

# Woodview

## Statement of Purpose

June 2018

Medium & Long Term Placements for Children with  
Social, Emotional, & Behavioural Difficulties

[www.pathwaycareresidential.co.uk](http://www.pathwaycareresidential.co.uk)



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## 1. Mission Statement

Pathway Care Residential is part of the NFA Group, the largest combined children's services group in the UK. Our operating businesses successfully deliver frontline fostering, educational and care services to children, their families and local authority customers.

Pathway Care Residential (PCR) is an organisation who are committed to providing high quality care and delivering positive outcomes for children via a truly multidisciplinary team approach within an open but emotionally secure domestic style environment. As a transparent organization, we recognize that every child and the care they receive matters.

## 2. Objectives of Woodview

Woodview is a PCR home committed to providing care to children/young people on a medium to long term basis depending on the needs of the young person. Woodview provides a holistic, safe, stimulating and supporting family environment where children/young people cared for can live, learn and develop.

The home provides a high standard of care, educational support and accommodation for up to three young people. We work in partnership with relevant Social Care departments, and other agencies within a clear and comprehensive policy framework, in line with PCR policies.

## 3. Location and Accommodation

Nottingham is a vibrant and friendly city that is a centre of excellence in many fields, with a unique combination of strong historical roots, coupled with a fast expanding business and retail sector. This cosmopolitan city offers unrivalled state of the art leisure and entertainment opportunities, as well as excellent health and education facilities.

Based within the pleasant, residential area of Arnold and conveniently situated near to Nottingham's vibrant city centre, Woodview is ideally suited for children/young people. It has a location close to the city centre with easily accessible bus links and routes to schools, colleges and key locations across the city of Nottingham.

Woodview is a small semi-detached property with many attractive and practical features, including good sized rooms and an enclosed garden. The garden to the rear of the property is enclosed and thoughtfully designed to create a safe environment for children.

All bedrooms are of a good size, furnished and equipped to a high standard, and decorated in consultation with the children/young people resident in the room at the time. Children at Woodview do not share bedrooms unless the placing authority stipulates this as a planned care requirement.

The communal space includes a living room equipped with a DVD player, TV and a variety of games and DVDs. There is also a resource Room which is equipped with a phone, desk, arts and crafts materials and a PC (with restricted internet access). There are also a variety of games, books and toys.

The home has a kitchen which provides for a homely, friendly atmosphere conducive in size for preparation and consumption of meals by both staff and children.

There are adequate laundry facilities in the kitchen, where more independent children can learn to carry out related domestic tasks.

Staff are provided with sleeping accommodation. We operate a waking staff system and appropriate levels of staffing.

#### **4. Responsible Body for Woodview**

The Director and Regional Service Manager are located at our Head Offices at St James Place, 7 Castle Quay, Castle, Boulevard Nottingham, Nottinghamshire, NG7 1FW, Telephone: 0115 9473142

##### **Operations Director: Louise Hernon**

Louise is a CQSW qualified social worker and is registered with the HCPC. She has an M.A in social work, a CCETSW advanced award in social work, a post graduate certificate in child protection and an MBA (with distinction.)

Since qualifying as a social worker in 1992 she has worked for a local authority in residential care, as a social worker and team manager of a child protection team, as a child protection coordinator and as the policy manager for the SCB.

Louise's posts with the Acorn Care/NFA Group have included Regional Director for the fostering service and Quality Director for residential and education services.

Louise is located at our Head Offices at St. James' Place House, 7 Castle Quay, Castle Boulevard, Nottingham, NG7 1FW Tel: 0115 9473142.

##### **Responsible Individual and Service Manager – Andrew Smith**

Andy Smith spent many years in the Forces, during which he gained much experience of working with young people as a youth worker.

On leaving the forces, he worked as a child care worker in a variety of settings including a Crisis and Intensive support unit and worked his way to becoming a children's home Manager. Andy was a Registered Manager for 11 years before becoming a Service Manager in April 2016.

##### **Registered Manager: Mr Gerald Gordon**

Mr Gordon has worked in residential childcare for over 10 years, supporting young people with EBD in a variety of settings. Gerry holds a NVQ Level 3 in CCYP, and has completed the Level 5 Diploma Qualification.

#### **5. The Woodview Staff Team**

Woodview has a number of experienced and enthusiastic staff that all bring a very unique sense of commitment to working with children. See separate staffing appendix for qualifications and experience of our staff team.

### **6. Available Services**

Residential Placements:

- Medium & Long Term
- Placements with Therapeutic Intervention
- Transition work

### **7. Who may be referred to Woodview**

Woodview is able to accommodate:

- Up to three young people
- Male or Female
- Children with social, emotional and behavioural difficulties including conditions such as Attention Deficit Hyperactivity Disorder

Additional care and support needs that Woodview may also cater for include:

- Children with mild learning difficulties.
- Children with complex needs [including health needs]
- Child with Mental Health Needs

Woodview can accommodate children aged 8 years – 18 years.

In accordance with Pathway Care Solutions Equal Opportunities Policy, children and young people of any gender or ethnic origin may be referred

Pathway Care Residential carefully considers all referrals as part of a caring and responsible approach to admissions. However, in recognition of the extreme pressures faced by Case Managers, our decision-making processes are fast and effective.

The layout and design of Woodview is such that the home could accommodate a young person with mild mobility difficulties; however, it would not be suited for children with severe mobility difficulties.

### **8. Referral / Admissions Procedure**

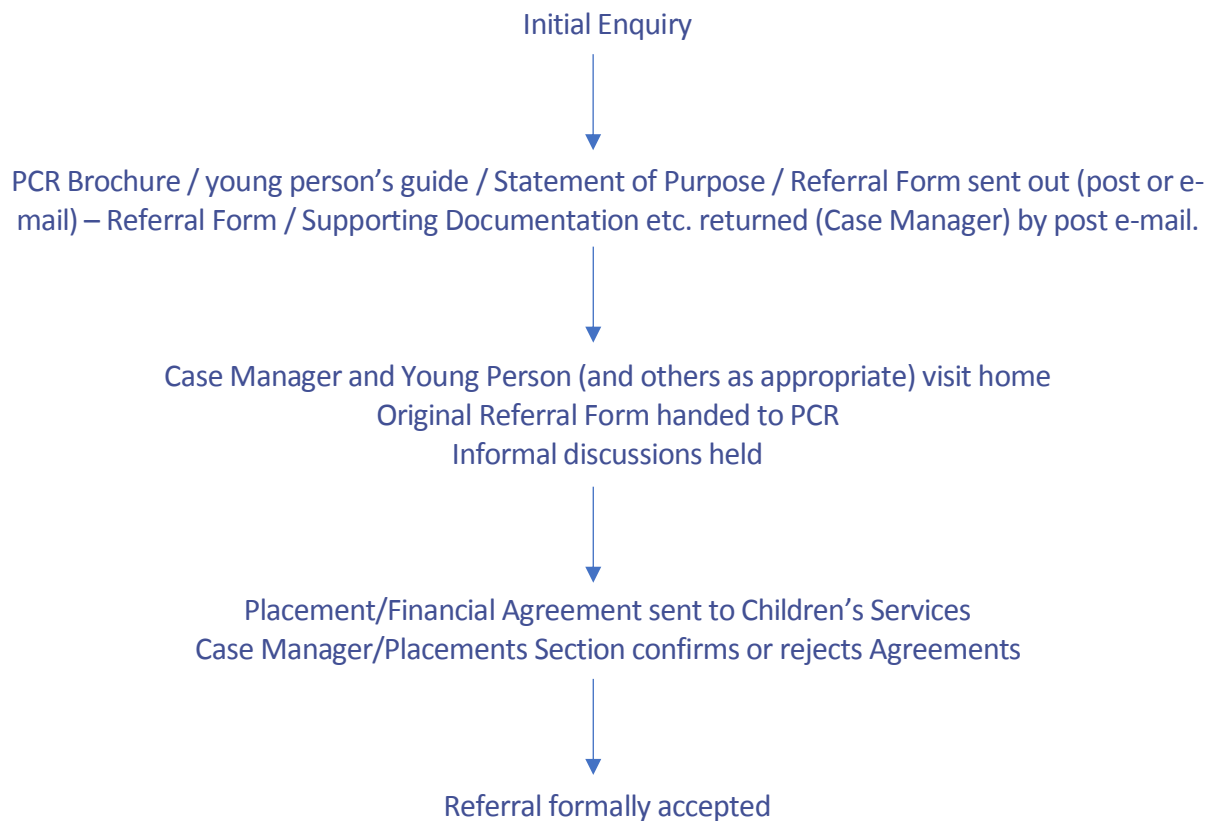
Referral / Admissions Procedure

## Woodview Statement of Purpose

We always aim to ensure the referral process is as speedy and straight forward as possible.

Preferably, placements should be planned, providing for as smooth a transition as possible for the child/young person concerned. However, PCR will consider Crisis Referrals, acceptance of Crisis Referrals will be dependent upon vacancies and child-suitability (child's needs / existing residents of respective home).

The flow chart below shows the normal Referral/Admissions Process. The process can be adjusted to accommodate individual referral circumstances.



Placement/Financial Agreement Signed  
Key Worker introduced  
Care/Placement Planning Meeting: aims, objectives, time-scales etc.



Internal Preparatory Work  
Admission into Woodview

## 9. Health Care Provision at Woodview

Woodview adopts and follows Pathway Care Residential's Policy on the provision of Health Care for every child/young person. This ensures a consistent and proactive approach to health and health education by both staff and children. The central focus of our Health Policy is to empower the child/young person and to provide them with the tools to make informed decisions about their health.

PCR works closely with CAMHS and other therapeutic professionals to ensure appropriate levels of support and intervention. All young people within our care are registered with a local General Practitioner of their choice and have access to a range of other health care facilities, which include:

- Dentists
- Chiropractors if applicable
- Counsellors
- Opticians
- Social / Psychological Services if applicable
- Other Therapeutic services as appropriate

Health education is promoted via structured key work sessions and/or residents' meetings, whichever are thought to be more appropriate in accordance with the feelings of the children/young people.

Woodview Health Care Policy includes providing information on physical, emotional & sexual health. Our philosophy and approach is that good health is achieved through paying attention to basic needs such as nutrition, adequate sleep, regard for safety, and appropriate medical attention when required.

## 10. Education

Woodview believes that all our young people have the right to an education suited to their needs, ability and personal aspirations. We acknowledge research suggesting that children within the care system are potentially at risk of poor educational achievement due in part to many extrinsic factors.

Therefore, we believe that we have an Absolute Duty to ensure that each child in our care achieve socially and educationally, to their highest potential. The Woodview staff team are involved the PEP plans for each child.

Woodview creates a positive culture and environment for valuing education with adequate space and facilities for children to do their homework, including quiet well-equipped study areas, and a communal personal computer.

### **11. Educational Services Offered and Local Schools**

- Mainstream education at comprehensive and junior schools within the catchment areas of Top Valley, Bulwell, Hucknall and Arnold, in addition to local colleges
- Also, we can access schools for children with Special Educational Needs
- We communicate well with the schools the children and young people attend
- We can access In-house personal tuition where applicable and necessary

### **12. Children Going Missing**

Woodview provides all Residential staff and children with written procedures, which are clearly followed when a child is Absent Without Permission. The application of the Absence procedures is consistent but at the same time take account of the individual child's needs which are clearly set out in his or her Placement Plan and Risk Assessment.

Any child that is away from a PCR home is made welcome upon return – the principal aim will be work with child/young person to find out why he or she felt the need to leave his or her home without consulting or seeking permission from staff. Wherever possible, and in any case as soon as possible after he or she has returned, the child/young person will be seen by his or her social worker or a person who is independent of the home. If this is not possible, PCR will always record the reasons given by the child and these are reported to child/young person's social worker, if appropriate, changes to Placement / Care plans are recommended and agreed with appropriate people, including the child/young person.

Any reports from a child that indicates he or she went missing in response to being abused will be immediately reported to Social Care and other professionals where necessary and appropriate measures are made to protect the child/young person.

When a young person is absent from the home or the supervision of a member of staff without consent or authority, and then the following procedure will be followed:

1. Staff will initially conduct a search of the interior of the home then the outside surrounding area to locate and confirm the whereabouts of the young person and their safety.
2. If the young person has not returned to the home within a previously specified time then a member of staff should go out and look for the young person. This should only be done after consultation with a colleague and it has been agreed that such action will not place the other young people or staff at risk.



3. If the search by staff has proved inconclusive then the member of staff searching for the young person should report the young person as missing to the local police. They should also notify the young person's Social Worker, parents and any significant others. If outside normal office hours then the young person's Out of Hours Duty Team must be contacted.
4. The time period for reporting young people missing to the Police when they are out with a member of staff would be made after consideration has been given to their age, personal circumstances, vulnerability and previous history. This time period should be clearly noted in the young person's care plan and risk assessment and updated according to need.

### 13. Complaints, Comments and Compliments

Woodview deals with all representations and complaints seriously, sensitively and as promptly as possible, ensuring that the child's best interests are of paramount importance in such proceedings. We endeavour to ensure that all children, staff, and parents are aware of, and understand PCR's written policy and procedures on representations and complaints. All complaints are communicated to Ofsted. Furthermore, PCR operates a transparent complaints procedure, which is clearly visible on notice boards and other appropriate locations.

Each young person has the right to make representations by way of comments, compliments or complaints regarding their care and accommodation whilst being looked after by PCR. A record is maintained in the home of such comments, compliments and complaints.

#### Complaints Procedures

Each young person in the home has access to:

1. Pathway Care Residential's Internal Complaints Procedures and the services of an independent representative.
2. The Complaints Procedure of the responsible local authority
3. Telephone Ofsted on: 0300 123 1231
4. Write to Ofsted at: NBU Piccadilly Gate, Store Street, Manchester M1 2WD
5. Organisations representing the interest of young people being looked after, e.g. Child-line, National Youth Advocacy Service, Voice for the Child in Care.

Additionally, all young people are actively encouraged to express their concerns regarding the quality of care they are receiving or any other issue during individual meetings with their key worker, during the weekly residents' meetings or directly to any staff member including the Manager. Each young person is provided with a copy of the PCR's Complaints Procedure on his or her admission to the home.

The Pathway Care Solutions Complaints Procedure consists of three stages:

Stage 1 Informal Stage – Discussion with the Unit Manager – recorded and signed by the young person if she/he is satisfied.

Stage 2 Formal Stage – Investigation by a Complaints Investigation Officer (i.e. someone from outside of the home)

Stage 3 Review Stage- Consideration by Senior Managers of PCR

### **14. Promoting positive behaviour and relationships**

Woodview looks to promote positive relationships between the adults and children within a clearly defined policy framework.

None of the disciplinary measures prohibited under Regulation 8 of the Children Act 1989 are permitted at Woodview. All staff at Woodview aim to work together with children as a team to enhance our ethos of a family home within a framework of continuous positive reinforcement of good behaviour. In addition, appropriate use of [age/understanding-sensitive] sanctions and disciplinary measures are only applied after careful consideration as defined within PCR's policy and procedures.

Our approach encourages reparation and restitution and we seek not to allow negative behaviour to become the focus of attention. PCR staff will not make excessive or unreasonable use of sanctions or physical intervention.

Physical intervention is used only in specified circumstances and as a last resort i.e. to prevent likely injury to the child concerned or to others, or likely serious damage to property. All PCR staff are trained in the use of MAPA (Managing Actual and Potential Aggression) techniques, which include Avoidance and Reduction techniques. Clear records are kept of the use of sanctions and physical restraint ensuring that the application of the same can be monitored and reviewed at regular intervals.

### **15. Safeguarding**

Statement of Principles

PCR believes that all children have the right to be protected from all forms of abuse, whether this be physical, sexual or emotional abuse or neglect. Our approach to all aspects of care delivery is Child Centred. With regard to Safeguarding we firmly believe that the blame for abuse will rest solely on the abuser and that the welfare of the child will always remain centre-stage.

Concerns over the safety or well-being of a child will never be ignored.

To define abuse, PCR has adopted the definition provided by the National Commission of Inquiry into the Prevention of Child Abuse, 'Childhood Matters':

"Anything which individuals, institutions or processes do or fail to do, which directly or indirectly harms children or damages their prospects of safe and healthy development into adulthood"

## Policy Objectives

Our Safeguarding policy aims to:

1. Provide clear and specific guidelines to enable staff to deal with child protection issues effectively.
2. Set high internal standards to ensure that the children cared for by PCR are well protected
3. Ensure PCR's credibility as a professional care organisation remains high and that purchasers feel assured that PCR is a 'safe' organisation
4. Ensure that every individual working for PCR knows what to do in a Child Protection Emergency.

## Safeguarding Policy

At Woodview, everything we do is geared to the protection, happiness and development of the child. Our Safeguarding Policy (hereafter referred to as 'the policy') is detailed, extensive and child-centred.

The policy provides detailed definitions of physical, sexual and emotional abuse, mental cruelty and neglect.

Also, the policy sets out clearly, and in considerable detail, who is responsible for dealing with suspected or actual incidents of abuse, defines how matters of abuse should be dealt with and provides supportive guidance to officers who may be involved in dealing with such matters.

Other aspects covered under the policy include:

- Disciplining Children
- Direct Work with Children – Protecting Staff
- Whistle Blowing
- Confidentiality
- The duty of care and public liability insurance
- Records and Record Keeping
- Computer Safety
- Working with Social Workers.

The PCR policy framework and management approach is designed to minimise the risk of child abuse. However, we recognise that with the best will in the world there is always a chance that a child located in the safest of environments may fall victim to abuse. At PCR, no child protection issue is ignored. Our response to any allegation or suspicion is child-centred, transparent, swift and affirmative.

Copies of the PCR Safeguarding Policy are available upon request.

### 16. Bullying

Woodview is committed to providing a residential environment where young people can live safely, without the fear of oppressive behaviour from peers by any form of bullying or intimidation.

PCR provides all staff and children in our homes with clear definitions of Bullying. We believe bullying can take many forms from verbal, cyber, emotional, sexual or racial abuse to actual physical assault.

In all cases PCR staff will:

1. Investigate fully any indication of bullying.
2. Support the victim to prevent any further oppressive behaviour from others.
3. Re-assure the victim that being bullied is not acceptable and that it is not their fault they are bullied.
4. Minimise any further opportunities for bullying to occur by whatever strategies are realistic and achievable.
5. Confront the bully with their actions so their oppressive behaviour is not condoned by inertia.
6. Pursue legal action should the nature of bullying indicate the need for this.
7. Arrange for an urgent review to include all involved parties from whatever agency to identify an action plan to deal with the bullying including the appropriateness of placements.
8. Identify and action positive alternatives for both victim perpetrator to develop those skills necessary for positive relationships.
9. Keep a written record of all incidents and actions taken.

Bullying and oppressive behaviour has no place within our society of which PCR homes are a part. We are committed to an equality of service that demands a safe and caring environment for all service users.

### 17. Facilities Provided by Woodview

- Three good sized children's bedrooms, 1 with en-suite
- One Staff Sleeping Room and office
- Main bathroom with shower, bath and toilet
- Staff Downstairs toilet and wash basin
- Communal Lounge
- Resource room
- Kitchen
- Dining Room
- Garden and driveway

### 18. Fire Precautions Adopted within Woodview

All PCR homes are subject to Fire Officer Inspections and any recommendations are implemented with the utmost priority.

Fire precautions are conducted within the appropriate regulations. Woodview has appropriate fire equipment, smoke alarms and heat detectors, which are regularly tested and serviced by a designated Fire and Safety Officer.

All staff and children at Woodview are familiar with all aspects of the fire policy and procedures. Regular fire drills are conducted within the home, with the outcome and results monitored and recorded within a logbook. Such drills are undertaken to identify, clarify and resolve any issues or problems with regards to the fire safety policy. Fire Safety procedure is clearly visible throughout appropriate locations in Woodview.

### **19. Woodview Staff Structure / Training / Support**

The staff team at Woodview is made up of:

- Home Manager
- Deputy Home Manager
- Senior Residential Care Workers
- Residential Care Workers
- Night Care Workers
- Bank staff are also available

The staff team consists of male & female members from various ethnic backgrounds some of whom have extensive experience of residential work. To ensure the suitability of staff, PCR Recruitment & Selection Criteria ensure that all staff are police cleared and checked through the DBS system.

All staff have been, or will be trained in the following:

- Health & Safety
- Food hygiene
- Safeguarding
- First Aid
- Managing Actual & Potential Aggression (MAPA)
- Medication Administration
- Equality and diversity

Additional training will be commissioned as and when needed to support the young people in our care e.g. Attachment and trauma training.

When particularly young children are placed at Woodview, staff will focus guidance and support to ensure they understand the young person's world: how s/he views the world; how s/he is likely to develop as a young child and how s/he can be expected to develop cognitively, emotional, physically and socially.

All specialist guidance will inform placement plans and risk assessments which staff follow in order to meet young people's needs.

Staff receive regular supervision and training and are required to hold or pursue NVQ Level 3 Health & Social Care or Workforce Diploma level 3 in Health & Social Care (as a minimum). Managers must hold or pursue the Diploma in Social Work, Diploma level 5 in Leadership and Management of Children's Residential Services or NVQ level 4 Registered Managers Award (or equivalent).

Each young person has a designated key worker. Woodview is staffed 24 hours a day, 7 days a week. All PCR staff are committed to providing high quality user-friendly services to the young people in our care. Young People benefit from PCR's commitment to a small homes policy, and a high staff to child ratio, this ensures that young people get the focused care and attention they need and deserve.

### **20. Day to Day Arrangements**

Woodview adopts a holistic approach to care and development, addressing the emotional, social, cultural, physical and educational needs of the children.

We believe that our children/young people should be cared for in a positive non-discriminatory environment. Soon after admission each resident has a Placement Plan formulated which aims to develop the young person and build positive relationships with them based on equality and trust where they can feel valued and respected. Woodview aims to deal with issues such as:

- Education & Leisure
- Health, hygiene and self-maintenance
- Behavioural Issues
- Child Protection Issues and keeping safe
- Sex Education
- Interpersonal Skills & Socially Acceptable Behaviour
- Family Contact
- Self Esteem / Confidence
- Skills / Emotional Maturity
- Eating Disorders, substance misuse, self-harm.

Accurate and regular communication is ensured to protect the safety of the children / young people in our care. In addition to these issues, the arrangements are made as follows:

- Main meals are taken together in a family style atmosphere and special dietary needs are catered for
- Children / young people can have their own bedroom key where appropriate.
- Communal as well as individual leisure / recreational activities are made available and pro-actively encouraged

- Woodview is well equipped with a variety of therapeutic tools and equipment, e.g. games, DVDs, books, music, craft and other resources
- Independence and practical skills are encouraged with staff being positive role models in this area

Whilst resident and Woodview, all children / young people receive the following allowances which cover the following areas:

- o Pocket money
- o Phone credit
- o Savings
- o Clothing money/toiletries
- o Semi independence
- o activities / interests
- o Birthday
- o Christmas

### Child/Young Person Participation and Involvement

At PCR, Children / Young people are encouraged and supported in self-expression. They are encouraged and helped to recognise their rights and responsibilities. In support of the above children/young people are encouraged to participate in regular residents' meetings. Residents' meetings are designed to allow children to express their views and concerns and to celebrate things that they like or make them happy. Also, children are supported and encouraged to take part in the reviews of their Placement Plans and risk assessments.

For children that struggle to participate in the group setting, although they will receive ongoing support and encouragement, regular one to one key working sessions allow them to feed into the decision-making processes. Through whatever channel, PCR staff are encouraged and expected to elicit the views of our children and to ensure these are taken into account in the day to day running of our homes.

### **21. The Use of Electronic Surveillance of Children in the Home**

Woodview have door alarms for the resident's bedrooms, however these are not activated as a means of surveillance, rather on an individual need basis for safeguarding measures or to meet any additional health care needs. These are agreed with the relevant placing authority/parent and a signed written agreement is on file. The use of door alarms is detailed on specific night-time risk assessments.

### **22. Provisions Made Available by the Residential Child Care Workers**

All Residential Child Workers within the home are responsible for providing, and promoting the provision of various developmental aspects in the life of the child/young person, which includes their health, physical needs, emotional security, social experience, sleep, clothing, and diet. Furthermore, all Residential Care Workers and supporting residential staff will ensure that they:

1. Develop and sustain a manner of living, which encourages within each child/young person a sense of stability, security, worth and responsibility.
2. Positively promote and encourage awareness within each child of intellectual, religious, and cultural matters as part of their overall development plan.
3. Develop and maintain a sound professional relationship with the child/young person, based on the principle of mutual respect, and continuous consultation. Staff will ensure that this principle is still maintained even though there may be specific periods where the behaviour of the child/young person may be seen as unacceptable.
4. Promote and encourage the understanding, acceptance, and operation of acceptable forms of behaviour amongst every child/young person within Woodview.
5. Develop an understanding of the individual needs of each child/young person, whilst encouraging the exchange of views and opinions between the staff and child/young person.

### **23. Family & Multi-Agency Liaison**

The organisations policies and procedures within Woodview are all carefully followed by all staff, and are geared towards: -

1. Maintaining, supporting and actively encouraging regular and consistent contact with the child's/young person's family, friends, as well as significant others. This is achieved through telephone calls, facetime/skype, social media, email, letters; home visits in addition to visits to see the child/young person within Woodview.
2. Maintaining and encouraging regular access to, and contact with, the child's/young person's Social Worker, ensuring any issues or concerns can be discussed between the child/young person and his or her social worker.
3. To actively promote co-operation and dialogue with relevant educational establishments through attendance at appropriate school functions, continuous discussions and dialogue regarding the needs of the child/young person. Particular attention is paid to the attendance levels.
4. Also, staff will look to actively promote action programmes to help the child/young person to overcome any specific educational difficulties they encounter.
5. To develop and maintain links with venues for recreational, religious, cultural and social activities, particularly those within the locality of Woodview, ensuring a balanced and structured programme for development of the child/young person is achieved.
6. To maintain regular contact and co-operation with other psychologists, psychiatrists, professional associations, and workers when it is appropriate. This will ensure that our core philosophy, which is that the welfare and support of the child is central to all aspects of related care policies, is maintained.

### **24. Opportunities for Leisure, Recreational & Social Activities**

There are a wide range of leisure, recreational, and social activities that are available for the child/young person to pursue whilst residing at Woodview. The home is deliberately located in close proximity to various facilities. Our staff team ensure that every child/young person is encouraged to participate in communal and group activities of their own choice.



All Woodview staff recognises the importance of monitoring the participation in leisure, recreational, and social activities, whilst ensuring that adequate alternatives are offered to every child/young person, as and when required. Also, that a child/young person is entitled to time when she or is doing nothing in particular.

There are a number of leisure, recreational, and social activities available, including access to and use of fitness gyms, youth clubs, tennis, badminton, cinemas, football, in house baking, arts & crafts, bowling, climbing centres, horse-riding, ice skating etc.

Each child/young person is involved in completing a weekly Personal Planner and menu that sets out the structure of the week ahead. This ensures that both children and staff are able to form a picture of the week ahead ensuring balance and variety. This system also serves review and monitoring activity.

### **25. Arrangements for Pursuing Cultural Identity and Religious Observance**

In the interests of maintaining the balanced development of the child/young person and in keeping with Equality and Diversity good practice, all Woodview staff ensure that every child/young person will be given the opportunity to uphold their cultural identity, and religious beliefs. All staff will be responsible for ensuring that opportunities for religious observance are understood and respected by themselves and other children within the home. Each young person is provided with the opportunity, as far as is reasonable and practicable, to attend religious services and receive religious instruction as are appropriate to his/her religious beliefs. Special attention is given where religious observances may involve the provision of special facilities.

### **26. Anti-discrimination at Woodview**

Woodview actively promotes anti-discrimination and we discuss this regularly with the children and young people. We actively support children and young people who may have experienced discrimination and encourage them to speak out.

PCR believes that happiness should not be a destination but rather, a journey. Children have the right to enjoy the journey through early life to independence, following a Pathway, underpinned by the following key principles

- Be as physically and mentally healthy and able as possible
- Enjoy maximum benefit and levels of attainment through good-quality and appropriate educational and developmental opportunities.
- Live in an environment that assures safety and protection from harm
- Feel loved, respected and valued. Be encouraged, guided, motivated and supported through a network of reliable, affectionate and safe relationships.
- Experience and enjoy emotional, mental and physical well-being.
- Feel empowered and enabled to become competent in self-care and everyday living.
- Be encouraged to believe in themselves, through the development and maintenance of positive self-esteem, confidence and respect.

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- Have a secure and informed sense of identity, including cultural, racial and gender-based identity.
- Understand and enjoy a sense of community and citizenship through the development and use of good inter-personal skills and confidence in social settings and opportunities to play a part.
- To understand and enjoy rights and responsibilities and to be able to exercise effectively both principles, both in the care setting and in later life.