

# Statement of Purpose



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This statement of purpose is written under the regulatory requirements of the children's Homes regulation 2015.

James kids home Ltd produces the statement. The statement also references a series of James House policy documents, which can be read in conjunction with this statement.

A copy of this statement is provided to Ofsted and is also available to:

- Any person who works at the children's home
- Any children and young people are accommodated in the children's home.
- The parent of any children and young person in the children's home
- The placing authority of any children and young person housed in the children's home is being considered.



## STANDARD 1: QUALITY AND PURPOSE OF CARE

### 1. The range of needs of the children

A statement of the range of needs of the children for whom it is intended, James House is to provide care and accommodation.

James House is a privately-run children's home that will cater to children and young people with autism and learning disabilities ranging from 8 to 18 years old.

Young people may be placed at James House for a variety of reasons. These include:

- Residential medium to long-term placement for families
- Complete placement care for young people unable to live with their families.
- Emergency placement if the initial assessment confirms suitability and ensures the staff team can meet the needs of the young people.

James House aims to provide high quality care for up to 3 children and young people with disabilities aged between 8 to 18 years. Through offering this service, we hope to support the children and young people to be cared for in a safe, respectful, stimulating, and fun environment. James House staff will work closely with children, young people, their families, and other professionals. Young people will be able to remain at James House until completion of their full-time education and any further education they are pursuing up to the age of 18 years. James House works with young people for as long as necessary to meet their identified care needs. We offer a flexible approach to the needs of young people. We can provide a range of services from medium-term intervention leading to re-integration back home to foster care or longer-term stays where a return home is impossible.

### 2. Our ethos and outcomes that we seek to achieve.



The staff team will ensure that the following ethos and values are an integral part of life at James House:

- By providing a nurturing and safe environment, staff will be able to develop good relationships with the children and young people who use the service.
- Ensure the staff team is equipped with the necessary skills, resources, and support to carry out their responsibilities.
- To involve the children and young people using the service in the design, delivery, review, and evaluation of the service to empower them and better their needs.
- To offer the children and young people a range of activities within and out of the home to extend their experiences.
- The staff team reflects the belief that every young person has a right to be treated as an individual. Given this universal basis, each young person will need a program of support and progression designed to meet their needs and aspirations.
- We recognise that to offer an outstanding service, the needs of the individual must lie at the heart of everything we do.
- James House will ensure that children and young people can develop and maintain self-respect, self-reliance and self-care skills and enable them to make as many informed choices as possible.
- James House will initiate, renew, maintain, and support family links– working towards partnerships with parents and forging contacts with the community.
- Staff will be carefully selected and recruited to address gender, age and ethnic balance to reflect the diversity and positive role models.



- Our staff team will strive to offer a safe 'family' environment that promotes growth and well-being.
- Staff will have opportunities to develop through training, supervision and appraisal.

### 3. Outcomes that James House seeks to achieve.

The service is designed to achieve well-being, fulfilment and positive outcomes for young people accommodated in our home. The service's proactive approach to care is based on young people's assessed needs. It aims to promote personal growth and life-enhancing experiences, irrespective of young people's gender, race, ethnic origin, disability, age, nationality, sexuality, religion, or belief.

### 4. The vision of the home will be focused on the experience of young people.

The home is aspirational and ambitious for what young people could achieve in their lives, building their desire to succeed.

The home aims to achieve good health and emotional well-being for children and young people accommodated in the project. The house will work with the young people's Education Health Care Plan. The home will ensure that young people have access to all the necessary services to respond to their needs and that medicines are administered in line with agreed protocols. Developing young people's self-view and emotional resilience is central to the care the home provides.

The home supports young people to attend school and achieve at school.

### 5. Outcomes

The placement plans set achievable but aspirational outcomes for each young person. These outcomes indicate our desire for young people to develop and have their abilities tested and stretched when possible. Results will be incorporated into everyday recording at James House to ensure they are bedded firmly into daily practice. The outcomes are monitored and reviewed to ensure that any movement can be tracked and measured. Results will be set in collaboration with the young person, their parent and the school.

Reviewing and updating the outcomes for all the young people and evaluation will be done every six months.





Young people will be supported in many areas, including self-care, daily living, vocational, leisure, communication, choice-making and managing their behaviour.

We aim to contain challenging behaviour by reinforcing positive behaviour and building trustful relationships with staff. Children and young people are actively and positively involved in activities in the community.

Our approach to achieving these outcomes:

- Ideal facilities and resources.
- Ensuring appropriate staffing levels to promote their welfare.
- Adequate skilled staff. Our comprehensive training and development programs reflect this importance in their quality and frequency.

## 6. Key working

We operate a key worker system; the critical worker oversees the child/ young person's placement plan and case file. The key worker regularly liaises with other vital individuals significant to that young person. Each key worker undertakes a school visit annually or more frequently if the need arises. Furthermore, the keyworker will carry out weekly critical work to capture the young people's views, wishes and feelings.

Our care planning processes are thorough and person-centred. Where possible, we incorporate the young person's view encouraging them to define their own need. Regard is placed upon recognising and acknowledging the significance of linguistic, cultural, racial, religious, and any other condition deemed essential to the child/ young person. The wishes of the young people will always remain paramount as they are consulted during key working sessions on what activity they would like to be involved in, especially on outings. The placement plan clearly defines how these needs can be met. Care plans will be updated every six months as we believe that young people and their needs do not remain static; whenever there is a change, this will be updated as soon as possible.

- Individual young person's needs are identified through Daily Living plans; Risk Assessments; up-to-date LAC information; key worker roles; Personal Education and



robust Transition plans; young people's and staff meetings; robust handovers; and social worker and parental input.

- The home will liaise with professionals to provide a range of expertise in care, health and education.
- The home will engage with the broader system to ensure each young person's needs are met and will challenge, for example, the placing authority if the young person's needs are not being met.

A wide range of methods is utilised to track effectively and to evidence positive outcomes and attainment, including Enjoyment and Achievement files, observation charts, rewards folders and individual education plans. We use evidence files, certificates, interim and annual review reports, LAC and PEP reports, merit charts, displayed work, photographs and portfolios.

#### [7. A description of the accommodation offered by James House.](#)

James House can cater for children and young people of both sexes with learning disabilities ranging from 8 to 18 years old.

James House can accommodate up to 3 children and young people at any time.

The home has two single bedrooms located on the first floor and one single bedroom on the ground floor. The lounge, dining area, laundry facilities and kitchen are also situated on the ground floor leading to the patio door, and the back door from the kitchen opens out onto the rear garden. The ground floor includes a toilet facility.

The bedrooms are light and airy, and special attention has been paid to ensure that they have been decorated to enhance a family atmosphere/environment, allowing children/young people to relax in the privacy of their rooms. Young people are encouraged to personalise their rooms.

Facilities available to young people include one shower and one bath facilities. The ground floor accommodates several facilities. The lounge will be used by young people to watch TV, play, and interact, and it is also designed for relaxation. There is also a quiet room in the back office off at the back of the garden where the young people can have some quiet space when needed — the home benefits from having a large garden.



In summary, current facilities & services include:

- Access to a PC
- Fully furnished individual bedrooms
- Laundry facilities
- Communal lounge & Separate communal Dining Room
- Communal Kitchen
- Books/ Games / Toys
- Individual activity plans including a wide range of activities
- Life Skills Program
- Community interaction

Day-to-day life is about living and working together in a positive and calm atmosphere.

The young people will be encouraged to participate in various activities in and out of the home. There are garden spaces and a lounge and dining/activity area.

Children and young people are also supported to go out in their community.

Activities and trips will be incorporated into the daily shift planning process. Staff complete risk assessments to ensure any potential hazards are identified and measures are implemented to minimise residual risk.

The building operates a keypad entry system to maintain the safety of those who use and visit the facility. The keypad entry lock releases whenever a fire alarm is triggered as it is linked to the fire alarm system, which supports easy evacuation. The fire alarm system is maintained in operation throughout the building. Each young person will have a personal emergency evacuation plan. We plan to evacuate each young person during one of their stays within a calendar year unless the evacuation would cause undue distress.

The home has had all risk assessments and fire checks, including drills and monitoring.

#### [8. A description of the location of the home.](#)



Lewisham is a multicultural inner-city borough in South East London. Lewisham is ethnically diverse, with over 130 languages spoken. Overall, 40% of all residents are B. M. E. This fact is reflected in the cohort of young people. The borough is the third-largest inner London Borough in population. The borough has a varied landscape with some leafy suburbs. The area is identified in the London plan (The statutory spatial development strategy which the Mayor writes of London) as one of the 35 major centres in Greater London.

There is a separate location assessment document relating to the project. This identifies the project as appropriately placed and how risk is managed. This assessment will be reviewed and revised at a minimum annually (sooner if the need arises)

The location assessment summary identifies that the project is appropriately placed and there are no intolerable issues that pose an immediate risk to the children and young people.

There are no concerns or significant risks about keeping young people safe who will use the service. Young people being absent take place as part of the behavioural needs of the young person as opposed to young people going missing to engage in risky or criminal behaviours.

The geographical location of James House embraces numerous leisure centres and educational facilities, all within easy access by public transport. The home is in a community that offers good local amenities, including a doctor's surgery, chemist, some churches, mosque, library, superstore, post office and an overground service.

**The arrangements for supporting children's cultural, linguistic and religious needs will be paramount for the children and young people.**

Young people must be supported to retain their cultural identity; thus, full support and encouragement of religious observance are given to achieve this. When appropriate, the staff team will work with a young person's family to facilitate religious observations, including attendances at services, following any dietary requirements and religious rituals a young person may wish to partake in. Efforts are taken to ascertain each child's family experience, including cultural factors regarding moral values, behavioural norms, and lifestyle. Individual Placement plan reflects cultural, religious, and ethnic requirements.



## 9. The complaint procedure

Young people are helped to understand how they can make representations and complaints. The home promotes advocacy and legal representation for young people with disabilities.

On admission, young people are given the Children's Guide, which outlines the home's approach to care. This includes a transparent complaint process if a concern is being raised about the quality of service. We will ensure this information is provided in a format that aids understanding. Young people, their families, significant others or independent visitor are supported through the process and given information concerning access to an advocate. James House defines a complaint 'as a written or oral complaint from a young person, representative, relative or significant person concerning their quality of care.

In dealing with in-house complaints, James House staff will adhere to the decisions and timescales in its policies and procedures. James House will co-operate fully with any complaint dealt with by the placing authority.

If a person has a complaint about the home, they can express their concerns with the Registered Manager or in her absence with a Senior staff on duty. The home's complaint policy can be obtained from the home's manager or a senior staff member on duty.

James House has a complaint leaflet that can be completed and will be promptly responded to. All complaints are recorded in the Complaint book. Child protection complaints are dealt with according to the London Child protection procedures 2016.

The team endorsed the view that, whenever possible, complaints should be dealt with informally. At the same time, however, the team acknowledges that if an informal resolution is not possible, the process for making a complaint must allow for an examination by someone who is not directly involved in the care of the young person concerned. Finally, the team acknowledges the importance of young people and their families having the right to complain to their local authority, Ofsted and local LADO.

### **Ofsted**



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For the advice and assistance for looking after children

**Office of the Children's Commissioner**

Sanctuary Buildings  
Great Smith Street  
London SW1P 3BT  
Direct Line: 020 7 340 7879 or Telephone: 0207 783 8330.

Suppose neighbours and public members would like to consider making a complaint. In that case, this can be done using the company's email address [info@jameskidshome.com](mailto:info@jameskidshome.com), or they can call the landline number on 02038942278, where the manager or senior staff on duty can assist with any concerns. We will always inform the complainant how things have been resolved.

The Registered Manager monitors any complaints or concerns. The Independent Person monitors any complaints received and how they have been handled. The Registered Manager will supply to Ofsted, at its request, a statement containing a summary of any complaints made during the preceding twelve months and the action taken.

The Complaints forms and a copy of the complaint procedure are kept in the office and can be obtained from the home Registered Manager or senior staff on duty.

**How can a person, body or organisation access the home's child protection and behaviour management policies?**



A person can obtain the child protection policy and behaviour management policy, body or organisation involved in the care or protection of a child from the home Registered Manager or in her absence from senior staff on duty.

#### 10. Details of how a person's body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.

A person or organisation involved in the care or protection of a child can access James Kids Home Ltd's safeguarding and behaviour management policy at any time by requesting this from the manager or member of staff on duty. James House accepts that all children in society will, from time to time, display behaviours outside of the norms of social acceptability. Furthermore, James house acknowledges that many young people will have past or current experiences and learning disabilities that adversely affect their understanding of the accepted behaviours. James House has developed policies, systems, and processes, to help our young people, not only to minimise risks for children, staff and members of the community but also to enable learning and resolution. At James House, the welfare and protection of children from abuse are paramount. The management and staff at James house will work closely with the local Safeguarding Manager (LADO) regarding the prevention and resolution of child protection issues and the investigation of allegations against persons employed in the home. All serious incidents involving the protection of children resident in the house will be notified to partners in care.

All staff at James House will be given appropriate training in Safeguarding, including child protection, recognition, procedures, and responses to safeguarding issues.

James House has an intranet where all policies are stored, reviewed and updated in line with new legislation and guidance. These policies and procedures apply with additional guidelines and advice developed locally to reflect the unique circumstances relating to James House. Within the project, staff can readily access policies that can support their learning and practice.

#### 11. Safeguarding Policy



James Kids Home has a Safeguarding Framework containing all the policies, procedures, forms and guidance related to safeguarding and child protection. These will be regularly reviewed and updated by the Head of Safeguarding.

The local procedures at James House follow the organisation-wide guidelines and any local authority Safeguarding Procedures that will place the children and young people in our care. In the event of any Safeguarding or Child Protection concern, contact is made with Local authority Social Care immediately, and a referral is completed as necessary. Should the fears involve a member of staff at James House, contact will additionally be made with the Local Authority Designated Officer (LADO).

Staff are encouraged to recognise the potential indicators of abuse and how to respond appropriately. Also, but not as a replacement, the team can access online safeguarding training. All staff have completed safeguarding for disabled children as there is recognition that disabled children and young people are at more risk than their non-disabled peers.

## 12. Prevent Strategy.

All James House staff will undertake online Radicalisation and Prevent training. As part of the Prevent strategy, the government has defined extremism as vocal or active opposition to British values, including democracy, the rule of law, individual liberty, mutual respect, and tolerance of different faiths and beliefs.

We understand that the nature of the disability of the children and young people in our care can be particularly vulnerable to grooming and may be at increased risk of radicalisation. Through the training, practice development discussions and supervision, staff are aware of signs or symptoms of radicalisation. They know how to access their local safeguarding teams if the need arises.

## 13. Health and Safety





Risk assessments are completed considering vital potential areas of risk and actions to mitigate those risks. The estimates are subsequently reviewed regularly to consider whether they are still relevant and require updating. The assessments form part of a comprehensive service approach to Health and Safety, including daily, weekly and monthly checks within the houses. Further audits complement them by senior staff.

Regulations inspect fire safety equipment, and all staff are trained and have annual refreshers in fire safety awareness and the use of the equipment. Senior staff have enhanced training and oversee regular monitoring and auditing processes.

#### 14. Anti-Bullying Policy

Our service has a clear understanding amongst staff, children and young people, parents, and carers as to what bullying is and how we deal with it. We define bullying as something which happens in a relationship that involves some form of severe abuse of power and occurs on some occasions. It can be persistent. One person or group can bully others. There is a deliberate intention to hurt or humiliate another person. We address it by ensuring:

- Staff are intolerant of bullying in the project, and early signs of minor bullying are actively managed and addressed.
- Young people are encouraged and enabled to work together to identify their problems, causes and solutions.
- Staff recognise when a child or young person may need protection because of bullying and act to ensure appropriate safeguards are put in place.
- Staff reassure children and young people subjected to bullying that they are not to blame and ensure they receive support.
- Staff undertake a life space interview with young people to afford them the time and space to express their feelings.



As part of the critical working sessions, staff will ask the young people. These discussions allow opportunities to explore peer relationships and how the young person may feel. The team will use observation and modified communication methods to ascertain information when young people have communication difficulties.

#### 15. Children who run away or go missing from care.

All staff are aware of the risk indicators for the possibility for children and young people to run away or go missing from home or placement. The identification of the possible risk of running away or going missing is addressed in assessments and plans.

If appropriate vulnerable children and young people are offered advice and support to alert them to the dangers of running away and going missing, and alternative strategies are discussed to help the child or young person to seek alternatives to running away.

Our staff and volunteers will remain vigilant to the cause of the distress that can result in running away.

Our staff and volunteers are aware of the increased risk of running away or going missing for children and young people living away from their families. We recognise that a vulnerable child has a significantly higher incident rate of running away, which is considered in care planning. Young people with an increased risk of absconding have this risk identified in their placement and behaviour risk plans. Both plans identify what measures can be implemented to reduce the likelihood.

The unit has a missing person protocol that identifies a consistent response to the young person who may go missing. All young people will have a lost person form with their photo and basic information as a point of reference which can be given to the relevant professionals, e.g. Police and social work team, in the event of a young person going missing.



## **STANDARD 2: VIEWS, WISHES AND FEELINGS.**

### **16. Consultation with the children accommodated the quality of their care.**

Any child placed at James House will be allowed to participate in and shape the home's overall ethos, nature and routine. Children and young people accommodated at James House will be given information and choices about daily life in the home and the broader plan for their care. Also, young people's families or other significant people are encouraged and supported to take part in the home's life and decisions about young people's lives.

Young people can exercise their choices of food, personal hygiene and activities during a weekly key working session and Young People's residential monthly meetings. The home will keep records of such meetings, and their choices are incorporated in the Weekly Menu and Activity Planner. Young people are encouraged to make informed decisions, and pictorial aids are available throughout the home. Subject to their age and understanding, young people's views on the quality of their care are regularly sought through service users' questionnaires. Due to young people's disability of autism, all efforts are made to provide questionnaires and choices in an accessible, child-friendly format. Therefore, to ensure effective communication with young people, the home will promote the use of alternative communication such as:

- Picture Exchange Communication System (PECS)
- Widgit Communication in Print
- Interactive Communication Boards
- Communication Cue Cards
- Social stories

### **17. Anti-discriminatory practice and children's rights**

We are committed to promoting equality, valuing diversity and working inclusively with children, families, our staff and other agencies. We uphold these principles in everything we do, which helps define our actions, behaviours and practices. We promote an inclusive organisational culture built on fairness, respect and dignity for all children, families, and colleagues. We do this by challenging and addressing inequalities and discrimination and



celebrating and embracing diversity. We take a zero-tolerance approach to discriminatory practices.

We embrace difference and participate in the celebration of differing festivities. The staff will devise subgroups to increase the focus of world celebrations and festivals. We have an exciting diary of how we intend to involve our service user group in recognising and participating in a broader range of festivities.

We do not believe that Equality and diversity begin and end with food and music. Recognising and celebrating differences is so much more than that. Opportunities to learn about different cultures and festivals occur regularly within the project. We celebrate festivities such as Chinese New Year, Hannuka, Easter, Black History Month, Diwali, Kwanza and Christmas etc. Staff also tie into celebrations that currently provide an opportunity for recognising different nations.

According to Lewisham's profile and strategic partnership, it is known that different communities speak over 130 languages across the borough. Our current staff team reflects the cultural diversity of the children and young people. We will identify young people's ethnic origin in the term they like to choose to identify themselves with as opposed to insensitively identifying labels and groupings.

At James House, we are committed to meeting individual needs and encourage young people to define their needs and how they can be best met. We support young people to follow their religious beliefs and value their culture, linguistic preferences, and backgrounds.

Management keeps a record of the cultural/ racial breakdown of all the children and young people to ensure that the service remains culturally aware and responsive.

## 18. Children's Rights

Our approach to Children's Rights is based on the UN Convention on the Rights of Children and believes that children and young people have a right to be involved in the planning and running of the service. To do this, we endeavour to make sure that certain basic principles are followed, including:



- Children and young people are given explanations in a way and format they can understand.
- Clarity about confidentiality
- Records about a young person are available and are shared as appropriate.
- Additional services are available, and good working relationships have been established.
- Children and young people are treated fairly and equally.
- The importance of choice and having a say.
- The right to complain and for any complaints to be taken seriously and acted upon promptly.

### 19. Confidentiality

We will treat all personal information respectfully, sensitively and confidentially. The team is committed to sharing personal information with other professionals about the young person on a “need to know” principle.

## STANDARD 3: EDUCATION

### 20. Details of the provision to support children with special educational needs.

All young people at James House will have an (EHC) Education health care plan. Although we do not provide education, we support young people to attend school and follow guidance from their EHCP.

James House is determined to support Children’s education by the widest means possible. This support should also, in all cases, be available from all members of the ‘partnership of care’ and any other appropriate person. This might include Social Worker, Social inclusion officer, School/College, Special Needs Service, Virtual School, Educational Psychologist, Connections advisor, Area Education Officer, Community Education, parents (or those with parental responsibility) and most importantly, the young person.



The provision of, and attendance at, education must, in all cases, be the subject of operational planning by those in the 'partnership of care for each young person.

Each accommodated young person will have a 'personal education plan'(PEP) and 'Individual education plan' (IEP), which outlines all the young person's education plans. Where appropriate, this will also include a copy of the EHCP.

Each young person is an individual, is unique and will respond differently to various stimuli. Any learning issue must be addressed with plans agreed for resolution before the admission of any young person to James House.

There will be occasions where young people refuse to attend school, become excluded from school, or refuse to complete appropriate schoolwork. In these circumstances, the allocated social worker and James House staff will work with the young person and the education department to resolve any issues and difficulties.

21. If the home is not registered as a school, the arrangements for children to attend local schools and the provision made by the home to promote Children's educational achievement.

Our children will be actively encouraged to partake in formal and informal educational opportunities appropriate to their needs. - See the above section for complete details. James House will support young people in their care plan to travel to and from school. We incorporate their school targets from their PEPs into home targets to assist them in achieving positive educational outcomes.

#### **STANDARD 4: ENJOYMENT AND ACHIEVEMENT**

22. The arrangements for enabling children to participate in and benefit from various activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

The young people will be encouraged to participate in activities individually and as a group. Young people are encouraged to pursue interests, such as football, bowling, singing or the gym as a leisure centre is within a short distance to the home. Whatever they are interested



in, we will support them to attend, enjoy and achieve their chosen activity. Some of the activities young people at James house will be encouraged to engage in;

Trampolining, cinema, seaside, farms, zoo, after-school club, attend places of worship, swimming, bowling, forests and county parks, Museums, shopping, cooking sessions, life skills training, travel training etc.

Each young person will have a weekly planner, and they take an active part with staff support to plan their weekly activity programs.

Young people will be encouraged to participate in life skills training to gain everyday life skills and be independent in this area before they transition to adulthood.

Participation in appropriate recreational, sporting, and cultural activities is a favourable medium for developing self-esteem, self-determination, and self-worth. It can be a positive tool for engagement for young people with the James staff and the wider community.

In the provision of supervised and unsupervised activities, staff and those with parental responsibility will always consider the safety of the young people. A recorded risk assessment is made when substantial or unusual hazards are involved. Any high-risk activity provided, or arranged for young people, must be supervised by persons with a relevant qualification (s) to complete this task.

Consideration is given to young people's individual circumstances in watching videos and television, and in using computer games and accessing the Internet. Video consoles and computer games may be monitored/played only by young people of the intended age range. James House will not have videos, games, books or other materials certified as suitable only for people over 18.

Birthdays, name days, and cultural and religious festivals will be celebrated where appropriate and young people will participate with staff in planning these events together. Parents and family members will also be invited to join in and participate in the organisation and celebrate with their son/daughter where feasible.



## **STANDARD 5: HEALTH**

### **23. Details of healthcare.**

Good health care implies a positive approach to health and includes prevention and vigilance regarding developmental progress and treatment for illness and accidents. Health care will be an integral part of the placement plan and will be assessed within the overall reviewing process.

We regard health protection and promotion of young people as essential to our role at James House. We will, therefore, work with young people and appropriate health professionals to develop a Personal Health Plan. The plan provides a history and record of young people's health care and covers the whole range of potential health needs, including physical, emotional, and sexual health.

We will support children and young people with ongoing or specific health needs. Young people have regular dental, health, and eyesight check-ups to ensure that all health needs are met. We will liaise with several services such as CAMHS (Child and Adolescent Mental Health Services), community paediatricians, occupational therapy, and speech and language therapy. While respecting young people's rights and privacy, they are supported in getting help with any illnesses or health issues they experience.

Our service will promote a healthy diet, encouraging young people to make better nutritional choices and enjoy healthy, nutritious meals. Young people are helped to grow vegetables in the garden, promoting a healthy lifestyle and developing daily living skills.

As part of the admission process, the key worker will ensure that we have the details of each young person's registered GP in partnership with those with parental responsibility. We will also report the children and young people at the GP surgery nearest us.

When a young person has a medical condition that necessitates regular medication, decisions about who will be responsible for administering this will be taken after consultation with the GP and those with parental responsibility. Drugs kept at James House will always be stored in a locked receptacle and labelled for each young person and is for that young person to use ONLY. When working towards independence, self-administration by a young person of their medication is a skill they need to learn. This will be negotiated, and a risk assessment carried out to help assess the situation.





All medications (including non-prescribed) will be recorded on individual medical records and kept at the home, which identifies (with a photograph) each young person.

All care staff at James House shares a joint responsibility to promote the health and welfare of all accommodated young people. To this end, they are responsible for talking to young people in an age-appropriate manner about things that may adversely affect their health. Typically, this may include personal hygiene, diet, smoking, alcohol, drug and solvent misuse and general health.

James House will always seek the approval of those with parental responsibility (for those under 16).

Young people aged 16 years and over can consent to medical treatment. Young people below this age may also grant depending on their capacity to understand the treatment. The doctor must decide whether the young person can give informed consent. Young people of an age and understanding to withhold informed consent CAN NOT be medically examined or treated without their consent. Someone with parental responsibility can override this.

First Aid Training and medication administration are regularly provided to staff members to ensure they are qualified first aiders and competent to handle medication safely.

Medication will only be administered by competent designated staff who have undergone training.

## **STANDARD 6: POSITIVE RELATIONSHIP**

### **24. The arrangements promote contact between children and their families and friends.**

Visitors will be welcomed at all reasonable times during the day and evening, but not when young people should be at school and not after the home has settled in the evening (usually 8 pm). All visitors will be asked to sign the visitor's book to comply with Fire & Health & safety regulations. However, it is advisable to notify staff of intended visits, thus allowing for appropriate planning within the home.



In addition to direct contact, those within the 'partnership of care' are encouraged to use telephone, letter, and email as part of their contact arrangements with and for young people.

A court may order specific contact conditions, including no direct contact, or that contact must be supervised. In this case, all orders will be followed.

At James House, each young person will have a detailed contact contract which they have a copy showing their contact arrangements with their family. These are in conjunction with their care plans.

All staff at James House will actively promote family contact as appropriate and agreed in the Care Plan for each child, particularly if it supports home re-unification. James House also decided that contact contracts will help transport and facilitate supervised contact within James House, at home or in the community, wherever possible to ensure the young person has contact with people who are important to them as part of their care plan.

Staff at James House will ensure building good relationships with the parents/carers and social workers of young people in the home. This allows for a greater level of support for young people where relationships with their families can be problematic.

At James House, all staff will work towards the main points for successful contact with families; We are looking after children on behalf of others.

- We recognise that children's parents, relatives, friends, carers, and social workers have different needs and attitudes to contact.
- Our attitude, experience, patience, and understanding will be a powerful influence on the successful outcome of the contact.
- We will never leave contact arrangements to chance; the most successful contact for children at James House will be where there are good communication and good planning, which will be documented and agreed upon by all parties in the contact contract and care plan.

## **STANDARD 7: PROTECTION OF CHILDREN**



## **25. Electronic and other surveillance techniques used.**

A CCTV monitoring system operates outside the building to monitor the external premises.

Also, as part of our procedures with the young people that will be placed in our care, we have assessed that access into and out of the building has a keypad lock. If triggered, it is linked to a fire alarm system that will automatically unlock to support the smooth evacuation of the staff and young people on the premises.

James house will provide care to children and young people with disabilities. The children will be monitored by staff in the home 24 hours a day, seven days a week and 365 days of the year. There will be at least two staff members on duty during the day shifts. There will also be two members of staff on duty at night.

Staff Rota will provide a flexible arrangement to meet the needs for the provision of activities and to cover busy times. Additional staff will be provided during non-school times.

There will also be an on-call for support and guidance for the staff to access the management team using telephone access 24hr x7 days a week.

## **26. Details of the home's approach to behavioural support, including information about the home's system to restraint about children;- and how persons working in the house are trained in control and how their competence is assessed.**

Staff at James House will be committed to improving knowledge and strategies to promote positive behaviour toward people with autism spectrum conditions, ADHD and other associated learning disabilities.

James House staff will understand the possible causes of behaviour that presents a challenge in the context of autism spectrum conditions, ADHD and other associated learning disabilities and use the principles of positive behaviour support to explore how consent can be person-centred and proactive. Staff are trained in principles of attachment theory and understand the importance of young people forming secure attachments with adults based on trust.

James house aims to provide a "disability-friendly" environment and create good foundations, structure, and consistency to prevent behaviour issues from arising and escalating further.



James House promotes positive behaviour by adjusting the physical environment, enabling a sensory, visual, and social environment, and promoting good communication. James House is committed to using autism-specific approaches and strategies such as PECS, Social stories, Intensive interaction etc. He advocates the need to support the individual to develop skills in those areas of difficulty specific to autism, such as flexibility, communication, social skills and self-knowledge.

James house will develop an ethos and culture of designing personalised intervention strategies and personalised plans explicitly tailored to meet the needs of the individual. We aim to promote young people's positive behaviour by offering them choices and opportunities to make informed decisions about their placement, routines or running of the home. We encourage positive behaviour by rewarding acceptable and constructive forms of behaviour, ensuring young people have plenty of positive experiences and responses from staff.

Positive adult role modelling and relationships between staff and young people are crucial to providing the appropriate balance between care and control. James House believes that when young people feel part of a positive relationship, this helps to generate respect, confidence, and trust in others. Once young people invest in positive relationships with staff and benefit from secure attachments, they also begin to take steps towards more positive behaviour.

### **27. The Children's Guide contains precise information about expected behaviour in the home.**

The staff team at James House will also communicate with young people about what is acceptable and unacceptable behaviour and reinforce it in the day-to-day practice. Furthermore, it is the responsibility of staff to maintain safe and appropriate boundaries with and between staff and young people.

Even though the emphasis and aim of the team are to promote, acknowledge and reward positive behaviour, appropriate sanctions may be used to teach young people that their actions have consequences. Some of the permitted sanctions are Reparation - To repair or replace damaged property Restitution - To repay, make good or return damaged/lost property. No more than two-thirds of their pocket money would be withheld. It is permitted for a person to take the necessary physical action when any other course of action is likely to



fail to avert an immediate danger of personal injury to the child or another person or excess property damage. This may also be applied if a young person attempts to leave the house when we have severe concerns concerning sexual exploitation. Any sanction should be relevant, just, and appropriate to the child's age and ability and reflect inappropriate behaviour.

Staff at James House will use techniques for managing children's behaviour based on avoiding punitive measures in reaction to negative behaviour(s) so that children have opportunities to understand and learn from their actions.

Our home will have a robust Behaviour Management Support Plan that supports staff in managing children's negative behaviour(s).

The staff will always encourage positive behaviour from the children with individual support given to children in helping them manage their behaviour at challenging times.

## **28. The home's approach to the use of restraint**

All staff at James House will receive training in Team teach, a positive behaviour support level 2 training that emphasises the need to be proactive in supporting young people from the beginning rather than be reactive after any incidents and accidents. The training also includes physical intervention, de-escalation, and breakaway techniques; staff will receive this training annually.

We will minimise the use of Restraint within our home, and this control measure would be the last resort to protect young people or others from harm.

It is accepted that young people in society will, from time to time, display behaviour outside the norms of social acceptability. Furthermore, young people living in our home may have past or current experiences, which adversely affect their understanding of accepted norms and values of Children's behaviour.

Young people will be encouraged to develop an awareness of their rights and responsibilities. Staff and young people should know that everyone has rights and responsibilities for those working there and those in the broader community.



All carers of young people have a role in teaching and helping young people develop appropriate self-awareness, self-control and self-determination during their learning journey through young personhood. Young people are therefore assisted and guided to develop socially acceptable behaviour through encouragement and constructive staff responses to inappropriate behaviour along with modelling opportunities of appropriate adult behaviour from those they live with.

Each young person will have an individual and unique behaviour support plan, outlining known triggers, any forms of 'risk' behaviour exhibited by the young person and how to manage this behaviour and situations.

Criminal activity, such as wilful damage to buildings, property or contents and physical violence, will always result in action being taken. In all cases, reparation via an apology and any repairs or replacement should always be the first option. In some cases, referral to the police may be considered. The decision on appropriate actions will, in all cases, be made in consultation with the Manager or designated shift leader on duty.

Physical restraint is only used to prevent likely injury to the young person concerned or other or severe reasonable damage to property. Restraint is not used as a punishment, to enforce compliance with instructions, or in response to challenging behaviour that does not give rise to the reasonable expectation of injury to someone or severe property damage, and restraint will be the last resort.

In all cases where physical restraint is used, a comprehensive record will be kept, including an account by the young person and the persons using control.

In all cases, the record will always be available for inspection by official visitors and Ofsted inspectors. Details of the incident should then be copied and sent to the allocated social worker and the people with parental responsibility for the young person.

The restraint of a young person is not part of sanctions or punishment. Sometimes, the limitation may be necessary, but this is only used if the young person is likely to injure themselves or others seriously. All conditions and physical interventions are recorded and monitored by the manager, who regularly reviews the effectiveness.



Restraint is only used in circumstances where there are reasonable grounds for believing that the young person is placing themselves or other people in immediate danger or where there is a likelihood of significant property damage. Restraint is only used as a last resort when other methods have proved unsuccessful.

A written report must be kept on the young people's file within 24 hours of the use of a measure of control, discipline or restraint about a child in the home, and this record will include all the elements required by Regulation 35 of the Children's Home Regulations 2015:

Staff develop the skills and knowledge required to apply safely, appropriate and effective methods of restraint using non-pain compliant methods of control.

#### **Actions post-incident.**

##### **Life space interviews**

The Life Space Interview is ideal for the after-incident processing that must occur. Staff must consider the timing of the interview to ensure the young person is calm and the discussion does not become the catalyst to bring back negative feelings. It is an essential tool for the young person to make sense of the incident and encourage closure.

##### **Debriefs**

Recently we have introduced the implementation of debriefs to support staff post incidents. Recognising that staff also need an opportunity to recover and reflect after an incident or accident is essential. In addition, it should be acknowledged that the team can use incidents and accidents as opportunities for learning. Thorough, honest, and supportive debriefing following an incident and or supervision can result in essential learning experiences and positive outcomes for all concerned. Debriefs must occur for staff when a restraint has been used.



## STANDARD 8: LEADERSHIP AND MANAGEMENT

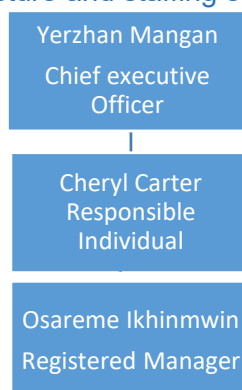
### 29. The name and work address of the registered provider, responsible individual, and registered manager.

The Registered Manager will oversee the home's running, working with the senior support workers to ensure the smooth running and safety of all young people in the house. All employees work together and communicate effectively through staff handovers, meetings, communication books and telephone contact. During the handover, information is exchanged, and decisions are made; the handovers occur during each shift change. The senior management details are listed below:

Cheryl Carter  
Responsible individual  
James Kids Home Ltd  
261 Whitefoot Lane  
Bromley  
BR1 5SE  
Email: [cheryl@jameskidshome.com](mailto:cheryl@jameskidshome.com)  
Tel: 02038942278

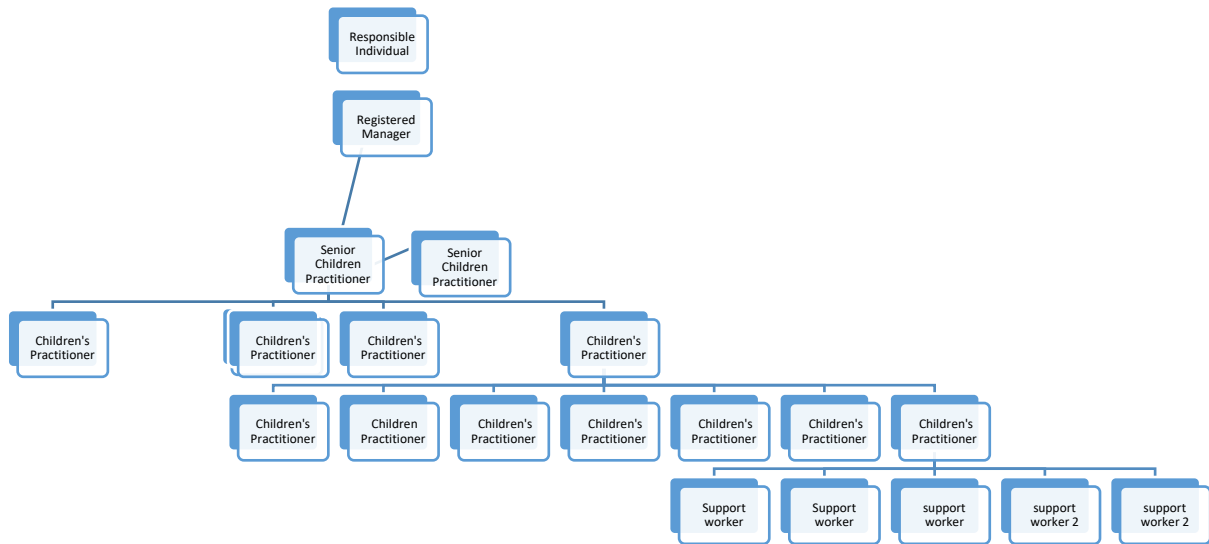
Osareme Ikhinmwin  
Service Manager  
James Kids Home Ltd  
261 Whitefoot Lane  
Bromley  
BR1 5SE  
Email: [osareme@jameskidshome.com](mailto:osareme@jameskidshome.com)  
Tel: 02038942278

### 30. Management structure and staffing structure





## James House Staffing Structure



### 31. Staff team, qualifications and Training

The team will provide 24-hour cover, and there are always at least two staff on duty when any young persons are present within the house — a staffing ratio of 1:1 unless additional support needs have been identified.

James House is committed to providing high-quality support, supervision and training to staff and aims to ensure that staff know they are valued for the essential role; the team, including managers, receives monthly supervision. Supervision is used as an opportunity for reflection on practice, to enhance knowledge and skills, feedback on job performance and develop greater individual awareness. Supervision includes reviewing decisions and judgements, considering alternative options and learning from experiences. Supervision and annual appraisals incorporate review and analysis of training requirements and consider ongoing development needs.



Further support will be provided fortnightly at team meetings. During the sessions, the staff explore team dynamics and support effective reflective practice, enabling the team to function at its best and support most effectively.

James House will have an annual training plan detailing the base training requirements for all staff and the specific and specialist areas required by individual staff to meet the needs and purpose of the home. All staff will attend training in behaviour management concerning children with learning disabilities.

All staff at James House are required to complete an induction. All staff will keep and update a personal, professional development portfolio, which will contain all details of their previous training and professional experiences, their qualifications, and their agreed development targets (with completion criteria) for the following year.

All staff development requirements will be identified and agreed upon through supervision and the ongoing appraisal. Training and development opportunities will be provided for each staff member.

As appropriate, staff will be encouraged to access post-qualifying and management training in children's care. The diverse nature of the team regarding age, gender, ethnicity, experience, skill, and qualification provides the opportunity to promote a positive view of difference to young people. Furthermore, it is the diversity that the team is committed to continually building and extending upon.

As part of their induction training, all staff will be introduced to child protection procedures, health and safety and fire safety training, medication and first aid and the recording of information before starting work within the home. There is a different program of basic training, which should be completed within the first six months of employment, for example, physical intervention and restraint and autism awareness training. All staff working at the home will hold a minimum Level 3 Children & Young Peoples Workforce Diploma or working towards achieving this qualification. Level 3 Diploma is available to all contracted staff members following a probationary period. The Registered Manager completed her Level 5 Diploma in Leadership and Management in



<b>.Name of staff</b>	<b>Role</b>	<b>Experience</b>	<b>Qualifications</b>
CC	Responsible individual	Over 30 years of experience working with children and young people in Health and Social Care 10 years in Management of Children's Homes and 11 years in inspection, regulation, and compliance services.	Master's in Business Administration (MBA) at Liverpool University. Diploma in Therapeutic Child Care Certificate Qualification in Social Work (1987).
O I	Registered Manager	12 years of experience working with adults, children and young people in the health care sector. Six years of management experience.	First-class BA in Business management and leadership at Coventry University. Diploma of higher education in Business Management at the University of Plymouth. OCR Level 5 Diploma in leadership for health and social care and children and young people. HABC Level 3 in health and safety at the workplace. IOSH, NVQ 3 diploma in health and social care.

BA	Senior Children and young people practitioner	6 years of experience working with adults, children and young people in the health care sector.	Pearson Edexcel Level 3 diploma for children and young people workforce. Currently studying NVQ level 5 diploma in leadership for health and social care and children and young people(Residential Childcare).
J D	Senior Children and young people practitioner/Activities coordinator	7 years of experience working with, children and young people in the health care sector.	Pearson Edexcel Level 3 diploma for children and young people workforce.
R K	Children and young people practitioner.	7 years of experience working with, children and young people in the health care sector.	Pearson Edexcel Level 3 diploma for children and young people workforce.
R S	Children and young people practitioner.	22 years of experience working with adults, children and young people in the health care sector.	NVQ Level 3 in health and social care(Adults) and NVQ Level 3 diploma in Residential childcare.
T D	Children and young people practitioner	4 years of experience working with adults, children and young people in the health care sector.	MSc. in public health, BSc. In sociology and anthropology and currently on NVQ Level 3 diploma training for Residential children and young people in health and social care.
T B	Children and young people practitioner	17 years of experience working with, children and young people in the health care sector	QCF Level 3 Diploma for children and young people workforce.

NEA	Children and young people practitioner/Admin staff	6 years of experience working with, children and young people in education.	ACA accounting, currently training for NVQ Level 3 in Residential childcare
TO	Children and young people practitioner	2 years of experience working with adults, children and young people	Currently booked training for NVQ Level 3 diploma in Residential childcare
FRT	Children and young people practitioner. Bank staff	3 years of experience working with adults, children and young people in the health care sector.	NVQ Level 3 diploma in Residential childcare.
EO	Children and young people practitioner. Bank Staff	11 years experience of in supporting children and young people in education and residential care	BA in early childhood studies with childhood & society and an advanced diploma in childcare and education. NVQ Level 3 diploma in Residential childcare.
JL	Children and young people practitioner  Bank Staff	24 years of experience working with, children and young people in the health care sector	NVQ Level 3 diploma caring for children and young people
TCO	Children and young people practitioner.	13 years working in healthcare services and pharmaceutical services .	Awaiting to be booked for NVQ level 3 diploma in residential childcare



DO	Children and young people practitioner.	3 years experience of working with adults and children in the healthcare sector.	Awaiting to be booked for NVQ level 3 diploma in residential childcare
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### 32. Details of the management and staffing structure of the home, including arrangements for the professional supervision of staff.

James House has a manager, who will be supported by two senior support workers and a team of support workers designated for daytime and night work. The home will also have an attached pool of relief staff to cover staffing shortfalls.

Supervision will be provided for all staff, using a variety of formats, including leadership on a 1-2-1 basis once a month, peer supervision, team meetings and, where appropriate, action learning events. Staff will be provided with individual, direct 1-2-1 control that regularly incorporates reflective practice from a senior staff member.

### 33. Staff gender balance

James House has a mixed staff group of male and female staff who will be carefully matched as Key Workers to children. Part of the critical working role is to be a good role model for their crucial child. The overall aim of James House is to provide a safe, nurturing, caring and homely environment for each young person, where issues and concerns affecting both their past and their future can be positively addressed and supported. Regular critical working time will allow children to build positive relationships at the same time as modelling behaviour. Working in partnership with each child, their families, and other professionals, we endeavour to enhance each child's levels of self-esteem by creating and maximising safe opportunities to learn, develop and realise appropriate degrees of self-determination.

## STANDARD 10: CARE PLANNING

### 34. Any criteria used for the admission of children to the home, including any policies and procedures for emergency admission.

- Any young person admitted to James House must have:
- A diagnosed learning disability such as Autistic Spectrum Disorder and associated conditions such as dyspraxia, ADHD, ADD, global developmental delay, non-verbal



as well medical conditions that can impact the young people and challenging behaviours etc.

- Be aged between 8 and 18 years before their 18<sup>th</sup> birthday.
- To be ambulant enough to manage staircases independently. (Unfortunately, James House cannot accommodate a severe physical disability.)
- Decisions about placements will consider whether James House can meet the child and young person's needs and the possible impact on the other children and young people using the service.

### **35. Emergency and planned admission will be accepted.**

The needs of any new young person concerned and the likely effects of their admission upon the existing group of residents are fully considered and recorded when making decisions in respect of all entries to the home. This is to ensure a 'best fit matching for all young persons and that, as far as possible, no young person presents a significant risk to the safety or development opportunities of any other. James House will work very closely with the contracting authority regarding bed allocations; this will be done in conjunction with the Registered/team leader and a chosen person from the placing source to ensure the best fit mix of young people receiving accommodation at James House. (This will take place after a full assessment if a planned admission.)

The young people who come to James Kids Home are generally medium to long-term residents. We aim to provide stability, and we will work with the young person, their family, social worker, and other professionals to achieve the following positive outcomes:

1. Rehabilitation to support the young person to return home.
2. Preparing the young person for fostering.
3. Training the young person for independence.

It should also be expected that the "needs" specified within the referral or care plan and social work assessment should relate to the type of living and educational programmes and provisions that James Kids Home can deliver.

1. James Kids Home does not offer secure accommodation or a remand facility, nor is it a "therapeutic" community home.
2. James Kids Home would consider young people with DOLs (Deprivation of Liberty) or LPS (Liberty Protection Safeguards) - (subject to consideration of the terms identified in the court order).



3. James Kids Home can offer a variety of different services and activities. Any specific services or activities should be identified and discussed with the managers during the referral process.
4. The Management will consider the welfare of other young people in consideration of referrals. This consideration will include a matching process.
5. If the admission to James Kids Home is planned, a visit to James Kids Home by the referring Social Worker is essential, preferably with the young person before access.
6. In the Care Plan, the Social Worker will commit regular visits to the young person they represent, not just during a crisis or for meetings.
7. Emergency referrals can be admitted.

When admission is agreed, the following must then be on file for that young person:

Initial Placement Risk Assessment was undertaken.

1. Essential information.
2. Placement Plan.
3. Any up-to-date Care Plans.
4. Appropriate background reports.
5. Any updated "screening of mental health needs for children" (if available).
6. Placement Referral Form.
7. Personal education Plan, if available.
8. Consent for medical treatment and medication

In all cases, the proposed new young person and any person with parental responsibility should be aware of the pre-admission assessment and the outcome. They will have been as involved as possible in the pre-placement meeting.

James House can only offer full-time placements to young people, as outlined above. However, an entire case discussion will be required to identify additional/specialist resources needed before service is offered. Regardless of past circumstances, all information, including any risk assessment(s), must be shared (by health and safety legislation) between all agencies involved in the placement.

An emergency admission is when the service user requests immediate placement within 24 hours. Information is provided to enable an assessment to meet the admission criteria. An impact risk assessment must be completed before all emergency placements. Appropriately qualified and experienced staff must be available to manage the care of an emergency admission. A review meeting must be convened within 72 hours of order.





A planned placement provides the maximum amount of information for all involved in the 'partnership of care for the young person. It allows the young person and their family/significant others to visit James House before admission. It agrees on the tasks, preferred outcomes and the time limits of the placement, as outlined in the care plan if they choose.

If you would like further information on the services provided at James House Children's Home, please do not hesitate to contact the Manager.

Mrs Osareme Hilda Ikhinmwin

Email: [osareme@jameskidshome.com](mailto:osareme@jameskidshome.com)

Tel: 02038942278

A rectangular box containing a handwritten signature in black ink that reads "Cheryl Carter".

Cheryl Carter

Responsible Individual

13/04/2023