



ANDERIDA FOSTER CARE
Investing in People, Nurturing Change

Statement of Purpose

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1. Anderida Foster Care

A considerable need has been identified for specialist services for young people aged between 11-18 years old. We are confident that our facilities and services can address the needs of this client group by offering resources for young people in our specialist foster home placements and registered EBSD (Emotional, Behavioural, and Social Difficulties) school.

The team at Anderida Foster Care are dedicated to providing welcoming and stable foster home environments for children and young people aged between 11-18 years old. Anderida families and support staff focus on creating a therapeutic environment where Non-Violent Resistance (NVR) and Cognitive Behavioural Therapy (CBT) are essential tools in building a consistent, safe and stable home; a place where young people feel they are heard and have the support and space to explore their identity.

The team believe in building and role modelling healthy relationships with young people by drawing on the principles of NVR. Anderida embraces innovation and the team, families included, are open to new ideas about how they can best meet a young person's needs on an individual basis to prepare them for independence. It is with this attitude and approach that comprehensive child-centred care and supports plans are developed.

Anderida Foster families and support teams have the expertise and training in working with children and young people particularly at risk and vulnerable to Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE).

We operate robust systems for monitoring our own standards of practice and positively encourage any input from young people, foster parents, support workers, families, social workers and local authority placement officers to support this. We also welcome planned visits from children and young people, their families, social workers and representatives from local authorities.

Anderida Foster Care Head Office is situated in Eastbourne, East Sussex. Within an hour of all foster homes that they support.

2. Mission statement

'Rehumanising Foster Care'

Anderida Adolescent Care is an organisation with a proven history and track record of working with and supporting traumatised young people who are not able to live with their own families and have usually had a number of failed placements.

Since its inception in 1991, Anderida has evolved from an organisation that was primarily focussed on helping young people to prepare for independence. In 2013 we introduced the Non-Violent Resistance (NVR) model which has been embedded and integrated as the core foundation and therapeutic model. NVR thinks about the anchoring function of attachment and seeks to raise the physical and embodied presence of families and care givers in a child's life.

NVR advocates that rather than relying solely on the use of consequences, control and trying to develop insight into the young person, we aim to place our focus on improving relationships with families and as care givers.

NVR actively promotes working alliances between care givers, parents, local authorities and adults who support young people. Anderida requires the support of young people's social workers and will seek to include participation from them and families in delivering NVR interventions.

The service will aim to 'purposefully include' the family members of a young person where we can make it safe to do so and seek to maintain the relationships which will be enduring and long lasting. Anderida Foster Care will seek to evidence and recognise the impossibility of preventing young people to resist the connection with their family, alongside the harm caused by complete separation.

Anderida Foster Care aims to 'call into question' the validity of the 'status quo', within the current fostering landscape, and provide an innovative model. It also aims to dispute the attitude and mindset surrounding the 'institutionalised and institutionalising language' and 'procedural regimentation' that dominates the lives of traumatised young people within foster care. Instead, the service will promote and nurture an inclusive 'growth mindset', from which carers will communicate a strong conviction, that the young person will be integrated, feel connected with nurturing others and actualize themselves.

3. Anderida Learning Centre

Anderida Learning Centre (ALC) is an independent school based in East Sussex for students aged between 11-18-year-olds. It is an alternative option to mainstream education where it is expected that students are more able to gain qualifications. The ALC team are friendly and experienced specialists, equipped to work alongside young people with behavioural, emotional and social difficulties as well as special educational needs.



The educational provision at ALC is based on the premise all young people are at different learning stages regardless of age. The curriculum is delivered on a 1:1 basis or in small classes of 2 or 3 students where core subjects are delivered by a fully qualified teacher with a range of experience. Students have the support of a Learning Mentor and are given a high level of support throughout each lesson.

Included in their curriculum, the Anderida Learning Centre offers a wide range of additional learning such as; - accredited qualifications, vocational skills, independent learning skills, rich life

experiences and opportunities. Alongside academic pursuits there is an emphasis on social learning and development as well as creativity and play. Students are provided with a tailor-made timetable to meet their individual needs. Within this timetable they receive 1:1 Mentor support across all subjects.

The key principles of the Anderida Learning Centre provision are:

- ✚ Personalisation
- ✚ Creativity
- ✚ Appropriateness

Through a detailed needs analysis, Anderida Learning Centre encourages students to build the confidence and self-esteem required to take ownership of their own learning. Where students can make healthy, informed choices about their future in a place which is warm and friendly and where they feel valued and respected.

4. Statement of Purpose

This statement of purpose is intended to be used as a working document which can be added to and amended as we grow and develop as an organisation that strives to meet the needs of the individual young men and women in our foster homes and for those who move on, whether to independent accommodation or to return to their home area.

This statement of purpose has been produced in line with:

- The Fostering Services: National Minimum Standards.
- The Children Act 1989 Guidance and Regulations Volume 4: Fostering Services.
- The Fostering Services (England) Regulations 2011.

5. Day-to-day

Anderida recognises that many of the young people they are caring for have experienced a lack of stability. Routine is an important part of us providing safe, containing care.

Young people arriving at their new 'home away from home' will be encouraged and welcomed into family life, having their own bedrooms and being supported to personalise their room to their own unique taste

We want to ensure young people have a nice home, where they know what to expect on a daily basis. This means; getting up on time during the week for school, college or work; eating a home-cooked meal with the family every evening and going to bed early enough to get a good night's sleep. A wide range of activities are available to the young people after school, at weekends and during the holidays – these may be things they do with friends and peers, alone or with their foster family or support worker. Foster parents will help the young people plan their week ahead so they know what their commitments are and what things they can look forward to.

6. Location

East Sussex is located near both the capital city and the South Coast. The vibrant city of Brighton & Hove is within easy reach as well as the coastal towns of Eastbourne, Hastings and Rye. The county offers a wealth of activities for young people and families to enjoy and in addition to what the fantastic beaches, the South Downs National Park and the surrounding rural countryside has to offer, there are many exciting opportunities to access sports and recreational facilities, local festivals and events, theatre and arts. London and its many attractions, museums and galleries can be reached in just over an hour.

7. Ethos and Philosophy

Anderida has adopted the values of community, compassion, innovation, respect, responsibility and empowerment in their approach to 'investing in people and nurturing change'. We feel that every child has the right to be part of a family and one family does not preclude another.

In recognition of a lack of adequate foster home provision for the more vulnerable adolescents, we aim to provide an innovative solution to the placement difficulties encountered with children and young people, whose behaviour limits the options available to them.

Typically, the young people and children who are referred will have suffered early physical, sexual and emotional abuse, deprivation and inconsistent or inadequate care and control. As a result, they may have developed acute behavioural symptoms. Many will have lived in homes that do not meet their needs, have unrealised vocational or educational abilities, have difficulty in forming positive relationships and be unable to separate historical causes from the consequent presenting problems. Our aim is to work in partnership with foster parents to provide high quality, flexible care and support to young people who, for whatever reason, are being looked after by a local authority.

We acknowledge that the circumstances under which a young person may be placed with us may often be accompanied by considerable trauma and disruption to their family, social and educational networks. During the time that a young person is living with foster parents, they, together with their support team aim to provide an experience of care that is sensitive to their individual needs and supports their racial, gender, cultural, sexual and religious identity.

Foster parents and the supporting staff team are committed to providing an environment that facilitates the young person's growth, maturation, self-respect and responsibility and the development of age-appropriate skills and behaviour. This is within the context of the need to provide young people with positive adult role models, guidance and boundaries, achieved within a manner which respects their rights, individuality and dignity.

As part of this process foster parents will always ensure that the wishes of the young person and other involved parties are sought, and that their participation in the care planning process is enabled.

8. Ethical and Environmental Policy

Anderida Foster Care takes its responsibility to economic, social, environmental and community issues very seriously, we have developed an ethos of cooperation and contribution in all areas for our organisation, our young people and are staff team.

As an organisation we have a high expectation of our staff team and foster carers regarding their conduct, both in and out of the workplace. Their behaviour impacts on the reputation of the organisation and on the wellbeing of the young people and their colleagues.

We strive to be a responsible organisation that meets the highest standards of ethics and professionalism. The company's social responsibility falls under two categories: compliance and proactiveness. Compliance refers to our commitment to legality and willingness to observe community values. Proactiveness is every initiative to promote human rights, help communities and protect our natural environment.

Anderida Foster Care will:

- ✚ Respect the law
- ✚ Honour its internal policies
- ✚ Ensure that all its business operations are legitimate
- ✚ Keep every partnership and collaboration open and transparent
- ✚ We will always conduct business with integrity and respect to human rights.

We promote:

- ✚ Safety for all
- ✚ Respect towards all others
- ✚ Anti-oppressive, anti-bribery and anti-corruption practices
- ✚ Protecting the environment
- ✚ Our company recognises climate change issues and the need to protect the natural environment and its wildlife.
- ✚ Protecting people and human rights

9. Therapeutic Approaches and Clinical Psychology Services

9.1 Therapeutic Non-Violent Resistance policy and procedure

Anderida works within a Non-Violent Resistance (NVR) therapeutic framework. Non-violent resistance advocates that rather than relying on the use of consequences and trying to develop insight into the young person, we aim to raise our presence as care givers. Different models of raising presence give adults the opportunity to challenge behaviour and by doing this the adults create a stronger and more positive internal representation of themselves in the child's mind. Raising presence primary focus is not to change the child but to change the relationship with the child.

Trying to control young people is self-defeating and means the adults are operating within the same logic as the child – control or be controlled. Many harmful and at-risk young people refuse to be controlled the result is ‘symmetrical escalation’.

NVR actively promotes working alliances between care givers, parents, local authorities and adults who support young people. Anderida requires the support and participation of young people’s social workers in delivering NVR interventions.

To support NVR approaches Anderida foster families and staff may also enlist the help of:

- ✚ Family
- ✚ Young People’s Peers/Friends and their families
- ✚ Teachers
- ✚ Independent Reviewing Officers
- ✚ The Police (PCSO’s)
- ✚ Youth Offending Teams
- ✚ The local community/neighbours
- ✚ Mentors from the wider Anderida team
- ✚ Victims of incidents involving the young people
- ✚ Therapists

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

9.2 NVR Methods

9.2.1 Deferring the response until the incident is de-escalated or when arousal is lowered

This enables adults and young people to lower their psycho-physiological arousal and enables emotional self-regulation in the care giver. Giving enough space to become pro-active rather than re-active, carefully planning the action we will take and drawing on support networks.

9.2.2 Announcements

Developed by key people in the child’s life to include caregivers, extended family, peers, and professional networks. The announcement is problem specific, concrete, neutral and outlines, the child’s strengths, our concern for their harmful behaviour and the intention of the group to act. The announcement ends on a description of a preferred future.

9.2.3 Sit-in

An agreed number of adults/peers in the young person's life visit the home of the young person. They enter the young person's environment (often the bedroom). The supporters and key adults explain:

- ✚ They will no longer accept the problem behaviours (and describe specifically what these are)
- ✚ They are here to find a way to solve the problem or 'put things right'
- ✚ They will wait until the child suggests a solution or a way to repair the harm caused

The adults will then sit calmly and wait and support each other if they feel threatened, without escalating the situation. Methods to do this will have been agreed in the planning stages of the sit in.

If young people suggest a positive solution, the group will explore that in an open-minded way, before leaving the room and stating they will give the idea a try.

If the child does not put forward any genuine positive idea about what they the child will do to put things right and prevent further occurrences, the group will wait until the agreed sit in time is up. The group will decide in advance of the sit in how long it should last if the child does not put forward a realistic suggestion of how to make things better.

9.2.4 Campaign of Concern

The identified support network for each child will respond when a child puts themselves or others at risk. They will communicate their concern in a variety of ways once informed about harmful incidents by key adults. This may be:

- ✚ Visiting the child
- ✚ Phoning the child
- ✚ Emailing
- ✚ Instant messaging
- ✚ Texting
- ✚ Private message on social media
- ✚ Writing a letter
- ✚ Video messages
- ✚ Other creative and innovative forms of communication

It is important for the supporters to know that this is about making a statement outlining their concern for those affected and the young person. They are instructed not to be drawn into a two-way communication/conversation with the child as it may lead to justification or escalation – neither of which are helpful.

9.2.5 Tailing

This approach is utilised when a child is missing from home. When tailing a child, foster parents will make use of information they have gathered in order to be physically present in places that they know the young person to frequent. They will build a picture of the young person's activities and those that are involved with the young people; this will enable adults to reach out to those who can become allies.

9.2.6 Telephone Round

The telephone round is a method of manifesting parental presence and showing the young person the resistance when they run away from home, refuse to tell adults where they have been, or if they are coming home. This involves contacting all the people who relate to the child, such as their friends and friend's parents. The adults are encouraged by the NVR co-ordinator to collect as many of their child's friend's numbers as possible, and other acquaintances who know them. The foster parents call several people on the list, asking them to inform their young person that the parent is concerned for him/her and would like to get in touch with them. Adults cease calling after a reasonable period and resume calling the next day. It is not the object to ensure that the child comes home under all circumstances (although this would be a desired outcome) as this is not possible. Instead, the object is to make adults presence felt in the dangerous environment the child moves in, and to reach out the message of adult presence to the unsafe people connected to the child.

The adults use these telephone conversations in order to gain information about who their young people are associating with, find out about parents of other young people, etc. This process and gathering of information, support the process of 'tailing'.

9.2.7 Breaking Taboos

Foster parents agree which first step and which subsequent steps to break with the control of the young person. This can be:

- ✚ Not giving into demands.
- ✚ Doing things within the normal routine of the home or the young person's care plan that adults/peers/siblings have been avoiding for fear that they will respond aggressively.

9.2.8 Refusing Services

Foster parents refuse services that the young people are misusing; examples are refusing to drive the child somewhere when he or she have been abusive in the car. Shutting down internet access and some phone access when this contributes to harmful behaviour. Refusal of services is not to punish the child; it is in fact parents and caregivers taking reasonable steps to protect themselves and their child.

9.2.9 Helpers (supporter's network) Meeting

Helpers meetings are chaired by an adult training/trained in NVR. The child's support networks are invited to the meeting. The following is discussed;

- ✚ What the child's violent, aggressive, dangerous and harmful behaviours are.
- ✚ How these behaviours affect others.
- ✚ What action has been taken so far?
- ✚ What has changed in the family/home so far?
- ✚ What the key adults need support from their helpers for.

- ✚ Any progress with the child.
- ✚ Develop action plan for helper support, including e.g. witnessing at sit-ins, taking part in campaigns of concern, acting as stress buffer, mediator, or support person for peers/siblings/other residents.

9.3 NVR Training

Foster parents undertake an Introduction to NVR course during their application process, followed by Level 1 Foundation Certificate in NVR, which is supported and built upon through ongoing NVR support, training and supervision.

The management and support team undertake training in NVR with Partnership Projects to Certificated Practitioner Level. This is updated through clinical individual supervision, group child focused supervision sessions and management peer NVR supervision.

9.4 Dr Peter Jakob

Anderida Foster 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) and in private practice and specializes in working with young people in care who present with complex emotional and behavioral difficulties. His 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 and undertakes regular training sessions with our staff team.

Dr Jakob offers our organisation a range of clinical psychology services and a tailored package of psychological input to support the young person's placement.

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.

Anderida Foster Care's in-house psychology and therapy services include:

- ✚ Therapeutic supervision for the registered manager and directors.
- ✚ Regular consultation workshops with foster parents and support teams focussing on the young person's psychological needs and management.
- ✚ Weekly individual therapy for the young person as required and appropriate (including Re-Attach therapy, cognitive behavioural therapy, trauma-focussed therapy, EMDR, solution-focussed therapy/narrative therapy and integrative psychotherapy).
- ✚ Systemic (family) therapy where appropriate.
- ✚ Attendance and consultation at relevant professionals' meetings.

- ✚ Assessment, progress and discharge reports are made available to the unit manager and social worker.
- ✚ Training, promotion and facilitation of Non-Violent Resistance (NVR).

10. Applicant Assessment and Approval Policy and Procedure

10.1 Recruitment

Anderida Foster Care advertise for foster parents routinely via local and sector publications and other media channels, including radio, internet and website. Applicants are provided with contact information and directed to the website in order to gain further information and contact details for enquiries.

10.2 Assessment and Approval

10.2.1 Stage 1

Applicants may enquire and submit an expression of interest at any time, which will determine whether they can proceed to the next stage. Applicants are invited to attend one of the compulsory open day or evening events which take place bi-monthly. Here, applicants will be provided with further information about the role in order to support them with making an informed decision about proceeding with their application.

10.2.2 Stage 2

Should it be deemed appropriate to proceed then the Social worker or Registered Manager will carry out a home visit to establish whether the applicant's household is suitable for a child and complete an initial assessment to establish suitability to proceed with the application.

10.2.3 Stage 3

The applicant will be invited to attend a formal individual interview, following which they will be given the opportunity to complete an application to foster form and a DBS form.

10.2.4 Stage 4

Providing the information gathered in the application at Stage 2 meets requirements then applicants will then proceed to Stage 2; the completion of a Form F for presentation to the fostering panel for decision. Should there be any concerns raised by the Disclosure and Barring Service then the application will be suspended pending further investigation and a decision made by the Directors and Registered Manager whether to terminate or proceed with the application. (See DBS policy and procedure).

It is our aim to complete the Form F process within six months of the initial application. At the end of this period the assessing social worker will present the Form F to the fostering panel who will agree on a recommendation on suitability of the applicant to be approved as a foster parent.

10.3 Form F

The approval process for potential foster parents is supported by the Supervising Social Work or nominated Social Worker completing a comprehensive Form F assessment. The Social Worker will carry out extensive and thorough assessment of the applicant's suitability, taking into consideration current and previous history and circumstances, exploring reasons for wishing to foster and expectations around this.

10.4 Fostering Panel

We may work alongside another suitable independent fostering agency to share a panel, ensuring we have access to experienced panel members from a range of backgrounds and settings.

The fostering panel is constituted of the following members named on the fostering services 'central list':

- 1 or more Social Workers with at least 3 years post-qualifying experience
- the Panel Chair/Vice Chair
- at least 3 other members, except when a panel is jointly constituted by more than one fostering service, in which case a minimum of 4 other panel members.

The fostering panel consider each application for approval, reviewing the evidence provided with the Form F, taking legal or medical advice as needed, and making a recommendation as to whether the applicant is suitable to be a foster parent.

10.5 Agency Decision Maker

Anderida Foster Care's agency decision maker is a social worker with a minimum of 3 years post-qualifying experience in children's social care. The decision maker will make the final decision regarding approval of the applicant within 7 working days of the panel's recommendation being presented.

10.6 Independent Review Mechanism (IRM)

In the event that the Anderida Foster Care decision maker considers that the applicant is not suitable for approval to be a foster parent, then they will be notified in writing with the reasons and copy of the fostering panel's recommendation. The applicant must also be informed that they may submit, within 28 days, any written representations to Anderida Foster Care or to the Secretary of State for a review by IRM of the qualifying determination. If the application is referred to the IRM then Anderida Foster Care will be notified and will provide the IRM with all relevant information. The decision maker must then take account of the recommendation by the IRM as well as that of the fostering panel in reaching a decision about approval.

11. Recruitment of staff

Anderida is an equal opportunities employer who employs individuals without discrimination under the nine protected characteristics as defined within the Equality Act 2010. We would not automatically reject applications from people with a disability. However, due to the nature of our client group and the working environment, a risk assessment would need to be completed prior to a position being offered to ascertain suitability and safety of both our clients and prospective employees.

Anderida have a rolling recruitment programme, presenting the range of opportunities available for employment within both fostering services and residential care. Potential applicants have a variety of resources with which they can use to familiarise themselves with the organisation and the specifications of various job roles.

Applicants will be assessed using data gathered by the Disclosure and Barring Service (DBS), including relevant criminal convictions, cautions, police intelligence and other appropriate sources.

Anderida meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to an enhanced criminal record check from the Disclosure and Barring Service before the appointment is confirmed (see DBS policy/procedure). This will include details and dates of 'spent' convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions. A conviction will not necessarily be a bar to obtaining a position.

SUPPORTING POLICIES/PROCEDURES:

-  DBS Policy and Procedure
-  Equal Opportunities Policy
-  Data Protection Policy
-  Staff Recruitment Policy

11.1 DBS Policy

Anderida Foster Care meets the requirements of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed.

A standard check searches for spent and unspent convictions, cautions, reprimands and final warnings. Enhanced disclosure includes the same as the standard check plus any additional information held by police that's reasonably considered relevant to the workforce being applied for. Enhanced with list checks is like the enhanced check but includes a check of the DBS barred lists. The disclosure required will be a full enhanced disclosure with list checks, which applies to all posts involving greater contact with children or vulnerable adults.

Enhanced disclosure for childcare positions will show all details contained in standard disclosures but may also contain non-conviction information if it is deemed relevant to working with children. It will also detail if the individual is on any of 'barred lists' of individuals who are unsuitable for working with children.

A conviction will not necessarily be a bar to obtaining a position. Anderida recognises that life experience can be beneficial within childcare and fostering, providing that the foster parent or staff member is completely rehabilitated and can evidence they pose no risk to young people and has disclosed their convictions or criminal proceedings (these may include cautions, convictions, civil offences and ongoing investigations) in advance of applying for a DBS. For those that have been successful in their initial application, criminal convictions and other associated information will be discussed during a DBS interview in order to assess job-related risks. Anderida will endeavour to reach a fair decision that takes account of all the information.

Candidates need to disclose in their application form any prior convictions (see DBS policy). When candidates are invited for interview, they must bring with them all required proof of identity and address for the DBS form, as detailed on the DBS form.

If a candidate has a portable DBS, a copy of the original certificate must be seen, and a copy taken for our records, the checking reference number taken and then checked with Disclosure and Barring Service.

Anderida carry out checks on all prospective foster parents to establish identity, relationship status and health. Personal references and enquiries are made in addition to enhanced Disclosure and Barring Service checks carried out on themselves and adult members of their household.

Anderida supports the development of a strong support network for both the child or young person and foster parents. All members of the family within the household require DBS checks and will be considered during the recruitment and assessment process. This includes older children returning home from university for the holidays. Wider family members and all those who may be in regular contact with child, including family friends are recommended to have DBS checks however this is not a requirement unless they will have unsupervised contact with the child at any time.

Any unsupervised contact with anyone other than foster parents will be fully risk assessed and regularly reviewed.

Where a potential employee has been out of the country for substantial periods Anderida, where possible and practicable, seek international criminal records checks.

11.2 DBS Procedure

When sending applications to prospective candidates, the Anderida Foster Care DBS Policy is included in the information sent. When candidates apply for a post at Anderida they are given the opportunity to provide appropriate written details of any offences and the related outcomes, together with any other information they wish to draw attention to. Prior to interview, candidates are requested to present the required documentation as detailed on the DBS form, in preparation for the enhanced DBS check.

The DBS forms are held at Head Office. At this point, prospective employees will again be given the opportunity to disclose any convictions, spent or unspent. All required information for the forms will be completed prior to the interview and held in a sealed envelope until such time as trial shifts are offered. Any information provided at this stage remains confidential until the DBS process commences. Should any candidates be unsuccessful at interview, this information will be destroyed. At the end of the interview, the interview panel will ask if the candidate wishes to disclose any convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions which may be relevant to this post. If we consider the candidate may be suitable for employment, we will offer them trial shifts at two of our residential homes, subject to receiving references, the enhanced DBS having no recorded convictions, or on having a DBS disclosure confirmed and completed a positive DBS interview. We may offer trial shifts in advance of receiving a DBS if the applicant already holds an enhanced DBS within 18 months of the current date.

FAILURE TO DISCLOSE, PRIOR TO, OR AT INTERVIEW, ANY PREVIOUS CONVICTIONS, CAUTIONS, REPRIMANDS, FINAL WARNINGS, POLICE ENQUIRIES AND PENDING PROSECUTIONS COULD LEAD TO ANY SUBSEQUENT JOB OFFER BEING WITHDRAWN.

If a disclosure is made, the process will be as follows:

We would identify two managers to conduct a disclosure investigation. The point of this investigation would be to ascertain what rehabilitation the potential staff member has been through - if they have undertaken any counselling, if they have undertaken any training in an area relevant to the post, what life experiences have impacted on their personal development. At this point, it may be requested that the candidate provide us with a third referee.

If, after the findings of this investigation, we consider the candidate may be suitable for employment, we will offer them trial shifts at two of our residential homes, subject to receiving references and the enhanced DBS being an accurate reflection of the disclosures.

On completion of the trial shifts, should the candidate be offered a position, Anderida would be required to provide a summary of actions taken to support the candidate's suitability to work in this area.

Employed Staff

All staff members are required by law to hold an enhanced disclosure. Historically, this was re-checked every three years, however with the Update Service this is renewed annually online.

It is important to note that:

- ✚ When staff receive their new DBS certificate – to their home address, they have 19 days to register for the Update Service (paid for by Anderida)
- ✚ The Update service means that for £13 their DBS certificate will be kept up to date for 1 year

- ✚ If staff are not subscribed to this yearly service, the company must reapply every 3 years at a cost of £56 each time
- ✚ Foster parents and staff should provide their newly received DBS certificates to the office as soon as they receive them, so they can be registered for the update service
- ✚ Failure to do this will render staff liable for the £56 and this will be deducted from their wages

If a current employee is subject to any form of criminal procedure convictions or criminal proceedings (these may include cautions, convictions, civil offences and ongoing investigations) during their employment, it is essential that they contact their line manager immediately, as a matter of urgency, regardless of how minor they consider the offence to be. The line manager, along with an appropriate colleague, will then complete a full formal investigative interview. The employee will be invited to have support or representation at this interview. Full minutes of this interview will be recorded and logged on the employee's file. A decision will be reached within 24 hours regarding any action required to be taken, in accordance with the Anderida Foster Care grievance and disciplinary policy.

ANY CURRENT EMPLOYEES WHO FAIL TO REPORT THAT THEY ARE SUBJECT TO ANY CRIMINAL PROCEEDINGS, COULD BE SUBJECT TO DISCIPLINARY PROCEEDINGS, IN ACCORDANCE WITH THE ANDERIDA FOSTER CARE GRIEVANCE AND DISCIPLINARY POLICY.

12. Admissions Policy

Anderida Foster Care accepts young people up to the age of 18. Anderida endeavours to always make the best match for young people and foster parents and their families, and to work closely with the Local Authorities to ensure the most appropriate placement with the best possible outcomes for each young person. (please see Matching Policy).

12.1 Planned Placement

Following an initial enquiry, we will request the following paperwork:

- ✚ Completed referral form
- ✚ Social work report
- ✚ Case history
- ✚ Chronology
- ✚ Up to date event sheets
- ✚ Pre-sentence / court reports
- ✚ Statement of special educational needs / current PEP
- ✚ Psychological / psychiatric / observation and assessment reports
- ✚ Medical history

Where the management team feels that the young person may be a good match for a particular available foster home, the fostering manager will discuss further with the Local authority placement team and social worker.

If we feel that we can offer the young person a home and family with whom they can live, they will be invited to visit the home.

If a young person should be admitted in an emergency and there is insufficient time to go through the planned placement procedure, we would often require a minimum two-week assessment period in order for the foster parents, supervising social worker and the young person to make a decision as to whether this is a suitable placement for them.

Before the start of the placement, we require:

- ✚ Signed contract / agreement for placement
- ✚ Admissions form fully signed in all sections (including medical)
- ✚ A firm plan for the education of that young person

At the start of the placement, we require;

- ✚ LAC Care Plan
- ✚ Delegated Authority form
- ✚ Essential Information
- ✚ Copy of a relevant care Order

Once this is completed and the young person has moved into the home, a seventy-two-hour placement meeting will be expected to draw up the Placement and Care Plans.

Anderida staff and families aim to help the young people feel welcome and quickly settle into their new home. Each foster home will provide the young person with their own children and young person's guide which covers many of the required areas when welcoming a child into their new home.

As a minimum the guide and introduction checklist will include:

- ✚ Introductions to the parent/parents and family members, including household pets and wider family members where appropriate
- ✚ A Terms of Residence contract.
- ✚ Allowing the young person to choose how they would like their room decorated and an allowance for soft furnishings to personalise.
- ✚ Agreeing some goals for the young person.
- ✚ Details about any rewards systems that the foster family may wish to implement.
- ✚ Foster parents creating a support plan which outlines how the home will meet the child's needs and help them progress daily.
- ✚ Completing a full risk assessment.
- ✚ Ensuring East Sussex Local Authority are informed of the young person moving to the area.

- ✚ Receiving a delegated authority form from the local authority.
- ✚ Discussing with the young person how they can access their records and other reports if requested.
- ✚ Being made aware of the local advocacy service.
- ✚ Informing the missing person's co-ordinator and MASH team that the young person is in residence and if they have a history of persistent absconding/other risky behaviour.

13. Matching Policy

Anderida will match young people with the most suitable foster parents, based on the assessed needs of the young person and ability of the parent to meet them.

Anderida feel that is not helpful or appropriate to apply set rules to this process and it should be considered, like all childcare and care plans, on an individual and child-focused basis. This entails analysing risk, impact assessments against background issues and considering the young person's age, gender, ethnic and cultural needs and preferences and ensuring that a potential foster parent is able to offer opportunities to support a young person's needs in all area. Consideration to both the location of the home and others living in the home, particularly other children and young people will be paramount and fully assessed to determine the risks and benefits of a potential match. A potential match would not be ruled out whilst we are able to offer support and training to bridge any gap in the child's needs and the adults sphere of competence, experience and diversity in full.

All aspects of this process are completed in consultation with the foster parents, supervising social worker, registered manager and placing authorities.

14. Review of Placement Plans

Statutory CLA reviews will be held in line with CLA legislation. Foster parents will prepare a review form and encourage the young person to give their feedback. Foster parents will ensure that the young person has appropriate significant others invited to the review. The young person may wish to have an advocate present to represent their views.

The foster parent, supervising social worker and young person's social worker, as well as other relevant professionals, will attend the review. This is a forum to discuss the young person's progress and to assist them in planning for their future. Reviews are held in addition to the six weekly meetings held between the young person, Anderida staff and social worker where plans and goals are discussed.

15. Education Policy

The Anderida staff team and foster parents, understand the barriers to learning that each young person may face. Anderida will support foster parents to ensure that all children and young

people have access to education. We will endeavour to identify appropriate educational facilities to meet the needs of individual young people.

We explore every possible avenue available, regarding their education/employment. We will always help young people join a local school, college, find work or we will support them with a programme of education in our own school, Anderida Learning Centre (ALC). ALC is great for young people who have missed significant periods of education. It can help them catch up and get some qualifications, with an individual timetable specially designed to meet their needs with 1-1 support.

Foster Parent's will:

- ✚ Ensure that there is a plan to meet the young person's educational needs in place at the point of accepting a new residential placement.
- ✚ Ensure that designated authority around education is in place so there is a clear understanding as to who can give permission around such areas as photography and school trips.
- ✚ Ensure that every young person has a copy of their Personal Education Plan (PEP).
- ✚ Attend EHCP and PEP meetings.
- ✚ Be familiar with the EHCP in order to fully understand the young person's educational needs and how these can be best met.
- ✚ Raise the need for further assessments where it is considered there is a need.
- ✚ Support THRIVE educational therapeutic assessments for all young people to identify where the home and educational placement can further meet the young person's needs and gaps in development.
- ✚ Assist in identifying the most suitable resource to meet the young person's educational needs, liaising with social workers, Education authorities and virtual schools.
- ✚ Identify any additional educational needs and establish how they will be met.
- ✚ Establish how the young person can be assisted to ensure maximum school attendance. This will include strategies, non-attendance meetings, positive re-enforcement/rewards and therapeutic approaches.
- ✚ Identify any participation required by parent/social worker in the education of a young person.
- ✚ Ensure foster parents act as an advocate for and on behalf of young people who may be experiencing difficulties with education or training, to include; attainment, admissions, bullying, attendance and behaviour.
- ✚ Liaise with the school daily where appropriate and at a minimum weekly to ascertain feedback on how the young people are progressing.
- ✚ Make and support arrangements for travelling to and from school.
- ✚ Provide facilities that are conducive to study and completing homework to include a computer and safe access to the internet.

- ✚ Ensure that young people are not denied the opportunity to participate in extra-curricular activities because they are in care.
- ✚ Ensure that foster parents attend meetings with educational staff, psychologists and other any education related events.
- ✚ Support young people not of compulsory school age (post 18), by assisting and supporting them in finding work experience, employment, college placements and training courses.
- ✚ Liaise with careers services, Job Centre, employment agencies and local employers as appropriate.
- ✚ Support young people between the age of 16 and 18 to have a full timetable which includes education, training, work experience and/or employment.
- ✚ Help young people to access additional funding such as pupil premium and bursaries to support their education.
- ✚ Provide structured, positive activities with an educational theme if a young person who is of compulsory school age is refusing to attend education or has been excluded.
- ✚ Ensure regular meetings are be set up with the relevant education provision to encourage the young person's attendance,
- ✚ Ensure the quality/standard of the educational provision and that it is meeting the young person's needs.
- ✚ Encourage young people to develop independent study skills and undertake homework/home study outside of school hours.
- ✚ Ensure that their adequate resources within the home for young people to access and read books for enjoyment and that all young people have library access.
- ✚ Offer various incentive schemes to encourage and reward attendance/participation within the educational environment.
- ✚ Record young people's achievements and educational targets within their journal.

16. Health Policy

16.1 Health of Children and Young people

At Anderida Foster Care, we strive to ensure that young people live in a healthy environment where their health needs are met, and good health is promoted.

Foster Parents will:

- ✚ Endeavour to ensure that the physical, emotional and health needs of each young person or child are identified within their care plans and appropriate action is taken.
- ✚ Ensure that all up to date Covid-19 related legislation and guidance is rigorously followed by all in the home.
- ✚ Regularly update young people's journals in all aspects of being healthy.

- ✦ Register young people with a doctor, dentist, optician and CLA nurse on admission and ensure that they have regular health and dental check-ups
- ✦ Records of all health appointments are recorded within the young person's medical diary.
- ✦ Ensure all young people have a CLA health plan.
- ✦ Ensure that we have appropriate signed documentation to give consent for medical intervention and that, in the absence of this, permission from the appropriate body is sought prior to any agreement to medical services.
- ✦ Foster parents are suitably trained to administer medication and apply first aid.
- ✦ Ensure that a record of all medication received, administered and returned is signed and kept in the safe storage provided.
- ✦ Provide each young person with advice and support in relation to social issues including alcohol and illegal substance abuse, smoking, sex education, HIV infection, hepatitis and sexually transmitted diseases.
- ✦ Have access to child-friendly literature to enable young people to obtain information without seeking out adults.
- ✦ Keep a record of all significant illnesses, accidents or injuries to young people during their placement with Anderida.
- ✦ Ensure that young people can choose whether they are accompanied by foster parents when being seen by a doctor, nurse or dentist and, as far as practicable, enable young people to see a doctor of either gender if they wish.
- ✦ Encourage young people in all areas of their personal hygiene and ensure these issues are being dealt with sensitively.
- ✦ Ensure that any specific health needs of children and young people from minority ethnic and cultural groups are understood by foster parents and supporting staff and that specialist advice is sought when necessary.
- ✦ Ensure that young people have regular structured access to appropriate psychiatric / psychological support and therapeutic intervention and refer young people to the local CAMHS team where necessary/appropriate.
- ✦ Ensure that young people have the opportunity to see the most appropriate psychological support with the in-house Consultant Clinical Psychologist, CBT therapist or counsellor.
- ✦ Ensure close co-operation between local authority social workers, parents (if appropriate to do so), doctors, schools and other specialist services.

16.2 Healthy Diet

Encourage young people to eat a healthy and balanced diet and ensure that any special dietary, cultural or religious needs are met by the foster parent and, where necessary, seek specialist advice.

Foster parents will role model a balanced healthy diet and where foster parents may choose to pursue alternative diets e.g., vegan, weight loss diets etc, the young person will continue to be educated and supported to follow a healthy diet that suits them. Foster families who exclusively follow a particular diet will need to ensure that they can be flexible to meet the needs and wishes of the young person in relation to their own diet. The abilities of potential foster parents to meet the cultural needs of young people will be explored and ascertained during the Form F process and in line with the matching policy.

16.3 Sexual Health

All foster parents and foster care staff receive training in sexual health, sexuality, harm minimisation and how to approach young people about these issues. Foster parents will communicate with education staff to ensure these issues are covered in education at school and where they are not covered, or young people have missed this education, ensure there is extra provision made to educate around sexual health and healthy relationships. Young people are supported to access health services through the SAS nurse and sexual health clinic.

Literature will be made available to the young people and foster parents and support staff will ensure that young people are confident in speaking to them about their sexual health. Young people will be made aware of statutory and voluntary agencies where they can discuss all the above issues and access further help (see health policy). The SAS nurse will, where appropriate be invited to come to the home or to school, and the young people's health plan will reflect the input in this area.

16.4 Infectious and Communicable Diseases

Foster parents are responsible for ensuring that young people in their care keep up to date with immunisations and that these are recorded and monitored. Foster parents are provided with training on supporting the health of young people and this includes reducing risks around infectious and communicable diseases and preventing/managing the spread of infection. (See also Covid-19 Policy and Procedure)

16.5 Smoking, Alcohol and Substance Misuse

Foster parents and Anderida staff actively discourage young people from smoking, drinking alcohol or using illegal substances and address these issues in conjunction with the education team and other relevant outside agencies.

16.5.1 Smoking

Discussions around smoking will take place at a very early stage with potential foster parents to ensure they fully understand and are able to meet the expectations around not smoking, in order to ensure that the health of the young person is a priority.

Foster parents and staff are not permitted to smoke cigarettes or vapes in the presence of young people in their care. This means that foster homes are non-smoking homes, and vehicles that young people may travel in also remain smoke-free.

If foster parents or visitors to the home are using garden to smoke whilst young people are also outside, then parents must remain aware and consider the proximity to which they are smoking in and the need to remain a positive role model. Discretion is essential.

At no time will foster parents:

- Give cigarettes to young people
- Purchase cigarettes for the young people
- Facilitate young people purchasing cigarettes

Foster parents will promote healthy living and need to remain aware that they are positive role models, therefore it is preferable that smoking does not occur in the company of young people. Young people should be supported to be aware of the risks of smoking and offering them positive incentives to reduce/stop smoking and support them to attend appropriate health services in relation to this. There are several smoking cessation clinics locally and foster parents and staff will ensure that they are aware of their whereabouts.

16.5.2 E-Cigarettes and Vapes:

All of the above applies to e-cigarettes which are considered smoking paraphernalia and, in most cases, an alternative method of taking in nicotine, however foster parents may support young people to access these products (with parental consent) if it is part of a structured smoking reduction plan.

16.5.3 Alcohol:

Foster parents must remain vigilant around the consumption of alcohol, ensuring that their own judgement and ability to provide a consistent standard of care for the young person in their home is not impaired in any way. Foster parents should be mindful of a young person's possible negative experiences in relation to alcohol, both first-hand experiences and experiences of adults in their lives having been under the influence of alcohol. Large quantities of alcohol should not be kept in the home, and any small quantity that is should be stored securely and not accessible to the young person.

16.5.4 Illegal drugs and substance misuse:

This procedure is to ensure good practice should an individual be suspected of using or supplying illegal drugs.

- In the event that a foster parent has strong suspicions that a young person is using illegal drugs they should, in the first instance, ask the young person to hand over the drugs.
- If the young person refuses to do so or denies having drugs on them but the foster parent is still concerned/suspicious they will undertake a room search, recording this on the relevant report and notifying the on-call support worker.
- The young person is ideally given the opportunity to be present during the room search. If the young person is not present it is advisable that foster parents undertake the room search where possible (see room search policy).

- The foster parent will contact the police on the non-emergency number if the young person does not comply or illegal substances are found.
- Should any drugs be handed in or found during this process they must be logged on an incident form and placed in a safe locked area and the police contacted immediately. The police will advise as to how the items should be destroyed if they are not prepared to attend the home to remove them. If the police remove the drugs/substance they will need to sign the form to say that they have removed them. The police will decide as to whether to prosecute the young person, which will usually depend on if they have a history of bringing illegal substances into the home.
- The foster parent will give the police permission to search the young person's bedroom.
- If suspicions are confirmed, the foster parent will inform the young person's social worker or out of hours duty social worker and parents, where appropriate.
- A safeguarding report will be completed around the situation regardless of outcome.
- The foster parent will look at consequences and safety measures to include NVR approaches which will be recorded in the young person's journal.
- The foster parent will contact the young person's social worker to discuss their concerns and actions taken.
- Access to support services including the under 19's substance misuse team will be pursued.

Note - The term 'strong suspicions' includes smells of cannabis, evidence of drug use found in the young person's bedroom or behavioural symptoms of drug use whilst in the home, however all suspicions can be acted on.

16.6 Medication

- The person with parental responsibility must give written permission for foster parents to administer first aid and medication on admission to Anderida Foster Care. This document must be retained on file.
- All drugs, medicines, pills (except contraceptive pills) and tonics, including homely remedies must be kept in a locked medical cabinet.
- A risk assessment must be completed prior to young people being allowed to self-administer and hold their own medication. Regular reviews of this will be carried out with the young person.
- Foster parent's medication must be kept separate to the young people's in a locked secure area.
- All drugs, medicines, pills and tonics must be administered by foster parents, unless risk assessment states otherwise.
- The administration of such medication must be recorded in the medical log
- The taking of such medication must be supervised by foster parents.
- Over-the-counter remedies should only be purchased as an interim measure in circumstances where doctor's / dentist's appointments are unavailable, and a young person

is suffering with unpleasant / painful symptoms. An appointment should be made at the earliest availability.

- Over-the-counter remedies and tonics may be administered by foster parents for identifiably genuine complaints these are not to be given in conjunction with any prescribed medication (unless agreed by a qualified practitioner) and administered with reference to the medical log and following dosage guidelines.
- A record of prescribed courses of medication administered to young people must be recorded in the medical log. Foster parents must also log if the young person is absent or refuses to take the medication. If this is persistent or presents a risk to the young person, it must be reported to the young person's social worker and the prescribing practitioner.
- Foster parents must ensure that out-of-date or unused drugs, medicines, pills or tonics are returned to a pharmacy for safe disposal.
- A medication stock check must be completed once a week and any discrepancies reported to the manager immediately.
- Foster parents are to be trained in the safe handling of medicines.

16.7 Adaptations and Equipment

Where a young person has additional needs, we will endeavour to ensure that they are supported with any equipment they may require or minor adaptations that are required in the home, either on a permanent or temporary basis, to manage their activities of daily living and mobility. This includes access to meal preparation and mealtimes, sleeping and washing facilities. The young person's social worker and foster parents will work with support from appropriate professionals in order to identify needs around equipment and adaptations that may be required in the home.

17. Promotion of Recreational Activities

Anderida families recognise that extra-curricular recreational activities are an invaluable enriching part of a young person's life, building self-esteem, establishing a healthy peer group, improving quality of life and widening horizons. Foster parents will ensure that the young people within their care are not in any way disadvantaged in accessing a diverse range of activities. Each child's talents and interests will be nurtured, and their personal preferences and abilities will be taken into consideration. Young people will be introduced to a wide range of activities within the community to ensure that they have experience of what is available to them. Foster parents will ensure that they facilitate young people's attendance at all groups, clubs, activities and ensure that they are enabled to develop their hobbies and interests. When a young person moves into the home the designated authority documents are completed in order that permissions are in place for the appropriate activities.

All foster parents, along with the significant others will celebrate the achievements of the young people, attending awards ceremonies and open evenings.

Young people are supported and encouraged to enjoy their lives and develop new interests by:

- ✚ Having lots of fun!!!
- ✚ Foster parents and support workers participating in activities the young people choose/enjoy.
- ✚ Being provided with a weekly allowance.
- ✚ Exploring the young people's interests at point of placement and integrate their interests and activities into their care plan.
- ✚ Recognising the cultural needs of the young person and how this may relate to recreational and cultural activities.
- ✚ Rewarding positive behaviour
- ✚ Providing unlimited membership to local gym & swim for foster parent and young person
- ✚ Offering taster sessions in new and unusual activities.
- ✚ Providing activity holidays in the UK and abroad.
- ✚ Exploring and helping young people to identify activities that they may enjoy.
- ✚ Identifying all youth clubs, youth activities and youth support in the area, including details around available sessions.
- ✚ Contributing to the cost of structured activities if they are part of a weekly timetable.
- ✚ Supporting young people with transport to and from activities.
- ✚ Paying a contribution or covering the costs of healthy sporting activities.
- ✚ Enabling a young person to pursue long term sporting goals and commitments through ongoing financing, providing equipment, organising travel arrangements etc.
- ✚ Networking with youth activity providers and ensuring a good level of support from all parties with a young person's anxieties are a barrier to engagement.
- ✚ Checking activity providers have adequate risk assessments, safer recruiting for staff and appropriate insurances.
- ✚ Purchasing insurance for young people where they are undertaking higher risk activities.

18. Consultation with Young People

Every young person is regularly consulted around the arrangements for their care. Plans are collaborative and negotiated with young people through daily conversation and meetings. Young people are encouraged to voice their views and opinions in relation to their care and home through regular discussion with foster parents, support workers and Social Worker. All young people's opinions are recorded and logged. The social worker and Anderida staff will visit the home on a regular basis and always ensure that there is an opportunity for young people to give feedback.

19. Mobile Phone Policy for Young People

Anderida Foster Care recognises that mobile phones form a normal and positive part of young people's communication system. Mobile phones help young people stay in touch with loved ones, maintain and build friendships as well as access information through the internet. However, there are times when the risks around mobile phones outweigh the benefits and that these risks expose young people to harmful networks, unsafe social media, child sexual exploitation and other forms of coercion and exploitation.

Foster parents take their duty to safeguard young people seriously and will prioritise safety above all else. This means taking steps to ensure young people are accessing media devices safely.

Foster parents do this by:

- ✚ Ensuring the co-operation of the Local Authority and those with Parental Responsibility, with this procedure.
- ✚ Ensuring those with Parental Responsibility do not issue the young person with a phone or media device without the express permission from the foster parent and supervising social worker.
- ✚ Placing content-control security software on all devices that are accessing social/mobile media.
- ✚ Ensuring that content-control security software is equipped with location finders and give adults alerts to suspicious or age-inappropriate activity.
- ✚ Checking regularly for web activity, increasing frequency if a young person is missing or thought to be at risk in some way.
- ✚ Suspending wi-fi access and or phone credit for mobile devices (landline phone cards given instead) if the young person is not allowing content-control security software to be placed on their phone.
- ✚ Removing devices, if, despite the above measures, young people are continuing to put themselves at risk through mobile devices.
- ✚ Ensuring that wi-fi time is seen as positive privilege for a set period (usually up to 4 hours a day) when the young person has met their other responsibilities e.g. going to school.
- ✚ Working towards young people being able to access mobile devices safely as this will be a relevant part of their future development and needs.

Supporting policies and procedures:

- ✚ E-Safety Policy
- ✚ Missing Child Policy and Procedure
- ✚ Safeguarding Policy

20. Anti-Discriminatory Practice, Diversity and Upholding Children's Rights

Anderida values human diversity, demonstrating respect in our attitude to others. Families, homes, resources and activities available enable young people to develop in an environment free from prejudice and discrimination and we will embrace differences between individuals.

Anderida will encourage recognition of the value of each individual and will not discriminate on grounds of nationality/ethnicity/race, sexual orientation, mental and physical disability, language, religion, marital or parental status or age. This applies to children, parents, employees, as well as the wider community. All young people will be given opportunities to develop to their full potential and gain a positive identity. All forms of discrimination and harassment will be treated seriously, and it will be made clear that such behavior is unacceptable following disciplinary and grievance procedures. Employment policies and procedures set out the guidelines that are to be followed when discriminatory language or behavior are used.

Individuals have a right to:

- ✚ Be treated with respect and voice their opinions.
- ✚ Equal opportunities.
- ✚ Education.
- ✚ Health care.
- ✚ Primary care.
- ✚ A safe and secure environment.
- ✚ Access to family/significant others.
- ✚ Access to advocacy/independent visitors.
- ✚ Access to legal representation.
- ✚ Not be stigmatised or be treated differently because of ethnicity, culture or they are in the care system.
- ✚ Be supported in accessing resources relevant to their culture and beliefs.
- ✚ Resources that are multicultural and non-sexist, containing positive images of all groups.

(Also see Equalities Policy)

Anderida recognises the importance for all young people of safe contact with families and significant others. It is essential that there is an agreed plan in place when young people are placed with foster parents and that this agreement is regularly reviewed to ensure young people are supported to see loved ones.

21. Visiting family, friends and significant others

Anderida recognises the importance for all young people of safe and positive time spent with families and significant others. It is essential that there is an agreed plan in place when young people are placed with foster parents and that this agreement is regularly reviewed to ensure young people are supported to see loved ones.

Where it is safe, appropriate and within the relevant care order for significant others to be involved in the young person's care, Anderida and foster parents will endeavour to support time with family and significant others and promote participation by:

- ✚ Inviting significant others to attend care reviews/meetings.
- ✚ Providing a minimum of weekly telephone updates.
- ✚ Ensuring significant others are informed promptly regarding significant incidents.
- ✚ Providing updates to relevant professionals on request
- ✚ Ensuring young people have access to telephone and email (within suitable risk assessments).
- ✚ Facilitating regular visits both in and out of the home.
- ✚ Supporting supervised family time.
- ✚ Arranging suitable facilities for visits.
- ✚ Providing transport for visits.
- ✚ Supporting young people to manage their thoughts, feelings and behaviour around their relationships.
- ✚ Advocate for the young person and request a review if the young person's needs around time with family and significant others are not being met.
- ✚ Ensure young people are made aware of their legal rights and advocacy services to support them in addressing concerns with the local authority.
- ✚ Request a review of agreed family time if it is leading to difficulties in the young persons' care.

Family time needs to be agreed with the local authority and foster parents may require a suitable timescale for permission to be sought. Foster parents will not, under any circumstances, withhold family time as a form of punishment. However, there may be some situations where a young person/significant other's behaviour is deemed unsafe, therefore affecting arrangements around seeing family and significant others. Where there is no agreement that young people wish to see family Anderida endeavours to find a safe way for families and significant others to participate if this is appropriate.

22. Behaviour Management Policy

Anderida Foster Care promotes and encourages pro-social behaviour drawing on multiple methods and approaches.

Either before or shortly after the child or young person arrives at their foster placement, they are required to sign a contract which sets out the expectations of their behaviour.

All children and young people will have an individual risk-assessment which will be discussed and available to foster parents. The personalised risk assessment will highlight risks and inform foster parents of strategies to minimise these, manage behaviour and de-escalate challenging situations.

Anderida Foster Care will support and facilitate, where appropriate, foster parents with the use the following interventions to promote pro-social behaviour:

- Therapeutic strategies (to include Non-Violent Resistance and Cognitive Behaviour Therapy)
- Restorative justice
- Reparation
- Sanctions and consequences
- Loss of privileges
- Rewards
- Positive reinforcement
- Police intervention and youth justice systems

Anderida Foster Care will support foster parents using child-focused cognitive behavioural therapy and clinical group supervision to explore the underlying issues behind challenging behaviour and identify strategies to support young people to develop improved coping skills and a better quality of life. Non-violent resistance methods and principles will be utilised in resisting harmful behaviour. Foster parents are trained in methods to de-escalate challenging behaviour. Methods focus on prioritising behaviour that can't be ignored, walking away, disengaging, distraction and awareness of parent's own emotional regulation to ensure they do not get heightened or into power struggles with young people. The most helpful approaches for individual young people will be outlined in their risk assessment and support plan.

Occasionally, a situation may arise with a young person where foster parents and staff must physically intervene (see Positive Holding Policy) to preserve the safety of the child or young person and others. This is always to be carried out in a sensitive and professional manner, in accordance with legislation, policies and procedures, risk assessments and the young person's positive holding plan. All foster parents and staff members are regularly trained in P.R.I.C.E (Protecting Rights in a Caring Environment). No foster parent or staff member is permitted to take part in a restraint unless they have undertaken the relevant training. All physical interventions are recorded, and the young person is given an opportunity to debrief.

Anderida practices zero tolerance with regard to assault as domestic violence should not be accepted in any family home. Anderida will always act in these instances as it is important that young people understand that criminal behaviour and domestic violence will not be tolerated in society, inclusive of the foster home and that parent's rights are upheld to live/work in a safe environment without fear of violence. Violence and physical assaults may lead to a Community Resolution Order or full prosecution.

- ✚ An assault is a physical attack initiated by the young person.
- ✚ Foster parents should try and give an initial warning in response to light pushes etc. but once a warning has been given any physical interaction is assault. A strike is always assault.

- ✚ When a child of young person is held because they are trying to **harm themselves or attempting to cause criminal damage**, we must anticipate they may struggle or react violently as they are already in a heightened state and we are laying hands on them. In these cases, if, within the restraint, we are struck, kicked or pushed this **would not necessarily be considered an assault**.
- ✚ When a child or young person is held because they are trying to **harm another individual**, whilst we must anticipate they may struggle or react violently as they are already in a heightened state, any further assaults within the hold would be considered a violent act as when we trying to prevent further injury this does not give young people the right to assault us without consequences. In these cases, if, within the restraint, foster parents or staff are struck, kicked or pushed this **would count as an assault**.

Following an assault, it is important that the consistency and care that the young person was receiving remains the same and that all efforts are made to ensure that the foster parent or staff member who was subject to the assault can continue supporting that young person.

The situation and alleged assault should be passed onto the on-call support worker or Registered Manager at the earliest convenience; the only exception to this is when there is reason to believe there will be repeat occurrence of an assault, someone is seriously injured and the foster parents are not able to use physical intervention drawing on their PRICE training to prevent further violence or damage.

In these circumstances, foster parents should call 999 for direct police support. In more general circumstances where there is not a continued immediate risk, foster parents/support workers will consult with the young person's social worker, who will decide in consultation with foster parents, registered manager and the wider team about what action to take. If there is a decision to involve the police, then the foster parent or allocated staff will contact the PCSO/police point of contact to discuss the best way to take the situation forward.

Restorative and NVR approaches should be employed at the earliest possible opportunity, not only to enable the young person to understand the consequences of their actions on the victim, but also to restore relationships and community.

22.1 Community Resolution Orders/Violence towards foster parents and staff

In some criminal cases a Community Resolution Order (CRO) may be suggested by one of the parties involved (police, solicitor, young person, or Anderida Foster Care) - **This cannot be suggested or agreed to by foster parents or staff, without first consulting the young person's social worker**. All Community Resolution Orders would ideally take place at a police station or custody suite so that the young person can receive free and independent legal advice and understand the seriousness of

the situation. However, this is not part of the police policy, which is to try and bring around a resolution without arresting the young person and taking them to the police station.

On this basis, it is often better to accept the community resolution if the young person is admitting responsibility and offering an apology and a desire to repair the harm rather than further criminalise a young person. At this time foster parents, in consultation with the Social worker/Registered Manager, can agree if the young person is willing to go ahead with a CRO, to act as appropriate adult. In this case foster parents will participate in the forming of a CRO contract without a solicitor being present, providing they have not been involved in the incident in question. Signed consent can be found in the admissions form or the young person's terms of residency.

22.2 Sanctions, Consequences, Safety Measures and Rewards Policy

Anderida Foster Care promotes and encourages positive behaviour. Rewards are used to reinforce positive messages for young people's achievements. Either before, or shortly after the young people arrive at a foster home, they are required to sign a contract which sets out the expectations of their behaviour.

Anderida will always promote a restorative response to harmful behaviour and will attempt to engage young people in restorative conferences alongside any other appropriate consequences. The question 'what do you think needs to happen to put things right?' should always be asked in advance of applying a sanction/consequence or removing a privilege. Wherever possible a mutually agreed reconciliation gesture of reparation should be applied.

Outside of this, sometimes it will be necessary to suspend, vary or remove a young person's normal privileges for unacceptable or unsafe behavior, deliberate damage and loss of other's property. This will be considered a sanction, consequence or safety measure and will be recorded (see Recording Policy and Procedure). When considering an appropriate course of action, foster parents and support workers will review previous incidents of a similar nature attempting to gain an understanding of consequences that have, or have not had, some positive effect in the past. All actions recorded should also have a review of effectiveness and must have the young person's view recorded.

Wherever possible, foster parents should use constructive dialogue with the child and guide them away from a confrontational situation.

Where sanctions are used, it is important that they are:

- Relevant for the child or young person and in line with their individual support plan
- Realistic and sensitive
- Understandable for everyone in the household
- Used sparingly
- Time limited
- Justified
- Follow the behaviour as quickly as possible
- Have been discussed during the placement planning meeting
- Recorded by foster parents on the child or young person's record.

Acceptable consequences must comply with the following:

- Relevant to the incident or the behaviour
- Financial sanctions, not to be fines but for repairs or costs incurred.
- Financial sanctions not to be more than 60% of the young person's pocket money unless it is court enforced fine, in which case 100% can be taken.
- Wherever possible reparations to be considered as suitable alternative to financial sanctions.
- Young people to be consulted around suitable consequences for their behaviour.
- Acceptable sanctions, reparations and consequences **may** include:

Safety Measures:

- Restrictions on transport use (not to include transport for the purposes of education and compulsory meetings).
- Supervision of monies
- Reduced or supervised contact with significant others if this has previously led to harmful situations (in consultation with the Local Authority)
- Loss of time outside of the home without being accompanied by a foster parent/support worker (although children or young people should not be physically prevented from leaving the home, foster parents should remind them of their sanction and not facilitate transport or assistance in seeing friends/going out)
- Tailing the young person (following them with a view to gaining information and meeting their network)
- Locking internal doors to communal areas
- Window locks/restrictors

Non-Violent Resistance Therapeutic Measures

- House occupation (community intervention)
- A formal announcement
- Sit ins
- Campaign of concern
- Helpers meetings
- Reconciliation gestures

Reparation

- Mending broken items.
- An activity to benefit the community or the home e.g. helping with cleaning maintenance of homes or gardens, helping in the community
- A gesture suggested by or agreed with the child to repair the harm done
- Undertaking chores agreed with the young person to compensate.

Sanctions

- Paying a realistic amount/percentage of costs incurred from pocket money
- Loss of points
- Loss of activity allowance
- Loss of Wi-Fi privilege
- Loss of TV/digital media devices privilege in bedrooms (time controlled)
- Loss of paid activities

- Not awarding points for an agreed reward scheme.

Rewards

- A general treat that falls outside of normal privileges
- A meal or ice cream out for example
- Additional points awarded for an agreed award scheme
- A spontaneous positive activity
- An occasional extension on bedtime

Restorative Approach

- Restorative letter written by the harmed or harmer
- Informal restorative chat using the five questions
- Full restorative conference

This list is not exhaustive and additional more creative approaches to promoting pro-social behavior and achievements should always be considered.

One of the above approaches should be considered and recorded in the young person's journal following every significant event (to include positive efforts or achievements of the young person) or incident.

Illegal sanctions and unacceptable responses to inappropriate behaviour include unnecessary restraint and punitive measures.

In more extreme circumstances where criminal behaviour is involved this may be passed on to the police. If a young person is being prosecuted for their behaviour there will be no additional in-house financial sanctions enforced but young people may choose to take part in reparation or pay for repairs to demonstrate they are sorry and to restore the environment. Sanctions and the consequences may also be enforced by the court.

22.3 Positive Holding Policy

All foster parents and staff at Anderida are trained in restraint and positive holding methods. Anderida uses PRICE (Protecting Rights in a Care environment) techniques to train and equip foster parents in holding young people. PRICE ensures all holds are pain free and do not force compliance through pressure on joints. Foster parents are trained every 3-6 months and assessed at a minimum of six-monthly intervals by a qualified PRICE instructor, to ensure their confidence and competence in de-escalation and positive holding.

Anderida is part of the Restraint Reduction Network program working towards restraint. This involves an emphasis on de-escalation methods and includes two-day theory training by qualified staff

No child placed with a foster parent is subject to any measure of control, restraint or discipline which is excessive or unreasonable, and restraint will only be used in the following circumstances, in line with the guidance from The Fostering Services (England) Regulations 2011 and BILD:

- **Preventing injury to any person (including the child who is being restrained)**
- **Preventing serious damage to the property of any person (including the child who is being restrained)**

Injury could include physical injury or harm or psychological injury or harm. This may mean removing electronic devices such as mobile phones if there are strong suspicions and some evidence of exploitation and physical or psychological injury to the child. Serious damage would be defined by causing harm to another individual e.g. another's child's belongings or a level of damage whereby the young person would be criminalised.

There may be circumstances where a child can be prevented from leaving a home – for example a child who is putting themselves at risk of injury by leaving the home to carry out gang related activities, use drugs or to meet someone who is sexually exploiting them or intends to do so. Any such measure of restraint must be proportionate and in place for no longer than is necessary to manage the immediate risk. This would not be a long-term intervention and if this was happening on a frequent basis the child should have their care plan reviewed with a view to considering a different setting.

Underpinning Principles

- 1) PHYSICAL INTERVENTION MUST BE A LAST RESORT and should be used as part of a wider strategy for managing challenging and violent behaviour.
- 2) Prior to physical restraint foster parents should consider the risk of physically intervening and the risk of not intervening.
- 3) Foster parents should be familiar with the child's risk assessment.
- 4) Foster parents should have read their support and be aware the child's previously sought views on strategies that they considered might deescalate or calm a situation.
- 5) Foster parents should consider the relevance of any disability, health problem or medication to the behaviour in question and the action that might be taken as a result.
- 6) All other methods must have been exhausted. Physical restraint used for the wrong reason could be perceived as a personal assault or, at the very least, would be against any care policy and practice.
- 7) Physical intervention upholds the child or young person's rights and dignity.
- 8) Physical intervention acknowledges the responsibilities inherent within a duty of care.
- 9) Physical intervention avoids the use of pain and of holds against joints.
- 10) A level of response within a physical intervention must be a minimal use of force and the least intrusive intervention for the shortest possible time.
- 11) There must be no sexual connotation within the technique.
- 12) No harmful techniques either physically or psychologically.
- 13) Techniques are to be phased up if necessary, phased down as soon as is safe to do so and held for the minimum duration, in line with PRICE.
- 14) Physical intervention should avoid the use of restraint upon the ground.

- 15) Foster parent's safety awareness and communication are key to positive effective physical intervention.
- 16) Individual and team approaches to manage difficult behaviour should always be employed.

A restraint should be clearly logged on the relevant documents (see Recording Guidelines)

Records should be held on the child or young person's file, copied to the social worker and significant others and the Anderida PRICE instructor. Any child who has been restrained should be given the opportunity express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. The child or young person's views and comments should be added to the record of the incident. In some cases, children may need longer to work through their feelings, so a record that the child has talked about their feelings should be made no longer than 5 days after the incident of restraint.

All foster parents are to be trained in restraint within their initial training period. Refresher training will occur at three to six months intervals and this will be facilitated by Anderida's in-house qualified PRICE instructor. Should the training lapse past six months it is the duty of the registered manager to refer the foster parents for an immediate refresher. This training will be regularly reviewed to assess the effectiveness of the restraint training and the appropriateness of the training to the needs of the children in their home.

Foster parents are responsible for using their PRICE training and applying it correctly in order that they minimise the possibility of an assault on them. Should a foster parent be struck by the child or young person when physically intervening in a situation where they are attempting to harm themselves or cause criminal damage, this would not, in most cases, be considered assault and charges are unlikely to be brought. However, should a foster parent be struck by the young person when physically intervening in a situation where a young person is attempting to harm others, this would in most cases be considered assault and the foster parent and Supervising Social Worker/Registered Manager should decide what action to take.

Records of restraint must be kept confidential and should be completed to enable the registered person and foster parents to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child.

23. Safeguarding Policy

23.1 What is abuse?

Abuse comes under five main headings: sexual, physical, emotional, financial or neglect, however we must also think in terms of safeguarding about the wider context and organised aspects of abuse such as Child Sexual Exploitation, Child Criminal Exploitation, Female Genital Mutilation and Radicalisation. You may suspect one or more forms of abuse. This may be by an individual or a group and the young person may not recognise that they are being abused.

23.2 Child abuse signs and symptoms

Although signs do not necessarily indicate that a child has been abused, they may help adults to recognise that something is wrong. The possibility of abuse should be investigated if a child shows a number of these symptoms or any of them to a marked degree.

Sexual Abuse

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the young person's age.
- Medical problems such as chronic itching, pain in the genitals, venereal diseases.
- Other extreme reactions such as depression, self-mutilation, suicide attempts, running away, overdoses, anorexia.
- Personality changes such as becoming insecure or clinging.
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys.
- Sudden loss of appetite or compulsive eating.
- Being isolated or withdrawn.
- Inability to concentrate.
- Lack of trust or fear of someone they know well.
- Starting to wet the bed or having nightmares.
- Become worried about removing clothing.
- Suddenly drawing sexually explicit pictures.
- Trying to be ultra-good or perfect, and overreacting to criticism.

Physical Abuse

- Unexplained recurrent injuries or burns.
- Improbable excuses or refusal to explain injuries.
- Wearing clothes to cover injuries, even in hot weather.
- Refusal to undress for swimming.
- Bald patches.
- Chronic running away, fear of medical help or examination.
- Self-destructive tendencies.
- Aggression towards others.
- Fear of physical contact.
- Admitting that they are punished but the punishment is excessive e.g. being beaten.
- Fear of suspected abuser being contacted.

Emotional Abuse

- Physical, mental and emotional developmental delay
- Sudden speech disorders
- Continual self-deprecation ("I'm stupid, ugly" etc.)
- Overreaction to mistakes
- Extreme fear of any new situation
- Inappropriate response to pain ("I deserve this")
- Neurotic behaviour (rocking, hair twisting, self-mutilation)

- Extremes of passivity or aggression

Neglect

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Emaciation
- Untreated medical problems
- No social relationships
- Compulsive scavenging
- Destructive tendencies

It is also possible that a young person may show no outward signs and hide what is happening from everyone.

Financial Abuse

Everyone has the right to the money and property that is legally theirs. Financial abuse is the theft or misuse of money or personal possessions, which involves an individual's resources being used to the advantage of another person.

Financial abuse can include:

- Money or possessions stolen, borrowed or withheld without permission.
- Preventing someone buying goods, services or leisure activities.
- Controlling access to money or benefits.
- Money being misappropriated and absorbed into a care home or household budget without the person's consent.
- Staff or volunteers borrowing, accepting significant gifts or money from service users.
- Goods or services purchased in someone's name but without their consent.
- Being deliberately overcharged for goods/services or being asked to part with money on false pretences.
- Being asked to sign, or give consent, to financial agreements when a person does not have the mental capacity to understand or give informed consent.

Indicators of financial abuse can include:

- Unexplained withdrawals from a person's bank account.
- An unexplained shortage of money, despite an adequate income or immediately following allowance/benefit day.
- The disappearance of bank statements, other documents or valuables, including jewellery.
- A person's inability to explain what is happening to their own income.
- Reluctance by the parent or person controlling funds to pay for replacement clothes or furniture.
- Pressure by family members and other people to sign over assets or benefits.

- Items purchased which are not appropriate for the person.
- The individual lacks belongings or services which they can clearly afford.

Bullying is also a form of abuse - please see Bullying Policy

23.3 Disclosure and reporting

If a young person tells you about abuse:

- Stay calm.
- Find a quiet place to talk.
- Listen but do not press for information or ask leading questions.
- Reassure the young person that you are glad they have told you.
- Reassure the young person that they are safe and supported.
- If necessary, seek medical help.
- Acknowledge that the young person may have angry, sad or even guilty feelings about what has happened, but reassure them that it is not their fault.
- The young person should feel free to talk to who they trust.
- The young person is to be informed that what you are told will be passed on to the relevant authorities.
- Following the above they should be made aware of external support agencies and counselling services.

23.4 Female Genital Mutilation (FGM)

Foster parents and Anderida staff need to be alert to the possibility of a girl being at risk of FGM, or already having suffered FGM. This may be a child or young person in foster care or somebody they know/are related to, who is at risk. There are a range of potential indicators that a child or young person may be at risk of FGM, which individually may not indicate risk but if there are two or more indicators present this could signal a risk to the child or young person. Victims of FGM are likely to come from a community that is known to practise FGM.

Foster parents should note that girls at risk of FGM may not yet be aware of the practice or that it may be conducted on them, so sensitivity should always be shown when approaching the subject. Should foster parents suspect any child to be at risk of FGM, they should follow safeguarding procedures as outlined in this document. This should activate local safeguarding procedures, informing MASH teams, Police and the relevant Local Authority/Social worker.

Warning signs that FGM may be planned, or may have already taken place, can be found in the Statutory guidance: Multi-Agency Practice Guidance on Female Genital Mutilation and are referred to below.

Many girls may not be aware that they may be at risk of undergoing FGM, but suspicions may arise in a number of ways that a child is being prepared for FGM to take place abroad. These include;

- Knowing that the family belongs to a community in which FGM is practised and is preparing for the child to take a holiday, arranging vaccinations or planning absence from school.
- The child may also talk about a 'special procedure/ceremony' that is going to take place.

Girls are at particular risk of FGM during school summer holidays as this is the time when families may take their children abroad for the procedure.

Any medical provision for a pregnant woman or having a sexual health check who has herself been the subject of female genital mutilation provides the opportunity for recognition of risk and preventative work with parents.

A child may be at risk if it is known that older girls in the family have been subject to the procedure. Prepubescent girls of 7 to 10 are the main subjects, though the practice has been reported amongst babies.

Possible indicators are like other forms of abuse, especially Sexual Abuse, including:

1. Bleeding, discharge, urinary infections;
2. Reluctance to receive medical attention or to participate in sporting activities;
3. Prolonged absence from school, with noticeable behaviour change on return and long periods away from classes or other normal activities;
4. Some children find it difficult to sit still and look uncomfortable or may complain of pain between their legs;
5. Mentioning something somebody did to them that they are not allowed to talk about.

E-Learning for all professionals, developed by the Home Office, is available at www.fgmelearning.co.uk and is part of Anderida Foster Care training requirements

Girls who are threatened with, or who have undergone FGM may withdraw from education and social activities, restricting their educational and personal development. They may feel unable to go against the wishes of their parents and consequently may suffer emotionally. Foster parents may become aware of a of the child because she appears anxious, depressed and emotionally withdrawn. They may be presented with a sudden decline in her performance, aspirations or motivation.

Children who fear they may be at risk of FGM can often come to the attention of, or turn to, a childcare professional before seeking help from the police or social services. Sometimes the child's friends may report it. Foster parents are in an ideal position to help protect children by passing on the concerns through safeguarding and police procedures.

23.5 Child Criminal Exploitation (CCE) and County Lines

Foster parents and staff need to be alert to the possibility of children being criminally exploited by individuals and gangs. Foster parents should do all they can to intervene in these situations

which includes, recording intel, reporting all (including soft intel) and use of self/support networks to intervene drawing on Non-Violent Resistance (NVR) and NVR tailing methods.

Anderida Foster Care draws on local guidance and procedures to assist in the identification of such activity. Warning signs that CCE may be about to take place, or may already be taking place, can be found in the <http://brightonandhovelscb.org.uk/county-lines-child-criminal-exploitation/practice> Guidelines and are referred to below.

County lines is the police term for urban gangs supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or "deal lines". It involves child criminal exploitation (CCE) as gangs use children and vulnerable people to move drugs and money. Gangs establish a base in the market location, typically by taking over the homes of local vulnerable adults by force or coercion in a practice referred to as 'cuckooing'.

County lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery, and missing persons; and the response to tackle it involves the police, the National Crime Agency, a wide range of Government departments, local government agencies and VCS (voluntary and community sector) organisations. County lines activity and the associated violence, drug dealing, and exploitation has a devastating impact on young people, vulnerable adults and local communities.

Signs to look out for:

A young person's involvement in county lines activity often leaves signs. A young person might exhibit some of these signs, either as a member or as an associate of a gang dealing drugs. Any sudden changes in a young person's lifestyle should be discussed with them. Some indicators of county lines involvement and exploitation are listed below:

- Persistently going missing from school or home and / or being found out-of-area
- Unexplained acquisition of money, clothes, or mobile phones
- Excessive receipt of texts / phone calls
- Relationships with controlling / older individuals or groups
- Leaving home / care without explanation
- Suspicion of physical assault / unexplained injuries
- Parental concerns
- Carrying weapons
- Significant decline in school results / performance
- Gang association or isolation from peers or social networks
- Self-harm or significant changes in emotional well-being

23.6 Child Sexual Exploitation (CSE)

All staff and foster parents are required to undertake training specific to understanding sexual exploitation.

If you suspect a young person is involved in sexual exploitation you must also record details of:

- Contact with inappropriate adults
- Contact with unsafe/vulnerable young people
- Car registrations wherever possible
- Unexplained amounts of money or new items
- Record information on a CSE information report and forwarded to c22_eastdiv@sussex.pnn.police.uk.
- Follow safeguarding procedures as above

Should foster parents become aware that a child or young person is being exploited using online methods, such as sharing indecent pictures, grooming or exposing the young person by posting pictures of them they must report this to Child Exploitation Online Protection (CEOP) and Professionals Online Safety Helpline (POSH) on 0344 381 4772, in addition to following safeguarding procedures.

(see Sexual Exploitation Policy, Missing Child Policy and Bullying Policy)

23.7 E-Safety Procedure

E-Safety is a term which means not only the internet safety but other ways in which young people communicate using electronic media, e.g. mobile phones, laptops, smart TV's, games consoles etc. It means ensuring that children and young people are protected from harm and supported to achieve the maximum benefit from new and developing technologies without significant risk to themselves or others. It is Anderida Foster Care's responsibility to ensure that we keep up to date with e-safety and disseminate this to foster families.

When a young person is placed with a foster family a delegated agreement will need to be completed by the legal parents. The delegated agreement will give the foster parents permission to install and use parental controls/net nanny on the young person's devices, which will include location checks and internet/phone history if there are safeguarding concerns. The permission will be filed on the young person's records, digitally and hard copy. All e-safety risks will be added to the young person's risk assessment section.

If foster parents have significant concerns about a safeguarding issue or if a young person is missing, they may ask the e-safety officer to do an immediate check, this must though be authorised by the Registered Manager to avoid unnecessary intrusion into the young person's internet use. A location search can also be requested if the young person is missing.

Foster parents must ensure that the parental controls are installed on all the young person's devices and that an appropriate level of monitoring is carried out in line with the young person's risk assessment.

There is a Staying Safe in Cyber Space folder available to every foster carer, it is important that all members of staff and foster parents are encouraged to read this, and this can be covered during

training. Staff and foster parents may be supported in their development to take part in further staying safe e-safety training either in house or in the local area.

In addition to following safeguarding procedures as outlined above, staff and families should report online concerns/abuse through Professionals On-line Safety Helpline (POSH) - <https://www.saferinternet.org.uk/professionals-online-safety-helpline>.

23.8 Preventing Extremism and Radicalisation

(adapted from Pan Sussex Policies and Procedures)

Anderida is committed to providing a secure environment for all children and young people, where children feel safe and are kept safe. Staff and foster parents at Anderida recognise that safeguarding is everyone's responsibility.

Preventing Extremism and Radicalisation Safeguarding Procedures also draw upon the guidance contained in the "Pan Sussex Child Protection Procedures" and DfE Guidance "Keeping Children Safe in Education, 2015"; and specifically DCSF Resources "Learning Together to be Safe", "Prevent: Resources Guide", "Tackling Extremism in the UK", DfE's "Teaching Approaches that help Build Resilience to Extremism among Young People" and Peter Clarke's Report of July 2014.

23.9 Preventing Extremism and Radicalisation Policy and Practice

When operating this policy Anderida Foster Care use the following accepted governmental definition of extremism which is:

'Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas.'

There is no place for extremist views of any kind in our organisation, whether from internal sources, residents, families, staff or contractors, or external sources - school community, external agencies or individuals. Our children and young people should be able to see their homes as a safe place where they can explore controversial issues safely and where they are encouraged and facilitated to do this – we have a duty to ensure this happens.

As a childcare organisation we recognise that extremism and exposure to extremist materials and influences can lead to poor outcomes for children and so should be addressed as a safeguarding concern as set out in this policy. We also recognise that if we fail to challenge extremist views, we are failing to protect our children and young people.

Extremists of all persuasions aim to develop destructive relationships between different communities by promoting division, fear and mistrust of others based on ignorance or prejudice and thereby limiting the life chances of young people. Education and adult guidance is a powerful weapon against this, equipping young people with the knowledge, skills and critical thinking, to challenge and debate in an informed way.

Therefore, we will provide a broad and balanced approach ensuring young people are educated through their schools and learning provisions but also in the homes. This will be through:

- Open discussion and debate
- Citizenship programmes in education settings or the home when young people are not attending education
- Work on anti-violence and a restorative approach addressed Non-Violence Resistance Approaches and Restorative Justice
- Exploration of media and cultural nights exploring, cultures and foods from around the world and British values and traditions

Children and young people can be exposed to extremist influences or prejudiced views from an early age which emanate from a variety of sources and media, including via the internet, and at times young people may themselves reflect or display views that may be discriminatory, prejudiced or extremist, including using derogatory language.

Anderida and foster parents will act to prevent and address exposure to such influences by:

- Ensuring there is software on internet devices that prevents access to damaging media and allows monitoring.
- Educating young people and families on the grooming process and where they can take their concerns.
- Regularly reviewing the environmental risk assessments to identify concerns in the locality and external influences which could promote extreme views.
- Training foster parents and staff in all aspects of PREVENT enabling them to recognise and act around extremist views and risk to radicalisation.
- Promoting the values of democracy, the rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.
- Being clear in our expectations and encouraging children and young people to respect one another and to respect and tolerate difference, especially those of a different faith or no faith.
- Any prejudice, discrimination or extremist views, including derogatory language, displayed by residents or staff will always be challenged and where appropriate dealt with (Anderida will act in accordance with Anti- Discrimination, Anti – Bullying, Behaviour Management, Whistleblowing and Equal opportunities policies to address such behaviours).
- Regular review and updating of this procedure.

It is indeed our most fundamental responsibility to keep our children and young people safe and prepare them for life in modern multi-cultural Britain and globally.

As part of wider safeguarding responsibilities, foster parents/staff will be alert to:

- Disclosures by children and young people of their exposure to the extremist actions, views or materials of others in school, their homes or community groups, especially where pupils have not actively sought these out.
- Graffiti symbols, writing or artwork promoting extremist messages or images.

- Children and young people accessing extremist material online, including through social networking sites.
- Parental/agency/school reports of changes in behaviour, friendship or actions and requests for assistance.
- Partner homes, schools, local authority services, and police reports of issues affecting children and young people in other schools or settings.
- Children and young people voicing opinions drawn from extremist ideologies and narratives.
- Use of extremist or 'hate' terms to exclude others or incite violence.
- Intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture.
- Attempts to impose extremist views or practices on others.
- Anti-Western or Anti-British views.

We will help support children and young people who may be vulnerable to such influences as part of our wider safeguarding responsibilities and where we believe a young person is being directly affected by extremist materials or influences, we will ensure that that they are:

- Offered mentoring.
- Will seek external support from the Local Authority and/or local partnership structures working to prevent extremism.
- Take advice through the Channel process and liaise with Sussex police (prevent@sussex.pnn.police.uk)

23.10 Safeguarding: Serious Concerns and Reporting

Serious concerns should follow safeguarding procedure. This includes reporting to the manager/safeguarding officer in the first instance within 24 hours. Concerns will be passed to the host authority MASH team, placing social worker and their safeguarding team. It should also be reported to the Police through 101.

In extreme cases where you believe there to be an imminent risk you can also report your concerns to the anti-terrorist hotline on 0800 789 321.

As with all abuse safeguarding procedure should be followed as outlined below, however if they are in immediate danger call 999.

Foster parents reporting procedure if abuse is suspected or disclosed:

- Make sure the child is safe – if they are in immediate risk call 999.
- Inform the child you are taking them seriously; it is not their fault and you will be passing on these concerns.
- Find a private area to pass on concerns, if the young person does not wish to be left alone you may have to pass on concerns whilst with them, advise the Registered Manager/child's Social Worker if the young person is present with you.

- Contact the Registered Manager/child's Social Worker as soon as possible to take advice – ensure that the time that this was reported is recorded.
- If a crime has been committed or it is suspected that a crime has been committed, you will be asked to report this to the Police through 101 (verify this with the Registered manager in advance of calling it through).
- All conversations with the young person to be logged accurately, with times, dates and your role, ensure open questions, however try to avoid taking a statement, let the young person know that due to the serious nature of what they are disclosing it is advisable that the proper authorities take a statement as you do not want to get anything wrong.
- All concerns must be recorded on an incident report, in a non-judgemental way, stating the facts times, dates. If opinions are given it needs to clearly state this is your opinion.
- The Registered Manager should follow up and ensure the responsible person has passed the information on to the relevant safeguarding teams (East Sussex and the referring Authority) and LADO if is an allegation against staff, in addition to the young person social worker.
- The Registered Manager will act in consultation with directors and where relevant with LADO to decide if an allegation against staff is a serious safeguarding concern or could constitute gross misconduct, in these cases staff will usually be suspended.
- See Managing Allegations flow chart and Section 47 flow chart for next steps.
- Foster parents to work with the Social Worker to update the risk assessment and look at the steps we can take to keep this child safer and resist harm, drawing on this procedure and NVR approaches.

Allegations and serious concerns about foster parent's practice or standard of care:

- In the event that an allegation is made about the actions, practice or quality of care of a foster parent, Anderida will always take this seriously.
Anderida recognises that this can be a very difficult and worrying situation for foster parents and young people however, when a young person makes an allegation to the foster parent, they should take the following actions:
 - Remain calm and ascertain the details of the allegation that the young person has made.
 - Ensure the young person is safe and reassure them that that it will be reported and investigated.
 - Foster parents should report the allegation immediately to the Registered Manager. They should also inform the young person's social worker. A record should be made in the young person's incident log.
 - The Registered Manager will report any allegation about foster parents, or other members of the fostering household, to the LADO who will advise on what action should be taken next. The Supervising Social Worker will also be notified.
 - A support worker will be available to provide support to the young person and provide some time and relief whilst immediate arrangements are made.
 - If concerns about the allegation are significant it may be deemed necessary for the young person to be moved to an alternative provision for the duration of the investigation and until an outcome is found. In some cases, it may be more appropriate for the adult in

question, if they are not the foster parent, to leave the home during the investigation period.

- In the event that the young person cannot remain in the home then Anderida Foster Care will look at the resources they may be able to offer in order to support the young person, however the ultimate responsibility for locating a suitable placement lies with the young person's local authority.
- The Registered Manager or another allocated professional, will carry out an investigation and report with a comprehensive summary of the allegation, details of how the allegation was followed up and resolved and any action taken.
- Throughout the investigation period the foster parent will have access to independent support via The Fostering Network commissioned by Anderida Foster Care.
- Following the resolution of any allegation made against a foster parent or adult in the household, a review of the foster parents' suitability to foster is carried out as soon as possible. (see Review of Approval Policy)
- At all times the safety and welfare of all children in the home will be taken into consideration and further action may be taken to ensure their safeguarding if this is deemed necessary.

Registered Manager

Consider:

- Does this require an Ofsted notification (all allegations against foster parents and staff do – however vague) if so, complete the form with 24 hours.
- Have the concerns been passed on to both local and referring authority safeguarding teams and the local authority social worker? Have you followed up with a phone call to the social worker on the 1st working day to see if they received the concern and will be taking action/want us to take action?
- Have you checked with LADO that they are happy with the action you are/have taken?
- Does this relate to CSE if so complete and forward the CSE form?

23.11 Missing Child Policy

The police define missing and absent as:

Missing: *Anyone whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be the subject of crime or at risk of harm to themselves or another.*

Absent: *A person not at a place where they are expected or required to be.*

Running away can be symptomatic of wider problems in a child or young person's life, but whatever the reason, one thing is very clear; children who decide to run away are unhappy, vulnerable and in danger.

Anderida endeavours to work with children and young people, foster parents and their wider support network and outside agencies to decrease the instances of absconding and ensure that relevant parties are proactive in looking for the young people in their care and helping them to return to a place of safety.

Anderida guidance is written in line with Runaway and Missing from Home and Care (RMFHC) protocols, and East Sussex Missing Person's Policy.

Anderida will ensure that foster parents are informed of the Missing Child Policy and Procedure and are supported and monitored in the implementation of this and the relevant responsible authority's Missing Child Policy, under current legislation and Government guidance.

Anderida ensure that risk assessments are completed for all children and young people and that these are provided to foster families as part of the ongoing planning process. These will include plans for reducing the risk of children and young people going missing and highlight procedures to be followed if this occurs.

Risk-reduction measures will be proportionate to the young person and agreed with the young person's Social Worker and may include:

- Supervision of the child or young person outside of the home
- Restrictions on the use of a mobile phone
- Allowances being held by and spent with foster parents
- Consideration of local areas that the young person may not be taken to e.g. near train station

In addition to this:

- Foster parents should always be aware of the child or young person's whereabouts.
- Foster parents should have regular conversations with child or young person to increase awareness of and explore the risks and dangers involved in running away, and how to seek help whilst missing or vulnerable.

If a young person is showing signs or voicing that they may be about to abscond from their home, foster parents must follow the steps below to minimise the chances of absconding and to try and discourage the child or young person from putting themselves at risk:

- **Be aware of the child or young person's state of mind for that day** - begin intervention work early to prevent them from leaving rather than waiting for it to happen
- **Be prepared at all times** – ensure that keys, money, shoes and mobile phone and contact details for the child or young person and relevant other's contact details are to hand. This will save time if you need to leave quickly to follow the child or young person.
- **Be present** – make sure that young person knows that you are there to either support them or so that they know that should they choose to abscond then you are going to follow them and try to prevent this from happening to keep them safe

- **Name it with the young person** – explain that you think that they may be thinking of leaving home without permission, so they can then make a better choice and you have the chance to talk through their possible actions, risks, consequences allowing them to make an informed decision
- Foster parents will not use restraint to prevent a child or young person from going missing unless it is necessary to prevent injury to the child or others or serious damage to property.
- If there is a serious risk e.g., the child is behaving in a violent manner or threatening to cause serious / significant damage property, the parent should contact the Police, then contact the on-call support worker at the first opportunity.

If a young person is missing from the home or absent without permission, the following procedure must be followed:

- **Record immediately what they were wearing** and anything they may have had in their possession as this may be very helpful information in finding/identifying them or defining how at risk they are and the intended length of absence.
- **Try to contact the young person** and probe for details as to their whereabouts and safety.
- **Phone the police on the non-emergency number** and inform them if the young person is missing or absent without permission. You may also upgrade a young person from absent without permission to a missing person.
- If the police do not agree with the foster parent's assessment of the situation e.g., 'missing person' please speak to the on-call support worker for advice on the young person's status. The on-call support worker will liaise with the local authority for further guidance if needed.
- You should expect the following from the police:

Persons reporting an 'absent' or 'missing' person should be informed of the risk classification, the justification for it and the police action that can be expected as a result. The method and frequency of contact for updates should be agreed and the informant must be provided with the STORM serial number.

Even on occasions where there is little progress to report, regular updates are a key element of managing expectations and providing reassurance. Where appropriate a nominated point of contact should be considered.

- Contact the on-call support worker and update them. If after 5.30pm. The on-call support worker will contact the Local Authority's OOH and leave a message for the social worker. The on-call support worker will also contact the young person's significant others (if their involvement with the young person is appropriate) and inform them.
- Ensure that all the calls are logged and complete the incident log. The incident log should include details such as what the young person was wearing, if they took a bag, if they had cash, their demeanour, behaviour out of character, signs of coercion, internet activity prior to leaving. Consideration to be given to all questions about the circumstances around their absence covered in the police risk assessment document attached.

- If the young person going missing is of serious concern the Registered Manager will be responsible for deciding whether a notification to Ofsted needs to be completed.
- Foster parents should check the home and the child/young person's bedroom to see if there is any information that may assist in locating the child, e.g. missing items, notes, phone numbers. This information should be passed on to the police, who may also request to carry out a search themselves when they attend to complete a missing person's report.
- Foster parents should also be pro-active in looking for young people where practicable. They will do this by phoning known associates, looking in areas and going to addresses that the young person frequents and recording all activities/outcomes on an incident report. This information can be passed on to the police. Where a young person is missing in their home area staff should use the support of family, significant others to look for the missing child as they will know the area better than them.
- Foster parents to acquaint themselves with any known friends and associates, also to go to known 'hangouts' introducing themselves to young people i.e. skate parks etc. leaving contact details for themselves or the on-call support worker or Registered Manager (see Tailing Policy).

Foster parents should also encourage the young person's return by:

- Communicating verbally and electronically regularly. These communications should include warm messages about concerns for the young person and desire for them to return. These messages can also be communicated through others the young person may be in touch with. Foster parents can also help communicate the concern of others who the young people have attachments to, e.g. parents, siblings, friends.
- Instigating Non-violent Resistance (NVR) supporter's network campaign messages through the pre-agreed systems.
- Foster parents should make it clear that they are always prepared to listen to the young person.
- Arranging to meet the young person even if they are not prepared to return to the home, this can be for a coffee or bite to eat – in these instances though you must be honest with the young person that the police will be updated about the contact.

When a young person returns from a period of being missing, foster parents must:

- Always welcome the young person home in the first instance. Attempt to ascertain where the young person has been and how they are feeling. The young person may be upset and in need of support, they could also need care (food, warmth, etc.) or medical attention. Foster parents should also ask the young person if they have come to any harm whilst missing.
- Inform the police and social workers.
- The on-call support worker will inform significant others who are actively involved in the young person care e.g., family.

- The police will then arrange to visit and conduct a 'return interview'. It is important that this interview is carried out. If this interview does not take place, please inform the Registered Manager who will phone the police and remind them that they need to visit the young person to do this interview.
- The 'return interview' should be considered a key part of the police response in all cases, and especially in relation to vulnerable adults and children. It should not be viewed or conducted as merely a routine administrative task. During the return interview process, it is crucial that officers consider the wider safeguarding issues that may be present, not only during the missing episode but in relation to the environment that the missing person is returning or being returned to. This is relevant to all missing people but particularly relevant to children and vulnerable adults. If mentors have any concerns that the interview has not been conducted in line with the above, they should record this in the incident report, and it can then be passed onto the Missing Person's Team.
- The missing person's charity will undertake interviews where a welfare check has not been undertaken by the Police.
- There should also be a follow up meeting with the young person from the Local Authority either by their social worker or an agreed independent visitor.
- Foster parents should let the police know if they have any additional concerns about the young person's safety or whereabouts whilst missing, prior to the police doing the debrief/return interview as this will enable the police to probe around areas of concern.
- If the young person is repeatedly running away or missing for a sustained period an urgent strategy meeting between the police, Anderida, the local authority and appropriate significant others should be organised. Anderida should be instrumental in consulting with the local authority to convene this.
- This would involve the Police Missing Person's Coordinator, whose role it is to gather intelligence and identify preventative measures, rather than to undertake investigation, and will encompass:
The use of intelligence to identify those at most risk of harm.
The sharing of information with partner agencies to protect the most vulnerable.
Providing a link between missing person investigations and other investigations, such as child/domestic abuse and sexual offences.
- All actions following the young person's return should also be noted in the incident log.
- Young people who regularly 'go missing from care' should have robust support plan and risk assessment around this area and all strategies should be regularly reviewed as a priority with the young person in addition to being reviewed at professional multi-disciplinary meetings/strategy meetings.
- If Anderida is aware a young person is a persistent absconder prior to the young person being placed with foster parents, then a meeting will be held between Anderida and the missing person co-ordinator to see what preventative measures can be put in place to minimise the chances of the young person continuing this behaviour. Consideration should also be given as to what can be done if the young person does continue absconding.
- For young people who are missing from home it is important that foster parents regularly discuss and help the young person to recognise the risks they place themselves at whilst missing.

It is very important that you read the following as these are the questions that the police will ask you when you report a young person as missing or absent without permission

Police Missing Person's Risk Assessment Questions

1. Is there any information that the person is likely to cause self-harm or attempt suicide?
2. Is the person suspected to be subject of a crime in progress e.g. abduction?
3. Is the person under 16 or, if aged between 16 and 18, vulnerable due to other factors, or an elderly or infirm person?
4. Are there inclement weather conditions that would seriously increase the risk to health, especially where the missing person is a child or elderly person?
5. Does the missing person need essential medication or treatment not readily available to them?
6. Is the person suffering from any mental or physical illness or psychological disorder?
7. Do you believe that the person may not have the physical ability to interact safely with others or in an unknown environment e.g. visually impaired, downs syndrome?
8. Has the person been involved in a violent, homophobic and/or racist incident or confrontation immediately prior to disappearance?
9. Has the person been the subject of bullying?
10. Has the person previously disappeared and suffered or was exposed to harm?
11. Is the behaviour out of character and likely to be an indicator of their being exposed to harm?
12. Is the person in a care environment e.g. foster care or children's home and if so, what are the reasons they are placed in care?

23.12 Prevention of Bullying Policy

All foster parents and staff members will be committed to creating a welcoming, inclusive environment in which bullying is not tolerated and will create an ethos of team spirit and respect. It is recognised that looked after children can be particularly vulnerable to bullying.

Bullying is defined as:

- A deliberate intention to hurt or humiliate.
- A power imbalance that makes it hard for the victim to defend themselves.
- Usually persistent.

- **Bullying comes in different forms:**
 - Name calling
 - Taunting
 - Mocking
 - Making offensive comments
 - Kicking
 - Hitting
 - Pushing

- Taking belongings
- Inappropriate touching
- Producing offensive graffiti
- Spreading hurtful rumours
- Pressured a person to act against their will
- Leaving someone out of groups
- Intentional exclusion

23.12.1 Cyberbullying

Cyberbullying is when one person, or a group of people, tries to threaten or embarrass someone else using a mobile phone, digital devices or the internet. Cyberbullying is just as harmful as bullying in the real world and should never be ignored. Cyberbullying can also be a form of sexual exploitation when it involves sexual content.

Those who take part in online bullying often use a group of friends to target their victims. They can ask others to add a comment to a photo on a blog or forward something embarrassing onto another group of friends. Sometimes, these people don't even realise they're bullying someone.

There are lots of different types of cyberbullying. These are the main ones:

Email: Sending emails that can be threatening or upsetting. Emails can be sent directly to a single target or to a group of people to encourage them to become part of the bullying. These messages (or 'hate mails') can include examples of racism, sexism and other types of prejudice.

Forwarding and laughing at these messages becomes part of the bullying.

Instant messenger and chat rooms: Sending instant messenger and chat room messages to friends or direct to a victim. Others can be invited into the bullying conversations and they then become part of it by laughing.

Social networking sites: Setting up profiles on social networking sites to make fun of someone. By visiting these pages or contributing to them, individuals become part of the problem and add to the feelings of unhappiness felt by the victim. Posting intentionally hurtful comments online.

Mobile phone: Sending humiliating and abusive text or video messages, as well as photo messages and phone calls over a mobile phone. This includes anonymous text messages over short distances using Bluetooth technology and sharing videos of physical attacks on individuals (happy slapping).

Interactive gaming: Games consoles allow players to chat online with anyone they find themselves matched with in a multi-player game. Sometimes cyber bullies abuse other

players and use threats. They can also lock victims out of games, spread false rumours about someone or hack into someone's account.

Sending viruses: Some people send viruses or hacking programmes to another person that can destroy their computers or delete personal information from their hard drive.

Abusing personal information: Many victims of cyberbullying have complained that they have seen personal photos, emails or blog postings posted where others could see them without their permission.

Social networking sites make it a lot easier for web users to get hold of personal information and photos of people. They can also get hold of someone else's messaging accounts and chat to people pretending to be the victim.

The effects of Cyberbullying

Even though cyberbullying cannot physically hurt individuals/young people, it can still leave them feeling mentally vulnerable and very upset. They can also feel scared, lonely, stressed and believe that there is no way out.

Escaping cyberbullying can be very difficult. Anyone can get access to a mobile phone or the internet almost anywhere and so it can be tough for those on the receiving end to avoid it - even in the safety of their own home.

If any young people report or are observed being a victim of bullying or cyberbullying, foster parents and staff will intervene immediately. Children and young people experiencing cyberbullying should be encouraged to:

- **Not reply**
- **Keep all abusive mail** - Whether it is email or text messages as it is all evidence
- **Block the number of the person who is sending abusive messages/ calling**
- **Understand bullying and use the support around them.** Discuss why bullies bully with young people and research with them what action can be taken.
- **Act.** Sometimes by not replying, the bully simply loses interest and the whole thing comes to an end. If this is not the case, prepare your evidence carefully and take it to the police, the internet service provider, mobile phone service provider, or the school. Report all abusive online activity with a sexual nature to CEOP (Child Exploitation Online Protection)

All incidents will be recorded on the appropriate paperwork and reported to the Registered Manager.

General Responses to Bullying

If any young person is the perpetrator of bullying, consequences will be applied drawing on Non-Violent Resistance (NVR) methods and principles. Restorative justice will be offered alongside this to support the young person to understand their behaviour and the impact this has on others.

Key hours/de-briefs will take place following an incident to give the young people the opportunity to discuss their thoughts and feelings and any support they may require.

If bullying is reported at school, foster parents will work closely with the teaching staff, ensuring all incidents are recorded and reported and appropriate consequences, NVR and restorative work is offered at home to support appropriate behaviour at school. If bullying is persistently reported then foster parents may attend the school for the purposes of raising their presence within the school and resisting further bullying of the young people.

If any incidents are deemed to be a criminal offence, police intervention will be sought immediately.

Bystanders and those who encourage the bullying behaviour are deemed to be contributing to it.

Organisational anti-bullying practices and procedure are in place to ensure the five 'Every Child Matters' outcomes can be achieved. Tackling bullying is mentioned explicitly under two of the outcomes:

- Stay Safe: Children and young people need to be safe from bullying and discrimination.
- Make a Positive Contribution: Children and young people are helped to develop positive relationships and choose not to bully or discriminate.

24. Complaints Policy for Young People

Young people need to know how they can make representations and complaints. They must also be comfortable to do so knowing that these will be investigated and that they will be informed of the outcome.

Information relating to lodging complaints with Ofsted can be found in the Young Person's Guide issued to each young person at the start of their placement. Foster parents also keep a copy of this guide. Young people must be supported to express their views, access the complaints procedure and be given information on what an advocate is and how the local advocacy services can be accessed.

When a young person raises a concern with a foster parent, a discussion should always be held with them in order to try to resolve their concerns. If the young person still has concerns they should then be supported to speak with the fostering manager or member of the team. If the young person is still concerned, they should be informed that they can register a formal complaint either internally, with their local authority, or by contacting Ofsted (telephone 0300 1231231).

Foster parents or support workers should encourage the young person to write down their concerns on a complaints form; it is preferable for this to be in the young person's words and handwriting; however, the supporting adult may write it on their behalf if requested to do so.

If the young person is not happy sharing their concerns with the foster parent, support worker or Registered Manager, there is a designated independent person who can be contacted. Anderida's designated person is Santa Fowler (Office Manager), who can be contacted by foster parents/staff on the young person's behalf on the office number. As the first point of contact, Santa will take full details of the complaint and investigate the matter.

Complaints made in-house must be acknowledged within 72 hours. The investigating manager, provided that they are not the subject of the complaint, will conduct their investigation within a 28-day period, after which their findings will be reported back to the complainant. Anderida will keep the young person informed of the progress of their complaint.

A full record of the complaint will be made, the actions taken in response and the outcome of the investigation. These will also be passed onto the relevant local authority Social Worker.

If the young person is unhappy with the outcome, then they have the right to express this and can ask for a review of the complaint by their local authority.

The local authority then has 10 days to acknowledge the complaint and offer an informal resolution. If the young person remains unhappy and does not accept the resolution, the complaint will go to stage 2. Officers within this team will forward the complaint to an investigation officer, who will usually be the Head of Service of the appropriate area. Young people will receive a reply detailing the outcome of this second investigation by the twenty working day deadline.

If investigating the complaint at Stage 2 results in the complaint being unresolved. The complaint can be referred to the Local Government Ombudsman.

The Local Government Ombudsman (LGO) investigates complaints about local authorities and has its own procedure called 'Council First'. This requires complainants to go through all stages of their Council's own procedure first, except in certain circumstances. The Ombudsman will look for maladministration which is something we have done wrong or failed to do that adversely affects you.

If the complaint is an allegation or whistleblowing issue, please refer to safeguarding and whistleblowing procedures.

25. General Complaints Procedure

With any complaint, a discussion should always be held in order to try to resolve the complainant's concerns. When this is ineffective, complainants should be informed that they can register a formal complaint either internally through Anderida complaints procedure, with the placing Local Authority if relevant to a specific child or East Sussex Local Authority if relevant to the

home/staff/young people in general or by contacting Ofsted (telephone 0300 1231231). The complainant can request to speak to the Registered Manager or the organisations independent officer, Office Manager, Santa Fowler, who can be contacted through head office.

Complaints made in-house must be given to the Registered Manager and the Responsible Individual. The complaint must be acknowledged within 72 hours. If the manager is the subject of the complaint, a of more senior member management or their supervisor will undertake and investigate the complaint. The investigator will conduct their investigation within a 28-day period, after which their findings will be reported back to the complainant. Anderida will keep the complainant informed of the progress of their complaint.

The investigating officer will ensure that a record is kept of the complaint, the action taken in response and the outcome of the investigation.

Should the complainant be unsatisfied with this response, they are able to appeal against this within a 28-day period and it will be reviewed by the board of directors, who have a further 28 days to respond. If the complainant remains unsatisfied, they may refer it on to one of the above statutory agencies.

In all circumstances we take seriously the complainants concerns and try to resolve matters in an informal and friendly manner.

26. Fire Precautions & Evacuation Procedures

It is the policy of Anderida to protect all persons including employees, contractors and members of the public from potential injury and damage to their health, which might arise from work activities.

The company will provide and maintain safe working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose.

The company gives a high level of commitment to health and safety and will comply with all statutory requirements as outlines in Anderida's Health & Safety policy.

26.1 Foster homes

All homes will have a comprehensive fire risk assessment outlining possible risks and actions to minimise those risks. This will be reviewed annually by the foster parents and checked by the manager. Fire Safety Awareness training will be completed as part of their mandatory training.

26.2 Fire Checks

Fire checks will be undertaken regularly, these include:

- ✚ Weekly testing of the fire alarms
- ✚ Weekly checking that the fire blankets are good condition
- ✚ Annual fire risk assessment review

- ✚ Annual gas safety check

Information about safe fire procedures are discussed with young people upon their arrival at the foster home, and young people are advised of:

- How to raise the alarm by shouting 'Fire! Fire!'
- How to evacuate the building via the safest escape routes
- Try to keep calm and under control.
- Smoke rises so keep low to the ground.
- Keep to the walls and feel your way ahead.
- Practice such an escape by closing eyes and try to feel your way about
- Where to meet once safe
- How to contact emergency services by dialling 999

26.3 Building Crisis Management

In the event of a major crisis affecting the structure / fabric of the building, at a foster home, the following procedure will be implemented:

- 1) Contact the relevant emergency services.
- 2) Contact the duty on-call support worker who will in turn contact the directors, relevant professionals and significant others of the young people.
- 3) Where necessary look at accommodation options for the young person and foster family, these may include an available hotel, an alternative resource or staying with parents/ significant others. In all cases the local authority must be consulted.
- 4) If there are no suitable resource's available, we will contact the local authority to identify a suitable emergency placement.

The safety and wellbeing of the young people in our care is of paramount importance and we shall always ensure that their needs continue to be met, even in the most extenuating circumstances.

27. Outreach Policy

Often, when a young person moves on from their foster home, they will benefit from continued support and outreach. Anderida offer a robust package of outreach to support young people through this transitional period.

- ✚ Anderida will look to agree outreach programmes as part of placement agreements. Contractual arrangements to support young people post Anderida form part of our admissions forms and must be signed/supported.
- ✚ Outreach possibilities will be reviewed within care planning, pathway planning and transitional arrangements.
- ✚ In conjunction with the social worker Anderida can support the young person to look for alternative accommodation, be it supported lodgings or private accommodation.

- ✦ Regular visits will be made to the young person to ensure that they are taking care of themselves, have adequate support, are accessing employment/education and are maintaining their home.
- ✦ Visits will be agreed in advance through ongoing assessments of the young person's needs.
- ✦ Anderida will work with the young person to reduce the frequency of the visits, working towards the young person being confident in their ability to care for themselves independently.
- ✦ Anderida will always use suitably trained and skilled individuals for outreach programmes, providing consistency to enable familiarity and relationship building.
- ✦ Foster parents may form part of this outreach support if appropriate and agreed.
- ✦ Anderida will work within its organisational policies and procedures and comply with all risk assessments.

28. Arrangements for Supervision

Supervision is an important part of foster parent and staff development, support and used as a chance to learn and develop practice as an individual. It is also a legal requirement within health and social care settings.

Anderida provide a number of models of supervision and participation in individual and group supervision is compulsory.

Individual Supervision

Foster parents and staff are entitled to receive supervision that meets their needs. Individuals are expected to be challenged and stretched by supervision in a way that enhances their professional development whilst also providing emotional support and monitoring practice and well-being.

Foster parents are supervised by a qualified Supervising Social Worker (SSW). The SSW and staff members are supervised by the Registered Manager.

Supervisees should expect that the following criteria is met:

- ✦ That they have an agreed contract at the start of their supervision relationship.
- ✦ That their supervision agreement is honoured.
- ✦ They receive supervision at monthly
- ✦ They are supported through the emotional demands of the role.
- ✦ They receive guidance and feedback.
- ✦ They may question the demands made of them.
- ✦ Their individual needs in the work context are met.
- ✦ They are always treated with respect.
- ✦ They always have realistic goals to achieve.
- ✦ Both parties (supervisee & supervisor) bring a clear agenda to every supervision.
- ✦ Their achievements are acknowledged and recorded.
- ✦ That confidentiality is always respected.

- ✦ That their records are kept securely.
- ✦ That they are given the option of having a copy of their records.
- ✦ That all instances of whistleblowing or work-related disclosure are passed on to the correct authority, within or external to the organisation and are also recorded properly within their supervision notes.

If at any time foster parents or staff members feel that their needs are not being met, they need to ensure that concerns and expectations are communicated to their supervisor immediately.

The directors will always take time to discuss the staff supervision (and any other aspects of their employment) if an appointment is requested.

Supervision is a two-way process which means that for individuals to obtain maximum benefit, they must always be prepared to contribute fully and in all respects. It is a means of sharing objectives and enables the supervisee to align their expectations with those of the organisation. It allows a continuous regular adjustment of goals and plans to take place within an agreed format.

The supervisory process is characterised by the following:

- ✦ An agreed format which is regularly evaluated.
- ✦ Agreed goals.
- ✦ Guaranteed time set aside for supervision sessions.
- ✦ Safety.
- ✦ A clear understanding of the role of both supervisor and supervisee.
- ✦ A system of recording that covers the main issues and prevents repetition.
- ✦ Clearly understood developmental goals and themes.
- ✦ Induction course, probationary assessment, staff appraisal, training and professional development.
- ✦ Confidentiality.
- ✦ An acknowledgment that consistently ignored action points may lead to disciplinary issues.
- ✦ A forum to pass on any non-urgent work-related concerns and have these dealt with in a professional manner, to include issues around whistleblowing a malpractice.

Together supervisors and supervisees will establish, at point of contract, when a three-way supervision may be required, and who may call this. Where issues of poor practice are identified, and concerns raised, a three way will be organised to be supported by the supervisor's line manager or director where appropriate.

Supervisees and supervisors who fail to comply with the above procedure, should clearly record why the failure taken place as this will be important information when disciplinary measures are instigated.

Where an individual is struggling with work and young person related issues, further supervisions can be arranged using therapeutic models. These can be requested by the supervisee or suggested by the supervisor.

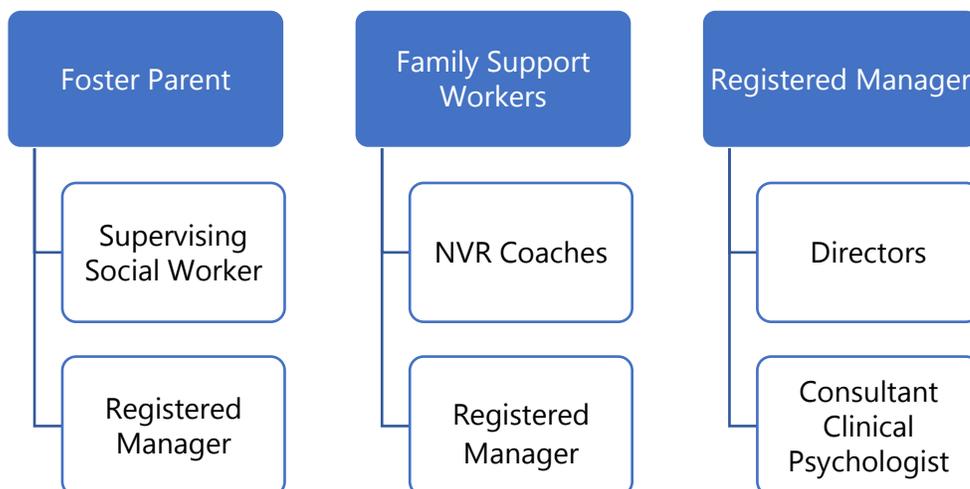
Therapeutic Supervision

When a foster parents or staff member's emotional well-being is being affected by issues related to the young person, they can request up to 4 sessions of therapeutic supervision with either the organisations qualified CBT therapist, humanistic counsel or qualified counsellor who draws on TA methods.

Individual NVR supervisions

Where a member of staff is undertaking a specific NVR piece of work, particularly with a family, they will have dedicated individual NVR supervision, this will be with a senior member of the team who has undertaken the NVR supervisor's course through Partnership Projects.

The structure of supervision is as follows:



29. Training

Staff and foster parents are responsible for maintaining their own training, they should:

- ✚ Regularly check the forthcoming training notices for any additions / changes.
- ✚ Inform the training co-ordinator in advance of any training they are unable to attend.
- ✚ Ensure when booking annual leave/respite breaks that they are not already booked on training.
- ✚ Check training commitments prior to agreeing to undertake any additional tasks that may conflict with these dates.
- ✚ Arrive on time and prepared.
- ✚ Conduct themselves in a suitable fashion within training agreements / contracts.
- ✚ Remember when on training you are representing the organisation.
- ✚ Follow Anderida absence procedures, if unable to attend at short notice.

- ✦ Maintain an up-to-date CPD folder to include all certificates.
- ✦ Provide certificate copies to the training co-ordinator for office files.

The following training forms part of the Anderida Foster Care programme:

- ✦ Pre-Panel Training (Skills to Foster)
- ✦ PRICE training and refresher sessions
- ✦ CBT Child Focused workshop (CBT Therapist facilitated)
- ✦ Restraint and the Law
- ✦ Safeguarding
- ✦ Safeguarding – Refresher 2
- ✦ Safeguarding and the Law - Refresher 3
- ✦ Safeguarding - Reporting & Recording
- ✦ Complaints & Whistleblowing
- ✦ Taking Care, Taking Control
- ✦ Self-Harm Awareness
- ✦ Sexual Health & Healthy Relationships
- ✦ An introduction to CBT (2 days)
- ✦ Coping Skills
- ✦ Restorative Justice Training
- ✦ Fire Safety Awareness
- ✦ Care Planning Part 1-2
- ✦ Sexual Exploitation Awareness & Safeguarding Update
- ✦ Manual Handling of Objects
- ✦ Managing Medicines
- ✦ An Introduction to Non-violent Resistance (NVR)
- ✦ NVR Training Foundation (4 days)
- ✦ Paediatric First Aid Level 3
- ✦ Understand Safeguarding in a Digital World
- ✦ Decision Making Training
- ✦ Assertiveness Workshop
- ✦ ADHD Awareness
- ✦ Life Story Work
- ✦ Prevent Training
- ✦ Autism Training Higher Basic Level
- ✦ Autism Training Intermediate Level
- ✦ Managing Allegations Against Staff
- ✦ Working with Sexual Harmful Young People
- ✦ Appropriate Adult Training
- ✦ Eating Disorders Awareness

Online training and e-learning to include:

- ✦ FGM-Recognising & Preventing

- ✦ Channel General Awareness Module (Radicalisation)
- ✦ Psychoactive Substances e-learning
- ✦ Alcohol & Drugs Foundation Basic Level Modules 1& 2
- ✦ Depression and Suicide
- ✦ Criminal Exploitation & County Lines
- ✦ Recognising Risk of Domestic Abuse and Violence
- ✦ Safeguarding Children
- ✦ Child Sexual exploitation
- ✦ Knife Crime Prevention
- ✦ Young People and Gambling

30. Qualifications

Anderida Assessment Centre

Anderida Foster Care benefits from the support of an in-house qualifications centre registered with CACHE, NCFE and Quallsafe. The assessment centre has a team of occupationally competent and qualified assessors and internal quality assurers to support staff, foster parents and young people with approved qualifications.

Fostering agency support staff and foster parents are required to complete the appropriate **Level 3 Diploma for the Children and Young People's Workforce** or equivalent.

Senior staff and management are expected to undertake the **Level 5 Diploma for Leadership for Health and Social Care for Children and Young People's Services**.

Under the supervision of the Registered Manager/Supervising Social Worker, the assessment team will also provide support with the completion of the **Training Support and Development Standards (TSDS)**, which all foster parents must complete within 12 months of approval.