



CHILDREN'S RESIDENTIAL CARE

Statement of Purpose

Welcome to Lisette House

"We are a caring home where every child belongs, is listened to and is helped to grow; we nurture each young person's strengths, support their choices and teach the skills they need to build a confident, independent future."

For every child we are a safe, friendly home where you are seen, heard and helped to become your best.

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INTRODUCTION

Statement of Purpose

This Statement of Purpose and Function is maintained in accordance with Regulation 16 (Schedule 1) of the Children's Homes Regulations 2015.

It is made available to young people and parents, others with parental responsibility, managers, employees, other professionals, and those seeking a placement at The Lisette House.

01 Responsible Body

OWNED & OPERATED BY**NSCH Care Group****RESPONSIBLE INDIVIDUAL****Mark Walker****REGISTERED MANAGER****Simon Hicks****DATE OF FIRST REGISTRATION**
—**REGISTRATION NUMBER**
—**CERTIFICATE DATE**
—**The OFSTED office address is:**

Social Care Department · Ofsted
Piccadilly Gate · Store Street
Manchester · M1 2WD

02 Mission Statement

“We are a caring home where every child belongs, is listened to and is helped to grow; we nurture each young person’s strengths, support their choices and teach the skills they need to build a confident, independent future.”

For every child we are a safe, friendly home where you are seen, heard and helped to become your best.

SCHEDULE 1

03 The Quality and Purpose of Care

Lisette House provides residential care for young people with behavioural and/or emotional difficulties aged between 8 and 18 years as identified in their personal Care Plans.

The home's primary objectives are:

To cultivate a safe, nurturing, and dynamic environment where every young person's daily needs are met. We actively encourage their growth, helping them unlock their full potential and build a positive foundation for their future.

Our Nurturing Approach

We deliver a consistent, nurturing model of care grounded in clear parenting principles and evidence-informed practice. We create a safe and predictable environment in which young people can address and resolve the emotional and behavioural needs identified in their individual care plans. We support young people to understand their rights and responsibilities and to develop pro-social behaviour. We work collaboratively with professionals, families, and the placing authority to help each young person make sense of the events that led to them being looked after.

Individualised Support and Development

Each young person receives regular, planned one-to-one time and tailored support focused on measurable progress against identified outcomes. This targeted work supports young people to build coping skills, emotional regulation and independence. We prepare personalised transition plans that promote successful moves to foster care, supported independent living, or safe reunification with family or kinship networks and we review progress frequently to ensure plans remain relevant and achievable.

Our Therapeutic Approach and Behaviour Support

Our practice at Lisette House is underpinned by proven, research-based models. Our entire staff team is trained in Team-Teach, a holistic approach to behaviour support that focuses on de-escalation, positive relationships, and maintaining safety for everyone.

This training equips our team with:

- An understanding of the reasons behind challenging behaviour, often rooted in trauma.
- Proven Positive Handling Strategies that prioritise de-escalation and reduce the need for physical intervention.
- The skills to manage difficult situations confidently and safely, meeting our Health & Safety obligations while enhancing the well-being of our children.

By embedding the Team-Teach ethos, we create a calm and cooperative environment where children feel safe and supported. This reduces stress for both children and staff, builds trusting relationships, and allows children to make progress in their learning and personal development.

Key Practice Commitments

- **Assessment and Care Planning:** We complete timely, comprehensive assessments and co-produce care plans with young people and partner agencies.
- **Outcome-Focused Intervention:** We set clear, measurable goals and monitor progress using regular reviews.
- **Restorative and Strengths-Based Work:** We use strengths-based approaches and restorative practice to repair relationships and build resilience.
- **Multi-Agency Partnership:** We coordinate with health, education, social care, and other services to meet each young person's holistic needs.
- **Preparation for Independence:** We deliver practical life-skills programmes and independence planning aligned to each young person's developmental stage.

Collaborative Partnership and Emergency Protocols

We maintain proactive, multi-agency partnerships with all professionals and adults involved in a young person's life to deliver the outcomes set out in their Care, Placement, or Pathway Plans. We share information promptly, contribute to joint assessments, and participate in regular review meetings to ensure plans are coordinated, realistic, and outcome focused.

- **Referral and Notification:** For all admissions, staff notify the placing authority and convene necessary multi-agency contacts without delay. For emergency admissions we ensure the next scheduled Looked After Children meeting or equivalent is informed to arrange specialist input from partners such as the Virtual School, NHS, Youth Offending Service, and other statutory or commissioned services.
- **Ongoing Collaboration:** Partner agencies are expected to provide continuing support, assessments, and any therapeutic or educational interventions required for the placement to be effective. We record and monitor partner contributions and escalate any gaps in provision to the placing authority.
- **Information Sharing:** We share relevant information in line with statutory guidance and local protocols while ensuring confidentiality and data protection requirements are met.

Risk Management and Safeguarding Response

We act immediately and decisively where there is a concern that a young person is at risk of harm to themselves or others.

- **Immediate Action:** Staff implement established safety measures to mitigate immediate risk and ensure the young person's welfare is secured.

- **Multi-Professional Meetings:** When risk is significant, we convene Professionals' Meetings and Risk Management Meetings to review the situation, agree short-term protective measures, and set clear responsibilities and timescales for actions.
- **Safeguarding Referrals:** If concerns meet safeguarding thresholds, we make timely referrals to the appropriate statutory safeguarding agencies and cooperate fully with investigations.
- **Recording and Review:** All incidents, actions taken, and outcomes are recorded in the young person's file and reviewed to inform ongoing risk assessments and care planning.

Emergency Admissions

We accept emergency admissions where agreed by senior managers and the placing authority, recognising that circumstances may require expedited arrangements.

- **Decision Making:** Senior Management authorises emergency admissions following a proportionate assessment of immediate needs and risks.
- **Documentation:** If full documentation is not available at admission, staff obtain and record essential information and actively pursue outstanding records and assessments with the placing authority and partner agencies. Outstanding documentation must be secured on the next business day.
- **Initial Planning:** An initial care and risk assessment is completed on admission and a provisional care plan is established pending a full assessment and multi-agency planning meeting.

(for Emergency Admissions process see page 31)

Service Scope and Young Person Profiles

Our Children's Home is dedicated to providing specialised, therapeutic care for vulnerable youth with complex needs. Our core mission involves supporting children exhibiting emotional or behavioural difficulties (EBD) and those diagnosed with co-occurring conditions, including learning disabilities (LD). The complex needs of this cohort demand more than standard residential provision; therefore, our environment is structured around predictable routines and staffed by highly trained therapeutic professionals. We rigorously utilise a trauma-informed care approach, ensuring every interaction prioritises safety and emotional regulation. This is paired with consistent, effective de-escalation techniques and highly individualised education and support plans (IESPs) that integrate behavioural, educational, and social-emotional goals. The entire staff team is committed to cultivating a safe, stable, and reparative environment designed to foster self-regulation, resilience and essential life skills. To solidify this progress, our comprehensive transition planning begins well before a resident reach leaving age, focusing on practical independence. This includes tailored programmes in vocational skills, financial literacy and tenancy management. By equipping them with the practical competencies and emotional robustness necessary for autonomous living, we not only ensure they achieve positive outcomes and successful community re-integration, but critically, that they are empowered to forge a truly independent and positive future.

Assessment and Admission

- **Prompt needs assessment:** On admission we complete a timely, comprehensive assessment covering immigration status, safeguarding risks, health, education, language needs, cultural and religious requirements, and any trauma history.
- **Information sharing:** We notify and collaborate with the placing authority, legal representatives, health services, and other statutory partners to secure appropriate entitlements and specialist input.
- **Risk-informed placement:** Placements are agreed only when a matching assessment demonstrates we can meet identified needs and manage risks.

Tailored Care and Practical Support

- **Individualised care planning:** Care plans are co-produced with the young person and include culturally and linguistically appropriate interventions, therapeutic input, and actions to meet legal and welfare needs.
- **Practical life skills:** We teach and practice everyday skills, support access to benefits and legal advice, and help young people navigate local systems such as healthcare, schools, and housing.
- **Advocacy and rights:** We ensure young people understand their rights and are supported to access advocacy, legal representation, and specialist services.

Cultural, Linguistic and Emotional Support

- **Language access:** We provide interpreting and translation where required and promote bilingual staff or community language support.
- **Cultural and religious inclusion:** Care routines and activities are adapted to respect cultural and religious practices and dietary needs.
- **Trauma-informed practice:** Staff use trauma-informed approaches to promote emotional safety, stabilisation, and access to therapeutic services.

Education, Community and Integration

- **Education support:** We liaise with Virtual School teams and local schools to maintain education engagement, provide learning support, and monitor progress.
- **Community links:** We connect young people with local community groups, faith organisations, and peer-support networks to build social integration and positive relationships.
- **Preparation for independence:** We include language development, employment skills, and community orientation in transition planning to promote long-term stability.

Safeguarding, Review and Advocacy

- **Safeguarding:** We respond promptly to any safeguarding concerns and make referrals to statutory safeguarding agencies when thresholds are met.

- **Regular review:** Care plans and progress are reviewed frequently with the placing authority and partner agencies to ensure needs are met and plans remain appropriate.
- **Advocacy and representation:** We support access to independent advocacy, legal advice, and specialist services throughout the placement.

04 Ethos

At Lisette House, we believe every young person is unique. Our mission is to meet their individual needs and help them develop their potential, regardless of their background, gender, race, or culture. We achieve this by providing a nurturing, consistent, and stimulating environment where young people feel safe and have confidence in our staff.

We are committed to recognising, respecting, and consulting young people, giving them a voice and a choice in their lives. Our goal is to ensure they have a high quality of life and equal opportunities to live positively and productively.

Our approach is centred on the understanding that each young person is an individual with unique experiences and needs. We create responsive Care Plans designed to promote growth in all key areas of their lives: health, education, personal identity, family and social relationships, social presentation, emotional and behavioural development, and independence skills. Our practice is guided by the principles and regulations of the Children Act 1989 and 2004, the Children's Home Regulations, Quality Standards 2015, and the Care Standards Act 2000.

At Lisette House, we are dedicated to helping young people thrive. Our approach is built on a foundation of care, partnership and professional excellence.

- **Personalised Support:** We create a safe and caring home where young people receive individual support when they need it. We empower them to make decisions for themselves, with a dedicated key worker to guide them and coordinate with their social worker and others involved in their care.
- **Working with Families:** We believe in the power of partnership and prioritise collaborating with families and significant people to achieve the best outcomes for each young person.
- **Respect for Rights:** The rights of every young person in our care are a core priority; we are committed to protecting them without compromise.
- **Competent and Caring Staff:** We ensure our young people receive excellent, personalised care from a team of competent staff who have the necessary skills and experience. Our team is always ready and equipped to support their individual needs.
- **Investing in Our Team:** We invest in our staff, providing them with quality training, supervision, and support so they can continue to grow professionally and provide the best possible care.

05 Description of placement



Lisette House

Lisette House is a substantial five bedroom semi-detached property with two bathrooms, located in a quiet family based leafy neighbourhood in close proximity to all amenities, combining convenience with peacefulness and relaxation. Upon arriving at the home there is an off-road driveway suitable for two cars. There is appropriate space for children and young people to engage in activities and relax, work towards their own individual life skills and live within a family environment.

The porch opens onto a welcoming and airy hallway, The first door on the left is the Open-Plan dining/living room. This beautiful space contains a dining table large enough for every member of the household and is perfectly suitable for a multitude of tasks such as studying/reading etc. The Dining room is very vibrant and the double sized windows give rise to plenty of natural light, allowing for family mealtimes overlooking the front aspect of the home. The half of the room is designed in a contemporary style and vibrant colour scheme, the bright colours truly uplift upon entering. Keeping in touch with the light airy feel and allowing plenty of natural light the living room leads onto a small conservatory space which is for storage.

Our well-proportioned garden provides an excellent space for young people to engage in gardening and various outdoor sports, fostering both horticultural skills and a healthy, active lifestyle. At the rear of the garden is another small building that has been transformed into a small Art Studio, offering a quiet space to undertake those art sessions when the mood takes you.

On entering the building from the front door the first door on the right door leads to the office; the home has only a small area used as an office space, this was a conscience decision to reflect a natural family dwelling.

The kitchen is perfectly sized with space for a small table and chairs for those kitchen chats, the facilities exceed every need and requirement.

Venturing upstairs leading off firstly to the right we have a good size family bathroom with a bathtub with a shower, toilet and practical vanity unit with a decent sized mirror and storage

Bed number one is one of smallest room the can fit a double bed with a desk and has storage space

Bedroom number two is the largest bedrooms complete with a double bed, wardrobes, chest of drawer bedside units and a study desk. There is a beautifully placed window (complete with window restrictors) alongside the desk.

Bedroom number three is the second largest bedroom complete with a double bed, wardrobes, chest of drawer bedside units and a desk. There is a beautifully placed window (complete with window restrictors) alongside the desk.

Bedroom number four is the smallest room that can fit a double bed with a desk and has limited storage space

Bedroom number five is small room complete with a double bed, wardrobes, chest of drawer and a desk

The final room is shower room complete with shower, toilet and sink.

Each room in our home is accessed via fire doors all of which have the option of being alarmed (these are only used when deemed necessary and with all of the appropriate permissions granted) providing the utmost safety and security for every member. Each bedroom has its own style and charm but at the same time giving each child/young person the artistic freedom to personalise their space according to their own liking and interests. Dotted around the home you will see our key pieces of artwork and photo's to reinforce a positive message and uplift every member of our family.

06 Adaptations

Lisette House has had a change of use from residential use in single-family occupation to a residential children's home. The Home has been adapted with the young people in mind to allow for it to reflect a family dwelling and comfort. No expense has been spared as we believe our children / young people deserve the best we can offer. It was a conscious decision to only have a five bedded home as it was felt by the organisation that this number will allow more quality time with the young people and inevitably lead to better outcomes for them.

Lisette House is registered to accommodate young people from the age of eight to eighteen. It is recognised that the respective ages of the young people are considered in the pre-admission Risk Assessment. The Home will offer its services to mixed gender placements.

Lisette House has four bedrooms for the young people and the other one is used as staff sleep-in room. The Home has only a small area used as an office space; again this was a conscious decision to reflect a natural family dwelling.

To foster a sense of ownership and comfort, young people at Lisette House are given the opportunity to select their own bedroom upon admission, subject to availability. To ensure the space feels personalised, we allocate funds for young people to develop and decorate their rooms according to their individual preferences. Additionally, we facilitate the procurement of personally chosen bedding and soft furnishings to enhance the comfort and feel of each room.

07 Local area

Lisette House is located in the East Midlands region of England, within the county of Northamptonshire. The home is well located within the suburb and civil parish of Kingsthorpe, which is within the borough of Northampton. Kingsthorpe was once a rural village and is now a suburb to the north-west of Northampton town centre since being absorbed in the 1900s and the remainder in 1931. Still to this day, the village retains a lot of its original character away from the high street, where it is now formally called Kingsthorpe Village.

We are closely located next to all major transport links and are in a prime position to access all nearby town/cities within a short distance i.e. Situated approximately 71 miles north of London, 51 miles from Birmingham, and 21 miles from Milton Keynes, Kingsthorpe is an ideal central base to call home. Kingsthorpe is ideally located to allow excellent and easy access to motorways, trains, and airports. Kingsthorpe is approximately 5 miles from the M1 Junctions 15 and 16, connecting Northampton and London. The suburb's amenities are centred on the main A508 and A5199 roads that link central Northampton with Market Harborough and Leicester, respectively.

For commuters looking to travel by train, you have the options of Northampton, Long Buckby, and Wellingborough railway stations. International airports at London Luton, Heathrow, Stansted, Birmingham International, and East Midlands are within a two hour drive.

Popular local attractions include:

For Families & Entertainment

- **Hullabaloo:** An indoor soft play centre located within Kingsthorpe, perfect for younger children.
- **Teamworks Northampton:** Offers karting and simulator racing for a thrilling experience.
- **Clip 'n Climb Northampton:** A popular indoor climbing centre for all ages.
- **Riverside Hub:** A large entertainment and game centre with various activities.
- **Trapp'd Billing:** An escape room experience with a range of themed rooms.
- **Northampton Filmhouse:** A local cinema for film lovers
- **Northampton Museum & Art Gallery:** Northampton Museum and Art Gallery is a public museum in Northampton, England. The museum is owned and run by West Northamptonshire Council and houses one of the largest collection of shoes in the world, with over 15,000 pairs
- **Abington Park:** Northampton's oldest and most popular park. It contains many fine features including Abington Park Museum, sports facilities, a cafe, flower displays, lakes, and a garden for the blind. Beneath the surface lies the archaeological remains of the old medieval village.
- **Northampton Town F.C.:** Northampton Town Football Club is a professional association football club, The team competes in League One.
- **Northampton Saints:** Northampton Saints is a professional rugby union club that plays in Premiership Rugby, England's top division of rugby union.

For Active & Outdoor Enthusiasts

- **Northampton Bike Park:** A 40-acre specialist mountain bike park with a variety of trails for different skill levels.
- **Becket's Park:** A large and well-regarded park in Northampton, offering a pleasant environment for walks and relaxation.
- **Radland's Skatepark Plaza:** A public skatepark providing a space for skateboarders.
- **Royal & Derngate Theatre:** Royal & Derngate is a theatre complex in the Cultural Quarter of Northampton, England, consisting of the Royal Theatre, Derngate Theatre and the Northampton Filmhouse
- **Sywell Country Park:** This area around a former reservoir has walking paths & a butterfly garden, plus a cafe & play area
- **Pitsford Reservoir:** Pitsford Reservoir, also known as Pitsford Water Park, is a large reservoir near Brixworth in Northamptonshire managed by Anglian Water. It offers a mix of natural beauty and recreational activities, including walking, cycling, fishing, and water sports
- **Teamworks Northampton:** Karting & Simulator Racing: An indoor karting and simulator racing venue offering a high-speed experience for adults and children. The facility is praised for its challenging tracks, well-maintained equipment, and enthusiastic staff.
- **Billing Aquadrome:** Large holiday and leisure park located in Great Billing, on the outskirts of Northampton. Situated within 235 acres of the scenic Nene Valley, it features a series of lakes and rivers, and offers a wide range of accommodation and activities for families.
- **Gravity Active Northampton:** Gravity Active Northampton is a trampoline park located in Sol Central, offering a wide range of bouncing activities and entertainment for all ages. It's a popular choice for family outings, birthday parties, and fitness enthusiasts.
- **Laser Zone:** A laser tag arena located in Northampton, offering a high-tech combat experience for players aged 6 and up. It is owned and operated by the same company as Northants Venue Hire, which also offers arcade games
- **Danes Camp Leisure Centre:** An all-encompassing leisure centre in Northampton managed by Trilogy Active. It provides a wide range of fitness, swimming, and recreational activities for all ages.

For Culture & History

- **St Peter and St Paul Church, Hannington:** A historic church known for its unique bisected nave, located in a nearby village.
- **Kingsthorpe War Memorial:** A dignified monument from 1921, designed by sculptor Alfred Turner, commemorating the impact of the First World War.

Lisette House is in a residential area, offering all required amenities within proximity and a strong community-based environment providing all the requirements to offer a fulfilling and inspirational developmental process. The property is a large executive five-bedroom detached house with a private driveway, providing ample space for fun, learning, development and safety- the key aspects to a great journey.

Located approx. 16 mins away is the Northampton Shopping Centre (as described above). There is a bus stop a short walk away that can take you straight into the centre of Northampton.

Health services located near Lisette House include Dentists, Opticians and GP's Surgeries. There is a local GP surgery less than 0.5 miles away and the nearest Dental practice is located 2 miles away, the local opticians are situated 1 mile away; for emergency treatment the nearest hospital including accident and emergency is approximately 3.9 miles away, which can be accessed easily. There is also a local Youth Offending Team (YOT) approx. 3.6 miles away, and The Lowdown – a local charity in Northamptonshire providing free, safe, non-judgemental, and confidential mental health and support services for 8 – 25 years old, and CAMHS are within 3 miles

The nearest fire station is located on The Mounts Fire Station, 47 Robert St, Northampton NN1 3BL which is approx. 2.7 miles away. Northampton North Ambulance Station is 0.4 miles away.

Education services nearby include Primary and Secondary Schools/sixth form. There are also a variety of training providers that offer opportunities to gain qualifications, the local careers service provide support in accessing education and/or training including local apprenticeships.

The locality of Lisette House within the community lends itself to being able to provide a solid and stable support network enabling both the young people and the staff team to access the various facilities and outside partner agencies.

Locally, there is a range of places of worship and staff will ensure that all reasonable steps are taken to enable young people to attend religious services and receive religious instruction according to their or their parent's choice. Opportunities will also be provided for children and young people to follow the customs of their religion, including any special dietary requirements and dress codes. The necessary arrangements for this will be made in consultation with the young person and their family.

Staff will endeavour to ensure that every young person feels that positive consideration is being given to their religious persuasion and that any necessary facilities are provided, as far as is practicable, to enable them to undertake their observance in keeping with their age. Appropriate interpreters or residential support workers will be employed to assist a child or young person with any linguistic needs.

08 Reporting Concerns and Allegations

At Lisette House, we are committed to the safety and well-being of all young people. If a young person, a friend, or a family member has a concern or needs to report an issue, they can speak to any staff member or a member of the Management Team at the first available opportunity.

Safeguarding Policies and Procedures

Our safeguarding policies and procedures are readily accessible to all staff and can be provided upon request. We ensure every young person has an up-to-date Risk Assessment that addresses specific safeguarding concerns.

The Registered Manager is our designated lead for child protection. They are responsible for ensuring all safeguarding procedures are followed when complaints or allegations are made against staff. The Registered Manager will also coordinate with the Local Authority Designated Officer (LADO) for Child Protection or a delegated authority outside of standard working hours.

If a complaint is directed at the Registered Manager, the issue should be reported to the Responsible Individual and/or the company's Director of Operations.

Raising Complaints

During the initial placement at Lisette House, we ensure that all young people, their family members, and relevant professionals are fully informed about how to raise complaints regarding the home. This ensures a clear and transparent process for everyone involved.

To access a home's child protection or behaviour management policies, a person, body, or organisation involved in a child's care or protection should follow these steps:

For Professionals and Organisations

- **Request from the Registered Manager:** The most direct way is to contact the Registered Manager of the home. As the lead for child protection, they are responsible for ensuring these policies are available to relevant parties.
- **Contact the Responsible Individual:** If you are unable to reach the Registered Manager, or if the policy concerns an issue involving them, contact the Responsible Individual for the company.
- **Initial Placement Documentation:** When a child is placed in the home, key professionals and organisations, such as social workers, are typically provided with essential policies as part of the initial information pack.

For Young People and Families

- **Ask Any Staff Member:** Young people and their families can ask any staff member for a copy of the policies. Staff are trained to provide this information or direct them to the appropriate person.

- **Speak to a Key Worker:** The child's designated Key Worker is a primary point of contact and can provide the policies or explain them in a simplified way.
- **Request During a Meeting:** Policies can be requested during formal meetings, such as care planning meetings or reviews.

General Access

- **Policies are Readily Accessible:** The home's safeguarding policy states that these documents are "easily accessible for all staff and are available upon request." This applies to anyone with a legitimate interest in the child's care and protection.
- **Formal Request:** You may need to make a formal written or email request to the home's management, specifying which policies you require and your role in the child's care.

09 Our Commitment to Equality and Children's Rights

At Lisette House, we believe that the views and feelings of young people are fundamental to providing outstanding care. Our approach is built on empowerment, ensuring children not only have a voice but are also actively involved in shaping the service they receive.

How We Listen and Consult

We empower young people by encouraging them to take an active role in their care through their preferred method of communication. This includes several key initiatives:

- **One-to-One Consultation:** Young people can consult with their Key Worker, Social Worker, or any staff member of their choice to share their views and preferences on a regular basis.
- **Monthly Young People's Meetings:** These meetings provide a dedicated forum for all children to express their wishes and feelings. The young people themselves set the ground rules, fostering an environment of respect, courtesy, and diplomacy.
- **Daily Involvement:** We actively encourage young people to participate in decisions that affect the daily operation of the home, ensuring they feel a sense of ownership and belonging.

Your Views Matter

We are committed to actively listening to young people. Their views and opinions are crucial for us to continually adjust and improve the quality of care we provide. We believe that by valuing their input, we create a truly child-centred environment.

Participation in Planning and Reviews

Every young person is encouraged to contribute to their own reports and attend review meetings. We provide the necessary support to ensure they feel confident and comfortable doing so.

- **Independent Consultation:** An Independent Reviewing Officer or Social Worker will offer a private consultation to discuss their placement and future plans. This provides a confidential space for them to voice any concerns.
- **Family and Professional Involvement:** We welcome and support the attendance of parents, carers, and other significant professionals at review meetings, unless there is a clear reason why their presence would be inappropriate. This collaborative approach ensures all stakeholders contribute to the young person's care plan.

10 Our Commitment to Equality and Children's Rights

At Lisette House, we are passionately committed to fostering a culture of equality, respect, and non-discrimination. Our foundational belief is that every child, regardless of their race, gender, ethnicity, religion, culture, language, sexuality, impairment, or disability, is entitled to the same opportunities and rights. We are proactive in upholding these rights and challenging any form of discrimination.

Anti-Discriminatory Practice: A Guiding Principle

Our staff team serves as positive role models for young people by consistently demonstrating non-oppressive behaviour and actively confronting any discriminatory attitudes or actions. This commitment is woven into the very fabric of our home's culture.

While we believe that every young person has rights, we also teach that these rights come with responsibilities. We empower young people to take ownership of their behaviour and its impact on others. Behaviour that is discriminatory, oppressive, or creates victims will not be tolerated and will be addressed through our established behaviour management policy. This approach ensures that a safe, respectful environment is maintained for all residents.

Understanding Rights and Responsibilities

Our staff are dedicated to fully understanding and implementing the concept of children's rights and their corresponding responsibilities. We educate young people on this crucial balance, which is essential for healthy social development:

- The right to be treated with dignity and not be ill-treated comes with the responsibility not to ill-treat others.
- The right to be cared for comes with the responsibility to care about others.
- The right to be safe and not be put at risk comes with the responsibility not to put others at risk.
- The right to be heard comes with the responsibility to listen to others.
- The right not to be discriminated against comes with the responsibility not to make discriminatory remarks or take discriminatory actions.

Our Framework for Excellence

Our commitment is further reinforced by our formal policies and ongoing professional development. We ensure all staff members are aware of inequality issues and adhere to the principles of the Equality Act 2010. To maintain this high standard, all staff are required to undertake regular Equality and Diversity training, ensuring our practice remains both current and outstanding.

11 Our Approach to Education

At Lisette House, we believe that education is a cornerstone of a child's future. Our commitment goes beyond simply getting children to school; we proactively ensure that every young person is fully supported to achieve their educational potential and make measurable progress.

Our approach to education is holistic and deeply personal. We work in close partnership with young people, their schools, colleges, and other professionals to remove barriers to learning and champion their success.

- **Tailored Support:** Staff actively support young people in achieving the educational and training goals outlined in their personal plans. This includes regular, one-on-one key work sessions where we discuss their progress, celebrate achievements, and work through any difficulties they may be facing.
- **Advocacy:** We act as a powerful advocate for the young people in our care, much like a dedicated parent would. Our staff challenge education providers to ensure that each child receives the full support they're entitled to, particularly if their progress isn't in line with their agreed-upon goals. We will not hesitate to speak out regarding issues of attainment, admissions, attendance, or conduct.
- **Seamless Reintegration:** For young people who are out of education due to exclusion or other reasons, we work collaboratively with the placing authority to secure a full-time educational placement as quickly as possible. During this interim period, we provide home-schooling through both formal and informal educational activities to keep their minds engaged and prevent any further academic setbacks.

Special Educational Needs and Beyond

We have a deep understanding of the unique needs of children with Special Educational Needs (SEN). Our staff are well-trained and aware of the specialist support each child may require engaging positively and achieve their potential.

- **Understanding Specific Needs:** We are fully aware of what a child's Education, Health and Care (EHC) plan entails. Our support is tailored to these specific requirements, and our registered manager will challenge educational providers if a child isn't receiving the necessary provisions outlined in their plan.
- **Professional Collaboration:** We maintain strong links with key educational professionals, including SENCOs, learning mentors, and teachers. Our team attends all relevant meetings to ensure we are fully informed about a child's progress and can identify any additional support needed.

- **Virtual Head and Other Links:** We work closely with the Virtual Head for Children in Care to promote educational achievement. We also have established relationships with services like the Connexions Service, which provides valuable guidance and support for older young people transitioning into further education or employment.

12 **Enjoyment and Achievement**

At Lisette House, we believe that a child's care should be more than just safe and supportive; it should also be enriching and joyful. Our approach to activities is built on a foundation of fostering interests, celebrating achievements, and ensuring every child has the opportunity to thrive creatively, intellectually, physically, and socially.

Cultivating Interests and Skills

It's a residential support worker's role to proactively assist each young person in continuing and discovering new interests. We aim to ensure a young person's stay with us is not a pause in their life but an opportunity for growth and new experiences. We actively support young people in continuing with any clubs or social commitments they have, from youth clubs to sports teams. Our dedicated team provides transportation and supervision to ensure these activities continue uninterrupted.

Our home offers a diverse range of activities, both on-site and in the community, designed to appeal to a wide array of interests. These activities are carefully planned to be inclusive and enriching, taking into account each young person's race, culture, language, religion, interests, abilities, and disabilities. We plan various outings, including trips to the shops, parks, coast, and restaurants, as well as engaging in public transport to foster life skills and independence.

A Culture of Celebration and Inclusion

Life at Lisette House is also about celebrating milestones and cultural richness. We ensure that birthdays, named days, and all cultural and religious festivals are marked with joy and respect. We actively encourage and support young people in co-planning these events with staff, giving them a sense of ownership and the chance to share their traditions with others.

Our on-site resources offer a fine balance between individual and group activities. Indoors, young people can choose from a range of options, including books, art and craft equipment as well as console games. These activities aren't just for fun; they are also designed to develop crucial social skills like negotiation and cooperation.

Additionally, we plan exciting annual holidays, often more than one, and actively encourage all young people to participate. We believe these trips offer valuable opportunities for new experiences and memory-making, reminding them that while on holiday, they can enjoy themselves and experience new adventures with us.

We regularly consult with young people to plan activities and receive their feedback on leisure and hobbies. This dialogue ensures our provisions are relevant, engaging, and directly reflect their wishes, making Lisette House a truly outstanding home.

13 A Holistic Approach to Health and Well-being

At Lisette House, we provide exceptional care by prioritising the holistic health and well-being of every young person. Our approach is founded on personalised, child-centred plans and a team committed to promoting healthy living.

Individualised Health Planning

Every child has a detailed, written Holistic Health Plan as a core component of their Placement Plan. This plan is developed in collaboration with a multi-disciplinary team and is designed to address a young person's unique physical, psychological, emotional, cultural, and spiritual needs.

The plan is a dynamic document that includes:

- **Comprehensive Medical History:** A record of medical history, allergies, prescribed medications, and any adverse reactions.
- **Essential Health Records:** Up-to-date dental, vision, and hearing records, along with immunisation, screening, and developmental checks.
- **Lifestyle and Well-being:** Detailed information on diet, exercise, personal hygiene, and age-appropriate sexual health.
- **Specialised Care:** Specific details on health-related procedures, such as gastrostomy care, epilepsy management, or physiotherapy.
- **Behavioural Support:** Strategies for managing behaviour, including any specific therapeutic approaches.
- **Professional Contacts:** A list of all health professionals involved in the young person's care.

We ensure that all young people are supported to attend every health-related appointment, from routine check-ups to specialist consultations, respecting their dignity, privacy, and confidentiality throughout the process.

Empowering Young People in Their Health

We believe in empowering young people to take an active role in their own health and hygiene. We facilitate this by:

- **Encouraging Participation:** We actively encourage young people to participate in health reviews and appointments. When a young person is of an age and understanding to see a medical practitioner alone, we respect their choice.
- **Health Education:** Staff actively promote healthy living and provide age-appropriate education on a wide range of topics, including diet, exercise, and sexual health.

Medication Administration and Staff Expertise

The safety of our young people is paramount, especially regarding medication. All medication is stored and administered strictly in accordance with our Medication Policy.

- **Qualified Staff:** Only staff who have completed certified training in the Safe Handling of Medication are authorised to administer it.
- **Homely Remedies:** "Homely remedies," such as over-the-counter medication, are only given with explicit consent from a parent/carer, GP, or consultant.

Staff Qualifications and Professional Supervision

Our staff are exceptionally well-equipped to provide excellent health support.

- **Mandatory Training:** All front-line staff are required to complete training in the Safe Handling of Medication and a comprehensive First Aid Training course. These qualifications ensure our team has the necessary skills to respond to minor injuries and effectively manage health needs.
- **Specialised Training:** Beyond mandatory courses, we arrange additional mandatory training to meet the specific health needs of any young person placed in our care. This may include training on managing diabetes or administering specific therapies, ensuring our team is always ready to provide the best possible care.

14 Relationships

At Lisette House, we believe that nurturing relationships with family and friends is essential for a child's well-being. Our policy is to actively encourage and support regular contact, ensuring it is a positive and safe experience for everyone involved. We work with each young person to create a plan that reflects their wishes, needs, and Care Plan.

Facilitating a Variety of Contact Methods

We facilitate contact through multiple channels to ensure young people can maintain their connections effectively.

- **Visits:** We actively encourage visits from family and friends at our home. We provide practical support, including assisting with transportation for family members when appropriate, to make these visits possible.
- **Communication Tools:** Young people have easy access to a telephone and electronic equipment to make calls and video chats. We also provide letter-writing materials and stamps, encouraging them to maintain contact in a way that feels comfortable to them.
- **Social Connections:** We encourage young people to invite friends to visit, fostering a sense of normalcy and continuity in their social lives.

All contact arrangements are reviewed regularly to ensure they remain in the child's best interest. Any restrictions on contact are clearly documented in the Care Plan and Risk Assessment, and they are only ever implemented to protect the child. Our approach is to ensure that while children are with us, their important relationships remain strong and valued.

15 Our Approach to Surveillance and Monitoring

At Lisette House, we balance the safety of young people with their rights to privacy and autonomy. Our approach to surveillance and monitoring is designed to be supportive and is always a last resort, used only when a clear and specific risk has been identified.

Safeguarding Through Proactive Monitoring

We use various methods of monitoring to ensure the well-being of the young people in our care, always in a way that respects their dignity.

- **Bedroom Door Alarms:** Alarms are fitted on bedroom doors to ensure the safety of young people who have a specific, documented risk of harm to themselves or others. They are only activated on an as-needed basis, as outlined in a young person's individual Risk Assessment and with the appropriate permissions from management and external agencies.

- **Electronic Surveillance:** While we don't initiate electronic surveillance ourselves, we will support court-ordered devices, such as electronic tags or those that are part of a bail condition or sentence.
- **Parental Observation:** Our staff monitor young people with the same level of care and attention as a good parent would, both inside and outside the home. This includes being aware of their whereabouts and general well-being without being intrusive.
- **Nightly Security Checks:** We carry out regular security checks of the building and grounds throughout the night to ensure the safety of everyone. The front door is also locked from the inside overnight for added security.

Managing Absences and Risk

If a young person is reported as absent, absconded, or missing, we may use location services on their mobile phones and social media to help ascertain their safety. This action is taken only with the explicit consent of the Field Social Worker, a manager, or a parent. This is a critical step in our process of ensuring a young person's safety and well-being.

16 Behavioural support

At Lisette House, we believe in creating a nurturing and stimulating environment where young people can thrive. We understand that some behaviours can be challenging. Our approach is focused on nurturing self-management and using positive reinforcement to help young people develop a sense of personal responsibility.

Sanctions and Accountability

Any sanction imposed is carefully considered to be fair, time-limited, and directly linked to the behaviour. We avoid punitive measures and instead focus on helping young people understand the connection between their actions and the consequences. Examples of this approach include:

- **Damage to Property:** If a young person deliberately damages leisure equipment, a temporary restriction on its use is a logical consequence.
- **Misconduct on Outings:** If a young person misbehaves on a trip, they may be asked to miss the next one, which reinforces the importance of group conduct.
- **Quiet Reflection:** We may ask a young person to spend a short, five-to-ten-minute period in a quiet area, such as their bedroom, to calmly reflect on their behaviour.

The Registered Manager actively monitors all sanctions to ensure they are used appropriately and effectively by discussing them with staff during handovers, team meetings, and directly with young people.

Promoting Positive Behaviour Through Rewards

We use a system of positive reinforcement to encourage good behaviour and celebrate achievements.

- **Pocket Money:** All young people receive a weekly allowance. They can earn additional rewards for meeting goals, such as consistent school attendance or peaceful bedtimes.
- **Responsibility and Rewards:** Young people are expected to keep their bedrooms tidy and attend school/college to receive their pocket money. They can also earn an extra 50% of their allowance by working toward a specific savings goal, with a clear agreement on how to earn it.
- **Special Occasions:** We provide an additional allowance for birthdays and religious festival days to ensure these special moments are celebrated.

Our Approach to Restraint and Physical Intervention

Physical intervention is always a last resort and is only used to prevent a young person from causing harm to themselves or others or from causing significant property damage. Our approach is grounded in de-escalation and safety.

- **Risk-Based Planning:** When a risk of physical intervention is foreseeable, we create a detailed Risk Assessment that outlines the benefits and risks of specific intervention strategies. This ensures our response is always planned, proportionate, and safe.
- **Approved Techniques:** All staff are trained in Team Teach, an approved method for managing challenging behaviour and using safe, proportionate physical intervention. This training focuses on de-escalation first and then, if necessary, on guiding a young person away from a harmful situation.
- **Proportionality and Documentation:** In extreme circumstances where full restraint is needed, the degree of force used is always proportionate to the risk and is maintained for the shortest possible time. Every incident is meticulously recorded and discussed with the young person and staff to ensure accountability and learning.

Staff Training and Competence

Our commitment to safety is supported by rigorous training and ongoing professional development.

- **Initial Training:** All staff receive comprehensive Team Teach training to equip them with the skills to de-escalate and manage challenging behaviour safely.
- **Refresher Training:** Staff must complete refresher training every 24 months to maintain their competence and stay current with best practices.
- **Ongoing Support:** Staff have access to the Team Teach website, which provides resources and video demonstrations of intervention holds. We also discuss any incidents in supervision to continually assess staff competence and compliance with our Behaviour Management Policy.

17 Leadership and Management

THE REGISTERED PROVIDER

NSCH LTD

(Head Office)

Office 6.026 Spaces 6th Floor
First Central 200, 2 Lakeside
Drive, London, England, NW10
7FQ

THE RESPONSIBLE INDIVIDUAL

Mark Walker

NSCH LTD

Office 6.026 Spaces 6th Floor
First Central 200, 2 Lakeside
Drive, London, England, NW10
7FQ

THE REGISTERED MANAGER

Simon Hicks

The Lisette House

(Address Available upon request)

Leadership Experience

The Registered Manager – Simon is a highly qualified and experienced Registered Manager with four years of experience in residential settings. He possesses a strong foundation in leadership and management, backed by specialist qualifications in childcare and safeguarding.

Simon has successfully managed complex caseloads, overseeing case files for up to 20 children while leading a team of 12 staff. His previous roles showcase a broad skill set in both direct social care and strategic educational management:

1. Specialist Social Care and Family Intervention

- Worked on the front line in a pilot, specialist multi-agency social care team with adolescents on the edge of care.
- Employed intensive evidence-based interventions focused on achieving sustainable change, particularly for NEETs (Not in Education, Employment, or Training).
- Developed strong partnerships with adolescents and their families to reduce the risk of significant harm.

2. Strategic and Operational Management (Virtual School & Hostel)

- Team Manager of the Virtual School (LAC) and Team Manager of two support living Hostel.
- Provided strategic leadership to the Children's Services Leadership Team (CSLT) and deployed/managed the Virtual School (Looked After Children) Team effectively.
- Led and supported Virtual School staff, including education and mental health care professionals.
- Reported and analyzed performance for the Virtual School Management Team, CSLT, and the Corporate Parenting Board.

Simon's operational expertise covers the full spectrum of social work and child protection planning:

- **Assessment & Planning:** Completing initial and reviewing Child and Family assessments, Child in Need plans, Care plans, PEPs, and Child Protection plans.

- **Review and Advocacy:** Facilitating and contributing to Child Protection case conferences, Core Groups, Child in Need, and Looked After Children Reviews.
- **Legal Processes:** Presenting cases and making recommendations to senior management at Legal Planning Meetings/Legal Planning Panels and Risk of Homelessness panels, ensuring advocacy on behalf of the child.
- **Data Management:** Maintaining timely and accurate case recordings on the Frameworki Database system, Clearcare and Charms.
- **Staff Leadership (IAG):** Providing IAG (Information, Advice, and Guidance) skills and leadership to staff to enhance student retention, progression, and satisfaction for Care leavers and young offenders.

The Responsible Individual;

Name: Mark Walker

Senior leader with extensive strategic and operational experience across children's and adult health and social care systems. Based in London; contact details held on file.

Leadership and governance experience

Proven track record in senior leadership roles including Associate Director for Mental Health, Learning Disability and Autism, Director for Special Educational Needs and Disabilities, and Assistant Director for Disabled Children and Young People. Experienced in providing strategic direction, line management, governance oversight, quality assurance, and risk management for large multi-disciplinary teams.

Residential services oversight and inspection outcomes

Direct operational oversight of multiple residential services including five residential respite units which achieved Outstanding outcomes in OFSTED inspections under Mark's leadership. Demonstrated ability to lead inspections, embed practice standards and deliver sustained improvements in residential childcare provision.

Regulatory, quality improvement and safeguarding record

Established and delivered robust performance frameworks, measurable KPIs, and governance arrangements that drive continuous improvement and regulatory compliance. Substantial experience in safeguarding practice, comprehensive risk assessment, and effective reduction of high-risk placements through targeted intervention and alternative pathway development.

Operational and financial accountability

Managed multi-million-pound budgets, including oversight of budgets up to £370 million, and led large workforces of up to 500 staff. Proven capability in financial control, budget planning, delivery of efficiencies, procurement oversight, and maintaining service quality while achieving fiscal accountability.

Multi-agency partnership and service design

Designed, commissioned and transformed services for children with SEND, disabilities and complex needs, securing integrated pathways with health, education and social care partners. Strong record of co-producing care plans, transition planning and ensuring timely access to specialist interventions.

Qualifications and professional development

Completed management and sector-specific development including Executive Diploma and Diploma-level management study through the Chartered Management Institute and clinical training in Learning Disabilities (RNMH). Continued engagement in sector improvement, consultancy and quality assurance work.

Declaration

Mark Walker is committed to maintaining high standards of care, regulatory compliance, safeguarding, multi-agency collaboration and outcomes-focused practice for children placed in residential settings. Mark has the demonstrated leadership, operational experience and inspection-proven record required to act as a Responsible Individual for children's homes.

For further information on the qualifications and experience of the staff team at The Lisette House see Appendix A.

18 The Home Staff Team

The Home will provide all newly appointed staff with formal training during the first 12 months of appointment. All staff will receive regular one-to-one supervision. The Home will keep records of supervision as evidence.

The Home staff team:

Responsible Individual (RI), Registered Manager (RM), Deputy Manager (DM), Senior Residential Support Workers (SRSW), Residential Support Workers (RSW), and Bank Residential Support Workers (BRSW).

At Lisette House, we are deeply committed to providing a nurturing environment where children can develop a healthy and balanced understanding of the world. A cornerstone of this commitment is ensuring they are supported by positive and appropriate role models of both sexes. We achieve this through a deliberate and multi-faceted approach.

Our Diverse Staff Team

We purposefully recruit and retain a mixed-gender staff team. This is fundamental to our practice as it ensures children see both men and women in caring, authoritative, and supportive roles every single day. The children witness our staff members working collaboratively and sharing all responsibilities from cooking meals and managing household tasks to providing emotional support, setting boundaries, and leading activities. This lived experience actively dismantles harmful gender stereotypes and teaches children that kindness, resilience, and capability are human traits, not confined to one gender.

Beyond Our Home: Community and Professional Links

Our approach extends beyond our immediate team. We actively foster connections with the wider community to broaden the children's exposure to diverse and inspiring individuals. This includes:

- **Inviting Visitors:** Welcoming guests such as local police officers, firefighters, artists, and business owners of different genders to share their experiences.
- **Professional Network:** The network of professionals supporting our children, including social workers, therapists, and medical staff, is gender-diverse, further reinforcing positive societal role models.
- **Family and Mentors:** We passionately support children in building and maintaining healthy contact with positive male and female figures within their own family and social networks.

By embedding this ethos into our daily life, culture, and community engagement, Lisette House ensures every child has a rich variety of positive role models to learn from and be inspired by.

19 Goals

At Lisette House, our primary goal is to provide a stable, nurturing, and safe home for every child we care for. Our admissions process is designed to be thoughtful, thorough, and child-centred, ensuring that any new placement is a positive and sustainable decision for the referred child and for the children already living with us.

1. Criteria for Admission

Lisette House provides care for children and young people of all genders, typically between the ages of 8-18 years of age. We specialise in supporting children who have experienced:

- Emotional and Behavioural Difficulties (EBD)
- Developmental trauma and attachment difficulties
- Family or previous placement breakdowns
- Childhood neglect or abuse
- Learning difficulties/disability

Our decision to offer a placement is based on a careful assessment of our ability to meet the child's specific needs and the suitability of our home's environment for them. This includes considering the dynamics of the current group of children to ensure a positive and supportive living experience for everyone.

Please note: Lisette House is not equipped to support children who require a secure setting or those with primary needs related to severe learning disabilities or complex physical health conditions.

2. The Referral and Assessment Process

All referrals are managed by our senior leadership team to ensure a prompt and considered response.

- **Initial Referral:** All referral documents are sent directly to the Registered Manager and Responsible Individual for review.
- **Comprehensive Assessment:** We conduct a detailed analysis of the child's history, needs, and circumstances using the information provided by the placing authority.
- **Impact & Compatibility Assessment:** A crucial step is our Impact Risk Assessment. This evaluates the needs of the referred child alongside the needs of the children currently in our home. It helps us thoughtfully consider the potential impact on the group dynamic and ensures we can continue to meet everyone's needs effectively.
- **Decision:** The leadership team makes a final decision. We are committed to open communication and will provide a clear and timely rationale for our decision to the placing authority.

3. Planned Admissions: Our Preferred Approach

We firmly believe that a well-planned and sensitively managed transition is key to a successful placement. Our ideal admissions process includes:

- **Introductions and Visits:** We arrange for the child to visit Lisette House, meet the staff team, and be introduced to the other children in a relaxed and welcoming manner. This may involve a short visit, tea, or joining in with an activity.
- **Information Gathering:** All essential documentation is requested from our professional partners to build a complete picture of the child.
- **Collaborative Planning:** We work jointly with the child, their family (where appropriate), and the placing authority to create a detailed Admission and Placement Plan. This plan is child-friendly and outlines the support, goals, and routines for their first few weeks with us.

APPENDIX A

20 Details of the Experience and Qualifications of Staff

Core Staff:

Role	Qualifications	Experience
SH – Registered Manager	Completed QCF Level 3 and Level 7 in leadership	4+ years' experience working in children's residential homes.
- DM RSW		
NH – Senior RSW	Completed QCF level 3	4+ years' experience in residential care
CS- RSW	Due to be enrolled on NVQ Level 4	3+years in residential care
ZS – RSW	Enrolled on NVQ Level 4	3+years in residential care.

Bank Staff:

Role	Qualifications	Experience
KD – Senior RSW	Enrolled on QCF Level 4	4+ years' experience working in children's residential homes.
ZC – Senior RSW		7+ years' experience working in children's residential homes.