CONTRACT / FIRE DRILL 2 PM - SCAVENGER HUNT	DINNER	MAKING ROOM COMFORTABLE	WEEK 1
DAY 2	09.00 GET UP 09.30 BREAKFAST	10 AM - ALL BASIC CARE PLAN DOCS ABOUT YOUNG PERSON 11 AM - CARE PLANNING - ABOUT ME ETC	12.15 LUNCH	1 PM - FUNCTIONAL SKILLS ENGLISH ASSESSMENT 2PM -	DINNER	CINEMA / MOVIE NIGHT	
DAY 3	09.00 GET UP 09.30 BREAKFAST	10 AM - HIGH ROPES / TREE ZONE TEAM BUILDING	PACKED LUNCH	HIGH ROPES / TREE ZONE TEAM BUILDING	DINNER	WORLD FOOD NIGHT	
DAY 4	09.00 GET UP 09.30 BREAKFAST	10 AM - FUNCTIONAL SKILLS MATHS ASSESSMENT 11AM - UNDERSTANDING THE CABIN	12.15 LUNCH	AIRPORT RUN	DINNER	POOL/BOWLING	
DAY 5	09.00 GET UP 09.30 BREAKFAST	10 AM - GYM/SWIM INDUCTION	12.15 LUNCH	1 PM - OUTSIDE THE BOX - SESSION 1 2 PM - SKILLZ UNIT 1	DINNER	JOINT CHOICE OF ACTIVITY	
DAY 6	09.00 GET UP 09.30 BREAKFAST	DAY ACTIVITY	PACKED LUNCH	DAY ACTIVITY	DINNER	DOWN TIME	
DAY 7	10.00 GET UP 10.30 BREAKFAST	DOWN TIME	LUNCH	DOWN TIME	ROAST DINNER	MEAL PLANNING	

DAY 8	09.00 GET UP 09.30 BREAKFAST	10AM - GYM 11 AM - CRISIS DEPENDENT WORK	12.15 LUNCH	AIRPORT RUN FOOD SHOP	DINNER	JOINT CHOICE OF ACTIVITY	WEEK 2
DAY 9	09.00 GET UP 09.30 BREAKFAST	10 AM - OUTSIDE THE BOX - SESSION 1 11 AM - CRISIS DEPENDENT WORK	12.15 LUNCH	1 PM - FUNCTIONAL SKILLS - MATHS 2 PM - FIRST TESTINONIAL - MUM	DINNER	POPCORN MOVIE NIGHT	
DAY 10	09.00 GET UP 09.30 BREAKFAST	10 AM - FYRISH MONUMENT	PACKED LUNCH	FYRISH MONUMENT	DINNER	WORLD FOOD NIGHT	
DAY 11	09.00 GET UP 09.30 BREAKFAST	10 AM - SUBSTANCE AWARENESS - SESSION 1 10 AM - CRISIS DEPENDENT WORK	12.15 LUNCH	AIRPORT RUN	DINNER	POOL / BOWLING	
DAY 12	09.00 GET UP 09.30 BREAKFAST	10AM - CRISIS DEPENDENT WORK 11 AM - LIFE STORY SESSION 1	12.15 LUNCH	1 PM - FUNCTIONAL SKILLZ - ENGLISH 2 PM - CRISIS DEPENDENT WORK	DINNER	NIGHT WOODS WALK	
DAY 13	09.00 GET UP 09.30 BREAKFAST	CLIMBING CENTRE	PACKED LUNCH	CLIMBING CENTRE	DINNER	HOT CHOCOLATE & CAKE	
DAY 14	10.00 GET UP 10.30 BREAKFAST	DOWN TIME	LUNCH	DOWN TIME	DINNER	MEAL PLANNING	

## **ROUTINE**

At Anderida, we understand that many of our young people have lived with uncertainty and instability. At the cabin, creating a predictable, caring routine/structure isn't about control, it's about helping young people feel safe, grounded and valued in their day-to-day life.

We provide a homely environment where young people know what to expect and can take ownership of their routines. Mornings begin with getting up on time for their timetabled activities, and evenings aim to bring a sense of togetherness. This includes sitting down for a home-cooked meal around 6pm, sharing food and conversation, and other activities such as film nights, pamper sessions, crafting, local walks, board games etc. Bedtimes are set individually, typically between 21:00 and 23:30, depending on age and commitments the next day.

During the weekends, mentors support young people to choose from a variety of activities, from the cinema to quad biking. All aimed to have fun together, allowing the young person to experience being a child and to build on connection and self-esteem. Each Sunday, mentors and young people plan the week ahead together. This gives structure, encourages responsibility, and builds excitement for the days to come, turning routine into something that feels secure, not restrictive.

## **PROMOTION OF RECREATIONAL ACTIVITIES**

We recognise that for many of the young people who come to us, childhood has been overshadowed by instability, trauma, or adult responsibilities far beyond their years. Our activity-based programme is designed to give them a chance to simply *be young again*. To explore, laugh, take risks safely, and experience the world in ways that build confidence and joy.

Our focus is on immersive, meaningful experiences. Each young person follows a structured yet flexible activity plan, tailored to their interests, abilities and care objectives. From outdoor adventures in the Scottish Highlands to smaller activities like playing pool, every activity is chosen to encourage self-belief, resilience, and a sense of belonging.

Activities are also used as therapeutic tools. They help young people learn trust, manage emotions, and form healthy attachments. They often provide valuable moments of calm and low arousal, creating natural opportunities for mentors to have meaningful conversations that may not happen in a more formal setting. Many have never had the chance to climb a mountain, paddle a canoe, or even play freely without fear of judgment or consequence. Our mentors participate alongside the young people, modelling encouragement, calmness, and teamwork while creating positive shared memories that help rebuild a sense of safety and connection.

When a young person moves into the home, the manager ensures all permissions are in place so they can take part fully in the activities we offer. Achievements, big or small, are always celebrated. Whether it's overcoming a fear, completing a challenge, or trying something completely new.

### **We support and encourage young people by:**

- Creating a fun, adventure-led programme that builds self-esteem and life skills.
- Participating alongside young people in chosen activities to strengthen trust and relationships.
- Exploring interests and preferences early on and integrating them into timetable and care planning.
- Providing a weekly activity allowance and access to a wide variety of local and outdoor experiences.
- Offering taster sessions in new and exciting activities to spark curiosity and confidence.
- Celebrating achievements together through positive recognition and shared reflection.
- Ensuring all activities are risk-assessed, age-appropriate and carried out safely.

Our goal is for every young person to leave Kindeace not just calmer and more grounded, but with a renewed sense of who they are, and the belief that they deserve joy, adventure and opportunity in their lives.

## **RELIGIOUS AND CULTURAL POLICY**

### **YOUNG PEOPLE**

We identify each young person's **cultural and religious needs** during the referral and care planning process, and continue to review these throughout their placement. We work closely with them to understand what's important to them and ensure their needs are met in meaningful ways. This includes helping them access resources, spaces, and opportunities that support their beliefs, values, and sense of identity.

### **SUPPORTING PROCEDURES**

- Equality and Diversity
- Anti-Discrimination

### **CONSULTATION WITH YOUNG PEOPLE**

Every young person is regularly consulted around the arrangements of their care. Care plans are collaborative working documents negotiated with young people through quality conversations. Young people are encouraged to voice their opinions on how the home is run in. All young people's opinions are recorded and logged within the home's documents. An Independent Regulation 44 Inspector contacts the home on a monthly basis and always ensures that there is an opportunity for young people to give feedback on their care and the running of the home. Young people are also asked their views of mentors' support and contribute to staff appraisals.

### **THERAPEUTIC SUPPORT**

All Anderida homes provide young people with access to a range of therapeutic support, underpinned by evidence-based approaches and delivered by trained mentors and specialist staff.

- **NVR (Non-Violent Resistance):** A core therapeutic approach used across the service to support carers and mentors in de-escalating conflict, strengthening relationships, and empowering young people through connection and collaboration.
- **ReAttach:** Non-verbal, multisensory therapy supporting emotional regulation, self-control, and confidence
- **WARA (Wiring Affect ReAttach)** is used for young people with emotional dysregulation
- **Clinical Psychology Support:** Provided for managers and mentoring staff, ensuring therapeutic interventions are evidence-based and tailored
- **Additional Therapies:** One-to-one therapy can be arranged for young people when appropriate, including trauma-informed, cognitive-behavioural, and integrative approaches

The aim is to provide young people with strategies to manage behaviours safely, improve emotional wellbeing, and prepare for reintegration into their community or next placement.

### **NVR (NON-VIOLENT RESISTANCE)**

See below link for full NVR policy and procedure as well as a more in-depth explanation of the different methods we use:

[\*\*Therapeutic Non-Violent Resistance Policy and Procedure\*\*](#)

Non-Violent Resistance (NVR) is a therapeutic framework, focusing on connection, calmness, and presence rather than punishment or control. The aim is to strengthen relationships and create safety through consistency, empathy, and accountability.

Mentors model patience, self-regulation, and respect, showing that strength comes from emotional steadiness, not power. NVR recognises that control escalates conflict, while calm presence and unity build trust and promote positive change.

We work collaboratively with families, social workers, and other professionals to create a consistent, supportive network around each young person.

All mentors are trained in NVR at a foundation level through Partnership Projects, ensuring that NVR principles are embedded across everyday practice. This training is regularly refreshed through supervision and team workshops to keep the approach consistent and effective. There will always be at least one team member trained to an advanced NVR level, who will provide guidance, supervision, and lead all family-focused NVR work. NVR knowledge and practice are reinforced through clinical supervision, group child-focused supervision, and peer supervision within the team. This ensures the approach remains active, collaborative, and at the heart of the young person's care.

### **Cornerstones Of NVR**

- Refusal to give in and breaking taboos – adult disobedience.
- De-escalate.
- Develop support.
- Raise presence through organised protest.
- Reconcile with the child/young person.

### **NVR Methods**

- **Lower Arousal / Defer Response** – Mentors wait until both they and the young person are calm before responding, reducing conflict and creating space for meaningful conversations.
- **Announcements** – Clear, neutral statements made by mentors and key adults that highlight concerns, outline expectations, and describe a preferred future.
- **Sit-Ins** – Mentors calmly enter the young person's space to show presence, explain unacceptable behaviours, and wait for the young person to suggest positive solutions.
- **Campaign of Concern** – Support network communicates care and concern through messages or calls, reinforcing accountability without confrontation.
- **Tailing & Telephone Rounds** – Mentors discreetly monitor young people at risk or missing, connecting with their support network to ensure safety.
- **Breaking Taboos & Refusal of Services** – Mentors set boundaries and refuse misused services in a calm, protective way, modelling consistency and self-control.
- **Helpers Meetings** – Coordinated meetings with the young person's support network to review behaviour, plan interventions, and ensure consistent, collaborative support.

## **REATTACH**

### **Introduction**

ReAttach, developed by Dr Paula Weerkamp, is a transdiagnostic intervention for children and young people with mental health difficulties. It can optimise emotional and cognitive development, helping young people process information and form new brain connections to change unhelpful patterns. Therapy involves gentle tactile stimuli, such as hand tapping, to increase or decrease arousal, allowing young people to engage effectively. Many Kindeace team members are trained in this accessible, non-verbal therapy.

### **Ethical Considerations**

ReAttach therapists:

- Explain the therapy fully and follow the young person's lead.
- Practice within their competency and signpost for deeper issues when necessary.
- Maintain confidentiality, unless safeguarding concerns arise.
- Ensure a calm, distraction-free environment to provide psychological safety.
- Mind relationships with young people to uphold professional standards.

## How ReAttach Can Be Helpful

ReAttach can:

- Improve emotional regulation and self-control
- Reduce fear and psychological distress
- Enhance focus, confidence, and motor skills
- Support young people with ASD and other complexities through multi-sensory integration
- Promote personal growth and wellbeing

### WARA For Young People

A sub-element of ReAttach, WARA supports young people experiencing emotional dysregulation. It helps them manage negative emotions by pairing distressing thoughts with positive concepts, acting as a distraction and promoting emotional self-regulation.

## CLINICAL PSYCHOLOGY SERVICES

### ABIGAIL WADE (Registered Mental Health Nurse RMN and EMDR Therapist; Clinical Lead for Anderida Adolescent Care)



Abigail is a registered Mental Health Nurse (NMC PIN: 07C1151E) with over 22 years of experience working across a range of settings within the mental health sector. Since qualifying in 2002, she has developed a strong clinical foundation and a deep commitment to delivering high-quality, person-centred care.

In 2012, she trained as an EMDR therapist and has since engaged in extensive supervision to support and enhance her therapeutic practice. Her clinical work is rooted in evidence-based approaches, with a particular focus on supporting individuals to process and recover from trauma.

Currently, she works as a Clinical Service Manager for Child and Adolescent Mental Health Services (CAMHS) within the NHS—a role she has held for the past four years. She is passionate about quality and compliance and dedicated to ensuring that young people have timely access to safe, effective interventions that promote emotional well-being and long-term recovery.

Abigail provides monthly clinical supervision to the entire Kindeace team, ensuring that our care practices remain safe, effective, and responsive to the emotional and psychological needs of the young people in our home.

### DR PETER JAKOB



Anderida Adolescent Care works closely with Dr Peter Jakob, a Consultant Clinical Psychologist (PHD in Clinical Psychology, equivalent of BA Hons in Social Work, Int Baccalaureate, Systemic/Family Therapist, Accredited Clinical Psychologist-Psychotherapist).

Dr Jakob is chartered with the British Psychological Society and Registered Practicing Psychologist HCPC, and has worked in the United Kingdom, Germany and the United States of America. He has worked extensively within NHS Child and Adolescent Mental Health Services (CAMHS) as well as in private practice. Dr Jakob specialises in working with young people in care, who present with complex emotional and behavioural difficulties.

Dr Jakob's last two positions in the NHS were Head of East Kent Clinical Psychology Services for Children, Adolescents and Families, and Lead for Complex Cases, East Sussex CAMHS. Dr Jakob has been credited with introducing Non-Violent Resistance to the United Kingdom. He provides clinical guidance and support to the management team and led the initial introduction and training of Non-Violent Resistance (NVR) for Anderida. He continues to oversee advanced NVR work with families in conjunction with the management team.

Dr Jakob receives his own clinical supervision monthly, from a consultant clinical psychologist, this includes reciprocal supervision arrangements with associates at Partnership Projects and with international colleagues.

## **ARRANGEMENTS FOR CONTACT BETWEEN A CHILD AND THEIR PARENTS, RELATIVES AND FRIENDS**

At Anderida, we recognise that safe and meaningful contact with family and significant others is vital for every young person. Given the short-term nature of our placements, we ensure visits are arranged promptly and frequently. Families may require financial support for visits, which the local authority should provide; Anderida will advocate for this and ensure it is considered when placing a young person at Kindeace.

- Where safe, appropriate, and in line with care orders, we facilitate contact by:
- Supporting and advocating for travel or financial assistance for family visits.
- Planning and facilitating in-home and external visits, including supervised arrangements.
- Ensuring access to telephone, email, and virtual contact where appropriate.
- Inviting significant others to care reviews and meetings.
- Providing regular updates, weekly summaries, and six-month overviews of the young person's progress.
- Offering family mediation and support for young people to manage thoughts, feelings, and behaviours around relationships.
- Advocating for young people where contact arrangements are not being met or require review.
- Ensuring young people understand their legal rights and access to advocacy services.

Visits need to be agreed with the local authority and Anderida. Anderida will not, under any circumstances, use a young person's time with their family as a form of punishment. However, there may be some situations where a young person/significant other's behaviour is deemed unsafe, therefore affecting their time together. In these circumstances, Anderida will act in accordance with the 'Children's Homes Regulations 2015' which state:

*'No measure may be imposed by the registered person pursuant to paragraph unless—*

*(a) the child's placing authority consents to the imposition of the measure; or*

*(b) the measure is imposed in an emergency, and full details are given to the placing authority within 24 hours of its imposition.*

*This regulation is subject to the provisions of any relevant court order relating to contact between the child and any person.'*

## **POSITIVE HOLDING POLICY**

See link below for full policy:

**POSITIVE HOLDING POLICY**

All Anderida staff are trained in de-escalation, positive holding, and restraint using the PRICE model (Protecting Rights in a Care Environment). Training includes theory, de-escalation techniques, and practical sessions, updated annually, with six-weekly refresher sessions. Staff competency is assessed throughout training and rated as: Competent, Would benefit from more frequent training, or Requires additional training, in line with BILD guidance.

Anderida is pursuing voluntary accreditation with the Restraint Reduction Network, aiming for Gold Standard. Restraints are only used to:

- Prevent injury to anyone (including the young person).
- Prevent serious damage to property.

Physical interventions are a last resort and must always be proportionate, minimal, and safe. Mentors follow underpinning principles, including:

- Using restraint only after all other methods have been exhausted.
- Considering the young person's risk assessment, health, disability, and previously suggested de-escalation strategies.

- Maintaining the young person's rights, dignity, and safety.
- Avoiding pain, joint holds, sexual connotations, harmful techniques, and ground restraints where possible.
- Applying minimal force for the shortest duration, with phased escalation/de-escalation as necessary.
- Using individual and team approaches at all times.

### **Record Keeping and Debrief**

All restraints are logged on a restraint form and checklist, saved securely, and shared with the young person, social worker, and PRICE instructor. Debriefs provide young people the chance to express their feelings within 24 hours (or up to 5 days if needed). Records are reviewed by the home manager to monitor effectiveness and ensure practice meets individual needs.

All mentors receive physical intervention training during induction, with refreshers every 3–6 months. Any lapsed training beyond six months must be immediately updated. Mentors apply training to minimise risk of assault. If a young person strikes a mentor during restraint:

- While harming themselves or property, this is generally not considered assault.
- While harming others, this may be considered an assault and the manager and team will decide on appropriate action.

### **ANDERIDA PRICE CONTACT:**

Will Williams – Lead PRICE Instructor

### **COMPLAINTS**

In the event of a complaint, please contact Amy Howell, who will provide you with our complaint's procedure:  
01323 410655 / Amy Howell, Amy.Howell@anderidacare.co.uk

### **EQUALITY, DIVERSITY AND INCLUSION POLICY**

See full policy linked below:

**EQUALITY, DIVERSITY AND INCLUSION POLICY**

At Anderida, we are committed to fostering an inclusive environment that respects all individuals. We actively challenge discrimination of any kind, including nationality, gender, ethnicity, sexual orientation, disability, religion, culture, age, and marital or parental status, and take meaningful action to remove barriers to participation and opportunity.

We ensure equality in recruitment, training, career development, and promotion, aiming for a workforce that reflects the community we serve. We support young people, staff, and service users to recognize their potential, overcome obstacles, and access services equitably.

#### **Key Commitments:**

- Promote respect, dignity, and inclusion in all interactions.
- Challenge stereotypes, inappropriate humour, and discriminatory behaviours.
- Facilitate equal access to employment, training, and services.
- Ensure compliance with the Equality Act 2010 and uphold the nine protected characteristics: age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex, and sexual orientation.

- Support ethnic minorities, women, older/younger staff, people with disabilities or health issues, and LGBTQ+ individuals through fair policies, training, reasonable adjustments, and flexible working arrangements.
- Address harassment, personal or institutional racism, and all forms of discrimination promptly and effectively.
- Monitor practices to ensure equality outcomes are achieved, including confidential data collection and regular reporting.
- Provide staff with training on discrimination, inclusion, and working with diverse cultural groups.
- Embed NVR principles and legal obligations in responses to discrimination.

Anderida pledges to oppose discrimination in all forms, support those affected, and maintain accountability by reviewing policies and service provision continuously. A copy of this policy is available to all staff and applicants.

Please also see:

[ANTI DISCRIMINATION POLICY](#)  
[STAFF CONDUCT POLICY](#)

## **STAFFING AND ORGANISATIONAL STRUCTURE**

Registered Provider  
**Managing Director**  
 Mathew Thompson

**Strategic Director:**  
 Annabel Lilley

**Responsible Individual:**  
 Emma Parslow

**Management Team:**  
 Amy Howell – Manager. **(Also DSL)**  
 Kaz Erridge - Manager  
 Stacey Armour- Manager  
 Susan Baitup – Manager

**Office Manager:**  
 Amy Bettley

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## AREA LOCATION RISK ASSESSMENT

Updated October 2025

### Local Community

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Disruption in the community	Young people, neighbours and businesses/activities visited	The home has the potential to disrupt the local community through activities within the home e.g., fire alarms tests, young person's music, conflict with the young person inside and outside the home, police attendance especially when at an antisocial hour. Contractors carrying out maintenance work could cause a nuisance to neighbours	medium	Young people to sign a term of residency which includes a contract for behaviour management. This sets out the rules and ensures that young people are aware of the risk of disturbing the neighbours and the possible consequence of this. Maintain contact with neighbours and record and respond to any complaints.	Every young person sign this when they join AAC.
		Complaints from the neighbours could jeopardise the running of the home.	medium	Strategies to be put in place should the young person not follow the terms of residency guidelines	Ongoing
		Building good relationships with the neighbours that will enable us to minimise concerns and maintain the community feeling.	low	Policies around excessive noise from stereos to be followed. Ongoing visits to check in with neighbours and NVR work to build on relationships.	Ongoing
		The police being called, and young people being criminalised	low	Neighbours to be notified if fire tests are due or if contractors are expected to the home for maintenance work in order to prepare them for any disruption.	Prior to test or works beginning
		Damage to neighbours' property and or local businesses property	low	Anderida to maintain contact with neighbours and to ensure that there is a representative at community meetings.	Ongoing. When required
		Young people outside of the home engaging in antisocial behaviour.	low	Young people to be encouraged to engage in restorative/reparation processes, carers to engage in NVR strategies	When required following an incident
			low	Any anti-social behaviour log to be kept and any incidents to be reported to the police.	Ongoing
				In times where antisocial behaviour is a likelihood, the home is to keep a log of public disturbance involving young people associated with our young person so that the police/ASB team can build up a picture	Ongoing

		Young people setting fires accidentally or purposely in the local area	High	Young people to be made aware that they are not to smoke down the lane and cigarettes to be put out in the sand bin at the cabin. Mentors to follow and supervise young people who walk down the lane	Ongoing
Neighbour s' cigarette use.	Young people.	Young person could be drawn to asking neighbours for cigarettes/tobacco.	low	Mentors to speak to neighbours to ask for tobacco not to be given to YP. Mentors to make it clear to YP that they are not to ask neighbours for tobacco and outline consequences.	Ongoing
Crime in the area. Info taken from Police Scotland and crime figures for area Including map - this is on the SOP via link.	Residents	Residents could be the cause or at risk to crimes in the area.	low	Mentors to be aware of any local problems and maintain contacts with the local police and ensure the young person is registered with the Missing Persons Co-Ordinator for Highland and Islands Division of Police Scotland. The cabin is in Tain and Easter Ross division of Highland and Islands area of Police Scotland. Link to Crime statistics in the area <a href="https://www.crime-statistics.co.uk/postcode/IV1801I">https://www.crime-statistics.co.uk/postcode/IV1801I</a> Link to Local Police Plan - Highland , from Police Scotland <a href="https://www.highland.gov.uk/download/meetings/id/81611/5_highland_local_policing_plan_2023-2026#:~:text=The%20Local%20Policing%20Plan%20documents,Empowerment%20(Scotland)%20Act%202015.">https://www.highland.gov.uk/download/meetings/id/81611/5_highland_local_policing_plan_2023-2026#:~:text=The%20Local%20Policing%20Plan%20documents,Empowerment%20(Scotland)%20Act%202015.</a>	ongoing

## SPO registered provider's contact

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
The internet and online risk	Young People	The location of the property could be discovered from outside agencies through the statement of purpose	low	No details of the location of the home are included in the statement of purpose	ongoing
		Young people could give the address of the home away though networking sites such as Facebook, Instagram, twitter, snapchat.	high	Use of networking sites to be monitored from within the home	ongoing
		Qustodio to be installed on ALL YP devices and home devices before they can access home Wi-Fi.			
		Young People to be educated about the risks of broadcasting their contact details though social media	ongoing		

## Risk of CSE

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Sexual Exploitation	Our residents and other young people in the community.	Risk from our resident exploiting or sexually grooming other young people and children in the community.	low	A point of referral would be to check the likelihood of a young person being sexually dangerous or being vulnerable to sexual exploitation.	ongoing
		med	Management to keep in regular contact with the local police and Safeguarding teams, WISE and Misper coordinator in the police and stay up to date with where the high-risk areas are in relation to the cabin and places to avoid.	ongoing	
			Education to be provided for each resident through online programs developed through CEOP as well as educating residents on healthy relationships through available materials such as OTB and AQA work.	ongoing	
			Mentors to be trained in spotting indicators of sexual exploitation and utilise NVR and therapeutic approaches to help young people identify concerns.	ongoing	
			<b>Mentors to report all concerns to local CEOP and safeguarding teams and WISE project.</b>	ongoing	

				Follow stringent procedures around free time, monitor and keep support plan updated	
				Qustodio to be installed on all devices within the home and monitoring of the use of all devices used by young people.	

## Transports Links

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
<b>Access to public transport</b>	Young people's access to public transport	The home is situated in a remote location with no train station or bus service, therefore restricting travel.	low	Mentors to be aware of the restrictions. Mentors to be aware of the nearest public transport locations in case the Young Person decides to abscond to one.	ongoing
	Young people attempting abscond	There is a main road (A9) close to the home (around 3 miles) with a bus service. The nearest town centre is 6 miles away (Invergordon), where there is a bus service and a train station. There are also train stations in Tain (9 miles) and Alness (6 miles). This will take time to walk with additional risk if young person is out at night or tries to hitch hike. Mentors to be aware of weather and temperature and what the young person is wearing as Scotland temperatures can be low.	low	Young people to be risk assessed for the possibility of absconding. Mentors to follow clear guidelines in respect of individual young people to include following young people and getting on buses and trains with them if they abscond. Mentors to be aware of YP clothing and if they can change this if they abscond.	ongoing
				The home to have a car to be used to transport young people to leisure activities, appointments, family contacts etc.	

## Substance Misuse

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Illegal drugs being sold in the area	Our residents	Resident may meet up with other YP's locally and source illegal drugs from them. Resident may obtain a supply from Inverness.	Low	Mentors to remain vigilant for suspicious activity from resident, anyone they meet or when out.	ongoing
				Residents are to be given the drug policy and mentors are to follow procedures following any suspicion that the young person is using illegal drugs including room search as appropriate.	ongoing
				The home is to hold details for drug support groups and make referrals where appropriate to CAMHS or in house therapist as well as local groups.	ongoing

				Mentors to have ongoing training in substance misuse and how to spot the signs and symptoms of substance misuse and keep up to date with new substances and risks.	
				For the home to liaise with other agencies. Including the police, local schools etc.	
				Mentors to educate young person in the dangers of substance misuse, through key sessions and general conversations.	
				Substance misuse literature to be available to young person within the home.	
				Mentors to be aware of areas in Inverness where drugs are sold - train station, front of Eastgate centre, back of multi storey carpark	

## Local Businesses

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Risks from local Businesses	Our residents	Late opening businesses such as takeaway shops provide a place for young people to spend time if they have absconded.	Low	The home to keep up to date with which businesses are flagged up as a potential hangout.	ongoing
		Some local shops may sell cigarettes and alcohol to underage young people.	Low	Mentors to report any concerns regarding local business to the police/safeguarding teams	ongoing

## Weather Elements

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Weather Conditions	Staff and Young person	Heavy snow could impact on transport which could become a problem for shopping for food if for an extended period	medium in winter, otherwise low	Organisation provides a 4 by 4 vehicle, vehicle to carry emergency pack for cold weather. Home to have supply of dry goods and tins for winter.	ongoing

	Weather causing power cuts	No power to the home	low	The home will ensure it has a stock of torches and batteries. Home now has 2 camping stoves as a backup in emergency.	ongoing
	Young Person absconding in adverse weather	May become lost, disorientated, suffer hypothermia	low	Mentors to remain vigilant, follow immediately if absconding, inform police, carry warm clothing when on search.	ongoing

## Youth Services

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
<b>Availability of youth clubs</b>	Young People	There is a limited availability of youth clubs and other youth services in the area that the young people have access to.	low	<p>Staff to keep informed of available youth services such as youth clubs, scouts, guides, sports clubs and enrolment criteria</p> <p>Staff to have details of young people's drop-in services &amp; support groups.</p> <p>Information of all groups and clubs to be available in the home</p> <p>Mentors to support young people to identify barriers that block their engagement in activities and develop strategies to overcome these to engage in Scotland and prepare for their following placement.</p> <p>Mentors to support young people to identify local groups that would widen their group of friends to engage in Scotland and prepare for their following placement.</p>	ongoing

## Licensed Premises

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Licensed Premises	Residents	The cabin is in a remote location and is not close to pubs or licensed restaurants (closest about 3 miles). There are premises that could sell to residents in the local area, towns and Inverness but there is no easy public transport.	low	<p>Staff to inform licensed premises that their young person is underage if they find that the young person has been served there. If the behaviour continues, then staff are to report the establishment to the police.</p> <p>Mentors to support young people to find age-appropriate pastimes.</p> <p>Mentors to educate young people on the dangers of alcohol use in key sessions and ensure that literature is available in the home.</p> <p>Young people are not given cash in hand throughout their time in Scotland.</p>	ongoing

## Access to Services

IDENTIFIED RISK	TO WHOM	INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
Access to a range of services may be needed, hospitals, doctors, dentist, sexual health clinic	Young Person	There are services locally, these are either in the local towns, or in the neighbouring city of Inverness.	low	Awareness of availability and location of services	ongoing

## Prevent

INSPECTION OF RISK OUTCOME	RISK	ACTION	TIMESCALE
There is no known major risk of radicalisation in the local area. However, the internet is a hotspot for grooming activity and there are many social media apps that pose differing levels of risk to young people's safety. Internet access is generally available anywhere; however, risk may be reduced where internet access for the young person is prevented. Although this would not prevent grooming via non-internet-based communication (i.e. texting/phone calls/non-internet-based apps). Recent research into radicalisation suggests it often occurs in a similar process	low	<p>Mentors to be aware of risks or indicators that a young person is being groomed and/or developing radicalised views. Mentors to be able to have Key Hour chats with young people on this issue and to refer the right support.</p> <p>Mentors to prepare young people in order to help them to recognise suspicious behaviour relating to this issue either from another individual or a group, and to have the confidence in reporting it.</p> <p>Mentors to all complete PREVENT training and management advanced training on radicalisation.</p>	ongoing

<p>to grooming, with young people being befriended via social media, and radicalised into developing extreme views which may lead to harmful activities that put themselves and others at risk.</p>	<p>Mentors to have access to a resource folder to help explain and share ideas with young people around radicalisation.</p> <p>Anderida Learning Centre curriculum to cover religions/culture and radicalisation.</p> <p>Mentors to stay aware of local influences and extreme groups.</p> <p>Mentors to use PREVENT resources and refer young people to MASH if they are noticing the signs/risk factors around radicalisation.</p> <p>Mentors to monitor young people's internet use and check browser history regularly. Qustodio security to be installed on all YP devices.</p>
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