



Statement of Purpose



Daffodil House

12 Queens Crescent, Lincoln

Daffodil House – A Place to Grow, A Place to Belong

Spring Care For You: Statement of Purpose
Daffodil House – A Place to Grow, A Place to Belong

Reviewed October 2025



Name and address of Home:	Daffodil House, 12 Queens Crescent, Lincoln
URN:	URN 2823058
Name of Registered Manager:	Rachael Page
Type of registration:	Children's Home
Category of registration:	EBD/SEMH
Number of registered places:	3
Statement of purpose and function completed:	22.03.2025
Statement of purpose and function review date:	Reviewed: 05.06.2025, 15.09.25, 13.10.25, 04.02.26, 16.03.26, 13.07.26.



Our Ethos, Our Aims and Our Philosophy

Our Ethos:

At Daffodil House, we believe every child deserves a safe, nurturing, and supportive environment where they can thrive. Our home is built on the principles of care, respect, and empowerment, ensuring that each young person feels valued and supported as they navigate their journey toward independence. We provide a family-orientated atmosphere where children are encouraged to express themselves, develop meaningful relationships, and build the confidence they need for their future.

Our Aims:

- To provide a warm, stable, and homely environment where young people feel safe and supported.
- To empower young people to develop their independence, resilience, and self-esteem.
- To offer tailored care that meets the individual needs of each young person, ensuring their voice is heard in all aspects of their care.
- To encourage positive relationships with family, peers, and professionals, promoting a sense of belonging.
- To support the emotional, educational, and social development of young people, equipping them with the skills needed for adulthood.
- To work collaboratively with external agencies, families, and professionals to provide consistent and high-quality care.

Our Philosophy:

At Daffodil House, we recognise that every child is unique and deserves care that reflects their personal experiences and aspirations. Our philosophy is grounded in a child-centred approach, ensuring that all decisions are made with the young person's best interests at heart. We are committed to:

- **Providing a trauma-informed approach-** Understanding past experiences and offering therapeutic support to promote emotional well-being.



- **Promoting positive role modelling-** Encouraging young people to develop healthy relationships, self-respect, and accountability.
- **Encouraging aspirations and achievement-** Supporting education, vocational skills, and personal interests to prepare for a fulfilling future.
- **Creating a culture of trust and respect-** ensuring young people feel heard, valued, and empowered in their own journey.
- **Emphasising inclusivity and diversity-** celebrating individuality and fostering an environment of equality and understanding.

At Daffodil House, we are committed to providing a loving, supportive, and structured home where every young person has the opportunity to heal, grow, and succeed.

What We Seek to Achieve:

Daffodil House is registered with Ofsted as a home for up to three young people aged between 7 and 17 years. Children that are admitted to the home have been assessed as presenting social, emotional, mental health needs and could have mild learning difficulties. At Daffodil House, our primary goal is to create a safe, supportive, and nurturing environment where children and young people can thrive. We are committed to providing high-quality care that promotes stability, personal growth, and independence.

Our Key Objectives Include:

1. Ensuring Safety, Stability, and Well-Being

- Safeguard young people and take a proportionate approach that minimises the risk of harm but also allows them to experience positive growth and development.
- Listen to young people and encourage them to be involved in all aspects of their care, discussing their wishes and feelings on a regular basis.
- Provide an open and honest environment for young people and staff to promote and encourage the building of mutual respect and positive relationships between children and adults.
- Provide a secure and stable home where young people feel protected and valued.



- Offer consistent emotional and practical support to help them navigate challenges.
- Promote healthy routines, self-care, and emotional resilience.

2. Encouraging Personal Development and Independence

- Support young people in developing essential life skills such as cooking, budgeting, and self-care.
- Encourage participation in activities that build confidence, responsibility, and decision-making skills.
- Prepare young people for adulthood by fostering independence in a supportive environment.

3. Supporting Education and Aspirations

- Tailor our care and education plans to ensure that there is collaborative practice between care and educational staff so that the young people have consistency.
- Focus on a young person's strengths and abilities and use these as a basis to create achievable targets, with any difficulties considered.
- Ensure every young person has access to quality education, training, or employment opportunities.
- Provide support with homework, college applications, and career planning.
- Celebrate achievements and encourage ambition in their chosen interests.

4. Building Positive Relationships and Social Skills

- Promote healthy and meaningful relationships with peers, family members, and staff.
- Encourage teamwork, communication, and social interaction through activities and group engagement.
- Support young people in understanding and managing their emotions and behaviour.



- Work with the young people in order for them to be able to identify what a safe and appropriate relationship is.

5. Promoting Emotional and Mental Well-Being

- Provide a nurturing environment where young people feel heard, understood, and supported.
- Support the young people to explore past events, the present, and their future possibilities in a safe and supportive environment.
- Support young people to develop an understanding of the meaning, significance, and consequences of their behaviour, thereby opening the possibility for change.
- Work closely with mental health professionals to ensure access to the necessary emotional and therapeutic support.
- Foster self-esteem, self-awareness, and positive coping strategies.

6. Encouraging Inclusion, Diversity, and Individuality

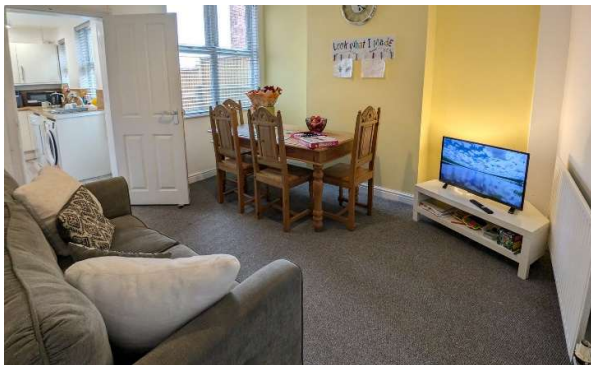
- Celebrate each young person's unique identity, culture, and background.
- Provide an inclusive environment where diversity is respected and embraced.
- Ensure young people feel confident in expressing themselves and their beliefs.

7. Preparing for a Positive Future

- Promote good communication and effective working relationships between relevant parties that keep young people at the centre of all care planning and review.
- Equip young people with the skills and experiences needed to transition successfully into adulthood.
- Support pathways into higher education, employment, and independent living.
- Empower young people to set and achieve their own goals for a bright and successful future.

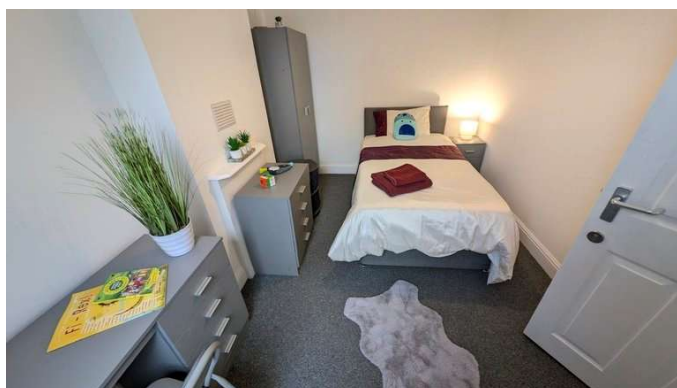


Daffodil House Facilities:



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Suitability of Location:

At Daffodil House, a location risk assessment is conducted annually and updated as necessary, depending on any changes within the local area.

We engage with various local organisations and agencies, including the Lincolnshire Constabulary and Lincolnshire Safeguarding Children's Board, to assess and address risks such as Child Sexual Exploitation (CSE), radicalisation, and gang-related crime, including County Lines.

The home's management team will network with the area's forum, where valuable information is gathered on risky areas and local hotspots. These meetings provide



crucial updates, particularly regarding young people who may be vulnerable to radicalisation and exploitation. All relevant information is then shared with the staff team through team meetings and training sessions.

We are confident that the location of the home is suitable for its purpose, with minimal risks in the surrounding area and a wide variety of social and leisure opportunities readily accessible from the home. Key local roads and motorways include the A46, A15, A57, A158, A607, M180 and A1(M)

Facilities and services:

Daffodil House is set in a residential area within the city of Lincoln, within walking distance of Lincoln City Centre. There is easy access to local parks and outdoor spaces, with leisure facilities, including swimming pools, gyms, cinemas, cafes, restaurants, and shops. There are also very good links to public transport.

This home is a large semi-detached property with three children's bedrooms and two staff sleeping rooms. It has a small garden at the front, and at the back of the house there is a fenced garden area that has been decked.

In the main house, there is a large lounge, dining room, and kitchen. Just off the kitchen is a staff shower room and a staff office. On the first floor there is a communal shower room facility for the young people. One bedroom has a shower room ensuite facility.

We believe that one of the most important factors when accommodating young people who have suffered traumatic experiences or who have suffered from any form of abuse is to provide them with an environment that will make them feel safe and secure. Daffodil House is in a very peaceful and calm environment with plenty of space for the young people to relax in.

Each young person has their own bedroom, allowing for privacy. Bedrooms are fully furnished and provide a space to relax and study privately. Young people are encouraged and supported to personalise and maintain their own rooms. Unless there is an emergency, staff will always request permission before entering a young person's room.

There are door sensors installed on the external front and back door to the property, which are installed for safety purposes to ensure that staff are alerted at night to intruders. The staff can de-activate the sensors manually.

Window restrictors are fitted to all windows to promote the safety and wellbeing of the children and young people living at the home. The restrictors allow windows to



be opened safely for ventilation while reducing the risk of accidental falls. They do not prevent access to fresh air and form part of the home's routine health and safety measures. Where appropriate, the use of window restrictors will be reviewed as part of an individual risk assessment. If it is considered safe and in the young person's best interests, adjustments can be made to reflect their individual needs and circumstances.

The property provides the following facilities:

Ground floor	1 st Floor	Utilities
Kitchen Dining area Large lounge Office/staff bedroom Staff shower room	3 young people's bedrooms (with a shower room ensuite) 1 staff bedroom 1 communal YP shower room	2 toilets Main's water Fire detection system Main's electricity Gas-fired central heating



Caring for Children and Young People

Our Approach to Care:

Spring Care For You is dedicated to ensuring our staff team has the necessary skills, training, and professional development to meet the complex needs of our young people. Through robust training programmes and regular sessions with our in-service psychologist, we continuously refine our approach to providing individualised, trauma-informed care.

We work with attachment in mind, fully understanding the impact of past experiences on a young person's emotional well-being. Our team values each young person as an individual, providing care based on positive regard and respect for their unique experiences and needs.

We actively involve young people in shaping their own care by discussing positive rewards, boundaries, and expectations. Weekly house meetings provide them with the opportunity to voice their opinions on the running of the home, fostering a sense of belonging and shared responsibility.

Creating a Stable and Supportive Environment:

The staff team at Daffodil House prioritises stability, routine, and consistency. Our home is designed to be a safe and welcoming space where young people can develop positive coping strategies, gain independence, and learn to express themselves in healthy ways.

We encourage young people to recognise the consequences of their actions and guide them towards constructive and restorative approaches to managing behaviour. We believe in a therapeutic and compassionate approach, helping each young person build resilience and confidence in their future.

Promoting Dignity and Respect:

Spring Care For You has a 'no bin bags policy' as we firmly believe that all young people deserve their personal belongings to be treated with care and respect. We believe that bin bags are only used for rubbish, never for carrying possessions.

We believe that every young person has the right to a safe and secure home, where they can explore their identity, abilities, and aspirations. At Daffodil House, we strive to create an environment where each individual feels empowered to grow, heal, and reach their full potential.

Our Commitment:

Our team is dedicated to providing warmth, stability, consistency, and clear boundaries as essential aspects of our care. We believe that by fostering trust and emotional



security, we can help young people navigate their journey towards a brighter and more fulfilling future.

“Every child deserves to feel safe, valued, and heard. As carers, our role is not just to provide a home, but to create a space where young people can heal, grow, and believe in their own potential.”

Placement Plans:

Every young person who comes to live at Daffodil House will have a placement plan created to outline the specific aims and objectives of their placement. This plan will detail clear, achievable goals and how these will be met on a day-to-day basis. The successful implementation of the Placement Plan is a shared responsibility between the staff team at the homes, in partnership with the young person, their key worker, their family/carers (where appropriate), and their social worker.

Each placement plan will include:

- An assessment of the young person’s health needs, with guidance on health promotion.
- An assessment of the young person’s care needs, including ways to safeguard their welfare and promote good personal hygiene.
- A focus on the young person’s emotional and psychological needs.
- An overview of the young person’s educational needs, with specific targets for educational attainment.
- Consideration of the young person’s spiritual/religious needs and how these will be met.
- Acknowledgement of the young person’s cultural and ethnic requirements and how they will be respected and supported.
- An outline of the young person’s communication needs, addressing both language barriers and physical communication methods, and how these will be supported.
- Arrangements for contact with family, friends, and significant others, where appropriate.



Each young person will be assigned a key worker who will actively assist with communication and ensure that the young person's wishes are always given serious consideration before any decisions are made. Placement plans will be regularly reviewed and updated monthly, or as needed, by the Registered Manager in consultation with the key worker, the staff team, other relevant professionals, the young person, and their family or carers.

The young person will be made aware of the contents of their placement plan and will be encouraged to voice their opinions and contribute to its development on an ongoing basis. The young person's parents (if appropriate), social worker, and any other relevant individuals will be invited to provide feedback on the plan's content and implementation, and their views will be considered when any changes are made.

The Key Worker will be responsible for monitoring the Placement Plan to ensure it is being implemented effectively, providing individual guidance and support, and regularly offering time to the young person for advice when needed.

Children's outcomes are monitored through monthly reviews of each child's placement plan: through Key Working records; young people's feedback surveys, weekly and monthly monitoring reports for Social Workers and CLA and PEP reviews. We ensure that all positive outcomes, achievements, or concerns are documented in the Placement Plan and discussed with the young person and all relevant parties. Young people are encouraged to keep a photo journal or memory book to record their experiences, and as the young people approach independence, we work with them to develop their independence pathway plans.

Staff members are kept informed of any changes to individual placement plans during staff meetings and are also responsible for staying updated on any alterations to these plans. All records and management of placement plans are subject to the Data Protection Act 1998 and Caldecott principles

Recreational, Sporting and Cultural Activities:

We recognise the importance of recreational, sporting, and cultural activities in promoting the well-being, confidence, and development of the young people in our care. We aim to provide a wide range of opportunities to ensure they have fun, develop new skills, and engage positively with the community.

Recreational Activities:

- Encouraging young people to explore hobbies and interests such as music, arts, crafts, and gaming.



- Providing a variety of in-house activities, including board games, movie nights, and baking.
- Organising day trips to theme parks, zoos, beaches, and other exciting locations.

Sporting Activities:

At Daffodil House, we actively encourage young people to experience a variety of activities and pursue different interests. We support them in developing existing and new hobbies. We acknowledge the importance of sport in developing an appropriate level of competition, teamwork, and physical and mental health and actively promote participation in a range of sporting activities.

We also understand the importance of peer relationships during adolescence and that belonging to groups can help a young person find their own identity. We encourage young people to integrate with clubs in the local area. We are aware that some activities require qualified instructors or leaders for safety and insurance purposes. Activities involving risk will be carefully checked, and a risk assessment will be completed where necessary, before children participate in them.

Activities Include:

- Supporting participation in team sports such as football, rugby, and basketball, both within the home and in local clubs.
- Promoting physical fitness through activities like swimming, cycling, running, and going to the gym.
- Encouraging outdoor adventures such as hiking, camping, and water sports to develop resilience and confidence.

Cultural Activities:

We consider the cultural, religious, and spiritual needs of young people to be central to their identity and welfare. We are proactive in supporting all cultural, linguistic, religious, creative, and physical needs. We support young people to explore their religion and culture and work towards increasing young people's understanding and acceptance of different faiths.

When a young person comes to live with us, their support team will talk to them and their family (where possible) to identify areas of need in relation to their



culture, language, and religious observance. Where needs are identified, they will become an intrinsic part of the young person's identity, which forms part of the placement plan.

The city of Lincoln is a short walk away from Daffodil House and contains a multitude of places of worship, restaurants, shops, cinemas, theatres, and organisations that cater for people of different faiths and cultures.

To support cultural activities, we will:

- Organise trips to museums, theatres, and cultural events to broaden young people's knowledge and experiences.
- Celebrating diverse cultural festivals, ensuring young people learn about different traditions and backgrounds.
- Encourage creative expression through music, drama, and dance, allowing young people to explore their talents.

We ensure that each young person is encouraged to engage in activities that interest them, supporting their personal growth, social skills, and emotional well-being. We actively listen to their preferences and empower them to take part in experiences that enrich their lives.

Cultural Identity and Religious Observance:

At Daffodil House, we celebrate the equality and diversity of all religious traditions while also respecting each individual's right to be atheist.

We will support the young people to attend a service or receive instruction in the faith to which they belong. We will do our utmost to provide for dietary requirements related to an individual's religious or belief system and would encourage dress that reflects their beliefs. Young people who wish to attend regular religious services will be encouraged to do so, provided that a thorough risk assessment has been completed and the organisation has been vetted to ensure child protection standards are met.

Lincoln and its surroundings provide a diverse and multicultural area. Our staff are committed to supporting the religious and cultural needs of every young person in our care. In line with our anti-discriminatory policy. We will not tolerate any form of persecution or abuse—whether from other young people or staff—on religious or cultural grounds.



We will also actively engage with local religious groups where appropriate, seeking their advice to ensure any connections young people make, are safe and supportive.

We believe that a young person's cultural identity and ethnic heritage are vital aspects of their character and should be nurtured and celebrated. Every young person has the right to grow up with a strong sense of identity, and by promoting diversity, tolerance, and acceptance, we aim to create an inclusive environment where they feel valued and respected.

Promoting Contact with Family, Friends and Others:

At Daffodil House, we recognise the importance of maintaining and promoting contact with family, friends, and others who are significant to the young people in our care. These relationships are integral to their emotional well-being, sense of identity, and overall development.

We actively encourage and facilitate regular contact with family members, ensuring that young people can maintain connections with those who are important to them, while also supporting the development of positive relationships with peers and others in their community. This may include visits, phone calls, letters, or virtual communication, depending on the young person's preferences and the arrangements in place.

We understand that contact with family and friends can offer stability, emotional support, and a sense of belonging. It can also help to strengthen their sense of identity, as well as provide valuable opportunities for them to practice and develop social skills. In cases where contact may not always be straightforward, we work closely with the young person, their family, and relevant professionals to ensure the arrangements are as supportive and positive as possible.

We are committed to ensuring that all young people feel supported and empowered to maintain meaningful connections with those who matter to them, as we believe this is essential to their growth, resilience, and sense of security.

Charitable events are encouraged with the young people's involvement. This is achieved through gatherings in the home, such as celebrations and coffee mornings. Charitable activities are also encouraged that are perhaps outside our comfort zone, such as fun runs and marathons. The young people can nominate their chosen charity after researching what their aims are.



For those young people who do not have contact outside of the home, the use of independent visitors, mentors, and advocates is encouraged and discussed with the young person's placing authority.

For young people who have family contact on a supervised basis, this will either take place in a monitored supervision contact centre or the staff will supervise the contact. Training is provided should the staff need to supervise the family contact.

We are fully committed to ensuring that safe and positive contact is facilitated, whether this is face-to-face, by telephone, or in writing. All home visits and telephone calls are supported by a young person's care worker when necessary.

We encourage young people at Daffodil House to maintain contact with family and friends through letters, photographs, or schoolwork, as well as celebrating significant dates such as birthdays and holidays. We also recognise the value of working closely with the young person's family and, where appropriate, welcome visitors, provided they are confirmed as safe to do so.

Any emergency restrictions on contact are implemented solely to protect the young person's safety and well-being. If restrictions are imposed, they will be communicated to the local authority within 24 hours.

Ongoing restrictions must be agreed with the local authority and will consider the young person's wishes and feelings. These will be reviewed regularly to ensure we are fully meeting their social, emotional, and physical needs. Depending on the young person's legal status, those with parental responsibility will also be involved in the decision making regarding family time.

Education:

We place great emphasis on education and on supporting young people to fulfil their potential. Young people may move into Daffodil House having had a disrupted educational history. The staff team at Daffodil House will liaise with the child's social worker and the virtual head service to ensure that all young people, wherever possible, can attend a local school on a full-time basis. We actively encourage and support young people to achieve this.

However, it could be a possibility that, due to negative experiences and a breakdown in mutual trust, the child or young person is prevented from wanting to go to school due to social anxiety, and where a young person has concerns or worries about schooling, we aim to support them with the transition into a school setting by working with home tutors initially, to establish their capability and link



education with their own education plan.

Staff will then help young people get to school, attend after-school activities, and complete their homework. They will also work with education staff and other professionals to support young people in meeting their identified educational and training needs. This includes working with other appropriate education agencies and local authorities, in accordance with the Children (Leaving Care) Act 2000, to prepare those young people who are 16 or older for leaving care.

Children's Health:

When young people come to live at Daffodil House, we look to promote their general health. Young people are registered with, and encouraged to attend, a local GP, dentist, and optician who will deal with both routine and emergency treatments.

Each young person will receive:

- 6-monthly dental check
- Annual eye test
- Annual statutory medical assessment

Any consultation with a doctor will be confidential. If necessary, the young people will be accompanied when they visit the doctor, dentist, or other health care appointment where it is appropriate; they are supported to make and attend appointments independently.

We actively promote good health care. We will support young people to remain healthy through the provision of information and guidance on health issues, including diet, sexual health, smoking, and substance abuse. Smoking or vaping is not permitted at the home, and staff will proactively encourage smoking cessation.

We monitor and record details related to the overall health and well-being of each young person, and we are mindful of the following:

- Health history (past illness, operations, vaccinations, immunizations, allergies, developmental milestones, prescribed medication, and current treatments)
- Diet, including cooking and menu planning.
- Exercise and keeping fit.



- Dental care
- Optical care
- Sexual health
- Side effects of any medication

Wherever possible, we encourage young people to be involved in managing their own medication and healthcare. We would achieve this through key working sessions relating to their independent living skills.

Staff receive training in first aid and medication administration to ensure safe practices are followed. Where appropriate and safe, some young people may self-medicate; however, a risk assessment is conducted to ensure this decision is based on a thorough evaluation of factors, with regular reviews.

We have procedures in place for the safe storage, recording, and disposal of medication, including controlled drugs, prescribed, and homely medication.

Including Young People in the Quality of their Care:

At Daffodil House, we encourage all young people to actively participate in the running of their home. We believe that all young people's opinions are valuable and should be considered.

Consultation takes place in areas such as personal space decoration, furnishings, and overall surroundings. Decisions that impact a young person's future, rights, and choices—whether related to daily life at the home or broader concerns—are always considered.

Young people are encouraged to express their views and opinions on various aspects of life at the home, such as food preferences through menu planning, fashion choices to reflect their individual personalities, and preferences for activities, hobbies, and interests. Staff are also available to offer advice on a range of health issues, including sexuality, eating disorders, diet, menstruation, contraception, smoking, alcohol consumption, and substance misuse.

No decisions are made without fully consulting the young person involved, where appropriate. If a decision must be made in the young person's best interest, the reasons will be communicated to them in a sensitive manner and at an appropriate level of understanding.



We promote feedback to improve our services and encourage young people to express their views on how the home is run. Where appropriate, young people may also be involved in the recruitment process for new staff.

If needed, we will arrange for an advocate or translator to ensure everyone's voice is heard. A weekly meeting is held to maintain open communication, and young people are reminded that they can speak to their Key Worker between meetings if any concerns arise.

The home will also consult placing authorities, young people, and families when there are any changes to the operation of the home. Regular communication with contact officers from the placing authorities is maintained.

Additionally, the home is visited monthly, Gill Vidal, our Regulation 44 visitor, who conducts a report on the home's conduct, providing essential information on the safety, welfare, and progress of the young people. **The Regulation 44 visitor** gathers feedback from multi-agency partners and speaks to the young people to collect their views and offer advice when necessary.

Gill is an experienced professional, with multiple and varied experiences in a variety of fields. A qualified social worker, although no longer registered, she has 35 years of experience within Local Authority and Independent provider sectors; 24 of these in Children's residential provision.

Gill has been involved in both operational and strategic management: with responsibility for planning and developing new services and remodelling existing services. She has worked extensively with change management and transformation in organisations at a senior level, moulding and managing large budgets and holding responsibility for large groups of individuals.

Gill's career has spanned a breadth of services from Residential, Hospital, Supported Living and Supported Accommodation settings.

Gill has worked across disciplines with both children and adults, those with significant complex behaviours, learning and physical difficulties both profound and mild, sexual trauma both CSE and CSA, CAMHS and education services. She has experience of working to a variety of Tender and Framework contracts, and within both Ofsted and CQC legislative boundaries. Gill has worked at Operational and Organisational level through to Managing Director. She currently is an active consultant, trainer, Responsible Individual and an Independent Regulation 44 Visitor.



Anti-Discriminatory Practice, Respect and Children's Rights:

At Daffodil House, we are committed to promoting anti-discriminatory practices and upholding the rights of all children and young people in our care. We believe that every child deserves to be treated with respect, dignity, and equality, regardless of their background, race, religion, gender, disability, or any other characteristic.

Anti-Discriminatory Practice:

We actively challenge and address any form of discrimination, whether it be based on race, ethnicity, gender, sexual orientation, disability, or any other factor. Our staff are trained in anti-discriminatory practices and are encouraged to model respectful, inclusive behaviour at all times. We foster an environment where young people are empowered to express themselves without fear of prejudice or exclusion. Any incidents of discrimination are taken seriously, addressed promptly, and discussed with the young people involved to help them understand the impact of their actions.

Respect for Children's Rights:

We fully adhere to the principles outlined in the United Nations Convention on the Rights of the Child (UNCRC). Every young person in our care has the right to express their views freely, to be heard, and to have those views considered in decisions that affect them. We are committed to ensuring that children and young people can participate in matters related to their care, education, and future. We strive to create an environment that values and supports their individuality while promoting a sense of community, respect, and fairness.

Promoting Equality:

We work to ensure that all young people have equal access to the opportunities and services available at the home. This includes equal access to education, leisure activities, healthcare, and any other aspects of care that they may need. We ensure that individual needs are met with sensitivity and understanding, providing the appropriate support and adaptations to enable each young person to thrive.

Support for all Children:



We recognise the unique needs of each young person and offer tailored support to help them develop a positive sense of identity and self-worth. This includes providing a safe space for them to explore their cultural and religious practices, supporting them in their personal development, and guiding them through any challenges they may face. Our goal is to empower each child or young person to develop a strong sense of self-respect and respect for others.

Inclusive Environment:

By actively promoting inclusivity, respect, and the rights of children, we aim to create an environment at Westview where young people feel valued, supported, and safe. We believe that fostering these values will not only help young people to overcome any previous experiences of discrimination but will also prepare them for a future where they can be confident, empathetic, and positive contributors to society.

Through these practices, we aim to create an environment where every young person can grow, learn, and thrive, knowing that they are respected, their rights are upheld, and they are treated with fairness and dignity.

At Daffodil House, we place great importance on children's rights. We understand that many young people who come to our home may have experienced the denial of their rights in the past. Our goal is to create a safe environment where positive relationships are formed, helping to support a brighter future for each young person who comes to stay with us.

The Children's Rights Commissioner:

For further information on children's rights, the Children's Rights Commissioner is **Dame Rachel De Souza** whose offices can be contacted using the following information:

Office of the Children's Commissioner:

Sanctuary buildings, 20 Great Smith Street, London, SW1P 3BT. Telephone 0800528 0731

Email- advice.team@childrenscommissioner.gsi.gov.uk

www.childrenscommissioner.gov.uk

"As Children's Commissioner I take on a crucial role, sitting at the heart of Government, delivering for children, and championing their voices and needs. As a



former teacher, headteacher and school trust leader for over 30 years, I have seen first-hand how passionate and compassionate children are. This is an ambitious generation that wants to succeed in life, but that also wants to play its part in improving the world around them. They need us, as adults, to listen to them and ensure they get the right help to fulfil their true potential.” **Dame Rachel De Souza**

Therapy

Daffodil House therapeutic approach is based on attachment theory with a focus on developing good-quality relationships where young people can experience being cared for and having their emotional, social, and physical needs met. We look to understand each young person’s presenting difficulties or distress in the context of their life experiences and help them develop a more positive view of themselves and others. The home aims to feel like a family home where consistent, therapeutic parenting is provided and young people can be safe and happy.

Therapeutic parenting is a systemic way of working; it is important that the team around the child work together and utilise clinical support to ensure they are providing therapeutic care 24/7.

Our therapeutic input includes staff training, support, and consultation with a dedicated therapeutic resource. If appropriate, a psychological assessment of new young people arriving at the home will be undertaken, and within the assessment, therapeutic recommendations will be provided. These might be delivered directly by the psychologist, another therapist with a particular specialism, or by the keyworker under clinical supervision, depending on the specific needs and which relationships feel safest for the young person to engage with.

Working systemically is the most effective way of influencing practice and applying psychological interventions to young people. It allows each young person’s needs to be understood and responded to while taking account of their circumstances, situation, the resources around them, and the wider dynamics that affect their behaviours. This systemic approach provides the foundation and bedrock upon which interventions can be applied.

Consultation with Staff:

Daffodil House has an allocated therapist that provides consultation meetings to care staff if they require this service. The application of the psychotherapist’s knowledge and understanding in the residential setting is of considerable value, and there are different forms that this can take:

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- Providing individual psychotherapy
- Providing consultation to individual staff
- Providing consultation to staff group

A consultation meeting offers everyone directly caring for young people the opportunity to come together and talk about their experience. Consultation aims to give a voice to everyone attending. Therapists are there to help staff team members identify specific difficulties in their day-to-day work with individual young people or in a group setting.

This consultation process is ultimately for the benefit of the young people in our care, but it also offers an opportunity for care staff to consider how their own ways of interacting could impact their work with the young people and their relationships. Working with young people who have emotional, learning, and behavioural difficulties can be challenging, and it is important that staff think together about the impact of the work on them as individuals and as a team.



Amy Bingham, BA (Hons) Counselling, MBACP

Amy is a qualified counsellor with over ten years' experience supporting young people within youth housing and homelessness services. Her work across several charities has involved supporting both general needs and complex needs young people, including risk assessing, risk management, and multi-agency work.

Amy is trauma-informed and a neurodiversity-affirming practitioner, trained in the Rewind trauma technique and in approaches for working effectively with ADHD and autism. Amy's areas of interest centre on trauma-informed practice, supporting neurodivergent young people, and the complexities of school-based counselling in secondary settings.

Amy works integratively, drawing on a range of therapeutic modalities including humanistic, psychodynamic, DBT, creative, and body-based approaches, in order to respond flexibly to each person's developmental stage, relational needs, and preferred ways of expressing themselves. This includes using creative tools and sensory-based methods alongside talking therapy.

Amy provides counselling to children, young people, and adults in private practice, as well as delivering one-to-one and group sessions as a school-based counsellor



working across several secondary school settings. She also offers therapeutic consultancy, staff support, group supervision, and trauma-informed training workshops for teams and organisations working with children and young people.

All Staff will Undergo PACE Model Training:

Daffodil House works on the premise of therapeutic care, and staff are trained in the PACE model **of playfulness, acceptance, curiosity, empathy, and** understanding that this will encourage and help each young person gain a sense of confidence in their aspirations and ideas. It also helps to strengthen their self-belief that they have something positive to offer to the world.

Positive feedback is essential for personal growth, and particularly in adolescence, it is vital to help establish a good sense of identity. Without positive reinforcement, children are likely to grow up without a good sense of self or identity. At times, it may be felt appropriate to provide constructive feedback to a young person, and this will always be delivered in a sensitive manner, helping to establish new ways of looking at a situation and broadening our views.

Core Policies

Bullying:

At Daffodil House, we are fully committed to preventing and addressing bullying in all its forms. We take a proactive and supportive approach to ensure that all young people feel safe, respected, and valued. Our strategy includes:

1. **Clear Anti-Bullying Policy:** We have a comprehensive anti-bullying policy in place, which is communicated clearly to all staff and young people. This policy defines bullying, sets expectations for behaviour, and outlines the steps to take if bullying is suspected or reported.
2. **Promoting Respect and Inclusion:** We foster a culture of respect and inclusivity where differences are celebrated. Through activities, discussions, and key working sessions, we encourage young people to understand the importance of empathy, kindness, and positive communication.
3. **Staff Training and Awareness:** All staff are regularly trained on recognising signs of bullying, supporting victims, and managing situations where bullying



may arise. We also ensure staff are equipped to promote positive relationships between young people.

4. **Safe Spaces for Communication:** We provide a safe environment where young people feel comfortable expressing concerns, either one-on-one with their key worker or in group settings such as house meetings. Young people are encouraged to report any incidents of bullying without fear of retaliation.
5. **Immediate Intervention and Support:** If bullying occurs, we take immediate action to investigate the situation, providing support to the victim and addressing the behaviour of the individual responsible. This may include restorative practices, discussions, and where necessary, behavioural support plans.
6. **Ongoing Monitoring and Review:** Bullying incidents are closely monitored, and any patterns or recurring issues are addressed. We work with the young people involved to resolve conflicts and ensure that they understand the impact of their actions on others.
7. **Parental and External Support:** We work closely with parents and carers to ensure that any issues of bullying are managed consistently and with the appropriate level of support. Additionally, we involve external agencies such as the local safeguarding team or counsellors, where needed, to provide further support.
8. **Promoting Positive Behaviour:** We celebrate positive behaviour through rewards and recognition, encouraging young people to be role models for one another and to support a harmonious, bullying-free environment.

By creating a strong culture of respect and providing the tools and support needed to manage bullying effectively, we ensure that every young person at West View can thrive in a safe and supportive environment.

Safeguarding:

At Daffodil House, safeguarding children is at the heart of everything we do. We are fully committed to ensuring that all young people in our care are protected from harm and that their safety, well-being, and rights are always upheld. This commitment includes our adherence to safeguarding policies, the Duty of Candour, and our Whistleblowing Policy. Here is how we ensure safeguarding at West View:

1. Safeguarding Procedures:



We follow robust safeguarding procedures to ensure that young people are protected from all forms of abuse, neglect, and exploitation. These procedures are in line with local and national guidance, including the **Children Act 1989 and 2004, Working Together to Safeguard Children (2024)**, and **Safeguarding Vulnerable Groups Act 2006**. All staff members receive regular safeguarding training to identify potential risks and signs of abuse, and they are made aware of the procedures for reporting concerns.

2. Duty of Candour

We take our **Duty of Candour** seriously. This means we are open and transparent when things go wrong, and we take responsibility for any failings that may impact the safety or well-being of the young people in our care. If an incident occurs, whether concerning a safeguarding issue or any other matter, we will:

- Be honest and open with the young person, their family, and any relevant professionals about what has happened.
- Apologise and take steps to ensure that the situation does not recur, ensuring the young person's safety and wellbeing moving forward.
- Provide clear, accurate, and timely information to all parties involved, ensuring that the young person's welfare is our top priority.

We have a clear process in place to ensure that all incidents are investigated, and if needed, improvements are made to practice or procedures to prevent further issues.

3. Whistleblowing Policy

Our **Whistleblowing Policy** ensures that staff, young people, and others are able to report concerns without fear of retaliation. We promote a culture where staff and young people feel confident raising concerns if they witness any unsafe or unethical practices, either within the home or in interactions with external parties.

Our policy ensures that:

- Concerns can be raised confidentially, and staff can contact the designated safeguarding lead (DSL) or the registered manager directly.
- We provide assurance that any whistleblower's identity will be protected, and they will not suffer any negative consequences as a result of raising concerns.
- We thoroughly investigate any whistleblowing reports and take prompt action if necessary, ensuring transparency and accountability.



4. Regular Safeguarding Training and Updates

All staff at Daffodil House are provided with initial and ongoing safeguarding training, including recognising signs of abuse, neglect, and exploitation, and understanding how to act on safeguarding concerns. Regular updates ensure that staff are aware of new developments in safeguarding procedures, legislation, and best practices.

5. Risk Assessments and Safe Recruitment:

We carry out comprehensive **risk assessments** for all young people to identify any safeguarding risks they may face, including risks related to their background, experiences, and behaviours. We ensure that risk management plans are in place to address and minimise these risks.

We also follow **safe recruitment practices** for all new staff, including enhanced DBS checks and reference checks. All staff undergo thorough background checks to ensure they are suitable to work with young people.

6. Protecting Young People from Harm:

We provide a **safe environment** where young people can feel supported, listened to, and respected. Staff are trained in **de-escalation techniques** and positive behaviour management to avoid situations where physical intervention may be necessary. We also monitor the mental health of the young people, offering therapeutic support and ensuring that their emotional well-being is prioritised.

7. Safeguarding Children from Exploitation and Abuse:

We are particularly vigilant in safeguarding young people from **sexual exploitation**, **criminal exploitation**, and other forms of abuse. We work closely with **local safeguarding boards**, **law enforcement**, and **specialist services** to ensure that young people at risk of exploitation or abuse are protected.

County Lines:

Gangs are deliberately targeting vulnerable young people, those who are homeless, living in care homes, or trapped in poverty. At Daffodil House, it is imperative that staff can identify these signs and have the tools and knowledge to share them with the relevant professionals. No one really knows how many young people across the country are being forced to take part, but the Children's Commissioner estimates there are at least 27,000 children in England who are involved in gang activity. It is estimated that around 4,000 teenagers in London alone are being exploited through child criminal exploitation, or 'county lines'.

8. Empowering Young People:

Spring Care For You: Statement of Purpose
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Reviewed October 2025



We believe that **empowering young people** is an essential part of safeguarding. We encourage them to express concerns, participate in care planning, and access advocacy services. We also ensure they understand their rights, how to report any concerns, and where they can go for support outside the home (e.g., **Childline, NSPCC, or local safeguarding services**).

At Daffodil House, safeguarding is not just a priority; it is an integral part of our daily practice. We continuously evaluate our safeguarding policies and practices to ensure they remain robust and effective and that the children and young people in our care are always supported, protected, and able to thrive in a safe environment.

Anti-Radicalisation:

At Daffodil House, we are committed to the safety and well-being of the young people in our care, and this includes safeguarding them from the risk of radicalisation. As part of our duty, we ensure that staff are equipped with the knowledge and skills to identify young people who may be at risk and understand how to respond appropriately.

In line with government guidance, all employees working at the home are required to complete PREVENT training or training on extremism, radicalisation, and terrorism. This training is aligned with safeguarding outcomes set by Ofsted and is provided through trusted providers such as CAN Training, The Training Hub, and workshops delivered by local police.

The PREVENT Awareness Course provides an overview of the Prevent Strategy, including:

An understanding of the government's counter-terrorism approach and the relevant legislation. The factors that make young people vulnerable to radicalisation. How to identify the signs and risks of radicalisation. The relationship between Prevent and safeguarding. How to report concerns and refer them to appropriate services. The course also includes case studies, a glossary, and additional resources for staff to use for further learning or as references.

Staff also have access to HM Government Channel Duty Guidance, which provides information for panel members and partners involved in local safeguarding panels. This guidance helps staff protect vulnerable young people from being drawn into terrorism.

If any concerns arise, staff are trained to make referrals to the Channel Panel, a multi-agency approach for protecting young people from radicalisation. For this, staff can contact the Home Office Press Office at 020 7035 3535.



As a team, we remain committed to ensuring that all young people in our care are protected from any form of harm, including the risks associated with radicalisation. Staff are consistently supported with training and guidance to identify and respond to these risks, promoting a safe and supportive environment for all.

Child Protection in the Home (Child Exploitation refers to 2 categories: sexual or criminal):

Daffodil House is committed to safeguarding and promoting the welfare of all children and young people, with the child's safety and wellbeing as the paramount concern. All staff have a responsibility to remain vigilant to signs of abuse or neglect and to act immediately on any safeguarding concerns. Any disclosure or concern is taken seriously, recorded accurately, and reported without delay to the Designated Safeguarding Lead or manager on duty, who will make referrals to Children's Social Care, the police, or other agencies as required, in line with local safeguarding procedures and statutory guidance. Where there is an immediate risk of harm, emergency services will be contacted. Allegations against staff are managed in accordance with LADO procedures. Safeguarding practice is underpinned by a child-centred, trauma-informed approach, with appropriate support offered to children and young people, robust record-keeping maintained, and all staff receiving regular safeguarding training.

At Daffodil House, we fully support Lincolnshire's Safeguarding Children Partnership (SSCP) Child Exploitation Strategy, which is focused on preventing, identifying, and tackling child exploitation. We are committed to safeguarding the young people in our care by following robust procedures and protocols to ensure their safety.

When a young person discloses information about their potential involvement in exploitation, staff are trained to ask only open-ended questions and to avoid leading questions. It is essential to clarify to the young person that any disclosures of exploitation or abuse will be shared with the appropriate authorities for their protection, and staff will not make false promises of confidentiality. The reasons for this will be fully explained to the young person.

In the event that exploitation is suspected or disclosed, staff are required to report any concerns to the Registered Manager, the Responsible Individual, the Directors, and the Police. No unauthorised individuals will be allowed to make contact or pick up the young person, either inside or outside the home.

The **Registered Manager** works closely with other agencies to ensure that a coordinated, inter-agency approach is taken to protect the young person. We follow local protocols on child protection and the prevention and investigation of child



exploitation. All staff members are involved in regular training related to **Safeguarding, Child Sexual Exploitation (CSE)**, and **Child Criminal Exploitation (CCE)**, which helps staff understand and address the risks associated with exploitation.

When a child is coming to live at Daffodil House, we complete a child impact risk assessment, which helps us to assess the young person's level of risk in relation to child exploitation (low, medium, or high). On a local level, the local authority holds weekly **Multi-Agency Child Exploitation (MACE)** meetings where all cases of child exploitation are discussed in detail. We maintain strong, open communication among staff, which fosters a supportive environment to reduce the risk of exploitation. The close-knit, cooperative ethos within the team helps ensure that any potential concerns are addressed promptly and effectively.

The **Location Risk Assessment** conducted for the area shows if there is any risk of child exploitation in the local vicinity, and we remain vigilant to any emerging threats. We have also established links with P.C. Martin Epps, Lincolnshire Police's dedicated officer from **Lincolnshire Partnership Safeguarding Hub (LPSH)**

Missing from Home:

At Daffodil House, each young person will have an individualised **behavioural and risk management plan**, which includes a **CE (Child Exploitation) risk factor matrix**. This will outline the actions to be taken if the young person is absent without permission or goes missing.

There are various reasons why a young person might go 'absent' or 'missing.'. Some may be dealing with difficult situations or negative experiences that lead them to leave the home. Regardless of the reasons, Daffodil House's primary responsibility is to safeguard them from any potential harm or risk.

Additionally, we adhere to the **Philomena Protocol**, a collaborative scheme that helps identify children and young people at risk of going missing. This joint initiative ensures we have vital information early, allowing us to locate and return the young person to our care more swiftly.

When a young person goes absent, staff complete **missing from home forms** on our system, which include the following information:

- Where the young person is going



- Who they are meeting
- A contact number and address
- Travel arrangements made
- A risk assessment carried out by the staff team
- The time they are expected to return
- The young person's signature

If the young person fails to return at the agreed time, the **Registered Manager** is informed immediately. The police, placing authority, and parents (where appropriate) will also be notified.

Staff will attempt to contact the young person using the provided contact details. Whenever possible, a staff member will search the local area and visit any addresses the young person may have provided. This information will be shared with the police, including any other relevant contacts.

The police will be assisted in completing the missing person's form, and an up-to-date photograph of the young person will be given to them by **the team at the home**. Once the young person returns, the absence will be discussed, and appropriate actions will be taken, which will be based on the specific incident and the young person's legal status.

Detailed records of all unauthorised absences will be kept and added to the young person's **risk assessment**. These instances will also be reviewed during the young person's care reviews.

All staff members at **the home** are trained on the **missing child policy** and are aware of the local police authority's procedures for missing young people. In the event of an unauthorised absence, we follow the **Missing from Home protocol** and complete a **Missing from Home Risk Assessment**.

For further support, Lincolnshire Partnership Safeguarding Hub conducts return home interviews with young people after their absence, offering support to children and young people in unhealthy relationships, victims of exploitation, and those missing from home.

Staying Safe: Staff and Young People:

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At Daffodil House, the staff-to-young person ratio is typically **1:1** or **2:1**, depending on the individual needs or the outcome of the risk assessment for each young person. We recognise the importance of maintaining high levels of supervision, but there are times when a **1:1 key work session** is required. During these sessions, the staff member in charge will plan the session and notify their colleague to ensure that all parties are aware of the planned activities.

New staff members, during their induction period, will be trained on the importance of **effective supervision** and the need to document and pass on any relevant observations they have made. When working with vulnerable young people, it's essential to find a balance between **appropriate supervision** and respecting their need for personal space. Staff members are expected to approach supervision with care and discretion to avoid intrusiveness.

Staff members are expected to come to work in suitable attire, which will be discussed during the induction process. While staff are permitted to carry out regular bedroom checks, the young person will always be informed of the reasons for these checks. Staff are required to keep bedroom doors open when carrying out any checks and are not allowed to sit on the young person's bed.

At Daffodil House, we are committed to fostering **positive relationships** with the young people in our care by engaging in the activities they are doing and being actively involved, rather than merely observing from a distance. We also recognise that there are times when it is important to maintain a **discreet, yet safe, distance**, allowing the young person some autonomy and space. We aim to strike a balance between being available for support and respecting their personal boundaries.

Admission Requirements:

Before a young person is offered a place to live at Daffodil House, a comprehensive risk assessment of their needs is carried out. This assessment evaluates factors such as; antisocial behaviour, sexualised behaviour, learning needs, risk of harm to themselves and others, and substance misuse.

We will also carry out compatibility and impact assessments to assess the compatibility of young people living together and to determine whether they are suitably matched.

In cases of emergency referrals, we recommend an initial assessment period of (28 days) one month to allow for a thorough evaluation of the placement's suitability and the young person's needs. This assessment period will consider the integration of the



young person into the home environment, as well as their views on the appropriateness of the placement. Emergency admissions will only occur if there are no other young people currently placed in the home. While emergency referrals are accepted, most young people move into Daffodil House through a planned process as part of good practice.

Admissions are always planned, following discussion with the Responsible Individual and the Registered Manager. If it is agreed that Spring Care For You could offer a home for the young person, the Registered Manager will visit the young person at their current placement to introduce Daffodil House and discuss their needs. The young person will be invited to visit the home beforehand (where appropriate). The assessment of their needs will take the following into account:

- The young person's history, age, background, family situation, health needs (including allergies), and emotional and behavioural needs.
- Their cultural and social needs, as well as the level of support required.
- Behavioural support needs, educational requirements, and any potential risks posed by other young people.
- Any special circumstances or additional needs that must be considered after the initial assessment.

The young person will be given a copy of the 'Young Person's Welcome Guide' and our Statement of Purpose, which will be explained fully. If necessary, we will provide support to help them understand this information, such as through pictures or translation services. They will be invited to discuss the ethos of Daffodil House with the Registered Manager or their Key Worker. The staff will clearly outline what the young person can expect from the home, and the expectations of behaviour will be discussed as often as needed to ensure understanding.

Should a young person wish to bring cherished possessions, we will record these belongings and, if requested, keep valuables securely locked away in our office for safekeeping. An inventory of the young person's belongings will also be completed upon admission.

At Daffodil House, we are committed to working with young people facing difficulties, depending on the risks and suitability of the placement, ensuring the home, area, and peer group are appropriate.

Complaints Procedure:



A complaints procedure is available to young people, their families, significant others, and independent visitors. Young people admitted to Daffodil House have the procedure explained to them upon arrival, and copies are provided within the Welcome Pack. Young people also have access to a copy of the complaints procedure in child-friendly language, this is displayed in a poster form on the communal notice board in the home.

Any complaints about the home and or the service need to be escalated to the Registered Manager Rachael Page/ rachaelp@springcareforyou.co.uk.

All staff members receive training in the complaints procedure and are committed to resolving issues as they arise. In some cases, concerns can be addressed informally without the need to invoke the formal complaints process.

Young people are encouraged to seek independent advocacy, and contact information for these services is provided in the Welcome Pack. They are made aware of the timescales for making a complaint and receiving a response. Staff ensure that young people are not subject to any reprisals as a result of making a complaint. All complaints are handled professionally, recorded, and referred to the Director and other relevant individuals.

A clear written response will be provided to the complainant, outlining the progress or outcome of their complaint. If the complaint relates to the Registered Manager, it may be addressed to the Registered Provider and/or Ofsted.

Complaints about the Registered Provider can be directed to Ofsted. The contact details for Ofsted are available in the office, on the young people's notice board, and within the Welcome Pack.

Any complaint deemed to be an allegation of sexual assault, assault, threat of violence, or other serious matters will be handled formally by the Lincolnshire Safeguarding Children and Young People Team in accordance with established procedures and timescales.

All complaints made by young people will be reported to the placing authority and, in accordance with legal requirements, to their parents or persons with parental responsibility.

Staff members are familiar with the home's policy for handling external complaints.

The Director will regularly review the records of complaints to ensure the proper functioning of the complaint's procedure, identifying any patterns of complaint and assessing the action taken in response to individual complaints.



Whistle Blowing:

It is the responsibility of all employees at Daffodil House to always remain vigilant regarding the safety and welfare of the young people in our care.

Staff are encouraged during team meetings to address issues related to personal boundaries and to challenge any behaviour they may perceive as inappropriate, regardless of how minor it may seem. Any instances of more serious misconduct by a member of staff, whether directed at a young person or another staff member, will be addressed immediately. This includes incidents of intimidation, physical or verbal bullying, or inappropriate sexual behaviour.

Such behaviour should never be ignored, overlooked, or postponed for later supervision, nor dismissed as unimportant. If a staff member witnesses or hears a complaint from a young person about abuse, they must report it immediately to a senior member of staff. The senior member will then contact the Registered Manager or Director if the Registered Manager is unavailable.

Registered Manager-	Responsible Individual-
Rachael Page	Katy Rees
rachaelp@springcareforyou.co.uk	Katyr@springcareforyou.co.uk
07538 937 070	07538936910

If it is believed that the matter has not been resolved satisfactorily, the staff member reporting the incident should contact Ofsted or the local Designated Officer (LADO). Staff members will be fully supported and will not face any discrimination for raising their concerns.

Ofsted Piccadilly Gate Manchester M1 2WD Wedgewood Building, 0300 123 1231	LADO Office Tel: 01522 554 674 E-mail: LSCP_LADO@lincolnshire.gov.uk
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Monitoring and Surveillance:

In line with Regulation 12 (2015), staff at Daffodil House are required to take effective action if there is a serious concern regarding a young person's welfare. Apart from the bedrooms of the young people, staff sleep in designated sleeping rooms, and there is a bed in the office. The home is free from internal locks and door alarms apart from the front door and rear doors, where there are door sensors purely for security at night. However, in the case of an emergency and purely as a last resort, it may be necessary to temporarily lock an internal door to prevent significant harm to a young person or others within the home.

In certain situations, individual door alarm devices may in future times be required to monitor a young person's whereabouts. These alarms would only be considered for safeguarding purposes and to ensure the safety of the child or others. These measures will never be used to restrict movement within the home. Any use of door alarms will be in compliance with Regulation 24 (b), and the young person's placing authority will provide written consent for the monitoring.

There may also be times when young people require more intense monitoring of their mobile phones. In these cases, an agreement will be made between the home, the local authority, and the young person's family, ensuring that the young person understands the reasons for this supervision. The aim is not to permanently track their social interactions but to maintain safety and independence, with regular reviews taking place.

All young people will be informed of any changes in monitoring or surveillance measures, and their age, risks, and understanding will be considered to avoid infringing upon their privacy and rights.

Staff will also consider each young person's Placement Plan and Behaviour Plan, which may include specific strategies for monitoring and support.

We are committed to respecting children's rights and privacy, ensuring that any monitoring is as non-intrusive as necessary. When two young people are in residence, the home will have two sleep-in staff members if the young people are settled. However, if disturbances occur, a waking night staff member will also be on shift.

Both the front and kitchen doors of the home are fire exits, easily accessible for young people to exit in the event of an emergency. These doors can be opened at any time.

Behaviour Management, Restorative Practice & Positive Reward:



At Daffodil House, we believe in the potential of every child and young person, regardless of their past experiences, actions, or challenges they have faced. When addressing challenging behaviour, we focus on engaging with the young person directly rather than resorting to confrontation. We aim to identify the underlying causes of the behaviour, rather than simply responding to aggression. Positive reward systems are agreed upon with the young people to help them understand the link between their actions and positive outcomes.

We ensure that the consequences of unacceptable behaviour are clearly communicated to the young person, offering clear choices and encouraging them to be part of resolving the conflict.

Challenging behaviour typically follows three common components: the Antecedent, the Behaviour, and the Consequence, known as the ABC of behaviour. This framework allows us to track patterns and discuss behaviours with the young person, encouraging positive responses and ensuring that all staff are aware of triggers and strategies to address challenging situations. The young person is involved in their behaviour management plan and is supported to openly discuss the behaviours they wish to change.

Regular house meetings are held to discuss behaviour management and potential sources of conflict. These meetings help maintain open communication among staff and young people.

Restorative Approaches:

Being aware of how much positive regard can help build up a good sense of self-worth and self-esteem, At Daffodil House, we do not like to use institutional or punitive language or approaches, and therefore, we endeavour to create a setting that functions positively, making greater use of rewards and positive reinforcements and using restorative measures rather than 'sanctions' only when necessary. The home's team will look for sanctions of a restorative nature and will aim to include an educational aspect within the agreed restorative sanction.

While we promote positive behaviour, we realise that young people can make mistakes and should be able to learn from these to develop. However, there is a clear expectation that boundaries should be kept.

Sanctions or Consequences of Actions:

Daffodil House has a clear policy about how sanctions can be applied. This can broadly be summarised as follows:



Applied Restorative Actions

- Informal measures as a first option, such as restorative work and guidance
- Restricted internet access
- The payment of a reasonable sum by way of reparation
- Temporary removal of free time, if it is “in the best interests of the young person who may be at immediate risk.”

Prohibited Actions

- Any form of corporal punishment
- Deprivation of food or drink
- Cancellation of contact or restriction of telephone communication by way of contacting family.
- Any requirement that a child wear distinctive or inappropriate clothing
- Withholding of medication or medical or dental treatment
- Any intimate physical examination
- The intentional deprivation of sleep (but young people should not stay in bed all day)
- Physical restraint (except to prevent harm to oneself or others)
- Refusal to speak to a child.
- bullying, teasing, or humiliation; verbal intimidation or abuse; and discriminatory language.

This list is not exhaustive. Staff are trained to use de-escalation techniques within their working practices to manage challenging behaviours.

- Staff at the home are professionally trained in restorative approaches, which is a key part of our staff development. If appropriate, young people who are expected to be with the team long-term may also receive training in restorative practices.
- Depending on the severity of the harm caused, restorative interventions may be part of a broader response or the primary approach to addressing the harm.
- Restorative interventions will always be proportional to the harm caused.
- For minor incidents (such as insulting language), simple restorative questions may suffice. For more serious matters, like violence or racism, a planned conference will be required.



- Breaches of home rules, depending on their seriousness, can be addressed through restorative approaches, either in addition to or as an alternative to formal sanctions. All sanctions will be reviewed for effectiveness.
- Restorative approaches will not be used if police involvement or potential prosecution is anticipated.

Physical Intervention:

In situations involving violence or aggression, physical intervention is used only as a last resort, for the minimum time necessary, and solely to ensure the safety of the young person and others. All staff are trained in appropriate physical intervention techniques by a professional training provider. The physical intervention approach used at Daffodil House is **Empower**, which is underpinned by a trauma-informed, child-centred ethos that prioritises de-escalation, dignity, and respect. Empower techniques focus on low-arousal, non-pain-compliant methods designed to reduce risk, support emotional regulation, and maintain the young person's safety throughout any intervention.

The training staff annually, adopts a holistic approach, with the following aims, principles, and objectives:

- To establish a unified approach underpinning all aspects of our work.
- To ensure consistent and appropriate responses to challenging behaviour.
- To identify and eliminate any negative workplace cultures.
- To develop an understanding of the reasons for behaviour before and during crisis episodes.
- To recognise triggers for challenging behaviour.
- To become aware of personal responses to situations.
- To recognise signs of aggression.
- To utilise de-escalation and diffusion techniques in appropriate settings.
- To understand post-incident trauma management.
- To remain informed on current legislation and procedural frameworks.
- To implement safe and effective restraint techniques when necessary.
- To appreciate gender and cultural issues when using physical interventions.
- To identify individual strengths and areas for development.
- To use physical intervention as part of a broader strategy for managing violent behaviour.
- To uphold the rights and dignity of all young people.
- To apply the least intrusive intervention and adhere to the "Best Interest Criteria."
- To acknowledge the duty of care responsibilities.



- To apply reasonable force for the minimum duration required.
- To adapt responses according to the circumstances.
- To avoid using holds against joints.
- To assess risks associated with each hold, considering gender, culture, and medical factors.
- To foster effective teamwork.

If physical intervention is necessary, a report must be written by all staff involved, addressing the following:

- The names of all individuals involved and present.
- The names of those who carried out the restraint.
- The time and date of the incident.
- The duration of the restraint.
- The location where the restraint took place.
- The method used, along with the effectiveness and consequences of the intervention.
- Confirmation that the young person was offered a complaint form.
- Confirmation that the young person was offered a medical examination.
- Any follow-up actions taken or planned.
- Comments and recommendations from the Registered Manager.
- A Life Space Interview (LSI) will be conducted, followed by a staff debriefing.

The report will be signed by all involved staff and submitted to the Registered Manager by the end of the shift. The Registered Manager will forward the report to the young person's social worker. Within 24 hours of the incident, the young person has the right to a GP medical examination and may file a complaint if desired.

The young person will be asked to provide their version of events, which will be recorded. If they are unable to write, a dictated report may be submitted, provided it has been read to the young person, and they have agreed to and signed it.

Staffing, Leadership and Management

Katy Rees Responsible Individual/Registered Provider	Rachael Page Registered Care Manager of 12 Daffodil House
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Management Profiles

The Team

Katy Rees:

Katy is an experienced professional who has worked within the social care sector for almost 30 years in a variety of management/senior management roles for several providers in the residential sector, she has experience of working with children who have a variety of learning difficulties and those with social, emotional, and mental health challenges. Katy has a wealth of experience, having managed several homes through to senior management level and working on improvement plans with several organisations. She has taken responsibility for leading, managing, and developing homes and their staff. Her roles have included the introduction of new working practices and adoption of new procedures. She is especially skilled in quality assurance for children's services and has recently been in a role of independent visitor covering 12 children's homes in the East Midlands completing Regulation 44 visits and has experience of completion of Regulation 45 auditing.

Katy's recent career involves setting up children's homes from inception, including submission for registration and operational preparation; she has experienced that within three services that she has worked for. Katy has in-depth knowledge of the regulatory requirements of the Ofsted framework, having prepared to undertake the role of Responsible Individual with Ofsted and working as a part-time consultant for children's residential services.

Katy has her NVQ Level 5 diploma in leadership and management for children's residential services qualification; she has sound knowledge of children's residential services, young people, and their needs. Katy has sound knowledge of safeguarding and has been the DSL for the services she has been in a managerial position for and has undertaken face-to-face Lincolnshire DSL child protection training.

Registered Manager

Rachael Page:

Rachael is an experienced professional with over 12 years of dedicated service in the social care sector, having worked across multiple residential sites. Throughout her career, she has supported a diverse range of client groups—including families,



children, and adolescents—across various roles. Rachael has progressed from a frontline Support Worker to Service Manager, leading complex needs services for adolescents.

She is highly skilled in dynamic risk assessment, creative support planning, and delivering responsive, person-centred care. Rachael brings a wealth of experience in leadership and management, with particular expertise in the training and development of staff teams.

She has successfully led the mobilisation of new residential services, including overseeing the Ofsted registration process, and has extensive experience managing Ofsted-registered services commissioned by local authorities.

Rachael is also experienced in embedding therapeutic approaches within residential settings and holds a BSc degree in Psychology and Criminology.

Staff Information:

Spring Care For You Limited places great importance on recruiting and retaining high-calibre staff for their therapeutic homes that possess the appropriate qualifications and experience. We aim to appoint a staff team of mixed ages, genders, and ethnicities that, individually and collectively, presents positive role models for the young people in our care. At all times, we will have the appropriate number of staff on duty with the necessary experience and ability to meet the needs of the young people in our care.

Name	Position	Qualification
Rachael Page	Registered Manager	Level 5 Equivalent / Enrolled Level 5
Claire Wilson	Team Leader	Enrolled - Level 4
Astra Marsh	Team Leader	Level 4 Qualified
Alex Rook	Team Leader	Level 4 Equivalent / Enrolled - Level 4
Mackenzie Parfrey	Residential Support Worker	Level 4 Equivalent / Enrolled - Level 4



Leo Hughes	Residential Support Worker	Enrolled - Level 4
Rebecca Salmon	Residential Support Worker	Enrolled - Level 4
Joshua Rudd	Residential Support Worker	Enrolled - Level 4

Staff Supervision, Training, and Development:

We recognise that our staff team forms the essential strength of our service, and we are committed to supporting individual growth and development for all our employees.

Supervision:

The object of supervision is to monitor individual performance against identified standards, support staff in their day-to-day work, and develop them in their professional roles by offering advice, guidance, and training. Key points of Spring Care for You supervision policy are that:

- All staff are regularly supervised by their line manager or a senior member of the staff team.
- Supervisions are hosted 6 weekly but can be more frequent if required, dependent upon an individual's role and level of experience. The Registered Manager will also ensure that they record any informal aspects of supervisory activity, such as coaching and reflection sessions, which may take place between the formal supervision periods.
- The supervisor will keep a written record of supervision, and the supervisee may have a copy.

Before undertaking any supervisory responsibilities, staff are provided with appropriate training to ensure they are competent and confident in their role. This includes completion of online training in supervision, appraisal, and line management, which equips staff with the knowledge and skills required to effectively support, manage, and develop team members. In addition, staff receive ongoing coaching,



guidance, and support from the Registered Manager, ensuring supervision practice is consistent, reflective, and aligned with the home's values and expectations.

Regular staff meetings will:

- Facilitate the sharing of information.
- Develop skills.
- Allow for retrospective learning from issues or incidents.

Key issues in the implementation of each young person's placement plan will be discussed by the entire team at a consultation or team meeting. Representatives from the therapy team will also attend these meetings to facilitate consistency of care in all areas of the young person's development.

Qualifications and Training:

All staff will complete:

Safeguarding Level 3	Fire safety
Advanced Medication	Radicalisation
Food Safety and Hygiene Advanced	Physical intervention
Health and Safety	Attachment and trauma
Self-harm	Sexualised behaviours
First Aid	CSE and CEE
COSHH	Equality and diversity
Fire safety	Risk management
Infection Control	Fire Marshal

Further information can be found on the home's workforce development plan and Training Matrix.

Spring Care For You recognises that every young person requires individualised care and support. We work with young people facing a range of behavioural and emotional challenges, often stemming from experiences such as trauma, abuse, and neglect, which can lead to trauma and attachment disorders. Where possible, we avoid using agency workers. Instead, we have a dedicated and professional bank team who are



regularly involved in the day-to-day operation of the home. This approach ensures continuity and consistency, which is vital for the well-being of our young people

Training and Development:

We recognise the importance of continuous training and professional development for our staff. We are committed to ensuring that our team not only meets mandatory training requirements but also expands their knowledge and skills to enhance their professional growth.

New staff are provided with an induction and probation log to guide them through the program, ensuring they meet the necessary standards and have a structured agenda for their regular supervision. Upon completing their six-month induction, staff continue their professional development through compulsory training.

Core Training Includes:

- Diploma Level 3/4 in Health and Social Care
- Safeguarding Children and Young People
- Medication Handling
- Physical Intervention
- Food Hygiene
- Fire Safety and Awareness
- First Aid at Work
- Extremism, Radicalisation, and Terrorism
- Health and Safety

In addition, our 'Enhancement Training Programme' is designed to support staff development by addressing specific areas of interest and emerging topics. This programme aims to raise awareness and improve understanding across various aspects of care work. Topics covered include:

- Working with Attachment in Mind
- Mental Health
- Therapeutic Approaches
- Abuse and Neglect Awareness
- Supervision and Appraisals
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Furthermore, we provide additional essential training in areas such as:

- Recording and Reporting



- Missing from Home and Child Sexual Exploitation (CSE)
- E-safety and Bullying
- Lone Working and Safe Practice
- Ligature Training
- Sexualised Behaviours
- ADHD/Autism
- County Lines
- Substance Misuse
- Self-Harming Behaviours

Further details about staff development and training can be found in the home's workforce development plan.

Good Citizenship:

At Daffodil House, we value the contributions of our staff both within and outside the workplace. We also recognise and celebrate the efforts of our staff who raise funds for charity by participating in events such as marathons, skydives, and cycling to work. Additionally, we are proud to employ staff who are approved foster carers, further demonstrating our commitment to the well-being and care of all children and young people and ensuring their basic life needs are met.

Supervision and Appraisal:

All staff are supported daily by their colleagues and the Registered Manager. Supervision arrangements are made individually with each staff member by their designated supervisor. The management team, which includes the registered manager and team leaders, take on the role of supervisor and are all trained in this responsibility.

Supervision sessions are held regularly to discuss the progress of each staff member's role, celebrate achievements, and identify areas for improvement. These sessions also provide an opportunity to discuss support and training needs to ensure staff are successful in their roles. Feedback from supervisions contributes to annual appraisals, helping to ensure ongoing professional development.

Supervisions are documented, and staff have access to their completed records. These sessions may take various forms, including group, individual, 1:1 clinical consultation, and observations, all of which are utilised within the home. Performance appraisals are conducted at least annually after the 6-month probation review to



assess performance, set targets for the upcoming year, and identify any training needs.

The Registered Manager receives regular supervision from the Responsible Individual and is supported by the clinical psychologist. In addition, the staffing policy at Daffodil House ensures all staff members receive accurate job descriptions with clear performance criteria and well-defined lines of authority.

Equal Opportunities Statement:

At Daffodil House, we believe that all young people should be treated with equality and that their individuality must be always respected. No young person will face discrimination based on their age, gender, ethnic origin, core beliefs, or sexuality.

We are committed to providing young people with real choices that are appropriate for their age, maturity, understanding, and cultural background. Placement planning will always be guided by dignity and respect for the individual, ensuring that decisions are made in the best interests of the young people in our care.

All young people at Daffodil House will have equal access to the full range of services and support networks available to them. We will proactively encourage them to engage with these resources to support their development.

As part of our recruitment and selection process, all staff demonstrate a positive commitment to equality.

Our equal opportunities policy is grounded in the belief that the rights of young people must always take priority above all other considerations.

Fire Precautions and Emergency Procedures:

Daffodil House is equipped with a smoke and fire detection systems that meet the recognised British Safety Standards, ensuring compliance with Local Authority guidelines. The alarm system, sensors, and smoke detectors are regularly tested and maintained.

- Fire extinguishers are checked weekly and serviced annually by a reputable supplier.
- Fire doors and escape routes are clearly marked and always kept free from obstructions.



- Flammable liquids and other fire-related risks are identified through risk assessments, with appropriate measures implemented.
- All staff undergo fire safety training.
- Fire drills are conducted regularly for new staff and young people upon admission.
- Portable Appliance Testing (PAT) is carried out annually.
- An external professional conducts an annual Fire Risk Assessment in line with the Regulatory Reform Act.

In the event of a fire, staff will evacuate the building following the guidelines outlined in the Fire Drill Procedure. The designated assembly point is clearly communicated and known to all staff, visitors, and young people.

Leaving Daffodil House:

There are clear procedures in place to support young people leaving the home, whether through planned transitions or in emergencies. When leaving, young people will be provided with both written and verbal information in a format they can easily understand, ensuring they have access to important reference materials for future use.

Throughout their time at Daffodil House, memorabilia such as photos, certificates, and keepsakes are collected. The staff team creates memory books for each young person, providing them with a tangible reminder of their journey once they leave care.

For young people transitioning to independent or semi-independent living, staff and the home's manager provide appropriate support to meet their needs as outlined in their Pathway or Leaving Care Plan.

Ongoing contact will be encouraged, where suitable, to ensure a smooth and positive transition. No young person will leave Daffodil House—whether as part of a planned move or an emergency—without appropriate luggage or bags for their belongings.

Key Workers will assist the young person in making an inventory of their possessions to ensure nothing is overlooked. The plan will help the young person transition from full-time care to independent living, ensuring they are supported every step of the way.

Annual Review of Statement of Purpose:



This Statement of Purpose is a document that outlines the aims and objectives of Daffodil House, along with the good practices that guide the achievement of these aims. By reviewing the Statement of Purpose annually, Daffodil House ensures that the quality of care provided, and the standards upheld remain consistent and of the highest level.