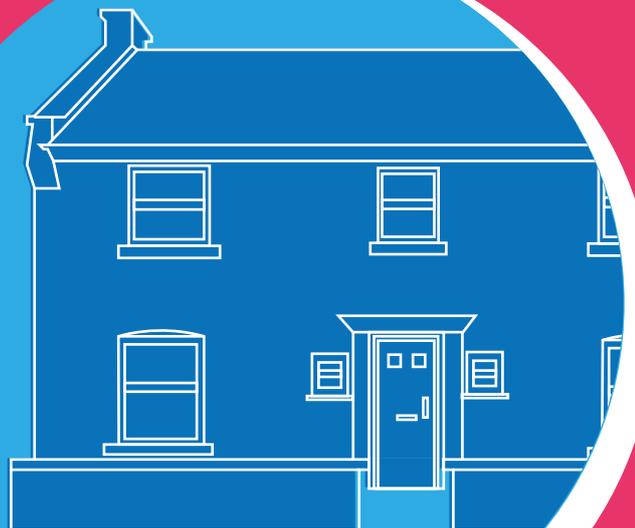




T-Junction
Children's Services Ltd

Eastside's Statement of Purpose

2019



Contents

Meet T-Junction.....	3
Who We Are.....	4
What We Do.....	5
How We Do It.....	6
Our Tools.....	7
Accommodation.....	8
Admissions Criteria.....	8
Complaints.....	9
Local Resolution (Stage 1).....	9
Formal Consideration & Investigation (Stage 2).....	10
Kids Chat.....	10
Safeguarding Children & Young People.....	11
Anti-Discriminatory Practice.....	11
Education Promotion.....	12
Activities & Clubs.....	12
Health.....	13
Surveillance.....	13
Promoting Contact.....	14
Behaviour Management & Restorative Approach.....	15
Organisational Structure of the Home.....	16
Supervisions & Training.....	17
Psychotherapist.....	18
Eastside's Plans.....	19
Fire Precautions & Emergency Procedures.....	20
Appendix A.....	20
Eastside Team.....	21
Contact Us.....	24

Meet T-Junction

About T-Junction - why the name? T-Junction consists of two small children's homes on the outskirts of Leicester, each offering placements for up to three children and young people, aged between seven and eighteen years. One of our homes is named Eastside and the other Westside.

T-Junction was set up in 2017 by Tim Clare, who was himself in care, and who has made it his mission to create the best home environment for young people in order for them to thrive and feel good about themselves. T-Junction was set up to help and support young people who are still looking for the right place to call home.

We know how tough it can be for young people growing up in care, and we know many young people as a result of experiencing adversity, can take many wrong turns in life. We came up with the company name T-Junction, as we wanted to demonstrate our commitment to making a positive difference, and hopefully, enable young people to take the right turn in life.

Our team is made up of people whose natural warmth is informed and strengthened by rigorous training and regular supervision to ensure the outstanding quality of the service we provide throughout a child's residence with us. We energetically advocate for every child in our care, seeking to ensure that we:

- Provide a safe and secure environment
- Identify the right education base
- Maximise a child's opportunities
- Promote their development
- Facilitate qualitative contact
- Encourage the skills they have
- Discover the talents that they didn't know they had
- Seek appropriate specialist help if deemed helpful
- Build their self-confidence through positive experiences & fun
- Develop self-esteem and thus their resilience to make the transitions necessary in their lives

And all of this is achieved within the warm and healing environment of a T-Junction home.

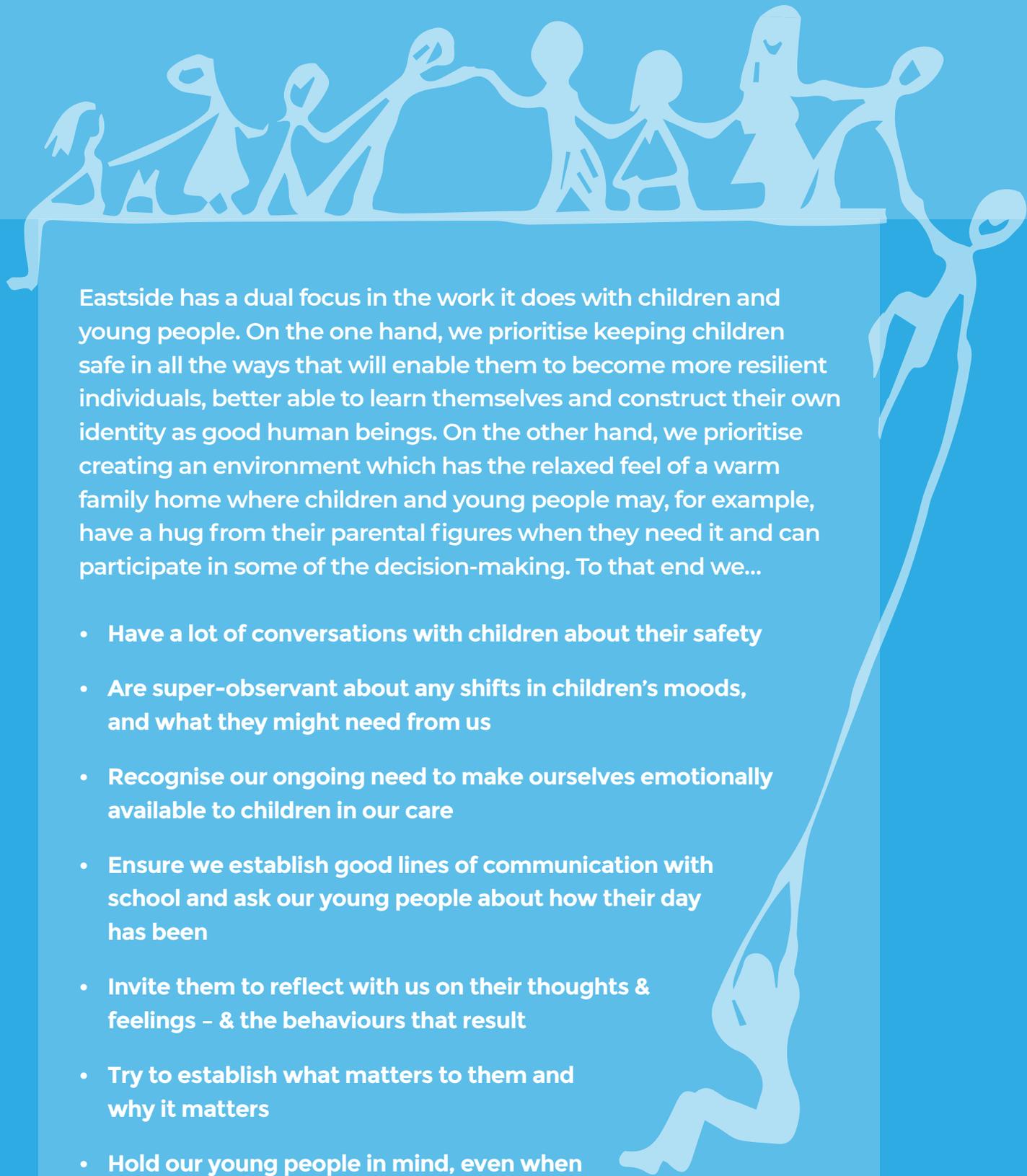
Who We Are

Eastside is a small children's home which can accommodate up to three children and young people, who have suffered significant trauma or neglect in their early lives and who are unlikely to manage the demands of foster family dynamics.

The Eastside team that we have recruited for this home are defined by their...

- Capacity to prioritise children's safety
- High level of emotional literacy and empathy
- Enthusiasm to learn the theory that underpins their practice
- Physical energy & resilience
- Sense of humour and fun
- Strong commitment to the children they care for
- Excellent powers of communication
- Good team skills

What We Do



Eastside has a dual focus in the work it does with children and young people. On the one hand, we prioritise keeping children safe in all the ways that will enable them to become more resilient individuals, better able to learn themselves and construct their own identity as good human beings. On the other hand, we prioritise creating an environment which has the relaxed feel of a warm family home where children and young people may, for example, have a hug from their parental figures when they need it and can participate in some of the decision-making. To that end we...

- **Have a lot of conversations with children about their safety**
- **Are super-observant about any shifts in children's moods, and what they might need from us**
- **Recognise our ongoing need to make ourselves emotionally available to children in our care**
- **Ensure we establish good lines of communication with school and ask our young people about how their day has been**
- **Invite them to reflect with us on their thoughts & feelings - & the behaviours that result**
- **Try to establish what matters to them and why it matters**
- **Hold our young people in mind, even when off shift, confident in the knowledge that our mindfulness is a strong, protective factor**

How We Do It

Eastside has a child-centred approach and the team provides a safe network of caring people around each child. Our team approach is key to our success so our team members regularly socialise together – just as the children do. There is a shared recognition that the task of supporting a child or young person on their journey towards better integration and self-regulation can only happen where team support each other to ensure their own safe and consistent interaction with the young person. Our capacity to deliver this therapeutic quality of work also relies on:

- A strong knowledge base of neuroscientific research re the impact of trauma on a child's developing brain
- An understanding of attachment – and what happens when a parent is unable to help their infant build that secure attachment
- A programme of training that combines theory and practice, dealing with complex issues in ways accessible to all team members
- Rigorous monthly supervision with a psychotherapist, qualified & experienced in working with children with complex histories
- Assessment and recording tools, designed specifically for Eastside's use with their particular children and young people



Our Tools

We were unable to identify a tool fit for purpose in recording our work with children at Eastside – We therefore commissioned the psychotherapist who works with us to design one for us. This is START (Sexual Trauma & Attachment Recording Tool) and has been successfully piloted within Eastside. Alongside our recording of a child's progress, we also value what our children think and feel – and they do this on a monthly basis, using CHART (Children's Attachment Recording Tool) which our psychotherapist also developed.

These tools encourage all of us (adults and children) to critically evaluate how we are doing and any shifts in the journey we are making. Our Eastside tools...

- **Signpost children and adults towards developing the child's self-esteem and self-regulation**
- **Invite reflection from both adults and children/young people**
- **Recognise that anxiety is the trigger for destructive behaviour**
- **Focus on relationships within the home – and how they are going**
- **Record in photos or story-form memories of memorable moments**
- **Focus on the positive**



Accommodation

Eastside is a four bed detached property which was constructed in 2013. It comprises of downstairs lounge, kitchen/diner, utility room, office, and W/C. First floor comprises of four bedrooms, one with en-suite, bathroom with shower and bath, airing cupboard, and loft access via one of the bedrooms. The front door opens on to a pavement and offers a small frontage which gives access to the street. To the outside of the property there is a turfed rear garden, adequately fenced with a secure gate allowing for rear access. To the side of the property there is a detached garage with a driveway which provides adequate parking for three vehicles. The area where the property is situated is on a small, quiet estate on the

outskirts of Birstall. It is within walking distance of the Park and Ride which allows easy access to the shopping centre of Leicester City. Within Birstall, there are parks, libraries, and various schools/amenities close by.

Our homes are comfortable and welcoming places with soft sofas and squishy cushions, clean kitchens and good smells of baking. A safe haven and secure base for every child and young person who live there. A place with spaces to have fun – and also to have those quieter times. Designed to give children and young people the privacy of their own bedroom, decorated in a way that appeals to them. In areas where other families live, near parks and shops, with places to ride bikes and play games – and make friends.

Admissions Criteria

T-Junction can accommodate not more than three young people aged seven to seventeen upon admission. T-Junction will look objectively at every referral made to us and base our decision on whether we can meet that young person's needs, taking into account the dynamics of the young people accommodated within the home at that time.

We will also consider their safety and the potential risks they may present to others within the home and the wider community. If we feel that we can accommodate the young person, we will where possible organise a planned admission. We will organise for a member of the team to visit the young person at their existing placement, wherever possible, to talk to the young person and answer any questions they may have and try and put some of their potential worries to rest.

T-Junction will work with the local authority to come up with a plan where the young person will visit the home, meet the rest of the team and other young people. T-Junction is committed to team development and the manager will arrange any additional training that is required to meet the needs of any young person. T-Junction will communicate effectively on the placement to the local authority if any concerns are raised about the young person's placement at T-Junction. A placement meeting will be held and a plan put in place for a positive transition.

Complaints

It is the aim of Eastside to ensure that young people know that their views, wishes, and feelings, are listened to and taken into account in all aspects of their care and when this is not possible that they are supported to understand why. It is our intention that all decisions made regarding young people's care are shared and discussed and all concerns are taken seriously and responded to as quickly as possible. Comments, compliments, and complaints, are an important part of the quality assurance mechanism within Eastside and contribute to the continuous

review of the effective provision and performances of the company. The views of the young people, their family, social workers, Independent Reviewing Officer, and other agencies and professionals are sought and recorded regularly regarding the young person's care and any areas of concerns are recorded and responded to.

Within the young person's guide, there is an explanation on how a young person can make a complaint. The Eastside team will always fully support any young person who feels they would like to complain. There are also contact details of external agencies like the children's rights office, their social worker and OFSTED.

Any young person who wants to make a complaint will always be free from reprisals. All complaints received will be recorded in the complaints log at Eastside.

Local Resolution (Stage 1)

Timescale 14 Days

The Manager or Responsible Individual who receives the complaint should resolve the matter within 14 days. This may be extended for a further 14 days if all parties are in agreement, and further investigation is needed. The Manager will ensure the complainant is informed of any developments as required. Where the person receiving the complaint cannot resolve it within 14 days, or a further 14 days if agreed, it should be referred, for Formal Consideration and Investigation.

Formal Consideration & Investigation (Stage 2)

Timescale: 28 Days

The Manager or Responsible Individual should always clarify and gather, before undertaking any Formal Consideration and Investigation, all of the facts regarding the original complaint. Should the complaint be about a young person, then the local authority social worker should be informed, however, all serious complaints must be

notified to local authority and the regulatory authority.

If a safeguarding concern is raised within the complaint then the safeguarding procedure should be followed.

This stage may be extended to 35 days in agreement with all parties, and all parties should be notified including the local authority.

If the review finds that the earlier response (Stage 1) was not acceptable, a full apology will be made together with an explanation as to how things will be improved in the future.

Upon conclusion of the complaint, the outcomes should be shared with the complainant and relevant parties verbally and in writing. All copies of correspondence and minutes of any meetings should be stored within the complaints log, in the office.

Kids Chat

We want to hear what the young people think, and are always ready to listen. We have our “kids chat” every week where the young people are able to have their say about how things are going at Eastside. They are also able to decide what goes on the menu for the coming week as well as what fun activities they would like to do, either as a group or individually.

Consulting young people and providing them with a platform to meaningfully participate and have a say on the ‘goings on’ within the home will always be treated with paramount importance.

Safeguarding Children & Young People

One of the key aims for the Eastside team is to provide a safe, and nurturing environment for all young people to live in. Safeguarding procedures are a key to keeping young people safe. The Eastside team are familiar with the working together to safeguard children and young people protocol, and will be prompt in raising any concerns relating to any of the young people in our care. Safeguarding children and young people is a key aspect of the induction training for new team members to become familiar with, and gain an understanding of safeguarding issues and protocol, as well how to recognise signs of abuse and radicalisation.

Where safeguarding issues are identified in the home, and where individual young people are at risk of significant harm, team members will follow different strategies to minimise and reduce this risk, as well as follow the appropriate safeguarding procedures.

These strategies include: working in partnership with social workers and local authority safeguarding boards.

All young people at Eastside will have a risk assessment and placement plan which will include consideration of how the young person can keep themselves safe whilst out in the community and when accessing facilities with their friends and peers. Regular direct work sessions will be conducted and will be used to help young people learn, and understand how to keep themselves safe. Similar discussions will also be carried out in key work sessions.



Anti-Discriminatory Practice

Eastside will always promote equal opportunities for all young people and team members, in line with the Equalities Act 2010. The Eastside team will not judge young people's circumstances and backgrounds and they will support and help young people to make positive choices in their lives. We will work with our young people and team members to educate them in anti-discriminatory practices. We will challenge, support and encourage other people not to discriminate against young people or others on the grounds of age, ethnicity, culture, language, religious beliefs, gender, disability, sexual preference or sexuality. A commitment to treat young people fairly and safely is paramount within the home.

Education Promotion

Responsible Individual has formerly held the role of Education Improvement Officer with Leicestershire County Council's Virtual School. The Eastside team will promote access to an excellent education, for all young people and the team will support each young person to achieve their full academic potential. Young people will have access to a desk in their bedroom where they can study independently, and within the lounge area, there is a computer that has internet access (with restrictions).

Eastside will work in partnership with local educational authorities or Virtual Schools in order to effectively champion and support a young person with accessing

high quality education, whether this is mainstream, alternative provision, specialist provision, or any other form of educational provision. Eastside is committed to fully supporting young people on their educational journey, and will attend all educational meetings concerning the young person, along with attending parent's evenings. Eastside recognises the importance of celebrating all achievements with young people as a means of building young people's self-esteem, confidence, and resilience.



Activities & Clubs

Within the local area there are lots of clubs and activities available for young people. Eastside will encourage all young people to try different opportunities. The team will work with the young people to complete a weekly activity planner, of both activities and clubs in the wider community and also within the home. Eastside believes this will help young people with building their resilience.

The Eastside team will recognise, and embrace all religious festivals and of course young people's birthdays. Eastside will ensure the team pay due regard to various celebrations and will reflect these with making changes to the menu and will hold celebratory events within the home. The young people will also be encouraged to take part in activities that are available in the area, for example the Leicester Caribbean Carnival which is a hugely popular multicultural event, celebrating diverse cultures.



Health

Health records and health information will be sought from prior carers, parents and local authorities in order to minimise the risk of health issues being missed or not followed up. All young people will be registered with the local Doctors, Dentist and Opticians upon admission. They will also be supported to take part in an annual LAC Health Assessment that is arranged with the placing authority.

The T-Junction team are trained in basic first aid and emergency procedures. First aid boxes are available within the home and car to treat minor injuries. If team members feel that a young person needs professional medical treatment from a GP or emergency medical treatment from the local hospital, this will be implemented and followed through with full team support. Health education will be incorporated into a young person's moving on plan when they reach 16, to ensure young people are able to get health care assistance when they leave Eastside. They will also have the opportunity at 16 to gain a First Aid certificate.

Surveillance

The Eastside team will promote relational security and use methods of observation and engagement as the primary method of surveillance. There is access to internal bedroom door buzzers/alarms that may be included in a young person's overall care package to ensure the safety of all those working and residing at Eastside.

This method of surveillance will be incorporated into every young person's individual care plan. Before these arrangements are implemented, full consultation, agreement, and additional written consent with the Placing Authority, the young person, and the parents will be ascertained.



Promoting Contact

The Eastside team will actively promote family contact as appropriate and as agreed within the Care Plan for each child, particularly if it supports young people returning home. The Children's Act imposes a duty on local authorities to promote contact between a child in care, and those connected with them. The Eastside team will do all they can to promote this contact and will support young people at all stages (before, during, and after) as the Eastside team are acutely aware of how contact can have an impact upon young people.

The Eastside team will work very hard at building effective and powerful relationships with the parents and carers of children and young people in the home, particularly, if the parent(s) of the child or young person have retained parental responsibility.

The Eastside team 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 are a powerful influence on the successful outcome of contact. We never leave contact arrangements to chance, the most successful contact for children at Eastside are where there is good communication and good planning. Contact visits can be supervised by team members with whom the child feels confident and relaxed. All children have access to a landline and can make private calls to their social worker, family and carers as defined in their admission and care plans. The use of mobile phones will be agreed with the child and their Social Worker on admission to the home. Where this is approved top up credit to make calls to family and friends will be provided.

Behaviour Management & Restorative Approach

The Eastside team firmly believes that all behaviours can be explained, or understood, when adopting a child-centred, and attachment aware mindset and approach.

Eastside believe in using restorative justice to assist a young person to focus on the effect their behaviour has had on both themselves, and others. Eastside intends to utilise this approach in order to enable young people to accept responsibility for their actions.

Physical intervention (PI) of a young person is not a sanction or punishment. There are occasions when the use of PI may be necessary but this is only used if the young person is likely to seriously injure themselves or others.

The techniques used are those taught by Able training and only members of the team who have been trained, should undertake a PI. All PI's are recorded in the appropriate documentation in line with the regulations. Following any incident, the young person involved, will always be supported, and offered medical assistance if required. Their views will be listened to and recorded. Those members of the team involved will always debrief following the incident.

As per the advice and guidance delivered to the team by Able training, the team will always seek to defuse, and de-escalate, any situation before engaging in any form of PI. The following principles; appropriate, necessary, and proportionate will always be considered by the Eastside team when managing challenging behaviours.

Please make reference to Positive Behaviour Support Plan within Eastside's Plans.



Organisational Structure of the Home

The Responsible Individual has direct line management responsibility for the management team. This is also bolstered by additional, and external supervision which is provided to both the Registered Manager/Responsible Individual on a monthly basis. In the absences of the Responsible Individual, additional external supervision will be sought by the Responsible individual.

Eastside Company Composition, Staffing Numbers, Experience and Qualifications

Eastside where possible, will accommodate young people on a planned and gradual basis.

Eastside will do what is viably possible to ensure that young people are offered a smooth transition. The Eastside team will gain a thorough understanding of any young person, and their overall profile, prior to any admission. Eastside will look in detail at a young person's relevant risk assessment and behaviour management plans, to ensure a robust impact risk assessment can be carried out.

Changes within the Eastside team will be a result of agreements made within placement and review meetings, and with local authority placement teams and must be in the best interests of young people and team members working within the home.

The Eastside team will have 24/7 access to a manager for support. Arrangements will be made for the home to be visited at least monthly in accordance with Regulation 44, Homes Regulations 2001 (amended 2011) on an unannounced or announced basis by a designated independent inspector. Eastside is absolutely committed to valuing and recognising the achievement of the Eastside team. Eastside is committed to supporting team members at all levels at every step of the way, and will provide all team members with ongoing, high quality training.

To see members of the Eastside team along with their relevant qualifications, please see Appendix A.



Structure:



Supervision & Training

Eastside is committed to ensuring all team members receive good quality supervision within the agreed time frames. Team members carrying out supervisions will receive supervision training to ensure these are being delivered suitably, and effectively. Team members new to the team can expect to receive supervision on a monthly basis, and will be subject to a six month probationary period. They will also receive a supportive, and comprehensive, induction in order to help with settling them into the team. All team members have to complete a comprehensive training program consisting of face-to-face and online training. Some of the courses that are a requirement include: Safeguarding, First Aid, Fire, Medication, Food Safety, Equal Opportunities, and Health and Safety. Team members also have to complete Physical Restraint / Break Away technique training which will support the team in managing challenging behaviours, particularly if there is a requirement to physically intervene.

All team members at Eastside will already hold their NVQ level 3 (Children & Young People) or will be quickly enrolled onto this programme of study following completion of their induction, and other mandatory training which must be completed soon after joining the company. The expectation is for team members to complete their NVQ Level 3 within two years after being enrolled onto their course.

The Eastside team benefit from monthly visits from our psychotherapist who offers the team with clinical supervision, training, and invaluable support and guidance (see Next page 'Psychotherapist'). This is also bolstered by the support, guidance, and supervision offered to the management team by a very experienced social work consultant who also visits Eastside on a monthly basis.

Psychotherapist

In our quest to ensure that all team members are continuously developing the insights and therapeutic toolkit to meet the needs of Eastside's children and young people, our psychotherapist was recruited.

Our psychotherapist spent the first part of her career in teaching - working at universities, colleges, secondary schools and a young offenders' institution. After twenty-eight years in the profession she left her post as an academic head of department and school counsellor and set up her own counselling practice. After four years she was invited to become the Director of Therapy and Training at a large fostering organisation and she did this for ten years before resigning to do more freelance work. She is a senior associate with Kate Cairns Associates, an organisation that delivers training to schools and local authorities on attachment and trauma and does both training and writing for them, as well as her own freelance work.

She is a graduate of Durham and Edinburgh Universities and has an MSc from London University in Counselling with a particular focus on psychodynamic work with adolescents. Her professional accreditation is with BACP; she is thus MBACP and also UKRCP.

As well as her counselling qualifications she is an experienced dyadic developmental psychotherapist, having trained with Dan Hughes in USA over a four-year period and she holds the DDP advanced diploma.

She is married with two birth children and many more foster children, having fostered over a twenty-seven year period. She has both foster grandchildren and birth grandchildren.

Eastside's Plans

Placement Plans

Every young person who is admitted to Eastside will have an individual placement plan that is tailored to meet their needs, views, wishes, and feelings. This plan will be reviewed on an ongoing basis. Each time a young person's plan is reviewed, it will be shared with all relevant parties.

Positive Behaviour Support Plans

Eastside use a Positive Behaviour Support Plan (PBSP) as a tool to support positive behaviour changes in a young person. The plan's focus is on adapting the behaviour itself for a more positive outcome. It is never used as a punishment but as a strategy for dealing with challenging behaviour. Eastside use PBSP to help young people to change their behaviour, and to promote behaviours that are more desirable. Such negative behaviours are not used against the young person, they are quickly forgotten, thus allowing the young person to move on from them. We believe in rewarding positive behaviours and avoiding the use of punitive measures to manage challenging behaviours. These rewards are given in a variety of ways, including trips to local places of interest, reward charts, and plenty of verbal praise.

START & CHART

START (Sexual Trauma & Attachment Recording Tool) and has been successfully piloted within Eastside. Alongside our recording of a child's progress, we also value what our children think and feel - and they do this on a monthly basis, using CHART (Children's Attachment Recording Tool) which our psychotherapist also developed. These tools encourage all of us (adults and children) to critically evaluate how we are doing and any shifts in the journey we are making.

Transition Planning / Independence Plan

Eastside has established a powerful working relationship with Leicester's YMCA, who are a successful supported accommodation provider for young people. Therefore, the young people in our care will benefit from being consulted on the different choices of accommodation at the YMCA. This will help alleviate any anxiety with young people when transitioning to their next stage accommodation. Whilst there are no guarantees of our young people being offered post eighteen accommodation, there is now a greater chance our young people will have access to services provided by the YMCA as a result of our working relationship with them.

When young people reach the age of sixteen years, they will be placed on an independence plan which will help them further with promoting their independence skills. For example; cooking, cleaning, budgeting and so on.

The above plans will be shared with the allocated social worker on a regular basis, and will be appropriately shared at any young person's statutory review meetings.

Fire Precautions & Emergency Procedures

The home has fire risk assessments conducted by a specialist fire safety organisation. These risk assessments will be monitored and amended if necessary on an ongoing basis. Documentation demonstrating this is available within the home.

All young people, Eastside team members, and visitors are fully briefed on the fire safety precautions. Fire drills are carried out at regular intervals and young people are made aware of the procedure in case of a fire. Drills are recorded in accordance with regulatory requirements. All fire alarms are tested weekly.

Fire safety equipment such as extinguishers are checked and tested at regular intervals as required and documented accordingly.

Fire safety and awareness forms part of the Eastside team members training programme.

APPENDIX A

The Eastside team have access to a range of face to face and online training which includes:

- ABLE Restraint training and breakaway technique
- Attachment & Trauma
- Caring for sexually abused children advanced level
- Caring for traumatised children
- Fire Safety
- First Aid
- Food Safety and Hygiene
- GDPR
- Health and Safety
- Managing Challenging Behaviours
- Promoting resilience in children's homes
- Reporting and Recording
- Safe Handling of Medication
- Safeguarding Children
- Self-harm advanced level

This is not an exhaustive list.

Eastside Team



TIMOTHY CLARE

Responsible Individual

Qualifications on next page.



MICHAELA NORMAN

Registered Manager

Qualifications on next page.



CHELSEA WILLIAMS

Deputy Manager

NVQ Level 3 in Children and Young People
Working towards NVQ Level 5 in
Leadership & Management



ROBERT CLARE

**Senior Residential
Support Worker**

Working towards
NVQ Level 3 in Children and Young People



SUSAN BIRD

**Senior Residential
Support Worker**

NVQ Level 3 in Children and Young People



MICHELLE CHESTER

Residential Support Worker

NVQ Level 3 in Children and Young People



AMANDA FOWELL

Residential Support Worker

Working towards
NVQ Level 3 in Children and Young People



SHARNA KENNEY

Residential Support Worker

Working towards
NVQ Level 3 in Children and Young People



EMILY READER

Residential Support Worker

Working towards
NVQ Level 3 in Children and Young People



CAM FORBES

Residential Support Worker

NVQ Level 3 in Children and Young People



BRENDA CHIKOPA

Residential Support Worker

Working towards
NVQ Level 3 in Children and Young People



PETER BOYNE

**Casual Residential
Support Worker**

Certificate in Health and
Social Care Level 3 & 4



ZOE SMITH

**Housekeeper/
Residential Support Worker**



TIMOTHY CLARE

Responsible Individual

- NVQ/BTEC Level 5 in Leadership & Management
- Assessors Award
- PgDip in Community & Social Studies
- MSc in Criminology & Criminal Justice
- BA Honours in Sociology & Social Policy
- A-Levels in Sociology, Psychology and Law
- Supervision Training
- Safeguarding
- First Aid
- Medication
- Attachment
- Resilience
- Emotion Coaching
- Secondary Trauma
- CSE
- Able - Restraint and Break Away Training
- RESPECT
- Bullying and Harassment
- Data Protection
- Equality & Diversity
- Basic Food and Safety Awareness
- COSHH
- Fire Extinguisher Use
- Fire Safety Awareness
- Fire Marshal
- Hand Hygiene for care
- Health and Safety Awareness
- RIDDOR
- Risk Assessments
- Sharps Awareness
- Handling Complaints
- Work Related Skin Disease
- Environmental Awareness
- Ladders and Step Ladders
- Manual Handling
- Effective Recruitment & Selection
- Probation Periods
- Display Screen Equipment (DSE)
- Return to Work interviews
- Employment Tribunals
- Dealing With Complaints
- Legal Obligations as an Employer
- The Bribery Act 2010

This is not an exhaustive list.



MICHAELA NORMAN

**Acting Manager
(Awaiting Registration)**

- Working towards NVQ Level 5 in Leadership & Management
- NVQ Level 3 Children and Young People
- Safeguarding Children
- Child Protection
- GDPR
- Fire Safety
- Food Safety and Hygiene
- Health and Safety
- Reporting and Recording
- Safe Handling of Medication
- Safe Caring
- CSE
- First Aid
- Managing Challenging Behaviours
- Caring for sexually abused children advanced level
- Caring for traumatised children
- Promoting resilience in children's homes
- Self-harm advanced level
- ABLE Restraint training and breakaway technique
- Attachment & Trauma

This is not an exhaustive list.



Contact Us

Timothy Clare

Responsible Individual:

tim.clare@tjunction.org

Michaela Norman

Acting Manager:

managerbirstall@tjunction.org

Contact number:

0116 2123408



T-Junction
Children's Services Ltd