



Oak Tree Meadows Ltd



89 KING LANE STATEMENT OF PURPOSE

Registered address: **263 Nottingham Road, Nottingham, NG7 7DA**

URN:2807556

Reviewed: 16th December 2025



About Us

89 King Lane is a new service operated by Oak Tree Meadows that offers person-centered support for young people. It is a supported accommodation service. This means that 89 King Lane provides supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers. King Lane is a home that supports young people aged 16-18. The home can accommodate up to three young people.

Our vision

Young people will regard King Lane as a safe and secure home where they can learn, develop and reach their full potential. They will feel confident that the staff who support them will listen to them and do everything they can to help them reach their goals. When young people leave King Lane, we hope they will be equipped with the life skills that will enable them to thrive independently, and they will feel positive about their future lives.

Our ethos

We believe that every young person should have the support to enable them to transition successfully to adulthood, no matter what their background. Most young people have this support from their own family, but the young people who come to live in King Lane have been less fortunate. They are relying on us to support them through the years from the age of 16 until they are ready for independence. We know that for some young people this will be a challenging time. We believe that it is our responsibility to do everything we can to help young people overcome their challenges so that they are fully prepared for adulthood.

Person-centered support is fundamental to our ethos. We tailor support to the needs of each young person, and they will be actively involved in making decisions about their lives.

Core aims

Our core aims are to:

- Provide a homely environment where young people feel safe, secure and valued.
- Enable young people to develop skills to communicate and interact with others and to integrate and contribute to the community in a positive manner.
- Ensure that young people feel that they are in control of their lives and that they are at the centre of all decisions about them.
- Ensure that young people are involved in the delivery and development of the service.
- Support young people to develop friendships, both within the supported



accommodation and in the wider community, so that they have lasting social connections.

- Support young people to become active and responsible citizens.
- Ensure that young people have emotional resilience and the confidence to move to independent living when the time is right for them.
- Ensure that young people have the necessary life skills to manage their own lives when they move to independent living.
- Support young people to stay healthy, safe and protected from harm and possible abuse.
- Working in partnership with local authorities, relevant social work and health professionals, parents, relevant adults, education providers and employers to ensure the young people we support are enabled to maximise their potential.
- Ensure young people's diversity is respected by embedding anti-discriminatory practice in our service delivery.
- Support young people to achieve their education, training and employment opportunities goals.
- Ensure that young people are supported by highly competent and well-trained staff who young people know they can trust.
- We believe that all children should be offered the same opportunities and chances in life. We work with the young people placed with Oak Tree Meadows as well as others involved in their support, to reduce the impact of difficult past experiences. To achieve this, we deliver a clear support approach that creates opportunities for positive interactions.

When deciding about a new placement we will consider whether we can meet the assessed needs of the young person and what sort of impact the placement will have on young people already living in the setting. We believe it is essential to undertake an assessment at referral, intake and at strategic points during the placement.

The initial assessment will incorporate key domains of the young person's development, including education, behavioural, social and learning skills. The assessment periods findings will inform the placement plan, treatment goals and educational needs and critically define the parameters for outcome.

Placement plans must reflect and accommodate these changes with support from external agencies like CAMHS if needed. Young people will be encouraged to attend any appointments with professional services. We will not accept a new placement unless we are sure that the young person is the right fit for King Lane.

Within the first six weeks of admission, each new young person has their risk assessment updated by his or her key worker. This risk assessment will be updated if new risks are identified, or if there is a change in any of their existing risk factors.

For each area of need identified for an individual young person, a support plan is produced by the key worker and young person, setting out specific objectives in the identified area and how the young person hopes to achieve these (using both internal and external resources). This support plan will incorporate the control measures identified through their risk management plan in any related risk area. All support plans are reviewed during key worker 1:1 sessions and updated frequently if needs change. Each young person keeps a copy of their support plans and is involved fully in the writing and recording of the process. A young person can request a review at any time they feel their support plan is not appropriate.

Achieving Positive Outcomes

To achieve positive outcomes the following are to be considered: involving children in decisions, making the choices, it is important to consider the health and well-being, and specialist help and support. This includes:

- Allergies
- Illnesses/ medical conditions
- Medication
- Dietary requirements (medical/ religious)
- Disabilities
- Emergency contact details
- Knowledge/ history of the group, relationships, conflicts
- Other conditions e.g. vertigo, claustrophobia
- Permission to take and use photos/ video.
- Event timings

Our safeguarding policy helps young people to reduce safeguarding risks, manage substance misuse issues, and help toward better outcomes in these areas.

Our Policy Aims

Oak Tree Meadows has a robust and comprehensive set of policies and procedures that support best practice and legislative requirements. We will review them regularly to ensure that they are always compliant with current legislation. Our policy aims are to:

- To protect vulnerable children from harm.
- To help our work force to recognise and identify the warning signs of abuse.
- To raise awareness and clarify the roles and responsibilities of staff and all support workers working with Oak Tree Meadows in the prevention of abuse of vulnerable children and young people.
- To provide guidance for all Support workers working for Oak Tree Meadows, whether working directly with young people or where their lives or jobs impact on children.



- To describe how to find further information for support and advice within Oak Tree Meadows and the Health and Local Authorities that employees work in.
- To outline practice and procedures for all parties within the scope of the policy.
- To provide a clear framework for action when abuse is suspected.

Policies and procedures

Policies and procedures are in line with legislative requirements and that support best practice. These are regularly reviewed and updated to enable compliance. The service guides can also be tailored to individual needs such as large print, different languages, brail and other formats as required.

Arrangements for Supporting the Cultural, Linguistic and Religious needs of young people accommodated in the home

- When practicable, young people are supported to maintain their existing arrangements for religious instruction and observance. Each young person's cultural, linguistic and religious beliefs are supported by our diverse staff team.
- The matching process performed at the commencement of the placement ensures that the staff have the skills, understanding and ability to meet these needs.
- The staff team will always actively support young people in pursuit of their beliefs, whether that is, for example, by providing a certain choice of food or clothing. Staff will support each child or young person in following their chosen religion, for example through attendance at a place of worship or the observance of certain days.
- Staff training in equality and diversity, discussion in team meetings as well as individual supervision will underpin the approach to supporting the individual needs of our young people. The activities calendar will reflect the various religious festivals that occur during the year so staff can support young people who wish to celebrate them.
- We will ensure that young people can personalise their room and that the quality of care promotes their individual identity. Any complaints relating to equality and diversity will be taken seriously.

Accommodation

The home is a 4-bedroom house, with ample space for children and a sleep room for staff. The property is immaculately presented throughout and a spacious home that offers versatile living accommodation. Upon entering, you are welcomed by an impressive entrance hallway that establishes the ambiance for the entirety of this impeccable home. The ground floor comprises a spacious lounge, an office room, a separate utility room, a W/C, a storage room, and a modern fitted kitchen/dining room located at the rear of the



property. The landing on the first floor guides you to four generously sized double bedrooms and a shared bathroom. One of the bedrooms features its own en-suite for added convenience.

Externally, to the front, there is a garden with shrubbery, off-road parking for up to two vehicles, and a detached garage. To the rear of the property, you'll find an expansive garden adorned with a meticulously kept lawn.

Children and young people are encouraged to make their room their own to reflect their identity and personality. The young people are also encouraged to keep their room tidy and can be supported by staff if required.

The home is regularly checked and maintained by the support team to ensure that furniture and decoration are maintained to a high standard. Children are encouraged to give their input to renovations and makeovers in the children's discussions, where all requests will be considered.

Our supported accommodation offers a comfortable, secure living space for young people, complete with a well-maintained bedroom, communal lounge, kitchen, and bathroom facilities. There is also a beautiful garden and an office for the staff. Our services provide easy access to public transport, education facilities, community facilities, health support, and other relevant local services. We conduct monthly location assessments to ensure the premises are suitable and appropriate, considering the views of relevant stakeholders.

Our supported accommodation aims to provide stability and consistency for young people, ensuring continuous access to local services such as education and health support which foster the development of strong relationships within the community. The accommodation provided promotes positive self-esteem, protects against stigma, and supports young people in feeling confident about their opportunities.

We will have a team of staff who operate on a shift system 24/7, ensuring that staff members are always available at the service when required, with additional staff available when needed. Staff members support young people accessing local services, attending meetings, preparing for work and education, and are available in-house to support our independence program.

We always have staff members available for sleeping on-site overnight as well as one staff member if needed, who can be available to young people in case of emergencies or overnight accidents or incidents. We also have on-call support available for additional support as needed. Young people can call an emergency number 07831 777965 if they cannot access staff in the service or require on-call support. The number is listed in the young person's guide.

Facilities for young people

The Supported Accommodation Service recognises that prospective young people should have the opportunity to choose a home which suits their needs. To facilitate that



choice, we do the following:

- Provide detailed information on the service by publishing a young person/ service user guide.
- Give each young person a Tenancy Agreement specifying the terms of his or her tenancy.
- Ensure that every prospective young person has his or her needs thoroughly assessed before a decision on admission is taken.
- Demonstrate to every person about to be offered a tenancy that we are confident we can meet his or her needs as assessed.
- Offer introductory visits to prospective young people and avoid unplanned admissions except in cases of emergency.

The supported accommodation Service aims to help our young people develop their skills, on a person-centred basis, giving them the confidence and vision they need to live more independently and integrate safely into the local community.

Security & Safety

The Supported Accommodation Service provides an environment that is supportive and responds to the need to safeguard our young people in the following ways:

- Supporting and assisting young people when doing tasks that have risk attached, such as cooking and cleaning.
- Safeguarding young people, wherever practicable, from all forms of abuse and from all possible abusers. With this in mind the young people are provided with the number to text or comment box to remain anonymous.
- Ensuring that young people and staff are aware of the procedure to make a complaint or raise concern about any aspect of the service or the environment.
- Ensuring that the atmosphere in our properties is open, positive, and inclusive.
- Ensuring that all visitors sign in and out of the building and restricting access to young people's rooms without prior consent of the Registered Manager, for example tasks such as routine maintenance and health and safety checks.

To maintain health and safety standards, we regularly review our premises. We only use CCTV in the external areas of the home if necessary and will always respect young people's privacy. We will discuss CCTV arrangements with the accommodating authority and obtain consent from them and the young person. Currently the CCTV system is not in operation and not being used.

Each young person has access to a lockable, well-furnished, comfortable bedroom with telephone and internet connection. We provide standard bedding, towels, personal hygiene products, and kitchen equipment.

We provide a written agreement to young people in an accessible format, outlining their rights and the terms and conditions of the supported accommodation. This agreement also includes information on how they can raise any concerns.



We ensure that all aspects of our supported accommodation provision are adequately covered by insurance and meet health, safety, and fire regulations.

Cleaning

Young people are responsible for the cleaning of their own bedrooms which may have en-suite facilities and support is available if needed. Staff will undertake a weekly health and safety check with each young person in their bedroom and any other private areas on a minimum of a weekly basis as agreed in their support plan.

For communal areas such as kitchens and shared bathrooms, all people in that property will share the cleaning. A rota for these cleaning tasks is agreed with the young people via young person's meetings and 1:1 session.

It is the young person's responsibility (with appropriate input from the staff team) to ensure that they complete any tasks given to them. Young people are also responsible for washing and ironing their own clothes with support.

Repairs

Young people are made aware on admission that they should report any maintenance issues to the staff team as soon as possible. Staff will then follow Oak Tree Meadows maintenance procedure. General wear and tear of communal areas is the responsibility of The Oak Tree Meadows. However, young people are responsible for any damage or breakages that have been caused by them. This is a condition of their tenancy agreement.

Leadership and Management

Kristen Thorley (Director & NI)

Kristen Thorley has been working in social care for over 10 years, with specific and varied experience working in, and managing children's homes. Having supported various young people to transition into supported accommodation when moving on from children's homes.

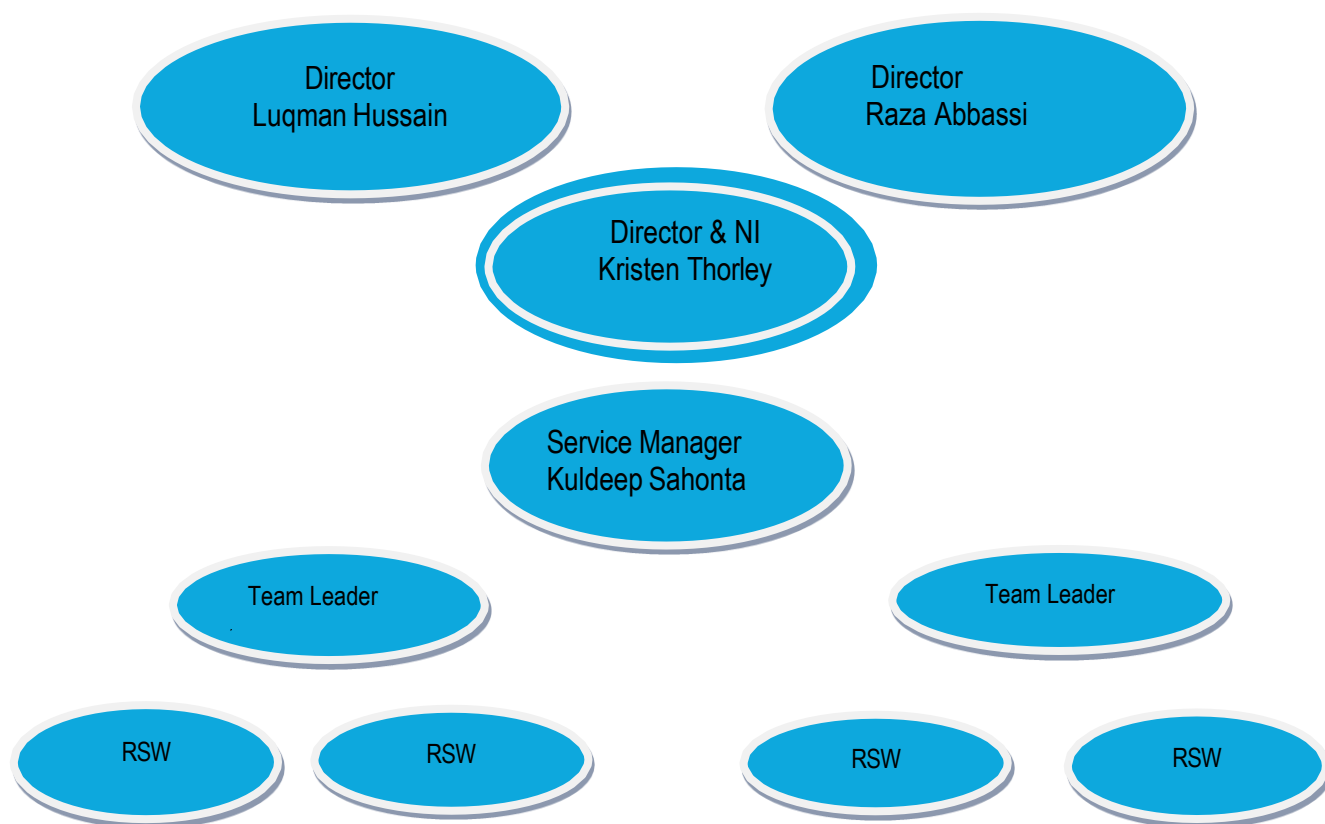
Kristen is passionate about ensuring young people have access to the right services, resources and support, to successful transition into adulthood. Kristen currently holds his NVQ3 in residential care, NVQ5 in leadership and management and is also currently working towards obtaining the NVQ7 for senior leadership.

Kuldeep Sahonta (Service Manager)

Kuldeep is an experienced individual with over 10 years of experience working within the support sector. He is confident and passionate about new challenges and prospects and has previously achieved good inspections. Kuldeep has worked in several support settings and has held many positions for the last 10 years and has



experience in EBD, LD, Mentoring, Child support, Schools and government run programs such as NEET. Kuldeep has worked his way up from support worker to Manager and holds his level 3 Diploma in Residential Support. Kuldeep's wide-ranging experience in support has given him the tools to work with people from all walks of life and has helped him focus on delivering good quality support. Kuldeep is a passionate person who is committed to achieving positive outcomes for the young people.



NAME	ROLE	QUALIFICATION
Laura Hyde	Team Leader	Qualified
Shamsah Mahmood	Team Leader	6 Month Probation leading to qualification
Kathrin Paton	Support Worker	6 Month Probation leading to qualification
Helen Macrae	Support Worker	Qualified
Adeniyi Alade	Support Worker	6 Month Probation leading to qualification
Amna Azhar	Support Worker	6 Month Probation leading to qualification

Recruitment and Training



Oak Tree Meadows ensures that children's rights and views are at the centre of support, service delivery and planning.

Registered managers who provide services to children may need to have specific training in areas such as child development, child protection, safeguarding, and behaviour management. They may also need to have training in management and leadership skills, as well as knowledge of relevant legislation and regulations, such as the Children Act 1989, the Children and Social Work Act 2017, and the Support Standards Act 2000.

Registered managers who provide services to children may also need to have training in areas such as communication, teamwork, and conflict resolution, as well as training in supporting and working with families.

The specific training required for registered managers who provide services to children will depend on the type of service being provided and the needs of the children in their support. It is important for registered managers to ensure that they receive appropriate and ongoing training in all areas relevant to their role, to provide the best possible support and care for the children in their service.

The recruitment process considers the provision of personal support to young people (skilled, experienced and DBS checks). When recruiting individuals to provide personal support, the process should consider the unique needs of this population and the importance of ensuring their safety and well-being. Here are some key considerations that may be included in the recruitment process:

Skilled and Experienced Staff: The individuals who will be providing personal support to young people should be skilled and experienced in working with young people and in providing the type of support that is required. This may include training in child development, behaviour management, and medical procedures, as well as experience working with young people in a support setting.

DBS Checks: To ensure the safety and well-being of young people in support, it is essential to conduct Disclosure and Barring Service (DBS) checks on all staff members. DBS checks help to identify any previous criminal convictions or cautions that may disqualify an individual from working with children and are a legal requirement for anyone working in a regulated role with young people.

Entitlements of young people in our service

Advocacy and the rights of young people

Looked-after children and support leavers are entitled to an independent advocate to advise them and ensure they have the support needed to express their views, wishes and feelings about their support and lives and if the young person wishes to make a complaint. All young people must have access to appropriate support, and where possible, this should be provided by the person that the young person chooses. Staff



should signpost young people to advocacy support such as the Children's Commissioner's Help at Hand service. You can find further information about advocacy and complaints for children and young people in the guidance titled "Get it Sorted (2004): Guidance on providing effective advocacy services for children and young people making a complaint under the Children Act 1989".

There is a legal requirement for the IRO of a looked-after child to ensure that the child or young person understands their entitlement to independent advocacy support arranged by the young person's local authority (Chapter 3, IRO Handbook). Supported accommodation staff should complement any explanation the IRO gives by helping looked-after children understand the role of an independent advocate and how to access one. Staff should regularly remind young people of their right to access an independent advocate, and support them to do so, concerning any matter relevant to their status as looked after. Independent advocates can support the young person and service to redress issues affecting them, such as lack of contact with their social workers, contact with family and leaving support grants, and issues about their support within the service.

When a young person ceases to be looked after, there is a legal requirement for the local authority to appoint a personal adviser (PA) to support them during their transition to adulthood. The role of the PA is to advocate for the young person and provide the young person with advice and support, participate in the assessment, preparation, and review of the young person's pathway plans, and keep informed about the young person's progress and well-being.

Promoting independence, including education, training or employment

The Supported Accommodation Service ensures that all young people live their lives as fully as possible by doing the following:

Encouraging young people to continue to enjoy as wide a range of individual and group activities and interests as possible, both inside and outside the service, by continuing with existing hobbies, pursuits and relationships, and to explore new experiences.

Giving young people the opportunity, if they wish, to participate in group trips and activities organised by the service.

Recognising that food and drink is an important part of social life and ensuring that meals are pleasant and unhurried occasions also providing opportunities for social interaction. Individuals are encouraged to participate in a weekly communal meal with fellow young people. Young people are encouraged and supported to complete an individual weekly meal planner. The Supported Accommodation Service supports young people with special dietary requirements, as advised by a specialist and agreed in the individual's support plan.

The Supported Accommodation Service supports young people to realise personal aspirations and abilities in all aspects of their lives by:



- Listening to young people when they want to tell us about their background, life experiences and characteristics.
- Providing access to a range of leisure and recreational activities to suit the tastes and abilities of all young people.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every young person.
- Supporting our young people to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish.

Financial management

- Budgeting skills and financial awareness
- Managing bank accounts and savings
- Taking responsibility for bill payments
- Home management
- Preparing food and cooking
- Food shopping
- Basic household maintenance
- Home cleaning and hygiene
- Self-management
- Personal support & hygiene
- Personal safety
- Maintaining good health and safety
- Support with reducing substance and alcohol abuse Drug and alcohol awareness.
- Managing and developing personal relationships, both formal and informal
- Support with family relationships.
- Support with reducing risky behaviours that could lead to exploitation.
- Support to develop consequential thinking.
- Life management
- Using public transport
- Form filling — (benefits/education/employment applications etc.)
- Making appointments
- Support with management of ADHD, Autism and other behavioural development diagnoses.
- Gang awareness and intervention.

Through well-structured risk assessments and personalised support plans, our motivated and skilled staff aim to ensure that independence and fulfilment are maximised to their full potential for the vulnerable young people that we work with.

Equality, diversity and Inclusion

All our team and wider work force are committed to all aspects of equality and diversity which is reflected in our ethos, culture and service delivery. We treat everyone with dignity, respect and embrace the important contributions that come from the diversity



of our staff, young people, partners and stakeholders.

The team at King Lane come from a range of professional backgrounds, which allow us to take an inclusive multi-disciplinary approach to supporting the young people in our support. All the team are registered with relevant bodies in accordance with their remit within the service.

Our research shows that the most diverse organisations and those making efforts to break down barriers that are seen as pervasive in attracting, developing and promoting individuals from the widest pool of talent, provide a vastly improved service for those who don't.

Workforce

Our employees are our most important asset in support deliverance and being able to ensure a high-quality service. In addition to mandatory training that is essential for our services to run safely and efficiently, our team's continual professional development is a high priority and important to us to go beyond "compliance".

The culture we aim for is for the workplace activities that are delivered everyday are valued for their learning potential, we encourage all the team to take advantage of the numerous training opportunities available to them. Some of the training that is provided to our staff is mandatory and statutory requirements in relation to safeguarding, health and safety, fire training, first aid training and basic life support.

All staff members will be enrolled onto the level 4 residential diploma once they have completed their 6 month probation.

All the team will receive training and additional specific training to meet specific training needs including:

- **Equality and diversity**
- **Food safety Level 2**
- **First aid**
- **Safeguarding Level 2 & 3**
- **Safeguarding young people with Learning disabilities**
- **Prevent training.**
- **Health and safety level 2**
- **Child protection**
- **Report writing and recording.**
- **Self-harming behaviours**
- **General data protection – GDPR**
- **Substance and alcohol misuse**
- **Staff boundaries for safer caring**
- **Managing risk**
- **Cyber bullying**
- **Child exploitation training, sexual, criminal, financial and modern slavery**



- **Sexual health and personal health**

All staff will complete training during their induction process. All the team at Oaktree meadows are recruited and onboarded within a safer recruitment framework, all the team have an enhanced DBS check and are required to have relevant qualifications. All our managers are required to be training towards a Level 5 qualification or equivalent.

Protecting and Promoting Mental and Physical health

Health and Wellbeing is integral to the care and support of our young people. This involves ensuring safe handling, storage, administration, and disposal of medication, as well as accurate record-keeping. We have robust procedures in place to ensure young people receive prescribed medications as intended and that they can access necessary over-the-counter medications. While young people are encouraged to self-administer, risk assessments may be crucial if needed.

Medication

- Safe Handling and Administration – We have clear procedures for handling, recording, safekeeping, and administering medication.
- Accurate Records – We will keep detailed medicine administration records on Individual Needs.
Medication management will be person-centered considering each young person's individual needs and abilities.
- Self-Administration - young people will be encouraged to take responsibility for their medication where appropriate.
- Access to Medication - reliable access to both prescribed and over-the-counter medications will be supported for each young person.
- Collaboration - we will work with pharmacies and other healthcare professionals to ensure appropriate support for managing medication.
- Notification of Serious Incidents – we will report serious incidents, including those related to medication to Ofsted.
- A health plan, medication cabinets for storing medication and a detailed diary system will be kept on our computer systems of all Health appointments including medication in and out of the home.
- Signposting to relevant health services if needed for example CAMHS, Young Minds, Samaritans.
- Oak Tree Meadows has access to gym membership which the young people and staff can access.

Quality assurance

Oaktree meadows have various systems in place to assist with setting and achieving targets, reviewing performance and putting actions in place to continually improve the quality of service and the support that is being delivered to all of our young people.



We believe that it's of upmost importance that all our young people are able to express any concerns and feelings that they may have via a secure channel. Therefore, we have a dedicated confidential email and mailbox which they can utilise, which will allow any feedback that they may have regarding their placement or others using the service. We welcome and encourage young people to provide consultation during support sessions with key workers and home managers.

We follow a strengths-based person-centred approach, enabling the young person's voice to be heard and listened to. Our dedicated team, working with the young people, their social workers and wider support networks, develop individual support plans which are tailored to the young person's needs, abilities and the outcomes. Each individual support plan is to be reviewed by the young person in our support, their social worker and an independent reviewing officer within 6 weeks of the placement starting, the support plan is then reviewed on a 6 monthly basis or as and when required.

The safety, security and protection of sensitive information is also key for us at Oaktree meadows, we use an electronic support management system. That provides us with a secure method to store and manage data, from case files, reports and other sensitive information that we may hold.

Complaints policy

Oak Tree Meadows operates an effective mechanism for the receipt, recording, investigation and resolution of all complaints, to comply with the regulations. The arrangements for investigation of complaints are fair and transparent. Complaints and suggestions from Service Users or their relatives are a valued source of information regarding the quality of our service and are a primary source of information regarding possible abuse. Support Quality Commission and Local Government Ombudsman guidelines are adhered to.

Despite everything we do to provide a safe environment, we know that young people and others involved in their support may become dissatisfied from time to time. To solve such problems, we do the following:

- Provide a simple, clear and accessible complaints procedure.
- Take all necessary action to protect young people's legal rights.

In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner, Complaints and suggestions must be handled in such a way as to first of all reach a satisfactory outcome with the complainant, and to turn a potentially difficult and damaging problem into a source of quality improvement, A copy of this complaints procedure will be given to all Service Users and their representatives at the beginning of the service, and copies will also be made available throughout the service, All formal or serious complaints will be investigated by a person not related to the immediate source of the complaint. The central information, with regards to complaints, suggestions and compliments, will be regularly reviewed and analysed. The summary will be regularly considered by the Management Meeting for quality



assurance purposes.

Compliments will be recorded centrally and made available for all parties to read, also on the personnel file of any member of staff individually complimented. Where the complaint gives rise to concerns regarding the wellbeing of one or more Service Users, serious consideration must be given to suspension of the person or persons complained about, and an investigation must be initiated immediately in order to identify any risk to the health and welfare of the Service User involved.

Complainants must receive an acknowledgment within 3 days. In this acknowledgment let them know who will be investigating the complaint, Set a time limit for the acceptance and investigation of complaints.

All complaint investigations should be completed within a time limit of 30 days at the latest, unless a different time has been agreed.

The registered person will build a strong safeguarding culture in settings across the service where young people are listened to, respected, and involved in both the development of the service and decisions about the setting, taking into consideration any impact on young people of settings that also accommodate adults. Staff will have the knowledge and skills to recognise and be alert for any signs that might indicate a young person is at risk of harm in any way and will know what to do when they have concerns. The registered person will ensure that skills in safeguarding are gained and refreshed as needed and that training is recorded in the workforce plan.

Staff will do everything possible to ensure young people feel and are safe. Staff will support young people to be aware of and manage their safety where possible, both inside and outside the setting. Staff skills for safeguarding will include identifying signs that young people may be at risk and supporting young people to get the help they need to stay safe and reduce risks. Staff will encourage young people to express their views about feeling safe within and outside the setting.

All staff will strive to build positive relationships with young people in the setting and develop a culture of openness and trust that encourages them to tell someone if they have concerns or worries about their safety or well-being. Staff will establish good links with external agencies that can support and help young people. Staff will include information in the young people's guide on how young people can contact their placement/accommodation authority to call for a review of their support/pathway plan if they have concerns about their safety or welfare. We will ensure young people understand how they can speak to an independent advocate, Independent Reviewing Officers (IROs), their Personal Advisor, Ofsted inspectors or other relevant people if they have concerns about their safety.

Young people will be encouraged to develop positive relationships with others both in and outside the setting, such as with professionals delivering floating support. However, staff will be alert to the possibility that young people may be at risk from some relationships, including with other young people in the setting, staff, family



members, friends, and others outside the setting, and they, therefore, will take appropriate steps to protect a young person where there are concerns for a young person's safety. Staff will model and help young people to understand what makes a healthy, nurturing relationship. Staff will be skilled to recognise the signs, supporting young people in danger of or involved in exploitative or damaging relationships with others, and, where appropriate, providing guidance and advice to young people on keeping themselves safe.

Supervision of staff practice will ensure that individual adults in the setting are engaged in the safeguarding culture of the service. Hence, they understand what they would need to do if they found other staff misusing or abusing their position to the detriment of the safety of a young person.

As part of the policies for the protection of young people, the registered person will include information about whistleblowing, with clear procedures for how a staff member should report to an appropriate authority any concern they have about a young person within the setting being either at risk of or already experiencing significant harm. The policy will reflect the principles outlined in the "Freedom to Speak Up" report by the Francis review.

If improvements are not satisfactory, or if concerns are not appropriately addressed, then all staff are required to raise their concerns with the Designated Safeguarding Lead, or with an external body if deemed necessary. This includes contacting the police directly; the Local Authority Designated Officer (LADO); the National Society for the Prevention of Cruelty to Children's whistleblowing helpline 0800 028 0285, or help@nspcc.org.uk; or Ofsted on 0300 1233155, or whistleblowing@ofsted.gov.uk.

Confidentiality

The Supported Accommodation Service ensures that information we hold about young people is always kept confidential in accordance with the Data Protection Act 1998. There are exceptions to this rule in extreme cases where personal data relating to a young person's mental and / or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the young person and or the safety of others. The data protection leaflet will be given to each young person and consent to be signed.

Equal Opportunities

The Supported Accommodation Service abides by equal opportunities legislation and company policy and does not discriminate in any way based on race, religions, gender, disability, sexual orientation, marital status or age in relation to staff and young people / service users. A copy of Oak Tree Meadows. The current Equal Opportunities Policy is available on request from the Registered Manager.

Privacy



The Supported Accommodation Service recognises that life in a communal setting and the need to accept assistance with personal tasks are inherently invasive of an individual's privacy. We therefore aim to retain as much of the individual's privacy as possible in the following ways:

- Giving assistance in intimate situations as discreetly as possible.
- Supporting young people to personalise their private living space.
- Offering a range of communal areas around the properties for young people to be alone or with selected others.
- Providing locks on bedroom doors, for which young people have their own key.
- Ensuring that all staff adheres to the service's policy on entering young people's bedrooms.

Fire Precautions

King Lane has undergone a fire risk inspection and safety risk assessment to ensure the safety of all who live in, work at, or visit the site.

Smoke alarms, emergency lighting, and firefighting equipment have been installed at strategic points, and the buildings are regularly inspected and maintained by the adults, as well as a trained fire officer. The homes carry out regular fire drills, which are recorded, and have a fire evacuation emergency procedure in place.

Upon admission to King Lane, all children, adults, and visitors are informed of the fire evacuation procedures in case of fire. Adults and children will complete a fire drill upon admission to ensure that they are aware of the procedure should a fire occur. All children will also have individual PEEPS on their file which will be explained to them.

Signed: K.Sahonta

Date: 18 November 2025