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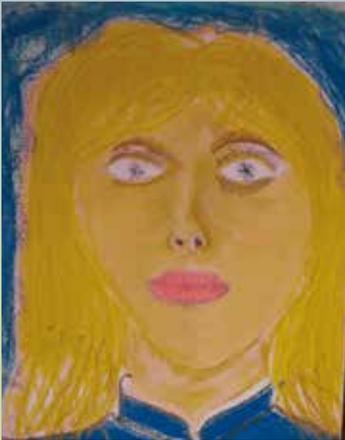


## Hello and Welcome...

“ You know there is always someone here you can talk to and rely on... It’s fun... I play for two football teams... Here we try to be your friend. ”

“ It’s good to come here. You can meet new people. When you leave you’ll be proud of what you have done. I’ve come a long way, it helps being here. You have someone to guide you... ”

“ You feel safe... The best thing are the activities; football training, go-karting... It’s an independent house, it’ll help you move on and improve all your skills. It makes you confident. ”



# North Lakes Children's Services

We work with young people who have specific and important Social, Emotional and Behavioural needs. Consulting with the young person, family members and all professionals helps us to understand how to care for, safeguard and educate each individual effectively. This approach promotes a shared understanding of placement aims and shared celebrations of achievements made.

Appropriate child-centred care and educational plans are devised through:

- Listening to all a young person is already capable of.
- Understanding areas of interest for learning now and in the future.
- Allowing the young person to be themselves and explore this.
- Identifying what a young person wishes to improve.
- Creating achievable targets.
- Narrowing the gaps in a supportive, developmental manner.
- Recognising progress and creating new goals.

With four care homes and our own Specialist Independent School we have the flexibility to match the young person's present needs, behaviours and academic abilities with experienced well trained care and educational staff and facilities.

**Visit: [www.nlcs.uk.com](http://www.nlcs.uk.com) for our latest Ofsted reports, success stories and "Take A Look Tours" of our homes and school.**

**“ North Lakes Children's Services commitment to ensuring young people receive good care and education effectively promotes young people's development in all key areas ”**

**Ofsted December 2011**

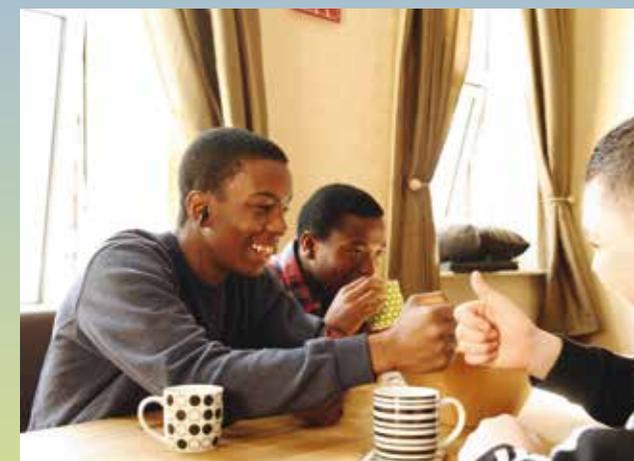




**Kirby Moor House:** Nurturing care for boys aged 10-15. Family orientated home in spacious grounds.



**Woodend House:** Developmental, incrementally structured care towards independence for young men aged 13-18.



**Kenilworth House** a city based care home to promote independence, education, training and work opportunities for young men aged 13-18.



**Warwick House:** Flexible care supporting girls and young women aged 10-18 to be safe, trust and achieve.

“Excellent, supportive and very child focused... staff go over and above, they have young people’s interests at heart.”

Ofsted August 2012



**Kirby Moor School:** our co-educational specialist independent school offering education to young people from our care homes and those who live in the local area.

## Kirby Moor House

A nurturing home for 9 younger boys aged 10-15, a safe place to grow and to achieve. Our stable and consistent staff team support individuals to build feelings of trust, security and confidence. A highly structured routine based environment enables us to work with each individual young person and the whole group. By 15 we prepare the boys for planned transitions; home, within our service or to another setting. At Kirby Moor we work with all involved in the care of a young person to ensure clear aims, good outcomes and well communicated future plans.



## Who We Work With

We work with young boys aged from 10 years to 15 years who may have social, emotional, behavioural needs (within or outside of the Autistic spectrum). Using a nurturing approach to underpin our work means we work with boys who may display risk taking behaviours, self-harm, challenging and sexualised behaviours. We work with individuals and the group to learn independent skills, life skills and social skills. We are a multi-cultural environment where people are treated as individual's with their own specific strengths, interests and needs.

## How We Work

"Unconditional positive regard" informs our practice and helps build self-esteem and confidence and gives the young person a sense of belonging. We provide a safe and stable environment with appropriate role modelling, enabling us to work with all behaviours. A consistent approach promotes attachment and builds strong, trusting relationships. By giving support and opportunities we can enhance growth, development and successes. We celebrate achievements together.

The views of the young people are reflected by their input into their individual placement plans. These plans allow us to meet specific needs, monitor and develop life skills. Monthly house meetings and frequent key worker sessions ensure voices are heard, ideas welcomed and requests acted upon. Each young person is included in reviewing how we work as they progress and achieve.



“Young people benefit from living in a home where their inclusion is an accepted priority.”

Ofsted October 2012

## What it's like

A welcoming home personalised throughout from the energy, excitement and input of the young people. The home is situated on large grounds and is set out over three floors:

- 9 single occupancy rooms, (one is situated on the ground floor) all have en-suite facilities.
- Large main lounge with conservatory dining room.
- Cinema/chill out lounge with large screen and a sound proof DJ / Music booth built in.
- Games room with pool table.
- Commercial kitchen.
- Spacious grounds with football pitch and memory garden.

## Stuff to do

On the edge of a small town with local amenities and a 15 minute drive to Carlisle city centre means there are plenty of activities on offer at Kirby Moor house. The young people devise their own activity plan every Monday evening using the facilities that are in the area including Fishing, Go karting, Football, Paint balling and Walking. Newcastle is only 45 minutes away for great leisure / sporting activities and shopping in the Metro Centre.

**“Young people are making significant progress in all key areas of their development. As a result an increase in their confidence and self-esteem is apparent.”**

**Ofsted October 2012**



## Family and Friends Visits

Kirby Moor House seeks to further improve significant relationships with families and friends being encouraged to visit, call and write. We provide up to 10 overnight stays in local accommodation (a young person may only stay with their family / guardian during these times if it's agreed with the local authority and risk assessed). This is in addition to visits to the home area if this is safe and appropriate and there are unlimited UK Landline calls to family and to others within reason and as identified in the Individual Placement Agreement.

## Staff Teams

Care staff are split into two teams which are led by an experienced registered house manager and deputy. The teams have male and female staff on each duty and an appointed team leader. The care teams alternate duties in a rolling shift pattern to maintain predictability and support for the boys. All staff have a professional development plan and enrolment on to mandatory and advanced training courses. We believe that investing in our staff results in outstanding care and outcomes for the boys.

## Next Steps

Through nurture, praise and gaining more self-belief we lay the foundations needed to progress towards independence. We practice and incorporate independent living skills into experiences, to prepare for future Pathway plans. We prepare the boys for either a planned transition home, within our service or to another setting.

“**Staff are warm and nurturing in their approach and fully supportive of the young people in their care.**”

Ofsted October 2012



# Woodend House

A broad based developmental care home for 5 young men aged 13-18, to learn and practice social and independent life skills. Our encouraging staff team support individuals with a range of needs to believe in their own abilities and to look towards future possibilities. Our rural village location enables the provision of support for young people with complex needs and can support young people towards independence away from the urban environment. By 16-18, the young men are prepared for adulthood by promoting work, training and apprenticeships/work opportunities as well as the qualifications gained at our own school. At Woodend we work with all involved in the care of a young person to ensure clear aims, good outcomes and well communicated future plans.



## Who We Work With

We work with young men who may have social, emotional, behavioural and general to moderate learning difficulty needs (within or outside of the Autistic spectrum). The young men may also be at an age and stage of development where preparation for independence is appropriate. In this quiet setting, which is routine based to help lessen anxieties, individuals who cope well in predictable stable environments thrive and can learn and develop new skills and strengths. The young men may have come from areas within our service or placed directly into the house by a local authority.

## How We Work

A culture of supportive praise and encouragement and the building of appropriate trusting relationships underpin our work. Using placement plans helps to identify areas of progress and growth. We invite an active multi-agency approach to all involved in an individual's care and promote regular visits with family. A child-centred and contract based methodology helps build trust, security and confidence. Independence skills in Personal health and care, budgeting, making choices, DIY, domestic skills and work/training are built up within routines and daily life with opportunities to practice them.

“The quality of care is outstanding without doubt.”

Ofsted September 2012



## What it's Like

A semi-rural setting with great outside space, only ten minutes from our school, this home offers:

- 5 single occupancy ensuite bedrooms.
- Ground floor disabled bedroom / bathroom.
- Spacious sitting room.
- Games and computer room.
- Dining room.
- Kitchen and Utility room.
- Separate building in the grounds with Pool table and boxing punch bag and gloves.
- Large garden.
- Local parks and football pitch in the village.

## Stuff To Do

Located close to Carlisle and the Lake District National Park we can:

- Attend a variety of sports / leisure /arts clubs.
- Take young people regularly to the excellent youth centre.
- Help young people to access education, employment and training post 16 through Carlisle College and Inspira Cumbria.
- Join Music / DJ projects.
- Go fishing, mountain biking and go to football matches.
- Join local football teams which train and play regularly.
- Take part in adventurous activities all possible in the nearby national park.
- Promote community socialisation through the sporting and recreational activities regularly attended.
- Plan individual weekly programmes by listening to what the young people each enjoy and what skills they wish to gain.



**“Staff are extremely patient and consistent in their approach and manner towards young people and work hard to create a warm and nurturing environment that ensures that young people feel safe, secure and cared for.”**

**Ofsted September 2012**

## Family and Friends Visits

Woodend House seeks to further improve significant relationships with families and friends being encouraged to visit, call and write. We provide up to 10 overnight stays in local accommodation (a young person may only stay with their family / guardian during these times if its agreed with the local authority and risk assessed). This is in addition to visits to the home area if this is safe and appropriate and there are unlimited UK Landline calls to family and to others within reason and as identified in the Individual Placement Agreement.

## Staff Teams

Care staff are split into two teams and led by an experienced registered house manager and deputy (who is one of the team leaders). The teams have male and female staff on each duty and an appointed team leader. The care teams alternate duties in a rolling shift pattern to maintain predictability and support for the boys. All staff have a professional development plan and enrolment on to mandatory and advanced training courses. We believe that investing in our staff results in outstanding care and outcomes for the young people.

## Next Steps

Through nurture, praise and gaining more self-belief we lay the foundations needed to progress towards independence. We practice and incorporate independent living skills into experiences, to prepare and progress along individual Pathway plans. We prepare the boys for either a planned transition home, within our service or to another setting.

“ Placing authorities identify communication as a clear strength, describing it as excellent. ”

Ofsted September 2012



# Kenilworth House

This home provides a positive base for 5 young men aged 13-18 to develop skills for their on-going preparation to future independence. Helping to build self esteem and confidence within the young people assists them to pursue work, training and apprenticeships/work opportunities as well as the qualifications gained at our own school. At Kenilworth we work with all involved in the care of a young person to ensure clear aims, positive outcomes and well communicated future plans.

## Who We Work With

We work with young men who are working towards independent living, who wish to gain domestic and budgetary skills, a sense of personal responsibility and experience of work, training and educational opportunities. The young men may have come from areas within our service or placed directly into the house by a local authority. We work with young men who may have social, emotional, behavioural needs (within or outside of the Autistic spectrum). At Kenilworth House we give careful consideration to the placing of young people to ensure this home will be an appropriate placement for them and the other young men already here.

## How We Work

Through strong relationships and mutual respect the young men are encouraged to plan and experience safely all that is involved with living in a family orientated environment. We encourage the young men to have the "No decisions about us without us!" approach when supporting their development. Involvement of the young men is crucial so they experience decision making and this will ease their transition towards supported living or out of care. The care team will support the young men in decision making and celebrate the outcomes. An incremental approach to independence and involvement of the individual in their wider plan underlies how we work. The young people deserve opportunities to develop, grow and fulfil their clear potentials and to do so in a safe and structured homely environment.





**“ I am doing really well, I should get GCSE’s  
in Science, English and ICT and I am  
hoping for good grades too. ”**

**Ofsted October 2012**

## What it's Like

A large end terrace Victorian town house which is only a 10-15 minute walk from Carlisle city centre. There are:

- 5 Single occupancy ensuite bedrooms.
- 1 extra House bathroom.
- A large comfy sitting room.
- Dining room with sofa area.
- Music development / Computer / Games room.
- Fully fitted kitchen.
- Utility room.
- Walled outside seating area.

## Stuff To Do

Playing pool, going bowling or to the gym are all activities planned by the young people. Watching Carlisle United, going fishing and swimming are also frequently enjoyed. We support the young people in finding the clubs and sports they wish to be part of which enables wider socialisation and friendships with others from the city. Anyone interested in music and DJ projects can fulfil their ambitions through working with a local music production company, the experienced musicians help develop individual's talents.

Manchester, Newcastle and Glasgow can be reached easily for day trips to go skiing, shopping and other more specialist activities. If there is an interest and commitment to organising the activity, the care team will support individuals to successfully take part. An ideal location for all city amenities with options for part time work, apprenticeships and vocational college courses. Links to local tradespeople can provide answers to questions about future careers and opportunities for hands on work experience.



**“Young people’s achievements are good.... and they continue to develop their independence skills in both the education and care settings. This means that they are developing good awareness of the skills they will require, developing confidence and becoming appropriately prepared for their move into adulthood.”**

**Ofsted September 2012**

## Family and Friends Visits

Kenilworth House seeks to further improve significant relationships with families and friends being encouraged to visit, call and write. We provide up to 10 overnight stays in local accommodation (a young person may only stay with their family / guardian during these times if its agreed with the local authority and risk assessed). This is in addition to visits to the home area if this is safe and appropriate and there are unlimited UK Landline calls to family and to others within reason and as identified in the Individual Placement Agreement. Friendships made with others in the local area are fully supported and having friends round to visit is welcomed.

## Staff Teams

Care staff are split into two teams of 3 and led by an experienced registered house manager and deputy (who is one of the team leaders). The teams have male and female staff on each duty and an appointed team leader. The care team's alternate duties in a rolling shift pattern to maintain predictability and support for the boys. All staff have a professional development plan and enrolment on to mandatory and advanced training courses. We believe that investing in our staff results in outstanding care and outcomes for the boys.

## Next Steps

The home promotes the voice of the individual and their involvement throughout their stay. Being active in decisions about their life in a caring environment provides a safe place to practice speaking up, making a difference and contributing. With opportunities to experience and develop skills for life and gaining the self-belief associated with positive outcomes by 16-18 we can prepare the young men for a planned transition out of our service.



**“The staff team benefit from extensive training opportunities made available to them and feel their views are valued in terms of the quality and range of opportunities offered.”**

**Ofsted October 2012**

# Warwick House

A modern, warm and person centred home for up to 5 females aged 10-18. The home offers dynamic and creative care plans designed around the specific needs of our individual young people living in a group environment. This is underpinned by the provision of a structured, predictable and safe environment for our young people to live in. The home nurtures and provides guidance for younger residents, actively promoting inclusion in the local community and building towards independence as they progress and develop within the home. At Warwick House we work with all involved in the care of a young person to ensure clear aims, good outcomes and well communicated future plans.



## Who We Work With

We work with young women who may have social/emotional/behavioural needs (within or outside of the Autistic spectrum). We care for vulnerable young women who may present with risk taking behaviours, self-harming tendencies, dietary and self-care needs and/or sexual exploitation difficulties. Some young women may be at a stage to work towards independent living and wish to gain domestic and budgetary skills, a sense of personal responsibility and experience of work/training/vocational opportunities.

## How We Work

Using individualised placement plans to meet needs, monitor development, reflect on practice and celebrate achievements underpins how we work. Monthly house meetings and frequent keyworker sessions ensures the voice of a young person is heard, listened to and actions/feedback result. Our approach towards independence is focused on the abilities of the individual young person and practiced at an acceptable pace. Achievable goals build confidence and self-belief and employment/volunteering opportunities promotes wider socialisation, earning money and experiencing responsibility.



“The home works hard with the family, they are excellent at promoting contact.”

Ofsted August 2012



## What it's Like

A large town house with modern contemporary décor arranged over 3 floors with:

- 5 single occupancy bedrooms 1 ensuite, others share 2 bathrooms with showers and baths.
- Large lounge.
- Dining room with games and computer.
- Kitchen with breakfast bar.
- Utility room.
- Decked patio area.

## Stuff To Do

Only a short walk to the city centre, which has all the high street shops for clothing hair, music, gaming and beauty products. Opportunities exist for part time work, apprenticeships and vocational college courses. Inclusion in to the wider community is encouraged with access to local youth groups and activity clubs. Currently attended are music, dance, cadets, youth centres, outdoor activities, sports clubs and faith groups.

Manchester, Newcastle and Blackpool are easily accessible for Saturday shopping, going to theme parks, getting to music concerts and watching sporting events. All these cities are visited regularly and allow access to visiting many leisure activities, cultural exhibitions and performing arts can also be enjoyed.

**“We get to pick what we want to do, such as cinema, badminton and swimming...we give our opinions and say what we would like for the house.”**

**Ofsted August 2012**



## Family and Friends Visits

Warwick House seeks to further improve significant relationships and families and friends are encouraged to visit, call and write. We provide up to 10 overnight stays in local accommodation. A young person may only stay with their family/guardian during these times if its agreed with the local authority and risk assessed. This is on top of visits to the home area if this is safe and appropriate and there are unlimited UK Landline calls to family and to others within reason and as identified in the Individual Placement Agreement.

## Staff Teams

Care staff are split into two teams and led by an experienced registered house manager and deputy (who is one of the team leaders). The teams have male and female staff on duty and an appointed team leader. The care teams alternate duties in a rolling shift pattern to maintain predictability and support for the girls. All staff have a professional development plan and enrolment on to mandatory and advanced training courses. We believe that investing in our staff results in outstanding care and outcomes for the girls.

## Next Steps

Using child-centred individualised placement plans, the young women with the support of the care team will have achieved goals, learnt new skills, experienced safe adults and grown in their self-belief and self-worth. Positive outcomes means we prepare the young women for a planned transition whether it's at 16-18 and leaving care, or at a younger age if returning home or another placement has been identified.



**“Young people benefit from well planned care that is individual and specific to their needs. It enables them to make good progress and achieve positive outcomes.”**

**Ofsted August 2012**

# Kirby Moor School

Here at Kirby Moor School we aim to provide a safe, secure, happy community which balances the principles of inclusive learning and the maintenance of clearly understood parameters. We work together as a team to develop each individual to their full potential: academically, emotionally and socially, preparing each individual for their future independent lives.

Kirby Moor School is a specialist provision for young people with social, emotional and behavioural difficulties. We offer high quality education for students aged 10 to 18. The school is co-educational, non-denominational and we provide a broad, balanced and stimulating curriculum. We individually assess each pupil to understand their particular strengths and what they would like to be better at. We work with parents/guardians, education authorities, social services and all relevant agencies to achieve the best learning outcomes for every pupil.

We promote educational, spiritual, moral, cultural, mental and physical development and prepare our students for the opportunities, responsibilities and experiences of adulthood. Term times are generally in line with Cumbria Education Authority, please **visit [www.nlcs.uk.com/our-school](http://www.nlcs.uk.com/our-school)** for specific dates, Ofsted reports and education policies.

An elected School Council of students meets every fortnight, a young person chairs the meeting and the agenda is set by the pupils. Annual elections determine members of the council for the academic year. The council have been responsible for a number of significant improvements including our school football team, new equipment and events.





“The quality of teaching and assessment is good and it enables students to make good progress.”

Ofsted December 2011

## Who We Teach

All of our pupils have very individual educational needs. Some have missed large parts of their previous education. Some have struggled with specific learning challenges. All need a consistent approach and a good stimulating delivery of a broad and balanced curriculum. In addition to modification for social, emotional, behavioural difficulties our pupils have wide ranging academic abilities. We group pupils according to emotional literacy and ability rather than age, in classes of up to 5 pupils. Each class is supported by a qualified teacher and learning support assistant. We provide education for pupils from nearby local authorities as well as those who reside in our care homes. Our pupils are aged between 10 and 18 years old.

Speaking, listening, reading and writing skills are the underlying focus for all our teaching. Through success our pupils experience greater self-confidence and self-respect. We want all pupils to gain accreditation at a level best suited to their ability. For those pupils who would benefit from a more nurturing environment we have a nurture class which is based in a separate area in school and can offer education at a level best suited to those with Moderate Learning Difficulties or those who face greater challenges accessing the curriculum. Our skilled teachers assess pupil's needs and differentiate the curriculum to have a positive impact on the learning process. The specific needs of each pupil are met through Individual Learning, Education Behavioural Plans (ILEBP's). Pupils are taught through the National Curriculum or relevant qualification Schemes of Work.

Priority is given to developing social interaction and communication. SEAL (social, emotional aspects of learning) is integrated into all areas of the school curriculum.

**“Artwork has received recognition from the Department for Education.”**

**Ofsted December 2011**

## The School Day

9.00: Registration	12.05: Lunch
9.05: Reading & Literacy session	12.45: Lesson 4
9.20: Lesson 1	13.35: Lesson 5
10.10: Lesson 2	14.25: Afternoon break
11.00: Morning break	14.40: Lesson 6
11.15: Lesson 3	15.30: End of school



## What We Teach

### Key Stage 2

Pupils can start Kirby Moor age 10 (years 5 & 6). All subjects of the National Curriculum are followed. National Curriculum levels are awarded in English, Maths, Science and other subjects by SAT's, internal tests and teacher assessment.

### Key Stage 3

Pupils aged 11-14 (years 7-9) are taught a differentiated National Curriculum ensuring progression in English, Maths, ICT, Science, Humanities, Religious Education, Design Technology, PSHE, Art, MFL, Music and P.E. National Curriculum levels are ascertained by internal tests and teacher assessment.

### Key Stages 4 and 5

Pupils within Key Stages 4 and 5 study a range of subjects depending on their academic ability, interests and emotional intelligence. For some pupils we continue with National Curriculum schemes from Key Stages 2 and 3. We offer other accreditation schemes which lead to recognised qualifications at various levels.

**“The quality of the curriculum is good. It is broad and balanced and covers all the required areas of learning and all subjects from the National Curriculum.”**

**Ofsted December 2011**

## Our Facilities

- Science Laboratory.
- Art studio.
- ICT suite.
- Recreational areas indoor and out.
- Classrooms with interactive whiteboards and one computer per pupil.
- Assembly Room.
- A dining room where all pupils and staff eat together.
- Student welfare and support services.
- Access to our qualified nurse.



## Personal Skills, Safety and Diversity Education

Pupils are taught practical life skills including first aid, driving licence theory tests, sewing/making, ironing and careers preparation including CV and job application work. Education on personal safety begins with road safety and develops depending on the work rate of each pupil. We work with CEOP (Child Exploitation and Protection Online) recognised courses to raise awareness of the importance of internet safety and the dangers posed online.

Sexual health is taught in Science and PSHE. Kirby Moor School utilises the DASH Team in Cumbria (Drugs, Alcohol and Sexual Health). Respect for differing races, cultures, religions forms part of the diversity education programme.



## How We Teach

Pupils are grouped into classes based upon ability rather than age and are taught by subject specific teachers and learning support assistants. Class size is a maximum of 5 which means a very high teaching to pupil ratio. Individual and whole group learning feature in all classes. The work is differentiated to match specific pupil learning needs. We do have the provision for intensive extra teaching in Numeracy and Literacy if this is required. Morning meetings ensure all teachers are aware of developments affecting individual pupils. There are close communication links with the residential care staff and the teaching staff to aid consistent praise, recognition, approaches and themes to meet social and emotional needs.

## Assessment

Assessment is incorporated into the planning of Schemes of Work and takes place on a short, medium and long term basis. Assessment takes place in class and is carefully tracked in Individual Learning, Educational Behaviour plans. Progress is carefully monitored through teacher assessment, self-assessment, work sampling and reviews. Teachers are adept at using assessment and tracking tools to minimise stress to each pupil and gives a clear account of progress made.

Pupils studying at Key Stage 4 and 5 study for a wide range of accreditations in many subjects. GCSE, or equivalents, Entry Level Certificates, AQA Unit Awards and Vocational Awards – ASDAN, NVQ and National Awards/Certificates are all possible. Formal end of term reports are sent to parents/carers, local education authorities and social workers. Parent evenings for all pupils are another opportunity to speak about strengths, achievements and areas for improvement. At the end of the school year the annual review process measures year on year and term by term progress.

## Accreditation

Subject	GCSE or Equivalent	Entry Level	Unit Awards	ALAN	National Awards or Certificates
English	•	•	•	•	
Maths	•	•	•	•	
Sciences	•	•	•		•
ICT	•	•	•		•
Humanities	•	•	•		•
P.E.		•	•		
Art/DT		•	•		
ASDAN/Life Skills			•		
PSHE		•	•		
MFL		•	•		

## College Links

The school has links with 2 local colleges, offering vocational courses and opportunities for wider socialisation. Apprenticeships and courses can range from a couple of hours to three days a week and fit around the full-time education at Kirby Moor School. The pupil is fully supported in this and enabled to experience a college environment with the 'safety net' of a small school.

## Outdoor Education

Pupils enjoy outdoor education throughout the year. The days are planned with individual ability and fitness taken into account but the main focus is placed on fun and team building. Each pupil has one day of outdoor education per half term, going out in small groups. Activities include: mountain biking, skiing, climbing, orienteering, bush craft, caving, ghyll scrambling and hill walking.



## Special Events

During the year we encourage our pupils to take part in significant events, such as: Charity fundraising days, sporting competitions and our summer activity week.

**“There are opportunities for students to undertake vocational training at a local college.”**

**Ofsted December 2011**

## Health

Our nurture and care for young people is strengthened by our health professional who is an Registered General Nurse with many years' experience. Our RGN is responsible for attending and writing LAC health reports; advising and supporting staff; conducting annual health reviews and devising detailed health care plans.

NLCS has excellent links with local Doctors, Dentists and the CAMHS team all overseen by our health professional. A cohesive, confidential, respectful, approach with Local Authority health teams promotes information and advice sharing to best meet the needs of a young person. Thanks to the work of our health professional, NLCS has a Service User agreement with PAC for our young people to access local therapeutic services. This service is also accessed by direct referral from the CAMHS team. Art and Talk therapy is available and this service has both male and female therapists. Play therapy and speech and language therapy are also available in Cumbria and our health professional would co-ordinate the use of these services.

The DASH – (drugs, alcohol and sexual health) TEAM are closely worked with to support the young people to deal with and learn about these issues to promote their health and their safety.

**“Comprehensive health care plans are regularly revised and updated and provide a thorough assessment and evaluation of a young person’s needs.”**

**Ofsted September 2012**



## Placement Information

To make a referral for an Educational only place please call 016977 42598 or email [info@nlcs.uk.com](mailto:info@nlcs.uk.com).

Making a Care based referral to North Lakes Children's Services can be done through calling: 01228 564 430; emailing: [referrals@nlcs.uk.com](mailto:referrals@nlcs.uk.com) or filling in a form on the referrals page of the website: [www.nlcs.uk.com/referrals](http://www.nlcs.uk.com/referrals).

A full placement is for 52 weeks of residential care and full-time 38 Week education at our specialist school. We will cater for special dietary/religious requirements.

- Assessment report of general needs after 4 weeks.
- Progress reports at a frequency determined by your specific local authority needs.
- Planning and review meetings and reports.
- Child centred placement plans and pathways independent living plans.
- Allocation of a specific keyworker for a young person.
- Family visits promoted through our funding 10 visits per year locally for family members.
- Contact at home or home area and supervised if required.
- Appropriate adult work at a police station.
- Court attendance costs.
- Full compliance with the requirements in the Framework Contract.
- All costs covered for meetings at the service purchasers premises.
- Collecting and return of a missing young person to placement.
- Any interpreting and translation costs.
- All local and county wide transportation with staff.

- School Outings and Trips.
- 24 hour on-call service.
- Unlimited UK landline telephone calls to immediate family members and others as identified in the IPA.
- Unlimited telephone calls to professionals: social workers, children's rights officers, complaints officers.
- Unrestricted access to Childline, NYAS and Ofsted.
- Other telephone calls within reason.



**“The home works hard with the family, they are excellent at promoting contact.”**

**Ofsted August 2012**

## For Young People

Whilst in our care a young person will receive:

- Pocket money, Birthday presents & Christmas/festival presents.
- Hair appointments, toiletries and skin/hair products.
- School uniform provided and a clothing allowance.
- All resources to support educational achievement if required.
- Access to a computer within the home, located in a public yet quiet area.
- Religious requirements.
- Access to leisure activities and encouragement of hobbies – including all art/craft/musical/clothing resources needed.
- Holidays. Up to 14 days per year in the UK or abroad with the support required, travel and accommodation.

“ I am always very happy to see my family, they come and stay... ”

Ofsted October 2012

“ A chance to start again ”

Ofsted August 2012

“ They offer good support and advice ”

Ofsted September 2012





# Procedures and services

## Admissions policy

All children are entitled to high quality care and education, regardless of their circumstances. NLCS accepts young people from any geographical area, with care homes for males and females. Kirby Moor school is co-educational, non-denominational and accepts day pupils from the surrounding local authorities as well as the day pupils attending from each of our care homes. 52 week care and education referrals and education only referrals are given individual consideration and the assessment made will determine whether or not an admission is appropriate for the individual and the other young people/pupils. All admissions are planned, agreed and sensitively handled.

Formal applications are made through the young person's local authority. All referrals should be accompanied by the statement of special educational needs. Each referral is assessed by the NLCS admission panel and initial decisions are based on referral data. Initial enquires and informal visits are welcome.

We provide high quality care for male and female young people with a variety of complex needs and behaviours including:

- Social, emotional and behavioural difficulties.
- Sexualized behaviour.
- Autistic spectrum disorder.
- Attachment disorders.
- Learning difficulties, dyslexia or Specific Learning Difficulties. (SPLD)
- Attention deficit hyperactivity disorder (ADHD).
- Asperger syndrome.
- Communication difficulties.
- Challenging behaviour.

If the admission panel agrees that a young person may be suited to a placement, a person from the admissions team will visit the young person's home and previous/current school or placement. Information will be gathered from a variety of sources, including some direct observations and assessments. The referrer will be informed whether a placement is suitable, and if so, a formal visit and interview will be offered.

Our resident nurse assesses young people's needs during the admissions process. Our students may have common medical conditions such as diabetes, asthma or allergies.

They may also have hearing impairment or visual acuity difficulties. In the school there is sufficient wheelchair access for a day pupil within the building, the surrounding grounds and external play areas.

We do not accept emergency admissions or people who may adversely affect the local community and other young people in our care.

**“Staff have been excellent, they report everything that happens with my child and talk over all my concerns, I am fully involved.”**

**Ofsted October 2012**

## Equal opportunities

Our equal opportunities policy ensures that no job applicant, employee, young person or prospective pupil is discriminated against. This includes direct or indirect discrimination on the grounds of age, gender, attainment, special educational needs, ethnicity or cultural background.

We have a very strong policy of inclusion and welcome young people from all backgrounds and cultural heritages. If English is a second or additional language, specialist staff will be appointed to assist.

## Methods of care and control

NLCS has a written policy and appropriate procedures in place for the control of young people in our care and the disciplinary and physical intervention measures which may be used. We also emphasise the need to positively reinforce acceptable behaviour. All staff attend Team Teach training to learn positive handling strategies within a holistic framework. Refresher training takes place every two years by a qualified Team Teach instructor.

## Anti bullying

Bullying is known and understood to be unacceptable in all of our facilities. This understanding includes staff, visitors and young people regardless of status or extenuating circumstances. We also understand that young people who bully are themselves in need of support and direction. Whatever the reason for the bullying, all young people in our care must be protected from harm.

## Complaints procedure

We are committed to providing high quality services and putting young people first. However, we realise that things can sometimes go wrong. We need to know when a young person, parent or guardian is not happy with our service and we take all complaints very seriously and work promptly to resolve any issues raised. We also use concerns and complaints as an opportunity to look again at our service provision and how we might make improvements.

We have a comprehensive complaints policy in place and ensure that there is a designated complaints officer in each facility. All complaints officers have received the appropriate external NSPCC training.

All complaints are strictly confidential and kept securely, documented and logged.

## Missing person

We have a clear policy in managing missing persons. The police are aware of all young people placed in our care and are informed of their risk ratings. All relevant agencies understand how an individual missing young person should be approached to reduce risk to themselves and minimise anxiety to the young person. We aim to build trust between local police and young people in our care. We regularly invite a community officer to our school and try to break down preconceived boundaries that some young people may have prior to being placed with us.

**“The school rightly concentrates on rebuilding student’s confidence in themselves so they can re-engage in learning and enjoy their education.”**

**Ofsted December 2011**



## Surveillance and safety controls

All our residential and educational facilities have External CCTV surveillance and security lighting. All of our internal safety systems, fire alarms and fire extinguishers are serviced by external contractors. Mains electricity and heating systems are also serviced annually and all electrical appliances are PAT tested on a yearly basis.

## Health and safety

We constantly monitor health and safety and review our policy on a regular basis. Directors are kept informed of any health and safety issues and sufficient resources are made available to ensure that all employees meet a high standard of safety proficiency. NLCS provides regular informative Health and Safety training for all staff. Monthly meetings and daily handovers provide great opportunities for any Health and safety issues to be raised, discussed and results feedback.

We contract an external health and safety professional to advise us and ensure that all of our services meet current legislation. We also have a designated health and safety officer in all homes and education.

## Religious and cultural ethos

Acts of collective worship within our schools are broadly Christian in nature but we welcome young people from all faiths and cultures. We see cultural diversity as an asset to our school and the young people in our care and we celebrate a wide range of religious and cultural festivals throughout the year.

## Moves within NLCS

As young people in our care develop and mature, their assessed needs may change and this can be a positive step towards moving home, to a guardian, another care setting or out of care and independent life. If it is identified that a placement change could be beneficial, an internal planning meeting is arranged to discuss transition plans. This meeting involves social services, family, an independent reviewing officer, a care manager, the head teacher and the young person.

## Communication

We have a multi-agency approach and share information and reports from all our services with external professionals, parents and guardians. Our residential facilities tailor the frequency of reports to meet requests from external agencies but as a minimum, young people in our care can expect at least four reports per year. Children's homes also produce LAC (Looked After Child) reports. Our educational services provide a report at the end of each term that is shared with education authorities, social services, parents and guardians.

## Families

Family members or people who have been a consistent positive influence can play a very important role in young people's lives. We are committed to developing and building these relationships and encourage these visits by offering ten 'accommodation paid' visits per year in the local area.

## Staff

Each home has an experienced and qualified registered manager and deputy manager. All care staff have NVQ3 Working with Children and Young People, or are working towards the National Diploma.

All education staff are fully qualified and have a wealth of experience of working with young people with educational needs. We are committed to the professional development of our staff and provide first class training opportunities.



**“Young people’s individual records are comprehensive... Records are well organised and maintained and stored securely within the home ensuring privacy and confidentiality.”**

**Ofsted September 2012**

# Contact us

## Head office address

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