

Annual Review CSfC

2008

Introduction

Calcot Services for Children is a group of four therapeutic communities in Reading looking after up to twelve young people. We are aiming to show in this report how we have developed over the past year in relation to staffing, referrals, admissions and discharges, measurable outcomes and the development of the young people under the every child matters headings. Finally, there is information on how CSfC gives value for money.

Staffing

Seventeen new members of staff joined the organisation in 2008 and eleven left. Some new staff were recruited because Yew Tree Cottage was opened to support young people moving into independence. As an organization CSfC has worked hard to meet the challenge of staff retention and qualification pathways and personal development plans have reflected the need for staff to access training and see where they can progress, salaries were also reviewed to encourage retention. Five of the staff who left were in the probationary period and as such we welcome this as a period when staff can discover they are not suited to the work, others had been in place in excess of three years. All staff are trained to NVQ level 3 and are embarking on the degree in therapeutic care of young people. Two staff hold a professional social work qualification, four staff hold the Registered Manager's award, six staff hold the A1 assessor's award, four staff are qualified to level four in caring for young people. Other qualifications held are, Practice Assessor's award, MSc in theoretical psychoanalysis, PgDip in Child Observational studies, BA psychology and ILM award.

Referrals

A record total of 72 referrals were received this year by the organization. Of these 8 young people were placed with us, 5 at Calcot Cottage, 2 at Palmera and 1 at the Dingles.

Several of these referrals were for information only, some needed immediate vacancies and some were inappropriate by means of age or need. Others required on site education or on site psychiatric services.

Discharges

CSfC strives to provide young people with unconditional care and it is with the greatest regret that any young person leaves our care prior to expectation. If this does need to happen management work with the local authority to explore the situation and provide an alternative care package that is appropriate and helpful to the young person.

Two young people were discharged from CC as part of their plan to move into independence and one young person was moved by his local authority because he was unable to avoid street crime in the area. Another young person was moved by his local authority due to finances.

Three young people were discharged from the Dingles, one an inappropriate placement, one a planned move after it was agreed Dingles was no longer meeting his needs and one to Palmera in order to provide the young person with an alternative care package to meet her needs.

Two young people were discharged from Palmera – one into our independence unit and one with the agreement of the local authority that Palmera was no longer meeting his needs.

Vacancies

CC had 2 vacancies in January and February, all communities were then full until September. Each community had one vacancy in September, October and November and are all full at time of report.

Complaints

There were five complaints from young people within the organization which were address at group time and through open communication. There was a complaint at Calcot Cottage from a neighbour which is an on-going issue for the community and continued efforts are made to acquire their acceptance.

Measurable outcomes

Each young person is assessed on admission in all of the areas discussed below by means of our measurable outcomes document. Young people are then assessed again at 6, 12 and 18 months so that any changes can be measured. Much of the information below is based on this information and it provides young people, staff and local authorities with information to make further plans periodically and at reviews.

Young people and staying Healthy

All young people living within our communities are up to date with all immunizations, dental checks and health assessments compared with government figures for looked after children which are 80% for immunizations, 86% for dental checks and 84% for health assessments.*

There have been no major illnesses over the past year. One young person who was admitted with enuresis no longer wets at night and daytime has vastly improved. Five young people who were admitted with obesity have adopted healthy eating plans and exercise regimes and one of these young people has dropped from a size 20 to 14.

Of three young people who smoked two have given up and one has reduced from a packet a day to four a day.

Nine young people are more able to access friendships, relationships and make positive and optimistic decisions about the future.

Young people and education

All young people are able to achieve the AQA independence awards within CSfC and staff are trained to deliver these awards. Overall we have a 90% attendance rate for school/college attendance. Government figures show 13% of looked after children missed more than 25 days school*. All young people at Calcot Cottage have a place at college after year 11. Government figures show 66% of young

people remained in full time education at the end of year 11*.

Three young people who did not attend school on admission and had only done so sporadically previously now attend mainstream school and college full time. Three young people received an award for attending community of communities feedback days. One young person received the Berkshire Youth Achievement award and one young person was selected for the county football team.

One young person achieved 10 GCSEs grade A-C. One young person achieved 7 GCSEs and is currently undertaking AS and A levels. Four young people took 1st aid course, four young people took part in race for life, three young people began college courses and attend work experience placement regularly. Two young people attended a trip to Bulgaria to work in an orphanage.

Young People and safety

One young person disclosed a relationship with an older male, safeguarding procedures were followed, and the young person kept safe. One young person became pregnant, decided to keep the baby and made an appropriate move into foster care.

There were 93 incidents of missing from care, of these 28 were related significant events. The majority of these incidents took place in the first part of the year when young people were admitted. All communities work hard with the young people through both direct and group work to find ways to help the young people make healthy decisions. All steps are taken to secure buildings to discourage young people from going missing.

One young person has reported bullying at school and there have been meetings and daily communication with school to counteract this. This is also addressed in direct and group work.

There have been seven incidents of positive handling across all communities. All staff are trained in team teach and the emphasis is always on diffusing situations and keeping the young people safe. When a young person has completely lost control we will take control until they are able to regain it. Positive handling is always a very last resort. CSfC hold the Team Teach Gold standard award for their work in this area.

Making a positive contribution

All young people have 6 monthly reviews and all have placement plans in place that reflect positive contributions to the community either by activities or education. All young people contribute to group work and four young people chair young peoples meetings and produce minutes for these.

Three young people ran the race for life 3K marathon, four young people have completed a first aid course and one young person has been given the Berkshire youth achievement award. Palmera host a neighbourhood street party annually which is well attended locally. CSfC hosted a fun day in the summer of 2008 which was well attended and raised £355 for Daisys dream charity which supports bereaved young people, Several of the events were organized by the young people.

Our young people mentor other young people on admission and take an active part in the recruitment process. Several young people attended sport relief week and have given presentations to university students about their experiences of being 'in care'. Three young people have attended 'Have your say' days at Ofsted.

Achieve economic well being

All young people have a pathway plan in place once they reach 15 which includes information about career development and further education. All young people have independence plans in place appropriate to their age and understanding as well as personal budgets set at their level of independence.

Budgets are discussed in direct work and receipts explored, form filling and practicalities around working are also discussed.

One young person has a paper round and casual work at the local football stadium. Two young people have part time work at local retailers and one young person has part time work at a restaurant.

All young people have information and discussion around economic well being in direct work and are encouraged to be the best they can at whatever they do.

Government figures show 20% of looked after young people unemployed compared to 5% of all school leavers*

Value for Money

Fee increases are kept to a minimum and in line with inflation, every opportunity to keep costs down is taken and we have had positive feedback from the national centre for excellence in residential childcare that we provide the highest standards of service at a competitive rate.

CSfC was awarded the **investors in people** award in 2005 updated in 2007.

We were awarded the **ISO 9001** award in 2008

We became members of **community of communities** in 2008, endorsing our ethos as a group of therapeutic communities under the umbrella of the royal college of psychiatrists.

We are members of the **Pan London consortium** and annual inspections are extremely favorable.

We are members of **Pan Wales, Cross Regional** and are currently putting forward information to **Yorkshire and Humberside**.

We are inspected twice annually by **Ofsted** in all communities and have had outstanding in all of the above categories over the past 3 years. We have been recognized by Ofsted as consistently outstanding and as such have received an award.

We have achieved the **Community Care Award for Excellence** in 2008 for our work with young people moving on to independence.

We have delivered presentations to **BASW** and **NERCC** regarding our service as a group of therapeutic communities.

Articles about CSfC have been published in **Community Care, Ofsted, Nercc, Berkshire Care Association, UK Youth** and **The Source**.

- **Statistical First Release – Outcomes Indicators for Children Looked After: Twelve Months to 30 September 2007, England** issued by the dept for Children, Schools and Families April 2008